

Frequently Asked Questions – Grants for Individuals

Information before applying

Am I eligible for a grant?

Our grants are for disabled people and people with mental health challenges living in Gloucestershire. If you are not sure whether you can apply, please run through the Eligibility Checklist at the start of each online application form.

Why might my application be unsuccessful?

Grant applications are usually only unsuccessful because:

- The applicant does not live in Gloucestershire
- The request is for a non-disabled member of the family
- The item has already been purchased
- The request is for an item which should be provided by the council or NHS
- The applicant has enough funds to purchase the item themselves

Other sources of funding

If you are not eligible for one of our grants there is a list of useful websites including other funders on the Barnwood Trust website [here](#)

What documents will you need to see?

If you receive certain benefits, you will be asked to upload a copy of your award letter in the Flexi-Grant application portal. We may also ask you to upload a quote if you wish to have some work carried out or are requesting a specialist item.

See the Troubleshooting questions section below for more examples of letters and a template that might help.

How do I know if what I need should be funded by the Council or NHS?

We are unable to fund items that should be funded by the Council or NHS. For more information about social care, health, housing, general support or help call the County Council Contact Centre - for Adults and older people call the Adult helpdesk on 01452 426868 and for children and Families call the Children & Families helpdesk on 01452 426565.

How to apply

How do I make an application?

We prefer to receive applications made online. Use this link to register <https://barnwoodtrust.flexigrant.com>. Once registered, you will be able to apply for a grant.

Barnwood Trust uses the Flexi-Grant application portal to manage all grant applications. Once you register, your contact details will be held on the portal which will make it easier to make future grant applications. It is a two-stage process, but once your registration is accepted, you can make as many applications as you like.

Who can make the application?

Grant applications are usually made by a disabled person or person with a mental health challenge. Alternatively, a representative (e.g. family member, carer or support worker) can fill the form in on your behalf.

When registering for online applications, please register in the name of the person who has a disability or mental health challenge. The person who registers and provides all details will be the main contact. If you are supporting the applicant (as a family member or support worker), you will be able to provide your contact details later in the application form.

If you are making an application on behalf of someone else, please make sure you have their consent for Barnwood Trust to store and process their personal information.

Do I need an email address to complete an online application form?

Yes. You need an email address to register on the grant application portal. When you have registered you can start your application. Once you have submitted an application, you can then use your Flexi-Grant login to check progress with your application and see any previous grants.

How do I get an email address?

There is advice about how to set up an email address on the Which? consumer website [here](#). *(Please note, it is not necessary to subscribe to their Tech Support Team just to register for an email)*

I don't want to apply online, is there another way?

We prefer you to apply online and this will make it quicker for us to consider your request for a grant. If this is a problem for you, please call the Grants team on 01242 539935 (Tuesday to Friday between 10 am and 4 pm) and we will provide you with a paper application form.

What to apply for

I don't know whether to apply for an Opportunities Award or Wellbeing Fund grant

The Wellbeing Fund is for things that help with everyday living. Such as household appliances, a mobility scooter, a holiday or something else that might be difficult for you to pay for yourself.

Opportunities Awards are for adults over 18 years of age who want to build on an existing hobby or gain a new skill for work or volunteering.

If you would like to know more about our individual grants and read stories from people who have received them please see our website

<https://www.barnwoodtrust.org/grants/grants-for-individuals/>

If you are still unsure which grant you should apply for please call the Grants team on 01242 539935 or email grants@barnwoodtrust.org

How much money can I apply for?

The Wellbeing Fund is typically for £50 to £1,000 and Opportunities Awards are £200 to £2,000. However, there is no upper limit for a number of items requested in one grant application. Each application is considered on a case-by-case basis.

Decisions are based on what is being asked for and the amount of funds we have at the Trust overall.

As part of the process, you may receive a visit at home by one of our Home Visitors and you will be able to discuss your priorities with them.

If your request is for an Opportunities Award over £500, you will be invited to come to the Trust to meet us and have a conversation about your plans.

Can I apply for more than one item?

Yes, you can apply for more than one item at a time. There is space to list all the items you need on the online application form.

Can I apply more than once a year?

Yes. You can apply for a grant at any time. There is no limit to the number of grant applications you can make although we will not fund the same item again and there could be limits on each type of request and the overall sum awarded.

