

## PLEASE READ THE NOTES BELOW CAREFULLY BEFORE COMPLETING THE APPLICATION FORM.

### Can we help you?

Hospitality Action is the **trade charity** for the hospitality industry and as such we can only consider applications for financial assistance from people who satisfy the following criteria:

- ◆ Worked within the **direct provision of food, drink or accommodation** in the UK. We can consider applications from people where they have been directly employed in the provision (e.g. they worked as a chef, ran a pub) or where their employers main role was the provision (e.g. we can help anyone who worked for a hotel, restaurant, pub). We also cover self-employed from the industry.
- ◆ Worked during one of the following three **time frames**:
  - ◆ Currently working within the industry
  - ◆ Have worked for one continuous year in the past five years
  - ◆ Have worked for seven years in their lifetime
- ◆ Demonstrate that they are in financial need and have limited savings.

### Reason for application

We try to offer help in as many ways as possible but at present we **cannot** consider applications for:

- ◆ Education related costs such as private school fees, fees for educational courses, student maintenance, and Student Loan repayments.
- ◆ Most private medical treatments.
- ◆ Legal costs (except debt solution fees such as bankruptcies and Debt Relief Orders).
- ◆ Residential Care fee shortfalls.
- ◆ Property repairs/adaptations where equity release or downsizing is a viable option (please contact the office for more details).
- ◆ Business costs such as start up costs or any ongoing bills.

Please note that we cannot consider reimbursement for an item you have already purchased. If this applies to you please contact us to discuss the situation before completing the application form.

We also **cannot** consider a grant for an item until all statutory sources of funding have been tried.

### Application Process

- ◆ Completed application forms are checked through by our caseworkers within 2-3 weeks of their arrival.
- ◆ If there is any information missing or we have any queries we will contact the supporting agency or the applicant directly depending on the nature of the query.
- ◆ Once we have all the information we require the application will be presented for consideration. This usually takes 2 weeks from the point where we have received all the information, though it can take longer.
- ◆ Written notification of our decision will be sent out. If we cannot help with your request we will explain why.

## **Supporting Documentation**

### **Supporting Letter**

Most applications need to be supported in writing (**on headed paper**) by an independent third party who can confirm your situation and need for the help you are requesting. If you have a supporting agent and would like us to talk to them about your case you will need to add their contact details to the end of the Declaration (Section 17), otherwise we will need to come back to you directly with any queries.

What you are seeking help with will influence the type of supporting agency that will need to supply the letter and what other documents are required. See below for a list of common requests - if your request is not listed please contact us so we can confirm what is required.

- ◆ **Debts** – the letter will need to come from a specialist debt advisor such as PayPlan ([www.payplan.com](http://www.payplan.com) 0800 716 239) or Citizens Advice Bureau, They will need to outline how the debts arose and what has now changed so that they won't arise again. We will also need to see a breakdown of your debts and what payments are being made.
- ◆ **Furniture** – the letter will need to come from an organisation that has visited you at home and can confirm your need for the requested items. We will also need a quote if you are seeking help with carpets. Don't worry about a quote for furniture as we have preferred suppliers.
- ◆ **Medical** – if you are seeking help with a piece of medical equipment or need help with your general living costs due to ill health then we will need your supporting letter to come from a medical professional who knows you and can confirm your health problems and need for the item. We will also need a quote for the item and the medical professional will need to confirm in writing that that the item detailed has been assessed as suitable to your specific needs.
- ◆ **Housing Repairs** – the letter will need to come from a specialist housing organisation such as Care & Repair. They will need to explain what statutory funding is available and enclose a quote for the work.
- ◆ **Rent and/or Deposit for a tenancy** – we would expect you to have checked your eligibility for social housing and whether you can access any local bond guarantee schemes. We would normally look to award a grant for the Housing Benefit or Local Housing Allowance rate applicable to your circumstances. We would look for you to secure a tenancy through a reputable letting agent or a landlord known to your supporting agent.
- ◆ **Funeral Costs** – we will need you to have approached the Social Fund for help first and will need to see a copy of their decision letter. We will also need a copy of the funeral director's bill.

### **Proof of household income and savings**

All applications need to include proof of your total household income and savings. To confirm your income we can accept photocopies of the following:

- ◆ **latest full month's bank statement** showing your benefits/wages/pensions
- ◆ **latest quarterly statement** - for Post Office Direct Payment accounts
- ◆ If you receive Universal Credit please send a copy of your most recent award letter so we can see the amounts for the various elements you receive.

If you have any savings please also include a photocopy of the recent statement or latest page of your savings book.

