

Hackney Voluntary & Community Sector Grants Programme 2017/18

Guidance notes and information on completing the Small Grant Application Form

Updated March 2017

Please make sure that you have read these guidance notes before you begin to complete the application form. These guidance notes provide details of the programme and information on how to apply for the following grant:

Small grants of between £1,000 and £5,000 for projects that contribute to one or both of the two Hackney Grants Programme Priorities:

1. To promote social inclusion, encourage independence and develop personal resilience
2. To build positive relations between different groups and communities that will maintain the high levels of community cohesion

1. Introduction

These guidance notes are designed to support you when completing the Small Grant application form 2017/18.

Please read these notes in conjunction with 'Hackney VCS Grants Programme 2017/18 prospectus' which provides further details on the grants programme including the grants available, the assessment process for grant applications and what happens after you have submitted your application form.

Hackney Council uses an online system to manage the grants programme and applications should be submitted using the webform. If you have not used this system before, please refer to the prospectus under 'Registering' for further information about the online system and how to sign in.

The Hackney VCS Grants Programme 2017/18 prospectus is available through the Hackney Council website www.hackney.gov.uk/community-grants.

2. General guidance on the Small Grant

Small grants are specifically for small scale individual projects and should not be used as a contribution towards a larger service or project.

Organisations wishing to apply for Small Grants must have an annual income of less than £250,000 to be eligible to apply.

An organisation **cannot** apply for a Small Grant if it has received a Small Grant for three consecutive years, unless the application is for a play scheme. In this situation an organisation can still apply for another funding stream, such as the Main Grant or Community Chest, and will be eligible for another Small Grant in the next financial year.

Please note that this funding is only available for projects starting from the 1st October 2017 to 31st March 2018.

Please see the 'Hackney VCS Grants Programme 2017/18 Prospectus' for further information on the programme's rules and processes.

3. Holiday Play schemes

Organisations may apply for holiday play scheme if it will be delivered between 1st October 2017 and 31st March 2018. The maximum grant you can apply for is £5,000 for a play scheme.

4. General Guidance on completing the Small Grant application form

It is important that you include all of the information that is required in your application form - otherwise your application may not be considered. Your application form will only be scored on the information that you give on the application form.

You will be required to download an excel document called 'Proposed delivery schedule for Small Grants' from the Hackney Council website www.hackney.gov.uk/community-grants and save it to your computer. You need to complete two of the workbooks in this spreadsheet and upload it onto the web form in section 5 Finance. The workbooks you need to complete are called 'Outputs' and 'Budget' – click on the relevant tabs at the bottom of the spreadsheet to open these workbooks. Guidance on completing this document is included in the Project Delivery and Financial Information sections in the guidance notes.

If you have any difficulty completing your application, please contact the Community Investment & Partnerships team using the 'Contact us' button above or by telephoning (020) 8356 4066.

5. Detailed guidance on completing the Small Grant application form 2017/18

These guidance notes follow the structure of the application form.

Eligibility Checklist

The first section of the application form is the Eligibility Checklist.

The Eligibility Checklist is not scored but if you are unable to select yes (or not applicable) to all the boxes, your application will not be considered for funding. The web form will not allow you to progress to the application form unless you have met the eligibility requirements.

If your application is successful you will progress to Stage 2 of the application process and you will be required to submit policy documents outlined in this checklist. Please ensure you have these documents in place before you apply. If your application is successful you will need to submit the following documents:

- Your organisation's set of rules, Constitution, Memorandum & Articles of Associations or other governing documents.
- Most up to date organisation's annual accounts that are independently examined or audited.
- Equality & Diversity Policy
- Health & Safety Policy
- Employers Liability/ Public Indemnity Insurance
- Safeguarding Children Policy and / Safeguarding Adults Policy (if applicable)
- The number of staff, volunteers and Trustees working with children and young people and/or adults at risk with Disclosure and Barring Service (DBS) certificates (previously CRB checks) and certificate numbers. You will not be required to submit names and CRB certificates.

Notes on specific eligibility questions

a) Does your group operate on an entirely not-for-profit basis?

Organisations applying to the programme must be not-for-profit organisations which are value-driven and principally reinvest their surpluses to further social, environmental or cultural objectives. Voluntary organisations or third sector organisations include community groups, faith and equalities groups, charities, social enterprises, co-operatives, mutuals and housing associations. Please note that private businesses and individuals are not eligible to apply for grant funding from this programme.

