

# The Flexible Frontline Fund 2024-2027

Aiming to make a greater difference to people in financial hardship, through flexible grants to individuals and personalised support





Glasspool Charity Trust has made grants to individuals in financial hardship since 1939. We have a longstanding focus on helping people access the essential household items and clothing needed for a healthy, hygienic and safe life.

The issues facing people living on chronically-low incomes are complex, and an increase in one problem can often exacerbate others. Glasspool grants are designed to provide practical, immediate, impactful help and to work alongside a package of support provided locally, to tackle some of those longer-term issues.

Over the last 5 years we have:



SUPPORTED  
**60,000**  
PEOPLE IN FINANCIAL  
HARDSHIP



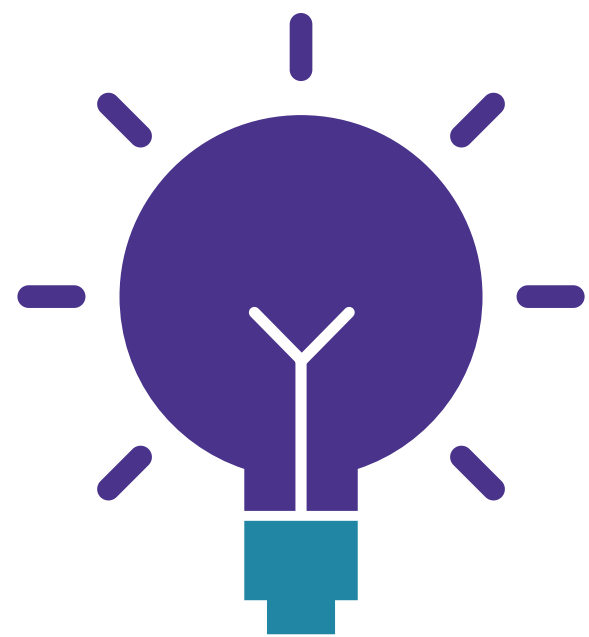
PROVIDED  
**33,000**  
GRANTS



ALLOCATED  
GRANTS WORTH  
**£9M**

# Our ambition: to make even more of a difference

During 2022, Glasspool reflected deeply on the charity's purpose, ambitions and unique contribution and now has a refreshed strategic direction – a new vision, an enhanced sense of how Glasspool can achieve more positive change, and a new programme to deliver it.



## OUR VISION

is a world where everyone has the resources they need to look forward to tomorrow.

We believe the best way to achieve our vision within our capabilities is through grants to individuals that increase their financial wellbeing and reduce their financial distress, and that are offered as a contribution to a wider package of high quality, whole-person support.

Our new programme, The Flexible Frontline Fund, is how we will put this commitment into practice and increase the difference we can make for people living in financial hardship today.

# Our new grant programme: The Flexible Frontline Fund

During 2022, we were grateful to get so much valuable feedback on our current grants programme, the Essential Living Fund, from our network of Registered Support Workers. We have woven your expert insights into the new Flexible Frontline Fund. Here's what you told us...

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The current application process leads to a traffic jam at 11am on Monday mornings, and too often applications are frozen out of the 11am window.



We want support workers to have maximum time with their service users – not fill in forms that get frozen out of a time-based application window. The Flexible Frontline Fund will give selected Grants Delivery Partners a dedicated budget to manage internally, so they can provide grants for their service users.

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The focus on household essentials is crucial to helping people in tough situations.



Flexible Frontline Fund grants may still be used for essential household items and clothing, but will be much more flexible than the Essential Living Fund.

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Having a clear eligibility 'shopping list' for what can and cannot be funded is helpful.



