

AGENDA ITEM NO 6

REPORT NO 123/14

ANGUS COUNCIL

DEVELOPMENT AND ENTERPRISE COMMITTEE – 4 MARCH 2014

ANGUS COUNCIL COMMUNITY GRANT SCHEME – NEW APPLICATIONS

REPORT BY CHIEF EXECUTIVE

ABSTRACT

This Report informs the Development and Enterprise Committee of applications to Angus Council in 2013/14 of £1,000 or less submitted and/or approved since 1 October 2013, seeks approval of grant awards of over £1,000 recommended for approval since 1 October 2013 and seeks agreement to reconvene the Member Officer Group to monitor the changes to the ACCGS criteria adopted in October 2013 and consider further changes if required.

1. RECOMMENDATIONS

It is recommended that the Committee:

- (i) Note the grant awards for 2013/14 of £1,000 or less made since 1 October 2013
- (ii) Approve grant awards of over £1,000 recommended for approval since 1 October 2013.
- (iii) Agree to reconvene the Member Officer Group to monitor the changes to the ACCGS criteria (see Appendix 1) adopted in October 2013 and consider further changes if required.

2. CURRENT POSITION

2.1 2013/14 APPLICATIONS OF £1,000 OR LESS – £6,310.26. TOTAL

Organisation	Amount Requested	Category	Summary	Decision
Forfar Association for Continuing Education (FACE)	£300.00	Adult Learning	Grant requested towards advertising and insurance for evening classes for adults.	<p>The programme of learning coordinated through FACE provides opportunities for social contact and involvement, making an important contribution to quality of life for attendees. Its work also fits well with the SOA outcome – Adults achieve their potential through learning.</p> <p>The group has a solid reserve, but is heavily reliant on fee income, the balance of which cannot be predicted.</p> <p>Grant Awarded - £300.00</p>

Organisation	Amount Requested	Category	Summary	Decision
Strathmore Christian Fellowship (Kirriemuir)	£900.00	Tourism	Grant requested towards hire, delivery & erection of 20 market stalls for Kirriemuir Christmas Market.	<p>The Christmas Market was a community event bringing local people together. Local community groups were invited to have a stall at the event, increasing local awareness of their activities and encouraging people to be part of their community.</p> <p>The organising committee should be supported in their efforts to create an event in Kirriemuir which will increase community involvement and raise awareness of the work of local groups.</p> <p>Grant Awarded - £900.00</p>
Newtyle United Football Club	£961.30	Sport	Grant requested towards for equipment to assist start-up of a new club.	<p>This application fits the ACCGS aims by bringing people together and increasing the involvement of the local community in helping establish this new activity in their local area.</p> <p>The aim of the project is to help local children come together and work as part of a team, improve confidence and learn new skills – all of which will help the wider community in the long term.</p> <p>Grant Awarded - £961.30 subject to the following conditions:</p> <ul style="list-style-type: none"> • The club need to complete their Angus Club Excellence (ACE) award with Angus Council Sports Development Team • The club should also engage with the Scottish FA Quality Mark scheme through the Development Officer (Football) at Angus Council

Organisation	Amount Requested	Category	Summary	Decision
Strathmore Cricket Club	£715.20	Sport	Grant requested towards moving power from the cricket field	<p>The club are looking to install a permanent outdoor power supply which will allow them to use their electronic bowling machine during coaching sessions. Currently cables are run across open ground which is potentially dangerous to participants and this work will provide a permanent safe solution.</p> <p>The proposed works will help the club develop their players' skill levels on natural playing surfaces, and a letter of support has been received from Cricket Scotland which reflects this.</p> <p>Grant Awarded - £715.20 subject to the following conditions:</p> <ul style="list-style-type: none"> • The club must complete their Angus Club Excellence (ACE) award. • The club should continue to engage with Cricket Scotland to complete their Top Club award and demonstrate completion of this. <p>This club is a licensed premise.</p>
Monifieth Community Council	£460.76	Tourism	Grant requested towards hire of floodlights and purchase of fairy lights for Christmas light switch on.	<p>This application supports good practice in ensuring safety in the car park. The event overall has been effective in the past in bringing the community closer together and enhancing community pride.</p> <p>Grant Awarded - £460.76</p>
Borrowfield Community Group (Montrose)	£830.00	General	Grant requested towards hire of marquee, roller disco and MC and Mobile disco for Borrowfield Christmas Bonanza on Sunday 15 December 2013	<p>The group organised a Borrowfield Christmas Bonanza for the residents of Montrose and area. The group hopes that the bonanza will encourage civic pride in the local community and involve different groups such as the scouts, guides, voluntary groups etc. This was the first time that the group had organised such an event.</p> <p>The Christmas Bonanza will help bring people together and engender a sense of civic pride.</p> <p>Grant Awarded - £830.00</p>

