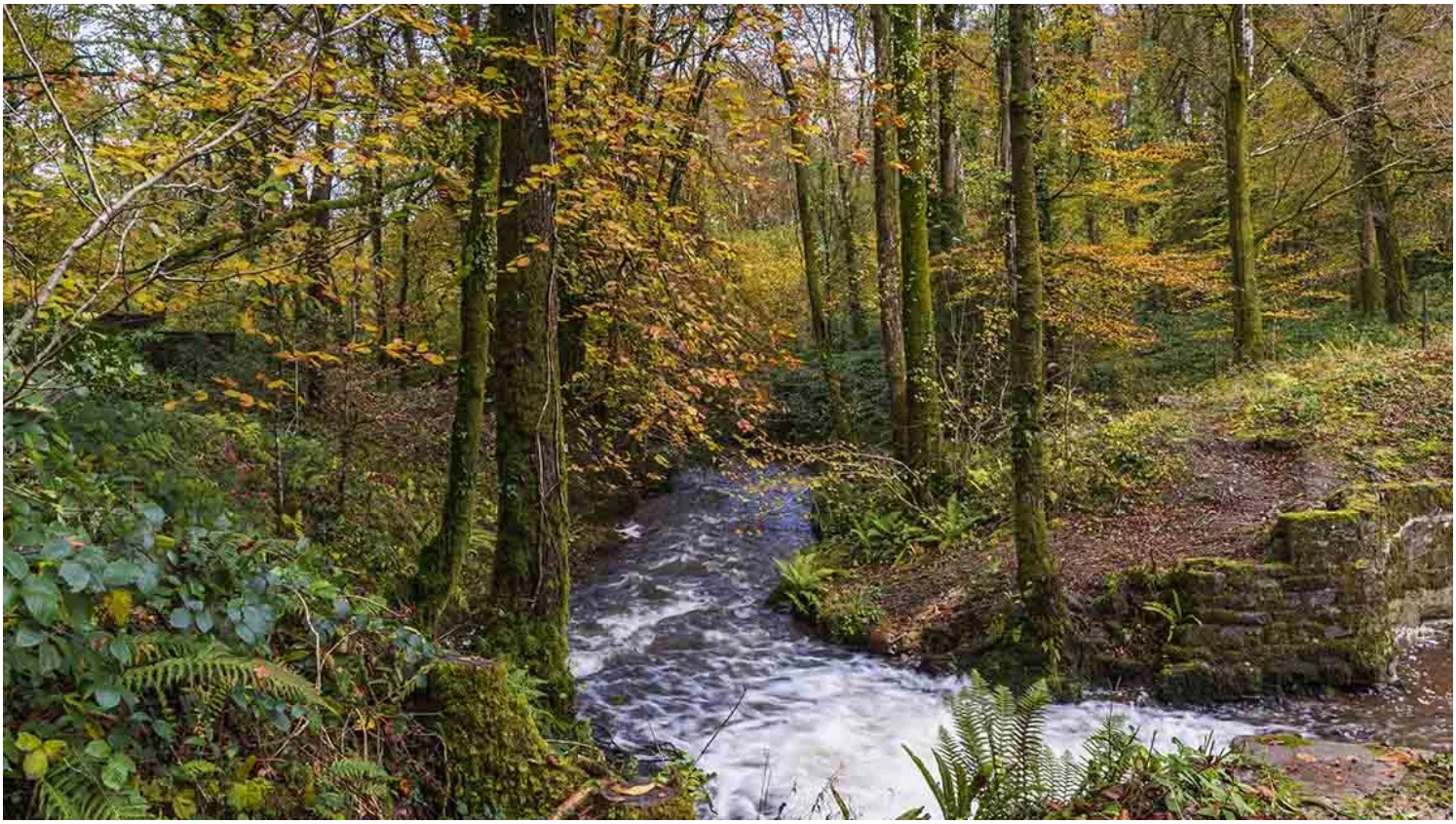


See all updates

A grant scheme intended to create, restore and enhance woodlands in Wales, as part of the Welsh Government's National Forest programme.

Page last updated: 22 August 2025.

Important

The Woodland Investment Grant (round six) is no longer accepting applications.

Explore our available funding.

Is this the right programme for you?

