

Order Schedule 20 (Specification)

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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. On 29 March 2022 the Department for Education published the [SEND and Alternative Provision Green paper](#), which sets out our plans to improve the experience and outcomes for children and young people with SEND and those who need alternative provision, within a fairer and financially sustainable system.
- 1.8. We are now carefully considering all of the feedback we received through the thousands of responses to the consultation and in the many events that took place

during the 16-week consultation period. We will publish a full response in an Improvement Plan early this year.

1.9. 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.

1.10. 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 immediate actions it is taking to improve children's social care](#) and on 2 February 2023, announced a [Children's Social Care Strategy](#) which aims to transform the current care system to focus on more early support for families, reducing the need for crisis response at a later stage.

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 (the "SFDC Fund"). 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 SFDC 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 Scope¹ 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 the pandemic 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, requirements for 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 families needed, but not had been able to afford, key white goods.

2.3. The purpose of the SFDC 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 that would otherwise be inaccessible. 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

¹ The Disability Price Tag, Scope. 2019

- Support with medical costs.

2.4. Appendix 3 provides a summary of items funded through the SFDC fund in 2021-2022, for information.

2.5. The support offered by the SFDC Fund provides a quick and responsive mechanism for helping those families that face the greatest challenges meet the key needs of their children and young people at home. This both reduces demand for crisis services (particularly health and social care) and contributes to children and young people achieving good educational and life outcomes.

2.6. During the duration of the contract, the department will be carrying out a review of the SFDC. Evidence as to the impact, VFM and effectiveness of the scheme will form part of this review.

Purpose

2.7. The purpose of this programme 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, in addition to the welfare and statutory services to which they are entitled.

2.8. 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 to which they are entitled.
- 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

2.9. SFDC funding is £27.323m in total per annum, including administrative costs. The 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.

2.10. 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 £350-£400) to provide items and activities which will enhance their lives and would otherwise be inaccessible.

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

2.12. 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 endeavours to respond to an applicant within six weeks of receiving an application. If an application is unsuccessful, the applicant is entitled to appeal within two months of the decision being made.

2.13. 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 for which they have applied. A list of the items provided via the SFDC Fund can be found at paragraph 4.24.

2.14. The delivery partner undertakes checks as part of their fraud prevention policy. More details of the fraud policy can be found at section 4.

3. Scope

3.1. The successful Tenderer 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 programme is £27,323,000 per annum. The costs payable to the successful Tenderer for the services required to administer the grant will be deducted from the gross value and administered through the awarded contract. The remaining funding will be managed through a grant agreement between the successful Tenderer and the Department.

3.2. The Supplier will be responsible for managing the administration of the SFDC Fund on behalf of the UK Government across England/all English regions, subject to and in accordance with the available funding.

3.3. The Supplier will deliver the following services:

- **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 (average grant value of £350-£400) 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. The successful Tenderer must be able to provide a full range of goods and services including those listed at Appendix 3.
- **Advisory Services:** signposting to families of CYP who are disabled or seriously ill, areas of additional support required to meet their needs.
- **Research and Analysis:** monitoring, research and evaluation on the needs and experiences of families of CYP who are disabled or seriously ill to report to the Department for Education.

- **Reporting:** reporting of actual spend, all data on grants awarded and forecast spend for use by the department to measure delivery. Provision of any data and metrics requested by the Department related to delivery of the Contract and administration of customer satisfaction surveys.
- **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 Tenderer will manage the receipt of all applications, in a safe and secure manner, having due regard to General Data Protection Regulations (GDPR) and the terms and conditions of contract including DPS Joint Schedule 11 (Processing Data) and DPS Order Schedule 26 (Buyer's Security Policy).
- 4.2. The successful Tenderer 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.
- 4.3. The successful Tenderer 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 paragraphs 4.16 – 4.21 below.
- 4.4. The successful Tenderer must be able to provide support to applicants via telephone, video calls, or web chat regarding their application and to signpost applicants to other areas of support. The successful Tenderer must have the capacity to answer a minimum of 120,000 phone or video calls from interested parties per annum. Phone lines and web chat must be available between 9.00am to 5.00pm Monday to Friday (excluding bank holidays).
- 4.5. The successful Tenderer will also be required to provide application forms for families who may wish to apply by post. The Supplier will have the capacity and capability to evaluate applications submitted via post.
- 4.6. The successful Tenderer will have the capacity and capability to administer a minimum of 60,000 individual grants for successful applicants per annum.
- 4.7. The successful Tenderer will have the capability and capacity to assess each application against the eligibility criteria to determine the outcome of each application. The successful Tenderer 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 5.8 below.
- 4.8. The successful Tenderer will have and maintain, systems, capability and capacity to carry out checks to validate the identity of all applicants and ensure the application meets the eligibility criteria in advance of a grant award and or goods or services being made/provided.
- 4.9. The successful Tenderer must endeavour to supply the item(s) requested by the applicant if the item requested is determined to be the best possible form of support for the applicant following an assessment.
- 4.10. The successful Tenderer must be able to support up to at least 60,000 families per annum.

