



Baby Necessities Southampton

Terms and Conditions

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Baby Necessities is run by three part-time members of staff and volunteers. We are a very small team operating around our regular jobs, so occasionally there may be some delays in communication.

Referrals for the baby bank:

- We provide essential items for children up to the age of 5 years old. If there is an older sibling(s) urgently requiring our help, please contact us to discuss this first.
- We will only operate on a third party referral basis, which must come from a professional. E.g. Midwife, Health Visitor, GP, Family Support Worker, Social Worker, Educator or Teacher, Foodbank Volunteer, Religious Leader etc.
- Only refer families that are experiencing financial difficulty, hardship or poverty. For a more detailed criteria, refer to the Baby Necessities Southampton Referrals Policy.
- Families referred must be living in the areas listed on our referral form.
- Please make sure that you have selected all the items that will be required to help the family and give as much detail as possible (e.g. size of nappies, age range of clothing, shoe size, brand of formula etc.) There is no limit to the amount of items you can request, but we ask that you consult with the family and only request those items that there is genuine need for.

Referrals for our Give a Gift Campaign:

- We provide birthday gifts for children up to the age of 11 years old.
- We will operate on a third party referral basis, which must come from a professional. E.g. Health Visitor, Social Worker, Family Support Group Volunteer, Educator or Teacher etc.
- Only refer a child if they are from a disadvantaged background and are unlikely to receive a gift for their birthday (e.g. financial difficulty or poverty, in foster care etc.)
- Children referred must be living in the areas listed on the referral form.
- We require a minimum of 14 days notice for a birthday bundle.
- If a birthday cake is requested, we require the child's first name, as well as any dietary requirements or allergies.

Processing Times

- Typical lead times are 1 week unless your request includes a high demand item such as a cot, double pushchair or stair gate, in which case it is 1-3 weeks.
- For urgent cases we will endeavour to process the request in 24-48 hours subject to availability of items.
- For bundles required for a new born infant, we aim to have these ready 2 months before the due date. If these items are needed sooner (e.g. early labour or medical condition which may mean labour is expected before the due date) please get in contact with us and explain the situation.

Collection and Distribution

- Please be prepared to make arrangements to collect from our unit in Romsey, Southampton. If items remain uncollected after two weeks, we reserve the right to donate them to others.
- If you or a colleague are unable to collect from us, the beneficiary can be given the option to collect the items themselves. Please ensure that you have gained their permission to provide us with their name and contact details. Please also ensure that they have means of transport.
- In exceptional circumstances, items can be delivered by one of our employees or volunteers. This must be discussed with the Baby Necessities team first to ensure availability of a staff member or volunteer. Deliveries will be arranged with the family and the professional making the referral. Once the arrangement is made you (the beneficiary) are giving us the right to ask for your home address. Your personal details will be processed as outlined in Baby Necessities Southampton Data Protection and Privacy policy.

Receiving Items – the beneficiary

- By accepting items from Baby Necessities you are taking full responsibility for those items and their safety. Your acceptance acts as a disclaimer that the responsibility no longer lies with Baby Necessities Southampton.
- All items will be visually checked and safety checked prior to dispatch to the best of our ability.
- Clothing, blankets and other textiles will be washed by our volunteers before you receive them. As we cannot guarantee what washing powders, detergents or fabric conditioners are used, we strongly recommend that you rewash these items if there are known allergies to these products within the family.
- We will endeavour to obtain all items outlined in the referral form, whether it is via a social media request for donations or using any available funds. If, however, we are unable to obtain items requested we will let you know as soon as possible.

Donating Items – the public

- From time to time it becomes necessary to sell some donated items to raise the much needed funds to purchase other items that are needed. When donating you are accepting that it is possible that some items may be sold.
- Please ensure all items donated are in good condition. This means equipment is in full working order, toys are not missing any parts and clothing is free from stains, holes, loose threads and missing buttons.
- We request that clothing, blankets and other textiles are washed prior to donating.
- If we feel any items donated are not in a condition worthy enough to be re-gifted to our referred families, we will recycle the items where possible or dispose of them if needed.
- Before making any donations, please get in contact with one of the team to ensure we are accepting those items at that time. Alternatively, visit our social media pages which will have an up to date list of items we are requiring.
- Items we are unable to accept **second-hand** are:
 - Mattresses
 - Bottles teats
 - Dummies
 - Car seats
 - Toilet seats / potties
 - Breast Pumps
 - Reusable nappies
- We are unable to accept the following items due to safety:
 - Drop sided cots
 - Cot bumpers
 - Sleeping pods/positioners
 - Bumbo's
 - Sit in baby walkers
 - Door bouncers

If you have any questions or concerns about any of the above, please contact us at info@baby necessities.co.uk