

Grant Guidance Notes

Hospitality
Action

Hospitality Action, 62 Britton Street, London EC1M 5UY
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England & Wales Company No.04914871

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 **either** 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 people 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. If you are applying for help with general living costs due to Covid-19 your application **does not** need to be supported by a Supporting Agent.

- **Debts** – the letter will need to come from a specialist debt advisor such as PayPlan (www.payplan.com 0800 716 239) or Citizens Advice. 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 written evidence from a supporting organisation/independent third party. 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.
- **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.
- **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 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 (e.g. 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 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 grant 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 towards 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 and send 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.

Main Grant Application Form

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Although this form may appear very detailed, the more information that you supply us with the better we can assess your case. Please refer to our guidance notes for information regarding the type of assistance we can provide.

1. Applicant's details: i.e. the person who has worked in the hospitality industry or their widowed partner. (this section MUST be completed by all applicants)

Title: Mr Mrs Miss Ms Other

Surname			
First Name			
Date of Birth		National Insurance No:	

Marital Status: Single Married/Partner Separated Divorced Widowed

Address				Telephone Number (s)	(Tick if can leave a message)
County					
Postcode				Email	

Have you applied to us before? Yes No

2. Who else lives with you? (this section MUST be completed by all applicants)

Spouse/Partner Title: Mr Mrs Miss Ms Other

Surname			
First Name			
Date of Birth		National Insurance No:	

Children / Other

Gender	Month & Year of Birth	Relationship	Occupation	Weekly Net Income/State	Weekly Financial Contribution

For Office Use Only

HA Ref:

Date:

3. Income and Expenditure (this section MUST be completed by all applicants)

Please provide us with details of your household income and expenditure and let us know whether the payments you receive/make are weekly/fortnightly/4 weekly/monthly etc.

INCOME	Applicant	How often	Your spouse / partner	How often	EXPENDITURE	Amount £	How often	Arrears £
Wages (after tax & deductions)	£		£		Mortgage			
State Retirement Pension	£		£		Rent			
Work Pension	£		£		Council Tax			
Private Pension	£		£		Water/Sewage			
Sick Pay (statutory / company)	£		£		Gas			
Maternity Pay (statutory/company)	£		£		Electric			
Income Support / Pension Credit	£		£		Other fuel (please specify)			
Jobseekers Allowance	£		£		Food (for how many)			
Employment & Support Allowance	£		£		Cleaning Materials / General Household items			
Housing Benefit / Local Housing Allowance	£		£		Domestic Help/ Window Cleaner / Gardener			
Support for Mortgage Interest	£		£		Contents / Buildings Insurance			
Council Tax Reduction	£		£		Mobile Telephone			
Universal Credit (if possible forward a recent award letter)	£		£		Landline Telephone			
Carers Allowance	£		£		TV/Satellite/Cable/ Broadband			
Disability Living Allowance (Mobility) Is this used for a Motability car? Yes No	£		£		TV Licence			
Disability Living Allowance (Care)	£		£		Newspapers/Magazines			
Personal Independence Payment	£		£		Outings/Day Centre/Club			
Attendance Allowance	£		£		Toiletries/Cosmetics			
Working Tax Credits	£		£		Haircuts			
Child Tax Credits	£		£		Glasses/Dental Treatment			
Child Benefit	£		£		Clothing			
Maintenance From Ex-Spouse/Partner	£		£		Life Insurance			
Income from Charities	£		£		Travel fares (taxis /buses etc.)			
Any other benefits/ income (please specify)	£		£		Car Running Costs (petrol, tax, insurance)			
					Care Costs			
					Special Diet			
					Childcare Costs			
					Pets			
					Medical/Incontinence Items			
					DWP deductions			
					Other expenditure (please specify)			

Total Income per Total Expenditure per

4. Are you awaiting the outcome of any benefit applications?

Please let us know if you or your spouse / partner have made any applications for state benefits but are still awaiting a decision from the relevant government department. If you are, please also let us know which ones.

5. Savings/Capital/Investments (this section MUST be completed by all applicants)

Do you or your spouse/partner have any capital, savings or investments? Yes No

Please detail below the balances of **all** your bank / building society / Post Office accounts etc. (including the one that you pay your bills from) and enclose a copy of your latest statement (s) as supporting evidence.

Bills Account	£	Deposit Accounts	£
Building Society	£	Premium Bonds	£
Bonds	£	Stocks/Shares (current value)	£
ISAS/PEPS/TESSAS	£	Other	£

6. Debts

Please include all debts e.g. HP, loans, Social Fund, credit cards.

Purpose of Loan/ type of arrears	Name of lender/creditor	Date taken out/incurred	Original amount	Outstanding amount	Weekly repayment

7. Accommodation (this section MUST be completed by all applicants)

Housing Status:

Home Owner Private Tenant Housing Association Council Tenant
 Sheltered Accommodation Residential / Nursing Home Other

Home Owners:

Do you have a mortgage? Yes No How much do you owe? £

Type of mortgage: Repayment Interest only Remaining length of mortgage years

How much is your home worth? £ How many bedrooms does it have?

Is your property jointly owned? (if so with whom)

Do you have any other loans secured on the property? (If yes please provide details)

Renting:

How many bedrooms do you have? How long have you lived in this property?

