

Aston and Newtown Arts Development Programme Prospectus (2020 to 2024)



Application Closing Date: 5pm, Friday 5 February 2021

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If you have any questions, please contact us. We are here to help.

Cultural Development Service, Birmingham City Council
art.grants@birmingham.gov.uk, 0121 303 2434, www.birmingham.gov.uk/arts

Access Support

We are committed to being accessible. If you experience or anticipate any barriers within the application process or require help to make an application or accessing services and information, please contact us.

Alternative formats of all our documents can be made available on request, including larger print, other languages, Braille and audio versions.

Coronavirus (COVID-19)

Please note that our offices are currently closed so we are only able to accept electronic applications and supporting documents.

Advice and guidance surgeries will be delivered by Culture officers over the telephone and via the Microsoft Teams video conferencing tool.

We appreciate that these are uncertain times and recommend that activities are developed with safe spaces and practice in mind e.g. social distancing

For the latest local advice, service disruptions, information and support about Coronavirus (COVID-19) visit https://www.birmingham.gov.uk/coronavirus_advice

For national information and guidance visit www.gov.uk/coronavirus

It is unclear when community and arts venues will fully re-open or what activities will be possible when they do. However there are alternative ways in which residents can be engaged and artistic outputs shared.

For example; digital engagement online and via QR codes/augmented reality, sharings and engagement via post or collection points, one-to-one social distanced engagement, artistic outcomes shared through community radio, television, online and in the public realm.

West Midlands Culture Response Unit

Led by Culture Central the West Midlands Culture Response Unit is a partnership response established for everyone within the region's cultural sector. The unit is delivering an action-orientated, sector led response to the Covid-19 crisis in the short, medium and long term to ensure the visibility, viability and recovery of the Cultural Sector in the West Midlands.

The unit focus' on three strands; Strategy, Communications, Support and Development and includes a central access point for information, support and advice.





Please visit www.culturecentral.co.uk/wmcru for further information.

Welcome to Arts Activities Commissioning

Birmingham City Council's Cultural Development Service supports a range of activities which enable local people to engage with and shape arts and culture on their doorsteps, empower future generations to develop their creativity and play an active part in the culture and heritage of the city, whilst supporting the growth and development of artists and companies working in this sector.

What is Commissioning?

Commissioning is the process of identifying organisations and projects/programmes of activities which can help us deliver the outcomes we want for the city. We award project/programme specific grants to the organisations and projects/programmes of activities which we believe will help us to achieve the outcomes we want in the most effective way.

	Birmingham – a city of growth where every child, citizen and place matters
	Birmingham City Council Outcomes <ul style="list-style-type: none">• Birmingham is an entrepreneurial city to learn, work and invest in• Birmingham is an aspirational city to grow up in• Birmingham is a fulfilling city to age well in• Birmingham is a great city to live in• Birmingham residents gain the maximum benefit from hosting the Commonwealth Games• Birmingham is a city that takes a leading role in tackling climate change.
	Outputs <ul style="list-style-type: none">• more placed based, codesigned arts activities with social impact outcomes for residents in targeted areas of the city (social cohesion, improved environment, health & wellbeing)• more sessions of arts activities, events and performances accessible to all• more Birmingham residents taking part in arts activities developing their skills, knowledge and deepening their engagement as; participants, creators, leaders, audience members and volunteers
	Activities <ul style="list-style-type: none">• One three-year, arts development programme embedded in the Aston & Newtown area that will engage local residents in long-term social impact arts activities
	Resources <ul style="list-style-type: none">• Culture Officer Advice and Guidance• Arts Programme Grant to successful applicant consortium

Who Can Apply?

This scheme is for consortium applications only.

The lead organisation (applicant) must be a constituted, not-for-profit Birmingham based organisations or groups who has arts* as the main object or purpose in their Constitution or Articles of Association (i.e. an arts organisation).

Consortiums must include confirmed partnerships (local organisations and community groups) from the Aston & Newtown area.

For non-constituted consortiums or groups, one organisation must act as the lead organisation and send us the application. If the application goes on to be successful, this organisation would then be accountable for the grant. The Lead Organisation (applicant) must be an established Arts Organisation that has been running for at least one year¹

* By 'arts' we mean any of a wide range of artforms, for example:

- Combined Arts/Multidisciplinary Art
- Visual Arts including Crafts
- Drama and Dance
- Literature and Creative Writing
- Music
- Film and Photography
- Digital Arts (art that is made or presented using digital technology)

Advice and Guidance Surgeries

We strongly recommend that all applicants arrange an advice surgery with a member of the team before applying for funding. The advice surgery process aims to assist potential applicants in strengthening their programme ideas against the commissioning criteria prior to submission.



