

Trusthouse Charitable Foundation



*Giving your Application
the Best Chance*

The basics

We aim to support

SMALL and ESTABLISHED

organisations running projects and activities
which address a **clear case of local need** in areas
of **rural isolation & poverty**
or **extreme urban deprivation**

What does 'small' mean?

- If you are looking for a grant for **running costs** – which includes salaries, overheads and project costs:
 - for Small grants of £2,000 to £7,500 **your total annual income must be less than £250,000**
 - for Major Revenue grants of £7,500 to £20,000 for 1-3 years **your total annual income must be less than £500,000.**
 - *If you are part of or affiliated to a larger organisation with an annual income above these limits, you must have your own accounts and confirm that you are not able to use the funds of the larger organisation.*
- If you are looking for a grant for **capital costs** – which are one-off costs for building projects, including buying a building, repairing it or fitting it out:
 - for Small grants of £2,000 to £7,500 **your total annual income must be less than £250,000**
 - for Major Capital Grants of £7,500 to £60,000 **your total annual income must be less than £500,000.**
- For all capital grants, **the total project cost must be less than £2 million.**

What does 'established' mean?

- We do not fund the set up costs of new organisations, so your organisation must be up and running and delivering its work to its target audience. We would expect you to have the in-house expertise to manage the administration of the organisation, though you may 'buy in' expert help to deliver your work e.g. session tutors, payroll companies.
- You should have a track record of success. You might show this by:
 - *results of service user feedback surveys*
 - *local statistics such as decreasing levels of crime in your area; fewer unemployed people; improved physical or mental health figures; improved results in local schools*
 - *telling us about changes in attitude in your community: better relations between young people and older people; people having a sense of pride and ownership in their local area*
- You must provide your latest annual accounts. (We are unlikely to support organisations which have not been running long enough to have produced at least a year's accounts.) Your accounts must show your income and expenditure and what funds you have in reserve.
 - *a projected cash flows is not an acceptable alternative to annual accounts*

What does 'clear need' mean?

- You must show that the work you are doing is relevant to the challenges of the area by:
 - telling us about the **problems of the area and how this project addresses these** e.g. a homework club in an area where there is low educational achievement and children find it difficult to do schoolwork at home due to overcrowded living conditions
 - telling us **what research you have carried out to check local interest in the project** e.g. a postal questionnaire, a street survey, talking to current participants, talking to local businesses.

Rural Isolation & Poverty

- What we mean by **Rural**
 - remote and small communities of less than 10,000 people
- What we mean by **Rural Poverty**
 - **postcodes in your area are ranked in the most deprived 50% of the Index of Multiple Deprivation:** we are very unlikely to give grants to applications from areas not in this category
 - Other examples:
 - lack of local jobs (and therefore people moving away)
 - jobs that are available are mainly low paid and/or seasonal
 - lack of local affordable housing
- What we mean by **Rural Isolation: examples**
 - lack of local facilities (shop/post office closed)
 - poor transport (few or no buses)
 - lack of things for young people to do (and anti-social behaviour as a result)
 - ageing population with older people isolated and lacking social contact
 - recent housing developments which have created tensions between new and long-standing residents
 - Indices of Deprivation support your claims to be isolated (e.g. in the most deprived 20% for Barriers to Housing/Access in the English Indices of Deprivation)
- *Making Your Case*
 - you will need to show that your project is addressing at least one of the problems you highlight
 - **don't forget we might never have visited your area, so it is important you tell us what it's like and what it's like to live there**

Example 1: a Rural Village Hall

- You are a member of the committee of a village hall based in Llanfair in mid Wales, which has 370 residents. The nearest town with post office, doctor and supermarket is 11 miles away. There are two buses a day during the week and none at weekends. Llanfair's own small shop closed last year when the owner retired. The majority of Llanfair's residents are aged over 50, and 25% are over 75. However, some social housing is being built in the area, and several younger families have moved in during the last 18 months, and more are expected. There has been tension between the long standing residents and recent arrivals. Local incomes are low – from pensions/benefits, seasonal work at a large conference centre 3 miles away, or agricultural labouring.
- The village hall plays a critical role in keeping the existing community alive and could do much in encouraging newcomers to feel welcome and involved. There is a weekly luncheon club for older people; the local GP practice holds a weekly surgery; the local choral society and indoor bowls group meet there. A mums and toddlers group has just started up.
- You have carried out a survey of residents and everyone supports the hall, and they have lots of ideas for additional activities as the younger families want something aimed at them, while the older people need an advice service, and would also like to try some different indoor activities.
- Another suggestion is to open a community shop, where people can buy essentials and local produce (there are various local farms who have expressed interest). This would bring the community together, offer opportunities for volunteering and work experience for younger people, and address the lack of transport for reaching the shop in the local town.
- You have therefore decided to remodel the village hall, adding a large extension to house the new shop, upgrade the old fashioned kitchen and create additional rooms for new activities, such as a weekly advice session run by Age UK, and cookery sessions with older residents teaching newer residents easy cooking skills and traditional Welsh dishes. There will also be a programme of social events through the year to help the self-sustainability of this remote community.

Urban Deprivation

- What we mean by **Urban**
 - suburbs, towns and cities of more than 10,000 people
- What we mean by **extreme Urban Deprivation**
 - **areas where postcodes are ranked in the most deprived 20% of the Index of Multiple Deprivation**
 - this deprivation could be caused by:
 - problems with employment e.g. low wages; high unemployment rates; families with several generations out of work; few local work opportunities; young people lacking a work ethos
 - problems with finances: lack of understanding on how to budget; high debt levels; sanctions and benefits changes
 - problems with relationships e.g. teenage pregnancies; culture of lack of thought for neighbours; high levels of domestic violence; families with chaotic lives; poor parenting skills
 - problems with health and education e.g. high levels of cardiac illnesses; unhealthy diets and lifestyles; low educational achievement; excessive drinking culture; drug abuse rife among young adults
 - problems with the environment e.g. low grade social housing stock; overcrowded living conditions; little open space for safe play
 - problems with diverse cultures and ethnic communities e.g. lack of understanding of different cultures and social norms; resentment of new arrivals; destitute refugees/asylum seekers; lack of connection with area as many people now stay only a short time
- *Making Your Case*
 - tell us your rank in the Index of Multiple Deprivation; show how the statistics translate into everyday life for residents
 - what are the particular problems in your area and how is your project tackling these?
 - **remember we may never have been to your local area, so you need to explain what it is like to live there**

