

welcome to our first webinar!

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Today

- Background
- Key elements of The Flexible Frontline Fund
- Timeline from application to going live
- Q&A session

Background

During 2022

- We listened to people who had received a Glasspool grant, frontline support workers & other grant-funders
- Undertook desk-based research
- We reflected on our purpose and set a new strategic direction and vision for Glasspool
- This led to the development of a new grant-making approach and funding programme...



OUR VISION

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

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



The Flexible Frontline Fund

How will the programme achieve this?

- By recruiting frontline Grants Delivery Partners (partners) who offer quality whole-person support
- By offering grants for items and services

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

Reporting and evaluating

- Selected partners will receive a grants budget for three years, subject to satisfactory performance
- We will pay partners quarterly in advance
- We will take a light touch approach to reporting, aiming to harmonise with existing partner reporting, where possible
- We will ask for basic information quarterly e.g., number of grants, use of grant funding, £. We will not ask for sensitive personal information, but we will need phone numbers to send out evaluation surveys
- We'll also hold annual discussions with partners & individuals

How is it different from the Essential Living Fund?

- There will be no requirement to submit individual applications to Glasspool for a decision – no 11am submission window
- Grant decisions will be made between the individual and their support worker, not Glasspool
- Grants may be used flexibly – as long as they contribute to the three programme outcomes: ‘improved financial position’, ‘more settled home’ and ‘more able to manage their lives’
- Grants can be used over a period of time ‘personal budget’
- Grant value is increased - up to £750, for a range of items/ services, expect average grant to be around £500

Who are the grants for?

- For people in financial hardship across the UK. Use your own criteria to assess what 'financial hardship' means.
Key question - can the individual afford the item or service from their income or savings?
- We will expect partners to undertake a financial assessment of their service users
- Grants will be available for your service users – but you may take referrals from other organisations if they meet your internal criteria for support

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.

- Average grant £500. Up to £750 where someone is dealing with a range of needs, the organisation to decide.
- Removals, travel - e.g. appointments, foodbank, school ✓
- TVs ✓
- Emergency accommodation ✓
- Emergency repairs ✓
- Debt and insolvency pending
- Rent arrears/council tax payment plan with landlord/council x
- Core costs x
- Replace statutory or other funding x

Grants delivery partners

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.

