

# Arts Council Development Funds: Museum Development Programme 2024-26

## Guidance for Applicants

The below is an outline summary of key information. Please see [Section three](#) for full eligibility criteria.

<b>Summary of key information</b>	
<b>What is the focus of the fund?</b>	The purpose of this grant is to provide a programme of business-to-business development to regional museums across England to ultimately benefit the public. The programme will support museums and the people who work for and volunteer in them, to understand risks and opportunities to develop for a successful and sustainable future, as vital community assets - using the Investment Principles within our strategy, <i>Let's Create</i> as a development framework.
<b>Who can apply?</b>	Organisations (excluding those that exist to make financial profit), for example: <ul style="list-style-type: none"> <li>- Public authorities</li> <li>- Local government</li> <li>- Universities</li> <li>- Charitable bodies</li> <li>- Accredited museums, including National Portfolio Organisations 2023-26</li> </ul> <p>We will also accept applications from a consortium, where one organisation acts as the lead organisation.</p>
<b>When does the portal open for applications?</b>	<b>12pm (midday), 16 May 2023</b>

<b>When is the deadline for applications?</b>	<b>12pm (midday), 6 July 2023</b>
<b>How much can be applied for per application?</b>	<p>The maximum grant amount is dependent on the Arts Council area you are applying for.</p> <p>London – £474,040 (£237,020 per annum)</p> <p>Midlands – £1,142,840 (£571,420 per annum)</p> <p>North – £1,405,692 (£702,846 per annum)</p> <p>South East – £1,706,342 (£853,171 per annum)</p> <p>South West – £1,276,824 (£638,412 per annum)</p>
<b>When must the activity take place?</b>	<p>Activities must start no earlier than 1 April 2024</p> <p>Activities must end no later than 31 March 2026</p>
<b>Minimum match funding from other sources</b>	<p>There is no minimum match funding required but leverage of additional financial support, with the acknowledgement of Arts Council England as the primary funder, is welcome, in support of the programme's aims, at both an Area and National level.</p>
<b>When will we make our decision?</b>	<p>We will aim to notify applicants of our decision no later than 1 October 2023.</p>

## **Changes to this guidance or our programmes**

A previous version of this guidance was published in January 2023. We have made some minor changes following feedback and the May 2023 version is the final version:

**Pages 1, 2, 16** - revised dates for application portal opening and closing

**Page 6** - expanded information about the new national Museum Development roles

**Page 14** - expanded information about the 20% target of overall investment in Small Grants

**Page 15** - information about monitoring and data reporting

**Page 16** - revised deadline for mandatory conversations

**Page 18** - within attachments requested, Activity plan and cash flow for 2024-5 rather than for two years

**Page 18** - within attachments requested, a list of partner organisations if applying as a partnership or consortium

No further changes will be made to the Museum Development 2024-26 Guidance for Applicants after 16 May 2023.

Please ensure you use the most up to date version, found on our website, when applying to the Museum Development Fund.

## **Access Support**

We are committed to being open and accessible to everyone. We realise some people may find that there are barriers to accessing our services. Our Access support information sheet explains the way we can help.

If you experience or expect any barrier with making your application and would like more information, please contact us.

Email: [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk)

Web: [artscouncil.org.uk](http://artscouncil.org.uk)

Post: Arts Council England – Enquiries, The Hive, 49 Lever Street, Manchester, M1 1FN

Telephone: 0161 934 4317

You can also **Livechat** with us by visiting our website: [artscouncil.org.uk](https://www.artscouncil.org.uk)

We will be as flexible as possible and consider and respond to requests on an individual basis.

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## **Section one – introduction**

### **Welcome**

Thank you for your interest in the Museum Development programme 2024-26.

This guidance gives you information on how to apply for funding to deliver a programme of business-to-business developmental support to museums. Each applicant must demonstrate a good understanding of museums and their operating context within the relevant geographical area. They will need to evidence a track record in delivering programmes, interventions, grants and training focussed on organisational development.

The Museum Development programme has evolved over decades in support of museums and communities. The reframing of the programme for 2024-26 is to help museums and their teams, including sole trader freelancers, to develop in the context of *Let's Create*.

