

# **Hackney Advice Grants Programme**

## **Guidance on completing the**

### **Advice Grant Application Form**

#### **2019/20**

**Created October 2018**

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:

Hackney Advice Grant- strand 1- Advice service.

There is separate guidance for the support role linked to this grant which can be found here [Community grants page](#)

Please make sure you also read the Advice Grant framework before you complete the application on the [Community grants page](#)

## **1. Introduction**

These guidance notes are designed to support you when completing the application form for the Advice grant 2019/20-2020/21.

Please read these notes in conjunction with the Advice Grant framework.

Hackney Council uses an online system to manage the grants programme and applications should be submitted using the webform. Please use the webform guidance notes for further information about the online system and completing the webform.

The following documents to support you with your application can be downloaded from the Hackney Website [Community grants page](#)

- Guidance on using the webform
- Grant framework

## **2. General guidance on completing the application form**

Please include all the required information as your application will be assessed ONLY on the information from the web form and uploaded workbook.

You can download the excel document called 'Advice delivery workbook' here [Community grants page](#) and save it to your computer.

The excel document includes 3 worksheets:

1. Budget
2. Service location
3. Partnership arrangements

All applicants should complete the first 2, budget and service location. Applicants applying as a partnership should also complete sheet 3, partnership arrangements. Once complete the document should be uploaded on the attachment page of the webform

## Detailed guidance on completing the application form 2019/20-20/21

The 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 tick yes (or not applicable) to all the boxes, your application will not be considered for funding. The webform 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 key policy documents before a final recommendation for grant funding is made. 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 at Risk Policy (if applicable)
- The number of staff, volunteers and trustees working with children and young people and/or vulnerable adults with Disclosure and Barring Service (DBS) certificates (previously CRB checks) along with the name, certificate number, issue date and the date that the certificate was seen by your organisation. You will not be required to send DBS certificates.

You do not have to submit these documents with your application, copies only need to be provided if your application is successful. If your application is successful, you will also be required to carry out a self-assessment of your policies and procedures.

Please use the self-assessment template available here- [Grants FAQs and key documents](#) on the Hackney Council website to carry out a review of your policies and procedures to ensure they are current and meet the minimum legal requirements prior to application. If you are successful, you should ensure that any necessary updates or amendments to your policies are made prior to submitting the document to us.

It is your responsibility to ensure that policies and procedures are up-to-date and meet the current minimum standards required.

## **Notes on specific eligibility questions**

**a) Does your group/organisation 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 equality groups, charities, Community Interest Companies (CICs), 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.

Social Enterprises and CICs are only eligible to apply for a grant if they operate on a wholly not-for-profit-basis. This means that the following criteria must all be met:

- 100% of surplus funds are reinvested into the organisation
- Executive Directors operate in a voluntary capacity and not as paid shareholders
- As an indicator of the above, there should be a 'no profit distribution' and/or 'asset lock' clause in the governing documentation.

**b) 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.

**c) Financial Accounts-** To be eligible for funding an organisation must be able to submit the most recent set of annual accounts (these should be for no older than two years before the current financial year).

For organisations that have been in existence for less than 15 months, you must be able to provide a 12 month financial projection for the period in which the grant will be spent. You will also be asked to provide your most recent bank statement in the organisation's name.

**d) 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.

**e) At least 80% of project beneficiaries resident in the London Borough of Hackney-** Hackney VCS Grants Programme will only fund projects where at least 80% of project beneficiaries 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 achieved, the Council may make it a condition of funding that you monitor this requirement as the project is delivered.

**f) The grants will be awarded on a 23 month basis; they will start on 1<sup>st</sup> May 2019 and complete on 31<sup>st</sup> March 2021.**

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

We need to ensure the safety of children and vulnerable adults is paramount. For this reason, 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 at Risk 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 at Risk policy and, as a minimum, the event coordinators, volunteer supervisors and unsupervised volunteers must have Disclosure and Barring Service (DBS) certificates.

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

**h) Does your organisation have a Safeguarding Adults at Risk 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

**l) 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. Refer to <https://www.gov.uk/register-childminder-childcare-provider> for further information

**j) 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, their names, certificate number and date, and the date the certificate was seen by your organisation, in order to have your grant recommendation approved.

## Section 1 Your Organisation and Grant Application

This section asks for initial information about the grant that you are applying for, your organisation and contact details.

