Future Support Offer 2024 (“FSO 2024”) Grant Application Form

Please read the FSO 2024 Grant Specification document in full before completing your Application.

# Application Detail

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| [1.1] | Are you applying as a single organisation? Please delete appropriately. | Yes | No |
| [1.2] | Are you applying as a consortium/partnership of organisations? Please delete appropriately. | Yes | No |

# Organisation Details

In this section, please provide details of your organisation. If you are applying as a consortium of organisations to deliver the FSO 2024, or you are applying in partnership with other organisations, please complete a separate section 2 for each of the organisations involved in your Application. ***Please note - We will only accept one Application from the lead organisation.***

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| **[2.1] Organisation name** |  |
| **[2.2] Organisation website** |  |
| **[2.3] Organisation address** |  |
| **[2.4] Organisation postcode** |  |
| **[2.5] Organisation country** |  |
| **[2.6] Organisation legal status** | *[e.g. Charity registered in the charity commission website, a corporate body (ltd), a community interest company, a cooperative, an independent provident society, the Scottish Charity Regulator new charitable incorporated organisation (CIO), other…]* |
| **[2.7] Organisation Charity Commission, Scottish Charity Regulator and/or Companies House number** |  |
| **[2.8] VAT registration number (If applicable)** |  |
| **[2.9] Main contact name** |  |
| **[2.10] Main contact job title** |  |
| **[2.11] Main contact email** |  |
| **[2.12] Main contact phone number(s)** |  |
| **[2.13] Number of full time equivalent (FTE) staff currently employed by the organisation** |  |
| **[2.14] Mean (Average) annual gross salary for your organisation** |  |
| **[2.15] Median (Middle Value) annual gross salary for your organisation** |  |
| **[2.16] Highest annual salary for your organisation** |  |
| **[2.17] Lowest annual salary for your organisation** |  |

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| **[3] QUALITY QUESTIONNAIRE – Overview of your Organisation** | **Question not scored** | |
| **Guidance:** | | |
| This question seeks to help us understand more about your organisation and, if you are applying as a consortium, each organisation in your consortium. We would like you to tell us about your organisation and each organisation in your consortium (if applicable). Please note this question is not scored.  Include information about structure, history, vision, support offered, relevant experience, and how you are currently funded. | | |
| **Question:** | | |
| **[3.1]** Please provide a summary of what your organisation and, if you are applying as a consortium, each organisation in your consortium, does. Your answer should cover:   * Your organisation’s or each organisation in your consortium’s (if applicable) history, vision, objectives, support offered and how you are currently funded. | | **Question not scored** |
| **Response:** | | |

