



**BBC CHILDREN IN NEED
EMERGENCY ESSENTIALS**



Family Fund

Helping you, helping others

Business
Services

Guidelines for Referrers

The BBC Children in Need Emergency
Essentials Programme, delivered by
Family Fund Business Services



Any questions? We're on the web: www.familyfundsolutions.co.uk
Contact us by email: emergencyessentials@familyfundsolutions.co.uk

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Guidelines for Referrers

1. About the programme

The BBC Children in Need Emergency Essentials Programme is delivered by Family Fund Business Services (FFBS). It aims to provide grant items that meet children and young peoples' most basic needs or are critical to their wellbeing.

2. Who we can help

Applications are only considered on behalf of children and young people from birth up to their 18th birthday. Applications can also be made by young people aged 16-18 who are living independently.

The programme accepts applications from children and young people who are facing exceptionally difficult circumstances or who are facing a crisis; are living in severe poverty and suffering deprivation as a result, and who are affected by additional social issues such as domestic abuse, substance misuse, estrangement, disability or serious illness, mental health or behavioural difficulties, abuse or neglect.

Applications are accepted where the child or young persons' family are:

- Experiencing a crisis or emergency, and do not have access to support and have insufficient resources to meet their needs, and
- Experiencing poverty* or destitution**, or are in receipt of any one of the following means tested benefits:

- Income support
- Income based Jobseeker's Allowance or Income related Employment and Support Allowance
- Any housing element/benefit
- Universal Credit and where earned income is below £7,400.

***poverty**, we mean a child or young person's resources are not sufficient to meet their minimum needs and their income is less than 60% of the current UK median income.

****destitution**, we mean where a child or young person does not have essential basics such as shelter, heating or clothing and has experienced any of the following, twice or more in a month:

- Sleeping rough
- Having one, or no meals a day, for two or more days
- Being unable to heat or light your home for five days or more
- Going without weather appropriate clothes or without basic toiletries.

A child or young person's family must be:

- UK or EU citizens who are normally resident in the UK (including the Channel Islands and the Isle of Man), or
- Have leave to remain or have been granted refugee status.

Discretion may be given where a child or young person, or their family, have an asylum application under assessment or in circumstances where residency criteria is not consistent across the family unit.

3. Who can't we help?

Applications based mainly on financial hardship will not normally be considered. By financial hardship we mean families or young people who are struggling to meet everyday living costs and cannot afford to purchase or replace essential household items. Facing financial hardship alone does not make an applicant eligible for our support and they need to be facing additional social welfare issues in order to be considered.

The programme is not able to accept applications relating to:

- Adults aged 18 and over
- Applicants who do not meet the income criteria as defined by the programme
- Young people who are leaving care who can access funding under provisions of Children (Leaving Care) Act, 2000
- Young people leaving custodial care who can be referred to children's services for a needs assessment under provisions of Children's Act, 1989

Children and young people who do not meet the residence criteria as defined by the programme.

4. Who can make grant applications?

Before an application can be made, registration is required from individual professionals supporting children and their families. Applications can only be made by a registered referrer and not directly from the person/s responsible for the child.

The programme encourages professionals from a wide range of professional services supporting vulnerable children. The professional will need to be capable of making an assessment of need, supervising the grant to ensure it is fully spent to meet the needs of the child/ children or young person and commit to providing case studies and impact assessments about the grants awarded.

The referrer registration process includes a security check and email verification. Please allow adequate time for this process prior to making an application.

Register as a referrer:

www.familyfundservices.co.uk/emergency-essentials

Approved referrers will be issued an individual referrer login to access the online application. Referrers are responsible for keeping a username and password safe and secure and for all activities that take place.

It is important to change the password and contact FFBS immediately if there is any suspicion that any unauthorised persons have accessed a referrer account/login.

It is a breach of FFBS Terms of Use and Data Protection law if login details or passwords are shared in any circumstances.

5. How to apply

Online

The programme requires all registered referrers to complete and submit an application online. It is our preferred method of applying as it allows for sensitive and confidential information about applicants to be securely received and automatically saved.

You can save and return to an incomplete application if necessary.

Postal applications

Paper application forms are available to download. A postal application will only be accepted if it is not possible to use the online application due to personal circumstances (i.e. applicant hospitalisation). The form will need to be completed, signed by you and the applicant, then sent to:

The BBC Children in Need Emergency Essentials Programme
Family Fund Business Services
Unit 4, Alpha Court
Huntingdon
York
YO32 9WN

Postal applications can only be completed by a registered referrer. Referrers will receive notification of the outcome of the grant application by email regardless of application method.

6. Safeguarding and Data Protection

All referrers must ensure that all applicant information and applications meet the Safeguarding and Data Protection Policies of the referrer's organisation and that any safeguarding issues pertaining to the applicant are duly considered. Referrers must take all reasonable steps to ensure that children, young people and vulnerable adults are protected in the delivery of their work.

