

NFRSA Grant-Making Policy

1. Purpose of this Policy

This policy sets out how the National Foundation for Retired Service Animals (NFRSA) awards grants to support retired service animals.

Our aims are simple:

- To relieve suffering
- To support owners facing financial pressure
- To ensure fair, consistent and responsible use of charitable funds

All grants are awarded at the discretion of the Trustees, through the Grants Panel, and on a case-by-case basis.

2. Our Commitment

We are committed to:

- Treating every applicant with fairness, dignity and respect
- Making decisions that are consistent and transparent
- Supporting as many eligible service animals as possible
- Maintaining the charity's financial resilience and sustainability
- Always acting with professionalism and integrity

3. Who Can Apply

We welcome applications from individuals in the UK who:

- Own a retired service animal, and are registered with the NFRSA for a period of at least 30 days from the date of the treatment/medication.
- Are current or former members of:
 - Police
 - Fire and Rescue
 - Prison and Probation Service
 - Border Force
 - RAF Police
 - MOD Police
 - National Crime Agency
 - National Health Service

- Or from another service supported by the NFRSA
- Or have adopted a retired service animal

Applications must meet our due diligence requirements.

4. What We Fund

We provide financial support for costs directly related to the welfare of retired service animals, including:

- Veterinary treatment
- Veterinary-recommended rehabilitation and recovery therapies
- Specialist dietary requirements (when prescribed)
- Essential equipment (e.g. orthopaedic aids, wheelchairs)
- Euthanasia and cremation

We do **not normally fund**:

- General food, bedding, or standard equipment
- Dietary supplements
- Non-qualified or non-certified treatments
- Annual inoculations and costs for worming/ flea & tick treatments
- Routine dental cleaning
- Costs not supported by veterinary advice

5. Grant Levels (Updated Structure)

To ensure fairness and sustainability, grant awards are guided by length of service and have served at least one full licence period.

Retired Dogs

- Up to 3 years of service:
Eligible for up to 50% of medical costs
- Over 3 years of service:
Eligible for up to 90% of medical costs
- All members, regardless of duration of service:
Eligible for up to 90% of euthanasia costs and 50% of individual cremation costs

Retired Horses

- Currently under review

Important:

- These are guidelines, not guarantees
- All grants are awarded on a case-by-case basis
- The Trustees may award less than the maximum depending on:
 - Available funds
 - Individual circumstances
 - Urgency and need
 - Value for money

6. How to Apply

Applications must be submitted via the NFRSA application process (found on our website) and include:

- Proof of identity
- Service details of the handler and the animal
- Full veterinary history
- Veterinary reports
- Veterinary quotes for non-emergency cases
- Veterinary invoices
- Confirmation of:
 - Retirement status of the animal
 - No applicable insurance or outstanding claims
 - No duplicate funding from other sources

Applications must be submitted via the NFRSA application process within 30 days of the treatment. We regret that we are generally unable to support historical medical care.

Any applications received before the 30 days have passed, will be considered at our discretion, but we cannot guarantee full assistance.

ALL non-emergency surgeries require **pre-approval**. Grants submitted for non-emergency purposes that have not been pre-approved may not be accepted.

In the case of applications for ongoing medication, we ask owners to source the most cost-effective medication through the Petscribers platform [Petscribers](#).

Please note: Incomplete applications may delay decisions.

7. Decision-Making Process

Grant applications are reviewed by a Grants Committee, including:

- Trustees
- Veterinary professionals
- Management representatives

Decisions are:

- Made within 14 days where possible
- Based on clear criteria and professional judgement
- Subject to final Trustee oversight

The panel reserves the right to refuse assistance if any of the required criteria are not met.

The Grants Panel and Trustees' decision is final.

8. Fairness and Conflicts of Interest

All decisions are made:

- In the best interests of the charity
- In the best interests of the service animal
- Free from personal bias or influence

Any Trustee with a conflict must:

- Declare it
- Withdraw from decision-making

9. Due Diligence

We carry out appropriate checks to ensure:

- The application is genuine
- The treatment is appropriate
- Costs are valid and necessary, and proper
- Veterinary professionals are suitably qualified
- No funding has been procured elsewhere

This protects both the charity and its beneficiaries.

10. Monitoring and Accountability

We may request:

- Progress updates
- Outcome reports

This ensures funds are used as intended and helps us improve future support.

11. Repayment of Grants

We may request repayment if:

- Funds are not used as agreed
- The treatment does not proceed
- Information provided is inaccurate

12. Policy Review

This policy is reviewed annually to ensure it remains:

- Fair
- Effective
- Financially responsible

The panel reserve the right to refuse assistance in the unlikely event of any of the above criteria not being met.