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Review of the Family Fund Trust

In April 2012, the Department for Education commissioned the Moorhouse Consortium (including Cognizant and OPM) to undertake a rapid review of the Family Fund Trust (FFT). The review, carried out between April 2012 and July 2012, had five main objectives:

1. To compare the efficiency and cost effectiveness of the current Family Fund model with alternative delivery models
2. To assess the process of awareness raising with families and allocation and distribution of funds
3. To identify the short and long term impact of initial and repeat funding on families
4. To measure the qualitative impact of home visits
5. To review the appropriateness of the role of UK Government as a direct grant provider.

Alongside the main report there is a research brief and five supporting appendices. These are:

- Appendix A: Detailed Methodology and Research Tools
- Appendix B: Summary reports from the main strands of research
- Appendix C: Individual Family Case Study Reports
- Appendix D: Alternative models
- Appendix E: Raw survey data by country, first time applicants and multiple applicants
A. UK (all respondents)

1.1. In what country were you living when you made your most recent Family Fund grant application?

2235 (78.5%) England

144 (5.1%) Northern Ireland

287 (10.1%) Scotland

182 (6.4%) Wales

1.2. How many disabled children do you have in your care?

1 (0.0%) None - I applied for the grant on behalf of myself

2420 (85.0%) 1

361 (12.7%) 2

52 (1.8%) 3

14 (0.5%) 4 or more

1.3. What is the nature of your child's or children's disability?

1580 (55.5%) Autistic spectrum disorders

144 (5.1%) Downs syndrome

1463 (51.4%) Learning disabilities

84 (2.9%) Heart disease

1036 (36.4%) Behaviour disorders

314 (11.0%) Epilepsy or convulsions

591 (20.8%) Sensory impairments

230 (8.1%) Named syndrome

1084 (38.1%) Speech and language difficulties

313 (11.0%) Asthma

266 (9.3%) Cerebral palsy

718 (25.2%) Other

If you selected 'other' please specify:

758 (100.0%)
1.4. What is your monthly family income before tax? Please include benefits, salary (if applicable), grants and any other sources of income you have.

137 (4.8%) Less than £590
193 (6.8%) £591 - 770
208 (7.3%) £771 - 910
301 (10.6%) £911 - 1,000
368 (12.9%) £1,001 - 1,200
194 (6.8%) £1,201 - 1,300
234 (8.2%) £1,301 - 1,500
189 (6.6%) £1,501 - 1,700
146 (5.1%) £1,701 - 1,900
191 (6.7%) £1,901 - 2,200
91 (3.2%) £2,201 - 2,400
73 (2.6%) £2,401 - 2,700
49 (1.7%) £2,701 - 3,000
24 (0.8%) £3,001 - 3,300
13 (0.5%) £3,301 - 3,700
18 (0.6%) £3,701 - 4,200
94 (3.3%) More than £4,200
325 (11.4%) Don't know
1.5. Which of the following best describes your ethnic background?

2471 (86.8%) White (British/Irish/Other)
81 (2.8%) Asian or Asian British (Indian/Pakistani/Bangladeshi)
177 (6.2%) Black or Black British (Caribbean, African, Other)
10 (0.4%) Chinese or South East Asian Other
63 (2.2%) Other
46 (1.6%) I'd rather not say

1.6. In your own words, what are the greatest pressures and needs that your family is facing?

2670 (100.0%)

1.7. Do you or your child / children have a personal budget, direct payment, individual budget or personal health budget from your local authority or local NHS?

516 (18.1%) Yes
2047 (71.9%) No
285 (10.0%) Don't know

1.8. Are you part of a local Parent Carer Forum, or other similar support group, with links to your local authority?

518 (18.2%) Yes
2171 (76.2%) No
159 (5.6%) Don't know

You selected yes, please specify in the box below:

505 (100.0%)
Your recent grant history

2.1. In which calendar year was your most recent grant application?

118 (4.1%) 2010
1712 (60.1%) 2011
980 (34.4%) 2012
38 (1.3%) Can't remember

2.2. How many times in total, have you applied for Family Fund grants?

866 (30.4%) This is my first application to the family fund
653 (22.9%) 2
463 (16.3%) 3
267 (9.4%) 4
144 (5.1%) 5
74 (2.6%) 6
209 (7.3%) 7 or more
172 (6.0%) Can’t remember

2.3. How many of these applications (including your most recent application) were successful and led to a Family Fund grant being awarded?

8 (0.3%) Not had any successful applications
892 (31.3%) 1
655 (23.0%) 2
447 (15.7%) 3
261 (9.2%) 4
146 (5.1%) 5
73 (2.6%) 6
214 (7.5%) 7 or more
152 (5.3%) Can't remember

2.4. Did you experience any specific challenges when applying for a Family Fund grant?
243 (8.5%) Yes
2544 (89.3%) No
61 (2.1%) Don't know

2.5. How would you improve the Family Fund application process?
2241 (100.0%)

The application process
2.6. How did you first find out about the Family Fund?
197 (6.9%) On the internet
962 (33.8%) Through a friend / family member
43 (1.5%) Poster / leaflet / advertisement
10 (0.4%) At an event organised by Family Fund
79 (2.8%) School / college
1194 (41.9%) From local services (e.g. social care worker, health visitor, Local authority, school, citizens advice)
29 (1.0%) From a national government department
164 (5.8%) Through another charity
170 (6.0%) Other
If 'other', please specify below
197 (100.0%)

2.7. How did you obtain your last application form from the Family Fund?
1781 (62.5%) Over the internet
781 (27.4%) Requested it directly from Family Fund by telephone or letter
204 (7.2%) From a third party professional (e.g. a social worker)
82 (2.9%) Other

If 'other', please specify:
89 (100.0%)

2.8. How long after submitting your last application did it take to receive your grant?
219 (7.8%) Less than 2 weeks after submitting the application
1037 (36.9%) Between 2 and 4 weeks
936 (33.3%) Between 1 and 2 months
397 (14.1%) Between 2 and 3 months
157 (5.6%) Between 3 and 4 months
39 (1.4%) Between 5 and 6 months
23 (0.8%) Longer than 6 months

2.9. If you have applied for a Family Fund grant more than once, have you found the application process has:
1078 (37.9%) Improved through time
114 (4.0%) Worsened through time
802 (28.2%) Stayed the same
854 (30.0%) I've only applied once
2.10. What, in your opinion, brought about this change?

846 (72.9%) New ways of applying (e.g. online)
376 (32.4%) Time taken to be informed of decision
353 (30.4%) Familiarity of application process
299 (25.8%) Improvement in the application process
48 (4.1%) Other

If 'other', please specify:

57 (100.0%)

Purpose of your most recent application for the grant

2.11. Why did you make your most recent application to the Family Fund?

1238 (45.9%) To relieve stress
769 (28.5%) To replace household equipment which is very old or broken
199 (7.4%) To help with extra household tasks such as washing
813 (30.1%) To help cope with my child / children’s challenging behaviour
204 (7.6%) To help with mobility difficulties
133 (4.9%) To help with shopping difficulties
749 (27.7%) Other

If 'other', please specify:

962 (100.0%)
2.12. Thinking about your most recent application to the Family Fund, what was the approximate financial value of the grant you received?

