



## Guidance Notes

**Please read through these notes before starting the application process.**

Incomplete applications cannot be accepted. It will not be possible to submit the online application form unless all questions are answered and documents uploaded. If you need to make alternative arrangements (for example, the applicant has extenuating circumstances that means they do not have a required document) please contact [applications@wavelength.org.uk](mailto:applications@wavelength.org.uk) before starting your application.

We prefer to receive application forms that have been completed online.

If this is not possible, please contact [applications@wavelength.org.uk](mailto:applications@wavelength.org.uk) with the email heading: I need a paper form.

### Summary of the process

- Visit the website and register, verify your email and then log-in
- You will need three months of bank statements, evidence of benefits and residency in a digital form to complete the application. Please have these prepared.
- Complete the application form alongside the applicant
- You will receive email confirmation of receipt once you have submitted the form, and can expect to hear an outcome within 6 weeks

### Eligibility Notes

The questions we ask are designed to help us ensure that our limited funds go to people in genuine need. Applications must make a strong case for loneliness to be successful. We cannot provide grants for other purposes (e.g. access to education or health services).

### Individual

We are currently unable to provide TVs to those living in temporary accommodation, so applicants in this position are encouraged to either apply for a tablet or radio or wait until they move into permanent accommodation to apply.

Most successful applicants live alone and have very restricted contact with friends and family, and many are constrained to their homes for various reasons. However, applications are assessed case-by-case and all applicants experiencing loneliness will be considered.

### What you'll need

Before you begin the application, please note that you will be asked for the following supporting documentation:

- A copy of 3 months statements of all of the applicant's current and savings accounts
- A copy of the applicant's benefits awards letters, if applicable
- A copy of the applicant's UK passport or UK birth certificate, or proof of refugee status

If the applicant has extenuating circumstances that means they do not have a required document please contact [applications@wavelength.org.uk](mailto:applications@wavelength.org.uk) before starting your application.

### Groups

We aim to work with small, local organisations who are unable to fund the technology themselves.

If you are not sure whether your group will be eligible for support, please contact [applications@wavelength.org.uk](mailto:applications@wavelength.org.uk) before starting your application.

## Frequently Asked Questions

### Applicant's details - What address should I provide?

Ensure that the address given is where the equipment is to be delivered and installed and where the applicant is going to be resident. Please provide an accurate postcode and region - this helps us to locate beneficiaries, areas of need and to develop ongoing policy.

### Impact measurement forms - Why are there two forms?

The forms help us gather evidence about the effect our work has on the people we support. They provide vital information that helps us monitor and evaluate our impact, so that we can continue to improve our service. We collect Part 1 data with the application form, and Part 2 data one month after receipt of equipment so we can measure the impact of the technology during this time.

- Part 1 and Part 2 forms: Please ask the applicant to tick the boxes which relate closest to how they feel
- Part 2 form: Please ask the applicant to complete and return this form one month after receiving the technology

Submission of Part 1 and Part 2 forms is mandatory. Please note that failure to submit Part 2 data will jeopardise all future applications made by referrers from your organisation.

### Referrer details - Who can be a referrer?

We ask that a referrer acts to verify the information being provided and the need for the equipment to be supplied. A referrer may work for social services, be an independent professional such as a nurse, shop manager, postman etc. It may also be a friend or neighbour. It is preferable for a referrer to have long-term contact with the beneficiary.

We do not accept applications directly from individuals or from their relatives or employees.

### Applicant's accommodation

**Q:** In what type of accommodation does the applicant live?

Please provide details of the type of accommodation, for example is it sheltered or supported housing, a ground floor flat? This helps us in arranging delivery.

We do not offer TVs to those living in temporary or sheltered accommodation. In such cases, we advise that the applicant requests a radio or tablet, or that the referral organisation make a group application.

### Delivery requirements for disabled people and people with additional needs

**Q:** Contact name and phone number for the best person to discuss delivery arrangements.

Please provide us with the contact details of the most appropriate person to arrange delivery with.

**Q:** Could the location pose difficulties in delivery?

We need to know if there could be any particular difficulties in delivering the equipment and what adjustments are required. For example, if the applicant needs someone present for delivery because they cannot hear the doorbell.

### Further applicant information - reasons for the application

**Q:** Why does the applicant need a television, radio or tablet?

Please give full details of the circumstances that cause the applicant to experience loneliness, including how the technology will help to alleviate it. We need to understand how they have become lonely, which might include health problems, personal circumstances, or physical or mental impairment.

Please note that we only provide equipment for the purpose of alleviating loneliness.

### Equipment provision - what can we ask for?

**Q:** What equipment is being requested?

Individuals - please select either a TV, radio or tablet.

Groups - can request large communal and/or small TVs, radios and tablets depending on their needs.

**Q:** If a TV is selected, you will be asked 'Does the applicant already have a current TV licence?'

It is the beneficiary's responsibility to organise this. Full details on how to apply for a TV licence can be found at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

**Contact with others - living in sheltered or communal accommodation**

**Q:** Does the applicant live alone?

If the applicant is within sheltered or communal accommodation you do not have to list fellow residents.

**Q:** How much contact does the applicant have with family and friends who are not living with them?

Please state clearly how much contact happens on a weekly, monthly and yearly basis. For example, 'see family once a year', 'friends three times a week'.

**Q:** Please describe what practical and financial support the family provides.

It may be that there are no living relatives, or the family lives in another part of the country, but we still would like to know and in the latter case, why the family cannot help.

**Financial situation of the applicant and household**

**Q:** What savings and non-employment income does the applicant have?

Capital holdings: Please list the total value of all items e.g. flat/house/car/individual items over £5000 in value owned by the applicant.

**Q:** List all benefits currently received by the applicant.

This should include pension (including private pensions) and tax credits, child benefit etc. Please state a weekly or monthly amount and the time period the benefits cover, i.e. when it was awarded and when it will be reviewed.

We also ask for a copy of the current award letter/statement for each benefit. This should be the full document, not just the top page.