



Open Hands Ethos

Open Hands comes into contact with a range of people; the homeless, recently housed, asylum seekers, refugees and many more. At the very heart of our work is the idea that every single individual has worth and value regardless of their background and circumstance. As such, we try our very best to ensure that our service users get the best that we can offer. This notion extends to our furniture provision. We seek to collect only items that are of a good condition with all components in full working order to ensure that those receiving these items are enriched by them.

Our approach to donations and collections:

Whilst Open Hands is exceedingly grateful for any interest it receives in the way of donations, in order to maintain our ethos, we must be selective in what we accept. We aim to meet the genuine and specific needs of our guests by stocking essential furniture items that our service users can access at a free or reduced cost.

The charity is also able to accept some other non-essential furniture donations which will be sold with all profits reinvested into the charity's furniture project.

The role of our team:

When a collection is booked Open Hands is satisfied with the description that you have provided of the items you would like to donate. However, we do heavily rely on the visual assessment that can be carried out only by our drivers on the day of collection. We have complete confidence in their ability to decide whether or not to collect an item based on its suitability to be passed onto somebody else. We do ask for your patience and cooperation with our drivers and volunteers as they carry out the brief but necessary checks on the items being donated. This will involve a visual inspection to see that physically all components are intact and in working order. Please also note that we are a charity offering a free collection service. We are only able to collect items that meet our criteria and ethos.

We request that:

1. For items containing fabric ie/covered chairs, mattresses, divan beds etc, we request that fire safety labels are attached.
2. Access should be cleared for our team to collect your donations.
3. Unless previously arranged items should be emptied, cleaned, disassembled, disconnected and brought down stairs ready for our collection team.
4. Electrical items should be in full working order.

When items are unsuitable:

If having assessed the furniture, our team decide the item is not suitable for collection, we do apologise for any inconvenience this causes you. If your collection has been unsuccessful on this occasion, we hope this won't deter you from supporting the work of Open Hands in the future.

Please share our need for furniture items with your friends and family so that we can continue to meet the high demand for our services.

Thank You.