64 (2.2%) Less than £250
1048 (36.8%) From £250 to £499
1095 (38.4%) From £500 to £749
468 (16.4%) From £750 to £999
51 (1.8%) Over £1000
122 (4.3%) Unknown

2.13. Thinking about your most recent application to the Family Fund, what items did you require from the grant?

336 (11.8%) Day trip
1294 (45.5%) Holiday including overnight stay(s)
356 (12.5%) Recreation activity
133 (4.7%) Fridge
121 (4.3%) Tumble dryer
479 (16.8%) Computer
392 (13.8%) Bedding
22 (0.8%) Hospital visiting expenses
86 (3.0%) Freezer
195 (6.9%) Washing Machine
131 (4.6%) Driving lessons
422 (14.8%) Clothing
816 (28.7%) Other
**Outcome of your most recent application to the Family Fund grant**

2.14. What was the outcome of your last application to the Family Fund?

1572 (55.2%) Received all that I requested

1109 (38.9%) Received some of that I requested

43 (1.5%) Received items that were not what I expected

9 (0.3%) My application was rejected

111 (3.9%) Still waiting for the outcome of my last application

4 (0.1%) Can’t remember

**Support from an adviser**

2.15. Did you receive a visit or telephone call from a Family Fund adviser on your first application?

1438 (50.6%) Received a home visit from an adviser

752 (26.5%) Received a telephone assessment from an adviser

346 (12.2%) Can’t remember

15 (0.5%) Am still waiting for a decision on my last application

372 (13.1%) No

2.16. Did the Family Fund adviser do any of the following?

1100 (45.0%) Supported me to complete the grant application

788 (32.2%) Provided information on short breaks, holidays, recreation activities

589 (24.1%) Provided information about extra financial help, for example the Disability Living Allowance, other benefits or grants

564 (23.1%) Provided information about different types of support and advice, for example websites, other charities, local groups or services

334 (13.7%) Don’t know

396 (16.2%) No

98 (4.0%) Other
If you selected 'other', please specify:
124 (100.0%)

Comparing the experience with other organisations

2.17. Have you applied for similar grants from other organisations, for example your local authority, local NHS, the Social Fund or another charity?
418 (16.9%) Yes
2032 (82.1%) No
26 (1.1%) Don't know

2.18. Were any of these applications successful?
253 (60.5%) Yes
54 (12.9%) No
94 (22.5%) Partially successful
17 (4.1%) Don't know

2.19. How would you compare the experience of applying for a Family Fund grant with the experience of applying for grants from other organisations?
243 (58.3%) Better than experiences of other organisations
144 (34.5%) Similar to experiences of other organisations
10 (2.4%) Worse than experiences of other organisations
20 (4.8%) No difference to other organisations

2.20. Please describe the key differences between applying to the Family Fund and other organisations?
355 (100.0%)

Impact of the grant upon recipient and family
3.1. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your child.

2271 (79.7%) The grant has made a big difference to my child
517 (18.2%) The grant has made some difference to my child
35 (1.2%) The grant has made no difference at all my child
25 (0.9%) Not applicable - I applied for the grant on behalf of myself

3.2. Please select one of the following statements from the drop down list which best describes the impact of the grant upon you.

2362 (82.9%) The grant has made a big difference to me
456 (16.0%) The grant has made some difference to me
30 (1.1%) The grant has made no difference at all to me

3.3. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your wider family.

1654 (58.1%) The grant has made a big difference to my wider family
735 (25.8%) The grant has made some difference to my wider family
459 (16.1%) The grant has made no difference at all my wider family

3.4. Which is the biggest impact that the grant has had on you, your child and your family?

2661 (100.0%)

3.5. Which of the grant items contributed most to making a difference to you, your child and family?

2613 (100.0%)

3.6. Have you experienced any of the following impacts as a result of applying for a Family Fund grant?
1009 (37.4%) Received an additional three or five year warranty for grant items

69 (2.6%) Received additional savings from a number of retailers

34 (1.3%) Received other kinds of financial support such as benefits or grants from other organisations

1630 (60.5%) Not applicable

3.7. If you had not received a grant from Family Fund, which of the following statements best describes how you would have met this need?

1004 (35.3%) We would have done without the item

85 (3.0%) We would have asked for help from families or friends

113 (4.0%) We would have applied to other charities

340 (11.9%) We would have borrowed the money

404 (14.2%) We would have bought the item using credit

681 (23.9%) Don’t know

221 (7.8%) Other

If ‘other’, please specify:

240 (100.0%)
**Additional comments**

4.1. Looking at the following statements, which best describes the ways in which you feel the Family Fund could extend the support that it offers?

- 418 (14.8%) Offer play schemes
- 952 (33.6%) Offer summer holiday schemes
- 889 (31.4%) Offer home decoration and adaptation
- 360 (12.7%) Facilitate peer support from other families in the area
- 399 (14.1%) Facilitate support from other local or national services
- 748 (26.4%) Increase the age threshold for applications
- 334 (11.8%) Increase the income threshold for applications
- 547 (19.3%) Reduce time taken to process grants
- 1213 (42.8%) I am satisfied with the Family Fund as it is
- 59 (2.1%) Other

*If 'other', please specify:* 86 (100.0%)

4.2. Do you think you would apply to the Family Fund for another grant in the future?

- 2574 (90.4%) Yes
- 97 (3.4%) No
- 177 (6.2%) Don't know

4.3. If you had the chance, how would you change the Family Fund to meet the needs of your family better?

1913 (100.0%)

4.4. If you had the chance, how would you change other services to meet the needs of your family better?

1677 (100.0%)
B. England

1.1. In what country were you living when you made your most recent Family Fund grant application?

2235 (100.0%) England
0 (0.0%) Northern Ireland
0 (0.0%) Scotland
0 (0.0%) Wales

1.2. How many disabled children do you have in your care?

1 (0.0%) None - I applied for the grant on behalf of myself
1893 (84.7%) 1
285 (12.8%) 2
45 (2.0%) 3
11 (0.5%) 4 or more

1.3. What is the nature of your child's or children's disability?

1253 (56.1%) Autistic spectrum disorders 107 (4.8%) Downs syndrome
1175 (52.6%) Learning disabilities 61 (2.7%) Heart disease
815 (36.5%) Behaviour disorders 251 (11.2%) Epilepsy or convulsions
480 (21.5%) Sensory impairments 184 (8.2%) Named syndrome
860 (38.5%) Speech and language difficulties
230 (10.3%) Asthma
213 (9.5%) Cerebral palsy 569 (25.5%) Other

If you selected 'other' please specify:

600 (100.0%)
1.4. What is your monthly family income before tax? Please include benefits, salary (if applicable), grants and any other sources of income you have.

114 (5.1%) Less than £590
165 (7.4%) £591 - 770
164 (7.3%) £771 - 910
234 (10.5%) £911 - 1,000
288 (12.9%) £1,001 - 1,200
139 (6.2%) £1,201 - 1,300
183 (8.2%) £1,301 - 1,500
140 (6.3%) £1,501 - 1,700
108 (4.8%) £1,701 - 1,900
153 (6.8%) £1,901 - 2,200
68 (3.0%) £2,201 - 2,400
61 (2.7%) £2,401 - 2,700
42 (1.9%) £2,701 - 3,000
19 (0.9%) £3,001 - 3,300
9 (0.4%) £3,301 - 3,700
12 (0.5%) £3701 - 4,200
71 (3.2%) More than £4,200
265 (11.9%) Don’t know

1.5. Which of the following best describes your ethnic background?

1875 (83.9%) White (British/Irish/Other)
77 (3.4%) Asian or Asian British (Indian/Pakistani/Bangladeshi)
173 (7.7%) Black or Black British (Caribbean, African, Other)
7 (0.3%) Chinese or South East Asian Other
62 (2.8%) Other
1.6. In your own words, what are the greatest pressures and needs that your family is facing?

2099 (100.0%)

1.7. Do you or your child / children have a personal budget, direct payment, individual budget or personal health budget from your local authority or local NHS?

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<td>Yes</td>
<td>442 (19.8%)</td>
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<tr>
<td>No</td>
<td>1575 (70.5%)</td>
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<tr>
<td>Don’t know</td>
<td>218 (9.8%)</td>
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1.8. Are you part of a local Parent Carer Forum, or other similar support group, with links to your local authority?

