

Appendix 5: Consultation: feedback and responses

Actionable Feedback from RBG / MetroGAVS Consultation sessions with representatives from the borough's VCS.

Health and Adults consultation meeting 12th September 2018		
Query	Accepted/Rejected/Noted	Response and any actions as applicable
Acknowledgement that it is difficult for organisations to get any other funding these days.	Accepted	Yes, the funding will cover organisations' core costs and these should be included in the application. This has been included in the Prospectus under What can you fund
Grants? Can you confirm you are talking about grants, tendering or commissioning?	Noted	Definitely Grants. However, the grant will be tied to a Funding Agreement – the grant is not a 'free to use', it is linked to RBG priorities, outcomes written in the Service Outlines, and the needs in the borough. The Service Delivery Plan will be worked through together through coproduction.
Are you going to put indicative numbers in the specification?	Noted	We are not looking to do this but work with awardees to look into agree on targets
Clarification on whether its 'grants, commissioning or tenders'? All three words used in Prospectus, so not clear.	Accepted	Will remove words such as commissioning or tenders where applicable from the Prospectus
Application Form:	Noted	

<p>Does RBG have the capacity to manage SLA negotiations?</p> <p>Short – will you support groups to work together as well as with the council?</p>	<p>Noted - accepted</p>	<p>Yes, we will ensure we have the capacity to manage the SLA negotiations</p> <p>Yes – through our Infrastructure body</p>
<p>General Comments written on Prospectus:</p> <p>Great collaboration but how will the council facilitate the range of organisations that work with different vulnerable groups to connect and make a consortium bid?</p>	<p>Noted</p>	<p>Work with GAVs and the VCS Strategic Action Plan to support the sector</p>
<p>Thoughts on Proposed HAS Headline Specifications</p> <p>How with a cut in the budget can you say you'll commit to fund infrastructure?</p> <p>Working in 'Consortia', does this mean (a) formally constituted consortia? Or just (b) working in partnership? If (a), then timescale very short.</p>	<p>Noted</p>	<p>We expect that budgets for any proposal will include the true cost of providing that service, including an appropriate proportion of core costs.</p> <p>This is both. We understand that it can take time to formally set up a consortia but important for applicants to signal their intention and approach to do so in their application.</p>
<p>Equality & Diversity: Are we sufficiently capturing vulnerable groups including groups under the Equality Act 2010?</p> <p>Need to include care leavers</p>	<p>Noted</p>	<p>Our priority groups are based on primary care need. Where care leavers have a learning disability, mental health problem etc. they will be eligible to access the relevant services</p>

<p>Reduction in funding, with change of spec has there been a benchmarking exercise under the priorities to ensure a realistic outcome expectation.</p>	<p>Noted</p>	<p>Our prospectus is based on consultation with the sector (through Ian Beever), other feedback from the sector, our analysis of existing service performance and on what might be achieved with the available budget. Further work around realistic outcomes will form part of the negotiation with preferred providers in the service development stage.</p>
<p>What if funded groups have good ideas for small projects?</p>		<p>We will give priority to smaller organisations but that does not exclude other VCS providers from bidding – and each proposal will be considered on its own merit.</p>
<p>More focus on early intervention in these times of austerity, Complex needs of care leavers needs specialised co-produced services. 40% homeless, 72% of sex workers were in care, 43% are NEET in Greenwich.</p>		<p>HAS recognises the value of preventative services. We will explore opportunities to work with Children’s Services and Housing to address these issues – not just through the VCS programme.</p>
<p>Are RBG thinking of slicing % off current recipients or funding less organisations?</p>		<p>HAS has decided to revise the range and type of services that it currently funds. This is likely to mean fewer services. However, providers should explore partnership arrangements and it may be that the same range of providers can secure funding through these arrangements.</p>
<p>Yes, but don’t rule out already funded groups if they have a good idea. Does this cut out all the others’?</p>		<p>We will give priority to smaller organisations but that does not exclude other VCS providers from bidding – and each proposal will be considered on its own merit.</p>
<p>Keep it with GAVS- they have done a good job so far!</p>		<p>Currently, HAS pays MetroGAVS an administration fee to manage the programme. Given the significant reduction in budget, it was determined that the programme be brought in-house in order to maximise the funds available to the VCS.</p>

