Expression of interest guidance notes
December 2019

Please refer to these guidance notes before starting your online application form for a grant from Lloyds Bank Foundation for England and Wales. The notes are designed to help ensure you have all the information you’ll need to apply and avoid duplication of information or unnecessary work.

If you have any difficulties using the form, are unclear about the questions or the information you need to provide, or you wish to provide any general feedback, please contact us at: enquiries@lloydsbankfoundation.org.uk. We will aim to respond within three working days.

A note on language
We know that charities use different terms for the people they work with such as ‘clients’ or ‘service users’. In our application form and guidance notes we have used the terms ‘service users’ and ‘beneficiaries’.

Some charities will be asking us to fund all their work, some a service, programme, project or activity. In our application form and guidance notes we have used the terms ‘work’ and ‘activity’ to cover all of these.

A note on core costs
Our grants programme provides either ‘core costs’ or ‘project costs’ grants. You need to select which type of grant you would like to apply for in the Expression of Interest form.

As a ‘Core costs’ grantee you can use your funding to cover any of your charity’s core or delivery costs i.e revenue. If you apply for core cost funding, we’ll ask you to demonstrate that the majority of your charity’s work (more than 50% of your work and expenditure) meets our eligibility criteria.

As a ‘project costs’ grantee you can use your funding for the direct delivery costs of the project identified. You will only be able to apply for the core costs associated with delivering the project. If you apply for project costs funding, we’ll ask you to demonstrate that the specific work that you would like us to fund meets our eligibility criteria.

A note on word limits
The online application has word limits for each section, which are shown on the screen. This reflects the amount of information we expect you to provide but do not feel you have to reach the limit if you can answer the question with fewer words.
Charity Details

Charity Number – The registered number of your charity

Charity Name – The name of your charity as it appears on the Charity Commission Register

The name your charity is known by (if different to your legal name) – Tell us if you choose to use a name which is different from your registered charity name

Information about your charity

Q1. What is the mission and purpose of your charity?
Provide a short summary which covers who your service users are, the overall purpose and track record of your charity.

Q2. Are you interested in applying for core or project costs?
You can only select either core costs or project costs. Please note that you will be able to change this later in the process if required.

Core costs
If you apply for core cost funding, 50% or more of your charity’s work (and expenditure), must be working to address the main Complex Social Issue you have identified in the form.

Project costs
Your project must be addressing the main Complex Social Issue you’ve identified in the form. You can apply for the core costs associated with delivering the project.

Q3. What is the main complex social issue your charity/project addresses?
We support charities working with people who are facing a number of complex social issues. Please identify from the below list the main issue that your charity is seeking to address. If you are seeking core funding for your organisation the main issue is likely to reflect your overall charitable mission.
<table>
<thead>
<tr>
<th>Social issue</th>
<th>People the work supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic abuse</td>
<td>People who have experienced abuse: Domestic abuse: an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence Perpetrators: People who have systematically abused another person to gain power or control in a domestic or intimate relationship.</td>
</tr>
</tbody>
</table>
|                                 | **What are we funding?**  
Our funding supports charities with a strong track record of working with:  
People who have experienced abuse.  
Domestic abuse: an incident or pattern of incidents of controlling, coercive, threatening, degrading and/or violent behaviour. This abuse can encompass, but is not limited to psychological, physical, sexual, emotional or economic abuse.  
Our definition also extends to charities working with people who have experienced honour-based violence.  
Perpetrators: People who have systematically abused another person to gain power or control in a domestic or intimate relationship. This might be a partner, family member or friend.  
If you work with perpetrators of domestic abuse, you will need to hold or be able to evidence that you are working towards Respect accreditation in order to apply for funding from us. |
| Sexual abuse and exploitation    | People who have experienced sexual abuse and exploitation, which may include any of the following: sexual abuse, violence or exploitation; female genital mutilation adults who experience trauma from historic sexual abuse or exploitation people involved in sex work where it has a significant adverse impact on their lives. |
| Mental health                   | People who are managing mental health problems resulting in significant disruption to everyday living or in recovery from an episode of such problems occurring in the last two years. |
|                                 | **What are we funding?**  

Our funding supports charities with a strong track record of working with:

People who are managing mental health problems resulting in significant disruption to everyday living or in recovery from an episode of such problems occurring in the last two years.

This includes people managing conditions such as depression, schizophrenia or eating disorders. It does not include neurological conditions such as dementia or acquired brain injuries.