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<td>Yes</td>
<td>453 (20.3%)</td>
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<td>No</td>
<td>1642 (73.5%)</td>
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<tr>
<td>Don’t know</td>
<td>140 (6.3%)</td>
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You selected yes, please specify in the box below:

442 (100.0%)

**Your recent grant history**

2.1. In which calendar year was your most recent grant application?

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<td>2010</td>
<td>92 (4.1%)</td>
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<tr>
<td>2011</td>
<td>1321 (59.1%)</td>
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<tr>
<td>2012</td>
<td>792 (35.4%)</td>
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<tr>
<td>Can’t remember</td>
<td>30 (1.3%)</td>
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</table>
2.2. How many times in total, have you applied for Family Fund grants?

682 (30.5%) *This is my first application to the family fund*

540 (24.2%) 2

349 (15.6%) 3

203 (9.1%) 4

117 (5.2%) 5

55 (2.5%) 6

159 (7.1%) 7 or more

130 (5.8%) Can’t remember

2.3. How many of these applications (including your most recent application) were successful and led to a Family Fund grant being awarded?

6 (0.3%) *Not had any successful applications*

697 (31.2%) 1

547 (24.5%) 2

337 (15.1%) 3

201 (9.0%) 4

114 (5.1%) 5

55 (2.5%) 6

163 (7.3%) 7 or more

115 (5.1%) Can’t remember
2.4. Did you experience any specific challenges when applying for a Family Fund grant?

182 (8.1%) Yes
2004 (89.7%) No
49 (2.2%) Don't know

2.5. How would you improve the Family Fund application process?

1767 (100.0%)

*The application process*

2.6. How did you first find out about the Family Fund?

156 (7.0%) On the internet
766 (34.3%) Through a friend / family member
32 (1.4%) Poster / leaflet / advertisement
7 (0.3%) At an event organised by Family Fund
68 (3.0%) School / college
919 (41.1%) From local services (e.g. social care worker, health visitor, Local authority, school, citizens advice)
26 (1.2%) From a national government department
129 (5.8%) Through another charity
132 (5.9%) Other

*If 'other', please specify below*

151 (100.0%)
2.7. How did you obtain your last application form from the Family Fund?

1400 (62.6%) Over the internet

622 (27.8%) Requested it directly from Family Fund by telephone or letter

148 (6.6%) From a third party professional (e.g. a social worker)

65 (2.9%) Other

If 'other', please specify:

70 (100.0%)

2.8. How long after submitting your last application did it take to receive your grant?

179 (8.1%) Less than 2 weeks after submitting the application

829 (37.7%) Between 2 and 4 weeks

743 (33.8%) Between 1 and 2 months

290 (13.2%) Between 2 and 3 months

119 (5.4%) Between 3 and 4 months

27 (1.2%) Between 5 and 6 months

13 (0.6%) Longer than 6 months

2.9. If you have applied for a Family Fund grant more than once, have you found the application process has:

869 (38.9%) Improved through time

82 (3.7%) Worsened through time

614 (27.5%) Stayed the same

670 (30.0%) I’ve only applied once
2.10. What, in your opinion, brought about this change?

686 (73.8%) New ways of applying (e.g. online)
306 (32.9%) Time taken to be informed of decision
276 (29.7%) Familiarity of application process
240 (25.8%) Improvement in the application process
36 (3.9%) Other

If ‘other’, please specify:

41 (100.0%)

Purpose of your most recent application for the grant

2.11. Why did you make your most recent application to the Family Fund?

975 (45.8%) To relieve stress
608 (28.6%) To replace household equipment which is very old or broken
162 (7.6%) To help with extra household tasks such as washing
636 (29.9%) To help cope with my child / children’s challenging behaviour
157 (7.4%) To help with mobility difficulties
105 (4.9%) To help with shopping difficulties
605 (28.4%) Other

If ‘other’, please specify:

763 (100.0%)
2.12. Thinking about your most recent application to the Family Fund, what was the approximate financial value of the grant you received?

49 (2.2%) Less than £250
825 (36.9%) From £250 to £499
842 (37.7%) From £500 to £749
378 (16.9%) From £750 to £999
39 (1.7%) Over £1000
102 (4.6%) Unknown

2.13. Thinking about your most recent application to the Family Fund, what items did you require from the grant?

264 (11.8%) Day trip
1009 (45.2%) Holiday including overnight stay(s)
276 (12.4%) Recreation activity
108 (4.8%) Fridge
92 (4.1%) Tumble dryer
380 (17.0%) Computer
296 (13.3%) Bedding
18 (0.8%) Hospital visiting expenses
70 (3.1%) Freezer
160 (7.2%) Washing Machine
99 (4.4%) Driving lessons
316 (14.2%) Clothing
655 (29.4%) Other
Outcome of your most recent application to the Family Fund grant

2.14. What was the outcome of your last application to the Family Fund?

1248 (55.8%) Received all that I requested
855 (38.3%) Received some of that I requested
34 (1.5%) Received items that were not what I expected
8 (0.4%) My application was rejected
86 (3.8%) Still waiting for the outcome of my last application
4 (0.2%) Can’t remember

Support from an adviser

2.15. Did you receive a visit or telephone call from a Family Fund adviser on your first application?

1127 (50.5%) Received a home visit from an adviser
594 (26.6%) Received a telephone assessment from an adviser
280 (12.6%) Can’t remember
10 (0.4%) Am still waiting for a decision on my last application
286 (12.8%) No

2.16. Did the Family Fund adviser do any of the following?

849 (44.1%) Supported me to complete the grant application
607 (31.5%) Provided information on short breaks, holidays, recreation activities
454 (23.6%) Provided information about extra financial help, for example the Disability Living Allowance, other benefits or grants
448 (23.3%) Provided information about different types of support and advice, for example websites, other charities, local groups or services
266 (13.8%) Don’t know
324 (16.8%) No
82 (4.3%) Other
Comparing the experience with other organisations

2.17. Have you applied for similar grants from other organisations, for example your local authority, local NHS, the Social Fund or another charity?

339 (17.4%) Yes
1591 (81.6%) No
19 (1.0%) Don’t know

2.18. Were any of these applications successful?

207 (61.1%) Yes
44 (13.0%) No
76 (22.4%) Partially successful
12 (3.5%) Don’t know

2.19. How would you compare the experience of applying for a Family Fund grant with the experience of applying for grants from other organisations?

201 (59.3%) Better than experiences of other organisations
114 (33.6%) Similar to experiences of other organisations
9 (2.7%) Worse than experiences of other organisations
15 (4.4%) No difference to other organisations

2.20. Please describe the key differences between applying to the Family Fund and other organisations?

290 (100.0%)

Impact of the grant upon recipient and family
3.1. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your child.

1776 (79.5%) The grant has made a *big difference* to my child

408 (18.3%) The grant has made *some difference* to my child

32 (1.4%) The grant has made *no difference* at all my child

19 (0.9%) Not applicable - I applied for the grant on behalf of myself

3.2. Please select one of the following statements from the drop down list which best describes the impact of the grant upon you.

1847 (82.6%) The grant has made a *big difference* to me

363 (16.2%) The grant has made *some difference* to me

25 (1.1%) The grant has made *no difference* at all to me

3.3. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your wider family.

1290 (57.7%) The grant has made a *big difference* to my wider family

580 (26.0%) The grant has made *some difference* to my wider family

365 (16.3%) The grant has made *no difference* at all my wider family

3.4. Which is the biggest impact that the grant has had on you, your child and your family?

2087 (100.0%)

3.5. Which of the grant items contributed most to making a difference to you, your child and family?

2047 (100.0%)

3.6. Have you experienced any of the following impacts as a result of applying for a Family Fund grant?
806 (38.3%) Received an additional three or five year warranty for grant items
57 (2.7%) Received additional savings from a number of retailers
24 (1.1%) Received other kinds of financial support such as benefits or grants from other organisations
1256 (59.7%) Not applicable

3.7. If you had not received a grant from Family Fund, which of the following statements best describes how you would have met this need?

