

If you have an application you would like to submit, but you are not certain that it meets the Customer and Community Investment Fund criteria. Please contact the CCIF email address [CCIF@lner.co.uk](mailto:CCIF@lner.co.uk) and we would be happy to advice on eligibility.

LNER Customer & Community Investment Fund Guidance Form	
Heading	Guidance
<b>Who can apply</b>	We welcome applications from registered charities, community groups and other types of not for profit organisations including rail user groups, community rail partnerships, business partnerships, town councils, parish councils and schools. However, we can only fund activity which is extra curricular and outside the school's usual statutory remit'
<b>Contacts</b>	Should we need more information about the project, please provide the address of the building you operate from, contact number and email address for at least two people, who understand your project.
<b>Type of Projects</b>	The fund is expected to support a wide range of proposals that will bring improvements and benefits where there is an identified social need. We are particularly interested in projects that fit with the LNER community investment strategy, which focuses on mental health and reducing stigma, education, employability, diversity and inclusion, environment and sustainability. For information on types of projects previously supported please visit <a href="http://www.lner.co.uk/CCIF">www.lner.co.uk/CCIF</a> .
<b>Theme</b>	<p>The key themes the fund supports are outlined below.</p> <p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>Schemes that support mental health charities and community groups to start conversations and end the stigma associated with mental health, raising awareness of the help available so people feel able to seek support.</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>Schemes that focus on preparing students for the world of work by providing employability skills training and creating opportunities.</li> </ul> <p><b>Employability</b></p> <ul style="list-style-type: none"> <li>Schemes that consider the barriers people from marginalised groups face when entering employment to develop recruitment practices that are inclusive.</li> </ul> <p><b>Diversity &amp; Inclusion</b></p> <p>A scheme that ensures that gender, race, age, physical and mental health, sexuality, religion, disability, social status or any other defining characteristics do not determine an individual's career path or</p>

	<p>opportunities available.</p> <p><b>Community Rail Partnerships</b></p> <ul style="list-style-type: none"> <li>Schemes that provide accessible journeys for all, connect people to opportunities and services, use stations as spaces for social growth and enterprise, support community rail volunteering and engage communities in art and heritage.</li> </ul> <p><b>Environment and Sustainability</b></p> <ul style="list-style-type: none"> <li>Schemes that deliver a better environment and / or are focused on managing and reducing the significant environmental impacts for the communities along the LNER route.</li> </ul>
<b>Project Scope</b>	<p>What is the identified need?</p> <p>How will you spend this grant to address the need in your area?</p> <p>What positive changes would this grant make to the lives of people who use your project/service?</p> <p>Please explain how you will measure and report on the positive changes made?</p>
<b>Benefits of the project</b>	<p>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.</p>
<b>Likely total cost for project</b>	<p>The proposal should set out the total cost of the project, and how the costs have been reached. A breakdown of costs will need to be included, either within the application form or on in a separate table.</p>
<b>Min and Max amount that can be requested</b>	<p>The minimum amount that can be requested is £1000 and the maximum amount would be £100,000. But for any requests for amounts between £10,000 and £100,000, the following will be required.</p> <ul style="list-style-type: none"> <li>Detailed breakdown of costs;</li> <li>High-level schedule of activities.</li> </ul> <p>This can either be included in the application or as an additional document. For any requests below £10,000 a breakdown of costs is still needed, but this does not need to be detailed, a high-level overview of the cost will suffice.</p>
<b>Total CCIF amount been requested</b>	<p>The proposal should set out how much funding is been requested from London North Eastern Railway Customer and Community Investment Fund.</p>
<b>Confirmed match funding and source of match funding.</b>	<p>Although funding is available for 100% of project costs, groups should be aware that the panel will look favorably on applicants that are offering some contribution to the project costs, this could be financially through their own fundraising efforts or 'in kind' through the support of volunteers getting involved</p>

	and giving their time.
<b>Statutory Consents</b>	If your proposal requires planning consents or other licenses, you will need to let us know. Whilst not necessarily a factor of the application review process, we would like to be made aware of such consents and how this will affect the application s consents are not gained
<b>Risks and Mitigation Measures</b>	All applications should include key risks to delivery and planned measures for managing those risks.
<b>Timescales</b>	We hope to confirm project funding by Spring 2020, to enable applicants to be ready to start their proposal. The funding <b>must</b> be spent and fully committed by 31st March 2021.
<b>Additional information</b>	<p>For funding request between £5000 and £100000, please advice what funding has secured in the last 2 years. How this has been spent and what has been delivered.</p> <p>The scheme does not need to be located within proximity of a LNER station; instead the fund is open to those located within 10 – 20 miles of the east coast mainline route. Please see the east coast mainline route map on the London North Eastern Railways website, which shows this route.</p>
<b>Length of application and additional documents</b>	<p>Requests for funding between £1000 - £5000 maximum lengths would be 2-4 pages.</p> <p>Requests for funding between £5000 - £50000 maximum length would be 4- 6 pages. Along with 1 additional document if required.</p> <p>Requests for funding between £50000 - £100000 maximum lengths would be 6-8 pages. Along with 1 additional document if required.</p> <p>Any additional documents on top of what is outlined above will not be taken into consideration as part of the application.</p>
<b>Assessment and Award</b>	<p>All eligible applications will be assessed. We may contact you to obtain further information; this may be over the telephone or via email.</p> <p>All applications are considered by a LNER panel and its recommendations put to a LNER customer panel who make the final decision and prioritisation of which projects the fund will support. The final decision cannot be changed, and no discussion will be entered into although we will provide feedback if requested.</p>