If you have not had funding from us before, we will not accept an application unless you have had an advice surgery first.

Applicants that will not be a priority

Please note – your application will not be a priority for funding if:

- your organisation is **not registered within the Birmingham boundary** - one of our aims is to support the growth of the arts infrastructure in Birmingham and therefore we prioritise applications from organisations registered within the Birmingham boundary.
- **pupils of a school** or other educational establishment (e.g. a pupil referral unit, college or university) are the main beneficiaries of the programme
- your organisation is in receipt of **revenue funding** from our service




We are unlikely to fund organisations that are in poor financial health or those that have had a previous grant from us which has not been managed satisfactorily.

¹ The applicant is able to evidence at least one year of recent (last 12 months) management accounts/annual accounts which demonstrate at least one year's worth of recent (last 12 months) arts activity delivery at a similar level to the proposed activity.

What kind of programme can we commission?


We can only commission a three-year phased programme of arts activities led by professional artists* that meet the commissioning criteria and involve Birmingham residents as participants.

	<p>Programme activities must;</p> <ul style="list-style-type: none">• be co-designed with Birmingham residents to ensure they are relevant to local needs, circumstances and perspectives• be time-limited, outcome led arts programmes with measurable impact• be delivered in line with Coronavirus (COVID-19) guidance• demonstrate a positive contribution to the lives of Birmingham residents• support Birmingham residents to have the confidence, agency and skills to create, facilitate, commission, attend or host a variety of cultural opportunities that are relevant and accessible to them• demonstrate genuine partnerships
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We can only support costs that are for specified items of expenditure on goods (products) or services (time) that will be used to deliver the programme;

There are some types of activities which we cannot support;

- Programmes and activities which have already happened, or are going to happen before the decision date for the grant application, or programmes/activities which are due to finish after the close date of the grant
- Grants for equipment which your organisation will keep and use after the programme has finished– for example, cameras, computers, furniture and fittings for venues, vehicles – or for, constructing, repairing or maintaining a building
- Fundraising activities, events or prizes – e.g. activities which are put on only to raise general money for your organisation – for example a charity auction or raffle.
- School or college courses
- Programmes that include using Birmingham City Council funds as bursaries to participants or to issue grants to third parties

	<p>Programme delivery stage is March 2021 to December 2023. The deadline for final programme evaluations will be March 2024.</p>
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Aston & Newtown Arts Development Programme

Commissioning Criteria

The Cultural Development Service has been allocated a pot of funds by way of capital receipt from the sale of The Drum in Aston in 2019 to reinvest in cultural activity in the Aston & Newtown area over a three-year period.

This three-year commissioning scheme focuses on engaging local communities in a consortium-led high-quality arts programme to benefit the Aston & Newtown area. Consortium-led means arts organisations working together with cross-sector partners and community groups which have strong relevance to communities in the Aston & Newtown area.

We are seeking to support one three-year, arts development programme embedded in the Aston & Newtown area that will engage local residents in arts activities which contribute to the following:

- **Social cohesion**
- **Improved environment**
- **Health & wellbeing**

(Essential) Your proposed arts development programme must;

- be artistically led and built around Aston & Newtown (post code perimeters)
- be facilitated by a lead arts organisation and co-produced by a consortium which includes confirmed partnerships (local organisations and community groups) from the area
- be a three-year phased programme of work overseen by a steering group of relevant local representatives
- be informed by relevant area plans and strategic documents e.g. Localism Paper; Working together in Neighbourhoods; Local Ward Plans etc.
- have defined outcomes and measurable outputs relating to long-term impact on place-making and resident cohesion
- showcase and celebrate artistic outputs which could include producing an artwork to be incorporated within the public realm
- provide paid shadow artist/arts leader opportunities (aged 18+) to work alongside professional artist(s)/arts leader(s)

(Desirable) We particularly welcome applications which;

- have robust plans to lever in additional funding over the life span of the programme
- have the potential to be embedded in the cultural offer of the locality beyond the lifespan of the programme
- have the potential to embed the local voice in future developments
- think creatively, inspire and offer fresh solutions to cross-sector working
- make imaginative use of different spaces
- celebrate the heritage of the area and communities
- respond creatively to the Commonwealth Games Cultural Programme curatorial lines

