

**GUIDANCE FOR APPLICANTS TO THE NATIONAL PORTFOLIO**

# **Creative People and Places Programme 2026-2029**

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**ARTS COUNCIL  
ENGLAND**

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

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# Access Support

We are committed to being open and accessible to everyone. We realise some people may find that there are barriers to applying for a grant or accessing our services. Our [Access support webpage](#) explains the ways we can help.

## Do you need this information in another format?

You can also find the following versions of this guidance on our [website](#):

- audio
- British Sign Language (BSL)
- Easy Read
- large print

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

**Web** [artscouncil.org.uk](https://artscouncil.org.uk)

**Post** Arts Council England – NPO The Hive,  
49 Lever Street Manchester M1 1FN

**Telephone** 0161 934 4317

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

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

# Welcome to the National Portfolio Creative People and Places Programme

Thank you for your interest in the National Portfolio Creative People and Places programme 2026-2029. Creative People and Places (CPP) makes a key contribution to the delivery of Arts Council England's 10-year strategy [Let's Create](#); in particular our [Cultural Communities Outcome](#), but also our [Creative People Outcome](#). We also expect Creative People and Places applicants to consider our four Investment principles – you can read more about these [here](#).

As with previous programmes, the available budget will be allocated to our five areas according to the number of eligible places and the 16+ population within them according to the Office for National Statistics mid-2021 population estimates. We expect to announce the total indicative budget for this programme in the Autumn when the application portal opens.

# Section One: About the Programme

Some communities have limited engagement with arts and culture due to barriers like lack of opportunities, socio-economic factors, and physical accessibility. The goal of Creative People and Places is to ensure that everyone can access culture and express creativity, fostering thriving communities through inclusive and collaborative cultural approaches.

The vision is to support the public in shaping local arts and culture, increasing attendance and participation in excellent cultural experiences. This investment aims to foster long-term collaborations among communities, arts organisations, museums, libraries, and voluntary sectors, encouraging innovative cultural programmes that genuinely engage people and involve a variety of partners.

The **central aims and objectives** of the fund are as follows:

1. **Engage more people** from eligible places in a wide range of arts and cultural experiences as audiences and/or participants
2. **Empower communities** to lead and shape local cultural provision.
3. **Excellence and relevance** in both the engagement process and the creative and cultural experiences on offer
4. **Encourage partnerships** between publicly funded, amateur, voluntary, community and commercial sectors, as well as collaboration across various cultural institutions.
5. **Take an Action Research approach** to community engagement in arts, creativity, and culture; learn what works best and share that learning.

## Things to consider

In thinking about how you will achieve the above aims, applicants should consider how you will:

1. Develop programmes that respond to the demographic in your area and are inclusive of the *whole* place;
2. Take an asset-based approach
3. Both respond to public creative and cultural interests *and* provide a taste of the widest possible range of high-quality experiences (as audiences and participants) to support people to make an informed choice about the kinds of culture they may like;

4. Challenge and support people to try new and different things with *all* partners being introduced to new and broader creative and cultural choices (local, national and international) and different ways of working with communities;
5. Be clear about what is different about your approach. Describe anything in your proposal that you believe is not currently being tested anywhere else and might be distinctive to your programme;
6. Reflect Arts Council England's four [Investment Principles](#).

### **The outcomes we are looking for:**

Alongside the central aims of the fund as outlined above, the programme is driven by **three key questions**:

1. Are more people from places of least engagement experiencing and inspired by creativity and culture and what are the most effective ways to achieve this?
2. What approaches enable us to deliver on our aspiration for excellence, both in the process of community engagement and the creative and cultural experiences on offer?
3. What else are we learning that facilitates better public engagement in creativity and culture?

### **How much can you apply for**

Applicants can apply for between £750,000 and £1,000,000 for a three-year period regardless of the number of eligible places you are applying to cover.

### **Match Funding**

A minimum of 15 per cent of the total cost of the activity is to come from sources other than Arts Council England. This can include:

- Ticket sales and other earned income over the period of the project;
- Funding from public organisations such as local authorities;
- Cash donations from individuals or companies;
- Grants from other National lottery distributors;
- Donations of equipment or materials subject to suitable valuations;
- Grants from trusts and foundations;
- Public appeals and fundraising events;
- A contribution from your organisation;
- In-kind support – this can include volunteers where they are contributing a specific skill.