Example 2: an Urban Community Centre

- You represent a community centre founded in 1986 in an area of the West Midlands. Originally the area was built to house workers at two big local factories, but these both closed in the 1990s. Some families have never managed to find other work and most others are in low waged jobs.
- You provide a range of activities which you have changed over the years to suit the needs of local residents. When you first started up, there were serious problems with anti-social behaviour from teenagers but the youth club you run 4 evenings a week has seen the crime rate drop by 70%. Some of the original attendees are now volunteering at the youth club, and one has gone on to become a full time Youth Worker.
- Recently you identified that the current most pressing local problem is young families in financial difficulties due to benefit changes, so you have started a weekly benefits and debt advice session and worked with the local Credit Union to offer loans at affordable rates when needed. The benefit advice scheme has brought in an extra £100,000 for residents in need, and a doorstep lender who was offering loans at an interest rate of 145% has stopped coming to your area.
- You want to continue the financial advice service, and expand it, involving the local secondary schools to give pupils in Year 10 and above basic financial management skills in budgeting and saving.

More on Deprivation

We have referred to the 'Index of Multiple Deprivation' in previous slides. We use the Index of Multiple Deprivation created for each country in the UK which is provided by the relevant national statistics offices of the constituent countries. Each Index provides us with a consistent and fair method of assessing a big spread of projects over the whole of the UK.

We will check the deprivation statistics for the **postcode** you give on the application form. If you want to check these yourself (and you will have to provide the rank for capital grants for Village Halls/Community Centres), here are the website addresses we use:

- **England:** <http://dclgapps.communities.gov.uk/imd/idmap.html>. Start typing your postcode into the 'enter a postcode' box on the top right hand corner and select the correct address from the list of options offered. On the left hand side of the top screen, you will see a bar of icons: you need to be looking at the map associated with the 'IMD' icon. (You can see other Index maps for housing etc by clicking on the other icons but the IMD is the crucial one for Trusthouse). Your area's ranking will be shown on the right hand side of the screen. 1 is the most deprived area, 32,844 the least deprived. For rural areas, your postcode should register under 16,000 and for urban areas, under 6,500. We have noticed that this map does not always work, so the alternative is to use <http://imd-by-postcode.opendatacommunities.org/>. Type in your postcode, click Get Deprivation Data, wait a moment for the data report to be produced, then click on the xlsx or csv depending on which file is easiest for you to open. You may get a pop up box asking if you want to open or save the file (up to you which you want to do). Open the file and look in the column headed Index of Multiple Deprivation Rank to find your local ranking.
- **Scotland:** <http://www.gov.scot/Topics/Statistics/SIMD>. Under Interactive Maps, select Interactive Mapping at simd.scot. On the Area Finder on the left of the screen, type in your postcode. Click on the map marker. In the box on the right hand side of the screen, your Index ranking will be shown (SIMD overall rank). 1 is the most deprived ward and 6,976 the least deprived. For urban projects your rank should be below 1,394 and for rural projects below 3,485. NB: as you move over the map, the ranks change, so be sure to click on your map marker.
- **Northern Ireland:** http://www.ninis2.nisra.gov.uk/InteractiveMaps/Deprivation/Deprivation%202017/SOA_Deprivation_Map/atlas.html Find your ward on the map (or look it up on the SOA list on the left of the screen, click on the name and the map will automatically zoom in on your ward), hover your mouse over your ward and the Multiple Deprivation rank will be shown. For projects in Belfast, Derry/Londonderry, Portadown and Lurgan your ward should be ranked under 178, and for all other areas under 445.
- **Wales:** <http://wimd.wales.gov.uk/> Enter your postcode in the 'See deprivation in your area' box. Click on your area as shown on the map and your local ranking will be shown on a scale at the bottom. There are 1,909 wards in Wales: for urban projects, your ward rank should be below 380 and for rural projects under 950.

And more on Deprivation

- When looking up at your ward rank on the relevant Index or asking your local Council for local data, you will probably also find other statistics relating to crime, education, health and living environment which can help make your case to us for a particular project. We therefore recommend having a look at the other statistics these sites show: they might surprise you! **However, we stress that it is your ranking on the Index of Multiple Deprivation which will determine if your area falls within our target category, not in these sub-Indices.** Please don't spend space on the application form giving us these statistics – we will look them up for ourselves, and statistics do not tend to give us a good picture of your area.
- If your postcode is not the same as the area in which you are working (for example you may be fundraising for a local project which is located in another area, but you are dealing with all correspondence), you need to provide alternative postcodes in the **Your Area** section of the application form. These might be for schools, GP surgeries, community centres or post offices. You can also give us alternative postcodes if the majority of your users live in a different area (such as a social housing estate) while your offices are based in a different location.
- When describing your area in the application form:
 - remember we may not have been to your area and will not know what it is like to live there. Be specific about your local problems, using the statistics to give us hard facts but add enough description to tell us how these issues translate into everyday life. Tell us about the look of the area: is it high rise flats or Victorian terraces; is it poorly maintained; is it scenic but isolated? Are the residents a tight knit community or are there tensions between different groups? Are the people interested in helping each other and their community but perhaps lack the knowhow to do so? Or is there a loss of faith in the future and a lack of aspiration?
 - if you are applying for a project focussing on people with physical or learning disabilities, you need to focus mainly on the problems of the geographical community, and how these further disadvantage your members. Projects which bring your members together with the wider community to break down barriers of misunderstanding can fit in with our theme of community benefit.

So are you eligible?

- On the Applications page of our website, you will be asked to complete some questions to determine generally if your project is eligible and which grants programme is appropriate.
- This filter is only for **basic general criteria**. It is very important that you read through the whole of the Guidelines and this document to further check your eligibility.
- If you are still unsure, please feel free to ring us for an informal discussion. We will not be able to confirm you will receive a grant; we can only tell you whether or not your project fits in with the current funding priorities.

The On-Line Application Process

Please take a moment to read through these details which will explain how our on-line application system works.

