

Creative Coronavirus Messaging Prospectus (2021 – 2021)



Application Closing Date: 5pm, Friday 19th 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.

Who Can Apply?

This scheme is for constituted, not-for-profit, Birmingham based organisations*, who have a track record of delivering arts** projects.

* By a '**Birmingham based organisation**' we mean delivery of activity is to be for Birmingham City Council catchment residents and the organisation delivering these needs to be registered and based in Birmingham City Council catchment area.

** 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. Please read through the criteria beforehand to ensure you are eligible and have questions prepared before the surgery.

Applicants that will not be eligible

Please note – your application will not be eligible 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
- your participants for the project will be **outside** the Birmingham boundary
- 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.

What kind of programme can we commission?

We can only commission programmes of arts activities led by professional artists* that meet the commissioning criteria and involve Birmingham residents as participants.

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



Programme activities must;

- 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

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



Programme delivery stage is **April 2021 to August 2021**. The deadline for final programme evaluations will be **September 2021**.

Creative Community Messaging Commissioning Criteria

We want more Birmingham residents to have an increased understanding of COVID-19, engagement with Public Health messaging and spaces where residents can reflect and explore their experiences during this pandemic.

Public Health are seeking to commission organisations to engage Birmingham residents to participate in arts activities which will contribute to;

- Increased awareness and knowledge of Public Health and COVID-19 messaging and guidelines
- Improved social cohesion
- Focus on supporting physical and mental health and well-being of Birmingham residents

Essential

Your proposal must;

- be an artistic response built on current COVID-19 messaging and increase awareness
- include a strong evaluation process to monitor the core aims of the programme including defined outcomes and measurable outputs relating to short and long-term impact. These must include qualitative and quantitative data and 2 case studies.
- showcase and celebrate any artistic outputs digitally (ensuring they are fully accessible and publicly available online)

Desirable

We particularly welcome applications which;

- engage residents living in the most deprived areas of Birmingham and areas identified¹ as potentially having fewer opportunities for arts and cultural engagement
- focus on the physical health and mental well-being of participants
- engage with the COVID-19 champions² scheme or increase the number of COVID-19 champions
- be accessible or communicated in languages other than English
- provide messaging by connecting participants with nature digitally or physically.³

Outcomes

As a result of this commissioning, we want;

- Residents to have an increased understanding of, and engagement with, Public Health and COVID-19 messaging
- More Birmingham City residents to be engaged with cultural activities and the cultural voice of residents to be valued, enabled, developed and shared.

¹ Please see p.12 for additional information

² https://www.birmingham.gov.uk/info/50231/coronavirus_covid-19/2256/covid-19_community_champions/3

³ Please see Glossary for additional information

How much funding is available?

Arts Activities Commissioning is a competitive process.
The total grant funding for this programme is a total of **£60,000**.

New and Emerging Arts Organisations

Eligible new and emerging organisations that have been running for less than one year can apply for **£1,000 to £3,000** using the delivery track record of key individuals leading the organisation or managing the proposed activity.

Established Arts Organisations

Eligible established organisations that have been running for at least one year⁴ are able to apply for **£1,000 to £10,000**.

Important Dates

- **Application closing date:** 5pm, Friday 19th February 2021
- **Grant decision date:** 5pm, Friday 26th March 2021
- **Programme delivery:** April 2021 to August 2021

Please note that application received after the submission deadline **will not be eligible for this funding**. We recommend you submit applications before the deadline to ensure your application is sent on time.

Activities may begin once paperwork has been signed and any grant conditions have been met. Deadline for final programme evaluations will be **31st September 2021**.

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**

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** – with the heading **For the Attention of the Public Health Culture Officer**

Please note emails sent without this heading may not be responded too within application timeframe.

There are appointments available for most days and times (Monday-Friday).

⁴ The applicant can 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.

Advice surgeries will take place over the telephone or 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 – with the heading **For the Attention of the Public Health Culture Officer**

- **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 – with the heading **For the Attention of the Public Health Culture Officer**

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 projects 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.

- 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 project.
- Each application will be considered by an assessment panel and senior officers who take the final decision.
- Once all the decisions have been made, we will send out emails informing applicants of the application outcome. If your project 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 project.
- 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 project.

- First payments are 70% of the total grant. The remaining 30% is released at the end of the project after you have submitted a satisfactory evaluation report and final income and expenditure budget.

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 | |
| Other supporting documents e.g. Evidence of partnership support. | |

Guidance and Glossary

COVID-19

COVID-19 is a new strain of coronavirus that has not been previously identified in humans. The COVID-19 is the cause of an outbreak of respiratory illness and since December 2019 cases have been identified in a growing number of countries. Coronaviruses are a large family of viruses that

are known to cause illness ranging from the common cold to more severe diseases such as Severe Acute Respiratory syndrome (SARS) and Middle East Respiratory Syndrome (MERS).

When developing your artistic response to COVID-19 please find up-to-date and relevant information on:

- https://www.birmingham.gov.uk/coronavirus_advice
- https://www.birmingham.gov.uk/info/50247/national_guidance_during_covid-19
- <https://www.gov.uk/coronavirus>

These websites will provide you the information that you will be basing your project around. These projects could have Artistic Outputs such as;

- Community poetry book sharing stories of COVID-19 during the pandemic,
- Art projects with translations and interpretations of 'Hands, Face, Space'
- A dance project with the stimulus of social distancing

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 output 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.

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

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.

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 poor understanding of Coronavirus (COVID-19) and low levels of engagement with Public Health messaging
- 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

Nature

The term 'connection to nature' is frequently used to describe our attitude towards nature, our emotional relationship along with our knowledge and behaviour. Research suggests that people with a greater connection to nature are more likely to behave positively towards the environment, wildlife and habitats, this is not bound to traditional green spaces like parks, but the nature we can enjoy at home, in private gardens, allotments, grass verges and that we have all round us.

Please see <https://naturallybirmingham.org/> for more information

Participants

- Participants are project beneficiaries taking part in participatory sessions led by professional artists/arts leaders with others and improving their skills/experience.
- Participant Creators are project beneficiaries making original work and sharing work with a range of audiences
- Participant leaders are project beneficiaries working with professional artists/arts leaders to organise, produce and manage their own work and the work of others

Partnerships

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>

Art in the Public Realm

All enquiries and upcoming projects involving art in the public realm in Birmingham should be directed to Birmingham City Council's Public Art Gateway Group for advice and guidance, including confirmation on whether planning consent is required. Details should be submitted by completing a public art enquiries form, providing as much lead in time as possible, ideally a minimum of four months' notice of the event or project, available from arts.team@birmingham.gov.uk, 0121 303 4709.

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

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/

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

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

Filming in Birmingham (including The Drone Code)

Film Birmingham is a one-stop-shop for all filming and photography in the city, providing a comprehensive film liaison service to the industry. The experienced team are a resource for acquiring permits, sourcing local crew, finding locations, consulting local police, facilitating road closures and other possibilities productions require. All filming on Birmingham City Council land & property requires a permit e.g. Public highways & roads, pedestrianised areas & public squares, parks, playing fields & green spaces etc. To apply for a permit, you will need; Public liability Insurance - £5 million (minimum) and a Risk Assessment. www.filmbirmingham.co.uk

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>

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