



Eligibility Criteria Guide for Community Partners

Social impact of hygiene products

The Hygiene Bank believes hygiene products can be much more than an item which helps people to feel clean – they can provide people with a hand up, not just a handout. Case studies from our projects have given us clear examples of this – a teenager going back to school and on to university because they have access to deodorant and shower gel; a Mum who was contemplating shoplifting nappies, who no longer has to risk a criminal record.

Sadly, the demand for our work and for products is much higher than we can possibly meet. This means that, working alongside other organisations, we will prioritise who and how we work within the charity sector to maximise the social impact of products.

We will work to the following (prioritised) principles:

Those vulnerable within a community are given priority in receiving donated products

- 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.
- 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.
- 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.

The Hygiene Bank's core principles are outlined below:

Organisations we will support:

- CIO (Charitable Incorporated Organisation - Registered with the Charity Commission for England and Wales, or the Scottish Charity Register)
- CIC Schedule 1 & 2 (we do not support CIC schedule 3)
- State Schools and nurseries (we do not support fee paying schools or nurseries - consideration will be given if there are families within the setting who are eligible for childcare support*)
- Exempted charity (Eg Church of England or Scotland)
- 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)

**subject to approval*

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Organisations delivering additional services and support that address the underlying causes and not just the symptom of poverty will also have a higher priority:

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 generally fall into the following categories:

- Foodbank & meal provision
- Educational organisations
- Health & wellness (disability, mental health, alcohol/substance abuse, counselling/advice)
- Family support (baby bank, family welfare, children & youth)
- Local government (eg.social services)
- Housing support & homeless
- Women's refuges
- Church & community groups
- Elderly support organisations
- Other – (job skills & training/ sex workers support organisations, modern slavery support organisations, prisons)

This list is not exhaustive.

Conditions of acceptance & distribution

- The Hygiene Bank is a registered charity and is therefore compliant with all relevant legislation and guidelines, as required.
- 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 from the community partner onto other organisations**. This is to ensure traceability of donations and that products are donated to organisations that meet our eligibility criteria and enables us to fulfil our charitable objects.
- Products with a **Use-By Date** will not be distributed beyond this date, unless deemed safe to do so by the manufacturer or retailer and approved by The Hygiene Bank
- 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: these include 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.
- We encourage all organisations that are served by The Hygiene Bank have a **commitment to equality & diversity**.
- Organisations **must have procedures in place to safeguard their vulnerable clients** and

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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 Bank's 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 (this does not mean there cannot be any religious aspect to the organisation or service, but, for example, if there is a religious service, attendance shouldn't be a condition of being able to receive products)
- In some instances, we will work with not-for-profit organisations that apply an appropriate charge or subscription for services. These include, for example, lunch clubs, community cafes and larders where a small nominal membership fee is charged. However, The Hygiene Bank donations **must** be given for free.
- Any organisation **conflict of interest** must be declared to The Hygiene Bank (for example close family or friends volunteering with us)
- From time to time, we may carry out visits to the organisation being supported, failure to comply with any reasonable request may result in support being suspended.

Please note, failure to comply with the conditions above may result in support being withdrawn.

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 21st June 2021, The Hygiene Bank has declared the Covid-19 pandemic situation as being complete.