## Section 2 : Before you start your application

### Check your Eligibility

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

### Who can apply?

- A lead applicant on behalf of a consortium whose activity focuses on benefiting people from places included in the list of [eligible locations](#)
- A consortium must include representation from community groups and cultural organisations (as set out in this guidance).
- The lead applicant must have a registered office in England or Wales
- National portfolio organisations can only apply if the activity proposed is in addition to their funded activity
- All grant funds from this programme must be applied to delivering a self-contained, financially ring-fenced creative and cultural project with a clear benefit to the public and in a way that ensures no grant funds contribute to an organisation's profits

### More about Consortia:

We will only accept applications from consortia. Governance arrangements should be led by the consortium, who act as an oversight board and hold the specifically recruited delivery team to account.

By 'consortium' we mean a group of separate organisations joining together in a written partnership arrangement and co-operating to facilitate oversight of delivery of the programme of activity for the duration of the funded period.

There will need to be a single named organisation who apply on behalf of the consortium. We would not expect core consortium members to be delivery partners in the programme unless by exception.

- Only consortium applications will be accepted, led by a single organisation representing and on behalf of, the consortium.

- Consortia must include community and/or grass roots organisations (non-arts/cultural) and arts/cultural organisations. The community representation cannot be from cultural organisations or groups.
- Individuals cannot be core consortium members
- Each consortium should have three to five core members, with additional affiliates/partners who may change over time.
- Consortia should consider appointing an independent chair
- Core consortium members govern the programme and are accountable for meeting funding aims, while the delivery team is accountable to the core consortium and retain a level of operational independence.
- Partnership agreements between core consortium members are essential and must be kept up-to-date.
- Organisations can be core members in only one consortium application.
- Consortia may apply to cover multiple places if it makes geographical sense.
- Subcontracting project components requires written approval if successful

### **A note on organisations specifically constituted to deliver Creative People and Places.**

This applies to organisations funded in previous rounds who have constituted for the primary purpose of delivering their Creative People and Places programmes. Applications from these specifically constituted organisations, who will be the accountable body and be delivering the CPP programme, are acceptable. This is because their primary purpose would be the delivery of the Creative People and Places programme. The programme must still be overseen by a consortium – distinct from the constituted organisation's board

### **Who cannot apply?**

- Individuals or an individual organisation cannot apply – though a single named lead organisation within the consortium will need to be identified as grant recipient
- We cannot accept applications if you or your consortium members are applying for funding for activities which are aimed at making a profit to be distributed to members or shareholders
- We cannot accept applications for activities taking place outside of England
- Local authorities cannot apply or be named as the recipient of funding for this programme



## Eligible Places

- The list of eligible places can be found on our website [here](#).
- Multiple applications from single places of least engagement are not encouraged; our preference is to see partnership working and a single application.
- A consortium may wish to apply for a single programme of activity that encompasses more than one eligible place.
- This may be appropriate where, for instance, they are geographically close, there are strategic links, there is a desire to do so and there is an economy of scale.
- Existing Creative People and Places programmes can apply for the place they currently cover or an expanded or reduced area.
- In all cases, the application for funding should still be within the funding range of £750k to £1million

## 10 Year Eligibility Rule

We have introduced a ten-year eligibility rule which means that if a place is eligible for CPP, *and receives funding*, this same place will remain eligible for ten years regardless of boundary or data changes. Eligibility does not guarantee an application will be successful – only that they can apply. See our Frequently Asked Questions (FAQs) for further details.

## What activity can be supported?

- Activities that support the aims of the programme in the eligible place or places as defined in this guidance

## What activity cannot be funded?

- Activities that are not related to creativity and culture
- Activities that do not benefit or engage people in England (in the short or long term)
- Support for endowment funds or any significant capital costs. In that event, no more than 10 per cent of the grant may be allocated towards eligible capital costs (equipment etc)
- Activities (including buying goods or services) that have started, been bought, ordered or contracted before we make a decision about your application. This is because we cannot fund activity retrospectively

- Costs that are already paid for by other income including your own funds or any other funding
- Setting up your own grant application schemes
- Activity that is entirely focused on artist development programmes

**Eligible places which currently receive significant investment from the Arts Council and that have an established arts and culture infrastructure.**

- We will take into account the existing investment and infrastructure in any place
- Applications from areas that currently receive significant Arts Council investment will need to demonstrate added value and make a compelling case for additional investment. This will be included in our assessment criteria.

