

# 2022-23

# Arts and Health Ageing and Dying Well Project Stage 1 **Commissioning Document**



**Application Deadline** 

• 5pm, Friday 7<sup>th</sup> October 2022

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# **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.

Online information sessions and 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 Coronavirus (COVID-19) guidance and information visit gov.uk coronavirus

# Who can apply?

This opportunity is available for constituted, Birmingham based<sup>1</sup>, organisations or groups.

Applicants who **do not** have arts\* as the main object or purpose in their Constitution or Articles of Association (i.e. an arts organisation), but **must** demonstrate your experience in delivering arts activity **or** partner with an arts organisation to deliver the arts element

\* 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

Applicants **must** book an individual advice and guidance discussion about their project ideas against the commissioning criteria – officers are available to discuss your proposal until the Friday 7<sup>th</sup> October. Please note, to ensure fairness, no individual advice and guidance will be available after this date. This includes any email or telephone correspondence.

### Applicants that will not be a priority

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

- **pupils of a school** or other educational establishment (e.g. a pupil referral unit, college or university) are the main beneficiaries of the project
- your organisation is in receipt of revenue funding from Birmingham City Council 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.

<sup>&</sup>lt;sup>1</sup> By 'Birmingham based' we mean an organisation that is registered with a Birmingham business address/located in Birmingham

We can only commission co-designed activities that involve Birmingham residents as participants and meets the commissioning scheme criteria.

#### There are some types of activities which we cannot support;

- Projects which have already happened, or are going to happen before the decision date for the grant application, or projects which are due to finish after the close date of the grant
- Grants for equipment which your organisation will keep and use after the project 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
- Projects that include using Birmingham City Council funds as bursaries to participants or to issue grants to third parties

## How to apply?

#### Read the information in this pack carefully

Check that your organisation is eligible to apply for Arts Activities grants and your project meets the funding criteria. Please discuss the project with the Public Health Culture Officer if you have any questions: <a href="mailto:art.grants@birmingham.gov.uk">art.grants@birmingham.gov.uk</a> with the subject 'For the attention of the Public Health Senior Officer' and please CC in Joe Merriman: <a href="mailto:joseph.merriman@birmingham.gov.uk">joseph.merriman@birmingham.gov.uk</a>

#### Complete the application form

You will need to complete an Arts Activities 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.

Submit your completed application and supporting documents by the deadline Send your completed application form and supporting documents by email to art.grants@birmingham.gov.uk with the subject 'For the attention of the Public Health Senior Officer' and please CC in Joe Merriman: joseph.merriman@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.

#### How much funding is available and how much funding can I apply for?

2022 Cultural Activities Development Project Commissioning is a competitive process. You have been invited to apply for up to **£7,000.** 

There is a total of £49,000 for the seven communities. Each community has a budget of £7,000 attached to it.

### Match funding and In-kind support

We know that for most arts organisations and groups the current situation has made finding additional financial support challenging.

You don't need to have match funding or in-kind support towards your 2022-23 Arts Activities application however; if you do have some match funding (cash, in kind or a mix of both), do still tell us about it in your project income.

We recommend that potential applicants ensure they explore all options for partnership funding and try to secure what they can. Partnership funding can demonstrate support and buy-in for your project. We may still take this into account when deciding which projects to support.

#### **Important Dates**

Advice & Guidance Discussions	Application Deadline	Project Start (approx.)	Delivery completion	Deadline for final project evaluations
Until 23 <sup>rd</sup>	7 <sup>th</sup> October	October 2022	17 <sup>th</sup> February 2023	10 <sup>th</sup> March 2023
September 2022	<mark>2022</mark>	<mark>2022</mark>		

Please note that we cannot release grant funds and projects can't start until all funding paperwork is signed, and any additional conditions are met.