Organisation	Amount Requested	Category	Summary	Decision
Academy Medical Centre Patient Participation Group (Forfar)	£1,000	General	Grant requested towards a laptop, printer, ink, Internet access and display boards.	<p>This group were set up to help break down barriers between doctor and patients. The group are seeking funding for equipment for an information point for patients. This information point will be staffed by volunteers at set dates and times.</p> <p>The aim of the initiative is consistent with the key themes increasing involvement, Improving quality of life and helping groups to become well organised. It is also consistent with Angus Community Planning Partnership's commitment to empower individuals and communities and support their capability to manage their own health.</p> <p>It is recommended that the group be awarded £489.00 for internet access only on the basis that while the patient beneficiaries of the project are citizens of Angus, the project also benefits the medical practice and the wider NHS and so the practice should contribute the balance of costs towards to the project.</p> <p>Grant Awarded - £489.00</p>
Carnoustie Canine Capers	£1,000	General	Grant requested towards first aid training and canine first aid course.	<p>This training will enhance group members' ability to inform/educate the wider community. The Green Dog Walkers initiative is an excellent example of a group tackling dog fouling issues in a community. This grant will enhance their ability to run safe events.</p> <p>Without assistance the group would be unable to fund the proposals</p> <p>Grant Awarded - £1,000</p>

Organisation	Amount Requested	Category	Summary	Decision
Glenesk Trust	£654.00	Cultural	Grant requested towards audience development activities at The Retreat. Hearth and Home on 17 May an evening of music and poetry and Albert's Amazing Flea Circus in June 2014.	<p>The Retreat is an Accredited Museum and as such meets the national standards for museum governance, collections management and visitor services</p> <p>The activities are clearly a good fit with the ACCGS criteria in terms of encouraging members of the Glen community and visitors to become involved with the planned cultural events and publicising those activities with the intention of attracting visitors from further afield.</p> <p>The Hearth and Home event is intended to coincide with and be part of two national initiatives The Homecoming and the Festival of Museums. All ages will be catered for and it is a valuable opportunity to keep alive the culture and heritage of the community in the glen.</p> <p>The second event will provide an opportunity to access professional entertainment of a type and quality only occasionally available in rural communities.</p> <p>Opportunities for rural communities to get together to celebrate their heritage environment and experience are becoming fewer and further between and the proposed events would seem to meet that need very well.</p> <p>Grant awarded - £654.00</p>

2.2 2013/14 APPLICATIONS OF OVER £1,000 – £8,518.51 SUB TOTAL

Organisation	Amount Requested	Category	Summary	Decision
Arbroath Skatepark Project	£5,000	Sport	Grant requested towards building a skatepark, specifically towards laying tarmac, erecting safety notices and associated fees.	<p>The group have been fund raising for a long time to build a skatepark facility in Arbroath and are demonstrating the capacity to manage and run this project by completing many fundraising activities. The wider local community have been supportive of the approach as demonstrated by local donations and the club's popular Facebook page with 780 'friends'.</p> <p>The group are proposing to lay a tarmac link to ensure the facility is accessible to all, provide 2 safety notices to ensure all participants are aware of safety requirements and pay fees (15%) associated with this work.</p> <p>It is recommended this application for £5,000 be considered for approval as the project would be a great additional facility to the area.</p> <p>It is noted that this group has already received a one off financial cash contribution of £30,000 from Angus Council and also in-kind support from Angus Council of £12,800 towards professional fees for design and technical support along with maintenance, and insurance.</p> <p>Grant recommended - £5,000</p>
Angus Arts (Angus wide)	£1,340	Cultural	Grant requested towards Workshop Leader Fees, Materials/Expenses and publicity and promotion of Big project (Be Inspired in Glenesk).	<p>The organisation has a track record of providing high quality arts, heritage and cultural activities to communities in Angus. The organisation has built up a good reputation over a number of years and is respected for the work it does.</p> <p>The Angus Arts project, to be based at The Retreat, Glenesk will provide activities which will attract media and general interest in the glens that will also benefit the community effort to attract visitors.</p> <p>Given the scope and range of activities proposed, the project seems to offer excellent value for money.</p> <p>Grant Recommended - £1,340</p>