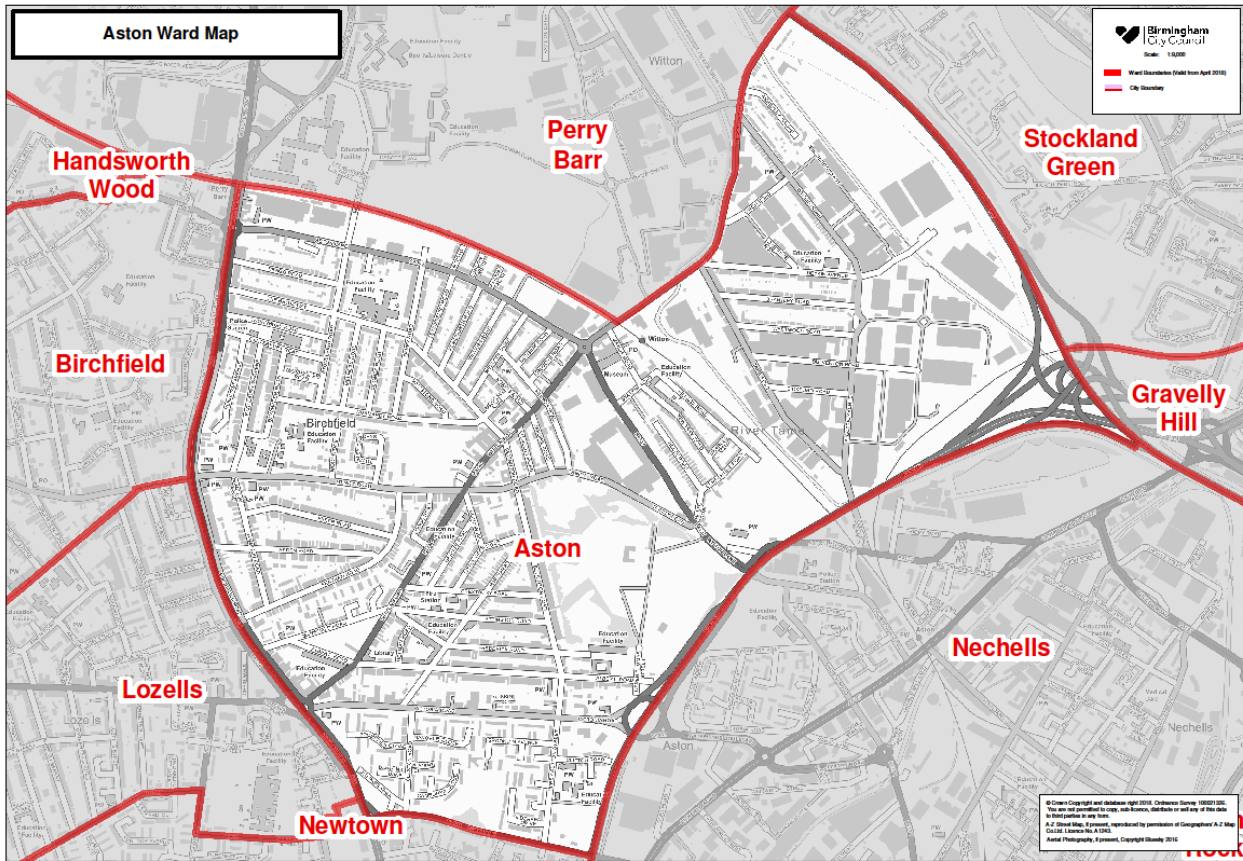
(Outcomes) As a result of this commissioning, we want;

