

# Culture Recovery Fund: Emergency Resource Support

## Guidance for applicants

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

Guidance updated 15/07/2021 –

- Links added to mandatory cashflow and budget templates, which must show April 2021 to April 2022
- Clarification that applicants can submit a maximum of two Permission to Apply forms to this funding programme

<b>Summary of key information</b>	
<b>What is the focus of the programme?</b>	<p>To provide exceptional emergency funding awards to culturally significant organisations that were financially sustainable before Covid-19 but are now at imminent risk of failure and have exhausted all other reasonable options for increasing their resilience.</p> <p>Applicants must be able to demonstrate, via cashflow forecast, they are at risk of no longer trading viably within 12 weeks of the point of application.</p> <p>Applicants can apply for funding to cover the period up to a point where they can demonstrate a return to financial viability no later than 31 December 2021.</p> <p>Applicants should have a plan to maintain this sustainability through the financial year 2022-23 without further emergency support.</p>

	<p>Previous recipients of the Culture Recovery Fund, who can clearly demonstrate the financial need for further funding, will have the opportunity to make the case for further support via the Culture Recovery Fund: Continuity Support strand.</p>
<p><b>Who can apply?</b></p>	<p>Cultural organisations that are properly constituted with a governing document. The kinds of organisations that are eligible to apply include:</p> <ul style="list-style-type: none"> <li>• private companies (either limited by shares or guarantee) registered at Companies House</li> <li>• community interest companies (either limited by shares or guarantee) (CICs) registered with the CIC regulator</li> <li>• charitable incorporated organisations (CIOs) registered with the Charity Commission for England and Wales</li> <li>• charitable companies or charitable trusts registered with the Charity Commission for England and Wales</li> <li>• limited liability partnerships registered at Companies House</li> <li>• partnerships established under a partnership deed/ agreement governed by the Partnership Act 1890 or the Limited Partnerships Act 1907</li> <li>• community benefit and co-operative societies registered with the Financial Conduct Authority</li> <li>• Royal Charter bodies</li> <li>• statutory bodies and other public bodies including Universities and museums who run or maintain cultural services</li> </ul>

	<p>The lead organisation must either be based in England or can demonstrate that the majority of their work takes place in England.</p> <p>If applying for £1,000,000 and under, the organisation must have been properly constituted, and registered with the relevant regulatory body where applicable, on or before 31 March 2019.</p> <p>If applying for £1,000,001 and over, the organisation must have been properly constituted, and registered with the relevant regulatory body where applicable, on or before 31 March 2018.</p> <p>For this programme, we define ‘cultural’ as sitting within the remit of Arts Council England<sup>1</sup>. If you are an organisation whose primary role is to create, present or support one (or more) of these genres or sub genres, then you are eligible to apply.</p> <p>Museum applicants must be Accredited museums (Full and Provisional) or museums confirmed by the Arts Council as working towards Accreditation (<a href="#">see list here</a>).</p> <p>Library services are not eligible to apply to this programme.</p>
<p><b>When is the deadline for applications?</b></p>	<p>This is a rolling programme and applications can be submitted <b>between 15 July and 14 October 2021</b> with decisions communicated within six weeks.</p>

---

<sup>1</sup> Arts Council England’s remit covers Visual Arts, Music, Literature, Theatre, Dance, Combined Arts and Museums. Our remit also includes Libraries, of which Library Services are not eligible for this fund. Other types of organisations may also be eligible to apply, for more detailed information about what this fund will cover please refer to the [Frequently Asked Questions](#) which support this guidance.

	<p>Applications are subject to permission to apply being granted, at which point applications must be made <b>within 5 working days</b>.</p> <p>Permission to apply requests will be accepted from <b>12:00 (midday) 08 July 2021</b>.</p> <p>The fund will open for applications at <b>12:00 (midday) 15 July 2021</b>.</p> <p>The latest we can accept a permission to apply request is <b>12:00 (midday) on 30 September 2021</b>.</p> <p>The fund will close for applications at <b>12:00 (midday) 14 October 2021</b>.</p>
<p><b>How much can be applied for per application?</b></p>	<p>Not for-profit organisations can apply for grants of between £25,000 and £3 million.</p> <p>For-profit organisations can apply for grants between £25,000 and £1 million.</p> <p>If you have previously received a grant from the Culture Recovery Fund, there are cumulative limits on how much you can apply to this programme for:</p> <ul style="list-style-type: none"> <li>• if you are a non-profit organisation, the maximum you can receive in total across all rounds is £4 million</li> <li>• if you are a for-profit (commercial) organisation, the maximum you can receive in total across all rounds is £1.5 million</li> </ul> <p>Whilst we do not anticipate that awards will be made above and beyond these limits, we will, by</p>

	exception, consider applications which exceed the cumulative limits where it can be demonstrated that additional funding is necessary for survival and all other funding sources have been exhausted.
<b>Minimum match funding from other sources</b>	There is no match funding requirement for this programme.
<b>When will decisions be made?</b>	<p>We aim to turn around applications within six weeks from the point of application to decision.</p> <p>Whilst we aim to work as quickly as possible through the process, we cannot guarantee a timeframe by which we will reach a decision as we may need more information or time to explore each proposal depending on the complexity or scale of the request.</p>

**Changes to this guidance or our programmes**

We reserve the right to make changes to the guidance and/or programme after its launch. We will communicate any changes as quickly and clearly as we can.

**Assistance with your application**

We are committed to being open and accessible and want to make the Emergency Resource Support application process accessible to all who need it.

We are producing this guidance in a range of alternative formats including Easyread, BSL and Large Print. We will publish these formats at soon as possible. If you require a copy of this guidance in Braille, please [contact our Customer Services team](#).

