



## Guidance Notes

**Please visit [www.wavelength.org.uk/apply-for-help/](http://www.wavelength.org.uk/apply-for-help/) to check you are filling in the most up-to-date form.**

We recommend that you read through the form before completing. Applications that have not been completed correctly may be rejected. An explanation is given below for each section of the information required; if you are unclear, please contact us. Please note that all grants are made at the discretion of the charity within its limitations.

Please ensure that you complete every section in full; please do not put 'not applicable' in any section – please provide an explanation. Please sign and date before returning. Both the applicant and the referer must sign the application.

### Applicant's details

Please provide details of the Applicant's full name, including any previous names, for example maiden name.

Ensure that the address given is where the equipment is to be delivered and installed and where the Applicant is going to be resident. Of particular importance to us is an accurate county and country location. This helps us in locating beneficiaries, areas of need and developing ongoing policy. Please ensure there is an accurate postcode provided, as this will help us when checking the quality of reception in the area. If the applicant resides in Greater London, please also advise which London Borough they live in.

Please note WaveLength is only able to provide equipment to those permanently resident in the UK through citizenship or who have been granted Refugee Status. Please provide a copy of passport, birth certificate or relevant documentation.

### Impact measurement - Part 1

Please ask the Applicant to tick the boxes which relate closest to how they feel. By filling in this section, we are able to gather evidence about how WaveLength's work helps people who are lonely around the country. We will ask these questions after a month of the Applicant using the technology, in order to assess the impact of our work.

### Referer details

We do not accept applications from individuals or their relatives directly. We ask that a Referer acts to verify the information being provided and the need for the equipment to be supplied. A Referer may work for Social Services, be an independent professional such as a nurse, shop manager, postman etc. It may also be a concerned friend or neighbour. Please ensure that you provide us with accurate contact information. It is preferable for a Referer to have long-term contact with the beneficiary.

It is very helpful to know how people found out about WaveLength when we are making decisions on how best to reach people.

### Previous applications

- 1a.** Please answer Yes or No. It is helpful for us to check if we have had a previous application when looking at somebody's long term needs
- 1b.** If Yes, please tell us when and what the outcome of this application was, i.e. was it successful?

## Applicant's accommodation

1. Please answer Yes or No. It is helpful for us to check if we have had a previous application when looking at somebody's long term needs.
2. Please provide details of the type of accommodation, for example is it sheltered or supported housing; Ground floor flat? This helps us in arranging delivery.
3. a) Please indicate if the applicant is a tenant of a social organisation.  
b) If the applicant is living in temporary or sheltered accommodation, then it is more appropriate to fill in an organisation application form. You can then make an individual application for the applicant when they are living in their own accommodation.
4. We are aware there are many different organisations supporting and helping people some of which work in specialist areas. It helps us to know the support an individual may be receiving and why the main supporting organisation is not able to provide the item of equipment. **Please do not just say it is not part of the remit or responsibility.**

## Delivery

1. This helps us decide what equipment might be appropriate and if we need to take into account particular requirements.
2. Please provide us with the contact details of the most appropriate person to arrange delivery with.
3. We need information to help us decide what is the most suitable equipment to provide; where the equipment is to be located and if there could be any particular difficulties in delivering the equipment. For example, if the Applicant needs somebody present for delivery because they cannot hear the doorbell.

## Further Applicant information

1. Please give full details of the Applicant's situation, health, impairment etc that leaves them lonely. Please give details on a supporting statement if there is not enough room on the form. It is not sufficient just to state the Applicant does not have any family, or has a severe, enduring mental health condition, or is in economic need.
2. Please give details of what has happened to previous equipment. This provides us with an indication of the individual's exposure to technology.

## Equipment provision

1. Please select EITHER a TV, radio or tablet.
2. If a set-top aerial is needed, a list of recommended set-top aerials is available on the Ricability website ([www.rica.org.uk](http://www.rica.org.uk)). It is helpful to know if the Applicant has a pre-existing service provider, such as Sky / Virgin / Cable / Satellite / Subscription TV / online streaming services.
3. Information about licences helps us to understand how a licence may be provided. Full details on how to apply for a TV licence can be found at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Loneliness

1. Please answer Yes or No. If No, please provide us with details of all the people living with the Applicant. If the Applicant is within sheltered or communal accommodation you do not have to list fellow residents.
2. 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".
3. Please answer this question as fully as possible. It may be that there are no living relatives, or the family lives in another part of the country, we still would like to know and in the latter case, why the family cannot help.

## Financial situation of Applicant and household

1. The Applicant may also be able to apply for other support from occupational beneficiary societies.
2. Capital Holdings. Please list total value of all items. e.g. flat/house/car/individual items over £5000 in value owned by the applicant.
3. Please list. Establishing someone's financial position is just as much about liabilities as income.
4. Please list all benefits being received. This should include pension 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.
5. Please provide details of all other applications being made, the name of the charity, what the application is being made for, the amount requested or given and the outcome, if known.
6. This information helps us assess the income and expenditure of the individual. You should provide us with three month's consecutive statements for all the Applicant's major accounts.

## Checklist

Please ensure that the Applicant and Referer have signed the application and all their contact details are included. Please also ensure that all the relevant documentation is enclosed. We will be unable to process your application unless we receive **ALL** documentation requested, including the Impact measurement, Part 1.

## Impact measurement: Part 2 - kept by Applicant to be filled in after 1 month

Please ask the Applicant to keep and fill in this form one month after using the technology and send this back to WaveLength. The information is anonymised and will be used to ensure we give a better service and help give more technology to more people.