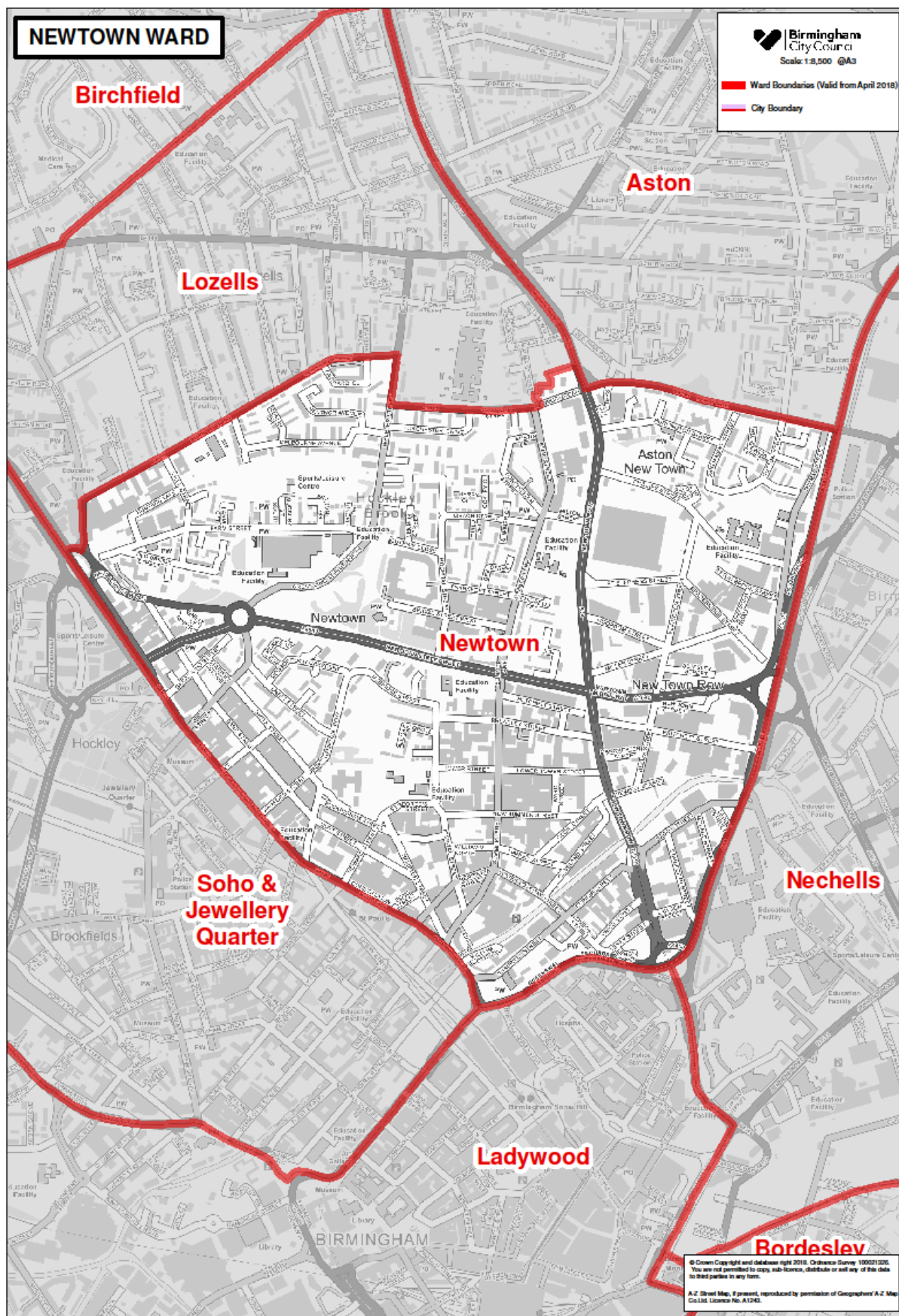
- Residents to have an increased sense of pride in, and ownership of spaces, places and community facilities/projects in the Aston and Newtown area
- More Aston and Newtown residents to be engaged with cultural activities and the cultural voice of residents to be valued, enabled, developed and shared

Monitoring and Evaluation

The commissioned programme will be overseen by an external steering group of relevant local representatives.

Aston ward map: <https://www.birmingham.gov.uk/downloads/file/10305/aston>





How much funding is available?

Arts Activities Commissioning is a competitive process.

The total grant funding for this programme over the three years is a total of £150,000 (£50,000 per year).



Match funding and in-kind support

All applications must include at least 10% support (a combination of cash and in-kind) from sources other than Birmingham City Council

The application process for this commission has two stages. There will only be **one** successful application for this commissioning opportunity.

