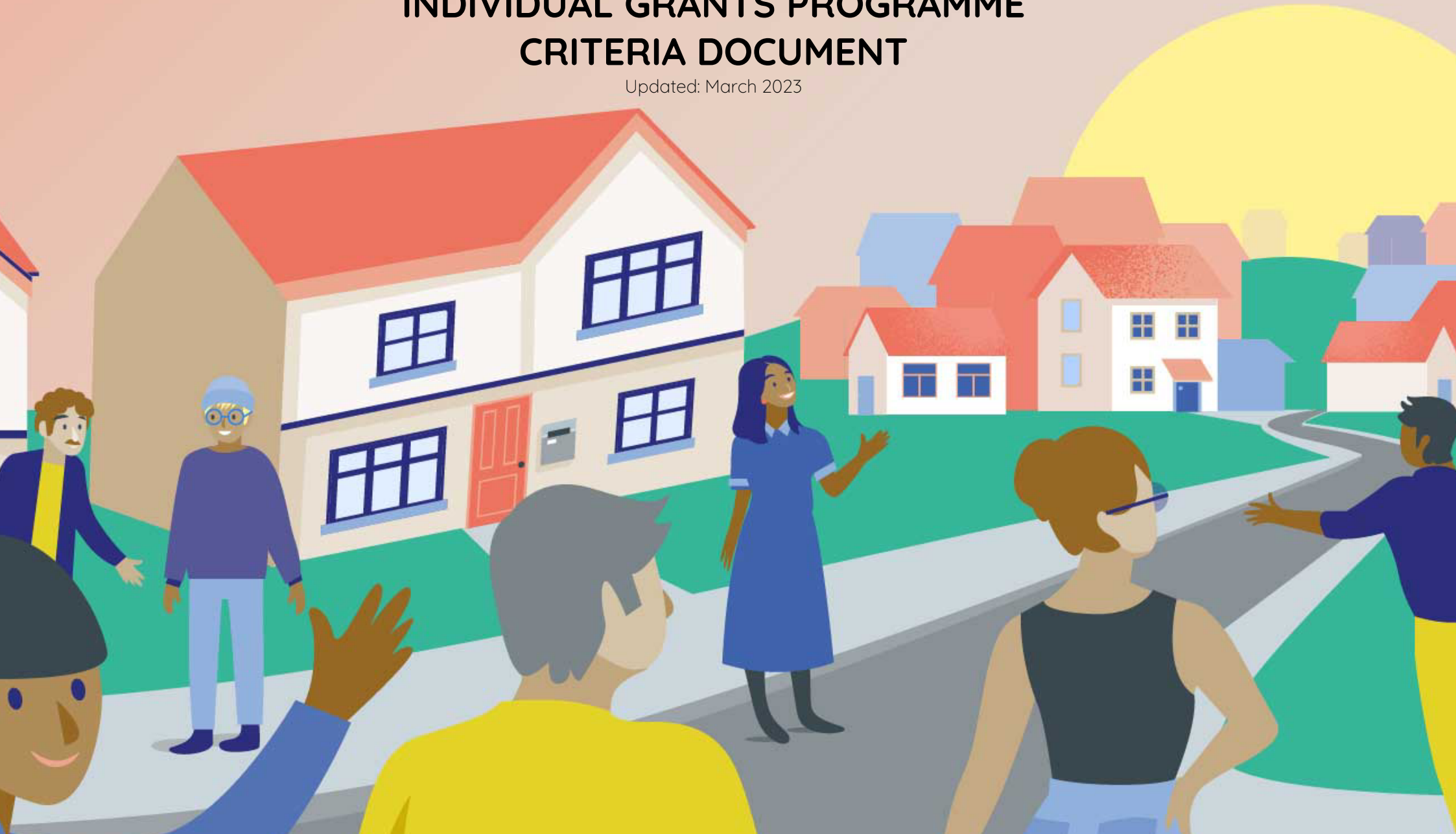


INDIVIDUAL GRANTS PROGRAMME CRITERIA DOCUMENT

Updated: March 2023





A grant-making partner for the social housing sector

1 INTRODUCING LONGLEIGH'S INDIVIDUAL GRANTS PROGRAMME

Longleigh was established to support Stonewater's customers being able to thrive in their homes and lives. Our Individual Grants programme is one way we do this and can be an option after ensuring that all publicly funded sources of support have been explored. There are times in life when we all might need a helping hand and our Individual Grants are intended to be a very short-term, practical form of support for customers at particularly heightened times of difficulty that have or could place them into severe financial hardship and/or emotional distress. We want to do all we can to avoid customers having to make financial choices that could place them into situations of self/family neglect or trying to manage problematic, high-interest-rate debts.