This section is not scored

### About your grant application

**1.1 Grant type** – We will fund one integrated advice service that provides clear, simple and open access, including to residents who face barriers to accessing services. However there is £120k ring-fenced for delivery in health settings. Please indicate in the boxes below if you are applying for the portion of money allocated to health settings. You can apply for both or just one. If you want to apply for both, please tick both boxes. This information will allow us to ensure the ring fenced money is allocated appropriately, however the Purpose and Principles (described below) and all questions apply to both.

- Advice grants
- Advice in health settings

**1.2 Partnership applications** – Please indicate if you are submitting a partnership application, or applying as a single provider. If you are submitting a partnership application, a signed partnership agreement will need to be attached to your application in the final Attachments section. The agreement will need to be signed by all organisations within the partnership.

**1.2a Partnership organisations** – If you are applying as a partnership, please provide a list of the partnership organisations.

### **Organisation and project contact details**

**1.3 Organisation's name** – Please enter the legal name of your organisation, as written in your organisation's constitution or other governing document. If you are making a partnership application, a lead should be chosen for the purpose of the application and this section should be completed with their details

**1.4 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.

**1.5 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 Coordinator, 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: [Hackney wards](#).

**1.6 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).

**1.7 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 1.6 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>.

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

**1.9 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.

**1.10 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 organisation is neither a registered charity, company, Community Interest Company, Industrial & Provident Society or other type of legal entity, you should tick 'Community organisation/ club/ society/ group'. Please see 'Prospectus for Hackney VCS Grants Programme 2019/20 here- [Grants page](#) for further information on the organisations that can apply to the Grants Programme and what the Grants Programme can not fund.

**1.11 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.

**1.12 London Living Wage Employer** - Please confirm if you are a London Living Wage Employer. If you are not a London Living Wage Employer please see the [Living Wage website](#) for more details. This is for our records only and is not part of the assessment.

## 2. Purpose and Principles

This section relates to specific contract delivery of the advice service. Each response should outline your:

- Understanding of the purpose or principle
- Track record of learning about and/or putting it into practice
- Understanding of how you will apply it to the new service

**Assessment process: The minimum and maximum score is shown for all of the questions which will be scored by the assessors. Applications which do not meet the minimum score for any question may not be considered for funding**

All responses should be no more than the word count below for each section:

- Purpose = 500
- Each Principle = 350

**Note:** Any applications that go over these limits will not be considered by the panel

**2.1 Purpose - Help me to solve my problems and regain independence by promptly giving the right advice and support.**

**Minimum score = 4**  
**Maximum score = 20**

You must evidence your **understanding** of the purpose of the service, how that has been developed and the importance of designing a service against this purpose. This should include what you mean by 'solving problems'. The answer should also show **evidence of track record** of delivering an advice service that helps people to solve their problems. The answer should also cover how you will **apply this understanding** to ensuring the purpose is put into practice in service design and development, including your ability to have an initial purpose led service by May 2019

### Principles of the service

**2.2 Responsive** - provision of timely and accurate advice that residents have confidence in. Understanding demand and context of the demand to provide an appropriate level and type of service to meet the variety of need presented.

**Minimum score = 3**  
**Maximum score =15**

You must evidence your **understanding** of why a service should be designed against demand, but also an understanding of the demand coming into their service. This answer should also include an understanding of what people ask us to do for them, please refer to the framework. The answer should also show **evidence of track record**, ie how you have used your understanding of demand to adapt and meet service need. Finally the answer should cover how you **will apply this understanding** to the new service and include how you will assess demand and respond to variability in demand.

**2.3 Learning** - continuous learning and improvement are integral to how the service operates, with a focus on learning what matters to residents and how to do exactly and only that

<b>Minimum score = 3</b> <b>Maximum score =15</b>
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You must evidence your **understanding** of the importance of learning what matters to residents and how that understanding has been developed. The answer should show **evidence of track record**, i.e. how you have learnt and improved in previous service delivery, learning from customer experience, and how this has shaped change. The answer should also cover how you will **apply this understanding** to the new service and include how you will use the evidence you gather to improve your understanding of what matters to customers in service design and how you will use the data gained in the work to question, challenge and learn to respond first time to what matters to residents.

**2.4 High quality** - advice and support are provided in a welcoming and respectful environment and the process is as convenient and smooth as possible, enabling residents to quickly access the help, advice and support they need with minimal hand-offs, internally or to other agencies

<b>Minimum score =3</b> <b>Maximum score =15</b>
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You must evidence your **understanding** of what it means to provide a high quality service that enables residents to see the person that can help them as soon as possible. The answer should **evidence track record**, i.e how you have used data to track people's journeys through advice services in order to understand how quickly residents meet with the person/people who will help them. The answer should also cover how you **will apply this understanding** by giving some examples of how you will build this into the new service design and how the service will be founded on collective responsibility for doing what matters and pulling in support when needed.