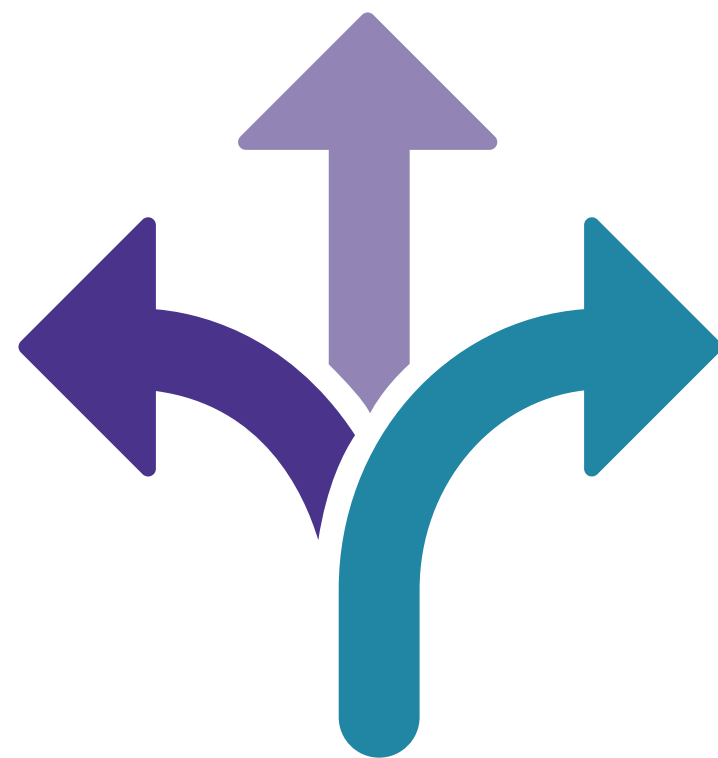
The Flexible Frontline Fund will have a list of items or services that are eligible or ineligible for funding within the programme, but we encourage creative thinking – what would best help achieve financial wellbeing for the service user?

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# Our new grant programme: **The Flexible Frontline Fund**

The Flexible Frontline Fund is Glasspool's new programme of grants for individuals. It will replace the Essential Living Fund.

## THE FLEXIBLE FRONTLINE FUND



### PURPOSE:

To increase financial wellbeing and reduce financial distress



### OUTCOMES:

- Improved financial position
- More settled home
- Feel more able to manage their lives



# Our new grant programme: The Flexible Frontline Fund

The overarching purpose of The Flexible Frontline Fund is to increase financial wellbeing and reduce financial distress for individuals living in financial hardship. The Fund will achieve this in two ways:

- by offering grants for items or services and
- by recruiting frontline delivery partners who offer quality, whole-person support

In particular, this means:

- Empowering individuals to decide what would be most helpful, in discussion with their support worker
- Meeting a wider range of needs – we will be much more flexible about what can be funded
- Increasing the grant value – we recognise the need to increase the money available in light of rising costs
- Encouraging support over time – we want individuals to be able to think about their needs and use the grant immediately, or over weeks or even over months
- Ensuring individuals get the package of support they need – we will strengthen the quality assessment process to recruit high quality frontline Grants Delivery Partners





# The Flexible Frontline Fund: how will it work?

## STEP 1 PERSON SEEKS HELP



## STEP 2 ONE TO ONE ASSESSMENT

Support worker and service user discuss needs and decide how to use the grant for an item/service



## STEP 3 GRANTS DELIVERY PARTNER ASSESSMENT, APPROVAL

Support worker completes necessary internal processes



Internal management approve grant request



## STEP 4 GRANTS DELIVERY PARTNER ORDERS ITEM



GDP orders the item/service



Service user receives the item/service within a package of wider support

# The Flexible Frontline Fund: **the details**

## Who is eligible for a grant?

Any adult legally living in the UK and experiencing financial hardship, who is a service user of a selected Grants Delivery Partner.

## How much is a grant for an individual?

The standard amount we recommend is £500, with the capacity to increase that to £750 in exceptional circumstances.



## Will support workers apply for a grant to Glasspool every Monday morning?

No, each Grants Delivery Partner will have a dedicated budget. Delivery partners will be responsible for deciding who will get a grant, for what item/service and report quarterly to Glasspool.

## How long is the contract between Glasspool and the Grants Delivery Partner?

Three years, subject to performance, with possible extension.

## How can my organisation apply to become a Grants Delivery Partner?

[Click HERE](#) for more details.

Applications open Monday 3rd April 2023 and close 5pm Monday 19th June 2023.



# The Flexible Frontline Fund: eligible items

## Eligible Items/Services



- ✓ Personal identification documents
- ✓ Furniture, crockery and utensils
- ✓ Baby equipment plus nappies, milk, food
- ✓ Essential clothing, including school uniform
- ✓ Technology: phone, laptop, Wifi, phone credit
- ✓ Essential appliances, flooring, beds and bedding
- ✓ TV licence
- ✓ Fuel vouchers (including heating oil)
- ✓ Tools or work equipment
- ✓ Driving lessons or licence
- ✓ Childcare including breakfast and afterschool clubs
- ✓ New tenancy deposit or fees

## Ineligible Items/Services



- ✗ Disability aids and respite care
- ✗ Training courses or qualifications
- ✗ Appliance warranties, home or contents insurance
- ✗ Children's educational equipment (e.g. laptop) or play equipment
- ✗ Holidays
- ✗ Home maintenance / repairs – painting, gardening
- ✗ Counselling
- ✗ Visa or immigration application costs

## What can be funded, what can't be funded?

The Flexible Frontline Fund does what it says on the tin – it's flexible and it's managed by frontline support workers.