### **Proof of your work history**

We will also need evidence of your work within the hospitality industry so please send in copies of any documents you have such as old payslips (providing they contain the name of the company you worked for), references, letters from previous employers, photographs of you at work. If you do not have any documents of this type please contact us and we can discuss other options.

## **Filling in the form**

Please complete all the sections on the form that apply to you with as much detail as you can, paying particular attention to the following sections:

### **National Insurance Number(s) (Section 1)**

You must provide us with your and your spouse/partner's (if applicable) National Insurance Number. If you do not know your number you will find it on State Benefit letters, wage slips and bank statements (if you receive any State Benefits).

### **Work History (Section 8)**

As we are the trade charity for the hospitality industry your application for assistance is based on your/your spouse/partner's work within our industry. Please complete this section of the form with as much detail as possible.

### **Reason for Application (Section 10)**

Please provide us with as much information as possible about your circumstances and what help you are looking for. It would also be helpful if you could outline how this help would improve your situation and what changes you have made so that the situation does not occur again.

### **Payee Details & Quotes (section 14)**

Please note that we are unable to make grants payable to an individual, unless the grant is to help with your general living costs. For all other grants we make payment directly to the company where the item is being purchased or to a responsible organisation (i.e. Social Services), who is able to administer the grant on our behalf. We usually require quotes for the cost of the item you are requesting help with. However, if you are seeking help with electrical items or furniture then we would normally offer a grant via our preferred suppliers and so do not require quotes.

### **Declaration Statement (Section 17)**

Please read this section of the form carefully then **sign and date it**. We cannot process your application if you (and your spouse/partner where applicable) do not sign this section. If you are completing this form as an editable PDF then please sign using the signature function or print off the form and sign it and return it. If you are unable to do this then we will send you a copy of the declaration to sign once we receive your application pack.

If you have non-dependants living with you (such as a parent or adult child) then they will need to sign a consent form for us to hold their data and this form will be sent out where applicable.

### **Speaking to others about your case (section17)**

We need your written consent to discuss your case with anyone else. If you would like us to speak to someone else (e.g. support worker, housing officer, debt advisor, adult child) about your application and any queries we may have please add their contact details to the end of the Declaration (section 18). If you leave this blank then we will come back to you directly with any queries.

## **Applying Again**

- ◆ If you have previously received financial support from Hospitality Action then we cannot usually consider a further grant for a year from the date of your previous grant notification letter.
- ◆ If a previous request for assistance was refused please contact us before applying again and we will confirm if your request can now be considered.
- ◆ If you are seeking help with something that we have previously contributed to you will need to explain what has happened to the original item or why you need this help again.
- ◆ If we have previously helped with debts it is very unlikely that we will be able to help with them again. If this applies to you please contact us to discuss the situation before completing the application form.

## Data Protection/GDPR

How we treat and process your data with regards your application for assistance is covered by the **General Data Protection Regulation (GDPR)** (EU) 2016/679.

Our **Privacy Policy** can be found on our website - <http://www.hospitalityaction.org.uk>

We will retain your data for as long as is necessary to process your request for assistance, to answer any follow up queries and to satisfy our criteria. Our typical retention periods are detailed below. If you have any queries about these or would like to request a different retention period please e-mail [help@hospitalityaction.org.uk](mailto:help@hospitalityaction.org.uk) with the details of your request and we will get back to you as soon as possible.

- If you do not fall within our remit your application pack will be kept for 3 months from the date of last contact, then the pack will be securely destroyed. Your identifying details will be removed from our database after a year.
- If you withdraw your application the application pack will be kept for 3 months from the date of last contact, then the pack will be securely destroyed. Your identifying details will be removed from our database after a year.
- If we request further information we will keep your application pack for 6 months from the date of our last contact, then securely destroy the pack if no further contact. We will remove your identifying details from our database after a year.
- Where a grant is awarded but not taken up within a year, your application pack will be securely destroyed and your identifying details removed from our database.
- Where a grant is awarded and taken up your data will remain securely on our systems as we have a lifetime maximum award level for applicants.

If you have any questions about any part of this form or what we require please don't hesitate to get in touch on 020 3004 5500.

Please return completed applications to:

[62 Britton Street, London, EC1M 5UY](#)

Or via e-mail to [help@hospitalityaction.org.uk](mailto:help@hospitalityaction.org.uk)

if you choose to e-mail the application and any supporting documents to us we would encourage you to zip and password protect the documents for your data security.

### **PLEASE NOTE**

**It will slow down your application if you return an incomplete, or unsigned form or do not send in the supporting documentation required.**