



Broxtowe Community Projects (BCP)

Terms of Service

Privacy and Data Protection

BCP respects your privacy and handles your personal information in accordance with applicable UK data protection legislation.

Your personal information is used only for the purpose of administering our support services and communicating with you regarding your food parcel requests and related support.

Subject to legal and safeguarding obligations, you may request the deletion of your personal information by contacting us at broxtowe.cp@gmail.com.

By requesting support from BCP, you agree to the following Terms of Service.

Overview

BCP exists to support individuals and households experiencing financial hardship or short-term crisis.

Our standard support period consists of:

- **Up to 6 weeks of weekly support, followed by**
- **6 weeks of fortnightly support (3 fortnightly parcels)**

If you require support beyond this period, please contact us so we can discuss your circumstances and explore the most appropriate way to continue assisting you.

Support extensions may be considered on a case-by-case basis depending on individual need and available resources.

Service User Responsibilities

1. You are expected to **provide accurate and honest information** regarding your circumstances and need for support.
2. **The size of your food parcel** is based on the number of people living in your household, which you stated during your registration.
3. **You must inform BCP promptly of any changes** to your:
 - Household occupancy
 - Address
 - Contact details
 - Dietary requirements
 - Other relevant circumstances

Providing up-to-date information helps us support you effectively and fairly.

Address and Household Eligibility

4. Due to our limited capacity, **we currently provide support only within the NG9 and NG16** postcode areas.
5. If you reside between multiple addresses or are in the process of changing your address, **you will receive a food parcel at only one of those addresses**. Please **make sure that you are at the correct address for your delivery**.
6. **We are unable to provide food for people who are visiting** your home address (grandchildren or other relatives and friends). If they are in need of subsistence support, they should request it from local food banks in their residential area.
7. Due to our service supporting only specific areas of Nottingham, **you may be required to provide proof of address**, in order to use our service.
8. We provide **one food parcel per household address**, with parcel size adjusted according to the number of people being supported within that household.

Due to our limited capacity, **we are unable to support:**

- **Domestic abuse refuge accommodation**
- **Refugee support centres/Asylum accommodation**
- **Houses of multiple occupation - Shared household (exceptions apply)**
- **Student accommodations**
- **Animal rescues**
- **People living on boats**

Eligibility exceptions we consider

- Where individuals are **temporarily homeless, sofa-surfing, or in unstable accommodation** without reliable access to shared household food resources, BCP may provide separate **support on a case-by-case basis**.
- Where a person **has joined a registered household on a more stable basis** — for example as a **lodger, family member, carer arrangement, or temporary recovery arrangement** — they will usually be **included within the existing household support allocation**, and the food parcel may be adjusted to reflect the increased household size.
- For **Shared households**, a tenant is required to provide a proof of address and a solo tenancy agreement to qualify for our support.

BCP reserves the right to assess individual circumstances compassionately and make exceptions where appropriate to ensure fair and responsible distribution of limited resources.

Ordering Food Parcels

9. You can request a food parcel via:

- **Telephone call or WhatsApp message:** 07434 664 174
- **Email:** bcp.charity@gmail.com
- **Facebook Messenger:**
<https://www.facebook.com/profile.php?id=61569883059981>

10. Requests for pre-packed food parcels, must be made no later than:

- **6pm on Tuesday** - for **Wednesday** deliveries to **NG9**
- **6pm on Tuesday** - for **Wednesday/Thursday** collections
- **6pm on Thursday** - for **Friday** deliveries to **NG16**.
- **6pm on Thursday** - for **Friday** collections

Deliveries

11. If you have booked a delivery, please ensure that you are home during the delivery times:

- **Wednesday NG9** deliveries: **3:00pm – 5:00pm**
- **Thursday** outstanding deliveries to **NG9**: delivery time will be advised individually
- **Friday NG16** deliveries: **after 1:00pm**
- **Friday** emergency/exception deliveries to **NG9**: **after 11:00am**

Collections

12. Our address is 106 Chilwell Road, Beeston, NG9 1ES, near the Chilwell Road tram stop.

13. Collections of pre-packed food parcels can be booked for any of the following days:

- **Wednesday: 2pm - 4pm**
(please see section 10 for latest time to place your orders)
- **Thursday, during our walk-in session: 10:00am – 12:00pm**
(you do not need to join the queue if you are collecting a pre-packed parcel)
- **Friday: 10:15am - 11am**
(please see section 10 for latest time to place your orders)

14. Collections of food parcels without prior booking are available during our **Thursday Walk-in session, between 10am and 12pm**, where a food parcel will be made for you on the day.

However, **you may have to join a queue** and wait for your turn as we serve people individually.

Please note that **arrivals after 11:30am may not be guaranteed** full assistance before closing time.