Please see 'Hackney VCS Grants Programme 2017/18 Prospectus' for further information on organisations which can apply to the Hackney VCS Grants Programme and what the programme can not fund.

b) Does your group have an annual income of less than £250k?

Organisations wishing to apply for Small Grants must have an annual income of less than £250,000 to be eligible to apply.

c) Does your group have a 'set of rules', e.g. constitution, memorandum and articles of association, set of guiding principles, or rules?

If your governing document does not have the original signatures due to having been amended or updated, you will need to have the Chair of the Management Committee sign and date the last page as a true record, and to attach a signed copy of the minutes of the Annual General Meeting that made the amendments. If you cannot find the minutes of the meeting or are not sure what document to use and the organisation is a registered charity or a company, then the Charity Commission (for charities) or Companies House (for companies) should be able to provide you with a copy.

g) Financial Accounts

To be eligible for funding an organisation must be able to submit the most recent set of annual accounts. If your organisation has an annual income of over £10,000, your accounts should be either independently examined or audited. For organisations which have an annual income of less than £10,000 or have existed for less than 15 months, you must be able to provide a statement showing income and expenditure for 2016/17 and a 12-month financial projection for the year in which the grant will be spent.

Does your group have independently examined or audited accounts? For organisations with an annual income of over £10,000, your accounts should be either independently examined or audited. For organisations with an annual income of less than £10,000 or have existed for less than 15 months, are you able to provide a statement showing income and expenditure for 2016/17 and a 12-month financial projection for the year in which the grant will be spent?

h) Employers Liability and Public Liability Insurance

The Council requires all grant receiving organisations to have appropriate employers liability and public indemnity insurance. If you do not have both of these in place at the time of your application, you will be required to arrange them for your project if your application is successful. This is a condition of the grant award.

i) At least 80% of its beneficiaries are resident in the London Borough of Hackney

Hackney VCS Grants Programme will only fund projects where at least 80% of beneficiaries of the project are residents in the London Borough of Hackney. If you state that at least 80% of beneficiaries will be from Hackney but it is not clear from your application how this will be demonstrated (for instance if holding a public event), the Council may make it a condition of funding that you monitor this requirement as the project is delivered.

j) This is the second Small Grants round of the Grants Programme for the financial year 2017/18. This means that your project's start date must not be earlier than the 1st October 2017 and the end date must not be later than the 31st March 2018.

Additional application checklist - for projects working with children and young people and/or adults at risk

All applications for projects which will work with children, young people and/or adults at risk must have the following Safeguarding processes in place. Organisations must have a Safeguarding Children and Safeguarding Adults policy in place. Staff and volunteers working with children, young people and/or adults at risk must have Disclosure and Barring Service (DBS) certificates. Projects which include community events must have a Safeguarding Children and Safeguarding Adults policy and, as a minimum, the event

co-ordinators, volunteer supervisors and unsupervised volunteers must have Disclosure and Barring Service (DBS) certificates.

k) Does your organisation have a Safeguarding Children policy in place? This is required for all projects working with any children or young people.

l) Does your organisation have a Safeguarding Adults Policy? This is required for all projects working directly with adults at risk.

An adult at risk is a person over 18 who is or may be in need of community care services by reason of mental or other disability, age or illness. An adult at risk is or may be unable to take care of him or herself, or is unable to protect him or herself from significant harm or serious exploitation. An adult at risk may be a person who:

- Has a physical or sensory disability
- Is physically frail or has a chronic illness
- Has a mental illness or dementia
- Has a learning disability
- Is old and frail
- Misuses drugs and/or alcohol
- Has social or emotional problems
- Exhibits challenging behaviour

m) Does your organisation have an OFSTED registration number?

An OFSTED registration number is required for all projects providing childcare for children under 8 years of age for more than two hours a day. You must apply to Ofsted to be a childcare provider on non-domestic premises if you intend to care for children aged from the 1 September following their fifth birthday up to the age of eight on non-domestic premises if at least one individual child attends for a total of more than two hours. Non-domestic premises cover a wide variety of premises such as converted houses, purpose-built provision, a church or village hall. Refer to <http://www.ofsted.gov.uk/resources/guide-registration-childcare-register> for further information.

n) Does your organisation have Disclosure and Barring Service (DBS) (previously CRB) certificates for staff working with children and young people or adults at risk?

