

Student Finance England assess how much money you are entitled to by looking to the household income of your biological or adoptive parents or your only living parent. The household income determines what financial support you will receive on a yearly basis while you're studying.

If you live with another relative who supports you financially, like a grandparent, you would still be expected to ask your biological or adoptive parents to provide their financial information for income assessment unless the Grandparent you are living with is legally responsible for you.

It may not be possible or safe to ask your parents for their income details if you consider yourself estranged from your parents. Student Finance England considers Estrangement an exception to the normal practice of assessing students and these students will be awarded full financial support without assessing the income of their parents.

If you're an estranged student at a UK University, or you're planning to go to University and you're struggling to evidence your family estrangement with Student Finance England, you should seek support from the following:

- Speak to teacher/personal/ careers adviser at school
- Get in touch with a Student Adviser and or Care Leaver Lead at your first choice university. Details of many of these can be found on the [Stand Alone site](#).
- You can also write to The Student Loans Company's specialist team for estranged students: estranged@slc.co.uk. They can help if you can't find the right evidence or haven't told anybody about your estrangement.
- If you are finding any of the above processes stressful **please remember there are several charity organisations available should you need to talk to someone or you could** call the Samaritans free on **116 123** or e-mail jo@samaritans.org They are there to listen 24 hours a day, 365 days a year and are there to support you.

Student Finance England has a form for students who are estranged which gives these students the option to ask the student services/wellbeing advisor at their college or university to confirm their estrangement, if these students are unable to find an independent person who already knows the details of their estrangement. Estrangement can take place at any time prior and during higher education

Students can access the new forms through their online account once they have applied for student finance.