Because it's not possible to help everyone, **Section 2** gives information about the situational pathways that would make a customer eligible to apply. A customer must meet **at least one** of the pathways and this **always** needs to be evidenced in the grant application. Where customers meet several pathways, the application form will ask for a maximum of two to be selected and evidenced. **Section 3** shows the range of grant types we have developed that can help customers in a number of different situations.

All applications must be submitted on behalf of a Stonewater customer by a Stonewater staff member (or other Longleigh-approved agency). The role of the supporting staff member is to:

- Work alongside customers, often at challenging and distressing times, to prepare and complete an application to the right standard so we can make decisions as quickly as possible.
- To be an advocate for the customer, providing us with the assurance that the situation described is genuine and that the items being requested are those that will be of most help to the customer.

We know that people's lives can be complex, but we want to keep the application process as straightforward as possible. Using this document and carefully following the instructions on the application portal will help ensure that applications submitted are, first and foremost, eligible and complete. Please **don't** spend time preparing an application if the customer cannot evidence that they meet at least one of the pathways. However, please **do** spend adequate time in preparing an eligible application to give the best chance of success for your customer. Please look out for the regular training sessions we provide about how to create good applications – you can attend as many of these sessions as you would like to.

The application portal can be accessed here: <https://applications.longleigh.org/login>. Supporting staff will need to create an account so, once registered, please do keep your account details safe. Your account is the place where you will be able to see all your applications activity and find out about the status of applications.

The application form has a lot of boxes that are mandatory to complete and dropdown boxes from which selections must be made. If you are struggling to submit an application, please check that all sections have been fully completed. You can work through an application in any order, and you can go in and out of the form as many times as you like, as the information will be saved for you to return to.

Where there is space in the application form for some supporting narrative to be provided, please do use this to help us understand the customer's situation. Please don't assume that we have any prior knowledge of the situation. It is always helpful to avoid jargon and acronyms and to explain if there are any reasons why the support requested is not the responsibility of Stonewater, or a statutory agency's, to fulfil.

In the application stage of the process, Longleigh's contact will normally be exclusively with the staff member preparing and submitting the application. This is to ensure consistency of communication and maintaining good boundaries for customers, Stonewater staff and the Longleigh team. After an application has been approved, Longleigh's team – and suppliers of goods/services – will necessarily need to communicate with the customer to fulfil the approved grant. For some of the most vulnerable customers, there are times when the use of the grant will be supported by a Stonewater (or other agency) staff member. We all need to work well together to ensure the smoothest application, decision-making and fulfilment process possible for customers.

Typically, once Longleigh has received an eligible and fully completed application form, a decision on a Crisis grant can be made within two working days. Because of the high demand for Individual Grants, we strive to make decisions on all other applications within seven working days. We ask that supporting staff members help their customers understand these timescales to avoid unrealistic expectations being set. Sometimes we may need to request additional information about an application. If we don't receive the required information within a three-week period, we may need to cancel the application.

Please be assured that the Longleigh Foundation complies with all requirements of the Data Protection Act 2018, which covers how we use any personal information received about an applicant purely for the purposes of assessing their application, understanding the demographics of who is applying for our grants, for requesting feedback about our service and for letting customers know about any other free-to-access support that Longleigh and its partners have funded.



2 PATHWAYS

Except for the Education, Training & Employment (ETE) Grant (which is open to all customers), Stonewater customers need to meet **at least one** of the following pathways to be eligible for an Individual Grant. If it is not possible to evidence how the customer meets at least one of the pathways, we would ask that you do not spend time applying. If you are not sure about whether a pathway is met, please do get in touch with us about this (grants@longleigh.org) and we will do our best to help or please attend one of our monthly Individual Grants training/refresher sessions.

