



Department  
for Education

## **Document 2: Specification**

### **Support for Families with Disabled Children (SFDC)**

**Tender Reference: TBC**

**September 2022**

**THIS DOCUMENT IS IN DRAFT FORMAT AND MAY BE ALTERED PRIOR TO ITT PUBLICATION.**

# 1. Introduction

- 1.1 The Department for Education (DfE) is responsible for children's services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England.
- 1.2 We work to provide children's services, education and skills training that ensures opportunity is equal for all, no matter background, family circumstances, or need.
- 1.3 At our heart, we are the department for realising potential. We enable children and adult learners to thrive, by protecting the vulnerable and ensuring the delivery of excellent standards of education, training and care. This helps realise everyone's potential – and that powers our economy, strengthens society, and increases fairness.
- 1.4 We are responsible for:
  - teaching and learning for children in the early years and in primary schools;
  - teaching and learning for young people in secondary schools;
  - teaching, learning and training for young people and adults in apprenticeships, traineeships and further education;
  - teaching and learning for young people and adults in higher education;
  - supporting professionals who work with children, young people and adult learners;
  - helping disadvantaged children and young people to achieve more; and
  - making sure that local services protect and support children.

## SEND Priorities

- 1.5 Our vision for children and young people with Special Educational Needs and Disabilities (SEND) is the same as for all children and young people – that they achieve well in their early years, at school and beyond; they find employment where that's appropriate; and lead happy, healthy, and fulfilled lives over which they have choices and control.
- 1.6 In September 2019, the Government commissioned a review into the SEND and Alternative Provision system in response to the widespread recognition that the system was failing to deliver improved outcomes for children and young people, that parental and provider confidence was in decline, and, that despite substantial additional investment, the system had become financially unsustainable. The Review has sought to understand what was creating these challenges and set out a plan to deliver improved outcomes, restore parents' and carers' confidence and secure financial sustainability.

- 1.7 The [SEND Review Green Paper](#) was published on March 29th setting out the Government's proposals for a system that offers children and young people the opportunity to thrive, with access to the right , in the right place, and at the right time, so they can fulfil their potential and lead happy, healthy and productive adult lives. A consultation was then ran from the 29th March to the 22nd July 2022, to allow the public to respond to the Green Paper.
- 1.8 The Government also commissioned an independent review into children's social care, which was launched in March 2021, with the aim to take a fundamental look at what is needed to make a real difference to the needs, experiences and outcomes of those supported by children's social care.
- 1.9 In May 2022, the independent review of children's social care published its [final report](#). On the day of the final report's publication, the [government set out the actions it is taking to improve children's social care](#) and its plans to publish an implementation strategy on children's social care before the end of 2022.

## **2. Support for Families with Disabled Children Background.**

- 2.1 The Government has provided funding for Support for Families with Disabled Children (SFDC) to low-income families in England raising disabled or seriously ill children in some form since 1973. Since its inception, the SFDC's delivery partner has been the Family Fund Trust (FFT). We are now transitioning to a new model of delivery, with a service contract covering administration and management of the fund.
- 2.2 The Government provides this funding as it acknowledges that having a disabled or seriously ill child costs more, and those families should receive help to address this. Research undertaken by Scope<sup>1</sup> in 2019 found that those raising one disabled child face average additional costs of £581 per month, rising to £823 for two or more disabled children, with 24% of families facing additional costs of more than £1,000 per month. These costs are likely to have risen over recent years following covid-19 and the cost-of-living crisis. Additional costs faced by these families relate to a range of additional needs, e.g., insurance costs for travelling with disabled children are often higher than for non-disabled children, and in some cases, specialist equipment and medical support. For low-income families these additional costs can be unaffordable; for example, in 2019 a third of low-income families raising disabled or seriously ill children were unable to afford clothing in that year, and more than one in ten had needed but not been able to afford key white goods.
- 2.3 The aim of the Support for Families with Disabled Children Fund is to improve the lives of low-income families in England raising disabled or seriously ill children or young people by providing grants that allow these families to benefit from items and activities, which would otherwise be inaccessible and will enhance their lives. The types of support provided includes, amongst others:
- Holidays and outings / family breaks;
  - Recreation / home entertainment;
  - Computers;
  - Clothing and bedding;
  - Furniture;
  - White goods;
  - Hospital visiting costs; and
  - Support with medical costs.
- 2.4 Appendix 3 provides a summary of items funded through the SFDC fund in 2020-2021, for information.

