Guidance for London Community Response grants

If you have already submitted an application for Wave One Small Grant, and you haven't yet heard back from us, bear with us whilst your application is considered.

What funding is available?

We have two Wave Two funding programmes that are taking applications:

- **Crisis response** – grants of up to £10,000 to enable you to meet the immediate needs of communities, from food and essentials, to equipment and additional short-term staff costs;

- **Delivering differently** – grants of between £10,000 and £50,000 to enable you to change the way you deliver your work to ensure it continues to meet the needs of your communities, from switching to digital channels to redeploying staff to boost your capacity at a time of increased demand. In some circumstances we may consider grants above £50,000 but there must be a strong rationale in your application for this.

Both funding programmes use the same application form, but you will find focused guidance on the different eligibility and focus of each programme below. Before you read through, please note the key information:

You can apply for a maximum of 3 months of funding.

You can only apply for one grant in Wave 2 (for either a crisis response, or a delivering differently grant). If you received a grant in Wave 1 (food and essentials), you are able to apply again as part of Wave 2.

You must check carefully what costs this funding will cover.

Your organisation needs to be eligible for funding.

You must complete the on-line application form carefully and upload all the required attachments – we cannot accept changes or additional information afterwards. Find out how you can apply here. If you need help to complete the application, please use the email link here.

How long is the funding for?

For the **crisis response** grants we expect these to be to enable you to meet the immediate needs of your communities – these could be one-off costs (e.g. new equipment), urgent needs (e.g. food and essentials), or to enable you to increase your support to people at risk. These are intended to be short-term grants that help you respond to the situation your organisation and the people you work with are facing right now, and during the coming two to three months.

For the **delivering differently** grants we expect these to cover the up-front costs of changing the way you deliver your services (e.g. any new equipment, or training for your team), and then enabling you to continue to deliver in these new ways (including staffing and ongoing service costs) to increase the reach and capacity of your work. Whilst this is a rapidly-changing situation, and there is a lot of uncertainty about how long the current restrictions will be in place, we would ask you to prepare your budget based on needing to work in these new ways for up to three months.

For both funding streams we understand that organisations have been responding quickly to the situation, so if you have already incurred this expenditure, do not have any other funding secured to cover, and would like us to consider covering the costs of your work from Monday 23 March please note this on your form.

What happens at the end of this funding?

At the moment we anticipate launching a new round of funding before the summer, which will be to support organisations working with communities who need additional capacity as we begin to transition from the current crisis situation towards more regular ways of working. At this stage, therefore, we would ask you to submit applications based on the money you need right now to cover your costs for the next three months.

However, we recognise that this is a rapidly-changing situation, and the current restrictions impacting on services may be tightened or extended over a longer time period. If this is the case we will prioritise contacting groups who are successful in this round of funding to ask them if they need additional resources to continue to deliver their services over an extended period or to renew their support for responding to the crisis situation – these groups will then be invited to submit an application for additional funding as a priority before we launch any new round of funding for new applicants.

We will keep organisations informed of any new rounds of funding, or any extension to existing funding arrangements, via our newsletter – you can sign up here to ensure you receive these updates.

Who is eligible to apply?

For all funding streams the following organisations can apply:

- Registered charity

- Charitable incorporated organisation (CIO)

- CIC limited by guarantee (with at least three Directors)

- Charitable company (limited by guarantee)

  For the **crisis response** grants, as well as the list above, we are also able to accept applications from:

- Faith group, where the activity is not promoting religion

- Community Amateur Sports Club

- Community Benefit Society

- Constituted but unincorporated club or association

- Constituted Tenants and Residents Associations, and Tenant Management Organisations

- Constituted community group

  Where you are not a constituted group (for example a mutual aid group) you can apply via a host organisation who is on the eligibility list above and who will hold the grant on your behalf if you are successful – host organisations are able to submit multiple applications if it is clear that the funding is being held for distinct groups. We are not able to make grants to individuals – if you are looking for a grant for an individual please search for support at Turn2Us.

