



Access Support

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**ARTS COUNCIL
ENGLAND**

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Introduction

This document relates to the Music Hub Investment Programme. It can be used alongside the Guidance for Applicants documents to support you to make your application. See our [website](#) for more information about the Music Hub Investment Programme.

This guide will outline information about:

- the access support available before you submit an application
- the process for requesting access support
- the access support available if your application is successful
- how you can contact us if you need further help

This information is also available in audio, Easy Read and large print formats. If you require it in an alternative format, please get in touch.

Arts Council England are committed to helping everyone decide if applying to become a Music Hub Lead Organisation is right for their organisation and then to help them make an application.

If you, or the key people working on your organisation's application are:

- deaf
- disabled
- neurodivergent
- are experiencing poor physical or mental health

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

This sheet outlines the ways we can help at different stages of the application process, and how to show these costs in your application budget.

Section 1 - Access support before you apply

We can help you to access our information and services before you apply. Our Customer Services team are on hand to give you advice and support throughout the application process. You can contact them by:

Telephone: 0161 934 4317 between 10am and 4pm, Monday to Friday

Livechat: by [clicking the icon in the bottom right-hand corner of our website](#) between 10am and 4pm, Monday to Friday

Email: enquiries@artscouncil.org.uk. We aim to respond to emails within five working days at the most – but we mostly respond within 48 working hours

Contact form: on our website at artscouncil.org.uk/contact.

Introductory conversations

All applicants will need to book an introductory conversation with Arts Council England before they submit an application.

We can provide access support to support you in booking in an introductory conversation and during the conversation.

We are committed to ensuring that everyone gets sufficient information on our grant programmes to help them decide whether to apply. If we do pay for any access support for your introductory conversation preparation or call, you do not have to make an application if you feel your organisation is not ready to become a Music Hub Lead Organisation.

The general support the Customer Services team can give includes:

- advice on eligibility and our application processes
- how to navigate our systems such as our online portal, Grantium
- how to set up a profile on Grantium
- resetting passwords
- setting up an introductory conversation about applying as outlined above

In addition, more specialist access support from the team includes:

- providing guidance in a different format
- referring you to a named contact in Customer Services who will help you throughout your application where possible or practical
- paying for a support worker to help you access our information or make an application. This will need to be approved by the Access Support team first.
- where needed, and on a case-by-case basis, agreeing extensions to the application deadline for those who may need additional time

What we cannot support

We cannot pay for the following:

- support for developing your application, such as the cost of an arts worker, bid writer or development consultant
- support for staff who are already paid a salary by the applicant organisation
- translation from other languages into English
- costs related to caring responsibilities
- costs already covered by the Access to Work scheme or any other sources

For more information about the Access to Work scheme, please visit the government website: [gov.uk/access-to-work](https://www.gov.uk/access-to-work)

If you cannot read the guidance for applicants

The Guidance for Applicants for Music Hub Lead Organisations are available in PDF as well as in audio, Easy Read and large print formats. Access the Guidance for Applicants [here](#).

If you need another format, such as British Sign Language or Braille, please [contact us](#) (see contact information at the end of this document).

Pre-application Access Support

If you are the lead applicant and require one-to-one access support, we can pay for an access support worker to assist you to make your application.

Here are a few examples of what support work can include:

- Note taking and interpreting ideas to write up answers
- Helping process the application questions and forms
- British Sign Language (BSL) interpretation
- Helping applicants to navigate Grantium, our online application system
- Signposting to other resources or asking us for additional support

A support worker's role is to **remove barriers** for someone applying to the Arts Council for **funding or using our services**. This must be **tailored to your needs** – there is no 'one size fits all' approach.

We ask for a **breakdown of support work** at the start. We also ask how this is **shaped around you**.

If you are experiencing any difficulties in completing your application, we are happy to help. Please contact our Customer Services team by calling 0161 934 4317 or by emailing enquiries@artscouncil.org.uk.

If you are struggling to submit your application within the deadline and feel you might need an extension, please contact enquiries@artscouncil.org.uk.

Your request will be reviewed by the team and we will send confirmation if your extension request has been accepted.

Please note that this might take up to five working days.