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| **[4] ELIGIBILITY CRITERIA AND PASS/FAIL QUESTIONNAIRE** | | | | |
| **Please Note:** The following questions relate to Eligibility Criteria questions, and additional Pass/Fail Questions therefore, excluding in relation to questions 4.5 and 4.7 where a ‘Yes’ may not be applicable, if an Applicant cannot or is unwilling to answer ‘Yes’ to the questions, their Application will be deemed non-compliant and they will be unable to be considered for this requirement, unless (in the case of questions 4.4 and 4.6) an explanation can be provided (at 4.5 or 4.7, as applicable) that the Authority in its discretion considers acceptable.  Questions 4.1 – 4.10 relate to eligibility criteria.  Questions 4.11 – 4.20 relate to delivery capability criteria and grant funding terms  **Please confirm by deleting the inappropriate answer**. | | | | |
| [4.1] | The Applicant organisation must be a UK registered organisation with headquarters in the UK and operating in the UK. | Yes | No | |
| [4.2] | The Applicant must have a UK Bank Account that has been operational for at least 3 years (ending on the Deadline for Application Submissions). | Yes | No | |
| [4.3] | The Applicant must deliver the Funded Activities under the FSO 2024 on a not-for-profit basis – that is, no profits are to be made by the Grant Recipient as a result of delivering the Funded Activities. The Applicant must be able to evidence this requirement | Yes | No | |
| [4.4] | The Applicant must currently be registered with the appropriate registration body and must have been for at least the last 3 years (up to the Deadline for Application Submissions) and have no late and or missing filings with the appropriate registration body e.g., Companies House, Charity Commission or the Scottish Charity Regulator as required. | Yes | No | |
| [4.5] | If the response to question 4.4. was “No” please provide details and an explanation, including any relevant mitigating factors or extenuating circumstances. |  |  | |
|  | **Response:** |  |  | |
| [4.6] | The Applicant must have filed accounts with the appropriate registration body e.g. Companies House, Charity Commission or the Scottish Charity Regulator, for at least the last 3 years (up to the Deadline for Application Submissions), as required. | Yes | No | |
| [4.7] | If the Applicant has not filed accounts with the appropriate registration body e.g. Companies House, Charity Commission or the Scottish Charity Regulator), for at least the last 3 (up to the Deadline for Application Submissions) years, please explain why including any relevant mitigating factors or extenuating circumstances. |  |  | |
|  | **Response:** |  |  | |
| [4.8] | The Applicant organisation(s) must not within the last 5 years (ending on the Deadline for Application Submissions) have been: made bankrupt or been the subject of insolvency or winding-up proceedings; had its assets administered by a liquidator or by the court; have been in an arrangement with creditors; had its business activities suspended; or been in any analogous situation. | Yes | No | |
| [4.9] | The Applicant organisation(s) must have committed and/or established other sources of income for the period of the Grant. | Yes | No | |
| [4.10] | The Applicant organisation(s) must provide satisfactory evidence, in the view of the Authority, of delivering welfare benefit advice. | Yes | No | |
| **Additional Pass / Fail Questions** | | | | |
| **Please Note:** The following questions are additional Pass / Fail questions, therefore, if an Applicant cannot or is unwilling to answer ‘Yes’ to the questions, their application will be deemed non-compliant and the Authority will be unable to consider the Applicant for this requirement.  **Please confirm by deleting the inappropriate answer**. | | | | |
| [4.11] | The Applicant is able to provide national coverage across all localities, in England, Scotland and Wales (including capability to support Welsh speaking claimants), with a consistent quality of support, irrespective of the location. | Yes | No | |
| [4.12] | The Applicant has the means of establishing a strong community reach, with the ability to efficiently and effectively reach people and track them through their support. | Yes | No | |
| [4.13] | The Applicant has, or is able to source, the necessary technical infrastructure to support the delivery of the FSO 2024 through telephony and digital (webchat, email). | Yes | No | |
| [4.14] | The Applicant can provide telephony/digital support at least through the following hours: 09:00 – 17:00 Monday to Friday. | Yes | No | |
| [4.15] | The Authority expects the Applicant to be able to provide all of the Requirements outlined in the FSO 2024 Specification and in the overall cost bid to include all expected elements of cost such that the overall cost is not considered artificially low. Bearing this in mind, does the Applicant’s costing model capture all elements of cost associated with the FSO 2024 Specification? | Yes | No | |
| [4.16] | The Authority requires that the Applicant consents to the terms provided in the draft Grant Funding Agreement (terms and conditions). The Applicant confirms its agreement to progress on this basis. | Yes | No | |
| [4.17] | All assumptions as set out in the FSO 2024 Grant Competition Specification have been considered when completing the FSO 2024 Grant Forecast Expenditure Template and calculating your total value bid. | Yes | No | |
| [4.18] | The Applicant confirms that it agrees to comply with the Code of Conduct for recipients of Government General Grants. | Yes | | No |
| [4.19] | Is the Applicant currently accredited through the National Cyber Security Centre’s cyber essentials partner (“IASME”) consortium to at least the Cyber Essentials accreditation as set out on the National Cyber Security Centre website: [www.ncsc.gov.uk/cyberessentials/overview](http://www.ncsc.gov.uk/cyberessentials/overview) | Yes | | No |
| [4.20] | The Applicant is registered as a Data Controller and has a registered Data Protection Officer with the Regulator/Information Commissioners Office (ICO).  Please confirm arrangements made and provide your ICO registration number here \_\_\_\_\_\_\_\_ | Yes | | No |