Was hoping / expecting to see specific funding for community based dementia support.		The prospectus does make specific reference to reducing social isolation for people with dementia
Consideration for Small Grant for children and Adult living in isolation, due to mental health and special needs.		Providers will not be applying for small grants through this commissioning round. If a provider has a proposal to meet this need, they are welcome to apply when the small grants programme
Specialist services (like Dementia Services) should have protected funding.		This is a general question relating to the overall budget, which HAS cannot specifically respond to. However, typically HAS uses the VCS grant to fund non-statutory services.
Arts, Heritage and Culture Consultation Forum 13th September 2018 - General Comments		
If an organisation would like to apply for more than one funding stream, can it?	Noted	Yes it can using separate application forms. RBG commissioners will come together to review all the applications and see where there might be synergies and where some 'collaboration' or partnership working could be possible, as part of the application review.
As a really small organisation, it is hard to know how to go about collaboration. Where do they start?	Noted	The Greenwich Cultural Forum has been formed by local artists and cultural organisations in order to provide networking and partnership opportunities for the arts and cultural sector in Royal Greenwich. Small organisations and individuals may find that this is a useful step towards partnership and collaboration. The Greenwich Cultural Forum meets on the second Wednesday of every month between 9.30am and 10.30am at venues across the Borough. Information can be found on the Royal Greenwich

		<p>website here or via facebook, twitter @GreenwichCF18 or via email greenwichcf2018@gmail.com</p> <p>It is really important that organisations are able to set out in writing the exact nature of their partnership(s). Partnership(s) should not just be an ambition or a vague desire to engage with local communities or organisations. Applicant organisations should be in 'active' discussion with the key partnership organisations that they highlight within their application.</p>
<p>Is there someone who can support small organisations with funding applications, funding opportunities and also introducing groups to each other and other hand-holding?</p>	<p>Noted</p>	<p>There are a range of places to go for information and support:</p> <ul style="list-style-type: none"> • The Royal Greenwich Cultural Tourism and Heritage office is able to provide some support. • The Voluntary Arts Network (VAN) has a range of useful information, briefings and guidance for small arts organisations. www.voluntaryarts.org/ • The Arts Council England have funding information and details about National opportunities on their website <p>For local sector specific support, the Greenwich Cultural Forum has been formed by local artists and cultural organisations in order to provide an opportunity for networking and sector support. Join the forum in order to discuss your ideas and get support. Information can be found on the Royal Greenwich website here or via facebook, twitter @GreenwichCF18 or via email greenwichcf2018@gmail.com</p>
<p>Can Greenwich organisations partner with organisations outside of the borough?</p>	<p>Noted</p>	<p>We acknowledge that partnerships can take a range of forms. Greenwich organisations can partner with organisations based outside of the borough as long as they can clearly evidence the</p>

		benefit to local residents and the added benefits that such a partnership would bring.
Q: Some of the priorities seem quite similar – e.g. Placemaking and ‘ Greenwich – a great place to be’. Can these be clarified.	Noted	Pass to Arts and Culture for comment
Will there still be the Festival Funding available?		The Royal Greenwich Festivals are not a part of the Third Sector Commissioning scheme. Decisions about Festival Funding will be taken when the annual departmental budget is determined.
<p>Small Grants Fund: Should it be continued? Is there anything else that we should take into account?</p> <ul style="list-style-type: none"> •Yes definitely keep this. It is a strong look for partnership working •Create an online Cultural Forum? Artfix would be happy to facilitate this, as it would encourage partnership working. •Helpful that the application form will be simpler. •Will the reporting process be simpler? 	Comments Noted	<p>We are pleased that the sector appears to be in favour of the small grants fund.</p> <p>The Greenwich Cultural Forum currently has a twitter and facebook page. Member of the Forum can submit ideas for development on the online presence directly to forum at one of the regular meetings.</p> <p>The application form and reporting process is currently much simpler than the process to apply for larger sums of money.</p>

