Stripey Stork Referrals Form Instructions

November 2026

Instructions for Referral Partners

- Thank you for using the new up-dated Referral Form. We know your time is valuable and this system will make it easier and quicker for us to get your requests ready. It will also help to make you more familiar with the range of items you can request from us.
- Most requests can be ready within 3 days, but if you need your items sooner, please do let us know. We will continue to respond as quickly as we can, knowing all too well the urgency behind many of your requests.
- **PLEASE NOTE:** if you usually request stock to distribute to families yourself, please email refer@stripeystork.org.uk to request the link to the stock referral form. We have a stock form for both general and School Days.

How the Stripey Stork Referrals System works

- You fill in our online form. You will need to do this for each family you would like to refer.
- At the end of the form you will be asked to book a collection from our warehouse in Reigate or a delivery slot to one of our hubs.
- Once you click submit, you will see a confirmation screen which will include the date and time of your collection/delivery and where you will be collecting from. It will also show you a list of the items you requested. This will also be emailed to you. If there are any items missing or you need to change the date or location, please contact the referrals team - refer@stripeystork.org.uk.
- We will check our stock and, if necessary, add you to the waiting list. If any item is added to the waiting list, you will received an email confirmation. We only hold waiting lists for large equipment – prams, buggies, double buggies, beds, stairgates and high chairs.
- You collect your items at the time agreed.

- You do not need to give us any personal information about the family, such as names.

To use the form you will need the following information about the request you are making. Some of the information is mandatory and will need to be completed to allow you to move through the form. All data is stored securely.

Page Two:

- Your work details including postcode of your work address and your email address. **For help locating your organisation, please see the table at the end of this document.**

Page Three:

- How many children and adults are in the recipient family.
- The postcode of the family.
- The ethnicity of the family and whether they are currently working.
- Your reasons for making the referral.
- Ages and genders of all of the children in the family, including unborn babies – even if you are not requesting items for all the children.

Page Four:

- The items you are requesting. These are arranged in categories through drop-down menus. For example, a buggy is found in 'Transport' and a Cot found in 'Sleeping'. **A list of categories and items is at the end of this document.**

Page Five: Last few bits and pieces

- Select whether you would like a collection from our warehouse in Reigate or Delivery.
- Collection – select a date from calendar and then a time slot.
- Delivery – there are two options for delivery – open to all and internal only.
  Open to all – these are hubs that any Referral Partner can collect from. Please select the hub you would like to collect from, then select an available date on the calendar. If you are not sure where your nearest hub is, please contact us.
  Internal only – where we have an agreement with specific locations to

deliver items for their staff only. Please select the location. If we have a regular delivery, you will be able to select a date. If we deliver ad hoc to this location, please select 'Cannot find suitable appointment' and we will allocate the next available date.

- For both Collection and delivery if you cannot find a time which works for you, please select 'Cannot find suitable appointment'.
- Any extra details you need to give us. Please do not include any personal identifying information.

Extra Information

- There is a comments box on the final page of the form, before you click 'submit'. If there is anything you are unable to find on the form, or any extra information you wish to give us, you can put a note in this box. Please do not include any identifying information.

Making Changes

- If there is anything else we need to know about your request, the team will contact you.
- If you need to make any changes or additions to your request, cancel it, or change your collection slot, please use the refer@stripeystork.org.uk email address.
- Please note, there may be times when some items are unavailable on the date you have requested. We may not always have the opportunity to let you know about this in advance.

More Information

- The website contains more detailed information about how we use and store data, our referrals policy, and more about our organisation.

Help

- If you have a question about making a referral that is not answered here, or you are having any problems using the form, you are welcome to get in touch with us by emailing refer@stripeystork.org.uk.