## **Contents**

<b>Section one – Introduction.....</b>	<b>8</b>
Welcome	8
About the programme	8
Advice giving	9
<b>Section two – Purpose of Culture Recovery Fund: Emergency Resource Support .....</b>	<b>11</b>
Aims and outcomes	11
About the fund	11
What we can fund	11
What we cannot fund	12
Heritage assets of national significance and the Culture Recovery Fund: Emergency Resource Support	14
How much budget is available?	14
Culture Recovery Fund, Emergency Resource Support: Programme specific Government Covid-19 guidance	15
Who can apply?	16
Who cannot apply?	18
How much can be applied for per application?	18
Further eligibility requirements	19
<b>Section four – Making an application .....</b>	<b>21</b>
Application process	21
How to apply	25
Basic Details	25
Financial information	26
Attachments	28
Expenditure	33
Delivery - Your Plans	33
Area of Benefit	34

<b>Section five – How decisions will be made .....</b>	<b>35</b>
Assessment	35
Decision Process	37
<b>Section seven – Further information .....</b>	<b>41</b>
Subsidy Control	41
Making a complaint	42
Public sector equality duty	43
Counter fraud measures	43
Freedom of Information Act	43
Data Protection	44
Contact details	44

## **Section one – Introduction**

### **Welcome**

On 5 July 2020, the Department for Digital, Culture, Media and Sport announced a £1.57 billion package to protect the UK's culture and heritage sectors from the economic impacts of Covid-19. To date, over £1.2 billion has been allocated from the Culture Recovery Fund, reaching over 5000 individual organisations and sites.

At the 2021 Budget, the Chancellor announced an additional £300 million to support the Culture Recovery Fund in 2021/22, to continue to support key cultural organisations; bridge the sector as audiences begin to return; and continue to ensure a vibrant future for the culture sector as the nation recovers from the pandemic.

Government will keep the delivery of this funding under active review and consider how best to adapt it in line with the needs of the sector.

### **About the programme**

The criteria for the Culture Recovery Fund have been set by the Department of Digital, Culture, Media and Sport (DCMS) and the grants are administered, awarded and monitored by Arts Council England on behalf of DCMS.

The Culture Recovery Fund: Emergency Resource Support programme has been put in place to help maintain England's cultural ecology by supporting culturally significant organisations, which are now at imminent risk of failure due to the ongoing impact of Covid-19, and have exhausted all other reasonable options for increasing their resilience.

Applicants can apply for funding to cover the period up to a point where they can demonstrate a return to financial viability, but no later than 31 December 2021, and must be able to demonstrate they are at risk of no longer trading viably within 12 weeks of the point of application.

By 'at clear risk of no longer trading viably' we mean you can demonstrate that, without additional support through Emergency Resource Support, your

organisation would not have the ability to generate sufficient income or sufficient cash reserves (or near-cash reserves where it is appropriate to liquidate them) in order to meet operating payments and debt commitments, then you are at risk of no longer trading viably.

This is similar to the definition of cash-flow insolvency. However, given the unique circumstances of many cultural organisations (including the importance of cultural assets in their reserves) we will review and consider all the information in your application, together with any other information we hold about your organisation, or which is publicly available, as to whether your organisation is at risk of no longer trading viably.

Applications to the fund are subject to a permission to apply process. The latest we can accept a permission to apply request is **12:00 (midday) on 30 September 2021** and the latest we can accept an application is **12:00 (midday) on 14 October 2021**.

Organisations that scored 'Not met' for Cultural Significance in previous rounds of the Culture Recovery Fund programme may not be invited to apply, however we will review any previous information alongside any new information provided in the Permission to Apply form. This combined information will be used to determine whether you will be invited to apply.

For more information about how to apply see [section four](#) of this guidance.

### **Advice giving**

We have designed this application process to be as straightforward as possible, requesting only the information we need. We will not be able to offer specific, one-to-one advice about how to write your application, or to read draft applications for this programme.

Our Customer Services team can help you to use the online application form, or to set up or make any required updates to your applicant profile. On our website you can find more information to help you make your application, including [Frequently Asked Questions](#) for this fund. We will continue to update these until the

programme closes for applications on 14 October 2021, clearly outlining when changes have been made and what they entail.

If you feel you face particular barriers in making an application, please [contact our Customer Services team](#).

## **Section two – Purpose of Culture Recovery Fund: Emergency Resource Support**

### **Aims and outcomes**

The aim of this strand of the Culture Recovery Fund is to help maintain England's cultural ecology by supporting culturally significant organisations, that are now at imminent risk of failure due to the ongoing impact of Covid-19, and have exhausted all other reasonable options for increasing their resilience.

### **About the fund**

Not for-profit organisations can apply for grants of between £25,000 and £3 million.

For-profit organisations can apply for grants between £25,000 and £1 million.

The DCMS has set cumulative limits on the amount of Culture Recovery funding that can be applied for as £1.5 million for for-profit (commercial) organisations and £4 million for non-profit organisations. These limits will also apply to the Emergency Resource Support programme.

This means the total amount of funding, taking account of any awards made through previous Culture Recovery Fund rounds; any application to Emergency Resource Support must not cumulatively exceed these limits.

### **What we can fund**

Through this programme, we can cover costs to support you to meet the shortfall between your operating costs and income, up to a point where you can demonstrate a return to financial viability, but no later than 31 December 2021. At this point you must also have a plan to maintain sustainability through the financial year 2022-23.

Organisations should only propose to deliver activities that are essential for survival and do not represent significant financial risk.

Through the Emergency Resource Support programme, we can support:

- essential business expenditure, such as staff salaries and fixed/operational costs for the duration of the funding period<sup>2</sup>
- costs for projects/activity that are/is essential to your continued operations and that are/is related to the reopening of businesses in a Covid-safe manner and that will drive future income
- full or partial repayment or clearance of Covid-related debt incurred since 01 April 2020, not including affordable lending
- building reserves, up to a maximum value of eight weeks' turnover<sup>3</sup> (Local Authorities and Universities cannot include these costs)
- proportionate redundancy pay outs where decisions have been made to reduce the workforce
- running risk management and financial reviews and testing any identified actions to safeguard the organisation as needed
- one off costs arising from organisational development including reconfiguring business plans, governance and activity needed to help safeguard the future of your organisation – in particular costs that will enable organisations to increase income
- “one-off costs” up to a maximum of 10% of the full grant request in order to adapt any existing activities and core business. These costs can include; Purchasing or installing essential Covid-19 related equipment, adaptations to help you operate and comply with social distancing requirements, essential IT equipment and connectivity costs to support homeworking, activities to enable your organisation to put information online and to interact with your community/customers if your site is closed, for example, digital expertise, equipment or customer relationship management system

## **What we cannot fund**

---

<sup>2</sup> The funding period for the Emergency Resource Support programme is the date at which an offer of funding is made up to a point where you can demonstrate a return to financial viability, but no later than 31 December 2021

<sup>3</sup> For the purposes of this fund please calculate turnover based on the most recent pre-Covid financial year, unless this was exceptional (e.g. due to expenditure on Capital projects) in which case this should be noted

We will not be able to consider the following costs:

