

## Grantmaking frequently asked questions

**Q: Someone has asked for a grant but they're not a member of the MS Society. Can they apply?**

**A:** Absolutely. Our constitution says that we will help anyone with MS, whether or not they are a member of the MS Society. Our grants are equally available to members and non-members.

**Q: Someone bought a new scooter recently and has just asked if we can help with the cost. Can we?**

**A:** No. The MS Society can't help with anything that an applicant has already paid money towards, or placed an order for, other than in very exceptional circumstances. This policy has been set to enable us to target our resources at those most in financial need.

**Q: Why does the application form ask about what work the person has done?**

**A:** This information helps us look for other funding, from charities that help people who have worked in particular job roles or industries (e.g. the Firefighters Charity, Hospitality Action, and the Bank Workers Charity).

**Q: Someone has asked about help for a stair lift (or other home adaptation). Shouldn't the council help them? Do they have to ask the council to help them? What if the council has turned them down for funding?**

**A:** They may be eligible for help from the council and need to ask, as councils have a statutory duty to provide assistance (subject to financial eligibility) and we cannot replace this. We can consider a grant if they are not eligible for funding, but we need confirmation from the council of this.

**Q: Who is the best person to ask for a letter of support?**

**A:** It varies depending on the request - see [Appendix 8: Letters of support required](#) for guidance.

**Q: Why is the applicant asked for a bank statement for their Short Breaks and Activities Fund application?**

**A:** We need a bank statement on file to meet financial audit requirements. As short breaks are often best value when booked online, or may have petrol costs that can't be paid directly, we may pay these grants directly to the applicant's account.

**Q: If we give £ [amount] from branch funds, will the Grants Team match what we give?**

**A:** We don't have a policy whereby we match fund branch grants. We fund as much as we are able to based on our upper limits and scoring system.

**Q: Why does the applicant need an assessment for a mobility scooter - they could just go and buy one?**

**A:** If MS Society funds are being used, we have a responsibility to make sure that items provided are safe and suitable for the applicant to use. There have been occasions where applicants have bought a scooter without an assessment and then found it either unsuitable, or caused an injury.