Stage One Written application outlining Arts Development Programme proposal

Stage Two Successful stage one applicants will be invited for an interview to further discuss their proposed programme with the Aston & Newtown Arts Development Programme steering group

Important Dates

- **Application closing date:** Friday 5th February 2021, 5pm
- **Stage two interview dates:** w/c 1st March 2021
- **Grant decision date:** Approximately 6 weeks after application closing date
- **Programme delivery:** March 2021 to December 2023

Activities may begin once paperwork has been signed and any grant conditions have been met. Deadline for final programme evaluations will be **31st March 2024**

How to apply?

- **Read the information in this pack carefully** - Check that your organisation is eligible to apply for Arts Activities grants and your proposal meets the funding criteria.
- **Arrange an advice surgery with the team** - If you have not had funding from us before, we will not accept an application unless you have had an advice surgery first.

Even if you have been commissioned before, we strongly recommend that you contact the team to talk through your proposal, so that we can give you help and advice with your application.

Email the team to arrange a surgery: art.grants@birmingham.gov.uk - we have appointments available for most days and times (Monday-Friday).

Advice surgeries will take place over the telephone or where possible via a Microsoft Teams video conference meeting.

- **Complete the application form** - You will need to complete an Application Form. If there is anything you need help with, please contact the team for advice. If you have access requirements and need the application form in another format, please ask.

If you don't have an application form, please email art.grants@birmingham.gov.uk

- **Submit your completed application by the deadline** - Send your completed application form and all the other documents by email to: art.grants@birmingham.gov.uk

Please note that our offices are currently closed so we are unable to accept any posted applications or supporting documents

When sending attachments, please ensure the following:

- attachments are not password protected (we will not be able to receive the email)
- the attachment, email content plus any email headers and footers are not larger than 20MB (emails over 20MB will be bounced by our email server)

If you haven't received an acknowledgment email for your application within 5 working days of the deadline, please contact us to check we have received your application.

What happens next?

After the application closing date, it usually takes six weeks for us to reach a decision about which programme we are going to commission. We recommend that you do not plan to start activities until at least eight weeks after the closing date, as we cannot release grant funds until all paperwork is signed and any additional conditions are met.

Stage one - Written Application

- We will send you an email acknowledgement within 5 working days of receiving your application.
- Each application is checked against the eligibility and commissioning criteria. We may contact you to ask for more information to help us to understand your proposed programme.
- Each application will be considered by an assessment panel and senior officers who take the final decision for applications to progress to stage two.

- Once decisions have been made, we will send out emails informing applicants of the application stage one outcome.

Stage Two - Interview

- Stage two applicants will be invited to further discuss their proposed programme with the Aston & Newtown Arts Development Programme steering group
- Each stage two application will be considered by an assessment panel and senior officers who take the final decision.
- Once the final decision has been made, we will send out emails informing stage two applicants of their application outcome. If your programme is commissioned, you will be sent an offer letter and a grant schedule with the conditions of grant aid (COGA); this may include specific conditions relating to your application or programme.

You will need to confirm that you accept the grant offer and conditions. Once the COGA has been co-signed by the grant co-ordinator and any additional conditions have been met, your first payment can be released, and you will be able to start your programme.

Supporting Documents

If you are awarded a grant, you will need to confirm that you accept the grant offer and Conditions of Grant Aid, in which you will agree to meet the conditions summarised below.

If you think you will need any support in meeting these conditions, please get in touch before applying.

Please note: You must be able to provide these documents to the Council on request. If it is later found that you have not abided by the conditions of any grant you have been awarded, your grant may be suspended, and you may be required to repay to the Council any grant money awarded.

By accepting a grant from the Council, you will be agreeing to the following:

- **Living Wage** - You agree to pay the living wage. Please ensure this rate is reflected in your budget.
https://www.birmingham.gov.uk/downloads/file/2530/birmingham_city_councils_living_wage_policy
- **Insurance** - You will have suitable insurances in place for your organisation and the commissioned programme. You agree to show insurance documents to us if we ask for them e.g. public liability insurance.
- **Financial regulations and procedures** - You agree to put in place effective financial systems so programme costs can be monitored
- **Counter Fraud and Anti-corruption and Gifts and Hospitality**
 - You agree to put in place policies and procedures to prevent fraud, corruption or bribery in relation to your organisation and this grant (including procedures for accepting Gifts and Hospitality)
 - You agree to tell us if you suspect any fraud or financial irregularity in the use of this grant
 - You agree that the Council can investigate your organisation if we believe there has been financial irregularity, misuse or misappropriation of the grant.
- **Complaints** - You agree to have a complaints procedure in place, including a record of complaints and any action taken.