- Are you a landowner and/or have full management control of land in Wales?
- Are you looking to improve, manage or expand woodlands?
- Can your project promote community involvement? For example, through the planning and provision of footpaths, nature trails, or volunteering opportunities?

- Do you require a grant from £10,000 to £250,000?

If you answered yes to these questions, then The Woodland Investment Grant (TWIG) scheme is for you.

Overview

The need to aid nature's recovery is urgent. Looking after nature and helping people to understand its importance has never been more relevant.

The Woodland Investment Grant (TWIG) is a programme for landowners to create woodlands for local communities to use and enjoy, **as part of the National Forest for Wales programme**.

What is the National Forest for Wales?

The National Forest for Wales is led by the Welsh Government. It will create a network of woodlands and forests throughout Wales, under high quality management.

The National Forest will stretch the length and breadth of Wales, so that everyone can access it wherever they live. It includes both urban and rural areas and delivers a range of benefits to the environment, the economy and society:

- playing an important role in protecting nature and addressing biodiversity loss
- increasing locally grown timber production – allowing the local forestry industry to thrive, creating jobs and reducing reliance on imported timber
- supporting the health and wellbeing of communities – a working example of the Wellbeing of Future Generations Act

Things you need to know

- You **must first submit a Project Enquiry**. You may then be invited to make a full application.
- There's a maximum of one TWIG application per organisation in this round.
- Your project must **not** start before we make a decision.
- We provide lots of good practice guidance. You can read the guidance that is relevant to you to help you develop and manage your project.
- Explore our position and advice on using artificial intelligence (AI) tools in your grant application.

Webinar

We will be hosting a webinar for The Woodland Investment Grant (round six) on **Thursday 15th May, 10am – 11:30am**.

Book here

What TWIG funds

TWIG is for landowners and/or those with full management control of land. Your grant will be used to enhance and expand existing woodlands and must have the potential to become part of the National Forest for Wales (find out more under How we assess your application).

These woodlands must be:

- well-managed
- accessible
- give local communities the opportunity to get involved

The scheme offers:

- grants of £10,000 to £250,000
- up to 100% funding
- up to two years to deliver the project
- capital and revenue funding
- large, ambitious and complex projects can use TWIG funding with other Welsh Government grants, as well as other sources of complimentary public and private funding
- a maximum of one TWIG application per organisation in this round
- support from National Forest for Wales liaison officers about the National Forest for Wales programme and how to demonstrate the outcomes

TWIG funds projects that:

- Restore and enhance woodlands in accordance with the National Forest for Wales outcomes
- Deliver accessible woodlands for all to enjoy
- Meet the needs of local people as a public space and contribute to ecosystem services within the local area. For example, addressing biodiversity loss and creating local jobs.
- Demonstrate multiple benefits spanning environmental, social, economic and cultural wellbeing
- Support climate change mitigation and adaptation
- Support tourism and the economy
- Support or deliver skills and training
- Consider UK Forestry Standard guidance and the Woodland Opportunity Map 2025 to identify low sensitivity areas for tree planting between 0.1 and 2 hectares.

We have a particular interest in projects:

- that aim to make inaccessible woodlands more inclusive and accessible to people
- that will enable connected nature networks across the length and breadth of Wales
- that include small areas of low risk tree planting

New plantings of up to 2 hectares will be supported under the TWIG programme. If you are planting trees, a single payment to cover three years of maintenance can be included in your grant application. In order to claim this money, you will be required to submit a detailed Woodland Management Plan for the site, on completion of the project (find out more under What happens after your project).

New plantings could be:

- expanding an existing woodland
- urban tree planting
- a corridor of hedgerow or woods to link two existing woodlands

- complex, ambitious planting projects that span two years (in conjunction with other grants – read more on the Welsh Government's Woodland Creation Grants)

Read more on new plantings and woodland expansion under Actions to take before you apply.

Improvements to existing woodland could be:

- the adoption of a woodland by the local community
- creating or improving community involvement in, and access to, a woodland
- thinning
- installation of footpaths
- maintenance of degraded access facilities in heavily-used community woodlands
- clearing to make an area accessible

For all projects, Woodland Management Plans are required. If these are not already in place, then the grant can cover the costs of preparing a detailed long-term management plan (find out more under Actions to take before you apply).

