

ARTS COUNCIL NATIONAL LOTTERY PROJECT GRANTS

# Access support

Arts Council National Lottery Project Grants is our open-access programme for arts, museums and libraries projects.

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**Criminal Quilts by Ruth Singer**

**Image © Joanne Withers**

This information sheet relates to Arts Council National Lottery Project Grants.  
See [our website](#) for more information about Project Grants.

In this sheet, we will talk about the following:

<b>Access support</b>	<b>3</b>
<b>Before you apply</b>	<b>3</b>
If you cannot read the 'How to apply' guidance	4
<b>Access support workers</b>	<b>5</b>
Arranging an access support worker	6
How access support workers should use our online system	6
<b>Personal access costs – for managing your project and your grant online</b>	<b>7</b>
Including personal access costs in your application	7
Filling in your application form and budget	8
Personal access costs and match funding	8
Managing your grant online	8
<b>Making your work accessible to others</b>	<b>9</b>
Filling in your application form and budget	9
<b>Further information</b>	<b>10</b>
<b>Contact us</b>	<b>10</b>

## Access support

We want to help people with access needs (those who are disabled or have a physical or mental health condition) to apply to Project Grants. We also want the projects we fund to be accessible to everyone.

This information sheet explains how we can help at the different stages of applying for a grant:

### **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.

### **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.

### **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.

## Before you apply

We can support you if you're disabled or have a physical or mental health condition that makes it hard for you to access our services and information. This can include help with reading our guidance or making an application.

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

### **What we can pay for before you apply**

- notes to be taken if you are disabled and need this help in one-to-one meetings with us
- notes to be taken if you are disabled and need this help to fill in the application form

- a British Sign Language interpreter to support you in one-to-one meetings with us
- translating applications made in BSL into written English
- support workers if you are involved in the mental health system
- support workers if you have a learning disability

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 the programme 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 [Access to Work](#) or any other sources

## **If you cannot read the 'How to apply' guidance**

The [How to apply guidance](#) is available in Word and as a PDF. If you need another format, such as large print or BSL, or an audio version, please contact us.

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 application system](#). If you cannot use the online system, we can pay for an **access support worker** to help you 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.

If you cannot use the online system, also read the Access support workers and Managing your grant 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, not 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. 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 the online system on your behalf, or provide support in meetings with us. If you need more information, you can contact the Customer Services team on 0161 934 4317 or by emailing [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk).

### **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 ask for 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

Access support workers should use your 'user account' to create a profile in your name and using your contact details, if you do not already have one. They should also set up a user account for themselves with their own username, password and email address.

The support worker should then email [grant.management@artscouncil.org.uk](mailto: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](#).

## Personal access costs – for managing your project and your grant online

If we award funding, you may need extra access costs for you, or anyone directly involved in shaping the 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 application.

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

## Including personal access costs in your application

### Filling in your eligibility questionnaire

Before you start your application form, you will fill in an eligibility questionnaire that asks whether your budget includes 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.

**For example:** If you apply for £15,500 in total but £600 of this is for your personal access costs, we view this as an application for £14,900. We will make a decision on your application within six weeks. When filling in your application use the guidance notes for applications for £15,000 and under.

Also, if your personal access costs take your application over £100,000, we will still consider this as an application for £100,000 or under. You will not need to ask for permission to apply or have to provide the documents needed for applications of over £100,000.

### Filling in your application form and budget

The figure you gave for expected personal access costs in the eligibility questionnaire will show in the basic details 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, edit the number in the Basic details section of your application. The figure in your expenditure table will then update itself.

Only include future costs that you will need to help you to deliver your project. Our grants cannot cover any activity or spending that takes place before we can make a decision, including pre-application support.

## Personal access costs and match funding

We can fund up to 90% of the total cost of a project. At least 10% of the total project cost must come from sources other than the Arts Council. This can be cash or support in kind.

If your personal access needs, or the costs associated with managing those needs, prevent you from finding this 10%, tick the 'I am applying for more than 90% of the activity costs' box. Please give your reasons in the box provided. We will take this into account as part of our eligibility and risk checks.

## Managing your grant online

We provide all communication relating to your application through our online system and emails. 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. They will receive all grant emails on your behalf. If you want to change an alternative email address, contact our Customer Services team.

In the 'Personal access costs' part of your budget you can include support for using the online system to manage your grant. This includes managing your user account profile, asking for payments and sending us reports. See 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. You can include any costs you will need to pay to make your activity accessible to a wide range of people. For example:

- booking a BSL interpreter for your event



- making your website compatible with screen readers
- producing publications or materials in other formats such as in Braille or on CD
- paying more to use a wheelchair-accessible venue for an event

## Filling in your application form and budget

In the 'Public engagement' part of your application, tell us about your plans to make your activity accessible to 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](#)

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

## Contact us

Phone: 0161 934 4317

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

Website: [arts council.org.uk](https://arts council.org.uk)

Live chat [arts council.org.uk/projectgrants](https://arts council.org.uk/projectgrants)

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