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| **[5.1] QUALITY QUESTIONNAIRE – Operating Model** | | | **Weighting: 12%** | |
| **Guidance:** | | | | |
| This question seeks to understand the operating model that you will use to deliver the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.1]** Describe in detail the Operating Model that you will use to deliver the FSO 2024 and any relevant experience that has informed the Operating Model, in accordance with the Funded Activities detailed in the FSO 2024 Grant Competition Specification at paragraph 19.  Please include any relevant case studies / additional information to evidence how the proposed delivery model will:   1. be effective; and 2. accord with the National Cyber Security Centre’s cyber essentials partner.   The following bullet points are an extract of the Funded Activities at paragraph 19 of the FSO 2024 Grant Competition Specification and as a minimum, your response should include a description of how you will:   * provide national coverage across all localities, in England, Scotland and Wales (including capability to support Welsh speaking UC claimants), with a consistent quality of support, irrespective of the location; * design and implement support based on the claimant’s need at either national, local and/or community based level (also include any experience you currently have of doing this); * provide support for UC claimants to understand eligibility to UC, taking full account of the claimant’s circumstances, to help them understand if UC is the right benefit for them, including variations to the rules and regulations across England, Scotland and Wales (also include any experience you currently have of doing this); * provide support for UC claimants to make a new UC claim, either through the on-line UC claim process or the UC non-digital claim process where appropriate, up until their first full correct payment (also include any experience you currently have of doing this); * encourage and promote self-service using the UC online channel, whilst demonstrating that the most vulnerable and hardest-to-help claimants who may have more than one issue are fully supported (and referred effectively to other provision);      * support claimants to provide the evidence needed to make a new claim to UC; * target support to all people from different demographic-based claimant groups including employed/unemployed, those with a disability or health condition, claimants of different ages, genders, ethnic origins and people who have never interacted with the benefits system before; * support claimants who do not have English as a first language; * provide accessible support through telephony and digital channels (including webchat); * support UC claimants with understanding how UC works; * provide support through telephony and digital channels (including webchat) to eligible UC claimants who request support from the grant recipient irrespective of how the citizen contacts the grant recipient, including the times of the day and the days of the week that telephony and digital channels (including webchat) will be available and what support will be available outside those hours; * ensure FSO 2024 is delivered in a manner which will prevent fraud and other criminal activity. | | | | **Weighting: 12%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.2] QUALITY QUESTIONNAIRE – Telephony and Digital Infrastructure and Capabilities** | | | **Weighting: 12%** | |
| **Guidance:** | | | | |
| This question seeks to understand what telephony and digital infrastructure and capabilities you currently have as an organisation(s) and how this will support delivery of the FSO 2024. If you do not currently have telephony and digital infrastructure and capabilities in place, this question seeks to understand how you would gain these and how long that would take.  Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.2]** Describe the telephony and digital infrastructure and capabilities you currently have as an organisation(s) and how this will support delivery of the FSO 2024. If you do not currently have sufficient telephony and digital infrastructure and capabilities to deliver the FSO 2024, please describe how you will source these and have them in place and ready for the Commencement Date.  Please include any relevant case studies / additional information to evidence how your infrastructure and capabilities will be effective. At a minimum your response should include:   * A description of your current telephony and digital infrastructure and capabilities; * Who provides your current telephony and digital infrastructure and Service capabilities; * How many telephone calls you received in the period from 1st April 2022 to 31st March 2023; * How many telephone calls you received in the period from 1st April 2023 to 31st May 2023; * How many telephone calls you answered in the period from 1st April 2022 to 31st March 2023; * How many telephone calls you answered in the period from 1st April 2023 to 31st May 2023; * Your average speed of answer over the period from 1st April 2022 to 31st March 2023; * Your average speed of answer over the period from 1st April 2023 to 31st May 2023; * The percentage of calls answered in 20 seconds over the period from 1st April 2022 to 31st March 2023; * The percentage of calls answered in 20 seconds over the period from 1st April 2023 to 31st May 2023; * How many hits (this includes “page views” and “unique page views”) your website received from 1st April 2022 to 31st March 2023; * How many hits (this includes “page views” and “unique page views”) your website received from 1st April 2023 to 31st May 2023; * Your ability to provide FSO 2024 support by webchat; * The number of webchat requests that you received in the period from 1st April 2022 to 31st March 2023; * The number of webchat requests that you received in the period from 1st April 2023 to 31st May 2023; * The number of webchat requests that you answered in the period from 1st April 2022 to 31st March 2023; * The number of webchat requests that you answered in the period from 1st April 2023 to 31st May 2023; * The average speed with which you answered webchat requests in the period from 1st April 2022 to 31st March 2023; * The average speed with which you answered webchat requests in the period from 1st April 2023 to 31st May 2023; * Any other digital support that you would propose providing for the FSO 2024, such as video chat; and * How will you ensure that you have sufficient telephony and digital infrastructure and service capabilities to meet the anticipated demand for the FSO 2024. | | | | **Weighting: 12%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.3] QUALITY QUESTIONNAIRE – Approach to Quality** | | | **Weighting: 12%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to quality for the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.3]** The quality outcomes that will be measured by a key performance indicator(s) to be proposed by the Applicant and agreed by the Authority (see FSO 2024 Grant Competition Specification at paragraph 28) will form part of the grant payment criteria. Describe how you will ensure that you deliver high quality support such that there is consistent quality of outcomes irrespective of location. Describe in detail how you will successfully measure, monitor, assure and report quality in terms of client outcome and case administration and the quality level you will expect to be able to deliver.  Please include any relevant case studies / additional information to evidence how your approach to quality will be effective to support your response to each of the bullet points below.  At a minimum your response should include a description of:   * The current quality methodology you use for selecting cases for quality checking. The methodology that you will use for selecting FSO 2024 cases for quality checking; * How you currently measure the quality of the support/advice that you provide; * How you will measure quality in terms of client outcome and case administration for the FSO 2024; * How you currently monitor quality in terms of client outcome and case administration; * How you will monitor quality in terms of client outcome and case administration for the FSO 2024; * How you currently assure quality in terms of client outcome and case administration; * How you will assure quality in terms of client outcome and case administration for the FSO 2024; * How you currently report quality in terms of client outcome and case administration; * How you will report quality in terms of client outcome and case administration for the FSO 2024; * The quality key performance indicators that you currently work to; * The quality key performance indicators that you propose working to for the FSO 2024; * How you currently address underperformance against the quality key performance indicator; * How you will address underperformance against the quality key performance indicator for the FSO 2024; * How you will continually strive to improve quality through the period of the FSO 2024; and * Your current and proposed internal quality governance arrangements. | | | | **Weighting: 12%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.4] QUALITY QUESTIONNAIRE – Customer Satisfaction** | | | **Weighting: 12%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to customer satisfaction for the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.4]** The customer satisfaction outcomes that will be measured by a key performance indicator(s) to be proposed by the Applicant and agreed by the Authority (see FSO 2024 Grant Competition Specification at paragraph 28) will form part of the grant payment criteria Describe in detail how you will measure, monitor and assure customer satisfaction and the customer satisfaction level you will expect to be able to deliver. Please include any relevant case studies / additional information to evidence how your approach to customer satisfaction will be effective to support your response to each of the bullet points below.  