

**BBC CHILDREN IN NEED  
EMERGENCY ESSENTIALS**



**Family Fund**

Helping you, helping others

Business Services

# Guidelines for Referrers

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

For all enquiries please call: 01904 550011 or  
email: [emergencyessentials@familyfundservices.co.uk](mailto:emergencyessentials@familyfundservices.co.uk)



Registered charity England & Wales  
no. 802052 and Scotland no. SC039557



## Contents

1. About the programme
2. Who we can help
3. Who we cannot help
4. Who can make grant applications?
5. How to apply
6. Safeguarding
7. What we help with
8. What we cannot help with
9. Pre-application requirements
10. Application decisions
11. Items supplied directly to applicant
12. Cash grants
13. Impact and feedback
14. Right to appeal
15. Contacting Family Fund Business Services

# Guidelines for Referrers

## 1. About the programme

**BBC Children in Need Emergency Essentials Programme is delivered by Family Fund Business Services (FFBS). It aims to provide grant items that meet a child or young person's 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 on behalf of young people aged 16-17 who are living independently.

The programme accepts applications on behalf of children and young people who are facing exceptionally difficult circumstances or who are also in 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.

**\*poverty**, we mean a child or young person's resources are not sufficient to meet their minimum needs and their or their family 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.

The child or young person must be currently living in the UK.

Referrers may apply for one grant per household within a 12 month period. The application for each household will take into account the needs of all children under the one application, it does not mean only one child per household can be supported.

If the applicant is in the process of moving home, please wait until they are in their new address before applying.

### 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.
- Those who do not meet income criteria as defined by the programme.
- Those who are leaving care who have access to separate, specific statutory provision.
- Children and young people who do not meet the residence criteria as defined by the programme.
- Where a child has not yet been born.
- Where a child is under local authority care and the local authority is financially responsible.

## 4. Who can make grant applications?

Applications must be made by registered referrers on behalf of families, children or young people who have exhausted all other statutory funding.

The programme encourages professionals from a wide range of professional services supporting vulnerable children and young people. The professional will need to be capable of making an assessment of need, supervise the grant to ensure it is fully spent to meet the needs of the child/ children or young person and commit to provide 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 to take place prior to making an application.

Register as a referrer:

**[www.familyfundservices.co.uk/emergency-essentials](http://www.familyfundservices.co.uk/emergency-essentials)**

Once a referrer registration has been 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 at all times. Failure to do so may result in suspension of registration.

It is important to change the password and contact the Emergency Essentials team on 01904 550011 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.

### Postal applications

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

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:

- Cookers
- Fridges, freezers and fridge-freezers
- Washing machines and tumble dryers
- Children's beds and bedding (including cots)
- Kitchen equipment and small appliances
- Furniture
- Clothing in an emergency/crisis
- 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
- Children's toys/Christmas presents
- Specialist medical equipment
- Computers, laptops or mobile phones
- Televisions, DVD or other entertainment equipment
- Musical instruments
- Driving lessons
- General subsistence costs
- Funeral costs including cost of headstones
- Items solely for the use of parents e.g. beds for parents.
- Flooring

## 9. Pre-application requirements

When applying on behalf of a child or young person, referrers must ensure that all possible statutory funding has been explored and exhausted before making an application to the Emergency Essentials Programme.

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

## 10. Application decisions

Processing applications 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 [emergencyessentials@familyfundservices.co.uk](mailto:emergencyessentials@familyfundservices.co.uk).

## 11. Items supplied directly to the applicant

Kitchen appliances will be delivered and installed directly to the applicant's home. If the applicant is in the process of moving home, please wait until they are in their new address before applying. The award email will outline how the grant item will be supplied as some are by e-voucher or gift card. The applicant will be contacted within three working days of confirmation of award to arrange delivery. Most awarded kitchen appliances will have a three year manufacturer's 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 refrigeration appliances fully defrosted).

Beds and other home items will be delivered directly to the applicant's home. Some items may be delivered

as flat pack but most will be assembled on site following delivery. This may require attendance at the recipient's property for an extended period.

It is important that:

- The applicant 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 applicant is at the premises for all delivery appointments.

We are unable to offer preference on items in respect of particular colour, make and models, however we recommend you check particular dimensions associated with the item location.

If awarded, clothing in an emergency/crisis will be fulfilled as a clothing card which can be redeemed at selected high street retailers. The card is posted to the household directly and should be redeemed within two months from date of award. Referrers will receive a pin number in the award email to verify the card. Receipt copies must be retained on file for 12 months by the referrer/organisation. Further information on this requirement can be found in the FAQ section of the website

<https://www.familyfunds.co.uk/emergency-essentials/faqs/>

## 12. Cash grants

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

Where there is no suitable alternative to a cash grant, the referrer will need to manage how the applicant receives this.

A cash grant will be 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. Audit checks

As the referrer for a case, if you are selected for monthly audit you will be contacted by our audit department. The requirements are:

- BACS/Love2Shop cards – you will be asked to provide receipts detailing what items were purchased, so please obtain these from the beneficiary, and ask to keep any receipts from purchases made so they can be passed to you.
- Direct delivery items – you will be asked to confirm that you know that the item in question was delivered to the beneficiary.

Please make sure you obtain receipts: This is part of your obligations in making an application to the programme; if you are unable to provide sufficient itemised receipts when requested you will be placed on the risk register, if you fail to provide receipts again the escalation process is triggered, which often results in suspension

from placing cash and park requests. If you would like to send receipts to us before we request them please send to: [cinaudit@familyfund.org.uk](mailto:cinaudit@familyfund.org.uk)

## 14. 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:

- 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.

## 15. Right to appeal

If you are not satisfied with an application decision, please email [emergencyessentials@familyfundservices.co.uk](mailto:emergencyessentials@familyfundservices.co.uk) asking for the decision to be reviewed. You must provide 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. The appeal decision is final.

## 16. Contacting Family Fund Business Services

Family Fund Business Services operate a helpdesk which is available for all enquiries about the Emergency Essentials programme. Please email [emergencyessentials@familyfundservices.co.uk](mailto:emergencyessentials@familyfundservices.co.uk) in the first instant wherever possible, or call 01904 550011.

We aim to respond to all enquiries within 24 hours (Monday – Friday).

BBC Children in Need Emergency Essentials Programme, delivered by Family Fund Business Services is committed to supporting its referrer network to make quality applications on behalf of those in most need. The programme offers support, training, communication and engagement through our regional Partnership Managers.



**BBC CHILDREN IN NEED  
EMERGENCY ESSENTIALS**



**Family Fund**  
Helping you, helping others

Business  
Services

Version 4 May 2024

The BBC Children in Need Emergency Essentials Programme, delivered by Family Fund Business Services, Family Fund Trading Limited trading as Family Fund Business Services is a company registered in England Registration no. 6293129, which is a wholly owned subsidiary of Family Fund Trust, a company limited by guarantee Registration no. 3166627 and Registered charity no. 1053866. Registered in England. Scottish charity no. SC040810.



Registered charity England & Wales  
no. 802052 and Scotland no. SC039557