758 (33.9%) We would have done without the item
73 (3.3%) We would have asked for help from families or friends
99 (4.4%) We would have applied to other charities
256 (11.5%) We would have borrowed the money
318 (14.2%) We would have bought the item using credit
560 (25.1%) Don’t know
171 (7.7%) Other

If 'other', please specify:
187 (100.0%)
**Additional comments**

4.1. Looking at the following statements, which best describes the ways in which you feel the Family Fund could extend the support that it offers?

- 353 (15.9%) Offer play schemes
- 762 (34.3%) Offer summer holiday schemes
- 722 (32.5%) Offer home decoration and adaptation
- 280 (12.6%) Facilitate peer support from other families in the area
- 310 (14.0%) Facilitate support from other local or national services
- 585 (26.3%) Increase the age threshold for applications
- 263 (11.8%) Increase the income threshold for applications
- 426 (19.2%) Reduce time taken to process grants
- 970 (43.7%) I am satisfied with the Family Fund as it is
- 50 (2.3%) Other

*If 'other', please specify:* 72 (100.0%)

4.2. Do you think you would apply to the Family Fund for another grant in the future?

- 2018 (90.3%) Yes
- 84 (3.8%) No
- 133 (6.0%) Don’t know

4.3. If you had the chance, how would you change the Family Fund to meet the needs of your family better?

- 1498 (100.0%)

4.4. If you had the chance, how would you change other services to meet the needs of your family better?

- 1315 (100.0%)
C. Northern Ireland

1.1. In what country were you living when you made your most recent Family Fund grant application?

0 (0.0%) England
144 (100.0%) Northern Ireland
0 (0.0%) Scotland
0 (0.0%) Wales

1.2. How many disabled children do you have in your care?

0 (0.0%) None - I applied for the grant on behalf of myself
121 (84.0%) 1
21 (14.6%) 2
1 (0.7%) 3
1 (0.7%) 4 or more

1.3. What is the nature of your child's or children's disability?

78 (54.2%) Autistic spectrum disorders 11 (7.6%) Downs syndrome
72 (50.0%) Learning disabilities 6 (4.2%) Heart disease
53 (36.8%) Behaviour disorders 16 (11.1%) Epilepsy or convulsions
29 (20.1%) Sensory impairments 6 (4.2%) Named syndrome
50 (34.7%) Speech and language difficulties
25 (17.4%) Asthma
8 (5.6%) Cerebral palsy 32 (22.2%) Other

If you selected 'other' please specify:

30 (100.0%)
1.4. What is your monthly family income before tax? Please include benefits, salary (if applicable), grants and any other sources of income you have.

3 (2.1%) Less than £590
8 (5.6%) £591 - 770
9 (6.3%) £771 - 910
14 (9.7%) £911 - 1,000
22 (15.3%) £1,001 - 1,200
18 (12.5%) £1,201 - 1,300
14 (9.7%) £1,301 - 1,500
12 (8.3%) £1,501 - 1,700
8 (5.6%) £1,701 - 1,900
7 (4.9%) £1,901 - 2,200
5 (3.5%) £2,201 - 2,400
4 (2.8%) £2,401 - 2,700
3 (2.1%) £2,701 - 3,000
1 (0.7%) £3,001 - 3,300
0 (0.0%) £3,301 - 3,700
1 (0.7%) £3701 - 4,200
3 (2.1%) More than £4,200
12 (8.3%) Don’t know
1.5. Which of the following best describes your ethnic background?

143 (99.3%) White (British/Irish/Other)
0 (0.0%) Asian or Asian British (Indian/Pakistani/Bangladeshi)
1 (0.7%) Black or Black British (Caribbean, African, Other)
0 (0.0%) Chinese or South East Asian Other
0 (0.0%) Other
0 (0.0%) I’d rather not say

1.6. In your own words, what are the greatest pressures and needs that your family is facing?

136 (100.0%)

1.7. Do you or your child / children have a personal budget, direct payment, individual budget or personal health budget from your local authority or local NHS?

17 (11.8%) Yes
107 (74.3%) No
20 (13.9%) Don’t know

1.8. Are you part of a local Parent Carer Forum, or other similar support group, with links to your local authority?

12 (8.3%) Yes
127 (88.2%) No
5 (3.5%) Don’t know

You selected yes, please specify in the box below:

12 (100.0%)

*Applying for a Family Fund grant*
Your recent grant history

2.1. In which calendar year was your most recent grant application?

6 (4.2%) 2010
97 (67.4%) 2011
40 (27.8%) 2012
1 (0.7%) Can’t remember

2.2. How many times in total, have you applied for Family Fund grants?

39 (27.1%) This is my first application to the family fund
29 (20.1%) 2
23 (16.0%) 3
14 (9.7%) 4
10 (6.9%) 5
7 (4.9%) 6
14 (9.7%) 7 or more
8 (5.6%) Can’t remember

2.3. How many of these applications (including your most recent application) were successful and led to a Family Fund grant being awarded?

0 (0.0%) Not had any successful applications
43 (29.9%) 1
28 (19.4%) 2
21 (14.6%) 3
13 (9.0%) 4
15 (10.4%) 5
4 (2.8%) 6
13 (9.0%) 7 or more
7 (4.9%) Can't remember

2.4. Did you experience any specific challenges when applying for a Family Fund grant?
17 (11.8%) Yes
126 (87.5%) No
1 (0.7%) Don't know

2.5. How would you improve the Family Fund application process?
116 (100.0%)

The application process

2.6. How did you first find out about the Family Fund?
8 (5.6%) On the internet
44 (30.6%) Through a friend / family member
2 (1.4%) Poster / leaflet / advertisement
0 (0.0%) At an event organised by Family Fund
0 (0.0%) School / college
76 (52.8%) From local services (e.g. social care worker, health visitor, Local authority, school, citizens advice)
0 (0.0%) From a national government department
7 (4.9%) Through another charity
7 (4.9%) Other
If 'other', please specify below
9 (100.0%)

2.7. How did you obtain your last application form from the Family Fund?
89 (61.8%) Over the internet
35 (24.3%) Requested it directly from Family Fund by telephone or letter
19 (13.2%) From a third party professional (e.g. a social worker)
1 (0.7%) Other
If 'other', please specify:
3 (100.0%)

2.8. How long after submitting your last application did it take to receive your grant?

3 (2.1%) Less than 2 weeks after submitting the application
25 (17.5%) Between 2 and 4 weeks
47 (32.9%) Between 1 and 2 months
45 (31.5%) Between 2 and 3 months
15 (10.5%) Between 3 and 4 months
6 (4.2%) Between 5 and 6 months
2 (1.4%) Longer than 6 months

2.9. If you have applied for a Family Fund grant more than once, have you found the application process has:

41 (28.5%) Improved through time
13 (9.0%) Worsened through time
51 (35.4%) Stayed the same
39 (27.1%) I’ve only applied once
2.10. What, in your opinion, brought about this change?

31 (62.0%) New ways of applying (e.g. online)
14 (28.0%) Time taken to be informed of decision
14 (28.0%) Familiarity of application process
13 (26.0%) Improvement in the application process
4 (8.0%) Other

If ‘other’, please specify:
6 (100.0%)

Purpose of your most recent application for the grant

2.11. Why did you make your most recent application to the Family Fund?

66 (48.5%) To relieve stress
34 (25.0%) To replace household equipment which is very old or broken
10 (7.4%) To help with extra household tasks such as washing
43 (31.6%) To help cope with my child/children’s challenging behaviour
11 (8.1%) To help with mobility difficulties
5 (3.7%) To help with shopping difficulties
37 (27.2%) Other

If ‘other’, please specify:
48 (100.0%)
2.12. Thinking about your most recent application to the Family Fund, what was the approximate financial value of the grant you received?