At a minimum your response should include a description of:   * How you currently measure customer satisfaction; and * How you will measure customer satisfaction for the FSO 2024. * How you currently monitor customer satisfaction; and * How you will monitor customer satisfaction for the FSO 2024. * How you currently assure customer satisfaction; and * How you will assure customer satisfaction for the FSO 2024. * How you currently report customer satisfaction; and * How you will report customer satisfaction for the FSO 2024. * The customer satisfaction levels/key performance indicators that you currently work to; and * The customer satisfaction key performance indicator that you propose working to for the FSO 2024. * How you currently address underperformance against the customer satisfaction levels/key performance indicators that you currently work to; and * How you will address underperformance against the customer satisfaction levels/key performance indicators that you propose for the FSO 2024. * How you will continually strive to improve customer satisfaction through the period of the FSO 2024; and * Your current and proposed internal customer satisfaction governance arrangements. | | | | **Weighting: 12%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.5] QUALITY QUESTIONNAIRE – Outcomes** | | | **Weighting: 12%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to measuring outcomes for the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.5]** Describe in detail your approach to measuring outcomes for the FSO 2024 (see **FSO 2024 Table of Outcomes)** at paragraph 28 of the FSO 2024 Grant Competition Specification including financial and non-financial outcomes and wider benefits to society. Please include any relevant case studies / additional information to evidence how your approach to measuring outcomes will be effective to support your response to each of the bullet points below. At a minimum your response should include a description of:   * How you currently measure the financial and non-financial value of the support/advice that you provide to individuals including the methodology; * How you will measure the financial and non-financial value of the FSO 2024 support/advice to individuals to individuals including the methodology; * How you currently measure the value and benefit to society of the support/advice that you provide including the methodology; * How you will measure the value and benefit to society of the FSO 2024 support/advice including the methodology; * Any other measures in addition to those in your answer to the above questions that you would prose using to measure outcomes for the FSO 2024 support/advice; * How you currently capture, store, validate and report Performance Indicators (PI) and Management Information (MI); and * How you will capture, store, validate and report the PI and MI set out in the FSO 2024 Grant Competition Specification **FSO 2024 Table of Outcomes** and * How you will capture the Management Information set out in the FSO 2024 Grant Competition Specification paragraph 30 Management Information. | | | | **Weighting: 12%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.6] QUALITY QUESTIONNAIRE – Partnership Working** | | | **Weighting: 5%** | |
| **Guidance:** | | | | |
| This question seeks to understand the approach to partnership working that you will use to deliver the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.6]** Describe in detail the approach to partnership working that you will use to deliver the FSO 2024 (in accordance with the Specification).  Please include any relevant case studies / additional information to evidence how your approach to partnership working will be effective to support your response to each of the bullet points below.  At a minimum your response should include a description of how you will:   * demonstrate effective partnership working, how you will establish strong links and the ability to co-ordinate, with a range of relevant expert organisations providing support and advice in relation to social welfare. This includes organisations providing support with drugs, alcohol, mental and physical health issues and debt advice as well as housing and social care; * have a reach in the community beyond the Authority, including engaging with partner organisations to achieve that; * have a process by which people can be signposted and/or referred to FSO 2024 support from the Authority and other support organisations, and which tracks the UC Claimant(s) through their support; and * establish a relationship with the Authority, that enables any operational issues to be escalated and resolved, whether from the Authority or the Grant Recipient, including identifying where UC Claimant(s) needs immediate support from the local Jobcentre and having a process in place to get that support. | | | | **Weighting: 5%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.7] QUALITY QUESTIONNAIRE – Marketing** | | | **Weighting: 5%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to marketing the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.7]** Describe in detail your approach to marketing the FSO 2024 in accordance with the Funded Activities (see paragraph 19 of the FSO 2024 Grant Competition Specification) to ensure it reaches the widest possible audience of people who are eligible for support.  Please include any relevant case studies / additional information to evidence how your approach to marketing will be effective to support your response to each of the bullet points below.  At a minimum your response should include a description of:   * How you currently market the support/advice that you provide; * How you will market the FSO 2024; * How you will identify FSO 2024 target audiences; * How you will demonstrate the effectiveness of marketing activities; and * evidence of having run successful marketing campaigns for your current target audiences and the benefits they achieved. | | | | **Weighting: 5%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.8] QUALITY QUESTIONNAIRE – Governance and Financial Management** | | | **Weighting: 5%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to governance and financial management for the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.8]** Describe in detail your current approach to governance and financial management and the approach to governance and financial management that you will use for the FSO 2024.  Please include any relevant case studies / additional information to evidence how your approach to governance and financial management for the FSO 2024 will be effective to support your response to each of the bullet points below. At a minimum your response should include a description of:   * Your current governance structures; * The governance structures that you will use for the FSO 2024; * The financial management systems and processes you have in place to account for your current expenditure accurately and transparently; * The financial management systems and processes you will put in place to ensure you can account for the FSO 2024 expenditure accurately and transparently. This may include separate cost centres, separate bank accounts, clear roles and responsibilities within your finance teams; and  Your ability to report expenditure accurately and transparently to the Authority against the cost model that you have submitted in the FSO 2024 Grant Forecast Expenditure Template at the frequency with which you have indicated for drawdown requests. | | | | **Weighting: 5%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.9] QUALITY QUESTIONNAIRE – Diversity, Equality and Inclusion** | | | **Weighting: 2.5%** | |
| **Guidance:** | | | | |
| This question seeks to understand your approach to diversity, equality and inclusion as an organisation and for the delivery of the FSO 2024. Please use the blue box below when providing your response. | | | | |
| **Question:** | | | | |
| **[5.9]** Describe in detail your current approach to diversity, equality and inclusion (in-line with section 32 of the Code of Conduct for Recipients of Government General Grants contained within the Grant Funding Agreement at paragraph 32) and how you will apply that or a new approach to FSO 2024.  Please include any relevant case studies / additional information to evidence how your approach to diversity, equality and inclusion for the FSO 2024 will be effective to support your response to each of the bullet points below.  At a minimum your response should include a description of:   * Your current approach to diversity, equality and inclusion; and * How you will apply that or a new approach to the FSO 2024. | | | | **Weighting: 2.5%** (Maximum 30 marks)  Maximum 3000 words |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Rating** | **Criteria** | | |
| 30 | Excellent | The Applicant’s response fully meets the requirement expressed in the question, with detailed explanation(s) and supporting information **and** evidence of Added Value. | | |
| 24 | Good | The Applicant’s response fully meets the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 18 | Satisfactory / Acceptable | The Applicant’s response meets most of the requirement expressed in the question with reasonable explanation(s) and supporting information. | | |
| 12 | Weak | The Applicant’s response meets some of the requirement expressed in the question, with limited explanation(s) and supporting information. | | |
| 6 | Poor | The Applicant’s response meets little of the requirement expressed in the question, with inadequate explanation(s) and supporting information. | | |
| 0 | Unacceptable / Unsatisfactory | The Applicant’s response does not address the requirement expressed in the question OR the response is unanswered. | | |