This is a **legal** requirement for all projects working with either of these groups. If your application is successful and you progress to Stage 2 of the application process, you will need to submit the number of staff and volunteers with DBS certificates and the certificate numbers in order to have your grant recommendation approved.

Your Organisation and Grant Application

This section asks for basic contact details and some information about your organisation and your application. This section is not scored.

1.1 Organisation's name – Please enter the legal name of your organisation, as written in your organisation's constitution or other governing document.

1.2 Also known as – If there is any other name (including any abbreviation) that you, your service users or Hackney Council ever use for your organisation, please type it here.

1.3a Amount of grant requested – Small grants are between £1,000 and £5,000 for projects which contribute to Hackney's Grants Programme priorities.

1.3b Please indicate by ticking the box if the funding is to deliver a Holiday Play scheme

1.4 Project summary – Please provide a very brief summary of the project or service this grant will fund. A full description of the project should be provided in Question 2.1 (max 35 words)

1.5 Project contact details – The main contact is the name of the person we can contact for further information. The position of the main contact in your organisation could be Project Manager, Project Co-ordinator, Chair, or a committee member. You will also need to provide the organisation's address, the email address and telephone number for the main contact of this grant application. All applications must have an email address so that the Council can contact you regarding your application.

From a drop down menu you will also need to state the ward where your organisation is based. If your organisation is not based in Hackney, please select 'Not in Hackney'. Further information about the wards in Hackney can be found here: <http://www.hackney.gov.uk/your-ward>.

1.6 Project address – If the main contact address you have provided is only an office location and/or if this project will be delivered from a different location, you need to provide the details of the address where this project will take place.

1.7 Additional contact – Please provide contact details for an additional contact at your organisation. This should be the Chair, Chief Executive or Director of your organisation.

1.8 Staff numbers – tell us about the people involved in your organisation including number of management committee members, volunteers, number of volunteers that will be delivering this project/activity, number of paid staff (full-time) and number of paid staff (part time).

1.9 Management Committee members – Please provide a full list of current members of your Management Committee. The number of names on this list

should match the figure you provided in question 1.7 for number of Management Committee members. This list should also match the latest list you have provided to the Charity Commission if you are a registered charity. This information is publicly available at <http://www.charity-commission.gov.uk>.

1.10 Organisational start date – Please enter the month and year when your organisation began, or when it first began running activities or projects.

1.11 Organisational aims – Please provide a brief summary of your organisation's aims. If you have a mission statement, please refer to this or quote from it.

1.12 Legal status – Please tell us the type of organisation you are. If you are a registered charity or a company limited by guarantee, please tell us your charity or company number. If your group is neither a registered charity, company, Community Interest Company, Industrial & Provident Society nor other type of legal entity, you should tick 'Community organisation/ club/ society/ group'.

Please see 'Guidance on the Hackney VCS Grants Programme 2017/18' Prospectus for further information on the organisations which can apply to the Grants Programme and what the Grants Programme can not fund.

1.13 Branch organisation – please tell us if your organisation is a branch of or related to larger organization. If your organisation is related to a larger organisation, please give an explanation of the relationship.

Project Delivery

This section is about your project idea, why it is needed and how you will manage and deliver the activities.

Total marks available for this section = 40

2.1 Project description – This should give the assessors a clear idea of what the project will do, what the activities will be and who you expect to benefit from them. Please ensure that your description is as clear and concise as possible. Assessors will be reviewing a considerable number of applications and our only source of information will be what you include in your application.

2.2 Target areas – Please select the Hackney ward(s) that your project will be targeting. If the people who benefit from your project will come from all over Hackney, please select 'all of Hackney'. If your project will target one or more areas of Hackney, please select the wards from the list which correspond with this geographical target area.

The ward boundaries in Hackney changed in 2014. If you are unfamiliar with the new wards, please refer to <http://www.hackney.gov.uk/your-ward>

2.3 Evidence of need – Organisations need to provide clear evidence of why the project is needed. You should give the assessors an understanding of why you have decided to do this work and who the potential users may be.