As we want to support people who are most affected by this complex social issue, it is likely that the people you are supporting will be experiencing enduring mental health problems and will have received a clinical diagnosis.

We are particularly interested in receiving applications from charities that provide a specialist mental health service, working to address a gap in statutory provision, as we believe this is the area in greatest need of support. We will not fund charities that provide counselling solely; as described elsewhere we are interested in funding services that offer more holistic support to people with mental health problems. These could be delivered in-house or in partnership with other organisations.

**Questions your assessor will ask may include:**
How are the people you support significantly affected in their everyday living?
What percentage of the people you support have a clinical diagnosis?
Where do your referrals come from?
How does your work complement statutory provision?
How do you evidence the difference you make to your service users?

Homelessness/ vulnerably housed

Our funding supports charities with a strong track record of working with:

People with no accommodation, living in temporary accommodation or who are vulnerably housed where there is a high risk of becoming homeless.

**What are we funding?**
Our funding supports charities with a strong track record of working to address these issues. We do not generally
fund short-term emergency accommodation e.g winter shelters.

<table>
<thead>
<tr>
<th>Offending, prison or community service</th>
<th>People with a history of offending which <strong>significantly</strong> impacts on everyday life; rehabilitation of and prevention of reoffending for people with a custodial or community service sentence.</th>
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<tbody>
<tr>
<td></td>
<td>Questions your assessor may ask include:</td>
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<tr>
<td></td>
<td>Where do your referrals come from?</td>
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<td></td>
<td>How do you engage with the probation service, Community Rehabilitation Companies, and other organisations supporting people with a history of offending?</td>
</tr>
<tr>
<td></td>
<td>What is your track record of achieving positive outcomes from people with a history of offending? How do you track/measure this?</td>
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</table>

| Care leavers                          | People who are currently managing the transition from having spent time in care as a child. Such care could be in foster care, residential care, or other arrangements. |

| Learning disability                   | We have adopted Mencap’s definition of learning disability:                                                                                                                                 |
|                                       | “A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example, household tasks, socialising or managing money – which affects someone for their whole life.” |
|                                       | People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people. |

**What are we funding?**
We believe the three greatest needs at present for individuals with a learning disability are:

a) Addressing social isolation and loneliness  
b) Accessing appropriate health and social care (lack of) and the need for advocacy support to achieve this  
c) That everyone (with a learning disability) should `have an opportunity to achieve` and `aspire to be the best that they can`. This can include employment or accommodation related achievements, but these are not exclusive goals.

We are keen to support charities which achieve the above in an in-depth and holistic way; causes which only...
address social isolation (for example a regular club night) are unlikely to obtain funding.

We receive many applications from charities established to support people with autism and ASD. We acknowledge that many individuals with a learning disability have also been diagnosed with autism. However, our primary focus is on supporting individuals with a learning disability and not autism in isolation.

The types of work and organisations we will fund under this issue will be:
- a. Sustainable, in terms of building upon individual’s abilities, and have lasting impact
- b. Inclusive
- c. Coproduced and user led

<table>
<thead>
<tr>
<th>Dependency on alcohol, drugs, substances and/or gambling</th>
<th>People whose lives are <strong>significantly affected</strong> by their dependency on, for example, alcohol, drugs, substances and gambling. Your work will involve working directly with the individual with the dependency and may also include working with their families.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trafficking and modern slavery</td>
<td>People who have been trafficked or forced against their will into labour or marriage. Modern Slavery is an umbrella term, which covers several human rights issues, of which human trafficking is one. It encompasses – slavery, human trafficking, servitude and forced or compulsory labour. Examples of exploitation into which people can be trafficked and held in slavery include labour exploitation, domestic servitude, forced marriage, forced criminality, organ harvesting and/or sexual exploitation. In practice, the terms modern slavery and human trafficking are often used interchangeably. <strong>What are we funding?</strong> We recognise that there are only a few small, local and specialist charities working solely with victims of modern slavery at present. We therefore also encourage project-based applications from charities that have clearly evidenced need to support victims of modern slavery. The charity may not be a specialist provider and its core work mainly target a different client group e.g. homeless, asylum seekers and refugees or domestic abuse.</td>
</tr>
</tbody>
</table>
However, the charity will need to have a full understanding of National Modern Slavery policy, local partnerships and other providers and seek to complement existing services.