1. Customer (or family member residing with them) with a diagnosed condition or disability (physical and/or sensory and/or behavioural).
2. Customer (or family member residing with them) receiving medication and/or therapy for a mental health condition or substance addiction.
3. Customer/family moving from homelessness/supported living into independent living.
4. Customer/family fleeing from a violent or abusive relationship.
5. Customer/family having been the victims of a reported crime in their home.
6. Customer/family under the care of Social Services (Adult or Children).
7. Customer where there is a child/ren in receipt of means-tested free school meals.
8. Customer is in financial hardship and their household meets **one** of the following two criteria:
 - o Spending more than 50% of monthly household income on housing costs (rent payment, mortgage payment, service charge payment).
 - o Spending more than 55% of monthly household income on housing costs (rent payment, mortgage payment, service charge payment) **AND** council tax payment.
9. Customer/family is in the UK as part of an official Government scheme supporting the resettlement of Refugees and Asylum Seekers (e.g. Ukraine or ACRS).
10. Customer is opening their home to a Refugee or Asylum Seeker as part of an official Government scheme.

Crisis Grants are only for customers that meet one of pathways 4 or 5.

Flooring Grants are only for customers that meet one of pathways 1 or 6, but with the following additions:

- The diagnosed condition or disability must relate to how safe movement around the home is affected.
- The resident/family under the care of Social Services must be related to there being dependent children in the home.



3 GRANT TYPES AND HOW WE CAN HELP

A Longleigh Individual Grant should only be applied for once publicly funded support has been sought, for example, a local authority hardship scheme or scheme to help support people into training and employment. Helpful Government websites to check before making an application to us are:

- <https://helpforhouseholds.campaign.gov.uk>. This website shows help available for things such as income support, energy bills, childcare costs and household costs.
- <https://www.gov.uk/government/topical-events/skills-for-life>. This website provides information for people who are seeking to develop their skills in order to gain better employment. There are dedicated sections for young people and for adults.

Once eligibility for publicly funded support has been checked, Longleigh is here to then be your first next choice for customers! We want to provide generous and meaningful help for customers - so that they can feel a real difference and have increased hope and confidence for the future - but we also want to try and help a good number of people too.

Please do read the following table carefully to help you decide which grant type is best for the customer. Section 4 will go into further detail about the kinds of evidence that can be attached to applications.

Grant type	Maximum grant value	Frequency	Examples of how we can help (application portal will ask you to make selections from the choices available)
Crisis	£500	One per household in any 12-month period	<ul style="list-style-type: none"> • Immediate support for essential items such as (not exhaustive): <ul style="list-style-type: none"> ○ Food, clothing, hygiene products, baby products. ○ Moving costs or short-term storage costs. ○ School uniforms. ○ Children's toys or books. ○ Essential travel costs (fuel, public transport).
Hardship	£1000	One per household in any 3-year period, providing no flooring grant has been received	<ul style="list-style-type: none"> • Essential living costs (such as household shopping, energy top ups, public transport travel for work, registered childcare or official caring duties). • Essential white goods, brown goods and other essential household items (e.g. curtains, plates and dishes). • Moving costs related to the specific situation. • Assessed hoarding at scale 4-6, garden/house clearances on personal/environmental safety and/or tenancy compliance grounds.

Grant type	Maximum grant value	Frequency	Examples of how we can help (application portal will ask you to make selections from the choices available)
			<ul style="list-style-type: none"> Non-landlord responsible, personal/environmental safety-related and/or tenancy compliance home maintenance (not adaptations), including infestations.
Flooring	N/A	Only one per household, providing no Hardship Grant has been received.	<ul style="list-style-type: none"> Suitable carpeting and/or vinyl throughout the home for residents with conditions that affect safe movement in the home or for residents, with dependent children, who are under the care of Social Services.
Critical Incident	£2500	Only one per household	<ul style="list-style-type: none"> Replacement of essential lost, damaged, stolen household items and clothing, resulting from extreme weather, fire or explosion, or reported crime. Funeral costs for an immediate family member. Assessed hoarding at scale 7-9, constituting a Safeguarding alert.
Education, Training & Employment	£1000 for new training, employment, self-employment or new business costs. £1000 per year (up to a maximum of three years) towards course, equipment and/or living costs for multiple-year education or training courses.	Only one per individual customer	<ul style="list-style-type: none"> Initial clothing, travel, lunch costs associated with starting a new job or apprenticeship. Equipment to help start a new business where the resident has registered as self-employed with HMRC or registered a limited company or charity. Fees for education and training courses (up to a maximum of £1000 per year and up to a maximum of three years). Essential equipment, furniture or living costs for residents/household members starting a multiple year education or training course.

