

INFORMATION PACK

Purpose

Crisis Changing Lives helps homeless people achieve their educational and career goals by awarding grants of up to £2,500 to pay for course fees, work clothes and tools, or to help set up a small business.

Please contact us with any further queries on **020 7426 3871/ 3868** or by emailing **changing.lives@crisis.org.uk**.

Inside this pack

- Eligibility criteria
- The application forms: which one to use
- Where to get an application form
- When applications can be made
- What needs to be submitted with the application
- Organisation and support worker information
- Quotations
- The decision process
- Once the decisions have been made
- Successful applicants
- What the grant can be used for
- Data handling and protection

Eligibility criteria

Applicants must be:

- Aged 18 or over
- Homeless or recently homeless (e.g. slept rough, lived in a hostel/refuge, 'sofa surfed' etc. in the last three years)
- Eligible to work in the UK
- Engaging with a support worker for three months
- Free from alcohol or drug misuse for six months

Evidence of homelessness

Proof must be submitted to prove the applicant has experienced homelessness within the last three years. This can be written documentation from a local authority or housing association, hostel or agency working with homeless people.

Support

The applicant will normally be accessing support from Crisis to help pursue their vocational goals. All applicants must have been actively engaging with Crisis for at least three months prior to applying.

The application forms: which one to use

Three types of grants are available:

- Education
- Self-employment
- Into employment

Which one to use:

An 'Education' Applicant: is looking to take part in a course or formal training within the next 12 months and is applying for funding for course fees and/ or tools, equipment or materials needed to do the course.

A 'Self-employment' Applicant: is looking to move into self-employment within the next 12 months and is applying for funding for tools, equipment or practical costs to start up a small business or to become self-employed.

An 'Into Employment' Applicant: has been offered a position or is actively searching for paid employment within the next 12 months and who is applying for funding for tools, equipment or materials needed for a particular job.

Where to get an application form

Application forms can be downloaded from the Crisis website at:

www.crisis.org.uk/changinglives. Alternatively, please telephone the Changing Lives Team on **020 7426 3871/ 3868** and ask to receive one by email.

NB: 'Into Employment' application forms are not available on the website.

Please contact the Changing Lives team to request one.

When applications can be made

Please see the table below which details the application periods for large grants. Applications should only be submitted during the application window. (i.e from when the round opens to the application deadline) For further information contact the Changing Lives team.

Application opens	Application deadlines	Estimated decision date
July 2011	25 August 2011, 12pm	15 September 2011
5 September 2011	13 October 2011, 12pm	10 November 2011
1 November 2011	13 December 2011, 12pm	11 January 2012
1 January 2012	16 February 2012, 12pm	14 March 2012
1 March 2012	18 April 2012, 12pm	16 May 2012
1 May 2012	24 May 2012, 12pm	20 June 2012

What needs to be submitted with the application

For an application to be assessed applicants must include the following information:

- a) An application form
- b) A support statement with Job Coach / Progression Coach contact details
- c) Two quotations for all items applied for
- d) Proof of eligibility to work in the UK
- e) 'Education' applicants only: A copy of the course prospectus, contact details for the course tutor and a letter from the college confirming eligibility / suitability for enrolment on the course
- f) 'Self-employment' applicants only: Evidence of relevant small business training
- g) 'Into Employment' applicants only: Evidence of relevant jobs in the area or offer of employment.

Support organisations and support workers

As of July 2011 all grant applicants must be Members of Crisis. Applicants need to have completed a First Contact Form and their details must be on the Crisis database (MIS) prior to submitting an application.

The applicant must be actively engaging with a Job Coach and/or Progression Coach who is offering support, advice and guidance to help them identify their vocational goal and take the steps necessary to work towards achieving this goal. The coach must have been working with their client for at least three months and must be willing to administer and spend the grant on their behalf if successful.

Supporting Statement

All applications must include a Supporting Statement. Coaches must comment on the following:

History

- How long have you known/been working with the applicant and in what capacity?
- How did the applicant become homeless?
- What process led to finding present accommodation?
- Has the applicant any history of drugs, alcohol or substance misuse?
If so, how have these been overcome?
- How has the applicant dealt with any mental health issues?

Social contacts

- What contacts with friends and family are now in place?
- How has this changed over time?
- What new interests/hobbies has the candidate undertaken?

Vocational guidance

- To what extent has the applicant received vocational guidance from you or others?
- How has the applicant worked through the process of deciding on a vocational or career goal?
- How has the applicant demonstrated self-motivation for this?

Moving forward

- What evidence is there to show the applicant has used self-initiative to move forward in his/her life and in relation to achieving his/her goal?
- How do you think a grant would complement the efforts of the applicant to move forward and further take control of his/her life?

If Coaches do not comment on all areas we will not be able to gain a full picture of the applicant. This will put the application at a disadvantage.

Quotations

If the applicant is applying for any tools, equipment or materials, then two quotations must be included for each item applied for incl VAT. We do not require quotations for any courses being applied for; we do however need a prospectus detailing the cost of each course.

Quotations can be obtained by:

- Asking shops or suppliers for a personalised quotation on headed paper
- Printing information / price lists from websites or online shops
- Obtaining printed price lists e.g. catalogues or promotional brochures.

All quotations should identify the name, address and telephone number of the supplier. Each quotation for an item must be for the same kind of item, allowing comparisons of like for like.

The decision process

All complete applications are passed on to the grant panel, who then make the final decision.