**Questions your assessor will ask may include:**
- For those individuals coming to your service via means other than the National Referral Mechanism, how do you determine whether they’re a potential victim of trafficking?
- How do you work with the relevant National Referral Mechanism organisations?

### Young parents

<table>
<thead>
<tr>
<th>Young parents</th>
<th>Young people under the age of 21 who have become parents and which may have adversely affected their health, relationships and opportunities to continue their education or move into training/employment.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What are we funding?</strong></td>
<td>Our funding supports charities with a strong track record of working with:</td>
</tr>
<tr>
<td></td>
<td>Young mums or dads to improve their parenting skills, promote healthy relationships, manage a safe home for their family, manage their finances and develop their own potential (skills, qualifications and employability).</td>
</tr>
<tr>
<td><strong>Questions your assessor may ask include:</strong></td>
<td></td>
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<tr>
<td>• Are you providing targeted support for parents under 21 or is your work for all parents where a proportion are under 21?</td>
<td></td>
</tr>
<tr>
<td>• Where do your referrals come from?</td>
<td></td>
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<tr>
<td>• How do you work with other local services supporting young parents</td>
<td></td>
</tr>
</tbody>
</table>

### Asylum seekers and refugees

<table>
<thead>
<tr>
<th>Asylum seekers and refugees</th>
<th>People who are seeking asylum in the UK or have been granted refugee status in the last two years.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What are we funding?</strong></td>
<td>Services for people seeking asylum or have been granted refugee status in the last two years which could include immigration advice, welfare advice, and support to integrate in their local community.</td>
</tr>
<tr>
<td><strong>To be funded for work which includes immigration advice you will need to hold or be able to evidence that you are working towards OISC accreditation.</strong></td>
<td></td>
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</tbody>
</table>
Questions your assessor will ask you may include:
• Of the refugees you work with, what proportion have had their application for asylum granted in the last two years?
• How do you support your service users beyond the decision on their application?
• If your services include immigration advice provision, do you have, or are you working towards, OISC accreditation?
• How do you work with other local services supporting people seeking asylum and refugees?

Q4. What are the additional complex social issues that your charity addresses? Identify up to two secondary issues that your charity or service will address while supporting people to address the main issue. For example, your main aim may be to support people experiencing homelessness, but in doing so you may also provide mental health and addiction support. It is better to choose one that fits well with your work than two that only loosely fit. Please note, we’re only interested in the complex social issues that you are supporting your service users to address.

Q5. Please describe the purpose of the grant you are requesting
Note- you will only need to answer this question if you selected ‘project costs’ above.

Describe how our grant will directly contribute towards making a difference to the people you support in relation to the complex social issue(s) you selected in section 1.

Provide information on the number of people supported, the length of support provided and the type of support provided. What will it mean for the people supported? Securing accommodation/jobs/volunteering opportunities, keeping people safe/removing them from harm; etc.

Example: “The grant will help fund our programme of activities to support 30 asylum seekers recently arrived in the UK to become settled. The support will include ESOL classes, legal advice and assistance with education, housing, establishing support networks and signposting and referrals to other services. There is a particular focus on support for families with young children and older people.”

Q6. What are the needs of the people your charity/ project supports and how have these been identified?
Describe the needs of your service users and how you identified those needs. The Foundation funds organisations supporting adults facing a range of complex social issues and you should use this space to demonstrate the issues faced by your users and how these align to our funding priorities.
Example: “For 20 years we have been providing support to people recovering from a drug or alcohol dependency to rebuild their lives. Although everyone we work with has experience of addiction, many of the people we work with have much wider problems as a result: mental health problems, family break-up, unemployment and debt. We are an open door service for anyone suffering with impact of addiction, but we have good relationships with local providers including adult social services and the health service, including GPs and A&E, all of whom can make a referral to our support.”

It is helpful to understand how you have identified this need. For example: What are the main ways that people access the services you provide? Do you collect information on your beneficiaries? Has demand for your organisation changed? Have you conducted any research or consultations with existing service users? Is there any external evidence?

If you are applying for project funding, have you run a pilot? If so, please tell us about it and what you have learned from this.

If you are applying for core funding, please tell us how you know there is a continuing need for your services. For example: Are you operating a waiting list or triage system in order to manage demand? Have you evaluated this work?

Example: “We have run workshops for a number of years to rebuild confidence and skills for the future for people in recovery but have identified that women accessing this support are less likely to move on successfully. In the past two years, only 55% of women we support have moved into work, volunteering or education within six months, compared to 70% of our male service users. This is particularly concerning as the number of women referred to our service is growing fast – from 32 in 2015 to 54 in 2017.

