



Frequently Asked Questions Info Sheet

We understand that families applying to that charity will have lots of questions about the application process. This FAQ sheet should hopefully answer any questions you might have after reading the Guidance Notes For Applicants document.

How old does my child need to be to apply?

We support babies from birth, children and young adults up until their 19th birthday. We encourage all parents with teenagers with a disability, especially who are nearing their 19th birthday, to apply for equipment that will support their child through adulthood as funding and support is incredibly limited for adults with disabilities.

I have more than one child with a disability, can I submit more than one application?

Absolutely! We understand that every child is different, with their own specialist needs so you are welcome to submit an application for each child that needs equipment. Our simple rule is one piece of equipment, per child, per 12 months. You can name more than one child on the application if they will both benefit from the equipment.

For example:

1 – Apply for a piece of equipment specifically for one child to use. *Example: Child A requires a wheelchair because...*

2 - Apply for a piece of equipment that will be used by one or more child (all children named on the application must have SEND and the letters of support must include support for all children who will benefit from the equipment). *Example: Child A and B will both benefit from a trampoline because...*

How much can I apply for?

For most individual applications, we will fund the full cost of equipment. We need to make applicants aware that we receive very high levels of applications and the panel will typically choose the quote that is lower cost, providing it meets the needs of the child in the same ways as the more expensive quote. If you have a strong preference or need for the more expensive option, please detail this on your application form and in the letters of support. On occasion the panel may recommend that we contribute a specific amount rather than 100% of the cost, or they may wish to suggest an alternative. Please be reassured that the panel keep the needs of the child at the centre of any decision making.

For organisation applications the amount agreed depends on the type of equipment requested. The panel will make a decision about what will be offered. It is important to state that the funding allocated is capped £2,500; but the panel will decide on the exact figure based on the equipment and needs of the children.

When will you contact me about my child's application?

Throughout the application process you will receive communications from us at the below points:

1) We have received your application. (Email)

Confirmation we have received your application, to advise of any additional supporting evidence needed and confirmation of equipment meeting date. Our meetings typically happen every 3-4 months.

2) Equipment meeting update (Email)

We aim to email you within 7 days of the scheduled equipment meeting to advise if equipment has been approved and any further actions required by the panel.

3) Equipment ordered (Email)

As soon as we have funds available to order your equipment we'll let you know.

We do our best to stay in communication with applicants however as we are a small team, please do not worry if you don't hear from us on weekly or even monthly basis. A member of the team will be in touch should dates change or if there are any significant delays. We would expect that once an applicant has received confirmation their application has been agreed that they get in touch to confirm they still wish to receive the equipment. Due to us being a small team we cannot chase families to see if they no longer want the equipment. No contact from the applicant will be taken as the equipment is no longer required.

What happens if my application for equipment is not approved?

You will be notified after the assessment meeting that unfortunately the panel were unable to approve that piece of equipment; with an explanation as to why.

Sometimes the panel will come back with alternative suggestions or points to action in order for the application to be approved. Again, you will always be kept updated by Rachel about this.

Where else can I get funding?

We can offer some support with signposting to other organisations who fund equipment but cannot be involved with supporting you in applying to them.

How long will it take to receive my child's equipment?

We know how difficult the wait for equipment can be especially when it could be life-changing for your child and your family. Your application will only be considered as approved if it has been reviewed at the latest equipment meeting, even if you submitted your application months in advance. Equipment meetings are typically held every three to four months. You will be notified in your receipt email which assessment meeting your application will be reviewed at.

As we receive no statutory funding, we are required to fundraise for every single piece of equipment we fund. We are very fortunate to have such generous supporters across the North East however it can still take some time before we are able to fund everything from one equipment round. As soon as we have the funds available to purchase equipment, we will place the order directly with the supplier and contact the lead applicant to update them. The supplier will arrange to deliver the equipment directly with the applicant. Equipment can take several months to approve, fund, order and deliver and ask that parents are understanding of this. We fully understand that families may wish to apply to a variety of sources at the same time and only ask that if you receive funding from an alternative funder that you let us know the equipment is no longer needed.