Organisation	Amount Requested	Category	Summary	Decision
Angus Food Bank	£5,000	General	Funding towards supporting a staff post to manage the project for one year on a one off basis.	<p>The collection and distribution of food parcels started in October 2012 although the Angus Food Bank as a separate was formed in May 2013. It works in partnership with the Trussell Trust, a UK charity which works with local churches and organisations.</p> <p>The Angus Food Bank is already the largest of the three main providers of food parcels in Angus but appears to be increasingly working in partnership with the other providers</p> <p>The group is seeking a grant which would form part of the overall cost of employing a full time manager to run and promote the Angus Food Bank.</p> <p>The grant would be part of a funding package including The Robertson Trust, Kirriemuir Common Good and the group's own funds.</p> <p>The ACCGS criteria states (see Additional Notes Note 8) that "the ACCGS may contribute to funding a specific item or items of a larger project but would not be used to make a general contribution to a larger project seeking funding from the Common Good". As this application relates to a general contribution to a larger project, it has, on consideration been deemed ineligible and refusal is recommended.</p> <p>Grant recommended - £0</p>

Organisation	Amount Requested	Category	Summary	Decision
Charleston Pre School Parent & Toddlers Group	£2,178.51	Education	Grant requested towards story puppets, storysacks, musical story books, dress up kits, fancy dress outfits & masks and musical instruments.	<p>The application is for equipment to enhance existing delivery, so there are no additional demands on committee members. The application demonstrates the committee's understanding of the importance of early years literacy and how the work they do can contribute.</p> <p>The application fits well with Council aims and Single Outcome Agreement (SOA) outcomes, specifically the outcome related to the development of successful learners, confident individuals, responsible citizens and effective contributors; enhanced literacy skills are likely to lead to greater educational achievement and better long term outcomes. It also sits well with the priority to invest in early years provision and support.</p> <p>Grant Recommended - £2,178.51</p>

3. RISKS

3.1 This report does not require any specific risk issues to be addressed.

4. FINANCIAL IMPLICATIONS

4.1 Angus Council Community Grant Scheme - 2013/14

The base provision for the Angus Council Community Grant Scheme contained within the 2013/14 revenue budget totals £132,500 comprising Education - £9,500; Chief Executive's - £2,000 and Other Services revenue budget - £121,000 (including £51,000 base budget plus £70,000 one-off allocation for 2013/14). This base provision will be augmented by the 100% carry forward amount from 2012/13 of £21,893 (report 447/13 refers).

4.2 In total therefore a budget of £154,393 is available to fund grants in 2013/14.

4.3 There has been an adjustment to the overall commitment figure in 2013/14 as Strathmore Christian Fellowship (as referred to above) repaid unused grant of £130.00

4.4 The amount approved in this Report for 2013/14 totals £14,828.77 (£6,310.26 and £8,518.51). The recommended amount of £14,828.77 combined with other grant approvals in 2013/14 of £84,618.49 less £5,000 which was recommended for approval to Arbroath and Area Partnership but rejected by the Infrastructure Services Committee (Report 545/13 refers) less £130.00 returned grant from Strathmore Christian Fellowship brings the total commitment in 2013/14 to £94,317.26, which can be met from the 2013/14 budget provision.

5. HUMAN RIGHTS IMPLICATIONS

5.1 There are no human rights implications arising from this Report.

6. EQUALITIES IMPLICATIONS

- 6.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective. An [equalities impact assessment](#) is not required.

7. CONSULTATION

- 7.1 Strategic Director - Resources, Strategic Director - Communities, Head of Corporate Improvement and Finance and the Head of Legal and Democratic Services have been consulted in this report.

**RICHARD STIFF
CHIEF EXECUTIVE**

NOTE: The following background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

Article 3 of the minute of meeting of the Policy & Resources Committee of 7 May 1996; Article 11 of the minute of meeting of the Strategic Policy Committee of 21 June 2005; Article 16 of the Resources Central Services Committee of 4 May 2006; Article 16 of the Corporate Services Committee of 12 March 2009; Article 8 of the Angus Council Committee of 17 September 2009; Article 19 of the minute of meeting of the Angus Council Committee of 22 March 2012; Article 14 of the Infrastructure Services Committee of 14 June 2012 and Article 4 of the minute of meeting of the Infrastructure Services Committee of 5 March 2013.