A mix of the above grants are accessible at the same time. The online application system will auto select the grant types available to the customer, based on the responses provided to questions.

4 EVIDENCE

Every application requires at least one piece of supporting evidence, so we recommend that particular time and attention is given to getting this bit right.

Please note that we may need to decline applications in the following circumstances:

- If the evidence isn't legible.
- If the name shown on evidence doesn't match the names stated in the application.
- If the evidence is more than three months old.
- If the evidence doesn't clearly support how the customer meets the selected pathway/s or meet the situations specified for particular grant types

If the evidence being provided is a photo of medication being taken, please use the text box in the application portal to explain what the medication is for – just providing the name of a medication won't be sufficient. Our grant offer is as generous as we can make it, so we do need to make sure that the evidence we receive helps us know the funding is going to the customers in greatest need.

Pathway	Examples of evidence (not exhaustive)
1 Customer (or family member residing with them) with a diagnosed condition or disability (physical and/or sensory and/or behavioural).	<ul style="list-style-type: none"> • Legible photo of the medication the customer takes. • Official letter (or copy of) from a doctor. • Legible copy of the prescription or relevant appointment letter.
2 Customer (or family member residing with them) receiving medication and/or therapy for a mental health condition or substance addiction.	<ul style="list-style-type: none"> • Legible photo of the medication the customer takes. • Official letter from supporting agency providing therapy for the mental health condition or substance addiction.
3 Customer/family moving from homelessness/supported living into independent living.	<ul style="list-style-type: none"> • Official letter or email from local authority confirming homelessness status or duty to house. • Official letter or email from Temporary/Supported Housing Provider. • Official letter with customer's previous address on. • Official relevant appointment letter.
4 Customer/family fleeing from a violent or abusive relationship.	<ul style="list-style-type: none"> • Confirmation in the application that the supporting staff member is a Stonewater staff member working in a domestic abuse refuge. • Official supporting statement (letter or email) or appointment letter from a staff member working in a domestic abuse agency that is supporting the customer/family.

Pathway	Examples of evidence (not exhaustive)
5 Customer/family having been the victims of a reported crime in their home.	<ul style="list-style-type: none"> • Official supporting statement (letter or email) from a police officer providing basic information about the crime and the crime reference number. • Official supporting letter from a victim support agency.
6 Customer/family under the care of Social Services (Adult or Children's).	<ul style="list-style-type: none"> • Official supporting letter or email from a social worker, confirming the status of the family being under their care and overview of the support being provided.
7 Customer where there is a child/ren in receipt of means-tested free school meals.	<ul style="list-style-type: none"> • Copy of official letter or screenshot of qualifying benefit entitlement. • Copy of official letter or email from the school to confirm that the customer's children qualify for means tested free school meals.
8 Customer is in financial hardship and their household meets one of the following two criteria: <ul style="list-style-type: none"> ○ Spending more than 50% of monthly household income on housing costs (rent payment, mortgage payment, service charge payment). ○ Spending more than 55% of monthly household income on housing costs (rent payment, mortgage payment, service charge payment) AND council tax payment. 	<ul style="list-style-type: none"> • Copy of bank statement showing income (for all income receiving members of the household) and housing cost expenditure. We don't need to see any other transactions, so these can be covered up on statements sent to us.
9 Customer/family is in the UK as part of an official Government scheme supporting the resettlement of Refugees and Asylum Seekers (e.g. Ukraine or ACRS).	<ul style="list-style-type: none"> • Copy of the official letter from the relevant Government Agency/Home Office confirming the customer/family are part of an approved resettlement scheme.
10 Customer is opening their home to a Refugee or Asylum Seeker as part of an official Government scheme.	<ul style="list-style-type: none"> • Customer to provide copy of the official letter from the relevant Government Agency/Home Office that confirms they have accepted a Refugee or Asylum Seeker into their home as part of an approved resettlement scheme.

