



**neighbourly**

Global change starts locally.

# Welcome to Neighbourly



# About Neighbourly

Neighbourly is a free-to-use giving platform, currently used by over 21,000 community causes across the UK and Ireland, ranging from registered charities to schools, foodbanks, local community groups and Community Interest Companies.

Through partnerships with companies including Aldi, M&S, Sainsburys, Lidl, Samsung, B&Q, Virgin Media O2 and Danone, Neighbourly offers regular giving programmes throughout the year, so small charities and community causes can partner with businesses for help and support. You can also use the platform to create your own fundraising campaigns and volunteer opportunities.



# Neighbourly's three giving options

**Funding and Grants:** through Neighbourly your organisation can hear about new grants and funding opportunities from our business partners. Grants in 2021 ranged from £400 - £10,000.

**Volunteer Support:** Neighbourly works with its business partners and their skilled teams to connect charities and local causes with volunteer support throughout the year, including remote and in-person opportunities.

**Food and Products:** sign up to collect surplus food from supermarkets and depots to support services such as food banks, community fridges and lunch clubs.



# How to get started

The first step is to create a page on Neighbourly for your organisation on [this link](#). You will be guided through the steps to set up an account and create and publish a page.

Prior to setting up your page, **we recommend checking to see whether one has already been created for your organisation** – you can use [this link](#) to search.

There's a detailed [FAQ page](#) on our website with more information on setting up your profile that you may find useful.

## Your page should include:

- A detailed summary of your organisation
- Information about the people you support ie. how many people, who they are, why you're supporting them
- How you would make use of any donations or support received
- A good photograph or your logo
- Your website and social media links
- **Remember to keep your page and links updated to ensure Neighbourly and its partners know what your current activities and needs are**

# Three giving options



## Fundraising and Grants

Once your page is published, Neighbourly will send you an application invite if a relevant grant fund or donation from one of our partners becomes available. Applications are made through a simple online form that is quick and easy to complete.

If your organisation is a registered charity or CIC, you can also use your page for public fundraising. To do this, request individual donations, connect your page to Stripe and add a fundraising pot whilst creating your page. Remember to share your page with your followers.

Please note that the platform isn't able to support personal fundraising.





# Three giving options



## Volunteer help

Our huge network of employee volunteers can help with a range of tasks to save you time and money, from practical jobs like gardening and DIY, to skills based office support, befriending or advice sessions for beneficiaries. They can be involved in one-off events or regular support, remotely or in-person.

To get started, add a volunteer opportunity when setting up your page. Our team will then look to match you with local employee volunteers and will be in touch if we are able to connect you. Your requirements will also be discoverable by members of the public that are looking to volunteer.



# Three giving options



## Surplus Donations

If you'd like to request surplus food and product donations, select this option when setting up your page. You'll need to upload a current Level 2 Food Hygiene Certificate dated within the last 2.5 years or add a link to your organisation's FSA rating.

If your page is approved for food collections, our surplus team will contact you if a slot becomes available in your area. If the team can partner you with a store, they will be in touch with further instructions on joining a collection schedule - keep an eye out for these emails. There's more information about registering for surplus collections in our [Surplus FAQs](#).

Please note that collection slots may not be available immediately.





# Next steps

Make sure your page is published by completing all the set up steps. To publish from your dashboard, click on 'advanced options' underneath the name of your page and then click on 'publish page'. Once published, your page is ready to use!

You can return to your dashboard at any time to add information to your page or update your requests.

In the meantime, our team will vet your page and make sure it passes our standard checks. We'll be in touch if we can support you through any of our corporate programmes.

Please note that support may not be offered immediately, as it depends on what programmes are running in your local area.



# Social media copy



Now it's time to let your supporters know about your page and your work with Neighbourly! You can find some suggested social media posts about joining the platform below. If you receive support from one of our business partners, feel free to post about it on your social channels, tagging them.

You are welcome to use the Neighbourly logo which you can find in our [logo pack](#)

## Short post option 1 (Twitter)

We're proud to have joined the @nbrly network to benefit from [insert what you are receiving from Neighbourly]. Check out our profile here [Link to your page on Neighbourly].

## Short post option 2 (Twitter):

We've joined the free to use @nbrly platform to receive help with [insert project you are working on/ help you are receiving]. Find out more about how they can help your charity or community group [link to your page].

## Long post option 3 (Facebook):

We're excited to have joined Neighbourly to receive help with [insert project you are working on/ help you are receiving].

The platform is free to use for all charities, community groups, CICs and schools to raise awareness, ask for help and receive donations of money, volunteer time and surplus food and products from businesses.

Find out more [Link to page on Neighbourly].

**(Tag us @nbrly on Twitter/ @nbrly on Instagram / @nbrlyuk on Facebook)**

## Long post option 4 (Facebook):

As a [charity/school/good cause/community group] we're proud to have joined the Neighbourly network to receive [financial grants/ employee volunteering help/ food and product surplus] via their online platform.

We're one of the thousands of good causes around the UK working alongside local businesses who want to give back to their communities. You can stay up to date with the work we're doing by checking out our page [insert profile here].



0117 422 0866  
hello@neighbourly.com

Engine Shed, Station Approach  
Temple Meads, Bristol, BS1 6QH



@nbrly



Facebook.com/nbrlyuk



Linkedin.com/company/neighbourly

**Contact for support:**  
[www.neighbourly.com/help](http://www.neighbourly.com/help)