<p>Embed place making at the heart of organisational delivery plans – comments? Feels like there's some duplication across the 5 priorities. Perhaps these can be made more clearly distinct?</p> <p>Contribution to the Cultural Destination and a sustained cultural landscape</p> <p>Are you emphasising tourism or residents by making it a cultural destination?</p>	<p>Noted</p>	<p>We will review and clarify the priorities where necessary.</p> <p>The priorities currently fall in line with the key council priorities and ambition for the Culture, Tourism and Heritage Sector. In some cases, there will be duplication in order to ensure that key themes are covered under each theme.</p> <p>We are keen to ensure that residents and visitors are able to engage with the development and delivery of Culture in the Borough.</p>
<p>General Feedback and Comments:</p>		
<p>How to balance core values of different organisations while working collaboratively?</p> <p>Royal Greenwich Festivals – where does that fit in this process?</p>	<p>Noted</p>	<p>We acknowledge that in order to balance core values organisations working in partnership may need to find new ways of working.</p> <p>The Royal Greenwich Festivals are not a part of the Third Sector Commissioning scheme. Decisions about Festival Funding will be taken when the annual departmental budget is determined.</p>
<p>Prospectus: The Leader talked about social mobility as a priority by the prospectus doesn't seem to refer to that specifically.</p>	<p>Noted</p>	<p>The Social Mobility Strategy and Delivery plan is currently in development but will not be complete until after this stage.</p>
<p style="text-align: center;">BME (Equalities) Forum - 14th September 2018 General Comments</p>		
<p>Is there a limit to the number of funding priority areas an organisation can bid for?</p>		<p>No, but we will be looking for consortia type models and encouraging organisations and groups to work together.</p>

Community Centre Managers Consultation Meeting – 17th September 2018
General comments Q&A

<p>When will bidding organisations know whether they have been shortlisted?</p>	<p>Noted – accepted</p>	<p>We will flesh out the detail about what happens between 9th November and the shortlisting, interviewing, and opportunity for organisations to Appeal to Overview and Scrutiny.</p> <p>Assume about 2 weeks for assessments.</p>
<p>In the application form, do you have to say who you currently work with or who you will work with?</p>	<p>Noted -</p>	<p>We expect to see details outlining who you will work with – and we expect that you will have checked this with those organisations first, not just a hypothetical comment.</p> <p>In terms of any formal partnerships, we would want these listed in a Partnership Agreement and/or MOU.</p>
<p>Concern about ‘fragmentation of services’ in the VCS sector as some organisations that are small enough can apply for lots of programmes.</p>	<p>Noted Accepted</p>	<p>We will add further language to the Application Form and Guidance Notes to explain that we are looking for strong, experienced providers.</p> <p>We will build any risk into the assessment and scoring system which would place emphasis on financial viability and track record.</p> <p>We want to avoid fragmentation of the sector.</p> <p>If we spot patterns between applications – when we meet collectively with commissioner colleagues from other departments – we will cross reference different organisations and make connections where they can work effectively in partnership.</p> <p>Small groups need to be aware that they will be stronger in partnership than on their own.</p>

What is the process for an organisation if they are not recommended for funding?	Noted – Accepted	Organisations recommended for funding will be outlined in the 23 rd January Cabinet report. A process will be outlined and explained in the Guidance Notes – timetable needs to be expanded to explain these details/dates.
What happens if the talks break down during the co-production stage and RBG and the selected organisation reach an impasse?	Noted	If talks break down, it may be that we have to go back to Cabinet.
Voluntary and Community Sector Leaders meeting 17th September 2018		
When will the Council give information on small grants?	Noted	The Prospectus will include details of when and how organisation can apply for small grants.
Was hoping / expecting to see specific funding for community based dementia support.	Noted	The prospectus does make specific reference to reducing social isolation for people with dementia
Consideration for Small Grant for children and Adult living in isolation, due to mental health and special needs.	Noted	Health and Adults: Providers will not be applying for small grants through this commissioning round. If a provider has a proposal to meet this need, they are welcome to apply when the small grants programme opens – probably in April. Children’s Services: As part of the Universal Youth priority and strand of Borough Wide Thematic Projects, one of the outcomes that projects can bid against is: <ul style="list-style-type: none"> • Reducing isolation and developing and strengthening supportive communities