**Other Key Eligibility Points**

- Applications must be made by a lead applicant on behalf of a consortium for eligible places only.
- All lead applicants must attach a copy of the email we sent confirming that you have had an introductory conversation with an Arts Council England Senior/Relationship Manager.
- Activities must be delivered over three years and start on 1 April 2026.
- Activities must end on 31 March 2029.

**Register your interest**

If you're eligible and interested in either leading an application or becoming a partner on a consortium, we recommend you sign up to our Register of Interest to start forming your connections. By registering, you'll receive notifications about the programme guidance, briefing events, and application portal opening. We'll also use it to share your details with other partners in your eligible place, so you can start to have conversations with each other.

To register your interest, go to our [website](#).

### **Attend or view a Briefing**

We will be delivering a live briefing session for prospective applicants in Summer 2024, which will provide you with further information about the Creative People and Places programme and how to apply. We will publicise the date of the live briefing on our website. A recording of the briefing will also be shared on the same webpage.

### **Set up a Grantium profile:**

You must submit your application via our online portal, Grantium. You will need to create an applicant profile on Grantium, if you do not have one already. For guidance on creating an account and using the grant management system, visit our [website](#). Your applicant profile will need to be validated by a member of our team, which can take up to 10 working days.

### **Book an Introductory Conversation for Your Application:**

After reviewing the guidance and considering your application, you *must* have a detailed conversation with an Arts Council England Senior/Relationship Manager in your area. You can book your introductory conversation from 5 August 24 and it must take place between 5 August 2024 and 19 December 2024. The deadline for booking an introductory conversation is the 9 December 2024.

To schedule the conversation, contact our Customer Services team at 0161 934 4317 or [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk).

The lead applicant must book and attend the conversation, but other consortium members are encouraged to participate.

During the conversation, we will cover the following points:

- Location eligibility and support for the Creative People and Places programme's aims and objectives
- Consortium partners, management structure, and community representation, with a focus on ensuring a community voice
- Finance and management of the proposed lead organisation as well as the proposed Creative People and Places programme
- Distinction between governance and delivery
- Approach to local and national evaluation, monitoring, and participation in the Peer Learning group

Please note that we cannot read or provide written comments on draft applications. It is your responsibility to develop and write the application, including all relevant information. The introductory conversation does not guarantee success, but once completed, we will send you an email confirmation. You can then submit your application, including the email as supporting information in the Attachments section of the online application form. Without this confirmation, your application will be ineligible.

### **Start Your Application**

- The online application form will open on [Grantium](#) on **12 September 2024**
- The deadline for submissions is **midday** on 16 January 2025. Applications submitted after this time will not be considered.
- Before starting your application, you must create a user account and applicant profile on Grantium, if you do not already have one. Approval may take up to 10 working days

## Section 3: What we will be looking for in an application

Your application will be assessed based on its contribution to achieving the aims and outcomes outlined in this guidance.

### Meeting the Brief

This section of your application will carry a weighting of 50% and has a character count of up to 25,000 characters.

### **This section of your application should include/demonstrate the following:**

1. Evidence of incorporating the aims of Creative People and Places in your approach, such as community decision making, co-creation, and co-commissioning of excellent creative and cultural activity;
2. Your methodology to ensure a strong community voice and empowerment in decision-making as well as excellence in the quality of experiences;
3. Plans to ensure inclusivity, including addressing the needs of the local demographics;
4. Plans for continuous learning and sharing with the wider cultural sector; Including a commitment to being an active member of the Arts Council funded national peer learning group(s), Action Learning sets and use of the peer learning digital platform;
5. Details of proposed activities alongside targets for engagement, including:
  - o The total number of people you expect to reach through the duration of the funded programme;
  - o The total number of people you expect to regularly engage as creative and cultural attenders or participants in years one, two, and three of the funding period, using the Active Lives survey's definition of "regular" (i.e., three or more attendances, visits, or participations a year).
  - o A description of any activity and its potential impact or learning opportunities related to the demographics in your place, with a focus on groups who may face challenges in overcoming social and institutional barriers to engagement in creativity, arts and culture.

**Meeting the Brief mandatory supporting attachments:**

**You should also include the following attachments to support this part of your application:**

- A detailed activity plan for the first six months, including milestones and review dates, and an outline plan for the funding period.
- A confirmation email of the introductory conversation with an Arts Council England Senior/Relationship Manager.