For the Education, Training & Employment Grant, the following are examples of evidence that would be acceptable:

- Copy of official letter/email confirming employment, apprenticeship or place on an educational or training course.
- Copy of official letter confirming self-employment or company/charity registration.

5 WHAT WE DON'T FUND

As much as what we do fund is important to know, it is also very important for customers and supporting staff members to know what we don't fund. We may not be able to fund items/services due to Longleigh's need to uphold charity law and our public benefit responsibility or it might be that some things are the responsibility of Stonewater or other agencies to support with.

We don't fund the following:

- Items not requested in the application that has been approved (so please ensure that the items requested are the essential items required).
- Anything that is Stonewater's or a statutory agency's responsibility to address.
- Goods that the customer has already paid for (or credit/loans taken out for).
- Services that have already been provided to the customer but have not yet been paid for.
- Overdue accounts/bills. (We **will** fund energy (gas/electric) and mobile data top ups and contributions to future energy or mobile phone bills paid via direct debit).
- Paying back money to family or friends.
- Rent payments (including arrears).
- Deposits for tenancies.
- Property or grounds adaptations work, including installation of security measures.
- Any motorised or part-motorised vehicles/bicycles or repairs to such.
- Larger or permanent mobility aids, such as stairlifts, motorised scooters or handrails. (We **can** fund minor aids that support independent living. For example, walking frames/sticks, a long shoe horn for people with back problems or kettle pourers for people with arthritis who are unable to life a kettle safely).
- Larger gardening items or furniture, such as lawnmowers or sheds. (We **can** fund minor gardening equipment (such as spades, trowels) or basic garden tables and chairs, if the reason for these items is clearly explained in the application).
- Items that sit outside of the cost guidance we provide, unless there is a clear explanation as to why more expensive items are **essential** for the customer (e.g. orthopaedic mattress).
- Items that, whilst being desirable to have, are not considered to be essential to providing the support the customer needs (e.g. very expensive technology, top brand clothing etc.).

6 OTHER SOURCES OF SUPPORT

Beyond publicly funded support and Longleigh's grants, there are many other sources of support that could be available for customers. Here we are providing details about a small range of other providers of grants for individuals and families on a national basis, but there are often more localised options to consider too. Please always bear in mind that demand for grants can be high and are always subject to availability and eligibility being met.

- Turn2us are fighting poverty in the UK and have some very helpful search and check functions on the home page of their website: <https://www.turn2us.org.uk>.
- Glasspool Charity Trust provide grants for people in financial hardship: <https://www.glasspool.org.uk/grants/grants>.
- Family Fund provide grants and support for families with a disabled child: <https://www.familyfund.org.uk/grants-england>.
- Buttle UK provides grants that help children and young people, and their families, who are in crisis or financial hardship: <https://buttleuk.org/apply-for-a-grant/>.
- Smallwood Trust provides grants that support women to overcome financial adversity and improve their wellbeing: <https://www.smallwoodtrust.org.uk/grants>.
- Association of Charitable Organisations is the membership body for charities that provide grants to individuals. Their membership directory allows you to filter for members across a range of subject matters: <https://www.aco.uk.net/about-us/our-members/>.

7 MISUSE OF OUR FUNDING

- Longleigh is committed to doing all it can to ensure that its Individual Grants funding reaches those in most need and is used responsibly by those that receive that funding.
- A condition of the grant might be that we request receipts to be sent to us so we can maintain appropriate financial records. Longleigh reserves the right to withdraw a grant offer if requested receipts are not received and this may also affect someone's ability to make any future applications.
- All Individual Grants are approved to help address the situation/s stated in the applications submitted. Using any funds for purposes other than stated in the application may be viewed as a misuse of the grant. In circumstances where there is a clear misuse of the grant, Longleigh reserves the right to withdraw the grant offer. A misuse of a grant may also affect someone's ability to make any future applications to Longleigh.

If you are a staff member supporting a customer in making an application, and you have any questions about these conditions, please do not hesitate to get in touch with us on grants@longleigh.org so we can do our best to help.