- When you click on the link, you will be asked to register, using your email address and a password of your choice: please remember to make a note of your password (and which email address you have used, if you have several email addresses).
- Once registered, you will be able to view all the questions if you wish before you start.
- Through the form you will see the following options:
 - **Save & Exit:** click on this to finish your session for the time being. You will then need to log in again to retrieve the form and make any changes you want. NB You have not submitted your application yet! You can log in again by using the link on the Applications page of the Trusthouse website ('resumed a saved application'), then entering your email address and the password you created when you first logged in
 - **Previous:** return to the previous page
 - **Review:** this shows all the information you have entered so far. To make any changes, scroll down to the bottom of the screen and select the **Revise** button.
- **We strongly recommend you read the Help information connected to most of the questions, as it includes tips on what sort of information we expect and examples of answers.** You will find this assistance by clicking the Help icon (shown as a ? next to the questions).
- You will be asked at the end of the form to upload a budget for the project: this needs to be for the total cost of the project, not just the amount you are requesting from us.
- You will also be asked to upload your latest annual accounts.
- Note: you can upload the budget and the accounts as a Word document, Excel spreadsheet, PDF or jpeg file.
- Once you have made all the changes you want to, go to the **Review** screen and scroll down where you find two options:
 - **Revise:** carry on making changes
 - **Complete:** this will submit your application and **no further changes can be made.**
- *When you submit*
- You will receive an automatic email telling you the form has been sent to us. Please don't reply to the email – we don't monitor the email address.

General advice on completing the On-Line Application Form

- **You cannot change the amount of space allowed for each answer on the form.** Note that on the form we have given the number of characters allowed, not words. If you include lists and lines between paragraphs (see also next point) the remaining characters in each blank whole or part of line are counted.
- **Do not include bullet points, line by line lists, paragraphs or other lay-out style punctuation (bold, underline, italic, different fonts) in your answers as these do not transfer onto our database.** Your answers will appear to us as continuous block of text with only commas, full stops, semi-colons and colons included. If you wish to make lists, make these within the text. For example:

"Our current activities are 1) youth club every Monday evening for 8-11yr olds providing indoor games and time to talk to a Youth Worker 2) morning project for young NEETs introducing them to vocational volunteering opportunities 3) young parents day, every Wednesday, providing a free crèche while parents receive one-to-one advice or take part in group activities, followed by a lunch (cooked by participants) where everyone sits down together 4) two days a week are focussed on casework where clients come into our centre for one-to-one meetings with us and/or other agencies to look at ways to move them out of crises, or agree development plans 5) on Saturdays we provide a supplementary school for A-Level languages students, run by three retired teachers who between them cover French, German, Spanish, Urdu, Tamil, Arabic, Turkish, Polish and Russian 6) on Saturday evenings we run a club for 16-18 yr olds who are at risk of being drawn into anti-social behaviour.
- **Do not repeat information you have given in your answer to one question in an answer to another.** For example, you do **not** need to tell us you are a registered charity, when you were established, or how you are governed in your answer to the question *About Your Organisation: What does your organisation do?* as these are all covered elsewhere on the form.
- **Most successful applicants will need to use all or nearly all the space allowed to fully describe their organisation, area and work.** If you find your answer takes up less than half the allowed space, you will probably need to re-think your answer – but please keep to practical details rather than giving aspirational statements, loads of statistics or other 'filler' information. Please note that in the examples of answers given in the following pages, we have not always used all the space that would be allowed, simply to keep this document to a reasonable length!

Completing the Form: 1

The next pages will take you through each of the questions on the forms, and will hopefully explain what information we are looking for. This information is also given on each of the Application Forms, and can be found by pressing the Help button (shown as '?') next to the question.

Name of organisation: If you are registered charity or company, we will be checking your details against official registers and you may need to explain why you are using a different name to the registered name.

Contact details: As we may wish to contact you for further information, please ensure that the contact details you give are for the person best placed to answer any queries. If we decide we need any extra information after a first assessment of your application, this is usually requested by email, so do give an email address that is checked regularly.

Type of organisation & registered number: As stated above, we will check your details against official registers if you are a registered charity or company. Please double check that you have entered the correct number.

If you are not a registered charity/company: Under the Common Reporting Standard regulations of HM Revenue & Custom, it is a requirement that we know whether grants made by Trusthouse Charitable Foundation have been made to organisations which are resident solely for tax purposes in the UK. For registered UK charities and companies having a Charity Commission or Companies House registration number is sufficient for our needs and there is no need to provide us with any further information. However if you are not registered in this way, you must make a formal declaration that your organisation is resident solely in the UK for tax purposes (i.e. your activities and assets are solely within the UK). Our question on the application form meets this declaration requirement. You should NOT tick this box if you are in any way uncertain that you are legally able to make this declaration. Any deliberately wrongful information will automatically result in the cancellation of any grant made to you and the requirement to return to Trusthouse the whole amount paid to you. It may also mean that HMRC will want to make further investigations of your organisation. If you have any concerns about making this declaration, please contact the Trusthouse office.

Year founded: This is the year you were set up, not the year the organisation became a registered charity or company etc.

Correspondence address: Unless you want all letters from us sent to you direct rather than the address of the organisation (e.g. if you are a volunteer fundraiser working from home) this box can be left blank.

Completing the Form: 2

About Your Organisation: What does your organisation do? You should describe in straightforward terms what your aims are and what services or activities you provide to achieve these aims. Avoid simply giving your 'charitable objects' as they are written in your founding document, as these do not always give us a clear idea of what your aims actually are or what you do to achieve them. For example your Memorandum and Articles might state: "The relief of persons suffering from disability and the amelioration of their position through educational activities". This really doesn't explain very well what you do, but the following would:

We work with young people with disabilities to enable them to access employment and volunteering opportunities. We run training sessions every morning in food preparation, hygiene, horticulture and customer service. The afternoon sessions concentrate on job searching, work experience placements and help with benefits. [NB – this would just be the start of your description]

Advice: Keep to practical details rather than making general statements.