Welsh language and acknowledgment

You must include the Welsh language in all aspects of your work. Tell us how you will promote and support the Welsh language and reflect the bilingual nature of Wales.

Make sure that translations are included in your project plan and project budget under the 'Other' costs category within the project costs section of the application.

For further information see our Welsh bilingual project guidance.

The Woodland Investment Grant (TWIG) is jointly funded by the Welsh Government's National Forest for Wales Programme and The National Lottery Heritage Fund. You will need to acknowledge your grant as set out in our how to acknowledge your Welsh Government grant guidance.

Who can apply

The scheme is open to any landowners/managers including not-for-profit organisations and private owners. This is provided that you have the right permissions, licences and consents in place to undertake activity.

What costs can you apply for?

This fund is mainly to carry out capital works. A maximum of 25% of each grant can be allocated to revenue spending. In addition, up to 10% of the capital element may be used for project planning and other direct project implementation costs.

It is important that you identify which of your project costs are capital and which are revenue. Applications can include any of the following:

Capital costs

Capital spending is money that is spent on investment and things that will create growth in the future. Examples of acceptable capital costs are provided below. Please note that this is **not a definitive list** and all items of expenditure will be considered on a case-by-case basis:

- purchasing of trees, shrubs and other plants to create, expand or enhance woodland areas
- preparation of a site, such as surveys, fencing, clearing litter and removing invasive non-native species
- constructing accessible pathways and gates with a commitment to keep them open to the public and maintain them for at least 20 years, if not indefinitely
- creating nature/educational trails
- creating spaces for recreation and play
- creating spaces to support and view nature
- the cost of labour associated with the improvement and/or creation of the woodland area
- signage and interpretation
- benches/seating
- compostable toilets (applicants who are applying for compostable toilets should contact NRW for more advice as permits are often required)
- bike racks
- tools/small-scale equipment for use by members of the local community
- contractor-led work which requires larger equipment or specialised skills
- secure storage for tools, equipment and other items to aid community involvement in the woodland
- managing the disease of ash dieback, where work is essential for public safety. This should only be a small part of a larger project and where it is not a landowner's legal requirement to undertake.
- project delivery (for example, project planning, procurement of materials, financial management of the project) which is no more than 10% of the capital element
- Welsh language provision, such as costs of translation
- the costs of promoting the woodland to the wider community, such as printing leaflets
- tracks (only if clear evidence of need for public access)
- roads (only if clear evidence of need for public access)
- car park (only if clear evidence of need for public access)

For tracks, roads and car parks, applicants will need to evidence that they have first considered other options for public access to the woodland, such as walking, cycling and public transport. You must discount them with appropriate reasons. Having supporting evidence from local communities/groups of their need for this work will help with your application.

Revenue costs

Up to 25% of the value of your grant can be classified as revenue funding. Revenue funding can help with the overall cost of running the project. This includes costs that involve people and communities in the project delivery.

Revenue funding may be used for:

- Specialist advice/consultancy services. For example, for the preparation of a long term Forest Management Plan of 15–20 years.
- Events to promote the woodland scheme to the wider community, and to celebrate community achievements

- Additional hours for an existing volunteer co-ordinator to recruit, train and support volunteers to participate in delivering the woodland
- Volunteering good practice and expenses (in line with Wales Council for Voluntary Action guidance)
- Project promotion activity
- Full cost recovery (for organisations in the voluntary sector only)

Ineligible costs

The following items are examples of costs, which are **not eligible** for TWIG. This is not a definitive list and all items of expenditure will be considered on a case-by-case basis:

- purchase of land
- cost of leasing land
- purchase of buildings
- projects solely removing/managing ash dieback
- re-stocking of trees on a site that has been felled
- work you are legally responsible for undertaking
- any physical work on site carried out before the authorised project start
- purchase of vehicles
- own labour and equipment costs (except through Full Cost Recovery)
- purchase of medium/large scale machinery and equipment. However, works which require medium/larger equipment and/or specialised skills (ie: not for use by local volunteers) **can be contracted** in and funded through this scheme.
- general office equipment and furniture

You **must** download and complete our cost template and submit this with your application.

Application deadlines and key dates

The Project Enquiry is a mandatory step before proceeding to a full TWIG (round six) application.

We will use the information you provide to decide whether or not to invite you to submit a full application. An invitation to apply does not guarantee a grant from us in the future, but does indicate that we see potential in your initial proposals.