---

<sup>1</sup> The Disability Price Tag, Scope. 2019

2.5 The service improves physical and mental wellbeing by providing a quick and responsive mechanism to help families facing the greatest challenges meet the key needs of their children and young people at home, reducing demand on crisis services (particularly health and social care), and providing a foundation for children and young people to achieve good educational and life outcomes.

## **Purpose**

2.6 The purpose of this grant scheme is to support low-income families raising disabled or seriously ill children and young people by providing them with grants and support to improve their quality of life and ease additional daily pressures, on top of the welfare and statutory services they are entitled to.

2.7 The objectives of the grant scheme are:

- To provide a quick and responsive mechanism to meet key needs of families with children and young people (CYP) who are disabled or seriously ill.
- To ensure families of CYP who are disabled or seriously ill are accessing the full range of support and services they are entitled to.
- To monitor and share data and research on the needs and experiences of families of CYP who are disabled or seriously ill to inform government policy and the wider work of the disability sector.

## **Existing Provision and Current Delivery**

2.8 SFDC funding is £27.323m in total per annum, including administrative costs. This fund supported 90,792 families in 2020-21 (increased funding due to covid-19) and 71,079 families in 2021-22. In the current year, the fund is on track to support approximately 70,000 families.

2.9 The SFDC Fund provides support to low-income families of disabled or seriously ill children in England who meet the eligibility criteria, by providing small grants (generally £400-£500) to provide items and activities which will enhance their lives and would otherwise be inaccessible.

2.10 Families who meet the eligibility criteria apply to the current delivery partner either via the delivery partner's website, by phone or by sending a completed application form to the delivery partner.

2.11 Once families have applied, the current delivery partner's grants team will begin processing the application. The delivery partner may then decide to undertake a telephone or virtual assessment through an independent assessor, to assess the best support for the applicant. The delivery partner endeavors to respond to an applicant

within 10 weeks of receiving an application. If an application is unsuccessful, the applicant is entitled to appeal within 2 months of the decision being made.

- 2.12 If the applicant is successful, the delivery partner will either organise the purchase and delivery of any goods or will provide a voucher to the applicant for them to purchase the item or service that they have applied for. A list of the items provided via the SFDC Fund can be found at paragraph 4.15.
- 2.13 The delivery partner undertakes checks as part of their fraud prevention policy. More details of the fraud policy can be found at section 4.

DRAFT

### 3. Scope

- 3.1 The successful bidder will be awarded a contract for the administration and delivery of the SFDC fund to low-income families raising disabled or seriously ill children. The gross value of the grant is £27,323,000 per annum, which includes the costs payable to the successful bidder for the services required to administer the grant.
- 3.2 The successful bidder will be contracted to deliver:
- Grant Administration: administration of the fund, including determining who is eligible for funding, processing applications and undertaking assessments of first-time applicants. The eligibility criteria for applicants is set out in **Appendix 1 – Grant Scheme Eligibility Criteria**.
  - Electronic Platform: host and manage an electronic application portal to process grant applications.
  - Procurement of Goods and Services to be awarded via the Scheme: purchasing and delivery of low value grant items and activities (c. £400-£500 per grant) to a large number (minimum 60,000) of low-income families of CYP who are disabled or seriously ill to meet key needs on top of statutory entitlements.
  - Advisory Services: signposting to families of CYP who are disabled or seriously ill, areas of additional support required to meet their needs.
  - Research, Analysis and Reporting: monitoring, research and evaluation on the needs and experiences of families of CYP who are disabled or seriously ill.
  - Fraud: implement and maintain a robust fraud identification and prevention process to prevent the award of funds to fraudulent applicants.
  - Safeguarding: implement appropriate safeguarding measures to ensure the welfare of all CYP and families that apply to the fund, escalating any concerns to the local safeguarding team where necessary.