- operational costs beyond a return to financial viability, no later than 31 December 2021
- new projects or activity that are/is not essential to your continued operations or that is unrelated to the reopening of businesses in a Covid-safe manner
- full or partial repayment or clearance of Covid-related debt without sufficient evidence that this debt is not affordable and will have a significant impact on the short and long-term financial viability of the organisation
- clearing historic debt incurred prior to 01 April 2020
- full or partial repayment of CBILS, Bounce Back loans or other Government or local authority lending schemes
- full or partial repayment of historic structured loans
- full or partial repayment of tax bills and fines
- building reserves beyond the maximum value of eight weeks' turnover or at all for Local Authorities and Universities
- redundancy pay outs that are not deemed to be proportionate
- "one-off costs" beyond 10% of the full grant request or that is not related to the adaptation of existing activities and core business to operate safely and comply with [social distancing requirements](#)
- costs that are eligible to be covered by other strands of Government support including Covid-19 support received through other schemes that are incompatible with the Culture Recovery Fund, such as the Coronavirus Job Retention Scheme (Furlough)
- The optional salary costs not covered by the Government's Job Retention Scheme for hours not worked by staff on furlough, or any additional optional salary costs for hours not worked about the furloughing cap
- costs/losses already supported through other sources, including any previous Culture Recovery Fund awards or other Arts Council funding (for example National Portfolio funding) and Government or local authority schemes. This includes staff costs already supported through the Furlough scheme
- paid for lobbying, which means using grant funds to fund lobbying (via an external firm or in-house staff) in order to undertake activities intended to influence or attempt to influence Parliament, Government or political activity; or attempting to influence legislative or regulatory action

- costs that are covered by an insurance pay-out, i.e. if planned activity does not take place. In such a situation we would expect to reduce the grant accordingly at final payment, or if necessary, to reclaim funds already paid.
- costs related to the promotion of the beliefs of political or faith organisations
- anything that contravenes Government's advice on Covid-19
- using grant funds to directly enable one part of government to challenge another on topics unrelated to the agreed purpose of the grant
- using grant funding to petition for additional funding
- expenses such as for entertaining, specifically aimed at exerting undue influence to change government policy
- input VAT reclaimable by the grant recipient from HMRC
- payments for activities of a party political or exclusively religious nature

### **Heritage assets of national significance and the Culture Recovery Fund: Emergency Resource Support**

If you feel your organisation is not eligible for this funding but that you own a heritage asset of national significance that is at risk of loss to the nation, we advise you look at the funding options available through the National Heritage Memorial Fund (NHMF).

Projects applying under the [NHMF](#) must be concerned with buying, maintaining or preserving objects, collections, buildings or land that are of particular importance to the national heritage of the UK or the item/s must also be in some way outstanding. This could be because of rarity, quality, association with a historic figure or event or designations.

#### **How much budget is available?**

The total budget for this programme is £20 million.

Government will keep the delivery of this funding under active review and consider how best to adapt it in line with the needs of the sector.

## **Culture Recovery Fund, Emergency Resource Support: Programme specific Government Covid-19 guidance**

Applicants should apply using the assumptions as laid out in the government's [roadmap out of lockdown](#). Applicants should submit plans for the rest of the 21/22 Financial Year based on the assumption that we will continue operating under the current Step 3 guidelines until 19 July, with Step 4 to take place no earlier than 19 July.

Different organisations will have different lead in times and risk profiles and so should articulate the timelines for transitioning back to full reopening.

The exact timeline for when Step 4 will take place remains uncertain, and so these assumptions and changes to the guidance cannot be guaranteed. As set out in more detail in the [government's roadmap for recovery, winter plan](#), and vaccine delivery plan, any further steps to continue to open up the economy will be dependent on the four tests as laid out in the roadmap:

1. The vaccine deployment programme continues successfully;
2. Evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated;
3. Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS; and
4. The assessment of the risks is not fundamentally changed by new variants of concern.

For Recovery Plans it will also be necessary for organisations to set out their own assumptions on demand, how they assume their audiences and visitors will return and the support required by the organisation to transition back towards a viable operating model. DCMS is not assuming that consumer demand will immediately return to pre Covid-19 levels, even when social distancing requirements are removed.

### 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.

<b>Who can apply?</b>	<p>Cultural organisations that are properly constituted with a governing document and are able to demonstrate, via cashflow forecast, they are at risk of <i>no longer trading viably</i> within 12 weeks of the point of application.</p> <p>Applicants must also demonstrate how this funding will allow them to return to financial viability, but no later than 31 December 2021 and have a plan to maintain this sustainability through the financial year 2022-23 without further emergency support.</p> <p>The kinds of organisations that are eligible to apply include:</p> <ul style="list-style-type: none"><li>• private companies (either limited by shares or guarantee) registered at Companies House</li><li>• community interest companies (either limited by shares or guarantee) (CICs) registered with the CIC regulator</li><li>• charitable incorporated organisations (CIOs) registered with the Charity Commission for England and Wales</li><li>• charitable companies or charitable trusts registered with the Charity Commission for England and Wales</li><li>• limited liability partnerships registered at Companies House</li><li>• partnerships established under a partnership deed/ agreement governed by the Partnership Act 1890 or the Limited Partnerships Act 1907</li></ul>
-----------------------	---

	<ul style="list-style-type: none"> <li>• community benefit and co-operative societies registered with the Financial Conduct Authority</li> <li>• Royal Charter bodies</li> <li>• statutory bodies and other public bodies including Universities and museums who run or maintain cultural services</li> </ul> <p>The lead organisation must either be based in England or can demonstrate that the majority of their work takes place in England.</p> <p>If applying for £1,000,000 and under, the organisation must have been properly constituted, and registered with the relevant regulatory body where applicable, on or before 31 March 2019.</p> <p>If applying for £1,000,001 and over, the organisation must have been properly constituted, and registered with the relevant regulatory body where applicable, on or before 31 March 2018.</p> <p>For this programme, we define ‘cultural’ as sitting within the remit of Arts Council England<sup>4</sup>. If you are an organisation whose primary role is to create, present or support one (or more) of these genres or sub genres, then you are eligible to apply.</p> <p>Museum applicants must be Accredited museums (Full and Provisional) or museums confirmed by the Arts Council as working towards Accreditation (<a href="#">see list here</a>).</p>
--	---

---

<sup>4</sup> Arts Council England’s remit covers Visual Arts, Music, Literature, Theatre, Dance, Combined Arts and Museums. Our remit also includes Libraries, of which Library Services are not eligible for this fund. Other types of organisations may also be eligible to apply, for more detailed information about what this fund will cover please refer to the [Frequently Asked Questions](#) which support this guidance.