4 (2.8%) Less than £250
66 (45.8%) From £250 to £499
53 (36.8%) From £500 to £749
12 (8.3%) From £750 to £999
2 (1.4%) Over £1000
7 (4.9%) Unknown

2.13. Thinking about your most recent application to the Family Fund, what items did you require from the grant?

21 (14.6%) Day trip
62 (43.1%) Holiday including overnight stay(s)
17 (11.8%) Recreation activity
4 (2.8%) Fridge
8 (5.6%) Tumble dryer
25 (17.4%) Computer
26 (18.1%) Bedding
1 (0.7%) Hospital visiting expenses
3 (2.1%) Freezer
12 (8.3%) Washing Machine
6 (4.2%) Driving lessons
26 (18.1%) Clothing
33 (22.9%) Other
**Outcome of your most recent application to the Family Fund grant**

2.14. What was the outcome of your last application to the Family Fund?

- 66 (45.8%) Received all that I requested
- 66 (45.8%) Received some of that I requested
- 0 (0.0%) Received items that were not what I expected
- 0 (0.0%) My application was rejected
- 12 (8.3%) Still waiting for the outcome of my last application
- 0 (0.0%) Can’t remember

**Support from an adviser**

2.15. Did you receive a visit or telephone call from a Family Fund adviser on your first application?

- 80 (55.6%) Received a home visit from an adviser
- 25 (17.4%) Received a telephone assessment from an adviser
- 14 (9.7%) Can’t remember
- 1 (0.7%) Am still waiting for a decision on my last application
- 26 (18.1%) No

2.16. Did the Family Fund adviser do any of the following?

- 60 (51.7%) Supported me to complete the grant application
- 37 (31.9%) Provided information on short breaks, holidays, recreation activities
- 29 (25.0%) Provided information about extra financial help, for example the Disability Living Allowance, other benefits or grants
- 28 (24.1%) Provided information about different types of support and advice, for example websites, other charities, local groups or services
- 16 (13.8%) Don’t know
- 13 (11.2%) No
- 1 (0.9%) Other
If you selected 'other', please specify:
3 (100.0%)

Comparing the experience with other organisations

2.17. Have you applied for similar grants from other organisations, for example your local authority, local NHS, the Social Fund or another charity?
16 (13.6%) Yes
101 (85.6%) No
1 (0.8%) Don’t know

2.18. Were any of these applications successful?
7 (43.8%) Yes
5 (31.3%) No
4 (25.0%) Partially successful
0 (0.0%) Don’t know

2.19. How would you compare the experience of applying for a Family Fund grant with the experience of applying for grants from other organisations?
8 (53.3%) Better than experiences of other organisations
5 (33.3%) Similar to experiences of other organisations
1 (6.7%) Worse than experiences of other organisations
1 (6.7%) No difference to other organisations

2.20. Please describe the key differences between applying to the Family Fund and other organisations?
14 (100.0%)

Impact of the grant upon recipient and family
3.1. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your child.

109 (75.7%) The grant has made a *big difference* to my child
34 (23.6%) The grant has made *some difference* to my child
0 (0.0%) The grant has made *no difference* at all my child
1 (0.7%) Not applicable - I applied for the grant on behalf of myself

3.2. Please select one of the following statements from the drop down list which best describes the impact of the grant upon you.

119 (82.6%) The grant has made a *big difference* to me
23 (16.0%) The grant has made *some difference* to me
2 (1.4%) The grant has made *no difference* at all to me

3.3. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your wider family.

81 (56.3%) The grant has made a *big difference* to my wider family
39 (27.1%) The grant has made *some difference* to my wider family
24 (16.7%) The grant has made *no difference* at all my wider family

3.4. Which is the biggest impact that the grant has had on you, your child and your family?

131 (100.0%)

3.5. Which of the grant items contributed most to making a difference to you, your child and family?

129 (100.0%)

3.6. Have you experienced any of the following impacts as a result of applying for a Family Fund grant?
40 (28.6%) Received an additional three or five year warranty for grant items
4 (2.9%) Received additional savings from a number of retailers
2 (1.4%) Received other kinds of financial support such as benefits or grants from other organisations
96 (68.6%) Not applicable

3.7. If you had not received a grant from Family Fund, which of the following statements best describes how you would have met this need?

58 (40.3%) We would have done without the item
1 (0.7%) We would have asked for help from families or friends
2 (1.4%) We would have applied to other charities
27 (18.8%) We would have borrowed the money
24 (16.7%) We would have bought the item using credit
28 (19.4%) Don’t know
4 (2.8%) Other

If 'other', please specify:
8 (100.0%)
Additional comments

4.1. Looking at the following statements, which best describes the ways in which you feel the Family Fund could extend the support that it offers?

11 (7.6%) Offer play schemes
51 (35.4%) Offer summer holiday schemes
33 (22.9%) Offer home decoration and adaptation
23 (16.0%) Facilitate peer support from other families in the area
14 (9.7%) Facilitate support from other local or national services
34 (23.6%) Increase the age threshold for applications
15 (10.4%) Increase the income threshold for applications
44 (30.6%) Reduce time taken to process grants
43 (29.9%) I am satisfied with the Family Fund as it is
3 (2.1%) Other

If 'other', please specify: 4 (100.0%)

4.2. Do you think you would apply to the Family Fund for another grant in the future?

132 (91.7%) Yes
0 (0.0%) No
12 (8.3%) Don't know

4.3. If you had the chance, how would you change the Family Fund to meet the needs of your family better?

96 (100.0%)

4.4. If you had the chance, how would you change other services to meet the needs of your family better?

88 (100.0%)
D. Scotland

1.1. In what country were you living when you made your most recent Family Fund grant application?

0 (0.0%) England
0 (0.0%) Northern Ireland
287 (100.0%) Scotland
0 (0.0%) Wales

1.2. How many disabled children do you have in your care?

0 (0.0%) None - I applied for the grant on behalf of myself
248 (86.4%) 1
33 (11.5%) 2
4 (1.4%) 3
2 (0.7%) 4 or more

1.3. What is the nature of your child's or children's disability?

147 (51.2%) Autistic spectrum disorders
14 (4.9%) Downs syndrome
133 (46.3%) Learning disabilities
7 (2.4%) Heart disease
94 (32.8%) Behaviour disorders
27 (9.4%) Epilepsy or convulsions
49 (17.1%) Sensory impairments
24 (8.4%) Named syndrome
105 (36.6%) Speech and language difficulties
28 (9.8%) Asthma
30 (10.5%) Cerebral palsy
69 (24.0%) Other

If you selected 'other' please specify:

73 (100.0%)
1.4. What is your monthly family income before tax? Please include benefits, salary (if applicable), grants and any other sources of income you have.

13 (4.5%) Less than £590
13 (4.5%) £591 - 770
19 (6.6%) £771 - 910
32 (11.1%) £911 - 1,000
40 (13.9%) £1,001 - 1,200
25 (8.7%) £1,201 - 1,300
19 (6.6%) £1,301 - 1,500
23 (8.0%) £1,501 - 1,700
25 (8.7%) £1,701 - 1,900
17 (5.9%) £1,901 - 2,200
9 (3.1%) £2,201 - 2,400
5 (1.7%) £2,401 - 2,700
1 (0.3%) £2,701 - 3,000
3 (1.0%) £3,001 - 3,300
3 (1.0%) £3,301 - 3,700
2 (0.7%) £3701 - 4,200
12 (4.2%) More than £4,200
26 (9.1%) Don’t know
1.5. Which of the following best describes your ethnic background?

276 (96.2%) White (British/Irish/Other)
3 (1.0%) Asian or Asian British (Indian/Pakistani/Bangladeshi)
3 (1.0%) Black or Black British (Caribbean, African, Other)
1 (0.3%) Chinese or South East Asian Other
0 (0.0%) Other
4 (1.4%) I'd rather not say

1.6. In your own words, what are the greatest pressures and needs that your family is facing?

267 (100.0%)

1.7. Do you or your child / children have a personal budget, direct payment, individual budget or personal health budget from your local authority or local NHS?