Application deadline	5pm Friday 7 <sup>th</sup> October 2022			
Delivery timeframe	October 2022 to March 2023 approx.			
Funding	Emotions and qualities differ between communities of place, communities of identity, and communities of experience. Compassionate Cities and Communities			
scheme	break down taboos and myths about dying and address how we can think about having compassionate conversations around dying; especially the emotional and cultural norms that make death difficult to discuss. Public Health is commissioning a series of workshops that aim to support these communities in seven community groups:			
	<ol> <li>Central Birmingham</li> <li>South Birmingham</li> <li>North Birmingham</li> <li>East Birmingham</li> <li>East Birmingham</li> <li>West Birmingham</li> <li>With young artists (aged &lt;25)</li> <li>Artists with a disability</li> </ol>			
	Artists will be asked to submit their artwork into a competition, with 10 pieces of artwork for each community group being selected to be displayed in a final exhibition during Dying Matters Awareness Week 2023. Competitions should be scored on how closely the artwork resonates with how the local community feels about ageing and dying well. Competitions must be completed by the 17 <sup>th</sup> February 2023. Each artist who features in the top 10 of their community will receive a £50 prize and the artwork pieces in the final exhibition will be auctioned with proceeds being donated to a Hospice Charity/Charities in Birmingham.			
Beneficiaries	Birmingham residents of all ages, including young artists and artists with a disability.			

Essential	Applications <u>must;</u>
	<ul> <li>explain how they will coordinate within a locality (artist/arts organisation) inc; project delivery design, development, implementation, facilitation of competition and liaison with venues and participants etc</li> <li>explore conversations around dying in a minimum of 5 workshops that are delivered with a professional artist from the community group</li> <li>demonstrate how they will complete a competition for each community, with 10 artworks being selected for final competition. Competitions should be scored on how closely the artwork resonates with how the local community feels about ageing and dying well</li> <li>highlight how they will complete the competition. This must be completed by the 10<sup>th</sup> March 2023</li> </ul>
	<ul> <li>demonstrate ongoing genuine partnership development, inclusivity and representation of local communities by working in partnership with local groups and organisations and be co-designed with proposed beneficiaries to ensure they are relevant to local needs, circumstances and perspectives</li> </ul>
	<ul> <li>be artistically bold, ambitious, exciting whilst being time limited, realistic, deliverable, financially scalable, have achievable outcomes and measurable impact</li> </ul>
	<ul> <li>be delivered in line with Coronavirus (COVID-19) guidance and be able to be delivered digitally if necessary</li> </ul>
Desirable	We particularly welcome applications which will:
	<ul> <li>have the potential to be embedded in the cultural offer of the locality beyond the lifespan of the project</li> </ul>
	<ul> <li>for all outcomes to be shared digitally</li> </ul>

# What happens after you apply?

After the commissioning scheme closing date, it will take approximately 5 weeks to make a grant funding decisions. We recommend that you do not plan to start any activities until at least 8 weeks after the closing date. Please note that we cannot release grant funds and projects can't start until all funding paperwork is signed, and any additional conditions are met.

- We will send you an email acknowledgement within 5 working days of receiving your application. If your organisation is not registered as a vendor with Birmingham City Council, we will also send you a new supplier form (and guidance) to complete and return.
- 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.
- In most instances first payments are 90% of the total grant. The remaining 10% is released at the end of the project after you have submitted a satisfactory evaluation report and final income and expenditure budget.

# **Supporting 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 project have a strong history of delivering projects like this (if you have not yet recruited lead artists for your project, please include CVs of the people in your organisation who will be leading and managing the project).

# Conditions of Grant Aid, Policies and Procedures

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 conditions of grant aid including those summarised below.

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

By accepting a grant from the Council, you will be agreeing to having the following in place;

- A Governing document which allows for the following: election of a committee (including Voting Membership, Chair, Treasurer, Secretary); regular management committee/board of trustees meetings; a Special or Extra Ordinary General Meeting; presentation of annual financial statements at an AGM; amendments to be made to the constitution/ Memorandum and Articles of Association; and how Assets remaining, after winding up or dissolution would be used.
  - <u>Unincorporated Organisations</u> must have a governing document, which allows for membership open to anyone. Grant recipients should be aware that unincorporated organisations have no status as a legal entity therefore individual members of the management committee are personally responsible for the organisation's obligations.
     The charity commission provides guidance and information about writing a governing document

gov.uk/guidance/how-to-write-your-charitys-governing-document#how-to-write-your-governingdocument

- **Insurance** You will have suitable insurances in place for your organisation and the commissioned project. You agree to show insurance documents to us if we ask for them e.g. public liability insurance.
- Safeguarding policy and procedures in place which are in line with Birmingham Safeguarding Children Partnership <u>Iscpbirmingham.org.uk</u> and the Birmingham Safeguarding Adults Board <u>bsab.org</u> 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 project.
  - <u>Safeguarding Children</u>: The NSPCC have produced a range of resources for voluntary and community groups, <u>learning.nspcc.org.uk/safeguarding-child-protection/voluntary-</u> <u>community-groups</u>
  - <u>Safeguarding Adults at Risk</u>: Birmingham Safeguarding Adults Board have a range of useful publications including information for New Volunteers and Community Groups <u>bsab.org</u>

