

NHS Learning Support Fund (NHS LSF) Exceptional Support Fund (ESF) application form

Application guidance

General information

Eligibility

To be able to apply for ESF you must meet the following requirements:

- Meet the general eligibility criteria for, and be in receipt of, NHS LSF.
- Show that you are in financial hardship due to unexpected circumstances.
- Demonstrate a shortfall between your income and expenditure which you are unable to manage by your own actions.
- Demonstrate you have exhausted all other available sources of funding support, including student loans and university hardship funds. You will be asked to provide evidence of these with this application form.

Please note that ESF is not intended to pay for emergency items, such as repairs to essential household equipment, replacing stolen items, emergency car repairs or for contributions to course tuition fees. Your university may be able to assist or provide guidance in these circumstances..

Supporting evidence

A full checklist of the type of evidence we need to assess your claim is provided at Section 5 of this form to help you include the supporting evidence appropriate to your individual claim.

Your application will not be considered if you do not at least provide bank statements for all the accounts you hold, covering the last three months prior to the date of your ESF application. These **must** be annotated (with the relevant payments highlighted or circled) to show the income and expenses you have entered on your application.

You must ensure you provide all of the evidence relevant to your claim. If you do not, this may result in your application being delayed or even declined.

Assessing your ESF claim

We aim to fully assess all ESF applications within fifteen working days from the date we receive your completed form and **all** the requested supporting evidence.

If we have a query about anything on your claim form we will contact you directly by telephone or email. You will be informed of the outcome of your application by email, so please ensure the email address you provide on your NHS LSF account is up to date and you can receive emails from the NHSBSA without these going into your junk mail folder.

If your application for ESF is successful, payment will be made in a lump sum, and we will notify you about when this is expected to be in your account.

If your application is not successful on this occasion we will also inform you by email.

We will also contact the university Student Money/Welfare Advisor (or equivalent) who countersigned your form to let them know the outcome of your ESF application for their records.

Notes to help you complete the form.

Section 1 – about you and your course

Personal details

Complete this section in full. If any of your personal details have changed since you registered for your NHS LSF account, please log in to your account and amend them online.

Student Services Reference Number

The seven digit reference number beginning 'SSRN' you are being asked to provide is the unique reference number allocated to you when you registered for your online NHS LSF account.

Student loan and university hardship funds

You must have exhausted all available forms of financial assistance before you make a claim for ESF. If you are not able to demonstrate that you have applied for student loan funding and that you have at least approached your university for financial help from their hardship funds, where available, your ESF claim may be declined.

If your university does not have such a fund or the fund has closed, we will still consider your ESF application as long as your university has supported it and signed and dated the form on your behalf at Section 7. Any hardship funds you may have received from your university will not be counted as income in your ESF assessment.



Important

It is expected that most students will claim a loan as their main source of income whilst they attend their course. If you have chosen not to take out a tuition fee loan and/or a maintenance loan for any reason and these would otherwise be available to you, we will decline your application as you will not have met the relevant eligibility criterion for ESF.

Your course

If you are currently absent from your course, this could affect your entitlement to ESF. and any other NHS Learning Support Fund payments. You must be in attendance on your course (i.e. be in active study) as a condition of receiving any of the NHS LSF allowances. We may need to contact your university for more information before your claim can be decided. If this is the case we will let you know what is happening with your ESF claim by email.

If you are currently repeating part of your course, and we have not been notified of this by your university, this could also affect your NHS LSF entitlement. **ESF claims can only be considered during repeat study periods if we have already agreed payment of your NHS LSF allowances can continue for the period in question**.

Section 2 – your circumstances

You will need to provide a brief explanation about why you are applying for ESF and what unexpected circumstances have taken place to cause you financial hardship. **These sections must be completed**. If they are left blank, your claim will not be considered.

If you tick 'Yes' to any of the five questions regarding disability, estrangement, local authority care, etc, you will need to provide evidence. The types of documentation we will need are listed at Section 5.

