

Give Hope FAQs

Where will my money go?

If you buy a Give Hope gift, such as a book voucher, this will buy a similar present for a vulnerable child, delivered by The Children's Society's services in London, Birmingham and elsewhere in the UK.

How will this work?

Money from Give Hope gifts will go into a separate pot, set aside for our services. These services will also have a list of gifts that people have bought and will use the money to buy similar items when children need them. If you have chosen to give a gift to a specific location (e.g. London), then your donation will be added to the local pot. If you have chosen to give where the need is greatest, your donation could go to any location.

Will my money always buy the gift I choose?

Most of the time! The services will try to stick to the list of items they have been given. However, on occasions this won't be what's most needed: for example, if a child really wants or needs something to read, but the only money left in the pot is for home exercise equipment. In these cases, the services will redistribute the money to what's most vital. It is key during the Covid-19 crisis, that we use money raised to help children and young people where it's most needed.

Will my gift be given to a child immediately?

Not necessarily. We help children and young people all year round. Rest assured that whenever it is given, your gift will give a moment of joy to a child in need. During the Covid-19 crisis, there is an immediate need, and money raised will be used to distribute vital items and services at this time.

What if I gave a donation to the service rather than a gift?

If you gave a donation of money, rather than choosing a specific gift, then that money will go to a restricted pot in the location you chose. The services will use this money as they see fit – from providing counselling sessions, to paying the bills that are vital to keep them up and running. Donations are vital to ensure that we can keep helping the UK's most vulnerable children, so we are very grateful.

How are Give Hope and The Children's Society the same, and different?

Give Hope is a sub-brand of The Children's Society, that has a separate website. Once you have selected your items and go to pay, you will be taken to The Children's Society's secure payment form. This uses the same system as all online donations to The Children's Society. It follows all the same rules and Ts and Cs, and your information will be managed in the same way. You can read more in our [privacy policy](#).

Why does my bank statement say: "Church of England Children Society"?

Don't worry – that is simply the former name of The Children's Society and our bank account still reflects that!

Who can I contact if I have further questions or feedback?

Please get in touch with our customer care team via email supportercare@childrenssociety.org.uk or phone 0300 303 7000

We will be happy to answer any questions and would love to hear your feedback!