7. What we help with

The programme awards grants for critical household items, typically:

- Electric cookers
- Fridge freezers (including separate under counter items and chest freezers)
- Washing machines and tumble dryers
- Children's beds and bedding (including cots)
- Kitchen equipment and small appliances
- Furniture
- Clothing (in exceptional or emergency situations)
- Baby equipment.

This is not an exhaustive list. If requesting more than one grant item, please apply in order of priority. There is limited funding available so all grants are discretionary.

8. What we cannot help with

We cannot help with the following items:

- Payment of fuel/utility bills, council tax or rent
- Payment of loans or debts, bankruptcy fees
- Rent costs or deposits
- Household repairs/adaptations/additions
- Holidays, school trips or play schemes
- Childcare/childminding/afterschool clubs
- School uniforms
- Children's toys/Christmas presents
- Specialist medical equipment
- Computers, laptops or mobile phones
- Televisions, DVD or other entertainment equipment
- Musical instruments
- Travel costs or driving lessons
- General subsistence costs
- Funeral costs including cost of headstones
- Items solely for the use of parents e.g. beds for parents.

9. Pre-application requirements

Applicants will need to exhaust all possible support from public statutory funds and should also explore any other available funding before making an application to the Emergency Essential Programme.

To explore what other support may be available, please check the [Turn2us grant search](#) before applying to the programme.

10. Application decisions

Referrers will receive an email confirmation when an application has been successfully submitted.

Processing grants may take up to 10 working days and an email will be sent to the referrer advising them of the outcome and next steps as appropriate. An email notification will be sent regardless of whether or not the application has been successful.

Referrers should not contact us about the outcome of the application during the decision process.

If you have additional supporting information or a change of circumstances to report during the decision time, [please email this to us](#).

11. Items supplied directly to the applicant

Kitchen appliances will be delivered and installed directly to the applicant's home. The applicant will be contacted within three working days of confirmation of award to arrange delivery. All awarded kitchen appliances will have a 12 months warranty.

Any kitchen appliances being replaced will be removed at time of delivery. These items should be ready to remove (emptied and disconnected and any fridges and freezers fully defrosted).

Beds and other home items will be delivered directly to the applicant's home. Some items may be delivered as flat packs but most will be assembled on site following delivery. This may require attendance at the recipient's property

for an extended period. We cannot take away old beds or mattresses.

It is important that:

- The client is made aware that they will be contacted about delivery/ installation
- The correct delivery address and phone number are provided to prevent delays in redeeming the award
- The client is at the premises for all delivery appointments.

We are unable to offer customer preference on items in respect of particular colour, make and models, however we do take into account particular dimensions of where the items need to be installed within the home.

Clothing is awarded as a clothing card which can be used at multiple retailers. This is posted to the client directly and is valid for three months from date of award. Applicants must keep receipts from clothing purchases as referrers may be asked to provide them.

12. Cash grants

Where possible we will provide items directly rather than awarding a cash grant as this will ensure the client receives their award quickly and safely.

Where there is no suitable alternative to a cash grant, the referrer will need to manage the redemption process with the applicant.

A cash grant is awarded via BACS to the referrer organisation (not directly to the applicant.) It is the responsibility of the referrer to ensure the grant is spent appropriately and receipts provided for all

purchases which must be made available to FFBS on request. Referrers must obtain authorisation from their organisation to receive and withdraw this payment.

Please supply the organisation's bank details as outlined in the application to prevent any delays.

13. Impact and feedback

It is a requirement of the programme that referrers obtain feedback from all grant recipients to report on the impact of the grant by:

- Supporting grant recipients to participate in feedback surveys
- Obtaining case studies or stories from grant recipients.

This feedback enables ongoing evaluation and development of the programme. It also supports fundraising activities to enable the programme to continue to help vulnerable children and young adults.

14. Right to appeal

If you are not happy with an application decision, please email the programme team asking for the decision to be looked at again. You must give reasons and any additional information.

A decision on an appeal may take up to 28 days and a response will be sent by email to the referrer. We are not able to fast track any appeal requests.

15. Contacting Family Fund Business Services

Family Fund Business Services helpdesk is available for all enquiries about the programme. Please [email us](#) in the first instant wherever possible, or call 01904 550011. We aim to respond to all enquiries within 24 hours (Monday – Friday).

The BBC Children in Need Emergency Essentials Programme, delivered by Family Fund Business Services is committed to supporting its referrer network to apply confidently and for the applicants in most need. The programme offers support, training, communication and engagement through our regional Partnership Managers. They will keep in touch with you and send regular communications about the referrer network and the work of the programme.



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