Museum Development is a funded programme delivered in partnership. It is part of Arts Council England's National Portfolio. It provides a universal offer for regional museums, with a priority focus for some programmes and interventions on Accredited museums which are not regularly funded by Arts Council England.

To support the delivery of high quality, business-to-business support for museums during 2024-2026, Arts Council England is allocating investment for national resources and posts.

We will be recruiting for a dedicated programme manager to work on central co-ordination, convening and national communications. This type of role was previously funded by pooling resources from the regional programme grants to fund a central contracted role. There will also be two new part-time roles. One will be focussed on the development of e-learning modules which will act as a central, consistent and accessible introduction to more focussed follow-on aspects of the Museum Development offer which will continue to be developed and delivered by partners on the ground.

The data insights role will bring specialist expertise in the analysis and presentation of data findings as well as advising on insightful new approaches to data collection and use. In recent years, this has been funded centrally by Arts Council England and commissioned by Museum Development South West. All of these three posts are in support of the national Museum Development programme and its delivery.

## **About Arts Council England**

Arts Council England is the national development agency for creativity and culture. We have set out our strategic vision in Let's Create that by 2030 we want England to be a country in which the creativity of each of us is valued and given the chance to flourish and where everyone of us has access to a remarkable range of high-quality cultural experiences. We invest public money from Government and The National Lottery to help support the sector and to deliver this vision.

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

Following the Covid-19 crisis, the Arts Council developed a £160 million Emergency Response Package, with nearly 90% coming from the National Lottery, for organisations and individuals needing support. We are also one of the bodies responsible for administering the Government's unprecedented Culture Recovery Fund. Find out more at [www.artscouncil.org.uk/covid19](http://www.artscouncil.org.uk/covid19).

## **About Arts Council England's Development Funds**

Our Development Funds help us target particular challenges, opportunities or gaps, and create the environment for further creative and cultural development to take place. These funds will help us deliver our strategic vision, as set out in [Let's Create](#), of a country in which the creativity of each of us is valued and given the chance to flourish, and where every one of us has access to a remarkable range of high-quality cultural experiences.

### **[Let's Create](#) focuses on three Outcomes:**

- **Creative People:** Everyone can develop and express their creativity throughout their life
- **Cultural Communities:** Villages, towns and cities thrive through a collaborative approach to culture
- **A Creative and Cultural Country:** England's cultural sector is innovative, collaborative and international.

Each Outcome is important and will work together with four Investment Principles.

Our expectation is that the Museum Development programme will directly support museums to embed our four Investment Principles across their work and their organisations. Our Investment Principles are:

- **Ambition and Quality:** Cultural organisations are ambitious and committed to improving the quality of their work

- **Dynamism:** Cultural organisations are dynamic and able to respond to the challenges of the next decade
- **Environmental Responsibility:** Cultural organisations lead the way in their approach to environmental responsibility
- **Inclusivity and Relevance:** England's diversity is fully reflected in the organisations and individuals that we support and in the culture they produce.

## **Section two – purpose of Museum Development**

### **Aims and outcomes**

The Museum Development programme helps museums across England reach Accreditation and develop from there, ensuring they are relevant, responsive, and planning for a successful and sustainable future. The programme focuses support on museums which are not regularly funded by Arts Council England or central Government, to strengthen their governance, meet the Accreditation standard, understand their social and economic value, develop and diversify their workforce, fundraise, maximise the use of collections and improve their community engagement and public offer.

The central aims of the Museums Development programme are to support and ensure that:

- Museums across the country are thriving, improving lives, regenerating neighbourhoods, supporting local economies, attracting visitors, and bringing people together
- Museums are valued for their contribution to place and communities
- More museums matter to more people. People feel seen and have opportunities to be involved. Their communities, histories and heritage are valued
- Museums help people to reflect on the past, understand the present and shape a positive future.

Regional museums across England are place-based community assets. They are often reliant on volunteers, many are volunteer-led. Museums are dynamic and adaptable, many are long-established but new ones open regularly too. All have a long-term purpose and are committed to managing collections in order to present the past and present to help shape a positive future.

