



Under exceptional circumstances, Family Fund can consider applications which may or may not adhere to other policies and criteria and show discretion to process these applications. These policies and criteria include application timescales, income and care arrangements. Discretion will not be used when regarding age or child eligibility criteria.

Exceptional circumstances may include:

- A family has experienced an emergency or unexpected crisis such as a house fire or flood, where a family does not have home contents insurance and does not have recourse to local provision;
- There has been breakdown of essential equipment in the home that has occurred outside the warranty period;
- A child is undergoing an unexpected hospital admission or is at the end stages of life;
- An unexpected occurrence, such as a sudden house move related to abuse or protection issues;
- A family have been given short notice to move into permanent or suitable adapted accommodation.

This is not an exhaustive list and not every application made under any of these circumstances would be deemed exceptional.

All grants are discretionary and subject to available funding. Family Fund maintains the right not to provide any application with a grant.