**2.5 Professional** - employing and involving staff and/or volunteers in the principles and purpose of the work who possess both the technical and legal knowledge and have the interpersonal skills to engage with residents to fully understand and meet their needs and

ensure that no-one is harmed by inaccurate, insufficient or out of date advice.

**Minimum score = 3**  
**Maximum score = 15**

You must demonstrate your **understanding** of the knowledge and interpersonal skills needed to deliver the purpose of advice. The answer should **evidence track record**, i.e how you have recruited people in the past who have had the right qualifications and interpersonal skills to engage with residents and meet their needs. The answer should also cover how you **will apply this understanding** and experience to the design of the new service, how staff can learn from others in the service and what mix of staff will be needed to deliver the purpose and quality.

**2.6 Flexible** - a service that can offer and/or draw on a variety of responses to different needs including non-advice support

**Minimum score =3**  
**Maximum score =15**

You must demonstrate your **understanding** of the need to provide a flexible service that is able to respond to different needs and how that understanding has been developed. The answer should **evidence track record** of designing and delivering a flexible service that is able to respond to different needs and how that has been developed. The answer should give examples of how you **will apply this understanding** to service design.

**2.7 Enabling** - supporting residents where possible to increase their confidence and resilience to be better able to deal with future problems

**Minimum score = 3**  
**Maximum score = 15**

You must demonstrate your **understanding** of the reasons why people return and what would need to be put in place to help people deal with future problems. The answer should **evidence track record** in increasing resilience and the methods you have used to measure success. You must show how you **will apply this understanding** in service design and development

**2.8 Collaborative** - working with other agencies and LBH to deliver the purpose, to share learning and data to understand how far the service is doing what matters, to improve provision, and seek to address and reduce the causes of demand for advice.

**Minimum score =3**  
**Maximum score = 15**

You must demonstrate your **understanding** of how you will identify who you will need to engage with and the importance of collaborative working in this way. The answer should **evidence track record** of how you have successfully collaborated in the past. The answer should show how you **will apply this understanding** to the new service, including how you will get the most appropriate advice from across the sector, work with advice partners more broadly, other partners, including GPs and Hackney Council as the funder to learn and achieve the purpose of the advice service.

**2.9 Accessible-** A service that has open access, including to residents who face barriers to accessing services.

**Minimum score = 3**  
**Maximum score = 15**

You must demonstrate your **understanding** of what it means to provide an accessible service that addresses barriers to accessing advice and how that understanding was developed. The answer should **evidence track record** i.e of how you have identified and addressed barriers in the current service. The answer should show how you **will apply this understanding** to the new service design. This should include how you will provide a service that addresses barriers caused by language, poor mental ill health, disability and lack of confidence. Please see 2.10 below. If your service is targeted you will need to provide a clear explanation of this targeting in response to this question and how you will work towards providing an open access service. This can include working with partners.

### **2.10 Additional access question**

As stated above we consider that the advice service should be open to all. However we recognise the importance of targeting communities that may have difficulty accessing advice. These tick boxes allow information on such targeting to be accurately captured.

If your service is targeted, you will need to provide a clear explanation of this targeting in section 2.9 above and how you will work towards providing an open access service. This can include working with partners.

## **2.11 Measures**

**Maximum word count 400 words for each question**

For the **measures** set out in the framework please:

**2.12** Describe how you would use them to learn and improve; and

**Minimum score =3**  
**Maximum score =15**

**2.13** Describe how you would go about ensuring ongoing learning took place about purpose and what good looks like.

**Minimum score =3**  
**Maximum score =15**

## **Part 3 -Service delivery plan and financial model**

**Service delivery plan**

**Minimum score =4**  
**Maximum score =20**

**Maximum word count 500 words for each section**

Applicants are required to submit their service delivery proposal. Based on your answers to purpose and principles you should set out your overall approach to service design. This should include proposed provision in health settings if you applying for this.

This grant represents a shift to a different approach in service provision. When considering points 1 to 9 below please set out :

3.1 What you will put in place by May 19

3.2 How you will move towards the purpose led service design proposed above by the end of the contract

Please consider

1. Your contribution to delivering purpose (how you propose to deliver the service).
2. If you applying as a partnership, please demonstrate how the composition of the partnership has been driven by your learning about demand and what matters.