		<p>As part of any of these projects we would expect them to be accessible to young people with Special Educational Needs and Disabilities and those impacted by poor mental health.</p> <p>If you are interested in potential opportunities to bid for Short Break Services for Children with Disabilities, please contact childrens-commissioning@royalgreenwich.gov.uk</p>
Specialist services (like Dementia Services) should have protected funding.	Noted	This is a general question relating to the overall budget, which HAS cannot specifically respond to. However, typically HAS uses the VCS grant to fund non-statutory services.
Do children's Services have the mind set and capacity to do Model 2?	Noted	Children's Services are keen to work with organisations to refine proposals and particularly exploring how services are co-produced with service users. Participation is a key part of the work Children's Services undertake as set out in our Participation Strategy.
Small grants funding should stay with Metro GAVS who not only provide the grant but a full support service to small organisation and have been invaluable in helping VCS organisations get process in place since 2016.	Noted	
Prospectus Do you have any comments on the proposed priority areas Noted in the prospectus?		
Some Outcomes vague so will be either ineffectively monitored or monitored to death.	Noted	Will be worked out in more detail in discussion with applicants

<p>Hate crime – need to include misogyny in line with Greenwich Women’s Safety Charter.</p>	<p>Noted</p>	<p>Community Safety response: The funding is aligned to our Hate Crime Strategy which uses the Home Office definition of Hate Crime (below) and this does not include misogyny. <i>“an offence or incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity”</i></p>
<p>Application Form: Feedback Section 2 – What sort of consideration will newly formed organisation / group get.</p> <p>Service proposal outline – please be clear what you mean on Part 2 as feels vague – what ideas and what activities?</p> <p>RBG funding may not be our “principal” source of income, in terms of size, but it is in terms of significance to other funders.</p> <p>The governance questions are ongoing and could be picked up by to the charity commission website where we have to submit annual returns which cover much of the xxx info.</p> <p>Include Community Interest Companies please.</p> <p>Need greater clarity on whether asking for organisation’s budget or project budget.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>Every groups to be treated equally and evaluated on the strength of their ability to deliver to achieve outcomes. Aim is to consider strength of future projections as well as past performance.</p> <p>We will re-examine the information in this part</p> <p>The evaluation will involve colleagues who to assist us with governance areas responses in our decision making.</p>

	Noted	Both are requested.
Guidance Notes To what extent does price to output influence likelihood of award? Is it a race to the bottom?	Noted	We expect organisations to note the full amount available in the funding envelope for their stream, taking note of their Service Outline and their ability to deliver in the borough. Assessors will take a view across all the applications as to which is most suitable taking into account the funding available.
Evaluation applications Whatever system needs to be proportionate to funding. How will you ensure fairness and objectivity with a 'qualitative' process? Use past performance with existing organisation as a key judgement on ability to deliver future targets. How will service users/beneficiaries be involved in the evaluation process? To what extent will finance / procurement be involved?	Noted Noted Noted Accepted Noted	 System includes interviewing shortlisted applications allowing opportunity to further explore the bid/ potential of shortlisted applicants. The evaluation also considers financial sustainability and will look at quantitative responses. Possibility of involving service users at the application interview stage and developing service plan with awardees. Finance will assist with credit and finance status checks
Open to all - Consultation Meeting for anyone unable to attend other sessions 20th September 2018 General Feedback		
General Questions		

Will there be specific amounts available to bid against?		In the final Prospectus, actual amounts, or actual funding ‘ranges’ for each service will be specified. It depends on each directorate.
Will organisations that can’t find a partner be penalised or at a disadvantaged?		As commissioners, we could help put you in touch with relevant people.
Open to All Feedback		
If an organisation is new to getting grant, when will they find out the initial recommendation?		This will be set out more clearly in the timetable on the Application Form / Prospectus.
Lots of VCS organisations are having to close. There are many cuts. Partnership is very difficult. What will be the effect on new communities?	Noted	There is never enough funding. All funding is under pressure. The council has to make difficult decisions. This system aims to be fair and encourage innovation.
Will the funding cover core costs? The infrastructure cost of smaller organisations are higher for smaller organisations.		Yes, it can be used to cover core costs. The intention is to strengthen your foundations, and enable you to deliver.
The reduction in the children’s service budget is hard to justify.		The cut in children’s services has been made over the past two years, and so the gap isn’t as big as it seems. The final figure will be higher than on the draft outline.
It seems difficult to know how to apply for a service area without any funding specified	Noted	In the final documents, the funding available is specified.
Organisations need figures to work with so that we can make a budget.	Noted	The Cabinet papers will be published a week in advance of the meeting.
Who makes the decision in December on the selected service providers?		The Cabinet Member and Leader will see the initial recommendations that will then go to Overview & Scrutiny.
Concern expressed about organisations from outside the borough, which do not have a track record of delivering a service locally.	Noted	The application form is designed to focus on local providers with a track record of delivery.
The list of policies and procedures mentions an “exit strategy”. What if organisations don’t	Noted	We will look at this. We ask that organisations have an Exit Strategy built in their plans.

