

# Programme guidance for specialist Asylum Seeker and Refugee charities 2023/2024

Thank you for taking the time to understand whether we're the right funder for your charity.

Please read this document before you start your application, as it explains who and what we fund, as well as how we make decisions. This guide has seven sections:

1. Background
2. Number of grants to be awarded
3. Deadlines for funding applications
4. Initial eligibility criteria
5. Programme criteria
6. Shortlisting, and prioritising criteria
7. What we don't fund under this Programme

## [Frequently Asked Questions](#)

Hopefully, it tells you everything you need to know about us, but if you still have any questions, please email us at [enquiries@lloydsbankfoundation.org.uk](mailto:enquiries@lloydsbankfoundation.org.uk) or call us on 0370 411 1223 before starting your application.

Wishing you every success with your work,

Lloyds Bank Foundation for England and Wales

## 1 Background

We are committed to supporting charities which help people who experience complex issues that don't have simple solutions, such as homelessness, domestic abuse and addiction. These complex issues make life much harder for people; deepening trauma, impacting their health, leading to poverty and destitution, and preventing people from being able to fulfil their potential.

We believe small, local and specialist charities play a unique role in helping people rebuild their lives. Their size and deep understanding of the complex issues people face makes them best placed to reach, engage and support people and make an impact.

We want to ensure that the small and local charities we support can thrive beyond the lifetime of our funding. Our programmes combine unrestricted funding with a breadth of tailored support aimed at helping strengthen charities and build the knowledge, skills and capabilities of staff and trustees. Therefore, this programme is aimed at charities that prioritise their development.

We know that there are many charities that address a broad range of complex issues within a local community. However, under this programme, we want to support charities where the focus and majority of their work is to address one of the eight issues (themes).

## 2 Number of grants we will award

We receive more applications than we are able to fund in any one year.

Under this funding programme in 2022/2023, we awarded 82 grants totalling £6.15m across the eight themes.

We received 280 applications across all eight themes, of which 171 (61%) met our initial eligibility criteria. Of those 171 charities, we funded 82 grants (48% of the eligible applications).

The success rate varied considerably across each of the themes. Under the Asylum Seeker and Refugee theme we received 20 eligible applications of which 9 were funded (a success rate of 45%).

**For this 2023/24 programme, we will be awarding 84 grants in total. We expect that around 9 of these will be awarded to specialist Asylum Seeker and Refugee charities.**

### 3 Deadlines for funding applications

The deadline for receiving applications is **Thursday, 25 January 2024 at 5pm**. You will be informed of the outcome of your application by **Friday, 24 May 2024**.

### 4 Initial eligibility criteria

To be eligible to apply for a grant from us, your charity needs to meet all the following criteria:

- **Be registered as a charity or as a charitable incorporated organisation (CIO)** with the Charity Commission. We will ask for your charity registration number at the start of your application.
- **Have at least one set of annual accounts showing as ‘received’** on the Charity Commission website, covering a twelve-month operating period.
- **Have an annual income of between £25,000 and £500,000** in your last accounts published on the Charity Commission website. This is total income and, in the case of consolidated accounts, should cover all entities within those accounts.
- **Have a bank account in the name of the charity** with unrelated signatories. If the application is successful, the grant must be paid into this account.
- Have a **Board of at least three trustees** in place who are **not related to other Board members** and have their names appearing on your Charity Commission records.
- The majority of people in positions of power (including trustees, the CEO and senior managers) must not be related nor live at the same address. Where there are related parties, we will consider the relationship, conflicts of interest and loyalty, the balance of power of the related trustees, and how this is managed.
- **Not make any payments to trustees**, except for out-of-pocket expenses.
- **Have a track record of delivering services, for at least one year, to people aged 18 and over**. You must also currently be delivering these services. If your charity has recently merged, then this must apply to at least one charity pre-merger.