Your Community And The Area: Have another look at the pages in this document on Rural Isolation and Urban Deprivation. We are looking for a blend of statistics (see the page 'More on Deprivation'), a description of the physical look of the area (housing, green space), the problems of the area and how these translate into what it is like to live in your area. For example:

Grossby was built in the 1930s as a satellite town for workers from the factories in Chawstinbury. Most of the original terraced and semi-detached housing from this time still makes up most of the housing stock, though two large tower blocks were added in the 1960s: the tower blocks are now being emptied prior to demolition, but with the current financial climate, the project has stalled. The factories started to close down in the 1980s, and by 2004, there was only one of the original factories open. The local Council has prioritised the area as its most deprived. Child poverty is given by the local Council as 35% and over 60% of primary school children are entitled to free meals. There are a significant number of families (approximately 25%) who have experienced generational unemployment, are benefit dependent, who have few aspirations and have passed on a culture of non-achievement to their children. Educational achievement is low with high levels of exclusion and truancy. Drug abuse among adults in their 20s and 30s is rife; teenagers and older people have drink-related problems. Crime rates are high in petty crime and anti-social behaviour. There have recently been increasing tensions in the community between residents and an influx of Roma travellers, following the opening of a travellers' site on the outskirts of the area. The local community centre was the subject of an arson attack in 2006, and was derelict until 2008 when a group of residents came together to re-start the centre and offer a range of activities. Progress in addressing the ingrained problems has been difficult, but we are beginning to see small changes: this year for the first time our school met the national average for students gaining grades A-C at GCSE level.

Advice:

- We cannot stress too highly that, as we will probably not have been to your area, we need your description to give us a real grassroots feel for your neighbourhood and the people who live there.
- Make clear if this is a rural or urban area!
- Don't use too many statistics: your own thoughts on your local community tell us much more than numbers.
- Don't explain about the Index of Multiple Deprivation: we know this already and it wastes your space for description.

Completing the Form: 3

The Impact Of Your Work: in this section, we want you to give us the evidence that your work is successful and what impact it has a) on the people who directly participate and b) the local community. This section also shows us that you keep track of whether or not you are succeeding in your aims.

- You need to give us specific details of what your work has achieved over the past 12 months.
- User numbers alone are not enough. Instead you could tell us, for example, that 20 young people stopped being NEET last year after attending your courses and finding employment, or that 200 older people were helped to claim benefits totalling £420,000. We are looking for solid evidence of impact so we will **not** usually find general claims such as "people say they feel a lot better after attending our counselling sessions" helpful. We would like to see instead something like "using our feedback forms, 87% of clients confirmed that their mood had improved significantly and 20 clients have been able to return to employment or take up volunteering opportunities."
- There are some types of organisation we expect to be able to provide standard information:
 - if your work is about the rehabilitation of offenders, we would expect you to be able to give the average re-offending rate 12 months after clients have participated in your services
 - if your work is about drink/drug misuse, we would expect you to be able to give the average abstinence rate at 3 and 6 months
 - if you are a community transport service, we expect you to state the number of journeys made a year
 - if you are a furniture/food recycling scheme, we expect you to state the tonnage saved from landfill.
- We are not especially interested in awards or quality standards you have achieved, nor in funding you have previously received.
- Here is an example of the type of answer we would like to see:

Since we re-launched the community centre in 2010, there has been considerable improvement in the area. Our activities for 50 young people a week have seen a drop in anti-social behaviour (as the police have noted); our community celebration days for summer, Christmas and Eid have brought different generations and cultures together and older people have organised their own regular cross-cultural talks and events, which have reduced social isolation and misunderstanding. 300 people a week now take part in educational activities including IT and literacy, and 52 people achieved qualifications up to GCSE level in 2015. A one-off project to improve the neighbourhood which involved re-planting a communal area and creating a 'heritage graffiti' wall has seen a real air of pride and commitment to our area with a decrease in vandalism and littering. Our job scheme has helped 20 people obtain employment and another 10 take up volunteering opportunities.

Completing the Form: 4

Small and Major Revenue grant application forms only:

Case History: A case history of someone you have recently helped can be very helpful in demonstrating the impact your work has and can add a good sense of the people you help. An example of a case history is given on the next slide.

- We appreciate that not all organisations can share case histories and it is therefore **not** a requirement to give this. If you are able to do so, please change any names or give the case anonymously.
- Please do not give more than two case histories.

A Note about Data Protection – FOR ALL APPLICANTS

Please note that your application, including the case history, will be held on a secure server. It will be shared with Trusthouse trustees and staff.

We may use the details you give about your organisation and work to give our opinion to other grant making trusts and foundations, if they request our views on your organisation, work and application to us. If you do not wish us to share this information, please inform us when making your application, by including the words NO INFORMATION TO BE SHARED, in capitals, at the end of your answer to question *C1: Please give a brief description of the way in which your organisation is governed and managed.* You can also request this at any time we are holding your information, by sending us a letter or email.

If you receive an assessment visit from us, the report we write containing any details you give us verbally or in written format at the meeting, will also be held on a secure server.

Data is stored for seven years then deleted.

If you have any queries or concerns about the way Trusthouse holds data, please contact the office.

Completing the Form: 5

Small and Major Grant grant application forms: Case History continued

- **Example of a case history:**

"Jane had fled from an abusive relationship with her two children and was living with elderly relatives. She had very low self-confidence, and was so worried that her previous partner would find her she rarely left the home. Her anxiety affected the children, who often refused to go to school because of their fear. The strain of the overcrowding in the house was causing friction between Jane and her relatives, who were very sympathetic but were in poor health themselves. Jane was encouraged to contact us by a neighbour. We arranged a home visit and spent several hours talking through the whole family's situation. Our adviser worked with Jane to make an application to the local housing association; to talk to a friendly teacher at the school the children attended to explain her situation; to start addressing her financial situation as she had been too scared to register for benefits for fear of being found. We also arranged for her elderly relatives to spend a day a week at a local community centre's lunch club, so everyone had some space and time apart. This also helped Jane's relatives gain advice about their health which made major improvements all round. Jane was supported by a mentor to attend our Confidence In Me course and from this went on to join the peer support group for survivors of domestic violence. Her kindness and sympathy with other members made her very popular and Jane approached us to ask if she could volunteer with us on our helpline. We were doubtful if she was ready to take this on and instead recommended that she volunteered in our charity shop. Jane found this work rewarding and told us that she had previously worked in retail. Her ideas about displaying donated goods and advertising them on social media made a real difference to sales. After six months, we were able to offer her a permanent paid position in the shop. By this time, Jane was living in a housing association flat with the children. She learned from a neighbour that someone had been asking after her and she realised that this was her ex-partner. She asked us to help her tell the police, which we did, and they suggested she took out an injunction against her ex-partner. We were very proud that Jane tackled this situation with calmness and resolution. Some weeks later, her ex-partner was arrested for breaching the injunction and was sent to prison. Jane asked us to share her story saying, "I was in a terrible way when I first made contact with Women Together. They listened, they made no judgements, they just showed me that I had options and that life could start again. Volunteering then being paid to work in the shop reminded me how much I had enjoyed doing this in the past and they were so open to ideas I had! I was thrilled the first time we sold items on Ebay! My sons really benefitted from having a mum who had brain space to think about them in a positive way and stop clinging to them and I'm so proud of their success at school. Women Together was there again for me when I had to take out the injunction and it was like a light going on, realising that I could face and survive the situation. I'll always be grateful I picked up the phone and made that call to Women Together - they're my friends who will always be there for me."