Other members of your household

If you live with your children and/or a partner, or anyone who is financially dependent on you, you should include them in this section. You will need to provide birth certificates for any children and either a birth certificate or passport for your partner.

If you are a single student who is living in a shared house with other students, you do not need to complete this section.

Section 3 – your bank and building society accounts.

As indicated, you must provide details of **all** of the accounts you hold that are in your name, any joint accounts you may hold with another person and any individual account(s) held by your partner, if you have one. This can include current accounts, savings accounts, ISAs, and any accounts you (or your spouse or partner) have that are open but may not be in regular use.

If you have closed any previously active accounts during this academic year, you **must** also include details of these as requested on the form.

You will need to provide statements to cover the last three full months for each account you hold, and you must mark or highlight on your statement(s) all corresponding entries for the income and expenditure you have declared on this form, where applicable

Section 4 – Your income and expenses

In this section we need you to provide information about the income that is currently available to you as well as your day to day expenses. If you have a spouse or partner, you must include their income as well.

Income

Provide details of all of the income you (and your spouse or partner, if applicable) receive during the academic year and tick how often this is paid to you.

If you (or your partner) do not receive income from a particular source, please type or write 0.00 or N/A in the box.

You must include evidence that supports each of the sources of income for which you have given details, including those of your partner if applicable.

The evidence checklist at Section 5 of the application form sets out the evidence you will need to enclose, depending on the type(s) of income you have declared.

Expenses

You should enter any applicable costs for the expenses listed in this section and tick whether you pay this yearly, termly, monthly, or weekly.

For travel, include the total weekly costs for the family members you have listed at Section 2 if you are responsible for meeting these. Do not include your costs to placement as most students can claim reimbursement towards these via **Travel and Dual Accommodation Expenses**.

The checklist at Section 5 of this form explains the evidence you will need to provide, depending on the type(s) of expense you have declared.

Please note that expenses such as food and utilities are automatically included in the ESF calculation as composite living costs and are not required to be entered separately.

See below for further information.

Composite living costs

Most students have to pay for essential items such as food, bills, clothes and leisure/entertainment, these are known as composite living costs (CLC). We will apply fixed amounts for these to ensure that all students are treated fairly, regardless of where they are living and studying and what their individual lifestyle circumstances may be.

Student profile	Living outside London (weekly)	Living in London (weekly)				
Single student	£90	£121				
Student with partner	£122	£165				
Each Dependant	£72	£72				
Family premium	A £20 additional one-off cost will also be applied where students have					
	at least one child.					

Priority debts

As explained at this section, only certain types of debt are regarded as 'priority' debts and you should **not** include any other type of debt as these will not be considered.

Where you are declaring priority debt, these will only be included in the assessment of your ESF claim if you can demonstrate you have contacted the organisation concerned, or that this has been done for you by a debt management advisory organisation working on your behalf such as Step Change, and you are currently making regular repayments as agreed with the organisation you owe moneys to, or as part of a debt management plan. You must provide evidence of this as part of your claim.

5. Your Supporting Evidence

It is extremely important that you include documentary evidence for all the income and expenditure you have listed on your form. The checklist is to assist you in sending the correct documents and it also provides a useful summary for our claim assessors.

6. Student declaration

Please read the declaration carefully before signing and dating it.

7. Authorisation

This section must be signed and dated by a hardship fund administrator or student money advisor from your university. We are unable to accept any claims received where this section has not been completed.

If your university does not have such a fund or the fund has closed, we will still consider your ESF application as long as your university has supported it and signed and dated the form on your behalf at Section 7. Any hardship funds you may have received from your university will not be counted as income in your ESF assessment.