I would like to apply for a grant towards a riser-recliner chair

If you are requesting a grant for a riser-recliner chair, you need to discuss this first with your Occupational Therapist. We will need confirmation from them that a riser-recliner chair is essential for your independence at home.

If your Occupational Therapist recommends a riser recliner, please upload a copy of their letter to your application form. This can be done in the **Your grant** section.

If you would like to arrange an assessment with an Occupational Therapist, please call the County Council's Adult helpdesk on 01452 426868.

I would like to apply for a grant towards a mobility scooter

If you make an application for a grant towards a mobility scooter, we will ask Gloucestershire Mobility to visit you to check that you are able to use a scooter. They will assess the best type of scooter to meet your needs and check that you have somewhere accessible to store and charge the scooter. You do not need to buy the scooter from them, but the model ordered must meet their specifications and it will be delivered via Gloucestershire Mobility. We will also ask you to complete a training course arranged through Gloucestershire Mobility, who will deliver your scooter to you at the same time. Barnwood Trust will pay for your assessment and training course.

Troubleshooting questions on the application form

How do I work out what my income and outgoings are?

In the **Personal details** section of the application form we ask you for information about your income and outgoings. This helps us confirm that you are not able to afford the items you are requesting a grant for.

If you want help working these figures out, you could use the budgeting tool on the Citizen's Advice website [here](#).

I can't upload the documents you've asked for, what should I do?

We are happy to accept these in the form of a Smartphone photo, or a scanned copy. If you do not have a smart phone or scanner, your local library should be able to help you scan your documents.

What if I don't have the documents you have requested?

You will be able to save your online grant application and come back to it once you have the necessary documents. You can request a copy of your Disability Benefits award letters from Job Centre Plus.

I don't receive any Disability Benefits - can I still apply?

If you see a medical professional on a regular basis for support with your condition, then you can upload a letter from that person confirming your condition and how it affects you on a daily basis. If they would prefer to complete a form, please download a blank template [here](#). Once it is completed, please upload it to your application form.

I have tried to submit my grant application, but I can't see how to

You may have missed one of the questions. The **Submit Application** button will not become available until you have completed all sections of the application.

Check the progress bar at the top of the page. If the application is not marked 100% complete, please press the **Return to Summary** button and it will show you which sections are incomplete.

If you press the **Save** button on the incomplete page, it will highlight in red the questions which still need to be completed.

If you are having problems completing the form online please get in touch with the Grants Team on 01242 539935 (Tuesday to Friday 10am to 4pm) or grants@barnwoodtrust.org.

Next Steps

What happens after I submit my application?

You will receive an automatic confirmation that your application has been submitted. Once we have checked we have all the information we need we will send you an email to let you know your application is being processed.

How do I check on the progress of my application?

If you wish to check on the progress of your application, please log onto the Flexi-Grant application portal at <https://barnwoodtrust.flexigrant.com> or follow the link from the Grants pages of our website [here](#).

On the application portal you will be able to see what stage your application is at or amend your contact details if they change.

When will I hear from you?

You will hear from the Grants Team, or one of our volunteer Home Visitors, within 4 weeks of us receiving a fully completed application form.

How will I hear from you?

You should hear from the Grants Team by email or telephone using the details you used to register on the portal.

Also, our home visitor may telephone you to arrange an appointment to come and see you, so please ensure we always have your most up-to-date details.

Why do I need a visit?

Home visits are made so we can discuss your application in more detail and ensure we have all the information we need to help you get the items you need. A Home Visitor will make an appointment to visit you at home to discuss your application. If they notice you need anything else, they will discuss this with you during the visit. They will then make their recommendations to us for a decision to be made about your grant.

How will I receive my grant?

We generally order kitchen appliances to be delivered and installed at your property and for the old appliance to be taken away. For other items, we pay on

receipt of an invoice from the supplying company or we can order items online to be delivered direct to you. We may also send you a gift card so you can get the items you need in your own time.

Funding Sources

How does Barnwood Trust get its funds?

From dividends and interest generated from capital investments and also from property rental. If you are interested to learn more about the Trust's funding sources for cultural or religious reasons, please get in touch with the Grants team to discuss this further on 01242 539935 or email grants@barnwoodtrust.org

Contacting Us

How do I contact the Grants Team?

Email: grants@barnwoodtrust.org

Phone: 01242 539935 (Tuesday to Friday 10.00am to 4.00pm)