**ECDEV/AS/LJP
22 January 2014**

ANGUS COUNCIL COMMUNITY GRANT SCHEME



GUIDANCE NOTES

PLEASE ENSURE THAT YOU READ THESE GUIDANCE NOTES BEFORE COMPLETING THE APPLICATION FORM

WHAT IS THE ANGUS COUNCIL COMMUNITY GRANT SCHEME?

Angus Council gives grants to help groups across Angus with community based projects that support the Angus Community Plan priorities of:

Communities that are Prosperous and Fair

Communities that are Learning and Supportive

Communities that are Safe and Strong

Communities that are Caring and Healthy

Communities that are Sustainable

We will ask you in the application form to tell us how your project helps your community develop in line with these priorities.

WHO CAN APPLY?

Any Angus based, non-profit making, constituted group, charity, partnership of various groups or an Angus branch of a national organisation

Organisations providing a service for the residents of Angus

Sports organisations, affiliated to their national governing body and/or registered on the Angus Club Excellence (ACE) scheme with Angus Council

We would encourage your membership to be open to all.

WHO CAN'T APPLY?

Companies that aim to make a profit.

Individuals (*for further information on funding for individuals please refer to the Additional Notes section 2 at the end of this Guidance Note*)

Non Angus based organisations

Organisations running an event associated with sectarian or political marches, protests, processions or any event deemed divisive.

WHAT CAN WE FUND?

We may give you money for things like:

- buying new equipment and materials you do not already own to set up a new organisation or to expand your activities and encourage more people to get involved in your group
- advertising and marketing an event or a new brochure
- commissioning a technical study if you are developing a new facility
- travel costs for groups and/or members of groups invited to participate or qualifying for events of national or international significance
- costs of events, including fundraising events where the proceeds are not donated to a third party

Your project could combine a range of different activities.

HOW MUCH CAN YOU GET?

You can ask for any amount of up to £5,000. This is the most that we will give your group in any 12 month period (starting from the date we send you your grant offer letter). You can only make one application at a time. Grants of up to £1,000 can be dealt with quite quickly while grants of over £1,000 and up to £5,000 take longer to process as they are decided by Angus Council elected members at Angus Council's Infrastructure Services Committee.

The total cost of the project can be more than £5,000 but we will only give up to £5,000 towards it. Please note we only contribute towards specific items and do not make general contributions towards projects. You can match fund your project from your own, private, trust, lottery or EU funds. We may be able to assist by suggesting appropriate match funders. You can also match fund your application from Common Good Monies. *(Please refer to Additional Notes section 7 re advice on eligibility for Common Good Funds)*. Please note however that you cannot use funding from another Angus Council department or from a Service Level Agreement (SLA) or other contract with Angus Council to match fund your project.

Whilst we can offer grants of up to 100% of your eligible costs, if your group has more savings than the amount of money you are applying for, you should explain to us what you're planning to do with this money. This includes funds in excess of one year's running costs. If you have not set aside this money for anything in particular, it's unlikely we'll give you all or any of the grant you have asked for. We are also unlikely to fund a project that brings in as much or more income than the cost of the project.

WHAT CAN'T WE FUND?

- items that only benefit an individual – for example, scholarships and personal clothing for individuals
- sports team kit
- repair, maintenance or replacement costs of any equipment you already own
- costs of employing a consultant to undertake a community consultation or to identify community wishes and aspirations
- upgrading of premises *(please refer to Additional Notes section 3 however for information of energy efficiency upgrades to village halls)*
- costs of publications which are to be sold
- costs incurred by, or for, any council service including schools to take part in the project *(please refer to Additional Notes section 2c however for information on funding possibilities for schools contact the external funding team)*
- endowments, loan payments, bank charges etc
- the cost of buying a second-hand vehicle
- alcohol or an alcohol licence
- travel costs to sporting events or fixtures
- travel costs for exchange visits or planned trips abroad e.g. by sports clubs
- weekly or annual rental or hire of premises or venues
- payment of honoraria or wages to group members or any individual for services provided to the group.
- prizes

- fundraising events or activities where the money raised will be donated to third parties
- general contributions towards projects where specific items have not been identified
- applications from organisations whose premises hold an alcohol licence unless benefitting the wider community
- activities promoting religious or political beliefs
- any goods or services that you buy or order or activities that have already taken place, or already started before you receive our grant offer letter.
- donations or payments to third parties where a costed service has not been provided.
- purchase of Christmas lights (*please refer to Additional Notes section 5 for more information on purchase of Christmas lights*)
- activities or projects funded through Service Level Agreements or any other contracts with Angus Council
- any activities or projects from which Angus Council funding has recently been withdrawn in full or in part or to replace a shortfall in a Council service budget
- any costs charged by Angus Council e.g. licences, road closures, hall hire etc

HOW DO WE ASSESS YOUR APPLICATION?