To close this gap, we’ve worked with the women currently in our service to identify the barriers they face. A lack of affordable local childcare, flexible opportunities for studying and volunteering and the attitudes of local employers to women in recovery are the key hurdles.”

Q7. What are your charity/ project's main activities and how do they address the complex social issues you have selected?
We fund organisations working with people who are experiencing complex social issues resulting in a significant impact on their lives. Applicants will need to demonstrate:

- They work with individuals in depth
- The work is person centered, holistic and targeted on the people that you are seeking to support.
- A journey of change towards a positive outcome/s

For more information on what we mean by this, please visit our ‘We Fund’ page.
Tell us about what your charity currently does. You should consider:

- What are your main activities?
- How do these address the complex social issues you have selected?
- How does a service user engage in your service and how frequently?
- How long do service users generally engage in your services?
- What catchment area do the people you support come from?
- What makes your charity/service unique?

Q8. Please describe a common service user journey for someone accessing support from your charity

Use this question to bring to life the experience of your service in accessing support from your charity.

Example: “Our service users are women, who are generally referred into our service by a range of agencies which may include police, GPs, or Health & Social Care services. She will be met initially by a member of the team who will take essential information in order to assess her priority needs. She will then be introduced to an IDVA who will work with her to complete a risk assessment, safety and support plan. This plan may include moving into new accommodation, addressing her mental health issues, reducing her dependency on alcohol as a coping mechanism. She’ll be supported and encouraged to engage in weekly domestic abuse awareness and healthy relationship sessions, and to access a range of confidence building activities within or outside of the charity to help build her confidence. During this time her key worker will support her to find suitable accommodation and support her to access external agencies to address her mental health and dependency issues. We’d typically support service users for a period of between 3-24 months (average 18mths) during which time we can work with them to achieve a number of positive outcomes. During this time, we measure and record progress using the ‘Outcomes Star.’”

Organisational Development Support

Q9. How would you like to see your charity improve over the next few years?

In addition to providing funding, we offer tailored development support to help charities to be more resilient. We aim to support charities who are on a journey of continual improvement i.e those with a strong desire to develop.

Use this space to outline your main organisational development aims over the next few years.

If your application progresses to the second stage, one of our Managers will support you to develop your proposal to include relevant development support provided by the Foundation.
Example: “The charity has experienced significant change over the past 18mths, with both our Founder and longstanding Chair of the charity retiring, alongside a couple of other Trustees leaving us with a skills and experience gap on our Board. Alongside this, our CEO has just recently been appointed in the role, her first as a CEO.

We need to ensure that our charity is fit for purpose, for now and the future and that our governance is robust. Recruiting new Trustees and ensuring that the Board understands and works in line with the Governance code is our immediate priority. First of all, we will do a skills audit of the current Board to better understand our gaps against our three-to-five year ambition. For example, we are seeking to diversify our income so we will particularly look for commercial business or social enterprise experience.

Support for the CEO will also be required to ensure that she is not isolated and can grow confidently into the role.

Going forward we will need to review our strategy, purpose and values to ensure that we continue to deliver the services which meet the changing needs of our service users.”

Policies and Quality Standards

Q10 What policies do you have in place?
It is important to let us know that you are taking appropriate steps to work in as safe a way as possible. Some charities are required to have more policies and checks in place than others. The most common of these are listed; please tick the policies that your charity has in place. During the application process you may be asked for copies of certain policies. We require all the charities that we fund to have health and safety, safeguarding and appropriate insurance in place. Appropriate insurance may include employer liability, public liability, Trustee indemnity, event insurance etc. However, this differs for each charity and you should ensure that you have taken advice about the level of insurance you are required to hold.

Please list any professional quality marks, charter marks, affiliations or memberships held.
Provide details of any current, external quality marks or accreditations that your charity holds. This might include, Trusted Charity (formerly PQASSO), Advice Quality Standard, Legal Services Quality Mark, FCA Registered, BACP Registered. During the application process we may ask to see your certificates.

Please note, we expect charities who work with perpetrators of domestic abuse to hold RESPECT accreditation; your application will not be eligible otherwise.
Your Financial Position

Q11. Please tell us about your financial situation.
Tell us about your financial situation since your last accounts were published on the Charity Commission website.

We would like to understand your current financial position including any recent changes to your financial position and/ or any plans or challenges for the next two years.