**Meeting the Brief Assessment Criteria:**

**This section of your application will be assessed on the following criteria:**

- Clear and convincing vision and plans to deliver on the fund's aims and outcomes and all the elements of what you will be expected to deliver, as described in this guidance, including ensuring excellence in the engagement process and the creative and cultural experiences on offer.
- Appropriate community and cultural partners with clear roles and responsibilities
- If you are an existing Creative People and Places programme and are applying to broaden the places you cover: How you will ensure community representation from the new place in your consortium?
- Realistic, authentic and achievable plans demonstrating how the community will be empowered in shaping provision – what is your methodology for this?
- What is unique or different about your approach?
- For proposed programmes that are taking place in locations that currently receive significant investment from the Arts Council: clear details about the added value the proposed programme will make to your location, and demonstration of a compelling case for additional investment
- Activity that builds on and does not duplicate activity funded by other Arts Council grants.

## **Governance and Management**

This section of your application will carry a weighting of **25%** and has a character count of up to 20,000 characters

### **This section of your application should include/demonstrate the following:**

1. The skill and capacity to deliver the proposed programme including details of the delivery team; to evidence both engagement and creative/cultural expertise;
2. Detailed governance structures, including details of the Consortium Partners and processes which both empower the delivery team and include lines of accountability;
3. A transparent approach to managing any potential or perceived conflicts of interest;
4. How the management and governance of the programme matches the principles of the programme and in particular the ambition for community voice and empowerment;
5. A convincing approach to monitoring and evaluating the impact of your activities, considering the three questions specified in the guidance;
6. An ability to meet Arts Council England's data and monitoring requirements and a commitment to actively participating in the national evaluation programme and network.

### **Governance and management mandatory supporting attachments:**

**You should also include the following attachments to support this part of your application:**

- Single letter signed by all proposed consortium partners evidencing commitment to engaging in the programme;
- Governance documents for the lead organisation (non-National Portfolio Organisations only).

### **Governance and management of the activity assessment criteria:**

This section of your application will be assessed on the following criteria:

- The feasibility of the work plan including the delivery model;
- A demonstration of skill and capacity to deliver the proposed programme including recruitment of delivery team and ability to meet data and monitoring requirements;

- A strong alignment with the applicant's ethos or values;
- An understanding of the location where the proposed programme will be taking place;
- Detailed governance structures and processes which both empower the delivery team and include lines of accountability.
- The transparency of any potential or perceived conflicts of interest and how they will be addressed;
- How far the management and governance matches the principles of the programme and in particular the ambition for community voice and empowerment
- Is flexible and responsive to reflect the programme of activity as it develops over time
- Is designed to ensure due diligence and accountability of the project
- Is committed to empowering the delivery team
- Is clear with regard to lines of accountability for the business and equality plan, including who holds the delivery team to account (this is especially important where organisations or individuals are part of both the governance body and the delivery team
- All proposals need to provide convincing plans to ensure the governance model complies with requirements set out in this guidance

### **Financial Viability**

This section of your application will carry a weighting of **25%** and has a character count of up to 20,000 characters.

#### **This section of your application should include/demonstrate the following:**

1. The capacity and skill to manage the finances of the programme;
2. A track record of managing ring-fenced project budgets.
3. Plans to raise 15% minimum match funding



**Financial Viability mandatory supporting attachments:**

**You should also include the following attachments to support this part of your application:**

- A detailed budget for the activity, showing proposed detailed income and expenditure for the first six months, an indicative budget for the first 12 months, and an outline budget for the whole funding period. You may use the financial template, however it is not mandatory;
- Financial statements of the lead organisation, for the previous financial year (non-National Portfolio Organisations only);
- Latest management accounts for the lead organisation (non-National Portfolio Organisations only);
- Certified project accounts covering Creative People and Places funding to date (if applicable).

**Financial viability assessment criteria:**

**This section of your application will be assessed on the following criteria:**

- Financial viability of the applicant and of the project;
- Robust plans for resourcing the activity effectively;
- Track record of managing project budgets;
- Demonstration of appropriateness of proposed budget;
- Evidence of organisational buy-in by applicant and project partners, as cash investment and/or in-kind support;
- Plans to raise match funding (15 per cent minimum);
- Clear case for any proposed capital expenditure;
- Value for money relative to population and audience reach targets;
- That administrative costs are appropriate and proportionate as well as value for money.