We will check your application form and additional documents to see if it is complete. If your application is not complete, we will have to send the form back to you. An incomplete form is the most common cause of delay, so use the checklist to make sure that you've sent us everything we need.

Once we are happy your application is complete, we will send you a letter of acknowledgement within five working days telling you the reference number for your application. You should use this reference number in any correspondence with us.

One or several of our officers will assess your application, and we may contact you to get more information. They will look at how your group is set up, how well your application fits our aims, and the costs that you have asked for. These costs should be realistic and give value for money, and we expect you to contribute something towards your project. This could be cash, or it could be something in kind such as time, materials, transport or use of premises.

WHAT HAPPENS ONCE WE MAKE A DECISION?

If you have applied for less than £1,000 you should hear the result within two months of us receiving your completed application form.

Angus Council's Infrastructure Services Committee makes a decision on all applications over £1,000, based on the information you have given us. We aim to let you know their decision as quickly as possible after the Committee meeting. Details of committee meeting dates are available at <http://www.angus.gov.uk/ccmeetings/temptimetable.html>.

However papers are prepared 3-4 weeks in advance so please apply in plenty of time. Please note that due to council recess, decisions on applications received before or during summer can take longer to get a decision.

If your application is successful, we will send you a letter telling you what we are giving you the money for, how much the grant is plus any specific conditions of grant if applicable. You must spend the grant within one year of the date on our award letter, and complete an end of project monitoring report. We will ask for copies of receipts and invoices to verify expenditure as well as evidence of attendance figures at events. Our publicity requirements must be adhered to.

If your application is not successful, we will write to you telling you the main reasons why.

CAN YOU APPLY AGAIN?

We welcome applications from groups who've had a grant from us before. Nevertheless we cannot consider new applications until we have approved an end of project monitoring report for any previous grant awarded. However we consider each application individually, so there's no guarantee that we will give you another grant. You can also apply within the same financial year for a grant for a different activity. Nonetheless, the two grant requests should not be for more than £5,000 in total. We are more likely to fund a new or different activity rather than a request for funding for the same project or activity.

If you are seeking funding towards the costs of an event, please be aware that Angus Council operates a policy of offering a declining rate of grant towards events costs over a three year period as follows:

Year 1 – up to 100% of costs (up to £5,000)

Year 2 – no more than 67% of grant awarded in year 1

Year 3 – no more than 33% of grant awarded in year 1.

However we may be able to offer up to 100% funding for new developments or innovative aspects. This does not simply mean changes to a programme. Please contact us for further clarification. All requests are subject to availability of funding.

If we turned down your application, you can apply again. We will always write to you telling you the reasons why your application was not successful.

HOW CAN YOU APPLY?

You can get an application form

- By downloading one at www.angus.gov.uk/communitygrant
- By e-mailing: externalfunding@angus.gov.uk or accessline@angus.gov.uk
- By phoning Angus Council's External Funding Team on 01307 473264 or ACCESS Line on 08452 777 778
- In person from any Access Office

The content of this publication, or sections of it, can be made available in alternative formats or translated into other community languages. Please contact the Council's ACCESSLine on 08452 777 778 for further information or email accessline@angus.gov.uk

Fill in the Form

Apart from the person filling in the form (the "main contact"), you will need to get one other person to authorise it. This should normally be the Chairperson, Vice Chair, Secretary or Treasurer of your group. The main contact and authorising contact should not be the same person.

By doing so, you are agreeing to our conditions as set out in the Contract, which forms part of the application form, should your project be approved.

Make sure you complete the application form as fully as possible. If we have to ask for any additional information, this delays the processing of your application.

Send us the form, enclosing your extra documents

You can send your application by post to:

Senior External Funding Officer
Economic Development, Chief Executive's Unit, Angus Council, County Buildings
Market Street, Forfar DD8 3WD

Or you can complete your application and e-mail it with any attachments to externalfunding@angus.gov.uk

We need at least two months to process your application so make sure you send us your form in plenty of time. When you send us your form, you must also enclose the other documents we need.

You will need to send us the following:

- 1. Signed and dated copy of the constitution or set of rules that your group has adopted.** Your group must have this document to get a grant from us.