Total number of clients/users of your services in the last year You should tell us how many people actually participated in the activities/services. If you are an Arts organisation, you should not include audience numbers in this total as we count this as indirect participation. You can, however, include audience numbers in the *Impact Of Your Work* section.

Completing the Form: 6

Small and Major Revenue grant application forms (see later slides for advice on how to answer this question for **Major Capital and Village Hall/Community Centres applications**)

Your Grant : Describe the project for which you are applying for a grant. We need to know exactly what you are applying for a grant for and what our funding would be spent on. Your project should relate to the problems of your area which you described under the previous question. For example, here is a community project in Grossby, the town described earlier:

We want funding to continue and expand our after school homework club. We are very proud that the club is recognised by the school in playing a key part in the improvement of GCSE grades. We offer a quiet, relaxed place for 30 young people aged 14-16 for three afternoons a week from 4pm to 6pm. Sessions start with a fun quiz to engage everyone, and then a quiet hour with help on hand from adult volunteers to go through homework. There is a break at the end of the hour with a healthy snack – we know for some of our youngsters this is the one healthy meal of the day they will have. The second half of the evening offers a learning session on a particular topic that the young people have asked for (science, literature, languages) delivered by teachers from the local independent school with whom we have arranged a partnership for the club. A-level students from the independent school also attend and provide support to our students. This is having a noticeable effect on the aspirations of our students and greater understanding of the educational and training opportunities open to them when they finish school. As well as wanting to continue the sessions, we want to add a weekly Saturday session for 11 year olds, with a one hour study session, followed by an hour of sports activities. We are seeking funding for session staff to run the Saturday group.

If you are seeking running costs and especially salary costs, we would need to know the importance of these roles in delivering your services. Thinking of Grossby again, here is a request for salaries:

We are applying for the salary of our Centre Manager, the one full time paid member of staff. She is the driving force behind everything we have achieved, and has a very high reputation with both our users and the statutory agencies with whom we work. She works with our users, either directly through the services we provide (especially our advice sessions for young parents), or talking to them to determine what they want the centre to do to help them. She meets with statutory agencies such as the police, local education officers, social services and community regeneration team to hear what their plans are, pass on the views of the local community and has set up a community forum to deliver views directly as well. Her work with the local school in working on activities which engage young people and open up new possibilities for them is having a significant impact on the culture of the community. She manages our volunteers and is in charge of all administration for the centre as well.

Completing the Form: 7

Small and Major Revenue grant application forms

More tips on completing the Your Project description section

- Make sure there are enough practical details for us to understand how you will deliver the project e.g.
 - *The parenting course will run twice a week, for two hours, over 10 weeks. There will be 6-8 people for each session*
 - *The performance skills group for our homeless clients will be delivered every Tuesday morning, with a trained facilitator leading the group with the help of two volunteers.*
 - *The sessions will last for 2 hours with the first three weeks focussing on taking responsibility – for yourself, for your actions, for your family/friends – and the closing three weeks on moving forward - making a plan, local opportunities for training, understanding benefits (housing, health, employment)*
- Use all the space allowed to fully describe the work and to make your case.
- Don't just put 'running costs' in this box. You need to describe fully what costs particularly you are seeking; what services/activities you are intending to provide over the next 12 months.
- If you are applying for a specific salary, describe the responsibilities and activities of the role for the next year. You might also want to tell us about the person and what they mean to your organisation, for example, *"Our Centre Manager joined us 12 months ago and has turned the whole project round! His enthusiasm has inspired staff and trustees alike, while his real empathy with the families who seek our help has made them see the charity as a place they can come and talk about anything, and that ideas they have will be listened to and change the activities we offer. We are all really fired up about the plans the Manager has for the future. "W is our local hero," a mum said to us recently and the father of the same family said, "W is great – a real role model for dads, whether he's kicking a ball around with us on the playing field, or changing a nappy!"*
- **The postholder should not apply for their own salary** – ask a trustee or a different manager to be the first point of contact for the application.
- If you are seeking funding to expand an existing service, explain why this expansion is needed. For example:
 - *We urgently need an additional Project Worker to cut our waiting list from 8 weeks to 3 weeks*
 - *We received 29 referrals from the Job Centre in 2015, last year we received 97 and we need to increase our training sessions from twice a week to four times a week to address this demand*
 - *We have the opportunity to expand the project into more areas thanks to the donation to us of a van which we could use as a mobile centre, but need the funding to cover the costs to kit out the van and increase the hours of one of our project workers.*

Completing the Form: 8

If this is a new project, service or employee role, why have you decided this is needed? (NOTE: ignore this question if this is NOT a new project) We need to know that you have researched the need for your project, through your own knowledge of your area, with current and potential users, and any statutory agencies which could contribute to the success of the project. You may have used surveys and questionnaires, feedback forms or the results of outreach work. We also need to be confident that your organisation has the skills to successfully deliver the project. Using Grossby again as an example, here is a typical response to this question:

We were approached by the local school to run the Saturday sessions, as many of the 11 year olds struggle to make the transition from primary school, and bringing pupils together in an informal and fun environment will help them make friends, catch the 'learning bug' and be more positive above school. We have spoken to the 11 year olds who attend our weekly after school play session and they asked if sports could form part of the Saturday sessions. We will be employing a retired teacher to run the study sessions and an experienced sports coach from the independent school has agreed to run the sports sessions, training some of our young adult volunteers to take coaching qualifications themselves, so in the long term they will be able to manage the sessions, with some support from older volunteers.