- **Safeguarding** - We consider that **ALL** grant funded organisations have the potential to come into contact with children, young people or adults at risk, so we ask for these policies and procedures regardless of the target participants of your programme.
 - You agree to have safeguarding policies and procedures in place which are in line with Birmingham Safeguarding Children Partnership www.lscpbirmingham.org.uk and the Birmingham Safeguarding Adults Board www.bsab.org
 - You agree to provide copies of your Safeguarding policies and procedures to the Council

Why do we ask for these documents?

Birmingham City Council has a responsibility to ensure that public funding is used for its approved purposes and that, when an organisation receives funding, it is used appropriately and provides value for money. This includes the operation of suitable management, equalities, safety, safeguarding and financial policies and practices.

The documents we ask you to submit with your application help to show us that:

- Your organisation is well-governed and managed effectively
- Your organisation is financially viable, so that money we give you is not at risk
- Members of the public, particularly children and adults at risk, are safe
- The artists involved in the programme have a strong history of delivering similar programme activities (if you have not yet recruited lead artists for your programme activities, please include CVs of the people in your organisation who will be leading and managing the programme).

Application Checklist

Please make sure that you provide the documents below when you send your application to us. If you require any support, please contact our service.

These documents must be sent with your completed application form	✓
Completed Application form including a balanced detailed budget breakdown and cashflow projection	
Constitution / Governing Document appropriate to the legal structure of your organisation	
Proof of bank account for your organisation (not a personal account)	
You must provide a copy of your accounts from the last financial year that have been certified by a qualified independent accountant (or that have been prepared to the relevant legal standard for an organisation of your size and status).	
If you cannot provide audited accounts for the last financial year because you have not met your year - end yet, we can accept a set of management accounts for the current financial year together with the previous financial year's audited accounts	
Equalities Policy / statement	
Safeguarding Policy and; <ul style="list-style-type: none"> • Safeguarding Procedures for children and young people in line with the Birmingham Safeguarding Children Partnership www.lscpbirmingham.org.uk and; • Safeguarding Procedures for adults at risk, in line with the Birmingham Safeguarding Adults Board www.bsab.org 	
Whistleblowing Policy & Procedure	
Health and Safety Policy / statement	
CVs or appropriate links for the programme partners, leads and professional artists (where identified)	
Your annual report, if you produce one	

These documents must be sent with your completed application form	✓
Other supporting documents e.g. Evidence of partnership support.	

Guidance and Glossary

Arts Awards and other accredited qualifications

The Arts Award qualification framework offers a supported structure for young people to gain skills and experience of leading arts activities and to receive accreditation for their achievements. Where possible and appropriate we expect activities for children and young people to include opportunities to achieve Arts Awards. <https://www.artsaward.org.uk>

Budget

All applications must include at least 10% support (a combination of cash and in-kind) from sources other than Birmingham City Council.

The commissioning grant you are applying for must be no more than 90% of the total programme income (cash and in-kind). For example: a £150,000 (90%) grant award would need to have a minimum match of £15,000 (10%) combination of cash and in-kind support.

Support in kind is used to describe any materials or services that you would otherwise have to pay for but that are being provided free of charge or at a reduced rate. The value of support in-kind contributes towards the percentage of support we need you to have from other sources. Support in-kind should be specific to your programme and not include general support for your organisation (e.g. board/committee members' time at organisational meetings)

Please note that showing cash income from partner 'A' and exactly the same amount of cash expenditure back to partner 'A' is likely to be considered as in-kind support.

Cultural Co-design

Cultural co-design is a way of conceiving or creating a product, programme or cultural activity where arts professionals empower, encourage, and guide participants to develop solutions.

Co-design encourages the blurring of the role between participants and artist/arts leader, focusing on the process by which the art product or programme is conceived, created or delivered. By encouraging the artist and the participant to work together to devise and develop activities it is hoped the final result will be relevant to local needs, circumstances and perspectives.

We understand aspects of co-designed activity could be indicative when you submit your application while you work with a group to develop the details of the programme.

Digital Arts

We cannot support media activities or any digital activities where residents are not participating in digital arts activities led by professional digital artists.