A good answer will be one that can clearly use up-to-date evidence and research to show that there is a need for the service. This should include evidence from your organisation's knowledge about the needs of your service users and beneficiaries, and the local area. It is also important that you use local data and regional/national evidence to provide a wider context.

Examples include:

Service level evidence

- User surveys, e.g. who have you consulted about the project/proposal? What did this tell you?
- Evidence from your own monitoring and evaluation of the needs of your users
- Information from planning sessions, feedback from stakeholder forums
- Feasibility studies

Borough level evidence

- [Shared Evidence Base](#) on Hackney Council's website includes a range of information, data, tools and intelligence that can help you better understand some of the broad trends and changes in the borough, including in Hackney's population, households, local businesses, local services and the environment. This includes:
 - Evidence from the Census
 - Borough and ward profiles
 - Joint Strategic Needs Assessment for Health and Social Care
 - Child Poverty Needs Assessment
- [Knowing our Communities](#) on Hackney Council's website gives detailed information and the history of different communities living in Hackney.
- You can also include other evidence/research about Hackney which has been completed by Hackney Council and other agencies.

Regional and national evidence

- Central Government departments such as evidence from Department of Work and Pensions and Communities and Local Government
- National research and statistics such as [UK National Statistics](#)
- Greater London Authority
- Hackney CVS's website has links to several pieces of research that relate to the voluntary sector.

2.4 Project management - A good answer will clearly show that your organisation has the skills and capability to co-ordinate the delivery of the project. The assessors will want to have confidence that your organisation has a proven track record of delivering similar activities and that you will be able to deliver this project successfully.

Please tell us about:

- the track record of your organisation in delivering activities like this
- the relevant skills, qualifications and experience of the staff and/or volunteers who will be delivering this project. Also provide the skills, qualifications and experience of the Board of Trustees. Name staff and volunteers already in place with those skills, or indicate if you will be recruiting and/or training people. Do not attach CVs, staffing charts or any other document – only the text provided in this section will be considered in scoring.
- any Quality Mark(s) your organisation has attained which relate to this project
- how you will ensure the project is run to any relevant quality standards.
- any external advice you have received, or external partners you are working with, to improve the management of the project.
- your organisation's governance structure and reporting mechanisms to ensure management oversight of the project.
- a brief description of the overall approach you would take to running and managing the project

2.5 Risks and challenges – Please outline the main risks associated with this project, and also show how these risks will be managed. Risks and challenges can include failure to successfully deliver the project outcomes and/or outputs, safety risks, staffing issues, operational challenges, or financial risks. (This is not an exhaustive list.)

Please be realistic and honest in assessing risks – acknowledging the existence of and understanding risks is a strength as you are able to identify what could go wrong and how you would manage this.

2.6 Project outputs – Please download the excel document called 'Small Grants Proposed Delivery Schedule' from the Hackney Council website www.hackney.gov.uk/community-grants and save it to your computer.

The excel document includes two workbooks. In this section of the application form you need to complete the workbook called 'OUTPUTS'. You will need to upload this document in the application form once you have completed the 'BUDGET' workbook in the Financial Information Section of the application form.

Completing the Outputs table

The 'OUTPUTS' workbook has an output table which you need to complete with details of the outputs from the proposed project – i.e. the things you will actually deliver. Completing the output table helps you clearly demonstrate the value of your proposed project. It also helps you to demonstrate the value and impact of the grant investment in your project.

A good answer will list outputs that the assessors are confident are achievable, based on your description of the project and the resources you will have to deliver it.

Outputs can include services you offer, products you provide or give away (for example, booklets), and facilities you provide. They are what you “put out” as a result of your activity.

Outputs are not the benefits or changes you achieve for your users – they are the interventions you make to bring about those achievements.

Please note that **all** applications are required to provide the number of people who will benefit from your project. **You should count each person benefiting from the project only once, even if they will attend different activity streams of the project. Please enter the number of beneficiaries engaged in each quarter and the total annual target for beneficiaries, which will not be automatically calculated.**

Then type the outputs for your project into the rest of the output table, and for each type of output, you must give the proposed number to be delivered in each quarter. The final column will automatically add your profiled amounts to show your total numbers to be delivered for the project (see example below).

Example – project with two activity streams: classes and one-to-one sessions

- 30 people are registered on the project. The same 30 people will attend a one-to-one sessions each quarter and 20 of those people will attend weekly classes
- But the total number of people benefiting from project will be 30 – because some people will attend both the classes and the one-to-one sessions
- Your “number of people who will benefit from the project” is therefore 30.

