



Donation of goods coordination

1. Purpose

To prepare and furnish homes for clients supported by BWR arriving in B&NES &/or needing to move house, at minimum cost to the families.

To ensure that all donated goods are used for the benefit of the clients supported by Bath Welcomes Refugees (BWR).

2. Introduction

A significant proportion of BWR's work is to prepare & furnish homes for clients to ensure they feel welcome and secure in their new environment. Clients generally have restricted budgets so it is important to keep costs to a minimum; at the same time members of the local community are keen to offer practical help. The donations team is able to marry these two needs thereby also extending community involvement in the welfare of the families.

BWR is often offered goods that may be of use to clients. It is important that donors feel confident that their goods are reaching the intended people and that goods are distributed efficiently and evenly.

3. Scope

This SOP covers the procedure for requesting, sourcing, receiving, cataloguing and distributing donated goods and furnishing & preparing houses for clients.

4. Definitions

Donated goods- household items including items of furniture; garden tools/equipment; kitchen implements; crockery; children's toys/equipment given by people for the use of clients supported by BWR. This does NOT include food/toiletries/ perishables or money.

Clients- the refugee families and individuals supported by BWR.

5. Responsibilities

- On receipt of information about available houses and the needs of clients, ensuring that the houses are furnished to an acceptable standard for clients to move in to on arrival including curtains/blinds (involving DIY team if needed)
- On behalf of clients, purchasing new bedding & towels where necessary
- Receiving information about possible donated goods

- Checking that soft furnishings have appropriate fire labels.
- Collecting and storing donated goods
- Arranging PAT testing for second hand electrical items.
- Notifying clients as to what is available
- Distributing goods

6. Specific Procedure

Visit identified properties where possible once details of the clients & their requirements are known.

For clients moving within B&NES, receive request from BWR refugee coordinator or BWR volunteer for specific items required.

Donations team to check if we have items in the store and supply these to the clients.

Donations team to check with Share & Repair if any of the required items are available

If no items available:

BWR volunteer/employee (i.e. not Donations team) support the clients to request items from Genesis, Mercy in Action, the Nest Project (for under 5's)

BWR volunteer/employee support the clients to apply for a welfare grant from B&NES where applicable (up to £500) or maybe St Johns Foundation (if not used within the last three years)

Donations team put a call out to supporters for missing items and respond to offers by contacting the donor to gather more information including about the condition of the goods, photos if possible and arranging collection and delivery.

Source larger items of furniture from local charities/recycling centre or individual donors.

Shop for essential items not obtained through other means, e.g. new mattresses, bedding & towels.

Furnish the house, including hanging curtains/blinds and kitting out kitchen with cooking utensils & crockery.

Ensure any second hand electrical items are PAT-tested.

In relation to unsolicited donations of goods, the Co-ordinators will check whether items are of immediate use to clients and if not they will be stored for possible future clients. Any surplus items will be offered to other organisations whose aims are similar to BWR, or to organisations supporting local families who may be in need of such items.

Where there is an emergency situation and no time for the above procedure, items will be purchased by the Donations team at their discretion and with approval by the Trustees.

Purchases will be recorded on the finance monitoring spreadsheet and the CRM system under the family name by the Refugee and Asylum Seeker Support Coordinator.

N.B. BWR should not be providing used mattresses, bedding, bedlinen, towels or safety equipment such as car seats & bike helmets.

BWR only collects clothing to be sold at clothes sales, not for direct distribution to clients.

7. References

BWR Internal References

- SAFEGUARDING POLICY
- BEHAVIOUR CODE OF PRACTICE
- DATA PROTECTION POLICY
- EQUALITY AND DIVERSITY POLICY
- HEALTH AND SAFETY POLICY

Approved by BWR management committee and Trustees 9th February 2024

BWR is committed to reviewing policies, procedures and guidelines annually.