Grants from the Family Fund

We give grants to families raising disabled and seriously ill children aged 17 and under.

New information

www.familyfund.org.uk

You have been a lifeline, providing a grant when I needed it the most. As a mum looking after my disabled child I just could not afford items that are essential for me to care for my little one.
What we do

At the Family Fund we make a difference to the lives of disabled children, young people and their families across the UK. We give grants that support a family and improve their well-being, helping ease many of the pressures they often face.

We are a registered charity and the country’s largest provider of grants to families, living on the lowest of incomes, raising disabled and seriously ill children. Our grants bring practical and essential help that is often a lifeline to a family such as washing machines, fridges, bedding, specialist toys and much needed family breaks.

Last year, with the support of the four national governments of England, Northern Ireland, Scotland and Wales, the Family Fund was able to help over 58,000 families across the UK.

Find out more on our website: www.familyfund.org.uk

“It’s a struggle financially when you have a disabled child, you find you are paying out much more for everything. Your grant helped release this burden, and was a huge help. I was able to get a table that Lily can access from her wheelchair and her brother can join her for activities too.”
Who we help

With limited funding we try to help as many families as we can. We use our own eligibility criteria to ensure that we only help families in the most need.

If you can say ‘yes’ to the following, the Family Fund may be able to help you and your family:

- I am a permanent resident in England, Northern Ireland, Scotland or Wales.
- I have current legal residency in the UK and have lived in the UK for the last 6 months, and I am eligible to work and apply for public funds.
- I am a parent or carer of a disabled or seriously ill child or young person aged 17 and under who lives at home.
- I am eligible for, and I can send evidence of one of the following tax credits or benefits: Child Tax Credit, Working Tax Credit, Income based Job Seekers Allowance, Income Support, Incapacity Benefit, Employment Support Allowance, Housing Benefit, Pension Credit.
- The grant I am asking for is related to the needs of my child, children or young person.
How often can we help?

We will consider helping a family once every 12 months and will look at a grant application usually 12 months from the date of the last grant.

We do understand that sometimes an emergency or critical situation relating to a disabled child or young person can occur. If this happens we try to be flexible to the needs of families and may consider an early application, subject to available funding and the level of support previously given.

All help from the Family Fund is discretionary and subject to available funding. We may not be able to help with all items that are requested and may only provide a contribution to some items.

We are not able to help children and young people in local authority care, including those living with foster carers, or where a statutory agency has a responsibility to pay for the item needed.

“A social worker at the hospital told me about the Family Fund. The grant made such a difference as my son was in hospital for nearly two months and finding money for transport to get there was such a worry for me.”
How we award a grant

Depending what you have asked for, we will award your grant in a number of different ways. We work in partnership with a range of providers who help us to make our funding go further and help us to evidence that the grant awarded is used for the purpose it is given.

We may provide you with:

- A payment card for a request for an appliance, clothing, furniture, home entertainment and leisure items.
- A product delivered to your home direct from a supplier for computers and trampolines. In Northern Ireland this will include appliances and home entertainment.
- A direct payment or voucher from a supplier towards a family break. We work with Butlins, Haven and Thomas Cook.

In circumstances where we do not have a supplier partnership we may consider a cash grant. This is at our discretion and is subject to receipts being received after the award.
What we help with

We will look at a grant request that relates to the needs or well-being of a disabled child, young person and their family. Please think about this when completing your application form.

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“It was important for Lucy to feel part of the family and play with her brothers and sisters. The grant for the Wii helped us all come together and spend time as a family.”

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Frequent trips to hospital for my granddaughter’s appointments were a real strain. A grant for driving lessons opened up our life in a way I could never imagine. I was 56 and I passed my test after five months. Hospital appointments don’t present any problems now. I can now take Kiera to the swimming baths which we were unable to do.

Liam finds it very hard to walk distances and becomes stiff if he sits for a long time, this often means time indoors. The grant for a bicycle means we can do things as a family now and not be stuck inside because of Liam’s difficulties. If I want to walk anywhere, Liam can ride beside me on his bike. It’s made a big difference to us.