Process for requesting Access Support

1. Submit a request through [this online form](#). You can also submit your request by phone or LiveChat (10am-4pm Monday to Friday).
2. The Access Support Team will review your request and get back to you **within 5 working days**. We may ask for further information.
3. Once you receive an approval email, the access support work can start. We can't pay for any support work done before we have approved your request.
4. The Access Support Team will arrange payment directly with your support worker, who will be paid once the work is completed.

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

A support worker can be anyone you trust to give you the support you need. If you don't have a support worker in mind, we may be able to help.

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

Once your support worker has completed the agreed work, they should send their invoices to purchase.ledger@artscouncil.org.uk. They will need to quote the Purchase Order provided and the application project number on the invoice. We will pay them when we know the work is complete and you are satisfied with the work they have done.

Grantium and access support workers

If you need any support accessing Grantium, your access support worker can help you. They can help you set up your user account to create a Grantium applicant profile in your name and using your contact details, if you do not already have one.

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

If you wish to, you can then link up your applicant profile with your support worker's user account. This will give them access to your application and the rights to make changes on your behalf.

For guidance on how to link profiles, visit the [Grantium support page on our website](#) and download the document "How to create and manage your account and applicant profile". Both user accounts will then be able to work on, and receive notifications about, any applications made.

If you need help linking profiles, please email enquiries@artscouncil.org.uk with the information below and we can link the profiles for you.

- your name and applicant number; and
- your support worker's Grantium username and email address

Section 2 - Support if your application is successful

Personal Access Costs

Personal Access Costs pay for the costs to **remove barriers** to being able to **manage your grant** or **deliver your project**. This is **for you** or **anyone directly involved** in the project.

This is separate to Access Support. Personal Access Costs are for after you are awarded funding. Access Support is for support applying for funding.

Your application must include any extra access costs to:

- deliver your project
- manage your grant online and your relationship with us.

You can use our grant towards these costs. The amount of access costs you can include in your application should be relevant to your activity and the size of your ask.

Only include costs that are directly related to the project you are delivering, or the management of the grant.

We're unable to support general access costs that **aren't specifically related** to the project we're funding.

As the grant holder, you are responsible for paying personal access costs that we fund.

Access support for managing your relationship

If you become a Music Hub Lead Organisation you and your board, or governing body, will have significant responsibilities to provide us with regular reports on the progress you are making on delivering your funding agreement.

You may need extra access costs for you, or anyone directly involved in managing your relationship with us, to:

- report on your organisational progress
- manage your grant online

You can use our grant towards these costs and should include them in the budget section of the Financial Information template under 'access costs'.

Filling in your application form and budget

There is a line in the budget section of the Financial Information template for personal access costs (under 'overheads').

Applicants should make an estimate of what personal access costs will be needed based on the type of work they envisage delivering.

A maximum of 20 per cent of the Department for Education grant for each Music Hub area can be spent on overhead costs. Any access costs included in the overheads section of your budget submission will be considered outside of the 20 per cent.

If you are made a conditional offer of funding, then you will need to submit an updated budget during the funding agreement negotiation as well as for each funding year, which will be an opportunity to update cost details to be more accurate.

Making your activity accessible to others

We can help with the costs of making your activity accessible to as many people as possible.

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

- booking BSL interpreters for events or performances
- making your website compatible with screen readers
- producing exhibition materials in other formats such as in Braille/audio

You can use the core revenue grant towards these costs and should include them in the budget section of the financial information template. These access costs should be reported within your programme of activity budget.

Further information

The organisations below have specialist knowledge about accessibility and may be able to provide guidance or advice:

- [Attitude is Everything](#)
- [Creative United](#)
- [Drake Music](#)
- [Shape Arts](#)
- [Stagetext](#)
- [VocalEyes](#)
- [Youth Music](#)

Access to Work scheme

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

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

Contact us

Telephone: 0161 934 4317

Email: enquiries@artscouncil.org.uk (for general queries) or

access@artscouncil.org.uk (for access related queries)

Website: artscouncil.org.uk

Post: Arts Council England

The Hive, 49 Lever Street

Manchester

M1 1FN

You can also Livechat with our Customer Services team by clicking the icon on our Access Support page: artscouncil.org.uk/access-support