have an exit strategy, but have a Sustainability Strategy? Or have this in their business plan?		
The current infrastructure body may not be independent as there may be a conflict of interest. Where else can they get other advice on potential partners and collaborators?	Noted	The council will assist in cases where organisations do not wish to approach MetroGAVS.
The Sikh community needs a lot of support. Equality is a big issue as many seek discrimination.	Noted	We will liaise with GAVS, to formalise an approach to their request for support.
Could there be an informal networking event for the VCS to help them find potential partners?	Noted	Advised to engage with MetroGAVS directly. Information is being shared on the weekly newsletter, and social media.
How will you involve local people in co-production? Need to have used service users at an earlier stage otherwise it seems tokenistic.		We will look to awardees to engage with residents who use their services and co design service delivery plans with us.
Not hard to find partners, but the right ones.	Noted	
Regardless of innovation and partnership, any amalgamation of services in the borough will lead to a brain drain of local CEOs who are the borough's front line against government cuts because there are the innovators. The borough will end up with a VCS that lacks teeth, driven by 2-3 organisations and will lose a lot of expertise and lead to a stagnation of services.	Noted	Can't take out £1.4mn of budget without an impact. Tell us your points and we will write them into the cabinet report which is read by members. Councillors have agreed a budget
Children and Young People Forum - Consultation Meeting - 21st September 2018		
General Feedback		

<p>Guidance Notes: Mention directory of information / other organisations and MetroGAVS</p>		<p>MetroGAVS has agreed to provide support to assist local organisations with potential partners/partnerships.</p>
<p>Evaluation: I don't feel you are public enough about the successful applicants and why they are successful.</p>	<p>Noted</p>	<p>In the final documents more will be written into the Timetable for assessment, interview and how to appeal to Overview and Scrutiny.</p>
<p>Equality and Diversity:</p> <p>Be fair by reaching out to all the community – promote to all primary schools, state and provide children's centres and surgeries. Be public about perinatal advice – don't hide behind mental illness.</p> <p>Vulnerable groups – in all sectors of society not just 'economic poverty / low income'.</p> <p>Vulnerable is connected to wealth – but depression can happen to people in all financial status promote to ALL.</p> <p>Relying on volunteers to deliver services may disadvantage some groups when skills and consistency are important</p>	<p>Noted</p>	<p>As commissioners we will work to support projects in making links with local resources to promote services. Perinatal support delivered through local health and voluntary sector providers are critical in promoting the overall wellbeing of parents. We will work with the future provider of the Perinatal priority to promote awareness and support delivered through the grant.</p> <p>Agreed that vulnerability can encompass a wide range of needs, not solely economic poverty or low income.</p> <p>Volunteers are effective as part of a wider service offer. The families that are supported through the Safeguarding priority often have many different paid professionals across organisations working with them on different areas. Volunteers play an important role in supporting our families within this broader group. Both for the volunteers themselves and their development but also many families who respond positively to a volunteer 'who is not paid to work with me'.</p>
<p>What are the measures of success?</p>		<p>This feedback is really helpful in supporting the development of quality assurance and monitoring. These will be developed further and finalised</p>