If you have already provided us with a copy of your constitution for a previous grant application and it has not changed significantly, you do not need to send us it again.

- 2. All organisations must enclose a signed and dated copy of your most recent set of examined or audited accounts.** These must be examined by an independent

person who you reasonably believe has the ability and experience to examine them properly. **An independent person is someone who is not a member of your organisation.** The person who examines and certifies your accounts as a true record does not have to be a qualified auditor or accountant. However, they do need to have relevant experience, for example, perhaps they work or worked in a bank or post office and working with figures was part of the job.

'Certified' means that the person who examined your accounts must write a statement **on the accounts** to say that they are a true record, and sign and date this statement. We cannot accept a statement written or typed on a separate piece of paper – this fails to prove what the examiner looked at.

As a minimum essential requirement, your accounts should:

- Show your organisation's name clearly at the top of each page
- Show date of year end i.e. period of accounts at the top of each page
- Be certified (examined by an independent person who must write a statement on the accounts to say that they are a true record, and sign and date this statement)

If your most recent accounts are still with your auditor or accountant and therefore not yet certified, please send us a copy of the set for the previous year (certified). We will accept accounts dated up to 2 calendar years prior to the date of your application.

All groups should also provide a projected statement of income and spending for the next 12 months.

This is to show us what your projected finances will be and assist our assessment of your need for a grant.

- 3. A copy of your group's most recent bank account statements.** Please provide copies of statements for all accounts you hold.

These accounts must be in the name of your group, and at least two people must sign each cheque or withdrawal. These people should not be related.

Or

A copy of the pages in your passbooks showing your group's name, account number and current balance, stamped and signed by your building society

Or

If you're a new group which has only just set up your account, a signed letter from your bank or building society on their headed paper. This letter must show your account name, number and sort code.

- 4. Copies of any plans, maps or drawings etc related to your application for work on a building or land.**
- 5. Copy of planning/listed building consent/completion certificate permission if appropriate**
- 5. At least two quotes for any work to be carried out or items to be purchased etc**
- 7. A copy of your Child Protection Policy where appropriate.** (for further information please go to the Additional Notes section 3 at the end of this Guidance Note)
- 8. Events – a detailed budget breakdown including anticipated income (including other grants, sponsorship or donations) for events**

If you have any other information that you'd like to send to us to support your application, please do so.

PLEASE READ THIS SECTION CAREFULLY

You must read, understand and accept this section before you apply to us.

All our decisions on applications are final.

- Once we have paid a grant, we are not committed to give you any more funding for the same project.
- The application form does not necessarily give all the information we need to make a decision on your application. We can ask you for extra information.
- Do not try to influence the success of your application by approaching any of our staff or elected members after you have submitted your application.
- We may use the name of your group and the project in our own publicity material and may ask your group to participate in a photo call.
- By authorising the form, you agree that all the information is true and that the enclosed documents are current, accurate and approved or adopted by your group.

APPLICANT'S CHARTER

OUR COMMITMENT TO YOU

Angus Council aims to provide a courteous and helpful service to our customers. We aim to deliver the best standards of customer care possible and provide the modern customer services that people want.

We will work for and with you, to involve, inform and give you fair and equal access to information and services.

We aim to deliver a consistent and high standard of customer care and will:

- treat you politely and with respect
- be friendly and approachable
- listen to what you have to say
- respect your right to confidentiality
- be open and accountable
- give you the information you need about our services
- give you choice in how you access services
- value and respect the diversity of our customers and try to meet the needs of customers with specific requirements
- work in partnership with other organisations and communities to improve our services
- learn from your compliments, comments and complaints

Through our regular customer surveys we will ask for your comments on how we are doing and we will report on our performance annually.

WHAT WE EXPECT FROM YOU

Angus Council has respect for all its customers and in return we expect you to:

- treat us politely and with respect

- be patient, we will do all we can to keep waiting times to a minimum
- not use aggressive behaviour or inappropriate language, as this will not be tolerated
- provide us with the information we need to help you
- be on time for an appointment and let us know if you need to cancel
- let us know if you need an interpreter or information in other formats

IMPROVING OUR SERVICE TO YOU

You can let us know where we've got things right and help us sort out things that may have gone wrong with our easy to use compliments, comments and complaints procedure. You will receive a Customer Survey along with your monitoring report.