Example

Output	Q1 (Apr, May June)	Q2 (Jul, Aug Sept)	Q3 (Oct, Nov Dec)	Q4 (Jan, Feb Mar)	Total Annual Target
Total number of people benefiting from the project	30	30	30	30	30
Number of classes (1 per week)	12	12	12	12	48
Number of project beneficiaries attending classes (20 beneficiary x 12 classes each quarter)	240	240	240	240	960
Number of one to one sessions (1 session per beneficiary per quarter)	30	30	30	30	120

Below is a standardised list of grant-funded project output measures. Where possible, please use the outputs from this standardised list to complete the output table. If the standard list does not fully cover the relevant types of output of your project, you may add outputs in your own format.

Standard Outputs

Type of project	Output
Play Provision	Total no. of Play Sessions delivered (1 day =1 session)
Play Provision	Total no. of Hours of Play delivered (hours per session multiplied by no. of sessions)
Play Provision	Total no. of play provision places provided (average daily attendance multiplied by total no. of sessions delivered)
Play Provision	Hours of respite provided for parents/carers (for projects supporting disabled children)
Young people's	Number of youth activity sessions provided
Young people's	Hours of youth activities provided
Young people's	Hours of peer mentoring sessions
Young people's	Total no. of youth provision places provided (average daily attendance multiplied by total no. of sessions delivered)
Education	No. of classes / sessions delivered
Education	Total number of hours of class time delivered
Education	Total no. of places provided
Health & Wellbeing	Number of group support sessions run
Health & Wellbeing	Hours of group support sessions/workshops run
Health & Wellbeing	Hours of individual support sessions run
Health & Wellbeing	No. of project service users reporting decrease in stress/anxiety
Employment	Number of service users directly supported into employment
Employment	No. of Employment Support sessions delivered
Volunteers	Number of volunteers engaged
General	Number of visits by general public
General	Number of community/outreach events run
General	Number of trips provided
General	Number of external qualifications/certificates/awards received by service users
General	Number of project beneficiaries reporting decrease in stress/anxiety
General	Number of project beneficiaries attending workshop/session/event/trip

Project Outcomes

3.1 Project outcomes – This question will be scored.

The score is weighted and will be multiplied by 2. Total points available after weighting = 6 points

Outcomes are the changes, benefits, learning or other effects that result from what the project makes, offers or provides. Outcomes are **not** the same thing as outputs:

- An output is the direct product of an activity – e.g. the delivery of classes. You can usually directly look at an output while it is happening.
- An outcome is the beneficial effect of that activity – e.g. the new skills or knowledge that the people who attended the classes acquire. An outcome is unlikely to have a concrete physical existence, although it should be possible to measure it.

You should explain in this answer the particular outcomes that you expect your project to achieve. This should include details of any accredited or certificated outcomes, especially for children and young people.

It is very important that the project outcomes are linked to the priority/priorities that you have ticked.

Equality and Access

4.1 The grant funded projects are expected to contribute to Hackney Council's Equality Objective:

Deliver actions which aim to narrow the gap in outcomes between certain disadvantaged groups and the wider community

Please see <http://www.hackney.gov.uk/equality-diversity> to read more about Hackney Council's Equality Objectives and how the Council is working to achieve them.

All applications for grant funding are required to identify up to three of the following equality aims that your project will help to address

- 1. The lives of people living in difficult circumstances are improved**
- 2. People with complex needs are supported and enabled**
- 3. People with the worst health are supported to improve their wellbeing**
- 4. The impacts of poverty are alleviated**
- 5. The lives of disabled people and or older people are improved**
- 6. Inequality is addressed**
- 7. People are supported to identify harmful patterns and take steps to change**
- 8. Those least likely to be heard are engaged and have an active voice**

Please see <http://www.hackney.gov.uk/equality-diversity> to read more about Hackney Council's Equality Objectives and how the Council is working to achieve them.