Completing the Form: 9

Major Capital and Village Hall/Community Centres applications

- **Your Project: describe the work or project for which you are applying for a grant**

We are looking for a factual description of the works to be carried out e.g. replacement of the roof, building an extension which will create two new rooms and additional storage space, purchase of a minibus.

If you are looking to alter or extend an existing building, start your answer to this question by telling us about the building as it stands and why it needs changing. For example, a counselling service could say:

We work from a Victorian terraced house in the heart of the community we serve. This was gifted to us by the local social housing association. Downstairs, the house has a small reception area; behind this is an open space with easy chairs, information leaflets, books and coffee making facilities for the use of clients and their carers waiting for counselling sessions. Double doors lead out to our sensory garden, which is maintained by clients as part of our horticultural therapy programme. Upstairs there are four rooms for one-to-one consultations. We have a small ground floor extension which provides a group meeting space and offices. We have been offered the chance to take on the next door house which will allow us to increase the number of one-to-one consulting rooms, including creating fully accessible ground floor rooms. As the new house has a much bigger garden, we will be able to expand our horticultural therapy programme. We have raised the purchase cost of the house, but need help with the building works which are: knock through the ground floor and first floor walls so we can move easily from one space to another; create three ground floor rooms, one with en suite wet room to support clients with learning/physical disabilities; renovate the staircase to make it safe; create two new group meeting rooms and storage space upstairs. Alongside these, we need to carry out electrical works; install panic and fire alarm systems; kit out and furnish the rooms with easy chairs, play therapy items etc.

Completing the Form: 10

Major Capital and Village Hall/Community Centres applications

Why have you decided this project is needed? What new or additional services will it enable you to provide?

- You need to tell us the thinking behind the decision to carry out the project. For example, you might have the chance to acquire an adjoining property; you might need to build an extension to cope with the numbers of clients, or because you want to provide different activities; replacement equipment might be needed at an adventure playground.
- Following on from this, you should be able to explain the new and/or additional services you will provide. For example, you might say that buying an additional minibus for a community transport scheme will enable you to cover three additional villages; building an extension will mean you can provide suitable space for a youth club; putting in new boilers will mean all the building can be properly heated all through the year at a lower cost

What local consultations have you carried out to confirm local interest with potential users, other organisations and stakeholders?

- Your answer to this question shows us that funders are not being asked to make a serious investment of money in something that is not wanted by your clients or partners.
- You might want to produce feedback from existing clients in this section: for example, "we asked all the teenagers currently using our building what would make them come more frequently, and they said they would like their own space".
- If appropriate, we would want to see that you have consulted with neighbours if, say, you are setting up services which they might view negatively unless you are able to gain their support and perhaps involvement as volunteers.
- If you are relying on existing partners to meet new running costs, you will need to show that they are supportive and ready to find the additional funding needed.
- If you hope that potential partners will make referrals and show support in other ways, you would need to state that such partnerships are confirmed and ready to be activated as soon as the capital project is completed.

What is the timetable for the project? Because we expect grants to be claimed within 12 months of being awarded, we need to be satisfied that your timetable fits in with our schedule. For building projects, tell us roughly when you expect each stage to happen e.g. tenders received February; contractor selected March; work to begin May; completion in August.

Completing the Form: 11

Small and Major Revenue grant applications:

How are people made aware of your services? Having a plan to make sure your potential users know the service is available is crucial. You may be advertising in local papers, on noticeboards in your own venue or local community centres, receiving referrals from other voluntary or statutory services, by leaflets distributed through GPs' surgeries, other agencies etc. You might encourage young people to attend a youth group through street-based outreach work, you might use fun events or informal projects to attract people towards services which address more deep-rooted problems. For example, here is a drop-in centre for homeless people which is looking for funding for a structured project to help its clients towards independent living:

Help At Hand is well-known among the local homeless and vulnerably housed population and we have a strong presence in the high street, with a shop frontage. We carry out evening street work to rough sleepers and build up relations with them, continuing to build up trust with individuals attending our daily drop in. We run afternoon sessions in arts and crafts, and through these we can gently steer clients into taking part in group activities such as drama, IT use and eventually into one-to-one sessions tackling addictions and finding supported accommodation.

How do you and will you encourage people to participate? Making people aware of a project is one thing: actually getting them to participate in it can be quite another! You might have a number of different ways of helping people to take the big step of walking through your doors. You could have staff or volunteers who attend the activities at the beginning with clients, longer standing participants act as 'peer buddies', reception staff might be trained on how to welcome new members etc.

What other local organisations you are working with? We expect that most applicants will be working with other organisations to obtain input on the shape of a project, to identify applicants, to benefit from other organisations' advice and expertise, to demonstrate the standing of your project. We are not particularly interested in organisations 'which have expressed interest' as this may come to nothing, but we do want to hear about firm partnerships or existing informal understandings already in place. You need to name the organisations you will be working with. Here again is Grossby's description, as an example:

We have worked with Grossby High School for 3 years now and with Highshire Independent School for the past 2 years. Grossby Education Authority have provided advice, referred potential volunteers and vetted sessional teaching staff for us. We have recently agreed a contract with the Pupil Referral Unit. We work informally with Social Services and have recently agreed to provide a venue for a local professional counselling partnership which would like to move into corporate social responsibility by offering free confidential sessions at our after school club for teenagers.

Completing the Form: 12

Funding the Work: General Notes

Small grant application: You can apply for any amount between £2,000 and £7,500. We will not give more than 50% of the total cost of your project/salary/running costs for which you are applying and payment will not be made until you have secured the remaining 50%.

Major Revenue grant application: You can apply for either

- any amount between £7,500 and £20,000 as a one-off grant to be spent within 12 months of being awarded
- or a two or three year grant of between £7,500 and £20,000 per year.

The grant amount you request could cover the whole or part of a salary; be the major part of your running costs; cover all or part of the costs of a specific project. We will need to be satisfied that you have a satisfactory funding plan to raise the remaining amount needed. We also need to see that the grant amount is proportionate to your needs. For example, if you are currently paying a salary at £12,000 a year, we would need to understand why you are now requesting £20,000 for the same post – perhaps because you are increasing the hours the person works due to user demand or because you are introducing a new service. You will be asked on the application form to give the total amount you are requesting, plus the grant amounts for years 1, 2 and 3.

