

# BBC Children in Need Emergency Essentials

Delivered by Family Fund Business Services



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



# What we help with

The programme awards grants for essential household items, typically:

- Cookers
- Fridge freezers
- Washing machines and tumble dryers
- Children's beds and bedding (including cots)
- Kitchen equipment and small appliances
- Furniture
- Clothing and shoes
- Baby equipment
- Vacuum cleaners
- Microwaves
- Curtains



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# Fulfilment and suppliers

- Northern Ireland items are (mostly) provided by Vision Sales
- Rest of the UK is covered mainly by Argos eGift cards
- White goods – AO supply directly to the home
- Clothing and shoes are supplied via Park/Love2Shop vouchers
- Food baskets are provided by ASDA



# We cannot help with things like :

- General subsistence costs, Household bill or debts
- Housing costs
- Household repairs or adaptations
- Items solely for the use of parents e.g. beds for parents
- Items requested on behalf of an unborn child
- Laptops/technology
- Anything provided under statutory provision
- Contributions towards CCTV/surveillance
- Costs for gaining official government documents
- Costs to cover counselling/therapy
- Skip hire
- Funeral costs



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# Eligibility

- Before an application can be considered, the referrer and the applicant must have exhausted all possible support from public funds before making an application to Emergency Essentials
- Child or young person's family are facing exceptionally difficult circumstances or crisis



# Access Criteria

- **Age:** Children and young people age 17 and under
- **One Application in 12 months:** We can only award one application per child in a 12 month period
- **Residency:** The main parent/carer (applicant) must be a UK or EU citizen who is normally resident in the UK, have leave to remain or refugee status (Discretion may be given where residential status is not consistent across the family unit)
- **Income criteria:** Experiencing poverty or destitution, or are in receipt of certain means tested benefits (Income support, Income based JSA, Income related ESA, Any Housing element /HB, UC where earned income is below £7,400)
- **Other sources of public or statutory funding:** The referrer must have explored other public/statutory funding before applying



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# Vulnerabilities

Experiencing a crisis or emergency outside of a vulnerable child, young person and their families' control.

Some examples of the circumstances or situation that may be considered as a vulnerability:

- Domestic abuse
- Alcohol or substance misuse
- Estrangement or abandonment
- Disability, serious or chronic illness
- Mental health or behavioural difficulties
- Abuse or neglect
- Family member of household is in prison
- Homelessness/unsettled way of life
- Trafficking or exploitation/gang involvement



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# Crisis

Vulnerabilities created following an unexpected occurrence, an *unexpected* occurrence outside of the child or young person's control, such as:

- Having to move out of the family home following a fire or flood
- Loss or breakdown of an essential item; prevention of incurring unmanageable debt
- Eviction
- Fleeing domestic abuse
- Receiving an offer of an adapted property or social housing and the property that must be accepted within a short timescale
- Unplanned hospital inpatient stay (or 3 or more days) where a child, young person or a member of the household has undergone an unexpected medical crisis
- Relocation out of area; e.g. removal of child or young person from gang influence, bullying in neighbourhood





# Referrer Registration and Requirements

- Referrers need to be pre-approved before they can submit an application
- Referrer must have a professional email address and will need to verify this email address as part of the registration
- Once an application to become a referrer has been approved, they will receive an email confirming this and will be provided a username and login
- Once verified, they will have access to a dashboard where they can apply for grants and track the application status



# Referrer Registration



## BBC Children in Need Emergency Essentials Programme

BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances, and is delivered by Family Fund Business Services. The programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to child's wellbeing.

All applications must be made by a registered referrer.

Register as a  
referrer

Start here

Make an  
application

Login

Privacy & Cookies Policy



# Referrer Registration and Requirements

- Referrers must support the applicant family or young person with the award redemption, maintaining records of items purchased/awarded and provide feedback on the impact of the grant (post-award). This includes completing case studies and impact assessments for all applicants who receive an award
- Referrers should engage in and utilise the support offered by the Partnership Managers, including annual reviews, training and communications
- Referrers must tick to confirm they will adhere to GDPR, Terms of Use, Client Representative Terms and Conditions and Data Protection Statement, consent to disclose from parent/guardian.



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# Grant Application

- The programme requires all registered referrers to complete and submit an application online
- Once approved as a referrer, they can log into the system to make an application
- Application assessment takes between 5-7 working days. An email will be sent to the referrer advising them of the outcome and any next steps



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# Making an application

The referrer will need to:

- Put as much detail about the child and their family's financial situation and the crisis or emergency they are going through
- Focus on the impact of the crisis and vulnerabilities on the child
- Ensure families requests are in priority order
- Explain the impact the item will have on the child and their family what the outcome might be if they didn't receive the grant



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# Get to know the Referrer Dashboard

## How do I start an application?

To make a new application, **click on the '+' icon here**




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Grant Applications				+  
ID	Application Date	Application state		
9587	12/06/2018 7:56	Complete		
9640	12/06/2018 8:37	Complete		
9807	12/06/2018 10:45	Complete		
12387	15/06/2018 8:00	Declined		
12404	15/06/2018 8:28	Declined		
12441	15/06/2018 8:44	Declined		

Navigation: < < 1 > > 10

# Information required

There is **no save and exit** facility on the application form so we advise that you use the following checklist to collate the necessary information before starting an application.