Via this programme, we want to see:

- A skilled and well-connected workforce and a networked, outward-facing museum sector
- High quality and ambitious museums, with collections that are enriched, secured, well-managed, accessible and shared
- Inclusive & representative museums, workforce, practice and collections
- Environmentally responsible museums
- Dynamic and resilient museums
- Museums that are able to articulate and evidence their social and economic value

Due to the level of geographical spread and expertise needed, we expect to receive some applications from consortia, with one organisation acting as the lead organisation applying on behalf of the consortium. By ‘consortium’ we mean a group of separate organisations joining together in a contractual arrangement and co-operating to facilitate delivery of the programme of activity for the duration of the funded period. Each applicant must reference and establish, if awarded, an Oversight Board to inform delivery and monitor the grant, with diverse representation – including across the geographical area.

The Area programmes will be known as:

- Museum Development North
- Museum Development Midlands
- Museum Development London
- Museum Development South East
- Museum Development South West

And the national programme will be known as Museum Development England.

### **How much funding is available?**

The total budget available for this fund is £6,005,738 (£3,002,869 per annum) which will be split across the five Arts Council areas (London, North, Midlands, South-East and South-West).

<b>Area</b>	<b>Total for 2024-26</b>	<b>Per annum</b>
London	£474,040	£237,020
Midlands	£1,142,840	£571,420
North	£1,405,692	£702,846
South-East	£1,706,342	£853,171
South-West	£1,276,824	£638,412

The funding formula which has led to these figures takes into account the Geography, the Population, the number of Accredited museums in each area (minus those within Arts Council England’s National Portfolio and museums sponsored by central government, largely but not exclusively National museums), the number of smaller museums (Accreditation scale 1) and a 50% weighting for the number of public museums which are not accredited. More information about our funding formula can be found on the Museum Development FAQs.

### Section three – eligibility

Please read the eligibility requirements for the fund carefully. If you do not meet any of these requirements, we will be unable to consider your application for funding.

<p><b>Who can apply?</b></p>	<ul style="list-style-type: none"> <li>• Organisations (excluding those that exist to make financial profit), e.g. public authorities, local government, universities, charities</li> <li>• Accredited museums, e.g. a National Portfolio Organisation 2023-26</li> <li>• A consortium, where one organisation acts as the lead organisation (consortium members must also exclude those that exist to make a financial profit).</li> </ul>
<p><b>What activity can be supported?</b></p>	<p>Museum Development programme applicants should consider all the activity referenced within the aims and outcomes in section 2.</p>
<p><b>Who cannot apply?</b></p>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Organisations based outside of England</li> <li>• Private or for-profit organisations in England</li> <li>• Organisations applying outside of Arts Council area</li> </ul>
<p><b>What activity cannot be funded?</b></p>	<ul style="list-style-type: none"> <li>• Activities that are not related to museum development</li> <li>• Activities (including buying goods or services) that have started, been bought, ordered or contracted before we make a decision about your application. This is because we cannot fund activity retrospectively</li> <li>• Costs that are already paid for by other income including your own funds or any other funding</li> </ul>
<p><b>How much can be applied for per application?</b></p>	<p>The maximum grant amount is dependent on the Arts Council area you are applying for.</p> <p>London – £474,040 (£237,020 per annum)</p> <p>Midlands – £1,142,840 (£571,420 per annum)</p>

	North – £1,405,692 (£702,846 per annum) South East – £1,706,342 (£853,171 per annum) South West – £1,276,824 (£638,412 per annum)
<b>How much match funding from sources other than ACE is required?</b>	There is no minimum match funding required but leverage of additional financial support, with the acknowledgement of Arts Council England as the primary funder, is welcome, in support of the programme’s aims, at both an Area and National level.
<b>Delivery timetable</b>	<ul style="list-style-type: none"> <li>• Activities must start no earlier than 1 April 2024</li> <li>• Activities must end no later than 31 March 2026 (funded activity to be completed by end of March 2026, with two additional months to May 2026 to allow for reporting)</li> </ul>

**Consortia and partnership agreements**

We will accept applications for funding from organisations working as a consortium. One organisation must act as the lead organisation and submit the application.