- **Project Enquiry deadline:** 12noon on 27 May 2025
- **Application deadline:** 12noon on 19 Aug 2025
- **Decisions will be made:** late October 2025
- **Your project completion date:** 31 December 2027

Actions to take before you apply

All applicants should contact their region's Woodland Liaison Officer for advice because projects are funded through the National Forest programme and therefore must meet the National Forest for Wales outcomes. You must also get the necessary consents or permissions from local authority, Natural Resources Wales (NRW), or other bodies – such as Cadw – prior to submission of an application.

If you do not have all of your permissions/consents in place, you need to provide evidence that you have applied for the relevant permissions or consents.

Funding is only released once all permissions/consents have been granted, and **grants may be withdrawn if these are not received within six months of the grant award.**

Woodland Expansion

We encourage you to include small scale, low risk tree planting of up to 2 hectares as part of your project. You should consider UK Forestry Standard guidance and the Woodland Opportunity Map 2025 to identify low sensitivity areas that you could include in your TWIG application for tree planting between 0.1 and 2 hectares.

Please note the map is also used for Welsh Government's Small Grants Woodland Creation Grant, you are not required to apply separately to the Small Grants Woodland Creation Grant to fund between 0.1 and 2 hectares of planting, as you can include this in your TWIG application.

All projects that involve **woodland creation over 2 hectares**, or under 2 hectares but not in low sensitivity area, will need to apply to the Welsh Government's Woodland Creation Planning Scheme **before** applying for TWIG grant funding.

The scheme offers grants between £1,000 and £5,000 to develop plans for new woodland creation, which can be used to apply for Welsh Government funding for up to five years.

Woodland Management Plans

All projects will need a Woodland Management Plan (WMP) before project completion, which makes sure that:

- woodlands are managed to the principles of the UK Forestry Standard
- woodlands demonstrate delivery of the National Forest essential criteria of 'good quality, well designed and managed resilient woodlands'

If you have an existing Woodland Management Plan, you should submit this as part of your application.
If you do not have an existing Woodland Management Plan, you should include the costs to develop one within your application. You will need to send this to us before the project completes.

Environmental impact assessments

Before you apply, **you must consider** if an environmental impact assessment (EIA) is required for your proposals. Please demonstrate that you have checked the relevant criteria and that the proposals do not fall within those specified types required for an EIA. If an Environmental Impact Assessment is required, please tell us the outcome or provide evidence that you have at least applied for one.

If environmental impact assessments are not required for your project, you must provide evidence for this.

How we assess your application

When we assess your application we will consider how well your project meets the National Forest outcomes, as outlined below. You must meet the three essential outcomes required for this grant, as a minimum.

National Forest outcomes

1. Good quality, well-designed and managed resilient woodlands (essential)

The UK Forestry Standard (UKFS) defines the approach to sustainable forest management. Their guidance applies to all woodland.

Visit the NRW website for further information and advice on managing and enhancing woodlands:

- guidance for woodland owners and managers
- get help to plant trees and create woodland

2. Woodlands accessible to people (essential)

Your project must improve the quality of existing woodlands. You will need long-term management plans in place to make the woodlands more welcoming, accessible and attractive to potential visitors. Funding may be used to create accessible footpaths and signage.

3. Community involvement in woodlands (essential)

Your project must have significant input from local people and you must tell us how you plan to do this.

Community involvement will help encourage people to use woodlands through the provision of footpaths, nature trails etc. Community involvement could also include:

- activities to involve people in the restoration and creation of the woodlands
- economic opportunities for local enterprise
- innovation and development
- educational activities
- management of the woodlands through the setting up of voluntary groups, school groups or new enterprises
- skills and training

4. Connected woodlands (highly desirable)

Connectivity in National Forest for Wales sites means enhancing existing woodland areas and creating new ones while considering how they link to other woodland sites and how this could benefit ecosystem resilience.

This outcome is primarily concerned with connecting woodlands to support nature but it could also include work to connect woodlands to people, for example:

- emotional connections to woodlands by helping people to take a real interest in their natural environment
- physical connections between woodlands, or to where people live, through footpaths, cycle paths or public transport

5. Dynamic, multi-purpose woodlands and trees (highly desirable)

Woodlands should be multi-purpose sites, benefitting people, nature and the wider environment.

