

FREQUENTLY ASKED QUESTIONS

APPLYING

How do I apply?

Applying is done via the grants page which provides a summary of the funds that HIWCF manages. Click on the Fund name to see the Fund criteria, which issues the donor is supporting, and the requirements that any application needs to meet.

If the fund is open a link to the online grant application form can be found on the Fund criteria's page together with the available Guidance Notes.

How long does the application process take?

Our average grant application process takes 10-12 weeks.

When will I hear if my grant application has been successful?

Usually, you will be notified within 1 to 2 weeks of the fund's closing date either by Grant's Team or an HIWCF Assessor. If you have been successful at application Review stage, i.e. contacted by an assessor, you should receive a response by email within 4 weeks of the assessment deadline informing you of the Grant Panel decision. If you have not heard anything, please check your junk/spam inbox.

Can we apply to more than one fund?

Yes, you can apply to more than one fund. However, due to high demand for limited funds, we cannot approve all applications which match the fund criteria and generally we do not give more than £5,000 to any one organisation in a year.

We've been awarded a grant already this year. Can we apply again?

Yes, you can apply again provided that the Monitoring on your previous grant has been completed.

ONLINE GRANT APPLICATION

Why haven't I received the registration email?

Please check your Junk/Spam inbox as registration emails can sometimes be read as spam. If an acknowledgement email has not arrived within 30 minutes, please try entering your email address again. If problems persist, please contact online@hantscf.org.uk for assistance.

Who is a suitable referee?

Referees may be someone from the local authority, voluntary services, or another organisation with similar activities and or aims and have an official or organisational email address. Please refer to the application guidelines for more specific requirements for referees.

I've tried to submit my online form, but it won't submit.

Please check that you have corrected all highlighted validation issues.

My online form is stuck on 'processing'.

Please wait for the form to finish processing. If you are uploading a large document, this may take some time. If the form stays 'processing' for longer than 30 minutes, you may wish to reload. Please note that reloading the form will lose any unsaved data.

I started the form, but all my data had been lost. Can it be recovered?

Any unsaved data cannot be recovered. Please save the online form frequently.

Can I send my form to others?

Yes, you can forward the link to your unique online form to others.

I've already attached all my documents on another application. Do I need to attach them again?

We will need the signed and completed Section B and your latest annual accounts. Please email online@hantscf.org.uk if your documentation was previously submitted.

I submitted my form but did not save a copy. Can you send me one?

An automatic acknowledgment email will be sent to you with a PDF copy of your application. Please check your Junk/Spam inbox. If the email does not arrive, please contact online@hantscf.org.uk

I submitted my form, but noticed some information was wrong. How do I correct it?

Please email any amendments to online@hantscf.org.uk, quoting your reference number contained in the acknowledgement email.

GRANT APPLICATION

Why am I being emailed by an assessor?

Our assessors will contact you if they have any queries about your application or organisation. Please answer their questions promptly by their deadline or your application may not be able to proceed to Grant Panel.

We were awarded a grant. When will we receive it?

Grant award payments are paid directly into your organisation's bank account shortly after you receive your award letter.

We've received some money into our bank account but we don't know what it refers to.

Please check your Junk/Spam inbox for any communications from us. If there are none, please contact grantsadmin@hantscf.org.uk

MONITORING

When is the Monitoring Form due?

Your Monitoring Form will be due shortly after the end of project date entered on your application and/or within 12 months after the grant was awarded, whichever is sooner, unless otherwise specified.

What do I need to do to complete monitoring?

Full details for what is required for monitoring can be found on the Monitoring Form.

Our project has been delayed, can we have an extension?

Please contact grantsadmin@hantscf.org.uk.