

**CHRISTMAS COMPLETE 2021**  
**INSTRUCTIONS FOR REFERRAL AGENTS**  
**PLEASE READ CAREFULLY**



**WHAT IS CHRISTMAS COMPLETE?**

This project has been running for 27 years and aims to ensure that all children and young people have presents to open on Christmas Day, whatever their family situation might be.

**WHAT DOES THE PROJECT DO?**

We make up a parcel for each individual which contains at least 2 age-appropriate toys, 1 or 2 books, a soft toy, colouring books / pens & pencils / art or craft kits, game or puzzle and sweets. The contents of the packs for teenagers and babies are amended accordingly.

Where donations allow, we include wrapping paper and tape so that mum / dad / guardian can check that what we have provided is suitable and then wrap the gifts themselves, giving them a sense of ownership.

This project caters for the ages of newborn babies up to 17-year olds. If you wish to refer a young person over the age of 17, kindly telephone the SCRATCH office to obtain authorisation before submitting the form.

This year we are asking you to let us know if you know of any particular interests / likes for each child. This will help us in the selection process, but we can in no way guarantee that we will be able to meet requests so please do not raise your clients' expectations.

**HOW DO YOU REFER?**

- Complete the online referral form. (Please note that we will only accept referrals from a business e-mail address).
- Complete all sections of the form (including your contact details) - please help us by checking the forms before sending. Please show ages of children, rather than dates of birth.
- Get the completed forms to us as soon as possible to give us ample time to process them.
- *Please note that if your client lives outside of Southampton, Winchester, Eastleigh and the eastern side of the New Forest, please don't assume that we will be able to make the delivery to them, although we may be able to. We can deliver multiple parcels to one location for you to deliver or you can collect. Please ask, if you are unsure.*
- Ensure that the family address details are given even if you are collecting the parcel(s) or we are delivering elsewhere. This enables us to check that duplicate requests have not been received.
- If you complete the form showing that you are going to collect from us, please ensure that you will have the means of doing so by 12 noon on Wednesday 22 December at the latest.

**DELIVERY / COLLECTION**

We can deliver parcels directly your agency so that you can distribute the parcels. We will start to do some deliveries early in December and when we have all of your parcels ready we will check with you that is ok to deliver and agree a morning or afternoon when this can happen.

Delivery to client's home could be done at any point, but we anticipate that most will be delivered between 14 and 20 December.

If you wish to collect the parcels from us, that is fine. We will inform you when they are ready and you will have to let us know when you are coming so that they can easily be available for you to collect.

To ensure that we can deliver, please return forms to us by 3 December, but please do your best to get them to us well before then (by 25 November would be great). We will do our best to complete emergency referrals received after the deadline, but we cannot promise that we can deliver – you may have to collect.

GDPR – Please note that personal information of the family will only be used to process applications, select appropriate gifts and arrange deliveries. Volunteers and staff working on the project will sign confidentiality statements to ensure information is only used for its intended purposes.

Any queries – e-mail [cc@scratchcharity.co.uk](mailto:cc@scratchcharity.co.uk) Phone 023 8077 3132