All partners within the consortium must show a firm commitment to joint working. Your application must show the benefits and rationale of working as a consortium.

If we decide to fund your programme we will enter into a legally binding grant agreement with the lead organisation. This organisation must accept our terms and conditions of grant and will be solely accountable to us for all monitoring information, how all the money is spent and for the full and successful delivery of the project.

One of our standard terms and conditions of grant is that the organisation we enter into a grant agreement with cannot subcontract any of the project to other organisations without our prior agreement in writing. So if we award a grant, before the project can start, we must approve a partnership agreement between the lead organisation and the other partners involved in the project.

We have set out some guidelines/principles for Consortium working within our published FAQ's. There is further guidance about [Partnership agreements](#) and [Good Governance](#) on our website.

#### **Section four – what you will be expected to deliver**

We welcome applications that will make a contribution to achieving the aims and outcomes outlined in [Section two](#) above.

The Museum Development programme will provide business-to-business support, focused on local needs within the context of a national development framework based on Arts Council's *Let's Create* Investment Principles. Key delivery partners will include Investment Principle Support Organisations and other relevant agencies.

Each Museum Development provider will be responsible for local development opportunities, whilst working in partnership with the other Area Museum Development leads and Arts Council England, to provide a national programme.

Each Museum Development provider will be expected to deliver:

- Workforce training and skills development
- Developmental programmes
- Fundraising support particularly in relation to National Lottery Project Grants
- Accreditation advice and mentor support
- Business Diagnostics
- Collections care advice
- Communications and signposting
- Networks, partnership and brokering
- Data collection, sharing insights and intelligence about the state of the sector and advocacy
- Sharing learning and good practice, celebrating museums' achievements
- A small grants programme for Accredited museums (with grants typically but not exclusively, between £500-£5,000)

The Museum Development Leads will work in partnership with Arts Council England, and each-other, over the funding period – regular national meetings will take place to continue to develop a joined-up communications plan, data approaches, programme and training development and alignment of grant opportunities and processes.

## **Small Grants Programme**

It is expected that all Museum Development providers will run a small grants programme to support the development of Accredited museums. To ensure increased national consistency, we envisage that the grants programmes available will be categorised into the following three themes, framed by the four Investment Principles:

1. Open funds
2. Responsive
3. Strategic

Each Museum Development provider will enter into an External Delegation Agreement and Data-sharing Agreement to ensure the small grants programmes meet government grant making standards, counter fraud, Subsidy Control and DCMS data requirements.

By 2026, at least 20% of the overall investment in Museum Development Area programmes should be spent on Small Grants. This overall investment total may include additional funds attracted in, in support of the programme's aims as set out by Arts Council England. These additional funds may be from local authorities, trusts and foundations or similar, to amplify the programme and the 20% target can apply to the increased total.

## **Accreditation advice**

Each Museum Development programme will be responsible for providing Accreditation advice within their area. In partnership with Arts Council England, each will provide:

- Accreditation advice, reviews and recommendation of organisations' eligibility to join the scheme.
- Support for museums approaching an initial Accreditation application and museums preparing for a regular compliance return or a Provisional award return.
- Training and/or awareness workshops, in partnership with other sector bodies which help to promote and support the requirements of the Accreditation Standard e.g. Collections Trust.
- Support and encouragement for museum professionals to act as Accreditation Mentors for volunteer-led museums to enable their participation in the Accreditation Scheme.

There is more detail about our expectations for Accreditation advice [here](#).

## **Monitoring and conditions of a successful application**

If successful, you will be expected to provide quarterly and annual monitoring as a condition of payments. The conditions may include, but are not limited to:

Quarterly conditions -

- Most recent board papers or equivalent.
- Most recent set of the programme management accounts (not older than 4 months)  
As approved by your board or equivalent.

Annual conditions -

- An updated Activity Plan
- An annual budget
- Data reporting: To build a strong evidence base of the value and impact of the MD 24-26 programme, it will be important to gather consistent data across the whole MD England programme. We will work out the detail with our selected partners, but at a headline level, we will want to understand and gather data on the following relating to the overarching aims and objectives of the programme:
  - o The reach and impact of training, events and conferences
  - o The reach of MD communications
  - o The range and reach of support to help museums develop their dynamism and resilience – via Accreditation support and business diagnostics
  - o Case studies relating to all four Investment Principles for dissemination by MD
  - o The reach of Arts Council England investment to museums via programmes and interventions including small grants.

