

Grant for individuals

Frequently Asked Questions – Grants for Individuals

Information Before Applying

Am I eligible for a grant?

Our Grant for Individuals is for people, living in Gloucestershire, who are registered disabled and/or have a diagnosed mental illness.

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.
- the applicant has already had the maximum grant amount allowed.
- the applicant has already received a grant in the last 12 months.

Are there any items you won't give a grant for?

Unfortunately, Barnwood Trust is unable to help with the following items:

- items that should be provided by the council or NHS.
- items that go against the Governments guidelines for Covid-19.
- bills e.g. utility or WIFI.
- subscriptions e.g. Netflix or Spotify.
- holidays.
- funerals.
- debts.
- clothes.

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?

We will need to see a proof of address for the applicant. This needs to be a document showing the name and address of the applicant. Accepted documents are:

- Utility bill (gas, electric, satellite television, landline phone bill) issued within the last three months.
- Local authority council tax bill for the current council tax year

- Current UK driving licence.
- Bank, Building Society or Credit Union statement or passbook dated within the last three months.
- Original mortgage statement from a recognised lender issued for the last full year.
- Solicitors letter within the last three months confirming recent house purchase or land registry confirmation of address.
- Council or housing association rent card or tenancy agreement for the current year.
- Benefit book or original notification letter from Benefits Agency.
- HMRC self-assessment letters or tax demand dated within the current financial year.
- Electoral Register entry.
- NHS Medical card or letter of confirmation from GP's practice of registration with the surgery.

(This list is taken from www.gov.uk/government/publications/proof-of-identity-checklist/proof-of-identity-checklist)

You can scan or photograph the information to upload it or upload a pdf of a document you have downloaded.

We may also ask you to upload an assessment from an Occupational Therapist if you are requesting a specialist item such as a riser recliner.

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 and information on items that they can offer support with: 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?

Applications are made online. Use this link to register <https://barnwoodtrust.flexigrant.com>. Once registered, you will be able to apply for a grant using the online application form.

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.

Please watch this video if you need any more help with registering:

<https://youtu.be/RjUU-yeV9mU>

When can I apply?

The Grant for Individuals is only open to new applications on the first Tuesday and third Thursday of each month and we are only able to accept a certain number of applications during this time. This is due to the high demand for these grants and the resources available.

Once you have registered and logged into the Flexi-Grant application portal you will see a list of the grants you can apply for. If the "Grant for Individuals" does not appear in this list then it is temporarily closed to new applications. It is not possible to apply for an individual grant using a different form.

Who can make the application?

Grant applications are usually made by a disabled person or person with a diagnosed mental health condition. 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 the 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 as this will make it quicker for us to consider your request for a grant. However, if this is a problem for you, please call the Funding team on 01242 539935 on the first Tuesday of the month (between 10 am and 4 pm) and we will provide telephone support to help you to complete an application.

What items can I apply for?

Due to the high demand of our grants we have had to limit the items we can help with. The essential household items you can apply for are a fridge, a freezer, a washing machine, a cooker, a tumble dryer, a bed, a microwave and flooring.

You can also apply for items that help with your general wellbeing such as a TV, a laptop or table, home exercise equipment or materials for a hobby.

Disability aids can also be applied for, this would include a riser recliner or a mobility scooter.

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.

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 Mobility and Care Services 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 Mobility and Care Services. We will also ask you to complete a training course arranged through Mobility and Care Services, 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

I don't have a scanner so 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. Alternatively, you can upload a PDF of a document you have downloaded from your bank or utility provider.

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 Funding Team on 01242 539935 (Tuesday to Thursday 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 the Funding Team will be in touch within 6 weeks.

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 Funding Team within 6 weeks of us receiving a fully completed application form.

How will I hear from you?

You should hear from the Funding Team by email or telephone using the details you used to register on the portal, so please ensure we always have your most up-to-date details.

How will I receive my grant?

We order essential white goods from Gillman's Appliance Specialist to be delivered and installed at your property and for the old appliance to be taken away. For flooring, we pay on receipt of an invoice from the company supplying the goods. For other items we can either purchase the items on your behalf or we may send you an electronic gift card so you can get the items you need in your own time. Please note, that grants are kept open for 3 months from when they are awarded and once this time has passed, the grant will be closed.

Funding Sources

How does Barnwood Trust get its funds?

From dividends and interest generated from capital investments and 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 Funding team to discuss this further on 01242 539935 or email grants@barnwoodtrust.org

Contacting Us

How do I contact the Funding Team?

Email: grants@barnwoodtrust.org

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