15. During our Saturday Stalls we give away surplus short dated food. We are **open from 10:30am to 12:30pm**, or until the stalls are empty. No prior booking is required.

Everyone is welcome to take advantage of the short dated goods.

Additional items

A pre-packed food parcel will only contain the regular items you selected in your registration form. However, when placing your order **you can request additional items** from the lists below. We cannot guarantee availability of these items, but they will be added to your parcel as long as you have requested them and we have them in stock.

- **Additional food:** tea bags/coffee, sugar, salt, biscuits, chocolate, cakes, ice cream, UHT/fresh milk, yoghurt, squash, oil, ketchup, baking items (flour, cake mix, cookie mix, sprinkles, yeast, icing sugar etc.)
- **Baby bank:** nappies (up to size 8), wipes, children's toiletries (be specific), infant formula and baby food (be specific of brand, stage and age). Please be advised that **we only have funding for children up to 1 year old.**

Nappies are available for toddlers up to 3 years. If the child still requires nappies after the age of 3, please speak to your GP about accessing NHS continence products and specialist support (like nappies or pull-ups) and specialist support on the NHS.

- **Other:** sanitary towels/tampons, incontinence pads (if available).

- **Cleaning products** (2 max per parcel): washing up liquid, washing powder/tablets, dishwasher tablets, toilet roll, kitchen roll, sponges, scourers.
(We do not provide corrosive cleaning products like bleach or toilet cleaners).
- **Toiletries** (3 max per parcel): shampoo, conditioner, shower gel, bubble bath, hand soap, body lotion, hand cream, shaving foam, deodorant, toothbrushes, toothpaste.
(For safety reasons **we are unable to provide razors**)
- **Pet food**: cat food, dog food, caged bird food. Occasionally we have cat litter or other pet items.

Further order and delivery terms

Ordering Food Parcels

- 16.** As BCP is volunteer-led, please **allow up to 24 hours for responses** to calls, texts, or emails.
- 17.** Our admin handles food parcel requests **Tuesday - Thursday, 6pm to 8pm**. For any urgent queries, please email broxtowe.cp@gmail.com.
- 18.** If you have requested a food parcel, please **make sure that you have received the confirmation message** stating that a parcel has been booked for you. If you did not receive this message, it is likely that your order did not come through and it is best if you text us again to double-check.
- 19.** If you have **forgotten to request additional items** with your order, we cannot guarantee that amendments will be possible after 6pm on Tuesday, due to the parcel lists being submitted for processing.

Deliveries

- 20.** Due to high demand and limited volunteer driver availability, **deliveries may occasionally need to be postponed**. If this occurs, **you will be notified** as soon as possible.

- 21. If you are unable to be home for your delivery, please contact us as early as possible** to provide instructions for a safe place or trusted neighbour where your parcel may be left.
Please bear in mind that, **during the summer period, we are unable to leave your parcel outside**, if it contains chilled/frozen items.
- 22. If the delivery attempt fails** because there is no answer at the address or telephone, **the parcel will not be re-delivered**. If you wish to collect it in person, **we can keep the parcel for up to 2 days of packing**, subject to food safety and product expiry dates.
- 23. If you miss more than two deliveries without prior communication**, your service access will be restricted to:
- **Collecting a pre-packed parcel** in person, or
 - **Attending our walk-in sessions on Thursday**, where you can receive a parcel made for you on the day.
- 24. If you fail to collect more than two pre-packed parcels**, your service access will be restricted to attending our Thursday walk-in sessions only.

Donations and Community Support

- 25. During our Saturday Stalls and community events**, we are open to voluntary monetary donations from individuals who wish and are able to support our work.
These donations help us continue supporting local people in crisis. Access to support is never dependent on making a donation.

Respectful Behaviour

- 26. BCP is committed to providing a safe, welcoming, and respectful environment** for all service users, volunteers, and staff.
We ask all individuals using our services to treat volunteers, staff members, and other service users with courtesy and respect at all times.

Abusive, threatening, discriminatory, or aggressive behaviour may result in restrictions on access to BCP services.

Service Availability

27. All support provided by BCP is **subject to available funding, stock availability, volunteer capacity, and operational resources.**

While we aim to support everyone who contacts us, **we cannot guarantee the availability of specific food items**, brands, delivery slots, or additional supplies.

Equality and Non-Discrimination

28. BCP aims to provide support fairly and without discrimination regardless of age, disability, ethnicity, gender, religion, sexual orientation, or background. We expect the same from our service users.

Changes to These Terms

29. BCP reserves the right to update these Terms of Service where necessary to reflect operational changes, legal obligations, or safeguarding requirements. Updated versions will be made available through our usual communication channels.

If you have any questions about these Terms of Service or require support understanding them, please contact BCP on bcp.charity@gmail.com.