



Gentle Hands Home Support Limited

Community Share Scheme Policy & Donation Record

1. Purpose

Gentle Hands Home Support Limited is committed to reducing waste, promoting sustainability and supporting our local community.

The Community Share Scheme enables clients to donate unwanted, good-quality, non-electrical household items for other Gentle Hands clients to use free of charge. The scheme encourages kindness, reduces unnecessary waste and helps people access useful everyday items.

2. Scope

This policy applies to:

- All Gentle Hands Home Support staff.
- Clients wishing to donate items.
- Clients wishing to receive donated items.

3. Items We May Accept

Examples include:

- Small Furniture in good condition.
- Tables and chairs.
- Kitchenware.
- Crockery and cutlery.
- Bedding (clean and in good condition).
- Towels.
- Books.
- Jigsaw puzzles.
- Board games.
- Walking sticks.
- Zimmer frames.
- Crutches.



- Home décor.
- Storage boxes.
- Non-powered gardening hand tools.
- Other suitable non-electrical household items.

All donated items must be clean, safe and fit for reuse.

4. Items We Cannot Accept

Gentle Hands will not accept:

- Electrical items of any kind.
- White goods.
- Mattresses.
- Medicines.
- Food or drink.
- Alcohol.
- Tobacco or vaping products.
- Sharp or hazardous items.
- Chemicals.
- Opened toiletries or cosmetics.
- Medical equipment requiring servicing or calibration.
- Child car seats or safety equipment.
- Any item considered unsafe, damaged or unhygienic.
- Anything we deem not suitable

Gentle Hands Home Support reserves the right to refuse any donation.

5. How the Scheme Works

Clients can inform a member of the Gentle Hands team if they have items they no longer need.

Where appropriate, staff may take photographs and record details of donated items.

Items will only be offered to other Gentle Hands clients.

All items are donated and received free of charge.



Gentle Hands may assist with collection or delivery where practical but cannot guarantee this service.

There is no obligation for any client to donate or accept an item.

6. Safety

Staff will carry out a visual inspection only.

Gentle Hands Home Support does not clean, repair, service, test or certify donated items.

Clients accept donated items entirely at their own discretion.

7. Liability

All donated items are supplied "as seen".

Gentle Hands Home Support Limited accepts no liability for:

- The condition or quality of donated items.
- Hidden defects.
- Suitability for a particular purpose.
- Injury, loss or damage arising from the use of donated items.

Ownership transfers to the recipient once the item has been collected or delivered.

8. Equality and Fairness

The scheme will operate fairly and without discrimination.

Where multiple clients request the same item, Gentle Hands will allocate it using a fair and transparent process.

9. Data Protection

Client confidentiality will always be respected.

No personal information will be shared without the client's consent.



Records relating to the scheme will be stored securely and handled in accordance with UK data protection legislation.

10. Staff Responsibilities

Staff must:

- Follow this policy.
- Refuse unsuitable or unsafe donations.
- Treat all clients fairly and respectfully.
- Record donations and collections accurately.
- Report any concerns to management.

11. Environmental Commitment

The Community Share Scheme supports Gentle Hands Home Support's commitment to reducing waste, encouraging reuse and helping create a more sustainable community.

By giving unwanted items a second life, we can help both people and the environment.

12. Policy Review

This policy will be reviewed annually or sooner if legislation or operational requirements change.

Version 1

Approved by J. Watmore 26.07.2026

Review by 25.07.2027



Appendix A – Donation & Collection Record

Reference Number: _____

Donor Details

Name: _____

Date: _____

Recipient Details

Name: _____

Date Collected: _____

Description of Item(s)

Donor Declaration

I confirm that:

- The item(s) are my property, and I have the right to donate them.
- To the best of my knowledge, the item(s) are clean and in a safe condition for reuse.
- I understand that the item(s) are donated free of charge and I will receive no payment.

Signature: _____

Date: _____



Recipient Declaration

I understand that:

- The item(s) have been donated by another Gentle Hands client.
- Gentle Hands Home Support Limited has carried out only a visual inspection.
- The item(s) are accepted "as seen".
- Gentle Hands Home Support Limited does not provide any warranty or guarantee regarding the condition, safety, suitability or lifespan of the item(s).
- I accept the item(s) entirely at my own risk.

Signature: _____

Date: _____

Gentle Hands Home Support Use Only

Staff Member: _____

Date: _____

Comments:

Privacy Statement

Any personal information recorded on this form will be used solely for administering the Gentle Hands Community Share Scheme and will be handled in accordance with applicable UK data protection legislation.