Major Capital and Village Hall/Community Centres grant applications: You can apply for any amount between £7,500 and £60,000 for projects with a total cost of under £2 million. We stress it is **essential** that you have secured a minimum of 50% of the cash funding you need for the total cost of the project. The funds can be in your bank account or have been pledged. We do not usually count in-kind donations or loans as part of the 50% secured funds.

Please note that for any application there is no guarantee that if a grant is made, it will be for the full amount you have requested.

Completing the Form: 13

Funding the Work: the Questions

General Note: enter your answer in whole pounds, do not enter pence. Please also note that the form may show decimal places, but these are not to be filled in.

What is the total cost of the work you are requesting?

- If you are applying for running costs or salaries, you should enter the total annual cost of these.
- For **Major Revenue grant applications** for multi-year grants, enter the total cost for the number of years for which you are applying (max 3 years).
- For **capital projects (Major Capital and Village Hall/Community Centres or Small grant applications)**, please enter the total cost of the works, not just the element for which you are seeking funding.
- If you have a multi-phased capital project, you should only provide the figures relating to the phase for which you are applying to Trusthouse.
- The total cost should be the cash cost of the project, and not include volunteer time or goods in kind.

What funding have you secure to date?

- This should be the total cash amount you have secured to date; not any in-kind donations or volunteer time.
- Include only funding which has been confirmed and is either already in your bank account or waiting to be drawn down following a firm offer letter.
- Do not include funding which you anticipate receiving from sales/earned income; from grants you 'usually' receive but have not so far this year had confirmed.
- If you are applying for a **capital Major Capital, Village Hall/Community Centres or Small grant** only include the funding secured for this phase of the works, not for previous phases.
- If you are applying for a multi-year **Major Revenue grant**, include in the following sub-questions the amount you have secured to date for Year 1, Year 2 and Year 3. The sum of these three amounts must equal the total funds secured amount you have entered.

Completing the Form: 14

- **Funding the Work: the Questions continued**

What is the grant amount you are seeking?

- This is the amount of the grant for which you are applying.
- For **Major Revenue grant applications** give the total grant sought over the number of years for which you are applying (max 3 years). The three sub-questions ask you to specify what amount you are seeking in Year 1, Year 2 and Year 3. The sum of these three amounts must equal the total amount you are requesting.
- There is no guarantee that if a grant is made to you, it will be for the amount you request. The final amount depends on the funds we have available and the strength of interest our trustees have in your project.
- We cannot advise you on how much to request: this is a matter for the individual applicant.

Who else is funding this project?

- Please give the actual names of other funding organisations rather than 'trusts and foundations'. We prefer to see that you have a portfolio of funders, rather than being over-reliant on one source.
- We expect you to have applied to local sources of funding before applying to us. We would like to see that you have local fundraising initiatives under way e.g. sponsored events, bag packs, monthly donations from supporters etc.

Major Capital and Village Hall/Community Centres grant applications:

If running costs will increase, how will you raise these? If you are enlarging a building or buying an additional vehicle, the likelihood is that you will have higher costs for heating, lighting, extra staff, fuel etc. It is important to show us that you have taken these extra costs into consideration and what your plan is for raising these: we need reassurance that we will not fund a project that is economically unworkable.

Completing the Form: 15

Measuring Your Success

We want to know that you have both targets for your work and a plan on how you will measure these targets. We think it is important to encourage you to think about gathering hard evidence of the success of your work, as this can inform your future plans and open up doors for accessing funding from statutory and other sources.

- **What methods will you use to measure your success?** This could be as easy as keeping a head count of numbers for different activities, but we would really like to see you also using customer feedback surveys at least ('customers' could be direct clients and/or other organisations referring participants to you). You might also want to look at recognised sector measures, such as Outcome Stars. We will always expect counselling services and other projects relating to the improvement of mental health to use a recognised outcomes system.
- **What are your measurable aims for this work?** We are looking for more than solely user numbers in your answer: we are looking for the measurable impact you aim to make. Your answer could be the number or percentage of participants completing a course, numbers entering employment or volunteering, expected percentage of service users reporting an improvement in their quality of life. It is important to provide actual numbers e.g. 70% of participants will complete an IT course and 40% will secure employment.

Governance and Management

- We want to be satisfied that you are a robustly run organisation, governed in accordance with the required standards of a charity, registered company or recognised sector standards. If you provide full annual accounts, you will probably be able to skip most of this question as the information will be in the Trustees Report, but it is essential to double check. We are looking for brief, factual answers in this section. Your description should include: number of trustees; their relevant skills; trustee recruitment process; length of appointment; frequency of meetings; who is responsible for Charity Commission requirements; how the trustees work with the management team to support and guide the work of the organisation as a whole and the work of employees; financial controls i.e. checks and balances in place on expenditure, cheque signatories, internal bookkeeping.
- If you are a registered charity or company and your record on the relevant authority's website shows you have been late submitting annual returns/accounts within the past three years, you can use part of your answer to this question to explain why this happened and what steps have been taken to ensure it will not happen again in the future.

Completing the Form: 16

Safeguarding: General Notes

It is essential to Trusthouse that we take measures to be as confident as we can reasonably be that we only support organisations who place the safety and wellbeing of their clients at the core of their work. We strongly endorse the view of the Charity Commission that:

"Safeguarding should be a key governance priority for all charities, not just those working with groups traditionally considered at risk."

The safeguarding questions in this section of the application forms are therefore for **all** applicants. We want to know that your attitude to safeguarding is that it is forms a critical part of strategic thinking and day-to-day delivery of services.

Safeguarding: the Questions

Tick to confirm you have a safeguarding policy which is given to all trustees, staff, volunteers and clients

- If you do not have a policy we are very unlikely to make a grant to you.
- We do not require you at this stage to provide a copy of the policy though we may ask you to send it a a later stage of your application.

When was the written policy, plus the procedures and measures to implement it, last reviewed?

- Enter the date by day, month and year.

When was the last training/refresher session on safeguarding conducted with staff/volunteers?

- Enter the date by day, month and year.