**Please also complete the partnerships table in the workbook and set out each partners role in service delivery and how that contributes to purpose.**

3. If you are not applying as a partnership, show how you will work with the funded service to meet purpose
4. How you will work with the wider advice sector and partners
5. How you will move towards an open access service, including for people or communities who may currently be under-represented
6. The proposed staffing structure for delivering this service and how leaders will be involved in system learning. How you will take staff with you on the journey to a purpose led service
7. Service location. Where do you intend to deliver this service? **Please complete the service location table in the advice delivery workbook.** This is intended to give an indication of where the advice services may take place in order to meet need. Please include in your proposal how your learning has influenced your decision on the best location to meet need. Also include in the table any additional services or activities available at the locations that will help meet purpose. (Please also see 3.3 below). The location of the health setting will be agreed between providers and LBH's public health team.
8. Risk- Please outline the main risks associated with this service, and also how these risks will be managed.
9. How you propose to move towards this purpose and principle led approach.

**3.3 Delivery locations-**This is not scored. For data analysis purposes 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.

#### **Financial model**

<b>Minimum score =4</b> <b>Maximum score =20</b>
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You will need to complete the 'Budget' worksheet.

**3.4- Project costs-**Please cost the delivery and staffing that would be needed to deliver the proposed purpose led service from May. The first table in the 'Budget' worksheet asks you to show the costs of your service broken into expenditure headings.

Please do not include decimal points but round up or down figures to the nearest pound e.g. £132.88 will be £133.

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

Please be realistic about the proposed budget and how it will be used to contribute towards achieving purpose. Please think about the purpose for advice and the overall budget available and whether it is likely that other organisations will need to be funded so there is the right mix of services in place. We may enter into negotiations with organisations to increase or reduce the amount of funding indicated in the application.

**3.5 Partnership allocation. This question is not scored, however it will be used to inform the score of question 3.4.**

If you are submitting a partnership application, assessors need to know how the proposed grant funding will be distributed between the organisations within your partnership. The resource allocation should take into account each partners contribution to meeting the purpose.

**3.6 What other funding streams you have.- This question is not scored-** There is a column in the budget worksheet that is about the other funding your organisation receives for advice work. The assessors will use this information to understand the context of your service. The tables should be completed with the details of any other sources of funding that your organisation receives for advice work. This should include if you are in receipt of funding to deliver a commissioned advice service from Hackney or the Clinical Commissioning Group (CCG). You should also include the funding received for advice organisations within your partnership. Please include funding which is confirmed and unconfirmed, money from core funding/reserves or other income generation activities. For each funding stream you should include whether it is current or future funding, whether it is confirmed and the start and end date.

**3.7 Annual turnover- This question is not scored** If you are **not** a charity please confirm the annual turnover of your organisation on the budget sheet. This will need to be repeated for each partner organisation that is **not** a charity. This will allow the panel to consider the capacity of the organisations when making the assessment.

## **4. 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.

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

## **Attachments**

In this section you need to upload

- Advice delivery workbook
- Signed partnership agreement if applicable

## **Review my application**

The final section of the webform is 'Review My Application'. This will show you the whole application form with your answers, giving you the 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 webform guidance for further information about reviewing and modifying your application form and any error messages that may occur when submitting your application form.

We would encourage you to submit your completed application form well in advance of the deadline to avoid any technical difficulties incurred due to high traffic, internet or any other technical problems. We often experience high levels of traffic to our website on the morning leading up to application deadlines which can lead to delays in submission. We cannot allow any applications to be submitted beyond the midday deadline. We therefore suggest that you submit your application well in advance, in case you experience any difficulties.

## **Vulnerability review**

If your application is not recommended for a grant you will have the option to ask for a vulnerability review. This will give organisations the right to advise the Council on the possible strategic impact of not receiving a grant. This ensures that the available resources are focused on support to organisations that may be at risk and can evidence a significant impact for the borough or service users.

If an award is made it is expected that part of the funding will be used for capacity building and development support to enable the organisation to achieve a more secure future and meet the needs of beneficiaries.

## **Assessment/Allocation**

A panel will mark your applications and you will be invited for an interview. The score will be used as a guide to your understanding of and ability to run a purpose and principle led advice service.

We will analyse the provision to ensure the advice needs of equality groups are met. Any gaps will be addressed during contract negotiations when additional partnership arrangements or targeting of services can be negotiated and put in place.

Continuous learning will be key to help shape future design including delivery configuration, resource allocation, measurement and learning.