## **4. Detailed Description of the Requirement**

### **Grant Administration**

- 4.1 The successful bidder will provide an end-to-end grant administration service, from grant promotion through to application receipt, application assessment and grant allocation. Appendix 2 shows a potential user journey.
- 4.2 The successful bidder will be able to process a minimum of 100,000 online applications per year via an electronic platform, which meets the minimum functional requirements set out in items 4.10-4.15.
- 4.3 The successful bidder will also require phone lines to allow families to apply via phone, to gain support regarding their application and to be signposted to other areas of support. The successful bidder must have the capacity to answer a minimum of 120,000 phone calls from interested parties per annum.
- 4.4 The successful bidder will also be required to provide application forms for families who may wish to apply by post and have the capacity to evaluate applications submitted via post.
- 4.5 The successful bidder will have the capacity to administer a minimum of 60,000 grants for successful applicants per annum.
- 4.6 The successful bidder will have the capability to assess each application against the eligibility criteria to determine the outcome of each application. The successful bidder will also provide and maintain appropriately trained staff who can undertake assessments with families to determine what the best form of support will be for these families. Please see paragraph 5.11 below.
- 4.7 The successful bidder will be required to create an urgent referrer network, which will allow the supplier to provide emergency awards to applicants within 48 hours to help that family in emergency situations, for example funding to allow a parent/carer to accompany their disabled child to hospital.
- 4.8 The successful bidder will provide feedback to unsuccessful applicants and have a robust and transparent process in place to allow unsuccessful applicants to appeal their decision within two months of the decision being communicated.
- 4.9 Final assessment of grants will be determined using assessment criteria set by the Department and successful supplier during the implementation period



## Electronic Platform

- 4.10 The successful bidder will need to provide an online platform which will allow families to apply for funding via an online portal. The application portal will need to be accessible via the SFDC fund gov.uk page.
- 4.11 Most of the policy-related advice and guidance on the SFDC fund will reside on gov.uk. However, the solution will need to enable users to access information on key operational changes or generic service-specific guidance e.g. changes to terms and conditions.
- 4.12 The successful bidder will need to ensure that the electronic application portal for SFDC Fund is accessible, meeting industry standards for accessibility, including as a minimum:
- comply with [The Public Sector Bodies \(Websites and Mobile Applications\) Accessibility Regulations 2018 \(PSBAR\)](#)<sup>2</sup>, including compliance with [Web Content Accessibility Guidelines \(WCAG\) 2.1](#)<sup>3</sup> to 'AA' or 'AAA' standard
  - comply with [ISO 9241-171:2008](#)<sup>4</sup> (Ergonomics of human-system Interface), where applicable
  - not contravene the [Equality Act 2010](#)<sup>5</sup>
  - be compatible with the latest [accessibility tools](#)<sup>6</sup> recommended by Government
- 4.13 The successful bidder's electronic application portal must be capable of handling a minimum of 100,000 applications each year.
- 4.14 The successful bidder's electronic application portal must have a functionality by which applicants can track the progress of their application online. The electronic application portal must have uptime of 99.999%.
- 4.15 The successful bidder must have sufficient data storage capacity to deliver all of the reports required in item 4.24, at the frequency described.

---

<sup>2</sup> <https://www.legislation.gov.uk/uksi/2018/852/contents/made>

<sup>3</sup> <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>

<sup>4</sup> <https://www.iso.org/standard/39080.html>

<sup>5</sup> <https://www.gov.uk/guidance/equality-act-2010-guidance>

<sup>6</sup> <https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies>

## Procurement of Goods and Services to be awarded via the Scheme

4.16 The successful bidder will have the capacity and capability to provide a wide variety of grant items to successful applicants. The grant items the successful bidder will need to supply include, but are not limited to, the following:

Grant Item	Grant Item
Bed	Garden works
Bedding	Home safety equipment
Bicycle/tricycle - standard	Hospital and appointment costs
Bicycle/tricycle-small child	Jet Bath
Bicycle/tricycle-specialist	Mattress
Buggy	Mobile phone
Buggy accessories	Musical instrument
Car seat non-standard	Outdoor play equipment
CCTV equipment	Pet
Clothing	Playhouse/Hobby Room
Clubs and activities	Recreation
Computer with warranty and insurance	School or SN Group Organised Break
Cooker with warranty	Sensory equipment/specialist toys
Day trips	Shower
Decorations	Small household appliance
Dishwasher with warranty	Soft furnishings
Driving Lessons	Specialist Chair
Family Break	Sports Equipment and Accessories
Floor covering	Sports wheelchair
Freezer with warranty	Tablet
Fridge Freezer with warranty	Television
Fridge with warranty	Trampoline & safety net
Funeral costs	Transport
Furniture	Tumble Dryer with warranty
Games books and music	Washer Dryer with warranty
Games consoles	Washing Machine with warranty
Garden - equipment	

4.17 Once the correct form of support is determined for an eligible applicant, the successful bidder will need to ensure successful delivery of the grant item to the family.

4.18 All items must be procured in line with the principles of managing public money and the Public Contract Regulations 2015 (as amended).

- 4.19 The successful bidder will need to build partnerships with a series of suppliers who will provide the grant items for families. The successful bidder will be responsible for ensuring that successful scheme applicants receive the item that has been assessed will be best for the family. Where applicable, the successful bidder will be responsible for ensuring a suitable warranty is provided with the goods.
- 4.20 The successful bidder must work with suppliers to ensure that they are purchasing goods in a way that maximises value for money for the fund. The successful bidder will be required to provide regular invoices for their purchases to the Department for Education for review.

### **Advisory Services**

- 4.21 The successful bidder must have the capability to respond to queries from and to support families to ensure they are accessing the full range of statutory support and other services they may be entitled to. The successful bidder should signpost to existing advisory services funded by DfE, such as the Contact helpline for families raising children and young people with SEND.
- 4.22 The successful bidder must signpost applicants to digital resources which can help applicants get support with money and benefits. These should include online tools which may help applicants manage their money, deal with debt, find other grants they could apply for and help check which benefits they may be entitled to.
- 4.23 Further to this, the supplier should signpost to existing online resources hosted on gov.uk, which help applicants find where they can get support with their mental health and wellbeing, caring for their disabled child and their child's education.

### **Research, Analysis and Reporting**

- 4.24 The successful bidder will need to monitor and share data on the number of applications, the number of grants awarded plus the needs of families, and to provide this data to the Department.
- 4.25 The successful bidder will be required to produce the following reports:

#### **Monthly Update Reports**

The successful bidder will be required to provide a monthly update report including data on the number of applications received and grants awarded in the previous month that they will present at the monthly meetings with DfE. The reports should include the following data:

- Applications received in the last month and year to date
- How the number of applications received compares with forecasts and targets
- The % of applications that are first time applicants

- The % of applications made online and the % submitted via post
- The number of grants awarded, and the number of families supported in the last month and year to date
- The number of grants awarded compared with forecasts and targets
- The amount of money spent on grants in the last month and year to date
- Number of applications in progress
- Number of 1:1 assessments completed in the last month and year to date
- The number of times information and support services have been accessed by applicants in the last month and year to date
- Number of grant items delivered in the last month and year to date
- Forecast of the number of applications to be received in the next month
- Forecast of the number of grants to be provided in the next month
- Forecast of the number of families to be supported in the next month
- Forecast of the amount of money to be spent on grants in the next month

### **Grant Claim Forms**

The successful bidder will be required to produce a report at the beginning of each month including the amount of money claimed for grant items in the last month. The reports should include the following data:

- Forecast expenditure for the previous month
- Funding received for the previous month
- Actual expenditure in the last month
- Amount of unspent expenditure (if any)
- Forecast expenditure for the coming month
- Amount of funding to be received in the coming month
- Total amount of funding claimed to date
- Total amount of expenditure in the year to date

### **Grant Item Report**

The successful bidder will be required to produce a report at the beginning of each month including data on the number of each grant item purchased and the cost for these grant items. The report should include the following data:

- A list of all grant items purchased in the last month and year to date
- The number of times each item was purchased in the last month and year to date
- The amount of money spent on each grant item in the last month and year to date
- The total amount of money spent on grant items in the last month and year to date

### **Quarterly Family Polls**

Applicants will be asked to complete a survey before they receive a grant to including questions regarding their personal data including:

- Household Information
- Applicant Information
- CYP information
- Household income
- Household employment
- Respite care and support
- Additional costs in raising a disabled or seriously ill child
- Household debts
- Household savings
- Food
- Household bills
- Disabled child's wellbeing
- Applicant's wellbeing
- Family's needs

The successful bidder will be required to provide quarterly reports on the info they have received from these surveys to the Department each quarter.

### **Quarterly Impact Reports**

The Successful bidder will be required to provide quarterly impact reports including data on the number of applications received and number of grants awarded over the last quarter. The report should include the following data:

- Number of applications received
- Number of grants awarded
- Number of website visits
- Number of phone calls answered
- Social media engagement
- Number of applicants received
- Number of families receiving a grant
- Number of grant items awarded
- Number of families receiving information or support that addressed their needs
- Number of independent assessments taken place

### **Annual Outcome Report**

Each applicant to receive support will be required to complete a survey before they receive the grant item, and again 6 months later, where they will answer a series of questions on:

Impact of the grant on disabled children's:

- Physical health
- Behaviour or conditions

- Mental health
- General wellbeing

Impact of the grant on Disabled children's sibling's:

- Physical health
- Mental health
- General wellbeing

Whether the grant had improved the following for Parent / Carers:

- Can better support their child's care and needs
- Manage better financially
- Doing more of the things that matter
- Access information and support

## **Fraud Prevention**

- 4.26 The successful bidder must have robust fraud identification and prevention measures in place to prevent the award of funds to fraudulent applicants, and to mitigate the risk of grants being repurposed for items other than the funds were originally intended for.
- 4.27 The successful bidder should have a robust fraud policy in place along with fraud awareness training for all staff.
- 4.28 The successful bidder should have a whistleblowing process, to allow any fraud concerns to be investigated by an internal audit team.
- 4.29 The successful bidder should educate families on how to correctly use and grant funding received, to prevent serious misuse.
- 4.30 The successful bidder should have a conflict-of-interest policy to ensure that all members of staff at the delivery partner declare all conflicts of interests with participants. These declarations should be recorded and retained on a register to ensure that member of staff does not work with any families that they have a personal connection with.
- 4.31 The successful bidder should avoid cash awards as much as possible to avoid the misuse of funding, by using trusted suppliers to provide the grant item to families.
- 4.32 The successful bidder should complete random checks to ensure that families have received their grant item and audit some of the cash awards that are given to families to ensure they are spent on the correct items.

## **Safeguarding**

- 4.33 The successful bidder must have a Safeguarding policy in place to ensure their staff are aware of their duties and responsibilities in promoting the welfare of all children and young people they come into contact with.
- 4.34 Each staff member will be required to undergo appropriate training to recognise and escalate any safeguarding concerns they come across, including concerns from suppliers, contractors, and partners that the successful bidder will work with.
- 4.35 The successful bidder will be required to set up a dedicated safeguarding team and appoint a designated safeguarding lead officer, who will work to ensure that there are always staff available to look at and support any safeguarding concern raised. The role of the safeguarding team is to process all concerns in accordance with risk and follow up on any action that may be required. They will ensure appropriate support is in place for the family, and if necessary, escalate concerns to the local safeguarding team.

## **5. Outputs and Deliverables**

- 5.1 In each financial year the successful bidder will award between 40,000 and 60,000 small grants (worth approximately £400-£500 each) to low-income families raising disabled or seriously ill children. These grants may take the form of goods, vouchers for services or, by exception, the form of cash grants.
- 5.2 The successful bidder will provide goods and services to families in a timely manner in line with the SLAs set out in paragraph 5.9.
- 5.3 The successful bidder will provide information and data to the Department of Education as set out in paragraph 4.24, to feed into wider intelligence to inform the quality of national support and intervention in the SEND policy area.