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| **[5.10] QUALITY QUESTIONNAIRE – Income** | | **Weighting: 2.5%** | | |
| **Guidance:** | | | | |
| This question seeks to understand what other income the Applicant will have for the anticipated initial Funding Period (1 April 2024 to 31 March 2026) and what percentage of the Applicant’s income the FSO 2024 Grant will be. Please use the blue box below when providing your response. Your answer should: | | | | |
| **Question:** | | | | |
| **[5.10]** Set out what other income your organisation(s) will have for the period 1 April 2024 to 31 March 2026 grant award and what that income will be used for.  1 - Please set out the amount of confirmed income (e.g. contractual) (excluding FSO 2024 Grant income) for your organisation(s) for the period 1 April 2024 to 31 March 2026; the source of that income and what it will be used for.  2 - If you are expecting income but it is not yet confirmed, what is the amount of expected income (excluding FSO 2024 Grant Income and confirmed income) for your organisation(s) for the period of the FSO 2024 Grant award: 01/04/2023 – 31/03/2024; the source of the income and what it will be used for.  3 - If you have any other income, for the periods in the questions above, that has not been covered by your answers to the questions above please provide details here of the amount of income; the period the income covers; the source of the income and what the income is being used for. | | | **Weighting: 2.5%** (Maximum 30 marks)  Maximum 3000 words | |
| **Response:** | | | | |
| **Marking Scheme:** | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | |
| **Score** | **Applicants FSO 2024 Total Value Bid as a Percentage of total income (Confirmed and Expected)** | | |
| 30 | Less than 10% | | |
| 24 | 10% to 20% | | |
| 18 | 21% - 30% | | |
| 12 | 31% - 40% | | |
| 6 | 41% - 50% | | |
| 0 | 51% - 100% | | |