1. About you and your course

You must complete this sec	tion in full.
NHS LSF account no.	SSRN
Forename(s)	
Surname	
Marital status	single married cohabiting divorced widowed
Date of birth	
Contact telephone number	
Email address	
Student loans and universi	ty hardship funds
To be considered for ESF, you	must have exhausted all available forms of student financial support.
Are you currently receiving a s	student loan (tuition fee and/or a maintenance loan)?
Yes - provide your most	t recent student loan award notification for the current academic year
No - Give the reason w	hy you are not receiving any loan support

This will affect your claim for ESF.

Have you applied to your university for assistance from their hardship funds?

Yes - they must complete Section 7 of this form to support your claim for ESF.

ESF claims received without university authorisation will not be accepted.

No - Do not submit this form.

You must apply to your university for hardship funds before making a claim for ESF.

Name of university	
Name of course	
Course length years	
Current course year	Year 1 Other (please state the year)
	Year 2
	Year 3
	Year 4
Are you in your final year?	Yes No
If yes, please give the last date of your course	
Are you currently in attendance on your course?	Yes No
If no, give the first date of your absence	
When do you expect to return to your course? (provide the approximate month and year or write 'not known')	
Reason for your absence	
Are you currently in receipt of student loan funding for your period of absence?	Yes
	No - Please give the date of your last loan payment
Are you currently on or are you due to start a period of repeat study?	Yes No
If yes, give the start and end dates of your currer	nt or expected repeat period
From / / to	
We may need to contact you or your university a	bout this.

Your course

2. Your circumstances

You must complete ALL questions in this section.

ESF is intended to assist students in exceptional circumstances only, where the applicant can demonstrate unexpected financial hardship.
Why are you applying for ESF?
What unexpected circumstances have led to you experiencing financial hardship? Give a brief explanation here.
(If you need to provide further information about your circumstances, you can include a separate covering statement with your form should you wish to do so).
Please indicate which of the following matches your living situation during term time:
Rented accommodation (including halls of residence and student accommodation)
Own property
Living with parents
Other (please specify)

Please answer all questions in this section by ticking 'Yes' or 'No', as applicable.

Do you consider yourself to have a disability or an ongoing health issue?	Yes - provide evidence	No
Have you ever spent time in local authority care?	Yes - provide evidence	No
Are you estranged from your parents?	Yes - provide evidence	No
Are both of your parents deceased?	Yes	No
Do you have caring responsibilities for a person other than your own child/children?	Yes - provide evidence	No

Other members of your household

Please include details of your spouse/partner (if you have one) and any children who are financially dependent on you in the table below. You must include birth certificates for all persons entered above

Full Name	Their relationship to you	Their date of birth								
				/			/			
				/			/			
				/			/			
				/			/			
				/			/			

3. Bank and/or building society accounts

You should list **all** accounts, including joint accounts **and those of your spouse or partner,** if you have one.

Applicant's main bank account	
Name of bank or building society	
Account name(s) (As displayed on the account statement or bank card) Sort Code	
Account No.	
Building society roll number (if applicable)	
You must provide the last three full mon	ths bank statements for this account.
Spouse or partner's main account (if applicable)	
Name of bank or building society	
Account name(s)	
(As displayed on the account statement or bank card) Sort Code	
Account No.	
Building society roll number (if applicable)	
You must provide the last three full mon	ths bank statements for this account.
Name of bank or building society	
Account name(s) (As displayed on the account statement or bank card) Sort Code	
Account No.	
Building society roll number (if applicable)	
building society foil fluffiber (if applicable)	
	ths bank statements for this account.
You must provide the last three full mon	ths bank statements for this account.
You must provide the last three full mon	ths bank statements for this account.
You must provide the last three full mon	ths bank statements for this account.
You must provide the last three full mon Additional accounts Name of bank or building society Account name(s) (As displayed on the account statement or bank card)	ths bank statements for this account.

You must provide the last three full months bank statements for this account.

4. Your income and expenses

Income

If you have a partner you must include their income.