More information is available at www.angus.gov.uk or contact ACCESSLine on 08452 777 778 or e-mail accessline@angus.gov.uk

ADDITIONAL NOTES

1. **SPORTS ORGANISATIONS** - all organisations applying for a sports related grant must
 - be affiliated to their national governing body where appropriate and
 - ideally be a member of the Angus Club Excellence (ACE) awards scheme. This scheme allows the public to know that an accredited club operates in a safe, child friendly environment.

For more information go to: www.angus.gov.uk/leisure/sportsdevelopment/clubdev.htm

2. **INDIVIDUALS** are not eligible to apply for funding from this scheme. However Angus Council do have other sources of funding for individuals which you may be able to apply for.

a) Sports Grants

COACHING ANGUS

The scheme - Coaching Angus is an initiative of Angus Council Leisure Services and is supported by local sporting partners. The scheme is designed to offer locally based assistance and recognition to sports coaches and club helpers and aims to provide support services for applicants who are committed to developing sport at a local level.

Amount - Grant aid is awarded at 30% of total allowable expenses claimed. The maximum grant payable in one application is £250. The maximum payable to any one athlete in one financial year is £300.

Eligibility & To Apply - Please refer to Coaching Angus information at:

www.angus.gov.uk/services/view_service_detail.cfm?serviceid=1231

Contact - For further information contact Lee McLean on 01307 475364 or email

McLeanL@angus.gov.uk

NATIONAL ATHLETE SUPPORT - ANGUS (NASA)

The scheme - National Athlete Support - Angus is an initiative of Angus Council Leisure Services and is supported by local sporting partners. The aim is to offer practical support to athletes who have achieved national level in their chosen sport, to recognise their achievements and contribute to the development of national athletes. Benefits of NASA:

- Complimentary access to Angus Council leisure facilities
- Grant aid support
- Sport injury support (where available)

Amount - Grant aid is awarded at 30% of total allowable expenses claimed. The maximum grant payable in one application is £250. The maximum payable to any one athlete in one financial year is £300.

Eligibility & To Apply - Please refer to NASA information at:

www.angus.gov.uk/services/view_service_detail.cfm?serviceid=1230

Contact - For further information contact Lisa Houston on 01307 474248 or email HoustonL@angus.gov.uk

b) Arts grants

Open to young people up to the age of 26 years resident in Angus who have been selected to participate in training programmes that are of a high national standard. We will consider funding course fees, essential travel and food and accommodation costs. The maximum contribution to food and accommodation will be £30 per day. The maximum contribution to the total cost of participation will be 25% with the maximum award being £500.

For further details contact Angus Council's Community Learning and Development Service on 08452 777 778 or e-mail ednclld@angus.gov.uk or go to www.angus4community.com and look under "Local Support"

c) Angus Educational Trust

The Trust undertakes the following activities:

- providing grants to Angus residents for undergraduate university courses
- providing travel grants to those studying higher educational courses outwith Scotland
- providing financial assistance to young people travelling abroad for educational purposes
- providing financial assistance to clubs in the Angus Council area
- providing financial assistance to rural primary schools for excursions of an educational nature
- providing financial assistance to groups working to improve educational opportunities and learning in the Angus Council area.

For further details contact the Secretary to the Trust on 01307 476339 or go to http://www.angus.gov.uk/services/View_Service_Detail.cfm?serviceid=1362

3. FUNDING TO IMPROVE ENERGY EFFICIENCY OR REDUCE THE CARBON FOOTPRINT OF VILLAGE HALLS

We are keen to support applications from village hall committees who would like to reduce their energy costs and improve the energy efficiency of their building. Applications of this nature should be directed to the **Angus Environmental Trust** - company limited by guarantee which was established in September 1997 under The

Landfill Tax Regulations (1996). It is a Distributive Environmental Body enrolled with Entrust the regulator of the Landfill Communities Fund previously known as the Landfill Tax Credit Scheme. The main aim of the Trust is to distribute landfill tax funds to assist both local community groups, organisations and other environmental bodies to take forward projects within Angus.

For further details go to <http://www.angusenvironmentaltrust.co.uk/> or contact the Trust Administrator, Gillian Phillips on 01307 473334 or email phillipsge@angus.gov.uk

4. CHILD PROTECTION POLICY

A Child Protection Policy should be submitted by all groups working directly with children under the age of 16. For more information go to <http://www.open4community.info/angus/page.aspx?SP=2410#.UkwMQ2Vwqig>

5. DISCLOSURES

Groups applying for the ACCGS will need to ensure that current members have undergone Disclosure checks if they work with children under 18 or vulnerable groups. New volunteers should apply to join the PVG scheme where applicable.