Completing the Form: 17

Safeguarding questions continued

Please describe how you handled any reportable incidents within the past 24 months

- Reportable incidents' in this context means all safeguarding issues which were brought to the notice of the management/trustees of your charity and/or statutory authorities such as the police, Charity Commission, social services etc.
 - You should briefly describe the incident (e.g. a client complained a volunteer had verbally abused her), the date it happened (e.g. March 2017), what action was taken (e.g. statements taken from client, volunteer and staff member present; client had been told that her behaviour was putting other clients at risk so volunteer had to tell her she could not access the activity), any additional measures implemented to stop a recurrence (volunteer re-trained, reviewed activity to see if it was appropriate for all clients).
- **If you provide no direct services to children or vulnerable adults, when did you last review the safeguarding policy and record of third party organisations with whom you have a formal connection?** As we are interpreting the importance of safeguarding widely, we want to be sure that organisations using third party service delivery organisations take every care to be confident that these organisations have strong safeguarding policies and practices in place. Examples of such situations are:
 - community centres and village halls hiring out space to youth groups, disability support groups, older people's services
 - an organisation commissioning a finite project or ongoing work with a specific group from a third party organisation with experience and skills in working with such groups e.g. a youth organisation buying in services from a performance therapy company for young people who have had traumatic experiences
 - the lead partner in a consortium project, responsible for managing a project delivered by several different organisations e.g. a local history project which will use reminiscences gathered by an older people's group which will then be formed into a multimedia exhibition created by young people under the guidance of a digital media company.
 - **Confirm all your staff/volunteers are vetted through the Disclosure and Barring System (DBS)**
 - If you are working with children, people with disabilities or any other vulnerable groups, you must have a thorough policy of checking staff and volunteers using the current checking mechanisms available through statutory agencies.
 - In England, Wales and Northern Ireland these checks are carried out through the Disclosure and Barring Service (DBS).
 - In Scotland, you may be using the checks provided by Disclosure Scotland, which includes the PVG (Protecting Vulnerable Groups) system, which for these purposes we will equate to DBS checks.

Budget and Accounts

IMPORTANT: you can ONLY send documents which are in a Word document, Excel spreadsheet, PDF or jpeg file. These documents must have one of the following suffixes:

- .xls or xlsx
- .doc or docx
- .pdf
- .jpeg.

Accounts

- Send your latest annual accounts. These must show your annual income and expenditure for the year (Statement of Financial Activity) and the assets and reserves for the year (Balance Sheet). We regret we are not able to help newer organisations which do not yet have a set of annual accounts.

Reserves Explanation: to this question, you should ONLY enter an explanation if either of the following situations apply to you:

- if your accounts show that you have more than 6 months' unrestricted reserves, your application is unlikely to be treated as a priority unless you explain the need for holding reserves at such a relatively high level. You might, for example, be fundraising towards a large capital project.
- if your accounts show that you have less than 2 months' unrestricted reserves, you will need to explain what steps you are taking to raise these to the generally accepted 3-6 months. Alternatively you might be funded project by project in restricted funds, but you will need to confirm this.

Budget for the work

- The budget should cover the whole cost of the work or project, not just the amount for which you are applying to us. However, if you are applying for a multi-phase capital project, send a budget only for the costs of the phase for which you are applying.
- Do not send cashflow projections: these are not the same as a budget.
- If you are applying for running costs, provide a budget for all your running costs.
- If you are applying for a salary, you should show the basic salary; NI; pension contributions; any expenses (e.g. travel) expected.

Declaration

Declaration:

In checking the tick box to this question:

- You confirm you have the appropriate level of authorisation from your organisation to make this application. Trusthouse reserves the right to request additional information from your organisation by phone, email or letter to confirm your authorisation.
 - You confirm that the information you have given in this applications is true and accurate to the best of your knowledge. You understand that knowingly providing false information will invalidate this application and may result in the requirement to repay any grant that may be made.
 - You confirm that if any grant is made by Trusthouse Charitable Foundation to your organisation, it will be used for the purposes described in this application. Failure to do so may result in the requirement to repay the grant.
 - You confirm that we may hold and process the information you have provided on a secure server. The information will be shared with Trusthouse trustees and staff. It may also be shared with other trusts and foundations, who seek Trusthouse's opinion on your organisation, work and project for which you are seeking funding.
- *Note: if a grant offer is made to you (and there is no guarantee of this) you will be required to sign a copy of the offer letter re-confirming the above and your acceptance of our grant terms.*

Submitting Your Application

- When you have answered all the questions on the form, on the final screen you will see the options:
 - **Save & Exit:** click on this to finish your session for the time being. You will then need to log in again to retrieve the form and make any changes you want. *NB You have not submitted your application yet!*
 - **Previous:** return to the previous page
 - **Review:** this shows all the information you have entered so far. To make any changes, scroll down to the bottom of the screen and select the **Revise** button.
- Once you have made all the changes you want to, go to the **Review** screen and scroll down where you find two options:
 - **Revise:** carry on making changes
 - **Complete:** this will submit your application and **no further changes can be made.**
- You will know your application has been submitted and received by us when you receive an automatic email acknowledgement (see next page).

What happens next?

- An email confirming receipt your application will be sent when you submit your completed application (i.e when you click the **Complete** option). Please do not send any emails to this address: it is an automatic response address and is not monitored.
- If we have any queries on your application or need any further information, we will contact you by email, so please ensure the email address you provide on the application is checked regularly.
- **Small** grant applications: we aim to let you know within 4-6 weeks whether or not you are receiving a grant
- **Major Revenue, Major Capital** grant applications: we aim to let you know within 4-6 weeks if your application will be considered at the next Grants Committee meeting for which there is space available on the agenda, or if we are not able to help on this occasion.
- **Village Hall/Community Centres** grants applications: a long list of applications is considered quarterly, from which the trustees make their selection of applications to be included on the agenda of the next Grants Committee meeting. We are usually able to let you know 4 weeks in advance of the meeting if your application will be included or has not been successful.
- If your application is not successful, we will tell you why and give you hints for future applications if we think this would be helpful and appropriate.
- *Feedback:* If you think there is other information which you would have found helpful to be given by Trusthouse, please let us know. We aim to make the application process as simple as possible and your feedback is therefore helpful. Enter any comments you have in the Feedback box and click Submit.

Queries

- If you have any queries when you have read through the Guidelines, this document and the help on the on-line application form, please call us. We want to ensure you don't waste your time on an application that is not eligible or doesn't fit our funding priorities.
- Please be patient when you ring us: we have a very small staff (just two!) so do leave a message on our voicemail and we will call you back as soon as we can.