# **Concerned about an adult at risk or a person in a position of trust** – visit <u>bsab.org/how-to-report-</u> <u>abuse</u>

**Worried about a child?** - If you have any concerns about the safety and/or welfare of a child or young person telephone the Children's Advice & Support Service (CASS) on 0121 303 1888 or via secure email; <u>CASS@birminghamchildrenstrust.co.uk</u>. Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team

**In an emergency or if a crime has been committed** - Call 999. Otherwise, report crimes to West Midlands Police by calling 101

Whistle Blowing policy and procedures For guidance and information visit gov.uk/whistleblowing

- Health and Safety policy or statement For advice, guidance, examples and templates visit <u>hse.gov.uk/simple-health-safety/policy/index.htm</u>
- Equal Opportunities policy or statement The Grant Recipient must ensure their organisation/group does not discriminate, directly or indirectly, and comply with employment legislation. The Equality and Human Rights Commission has useful information voluntary charity and community organisations. For advice and guidance visit <u>equalityhumanrights.com/en/advice-and-guidance/core-guidance-voluntary-charity-and-community-organisations</u>
- **Financial Regulations and Procedures** including suitable financial management, accounting and record keeping and agreeing to put in place effective financial systems so project costs can be monitored
- **Complaints procedure** in place, including a record of complaints and any action taken.

# **Application Checklist**

**Please make sure that you provide the documents below when you send your application to us.** If you don't provide the below documents, we may take this into account when deciding which projects to support. If you require any support, please contact our service.

# We will not accept your application unless you have attended an online information session or individual advice and guidance surgery.

These documents must be sent with your completed application form	X
Application form - completed and signed	
A signed governing document (Constitution or Articles of Association e.g. set of rules)	
appropriate to the legal structure of your organisation, showing your organisation/group	
is not-for-profit and has arts as its main object or purpose	
Proof of a bank account in the name of your group/organisation which requires two	
signatories / dual authorisation (i.e. not a personal account)	
Most recent annual accounts and recent management accounts	
Safeguarding Policy and Procedures in line with the Birmingham Safeguarding Children	
Partnership <a href="https://www.ucade.com">lstace.com</a> and Birmingham Safeguarding Adults Board	
www.bsab.org	
Equalities Policy or Statement	
Whistleblowing Policy and Procedures	
Health and Safety Policy or Statement	
CVs or appropriate links for the project leads and professional artists (where identified)	
Other supporting documents e.g. Evidence of partnership support	

# **Guidance and Glossary**

#### Arts Award - artsaward.org.uk

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

#### Co-design

All projects must be co-designed with Birmingham residents to ensure they are relevant to local needs, circumstances and perspectives.

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, develop and deliver activities it is hoped the project or 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 project.

#### **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

The commissioning detailed in this document is only open to constituted, not-for-profit, Birmingham based organisations or groups who have arts as the main object or purpose in their Constitution or Articles of Association (i.e. an arts organisation).

Schools and other educational establishments are not eligible to apply for Arts Activities Commissioning.

<u>'Not-for-profit'</u> 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.

<u>By 'organisation' we mean</u> a single group of people working towards a shared or common goal. This can take many forms (for example a limited company, a charity or an unincorporated group). Applicants must have a governing document and an organisational bank account with two people who can sign in the organisation's name.

#### **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.

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• 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 - <u>number11arts.co.uk</u>

Number 11 Arts Ltd is a collective network representing, supporting and championing ten local arts forums across Birmingham.

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

You can find contact details for each of the local arts forums on the Number 11 Arts website (<u>number11arts.co.uk/artsforums</u>). For strategic conversations with local arts forums or activities that engage multiple local arts forums please email <u>numberelevenarts@gmail.com</u>

#### 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 <u>birmingham.gov.uk/downloads/file/2533/index\_of\_deprivation\_2019</u>

#### Paid Shadow Artist/Arts Leader

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

#### Partnerships

All project applications must demonstrate genuine partnerships. In particular, partnerships between the grant applicant, other organisations, community groups and venues.

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

#### Projects in educational settings

Schools and other educational establishments are not eligible to apply for Arts Activities Commissioning.