## Section Four: Making Your Application

Now you have read the guidance and are confident you are eligible to apply, you will need to follow the next steps below:

1. Prepare and submit your application through [Grantium](#).
2. The application can be up to 65,000 characters, divided into:
  - 'Meeting the brief' (25,000 characters)
  - 'Management of the activity' (20,000 characters)
  - 'Financial viability' (20,000 characters).

Use the criteria in Section Three of this guidance to structure your application.

3. Supply the following mandatory supporting attachments (to be uploaded on the 'Attachments' screen). The total file size for all attachments should not exceed 10 megabytes.

### Mandatory Supporting Attachments Checklist

#### Meeting the Brief:

- Detailed activity plan for the first six months, including milestones and review dates, and an outline plan for the funding period.
- Confirmation email of the introductory conversation with an Arts Council England Senior/Relationship Manager.

#### Management and Governance:

- Single letter signed by all proposed consortium partners evidencing commitment to involvement in the programme
- Governance documents for the lead organisation (non-National Portfolio Organisations only).

#### Financial Viability:

- Detailed budget for the activity, showing proposed income and expenditure for the first six months, an indicative budget for the first 12 months, and an outline budget for the whole funding period.
- Financial statements for the lead organisation, for the previous financial year (non-National Portfolio Organisations only)

- Latest management accounts for the lead organisation (non-National Portfolio Organisations only).
- Certified project accounts covering Creative People and Places funding to date (if applicable).

**After Submitting Your Application:**

- You will receive an acknowledgement email upon submission.
- Eligibility checks will be conducted within 10 working days of the application deadline.
- If your application is ineligible, we will inform you of the decision.

The deadline to submit your application is **midday on 16 January 2025**

## Section Five: Assessment and Balancing Process

If your application is eligible, we will then carry out an assessment. This will consider your application and the proposed activity against the assessment criteria. Assessments will then be reviewed by a balancing panel and recommendations made on who to take forward to the interview stage.

We will make our assessment and decision based on

- The information you provide in your application
- Any further information that we request
- Data and information from the Charity Commission and Companies House, or other regulatory body websites, where relevant
- Our balancing criteria
- For organisations we currently fund, including current Creative People and Places programmes, we will take into account risk ratings and other information we already hold.

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

### **Not met**

The application does not meet the criteria

### **Potential**

The application does not meet the criteria but shows potential to do so

### **Met**

The application meets the criteria

### **Met (strong)**

The application meets the criteria and shows strong qualities

### **Met (Outstanding)**

The application meets the criteria and shows outstanding qualities

### **Balancing Criteria**

In deciding between applications, balancing criteria will be used in addition to the main assessment criteria. This will support us to differentiate between a number of proposals that are considered to be fundable.

Our balancing criteria will consider:

- The relative strength and value for money of the proposals (in relation to the published criteria) when viewed as a national suite of proposals
- Identifying the right mix of successful proposals to ensure the greatest opportunities for learning across the creative and cultural sector. As part of this mix we will consider:
  - The kinds of communities involved, the partners involved and target audiences
  - The range of artforms and cultural activity involved and activity across the amateur/voluntary, publicly funded and commercial sectors
  - The range of approaches to cultural engagement and audience development
  - Potential impact across people defined within protected characteristics, with a focus on profiles where evidence suggests that engagement levels are significantly lower than the general population, namely: social and economic background, disability, life limiting illness, adults aged over 75, and ethnicity.

## Section Six: Interviews and Decision Making

After evaluating your application and its suitability for funding, we will decide whether to invite you for an interview. We will consider how well your activity aligns with our criteria and how it compares with other applications, taking into account our balancing criteria.

Once this initial stage is complete, we will inform you whether you have been invited to an interview or if your application to the Creative People and Places programme has been unsuccessful. We will notify you of the outcome on 30 June 2025.

### Stage Two Interviews

If we invite you to an interview, we will ask you to provide more details about your vision and approach, and to address any specific questions we may have about your application. Given the timing, cost, time and environmental considerations, interviews will be held online.

The interview will be based on the same criteria used to assess the written application: 'Meeting the brief', 'Management and governance of the activity', and 'Financial viability'. We may also explore your partnerships further during the interview. If there are additional areas we want to explore, we will inform applicants in advance.

We expect applicants attending the interview to include representatives from the community/local people along with consortium members, or at least demonstrate how this involvement is part of your approach. The lead applicant must be present, and we suggest no more than four others attend on behalf of the consortium. The interview will include a 10-minute presentation and will last no longer than 90 minutes.

