

little lifts

Frequently Asked Questions



What's in a Little Lifts Box?

Each Little Lifts chemotherapy and radiotherapy Box contains items to help alleviate side effects as well as mood-boosting goodies to support with emotional well-being, specifically chosen by those who have personal experience of breast cancer treatment. The contents of each box can be found on our website: [Chemotherapy Box](#); [Radiotherapy Box](#). (Please note, products and brands are subject to change.)

How do I get a Box?

- If you are receiving chemotherapy or radiotherapy treatment for breast cancer at one of our 10 [NHS hospital partnerships](#) across **Norfolk, Suffolk, Essex and Cambridgeshire**, you will be offered a Little Lifts Box by your medical team.
- If you are receiving chemotherapy or radiotherapy treatment for breast cancer **elsewhere in the UK**, you can apply for a Little Lifts Box through [The Little Kindness Fund](#), our national discretionary fund which we set up in response to the pandemic.
- If you are receiving chemotherapy or radiotherapy treatment for **secondary breast cancer**, you can apply for a Little Lifts Box through our partnership with [Make 2nds Count](#), who provide support to those affected by secondary breast cancer.

I have a product suggestion

Great! We love hearing your suggestions about what products can be helpful during treatment. Do get in touch with us at Box@littlelifts.org.uk with your ideas.

How can I leave feedback about my Little Lifts Box?

We are always grateful when someone takes the time to let us know their feedback and we are always keen to improve and make Little Lifts Boxes the best they can be. If you have feedback you'd like to share with us, you can [get in touch here](#).

I am having surgery/hormone therapy. Why are only patients receiving chemotherapy or radiotherapy treatment eligible for a Box?

Each Little Lifts Box is tailored specifically to help to alleviate the side-effects of each treatment. We have listened to feedback from patients and the teams at our partnership hospitals and are in the process of developing further Boxes to help reach our ambition to support ALL breast cancer patients in the UK. If you have any suggestions for what products would be useful in our new Boxes, do get in touch at Box@littlelifts.org.uk.

Do you support men as well as women?

Yes! There are 350 men diagnosed with breast cancer every year, and we are on a mission to support all of them, as well as the 55,900 women diagnosed each year.*

Why do you only support people with breast cancer?

Little Lifts was founded in 2016 by Oa, after she was diagnosed with primary breast cancer in 2014 at the age of 28. Her experiences of breast cancer treatment are what inspired the creation of Little Lifts Boxes and so it was only natural that Little Lifts started with supporting breast cancer patients. We are hopeful that in the future we may be able to support people who have received a diagnosis for other cancers, however as a growing charity we are focusing on our mission to support every person who receives a breast cancer diagnosis in the UK, before expanding further.

The Little Kindness Fund FAQs

How do I apply for a Box through The Little Kindness Fund?

You can apply for a Little Lifts Box by completing [this online form](#). We ask for a few details (name, address etc) as well as which Box you are applying for, and some information about your diagnosis and treatment. It shouldn't take more than ten minutes to complete, but if you have any issues, do get in touch with us at Box@littlelifts.org.uk.



What evidence do I need to provide when applying for a Box?

We ask for one form of photographic ID (e.g. passport or driving licence), and a letter from your hospital confirming your breast cancer diagnosis and treatment (specific to which Box you are applying for).

Your evidence needs to include:

- Your full name
- Your treatment hospital logo, or official header/footer, and a recent date
- That you are, or will soon be, receiving chemotherapy or radiotherapy treatment
- Confirmation that this treatment is specifically for breast cancer

Alternatively, you can ask your medical team to [complete this evidence form](#), and upload that with your application instead of the evidence above.

****Without evidence, we unfortunately won't be able to send you a Little Lifts Box.****

Why do you ask for evidence of diagnosis and treatment?

The Little Kindness Fund is made possible by some generous individuals, such as our Patron, Harriet from [Spacemasks](#), who donates £1 from every box sold of chamomile Spacemasks to the Fund, and wonderful individuals who make donations, including recipients of our Boxes and their families. We are required by the Charity Commission to do our due diligence to ensure these donations are being used as intended: to support those specifically receiving chemotherapy or radiotherapy treatment for breast cancer.

Why do you ask to see photographic proof of identification?

We ask for this so that we can confirm you are who you say you are. Surprisingly, we have received applications from people pretending to be someone else, and so we have put this extra step in place to try and prevent this. Please note, we are unable to accept selfies or holiday snaps as photo ID.

How long will it take to receive a Box once I submit my application?

Once you have submitted your application, you will hear from us within 10 working days. We will let you know if your application has been successful or not, and whether we require any additional information in order to make a decision.

If you receive confirmation that your application has been successful, we will aim to get your Box to you within 21 working days, however it's often much sooner than this.

Who reviews my application?

Your application is reviewed by a member (staff or volunteer) of the Operations and Support Team.

What happens to my documents once my application has been reviewed?

Once a decision has been made on your application, we permanently remove all documentation you have provided from our system.



Can I apply for a Little Lifts Box if I am being treated in Norfolk, Suffolk, Essex or Cambridgeshire?

If you are receiving chemotherapy or radiotherapy treatment for breast cancer at one of our 10 [NHS partnership hospitals](#) in Norfolk, Suffolk, Essex or Cambridgeshire, you will automatically be offered a Little Lifts Box by your medical team. If you haven't been offered a Little Lifts Box, please mention it to your team, who will be happy to give you a Box.

If you are receiving chemotherapy or radiotherapy treatment for breast cancer at another hospital in Norfolk, Suffolk, Essex or Cambridgeshire, you can apply for a Little Lifts Box through [The Little Kindness Fund](#).

Can I apply for a Little Lifts Box if I am receiving treatment for secondary breast cancer?

Yes! We have a partnership with [Make 2nds Count](#) who provide support to those affected by secondary breast cancer, so you can apply for a Little Lifts Box using their [online application form](#). This partnership is subject to funding, so if applications aren't open via Make 2nds Count, you can apply through [The Little Kindness Fund](#).

My treatment finished some time ago. Can I still apply for a Box?

We understand that side effects may continue once your treatment has finished, and so we will consider applications received up to 6 months following completion of your chemotherapy treatment and 2 months following the end of radiotherapy treatment.

I have already received a chemotherapy Box. Can I also apply for a radiotherapy Box?

Sure thing! We understand that each treatment can have different side effects and each Box is tailored specifically to those. Providing there is funding available and [The Little Kindness Fund](#) application form is open, you can certainly apply again, but this time for a radiotherapy Box, with your evidence confirming you'll be receiving that treatment.

Can I apply for a Box on behalf of someone else?

As we request personal information and confirmation of diagnosis and treatment as part of the application process, it's not possible to consider applications made on behalf of someone else. It's a GDPR requirement that we receive this information directly from the applicant of the Box and who's information we are holding.

If you would like to treat a loved one with a Little Lifts Box, they are available to purchase through [our online shop](#), with all profits going directly back into the charity to support another person receiving treatment for breast cancer.

My loved one doesn't have access to a computer/internet. How can they apply?

In these circumstances, [please call 01603 740361](#). We can accept applications via post, providing all required information is included (full name, address, Box type, contact number). We would recommend sending photocopies of photo ID, diagnosis and treatment letters as we are unable to return originals in the post, or print off [this evidence form](#) and send in a copy signed by your medical team confirming treatment and diagnosis. Applications can be sent to: Little Lifts HQ, Bowthorpe Hall, Bowthorpe Hall Road, Norwich NR5 9AA. Please note: Little Lifts are unable to take any responsibility for your personal details until they are safely delivered to Little Lifts HQ.

