



## COVID-19 Direct Emergency Response for Children and Young People Fund

### Frequently Asked Questions

#### Where can I find more about eligibility for support?

Please see the [‘Need Support?’](#) pages of our website.

For information on other organisations that can provide you support, click [here](#).

#### How will you issue grants?

Where a support worker is still working with a young person or family and can access and supervise the grant, we will send the grant to your organisation via a prepaid card or a bank transfer.

We can also order some items, such as beds or white goods directly from a supplier.

We accept applications all year round, and assess applications on a rolling basis.

The time it will take to assess the application will depend on the volume of applications received at that time.

#### What are you doing to keep things running normally?

All staff are safely set up to work from home with phone and internet access, so there will be little change to our usual processes. Our main phone line is open between 9am-5pm Monday to Friday. The website and application portal is open 24/7.

#### Can we apply for a grant as an organisation?

We provide grants to individuals that meet our criteria. We do not provide funding for organisations. If you are a frontline organisation seeking support to provide COVID19 relief and support services, please do look at Lottery bodies or contact your local Community Foundation to ask about [National Emergencies Trust](#) funding.

### **Can I apply for just one item, like a white good?**

We do not fund single items. The purpose of our grants is to support families with multiple needs. We aim to provide tailored grants that address the social and emotional wellbeing of children and young people. Please contact Family Fund for their [Emergency Essentials Programme](#). We would consider a white good as part of a wider supporting package.

### **Are you still accepting Support for Boarding cases, or can I talk to you about an existing application?**

Yes, to discuss boarding cases please contact Andrew Walters on **0207 798 6236** or by email [andrew@butfund.org](mailto:andrew@butfund.org)

### **Are you able to fund debt or bills during this time?**

Unfortunately we cannot help with bills, debt or general living expenses. We advise that you contact [Turn2Us](#), the [Vicar's Relief Fund](#) or speak to a debt advice service such as [Stepchange](#).

### **Can I apply for more than one family/young person I'm supporting?**

Yes, but please make a separate grant application for each family via our online application portal. If you are in any doubt about the application then please contact us and we'll put you in touch with the Grant Development Officer for your area.

### **As a parent who is unable to reach their support worker, am I able to apply for a grant?**

Afraid not. All applications must come via a support worker – please do try to contact them by phone.

### **I am a supporting professional with a pre-existing grant for a family that can't be used now; can I use this for something else?**

Please contact the Grant Development Officer who awarded the grant to discuss any changes to what the family will use the grant for. We will be as flexible and reasonable as possible in agreeing changes.

For information and advice please contact the Grants Development Officer in your area:

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