- 4.11. The successful Tenderer will be required to continue to manage an urgent referrer network, so the successful Tenderer can make urgent financial support to applicants within 48 hours, due to a sudden hospital admittance or palliative care.
- 4.12. The successful Tenderer will provide feedback to all 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.
- 4.13. Final assessment of grants will be determined using assessment criteria set by the Department and successful Tenderer during the implementation period. The assessment criteria will be subjected to review and may change throughout the life of the contract. The successful Tenderer will be required to submit implementation plans for amending criteria within three working days which must subsequently be approved by the Department.
- 4.14. The successful Tenderer will request all grant recipients to complete an impact and customer satisfaction survey before they receive their grant item and within six months of grant award. The likely contents of the survey are set out at paragraph 4.43 (Research, Analysis and Reporting) but will be decided alongside the successful Tenderer during the Implementation Period. Completion of the survey is not mandatory for applicants to receive a grant.
- 4.15. The successful Tenderer will be required to provide information and support the review of SFDC. This may include evidence as to the impact, Value for money and effectiveness of the scheme. The review is expected to take place during the term of the contract.

Gov.uk and Application Platform

- 4.16. The successful Tenderer 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 page on www.gov.uk.
- 4.17. The successful Tenderer will be required to create and maintain this application portal, which will allow families to apply for funding. The gov.uk page will hold contact details for the successful Tenderer, allowing applicants to speak to staff to receive support with their application, and request an offline application form if they so choose.
- 4.18. The gov.uk page will host a series of guidance documents, including:
- Background on SFDC funding (DfE drafted);
 - Supporting materials to assist applicants to better understand the application process requirements (successful Tenderer drafted);
 - Assessment criteria (set by DfE and the successful Tenderer)
 - Provision of clear and accurate information regarding the available funding, the application process, and the assessment criteria (DfE drafted);
 - How to contact the successful Tenderer and how to access support (successful Tenderer drafted);
 - Links to other potential sources of support, such as charities, benefits etc. (successful Tenderer drafted).
- 4.19. Policy-related advice and guidance on the SFDC Fund will reside on gov.uk however, the successful Tenderer's digital 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.

4.20. The successful Tenderer will need to ensure that the electronic application portal for the SFDC Fund is accessible and meets industry standards for accessibility, including as a minimum:

- complies with [The Public Sector Bodies \(Websites and Mobile Applications\) Accessibility Regulations 2018 \(PSBAR\)](#)², including compliance with [Web Content Accessibility Guidelines \(WCAG\) 2.1](#)³ to 'AA' or 'AAA' standard;
- complies with [ISO 9241-171:2008](#)⁴ (Ergonomics of human-system Interface), where applicable;
- does not contravene the [Equality Act 2010](#)⁵;
- is compatible with the latest [accessibility tools](#)⁶ recommended by Government.
- The successful Tenderer's electronic application portal must be capable of handling a minimum of 100,000 applications each year.

4.21. The successful Tenderer'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 99.9%.

4.22. The successful Tenderer must have sufficient data storage capacity to deliver all of the reports required in paragraph 4.43, at the frequency described.

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

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

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

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

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

Application Process

4.23. The successful Tenderer will be required to mirror the existing application process for families, which is outlined below.

Application submitted by a family.

Families will submit an application to the successful Tenderer. Applications may be supported by a third party, but many families submit on their own behalf.

This can be done online or on a short paper application.

The successful Tenderer will be required to support an application over the phone in exceptional circumstances.

Application reviewed against Household criteria.

The successful Tenderer will be required to undertake an initial assessment of the criteria related to the applicant's household and care arrangements.

The criteria primarily consist of:

- Income criteria
- Residency criteria
- Age and care arrangements of child (SFDC funding does not provide support where children are in foster care or under care of the local authority)

Further details on the grant criteria can be found in Appendix 1.

Application reviewed against Child and Young Person criteria.

The successful Tenderer will be required to review the application submitted and any further information provided against the Child and Young Person criteria. This can be a document based activity if sufficient evidence is provided but the successful Tenderer may also seek further investigation. This can be through a 1:1 assessment, discussions with a third party professional, a review of further reports from professionals involved in supporting the family, or a combination of these methods.

1:1 Assessments

The successful Tenderer will be required to undertake a 1:1 assessment for some applicants. This is a more rigorous and in-depth assessment of both the family's eligibility for funding and their specific needs.