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| **[5.11] SET UP COSTS AND OPERATING COSTS** | | **Weighting 20%** |
| **Guidance:** | | |
| This question seeks to understand your set up and operating costs for the FSO 2024. | | |
| **Question:** | | |
| **[5.11]** You are to provide a detailed financial breakdown of your forecast expenditure for the FSO 2024 using **FSO 2024 Grant Forecast Expenditure Template.**  **Please also set out your justification for any individual costs for capital items over £5,000** | | **Weighting: 20%**  (Maximum 20 marks) |
| **Response: Please provide your response in FSO 2024 Grant Forecast Expenditure Template and below** | | |
| **Marking Scheme pursuant to paragraph 9.6 of the FSO 2024 Grant Competition Specification:** | | |
| **The following marking scheme will be used to assess the response provided to this question:** | | |
| **Score** | **Criteria** | |
| An Applicant’s Costs Score will be produced as follows: The Lowest Total Value Offer submitted in the FSO 2024 Grant Competition will receive maximum weighted points, i.e. 20%. This Lowest Total Value Offer will then be divided by an Applicant’s Total Value Offer, to give that Applicant a percentage of the maximum weighted score available. | The total value of your bid funding must align to the costs detailed in **FSO 2024 Grant Forecast Expenditure Template**. | |