## **Working Arrangements**

- 5.4 The successful bidder will be required to attend the following meetings with the department for the duration of the contract:

Meeting Name	Description	Frequency
<b>Progress Updates</b>	<p>A monthly progress update meeting, where the successful bidder will update the department on the work that has been undertaken in the last month.</p> <p>The successful bidder will demonstrate their performance against the KPIs.</p> <p>The successful bidder will outline the number of applications received, and the number of grants provided.</p> <p>The successful bidder can raise any problems and highlight upcoming risks.</p> <p>The Department will also update the successful bidder on relevant work in the Department.</p>	<b>Monthly</b>
<b>Annual Review</b>	<p>An annual meeting where the successful bidder will provide an overview of the work in the last year and show they have met all objectives and KPIs set out in the contract.</p>	<b>Annual</b>

Other meetings may also be required

### **Contract Period**

- 5.5 The current grant agreement with the delivery partner expires on 31 March 2024, however we reserve the right to end this grant agreement early dependent on when we are able to award a contract to the successful bidder following the tender.
- 5.6 If the incumbent delivery partner is successful at tender, we will aim to start the contract in April 2023. This contract length will be 2 years (from 1 April 2023 to 31 March 2025) with the option to extend for a further year.
- 5.7 If a non-incumbent delivery partner is successful, the contract will begin in April 2023 with a 6-month transition period before a go-live date of September 2023. This contract length will be 2 years (from 1 April 2023 to 31 March 2025) with the option to extend for a further year.



## **Service Levels/Key Performance Indicators**

5.8 The successful bidder will be required to meet the following key performance indicators which will be subject to the application of service credits:

- Implementation/mobilisation: Complete setup, transition and implementation process by September 2023 (in line with agreed milestones).
- A minimum of 70,000 grants awarded to low-income families raising disabled or seriously ill children per annum.
- The average time between receiving an application from a family and the grant being delivered should be 10 weeks.
- A minimum of 90% of applicants rating the application process as good or excellent in the outcome survey post-grant.

5.9 The successful bidder will also be required to evidence the following performance indicators as part of contract management activity:

- A minimum of 100,000 applications submitted by families for the SFDC Fund per annum.
- The average time between receiving an application from a family and the grant being delivered should be 10 weeks
- Undertaking 9,000 independent assessments of first-time applicants to determine the best form of support for them per annum.
- Provide information and support (signposting) to 18,000-20,000 families that addressed their particular needs per annum e.g., tax credit advice.
- All reporting requirements detailed in paragraph 4.25 are met within agreed deadlines.
- A minimum of 95% of applicants stating their disabled or seriously ill child benefited from their grant in the outcome survey post-grant.

## **Transfer of Undertaking (Protection of Employment) Regulations**

5.11 The attention of bidders is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE). Whilst it is the responsibility of the bidder to consider whether TUPE applies in the circumstances of this contract, and to

tender accordingly, it is the view of the Department that TUPE may apply as a consequence of any change in the provider of the services under this contract. However, the Department is not liable for this view and bidders should form their own view, taking specialist advice if necessary. Based on information provided by the incumbent provider of services, the Department understands that there are currently 78 employees who would potentially be within the scope of TUPE, although the Department makes no representations or warranties as to the accuracy of this information. Anonymised information on these employees will be available as part of the ITT process subject to the completion of a Non-Disclosure Agreement.

## Appendix 1 – Grant Scheme Eligibility Criteria

The successful bidder will need to ensure that all applicants are eligible for a SFDC grant.