	Library Services are not eligible to apply to this programme.
<b>Who cannot apply?</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Sole traders</li> <li>• Unincorporated organisations/ associations that have a constitution but are not registered at Companies House, Charity Commission or regulated by the FCA</li> <li>• Charitable unincorporated organisations</li> <li>• Heritage organisations that do not have either an Accredited Museum or Museum Working towards Accreditation (support provided by National Lottery Heritage Fund)</li> <li>• Non-Accredited museums (except those working towards Accreditation)</li> <li>• DCMS-sponsored museums</li> <li>• MOD sponsored museums</li> <li>• Independent cinemas (support provided through BFI)</li> <li>• Private members' clubs constituted as companies and registered at Companies House or as unincorporated associations</li> <li>• Library Services</li> <li>• Organisations within wider commercial group structures (the application must be submitted by the parent company)</li> <li>• Organisations that have previously received a loan through the Repayable Finance programme</li> </ul>
<b>How much can be applied for per application?</b>	<p>Not for-profit organisations can apply for grants of between £25,000 and £3 million.</p> <p>For-profit organisations can apply for grants between £25,000 and £1 million.</p>

	<p>If you have previously received a grant from Culture Recovery Fund, there are cumulative limits on how much you can apply to this programme for:</p> <ul style="list-style-type: none"> <li>• if you are a non-profit organisation, the maximum you can receive in total across all rounds is £4 million</li> <li>• if you are a for-profit (commercial) organisation, the maximum you can receive in total across all rounds is £1.5 million</li> </ul> <p>Whilst we do not anticipate that awards will be made above and beyond these limits, we will, by exception, consider applications which exceed the cumulative limits where it can be demonstrated that additional funding is necessary for survival.</p>
--	--

### Further eligibility requirements

<b>Organisation type</b>	<b>Who should apply/What you can apply for</b>
For profit group	<p>The parent company in the group must submit one single application on behalf of: the whole group; one member of the group; or specific, named members of the group. This application should cover all of the funding you require from Arts Council England.</p> <p>Applications must make it clear which members of the group will receive and use Culture Recovery Fund: Emergency Resource Support funding and must be submitted by the parent company.</p> <p>If an application is submitted by a member of a wider group, the application will not be considered eligible.</p>

	<p>We expect parent companies to do everything possible to maintain, support and ensure sustainability for members of its group. You will need to provide a clear explanation of measures taken.</p> <p>For parent companies submitting an application on behalf of a subsidiary, financial information provided must relate to the company that will be in receipt of funding.</p>
Local Authority or University	<p>Local Authorities, Universities and other single not for profit organisations running multiple distinct cultural services can submit one application to this Arts Council programme. This application should cover all of the services that you require funding for from Arts Council England.</p> <p>It is necessary to provide the required financial information for all of the services included within the application and meet eligibility criteria, as well as the criteria for the programme, in respect of each individual service for which you are applying.</p> <p>We expect parent organisations to do everything possible to maintain support for individual services, and where this is not the case, to provide a clear explanation of the change in support and the reasons behind it.</p>

## Section four – Making an application

This section sets out in detail how to prepare your application.

**If you do not have a profile in our online application system, you will need to set one up. It can take a few days to validate profiles, so if you are planning to seek permission to apply, please do this immediately.**

If you have not created a profile on the system you will not be able to submit an application – **late applications and applications submitted outside of the system will not be accepted.**

You can find [guidance on our website](#) and if you need further support you can contact our Customer Services team by visiting [www.artscouncil.org.uk/contact](http://www.artscouncil.org.uk/contact).

You can only **submit one application** to Emergency Resource Support. If you apply and are subsequently rejected from the fund you cannot apply again.

Because of the pressing nature of the Emergency Resource Support programme, the application process is designed to be fast-paced and we aim to turn around applications within six weeks from point of application to decision.

Whilst we aim to work as quickly as possible through the process, we cannot guarantee a timeframe by which we will reach a decision as we may need more information or time to explore each proposal depending on the complexity or scale of the request.

### Application process

#### 1. Read this guidance carefully

This guidance gives you information on how to apply.

#### 2. Request permission to apply

Applicants must seek permission to apply by completing the Culture Recovery Fund: Emergency Resource Support [Permission to Apply form](#) and sending it via email to [ers@artscouncil.org.uk](mailto:ers@artscouncil.org.uk).

You will also need to supply a supporting cashflow forecast which demonstrates that your organisation is at risk of no longer trading viably within 12 weeks.

You will first be asked some basic details including information of any previous Culture Recovery Fund applications.

You should then answer the below questions that make up the basic eligibility requirements for the fund:

- If you are applying for £1,000,000 and under was your organisation constituted and registered at either Companies House, Charity Commission and/or other appropriate regulatory body on or before 31 March 2019?
- If you are applying for £1,000,001 and over was your organisation constituted and registered at either Companies House, Charity Commission and/or other appropriate regulatory body on or before 31 March 2018?
- Is your organisation's primary role to create, present or support one (or more) of these genres or sub genres that fits within Arts Council England's current remit excluding Libraries? (Dance, Visual Arts, Music, Theatre, Literature, Combined Arts, and Museums).
- Are you able to evidence that your organisation is at risk of no longer trading viably within the next 12 weeks?
- Please confirm that you have exhausted all other reasonable options to ensure that your organisation remains financially viable including government relief schemes<sup>5</sup>; affordable lending; viable alternative options for commercial, contributed and philanthropic income; and using your own resources
- Please confirm that you are happy to have future contact with Arts Council England to discuss how plans for sustainability are progressing.