- **Have a safeguarding policy in place.** We will explore what safeguarding means to your organisation, how it fits with your mission and values and your approach to safeguarding across your organisation.
- **Hold Public Liability Insurance.**
- **Be an independent organisation.** We will look at any formal associations you have with other organisations, parent bodies, or group structures. We will check that the board of the applicant charity has full control over its work and any conflicts of interest.
- If you have a **live grant** with Lloyds Bank Foundation, it must end before **25<sup>th</sup> January 2025**.
- **Operate mainly in England and/or Wales.** Most of your charity's time and money is spent on activities in England and/or Wales and helping people living in England and/or Wales.
- **Not include religious activity** as a part of the services delivered unless the charity has been established to support people specifically of that faith.
- Meet the programme criteria outlined below:

## 5 Programme criteria for specialist Asylum Seeker and Refugee charities

**You must meet this programme criteria to be considered for funding.**

The main purpose of your charity is to support people who arrived in the UK and have applied for asylum. You may also be supporting people who have been granted refugee status in the last two years.

**You will be registered with the Office of Immigration Services Commissioner (OISC) and hold level one, two or three and must provide free advice.**

This must be reflected in the stated objectives within your governing document on the Charity Commission website, your annual report, your website and your social media channels. This is what we will review to understand your purpose.

As a specialist charity, you will need to demonstrate the following:

- **In-depth services.** We will consider applications where short-term support leads to continued engagement. For example, you may provide a “drop-in” centre to address the immediate needs of those accessing

your services, such as social activities, and access to English for Speakers of Other Languages (ESOL) classes, but you will also provide free longer-term immigration casework support. With a plan which helps people to acquire refugee status or supports refugees to address complex issues such as trauma, housing, isolation, cultural barriers or integration into a local community.

We **do not fund** one-off support where there is no long-term relationship, for example, a foodbank/soup kitchens or day trips.

- Trusted **relationships or partnerships**. We know that, as a single charity or service, you can't be expected to meet all the needs of the people you support directly. However, you should have trusted relationships with providers or agencies which can help people to overcome the challenges they face and meet their basic needs, (like benefits, health care or domestic abuse services).

When you refer someone for support, you maintain your relationship with them and track their progress to ensure their needs are being addressed and they are progressing on their pathway to settled status and/or into the community.

- **Person-centred services** and personal plans. We will support charities that structure their support around each individual focusing on their strengths while meeting their needs and helping them to overcome the barriers they are experiencing.

You will work together with the people you support to understand the challenges they may be experiencing and agree on how you will help them find a way to overcome them. You will keep written or electronic records or case files of each person you are supporting, noting progress against activities. For example, you might use the Planning Outcome Star or your own bespoke case management system database. Your charity should be able to demonstrate the difference you are making through these records.

## 6 Shortlisting and prioritising criteria

In addition to the basic eligibility criteria and the programme criteria already outlined, when shortlisting organisations we will consider how well they meet the following prioritisation criteria:

### ✔ **Your approach to equity, diversity and inclusion**

We know that some people face discrimination because of who they are. This might be due to their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, poverty, social class or being rurally isolated.

We know that we don't all have the same opportunities and therefore charities need to acknowledge this and adjust support and access to services accordingly.

We want to partner with charities that show they:

- understand the makeup of the communities they support and work with.
- recognise the people in those communities who experience inequity.
- proactively reach and engage with people to address the inequity they experience.
- are inclusive and make people feel welcomed, valued and that they belong.

We are not looking for perfection but want to understand your approach and thinking around ensuring you support people who have faced barriers and inequity.

**EXAMPLE:** One charity funded under the 2023 Specialist programme, supporting asylum seekers and refugees, demonstrated that they do not discriminate in areas such as immigration status, religion or social class. Equity, Diversity and Inclusion (EDI) are central to how they recruit, train, develop and retain staff. EDI data is collected and used to inform service development and communications. For example, they collect feedback through surveys and use this information to ensure cultural sensitivities and language requirements are considered.

Another charity told us how they supported a destitute asylum seeker in a severe mental health crisis, who was gay and had needed to prove



persecution in his home country in his case for asylum. The charity was able to tailor its support to his needs. They supported him practically and emotionally, helping him to find links and networks in the LGBTQ+ community and other organisations, ensuring that the support reflected his needs. The same charity also shared other similar examples of supporting trans women in a similar way, helping them into and to retain employment. The charity also provided additional support to the employer to help them understand the needs of their employee.

