

LNER Customer & Community Improvement Fund Guidance Form	
Heading	Guidance
Who can reply	We would welcome applications from Local Authorizes, Community Groups, Town and Parish Councils, Business Partnerships, Rail user groups, Station user groups etc
Contacts	Should we need more information about the project, please provide contact details for at least two people within your organization, who have an understanding of your project.
Type of Projects	The fund is expected to support a wide range of proposals that will bring improvements and benefits for customers in lower income groups and communities of social need. Examples of projects, could be introducing non-rail users to the rail network for the first time, making it easier for people to access the rail network by improving access routes to and from the station, ideas to encourage people to visit facilities or communities served by the station and relevant educational programmes.
Criteria on how funding will be awarded	The fund is aimed at making improvements to those communities and customers, in lower income groups and social need. The proposal should clearly set out the level of social need around a station, and confirmation in terms of income levels, from official statistics for the communities. The project should set out how many people will benefit from the project, and also detail any links to similar projects already in place within the surrounding area. We also want to know what the consequences would be if the proposed project did not receive funding and how it provides value for money.
Benefits of the project	The proposal should set out what will constitute as a successful project, how success will be measured, an explanation of the outcomes of the project and any direct and wider impacts for the customer and communities.
Likely total cost for project	The proposal should set out the total cost of the project, and how the costs have been reached. There is no cap on the amount that can be bid for, although applicants should be mindful that the fund is £500,000 which is available every year.
Total CCIF amount been requested	The proposal should set out how much funding is been requested from London North Eastern Railway Customer and Community Improvement Fund.

Confirmed match funding and source of match funding.	The proposal should explain how the match funding has been secured and when the funding would be available.
Statutory Consents (e.g. railway planning)	The proposal should set out what statutory requirements (on or off railway land) would be required to implement the project. Whilst not necessarily a factor preventing a proposal from securing funding, applicants will need to be mindful of any external processes which may add to the timescales for implementing the project.
Risks and Mitigation Measures	All applications should include key risks to delivery and planned measures for managing those risks, and risk mitigation in the form of an outline risk register.
Timescales	We hope to confirm project funding by Spring 2019, to enable applicants to be ready to start their proposal. The funding has to be spent and fully committed by 31st March 2020.