---

<sup>5</sup> These schemes include but are not limited to the Coronavirus Job Retention Scheme, Restart Grant Scheme, Recovery Loan Scheme, Additional Restrictions Grant Scheme, Coronavirus Statutory Sick Pay Rebate Scheme, Coronavirus Business Interruption Loan Scheme, Coronavirus Bounce Back Loan Scheme, Retail, Hospitality and Leisure Grant Fund, Small Business Grant Fund, Kickstart Scheme

**You will also need to complete the cashflow forecast template available [here](#).**

**This template must be attached to your email along with the Permission To Apply form for your request to apply to be valid.**

The Permission To Apply form will then ask you to provide answers to the following questions:

**Briefly describe any schemes or income sources you have utilised. You will be able to provide further information on this if you are invited to apply. Please bear in mind that all income sources should be factored into the cashflow forecast document that you provide**  
*(no more than 400 words)*

Prompts:

- *Have you taken advantage of other Government schemes and measures which have been introduced since the pandemic began, if so, please describe what these sources are and what funding you received?*
- *Have you exhausted all reasonable options to cover any anticipated shortfall due to the Covid-19 crisis, including affordable lending; viable alternative options for commercial, contributed, and philanthropic income; and using your own resources?*

**Briefly tell us about your organisation and its work.**

*(no more than 400 words)*

Prompts:

- *What cultural activities does your organisation create, present or support?*
- *What activity do you plan to deliver within the funding period, and how is this the most appropriate way for you to transition to a full operation?*
- *What conclusions have you drawn about likely consumer behaviour during this period, and what is its impact on your plans?*
- *Please describe the current status of your organisation: are you operating, partially operating or have you temporarily closed/ceased trading?*

**Briefly set out your organisation's current position, detail on projected/forecast risk of no longer trading viably and how you would use a grant from this fund to achieve financial viability. You will be able to provide further information, should you be invited to apply**  
*(no more than 400 words)*

Prompts:

- *How have you managed financial risk in your organisation during this period and, if appropriate, how have you adapted your plans as the public health context has changed?*
- *If you have previously received a Culture Recovery Fund grant, how have you used it wisely and prudently, including, if appropriate, how you repurposed it as the public health context has changed?*
- *Please outline your projected risk of no longer trading viably within the 12 week period stipulated for this fund.*

We may, by exception, contact you to obtain further information about and/or discuss your plans for long term sustainability prior to permission being granted.

Organisations that previously scored 'Not met' for Cultural Significance in previous Culture Recovery Fund rounds may not be granted permission to apply. However, we will review any previous information alongside any new information provided in response to the second prompt in the Permission to Apply form. This combined information will be used to determine whether you will be invited to apply.

If you have previously applied for a Culture Recovery Fund grant, your original assessment will be used and taken into account, along with any additional information provided in your Permission to Apply form.

Where permission to apply is granted, you will be provided with a Project Number and invited to make an application on Grantium.

The latest we can accept a request to apply to the Emergency Resource Support programme is **12:00 (midday) on 30 September 2021**.

If Permission to Apply is not granted, an organisation may request permission to apply again, revising their activity or providing different information.

Please note, organisations may request permission to apply for Emergency Resource Support a maximum of 2 times.

**3. Check the information in your applicant profile on Grantium is accurate and up to date**

See the [guidance on our website](#).

**4. Prepare and submit your application**

You must apply through our [online application portal](#) within **5 working days** of permission to apply being granted. You can only submit **one** application to this fund.

If you have not previously received a Culture Recovery Fund award, you must apply against all three criteria: your plans for financial viability, cultural significance, and opening up access, using the prompts below to help you.

## **How to apply**

The application form will ask you a series of questions, ask for a set of mandatory attachments and to detail your anticipated expenditure, your current financial situation, your return to sustainability and maintenance of that sustainability through 2022-23.

We have tried to keep the questions as straightforward as possible, so that you can provide us with only the information we need to make a decision. Some questions have prompts you need to consider when providing your answer.

## **Basic Details**

The application will firstly ask for some basic details including:

- an overview of your organisation and its work
- the amount you are requesting from us
- your last two years' turnover
- whether you are a for-profit organisation

- whether you have previously received a Culture Recovery Fund award
- your current and predicted reserves position
- information about your workforce

## **Financial information**

On the next screen you will be asked to tell us about the income that you have received to date, and that you are expecting to receive until the end of December 2021, from other Government Covid-19 relief schemes.

We will ask you to briefly explain how you have factored these Covid-19 relief funds into your application (including your financial attachments) and why you cannot draw down additional funding via those routes.

If you have not received income from one or more of the Covid-19 relief funds that we have listed, you will be asked to briefly explain why this scheme/s was not appropriate for your organisation, with specific reference to the financial details provided elsewhere in your application.

We will use this information to determine how far you have utilised all other reasonable options to ensure that your organisation remains financially viable including government relief schemes<sup>6</sup>; affordable lending; viable alternative options for commercial, contributed and philanthropic income; and using your own resources.

We will then ask you to provide answers to the following questions:

### **1. Your plans for financial viability**

#### **Tell us how Covid-19 has impacted your financial viability, resilience and sustainability**

---

<sup>6</sup> These schemes include but are not limited to the Coronavirus Job Retention Scheme, Restart Grant Scheme, Recovery Loan Scheme, Additional Restrictions Grant Scheme, Coronavirus Statutory Sick Pay Rebate Scheme, Coronavirus Business Interruption Loan Scheme, Coronavirus Bounce Back Loan Scheme, Retail, Hospitality and Leisure Grant Fund, Small Business Grant Fund, Kickstart Scheme

*(up to 4,000 characters including spaces, approximately 700 words)*

You will need to tell us:

- how your organisation was financially viable before the Covid-19 pandemic took hold
- how your organisation is at clear risk of no longer trading viably within 12 weeks of the point of application
- what factors have led to your organisation being in this position, and whether these are temporary or long-term challenges
- how you have reduced your organisation's core costs in order to ensure your organisation is more financially resilient
- what other Government schemes<sup>7</sup> you have taken advantage of, how funding from these sources was used and how this is factored in to the financial documents provided
- any other cost saving measures you have introduced since the pandemic began
- how you have exhausted all other reasonable options to ensure that your organisation remains financially viable, including affordable lending, viable alternative options for commercial, contributed and philanthropic income, and using your own resources

If you have previously received a Culture Recovery Fund award, including from the British Film Institute, Historic England and National Lottery Heritage Fund and via the Emergency Grassroot Music Venues and/or Capital Kickstart Fund please also tell us:

- why you need financial assistance now, explaining how your situation has changed since each of your original Culture Recovery Fund application(s)

---

<sup>7</sup> These schemes include but are not limited to the Coronavirus Job Retention Scheme, Restart Grant Scheme, Recovery Loan Scheme, Additional Restrictions Grant Scheme, Coronavirus Statutory Sick Pay Rebate Scheme, Coronavirus Business Interruption Loan Scheme, Coronavirus Bounce Back Loan Scheme, Retail, Hospitality and Leisure Grant Fund, Small Business Grant Fund, Kickstart Scheme