The activities which you are applying for funding for need to be legally charitable and benefit Londoners – i.e. they must take place in and/or benefit people living in London or one or more of London's 33 local authority areas (see map at https://directory.londoncouncils.gov.uk/).

If you received a grant in wave one (food and essentials), you are able to apply again as part of wave two (for either a crisis response, or a delivering differently grant). You can only apply for one grant in this wave.

How do I apply?

You fill in the application form on this website and submit it. This application will be shared with multiple funders who are collaborating on the London Community Response.

Please note that applications must be submitted via the on-line application process, but you can use this form to prepare your answers or to keep a copy of what you have submitted.

What's the deadline?

There is a weekly rolling deadline until further notice e.g. applications submitted by Friday 17 April will be assessed in the following week.

What are the priorities for crisis response grants?

If you are responding to the immediate needs of Londoners affected by the current crisis then we are open to hearing from you about what your costs are to enable these communities to be effectively supported at this difficult time.

Whilst this funding is available for any eligible organisation responding to the crisis, we are particularly keen to support groups who are looking to:

- Buy food and essentials (including cleaning products) for people in need of support;

- Provide access to services (including support to access to the internet or telephone costs);

- Make immediate changes to existing services (including moving services online, or meeting increased costs of telephone or postal routes to reach people);

- Purchase equipment to enable people to work remotely (including laptops);

- Respond to new needs quickly (including any staffing costs associated with this);

- Meet increased costs of providing services (including deep cleaning of accommodation); and

- Ensure all groups can access services (including changes to make these fully accessible).

What are the priorities for delivering differently grants?

The main focus of this funding is on redesigning services and delivering them differently in this period of uncertainty – helping you to continue to meet community needs in new ways. We are focused on covering any one-off or set-up costs you incur to change your systems and services, as well as the additional costs you will incur in delivering in new ways. With all our **delivering differently** grants we also want to understand how your proposed activities work collaboratively and/or complement other provision within your geographical area and theme.

This funding is currently focused on meeting the increased demand for services across the themes listed below. Please indicate on your application form which area your work is focused on. The themes are:

- advice;

- arts and culture;

- children and young people;

- domestic abuse, and violence against women and girls;

- equity and inclusion;

- food;

- homelessness;

- infrastructure (civil society support);

- people at risk; and

- refugees and migrants.

Advice

We recognise that there is an increased need for advice as people experience uncertainty with employment, the need to access welfare benefits, as well as ensuring that people understand the rapidly-changing practices across social welfare advice strands. We are particularly keen to fund work that:

- Increases capacity for advice, especially on employment and welfare benefits;

- Enables organisations to deliver advice via digital channels, or via partnership with non-advice organisations or groups who have trusted and reliable links in to communities;

- Ensures services are accessible in this new context (including community languages, BSL or other work to remove barriers to advice);

- Provides advice to people affected by changes to legislation during this period (including the Care Act and Mental Health Act);

- Supports policy and advocacy work to ensure the voices and experiences of people affected by the crisis inform changes in policy and practice to reduce demand for advice in future, and also that immediate needs are met (e.g. around No Recourse to Public Funds);

- Enables volunteers (including pro bono advisers) to be brought back into service delivery;

- Addresses any pre-existing gaps in advice provision that will mean that communities across London can access the advice they need at this time; and/or

- Boosts access to specialist and second-tier advice to provide support to frontline advisers navigating rapid changes in policy and practice across key social welfare law areas.

Arts and culture

We recognise that the creative sector faces a combination of challenges which impacts on the health of the sector and its infrastructure, with the move from venue-based working, changed financial models without access to traditional venue hire or "box office" income, whilst needing to ensure the positive health and other outcomes being achieved by arts and culture organisations can continue to be achieved through this difficult time. We are particularly keen to fund work that:

- Enables groups to navigate government support to the sector (including support for venues, or support to freelance or furloughed staff);

- Supports the move to delivering projects via digital channels (including where this could open up new revenue streams, or where advice is needed to protect creative content being delivered in new ways, or where wider outcomes such as positive contributions to people's health can be met through new channels);

- Ensures groups who are hardest hit during this period of uncertainty (for example the LGBT+ sector, or Deaf and disabled people) are supported to create safe spaces on line for people to engage with arts and culture, reduce isolation and engage in creative activites, and are able to re-emerge at the end of the crisis period; and/or

- Enables the next generation of creatives to stay engaged in the sector through preparing work that can be delivered in new ways, or that creates a pipeline of activity for beyond the crisis.