We want to empower support workers and people in financial hardship to think creatively about what item or service will best help them increase their financial wellbeing.

We know you're busy, so this list is guidance and gives examples of what is, and is not, eligible for funding.

# Grants Delivery Partners: **about you**

## Does my organisation need to be a registered charity?

All Grants Delivery Partners need to be registered with their appropriate regulatory body, this could include The Charity Commission, Regulator of Social Housing or Companies House. Community Interest Companies are eligible to apply to become a Grants Delivery Partner, but private, for-profit companies are not.

## Can local authorities apply?

Yes.

## Is an administration fee included as part of the contract?

Glasspool is open to considering a 'grants fulfilment fee' on a case-by-case basis.

## Does my organisation need to have previous experience processing grant funds?

Ideally yes, as we need to ensure processes are in place to receive, disburse, and report on funding, and to order and process grant-funded items quickly.





# Grants Delivery Partners: about you

## How can my organisation apply to become a Grants Delivery Partner?

[Click HERE](#) for more details.

Applications open Monday 3rd April 2023 and close 5pm Monday 19th June 2023.

## How many Grants Delivery Partners will be selected?

We estimate between 40 – 60.

## Will you host any information sessions about the new fund?

Yes. There will be three webinars on:

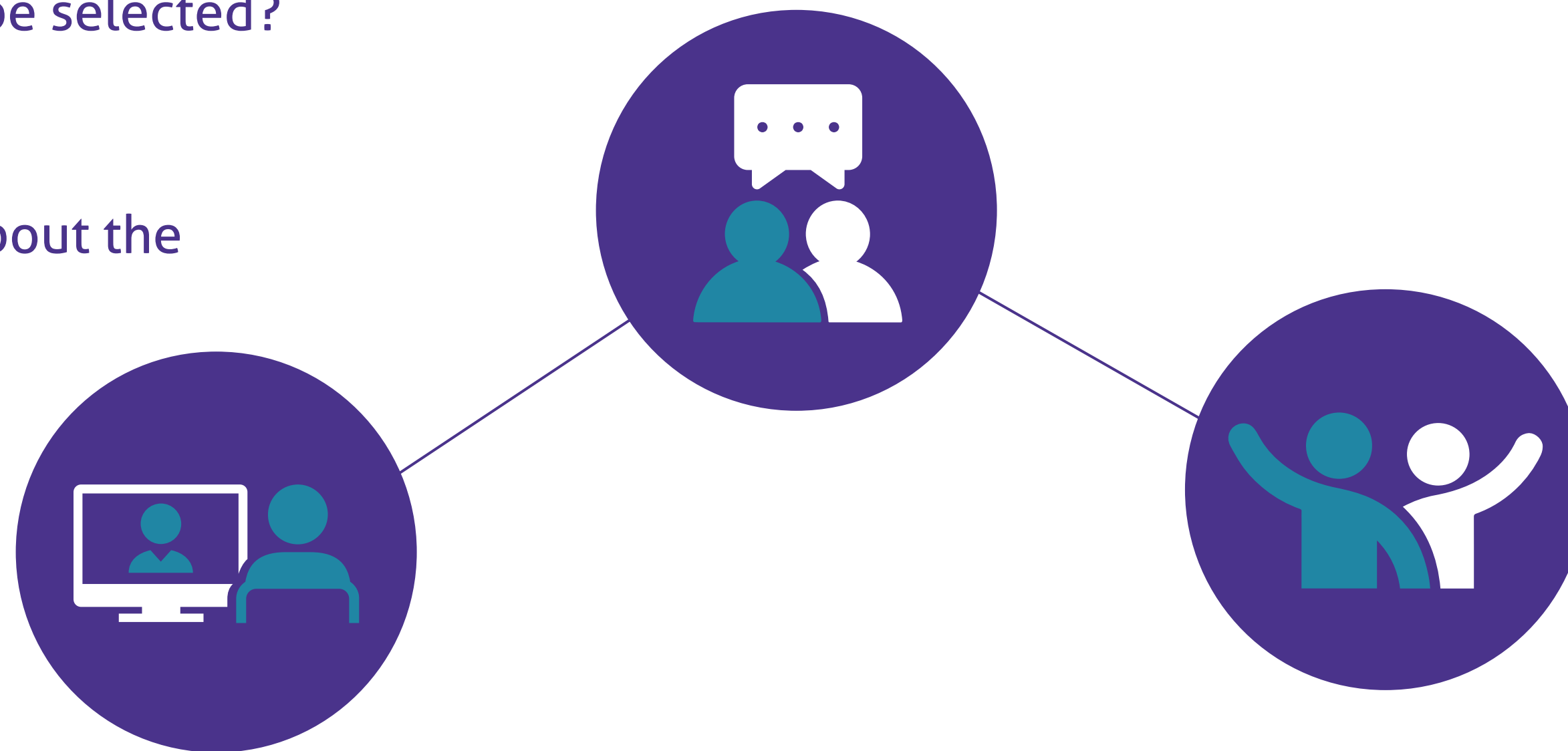
6th April [Click to register now](#)