1:1 assessments are carried out in cases when:

- The information provided suggests further investigation is required to establish the full support needs of the child and evidence them
- or
- A lower level of professional support engagement is present than would be expected based on the child's support need as reported
- or
- The family or carers are in a vulnerable or often unsupported group such as disabled parents, kinship carers or where a recent diagnosis has been received
- or
- The family are willing to undertake an assessment as their chosen method of providing additional information or receiving support (e.g. instead of providing more documentation to support the application)

During a 1:1 Assessment the family will be contacted by an independent assessor contracted to the successful Tenderer. The independent assessor will arrange an appointment to speak to the family, either on the telephone, or in their own home. After the 1:1 assessment appointment has been completed, the independent assessor will complete a report including a recommendation to the successful Tenderer around the eligibility of the child in line with the Child and Young Person criteria. The process typically takes around 14 days but can take up to 28.

The current successful Tenderer completes between 8,000 and 10,000 1:1 assessments in England per year. Around 10% of applications are subject to 1:1 assessments to determine eligibility.

Grant request, review and decision

When applying, families are encouraged to request particular grant items or support that they believe will best help them meet their child's additional support needs, for example a family may request a specific sensory resource/device with specific software/specialist furniture based on their understanding of their child's particular needs.

Once eligibility is established for support these requests will be reviewed by the successful Tenderer.

The successful Tenderer will be required to provide supporting guidelines for common requests for support (such as white goods), to ensure their staff can deliver robust and consistent grant provision decisions.

Staff from the successful Tenderer will hold discussions with families about the type of support they need and why, and how they can help before support is offered, to ensure the successful Tenderer is supporting the family in the most effective way, whilst recognising that families know their children and their needs well and may have good reasons for making a specific request.

Family circumstances and entitlements for other provision will also need to be reviewed to ensure the successful Tenderer is not accepting grant applications which duplicate alternative channels of support from statutory provision.

Grant making

Once a grant decision has been made, the successful Tenderer will be required to inform the applicant of the final decision and how to access their grant.

Order files will need to be sent to subcontracted suppliers on a daily basis who then send out vouchers or update order systems accordingly.

First time and subsequent applications

The process for first time families and those applying subsequently should be the same. The difference lies in the evidence that will be required, as the successful Tenderer will already have an awareness of family circumstances where a repeat application is received.

We will work to ensure that applicant data from the incumbent supplier is transferred to the successful Tenderer.

Families who submit subsequent applications will not be subjected to the same rigorous evidencing and confirmation processes around household criteria, when their circumstances have not changed. The successful Tenderer will use their knowledge of the child and their support needs alongside their expertise in disability to support ongoing eligibility decisions in relation to Child and Young People criteria.

Child Eligibility should be reviewed in line with first time expectations at key transition ages – 5 years, 11 years and 16 years, but this can be superseded by staff reviewing an application if they feel a change in support needs is likely at a different point when making the initial decision.

In the current financial year (FY22/23), around 38% of applications have come from first-time applicants.

First time applicants are found to have a lower success rate than recurring applicants with around 28% of grants made going to new applicants.

Around 30% of these new applicants in the current financial year (FY22/23) receive a 1:1 assessment.

Accessibility

4.24. The successful Tenderer will be required to ensure the application process is accessible. This includes:

- The ability for applicants to submit offline applications via post.
- A telephone support line for applicants.
- Foreign language options for applicants.
- Alternative application form options e.g. Braille.

Procurement of Goods and Services to be awarded via the Scheme

4.25. The successful Tenderer will be required, unless given an exemption, to have contractual arrangements with suppliers, through an open competitive process, to provide the goods and services for successful applicants.

4.26. The successful Tenderer will be required to create agreements with a number of suppliers to provide a wide variety of grant items to successful applicants. The grant items the successful Tenderer will need to supply via their suppliers 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	Mattresses
Buggy	Mobile phone
Buggy accessories	Musical instruments
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	

- 4.27. Once the correct form of support is determined for an eligible applicant, the successful Tenderer will need to ensure delivery of the grant item to the family.
- 4.28. All items must be procured in line with the principles of [managing public money](#).
- 4.29. The successful Tenderer will need to build partnerships with a series of suppliers who will provide the grant items for families. The successful Tenderer 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 Tenderer will be responsible for ensuring a suitable warranty is provided with the goods.
- 4.30. The successful Tenderer must work with suppliers to ensure that they are purchasing goods in a way that maximises value for money for the fund. The successful Tenderer will be required to provide regular invoices for their purchases to the Department for Education for review.