**Tell us your plan for how a grant from this fund will enable you to achieve financial viability (no later than 31 December 2021) in the way that is appropriate for your organisation**

*(up to 4,000 characters including spaces, approximately 700 words)*

You will need to tell us:

- your plan for the most value for money route to financial viability
- how you have considered whether full reopening, scaled-back reopening, or remaining closed with a reduced cost base provides your best chance for longer-term survival
- how you have the skills and experience available at a senior level to enable you to adapt and flex your business to the changing external environment, and ensure the best chance of longer-term viability, sustainability and recovery
- tell us about your assumptions around demand, how you assume your audiences and visitors will return and the support you require to transition back towards a pre Covid operating model
- what financial controls, monitoring and reporting processes you have in place to ensure the effective financial management of your organisation
- how you have carried out a thorough review of your current business and governance model, other potential models, and which model best supports your plans for recovery.
- where no such review has taken place, how you intend to do so (e.g. by including costs for external advice on organisational development within your application)
- where organisational development costs are included, what options analysis has been undertaken

## **Attachments**

**You must provide the following mandatory attachments in support of your application using the templates provided for your cashflow forecast and budget.**

- a completed [cashflow forecast template](#), showing April 2021 to April 2022

- a completed [detailed budget template](#), showing April 2021 to April 2022
- a balance sheet as at the point of application, showing actual levels of restricted and unrestricted reserves
- a balance sheet projection for the point you predict a return to financial viability, showing projected levels of restricted and unrestricted reserves
- last two financial year's full financial statements, prepared to the relevant legal standard for an organisation of your size and status

Allowable formats: xls, xlsx, pdf, doc, docx

The limit on file size is **10 megabytes**.

If your application does not contain the information we need, in the format we ask for it to be in, we may not be able to consider your application.

**If you have previously received a Culture Recovery Funds award, you do not need to respond to criteria 2 and 3.** We will use your previous assessment and any additional information from your Permission To Apply form to support the decision-making process.

## **2. Cultural Significance**

We will ask you about your organisation's work and its significance within the cultural sector. If you do not produce cultural work directly, you must demonstrate how your organisation enables and supports the production of culturally significant work in England. You will need to respond to the following question, using the prompts below to help you:

**Tell us about your organisation's work and how it is considered to be culturally significant and/or how it contributes to providing cultural opportunity in England**

*(up to 4,000 characters including spaces, approximately 700 words)*

You will need to tell us about:

- a) your national and international significance within the cultural sector  
**and/or**

b) your key role in providing cultural opportunity in a community in England

You only need to answer option a) or b), although you are welcome to respond to both if you prefer.

a) the following prompts will help you to tell us about your national or international significance in the cultural sector, if that is most relevant for your organisation:

- that you are an organisation which makes a major contribution to the national and international reputation of the cultural sector in England, and that you can demonstrate your commitment to excellence and innovation in the way you create, present and distribute content and to building national and/or international partnerships
- If you do not produce cultural work directly, how your organisation enables and supports the production of culturally significant work
- that your organisation has national or international reach, relevance and impact, for example whether you care for and provide public access to buildings or collections that are nationally or internationally significant or that your activity is important for the development of your artform or discipline and/or
- that you offer public access to nationally or internationally significant artistic, curatorial and/or cultural training or employment, including the development of a diverse and growing talent pipeline provision or content and/or
- that you fulfil a national or international leadership or development role within an artform/sub-artform or discipline that could not be easily replicated or replaced

b) the following prompts will help you to tell us about your role in providing cultural opportunity in a community in England, if that is most relevant for your organisation:

- that you are located in a place where there is a relatively low number of cultural organisations, and whose loss would further reduce cultural

engagement opportunities for the public, particularly for people from underserved groups in society and for young people

- that you are located in a place where there are relatively low levels of cultural engagement, as per the Active Lives survey, and that, as an organisation, you work with people there, particularly those from underserved groups, to help them develop and express their creativity throughout their lives
- that you are a vital cultural organisation in a place, because of the employment opportunities you provide, the contribution you make to economic agendas such as tourism, the important role you play in enhancing local creative skills, and/or your organisation's presence at the centre of a high street, place or community. You may wish to set out local support of your role such as from a Council or Councillors, Local Enterprise Partnership, MP
- that, as an organisation, you play an important role in supporting a collaborative approach to the cultural ecology within a place, through partnership with other cultural organisations, and/or with organisations in other sectors (for example, a Cultural Education Partnership)
- that, if your organisation is a museum, you care for collections which have important regional, local or community resonance, and/or the loss of that collection would impact disadvantaged communities, and/or our understanding of diverse communities across England<sup>8</sup>

Where cultural significance is met, but plans for future sustainability are underdeveloped, the Arts Council may seek to engage with organisations further to discuss these plans and may wish to discuss other potential forms of intervention or support.

### **3. Opening up access**

We will ask you about your plans for opening up access to culture within your organisation and your wider audience base. You will need to respond to the following question, using the prompts below to help you<sup>9</sup>:

---

<sup>8</sup> See our [FAQs](#) for further information

<sup>9</sup> Arts Council England has some useful publications for applicants to consult when considering diversity for their application, further information can be found [here](#).

**Please tell us how you will open up access by improving the diversity of your audiences, visitors, participants, workforce and governance?**

*(up to 2,000 characters including spaces, approximately 350 words)*

You will need to tell us:

- what steps you will take to broaden the diversity of your workforce and governance, including socioeconomic diversity, and the impact of those changes
- what steps you will take to broaden the diversity of your audiences, visitor base and participants, including socioeconomic diversity, and the impact of those changes

Effective plans for opening up access should include information on the objectives organisations will achieve, underpinned by a series of milestone dates across the funding period showing how each element will be delivered.

Effective plans should clearly set out who is responsible for each objective within the overall activity with a clear reporting process to or oversight from the relevant management team or board.

The term diversity refers to a broad range of considerations, particularly the ‘protected characteristics’ as defined in the Equality Act 2010<sup>10</sup> and are not restricted to physical access or ethnicity. Organisations should also consider the impact of socio-economic diversity.

We do not expect all applicants to respond to both prompts. For example, some supply chain organisations may be unable to undertake substantial audience facing activity, and so an effective plan for opening up access would focus on broadening the diversity of workforce and governance. Organisations that deliver public facing activity however, should include consideration of their audiences, as well as workforce and governance.

