

Allocation policy

Team Caitlin exists to provide support to parents and families of children with life-limiting conditions. These parents come from a broad demographic of society and, as a charity, we must ensure our resources are allocated in a way which benefits those most in need.

This policy therefore sets out our allocation criteria and process for each aspect of support we provide.

1. Emergency toiletry bags

There is no specific allocation criteria for the provision of emergency toiletry bags. Ward staff are able to request stock in advance (via the Team Caitlin store) and decide whether a parent requires a bag based on their immediate situation.

2. Emergency period supplies

There is no specific allocation criteria for the provision of emergency period supplies. Ward staff are able to request stock in advance (via the Team Caitlin store) and decide whether a mother requires a bag based on their immediate situation. Due to the personal nature of this item, we expect a mother's request to be sufficient when providing this item.

3. Spa boxes

Whilst there is no specific allocation criteria for the provision of spa boxes, we do expect some judgement to be used by ward staff when providing a parent with one. Ward staff are able to request boxes in advance (via the Team Caitlin store) and decide whether a parent requires a box, however, we expect priority to be given to parents who may otherwise be unable to afford these items. There is no expectation that a parent must be staying with their child for a set amount of time before becoming eligible to receive a spa box.

4. Emergency shop & drop service

Due to the urgent nature of these requests from parents, we do not apply a formal assessment of financial need. Before placing the order, the Team Caitlin website prompts the requester to confirm no family or friends are able to bring in groceries, and they do not have the funds to use a grocery delivery service (such as Deliveroo or UberEats).

This relies on the honesty of families with no robust measure to ensure this resource is allocated to the families in greatest financial need, however, we consider this to be reasonable in view of the urgency of the request.

5. Car parking grants

After review by the Trustees, Team Caitlin will not offer car parking grants after 01/10/2024. Car parking grants have made up a very small percentage of the support Team Caitlin has provided to families to date. The process of providing the grant involves handling an individual's personal financial data; the Trustees consider that the resources required to adhere to GDPR obligations in this regard outweigh the benefit to families.

6. Parent time out

The process for parents to access time out will change from 01/10/2024. Previously parents would directly request support via the Team Caitlin store.

The Trustees consider this is not the most inclusive approach and risks excluding families who cannot access the store; barriers may include not understanding English, limited access to technology, or

limitations in written communication. These vulnerable families are the ones which Team Caitlin exists to help most, therefore we have moved to a professional referral model.

The process from 01/10/2024 is:

- A professional working with the family gains their consent to share their personal information with Team Caitlin,
- The professional completes the referral form,
- The referral form is submitted via the Team Caitlin website or emailed to hello@teamcaitlin.co.uk,
- The referral will be acknowledged as soon as possible within the resources available to the Charity,
- Team Caitlin will assess the referral; if satisfied that the family is in genuine need, and Charity currently has the resources to provide it, a gift voucher for time out can be provided,
- The family and referrer will be notified of the outcome,
- The gift voucher or tickers may be sent via email or recorded post.

To ensure the maximum number of parents benefit from the charity, only one parent time out can be provided to a parent in a 12 month period.

7. Family days out

The process for families to access time out will change from 01/10/2024. Previously families would directly request support via the Team Caitlin store.

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- Team Caitlin will assess the referral; if satisfied that the family is in genuine need, and Charity currently has the resources to provide it, a gift voucher for time out can be provided,
- The family and referrer will be notified of the outcome,
- The gift voucher or tickers may be sent via email or recorded post.

To ensure the maximum number of parents benefit from the charity, only one family day out can be provided to a parent in a 12 month period.

To be eligible for a funding for a family day out, the family must have a home address in one of the following postcodes:

NG1, NG2, NG3, NG4, NG5, NG6, NG7, NG8, NG9, NG10, NG11, NG12, NG13, NG14, NG15, NG16 or LE12.