**The following questions will not be scored but they are mandatory to respond to otherwise your application will be deemed as being non-compliant and will NOT be assessed.**

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| **[5.12] ONWARD GRANTS** | **Question not scored** | |
| **Guidance:** | | |
| This question seeks to understand whether you are proposing to transfer any of the grant funding to any other to any other 'person'. Person includes, but is not limited to, any person, firm, not-for-profit organisation, charity, body or association, corporate or incorporate. | | |
| **Question:** | | |
| **[5.12]** Please state how you will award and manage the transfer of the grant funding to any other person (as defined above), and what they will the grant funding be used for. | | **Question not scored**  Maximum 3000 words |
| **Response:** | | |

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| **[5.13] BUDGET BREAKDOWN** | **Question not scored** | |
| **Guidance:** | | |
| This question seeks to understand whether there is any additional information and/or commentary that you wish to provide in support of the completed **FSO 2024 Grant Forecast Expenditure Template** | | |
| **Question:** | | |
| **[5.13]** Please provide any additional information and/or commentary that you wish to provide in support of the completed **FSO 2024 Grant Forecast Expenditure Template** | | **Question not scored**  Maximum 3000 words |
| **Response:** | | |

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| **[5.14] PROPOSED DRAWDOWN SCHEDULE AND GRANT INSTALEMENTS** | **Question not scored** | |
| **Guidance:** | | |
| This question seeks to understand your proposed drawdown schedule; whether you require Grant instalment payments in advance and the reason(s) why. It should be noted that it is at the Authority’s discretion whether to agree for the payments to be paid in advance if these circumstances apply.  Payments will be **made on a monthly basis in arrears and only paid in advance by exception**. **Please note that if payments are made in advance, these will be paid on a quarterly basis**. If you require payments in advance of spend, please explain and justify your reasons. You must also provide evidence which meets one or more of the criteria below:    a. You do not have enough working capital to start the project, such as costs for a recruitment process to staff the project;  b. Without advance payment you would be forced to breach internal policies to cover the costs e.g. forced to use too much of your free reserves or you do not have any free reserves;  c. Where there are specific legal barriers to an organisation reclaiming costs in arrears.    Please note, where Applicants intend to make sub-contract awards, Applicants are permitted to formally request the ability to sub-contract.  Where the Authority permits a sub-contract, we will need you to demonstrate how you will ensure you pay onwards grants in arrears and only pay onward grants in advance when the same above conditions apply to the onward Grant Recipient.  Please also set out what your proposed drawdown schedule will be, to show when you will need funding – your request will be considered alongside the assessment process. | | |
| **Question:** | | |
| **[5.14]** Please set out your proposed drawdown schedule; whether you require grant instalment payments in advance and if so the reason(s) why. | | **Question not scored**  Maximum 3000 words |
| **Response:** | | |

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| **[5.15] IMPLEMENTATION TIME** | **Question not scored** | |
| **Guidance:** | | |
| This question seeks to understand what preparation/implementation activities you will need to do, and how long these will take, for you to be fully ready to deliver the full FSO 2024 requirements as set out in the FSO 2024 Grant Competition Specification from 1st April 2024. | | |
| **Question:** | | |
| **[5.15]** Please set out the preparation/implementation activities you will need to do, and how long these will take, for you to be fully ready to deliver the full FSO 2024 requirements as set out in the FSO 2024 Grant Competition Specification from 1st April 2024. At a minimum your answer should include:   * An Implementation Plan showing the products, activities, dependencies, timescales and responsibilities required to successfully deliver the FSO 2024 from the expected commencement date of FSO 2024 Grant Funding Agreement; and * The readiness criteria that you will use to assess your readiness to go-live.   Please note the successful Applicant will be expected to work with the Authority to develop an Integrated Delivery Plan that covers both the successful Applicants activities and the Authority activities. Progress against the Integrated Delivery Plan will be monitored and reported at regular joint checkpoints between the successful Applicant and the Authority. A Go-live Readiness Report setting out the Grant Recipient’s readiness against a set of predefined go-live readiness criteria that will be provided by the Authority. | | **Question not scored**  Maximum 3000 words |
| **Response:** | | |

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| **[5.16] SUBSIDY CONTROL**   **Question not scored** | | | |
| **Please Note:** The following questions relate to subsidy control. The FSO 2024 Grant is intended not to be a subsidy (as defined in the Subsidy Control Act 2022) and therefore the Authority needs assurance that if the Applicant is successful the FSO 2024 Grant will not constitute “financial assistance that confers an economic advantage on one or more enterprises”.  **[5.15]** Please provide responses to the questions set out below **together with appropriate supporting evidence to substantiate the responses given** to provide assurance to the Authority that either:   1. No or only minimal economic activities are undertaken by the Applicant or a group under common control/ownership of which the Applicant forms part (the “**Applicant’s Group**”) (or any member of the consortium, where applicable); or 2. Any funds that may be granted under the FSO 2024 Grant will be adequately ringfenced from any economic activities the Applicant or any member of the Applicant’s Group (or any member of the consortium, where applicable) carries out.   An “economic activity” for these purposes means the offering of goods or services on a market.  Further detail on subsidy control, economic activities and ringfencing can be found here: [Statutory Guidance for the United Kingdom Subsidy Control Regime (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1117122/uk-subsidy-control-statutory-guidance.pdf)  If the Application is made by or on behalf of a consortium, **please provide responses in respect of each member of the consortium**.  **These questions will not be scored but if an Applicant is unable to give sufficient assurance to the Authority (as determined by the Authority), their Application will be deemed non-compliant and they will be unable to be considered for this requirement.** | | | |
| [15.16.1] | Is the Applicant or the Applicant’s Group involved in any economic activities? | Yes | No |
| [15.16.2] | If the Applicant or the Applicant’s Group is involved in any economic activity, what proportion of the Applicant’s (or group’s) capacity do the economic activities constitute? |  |  |
|  | **Response:** |  |  |
| [15.16.3] | Please provide a description of the Applicant’s or the Applicant’s Group’s economic activities and how they relate to activities proposed to be funded under the FSO 2024 Grant (including any areas of overlap). |  |  |
|  | **Response:** |  |  |
| [15.16.4] | What measures, if any, will the Applicant implement in order to ring-fence the FSO2024 Grant Funding from the Applicant’s or the Applicant’s Group’s economic activities? | Yes | No |
|  | **Response:** |  |  |

