

Programme guidance for specialist Homelessness 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 7 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 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 Homelessness theme, we received 45 eligible applications of which 22 were funded (a success rate of 49%).

For this 2023/24 programme, we will be awarding 84 grants in total. We expect that around 22 of these will be awarded to specialist Homelessness 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 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 Homeless charities

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

The main purpose of your charity is to support people who do not have a permanent home, with nowhere to stay and are living on the streets, 'sofa surfing' (i.e., staying with friends or family), staying in a hostel, night shelter, or B&B.

Under this programme, we will not fund charities whose primary purpose is to prevent people from becoming homeless.

You must support people to find a safe place to live. This will be by providing a range of interventions, relationships and routes into housing.

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 a pathway of continued engagement and a move into safe accommodation. For example, you may provide a “drop-in” centre meeting the immediate needs of those accessing your services, such as food, showers, and access to health care professionals. This support must then lead to in-depth, longer-term services, helping people move out of homelessness into safe and sustainable accommodation.

We **do not fund** one-off support where there is no long-term relationship, for example, a night shelter, food bank/soup kitchen, or signposting to other services.

- 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 accommodation.

- **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 homelessness Outcome Star, or Inform 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:

EXAMPLE

A homelessness charity in Leicester works hard to raise awareness of its services in the community and among partners, has an active outreach team and accepts self-referrals and referrals from other agencies. Services are delivered flexibly over the phone, via digital means and face to face allowing people with health conditions to also participate. Some services are tailored to the needs of particular groups to make them feel safe and welcomed, including women's only services, services for young people, and LGBTQ+ services. The centre is accessible to those with physical disabilities and staff are trained in sign language and speak various languages, improving communication with the people using their service.

✔ 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.

✔ **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, a homelessness charity being led by people who have experienced being homeless.

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

1. Charity X has always had a user-led voice and representation at both staff and board levels. During the pandemic, unforeseen circumstances, including the death of a Trustee with lived experience, has meant that whilst they have user voice within the staff team, they are not part of decision-making conversations. This has prompted the charity to review its policy around voice and inclusion and they are working to develop a framework of best practice. They have created a client forum and are working towards other goals regarding this.
2. The client forum has achieved positive change within the charity including policy change, a service delivery review and inclusion in external conversations around systems change.

The charity is seeking to improve the diversity of its Board in coming recruitment rounds, including those with lived experience of homelessness, and would welcome external support to explore what diversity means for the charity and how to find the right people.

✔ **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 experiencing homelessness, it is important to understand and appreciate the impact of past trauma on that person. This trauma may predate their homelessness, such as adverse childhood experiences including experience of the care system, domestic abuse, and the impact of sustained mental ill health, alongside the trauma of homelessness 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.