



Department
for Education

Review of the Family Fund Trust

Appendix E – Raw Survey Data by Country, First Time Applicants and Multiple Applicants

Research Report

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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%) *£3701 - 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*

41 (1.8%) *I'd rather not say*

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?

442 (19.8%) *Yes*

1575 (70.5%) *No*

218 (9.8%) *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?

453 (20.3%) *Yes*

1642 (73.5%) *No*

140 (6.3%) *Don't know*

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?

92 (4.1%) *2010*

1321 (59.1%) *2011*

792 (35.4%) *2012*

30 (1.3%) *Can't remember*

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*

If you selected 'other', please specify:

107 (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?

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%)

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 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 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?

0 (0.0%) *England*

0 (0.0%) *Northern Ireland*

0 (0.0%) *Scotland*

182 (100.0%) *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*

158 (86.8%) *1*

22 (12.1%) *2*

2 (1.1%) *3*

0 (0.0%) *4 or more*

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

102 (56.0%) *Autistic spectrum disorders* 12 (6.6%) *Downs syndrome*

83 (45.6%) *Learning disabilities* 10 (5.5%) *Heart disease*

74 (40.7%) *Behaviour disorders* 20 (11.0%) *Epilepsy or convulsions*

33 (18.1%) *Sensory impairments* 16 (8.8%) *Named syndrome*

69 (37.9%) *Speech and language difficulties*

30 (16.5%) *Asthma*

15 (8.2%) *Cerebral palsy* 48 (26.4%) *Other*

If you selected 'other' please specify:

55 (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.

7 (3.8%) *Less than £590*

7 (3.8%) *£591 - 770*

16 (8.8%) *£771 - 910*

21 (11.5%) *£911 - 1,000*

18 (9.9%) *£1,001 - 1,200*

12 (6.6%) *£1,201 - 1,300*

18 (9.9%) *£1,301 - 1,500*

14 (7.7%) *£1,501 - 1,700*

5 (2.7%) *£1,701 - 1,900*

14 (7.7%) *£1,901 - 2,200*

9 (4.9%) *£2,201 - 2,400*

3 (1.6%) *£2,401 - 2,700*

3 (1.6%) *£2,701 - 3,000*

1 (0.5%) *£3,001 - 3,300*

1 (0.5%) *£3,301 - 3,700*

3 (1.6%) *£3701 - 4,200*

8 (4.4%) *More than £4,200*

22 (12.1%) *Don't know*

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%) *Over £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 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 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%)



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