Urgent Awards

- 4.31. The successful Tenderer will be required to provide urgent awards to families whose disabled or seriously ill child is undergoing an unexpected and unplanned hospital admission, or receiving palliative care in a hospice.
- 4.32. Urgent applications are submitted by Authorised Hospital Referrers. These professionals work with families in a hospital setting, they are educated to understand the eligibility criteria and are responsible for ensuring that families meet these criteria before submitting an application. The successful Tenderer will be required to continue to facilitate this urgent referrer network.
- 4.33. Applications can be made to support hospital living costs for the main carer, support for costs to enable other close family members to visit and support, and other items which may support the child or young person to return home.
- 4.34. In the 2021/22 financial year, 657 urgent awards were given within 48 hours of the application through the urgent referrer network.
- 4.35. Urgent applications must be fulfilled within 48 hours of receipt of application.

Novel Grant Items

- 4.36. Applicants may request a novel or specialist item in their application, as long as they detail why the item is needed or desired and what the anticipated outcome and impact is expected to be. The successful Tenderer will be required to review this request, around the support needs of the child and the anticipated impact, and the funding availability.
- 4.37. The successful Tenderer can also support with contributions towards specialist items and support families to collate funding from multiple charities or grants to obtain more expensive items.
- 4.38. For grant items costing over £800, the supplier must undertake a 'exceptional process', where the application is reviewed by senior members of staff.

Advisory Services

- 4.39. The successful Tenderer 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. If the successful Tenderer is unable to answer the query from a family, the successful Tenderer should signpost to existing advisory services funded by DfE, such as the [Contact helpline](#) for families raising children and young people with SEND.
- 4.40. The successful Tenderer 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 to which [benefits they may be entitled](#).
- 4.41. Further to this, the successful Tenderer 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

- 4.42. The successful Tenderer will 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 on a monthly basis and at least one (1) week before performance management meetings.
- 4.43. The successful Tenderer will be required to produce the following reports, these are subject to change and Department reserves the right to amend the monitoring and reporting requirements in accordance with the requirements of the programme and the delivery model utilised by the successful Tenderer:

Monthly Update Report

The successful Tenderer will 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 meeting. The Monthly Update Report 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.
- 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 and revised full year forecasts.
- Forecast of the number of grants to be provided in the next month and revised full year forecasts.
- Forecast of the number of families to be supported in the next month and revised full year forecasts.
- Forecast of the amount of money to be spent on grants in the next month and revised full year forecasts.
- 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.

The Monthly Update Report must be submitted no later than 5 working days before the relevant Monthly Progress Meeting.

Monthly Grant Funding Commitment Form

The successful Tenderer will complete the Monthly Grant Funding Commitment Form contained in Appendix 4 of Order Schedule 25 of the DPS Order Terms and Conditions. The successful Tender is required to provide the following data:

- Monthly grant funding committed
- Monthly forecast figure

The Monthly Grant Funding Commitment Form must be returned no later than the 7th day of the following month.

Quarterly Family Polls

Each quarter, the successful Tenderer will ask recipients of a grant to complete a survey, providing the following applicant information:

- a) Household Information
- b) Applicant Information
- c) CYP information
- d) Household income
- e) Household employment
- f) Respite care and support/access to short breaks
- g) Additional costs in raising a disabled or seriously ill child
- h) Household debts
- i) Household savings
- j) Food (food requirements, costs, security of supply)
- k) Household bills
- l) Disabled child's wellbeing
- m) Applicant's wellbeing
- n) Family's needs

The successful Tenderer will be required to provide quarterly reports on the info they have received from these surveys to the Department each quarter. Reports to be provided to DfE on 25th day of the last month of each quarter.

Quarterly Grant Funding Forecast Form

The successful Tenderer will complete the Quarterly Grant Funding Forecast Form contained in Appendix 3 of Order Schedule 25 of the DPS Order Terms and Conditions.

The successful Tenderer is required to provide the following data:

- Monthly forecast figures for each month in the next quarter
- Quarterly Reconciliation Value from the prior quarter
- Forecast figures adjusted by the Quarterly Reconciliation Value

The Quarterly Grant Funding Forecast Form must be returned no later than the 12th day of the first month of the quarter.

Quarterly Grant Report

The successful Tenderer will complete a Quarterly Grant Report in line with Appendix 2 of Order Schedule 25. This is required to contain:

- a narrative to explain the detail provided in the Quarterly Report, including an assessment of variances between approved, allocated and forecast Grant Funding for the relevant Funding Period, and all Grant Funding should be profiled by month so timing of actual and expected Grant Funding is clear.
- A record of all grants issued in the quarter with attached unique reference numbers.
- A record of all grants redeemed in the quarter with attached unique reference numbers.
- Indication of any outstanding grants issued in the quarter but not redeemed with attached unique reference numbers.
- A record of all grants issued that expired without being redeemed in the quarter with attached unique reference numbers.
- All grant records should include as a minimum:
 - The grant recipient; and
 - The good or service provided to the grant recipient; and
 - The total value of the grant issued; and
 - The designated supplier of the good or service if applicable; and
 - The status of the grant recipient as either a new or repeat recipient.