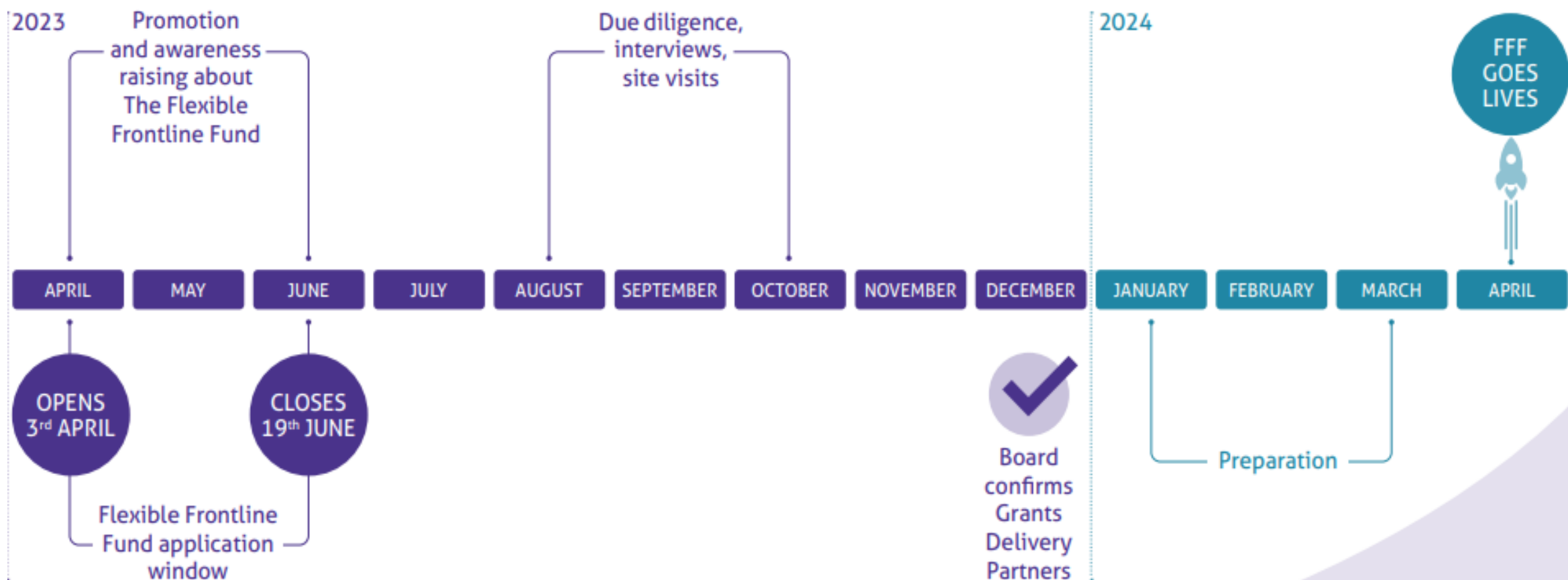
Grants Delivery Partners

- Grants budget around £2m each year
- We expect to select between 40-60 frontline organisations
- May be one or two at a high level e.g. £100,000. No minimum amount, but needs to be worth the time it will take to ‘fulfil’ the grants. Budget per organisation will vary - depends on *your* capacity and *our* intention to have a ‘balanced portfolio’ geography, demographic, type of organisation
- Grants fulfilment fee - on a case-by-case basis for voluntary and community organisations. Not for local authorities, housing association or NHS – **only for extra costs incurred as a result of allocating grant funding**

Grants Delivery Partners - application

- One application per organisation - exception e.g. citizens advice or Age UK (federated organisations)
- Partner applications from organisations not individual support workers
- Organisation only need to apply to become a partner once within the three-year programme period

The Flexible Frontline Fund: timeline to live grant making



Q & A

Questions

- **I started the application but needed to gather further info. Can I save my progress, or does it need to be completed in one go?**

The form will not save your progress, you will need to complete it in one go. There is a PDF version on the [Glasspool website](#) which you can download. This enables you to see what information is needed before you complete the application form.

- **Current process does not allow you to keep a copy of application.** *If you would like a copy, email us at usgrants@glasspool.org.uk to request one.*

- **Will you interview organisations?**

As part of a due diligence process, we may contact you to ask for further information.

- **How will I know if my application has been successful?**

All applicant organisations will be informed of our selection during Dec 23.

- **Can an organisation apply if they do not undertake financial assessments?**

No, undertaking financial assessments is an essential function, enabling an organisation to identify needs and provide targeted support for their service user.

- **If an organisation isn't selected, does it mean our service users will no longer be able to receive help from Glasspool?**
Yes, we will only be able to fund selected partners. Our current programme the Essential Living Fund will end April 24.
- **The form lists ten or so areas, can only organisations that work in those areas apply?**
No. These are the top areas of multiple deprivation. They will be one of several criteria we will consider when selecting partners.
- **Do selected organisations need a separate bank account?**
No, we will be able to transfer grant monies into a bank account already held by an organisation.

- **Will you accept joint applications from multiple organisations?**
No, this would likely create extra work for organisations. NB: the total grants budget is around £2m each year which will be distributed across 40-60 organisations.
- **If someone needs an item or service costing more than £500-£750 could the Delivery Partner part fund, along with another grant provider? Yes.**
- **With the Essential Living Fund, items need to be purchased online and there was no flexibility to buy cheaper cash items from freecycle or charity shops, will this still be the same?**
Partners will be able to select their own supplier, but we would expect them to source, safe, hygiene and quality items and services.

- **Will an individual be eligible for more than one grant?**

If an individual meets the support criteria from a selected delivery partner, they would be eligible for Glasspool funding, up to £750 during the lifetime of the programme. This could be allocated in one large or several smaller amounts.

- **Can the grant be used for food?**

Only if there is no foodbank, the foodbank cannot meet their dietary requirements, or a person is not eligible for foodbank support.

- **£750 max per person or household?**

The maximum grant of £750 is per household.

- **Can asylum seekers and people with no recourse to public funds receive funding?**

Yes, but they must be legally resident in the UK.