

Guide Name	BCC Requests for Furniture or Carpets from Chrysties – for Referrers
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Purpose of the Guide

To provide a guide to Referrers to submit a request for funding to Borders Children's Charity (BCC), on behalf of a family, child or young person, for furniture or carpet items supplied by Chrysties of Hawick.

Before Starting

Ensure you have had a discussion with the child/ young person and/or family and have consent to the submission of request. Privacy policies for BCC are found on their website: www.borderschildrenscharity.org.uk/apply/

Step by Step Guide

1. Following discussion with the family and child/ young person, select the required items from

Chrysties of Hawick
Victoria Road, Hawick, TD9 7AH
01450 372248

For furniture - you can use the link to the Chrysties brochure for furniture on BCC's website www.borderschildrenscharity.org.uk/apply/, or contact Chrysties direct

For carpets - contact Chrysties direct for assistance

With your contact at Chrysties, fill in the form:

"BORDERS CHILDREN'S CHARITY QUOTE FORM"

The BCC ref no. will be added by BCC when your request is acknowledged (leave blank).

IT IS IMPORTANT THAT YOU REMAIN THE MAIN CONTACT ON THE QUOTE AND THAT YOU COMPLETE THE "BORDERS CHILDREN'S CHARITY QUOTE FORM" BEFORE MAKING YOUR APPLICATION TO BCC.

2. Complete the application form for BCC (www.borderschildrenscharity.org.uk/apply) as per guidance on the website. On the BCC application form, the referrer states that a quote has been obtained from Chrysties with the Chrysties ref no. in box 5. When the application is acknowledged by an email from BCC requests officer requests@borderschildrenscharity.org.uk, the referrer replies to BCC and attaches the quote. Enter "Chrysties" in box 7 as the Payee, Sort Code and Account no.

N.B: unless all the check boxes right to the end of the form are ticked, it won't submit.

3. BCC will contact the referrer directly to advise whether or not the application has been successful.
4. You as the referrer, must advise the family of the outcome of the application.
5. If successful, Chrysties will contact the family directly to arrange delivery of the item(s) and inform you they've done so by email.
6. If the application is successful, please request that the family contact you to advise of delivery of the item. Consider noting this in your diary approx. 4 weeks post notification of a successful application, to follow up, if no confirmation has been received from the family.
7. Once you have had confirmation of delivery – advise BCC by email (treasurer@borderschildrenscharity.org.uk) using the reference number for the request, confirmed to you in the acknowledgement email.
8. Encourage the family to share their thanks with BCC.
9. Ensure each part of the application process is recorded in the child or young person or family's case notes.

In Addition

The application must contain sufficient information to enable the charity to make an informed decision about the request. Requests received with insufficient information will be returned to the requester.