Digital activities could include;

- Artist-led film, video, and audio
- Artist-led animation
- Interactive/immersive arts and culture

Eligibility

- 'Not-for-profit' is a term for organisations that do not make private profit for directors, members or shareholders. Many different types of organisation can be "not-for-profit". The applicant's governing document (constitution or Articles of Association) will indicate whether the organisation is not-for-profit. These organisations are also known as third sector organisations and groups.
- By 'organisation' we mean a group of people working towards a common goal with a governing document that covers the type of programme activities being applied for – for example a charity, a limited company or an unincorporated group. All organisations need to have a bank account in the organisation's name, with two signatories (people allowed to sign cheques and so on). Limited companies and registered charities need to have a registered office in the UK
- We can only accept applications from organisations or groups who have Arts as the main object or purpose in their governing document (constitution or Articles of Association). Schools and other educational establishments are not eligible to apply for Arts Activities Commissioning

Evidence of need

It will strengthen your application if you are able to demonstrate that there is a demand and need for the activity you propose, and that it does not duplicate anything else that is already provided. There are a number of ways you can do this, for example:

- Research to show that there is a low level of participation in arts activities such as yours amongst the place/people you are working with.
- Partnership with a relevant local arts fora and other neighbourhood or community organisations who can confirm that there is a demand for the proposed activity and a lack of provision in the area.

Local Arts Forums

In 2011 the Cultural Development Service initiated local arts forums in each of the city's ten Districts. Local arts forums offer a flexible network for advocating the arts at a district level and helping to develop capacity for the arts locally through effective partnerships and ways of working. Number 11 Arts Ltd is a collective network representing, supporting and championing the 10 local arts forums across Birmingham. For more information visit: www.number11arts.co.uk

Local Arts Forums have undertaken mapping of Arts opportunities and may be able to provide guidance on areas where fewer arts activities are delivered

Deprivation in Birmingham

For data on deprivation in Birmingham based on 2019 Index of Deprivation including comparison with other areas and cities and also ranks the city's wards and constituencies visit https://www.birmingham.gov.uk/downloads/file/2533/index_of_deprivation_2019

Paid Shadow Artist/Arts Leader

This is a genuine career development opportunity for an emerging artist (aged 18+) in their relevant field to work alongside professional artists. Where possible the shadow artist/arts leader should be a resident of the geographical area you plan to work in. All individuals working on the programme including shadow artists must be paid the Birmingham living wage www.livingwage.org.uk as a minimum.

Partnerships and Consortiums

A consortium is an association, typically of several partners who share tasks and responsibilities and are organised for a joint purpose. Finding the right partners and setting up the Consortium is a key preparatory task. Partners need to be complementary to each other, but they must share an interest in the outcomes they are planning to achieve through the proposed programme.

It is best if the partners in a programme are well known to each other and have worked together previously. However, we appreciate that this is not always possible, especially when seeking complementary skills and expertise.

Consortiums must include local organisations and community groups from the Aston & Newtown area.

Applications must demonstrate genuine partnerships. By a partnership, we mean a genuine working relationship with a community or neighbourhood organisation that has given its support to the programme. The partnership could be already established, or just beginning to develop. This could be through the local arts forum in the programme area.

Partnerships are formed between a number of individuals, agencies or organisations with a shared interest. There is usually an overarching purpose for partners to work together and a range of specific objectives. Partnerships are often formed to address specific issues and may be short or long term

Evidence of this relationship could be a letter or email expressing support, minutes of meeting, mentions on a website or social media or offers of cash or in-kind support included in your budget.

Support could mean:

- offer of a venue for activities
- helping to find participants for activities
- consulting on the need for the activity in the area
- being part of planning activities and steering groups
- in-kind support from staff
- offers of a cash contribution towards the programme costs

Professional Artists/Arts Leaders

By professional artists/arts leaders we mean artists who can clearly show a history of high quality paid work in their particular artform/area of expertise, have arts qualifications or equivalent experience and can provide a CV, references and examples of previous paid arts projects/programmes/activities.

Activities in schools and other educational establishments

If you apply for activities taking place within a formal education setting e.g. a school, pupil referral unit, college or university the activity must clearly benefit the wider public or arts community, rather than just the pupils and teachers of one school. Applications where the pupils of a school or other educational establishment are the main beneficiaries of the programme will not be considered a priority.

Activities with children and young people must be extra-curricular and additional to the core taught curriculum with a focus on the selected commissioning criteria e.g. engaging children and young people who have no or fewer opportunities to take part in arts activities.

Birmingham City Council would not expect to be the majority funder of any programmes in partnership with a school or other educational establishment and would expect to see an element of partnership cash funding from the school or other establishment. We cannot fund school or college courses.