Lu como dhio	Am	ounts	Frequency of payment (Please tick where applicable)								
Income this academic year	You	Your spouse or partner (if applicable)	Yearly	Termly	Monthly	Weekly					
Maintenance loan	f	£									
Adult Dependants Grant	f	f									
Parent Learning Allowance	£	f									
Postgraduate Masters Loan (if applicable)	£	f									
Contributions from family members. Do not include any amounts that are loans and are expected to be repaid	£	f									
Wage/salary	f	£									
Universal Credit	f	f									
Housing Benefit	f	f									
Child Tax Credit	f	£									
Working Tax Credit	f	f									
Child maintenance Only include income you receive from an ex partner which is solely for your child/children.	f	f									
Any other means- tested benefits	f	f									
Any other income not detailed above	£	f									

Expenses

Expenses this	Amounts (Give total costs for you, your		_	u pay this an	
academic year	partner and any dependents, where applicable)	Yearly	Termly	Monthly	Weekly
Rent	f				
Mortgage	f				
Buildings insurance	f				
Childcare costs Only detail the amounts you pay directly to your childcare provider, do not include any amounts paid on your behalf from the student loans Childcare Grant.	f				
Council tax	f				
Regular medication/ prescription costs. If not exempt (include any prescription prepayment certificates).	f				
Travel (Include all regular travel costs for you and any family members)	£				
Car insurance	f				
Car finance	£				
Personal loan/ repayments	f				
Maintenance payments Paid to an ex-partner for the upkeep of any children	f				

Priority debts

Priority debts are those debts which should be dealt with first and quickly, otherwise the penalty could be a fine or a prison sentence, lack of essential facilities or loss of your home.

The types of debt we class as 'priority' are:

- Secured loans
- Rent arrears
- Council tax
- Fines, maintenance & compensation orders
- Charges/arrears for utilities
- TV licence
- Tax and VAT
- National Insurance contributions
- Hire purchase/conditional sale agreements for goods that are essential for the debtor to retain.

If you have priority debts that have been incurred as a result of attending your course, we may be able to include some of these as part of your regular expenditure, as long as you have discussed the matter with the organisation concerned and you can demonstrate that you currently have an agreement in place to make regular repayments.

If you are declaring priority debts in this section, you will need to provide evidence of the repayments you are making, the relevant dates, how much you have repaid and the amount of debt still left to pay.

If you do not provide this information **we will not include these in your assessment** and the outcome of your claim will be affected.

Do not include:

- normal/regular payments for a standard credit card or loan repayment, where there are no actual arrears.
- debts where repayment has been frozen, such as those under a Debt Relief Order.

Name of creditor	How much you are repaying per month?		Total Pate this debt was first incurred amount owed			Date this debt was first incurred amount					Amount of debt remaining
	f			/			/			£	£
	f			/			/			£	£
	£			/			/			f	£
	f			/			/			£	f

5. Your supporting evidence

Please tick the relevant boxes to indicate the evidence you are sending in support of your claim.

This should be as follows, depending on the information you have included on your form:

	What type of evidence should I provide?	Tick if you are including this with your claim
Section 1 – your details		
Student loan Maintenance loan/Adult Dependants Grant/ Parent Learning Allowance/ Postgraduate Masters loan	Your most recent Student Finance England/ Wales/Northern Ireland or Scotland funding award letter or Postgraduate Masters loan notification letter for this academic year. If your spouse/partner is receiving student finance, provide their award letter also.	
Section 2 - Your circumstances		,
Where you live	If you pay rent or a mortgage these must be shown on your bank statements. You should also provide your current tenancy agreement if renting, or your most recent mortgage statement, if you own your own home.	
	You do not need to provide evidence if you are living with your parents.	
Evidence of a disability	If you are receiving Disabled Students Allowance (DSA) through student loans, you can provide your most recent DSA award letter. If you are not receiving DSA, you can provide evidence of any disability benefits, or evidence from your GP or healthcare provider, etc.	
If you are a Care leaver	A supporting letter from a social worker or any other relevant evidence of leaving care.	
If you are estranged from your parents	If you have been classed as independent through estrangement by Student Finance, provide evidence of this.	
The other members of your household/family	Birth certificates / passports for all those you have named.	
	If you only share accommodation with other students, do not include them on the form.	