Children and young people

We have heard about the impact of the crisis on children and young people, from concerns about access to educational activities and nutritious food, to challenges with relationships being maintained with youth workers and trusted adults in a period of social distancing, or needing to equip the sector with the kit to deliver in new ways. We also recognise that there are some groups where the need for support will be more pronounced, including children in care or leaving care, or who are at risk due to conflict or violence. We are particularly keen to fund work that:

- Enables services to be delivered in new ways to ensure reach and accessibility to children and young people, including where there are additional costs in ensuring this access for any groups who may need more focused services (for example those in or leaving care, young carers, refugee, homeless, LGBT+, disabled or with SEN);

- Boosts access to quality youth work to sustain relationships with trusted adults during the crisis period ready for work to continue together after social distancing ends;

- Promotes positive mental health and wellbeing, particularly during quarantine;

- Ensures staff and volunteers have access to the technology they need to engage with and support young people safely and effectively via remote working; and/or

- Adapts services to be delivered through digital channels so that positive activities and outcomes can be maintained.

Domestic abuse, and violence against women and girls (VAWG)

We are aware of the experiences from other areas where restrictions were brought in earlier that these periods of quarantine will see increased risk to people affected by domestic abuse and all forms of VAWG, and that early indications suggest a rise in demand for support across the sector as people are isolated in situations where they are at risk of violence or abuse. We also recognise that some groups (e.g. BAME women, LGBT+, disabled people, people who are undocumented, or people with No Recourse to Public Funds) will experience higher risks and/or face further barriers to reporting, and need focused services to support them. We have also heard about the increased costs of providing services (e.g. to ensure refuge accommodation is deep-cleaned, or providing services one-to-one rather than in groups) and adapting to online environments which may be difficult for people to access. We are particularly keen to fund work that:

- Helps organisations respond to increases in demand for support in the immediate period, including different forms of support, and prepares them for a more rapid increase in demand when social distancing is relaxed;

- Supports groups to carry out advocacy work with people affected by domestic abuse and VAWG to highlight issues and achieve policy and service change;

- Helps organisations support groups where there is involvement with statutory services to help manage/reduce risk and safety planning for them and their families;

- Enables remote access to services (including where internet access is not possible, for example working alongside non-specialist organisations to reach people in communities);

- Ensures language- or community-specific services can target support at groups who are known to be at higher risk (including coordinating these activities effectively through partnership across sectors or organisations);

- Provides appropriate wellbeing support (including clinical supervision if appropriate) for people providing support remotely without the back-up of colleagues or other systems;

- Covers the additional costs services are experiencing (e.g. deep cleaning of accommodation, or provision of PPE); and/or

- Enables the safe and effective delivery of services via digital channels.

Equity and inclusion

We recognise that some communities were experiencing inequality before the start of this crisis, and that there is the potential for such inequalities to increase at this time without targeted work. We have heard about the importance of supporting user-led groups, and groups working in sectors (e.g. BAME, LGBT+ and Deaf and Disabled People's Organisations) that have not had equal opportunities to grow and develop due to previous patterns of funding, as well as ensuring that the rush to deliver via digital channels doesn't exclude people. We are particularly keen to fund work that:

- Ensures the voices of people are heard in service design, and in shaping advocacy work to promote more effective funding and other practices beyond the crisis, including support for user-led groups;

- Promotes accessibility in service design and delivery through embedding this in digital work, ensuring reach through other channels, and/or recognising the additional costs organisations will incur in ensuring that services meet the needs of all communities; and/or

- Supports groups with a strong track record and reach into communities to access funding and support to transition their services at this time. We will also ensure the values of equity and inclusion are considered across all themes.

