



Carers Small Grants Scheme Guidance Notes for Applications

The Social Services and Well-being (Wales) Act 2014 defines a carer as:
'A person who provides or intends to provide care for an adult or disabled child.'

Carers Grants provide financial support to individual carers of all ages via its four different grant funds. The service is run by The Care Collective.

Grants are discretionary and Grant funding is limited. Each application will be assessed on an individual basis. You will be informed following the panel meeting if your application has been successful or unsuccessful.

Throughout this document you will find all the information you need regarding applying for, or helping someone else to apply for a Carers Grant.

Please read these guidance notes and pay particular attention to the 'Important points to remember' section, and the 'Detailed information for each grant category section'.

The four grant fund categories are:

- Carers Essentials – maximum award £300
- Carers Time Out – maximum award £500
- Carers Access – maximum award £500
- Carers Skills – maximum award £500

A maximum of £1,000 can be awarded via the Small Grants Scheme to any household during a 12-month period (from the date of the first award). Where more than one person cares for the same person the maximum available for all the Carers caring for the same person regardless of where they live is a maximum of £1000. The £1000 maximum is inclusive of all categories and criteria as listed above. It is not £1000 per household plus £1000 per person in receipt of care, it is £1000 maximum.

If applications are successful, the same grant fund can only be applied for again after a 12-month period (from the date of the award). Any grant funds awarded must be from different grant fund categories.

When funding is limited, priority will be given to carers who have not previously been awarded a grant.



Please note, we cannot fund requests retrospectively where an item has already been purchased and/or a deposit has been paid.

Grant awards will be made via egift voucher deliverable by email wherever possible. Where we are required to purchase on a Carer's behalf and the cost of item/s exceed the total of the grant awarded, The Care Collective will provide the applicant with bank details for a BACs transfer. All additional funds must have cleared in The Care Collective's bank account before a purchase can be made.

Receipts of purchases will be required for all items/services purchased where an egift voucher was supplied to the Carer by the Small Grant Service. Feedback is required for all grants awarded. Failure to provide a receipt (where applicable) and feedback for Small Grants received is likely to result in any future applications being significantly delayed or declined.

Submitting false, inaccurate or misleading information on an application form to obtain grant funds is unlawful.

You are applying for a grant as a Carer and the application should clearly show how the item/service being applied for will benefit the Carer in their caring role.

What do you need to know when completing the application?

The application form has been designed to provide all the information that the decision making panel needs to enable a fair assessment of all of the applications. All information should be included in the application form as additional information via an alternative method of communication is not accepted.

Important points to remember:

- Please submit the application and written quotation allowing enough time for applications to be processed. The Small Grant Scheme is not an emergency fund and urgent requests for payments outside of our 30 day payment terms will not be considered. **Please note there is often a wait list in operation and the grant process usually takes between 4-12 weeks** depending on the wait list length, the item/product/service requested, the speed of the Carer in requesting information from suppliers, the speed of the supplier in supplying invoices etc. all have an effect.
- The Small Grant Service is funded by public money and therefore may be audited independently. Your application and any subsequent verification provided may be included and scrutinised as part of any audit process.



- A grant application is a legal application for monetary assistance, therefore, submitting false, inaccurate or misleading information on an application form to obtain grant funds is unlawful.
- Where gift vouchers are provided as a grant award, a receipt will be required for items purchased with the gift voucher/s. If no receipt is provided any further applications may be declined or significantly delayed.
- We are not able to become involved in refunds, complaints or disputes regarding missing / undelivered / faulty or damaged goods.
- We are not able to become involved in rebooking's or cancellation of holidays / breaks / spa days / hotels/experience days/travel etc.
- We are not able to become involved in disputes, issues or complaints involving your personal accounts with retailers and suppliers.
- We are not able to book any travel, breaks, experience days etc. where specific dates are required.
- Applications for 'Time out can only be provided via gift vouchers. These must be available for us to purchase online (in GBP £) and be delivered to you via email from the supplier. You will then be required to book your break/purchase your item using the voucher towards payment.
- Where E-gift vouchers are supplied they must be available for The Care Collective to purchase online with delivery by email regardless of the category applied under.
- We are unable to purchase gift vouchers from 'hotels.com', or giftcards.co.uk.
- We are unable to purchase gift vouchers where the retailer/voucher provider tag their gift vouchers as 'cash' for the purposes of the banking industry. In this instance the Carer will be required to choose an alternative supplier/retailer. In most instances we may not know this information until a purchase is attempted.
- Retailers will have different terms and conditions for the use of their evouchers. It is the applicants responsibility to ensure the information regarding the evoucher that they enter onto the application form is correct and that the evoucher can be used for the item/service they have requested on the application.
- If the retailer does not allow the purchase of the full value of the grant as an evoucher it is the applicants responsibility to ensure that more than one evoucher can be used per transaction in order for them to purchase the item/service they have applied for.
- If more than one related item/service is requested (e.g. spa treatment and overnight hotel / washing machine and aarer) in one application, then these must be available from the same supplier.
- Full contact information should be provided for everyone referenced in the application form.
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- Relevant information on the caring role and the condition of the person in receipt of care must be provided.
- Email addresses should be provided for the Carer as gift vouchers are often provided to fulfill a successful grant award.
- The Carers Declaration must be completed and signed (a handwritten signature is required if not completing the online application form) by the Carer and all individuals (age 16 years and over) referenced in the application.
- The Grants Team will not store or process any application that does not include a fully complete and signed Carers declaration (Section 7).
- Applications can only be considered if a quote for the item / service is submitted with the application.
- Incomplete applications or applications that do not meet criteria **will not** be processed.
- A supporting statement or verification of your status as an unpaid Carer must be provided (Section 4 or 5 of the application form) by an independent professional. If a supporting statement has been provided the individual making the statement should complete the application and provide all contact information in order for us to process the application. A supporting statement adds credence to your application, therefore, the Carer should always try to obtain a supporting statement from a professional.
- Applications without verification of the caring role in either section 4 or 5 will not be processed for panel as they do not meet the required criteria.
- Section 4 of the form should only be completed by a professional who is supporting the application by providing a written statement.
- Unsigned or incomplete applications will not be processed for panel.
- Payments cannot be made retrospectively. Payments can only be made to the supplier and in some instances purchases will be made by The Care Collective on behalf of the Carer. No payment will be made directly to the Carer. No reimbursement of payments already made by the Carer can be made by the Small Grants scheme. If the Carer purchases the item or service they have applied for a grant to fund, they will void their grant award.
- Where costs of item(s) exceed the total of the grant awarded, The Care Collective may provide you with bank details for a BACs transfer before a purchase can be made on your behalf.
- In a 12-month period a maximum of £1000 can be awarded via the Small Grants Scheme to any household. These funds must be from different grant fund categories.



- In a 12-month period a maximum of £1000 can be awarded via the Small Grants Scheme between all Carers who care for the same person in receipt of care. The Carers and/or person in receipt of care may or may not live in the same household. Where more than one person cares for the same person the maximum available between all the Carers who care for the same person, regardless of where they live, is a maximum of £1000.
- The £1000 is a maximum for any person/household/Carers of the same person in receipt of care. The £1000 is inclusive of all categories and criteria as listed above. It is not £1000 per household plus £1000 per person in receipt of care.
- If applying for more than one grant, the funds must be from different grant fund categories. If Carers are successful, the same grant fund can only be applied for after a 12-month period (from the date of the award).
- Only one grant fund/category can be applied for on an application form. If applying for more than one grant fund/category you will need to complete a new application for each.
- Please ensure that **all** sections of the form have been completed to a satisfactory standard before it is submitted.
- If your application is successful, the grant award is **valid for 6 months only from the date you are notified**. If after this period the grant award has not been spent it will become void and the funds set aside will be returned to the 'small grant funding pot' to be reused. If you feel that there are extenuating circumstances, then this should be highlighted at the earliest opportunity and before the 6 month period expires.
- If your application is successful, you will be sent a feedback request upon completion of the grant award. The feedback enables The Care Collective to analyse the grant service and provide information relating to the impact it makes to carers on a number of levels. If feedback is not provided then any future grant applications may be declined or significantly delayed.
- Each application is considered individually based on the information provided within the application form, and the Panel's decision is final.
- Before you send a written application to us, **use the checklist** at the back of the form to ensure you have included all the information needed in order for the application to be put through to the panel.

Please note: The Small Grant process is not an emergency grant, the process takes time, therefore, urgent requests for an item/service are not able to be met.



Who can complete the form?

- A Carer
- A Parent of a young Carer
- A professional

Who can provide a supporting statement?

A **professional** must be used to provide a supporting statement:

- Social Worker
- Young Carer Support Worker
- Teacher / Teaching Assistant
- Counsellor
- Representative of The Care Collective
- Carers Support Worker
- Community Support Worker
- Healthcare Professional
- Other person in a professional capacity

Supporting statement:

Please provide us with as much relevant detail as possible including; How you know the carer and in what capacity, Information that may not have been

highlighted fully in previous sections e.g. extent of caring role, the benefit the grant would have for the carer, what difference the request would make to the carer.

Who can provide verification of your caring status?

- An independent professional who has supported you in your caring role.
- An independent professional who is able to verify you as an unpaid Carer.

Please note: If you provide details of a GP to verify your unpaid Carer status they are often unable to do this for us. They usually require a fee to obtain written verification of your unpaid Carer status from them. They will often not provide any information via telephone due to GDPR legislation. If you choose to use a GP and we are unable to obtain verification without a fee then your application will not be processed for consideration.

Please contact us if you need further guidance on who is able to complete this form.



We cannot provide grants for the following:

- Applications for general support/living costs **will not** be considered.
- Items/respite breaks which should be provided via statutory provision.
- Statutory services should always be approached prior to applying to us if applicable (e.g. social services should be approached regarding funding for respite care and a person's local NHS wheelchair service should be approached regarding funding for a wheelchair).
- Home adaptations.
- Home fixtures, including integrated / built in / built under kitchen appliances or bathroom fixtures
- Items that require professional installation by a qualified installer. E.g. Cooker
- The purchase or maintenance of vehicles.
- Funding towards general living costs e.g. food, bills, rent and debt repayment.
- Funding for on-going payments spread over a period of time.
- Mobile phones.
- Laptops will only be available via the skills and Essentials categories.
- IT equipment for the completion of statutory school work.
- Insurance and maintenance.
- Requests where the item has already been purchased / booked / confirmed and/or a deposit has been paid.

Please note: We will request receipts/booking confirmations for items/services purchased with any proceeds of grant awards provided to Carer's in the form of an egift voucher by The Care Collective. You should ensure you keep receipts for all purchases made with grant funds provided to you. If receipts are not provided when initially requested they will be requested again before any further applications can be processed.



Grant Category – detailed information

Carers Essentials

Carers can apply for grants of up to £300 towards the cost of ONE piece of household equipment which will benefit them in their caring role.

Only ONE 'Carers Essential' grant can be applied for in a twelve-month period.

In exceptional circumstances applications for multiple items (totalling no more than £300) may be considered. In these cases, the items should ideally be interdependent (e.g. washing machine and airtex) and the exceptional circumstances you would like the panel to consider should also be outlined in the application.

Tips for writing a good Carers Essentials application:

It is important to show a link between the item being requested and the caring role. Items such as washing machines and fridge freezers are generally seen as being essential items for any household, but if you can link the need for the item to the caring role then the application will be stronger e.g.:

Examples of relevant information to include in the application have been provided below:

A washing machine is essential because:

- It is very difficult for the carer to get to the launderette as they can't leave the person in receipt of care alone.
- The person in receipt of care has continence issues, creating large amounts of washing, making a launderette expensive and impractical

Some items that are requested from the Carers Essentials Fund are not generally seen as being essential, e.g. tumble dryers, carpets, TV's etc. If you are applying for a grant towards one of these items, you will need to make a strong case for why the need for them is linked to the caring role.

A new tumble dryer is needed because:

- The person in receipt of care is incontinent and the Carer is finding the large amount of drying around the house difficult to cope with.
- There is no outside space in which to hang washing and the Carer or the person in receipt of care has a condition which would be negatively affected by damp clothes regularly hanging in the home.



Please note: We cannot consider applications for fixtures. Fixed flooring such as tiles are ineligible, but we are able to consider carpet and laminate. We are also unable to consider applications for integrated items or items that require professional installation e.g. bathroom fixtures, integrated appliances, cookers which requires professional installation.

Carers Time Out

Please note: Time Out grant awards are available by e-gift voucher that can be purchased online in GBP (£'s) and with delivery by email only.

The 'Time Out' grant is designed to give carers a break from their caring role. The remit of the 'Time out' category has been broadened and Carer's are now able to also apply for items / services that will give them respite or breaks at home also.

The maximum that can be applied under the 'Time Out' category is £500. However, some items will be capped to a lower amount at the discretion of the panel. In the case of subscriptions/memberships this will generally be the cost of a one-year subscription. Carers are encouraged to apply for items and services that they feel will benefit them through giving them a break from their caring role.

Only one application can be submitted for one of these options in any 12-month period.

Important information applicable to e-gift vouchers for 'Time Out'

For 'Time Out' there must be an option to purchase an e-gift voucher online which is deliverable by email. All e-gift vouchers must be available in GBP (£). Retailers will have different terms and conditions for the use of their e-vouchers. It is the applicants responsibility to ensure the information for the e-voucher that they enter onto the application form is correct, and that the e-voucher can be used for the item/service they have requested on the application. If the retailer does not allow the purchase of the full value of the grant as an e-voucher, it is the applicants responsibility to ensure that more than one e-voucher can be used per transaction in order for them to purchase the item/service they have applied for. Most retailers do not allow refunds or exchanges once vouchers have been purchased, so, it is vitally important that the information provided on the application is correct.



Below are some ideas and options; the 'Time Out' grant is not limited to these and Carer's should consider applying for a service/item that they feel will enable them to take a break from their caring role even if it is not listed below.

Hotel stays / holidays / spa days / spa breaks

If more than one item/service is requested (e.g. spa day and overnight hotel) in one application, then these must be available from the same supplier.

The Care Collective will purchase the e-gift voucher and the Carer will be required to book their break themselves.

[Holiday Vouchers \(holiday-voucher.com\)](http://holiday-voucher.com)

www.hotelgift.com

www.forestholidays.co.uk

Hoseasons / Cottages.com

Hotel stays

Short breaks and holidays

Other ideas for 'Time out'

- Netflix – maximum 12-month subscription cost
- Hobbies – equipment and supplies e.g. Art supplies, paints, paper, brushes, canvas
- Exercise equipment
- Spa day or spa break

An application can be made for non-emergency replacement care* only up to a maximum of £250 (no holiday/break away is required).

*Non-emergency replacement care must be provided by a registered care provider. We are unable to pay family members, friends or neighbours to provide care services unless they are registered care providers. Non-emergency replacement care should be for consecutive days and not individual days spread over a period of weeks/months.

Please note the following:

The grant can include the cost of the person in receipt of care and/or a family member, partner or friend to accompany the carer. The break/experience/day out can be taken in the UK or abroad. The grant applications we are able to consider may from time to time be affected by Government or other organisations guidance and legislation. The Small Grant Panel will not consider applications for grants that do not adhere to travel guidance or restrictions in force at the time the application is submitted.



Tips for writing a good Carers Time Out application:

It is very important that you show how the need for time out is related to the caring role.

Carers can apply for items or services that may provide them with time out from their caring role.

Other factors that would support the application in being funded would be:

- If the Carer has not had a break for a significant amount of time (five years or more).
- Demonstrating the emotional impact of caring and the benefit that some time out could have on a Carers mental health, enabling them to continue in their caring role.
- If the person in receipt of care is going on a break with the Carer, it is important to demonstrate how the Carer will still have a break from their caring role.

Carers Access

Carers can apply for grants of up to £500 towards the cost of driving lessons or other forms of transport that would benefit them in their caring role. Carers Access aims to remove some of the transport-related barriers to living a full and independent life that may have been placed on a person by their caring role. Up to £200 (or 40% of the total grant awarded) can be used to pay for replacement care if needed.

If the request is for driving lessons the carer will need to demonstrate the following:

- Proof of a provisional license (you will be required to confirm you have a provisional license during the application process. If you don't already have a provisional license you will need to rectify this before applying for a grant for driving lessons. You may be asked for proof of your provisional license as you will not be able to have driving lessons without one).
- The benefit of learning to drive to their caring role and their quality of life in general.
- Carers can apply for a grant towards the cost of other forms of transport if they can demonstrate that it will be beneficial to them in their caring role and/or in improving their independence and quality of life. Examples could include (but are not restricted to) transport to partake in an activity with other carers. Applications that focus on short term transport solutions or attempt to address presumptive transport situations are unlikely to receive funding. We are unable to provide funds to cover the cost of fuel.



Tips for writing a good Carers Access application:

It is important to show how the ability to drive / access the community will help the carer in their caring role. Examples of this could include:

- The Carer cares for someone who struggles with using public transport because they have mobility problems or challenging behavior.
- The person in receipt of care was the sole driver in the household but, due to their condition, can no longer drive.
- Application must clearly state how driving lessons will benefit the Carer.

Sometimes the carer needs to be able to drive in order to pursue something in their own life, e.g. a job, education, etc. It can be harder to relate this to their caring role so you would need to show that the ability to drive will enable them to continue in employment/education alongside their caring role. This could be because they can be more flexible due to not having to rely on public transport to get back to the person in receipt of care more quickly if needed.

If there is another driver in the household, please show in the application why it is important that the carer also needs to be able to drive.

Carers Skills

Carers can apply for grants of up to £500 to enable them to learn new skills that will assist them in their caring role, help them to return to work or enable them to have a new interest outside their caring role. An application can be made to the Carers Skills funds whereby up to a maximum of 40% / £200 of the total grant awarded can be used to pay for non-emergency respite/replacement care if needed whilst the carer is taking part in the course or activity.

Carers can apply for grants towards the following:

- The cost of courses, training, or tuition. Courses can be educational or vocational. The purpose could be that the Carer can return to work or re-train in a career more suited to maintaining their caring role; it could give them skills that will benefit them in their caring role, or enable them to have a new interest or focus outside of their caring role. In the past The Care Collective has funded a range of courses such as creative writing, sign language, counselling courses and a Teaching Assistant course
- Costs associated with course materials (including suitable IT equipment), books and / or any necessary equipment relevant to the activity. * Please note –if you are applying for resources and/or IT equipment it must be relevant to the



course/training you are undertaking. You will be required to provide information about the course being taken in the application form.

- Please note we are not able to fund costs for fuel / car travel.
- Please note we are unlikely to fund general, small consumables such as pens or paper.

If more than one item/service is requested in one application, then these should be available from the same supplier.

Tips for writing a good Carers Skills application:

You should make clear in the application how the course will benefit the carer. The need/desire to do the course should be linked to the caring role in some way, but this does not mean that the course needs to be focused on giving the carer new skills to complete their caring role. It can be; a moving and handling course or a sign language course but it could benefit the carer in other ways.

- Allowing the Carer to find employment that they can fit around their caring role.
- Enabling them to work from home or to work flexible hours.
- Giving them a new focus and a break from their caring role – e.g. a creative writing course or a flower arranging course etc.

In these cases, it is important to show how the carer is impacted by their caring role and how partaking in the course will benefit them. This could be in terms of having a positive impact on their mental health, increasing their confidence, giving them the opportunity to socialise in a learning environment with others, etc.

During the application process you will be required to complete information regarding the course name/subject, provider and when the course is expected to begin.

Data protection statement

Please take a moment to read through this as it highlights the legal obligations of us to handle the information provided in a sensitive and secure manner and the declaration that the information provided is true and accurate.

- Taking into account the changes required regarding General Data Protection Regulations (GDPR) legislation, The Care Collective require all adults referenced in the application to sign the application form to consent to The Care Collective sharing their data and for the funder to store it. (Carers Declaration form)
- As intimated above, the funder will require the person in receipt of care to sign the form as there is personal data relating to them listed. The only exception to



this would be where referenced adult/s are not able to do so due to mental incapacity, or their condition means that they are unable to sign. If you think this is the case, please outline this in your response and provide some details. If the cared for is under the age of 13 years old a signature is not required.

- The Carer must also sign the form in order for us to process the application. Without this signature, we are unable to enter any of the details into the database and unsigned applications will therefore not be assessed. If you are emailing an application to us please ensure that you have kept a copy of the form with the carers original signature on it.
- Visit <https://thecarecollective.wales/privacy-policy/> for more information
- Visit <https://carerfriendly.co.uk/childrens-privacy-notice/> for the age appropriate children policy.

How do you return the completed forms?

The easiest way to complete an application form is to use the online form. This can be accessed via The Care Collective website.

If you are returning a MS word version of the application, please email with all appropriate attachments in one email to: grants@thecarecollective.wales

If you need to post the application, please send it to:
Gwent Carers Hub
Grant Dept.
3 Central Mews
Off Market Street
Pontypool
NP4 6JN

We would encourage you to use the online application form wherever possible as this will ensure that the application is processed as quickly as possible.

All applications submitted using the MS Word format of the application **must** have handwritten signatures for all referenced adults.

Outstanding Information

Due to the volume of applications we receive we are no longer able to accept additional information via email, post, telephone or other form of communication. If there is missing information the application will not be processed and you will be notified which



information was missing or inaccurate. If MS word applications are being submitted via email/post all information relevant to the application should be submitted in one email/one envelope.

What happens next?

Complete applications:

Applications will be processed and then assessed by a panel which may consist of The Care Collective staff and volunteers, representatives from Local Authorities and the Health Board.

Anonymised applications will be presented for consideration at panel meetings, which will be held fortnightly where possible, at The Care Collective's discretion. Complete applications will be submitted to the next available panel meeting. During busy periods there may be a wait list in operation.

Applicants will be informed of decisions on all applications within 1 week of the panel meeting via email or in some circumstances by telephone call.

If successful:

A confirmation email will be sent to provide further details of how The Care Collective will proceed with the payment or purchase of your service / product. Where costs of items exceed the total of the grant awarded, if appropriate, The

Care Collective will provide you with bank details for a BACs transfer before the purchase will be made on your behalf. On receipt of your goods/service you will be required to provide feedback.

If unsuccessful:

You will receive brief information explaining the reason(s) why the application was considered to be unsuccessful.

Unsuccessful applications do not prevent the Carer reapplying and providing more information to address the feedback provided by panel.

Get involved

If you would be interested in volunteering to assist the work of the Small Grant Service, please contact grants@thecarecollective.wales for more information.