---

<sup>10</sup> Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation

Effective plans for opening up access might include longer term ambitions, but also include a realistic, planned approach for the funding period with clear milestones that show how all ambitions will be achieved<sup>11</sup>.

## **Expenditure**

We will ask you to complete an expenditure table, so that we can see how the grant will be spent. You should select the relevant headings when outlining what costs the grant will cover, which are listed in the application as:

- Staffing costs
- Overheads
- Operational costs
- Consultancy fees
- Organisational development
- Covid-19 Debt
- Maintenance costs
- Programme delivery
- Reserves
- Freelance contract costs
- Other

You must tell us which staff costs will be paid for with the Culture Recovery Fund grant. You cannot then apply for funding for these specific staff costs from the Coronavirus Job Retention Scheme or any other Government funded scheme.

## **Delivery - Your Plans**

---

<sup>11</sup> The Arts Council published further information to support previous CRF recipients in providing effective plans around diversity and opening up access – these may be useful to review when preparing your application - <https://www.artscouncil.org.uk/culture-recovery-fund-grants/information-applicants-offered-funding#section-5>

We will ask you to complete a table outlining the key points in your headline plan for delivery and when you expect to reach these points. This is to give us an overview of what you intend to deliver over the period the CRF Grant will be used.

### **Area of Benefit**

You should complete the table on this page with any details of other sites or venues that are included within the application, or if the area/s you work in is in a different geographic location to the address your organisation is registered. For example, if you have a number of venues that are covered within the application or are a touring organisation and therefore will work at multiple sites.

## **Section five – How decisions will be made**

Your application will be checked to ensure that you have provided all the information we have requested.

Decisions will be made by Arts Council England. We will make our decision based on the information you provide in your application form and accompanying attachments, and any other information we hold about you including previous Culture Recovery Fund applications and monitoring information, any further information that we requested as part of the process and, where relevant, data and information held in the public domain.

If you have applied for more than £1 million (either in this round, or cumulatively over this and previous CRF rounds), we may share your application with the Culture Recovery Board (or a subset of the board) appointed by DCMS and ask them for comment before a final decision is taken.

Where applications are judged to be complex these may also be shared with the Culture Recovery Board.

**If your application does not contain the information we need, in the format we ask for it to be in, your application may not be considered for funding.**

If we require clarification on any of the information provided, we will attempt to obtain additional information, but the speed at which this fund will be delivered means this may not be possible. You are therefore advised to include **all relevant information** in your application.

We will share relevant information from your application with individuals and/or organisations that are helping us assess and monitor this programme.

### **Assessment**

If applying for £1,000,001 and over (including cumulative applications from organisations who have previously received a grant from the Culture Recovery Fund), the financial section of your application may be assessed by an external

financial expert.

If you have not previously received a Culture Recovery Fund award, you will be assessed against all three criteria, as set out in section four.

If you have previously received a Culture Recovery Fund award, your original assessment will be used and taken into account. along with information from your Permission to Apply form and the additional financial information provided.

The **Your plans for financial viability assessment** (questions 1 and 2) will apply a rating, as below:

- **Not met:** *The application does not meet the basic criteria*
- **Met:** *The application sufficiently meets the basic criteria*
- **Strong:** *The application strongly meets the basic criteria*

You must demonstrate you were financially viable prior to March 2020, at risk of no longer trading viably within 12 weeks of the point of application, that you have credible plans to return to financial viability no later than 31 December 2021, and that your plans are robust enough to ensure that you remain financially viable in the financial year 2022-23.

When you demonstrate your approach to this, you should include, where appropriate, how you intend to carry out business and governance reviews (with external advice where appropriate) and plans for implementing their conclusions.

Where, on the basis of information provided in your full application, we have concerns about the vulnerability of your plans for long term sustainability, but where you are strongly culturally significant, we may – by exception – contact you to discuss your plans and consider whether further support may be appropriate. In such cases we may also include bespoke conditions in your grant agreement.

The **Cultural Significance assessment** (question 3) will apply a rating, as below:

- **Not met:** *The application does not meet the basic criteria*
- **Met:** *The application sufficiently meets the basic criteria*

- **Strong:** *The application strongly meets the basic criteria*

You must demonstrate that your organisation is culturally significant and/or contributing to providing cultural opportunity in England. If you do not produce cultural work directly, you must demonstrate how your organisation enables and supports the production of culturally significant work in England.

- An applicant will be rated ‘Strong’ against cultural significance if, in the view of the Arts Council, it has been able to demonstrate that it makes a significant, distinctive and particular contribution to the national and international reputation of the cultural sector in England that could not easily be replicated or reproduced.
- An applicant will score ‘Strong’ against cultural significance if, in the view of the Arts Council, it has been able to demonstrate that it plays an important role in its place and community, providing cultural opportunities to communities that currently have limited access to other cultural opportunities within easy reach.

The ratings applied will determine whether an application is suitable for funding. If the application scores ‘Not met’ against ‘Your plans for financial viability’ or ‘Cultural Significance’, then it will not be recommended for funding.

The **Opening up access assessment** (question 4) will apply a rating, as below, which will be considered alongside the two core criteria:

- **Not met:** *The application does not demonstrate sufficient plans for improvement*
- **Met:** *The application demonstrates sufficient plans for improvement*
- **Strong:** *The application demonstrates strong plans for improvement*

Applications scoring ‘Not met’ against Opening up access, that go on to be successful, will be required to produce a satisfactory access action plan as a condition of receiving a grant.

## **Decision Process**

We will use the criteria scores to support the decision making process.

Where demand exceeds the available budget, we will also take other considerations into account when making our decision, to enable us to differentiate between a number of applications which meet the criteria and ensure a good spread of investment.

- **Geographic spread:** we will take into account the need to support cultural organisations across England. We will also consider whether your organisation is based in an area of low cultural engagement.<sup>12</sup>
- **Opening up access and participation in culture:** we want to support organisations that are committed to opening up access by developing diversity within their audiences, participants, workforce, and governance, and for those organisations that are important to their local places and audiences and who promote understanding of diverse communities across the country.
- **Range of artforms and disciplines:** we want to support a range of organisations across the cultural ecosystem including our defined artforms and disciplines. These are: combined arts (multiple artform, cross artform or hybrid artforms), dance, literature, museums, music, theatre and visual arts
- **Size and type:** we want to support a mix of cultural organisations across a range of sizes and scales including, for example, building-based companies, touring companies, arts venues, festivals and other types of organisations

When considering your application, a judgement will be made on whether sufficient evidence is provided in support of the level of financing requested and a reduced offer may be made.