Having limited space in our garden, the trampoline means my three disabled children have a safe, protected, play area that allows them to burn off excess energy.
How do I apply?

We try to make applying for a grant as easy as possible.

If you are applying for the first time you can:

Download an application form from our website www.familyfund.org.uk or from www.facebook.com/familyfund or email us at info@familyfund.org.uk

If you have applied before:

You can use all of the options on the left as well as applying for a grant online using your Family Fund number at www.familyfund.org.uk

This is a quick way to send us your application form and your application may be processed quicker.

If you are unable to download an application form or email us you can also telephone us at 08449 744 099 or write to us at the address shown on the back of this leaflet. As over 91p in every £1 of funding we receive goes to families as grants, we do not have a large telephone team and at busy times it may take a long time to answer your call.
What happens after you apply

We use our own eligibility criteria to make sure that we target our help appropriately. Once we receive your application we will need to check that you have provided us with everything we need. Missing information such as income and DLA (Disability Living Allowance) confirmation will delay an application.

✔ **If you have applied to us for the first time** we may arrange to visit you in your home or speak to you over the telephone to discuss whether we are able to help. We have around 200 Family Fund Advisers who do this for us and work at a local level across the UK, meeting families and providing extra information and signposting to other services.

✔ **If you are applying again** we do need to confirm that you and your child continue to be eligible for help. This is easier when the application form is fully completed with as much information as possible and any changes in circumstances since your last application are included.

All application forms that we receive are looked at in date order and we will try to process your application as quickly as possible.

**Remember**

Please complete the form as fully as possible as this will help us process your application quicker.
How do I check progress?

We try to process applications as quickly as possible and keep you updated as much as possible. If you do need to check the progress of your application please email us at progress@familyfund.org.uk.

If you have had help from the Family Fund before you will have been given a 6-digit Family Fund number which will be on all letters sent to you. You can use this to check if we have received your application by looking at “Check my application” at www.familyfund.org.uk or alternatively you can text your 6-digit Family Fund number to 01904 500016. We will send you a message, usually within 5 minutes. This service is only used to check the progress of an application. *Texts are charged at standard network rate.*

Tell us how we have helped

We want to make sure we do the best we can for families. That is why we really want to hear your views on how our grants make a real difference. If you have a few minutes to spare please complete our survey.

How?

- Simply visit our website www.familyfund.org.uk
- Go to ‘GET INVOLVED’ on the menu at the top of the homepage
- Click on ‘Tell us how we have helped’ and follow the on screen instructions

If you are not satisfied with the service you have received, please contact us.
I used to struggle to get Jordan to hospital appointments and even the usual shopping was a nightmare with him. I was awarded driving lessons and it is 2 years since I passed my test. Our lives have been turned around and things are so much easier now I can transport Jordan myself.

“I have just had a phone call from your Family Fund Adviser about my application. What a lovely helpful lady she was. She was very understanding and gave me so much advice. Thank you so much.”

“We have received a tumble dryer which was fantastic and made drying Michael’s clothes much easier. He needs to be changed several times, I always have bedding waiting to be washed.”

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“This is how we help”

“Christopher has so much medication that needs to be kept cool, there was no way it would fit in my little fridge. I now have a lovely tall fridge where I can keep the medication cool and high enough so my other child can’t reach it.”

“Thank you for the laptop, it really helped when Samantha was off school with enforced bed rest. She caught up on her studies and kept in touch with friends.”

“When my son was so poorly after his birth I didn’t know which way to turn. How could I afford a 60 mile round trip every day? The Fund helped me to cover hospital visiting expenses which took the worry away and I could focus on my son.”

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This is how you could help

Help us support more families of disabled children, **donate £2 today** by texting **FUND45 £2 to 70070**

Texts are charged at your mobile phone operator’s standard rate. The charity will receive 100% of your donation. You must be 16 or over and please ask the bill payer’s permission. For full terms and conditions and more information, please visit [www.justgiving.com/info/terms-of-service](http://www.justgiving.com/info/terms-of-service)

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