The Quarterly Grant Report must be returned no later than the 5th day of the month following the end of the quarter.

Annual Update Report

The successful Tenderer will provide an annual update report including data on the number of applications received and grants awarded in the prior year that they will present at the annual review meeting. The Annual Update Report should include the following data:

- Applications received in the last year
- 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 year.
- The number of grants awarded compared with forecasts and targets.
- The amount of money spent on grants in the last year
- Number of applications in progress.
- Number of 1:1 assessments completed in the last year
- Number of grant items delivered in the last year
- Forecast of the number of applications to be received in the next year
- Forecast of the number of grants to be provided in the next year
- Forecast of the number of families to be supported in the next year

The Annual Update Report must be submitted no later than 5 working days before the relevant Annual Review Meeting.

Annual Impact and Customer Satisfaction 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
 - Conditions
 - Mental health
 - General wellbeing
- Impact of the grant on Disabled children's siblings':
 - 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
 - Do more of the things that matter
 - Access information and support

The DfE will work with the successful Tenderer to draft the questions which will be included in the survey.

Fraud Prevention

- 4.44. The successful Tenderer 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.
- 4.45. The successful Tenderer should have a robust fraud policy in place along with fraud awareness training for all staff.
- 4.46. The successful Tenderer should have a whistleblowing process, to allow any fraud concerns to be investigated by an internal audit team.
- 4.47. The successful Tenderer should educate families on how to correctly use grant funding received, to prevent serious misuse.
- 4.48. The successful Tenderer 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.
- 4.49. The successful Tenderer should avoid cash awards wherever possible to avoid the misuse of funding, by using trusted suppliers to provide the grant item to families.
- 4.50. The successful Tenderer 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

- 4.51. The successful Tenderer 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.
- 4.52. Each staff member will be required to undergo appropriate training to recognise and escalate any safeguarding concerns they come across, including concerns from successful Tenderers, contractors, and partners that the successful Tenderer will work with.
- 4.53. The successful Tenderer 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.
- 4.54. The successful Tenderer must ensure that all staff who have direct contact with children and young people, such as all of the independent assessors of applicants, have undergone a DBS check.

Marketing

- 4.55. There is limited existing brand awareness of the Support for Families with Disabled Children Fund under this name. The successful Tenderer will need to ensure sector awareness (among professionals/referrers) and brand identity is sufficient to ensure current levels of application are maintained. The Department does not require the successful Tenderer to market this funding to the wider public.
- 4.56. Research from the current Tenderer in 2021 found that families who apply for funding had heard about the SFDC Fund from the following sources:
- Support/Key Worker – 25%
 - Health Professional – 19%
 - Friends/Family – 16%
 - Teacher/Educational Setting – 15%
 - Online/Search Engine – 11%
 - Hospital/Doctors Surgery – 5%
 - Other Charity – 4%
 - Other – 9%

Grant Funding Model

4.57. The successful Tenderer will be required to follow the below funding model in a typical year:

1. The successful Tenderer submits a forecast of Quarter 1 spend with a month-by-month breakdown.
2. The successful Tenderer is paid monthly in Quarter 1 in line with the forecast.
3. The successful Tenderer submits a grant claim form at the end of each month detailing actual expenditure.
4. At the end of Quarter 1, reconciliation is conducted to identify the difference between forecast and actual spend in the quarter.
5. The successful Tenderer submits a forecast of Quarter 2 spend with a month-by-month breakdown. The forecast is reduced by the reconciliation figure (see below).
6. The successful Tenderer is paid monthly in Quarter 2 in line with the reconciliation-reduced forecast.
7. At the end of Quarter 2, reconciliation is conducted to identify the difference between forecast and actual spend in the quarter.
8. The successful Tenderer submits a forecast of Quarter 3 spend with a month-by-month breakdown. The forecast is reduced by the reconciliation figure (see below).
9. The successful Tenderer is paid monthly in Quarter 3 in line with the reconciliation-reduced forecast.
10. At the end of Quarter 3, reconciliation is conducted to identify the difference between forecast and actual spend in the quarter.
11. The successful Tenderer submits a forecast of Quarter 4 spend with a month-by-month breakdown. The forecast is reduced by the reconciliation figure (see below).
12. The successful Tenderer is paid monthly in Quarter 4 in line with the reconciliation-reduced forecast.
13. At the end of the Financial Year, any unspent monies still held by the successful Tenderer is returned to the department, with an end-of-year invoicing confirming final actual spend.

Reconciliation Process

4.58. The funding model will use a reconciliation process to bridge the gap between forecast spend and actual expenditure. This will seek to end the current process of payment in advance of expenditure without reconciliation or tracking. Further detail of the payment model and reconciliation process is contained in DPS Order Schedule 25 of the draft terms and conditions.