As part of your application, you must provide evidence that the site is being used in diverse ways, or that this is being worked towards. You could include some or all of the following:

- recreation
- tourism
- educational/learning opportunities
- small and medium local level enterprises
- large-scale commercial timber harvesting, supplying more home-grown timber
- supporting biodiversity

We appreciate that not all sites will be appropriate for different uses, and may focus instead on doing just some of these things very well.

6. Woodlands that demonstrate learning, research and innovation (highly desirable)

National Forest woodlands should demonstrate what can be achieved with multi-purpose woodlands. This could involve:

- learning and building on the work of others
- testing new ways of working
- sharing innovation, research and learning with others

The evidence provided for this outcome can be broad. Examples may include demonstrating new and different ways of:

- delivering multi-purpose woodlands
- engaging local communities in development and management of the woodlands
- action to support biodiversity
- providing environmental ecosystem services, such as air and water quality, flood and drought protection
- ensuring resilience to future climate change
- providing educational opportunities, such as forest schools

Read more about the National Forest for Wales.

Visit our Application Questions: TWIG (round six) page for full details and download the necessary templates here as part of your application.

Balancing criteria

If we receive more good quality applications than we can fund, we will prioritise projects which will:

- represent a geographical spread across Wales and across all previous rounds of TWIG funding
- provide a balanced mix of lead organisations

Considering risk

When assessing your application, we will make a measured judgement on the potential risks to your project and current organisational risks – and we will look to see if you have identified these and told us how you will mitigate against them.

All projects will face threats and opportunities that you need to identify and manage. We want you to be realistic about the risks your project and organisation may face so that you are in a good position to manage and deliver the project successfully.

You should also carefully consider inflation and contingency costs within your application.

Inflation for capital projects is likely to remain high for the foreseeable future. You should account for inflation based on the project timescale, plus other factors such as materials used, labour demands and location.

You can access analysis and projections for inflation costs from sources such as the?Building Cost Information Service ?and consultancies including?Gardiner & Theobold Market Intelligence,?Turner & Townsend?and?Rider Levett Bucknall.

The types of risk and problems you should consider are:

- financial: for example, a reduced contribution from another funding source
- organisational: for example, a shortage of people with the skills you need or staff needed to work on other projects
- economic: for example, an unexpected rise in the cost of materials
- technical: for example, discovering unexpected and wide-ranging damp
- social: for example, negative responses to consultation or a lack of interest from your target audience
- management: for example, a significant change in the project team
- legal: for example, subsidy control, or changes in law that make the project impractical
- environmental: for example, difficulties in finding sources of timber from well managed forests

How to apply

You **must** submit a Project Enquiry for your TWIG project. Please refer to our Project Enquiry help notes for more information on how to complete your form.

The deadline for Project Enquiries is **12noon on 27 May 2025**. To submit your Project Enquiry, visit our application portal and register an account (or login if you have applied before)

We will use the information you provide to decide whether or not to invite you to submit a full application. An invitation to apply does not guarantee a grant from us in the future, but does indicate that we see potential in your initial proposals.

If your Project Enquiry is successful, you must submit your full application by **12noon on 19 Aug 2025**. You can use this checklist to make sure you are ready to apply:

- I have read the TWIG application guidance and TWIG application help notes
- I have read the terms and conditions for this programme
- I have drawn up a project budget and checked my costings
- I have prepared all the mandatory supporting documents including a project plan, risk register and my organisation’s accounts

- I can meet the ownership requirement for any land I am working on
- I have any permissions or consents I need, for example a felling licence or planning permission
- I have planned how to evaluate my project
- I have planned how to acknowledge my grant

You're now ready to proceed to apply via our online service. **Please note that there is no dedicated TWIG Application Form**. You will need to follow our Application questions: TWIG (round six) help notes when completing your application form.

Please follow the steps below:

1. visit our application portal and log into your account
2. from the pull-down menu, please choose £10,000 to £250,000

Supporting documents

You will need to provide relevant supporting documents, listed below, as part of the application process. Please visit our Application Questions: TWIG (round six) page for full details. You can download the necessary templates here as part of your application.