28 (9.8%) Yes
235 (81.9%) No
24 (8.4%) Don't know

1.8. Are you part of a local Parent Carer Forum, or other similar support group, with links to your local authority?

26 (9.1%) Yes
254 (88.5%) No
7 (2.4%) Don't know

You selected yes, please specify in the box below:

26 (100.0%)
Applying for a Family Fund grant

Your recent grant history

2.1. In which calendar year was your most recent grant application?

13 (4.5%) 2010
182 (63.4%) 2011
89 (31.0%) 2012
3 (1.0%) Can’t remember

2.2. How many times in total, have you applied for Family Fund grants?

91 (31.7%) This is my first application to the family fund
53 (18.5%) 2
54 (18.8%) 3
32 (11.1%) 4
13 (4.5%) 5
6 (2.1%) 6
21 (7.3%) 7 or more
17 (5.9%) Can’t remember

2.3. How many of these applications (including your most recent application) were successful and led to a Family Fund grant being awarded?

2 (0.7%) Not had any successful applications
94 (32.8%) 1
51 (17.8%) 2
54 (18.8%) 3
29 (10.1%) 4
13 (4.5%) 5
7 (2.4%) 6
21 (7.3%) 7 or more
16 (5.6%) Can't remember

2.4. Did you experience any specific challenges when applying for a Family Fund grant?

24 (8.4%) Yes
256 (89.2%) No
7 (2.4%) Don't know

2.5. How would you improve the Family Fund application process?

215 (100.0%)

The application process

2.6. How did you first find out about the Family Fund?

15 (5.2%) On the internet
90 (31.4%) Through a friend / family member
8 (2.8%) Poster / leaflet / advertisement
3 (1.0%) At an event organised by Family Fund
7 (2.4%) School / college
121 (42.2%) From local services (e.g. social care worker, health visitor, Local authority, school, citizens advice)
1 (0.3%) From a national government department
20 (7.0%) Through another charity
22 (7.7%) Other
If 'other', please specify below
26 (100.0%)

2.7. How did you obtain your last application form from the Family Fund?
174 (60.6%) Over the internet
70 (24.4%) Requested it directly from Family Fund by telephone or letter
31 (10.8%) From a third party professional (e.g. a social worker)
12 (4.2%) Other

If 'other', please specify:
12 (100.0%)

2.8. How long after submitting your last application did it take to receive your grant?
25 (8.7%) Less than 2 weeks after submitting the application
104 (36.4%) Between 2 and 4 weeks
94 (32.9%) Between 1 and 2 months
41 (14.3%) Between 2 and 3 months
11 (3.8%) Between 3 and 4 months
6 (2.1%) Between 5 and 6 months
5 (1.7%) Longer than 6 months

2.9. If you have applied for a Family Fund grant more than once, have you found the application process has:
98 (34.1%) Improved through time
16 (5.6%) Worsened through time
82 (28.6%) Stayed the same
91 (31.7%) I’ve only applied once
2.10. What, in your opinion, brought about this change?

75 (68.8%) New ways of applying (e.g. online)
31 (28.4%) Time taken to be informed of decision
36 (33.0%) Familiarity of application process
28 (25.7%) Improvement in the application process
7 (6.4%) Other

If 'other', please specify:

9 (100.0%)

Purpose of your most recent application for the grant

2.11. Why did you make your most recent application to the Family Fund?

119 (44.7%) To relieve stress
74 (27.8%) To replace household equipment which is very old or broken
17 (6.4%) To help with extra household tasks such as washing
78 (29.3%) To help cope with my child / children’s challenging behaviour
21 (7.9%) To help with mobility difficulties
15 (5.6%) To help with shopping difficulties
68 (25.6%) Other

If 'other', please specify:

98 (100.0%)
2.12. Thinking about your most recent application to the Family Fund, what was the approximate financial value of the grant you received?

5 (1.7%) Less than £250
92 (32.1%) From £250 to £499
124 (43.2%) From £500 to £749
54 (18.8%) From £750 to £999
4 (1.4%) Over £1000
8 (2.8%) Unknown

2.13. Thinking about your most recent application to the Family Fund, what items did you require from the grant?

31 (10.8%) Day trip
147 (51.2%) Holiday including overnight stay(s)
39 (13.6%) Recreation activity
14 (4.9%) Fridge
11 (3.8%) Tumble dryer
35 (12.2%) Computer
49 (17.1%) Bedding
0 (0.0%) Hospital visiting expenses
5 (1.7%) Freezer
14 (4.9%) Washing Machine
17 (5.9%) Driving lessons
41 (14.3%) Clothing
76 (26.5%) Other
Outcome of your most recent application to the Family Fund grant

2.14. What was the outcome of your last application to the Family Fund?

164 (57.1%) Received all that I requested
107 (37.3%) Received some of that I requested
7 (2.4%) Received items that were not what I expected
1 (0.3%) My application was rejected
8 (2.8%) Still waiting for the outcome of my last application
0 (0.0%) Can't remember

Support from an adviser

2.15. Did you receive a visit or telephone call from a Family Fund adviser on your first application?

134 (46.7%) Received a home visit from an adviser
91 (31.7%) Received a telephone assessment from an adviser
29 (10.1%) Can’t remember
4 (1.4%) Am still waiting for a decision on my last application
37 (12.9%) No

2.16. Did the Family Fund adviser do any of the following?

105 (42.5%) Supported me to complete the grant application
91 (36.8%) Provided information on short breaks, holidays, recreation activities
62 (25.1%) Provided information about extra financial help, for example the Disability Living Allowance, other benefits or grants
49 (19.8%) Provided information about different types of support and advice, for example websites, other charities, local groups or services
32 (13.0%) Don’t know
44 (17.8%) No
8 (3.2%) Other
If you selected 'other', please specify:

7 (100.0%)

Comparing the experience with other organisations

2.17. Have you applied for similar grants from other organisations, for example your local authority, local NHS, the Social Fund or another charity?

44 (17.6%) Yes
203 (81.2%) No
3 (1.2%) Don’t know

2.18. Were any of these applications successful?

29 (65.9%) Yes
3 (6.8%) No
9 (20.5%) Partially successful
3 (6.8%) Don’t know

2.19. How would you compare the experience of applying for a Family Fund grant with the experience of applying for grants from other organisations?

21 (47.7%) Better than experiences of other organisations
19 (43.2%) Similar to experiences of other organisations
0 (0.0%) Worse than experiences of other organisations
4 (9.1%) No difference to other organisations

2.20. Please describe the key differences between applying to the Family Fund and other organisations?

34 (100.0%)

Impact of the grant upon recipient and family
3.1. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your child.

238 (82.9%) The grant has made a *big difference* to my child

44 (15.3%) The grant has made *some difference* to my child

1 (0.3%) The grant has made *no difference* at all to my child

4 (1.4%) Not applicable - I applied for the grant on behalf of myself

3.2. Please select one of the following statements from the drop down list which best describes the impact of the grant upon you.

241 (84.0%) The grant has made a *big difference* to me

45 (15.7%) The grant has made *some difference* to me

1 (0.3%) The grant has made *no difference* at all to me

3.3. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your wider family.

173 (60.3%) The grant has made a *big difference* to my wider family

73 (25.4%) The grant has made *some difference* to my wider family

41 (14.3%) The grant has made *no difference* at all to my wider family

3.4. Which is the biggest impact that the grant has had on you, your child and your family?

277 (100.0%)

3.5. Which of the grant items contributed most to making a difference to you, your child and family?

269 (100.0%)

3.6. Have you experienced any of the following impacts as a result of applying for a Family Fund grant?
92 (33.0%) Received an additional three or five year warranty for grant items
3 (1.1%) Received additional savings from a number of retailers
6 (2.2%) Received other kinds of financial support such as benefits or grants from other organisations
182 (65.2%) Not applicable

3.7. If you had not received a grant from Family Fund, which of the following statements best describes how you would have met this need?

