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SHAX is a Scottish Charitable Incorporated Organisation,  
Charity Number SC042940.

## SHAX SERVICES, COVID 19 AGENCY BRIEFING JANUARY 2021

Following new measures introduced by the government on 5<sup>th</sup> January 2021 to prevent the spread of Coronavirus, SHAX has closed to the public until further notice.

In order to follow government guidance, keep our team and stakeholders safe and reduce the risk of infection, we will limit contact wherever possible. We will continue to provide our Emergency Starter Pack service for local people moving on from homelessness to a new tenancy.

### Emergency Starter Packs

Our emergency Starter Packs provide personal hygiene goods, basic cooking and eating utensils, bedding items, and some small kitchen electricals for people in crisis. These items are provided free of charge according to need.

### Referral Process

We are operating with reduced staff at present, so please bear with us.

In order to process your referral, the following procedures **must** be adhered to:

- Support Worker must complete all information on the **August 2020 SHAX Referral Form**
- If details are missing the referral **will not be processed**
- All forms must be emailed to: [referrals@shax.org.uk](mailto:referrals@shax.org.uk)
- - by **4pm on Wednesday each week**
- Starter Packs must be collected no later than **12pm on Friday that week**
- Support Workers **must call SHAX** shortly before collection, quoting the referral collection number we will email to you
- Items will be left in the loading area for uplift
- As storage space and donation supplies are limited, **items will not be held** if they're not uplifted each Friday

Please contact us at [referrals@shax.org.uk](mailto:referrals@shax.org.uk) if you have any queries, and thank you for your continued support.

*SHAX – helping turn a house into a home*