You must provide the following **mandatory** documents:

- a governing document (unless exempt)
- accounts information
- a project plan, including consents checklist, risk register and measuring success checklist
- a cost template
- land ownership documents (Land Registry or lease or Heads of Terms)
- a map of the site
- evidence of applications for permissions and consents

In addition to the mandatory documents, you may also include the following documents where applicable:

- a Woodland Management Plan (**mandatory** if already in place)
- partnership agreement (**mandatory** if you are working in a partnership)
- job descriptions (**mandatory** if you are creating new jobs or apprenticeships as part of your project)
- briefs for commissioned work (if applicable)
- calculations of Full Cost Recovery (if applicable)
- evidence of support, such as letters, emails or videos of support (optional)
- images of the site (optional)

What happens after your project?

Ongoing maintenance plans

If you are planting trees, a single payment to cover up to three years of maintenance post project completion can be included in your grant application. Maintenance payments are at a fixed rate of

Year 1: £400 per hectare of new planting

Year 2: £300 per hectare

Year 3: £250 per hectare

In order to claim this money, you are required to submit a detailed Woodland Management Plan for the site on completion of the project covering at least five years following the Project Completion Date. You will also need a letter confirming that the Maintenance Payments have been set aside for the subsequent three-year period, how these funds will be spent, and confirming the amount ringfenced for this work.

You can read more about Maintenance Payments in our Receiving your grant: TWIG £10,000 to £250,000 guidance.

National Forest Status

If you are successful in receiving TWIG funding, you must apply for National Forest Status by the end of the grant.

Legal and policy requirements

Ownership

We expect you to own any land on which you spend the grant or have a lease that meets our requirements and to provide evidence of ownership, including an up-to-date office copy from the Land Registry showing that you own the land (or for unregistered land, the relevant deeds). These should be attached to your application.

You must own the freehold or have a lease with at least five years left to run after the Project Completion Date.

The Project Completion Date is the date we let you know that we have recorded the Project as complete.

All leases must meet the following requirements:

- we do not accept leases with break clauses (these give one or more parties to the lease the right to end the lease in certain circumstances)
- we do not accept leases with forfeiture on insolvency clauses (these give the landlord the right to end the lease if the tenant becomes insolvent)
- you must be able to sell on, sublet the whole or part, and mortgage your lease but if we award you a grant, you must first have our permission to do any of these

If the land your project involves is owned by a third party or multiple third parties we will usually expect the owner to become a joint grantee. In some situations, rather than make the owner a joint grantee, we may ask them to sign an additional letter agreeing to comply with any terms and conditions that relate to their property.

In this instance, a legal agreement should also be put in place between each land owner and the grantee. There is no prescribed form of agreement but we have specific requirements which should be included in any third party owner agreements.

At a minimum, the agreements should include the following:

- confirmation as to how the land is held (freehold or leasehold)
- a description of the property (including plans)
- covenants on the part of the owner to maintain the property and provide public access in accordance with the terms of the grant (as applicable)
- a provision that any onward disposal should be subject to the third party agreement
- confirmation that the agreement will last from the start of the work on the third party land until five years following the Project Completion Date

The agreements will need to be completed and in place before any grant monies are released for work on any land owned by a third party.

Digital works

We have specific requirements for digital works produced as part of any project.

This covers anything you create in your project in a digital format that is designed to give access to heritage and/or help people engage with, and learn about, heritage.

For example, this could include photographs, text, software, web and app content, databases, 3D models, sound and video recordings. Items created in the management of the project, for example emails between team members and records of meetings, are not included in the requirement.

We ask you to share your digital outputs under an open licence. Our default open licence is CC-BY 4.0. This helps remove barriers to the use and reuse of funded works, enabling greater engagement with the UK's heritage. It also helps to ensure others give proper credit to your work.
Our regulations around digital works vary depending on grant size.

Read further guidance on producing digital materials as part of a project.

Procurement

You must follow our procurement guidelines. As an overview, projects with any single goods, works or services worth more than £10,000 (excluding VAT), should get at least three competitive tenders/quotes. For all goods, works and services worth more than £50,000 (excluding VAT), you must provide proof of competitive tendering procedures.

Your proof should be a report on the tenders you have received, together with your decision on which to accept. You must give full reasons if you do not select the lowest tender. Depending on the nature of your organisation and project you may be required to comply with UK Procurement Legislation.