Families are eligible to apply if they meet all of the following criteria:

- Live in England;
- Are the parent or carer of a disabled or seriously ill child or young person aged 0-17 who lives with them;
- Are currently living in England and have done so for at least six months, or three months if your child is less than six months old;
- Their child is not in Local Authority care. This does not include children who are classified as a 'Child in Need' under Section 17 of the Children's Act 1989 (England and Wales), and Section 23 of the Children (Scotland) Act 1995, and Section 17 of The Children (Northern Ireland) Order 1995;
- Their child or young person has a high level of additional support needs arising from a long-term disability or disabling condition or a serious or life limiting illness (long-term meaning lasting or likely to last 12 months or more); and
- Can show evidence of their benefit entitlement to one or more of the following benefits:
  - Universal Credit
  - Child Tax Credit
  - Working Tax Credit
  - Income-based Jobseeker's Allowance
  - Income Related Employment Support Allowance
  - Income Support
  - Housing Benefit
  - Pension Credit

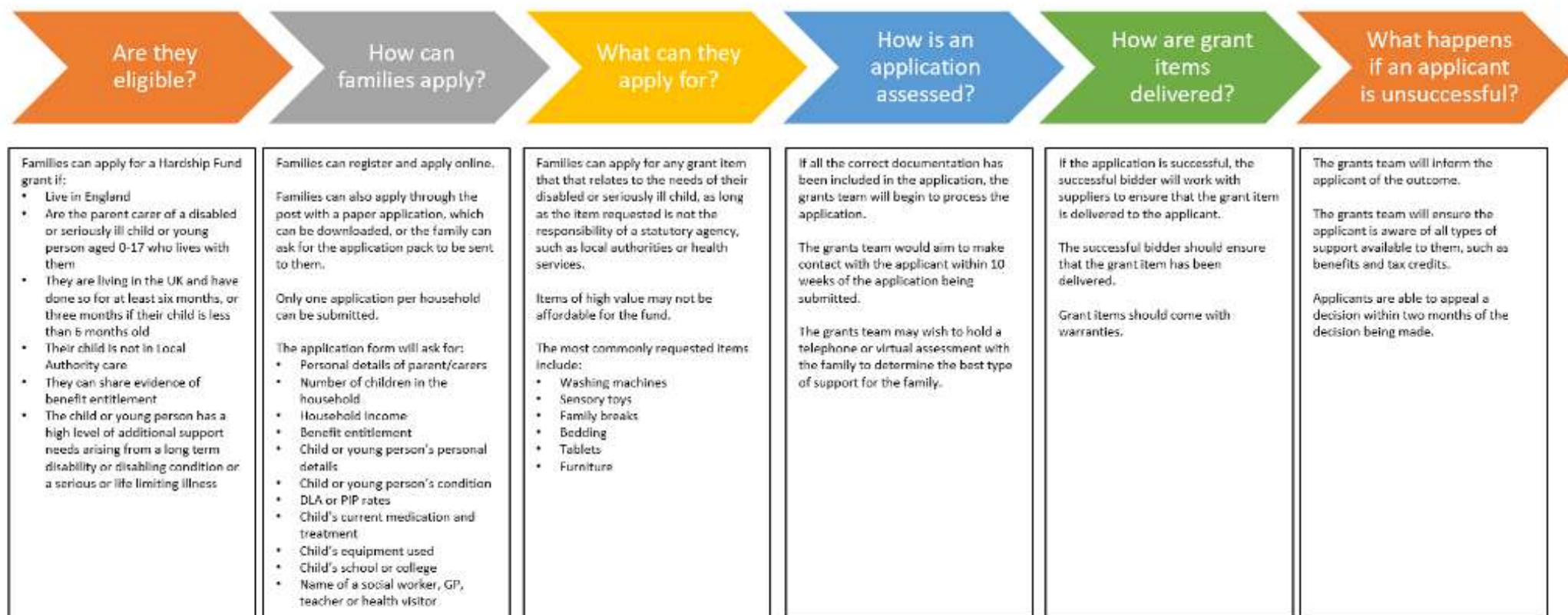
A child is eligible to receive the grant if:

- There is evidence that their condition mean that their family is not able to enjoy ordinary life. This may be because the degree of planning and support needed to support their child is much greater than that usually required to meet the needs of children and;
- Their condition is long term or life limiting. When we refer to long term we mean lasting or likely to last 12 months or more and;
- They require a high level of additional support in three or more of the seven areas of support below.
  1. Personal care: Your child needs a high level of physical support with feeding, washing, toileting or moving and transferring.
  2. Access to social activities: Your child needs a high level of support engaging socially and taking part in activities.

