



## **Hand of Solace is delighted to offer referral to the BBC Children in Need Emergency Essentials Programme for disadvantaged young people in Aberdeen who are facing difficult situations.**

We shall offer referral to the programme for children and young people who use our Young Peoples Service and also other young people in Aberdeen who meets the programme criteria.

### About the 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 a child's wellbeing.

### Eligibility

#### Who can get help?

- Vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency.
- UK or EU citizens who are normally resident in the UK.

- We can only accept one application per household within a 12-month period.

(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).

## Who cannot get help through this programme?

- 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.

## How The Programme Can Help

The programme can deliver or fund critical items such as:

- Electric cookers
- Furniture
- Kitchen equipment and small appliances
- Children's beds and bedding (including cots)
- Washing machines and tumble dryers
- Fridges, freezers and fridge-freezers
- Baby equipment
- Clothing

## What the Programme Cannot Help With –

- 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

## Pre-application requirements:

Applicants must ensure that all possible statutory funding has been explored and exhausted before contacting us to make an application to the Emergency Essentials Programme.

## 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 you are in your 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. In this case:

- You will be made aware that you will be contacted about delivery/installation
- You must ensure we have correct delivery address and phone number are provided to prevent delays in redeeming the award
- The applicant must be at the premises for all delivery appointments. The programme is 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.

Clothing will be awarded as a clothing card which can be redeemed at multiple high street retailers. This is posted to the applicant directly and is valid for three months from date of award. Receipts must be kept as you

may be asked to provide them. Your Referrers will receive the pin number to verify the card.

## Cash grants:

Where possible the programme 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, your 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 on request.

## Impact and feedback:

It is a requirement of the programme that we obtain feedback from all grant recipients through Hand of Solace 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

## 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.

See <https://www.handofsolace.co.uk/privacy-policy-and-data-protection> for terms of use.

