



Photo © Yasmeen Godder
Candoco Dance Company – Face In

NATIONAL LOTTERY PROJECT GRANTS INFORMATION SHEET

Access Support

Arts Council National Lottery Project Grants is our open-access funding programme for individual practitioners, arts organisations, libraries, and museum projects.

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[artscouncil.org.uk](https://www.artscouncil.org.uk)

What's Inside

This information sheet relates to Arts Council England's National Lottery Project Grants. It can be used alongside the Project Grants 'How to Apply' guidance documents to support you to make your application.

See our [website](#) for more information about Project Grants.

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Access support

We are committed to making Project Grants accessible to everyone. We also want the projects we fund to be accessible to everyone.

We realise that some people may find that there are barriers to applying for a grant or accessing our services.

If you, or the people you are working with are:

- deaf or disabled
- neurodivergent
- experience learning difficulties; and/or
- have a mental health condition
- have a long term health condition

there may be extra costs relating to your own access needs, or those of the people you are working with, that you will need to pay to help you deliver your project and manage your grant online. Some examples are: a British Sign Language (BSL) interpreter, a notetaker or specialist tutor for admin support, or counselling costs during your project.

This Access Support information sheet explains the ways we can help at the different stages of applying for a grant including:

Before you apply

We can help you to find and use our information and services before you apply, and help you if you then want to make an application on [page 5](#).

Personal access costs

If your application is successful, we can help to cover access support costs for you or your creative partners, such as an artist performing or delivering a workshop. This sheet tells you how to show these costs in your application budget on [page 10](#)

Making your work accessible to others

We can help with the costs of making your work accessible to as many people as possible. This sheet tells you how to show these costs in your application budget on [page 12](#).

Before you apply

Before you decide to apply, we can help you to find and use our information and services.

Our support can include:

- help with reading our guidance or making an application online
- notes to be taken if you need this help in one-to-one meetings with us
- a BSL interpreter to support you in one-to-one meetings with us
- translating applications made in BSL into written English
- a support worker if you are involved in the mental health system
- a support worker if you have a learning disability or are neurodivergent

We will consider cost and practicality, as well as your preference when finding the best way to help.

Everyone should be able to get information on our grant programmes and decide whether or not to apply. **If we do pay for any access support, you do not have to make an application if you feel your project is not yet ready, or if Project Grants is not right for you.**

What we cannot pay for before you apply:

- support for developing your project, such as the cost of an arts worker or development consultant, or for meetings with your partners

- translation from other spoken languages into English
- costs already covered by the Access to Work scheme or any other sources
 - For more information about the Access to Work scheme please visit the government website: www.gov.uk/access-to-work

If you cannot read the 'How to apply' guidance

Both the '£30,000 and Under' and 'Over £30,000 How to apply guidance' documents are available as a PDF and as PDF Easy Reads. If you need another format, such as large print, or an audio version, please contact our Customer Services team.

The 'How to apply' guidance contains diagrams that we may not be able to reproduce in some formats. If we cannot provide the guidance in a format you ask for, we will do our best to find a practical alternative.

Applications, decision letters, payment requests and any related messages, are managed using our **online system, Grantium**. Guidance on how to use Grantium can be found on our website [here](#).

If you cannot use Grantium, please read the next section of this information sheet.

If you cannot use our online system, Grantium

If you cannot use Grantium, we can pay for an access support worker to help you to use it.

You can work with your access support worker to fill in an offline version of the eligibility questionnaire and application form. Your support worker will then fill in an online application form for you.

Please also read the [Access support workers](#) and [Managing your grant online](#) sections of this information sheet.

If you do not have a computer or access to the internet

We can provide support if you cannot physically use a computer. We are not able to provide support if you do not have a computer, or access to the internet. Your local council might be able to provide access to a computer connected to the internet, or direct you to a service provider who can help, such as a local library.

We can send out printed copies of the 'How to apply' guidance to you. The guidance lists all the application questions, but you will need to fill in your application online.

Access support workers

We can contribute towards the cost of an access support worker who can use our online system, Grantium on your behalf, or provide support in meetings with us. If you need to use a support worker, contact our Customer Services team.

They will ask:

- what type of support you need. For example: someone to take notes, or a BSL interpreter
- your art form, discipline or project type. For example: a music tour
- your name, address, contact details
- how and when you would prefer us to contact you

You can contact the Customer Services team on 0161 934 4317 or email enquiries@artscouncil.org.uk. You can also Livechat with our Customer Services team by clicking the icon on our website [here](#).

Arranging an access support worker

You are responsible for deciding who your support worker will be. You may have a note taker or interpreter that you regularly use.

We will work with you and your support worker to agree when and how they

will support you. They should then provide a quote for their services so that we can agree their fee.

Each request is considered based on your individual needs and the level of support you need. We can pay a reasonable rate of up to a maximum amount of £300 per day for specialist support, but we will consider higher fees in exceptional circumstances. If the daily rate a support worker asks for is higher than average, we may ask for:

- other quotes, or
- a detailed breakdown of costs

Once your support worker has completed the work they have agreed with us, they should send their invoices to the Arts Council contact in your Area office. We will pay them when we know you are satisfied with the work they have done.

How access support workers should use our online system, Grantium

Your access support worker should use your 'user account' to create a profile in your name and using your contact details, if you do not already have one.

