

Open Hands' Furniture Policy for Support Workers

Open Hands was set up to meet the immediate needs of many people in Leicester city. We strive for compassion in action by providing for people's emergency practical needs in the way of food, clothing, household goods and furniture. As a charity offering a free service, our limited resources oblige us to seek to meet only the greatest and most urgent need. We rely on your cooperation in the application of this policy, particularly in our provision of furniture.

What to expect from us:

1. We at Open Hands aim to provide basic furniture items that are of a reasonable quality. We provide furniture to people who do not have it and will not replace furniture that is functional.
2. The items we endeavour to provide are limited to the following:

Beds (single, double, cabin, cot and bunk), 2 Seater Sofas, Dining tables and chairs, Coffee tables, Chest of drawers, Small/Single Wardrobes, Electric ovens*, Fridge/Freezers*, Washing Machines* and Microwaves*

(*Rarely available)

3. We will provide these items free of charge and deliver them to your service user free of charge.
4. **We cannot guarantee that the items required will be available**
5. At the point of delivery, should the van volunteers arrive to find that your service user does not need the item(s) (i.e. they have functional item(s) of a similar nature) they may return with the furniture. Similarly, should the van drivers arrive to find no one around to receive the order; the furniture will return to the warehouse and be made available to others.
6. We will rearrange a delivery date only if we are notified at least one day before the delivery is due.

What we expect from you

1. In referring your service user to us to receive furniture, we expect that you are confident in their genuine need of it.
2. We ask that you explain to them that our aim is to meet the most immediate and specific needs. It is not our purpose to replace functional furniture.
3. We expect that you inform your service users of the types of items we provide and **that we cannot guarantee that they will be available.**
4. Finally, we ask that your service user is aware of the fact that our van drivers do reserve the right to return items to our warehouse if they feel your service user doesn't need them or if they are absent on the date of delivery.
5. **We expect that prior to attending our sessions, your service user is aware our Guest Furniture Policy, detailing our procedure and would be prepared to sign it.**

Thank you.