✔ **Involvement of people with lived experience of the issues you work to address**

We will prioritise charities that demonstrate that they involve people with lived experience in the leadership of your organisation and the design and delivery of your services. We will also prioritise charities that strongly demonstrate an ambition to develop their practice in this area.

By lived experience, we mean people who are directly affected by the issues your organisation is trying to tackle.

For example, an Asylum Seeker and Refugee charity being led by people who have experienced the Asylum system.

Your charity will be able to describe how the people it supports are meaningfully involved in decisions, internal and external influencing, civic engagement and/or governance roles. This could include information meetings, forums, or a steering/advisory group that plays a role in supporting the governance of the charity.

**EXAMPLE:** One charity funded in the 2023 Specialist programme, had worked with Refugee Action's Experts by Experience programme to strengthen this area of their work further. In addition to this, they developed a 'residents panel' as part of their recruitment process. With support from staff, a panel of residents interview candidates and judge their ability to communicate and engage effectively and meaningfully. They are developing monthly client meetings to increase understanding of the asylum system, which reduces anxiety and allows them to influence the development and operation of the charity.

### ✔ **Understanding of trauma and strengths-based approaches**

Trauma-informed care is an approach which is adopted by an organisation to improve awareness of trauma and its impact on an individual's neurological, biological, psychological and social development, to ensure that the services provided offer effective support and, above all, that they do not re-traumatise those accessing or working in services.

To address the needs of people going through the asylum process it is important to understand and appreciate the impact of past trauma on that person. This trauma may predate their time in the asylum process, such as war in their country of origin, physical or sexual abuse, torture, and the impact of sustained mental ill health, alongside the trauma of seeking asylum and acquiring refugee status itself.

We will partner with charities that understand the widespread impact of trauma, triggers, and symptoms of trauma in the people they support, and potential pathways for recovery. This will also include the impact of direct and indirect trauma on staff and volunteers.

Support will include building positive relationships by placing individual needs at the heart of your support, helping them to build support networks outside of your charity, with a focus on identifying individual and personal strengths and goals, that helps people to take responsibility for their journey of recovery, giving them choice and control.

### ✔ **Organisational development support**

We want to help charities grow stronger and more resilient so they can thrive beyond the lifetime of our funding. We will focus on charities that can benefit the most from our organisational development support, and not just the unrestricted funding.

Therefore, we will only fund charities that can demonstrate an understanding of their own organisational challenges, have the interest and are willing to invest time and effort in owning and addressing these.

This will require the involvement of the charity's leaders and the Trustees and could be anything from improving governance, increasing diversity across the organisation or introducing a database. You can find out more about our approach [on our website](#).

It is important to us that we develop a trusted relationship with you and your charity so that we can provide the support that is best suited



to what you're looking to address. To do this we will speak to you or visit your charity a few times per year.

### ✔ **Geographical location**

We want to make sure that we are funding small specialist charities across England and Wales. In our 2023 programme for specialist charities, we invested less funding in **Wales, London, and the North East and South West regions of England**. Therefore, to address the imbalance, where there are comparable applications which meet the programme and prioritising criteria we will favour applications from Wales and these three regions.

## 7 What we don't fund under this programme

We do not provide funding for the following organisations:

- ✘ Community Interest Companies, or any other organisations that are not charities or CIOs registered in England and Wales.
- ✘ Infrastructure or 'umbrella' organisations.
- ✘ Organisations whose primary purpose is to give funds to individuals or other organisations. This means organisations that use more than 50% of their annual expenditure as grants.
- ✘ Charities working predominantly outside England and Wales.
- ✘ Organisations that require people to take part in a religious activity as part of the support provided, unless the charity has been established to support people specifically of that faith.
- ✘ Hospitals, health authorities, or hospices.
- ✘ Rescue services.
- ✘ Schools, colleges, or universities.