



## **ELIGIBILITY: HOW THE HYGIENE BANK DETERMINES THE ORGANISATIONS WE WORK WITH**

THB's Core Principles are outlined below:

### **Acceptance & Redistribution**

THB is a registered charity and is therefore compliant with all relevant legislation and guidelines as required.

Products with a Use By Date will not be redistributed beyond this date.

We handle products with Best Before dates by prior arrangement with the manufacturer or retailer

We will only accept products that we can legally and safely redistribute and seek to minimise waste throughout operations.

We will maximise recycling of products involved in the redistribution of items such as packaging.

Products must be given out for free to clients, they can't be sold or used as prizes for e.g. for a raffle, tombola or auction prizes.

Products aren't for personal use for organisation staff, volunteers or family.

Products can't be passed onto other organisations, this enables us to track the whereabouts of goods donated by us.

## Social Impact of hygiene products

THB believes hygiene products can be an enabler to provide a person a hand up not just a handout. Working across all elements of the not for profit sector we will prioritise who and how we work with in the sector to maximise the social impact of products using the following (prioritised) principles:

### The vulnerable within a community are given priority in receiving donated products

- a. Those who are already vulnerable under the statutory duties of health, social care, housing, emergencies, etc. – e.g. an elderly person in need of social care to live at home.
- b. Those who are at immediate risk of moving into one of those statutory categories – e.g. a person experiencing domestic abuse who might become homeless or the victim of a crime.
- c. Those who are at risk of wider types of vulnerability where preventative activity might stop them becoming vulnerable in the statutory sense – e.g. older people currently in good health, but socially isolated; people on low incomes who might be at risk of household or food insecurity.

A wide range of groups can fall into these 3 categories:

❖ Asylum Seekers & Refugees ❖ BME (Black & Minority Ethnic) ❖ Ex-Offenders ❖ Ex-Service Personal ❖ Families And/or People On Low Or No Income ❖ Homeless & Rough Sleepers ❖ LGBT ❖ Lone Parents ❖ Long Term Unemployed ❖ NEETs (Not in Education Employment Or Training) ❖ Older People ❖ People Affected By Domestic Violence ❖ People With Drug and Or Alcohol Addiction ❖ People With Life Limiting Conditions & Disabilities ❖ People With Mental Health Problems ❖ People With Physical Health Problems ❖ Pre-School Children ❖ School Children ❖ Socially Excluded People ❖ Young People In Care/Care Leave

This list is not exhaustive, there will definitely be other groups not covered here and some groups here may only be vulnerable where there is an accumulation of factors. (EG not all Children are vulnerable or at risk of being vulnerable by definition, however when combined with “low or no income” / socially

disadvantaged area and or in care, they do meet the definition of vulnerable or at risk.) If approached by a group that is not covered by this list please consult with your partnership manager.

**Organisations delivering additional services and support that address the underlying causes and not just the symptom of poverty will always be THB's core objective**

This should be fairly self-explanatory. We recognise that depending on the groups served these services will be diverse and that some organisations ability to provide additional services maybe limited. Services we would look for are:

❖ Food ❖ Accommodation ❖ Addiction Support ❖ Benefits/Financial/ Housing Advice ❖ Child Care ❖ Complementary Health ❖ Drug and Alcohol Advice ❖ Education ❖ Employment Support ❖ Life Skills Training ❖ Medical ❖ Mental Health Support ❖ Recreational/Leisure ❖ Referral/Signposting ❖ Social Work Services ❖ Social/Befriending ❖ Training

Like the Client groups this list is not exhaustive.

**We will only supply products to not for profit sector organisations, including some social enterprises.**

Legal status is a good starting point when assessing if an organisation is not for profit:

- Charity (Registered in England or Scotland)
- Exempted charity (Eg Church of England or Scotland)
- CIC (Community Incorporated Company)
- CIO (Community Incorporated Organisation)
- Statutory organisation that does not have a statutory obligation to provide products. (eg social services)
- Constituted resident group
- Small community group e.g. volunteer run lunch club (with a governing

document) Again the list is not entirely exhaustive and for many organisations looking at their accounts and governance documents are key for assessing their not for profit status. There is one known legal status that is known to be hard to assess:

- Industrial and Provident organisation. This includes many housing associations who may have a project within their organisation that meets the criteria but as a whole, the organisation does not meet the criteria.

The criteria should be used on the project you are talking to first and questions around the wider organisation come second. Regardless of legal status there are two documents that are really useful for checking for not for profit status.

- Articles of association most organisations should have this kind of document and it should clearly state not for profit status.
- Accounts that show that all surplus generated is re-invested in the project and that no money/profit is paid to shareholders / owners (outside of wages).

**We will only work with the public sector and statutory bodies to provide additional value where there is no central government, legal requirement for provision.**

E.g. Educational trusts, ensuring that their client group does meet the vulnerability definition.

**We will consider working with other redistribution organisations who are consistent with THBs Principles including operating within the law and meeting standards of safety. EG. FareShare**

➤ Full trace of type and volume of product distributed to a sufficient level of detail to meet product traceability.

➤ Agreed reporting on numbers of organisations and the volumes of product received. .

➤ Where working with that redistribution organisation does not put the sustainability of the THB project at risk.

**In some instances we will work with not for profit organisations that apply an appropriate charge for services, though THB donations must be given for free.**

This can be especially challenging with older people's lunch clubs and community cafes and is often a value judgement on our part. The rule of thumb is if you think that the charge would exclude parts of the client group they serve it's probably too high. Checking their accounts (if a registered charity) to see how the income from the organisation compares with their costs is also a useful method of assessment.

**We recognise that the not for profit sector is always evolving to meet the needs of society. We will endeavour to support and develop new and innovative models of service provision safely and legally.**

**All organisations that are served by THB must have a commitment to equality & diversity. Organisations must have procedures to safeguard their vulnerable clients**

There must be no stipulation or coercion to convert or participate in religious services as a condition to receive donations supplied by THB (In practice this does not mean there cannot be any religious aspect to the service, just for example if there is a religious service, attendance shouldn't be a condition of being able to receive products)

**There are some clear red lines that THB will not support:**

- For profit organisations.

As a rule, we will not support For Profit organisations, unless they can demonstrate beyond reasonable doubt that they are providing either a high level of social impact to vulnerable people with products received through THB, providing additional services beyond what a beneficiary is paying for, or can demonstrate that it will be able to reduce its bills and invest in services that will be free to access for beneficiaries. We will not support organisations whose sole intention is to increase profit margins through reducing its bills regardless of the type of beneficiaries it seeks to serve.

- Services that are primarily for the general public. THB believes that the products it supplies should be used to support vulnerable people in all their diversity first and foremost.

## **Special circumstances and national emergencies**

In times of National Emergency, THB may at its sole discretion, choose to adopt a temporary change to how it prioritises groups served, general service provision and all other information detailed earlier in this document. This could include changes to allocation practices amongst other things. Through agreement with the Board we may postpone some of our earlier described principals, this will be done to speed up the distribution of products to aid people in need and decisions will be made in accordance with the specific needs of the crisis.

We reserve the right to deem a situation one of crisis or National Emergency as we see fit and we equally retain the right to declare that situation as complete. Once we declare a situation as being complete we will return to all regular processes with immediate effect.

Version: March 2020