The below diagram outlines a twelve-month model to apply with quarterly reconciliation periods:

Symbol	Key	Date	Responsibility
◆	Quarterly Forecast- year start	At least a week prior to the start of the FY	Supplier
◆	Quarterly Forecast- with reconciled figure based on difference between prior quarter's forecast and actual spend	By the 12 th of the first month of the quarter	Supplier to submit forecast Contract manager, with commercial and financial support, to calculate reconciliation
●	Payment of monthly grant funding in advance- based on forecast	By the 12 th of the month	Contract manager
■	Submission of grant claim form for month's actual spend	By the 7 th of the following month	Supplier
■	Submission of final year-end grant claim form of actual spend- all unspent monies to be returned	Up to 3 months after the end of the FY	Supplier

Pre-FY	April				May				June				July				Aug				Sep				Oct				Nov				Dec				Jan				Feb				March				Post-FY																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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Reconciliation Process

Reconciliation will calculate the difference between forecast and actual expenditure in a given quarter and reduce the following quarter's payments accordingly.

The formula used to calculate the reconciliation figure is as follows:

Reconciliation figure = forecast spend - actual issued expenditure

Auditing

4.59. Each financial quarter, auditing will take place on grant awards and administration spend.

4.60. For grant awards, the Department for Education will initially review 20 grant awards which have been awarded by the supplier in the last quarter. The successful Tenderer will be required to provide a reconciled list of awards in the last quarter with a unique reference number. The DfE will let the Supplier know the list of grant awards that will need to be audited and the supplier will need to provide invoices for grant awards to show that the funding has been used to purchase the grant item awarded to the applicant.

- 4.61. A separate Grant Funding Agreement will be put in place between the Department for Education and the successful Tenderer.

Financial Transparency

- 4.62. The successful Tenderer acknowledges the importance to the Department of the Financial Transparency Objectives and the Department's need for complete transparency in the way in which the Charges are calculated.
- 4.63. During the Contract Period, and for a period of seven (7) years following the end of the Contract Period, the successful Tenderer shall: (a) maintain and retain the Open Book Data; and (b) disclose and allow the department and/or the Auditors access to the Open Book Data.
- 4.64. During the Contract Period, and for a period of 18 months following the end of the Contract Period, the successful Tenderer shall make available the successful Tender Authorised Representative at reasonable times and on reasonable notice to answer any queries that the Department may have on any Open Book Data.

Transfer of Undertaking (Protection of Employment) Regulations 2006 (TUPE)

- 4.65. The attention of Tenderers is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE). Whilst it is the responsibility of the Tenderer 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 Tenderers should form their own view, taking specialist advice if necessary.
- 4.66. The incumbent provider of services has provided anonymised information on employees who could 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 procurement process subject to the completion of a Non-Disclosure Agreement.
- 4.67. Tenderers will be expected to detail in their bids the number of staff they anticipate that they will need to carry out the services. The Department intends to provide a redundancy indemnity of up to £250,000 (excluding VAT) for redundancies incurred between 1st of June 2023 and the 31st of January 2024. Further details of this indemnity are in Schedule 1 – Pricing Schedule.

5. Outputs and Deliverables

- 5.1. In each financial year the successful Tenderer will award a minimum of 60,000 small grants (worth approximately £350 - £400 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 Tenderer will provide goods and services to families in a timely manner in line with the KPIs set out in paragraph 5.5.

5.3. The successful Tenderer will provide information and data to the Department of Education as set out in paragraph 4.43, 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 Tenderer will be required to attend the following meetings with the Department for the duration of the contract. This is not an exhaustive list and other meetings may also be required.

Meeting Name	Description	Frequency
Progress Updates	<p>A monthly progress update meeting, where the successful Tenderer will update the Department on the work that has been undertaken in the last month.</p> <p>The successful Tenderer will demonstrate their performance against the KPIs.</p> <p>The successful Tenderer will outline the number of applications received, and the number of grants provided.</p> <p>The successful Tenderer can raise any problems and highlight upcoming risks.</p> <p>The Department will also update the successful Tenderer on relevant work in the Department.</p>	Monthly
Annual Review	An annual meeting where the successful Tenderer 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.	Annual

Service Levels / Key Performance Indicators

5.5. The successful Tenderer will be required to meet the following key performance indicators which will be subject to service credits where indicated and will be published quarterly by the Cabinet Office as part of the Government's commitment to increase transparency in the delivery of public services:

