

Give Joy FAQs

Where will my money go?

If you buy a Give Joy 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 and Birmingham.

How will this work?

Money from Give Joy gifts will go into a separate pot, set aside for our London and Birmingham 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.

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 music accessories. In these cases, the services will redistribute the money to what's most vital.

Will my gift be given on immediately?

Not necessarily. We help children all year round but rest assured that whenever it is given, your gift will give a moment of joy to a child in need.

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 Joy and The Children's Society the same, and different?

Give Joy 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!