Section 3 - Your accounts		
Your Bank/ Building society accounts	Your last three months continuous statements from ALL of the accounts you have listed at Section 2 of this form, including your spouse/partner's, where applicable. You must circle/highlight all of the relevant income and expenses on your statements entered on this form. If you do not do this and we are unable to identify a particular source of income or expenditure, it will not be included and this could affect the outcome of your claim.	
	Statements not highlighted/annotated at all may result in the rejection of your claim.	
Section 4 - Your income and expenses		
Income		
Contributions from family members	Highlight/circle any payment from your family on your bank statement as 'family contribution' or 'contribution from parent', etc. Do not include any amounts that you	
	have been loaned and are expected to repay.	
Wages/salary	Highlight/circle any income from wages on your bank accounts as 'wages'. You should also provide your (and/or your spouse/partner's) payslips for the last three months.	
Universal Credit Housing benefit	Highlight/circle any payments you are receiving directly on your bank statements and indicate which benefit this is if it is not clear from your statement.	
Child Tax Credit Working Tax Credit	Enclose your most recent benefit letter/ statement or printout from your online account showing how much you (and your spouse/partner, if applicable) are entitled to.	
	For Universal Credit , provide your full UC statements for the last three months, showing all entitlements and deductions.	

Child maintenance payments	Highlight on your bank statements as	
Cilia maintenance payments	'maintenance' and/ or include any relevant	
	1	
	documentation that may apply, for exam-	
	ple, voluntary agreements, court order or Child Maintenance Service documentation.	
Any other means-tested benefits	Highlight/circle on your bank statements	
	and briefly indicate what type of benefit	
	you are receiving.	
Any other income	Highlight/circle any payments on your bank	
	statements and briefly indicate what this is/	
	where it is from.	
Expenses		
Rent	Highlight/circle any payments on your bank	
	statements as 'maintenance'.	
	Include any relevant documentation for	
	voluntary agreements, court order or for	
	the Child Maintenance Service, if	
	applicable.	
Mortgage	Highlight/circle on the relevant bank	
	statement; and provide your most recent	
	annual mortgage statement.	
Buildings insurance	Highlight/circle on your bank statements,	
-	where applicable.	
	If you pay annually rather than monthly,	
	provide your most recent insurance letter	
	showing the annual premium.	
Childcare costs	Highlight/circle any childcare payments on	
	your bank statements.	
	We need to know about the actual	
	amounts you pay directly to your childcare	
	provider. If you are receiving a Childcare	
	Grant from Student Finance, do not include	
	amounts paid out from this.	

Council tax	Highlight/circle on your bank statement as 'C Tax' and provide a copy of your most recent council tax demand notice for the current financial year.	
Regular medication/prescription costs (These should only be included if you, or a family member named on your form as part of your household have an on-going condition requiring regular medical treatment/medication)	Highlight/circle on your bank statement and provide recent receipts for prescriptions. or official evidence that you have purchased a Prescription Prepayment Certificate, if applicable.	
Travel	If any travel costs are shown on your bank statements please ensure these are highlighted/circled andmarked as 'travel costs'. This can include public transport costs or fuel payments if you have a car.	
Car insurance	Highlight/circle payments on your bank statements as 'car finance' showing the amounts you are expected to pay and the dates	
Regular loan repayments	Highlight/circle payments on your bank statements and provide your most recent loan statement showing the total loan and your monthly scheduled repayments.	
Maintenance payments	If you make regular payments to an ex-partner for the upkeep of your child or children, highlight/circle these on your bank statements.	
	Also include any relevant additional documentation that may apply, for example, voluntary agreements, court order or Child Maintenance Service documentation.	

6. Student declaration

To be completed by the applicant.