Food

We know from listening to the sector, and from our first round of funding, that there is a continued need to support work around food and nutrition. We have heard that targeted work is needed to reach people with specific requirements (e.g. asylum seekers, children out of school, people at risk due to health conditions), to ensure access to food (including hot food), and to coordinate activities across organisations and sectors. We also know that food projects have often been aligned with other activities, and there is the need to either deliver these independently or to strengthen partnership working to achieve a broader range of outcomes. We are particularly keen to fund work that:

- Enables services to be adapted to meet the needs of groups who may not previously have been accessing food support;

- Helps organisations to deliver their services in different ways to ensure continued reach;

- Supports partnership working or service transition so that other outcomes can be achieved alongside food/nutrition (e.g. older people and social isolation);

- Encourages partnership working to use wider networks and assets to support communities;

- Enables food-focused services to reach groups beyond those identified by statutory services; and/or

- Supports better coordination across the food sector so that resources are well-managed to reach communities in priority need.

Homelessness

We recognise that groups working with people who are homeless or at risk of homelessness have had to adapt to delivering services via new channels as well as in new locations, with moves to house people in hotels or other temporary accommodation to enable self-isolating through the crisis period. We also know there have been increased needs for support around mental health and substance use, as well as from groups who were recently housed or who are hidden homeless, and with targeted groups who experience additional challenges (e.g. people with No Recourse to Public Funds, sex workers, people being released early from prison or from immigration detention). We are particularly keen to fund work that:

- Supports increased provision around mental health to homeless people;

- Enables services to be delivered in new locations or in new ways to reach people;

- Provides focused advice services to enable people to sustain accommodation or positively progress beyond the crisis period; and/or

- Ensures identified groups who need additional/targeted support can access this.

Infrastructure (civil society support)

We know that organisations providing support to civil society, from place-based groups such as Volunteer Centres and Councils for Voluntary Service, through to specialist organisations, such as those focused on specific communities or topics, have seen increases in demand for support from people (e.g. those wanting to volunteer to help their communities at this time) and from other organisations (e.g. to develop partnerships or redesign their services for the current context). We also know that these groups are often the link between sectors, helping coordinate responses to the crisis, as well as acting as advocates for the sector and to keep the sector informed of developments. We are particularly keen to fund work that:

- Helps groups to navigate the changed policy and practice context, including advising on how to access government or other support, through to updating working procedures;

- Boosts capacity to effectively engage and place volunteers in activities that increases the ability of organisations to meet the needs of our communities;

- Enables other organisations to develop partnership approaches to responding to the crisis so that the networks, reach and talents of all parts of the sector are harnessed; and/or

- Strengthens the ability of infrastructure bodies to act as advocates for the sector to inform local, regional and national policy developments, as well as providing targeted and effective information to the sector about developments and what they mean for their work.

People at risk

We know that there are groups of people who are more at risk due to the nature of the current crisis – from older people, to those with long-term physical and mental health issues, to certain communities who have higher incidences of conditions that make them vulnerable at this time – who will be particularly impacted by the quarantine period. We also know that many people in these groups are also active citizens, and will themselves be navigating towards new ways of offering support to others as part of the sector. In working with these groups we further recognise that there will be particular considerations in ensuring reach and that the right services are available at the right time – including acknowledging that digital channels may not always be the right way to deliver work, that there are associated groups (including carers) who have the need for additional support, and that sadly there will also be the need for increased capacity to respond to bereavement and grief. We are particularly keen to fund work that:

- Enables people who are already active as volunteers to maintain their involvement through opening up routes to volunteering safely at this time;

- Supports services to be provided in the most accessible ways, ensuring that digital channels can be used where appropriate, and that costs of other channels (including traditional methods such as telephone and post) are met to strengthen reach;

- Ensures that organisations adapting their services or working in new ways do this safely, so that people at risk because of the virus are not further exposed to scams or similar;

- Increases support for people experiencing uncertainty and grief, recognising that this support will need to reflect the changed situation (e.g. in relation to funerals) so that people are supported effectively;

- Tackles increases in loneliness or isolation due to social distancing; and/or

- Boosts the capacity of the sector to effectively amplify the voices of people who may experience additional disadvantage due to policy change (e.g. access to social care).