On completion of the programme -

- A statement of income and expenditure signed by a certified and independent accountant.

## **Section five - How to apply**

### **Talking to us about your application – the ‘mandatory conversation’**

Once you have read the guidance and started to think about your application, you must speak to a relevant member of Area staff about your proposal. We use the term ‘mandatory conversation’ to describe this scheduled, structured conversation, which often takes place online. The purpose of the mandatory conversation is to ensure that prospective applicants have fully considered all of the criteria and requirements of the fund before submitting an application.

You must have this mandatory conversation before submitting your application for funding. The deadline for mandatory conversations to have taken place is **16 June 2023**. Please contact our Customer Services team to find out more about this.

We will arrange a time to speak with you. As a general guide, we would aim to cover the following points:

- Relationship between your governance documents, mission and purpose and interest in delivering the Museum Development programme

Once you have had this conversation with the designated member of staff, we will send you an email to confirm that the mandatory conversation has been completed. You can then submit your application at any time, uploading a copy of the email we have sent you as supporting information (see the Attachments section of the online application form for instructions on where to do this).

We will not be able to read or provide written comment on draft applications.

It is your responsibility to develop and write the application, including what you feel to be all the relevant information. We will talk with all prospective applicants but cannot guarantee success for any applicant.

## **Making an application**

### **When to apply**

The online application form will open on Grantium on **Tuesday 16 May 2023**. Applications must be submitted by **12pm (midday) on Thursday 6 July 2023**. Applications submitted after this time will not be considered.

Before you can start an application, you need to create a user account and applicant profile. You cannot start your eligibility questionnaire or application until we have approved your new applicant profile, which may take up to **10 working days** from when you submit to us.

For a step by step guide to creating a user account and applicant profile, and advice and guidance about using our grant management system, please see the pages on our website [here](#).

### **Application process**

#### **1. Read this guidance carefully and contact us**

This guidance gives you information on how to apply and answers some common questions. If you have any further questions you can contact our Customer Services team at [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk)

#### **2. Prepare and submit your proposal**

You must apply through [Grantium](#).

The Grantium guidance for applicants [available on our website](#) should provide you with all the information that you need about how to access the system and complete your online application.

### **Proposal**

The proposal can be a maximum of 60,000 characters, divided into three sections: 'Meeting the Brief' (20,000 characters), 'Management of the activity' (20,000 characters) and 'Financial viability' (20,000 characters). You do not need to use the full character count if you do not feel it is necessary.

Use the criteria/prompts in [section six of this guidance](#) to help you structure your proposal.

## **Activity Plan**

You will also be asked to submit a draft Activity Plan for 2024-25 (template provided). Within this, you should outline the key deliverables, milestones and targets in relation to your delivery against the Investment Principles of *Let's Create*. If successful, this template will be used as a monitoring tool using data and text to evidence achievement of targets across the funding period.

## **Attachments**

***You must upload the following mandatory attachments on the 'Attachments' screen:***

- Confirmation of your **Mandatory Conversation** (please attach email received following the call)
- A **detailed budget** for the activity showing proposed income and expenditure, with a separate budget line for small grants expenditure (as an Excel sheet or similar)
- Your draft **Activity Plan for 2024-25** (please use the Activity Plan template provided and upload the document under the “workplan for activity” attachment type)
- A **cashflow** for the project activity throughout 2024-25
- **Financial statements** for your previous financial year, prepared to the relevant legal standard for an organisation of your size and status (non-National Portfolio Organisations only)
- Your latest **management accounts** (non-National Portfolio Organisations only)
- A list of **partner organisations** (if applying as a partnership or consortium)

***You may also upload the following optional attachments:***

- Up to three other relevant attachments. These must each be a maximum of five pages in length.

Allowable formats: jpg, xls, xlsx, jpeg, pdf, doc, docx, pptx, and ppt.