Application Section	What will I need to complete this section?	I have the required information
<b>Declarations</b>	<ul style="list-style-type: none"><li>Written consent from the applicant, parent or guardian – Consent form template can be accessed here</li></ul>	<input type="checkbox"/>
<b>Child and Contact</b>	<ul style="list-style-type: none"><li>The applicant's full name, address and date of birth</li><li>The name and contact details of the person responsible for the applicant</li></ul>	<input type="checkbox"/> <input type="checkbox"/>
<b>Access</b>	<ul style="list-style-type: none"><li>Residency details of the applicant</li><li>Details of means tested benefits including supporting statement and documents (if applicable)</li><li>Details of why any statutory funding options are unavailable or not applicable</li></ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Eligibility</b>	<ul style="list-style-type: none"><li>Statement regarding vulnerability and crisis situation impacting the applicant</li><li>Statement regarding the unexpected circumstances/crisis that has resulted in the application</li></ul>	<input type="checkbox"/> <input type="checkbox"/>
<b>Grant Processing</b>	<ul style="list-style-type: none"><li>The grant award item(s) you are requesting and the priority order if more than one item is requested. <i>(Please note we are normally only able to assist with one item per child).</i></li></ul>	<input type="checkbox"/>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"><li>Optional 'equal opportunities' information regarding gender, ethnicity and disability</li></ul>	<input type="checkbox"/>

# Eligibility tab

This sections requires you to provide as much information as possible. Please use the below guidelines to help provide a strong application.

Remember to focus on the impact the circumstances are having on the **child**

## 1. Please describe the current vulnerabilities or exceptional difficulties that are affecting the child

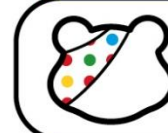
- *Tell us about this child's circumstances or difficulties that have resulted in them being considered vulnerable.*
- *Give as much detail as possible to evidence these circumstances meet the Emergency Essentials criteria.*

What is causing the child to be vulnerable?

## 2. Please describe the unexpected circumstances or emergency leading to this application

- *Tell us about the emergency or unexpected occurrence that has led to this application and how it impacts the child.*
- *Give as much detail as possible including why there is an immediate need for the help.*

What is the unexpected circumstance or emergency?





# Declarations tab

## How do I confirm consent from the applicant?

You must issue a copy of the Terms And Conditions and Data Protection Statement for Parents, Guardians or Young People (applicants) who authorise you, as an approved referrer, to submit their application.

For Family Fund Business Services (FFBS) to process their personal information must be obtained and saved for FFBS to audit you must obtain written consent from the applicant.

## What if I cannot obtain written consent?

In exceptional circumstances we will accept verbal consent if you are unable to meet the applicant in person. Please select this under 'Type of consent'.

Location, time and date of consent should be recorded.



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# Navigation

**NB:** Once you complete this section the **'Submit' button** at the bottom of the page will remain greyed out. Please return to the section tabs at the top (image below) and proceed to the 'Child and contact' tab. Once all tabs have been fully completed they will turn green and you will be able to submit the full application form.

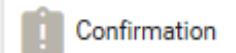
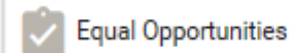
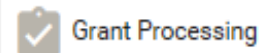
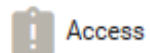
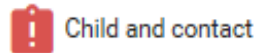
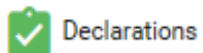


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Grant Application Form



# Grant Processing tab

## How do I add an item to the application?

Click 'Item' in the table, begin to search and select from the available options in the dropdown. Please note: any items labelled (NI) are for Northern Ireland only.

If the item you require is not there, select 'other' and state item together with details why they need it in the next field.

Item \*  Priority

- Washer Dryer (NI)
- Washer dryer - 1000rpm
- Washing machine - 1000rpm (NI)
- Washing machine - 1200rpm



# Confirmation tab

Grant Application Form

Declarations Child and contact Access Eligibility Grant Processing Equal Opportunities Confirmation

**Checklist**  
Please confirm the following before submitting the application:

All personal details are correct.

All relevant fields have been completed.

All answers are clear and descriptive.

Any supporting information has been included / uploaded to enable efficient decision making.

All relevant fields have been completed.

Applicant is aware of what will happen next.

**Referrer Declaration**  
By submitting the application and ticking the box below I agree that:

- I have provided information that is complete, true and accurate to the best of my knowledge and belief
- I have obtained an appropriate record of consent to disclose Parent/Guardian/Applicant information to Family Fund Business Services in accordance with the "GDPR agreement for Client Representatives"
- I acknowledge and will act in accordance with "Client Representative Terms and Conditions & Data Protection Statement for BBC Children in Need Emergency Essentials Programme" and website and online account Terms of Use

I agree to the above Terms and Conditions

Submit



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**Please note: the checklist and Referrer Declaration must be confirmed before you can submit the application.**

Your application will then be 'in process' and the status will be viewable on the referrer dashboard.



# Q & A



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# Contact Details:

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