The Protecting Vulnerable Groups Scheme (PVG Scheme)

The PVG Scheme administered by Disclosure Scotland:

- helps to ensure that those who are doing regulated work with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour
- reduces the need for PVG Scheme members to complete a detailed application form every time a disclosure check is required
- strikes a balance between proportionate protection and robust regulation and makes it easier to determine who should be checked to protect their client group.

N.B ALL trustees/committee members of children's organisations are deemed to be doing regulated work and need to be PVG scheme members.

- There are lists of those who are barred from working with protected adults and of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period.
- Once appropriate people join the PVG Scheme their membership records are automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and non-conviction information held by the police that is considered relevant.
- Groups and organisations are able to make a referral to Disclosure Scotland if they become concerned that an individual has behaved in a harmful way towards vulnerable groups.

Voluntary Action Angus (see *Useful Contacts*) can support organisations and volunteers through the Disclosure and PVG scheme process. More information is also available on the PVG scheme from

CRBS - <http://www.pvgschemescotland.org/>

Disclosure Scotland - http://www.disclosurescotland.co.uk/pvg_index.html

6. CHRISTMAS LIGHTS

It is Angus Council's policy that match funding towards the costs of replacement Christmas lighting will be provided, pound for pound, to communities up to a limit of £3,000 in Angus burghs. Match funding comes from Common Good Funds where these exist or from Angus Council's budget.

7. EVENTS

Angus Council can offer support in-kind, advice on event planning, management or organisation or funding support. If you are considering organising an event, you should contact the External Funding team in the first instance BEFORE submitting a grant application to discuss your support requirements.

The council has developed a pack to help event organisers by giving them basic advice about how to organise a safe and legal event. It is recommended you read it before applying for funding. This can be accessed at www.angus.gov.uk/services/View_Service_Detail.cfm?serviceid=1154. If you are organising a larger public event which might involve dealing with a number of different services and agencies, it is recommended that you contact Angus Council's Resilience Manager (see *Useful Contacts*) at as early a stage as possible to receive advice and assistance.

8. COMMON GOOD AND ANGUS COUNCIL COMMUNITY GRANT SCHEME

Common Good funds exist in 5 Angus burghs (Arbroath, Brechin, Kirriemuir, Montrose and Forfar) for the benefit of the people living there. Projects may be funded from the Common Good only after all other avenues of funding have been explored. Therefore few projects will be funded from both the Common Good and the Angus Council Community Grant Scheme. The Angus Council Community Grant Scheme may contribute to funding a specific item or items of a larger project but would not be used to make a general contribution to a larger project seeking funding from the Common Good.

If you are considering applying to both Funds, please contact the External Funding team before completing the application forms.

USEFUL CONTACTS

VOLUNTARY ACTION ANGUS

Voluntary Action Angus provides advice and support to both volunteers and organisations and groups who engage volunteers. This includes promoting volunteering opportunities, policy information and support and free training for both organisations and volunteers. Voluntary Action Angus can also support organisations and volunteers through the Disclosure and PVG scheme process.

Contact:

32-34 Guthrie Port, Arbroath, DD11 1RN

Tel: 01241 875525

or 1-3 St James Road, Forfar DD8 2AQ

Tel: 01307 466113

e-mail: info@voluntaryactionangus.org.uk

website: www.volunteerangus.org.uk

ANGUS COUNCIL COMMUNITY LEARNING AND DEVELOPMENT SERVICE

To promote and provide opportunities for community learning and development. This involves:

- supporting personal development in the community for adults and young people
- helping to strengthen organisations that support youth work and adult learning
- assisting communities to influence decisions that affect them.

E-mail: ednces@angus.gov.uk or for details of your local office go to http://www.angus.gov.uk/services/View_Service_Detail.cfm?serviceid=1239 .

ANGUS COUNCIL COMMUNITY PLANNING

Community planning is about organisations and communities working together to make Angus a better place to live. There are people and partnerships working in each of the Angus burghs to help bring local organisations together in order to influence the way services are delivered.

- Working with communities at a local level to provide better services and improve people's quality of life
- Local residents coming together in identifying what they want for their community and the changes they would like to see happen within their neighbourhood

For information on your local contacts go to <http://www.angus.org.uk/localarea.cfm>

ANGUS COUNCIL RESILIENCE

The Resilience Manager can provide assistance and advice for organisers of larger public events in particular, explaining your responsibilities as an organiser and help you stay safe and legal.

Contact: Resilience Manager on 01307 476123 or e-mail: