

## 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 about applying for, or helping someone else to apply for, a Carers Grant.

Please read these guidance notes and pay particular attention to the 'What else do you need to know when completing the application?' section, and specifically the 'Important points to remember' 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 carers 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. If a receipt is not provided this may result in significant delays to any further applications.

Feedback is required for all grants received.

Failure to provide a receipt (where applicable) and feedback for Small Grants received may result in any future applications being significantly delayed or declined.

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.

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 you can apply for

Carers Essentials  
Carers Time Out  
Carers Access  
Carers Skills

## 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 outside ailer) 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, cookers 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, home decoration costs 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.

A new carpet is needed because:

- The current flooring is unsafe, uneven, has nails sticking up, etc. As a result the Carer or the person in receipt of care has a lot of falls.

Please note: We cannot consider applications for fixtures. Fixed flooring such as tiles are ineligible, but can 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 fridge, a cooker which requires professional installation.

### Carers Time Out

Please note: Some Time Out grant awards are available by egift voucher 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 / breaks at home.

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. Some 'vouchers' have a maximum monetary value that can be applied for; these amounts are listed next the voucher name. The below list is not exhaustive and 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.

Time out at home can be used to apply for grants for items such as - garden furniture allowing Carers to utilise their gardens for respite, picnic hampers, trampolines, 12 month Netflix subscription, 12 month Audible subscription, artist supplies, online exercise classes etc. Whatever the gives the Carer 'me time' at home.

Time out away is supplied via e-gift vouchers that can be purchased online only with delivery by email. Time out away could include experience days, hotel stays, short breaks and spa days where e-gift vouchers can be purchased online (with delivery email) by The Care Collective for the carer to book themselves.

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. For 'Time Out away' 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 (£).

- Netflix – 12-month subscription cost via Netflix voucher
- Audible – 12-month subscription via email voucher
- Hobbies – equipment and supplies e.g. Art supplies, paints, paper, brushes, canvas
- Exercise equipment – an e-gift voucher will be supplied for the Carer to purchase the item wherever possible
- Spa day or spa break - e-gift vouchers must be available for online purchase with delivery by email
- National Trust / RSPB membership – Annual membership via online purchase
- Experience days – Via online purchase of an e-gift voucher.

- Hotel stays – an egift vouchers that can be used to pay for the stay must be available for us to purchase online with delivery by email. We will not consider hotel stays where gift vouchers that can be used to pay for the stay are not available.

The following provide egift vouchers:

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

[www.hotelgift.com](http://www.hotelgift.com)

[www.forestholidays.co.uk](http://www.forestholidays.co.uk)

[www.lastminute.com](http://www.lastminute.com)

Hoseasons / Cottages.com

Hotel stays

Short breaks and holidays

Flights, holidays, hotels

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 and an egift voucher must be available for The Care Collective to purchase online and be deliverable by email.

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 (three 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.
- The cost of one theory test and one practical tests can be incorporated into the application if required.

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 visit the person in receipt of care in hospital/residential care or transport to partake in an activity with other carers.

### 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.
- Applications that focus on short term transport solutions or attempt to address presumptive transport situations are unlikely to receive funding.

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 irregular 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 you are applying on behalf of 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 either be made for up to £200 to be used to pay for non-emergency respite / replacement care if needed. Or, an application can be made to the Carers Skills funds whereby 40% of the total grant awarded (maximum £500) 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 access to 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 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.

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,

e.g.: 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.

- 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.

## What else 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.

### 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 that the grant process usually takes between 4-10 weeks** depending on the grant applied for, the item/product/service requested, the speed of the Carer in requesting information from suppliers, the speed of the supplier in supplying invoices, delivery dates 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.
- 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.



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- 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 away' requesting a hotel break/holiday /travel or attendance at a venue on a specific date/s can only be provided via egift vouchers. These must be available for us to purchase online and be delivered to you via email from the hotel/venue/event host/ticket provider/booking agent/service provider. You will then be required to book and use the voucher towards payment. The same applies to spa days/spa breaks.
- E-gift vouchers must be available for The Care Collective to purchase online with delivery by email for any item/service where booking specific dates is required, regardless of the category applied under.
- We are unable to purchase egift vouchers from 'hotels.com'.
- We are unable to purchase egift vouchers where the retailer/voucher provider tag their egift 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.
- 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 and egift vouchers must be available for The Care Collective to purchase.
- Full contact information should be provided for the person completing the form. Along with the full name, telephone number, email address, postal address and postcode of the Carer and person in receipt of care.
- Relevant information on the caring role and the condition of the person in receipt of care has been provided.
- Email addresses should be provided for the Carer where possible as egift vouchers are often provided to fulfill a successful grant award.
- The Carers Declaration has been 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. In signing the form, the Carer is confirming that they understand the implication of submitting their information to us.
- The Grants Team will not store or process any application that does not include a complete and signed Carers declaration (Section 7).
- Applications can only be considered if a quote for the item / service is submitted at the same time as the application.
- Incomplete applications or applications that do not meet criteria **will not** be processed.
- Payments cannot be made retrospectively. Payments can only be made to the supplier and 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.

- A supporting statement from a professional or an independent person to verify your status as an unpaid Carer has been provided (Section 4 or 5 of the application form). 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 confirmation of your caring role in either section 4 or 5 **will not** be processed for panel as they are incomplete and do not meet the required criteria.
- Unsigned or incomplete applications **will not** be processed for panel.
- Sections 6 and 7 of the application form can **only** be completed by the Carer or the Parent/Guardian of a young Carer.
- Section 4 of the form should **only** be completed by a professional who is supporting the application by providing a written statement.
- Where costs of item(s) exceed the total of the grant awarded, The Care Collective will provide you with bank details for a BACs transfer before the purchase will 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 for all the Carers caring 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 or the person assisting you to complete the application feel that there are

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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 following completion of a grant award then any future grant applications may be 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. Ask yourself:
  - Have all sections been completed?
  - Do I have a copy of the application that has been signed by the Carer and all other parties?
  - Is it legible?
  - Have I attached a quote?

**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?

- Carer
- Parent of a young Carer
- A professional

### Who can 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 confirmation of your caring status?

- An independent person who has known the Carer for more than 12 months, is not directly involved in the caring role and will not benefit from the grant if it is successful.
- The independent person should ideally be a professional.
- Alternatively, someone who is independent of the caring role/situation, is not a family member, relative or someone with a familial type relationship.
- A professional who has supported you in your caring role.

**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 feel 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 requires professional installation by a qualified installer.
- 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 e-gift voucher by The Care Collective. You should ensure you keep receipts for all purchases made with grant funds provided to you.

### 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 have been advised here that from now on they will need all adults in the household to sign the application form to also consent to The Care Collective sharing their data and for the funder to store it. (Carers Declaration form)
- As intimated above, the funder will also require the person in receipt of care to sign the form as there is also personal data relating to them listed. The only exception to this would be where referenced adults 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 in terms of the person in receipt of care, please outline this in your response and provide some details e.g. that the Carer has power of attorney to sign on their behalf. If the cared for is under the age of 13 years old a signature is not required.
- The Carer must 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 the application to us please ensure that you have kept a copy of the form with the carers original signature on it.
- Visit <https://www.carerfriendly.co.uk/privacy> 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 'grants' page on 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](mailto:grants@thecarecollective.wales)

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

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 or telephone. 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



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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](mailto:grants@thecarecollective.wales) for more information.

