

*Baby Necessities*



**Southampton**

Essential Equipment and Supplies

**Baby Necessities Southampton**

**Terms and Conditions**

# Terms and Conditions for Baby Necessities Southampton

- Baby Necessities Southampton is run entirely by volunteers, and we are a very small team operating around our regular jobs, so occasionally there may be some delays in communication.

## Referrals

- We provide essential items up to the age of 2 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.
- In some instances we may be able to take direct requests for clothing bundles from the families themselves.
- Only refer families that are experiencing financial hardship or poverty.
- Families referred must be living in the Southern Test Valley or Southampton area.
- 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 and shoe size 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.

## 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.

## Collection and Distribution

- Please be prepared to make arrangements to collect from our storage facility in North Baddesley, Southampton or from our Founder's home address in North Baddesley, Southampton. If items remain uncollected after two weeks, we reserve the right to donate them to others.
- In exceptional circumstances, items will be delivered by one of our volunteers. This will be arranged with the families and the professional making the referral. Once the arrangement is made you 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

- By accepting items from Baby Necessities Southampton 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 restricted funds. If, however, we are unable to obtain items requested we will let you know as soon as possible.

## Donating Items

- 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 pieces 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:
  - Moses basket mattresses (hygiene and safety)
  - Cot mattresses (hygiene and safety)
  - Bottles teats
  - Dummies
  - Toiletries, unless unopened
  - Car seats (safety)
  - Toilet seats / potties (hygiene)
  - Breast Pumps (hygiene)
  - Reusable nappies (hygiene)
  - Baby food / formula

Date: December 2020

Review Date: December 2021