KPI No.	Metric	KPI	Performance Measurement Period	Method of Calculation	Good Target	Scoring Thresholds	Service Credit (If Applicable)
1	Delivery – awards are made based on accurate information and beneficiaries are paid accurately in accordance with criteria.	Percentage of grant applications processed within 30 working days	Monthly	Percentage of grant applications processed, and a decision communicated to applicants, within 30 working days of the application being received	95%	Approaching Target 90% Requires Improvement 85% Inadequate < 85%	1% (0.033% across the Performance Monitoring Period)
2	Customer Satisfaction – all applicants are sent a customer satisfaction survey to assess their satisfaction with their experience of the services	90% of applicants rate the application process as satisfied or very satisfied in the outcome survey post-grant award. Scale of rating to be used: 5= very Satisfied 4= satisfied 3= neither	Quarterly	Completion of the outcome survey post-grant award	90%	Approaching Target 85% Requires Improvement 80% Inadequate < 80%	1% (0.1% across the Performance Monitoring Period)

KPI No.	Metric	KPI	Performance Measurement Period	Method of Calculation	Good Target	Scoring Thresholds	Service Credit (If Applicable)
		satisfied nor dissatisfied 2= dissatisfied 1= very dissatisfied					
3	Delivery to receive and process sufficient applications ensuring that 60,000 grant awards per annum are made to low-income families	A minimum of 60,000 grants awarded to low-income families raising disabled or seriously ill children per annum	Annually	Number of grants awarded	> 60,000	Approaching Target 57,500 Requires Improvement 55,000 Inadequate < 55,000	N/A

5.6. The successful Tenderer will also be subject to the following performance indicators which will not be subject to service credits but will be monitored as part of ongoing contract management activity:

PI No.	Metric	Performance Indicator	Performance Measurement Period	Method of Calculation	Good Target	Scoring Thresholds
4	IT Systems	Online application portal availability	Monthly	Supplier to measure IT service down time each month.	99.9%	Approaching Target 98% Requires Improvement 95% Inadequate < 95%

PI No.	Metric	Performance Indicator	Performance Measurement Period	Method of Calculation	Good Target	Scoring Thresholds
5	Delivery	Percentage of grants awarded to first time applicants.	Monthly	Percentage of grants awarded to first time applicants	20%	Approaching Target 15% Requires Improvement 10% Inadequate < 10%
6	Delivery	Percentage of urgent applications processed and awarded within 48 hours	Monthly	Percentage of urgent grant applications processed, and funding provided to applicants, within 48 hours of the application being received	100%	Approaching Target 95% Requires Improvement 90% Inadequate < 90%
7	Delivery	Signposting to additional information on benefits and grants entitlement is provided to every applicant	Monthly	Percentage of grant applicants provided with additional information on benefits and grant entitlement as part of the application process	100%	Approaching Target 95% Requires Improvement 90% Inadequate < 90%
8	Customer Satisfaction	95% of grant recipients confirm they received the item they requested in their initial application in the outcome survey post-grant	Quarterly	Completion of the outcome survey post-grant award	95%	Approaching Target 90% Requires Improvement 85% Inadequate < 85%

PI No.	Metric	Performance Indicator	Performance Measurement Period	Method of Calculation	Good Target	Scoring Thresholds
9	Social Value	The % of the FFT workforce who have self-declared as having a disability.	Yearly (at the end of each contracting year)	The % of the FFT workforce who have self-declared as having a disability measured against the UK-wide statistics.	11%	Approaching Target 10% Required Improvement 7% Inadequate < 7%

5.7. The successful Tenderer must also be able to achieve the following service levels:

Service Line	Anticipated Annual Volumes	Timescales (where appropriate)
Non-Urgent Applications - applications submitted by families for the SFDC Fund	100,000	Grant applications processed, and a decision communicated to applicants, within 30 working days of the application being received.
Urgent Applications - urgent awards via the urgent referrer network	600	Grant applications processed and funding provided to applicants within 48 hours of the application being received.
Independent Assessments - independent assessments of first-time applicants	9,000	Where an independent assessment is required for a first-time applicant, this should be conducted within 28 working days of the application being received.
Phone Calls	120,000	N/A
Website Visits	900,000	N/A

Service Credits

5.8. Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT.

5.9. The Department for Education will use the Performance Monitoring Reports provided by the Supplier to verify the calculation and accuracy of the Service Credits, if any are applicable at the end of each relevant measurement period. The Supplier will set-off the value of any Service Credits against the appropriate invoice in accordance with Order Schedule 5 (Pricing Details).

5.10. The amount of Service Credits for each Service Credit KPI is outlined in the table below. The total sum of Service Credits shall not exceed the Service Credit Cap.

