



# Eligibility Criteria Guide for Community Partners

How The Hygiene Bank determines the organisations we work with.

## The Hygiene Banks Core Principles are outlined below:

### Acceptance & Distribution

- The Hygiene Bank 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 distributed beyond this date unless deemed safe to do so by the manufacturer or retailer.
- In some case, we handle products that have exceeded **Best Before** dates by prior arrangement with the manufacturer or retailer.
- We will only accept products that we can **legally** and **safely distribute**.
- We will not distribute certain items such as prescription or over the counter medicines, talcum, used toiletries.
- We seek to minimise waste throughout operations and will maximise recycling of products involved in the distribution of items such as packaging.
- Products must be given out to clients **for free**. They **cannot be sold or used as prizes** for e.g. for a raffle, tombola or auction.
- Products are **not** for personal use for organisation staff, volunteers, friends or family.
- Products **should not** be redistributed onto other organisations, unless those organisations are registered with us. Traceability of donations ensures products are donated to organisations that meet our eligibility criteria and enables us to fulfil our charitable objects.

### Social Impact of hygiene products

The Hygiene Bank believes hygiene products can be an enabler to provide a person a hand up not just a handout. Working alongside other organisations we will prioritise who and how we work within the charity sector to maximise the social impact of products using the following (prioritised) principles:

### Those 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

[thehygienebank.com](https://thehygienebank.com) | [@thehygienebank](https://twitter.com/thehygienebank)

The Hygiene Bank is a registered charity in England and Wales: 1181267 and in Scotland: SC049895.



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.

Organisations delivering additional services and support that address the underlying causes and not just the symptom of poverty will always be The Hygiene Banks core objective.

We recognise that depending on the groups served, these services will be diverse and that some organisations ability to provide additional services may be limited. Examples of services we support:

- 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

This list is not exhaustive.

We will only supply products to not-for-profit sector organisations.

These include:

- Charity (Registered with the Charity Commission for England and Wales, or the Scottish Charity Register)
- Exempted charity (Eg Church of England or Scotland)
- CIO (Charitable Incorporated Organisation)
- Statutory organisation that does not have a statutory obligation to provide products. (eg

**thehygienebank.com | @thehygienebank**

The Hygiene Bank is a registered charity in England and Wales: 1181267 and in Scotland: SC049895.



social services)

- Constituted resident group
- Small community group e.g. volunteer run lunch club (with a governing document)

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 The Hygiene Banks Principles, including operating within the law and meeting standards of safety (e.g. 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 Hygiene Banks project at risk.

In some instances, we will work with not-for-profit organisations that apply an appropriate charge for services.

These include older people's lunch clubs, community cafes and larders where a small nominal membership fee is charged though The Hygiene Bank donations **must be given for free**.

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 The Hygiene Bank must have a commitment to equality & diversity. Organisations **must have** procedures in place to safeguard their vulnerable clients and must supply a copy of their safeguarding policy for our records. The organisation should hold appropriate insurance as they are not covered by The Hygiene Banks Insurance policy.

There must be no stipulation or coercion to convert or participate in religious services as a condition to receive donations supplied by The Hygiene Bank (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)

[thehygienebank.com](https://thehygienebank.com) | [@thehygienebank](https://twitter.com/thehygienebank)

The Hygiene Bank is a registered charity in England and Wales: 1181267 and in Scotland: SC049895.

*Published: March 2023*



## The Hygiene Bank 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 The Hygiene Bank, 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.** The Hygiene Bank 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, The Hygiene Bank 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 principles, 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.

As of 21<sup>st</sup> June 2021, The Hygiene Bank has declared the Covid-19 pandemic situation as being complete.