



Information for applicants

Which types of organisations can Quartet ProHelp assist?

We welcome applications from both new and established charities and community organisations that are:

- Based & operating in the West of England (Bath & NE Somerset, Bristol, North Somerset, South Gloucestershire).
- Working to strengthen communities experiencing inequalities and disadvantage; & or improve the lives of local people who face difficulties and have limited access to appropriate or affordable services and support.

The group or organisation does not have to be a registered charity but must be not-for-profit and have charitable aims. We will support organisations set up as Community Interest Companies (CIC) where their work has a demonstrable social benefit & the CIC is limited by guarantee (not limited by shares).

Quartet ProHelp aims to support small local charities and community organisations which may not be able to afford some professional services. This means we will prioritise those with an income under £1 million, particularly those with an income under £0.5 million.

Organisations matched with support will need to be able to make sufficient time available to work with & communicate in a timely manner with our ProHelp volunteers.

What types of professional support can Quartet ProHelp try to assist with?

These are some examples of support we may be able to match you with:

- HR – health checks, policy & procedure reviews, employment advice
- Legal – commercial property lease reviews & negotiation, data protection & privacy policy updates, intellectual property protection, changing legal structures, updating Articles of Association
- Professional building services – design, surveys, property & market rates advice, capital project management advice, structural engineering, valuations, planning advice
- Communications & creative design – branding, copywriting, website design, digital strategy, SEO & Google analytics training
- IT - software training & advice on CRM systems and cyber security
- Business planning - strategy, coaching and mentoring, facilitation, financial management systems
- Non-detailed financial, tax or VAT advice

Which areas of support is ProHelp unable to assist with?

- Recruiting trustees, treasurers or any other general longer-term volunteer positions
- Completing annual accounts or audits
- Providing detailed financial, tax or VAT advice
- Internal disputes, mediation
- Actual building/construction work or project management
- Fundraising or sourcing corporate sponsorship

Quartet ProHelp is unable to assist the following types of organisations & activities:

- Those solely supporting animal welfare
- Arts projects with no community or charitable element
- Where the government and other public bodies currently have a statutory responsibility to provide
- Medical research
- Groups or activities that are giving support to a political party
- Activities intended to influence people's religious choices
- Sports projects with no community or charitable element

We are unable to assist **individuals with any private matters** (e.g. family law, employment, financial or consumer disputes).

If you have a query about a type of professional support that is not mentioned above, we still encourage you to contact us in case we may be able to assist or signpost.

How often can an organisation request pro bono assistance through ProHelp?

Organisations can make separate requests for ProHelp support on **up to two occasions in any 12-month period**. To help ensure Quartet ProHelp is equitable, we may prioritise requests from groups which have not previously received ProHelp support or areas and sectors that have been under-represented to date.

There may be occasions when a more complex project needs a range of ProHelp support on a longer-term basis. In this case, we may be able to provide ongoing support and will look at this on a case-by-case basis.

We endeavour to match each request with appropriate support but, due to the nature of pro bono/skilled volunteering, we cannot guarantee a successful match for every request made, particularly if the request is urgent.

How can I request support through Quartet ProHelp

Please email our Pro Bono Manager, John Stienlet john.stienlet@quartetcf.org.uk with a brief summary of your organisation and the support you are looking for. We will then contact you to arrange an initial online call to discuss your request and explore whether or not we may be able to match you with some assistance.

Even if you do not have a current pro bono request in mind, we still encourage you to contact us if you'd like to find out more about Quartet ProHelp and also tell us more about your organisation.



Scan the QR code or click [here](#) to visit the ProHelp webpage which includes a short film case study of ProHelp in action.



ProHelp

ProHelp is one of the services provided by [Quartet Community Foundation](#) - We are a grant making charitable trust which helps businesses, individuals and other organisations to make a long-lasting difference to their local communities in the West of England.

Registered Charity Number 1080418