MOTHER HUMBER MEMORIAL FUND

POLICY STATEMENT JANUARY 2018

For the last year the Mother Humber web site – *NEWS AND POLICY* page clearly states that -

‘The Trustees will no longer consider appeals where basic information is missing’.

Whilst we have not enforced this rigidly, we still find that required information is missing and this causes considerable time in trying to reach an appropriate decision to ensure that our limited funds are used fairly for the purposes intended.

Whilst individuals may make appeals and may find completion of forms a little daunting, we expect appeals from professional agencies to be of a high standard and comprehensive.

In view of the increasing number of appeals and pressure on our funds the Trustees will now reject appeals where they have been unable to reach a decision. In these cases you may receive an answer that the matter has been deferred and reference made to this policy statement. (Alternatively, your appeal may not have been awarded in full or declined).

If you receive a reply that the appeal has been DEFERRED, the Trustees ask that you resubmit a completely fresh appeal in its entirety with more details. As a small voluntary charity, we do not have the resources to itemise shortcomings or missing information in each appeal and respectfully ask that you consider further information which could be given. Furthermore, we do not have the resources or time to enter into lengthy communications on each matter where we have given a decision.

Some of the more common shortfalls are listed below.

* Use of outdated application form – the latest one can be obtained from our web site.
* Missing age or date of birth – needed for statistical purposes.
* Applicants address and postcode not fully given – needed to ensure they are within Hull.
* Unrealistic requests for many and/or expensive items – as a charity we only consider basic items.
* Unrealistic or inaccurate income and expenditure statement.
* Income and expenditure not covering ALL members of household.
* Income and expenditure not totalled.
* No explanation of abnormal or unusual amounts and no comment on how the shortfall/surplus is covered. (This would be more apparent if totals were given – see above)
* Insufficient background information either by way of letter or on the form itself. i.e. how the needs have arisen, other family members, what additional help is being given either by way of counselling or debt advice.
* Carpets- a written quote from the supplier is required with the appeal and this should include details of room ie bedroom, living room, size, cost sq/mtr yd and if fitting is included.
* Beds – see web site – news and policy page.

We will keep this under review and details may change from time to time. It is advisable to visit our web site each time before submitting an appeal or making an enquiry.

(Please also quote any reference number which we may have allocated and include this together with name of applicant in the subject heading of any e-mails)

Thank you for your co-operation and your help will enable us to continue to provide assistance to those most in need.