The criteria for the Culture Recovery Fund have been set by the Department of Digital, Culture, Media and Sport (DCMS) and the grants are administered, awarded and monitored by Arts Council England on behalf of DCMS.

---

<sup>12</sup> As defined within the [Active Lives Survey](#).

## Section six – After our decision

As this programme is administered, awarded and monitored by Arts Council England on behalf of DCMS, all successful applicants will be required to participate in a post-programme evaluation and to comply with proportionate reporting and monitoring arrangements.

Should your application for a grant be successful, we will ask you to provide a statement by your board (or equivalent) confirming the acceptance of the following conditions:

- the organisation will exercise pay restraint for at least 18 months from the date of the funding agreement, where legally possible for them to do so, including imposing a pay freeze for all senior staff<sup>13</sup> and 10% pay reductions to pre-Covid-19 pay for those contracted to receive above £150,000 per year<sup>14</sup>
- the organisation will demonstrate a commitment to open up access and increase the diversity of its audiences, visitors and/or participants, as well as its organisational diversity
- the organisation will demonstrate a commitment to progress towards net zero greenhouse gas emissions by 2050 and reporting against it
- the organisation will demonstrate a commitment to increase educational/outreach work
- the organisation will comply the rules relating to Subsidy Control<sup>15</sup> (please see [section seven](#) for further information)
- the organisation will ensure they take reasonable steps to protect the heritage assets they are responsible for, in particular their physical estates.

In considering any future application you make to Arts Council England, we will take into consideration whether these conditions have been implemented.

If your application scored Not Met against Opening up access, we will ask you to produce an Opening up access milestone plan as a condition of your first and final payment to monitor your progress.

---

<sup>13</sup> In relation to this fund, senior staff are defined as any employee earning over £100,000.

<sup>14</sup> Local Authorities and Universities are exempt from applying the pay restraint condition

<sup>15</sup> Government guidance on the rules relating to Subsidy Control can be found [here on gov.uk](#)

We may, in exceptional circumstances and as appropriate, apply additional conditions that are specific to your organisation.

Where costs included in your application are also covered by insurance and a claim is successfully made, or a pay-out for an existing claim is received, your CRF grant may be affected. In such a situation we would expect to be notified and would reduce the grant accordingly at final payment, or if necessary, to reclaim funds already paid.

Any award made through this fund will also be subject to monitoring requirements and acceptance of the [Culture Recovery Fund: Standard Terms and Conditions for Grants](#).

Your payment schedule will be set in line with need as demonstrated in your cashflow, with a minimum of 10% held to be released on receipt and review of all final conditions at the end of the grant. Please be aware that funding must be paid into and administered via a UK based bank account.

## **Section seven – Further information**

### **Subsidy Control**

There are new legal requirements that apply to the award of subsidies in the United Kingdom. These new requirements came into effect from 11pm 31 December 2020 and they have largely replaced EU “State aid” rules. These new requirements are known as the Subsidy Control rules.

As part of your application, you must provide a declaration. This declaration is whether or not any grant awarded to you by the Arts Council constitutes a “Subsidy” within the meaning of the Subsidy Control rules.

A "Subsidy" only exists when the following cumulative characteristics are present:

- financial assistance which arises from the resources of the UK or EU;
- that financial assistance confers an economic advantage on economic actors;
- that financial assistance is specific insofar as it benefits, as a matter of law or fact, certain economic actors over others, in relation to the production of certain goods or services; and
- has, or could have, an effect on trade or investment between the Parties.

“Economic actors” is a technical term within the Subsidy Control rules. Where "economic activity" is not present then no “Subsidy” occurs. In this context "economy activity" is the offering of goods or services on a market. Many arts and culture organisations are considered not to be engaged in “economic activity” and therefore not in receipt of a “Subsidy”.

If you are familiar with the previous EU “State aid” regime, the definition of what is a “Subsidy” is substantively similar to what is “State aid”, which recognises that certain activities related to culture, heritage and nature conservation may be organised in a non-commercial way and as a result be non-economic in nature.

Public funding in such circumstances may therefore not constitute “Subsidy”. For example, public funding of a cultural or heritage conservation activity accessible to the general public free of charge will normally fulfil a purely social and cultural purpose, which is non-economic in nature. In the same way, the fact that visitors

of a cultural institution or participants in a cultural or heritage conservation activity (including nature conservation) open to the general public are required to pay a monetary contribution that only covers a fraction of the true costs should not alter the non-economic nature of that activity, as it cannot be considered genuine remuneration for the service provided.

Most arts and culture organisations as a result consider the public funding they receive not a "Subsidy". However, this is not always the case and before you complete your declaration, we recommend that you carefully read through and consider this section.

We have also prepared a [FAQ on Subsidy Control](#).

Where a "Subsidy" is present then the award must comply with the requirements set out in the [Trade and Cooperation Agreement with the EU \("TCA"\)](#).

Where a "Subsidy" is declared you will be required to provide further information to us. This is to establish whether the "Subsidy" would be considered lawful under the TCA.

You may want to also consider taking legal advice before completing the declaration, but this is not mandatory.

Organisations that receive funding may be subject to additional conditions relating to Subsidy Control. We note that the Government has recently consulted on the Subsidy Control rules and, therefore, the Arts Council reserves the right to impose further requirements and additional conditions in relation to this matter.

### **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) for more information.

### **Public sector equality duty**

Your application form gives us information we may use to report to the Government or to monitor the different backgrounds of people who receive awards. Under the Public Sector Equality Duty we must research and monitor the different backgrounds of people who receive our investment.

### **Counter fraud measures**

Arts Council England has a [Counter Fraud Strategy and Policy](#) and appropriate measures will be taken to ensure that grant holders given funding through this programme use the funding appropriately. This will include conducting checks at the point of application and award, and random sampling checks on a proportion of grants made. All grant holders are required to retain their financial and other documentation relating to the grant and maintain a full audit trail. Arts Council England reserves the right to request this at any time.

### **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 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 UK General Data Protection Regulation, 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 details**

Arts Council England  
The Hive  
49 Lever Street  
Manchester  
M1 1FN

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

**Customer Services:** [www.artscouncil.org.uk/contact](http://www.artscouncil.org.uk/contact)

July 2021