

V-Aid (Victual Aid)

Beneficiary Assessment Policy



**Beneficiary Assessment Policy approved
by Trustees on 13/10/26**

**The policy will be subject to an annual
review.**

**Signed: *C. Lau* (Christin Lau on behalf of
Trustees)**

1. Purpose

V-Aid provides practical humanitarian and community support to people experiencing hardship, crisis or vulnerability.

This policy explains how V-Aid identifies beneficiaries and determines where support should be directed.

V-Aid aims to ensure that assistance is provided fairly, appropriately and in line with the charity's objects and available resources.

2. Our approach

V-Aid generally works through trusted frontline organisations and community partners that already understand the people and communities they support.

These organisations may include:

- food banks;
- homelessness services;
- refuges and domestic-abuse organisations;
- refugee and asylum-seeker organisations;
- veterans' services;
- Probation and justice-related organisations;
- community centres;
- faith organisations;
- disability and additional-needs services;
- schools or youth organisations where appropriate;
- other charities, voluntary organisations or statutory services.

Where an appropriate partner organisation has already identified a person or group as needing support, V-Aid will not normally require the beneficiary to undergo a separate V-Aid assessment.

3. People V-Aid may support

Subject to V-Aid's charitable objects, available resources and the nature of a particular project, beneficiaries may include people affected by:

- food poverty or financial hardship;
- homelessness or insecure housing;
- domestic abuse;
- displacement, conflict or seeking asylum;

- veteran crisis;
- involvement with the criminal justice system;
- disability or additional support needs;
- social isolation;
- emergency or disaster situations;
- other forms of hardship, vulnerability or crisis.

This list is not exhaustive.

V-Aid may also support organisations that are providing direct assistance to people in need where doing so is consistent with V-Aid's charitable purposes.

4. Identifying need

Need may be identified through:

- referral or request from a partner organisation;
- information provided by frontline services;
- local knowledge;
- evidence of community need;
- feedback from partner organisations;
- emergency circumstances;
- direct requests where appropriate;
- other reasonable sources of information.

The level of assessment will depend on the nature and scale of the support being provided.

For routine food or humanitarian support delivered through a trusted partner, a separate individual assessment by V-Aid may not be necessary.

For larger, unusual or higher-risk requests, V-Aid may seek additional information before providing support.

5. Partner organisations

V-Aid relies significantly on the knowledge and experience of partner organisations. Partners will often have a better understanding of:

- individual circumstances;
- local need;
- safeguarding considerations;
- eligibility for their own services;
- practical barriers;
- cultural or community factors.

V-Aid will normally respect the partner organisation's assessment while retaining the right to decide whether and how V-Aid resources are used.

Where appropriate, V-Aid may ask a partner to confirm that support will be used for people genuinely in need and in a way consistent with the purpose of the donation or funding.

6. Fairness and inclusion

V-Aid will seek to provide assistance fairly and without unlawful discrimination.

Support will not be refused because of characteristics such as:

- age;
- disability;
- race;
- religion or belief;
- sex;
- sexual orientation;
- gender reassignment;
- marriage or civil partnership;
- pregnancy or maternity.

V-Aid may target particular groups where this is consistent with the purpose of a project, grant or charitable programme.

Targeting support toward a particular group does not prevent V-Aid from assisting other people where this is appropriate and consistent with its objects.

7. Volunteers and participants

Some people who receive support from V-Aid or its partners may also choose to take part in volunteering or Community Humanitarian Response activities.

Receiving support is not normally dependent on volunteering.

Volunteering must be freely chosen.

People who volunteer may benefit from:

- purposeful activity;
- confidence;
- skills;
- training;
- social connection;
- opportunities to support others.

These benefits do not change their status as beneficiaries where they are also receiving support.

8. Priority and limited resources

V-Aid cannot always meet every request for support.

Where resources are limited, decisions may take account of:

- urgency of need;
- vulnerability;
- number of people who may benefit;
- availability of alternative support;
- available stock or funding;
- geographic or funder restrictions;
- practical ability to deliver;
- whether the request falls within V-Aid's charitable purposes.

Decisions will be made reasonably and proportionately.

9. Monitoring and feedback

V-Aid may use proportionate monitoring to understand whether support is reaching people in need and whether it is being used effectively.

This may include:

- partner feedback;
- approximate numbers of beneficiaries;
- distribution records;
- outcome information;
- participant feedback;
- case studies where appropriate;
- funder reporting requirements.

V-Aid will seek to avoid collecting unnecessary personal information.

Where personal information is collected, it will be handled in accordance with V-Aid's Data Protection Policy.

10. Overseas and emergency work

Where V-Aid supports people outside the UK, additional considerations may apply.

These may include:

- local conditions;
- security;
- humanitarian need;
- partner reliability;
- transport and logistics;
- local legal or regulatory requirements;
- sanctions or other restrictions;
- safeguarding;
- whether the activity is within V-Aid's charitable objects.

V-Aid may work through established local or international organisations where this is the safest or most effective way to provide support.
V-Aid will retain responsibility for deciding how its own resources are used.

11. Due diligence

Where significant support is provided through another organisation, V-Aid may undertake reasonable due diligence proportionate to the value, risk and nature of the arrangement.

This may include checking:

- the organisation's identity and purpose;
- its ability to deliver the support;
- safeguarding arrangements where relevant;
- how resources will be used;
- whether the arrangement is consistent with V-Aid's objects.

More detailed checks may be undertaken for higher-value, higher-risk or overseas activity.

12. Concerns about misuse

If V-Aid has reasonable concerns that support is being:

- misused;
 - diverted;
 - provided to people outside the agreed purpose;
 - handled unsafely;
 - used in a way inconsistent with V-Aid's objects or funding conditions,
- V-Aid may pause, reduce or stop support while concerns are considered.

13. Review

This policy will be reviewed periodically and may be updated where:

- V-Aid's activities change;
- charitable objects change;
- funding requirements change;
- experience indicates that improvements are needed.

14. Related policies

This policy should be read alongside relevant V-Aid policies and procedures, including:

- Safeguarding Policy;
- Equal Opportunities Policy;
- Data Protection Policy;
- Due Diligence Policy;
- Complaints Policy;
- relevant grant and project conditions;
- relevant risk assessments.