4.2 –Equality objective and aims

This question will be scored. **The score is weighted and will be multiplied by 2. Total points available after weighting = 6 points**

- How is your project going to improve outcomes for one or more disadvantaged groups?
- How will you ensure that your project is accessed by the widest possible range of people who face disadvantage?
- If your project is targeted at a particular community, we would still expect you to ensure it reaches the diverse strands within that community – how will you do this?
- If your project is about fostering good relations, how will you genuinely help to build an inclusive sense of community, neighbourliness and pride, which is not just among those who feel it already?
- If your project would help Hackney Council listen to residents better, how will this be achieved in an effective and truly representative way?

4.3 Hackney Council expects that the widest possible range of people will benefit from the projects funded through the Grants Programme. We recognise that it may be appropriate for some projects to be particularly targeted at one or more specific groups. These tick boxes allow information on such targeting to be accurately captured.

If your project is targeted in this way, you will need to provide a clear explanation of this targeting in question 2.3 'Evidence of Need'. We also expect that in question 4.2, you will have covered how you will reach the widest possible range of people within the community you are targeting.

If your project is open access and **not** targeted at a particular community group, please leave this question blanks.

Answers to these questions **will not** count towards the scoring of the application. They will, however, be used by the Grants Panel to understand the spread of funding across Hackney's diverse communities.

Financial Information

5.1 Project Costs

This question will be scored. The score is weighted and will be multiplied by 3. Total points available after weighting = 9 points.

You now need to complete the 'BUDGET' workbook in the 'Proposed delivery schedule for Small Grants' document that you downloaded earlier.

The workbook includes a table which you need to complete showing the budget for the proposed project. Once you have completed the table, you will need to upload the 'Proposed delivery schedule for Small Grants' onto the web form. Please note, the 'Proposed delivery schedule for Small Grants' must include the completed output table and budget table. For further information about uploading documents, please see the web form guidance.

Completing the Budget table

You need to provide a line-by-line breakdown of the budget for your project. You should be as specific as possible and all the costs should refer to the specific activity that you are applying to deliver.

If a project is for a specific activity over a period of time then the costs need to reflect this e.g. the costs for a play scheme would be expected to be reasonable given the type of activity and period of time it is delivered for.

A good answer will be realistic and it will be clear how the proposed budget will be used to achieve the outcomes described. It will also show how you use the grant to maximize what it will deliver and that the project offers good value for money.

Please list all costs for your project in the Costs column under the relevant headings. Include all your costs such as rent, venue hire, insurance, etc. The table has columns for the element of the project cost you are applying to Hackney Council to grant-fund and also a column to show the total cost of the project. Please profile the costs which would be covered by Hackney Council grant into the quarterly columns. If your project costs are above the amount you are applying for, please show the total costs of the project in column D.

You do not need to complete column D if you do not have any other sources of funding for your proposed project. If you do have other sources of funding, you should enter different figures in the two columns where applicable, with the difference between the two columns matching the contribution from your other funding source. You will need to provide further information about the other sources of funding in the second table.

You should use quotes where you have been able to obtain them. Where available, exact quotes rather than rounded figures (e.g. £480 or £492.50 rather than £500) will give the assessors greater confidence that you are seeking to ensure value for money.

For staff salaries please list the salary scale where applicable within the expenditure heading. In the breakdown of costs box, provide a breakdown of the number of hours per week and number of weeks in the year that the salary will be paid for. The figures for staff salaries should, where applicable, include National Insurance costs, pension payments and any other “on-costs” for the post not captured elsewhere.

Other headings you may wish to use are:

- Rent or other similar payments
- Insurance
- Marketing and Publicity
- Printing
- Travel
- Beneficiary Support Costs

Funding is mainly for revenue. Capital can only be applied for if it directly relates to the project, and only then if it is a small part of the total costs. We do not accept bids for capital-only projects. **Please note** that we would not expect overheads (general office costs, utility bills, stationery etc not related specifically to a project output) to exceed around 20% of the total value of your grant application.

Declaration

This section should be ticked by a person authorised to submit funding applications for your organisation. This declaration needs to be made by the Chair, Treasurer or Secretary of the organisation.

This person will be accountable to Hackney Council for this project. It also means that this person is responsible for the project’s performance.

Review my application

The final section of the web form is ‘Review My Application’. This will show you the whole application form with your answers, giving you a chance to review all of your answers and check for any accidental omissions. When you are satisfied with your application, you may click ‘Submit’ to submit your application. Please see the web form guidance for further information about reviewing and modifying your application form and any error messages that may occur when submitted your application form.