<p>Priority 1) Area based projects to tackle youth violence:</p> <ul style="list-style-type: none"> - Getting young people involved - Listening to their needs - Success is change <p>Priority 1) Borough Wide Thematic Positive Activity Projects</p> <ul style="list-style-type: none"> - Creating the appropriate service - What are their needs, get them involved in their project - Encourage them to influence others in the project <p>Priority 2) Support for families known to Safeguarding Services</p> <ul style="list-style-type: none"> - Resident and non-resident fathers (and men's) impact on Children Subject to CP Plans either as deficient or asset. - Fathers should be assessed and supported - Ensuring partnership that reflect gender, specialising in reaching men and women <p>Priority 3) Perinatal Mental Health</p> <ul style="list-style-type: none"> - Engagement of mothers and fathers that may appear to be well off for example but in fact may have perinatal mental issues - Impact of fathers and male carers on families, women and children - Engagement with Health visitors <p>How can these be recorded?</p> <p>Priority 1) Area based projects to tackle youth violence:</p>		<p>with the successful providers, taking into account other considerations such as bid submissions, level of funding, feedback from service users and any requirements in relation to future Ofsted inspections.</p>
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<ul style="list-style-type: none"> - Qualitative research from before and after <p>Priority 1) Borough Wide Thematic Positive Activity Projects</p> <ul style="list-style-type: none"> - Reaching numbers of young people through social media <p>Priority 2) Support for families known to Safeguarding Services</p> <ul style="list-style-type: none"> - Parenting courses/education aimed at men - Specialised gender services to engage men in specialised way to improve move to universal services - Numbers of people engaging in volunteering schemes and being able to engage with employment - Number of parents attending parent/carer support sessions/schemes <p>Priority 3) Perinatal Mental Health</p> <ul style="list-style-type: none"> - Numbers of men engaged and supported in key areas – education, relationship, employment, substance misuse, criminalisation and benefits. - By parents not accessing services e.g. reduction of numbers - To show success in engagement before becoming a statistic - Quality not quantity <ul style="list-style-type: none"> • Lasting outcomes • Reduced depression • Reduced anxiety • Improved bond 		
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<ul style="list-style-type: none"> Improved relationships 		
Written Consultation Responses to email address: VCS-Grants@royalgreenwich.gov.uk		
Glyndon Community Group (06.09.18)		
<p>Not sure why questions about funding is going to Metro GAVS but seeing that our sector has a 25 % reduction across the board we at the Glyndon Community Group are worried that this could be a £20,000.00 reduction in our award.</p> <p>As it seems the council will vote on this prior to our consultation on the 17th September. We would like some confirmation on what our funding would be, as a drop of the amount mentioned above would be very hard to swallow and might lead us to close.</p>		<p>We will be discussing the impact of the reduction in funding in more detail over the next weeks and of course on Monday 17th with all centres. You are right that the paper with these figures goes to Cabinet on Wednesday 12th September. The consultation period runs until 21st September. Applications will open after the Cabinet meeting on 10th October, when the final papers (and figures) will be agreed.</p> <p>Four years ago, all community centres - and all the VCS - were warned of the risk to funding at regular intervals over the period. We have provided as much support as possible, including regular recommendations to speak to MetroGAVS about fundraising, bidding and business development; the VCS Strategy; support for the Federation and encouragement for the FGCC to come together and seek joint solutions to the challenges faced.</p>
MetroGAVS (12.09.18)		

<p>We haven't done any detailed comments on the application forms but have 2 general comments</p> <p>A) We welcome the Council's shorter application approach however although the shorter application has fewer questions and is not as constraining, the requirement to provide 1500 words around the proposed provision on specific issues is actually almost as restricting as the longer form</p> <ul style="list-style-type: none"> • When I look at the prospectus there just isn't a consistency of structure across each service outline – e.g. some have focus, some have outcomes, some have expectations, some have some background information. <p>B) There appears to be some inconsistencies between the forms in terms of documentation required. I think it would be worth your while spending a bit of time with me just trying to get this right for both you and the sector</p> <ul style="list-style-type: none"> • I think there should be one structure - maybe – Background - what we want a provider to do – what council priorities are the focus for this work – what 	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>Can you please provide via email where you have noticed the inconsistencies. In this way, I can track easier what to reflect on... or are they already all on the Prospectus you attached?</p>

<p>At present RBG is the sole funder for Greenwich CAB's core generalist service in the Borough, without this funding we cannot operate. (RBG provided £287,985 funding for the generalist service this financial year, which we greatly appreciate).</p>	<p>Noted</p>	
<p>The generalist service is provided at our Woolwich offices at drop-ins and by appointment, at outreach sessions, by telephone, email and letter. Advice, in-depth casework and information is provided on a full range of subjects, including welfare benefits and tax credits, debt, housing, consumer, relationship, legal, employment, health, immigration (level 1), discrimination and many other areas.</p>	<p>Noted</p>	
<p>Last year our generalist advice service helped 2,220 people (this is 2,220 individual people, each of whom may have come more than once for advice), 76% from BMAE groups, 35% of whom are disabled or have a long term health issue, spread across the Borough (including 42% from SE18, 16% from SE9 and 13% from SE10). The service is extremely busy and we cannot meet demand.</p>	<p>Noted</p>	
<p>We believe that our generalist service fits the specification outlined on page 11 of the draft specification. However, we are concerned that</p>	<p>Noted</p>	<p>Prospectus updated</p>

