

## New guidance for sponsors regarding grant applications

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### **Introduction**

This guidance is designed to help sponsors navigate our grants system. Please take the time to read through this document even if you are experienced at processing grant applications.

We hope it will help you through the grant application process with Bristol Charities and understand your responsibilities as a sponsor.

If you have any questions about any of the topics covered in this guidance, please do not hesitate in emailing us at [grants@bristolcharities.org.uk](mailto:grants@bristolcharities.org.uk)

### Applications:

1. Please note you can only apply as a registered sponsor and using our online portal, the URL /website address for this portal was sent to you when you first registered to be a sponsor. If you need a copy of this email, please let us know. You will not be able to find this URL link using our website or a search engine like google.
2. Once you are registered, **you will only need to do this once** (unless it has been over three years since you last applied for a grant). You do not need to register as a sponsor again when you do a new grant application.
3. If you do not receive your sponsor registration email, please contact us.
4. Please ensure that the information you provide on the application form is as accurate and complete as possible for the applicant, especially regarding the contact details and financial information provided by the client.
5. Please note that missing information can cause delays in the client's application being processed.

6. It is the sponsors responsibility to verify the financial information given by the applicant. We advise you ask the applicant to show you evidence of their low income in the form of a benefits letter or bank statement. Please note applications where the sponsor has not seen evidence of income and expenses for an applicant could be rejected.
7. Please be aware we can only provide a grant for one item: Flooring or a kitchen device or furniture, we cannot provide a grant for more than one item.
8. When requesting the value of the application, please bear in mind the limits on the financial limits on the grant offers we can make.

**GRANT AMOUNT CAPS:**

- Funding for white & electrical goods up to a maximum of £360
- Funding for washer/dryer **only** is up to £400
- Funding for flooring up to a maximum of £400
- Funding for items of furniture up to a maximum of £350

9. Please note we can only help with the following:

- White goods (washing machines, electric cookers & fridge/freezers)
- Small electrical equipment such as hoovers and microwaves
- Flooring
- Basic furniture such as beds, sofas, table & chairs
- Kitchen starter packs
- Second-hand goods from British Heart Foundation stores only (no electrical items allowed to be purchased)

**We cannot help with the following:**

- Clothing
- Tumble dryers or dishwashers
- Gas cookers
- T.V's, P.C's, or audio equipment
- Rent arrears, Debt Relief Orders or any kind of debt.
- Passports/VISAS
- Home Improvements

10. If you are applying for an electrical device for the kitchen, please ensure the applicants home has the electric wiring, space and plumbing installed, so that our supplier can do the installation safely. **Please do this before making your application.**

11. The criteria for grant applicants are:

- Live within a 10-mile radius of the centre of Bristol
- Cannot have previously received funding from us within the past 3 years.
- Receive only one grant per household.
- Be on a low income.

**Applicants must meet these criteria, if they do not, the application will be rejected.**

12. If we query your application and require further information, please send this to us ASAP. We cannot process the application until full information is received. If we do not receive any response to our communications, we will withdraw the application.

13. We do our best to open the portal weekly, normally on a Monday from 9am to 5pm. Occasionally we must close the portal for a period of time, due to the high volume of applications received and budget restraints. When this happens, the date when the portal will open again is clearly displayed on the webpage. If you need to make alternative arrangements because you work part-time for example, please contact our office to discuss this.

14. An individual can apply for the following schemes at the same time, but only one application per scheme for one item at a time:

- Grants for Individuals
- Grants for Education
- Grant for carers Funding – **only for respite care**

15. Please note regarding payments for **educational** grants and **carers** funding only, grant payments are made directly to the sponsors organisation. Please check with your finance department that your organisation can accept payment from us for the grant. It is then the sponsors organisational responsibility to purchase the items required for the grant for the applicant. Payments for Grants for individuals are paid directly to a supplier.

16. In regard to the individual grants scheme, we cannot provide vouchers to an applicant or to a sponsor. We cannot make payment directly to an applicant or sponsor for the Individual grants scheme regardless of if any receipts are produced as evidence.

### **Ordering for applicants:**

1. If we send you an email confirming the grant offer, please respond ASAP. You will have one month to accept the offer and confirm the details we ask for.
2. Please liaise with the applicant before placing any orders with Bristol Charities and keep them informed of all developments with their grant application.
3. Please let Bristol Charities know ASAP if you wish the applicant to solely manage the ordering process themselves. In this situation we will contact the applicant directly.
4. When responding to a grant offer, please confirm the following information either by phone or by email:
  - Name of Applicant
  - Address of Applicant
  - Contact tel number of applicant.
  - Grant Ref number
  - If placing an order for flooring, no further information will be needed.
  - If placing an order for a kitchen device, please provide make and model number from NE Appliances website
  - If placing an order for furniture, please advise if the order should go to the BHF or Kustom Floors and Furniture. If the order is for Kustom please specify the furniture item to be ordered along with price and colour
5. If the applicant requires additional support throughout the ordering process as they do not speak English or have other communication barriers, please put the support workers contact details as the main contact for the order and make this clear to Bristol Charities in your communication with us.

### **Guidelines for the carpet/flooring process:**

Step 1: The application will be assessed and then we will inform you via email if the application has been successful.

Step 2: When we receive your response to accept the grant on the applicants' behalf, we will then place the order with our preferred supplier Kustom Floors and Furnishers

Step 3: Kustom will then phone the applicant/ or the nominated support worker on the order, within a weeks' time to arrange to come out to the client's home to measure up and provide a quote.

The grant award for flooring is currently £400.00, if the quote is more than £400 it is up to the applicant if they want to pay the difference or change the quote, so it fits within the £400.00. This might mean prioritising an area within their home or using a different material.