If a project partner is providing goods or services paid for through the grant, then you need to tell us why they have been chosen and why an open tender process is not appropriate. We will consider whether this is the best way to carry out your project and expect you to show value for money and meet any relevant legal requirements.

If you are unsure about your obligations, we advise you to take professional or legal advice. If you have already procured goods, works or services for the project that are worth more than £10,000, (excluding VAT), you will need to tell us how you did it. We cannot pay your grant if you have not followed the correct procedure.

Staff recruitment

You must also openly advertise all project staff posts, with the following exceptions:

- You have a suitably qualified member of staff on your payroll that you are moving into a project post.
- You are extending the hours of a suitably qualified member of staff on your payroll so that they can work on the project. In this case we will fund the cost of the additional hours spent on the project and you will need to tell us about their role.

In these instances, you still need to provide a job description for the post that explains work the appointed staff member will carry out in the context of your project.

We are committed to ensuring that the heritage sector is inclusive and sustainable. You must use at least the Living Wage rate for all project staff. Please show evidence of budgeting for at least the Living Wage rates in your staff costs and budgets.

Procedures to recruit consultants and contractors must be fair and open and keep to the relevant equality legislation.

Subsidy control

If your application is successful, it is important to remember our grant comes from public funds and is subject to the Subsidy Control Act 2022. We ask that you familiarise yourself with the key requirements.

A subsidy is where a public authority provides financial support from public money that gives an economic advantage to the recipient, where equivalent support could not have been obtained on market terms. The majority of our grants will either not be a subsidy or will be a lawful subsidy which meets the requirements of the Subsidy Control Act 2022.

As a public body it is our responsibility to make the final determination of whether your grant is a subsidy and/or apply relevant exemptions as necessary and our subsidy control assessment is an important part of the application process. In preparing your application you should consider whether any particular subsidy control exemption is required for your project. We will expect your grant to comply with the principles of the subsidy control regime including the Act and published Statutory Guidance. If you are unsure whether your project will satisfy the relevant requirements you should seek independent legal advice.

We reserve the right to impose further requirements and seek further information in this respect and we will expect you to provide us with any assistance we may reasonably require in completing a subsidy control assessment.

Ash dieback and re-stocking

We will not consider applications for projects solely to remove or manage ash dieback.

Projects which have a small element of ash dieback – as part of a wider project to restore and enhance nature – may be considered. You will need to provide evidence that shows a gain to biodiversity and creation of resilient ecosystems.

The re-stocking of trees on a site that has been felled is not eligible for TWIG funding. Re-stocking is a legal requirement of felling licences and cannot be funded through this scheme. However, TWIG could fund the other parts of the project, such as footpaths, signage and seating.

Managing your data

The Heritage Fund and Welsh Government will be joint data controllers for any personal data you provide in relation to your grant application or request for grant funding. We will process it in line with our public task and the official authority vested in us to prevent fraud and money laundering, and to verify identities.

Your personal and grant related data will be shared with another data controller, Welsh Government, and any contractor appointed by Welsh Government to undertake external evaluation of the National Forest programme to review the impact, performance and costs of the scheme. You will be informed when an external evaluation is taking place and will have the opportunity to opt out.

For more information about how your data will be processed under this grant programme, please see our privacy policy.

Get in touch

If you have a question about TWIG, please contact natur@heritagefund.org.uk.

We understand that you may be disappointed with a decision.

There is no right to appeal for TWIG. We can only review our decision if you can make a formal complaint about how we have dealt with your application. We have a two-stage complaint process for this programme.

We will only be able to consider and investigate the complaint if you can demonstrate that:

- we did not follow the published procedures for assessing your application
- we have misunderstood a significant part of your application
- we did not take notice of relevant information

A formal complaint must be made in writing **within 10 working days** of receiving your application decision. You must send your complaint to: enquire@heritagefund.org.uk

We aim to acknowledge your complaint within three working days.

Your complaint will initially be reviewed by one of our Nation & Area Directors, who is independent of recommendation and decision panels for this fund.

We aim to communicate a decision within 15 working days from when you submitted your complaint.

For assistance, contact our Customer Services Team on 020 7591 6044 or email enquire@heritagefund.org.uk.

Guidance updates

We will regularly review this guidance and respond to user feedback. We reserve the right to make changes as required. We will communicate any changes as quickly as possible via this webpage.