<p>there appears to be no “stream” for generalist advice listed on Appendix B “Table of Funding priorities and programmes”, although it is included on the draft application forms. Please could you clarify the position?</p> <p>We fully agree that demand for information and advice is increasing due to the welfare reforms, and that demand is highly likely to increase further from October this year due to the implementation of Universal Credit. We anticipate that in particular we will need to provide advice to a high number of people in rent arrears/facing eviction and homelessness, once Universal Credit is implemented.</p>	<p>Noted</p>	
<p>The Camden Society (25.09.18)</p>		
<p>Can we use images/graphics in the response?</p>		<p>Council Officers are not usually permitted to access social media sites or to watch video clips (such as on YouTube) using Council devices. Therefore, you should avoid using hyperlinks to such sites. You may use tables and charts if you feel there that is the only way to demonstrate a statistical point but you should avoid using images.</p>
<p>Can we use formatting options like bullet points/bold/colours?</p>		<p>Bullet points and bold are acceptable</p>
<p>Can we provide additional appendices beyond those requested (e.g. organisational chart, evidence of data and monitoring tools)?</p>		<p>You can state your evidence and cite where it came from. If we need to see the evidence piece cited, we will contact you.</p>

<p>In the Proposed Grant Principles, please can you further clarify what you mean by “small voluntary and community groups”?</p>		<p>There is no specific definition, but we would like to see larger VCS organisations supporting those smaller organisations that typically i) operate only in the Royal Borough, ii) are reliant on very small staff teams/volunteers, iii) support specific sections of our community and/or iv) provide very specific types of support.</p>
<p>On the Service Proposal, the proposed word limit is 1,500 for 10 bullet points. We do not believe this is enough to provide enough detail. Please will you consider increasing this by 500-1,500 words.</p>		<p>This has been increased to 2,000 words</p>
<p>Please could you clarify your request for “Business Plan/Strategic Plan (including Exit Strategy)”? Is this for our whole organisation or specifically for this contract/grant?</p>		<p>We are looking for an indication that you understand what closing a funding stream down at the end of 4 years looks like. Should not be about the whole organisation.</p>
<p>Volunteer Centre Greenwich (28.09.18)</p>		
<p>The amount of cuts to funding will have an impact on the future of services and indeed some organisations in the borough.</p>	<p>This has been noted.</p>	<p>We are encouraging collaboration and partnerships to be formed.</p>
<p>Timeframe to develop effective partnerships is a concern especially with a focus on including new and smaller groups.</p>		<p>We understand that partnership and consortia may not be formed in time. However, for applicants who wish to partner with others, we want to see details of this work in progress in the application .</p>

Inclusion of feedback on any funding streams that have not been included – will the tight timescales allow for this to be included.		Not sure what you mean, please clarify.
Social value objective - Economic – volunteering can also improve employability.	Noted	
Infrastructure support volunteering – strategic leadership and representation not included in description and the outcomes are more targets than outcomes.		Strategic representation has been included in Prospectus. The essence of the outcomes is to note the range of what we want to see, as a result of activities delivered... thereby resulting in: more opportunities to volunteer, by a wide range of persons, and feeling they understand what it means to volunteer after receiving training.
Difficult to assess whether this is a list of realistic expectations with no budgets to work with at this stage.		Budget amounts have been included in the Prospectus.
Application form Guidance notes would have been useful to provide effective feedback.		Guidance notes will accompany the Application form.
Is there a word count on governance section?		We have not included a word count
Part B Point 2 – will guidance notes explain ‘how they fit in with other activities’.		This is about looking holistically at the range of activities you deliver and how your ideas for this funding can draw support and/or integrate with what you already do.
Additional information 8. Business plan/strategic plan (which should include your exit strategy). This is not the place to include an exit strategy.		We are looking for is a brief indication that organisations understand what closing a funding stream down at the end of 4 years looks like.

<p>Does this relate to when the funding ends in 4 years' time? If an organisation has a sustainability strategy, can this be included in this?</p>		<p>Should not be about the whole organisation. You can include in the sustainability strategy , once it addresses the key premise of an exit strategy as noted, i.e. the smooth close down of this funding stream</p>
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