129 (44.9%) We would have done without the item
5 (1.7%) We would have asked for help from families or friends
8 (2.8%) We would have applied to other charities
33 (11.5%) We would have borrowed the money
33 (11.5%) We would have bought the item using credit
52 (18.1%) Don’t know
27 (9.4%) Other

If ‘other’, please specify:

28 (100.0%)
Additional comments

4.1. Looking at the following statements, which best describes the ways in which you feel the Family Fund could extend the support that it offers?

31 (10.8%) Offer play schemes
93 (32.4%) Offer summer holiday schemes
76 (26.5%) Offer home decoration and adaptation
36 (12.5%) Facilitate peer support from other families in the area
46 (16.0%) Facilitate support from other local or national services
68 (23.7%) Increase the age threshold for applications
31 (10.8%) Increase the income threshold for applications
46 (16.0%) Reduce time taken to process grants
130 (45.3%) I am satisfied with the Family Fund as it is
4 (1.4%) Other
If ‘other’, please specify: 5 (100.0%)

4.2. Do you think you would apply to the Family Fund for another grant in the future?

265 (92.3%) Yes
7 (2.4%) No
15 (5.2%) Don’t know

4.3. If you had the chance, how would you change the Family Fund to meet the needs of your family better?

186 (100.0%)

4.4. If you had the chance, how would you change other services to meet the needs of your family better?

168 (100.0%)
### E. Wales

**1.1. In what country were you living when you made your most recent Family Fund grant application?**

<table>
<thead>
<tr>
<th>Country</th>
<th>Count (Percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>England</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>Scotland</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>Wales</td>
<td>182 (100.0%)</td>
</tr>
</tbody>
</table>

**1.2. How many disabled children do you have in your care?**

<table>
<thead>
<tr>
<th>Count (Percentage)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None - I applied for the grant on behalf of myself</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>1</td>
<td>158 (86.8%)</td>
</tr>
<tr>
<td>2</td>
<td>22 (12.1%)</td>
</tr>
<tr>
<td>3</td>
<td>2 (1.1%)</td>
</tr>
<tr>
<td>4 or more</td>
<td>0 (0.0%)</td>
</tr>
</tbody>
</table>

**1.3. What is the nature of your child's or children's disability?**

<table>
<thead>
<tr>
<th>Count (Percentage)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Autistic spectrum disorders</td>
<td>102 (56.0%)</td>
</tr>
<tr>
<td>Downs syndrome</td>
<td>12 (6.6%)</td>
</tr>
<tr>
<td>Learning disabilities</td>
<td>83 (45.6%)</td>
</tr>
<tr>
<td>Heart disease</td>
<td>10 (5.5%)</td>
</tr>
<tr>
<td>Behaviour disorders</td>
<td>74 (40.7%)</td>
</tr>
<tr>
<td>Epilepsy or convulsions</td>
<td>20 (11.0%)</td>
</tr>
<tr>
<td>Sensory impairments</td>
<td>33 (18.1%)</td>
</tr>
<tr>
<td>Speech and language difficulties</td>
<td>69 (37.9%)</td>
</tr>
<tr>
<td>Asthma</td>
<td>30 (16.5%)</td>
</tr>
<tr>
<td>Cerebral palsy</td>
<td>15 (8.2%)</td>
</tr>
<tr>
<td>Other</td>
<td>48 (26.4%)</td>
</tr>
</tbody>
</table>

*If you selected 'other' please specify:*

<table>
<thead>
<tr>
<th>Count (Percentage)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>55 (100.0%)</td>
</tr>
</tbody>
</table>
1.4. What is your monthly family income before tax? Please include benefits, salary (if applicable), grants and any other sources of income you have.

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than £590</td>
<td>3.8%</td>
<td>7</td>
</tr>
<tr>
<td>£591 - 770</td>
<td>3.8%</td>
<td>7</td>
</tr>
<tr>
<td>£771 - 910</td>
<td>8.8%</td>
<td>16</td>
</tr>
<tr>
<td>£911 - 1,000</td>
<td>11.5%</td>
<td>21</td>
</tr>
<tr>
<td>£1,001 - 1,200</td>
<td>9.9%</td>
<td>18</td>
</tr>
<tr>
<td>£1,201 - 1,300</td>
<td>6.6%</td>
<td>12</td>
</tr>
<tr>
<td>£1,301 - 1,500</td>
<td>9.9%</td>
<td>18</td>
</tr>
<tr>
<td>£1,501 - 1,700</td>
<td>7.7%</td>
<td>14</td>
</tr>
<tr>
<td>£1,701 - 1,900</td>
<td>2.7%</td>
<td>5</td>
</tr>
<tr>
<td>£1,901 - 2,200</td>
<td>7.7%</td>
<td>14</td>
</tr>
<tr>
<td>£2,201 - 2,400</td>
<td>4.9%</td>
<td>9</td>
</tr>
<tr>
<td>£2,401 - 2,700</td>
<td>1.6%</td>
<td>3</td>
</tr>
<tr>
<td>£2,701 - 3,000</td>
<td>1.6%</td>
<td>3</td>
</tr>
<tr>
<td>£3,001 - 3,300</td>
<td>0.5%</td>
<td>1</td>
</tr>
<tr>
<td>£3,301 - 3,700</td>
<td>0.5%</td>
<td>1</td>
</tr>
<tr>
<td>£3,701 - 4,200</td>
<td>1.6%</td>
<td>3</td>
</tr>
<tr>
<td>More than £4,200</td>
<td>4.4%</td>
<td>8</td>
</tr>
<tr>
<td>Don’t know</td>
<td>12.1%</td>
<td>22</td>
</tr>
</tbody>
</table>
1.5. Which of the following best describes your ethnic background?

177 (97.3%) White (British/Irish/Other)
1 (0.5%) Asian or Asian British (Indian/Pakistani/Bangladeshi)
0 (0.0%) Black or Black British (Caribbean, African, Other)
2 (1.1%) Chinese or South East Asian Other
1 (0.5%) Other
1 (0.5%) I'd rather not say

1.6. In your own words, what are the greatest pressures and needs that your family is facing?

168 (100.0%)

1.7. Do you or your child / children have a personal budget, direct payment, individual budget or personal health budget from your local authority or local NHS?

29 (15.9%) Yes
130 (71.4%) No
23 (12.6%) Don’t know

1.8. Are you part of a local Parent Carer Forum, or other similar support group, with links to your local authority?

27 (14.8%) Yes
148 (81.3%) No
7 (3.8%) Don’t know

You selected yes, please specify in the box below:

25 (100.0%)
Applying for a Family Fund grant

Your recent grant history

2.1. In which calendar year was your most recent grant application?

7 (3.8%) 2010

112 (61.5%) 2011

59 (32.4%) 2012

4 (2.2%) Can’t remember

2.2. How many times in total, have you applied for Family Fund grants?

54 (29.6%) This is my first application to the family fund

31 (17.0%) 2

37 (20.3%) 3

18 (9.9%) 4

4 (2.2%) 5

6 (3.3%) 6

15 (8.2%) 7 or more

17 (9.3%) Can’t remember

2.3. How many of these applications (including your most recent application) were successful and led to a Family Fund grant being awarded?

