

Family Fund Business Services

Emergency Support Solution



Family Fund
Business Services

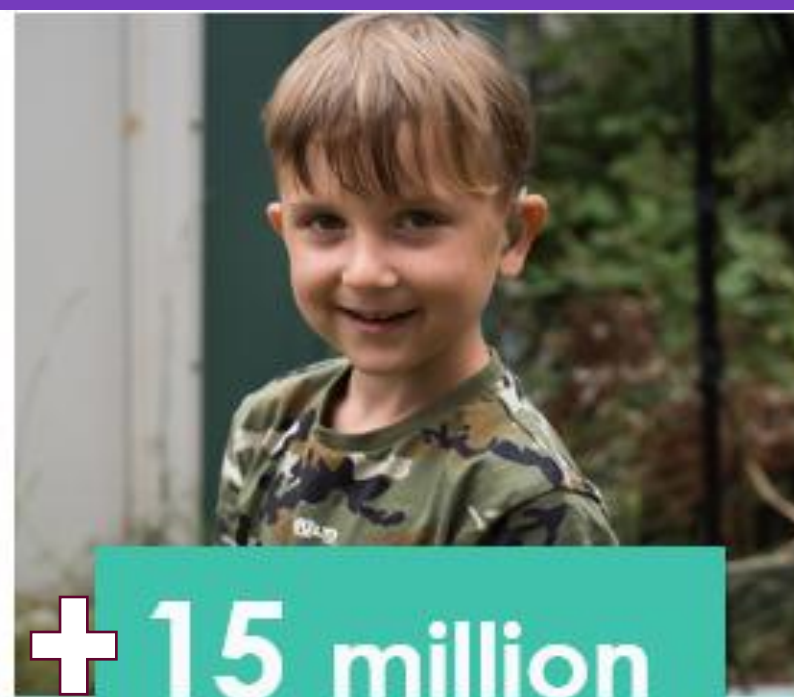
Helping you, helping others

Procurement with a purpose



+11 years

serving UK
communities



+15 million

Generated
for our parent
charity, Family Fund



+4 million

Essential items
received by
households in need.



Family Fund
Business Services

Supporting Family Fund

The funding generated by FFBS enables the charity to:

Wider information, advice and support alongside grant applications.

Provide a wider range of programmes for families, bridging gaps in support.

Develop infrastructure to continue the effectiveness and efficiency of the organisation.

Create a research team to better understand the reality of life for families living on lower incomes, raising disabled children, giving them a greater voice to share their experience and influence others.

Invest in fundraising, to increase donations and raise awareness.



Pictured: Tom, a beneficiary of Family Fund's Your Opportunity Scheme, one of the schemes supported with funding from FFBS.



Easy ordering and budget management

Our online Portal provides access to a huge range of goods and services in one place.

Create and manage multiple budgets with ease.

Reporting tools and total visibility of grant spend.

Quick and sensitive delivery

Items delivered directly to recipients through arrangements with carefully-selected suppliers.

Delivery teams DBS checked and expertise in delivering to vulnerable people

Emergency delivery of 24 to 48 hours available to those in crisis.

Customer service excellence

All FFBS partners are supported and advised by a dedicated Account Manager.

Helpdesk team are available for users to access support when needed

Making funding go further

Reduced admin time and costs.

Competitive prices that include delivery, installation, removal of like-for-like items and all packaging



Underpinned by our Social Value model

- 100% of profit gifted to our parent charity Family Fund
- NatWest Top 100 Social Enterprise



Do you offer this support?

Temporary
accommodation
bundles

Supported housing
furnishing

Crisis support payments

Homelessness support
scheme payments

Move on support bundles

Floating support
practicalities



Ordering journey

Organisation who helps those experiencing homelessness receives an application for support



Case worker reviews application and makes decision to award an item or voucher to beneficiary



Case worker logs onto FFBS portal and places order either with their own details or if possible, the beneficiaries details.



FFBS fulfil order either directly to beneficiary or to case worker who can use award to support beneficiary

OR

Organisation allows FFBS to take applications directly from beneficiaries



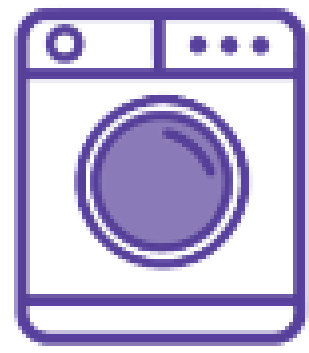
FFBS assess applications against organisations set criteria



Once assessment of application has taken place, if award is to be accepted, FFBS also fulfil this award



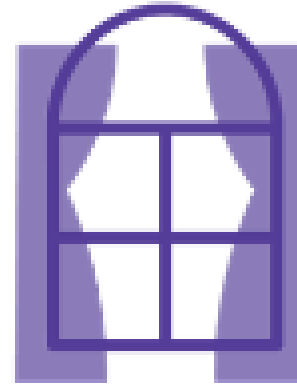
What items can you access?



Appliances &
white goods



Furniture



Homeware &
nursery items



Food
vouchers



Cash-out
services



BACS
payments



Flooring



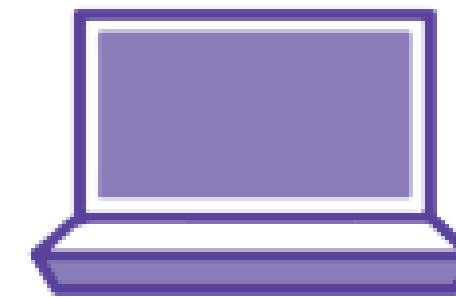
Energy
vouchers



Prepayment
cards



Clothing
vouchers



Technology
& devices





Over the last 3 months our partnership working with FFBS has helped support many veterans and their loved ones with urgent needs. At Help for Heroes it is our mission to give those who fought for us one less battle to fight. FFBS and the support they provide has enabled us to stay true to this mission and allowed us to continue providing assistance to those recovering from life changing injuries or illnesses as a result of their service.

The fundraising climate for charities is extremely tough but together and through partnership working, like with FFBS, we will show our veterans and their families we are still here for them. Right now, we need support more than ever to keep our services running for those who have given us, and our nation, their all

Claire Barnes, Head of Grants at Help for Heros



Thank you/questions



 Jessica.massam@familyfundservices.co.uk



Family Fund
Business Services

Family Fund Trading Limited trading as Family Fund Business Services is a company registered in England (number 06293129), which is a wholly owned subsidiary of Family Fund Trust, a company limited by guarantee (number 03166627) and a Charity (number 1053866) registered in England. Scottish charity No. SC040810. The registered office for both organisations is Unit 4, Alpha Court, Monks Cross Drive, Huntington, York, North Yorkshire, YO32 9WN, United Kingdom.

www.familyfundservices.co.uk
 [/company/family-fund-business-services](https://www.linkedin.com/company/family-fund-business-services)