All applications go through a rigorous assessment to assess their suitability for a grant. It may be necessary to contact the coach, applicant, course tutor (for 'Education' applicants), business advisor (for 'Self Employment' applicants) or past employers (for 'Self Employment' applicants) for further information during assessment.

How long does it take to make the decision?

Decisions will be made approximately 4-6 weeks after the application deadline for the round.

How are applications judged?

Applications will be judged on how well the applicant:

- Shows focus on their vocational/ career goal
- Has planned achievable short term objectives towards a specific goal
- Has used self-initiative to seek advice, services and training
- Shows motivation in pursuing their goal and objectives
- Takes responsibility for moving forward in his/her life

Necessity of items applied for

The panel takes into account the necessity of items for applicants to achieve their vocational/ career goal. Applicants will not receive funding for any items that are not necessary for the goal identified.

The quality of supporting statements

The more information Changing Lives has about an applicant, the more informed the grant decision will be. Short references that leave out information requested should be avoided.

Once the final decisions have been made

Successful applicants

Crisis will notify Coaches and clients by email. The amount of money awarded may not be the total sum applied for, nor provide funding for all items requested.

Unsuccessful applicants

Crisis will notify the applicant's named Coach by email during the week after the decisions are made. This email will set out the reasons for the decision and where possible will offer suggestions for improvement. We expect the Coach to notify the applicant. Applicants are free to reapply later that year after a specific date stated in the email.

Successful applicants: what happens next?

Spending the money

Grants may only be spent on the items specified. Coaches will receive a Grant Authorisation Form and the grant recipient will receive an email or letter to confirm what the grant is to be used for.

Changing what the money is spent on

If grant recipients wish to alter the specification then their Coach must contact the Changing Lives team and request approval for any changes.

Returning grants

If the grant recipient does not wish to continue with their plans, then the Coach should immediately inform the Changing Lives Team. If the whole grant is returned, the grant recipient will be entitled to re-apply in the future. If only some of the money is returned then we will not accept another application.

Alteration of goal and objectives

The applicant is awarded a grant on the basis that she/he has formulated personal vocational/career goals, and grants are made for winners to move towards this goal. Should the grant recipient change their employment goal, then the grant becomes invalid and the funding must be returned.

Change in circumstances

In some instances circumstances may change and the grant recipient can no longer pursue the chosen goal. In this case the individual circumstances will be reviewed by the Changing Lives Team and a decision made as to whether the grant can support this change of goal.

Time allowed for spending the money

All grants must be spent within six months of receipt of the funding. After this deadline all unused funding will be claimed back by the Changing Lives Team. We recommend all purchases are made as soon as possible.

Moving house

Grant recipients must keep Changing Lives updated when they change their address. This is part of the agreement signed in the application form.

Monitoring process

The monitoring process takes the form of two questionnaires; one sent at six months and one sent at 12 months. They should be completed by the grant recipient and returned to the Changing Lives Team in the pre-paid envelopes provided. In the event that we do not receive a completed questionnaire back from the grant recipient, the Coach will be contacted to gain this information. Permission for this was given when the grant recipient agreed to the disclosure in the application pack.

What the grant can, and cannot, be used for

Applicants can apply for up to £2,500. The money awarded is a grant and does not have to be repaid.

Ultimate decisions will be made based on an assessment of need. Please contact us for guidance on what may or may not be accepted. If you have any doubts over any items please contact the team before making an application.

What the grant can fund

- Accredited courses that are linked directly to an applicant's employment goal
- Tools and equipment for courses that are linked directly to an applicant's employment goal
- Tools and equipment to use in a job linked directly to an applicant's employment goal
- Tools and equipment and practical costs (e.g. XX to become self-employed)

What the grant cannot fund

General items including:

- Most second hand goods (contact changing.lives@crisis.org.uk for more info)
- Travel or transport allowances or costs
- Rent or housing related costs e.g. utilities
- Subsistence costs
- Repayment of debts (including any items or courses that the applicant is applying for which have already been paid for)
- Research
- Course fees outside the UK
- Course fees that can be obtained for free
- Publishing costs for articles, books, reports etc
- Subscriptions to journals
- University course fees
- Non-accredited courses / courses not offered by bona fide course providers
- Furniture and household equipment
- Replacement of official documents

Specific items including:

- Non-specialist driving licences.

NB: The panel's decision to award computer equipment and computer software is usually based on the length of course, number of hours per week, and the level of course (computers are very rarely awarded to applicants studying at less than BA or equivalent BTEC/HND qualifications).

Data handling and protection

Data protection

Crisis is registered under the Data Protection Registration Scheme (Z6551446). Crisis Changing Lives complies with all requirements for holding sensitive information in both written and electronic form. Crisis Changing Lives complies with the principal requirements of the Data Protection Act 1998 (the "Act").

Processing personal data

Personal and sensitive personal data taken from the Crisis Changing Lives application form or other forms, support statement/s, partnership agreement or collected via telephone or through face-to-face conversation is held manually and electronically.

It is processed in a fair and lawful way and has been gathered from the individual source and/or the individual's support worker, former support worker or key worker or sponsoring organisation.

Further information

If you have any questions about any part of this information pack, please don't hesitate to call the Crisis Changing Lives team through the switchboard on **020 7426 3871/3868** or at **changing.lives@crisis.org.uk**. We look forward to hearing from you. Good luck with your application.

Supported by

Linklaters



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Crisis UK (trading as Crisis).
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E&W1082947, SC040094
Company Number: 4024938.

Homelessness ends here