

## **Your questions answered: our new Grants Hub**

### **1. Why are you introducing a new system?**

We're introducing this new Grants Hub to make the grants process faster, clearer, and easier to manage. It's designed to improve your experience when applying for funding and completing monitoring requirements.

This change also reflects our commitment to accepting risk and being realistic about what we ask of applicants. We're working with [IVAR](#) (Institute for Voluntary Action Research) to develop a clear Risk Statement to ensure our assessment approach is fair, transparent, and proportionate.

### **2. What's changing?**

We're launching a new online Grants Hub to make applying for and managing grants with Community Foundation Wales simpler and more efficient.

This forms part of our commitment under [IVAR's Open and Trusting Grant-making](#) to respect applicant's time. We'll be clear about our funding priorities and requirements.

### **3. What can I do in the new Grants Hub?**

Through the new Grants Hub, you'll be able to:

- Access all your active grant applications in one place
- Track the progress of applications you have started
- Update your organisational information at any time
- Accept approved grant
- View and complete monitoring requirements for active applications

This supports our commitment to asking only relevant questions. We're streamlining our application forms to make them easier to complete and only request supporting documents when necessary.

Volunteers are helping us test the new system to ensure it is clear, user-friendly and fit for purpose.

#### **4. When will the new Grants Hub be available?**

We're planning to launch the new Grants Hub in **April 2026**, following a testing period from **mid-January to early April 2026**. Please note that these dates are subject to any changes as we test the new hub.

This timeline reflects our commitment to publish and stick to our schedules wherever possible. We will make every effort to provide clear timelines and keep applicants informed if any changes occur.

#### **5. Will I still be able to apply for funding during this time?**

Most of our funding programmes will be *temporarily* closed during the testing period (mid-January to early April 2026). Once the new system goes live, applications will reopen. Each funding web page will detail when funds will be reopening at [www.communityfoundationwales.org.uk/grants](http://www.communityfoundationwales.org.uk/grants).

This short closure allows us to ensure a smooth transition while maintaining our commitment to flexibility. We're working hard to make the new system adaptable to different types of funding and to make the process easier for everyone.

#### **6. Will the new system ask me to share more information or spend longer on my application?**

No, the new system is designed to make things easier, not harder. You'll be asked the same kind of questions as before, but the process itself will be smoother and more accessible.

#### **7. Which funds will still be open during the testing period, and why will only these funds be open?**

During the testing period, we will keep Fund for Wales open. This fund has a broad set of criteria and is open to organisations across the whole of Wales.

Because it attracts a wide variety of applications from different types of groups, it provides the perfect opportunity for us to test and refine the new Grants Hub before we launch it fully across all our funds.

### **8. What happens to my current data or past applications?**

Our grants team will ensure all existing active application information is transferred safely to the new system. You'll be able to view your current active applications once the new Grants Hub is live.

We're committed to being open about our decisions. We'll review and share feedback more transparently, publish success rates, and identify applicants who may benefit from extra support or guidance.

*Please note: In line with our GDPR policy, we will delete applications that were rejected 12 months after the rejection date. We will also delete awarded applications that are more than 7 years old from their completed date.*

### **9. Do I need to create a new account?**

If you currently have an active fund with us, you will receive an email inviting you to register for a new account on the Grants Hub.

If you don't have an active fund or have never applied with us before, you'll need to register yourself, but we recommend doing this only when you're ready to apply for a fund.

### **10. Will fund deadlines or opening dates change once the Grants Hub reopens?**

Some of our grants for individuals would normally be open between January–April 2026 so to account for this, they'll be open slightly earlier (opening late–November 2025). Once the Grants Hub goes live across all our funds, all deadlines will return to normal (subject to any changes).

### **11. Will the new Grants Hub affect how decisions are made or how long they take?**

No, the new hub will not change how decisions are made or how long they take. Across all our funds, we aim to communicate the outcomes of applications within two months of the fund's closing date.

Within your account, you'll be able to see the status of your application. For example, when we've received it, when it's being assessed, and when it's pending a panel decision.

### **12. Will the new system be available in Welsh and English?**

Yes, the new Grants Hub will be fully available in both Welsh and English, so you can choose your preferred language throughout the application process.

### **13. I have a monitoring report due early next year, what should I do?**

If your report is due between January and April 2026, we'll be in touch to see whether you can submit it a little earlier than planned. This helps us close our old system smoothly before everything moves to the new Grants Hub. If early submission isn't possible, don't worry – just let us know and we'll support you with the best option.

### **14. How will I learn to use the new system?**

We'll be providing training sessions and guidance materials to help all applicants get familiar with the new hub. Details of these sessions will be shared closer to launch.

We'll provide timely and accessible information, ensuring all applicants know what to expect and how to use the system confidently.

### **15. Who can I contact for help or questions?**

Our grants team will be available throughout this period to offer support and answer any questions. You can reach us by email or phone, just as you do now via [grants@communityfoundationwales.org.uk](mailto:grants@communityfoundationwales.org.uk) / 02920 379580.

This reflects our commitment to ensuring every contact is helpful, respectful of your time, and focused on getting you the support you need.

### **16. How can I keep up to date with news and announcements?**

Keep an eye on our website and grants newsletter for updates on the new Grants Hub, including key dates and training opportunities.

To make sure you don't miss any updates, we encourage you to:

- Sign up for our newsletter via [our website](#).
- Follow us on social media for the latest news, key dates, and support opportunities.

These channels will help us stay connected with you and continue building an open, transparent, and supportive grant-making relationship.