- 1. In making a claim, I understand that ESF is not payable if any of the following circumstances apply:
 - a. for emergency payments, such as repairs to essential household equipment, stolen items, car repairs, etc)
 - b. helping to meet the costs of any tuition fees where I am eligible for, but have not taken out, a tuition fee loan.
 - c. where there is evidence of money mismanagement.
 - d. making good a default in contribution by a parent, spouse, civil partner or partner.
 - e. meeting a temporary shortfall in income, such as where I may be awaiting payment of a maintenance award or academic authority hardship funds, or for reimbursement of travel expenses.

2. I confirm that:

- a. I have exhausted all other forms of financial support that are available to me, including student loans and university hardship funds; and
- b. I am experiencing unexpected and exceptional financial hardship which has led to a shortfall in my income and expenditure which I am unable to manage through my own actions
- c. None of the circumstances in 1 (a) to (d) above apply to me and I wish to apply for assistance from the Exceptional Support Fund.

3. Lunderstand that:

- a. the administration of the Exceptional Support Fund and responsibility for the counter fraud and security arrangement in the NHS are both responsibilities of the NHS Business Services Authority (NHSBSA).
- b. NHSBSA Student Services may share the information on this form with the NHS Counter Fraud Authority (NHS CFA) for the purposes of the prevention, detection, investigation and prosecution of fraud any other unlawful activity affecting the NHS.
- c. the member of staff at my university who has counter-signed my claim at Section 8. will be notified in writing of the outcome of my application.
- 4. I understand and accept that the terms and conditions (including rates) of the Exceptional Support Fund may change at any time without notice, and the scheme is subject to continued government funding, which may cease at any time without notice

Please note: NHSCFA collects data appropriate for preventing and detecting crime within the NHS. Data is provided to NHS Counter Fraud Authority in the course of investigations undertaken by the NHSBSA and Department of Health and Social Care, intelligence gathering and other proactive anti-crime programmes.

By signing this declaration I am also aware of the main NHS Learning Support Fund (NHS LSF) terms and conditions, including the Privacy Notice and Consent to share information clauses, as set out in the declaration I signed when I registered for my NHS LSF account.

Signature	Date		/		/		
Name (please print)							

Now hand your completed form to your university for them to counter-sign section 8.

We cannot accept your claim if this has not been completed.

1 Information

Your completed application can be emailed to us at: nhsesf@nhsbsa.nhs.uk or posted to:

NHS LSF - Exceptional Support Fund NHSBSA Student Services Hesketh House 200-220 Broadway Fleetwood Lancashire FY7 8SS

If you are posting your form and supporting evidence to us, and you are sending original documents which you would like to be returned, you should enclose a pre-paid self addressed envelope for us to send these back to you.

Processing your application:

We aim to fully assess all ESF applications within 15 days from the date of receipt, providing that:

- your form has been completed in full and all supporting documents have been sent
- your university has completed Section 7

If we have a query about anything in your application we will contact you by telephone or email.

You will be informed of the outcome of your application by email, so please ensure the email address you provided when registering your NHS LSF account is up to date and enabled to accept messages to your inbox from NHSBSA Student Services.

7. University authorisation

to be completed by a university	nardsnip tund a	amı	nistrate	or or	mon	ey a	avise	er.				
Date student applied to you for har	dship funding		/		/							
Was an award made? (Please tick)			Yes		No							
If yes, was any of the award repaya	ble?		Yes		No							
If yes, how much will the student h	ave to repay?											
Additional information (optiona	l)											
This section can be used to provide student's claim. If you require more												er.
By signing this declaration I confirm hardship funding by this university, agreements. I confirm that the stud notified of the outcome of their app	as described in the ent is currently at	e aca tendi	ademic a	autho	rity's	Offic	e for	Fair	Acc	cess (0	OFFA)	
Signature												
Name (please print clearly)												
Position/job title												
Email address (please print clearly)												
Date		/										
	University officia	al sta	mp									