Refugees and migrants

We know that organisations working with refugees and migrants face additional challenges to ensure their services are accessible, from overcoming barriers for people to give instructions over the phone, not having access to digital channels, or needing to rapidly change materials to ensure information is available in community languages. We have also heard the increasing demand for support for people with No Recourse to Public Funds, to adapt learning (such as ESOL classes) to be provided digitally, and health concerns about asylum seekers in temporary accommodation. We are particularly keen to fund work that:

- Supports groups to provide services through digital channels, and share intelligence across the sector about how people are adapting their work effectively;

- Ensures that the additional costs of reaching refugees and migrants are factored into the design of new services so that no barriers are created to access;

- Coordinates or enables the production of materials in community languages, as well as ensuring telephone and online interpreting is available to complement service delivery;

- Enables materials to be adapted to continue to provide training and support to people through new channels; and/or

- Amplifies the voices of communities through targeted advocacy work.

What can the funding be used for?

This section of the guidance gives you examples of what we would like to fund, and things we are not able to consider, under the key headings that we would like you to use in the budget section of your application (note you do not need to use every heading in your budget if an element is not relevant to the request you are making). If you have any queries about whether something is eligible to include in your budget please do drop us a line and we will add any clarifications to this section and reference these in our FAQs section.

People

Things we will consider funding… You may have experienced staff on programmes that cannot continue during the pandemic, but who could be redeployed to boost your capacity

on new services rather than being furloughed, who will need their salary costs covering. You may have workers or employees who could increase their hours to boost your capacity. You may have volunteers who are able to support your work being delivered in new way but will need additional money to cover increased expenses.

Things we are not able to fund… We can only consider staffing costs where they are needed to deliver your services in response to the current crisis, we won't be able to cover any additional costs of furloughed staff who are not essential to your current operations. Please note: if an existing funder has given you flexibility to use your grants to support your staff costs, you should use this flexibility first rather than request new funding for these posts from this programme.

Support

Things we will consider funding… You may need to provide access to additional specialist supervision, counselling or support services for your team. You may need to provide increased or different supervision and support for your volunteers through this time.

Equipment

Things we will consider funding… You may need new IT hardware for staff now working remotely (e.g. laptops) so that you can continue to meet the needs of your communities, where they did not previously have these. You may be continuing to deliver services that involve contact with beneficiaries and need protective equipment for your team that is over and above anything you have used for business-as-usual.

Things we are not able to fund… This funding needs to be focused on meeting new needs, so we won't be able to cover the costs of planned equipment upgrades or replacements that should already have been factored into your organisation's plans and budgets. Please note we are not able to fund schools to provide laptops to pupils.

Resources

Things we will consider funding… Your teams may need to have access to new software, and training on how to use new systems or work in new ways. With changes to your systems you may need additional IT support or advice to ensure you can make an effective transition to new ways of working.

Things we are not able to fund… Where your existing IT or staff support services would extend to the current situation without additional cost we would expect you to meet these costs from existing budgets. Where new software or other services come with a support

package included in the purchase cost we would expect you to make use of this wherever possible.

Services

Things we will consider funding… You may be incurring additional costs to meet the needs of your communities, such as providing food and essential supplies, accessing translation or interpreting services, or deep cleaning accommodation you provide – the majority of funders working on this response can cover the costs of you providing items, and some can also cover vouchers that are given to people. Whatever the additional costs you are incurring in providing your services during this time, that are as a direct result of needing to deliver in new ways, please outline these to us in your funding proposal so that we can consider them. We recognise that not all services can be delivered via digital channels, and not all people can engage with online services, so if you are incurring additional costs via telephone, post or other methods of reaching people then please also include these.

