



Fair Use Policy

Winchester Food & Basics Bank (WFBB) is designed to support people with food and clothes in emergency situations. To ensure that donated items are distributed as fairly as possible and in order to prevent dependency, we place limits on the number of vouchers that people can be issued as shown below:

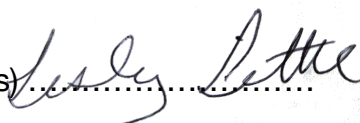
- Food: a maximum of 4 times with self-referral. Further access is available via support agencies. See the list on our website
- Clothes: up to 4 times in a rolling 12 months

We recognise that clients may have specific needs which require support over a longer period. Where this is the case, we encourage clients to contact one of our referral agencies (see our website for details). These referral agencies are able to issue further vouchers. They can also explore what other support may be available to clients.

If WFBB staff or volunteers believe that clients have received more than their allowance of vouchers, given a false name, address or incorrect information (such as number of children), they have authority to refuse to honour any more vouchers presented by that client. In such instances, the information will be recorded on the WFBB online referral system and any referral agency will be notified.

Next review date for this policy is July 2028, although in periods of intense difficulty in the community, the limits in this policy may be changed temporarily.

This policy was agreed by the Trustees on: 23rd July 2026

Signed (Chair of Trustees).....

Date 23rd July 2026

Review date: July 2026