Other Useful Links and Documents

- Birmingham City Council Plan 2018-2022
https://www.birmingham.gov.uk/downloads/file/10257/birmingham_city_council_plan_2018-2022
- Imagination, Creativity and Enterprise: Birmingham Cultural Strategy 2016-19
https://www.birmingham.gov.uk/info/50050/culture_arts_and_heritage/1265/culture_strategy
- Collaborations in Place-Based Practice: Birmingham Public Art Strategy 2015-2019
http://birminghamculture.org/files/Public-Art/Public_Art_Strategy_WEB_2.pdf
- Creative Future III Strategy 2016 – 2019
- <http://birminghamculture.org/arts-young-people> Arts Council England Diversity Report 2020
<https://www.artscouncil.org.uk/publication/equality-diversity-and-creative-case-data-report-2018-19>

The Active Wellbeing Society

The active wellbeing society aims to use physical activity, guided by innovation, collaboration and insight, to do the social knitting required to create stronger and more resilient communities. They have introduced a range of initiatives aimed at increasing activities and fitness by using parks and other open spaces such as streets for organised walks, gardening, play, cycling, Zumba to overcome barriers to participation. For more information visit:

<https://theaws.co.uk>

<https://www.facebook.com/theaws>

<https://www.birmingham.gov.uk/findapark>

<http://bosf.org.uk>

Deepening Engagement

There are a couple of articles and insights which explore how people engage with culture and the levels of engagement from 'unengaged but interested' to those who freely give their time and money to the arts.

Birmingham's strategy for children and young people 'A Creative Future' promotes a path of progression from first experiences involving a choice of organised activities to independent engagement. Where appropriate this may lead to vocational training and employment.

<https://www.artsprofessional.co.uk/magazine/258/feature/deepening-engagement>

https://www.artscouncil.org.uk/sites/default/files/download-file/arts_audience_insight_2011.pdf

https://www.birmingham.gov.uk/info/50050/culture_arts_and_heritage/1253/a_creative_future

Children living in Poverty

The Birmingham Child Poverty Commission Independent Report highlights that "accessing the assets of the city is challenging for parents in poverty" and "During Commission engagement sessions with young people, an overwhelming issue being fed back to Commissioners was the lack of social and leisure activities available to young people".

The report identifies that "there are many contributing factors that result in a child growing up in poverty. These range from the income in the family home – either through low paid employment or entitlements to benefits – to educational outcomes and housing."

For a copy of the Birmingham Child Poverty Commission - An independent report visit:

www.birmingham.gov.uk/downloads/file/7881/child_poverty_commission_report

Statistical data relating to child poverty in Birmingham is also available from the Campaign to End Child Poverty website www.endchildpoverty.org.uk/poverty-in-your-area-2019/

Birmingham Public Health

For information about public health, a copy of the city's health and wellbeing strategy and local area health profiles visit: www.birmingham.gov.uk/publichealth

Events

For programmes that include events please refer to the Birmingham City Council outdoor event organisers guide. This guide has helpful information about legislation, licences, permissions and general event management. A lot of the information is also relevant to all event management outside and indoors. www.birmingham.gov.uk/downloads/file/267/outdoor_event_organisers_guide

Comments, Compliments and Complaints

The Cultural Development Service aims to provide an excellent service to all our customers.

We are committed to:

- Providing an efficient, professional, polite and helpful service
- Telling you the name of the person you are dealing with and a contact telephone number and email address
- Keeping any appointments we make, unless there are exceptional circumstances, in which case we will contact you to explain why and rearrange, or arrange for you to meet with a colleague who can help you instead.
- Providing the information we say we will, on time
- Replying to your telephone calls within five working days and emails or letters within ten working days
- Providing as much information as we can on our website, so that you can access it at times which are convenient to you
- Explaining our funding decisions clearly
- Keeping jargon to a minimum in all our communication
- Developing services that meet all our customers' needs
- Keeping to the deadlines we have given, or letting you know if there is going to be a delay

If you feel we have not met any of these commitments, please let us know.

We welcome your feedback and are always keen to improve our service.

Please do get in touch if you have any comments, compliments or complaints – you can email your feedback to art.grants@birmingham.gov.uk

You can also give comments, compliments or complaints about any BCC service online at www.birmingham.gov.uk/yourviews