The combined limit on file size for all the attachments taken together is **10 megabytes**.

We will use the information you give us in your application form and in any attachments (and any other information we hold about you if you are a National Portfolio Organisation) to decide whether we will offer you a grant. If your application does not contain the information we need in the format we ask for it to be in, we might not be able to consider your application. After you have read this guidance, if you have any further questions please contact us.

### **Assistance with your application**

We are committed to being open and accessible, and want to make the Museum Development 2024-26 application process accessible to everyone.

If you experience any barriers within the application process or require help to make an application, our enquiries team can be contacted by:

- Telephone on: 0161 934 4317
- Email: [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk)

### **After you submit your application**

We will conduct an eligibility check within ten working days of the deadline for applications. If your application is not eligible, this means that we cannot process it any further and it will not be considered for funding. If your application is not eligible we will write to you to let you know, and will explain our decision.

## **Section six – how we will make our decision**

We will aim to notify applicants of our decision no later than 1 October 2023.

We will check your application to ensure that you have provided all the information we have requested.

We will make our decision based on the information you provide in your application, any further information that we request and, where relevant, data and information from the Charity Commission and Companies House websites relating to your constitution and audited accounts from the past two years. If you are a National Portfolio Organisation we may also refer to any other information we hold about you.

Each criterion ('Meeting the brief', 'Governance and management of the activity', and 'Financial viability') will be assessed using a five-point word scoring:

- **Not met**  
*The application does not meet the criteria*
- **Potential**  
*The application does not meet the criteria but shows potential to do so*
- **Met**  
*The application meets the criteria*
- **Met (strong)**  
*The application meets the criteria and shows strong qualities*
- **Met (outstanding)**  
*The application meets the criteria and shows outstanding qualities*

On the basis of these ratings we will recommend whether an application is suitable for funding. Applications that do not achieve at least 'met' under all three criteria will not be recommended for funding.

We will assess each application against the following criteria, using the assessment prompts below:

<b>Criteria</b>
<p><b>Meeting the brief</b></p> <p>Word count: up to 20,000 characters</p> <ul style="list-style-type: none"><li>• Clear and convincing plans to deliver on the fund's <a href="#">aims and outcomes</a> and all the elements of <a href="#">what you will be expected to deliver</a>, as described in this brief</li><li>• Clear and convincing plans to contribute to Let's Create and our Equality Objectives</li><li>• Appropriate partners with clear roles and responsibilities (if applying as a partnership or consortium)</li><li>• Robust plans for resourcing the activity effectively</li><li>• Activity that builds on and does not duplicate activity funded by other Arts Council grants</li></ul>
<p><b>Management of the activity</b></p> <p>Word count: up to 20,000 characters</p> <ul style="list-style-type: none"><li>• Feasibility of Activity plan</li><li>• Demonstration of skill and capacity and track record to deliver the proposed programme</li><li>• Strong strategic fit with the applicant's other activity</li><li>• Appropriate governance arrangements in place and/or planned, including how partners are engaged (this should also include details of your Oversight Board which has good Area coverage and representation).</li><li>• Appropriate plans in place to manage risk</li><li>• Have appropriate processes and systems in place to run funding programmes on behalf of ACE</li></ul>
<p><b>Financial viability</b></p> <p>Word count: up to 20,000 characters</p> <ul style="list-style-type: none"><li>• Financial viability of the applicant and of the programme</li><li>• Demonstration of appropriateness of proposed budget</li><li>• The quality of the financial controls, monitoring and reporting</li><li>• Evidence of managing budgets of this scale</li></ul>

If a high volume of applications are received for each area, we will consider the application against the prompts but also consider these balancing criteria:

1. **Criteria score** – the individual and total scoring for each criterion (‘Meeting the brief’, ‘Governance and management of the activity’, and ‘Financial viability’)
2. **Geographical spread** – the reach of each application and how well it covers the area applied for.
3. **Value for money** – the balance of the admin or hosting costs against the amount made available for the programme of activity.

These balancing criteria will be used in addition to the main criteria to ensure a good spread of funded projects according to each balancing criterion, and to differentiate between a number of proposals that are considered fundable.