0 (0.0%) Not had any successful applications

58 (31.9%) 1

29 (15.9%) 2

35 (19.2%) 3

18 (9.9%) 4

4 (2.2%) 5

7 (3.8%) 6
17 (9.3%) 7 or more
14 (7.7%) Can't remember

2.4. Did you experience any specific challenges when applying for a Family Fund grant?
20 (11.0%) Yes
158 (86.8%) No
4 (2.2%) Don't know

2.5. How would you improve the Family Fund application process?
143 (100.0%)

The application process

2.6. How did you first find out about the Family Fund?
18 (9.9%) On the internet
62 (34.1%) Through a friend / family member
1 (0.5%) Poster / leaflet / advertisement
0 (0.0%) At an event organised by Family Fund
4 (2.2%) School / college
78 (42.9%) From local services (e.g. social care worker, health visitor, Local authority, school, citizens advice)
2 (1.1%) From a national government department
8 (4.4%) Through another charity
9 (4.9%) Other
If 'other', please specify below
11 (100.0%)

2.7. How did you obtain your last application form from the Family Fund?
118 (64.8%) Over the internet
54 (29.7%) Requested it directly from Family Fund by telephone or letter
6 (3.3%) From a third party professional (e.g. a social worker)
4 (2.2%) Other

If 'other', please specify:
4 (100.0%)

2.8. How long after submitting your last application did it take to receive your grant?
12 (6.7%) Less than 2 weeks after submitting the application
79 (44.1%) Between 2 and 4 weeks
52 (29.1%) Between 1 and 2 months
21 (11.7%) Between 2 and 3 months
12 (6.7%) Between 3 and 4 months
0 (0.0%) Between 5 and 6 months
3 (1.7%) Longer than 6 months

2.9. If you have applied for a Family Fund grant more than once, have you found the application process has:
70 (38.5%) Improved through time
3 (1.6%) Worsened through time
55 (30.2%) Stayed the same
54 (29.7%) I've only applied once
2.10. What, in your opinion, brought about this change?

54 (75.0%) New ways of applying (e.g. online)
25 (34.7%) Time taken to be informed of decision
27 (37.5%) Familiarity of application process
18 (25.0%) Improvement in the application process
1 (1.4%) Other

If 'other', please specify:

1 (100.0%)

Purpose of your most recent application for the grant

2.11. Why did you make your most recent application to the Family Fund?

78 (45.6%) To relieve stress
53 (31.0%) To replace household equipment which is very old or broken
10 (5.8%) To help with extra household tasks such as washing
56 (32.7%) To help cope with my child / children’s challenging behaviour
15 (8.8%) To help with mobility difficulties
8 (4.7%) To help with shopping difficulties
39 (22.8%) Other

If 'other', please specify:

53 (100.0%)

2.12. Thinking about your most recent application to the Family Fund, what was the approximate financial value of the grant you received?

6 (3.3%) Less than £250
65 (35.7%) From £250 to £499
76 (41.8%) From £500 to £749
24 (13.2%) From £750 to £999
6 (3.3%) £1000
5 (2.7%) Unknown

2.13. Thinking about your most recent application to the Family Fund, what items did you require from the grant?

20 (11.0%) Day trip
76 (41.8%) Holiday including overnight stay(s)
24 (13.2%) Recreation activity
7 (3.8%) Fridge
10 (5.5%) Tumble dryer
39 (21.4%) Computer
21 (11.5%) Bedding
3 (1.6%) Hospital visiting expenses
8 (4.4%) Freezer
9 (4.9%) Washing Machine
9 (4.9%) Driving lessons
39 (21.4%) Clothing
52 (28.6%) Other
**Outcome of your most recent application to the Family Fund grant**

2.14. What was the outcome of your last application to the Family Fund?

- 94 (51.6%) Received all that I requested
- 81 (44.5%) Received some of that I requested
- 2 (1.1%) Received items that were not what I expected
- 0 (0.0%) My application was rejected
- 5 (2.7%) Still waiting for the outcome of my last application
- 0 (0.0%) Can’t remember

**Support from an adviser**

2.15. Did you receive a visit or telephone call from a Family Fund adviser on your first application?

- 97 (53.3%) Received a home visit from an adviser
- 42 (23.1%) Received a telephone assessment from an adviser
- 23 (12.6%) Can’t remember
- 0 (0.0%) Am still waiting for a decision on my last application
- 23 (12.6%) No

2.16. Did the Family Fund adviser do any of the following?

- 86 (54.8%) Supported me to complete the grant application
- 53 (33.8%) Provided information on short breaks, holidays, recreation activities
- 44 (28.0%) Provided information about extra financial help, for example the Disability Living Allowance, other benefits or grants
- 39 (24.8%) Provided information about different types of support and advice, for example websites, other charities, local groups or services
- 20 (12.7%) Don’t know
- 15 (9.6%) No
- 7 (4.5%) Other
If you selected 'other', please specify:
7 (100.0%)

Comparing the experience with other organisations

2.17. Have you applied for similar grants from other organisations, for example your local authority, local NHS, the Social Fund or another charity?
19 (11.9%) Yes
137 (86.2%) No
3 (1.9%) Don’t know

2.18. Were any of these applications successful?
10 (52.6%) Yes
2 (10.5%) No
5 (26.3%) Partially successful
2 (10.5%) Don’t know

2.19. How would you compare the experience of applying for a Family Fund grant with the experience of applying for grants from other organisations?
13 (68.4%) Better than experiences of other organisations
6 (31.6%) Similar to experiences of other organisations
0 (0.0%) Worse than experiences of other organisations
0 (0.0%) No difference to other organisations

2.20. Please describe the key differences between applying to the Family Fund and other organisations?
17 (100.0%)

Impact of the grant upon recipient and family
3.1. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your child.

148 (81.3%) The grant has made a *big difference* to my child

31 (17.0%) The grant has made *some difference* to my child

2 (1.1%) The grant has made *no difference* at all to my child

1 (0.5%) Not applicable - I applied for the grant on behalf of myself

3.2. Please select one of the following statements from the drop down list which best describes the impact of the grant upon you.

155 (85.2%) The grant has made a *big difference* to me

25 (13.7%) The grant has made *some difference* to me

2 (1.1%) The grant has made *no difference* at all to me

3.3. Please select one of the following statements from the drop down list which best describes the impact of the grant upon your wider family.

110 (60.4%) The grant has made a *big difference* to my wider family

43 (23.6%) The grant has made *some difference* to my wider family

29 (15.9%) The grant has made *no difference* at all to my wider family

3.4. Which is the biggest impact that the grant has had on you, your child and your family?

166 (100.0%)

3.5. Which of the grant items contributed most to making a difference to you, your child and family?

168 (100.0%)

3.6. Have you experienced any of the following impacts as a result of applying for a Family Fund grant?
71 (41.0%) Received an additional three or five year warranty for grant items
5 (2.9%) Received additional savings from a number of retailers
2 (1.2%) Received other kinds of financial support such as benefits or grants from other organisations
96 (55.5%) Not applicable

3.7. If you had not received a grant from Family Fund, which of the following statements best describes how you would have met this need?

59 (32.4%) We would have done without the item
6 (3.3%) We would have asked for help from families or friends
4 (2.2%) We would have applied to other charities
24 (13.2%) We would have borrowed the money
29 (15.9%) We would have bought the item using credit
41 (22.5%) Don’t know
19 (10.4%) Other

If ‘other’, please specify:

17 (100.0%)
Additional comments

4.1. Looking at the following statements, which best describes the ways in which you feel the Family Fund could extend the support that it offers?

23 (12.8%) Offer play schemes
46 (25.6%) Offer summer holiday schemes
58 (32.2%) Offer home decoration and adaptation
21 (11.7%) Facilitate peer support from other families in the area
29 (16.1%) Facilitate support from other local or national services
61 (33.9%) Increase the age threshold for applications
25 (13.9%) Increase the income threshold for applications
31 (17.2%) Reduce time taken to process grants
70 (38.9%) I am satisfied with the Family Fund as it is
2 (1.1%) Other

If ‘other’, please specify: 5 (100.0%)

4.2. Do you think you would apply to the Family Fund for another grant in the future?

159 (87.4%) Yes
6 (3.3%) No
17 (9.3%) Don’t know

4.3. If you had the chance, how would you change the Family Fund to meet the needs of your family better?

133 (100.0%)

4.4. If you had the chance, how would you change other services to meet the needs of your family better?

106 (100.0%)