The panel will include representatives from Arts Council England teams at national and area levels.

The information from the interview will contribute to our final decision on funding. The decision will be based on the application, assessment criteria, and the information presented during the interview.

We expect interviews to take place between 7-18 July 2025. The anticipated dates for each area are below so applicants can hold the dates for their respective areas.

<b>North</b>	July 7th to July 10th 2025
<b>Midlands</b>	July 14th to July 16th 2025
<b>London</b>	July 9th and July 10th 2025
<b>South East</b>	July 14th to July 16th 2025
<b>South West</b>	July 7th 2025

Please note that we may consider part-funding proposals or suggest collaborations with other applicants or partners as conditions for funding.

We aim to communicate the final decision on applications no later than 6 October 2025

**Here is an overview of decision making for quick reference**

<b>Deadline for Applications</b>	Midday 16 January 2025
<b>Eligibility check</b>	January 2025
<b>Assessment and balancing period</b>	January – June 2025
<b>Notification to applicants of whether they are invited to interview</b>	30 June 2025
<b>Interview Period</b>	7 – 18 July 2025
<b>Notification of outcome of interviews</b>	6 October 2025
<b>Funding agreement period</b>	6 October 2025 – 13 February 2026
<b>Signed funding agreements issued</b>	No later than 27 February 2026
<b>Activity Begins</b>	1 April 2026

# Section Seven: If Your Application is successful

All applicants will be notified of final decisions, via Grantium, on 6 October 2025. We will then undertake a 6-month Funding Negotiation Period, with Funding Agreements needing to be signed no later than 27th March 2026. Activity will then begin from 1 April 2026.

## Phases

The phasing of the programme will depend on where successful applicants are in their Creative People and Places journey.

If your application is successful and you are *new* to CPP:

1. Phase 1 (up to six months): Develop partnerships, recruit delivery team, produce shared business plan, and refine community engagement approach.
2. Phase 2 (rest of funding period): Deliver arts and cultural engagement programme led by newly appointed delivery team.

If your application is successful and you are *already* a CPP:

3. Build on existing plans and experience, demonstrate additional activity, and submit a revised business plan.

## Further Requirements for successful grantees who are new to CPP:

The following requirements will have to be met during phase one:

- Satisfactory review of a detailed business plan for the funded period
- Confirmation of partnership buy-in
- Meeting other grant assessment or interview requirements/payment conditions

## Terms and Conditions

If your application goes on to be successful, you must agree to our [Terms and conditions](#). These are subject to review and there may be changes between now and the date of the funding agreement.



# Section Eight: Other things to be aware of

## Subsidy Control

The Subsidy Control rules regulate financial assistance given by public authorities (including Arts Council England) to organisations engaged in economic activity. The UK subsidy control regime enables UK public authorities, including devolved administrations and local authorities, to give subsidies that are tailored to their local needs, and that drive economic growth, while minimising distortion to UK competition and protecting our international obligations.

Arts Council England has a duty to ensure all awards made comply with the Subsidy Control rules. We have assessed this programme using the criteria and eligibility and believe eligible programme activity and costs would not be considered economic under the Act.

Any awards made through this programme are not considered to be subsidies. Should this position change, we may add additional conditions to any successful awards as required.

Further information on the UK Subsidy Control Regime can be found on the [UK Government website here](#). The Subsidy Control Statutory Guidance can be found here: [Statutory Guidance](#).

## 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 random sampling checks on a proportion of grants made. All grant holders must retain their financial and other documentation relating to the grant, and Arts Council England reserves the right to request this at any time. In addition, Arts Council England will complete checks pre- and post-award against grant applicants for due diligence and counter fraud purposes.

## Freedom of Information Act

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

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

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

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

### **Data Protection**

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

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

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

### **Safeguarding**

Our terms and conditions make it clear that, by signing a grant agreement with the Arts Council, grant holders agree to the expectations we have set out for safeguarding and protecting children, young people and adults at risk of abuse.

Our Safeguarding Policy for Grant Holders provides applicants and grant holders with further information about these expectations. The policy is applicable to all grant holders, as well as to any organisation or individual applying for a grant, where their activity or project is expected to engage with children, young people or adults at risk of abuse.

### **Making a complaint**

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

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

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

# Contact us

**Telephone:** 0161 934 4317  
**Email:** [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk)  
**Website:** [artscouncil.org.uk](https://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](https://artscouncil.org.uk/access-support)