### **Decision making**

Once we have scored your application and a recommendation has been made whether to fund it, we will make our decision. To do this we will consider how strongly your activity scored against our criteria, any balancing criteria we have outlined above, and will also consider your activity alongside other applications to the fund.

### **Terms and Conditions**

If your application goes on to be successful, all grantholders must agree to our Terms and conditions. Any funding agreement offered may also be subject to additional conditions. The grantholder for this grant will also be required to enter into an External Delegation Agreement with Arts Council England, to allow it to distribute National Lottery funds on our behalf and to provide a Statement of Assurance in that respect.

## **Section seven – Further information**

### **Making a complaint**

As an organisation, we will always listen to and respond to any concerns that you may have. If you would like to make a complaint about either the service you have received from Arts Council England or the way we have handled your application, we have a process that you can use.

Please note that Arts Council England does not have an appeals process and for this reason, we are unable to accept complaints that relate solely to the decision we have made rather than how we have made it.

For more information, please visit the ‘Complaints’ section of our website, under ‘Contact us’ ([www.artscouncil.org.uk/contact](http://www.artscouncil.org.uk/contact)). Additionally, you can email [complaints@artscouncil.org.uk](mailto:complaints@artscouncil.org.uk) or call our Customer Services team on 0161 934 4317 for more information.

### **Counter Fraud**

Arts Council England will undertake appropriate measures to detect and protect against fraud. Arts Council England will ensure that all grant holders use the funding appropriately, in line with grant terms and conditions. All grant holders must retain their financial and other documentation relating to the grant, and Arts Council England reserves the right to request this at any time, within seven years after completion of the grant activity. In addition, Arts Council England will complete checks pre- and post-award against grant applicants for due diligence and counter fraud purposes. Where fraud is identified, Arts Council England will take further action including, but not restricted to; reclaiming grant funds and reporting instances of fraud to the appropriate authorities. You may also be refused access to further Arts Council England funding. For further information please see our [standard conditions for grants](#) and [General Privacy Policy](#) or you can email Arts Council England’s dedicated Counter Fraud Team at [fraud@artscouncil.org.uk](mailto:fraud@artscouncil.org.uk).

### **Subsidy control**

The subsidy control rules regulate the award of financial assistance from the public sector to organisations engaged in economic activity. In some cases, and in particular depending on the nature of the recipient's activity, money given under the Museum Development programme for 2024-26 may constitute a subsidy and need to comply with the subsidy control requirements, including those set out in the Subsidy Control Act 2022.

In this event, there may be further conditions on the funding that can be given out under this programme. You must provide any information we request that will allow us to ensure that the grant funding is compliant with the subsidy control rules.

### **Freedom of Information Act**

The Arts Council is committed to being as open as possible. We believe that the public has a right to know how we spend public funds and how we make our funding decisions.

We are also listed as a public authority under the Freedom of Information Act 2000. By law, we may have to provide your application documents and information about our assessment to any member of the public who asks for them under the Freedom of Information Act 2000.

We may not release those parts of the documents which are covered by one or more of the exemptions under the Act. Please see the Freedom of Information website at [www.ico.gov.uk](http://www.ico.gov.uk) for information about freedom of information generally and the exemptions.

We will not release any information about applications during the assessment period, as this may interfere with the decision-making process.

### **Data Protection**

The Arts Council is committed to using any personal information (or personal data) we collect on a lawful, fair and transparent basis, respecting your legal rights as an individual in accordance with the EU General Data Protection Regulation (2016/679), the UK Data Protection Act 2018 and other applicable laws that regulate the use and privacy of personal data (Data Protection Law).

As part of us meeting this requirement, we have published our General Privacy Notice for you to refer to [here](#). This tells you more about the personal data the Arts Council collects; the different purposes that we use it for and on what legal basis; who we may share that personal data with; how long we keep it; and your legal rights, including your right to contact us and receive information regarding the personal data about you that we may hold from time to time.

For further information about our obligations and your rights under Data Protection Law, as well as how to report a concern if you believe that your personal data is being collected or used illegally, please also see the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk).

## **Contact us**

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M1 1FN

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