

Grant Guidance Notes

Hospitality
Action

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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 in any role for a company in the UK whose main function is the **direct provision of food, drink or accommodation** away from home. We can consider applications from people where they have been directly employed in the provision (e.g. they worked in hotels, contract catering businesses, restaurants, pubs, bars or coffee shops). Or have worked in a job where their **direct role** is the in-house provision of food, drink or accommodation in another business sector (such as school, hospital or care home cook, or working in a staff restaurant in an office building). We also cover self-employed from the industry.
- Worked during one of the following time frames:
 - Currently working within the industry
 - Have worked for five years or more in their lifetime
 - Have worked for one year within the last two years in the industry and have recently lost their job/hours due to the Covid-19 pandemic.
- 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 - the only exemptions that can be considered are repairs to boilers and central heating systems and shortfalls in Disabled Facilities Grants. Please email grants@hospitalityaction.org.uk for further information about this before completing the application further.
- Business costs such as start up costs or any ongoing bills.
- Non-priority debts such as: credit card debts, overdrafts, payday and unsecured loan repayments.
- We are unable to provide payday advances.

Please note that we cannot consider reimbursement for an item you have already purchased. If this applies to you please contact us via grants@hospitalityaction.org.uk 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 usually within 4 weeks of their arrival, though this can increase during busy times.
- 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 via post or email. 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 or by email from your supporting agent's business email address**) 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 18), 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 via grants@hospitalityaction.org.uk 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 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. No applications for Bankruptcy or Debt Relief Orders will be considered without a letter from a specialist debt advisor confirming that they recommend the particular debt solution being sought.
- **White Goods, Furniture and Flooring** – If you are requesting more than one item of white goods (cooker, fridge, washing machine etc) or furniture then we will need to see a evidence from a supporting organisation. This can be via a letter on headed paper or email (from a business address) from an organisation that has visited you at home and can confirm your need for the requested items. We will need a quote if you are seeking help with carpets or other flooring. The letter will need to come from an organisation that has visited you at home and can confirm your need for the requested items.
- **Medical** – We can consider help towards the cost of medical items such as mobility scooters, riser/recliner chairs and profiling beds. Any application for an item like this will need to be supported in writing by an Occupational Therapist who can confirm your medical need for the item. For further information about this please contact [**grants@hospitalityaction.org.uk**](mailto:grants@hospitalityaction.org.uk).
- **Housing Repairs** – we are currently unable to help in this area due to budget restrictions. The only exemptions that can be considered are repairs to boilers and central heating systems and shortfalls in Disabled Facilities Grants. Please email [**grants@hospitalityaction.org.uk**](mailto:grants@hospitalityaction.org.uk) for further information about this before completing the application further.

- **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

To confirm your income and financial situation we can accept uploaded or attached copies and/or scans of the following:

- latest full month's bank statement/s showing all of your household's 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 (if you receive any state benefits), wage slips and bank statements.

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 11)

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 normally 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.

Declaration Statement (Section 18)

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 via email as a scanned PDF. 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.

Supporting Agents Information on Verbal and Written Consent (Section 18)

We have adapted our consent procedures to enable you to record verbal consent more easily. If possible, where someone you are supporting to is able to sign a written consent form and return it to you, please further proceed to gain written consent and upload or email this information with the application.

Verbal Consent

Please explain to the person you are supporting that you need to obtain their verbal consent if signed consent is not possible due to Covid-19 social distancing measures.

If possible, please send them the links to our Privacy Policy <https://www.hospitalityaction.org.uk/privacy-policy/> and Consent Form and ask them to read these documents.

If they are unable to read the documents, please explain the contents, outlining how their personal data, including special category data, will be used by Hospitality Action and its suppliers of goods when you apply for a grant to Hospitality Action on their behalf.

Once you have explained this information please ask them to confirm they have spoken to other members of their household (where relevant) about providing their information on the application form, and they give their fully informed consent for Hospitality Action to use their personal data and special categories data in line with the purposes set out in Hospitality Action's Privacy Policy and Consent Form. Remind them that they can withdraw their consent at any time, but that does not affect the validity of their consent up to that point.

If you are able to send confirmation of their written consent please upload evidence of this with the application. Please see link to our template written consent form.

Applying Again

- If you have previously received financial support from Hospitality Action then we cannot usually consider a further grant for two years from the date of your previous grant notification letter. If you have received a Covid-19 emergency grants of £250 since 23rd March we can consider a further grant application currently.
- 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 grants@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 via grants@hospitalityaction.org.uk

Please return completed applications and supporting documents by email to:
grants@hospitalityaction.org.uk

We encourage you to password protect the documents you send us by email for your data security. Please include the password in a separate email with your name and postcode sent to grants@hospitalityaction.org.uk

PLEASE NOTE

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