3. Education: Your child needs a high level of support with their education and learning. You will need to let us know who gives this assistance and in what ways.
4. Communication: Your child needs a high level of support listening, speaking and understanding.
5. Supervision and Vigilance: Your child needs a high level of supervision and measures in place to ensure their safety.
6. Medical or therapeutic treatment or condition management: Your child needs support in the form of treatment or therapy. You will need to let us know what therapy is given, who does this, how often and when.
7. Physical environment and specialist resources: Your child needs physical adaptations and adjustments to help them. You will need to let us know what specialist equipment or resources are used

DRAFT

## Appendix 2 – Potential User Journey



### Appendix 3 – Grant Scheme Historic Data

Table 1 below outlines the volumes of applications, grants provided, phone calls received and social media engagement for the current delivery partner in FY 2021-22. This data is provided for information only, and is no guarantee of future levels of engagement for the grant scheme.

Time Period	Applications received	Families Supported	Grant items awarded	Website visits	Social media engagement	Phone calls answered	Assessments undertaken
Q1 - April 2021 - June 2021	22,028	22,347	24,812	245,488	159,505	32,285	2,618
Q2 - July 2021 - September 2021	20,074	16,776	18,855	153,391	28,921	28,098	3,215
Q3 - October 2021 - December 2021	16,017	14,643	17,292	196,921	90,091	24,278	2,371
Q4 - January 2022 - March 2022	30,269	17,313	16,944	281,567	116,357	30,618	1,069
FY 2021-22	88,388	71,079	77,903	877,367	394,874	115,279	9,273

*Table 1 Volumes of applications received to the SFDC Fund in FY 2021-22*

Table 2 below shows the most frequently granted item type by the current delivery partner in FY 2021-22. These volumes are provided for information only, and are not to be interpreted as a forecast of items to be provided under the scheme.

Grant item type	Number of times item is granted	% Of total
Family Breaks	18,577	23.85%
Recreation and home entertainment	16,643	21.36%
Technology	11,472	14.73%
Furniture	8,238	10.57%
Clothing and bedding	8,030	10.31%
White goods	7,211	9.26%
Jet bath	3,038	3.90%
Hospital visiting costs and appointments	2,556	3.28%
Other	2,138	2.74%
Total	77,903	100%

*Table 2 Grant items awarded by type in FY 2021-22*

Table 3 below outlines the frequency that each grant item was awarded by the current delivery partner in FY 2021-22. This is provided for information only and should not be interpreted as a forecast of items to be provided under the scheme.

Grant Item	Number of times this item was granted
Family Break	15,742
Tablet	6,412
Clothing	5,873
Computer with warranty and insurance	5,060
Bed	4,987
Games consoles	4,676
Jet Bath	3,038
Day trips	2,835
Sensory equipment/specialist toys	2,783
Furniture	2,567
Hospital and appointment costs	2,556
Bedding	2,157
Outdoor play equipment	1,983
Fridge Freezer with warranty	1,691

Washing Machine with warranty	1,537
Cooker with warranty	1,510
Games books and music	1,321
Trampoline & safety net	1,249
Tumble Dryer with warranty	1,198
Playhouse/Hobby Room	1,153
Television	1,121
Bicycle/tricycle - standard	811
Floor covering	729
Washer Dryer with warranty	571
Recreation	562
Mattress	555
Dishwasher with warranty	379
Garden works	325
Bicycle/tricycle-small child	287
Small household appliance	275
Garden - equipment	234
Freezer with warranty	214
Pet	175
Mobile phone	164
Sports Equipment and Accessories	157
Bicycle/tricycle-specialist	145
Clubs and activities	136
Soft furnishings	129
Fridge with warranty	111
Decorations	109
Musical instrument	59
Car seat non-standard	40
Buggy	32
Home safety equipment	28
Buggy accessories	20
Driving Lessons	20
Sports wheelchair	20
CCTV equipment	19
Transport	10
School or SN Group Organised Break	5
Shower	5
Specialist Chair	3
Funeral costs	2
Other	123
<b>Total</b>	<b>77,780</b>

*Table 3 Frequency of Award by grant item FY 2021-22*