Things we are not able to fund… Whilst this funding can be used to buy things for people, it cannot be used to make cash grants to individuals. Where your existing funding covers the costs of your services we would expect you to utilise this wherever possible, this new funding should be focusing on any additional costs involved in delivering this service in new ways at this time. We are also not able to fund the delivery of completely new services where your organisation has no track record in that type of work

Overheads

Things we will consider funding… You may be incurring additional costs for your staff to be able to work from home (e.g. contribution to broadband or phone costs), or taking on additional short-term rent obligations (e.g. taking on storage space for food or other donations). We also know that there will be overheads attached to delivering your work safely and well that you will need to ensure are covered (e.g. you may need to increase the time of a manager to support your team if people are being redeployed to new service areas), so are open to you including these in your proposal.

Things we are not able to fund… Any costs that you would have incurred anyway through this period and would already have been in your organisational budgets or plans (e.g. your existing rent or utilities costs). At this stage funding is also not available to replace any lost income (e.g. from renting out space in your building) or for general cashflow purposes.

Partnership

Things we will consider funding… You may need to work with other organisations to ensure the needs of communities are met, and we are open to covering the costs associated with getting these partnerships right (e.g. you may need legal advice, or professional support to facilitate your agreements with other organisations). We know this will also take time, and that you may need to increase the hours of part-time management colleagues, or increase the salary level of team members who take on additional responsibilities to manage the partnership – we are open to covering the difference in cost between your business-as-usual staffing and your new costs during this period.

Things we are not able to fund… We are keen to ensure that partnerships bring together organisations who are best able to meet the needs of communities at this time by working in new ways together – we will give preference to partnerships of organisations able to use their combined talents, reach and expertise to meet community needs rather than organisations seeking to move into new areas of operation where there is an existing group who is better able to meet these needs.

Governance

Things we will consider funding… You may be working in new ways that involve new risks or considerations for your organisation to manage, and so we are open to ensuring any costs associated with professional advice, or in increased numbers of meetings or ways of working for your (e.g. increased software licence costs for Trustees to be able to access systems remotely) are covered. If taking on this work requires any additional costs through financial support (e.g. increased costs if your turnover crosses a new threshold for audit fees or similar) then we can consider covering the difference in cost through your proposal.

Things we are not able to fund… We are not able to cover the business-as-usual costs of your organisation's governance (e.g. your existing meeting costs, audit or legal advice fees) where these should already have been included in your organisation's plans or budgets

What if the situation we're working in changes?

This is our guidance as of April 9th, but we recognise that the situation is changing rapidly and so funding needs may also evolve. In the event that government policy changes (e.g. to significantly extend lockdown provision, or to provide targeted financial support for any area currently covered by this fund) we may need to revise the guidance or eligibility for this funding. Where this is the case we will write to everyone who has registered for our newsletter updates, and to everyone who has already submitted an application that has not yet been considered by the panel of funders, to advise of any changes and provide time for you to resubmit applications as appropriate.

Where changes to the policy context happen after a grant has been made the relevant funding partner within the London Community Response will discuss with you how best to reflect any change in your work. In this event they will discuss with you if you are no longer able to deliver your work, or if you need additional funding to cover new costs or provide a service for a longer period, to ensure that these funds are used as effectively as possible during this fast-paced context.

How will a decision be made?

Your completed application will be screened to ensure it fits with the criteria for these funds. Screened applications will then be shared with the group of collaborating funders. Funders will select applications that they are able to fund (depending on their area of operation and interest) and make decisions on them. Funders are committing to make decisions as quickly as possible.

When will I know if our application has been successful?

The funder who has selected your application will contact you directly to confirm whether a grant has been agreed and to arrange for transfer of funds. Collaborating funders are committed to letting you know as soon as the decision is made, and to transferring the funds as quickly as possible.

What if my application isn't successful?

If your application is not selected for funding by the collaborating funders, London Funders will let you know that you have not been successful.

What do I do if I have questions or need help to complete the form?

Please use the email link here to let us know if you have questions or need help. We will arrange conference calls for groups to find out more about the funding and get answers on the application process. We will also be posting answers to frequently asked questions on this website each day.

Reporting on the grant

You will need to report back to whichever funder has given you a grant, and they will let you know what they need from you. Collaborating funders are committed to light touch reporting for grants made through the London Community Response collaboration.

Newsletter

[Sign up here for updates from London Funders](#) on the London Community Response.