



**SECOND OPPORTUNITIES**  
 Ferguson House  
 302 Broomloan Road  
 Govan G51 2JQ  
 Tel: 0141 425 1177

**SECOND OPPORTUNITIES      FURNITURE RE-USE SERVICE**

The service takes in donations of second hand furniture and other household items and makes them available, at low cost, to people who are:-

**Office Use Only**

- In the current catchment areas: **Glasgow & Paisley**
- In receipt of benefit or low income
- Unable to access furniture by other means

In order to avoid abuse of the service, Second Opportunities only accepts referrals from approved referral agents.

**THE REFERRAL PROCESS**

Each referral agent is given a master copy referral form from which photocopies are taken as required.

1. The referral agent checks that the client meets the referral criteria.
2. When going through the form with the client it should be explained that as Second Opportunities rely upon donation not all items may be available. Support workers should note that at their discretion, re-referral is acceptable.
3. The referral form is then forwarded to Second Opportunities, Either by Fax or by email. The support worker will be contacted and an appointment offered to view furniture with the client and choose from what is available; Monday to Thursday 9.30 am to 4.00 pm and Friday 9.30am to 3.00pm. Please note, the warehouse is not a "child friendly environment".
4. When the furniture has been selected, a delivery date is arranged and confirmed with the client. There is a standard delivery charge of only £15. This charge is payable in advance.
5. **The Referral form should be fully completed, signed and dated by the support worker.**

*Please do not hesitate to contact us regarding any queries or issues that you may have.*

**Furniture Re-use Referral Form**

**Clients Details**

Name:	Telephone No:
Address:	Flat No:
	Delivery Address:
<b>If Ex Service Personnel Please Tick Box</b> <input style="width: 50px; height: 20px; margin-left: auto; margin-right: auto;" type="checkbox"/>	

**Fax: 0141 425 2004**

**Email: [contact@newtwo.org.uk](mailto:contact@newtwo.org.uk)**

**WWW.SECONDOPPORTUNITIES.ORG.UK**



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**Income (Place x in Box)**

Income Support     Job Seekers Allowance     Low Pay   
 Incapacity Benefit     Pension

Are the client's financial circumstances such that they cannot afford items requested?

Case Workers Comments:

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Please State Items Required


Is the Client in receipt of a Community Care Grant    Yes/No?

Number of people in household

Age (Place x in box)

16 – 18     19-24     26-60     Over 60

Number of Dependants

Aged 0-4     Aged 5-10     Aged 11-15     Aged 16-18

Case Workers Name:	E- Mail Address
Referral Agency:	Office Telephone No
C/Workers Signature:	Date:

**Please tick box if the applicant is Ex Service Personnel.**

<u>Date &amp; Time Called.</u>
<u>Appointment Date</u>
<u>Comments</u>

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