Step 4: Once the quote is agreed, Kustom will arrange with the applicant when to come and fit the carpets/flooring.

Step 5: Kustom will then invoice Bristol Charities directly. The applicant will pay Kustom directly for any difference above the grant amount of £400.00.

Step 6: If the applicant would prefer to use a different supplier other than Kustom, we can arrange this for the applicant, or the applicant can source a quote themselves. Please inform Bristol Charities of this before we place an order with Kustom Floors and Furniture. The carpet supplier will have to

be a registered business based in Bristol and will have to be able to provide the materials and the fitting. They must also be willing to invoice Bristol Charities the £400.00.

**Guidelines for Kitchen Device orders:**

To place an order for a kitchen device, please visit our website [www.bristolcharities.org.uk](http://www.bristolcharities.org.uk), and select your preferred item(s) from our suppliers website, just follow the link from our webpage: [www.bristolcharities.org.uk/grants/furniture-white-goods-catalogues/](http://www.bristolcharities.org.uk/grants/furniture-white-goods-catalogues/)

Once you have selected, please call us on 0117 930 0301 or email Grants@bristolcharities.org.uk.

You will need to confirm the grant ref reference number, full address, contact number for delivery and the make/model of your chosen item(s), so please have this information ready before emailing or calling to accept your offer.

Please disregard any delivery, installation or removal cost that are advertised on the Nailsea Electrical Website (NEappliances.com). Bristol Charities have our own agreement with Nailsea Electrical in place regarding delivery charges, please factor these charges in when making your decision on what to order for the applicant.

These are:

Washing Machines & electric cookers  
Delivery, connection, and removal of old appliance £35

Fridge Freezers  
Delivery, connection, and removal of old appliance £25

Small appliances such as hoovers, microwaves etc.  
Delivery £15.00

Please do not use the NE Appliances website to place any orders for goods. All orders relating to grant offers must be put through directly with Bristol Charities. Please only use the website as a tool to check what items are available and then contact Bristol Charities by phone or by email to place the order. Any orders that you place on the Appliances website will not be paid for by Bristol Charities and you will be liable for the full cost.

Once confirmed, we will pass the above information onto NE Appliances, who will be in touch with the applicant or yourself to arrange the best date for delivery of the item.

Due to the knock-on effects of the Covid-19 pandemic, unfortunately there may be a delay on delivery for some items by 4 to 6 weeks. If Nailsea Electrical cannot provide an item, we will do our best to find an alternative supplier for the item requested on the application form.

**Guidelines for Furniture orders:**

Applicants have two choices when it comes to furniture orders:

1. They can have a voucher arranged for the British Heart Foundation
2. Bristol Charities can place an order from Kustom Floors and Furniture

In regards to option 1

If the applicant would prefer the BHF voucher, please indicate this on email or by phone. Please also indicate which store the applicant would like to use... Kingswood or the BHF in the centre of Broadmead (50-58 The Horsefair)

We will then send authorisation to the store and the applicant will be able to attend the store and pick out the items up to the value of their grant offer. The BHF store will then request a cheque from Bristol Charities, which we will then send to BHF. Once the cheque has cleared BHF will be able to release the items to the applicant.

In regards to option 2

Please visit our website [www.bristolcharities.org.uk](http://www.bristolcharities.org.uk) and select your preferred item(s) from the furniture catalogue provided. Once selected please call us on 0117 930 0301 or email Grants@bristolcharities.org.uk

Please note there is a £20 delivery charge for orders under £250.00, please factor this into your decision making process when the applicant is picking their items.

The Wardrobes, Drawers and bedside tables on the catalogue are pre-assembled. There is some simple assembly required with ordering sofas and beds. If applicants do need items assembled, it will be £45 per item and £75 for bunk beds.

Please confirm the range the item relates to, colour and price of the item required. We will then place an order with Kustom and they will contact the applicant or the support worker nominated on the order form to arrange delivery

### **Guidelines for applicants/clients**

**It is the sponsors responsibility to communicate the following guidelines to applicants with regards to order delivery.**

1. Our suppliers have the right to be treated with respect when they are carrying out work on behalf of Bristol Charities. Aggressive, rude, or discriminatory behavior will not be tolerated and if our supplier encounters these behaviors in the line of their work, they have the right to refuse to do the work. Their cost will be covered by the grant and the applicant will not be able to apply for a grant again for a three-year period.
2. Applicants must ensure their home is in a reasonably clean and tidy condition for our suppliers to work in.
3. If the supplier has requested that an area be cleared for their work to commence, please make sure the area is ready for when the supplier turns up to do the job.
4. We request applicants refrain from drug use including smoking while one of our suppliers are working in their homes.
5. If an applicant cannot make an appointment with one of our suppliers for any reason, we request they give the supplier at least 24 hours' notice that they are unable to make the appointment. We also ask they take down the name & time when they called the supplier.

### **Office Communication**

1. Please quote the grant ref number on any emails you send us, or if you call, please make sure you have the client's name and or grant reference number to hand.
2. If you call and lines are busy, please leave a message on the grants answer phone. Please confirm your name, organization, tel number, the reason for your call and the grant reference number. We respond to all audible phone messages ASAP.
3. Please note the grants phone line is open 9am to 5pm Monday to Wednesday.
4. We are a small team, so please be patient when waiting for a response to an email sent. We endeavor to reply to an email within 5 working days. If you have not received a response, feel free to call our office for an update on your query.
5. Should we receive rude or abusive behavior on the phone, we reserve the right to end the communication immediately.
6. Any face-to-face meetings need to be pre-arranged, please advise applicants not to turn up at our offices.