

# How can I access support?






Our team of volunteers and supporters are passionate about helping bring Christmas cheer to those children and young people most in need, who may otherwise get nothing for Christmas.

## Who can make a referral?

We take referrals from schools, children centres, social workers, family nurses, statutory services and voluntary, community, and faith sector groups, who support children and families who may be struggling. These are the people best placed to make appropriate referrals for our support. Recipients may be aged between 0 and 16 years only.

Please note that we do not take requests from individuals or via Facebook, so if you are aware of someone who needs support, they must ask an appropriate organisation to refer them.

-  If you contact us we will send you a request form to complete for up to 20 children or young people. We place a restriction to ensure we can reach as many recipients as possible from different referrers. The form asks for details of the child/young person's age, gender and a suggested gift. Our aim is to find a gift that the child/young person would choose themselves, so please give us as much info as possible e.g. hates dolls, loves crafts. If we don't have what they ask for, we will select an age/gender appropriate gift.
-  Please note that although we do our best to fulfil all requests, we can only give gifts if we have items donated, as we rely entirely on donations from kind supporters, including businesses and members of the public.
-  **We cannot deal with parents directly** - if you need support please ask at your child's school, your social worker, or someone else who supports you to refer you to us. The reason is that the referrer can verify the family's circumstances and this enables us to ensure the limited number of donations we get are channelled to those most in need.

## Please get in touch with our team of volunteers



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[www.bc-santa.co.uk](http://www.bc-santa.co.uk)



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