



We're here to support you and your community when you need it most.

The safe and warm fund

## Guide to Your Application and Frequently Asked Questions

This document should give you all the information you need to apply for funding from our Safe and Warm Fund. If you have any questions or queries that aren't addressed in this document, contact: Wales & West Utilities Priority Customer Team, Phone: 02920 278558; Email: [safeandwarm@wwutilities.co.uk](mailto:safeandwarm@wwutilities.co.uk).

### Application Process

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|--------|--|
| Step 1 | <ul style="list-style-type: none"><li>• Identify how funding will help you deliver support and services to help the most vulnerable stay safe and/or warm and how you know that your approach is appropriate and will meet their needs.</li></ul>  |
| Step 2 | <ul style="list-style-type: none"><li>• Check you are eligible to apply and that the idea is supported by your group/organisation members.</li></ul>   |
| Step 3 | <ul style="list-style-type: none"><li>• Complete and submit your application form by 23:59 on 6 July 2020 telling us about your idea, what you plan to do and the difference it will make. We suggest you copy your application responses into a separate document and save before submitting the on-line form. Make sure that you include the telephone number and email address of a representative that we can get in touch with if we need to check any details.</li></ul> |
| Step 4 | <ul style="list-style-type: none"><li>• Your application is assessed and we'll let you know if your application is successful by email.</li></ul>  |
| Step 5 | <ul style="list-style-type: none"><li>• If successful – we'll ask you for some information so that we can arrangement payment and we'll provide you with an 'Award Pack' so that you can start to deliver your support.</li></ul>  |
| Step 6 | <ul style="list-style-type: none"><li>• We would love to hear how you are getting on, so do share your stories and pictures (with consent of course). We'll provide our branding/logo and we'll help to share your stories too.</li></ul>  |
| Step 7 | <ul style="list-style-type: none"><li>• You'll need to spend all the funding you receive within 6 months. Once you've spent it, tell us how it all went and the difference you have made. We'll provide a short questionnaire for you to complete to help us all continuously improve.</li></ul>   |



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## Frequently Asked Questions

### **Who can apply for the Safe and Warm Fund?**

At Wales & West Utilities we are focused on keeping people safe and warm – and at this challenging time, we want to support organisations who are supporting the most vulnerable in our communities.

The fund is open to community and parish councils, not for profit companies or community interest companies, charities and community groups. If you are a voluntary or community group, you will need to have a constitution. Your group also needs to have its own bank account with a minimum of two unrelated signatories

### **How do I apply for the Safe and Warm Fund?**

To apply, please complete an online form at [www.wwestutilities.co.uk/safeandwarm](http://www.wwestutilities.co.uk/safeandwarm). If you have any questions or queries about the application process, or want to discuss a prospective application, contact Wales & West Utilities Priority Customer Team, Phone: 02920 278558; Email: [safeandwarm@wwestutilities.co.uk](mailto:safeandwarm@wwestutilities.co.uk).

You will need to complete your application form in one go. We recommend that you familiarise yourself with the questions and then draft and save your responses in another document. When you are ready to apply, you can simply cut and paste your responses into the application form and you will have your own original copy of your responses to refer to.

### **How long will the assessment process take? When will I know if I have been successful?**

The fund opens for applications at 8am on 15 June 2020, and all applications must be made by 11:59pm on 6 July 2020. We will let people know if their application has been successful by 18 July, and all being well organisations will receive funding within 10 working days after that.

### **Who is assessing my application?**

Applications will be assessed by a panel of representatives from Wales & West Utilities.

### **What sort of things can the funding cover?**

Examples of what the Safe and Warm Fund can cover include:

- volunteer and staff costs;
- costs associated with communication including virtual;
- energy efficiency and safety advice and measures;



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- running costs that enable the organisation to continue providing support;
- looking after people in vulnerable situations and providing safeguarding measures;
- protective garments and equipment;
- transport costs; and
- training.

### **How much detail do you need about how we want to spend the money?**

At this stage, we are looking for a high-level breakdown of the total, specifying your main areas of projected spend e.g. staff and/or volunteer costs £x, travel £x, communications £x, details of small capital items e.g. tablets £x. Please also refer to the terms and conditions for details of eligible and ineligible costs.

### **What do you mean by how many people will we help directly and indirectly?**

By directly, we mean those people that you plan to directly engage with and provide support to. By indirectly, we mean those people not directly supported, but who will also benefit from someone receiving support e.g. if you are providing support to someone living with dementia, the carer or wider family may benefit from improved wellbeing. We appreciate that the number of people indirectly supported may be an estimate at this stage

### **Do I need to include bank details in the application form?**

No, if you are successful, we will get in touch separately to arrange payment of your grant.

### **Are you able to fund core costs?**

If you're applying to cover core costs, we'll only consider applications that are proportionate to the support delivered.

### **We're based outside your area but deliver services to support communities within your area, can we apply?**

Yes, so long as the services you will be delivering will support communities in Wales and south west England to be safe and/or warm. Please see the map below for details of the area covered. If you are delivering services over a wider geographical area, you can only apply for an award to cover the elements to be delivered in the operating area of Wales & West Utilities.



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**My organisation has multiple sites or groups in your area, can each one apply separately?**

No. We are limiting applications to one per organisation to enable more communities to benefit from funding.

**If we are awarded funds, do we have to spend the award within a certain time?**

Yes. If you are successful, any funding awarded as part of the Safe and Warm Fund must be spent on the use described in your application form within 6 months of you receiving it.

**Can I promote that I've received funding in the media?**



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Yes – we'd love you to. Do get in touch with us to let us know how your support is helping those most in need, and we'll help you get your message out. As part of your Award Pack, we'll provide branding for you to use on leaflets, newsletters and websites too.

### **What records will I need to keep?**

If successful, you will need to keep records of how you have spent the award including keeping receipts and invoices. We'll also ask you to keep some records about how many people you have helped and the difference this has made. We'll provide a template for this as part of the Award Pack we send you.