5.11. The Service Credits shall be calculated as follows:

$$\text{Service Credits} \div \text{Performance Measurement Period} = \text{Service Credits to be applied on the following Month's invoice}$$

KPI	Service Credits	Performance Measurement Period	Number of Measurement Periods	Service Credit per Month
KPI 1	1%	Monthly	30	0.033%
KPI 2	1%	Quarterly	10	0.1%
Total	2%			0.133%

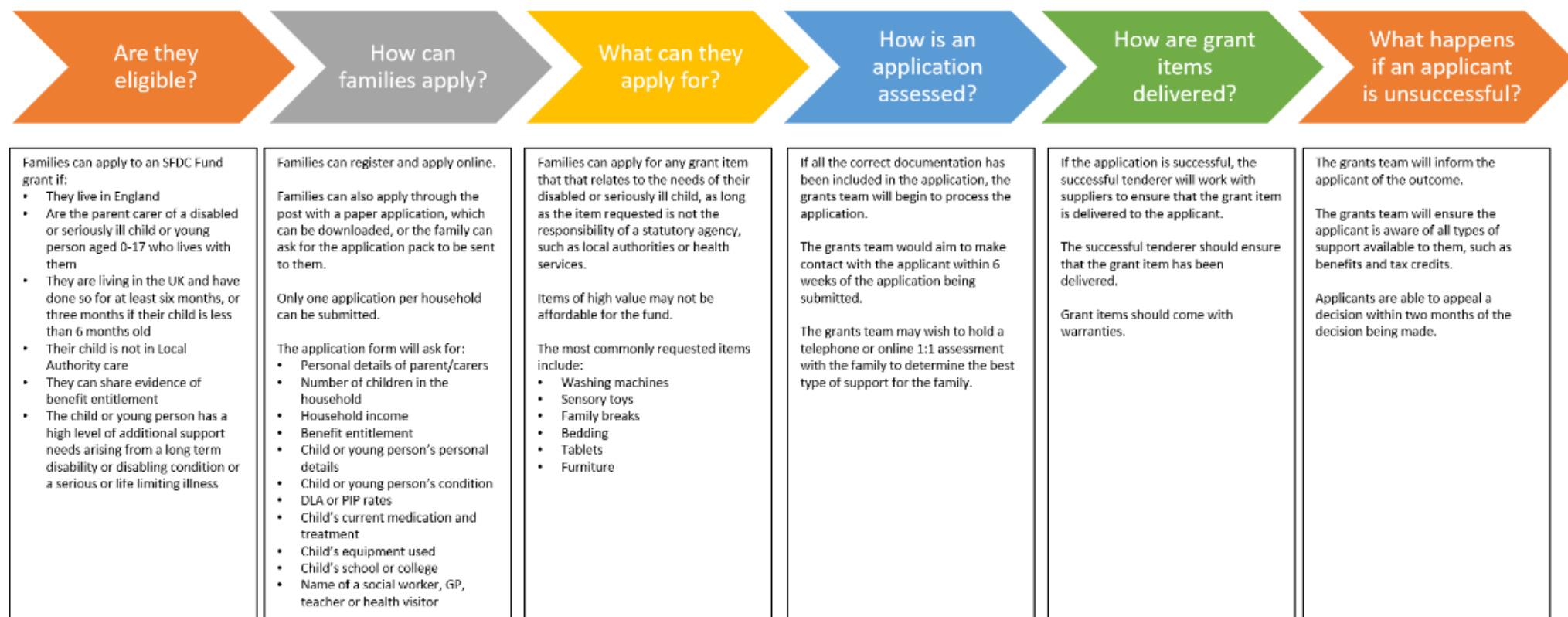
Appendix 1 – Grant Scheme Eligibility Criteria

- The successful Tenderer 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:
 - 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,
 - Applicants who are not in receipt of benefits are still able to apply, but will need to provide extra information regarding their household income. Applicants with a significant level of household income, savings or capital will not be eligible to receive funding
- 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: The child needs a high level of physical support with feeding, washing, toileting or moving and transferring.
 2. Access to social activities: The child needs a high level of support engaging socially and taking part in activities.
 3. Education: The child needs a high level of support with their education and learning. The applicant will need to let the SFDC Fund know who gives this assistance and in what ways.
 4. Communication: The child needs a high level of support listening, speaking and understanding.
 5. Supervision and Vigilance: The child needs a high level of supervision and measures in place to ensure their safety.
 6. Medical or therapeutic treatment or condition management: The child needs support in the form of treatment or therapy. The applicant will need to let the SFDC Fund know what therapy is given, who does this, how often and when.
 7. Physical environment and specialist resources: The child needs physical adaptations and adjustments to help them. The applicant will need to let the SFDC Fund know what specialist equipment or resources are used

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 and in FY 2022-23 (Q1-Q3). 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
Q1 – April 2022 – June 2022	21,832	19,676	19,964	290,527	100,642	29,837	1,108
Q2 – July 2022 – September 2022	24,157	20,328	23,836	258,196	91,950	26,380	2,509
Q3 – October 2022 – December 2022	9,702	13,264	16,092	186,274	61,729	22,904	3,058

Table 1 Volumes of applications received to the SFDC Fund in FY 2021-22 and FY 2022-23 (Q1-Q3)

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

Grant Item	Number of times this item was granted
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
Total	77,780

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