Applications for activities engaging children and young people in educational settings must demonstrate that activity is extra-curricular and additional to the core taught curriculum. We cannot fund school or college courses.

Arts Activities commissioning aims to support activities that benefit the wider public or arts community. Your application will not be a priority for funding if pupils of a school or other educational establishment (e.g. a pupil referral unit, college or university) are the main beneficiaries of the project.

#### Health and Wellbeing

Two of our commissioning schemes have criteria relating to mental and physical wellbeing including the prevention or reduction of social isolation and loneliness.

For information about Public Health, a copy of the city's health and wellbeing strategy and local area health profiles visit <u>birmingham.gov.uk/publichealth</u>

Birmingham's Neighbourhood Network Schemes are locality and Constituency based networks which enable the engagement with and investment in community assets for the purposes of supporting older people to connect with individuals, groups, organisations, activities, services and places in their neighbourhoods. This approach is integral to Birmingham City Council's community social work model and the overall investment by Adult Social Care in "Prevention First". For more information visit <u>brumnns.wordpress.com</u>

#### Measuring health and wellbeing outcomes

There are a range of tools developed to measure health and wellbeing outcomes some of these include;

- The WHO-5 Well-Being Index is a questionnaire that measures current mental well-being (time frame the previous two weeks) <u>psykiatri-regionh.dk/who-5/who-5-questionnaires/Pages/default.aspx</u>
- The Rosenberg Self-Esteem Scale (RSE), a widely used self-report instrument for evaluating individual self-esteem - <u>fetzer.org/sites/default/files/images/stories/pdf/selfmeasures/Self\_Measures\_for\_Self-Esteem\_ROSENBERG\_SELF-ESTEEM.pdf</u>
- Office of National Statistics measuring loneliness <u>measure.whatworkswellbeing.org/measures-</u> <u>bank/loneliness-ons/</u>

# Other Useful Links and Documents

- Birmingham City Council Plan 2018-2022 -<u>birmingham.gov.uk/downloads/file/10257/birmingham\_city\_council\_plan\_2018-2022</u>
- Imagination, Creativity and Enterprise: Birmingham Cultural Strategy 2016-19 -<u>birmingham.gov.uk/info/50050/culture\_arts\_and\_heritage/1265/culture\_strategy</u>
- Collaborations in Place-Based Practice: Birmingham Public Art Strategy 2015-2019 birminghamculture.org/files/Public-Art/Public\_Art\_Strategy\_WEB\_2.pdf
- Creative Future III Strategy 2016 2019 <u>birminghamculture.org/arts-young-people</u>
- Birmingham's Heritage Strategy birmingham.gov.uk/info/50050/culture\_arts\_and\_heritage/1748/heritage\_strategy
- Arts Council England Diversity Report 2020 <u>artscouncil.org.uk/publication/equality-diversity-and-creative-</u> <u>case-data-report-2018-19</u>

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#### 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:

theaws.co.uk facebook.com/theaws birmingham.gov.uk/findapark 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.

#### artsprofessional.co.uk/magazine/258/feature/deepening-engagement

artscouncil.org.uk/sites/default/files/download-file/arts\_audience\_insight\_2011.pdf 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: <u>birmingham.gov.uk/downloads/file/7881/child\_poverty\_commission\_report</u> Statistical data relating to child poverty in Birmingham is also available from the Campaign to End Child Poverty website <u>endchildpoverty.org.uk/child-poverty-in-your-area-201415-201819</u>

#### Events

For projects 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. <u>birmingham.gov.uk/downloads/file/267/outdoor\_event\_organisers\_guide</u>

#### **Other Cultural Funders**

- Arts Council National Lottery Project Grants <u>artscouncil.org.uk/projectgrants</u>
- The National Lottery Heritage Fund <u>heritagefund.org.uk</u>
- Birmingham Neighbourhood Network Schemes <u>brumnns.wordpress.com</u>
- Birmingham 2022 Commonwealth Games Celebrating Communities grant funding birmingham.gov.uk/celebratingcommunities
- Birmingham 2022 Commonwealth Games Creative Communities fund (details to be announced) <u>birmingham2022.com/culture</u>

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# **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
- 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 <a href="mailto:art.grants@birmingham.gov.uk">art.grants@birmingham.gov.uk</a>

You can also give comments, compliments or complaints about any BCC service online at <u>birmingham.gov.uk/your-views</u>