

Support Worker Furniture Policy

Open Hands is a charity that aims to meet the immediate needs of disadvantaged and vulnerable people in Leicester. We strive to provide emergency help in the form of food, clothing, toiletries, household goods, and furniture. As a charity dependent on donations, we seek to meet only the most urgent needs.

We provide furniture items at a reduced and affordable cost. We aim to provide basic furniture items (see list below) that are of a reasonable quality to those without, for this reason we will not replace furniture that is already functional.

Beds (single, double, cabin, cot, and bunk), Bedside Cabinets, 2-Seater Sofas, Dining Tables and Chairs, Coffee Tables, Single Wardrobes, Chest of Drawers, Fridges, Freezers, Washing Machines and Microwaves.

We ask for your cooperation in the application of this policy in our provision of furniture.

Terms and Conditions of Open Hands Furniture Provision:

1. We will provide the above items according to our means testing process as follows:
We require an individual to provide evidence of their income including access to any benefits. Individuals with access to benefits will be eligible to access our furniture service and buy items at an affordable rate. For those unable to access public funds, the charity will consider each individual's circumstances who may then qualify to receive a free service. Delivery charges are included in the price of the item, not calculated separately. All payments will be reinvested into the work of Open Hands.
2. We cannot guarantee that the items required will always be available and are not able to reserve any items for clients.
3. At the point of delivery, should the van team arrive to find that your client does not need the item(s) (i.e. they have functional item(s) of a similar nature) they may return the furniture to the warehouse and give a full refund of the purchased items. Further requests for furniture provision will only be granted when a genuine need has been established.
4. Should the van team arrive to find no one at home to receive the order the furniture will be returned to the warehouse. The client will be contacted in an attempt to make arrangements for one further delivery. If a second delivery is also not possible the items will be returned to the warehouse and a full refund of purchased items will be made excluding delivery charge of £10. The items will then be made available to other clients in need.
5. Should an appointment be missed by your client with no suitable reason given prior to the appointment time, they will move the end of the waiting list before another appointment is arranged.

What we expect from you:

1. In referring a client to us to receive furniture we expect you to be confident of the individual's genuine need of our services and that they are not currently living in a property where furniture items are supplied by the landlord.
2. We ask that you explain to your client that our aim is to meet the most immediate and specific needs up to a **maximum of 5 items**. It is not our purpose to replace functional furniture.
3. We expect that you inform your clients of the types of items we provide and **that we cannot guarantee that they will be available** at all times.
4. We ask that your client is aware of the fact that our van team have the right to return items to our warehouse if they feel your client is not in need of them or if they are absent on the date of delivery.
5. Please ensure your client is aware of our terms and conditions listed above and is prepared and willing to sign a copy of our Client Furniture Policy at the point of furniture allocation.
6. Please remind your client that if they qualify to receive furniture at a reduced cost they will need to bring funds with them on the day, and that payment must be received before delivery can be made.

Thank you.

Revised as of November 2022. These policies, along with all procedures, are reviewed annually.