

# Individual Grants Criteria Summary

Effective from July 2025

## What's New?

Following consultation with 73 grant recipients in 2024, we've made several important changes to our individual grant-making criteria to improve our response to what customers have told us they need.

## Two New Grants Introduced

**Heating & Eating:** Supporting everyday essentials in response to the cost-of-living crisis.

**Immediate Resettlement:** This replaces Crisis Grants. The new grant is now open to more customers, including those arriving at Refuge and Youth Support accommodations.

## Cash First Options

Customers now have the option to receive funds directly, where appropriate, to help meet needs with more dignity and flexibility.

## Part Payment Options

We can now part-fund higher value items (like carpets or white goods), where support is also being received from family, charities, or other organisations.

## Wider Supplier Choice

We've expanded our supplier base (including options like Wayfair) so customers can choose from a broader range of products that suit their needs.

## Clearer Pathways & Guidance

The criteria document has been refreshed to ensure the process is easier to understand and more person-centred.



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### What Customers Said

- 95.89% found our criteria and process clear and transparent
- 95.89% felt fully supported throughout the application process
- 80.82% felt well informed during their application
- Overall satisfaction score: 93%

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"I had a fantastic experience  
- there are no suggestions I  
could make to improve this  
service."

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### Accessing Grants

**Stonewater colleagues:** You can download the full criteria document and submit applications on behalf of customers.

**Stonewater customers:** Please speak to your Stonewater contact to discuss support and referral options.

**Referral partners:** Continue referring Stonewater customers as before. The criteria are clearer, but the process remains the same.

Download the full criteria document at: [www.longleigh.org](http://www.longleigh.org).  
Any questions? Email us at: [grants@longleigh.org](mailto:grants@longleigh.org).