2nd May [Click to register now](#)

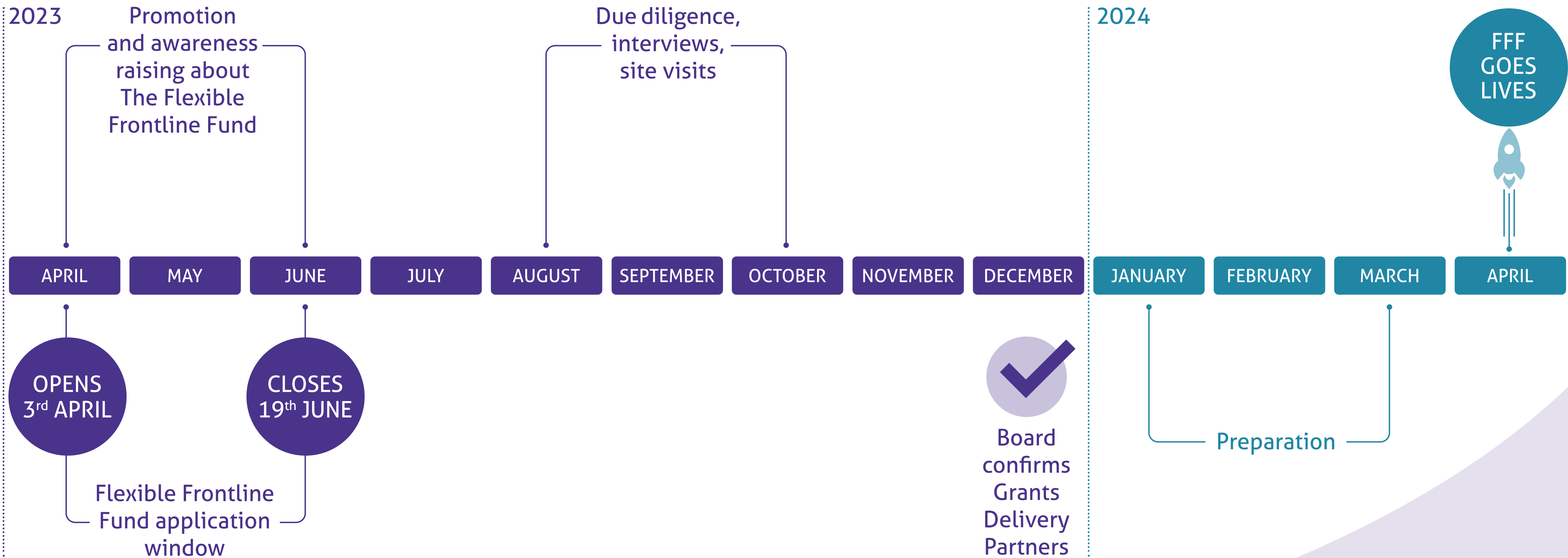
7th June [Click to register now](#)

## What is expected of a Grants Delivery Partner?

We expect the partner to provide whole-person support for their service users – including needs and/or income assessment – as well as sourcing and ensuring delivery of the items/services funded by the grant; and reporting to Glasspool on use of the grants and the difference it has made to service users.



# The Flexible Frontline Fund: timeline to live grant making







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