**Customer and Community Improvement Fund**

**Application template**

Thank you for your interest in our Customer and Community Improvement Fund!

We want to ensure you have everything you need before submitting your application. Please be aware the online form needs to be completed in one go, and you can’t save it and go back to it later. But don't worry –this template will help you get ready!

**Few tips before starting**

* Only applications submitted via the online application form will be accepted.
* Your application should clearly demonstrate the **impact of the grant** – benefits or needs the project will address for a specific group of people or the wider community, and the **specific use of the grant** – remember there are certain types of projects and cost we cannot support.
* Bear in mind the criteria that will be used to assess your proposal.
* Projects funded for delivery in the 2024/25 Financial Year (FY) must be completed by 31 March 2025 for, unless they have other sources of funding.
* If you have any questions, please email [laura.rondon@southeasternrailway.co.uk](mailto:laura.rondon@southeasternrailway.co.uk)

**Application template**

1. Organisation name
2. Primary contact name, phone number and email address. *Please provide your contact details in case we need more information about the project.*
3. Secondary contact name, phone number and email address. *Please provide a name, telephone number and email for a second contact within your organisation.*
4. Name of the project/initiative
5. For which financial year (FY) are you applying for a grant?
   1. FY 2024/25
   2. FY 2025/26
6. Funding area. Please tick the appropriate boxes to show which theme(s) the application will support:
   1. **Local skills and employment** – projects that promote growth and development opportunities and ensure that everyone has access to opportunities to develop new skills and gain meaningful employment.
   2. **Healthier, safer and more resilience local communities** – programmes building stronger and deeper connections with the local community. Increasing awareness of rail safety, promoting well-being and mental health, reducing anti-social behaviour, fostering relationships and encouraging active collaboration within communities.
   3. **Sustainable railway** – ensuring the places where people live, and work are cleaner and greener, and helping secure the long-term future of our planet. Promoting rail travel and walking and cycling links to/ from stations, improving information/ wayfinding to make using rail easier for customers, and ways to encourage carbon reduction.
   4. **Inclusion and diversity** – programmes to promote groups that are under-represented in the southeast or wider rail industry workforce. Improving the rail experience of people with disabilities and other specific needs. This includes both infrastructure and non-infrastructure projects.
   5. **Rail 200** – special category for projects that help us tell the story of rail’s remarkable past, its role today, and inspire its exciting and sustainable future.
7. Nearest Southeastern station(s). Please see our network map [here](https://www.southeasternrailway.co.uk/travel-information/more-travel-help/station-information/stations/).
8. Project description. Letter Count - 1000 characters (including spaces)
9. Project scope. Letter Count - 3000 characters (including spaces)
10. Main beneficiaries. Please list who the of primary beneficiaries will be
11. Project objectives. Consider what benefits will the project deliver
12. Main activities to achieve the outcomes. The activities should be linked to the outcomes that the project wants to achieve
13. Project deliverables / KPIs.
14. Identified risks. Please identify any risks to the successful delivery of your project
15. Total CCIF amount requested
16. Budget outline. Breakdown of the total cost of the project, even if the total amount of the project is not covered by this fund
17. List any confirmed match funding and source of funding
18. Project timeline. Please note that delivery must be complete by 31 March 2025 if applying for FY 2024/25 or by 31 March 2026 if applying for FY 2025/26.