

If you have an application you would like to submit, but you are not certain that it meets the Customer and Community Investment Fund (CCIF) criteria. Please visit the [CCIF Page](#) on the LNER website, or if you still have questions email [CCIF@lner.co.uk](mailto:CCIF@lner.co.uk).

Only applications submitted via the online application form, will be accepted, which will be accessible via the LNER website, [Customer and Community Investment Fund page](#). Any applications submitted using any other format will not be accepted

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 extracurricular and outside the school's usual statutory remit'.
<b>Contacts</b>	Should we need more information about the project, please provide a name, contact number and email address.
<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, education and employability, diversity and inclusion, environment and sustainability and Community Rail Partnerships. 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 those areas with a demonstrable link to our business, vision and values, where we believe we can achieve the greatest impact. The themes are:</p> <p><b>Mental health</b> - Creating a culture of positive mental health, bringing people and communities together and taking positive action to preventing suicide.</p> <p><b>Education and employability skills</b> - A focus on building skills, promoting employability and education amongst marginalised groups by investing in the skills requirements of now and in the future.</p> <p><b>Diversity and inclusion</b> - Supporting diverse and inclusive community projects, creating opportunities for learning and the social mobility of vulnerable groups.</p>

	<p><b>Environmental Sustainability</b> - By providing support to environmental projects and encouraging sustainable mobility, our aim is to reduce the impact of congestion on our customers and communities, cutting emissions and improving air quality.</p>
<b>Project Scope</b>	<p>What is the identified need?          How will you spend this grant to address the need in your area?          What positive changes would this grant make to the lives of people who use your project/service?          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 will success be captured and measured?</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 the costs <b>needs</b> to be included with the application.</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 £75,000. But for any requests, the following will be required.</p> <ul style="list-style-type: none"> <li>• High-level 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.</p>
<b>Total CCIF amount requested</b>	<p>The proposal should set out how much funding is being 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 consider 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 and giving their time.</p>
<b>Timescales</b>	<p>A high-level breakdown of the key activities and timescales over the 12 months, should be included in this section.</p> <p>We hope to confirm project funding by February 2023, to enable applicants to be ready to start their proposal. The funding <b>must</b> be spent and fully committed by 31st March 2024.</p>
<b>Additional information</b>	<p>For funding requests between £10,000 and £75,000 please advise 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 – 15 miles of the LNER route, in England and Scotland. Please see the <a href="#">LNER Route Map</a> for further details.</p>
<p><b>Additional documents</b></p>	<p>Only one additional document can be upload with the application.</p>
<p><b>Assessment and Award</b></p>	<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 are shared with charities and local communities. Who make the final decision and prioritisation of which projects the fund will support.</p> <p>The final decision cannot be changed, and no discussion will be entered although we will provide feedback if requested.</p>