

Customer and Community Investment Fund (CCIF) – Frequently Asked Questions

June 2024

Q – Can a charity, group or organisation submit more than one application i.e. for a different project or the same project across different regions or parts of an organisation?

A – A charity, group or organisation **can** submit as many applications as they choose from the same region or across different regions for different projects. However, if the same project will be delivered across several regions, we would prefer one application for the whole. The application must clearly outline the regions. Instead of individual applications for each region.

(* LNER has not funded two projects from the same organisation, within the same funding year.)

Q – Does LNER select small and medium charities, and exclude larger organisations from applying?

A – LNER does not exclude larger organisations from applying to the Fund.

However, LNER are looking to support more grass roots charities, groups or organisations with the fund, this is why this guidance has been included, this is a preference and not an exclusion.

Q – What is the route that London North Eastern Railways (LNER) travels along?

A – The [LNER Train route map](#) covers almost one thousand miles. A high-speed Anglo- Scots cross border operator. There are many areas in England and Scotland that LNER run services to and through:

- To be eligible the charity, group or organisation or the project are required to be delivered and located within 15 miles of the route.
- The focus is on the train route, and not the stations located along the route. For example, Thirsk Station is not one of the stations LNER stops at, however, it is located along the route LNER serves. Therefore, if the distance criteria are met, an application could be submitted.

Q - Can staff costs / salaries be included in the funding amount requested?

A - Staff costs / salaries can make up 25% of the funding amount requested.

(* Each application is measured against a consistent criteria framework. It will be considered on its own merits during the application review process. We understand that the costs for some projects may solely relate to staff costs, due to the activities and support provided to the beneficiaries. For further questions, please email CCIF@lner.co.uk)

Q – Can applications be submitted for more than one year of funding i.e. 2–3-year pilots / projects?

A – LNER **cannot** fund a project beyond one year, and any further funding would need to be applied for, once again via the CCIF application process*.

(*There are no guarantees that a second application would be successful.)

Q – Can an application be submitted to deliver a phase or part of a project, in place of delivering the whole project. If other funders have been identified to support the delivery of the other phases / parts.

A – Potentially this could be considered, the phases or parts would need to have clear points of completion, which could be measured independently of the whole project.

However, our preference would be to be the sole funder, or one of two funders at most.

Q – Could LNER receive an application that involved capital expenditure works.

A – Unfortunately not, we are unable to receive an application to deliver capital expenditure works.

**LNER defines a capital project as a project to construct either new facilities or make significant, long-term renewal improvements to existing facilities.

Q – Can an application be made to provide grants for food banks?

A – The LNER CCIF is for the purpose of supporting projects that can relate to the work the food bank does to support the local community. In place of gifting a grant to a food bank. As LNER are required to measure the impact of any funding gifted.

Q - Would a Cooperative Society, Community Interest Company (CIC) or Ltd Company be eligible to apply for funding?

A – Yes, a charity, group or organisation such as a Cooperative Society, Community Interest Company (CIC) or Ltd Company would be eligible to apply for funding. If they were a registered company or had a charity number.

Q – Would an application be considered from sole traders, individuals, or organisations that do not have a registered address.

A – Please email CCIF@lner.co.uk for guidance on this.

Q – Can a charity, group or organisation who has not been successful previously, apply again for CCIF funding.

A – A charity, group or organisation would be welcome to apply again even if they have not been successful with a previous application. Having applied previously does **not** preclude a charity, group or organisation from applying again.

(*if feedback from LNER has been provided, this should be taken into account before submitting a new application)

Q – A charity, group or organisation that has previously been funded by the LNER’s Customer and Community Investment Fund (CCIF). Can they apply again?

A – Yes, a charity, group or organisation that has received funding from the LNER CCI fund, would be eligible to apply for further funding in future rounds. This would be taken into consideration as part of the review process.

Q – Part of the application form, there is a ‘Project Scope’ question, what does this mean?

A - The project scope defines the project goals and deliverables. To assist with this, consider the following questions when completing the project scope.

- What is the identified need?
- How will the grant be spent to address the need in your area?
- What positive changes would this grant make to the lives of people who use your project/service?

(*These questions and others that need to be considered when completing an application, have been included in the application form template, and the online application form.)

Q - Does the funding have to be for one project, or can there be two parts to the project that link into the overall benefit to the community?

A - The funding can be for one project, or a project with two parts / deliverables. This would need to be clearly outlined in the application and be measurable.

Q – Will an email confirmation or copy of the application be received from LNER, confirming receipt of the application.

A - You will not receive a confirmation email, instead confirmation the application has been submitted will be shown on the screen once the application has been sent.

Q – Are there any requirements for match funding to be included in an application?

A - There are no requirements for a project to have match funding. However, we are aware that many charities and projects may / will have acquired match funding from other sources i.e. own funds, other grants, or volunteering hrs. So please include these details in the application.

Q - Will LNER funding be granted to projects affiliated with religious organisations.

A – Funding has been gifted to religious organisations in previous rounds. This funding has been awarded to those organisations that do not require anyone to practice a particular faith to access support, facilities or activities.

However, if the only way to gain support or access facilities or activities was to practice a particular faith or change to that faith. This would fall outside the eligibility criteria. **Please see the Charitable Giving Policy for details.**