Your access support worker should also set up a user account for themselves with their own username, password and email address.

Your support worker should then email grant.management@artscouncil.org.uk with:

- the name and applicant number of your profile; and
- their username and email address

We will link their user account to the profile in your name. Both user accounts will then be able to work on, and receive notifications about, any applications made. You can find instructions on how to set up a user account on our website [here](#).

Personal access costs: for managing your project and your grant online

If your application to Project Grants is successful and we award you funding, you may need extra access costs for you, or anyone directly involved in shaping your project creatively, to:

- deliver your project
- manage your grant online

You can use our grant towards these costs. Include them under the budget line 'Personal access costs' in your online application.

In your budget, make sure you allow for unexpected additional access support during the project. This is because we cannot increase the size of a grant once it has been awarded to you.

Including personal access costs in your application

Filling in your eligibility questionnaire

Before you start filling out your application form, you will need to fill out an eligibility questionnaire. This questionnaire will ask you whether your budget includes any personal access costs.

We don't want your access costs to affect how long it takes us to make a decision, which version of the application form you fill in, or whether you need permission to apply.

For this reason, **we do not include your access costs when we work out the financial limit that applies to your project.**

Example 1: if you apply for £30,500 in total but £600 of this is for your personal access costs, we view this as an application for £29,900.

In this case, you would need to use the 'How to apply' guidance document for applications for £30,000 and Under when making your application and we would make a decision on your application within eight weeks.

Example 2: if your personal access costs take your application to £100,001 or more, we will still consider your application for £100,000 or under.

In this case, you would still use the 'How to apply' guidance document for applications £30,000 and Over, when making your application but you would not need to complete any additional steps or provide extra information needed for applications of £100,001 or more.

Filling in your application form and budget

The figure you gave for expected personal access costs in the eligibility questionnaire will automatically show in the Essential Information section of the application form. It will also show in the 'personal access costs' budget line in the expenditure table.

If you need to change this figure, you can edit the amount in the Essential Information section of your application. The figure in your expenditure table will then update itself.

You should only include future costs that you will need to help you to deliver your project. Our grants cannot cover any activity that takes place, any goods or services that you have bought, ordered or contracted before we make a decision on your application. This includes pre-application support.

Personal access costs and match funding

Usually we can fund up to 90% of the total cost of a project.

We ask applicants to find at least 10% of the total project cost from sources other than the Arts Council. This can be cash or support in kind (support in kind includes any materials or services that you would otherwise have to pay for

but that are being provided free of charge or at a reduced rate).

If you are unable to find at least 10% of the total project cost, you should tell us why in your application. We will take the information you provide into account as part of our eligibility and risk checks.

If your application included personal access costs, then we would only expect you to find 10% of the total project cost minus your personal access costs.

For example: if the total cost of your project is £30,000, and this includes £2,000 of personal access costs, then you should aim to find at least 10% of £28,000 (your project cost, minus your access costs)

Managing your grant online

We will communicate with you about your application through emails and our online system, Grantium.

If you cannot use Grantium, please read the 'If you cannot use our online system, Grantium' section of this information sheet [here](#).

If you cannot receive or read emails due to access needs, you can give us an alternative email address (for example: your support worker's email address).

It is important that any alternative email address you give us belongs to someone you trust because they will receive all grant emails on your behalf. If you want to change your alternative email address, please [contact](#) our Customer Services team.

In the 'Personal access costs' part of your application budget you can include support for using our online system, Grantium to manage your grant. This includes managing your user account profile, asking for payments and sending us reports. You can visit the [Support for successful applicants](#) section of our website for more information.

Making your work accessible to others

We want to make sure that everyone can get access to, and enjoy, the work we fund. In your application budget, you can include any costs you will need to pay to make your activity accessible to a wide range of people, including those taking part and audiences with access needs. For example:

- booking a BSL interpreter for your event or performance
- making your website compatible with screen readers
- producing exhibition materials in other formats such as in Braille or audio
- paying more to use a wheelchair-accessible venue for an event

Filling in your application form and budget

In the 'Inclusivity and relevance' part of your application form, tell us about your plans to make your project activity accessible for your intended audience.

In your application budget, use the budget heading 'Making your work accessible' to show the costs of making your activity accessible to audiences or people taking part.

Further information

We support some National Portfolio Organisations (NPOs) who have specialist knowledge about accessibility.

The organisations below may be able to provide guidance or advice.

- [Carousel](#) (learning disability)
- [Attitude is Everything](#) (music and outdoor events)
- [Shape](#) (audiences)

- [Stagetext](#)
- [VocalEyes](#)

Access to work

The government's Access to Work scheme can support you if you're disabled or have a physical or mental health condition that makes it hard for you to do your job.

For more information about the Access to Work scheme please visit the government website: www.gov.uk/access-to-work

Contact us

Telephone: 0161 934 4317
Email: enquiries@artscouncil.org.uk
Website: artscouncil.org.uk
Post: Arts Council England
The Hive, 49 Lever Street
Manchester
M1 1FN

You can also webchat with our customer services team by clicking the icon on our Project Grants page on our website: artscouncil.org.uk/projectgrants or on our Access Support page: artscouncil.org.uk/access-support