8. Employment (this section MUST be completed by all applicants)

Current/Most recent employer details:

	Current/Most recent employer details	Location (town and county)	Your job	Start Date (Month & Year)	Number of Hours worked/week	Reason for & Date of Leaving (if applicable)
Applicant						
Your Spouse/ Partner						

Applicant's previous employment within the Hospitality Industry: (please continue on another sheet if necessary)

Name of company	Location (town and county)	Your job	Dates worked		Number of Hours worked/ week
			From (Month & Year)	To (Month & Year)	

Other employment history:

Type of work	Number of years worked	Who worked there (You or your spouse)?

Please upload or attach copies of any payslips, pension slips, letters, or other documents that you have, as proof of having worked in the industry. If you do not have any documents of this type please contact us to discuss other options.

If you have recently lost your job due to the Covid-19 pandemic please attach any written evidence (letter on headed paper, email from a business email address) from your employer where you have either been made redundant or had your hours or pay reduced (including furlough or layoff) as a direct result of the coronavirus.

9. Armed Forces Service

Have you or your spouse/partner ever served in any of HM Forces? Yes No

If yes please let us know which branch of the forces you served in:

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10. Ethnicity

To inform and improve our service it would help us to know your ethnic group. We will keep this information confidential and it will not be used to determine the outcome of your application. You may choose not to answer the below question. Choose ONE section from A to E and fill in the appropriate box that best describes your ethnic group or background.

- | | | |
|---|---|--|
| A. White
British
Other | B. Mixed
White and Black Caribbean
White and Black African
White and Asian
Other <input type="text"/> | C. Asian or Asian British
Indian
Pakistan
Bangladeshi
Other <input type="text"/> |
| D. Black or Black British
Caribbean
African
Other <input type="text"/> | E. Chinese
Chinese
Other <input type="text"/> | F. Other Ethnic Background
<input type="text"/> |

11. Reason for application (this section MUST be completed by all applicants please continue on another sheet if necessary)

You may wish to include in this section any information about a disability and/or physical or mental health condition, this is entirely at your discretion. We will keep this information confidential and it will not be used to determine the outcome of your application.

12. Other Charities

Please provide us with details of any other charities you have applied to, what you applied to them for and their response.

Name of Charity	Applied for help with	Their response

13. Statutory Funding

Have you applied for any assistance either from your Local Authority or Government? Yes No

If yes, please provide details.

14. Family Contribution

Are you or your family able to make any contribution to the cost of the item? Yes No

If yes, please please tell us how much.

15. Grant Payee Details

If a grant is awarded our preferred method of payment is via bank transfer directly to a supplier or supporting agent. Some grants we can award directly to your nominated bank account so please provide us with the appropriate following information:

Bank Name	
Account Name	
Account Number	<input type="text"/>
Sort Code	<input type="text"/>
Building Society Roll Number (if applicable)	
Your Reference	

16. Who told you about us?

Please let us know who told you about us

17. Checklist of enclosures

Please refer to our guidelines for information regarding supporting documentation that needs to be attached to your application and be aware that failure to supply all the documents we need will delay the processing of your application. Please let us know which supporting documents you have sent us:

Proof of work in the hospitality industry

Proof of income inc. (as relevant) information re: impact of Coronavirus on your job/hours.

Supporting letter from independent third party /supporting agent

Proof of savings

Written Consent Letter from Applicant

Medical evidence

Other

18. Declaration Statement (please read this section carefully, by ticking and signing below you are confirming the statement to be true)

I (name of applicant) and (name of partner/spouse)
of
 (address)
on (date) have read and understood the following and confirm that:

- All the information provided in the application form is true and correct and full disclosure of all income, capital, savings and investments has been made.
- I /we will inform Hospitality Action of any change in circumstances that I/we may have during the application process.
- I /we permit Hospitality Action to confer with other charities/bodies regarding my/our application.
- Any false or misleading information can result in the withdrawal or repayment of any grant that may be awarded.
- I/we consent to the collection, processing and dissemination of this information by Hospitality Action in line with the General Data Protection Regulation (GDPR) (EU) 2016/679 and to its storage in both paper and digital format.

I am the applicant and I give Hospitality Action consent to discuss this application and the details contained within it with the person/organisation named below and authorise the person/organisation to provide information back.

I am the spouse/partner of the applicant and I give Hospitality Action consent to discuss this application and the details contained within it with the person/organisation named below and authorise the person/organisation to provide information back.

Name Organisation Email

Applicant's Signature:

Partner's Signature:

Supporting Agency: (please tick as appropriate)

I am a supporting agent and:

1. I confirm that I have explained to the person I am supporting that I need to obtain their verbal consent, as signed consent is not possible due to Covid-19 social distancing measures.
2. I confirm that I have sent a link to or explained to the person I am supporting the contents of Hospitality Action's Privacy Policy (<https://www.hospitalityaction.org.uk/privacy-policy/>) and how their personal data including special category data, will be used by Hospitality Action and its suppliers of goods, if I apply for a grant to Hospitality Action on their behalf.
3. I confirm that the person requiring support has spoken to other members of their household (where relevant) about providing their information on the application form, and gives 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.
4. I declare the information I have provided is true to the best of my knowledge and is as given to me by the applicant/my client.

Name Organisation Supporting Agent Signature:
Email