

Cantley Poor's Land Trust

Registered Charity Number 224787

Operating as

Lady Ellerker's Land Trust

Clerk: Susan Forbes

Tel: 07895 271 302

Email: info@cantleytrust.org

Thank you for considering applying to the Lady Ellerker's Land Trust for financial assistance. We understand that just reaching out to us can sometimes be difficult or embarrassing; as a Trust, we want to make the process as simple as we can for you. Please do not hesitate to make us aware if you feel you will struggle with completing our support request form; although the main information is needed before we visit, we can always help you complete the rest of the form when we see you, or our Clerk may be able to help over the telephone.

What happens next?

We ask you to complete our short support request form, where we ask about your current financial situation and your current needs. This is to help us understand your situation better, so we ask you to tell us about the **income you have coming into** your household (such as wages, benefits, etc) and **what you pay out** (such as rent/mortgage, utilities, household bills, loans, credit cards or catalogues, food, clothing, etc) and **how you would like us to consider supporting you**.

The Trust usually considers support requests for general household items and white goods, soft furnishings and occasionally, depending on circumstances, support with priority debts or arrears. If your application is successful the Trust will pay the supplier direct for all good and services, *including delivery, installation or fitting*. Please note we are unable to make cash payments to applicants. As a Trust we are unable to offer you financial advice or help with benefit claims, but we list on our website further information on organisations that may be able to support you; we hope you find this useful.

We ask your permission to store your personal information, and how to contact you; if we are arranging goods or services on your behalf, then we will share your name, address and contact details with the appropriate trusted supplier. We will **not** share your information with anyone else unless, of course, required by law or if we believe that there may be a safeguarding concern. We are registered with the Information Commissioner's Office to ensure that our data handling complies with all legal requirements.

Once we have received your completed form, we will arrange a home visit by two of our Trustees, all of whom are DBS checked. We are happy for you to have a friend or family member present – just let us know when we arrange the visit. Occasionally, we may make an unannounced visit to your home address. If we do and you are unable to talk with us, we will arrange a more suitable time to call back. Please let us know if there are any pets in the house.

After we have visited and have all the information we need, your request will be discussed at the next Trustee meeting. Our meetings are usually held on the second Monday of each month, so it may be a few weeks before we are able to get back to you with our decision; however, if your request is especially urgent we may be able to make an interim decision more quickly.

Once a decision has been made, the clerk of the Trust will notify you of the agreed outcome and provide you with any further information, if necessary.