##### Mandatory documentation checklist

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| 1 | **[REQUIRED]** Fully completed Application Form including completed FSO **2024 Grant Forecast Expenditure Template** *[signed copies of both the completed application form and* ***FSO 2024 Grant Forecast Expenditure Template*** *as PDFs and versions in MS Word and MS Excel respectively].* |  |
|  | **[WHERE APPLICABLE]** Copies of all partnership agreements signed with each of the project partners (if applying as part of a consortium). Alternatively, correspondence from an authorised representative at each partner organisation confirming:   * acknowledgment of this application; * involvement in this application; * approval of the information relating to them; and   Clearly stating their position and authority in that organisation. |  |
| 2 | **[REQUIRED]** Gantt chart or implementation/delivery plan. |  |
| 3 | **[WHERE AVAILABLE]** Organisational equality and diversity statement. |  |
| 4 | **[REQUIRED]** Safeguarding policy and a statement that confirms the applicant has effective and appropriate safeguarding procedures that protect employees, beneficiaries or volunteers from harm, and that explains how any concerns and incidents are managed. |  |
| 5 | **[IF APPLICABLE]** Evidence in support of request to be paid at point of need, rather than in arrears. |  |

###### Authorisation

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| **Privacy notice**  All information will be processed in compliance with the Data Protection Legislation.  **Who controls the information you provide?**  The Authority controls any personal data you provide in your answers.  **Why are we collecting and processing your personal data?**  Your personal data is being collected and processed by the Authority to perform due diligence including fraud checks, assess your application and suitability for the delivery of the FSO 2024. Our legal basis for the processing is that it is necessary for performance of a task in the public interest.  **Will we share your personal data?**   * Your personal data may be shared with colleagues in the Authority as part of the grant management process. * We also intend to share the application form of the successful applicant with Partners at the House of Commons as part of the grant management process. As such your personal data will be shared with these partners. * We may also share your personal data with third parties if we are required to do so by Law — for example, by court order, or to prevent fraud or other crime. * We will not transfer your personal data outside of the European Economic Area (EEA) or to international organisations. * If we are required to share details of your application further or use your responses to illustrate findings, we will ensure that neither you nor the organisation you represent are identifiable. * The Authority may share information (excluding personal data) relating to your application with third parties outside government where required to do so by Law, for example in accordance with access to information regimes (these are primarily the Freedom of Information Act 2000, and the Environmental Information Regulations 2004). * We will seek to publish and disseminate an evaluation (not including personal data).   **How long will we keep your personal data for?**  If your application is unsuccessful, it will be retained until March 2024, after which it will be destroyed. If your application is successful, it will be retained until March 2030, for analysis and reporting after which it will be destroyed.  **Your rights over your personal data**  You have the right to see what personal data we have about you, to have it corrected, to request that we restrict what we do with your data in certain circumstances, and to ask us to stop using your data, but keep it on record.  **Your right to complain**  You also have the right to lodge a complaint to the Information Commissioner's Office about our practices, to do so please visit the Information Commissioner’s Office website: [https://ico.org.uk/concerns](https://ico.org.uk/concerns/).  Please confirm below that you have read and understood this statement and agree with its terms. |

I declare that I have the authority to represent *[insert name of organisation]* in making this application.

I understand that acceptance of this Application does not in any way signify that my organisation is eligible for the FSO 2024 grant funding or that funding has been approved towards it.

I understand that we may be awarded less than requested in this Application.

I understand that FSO 2024 funding isn’t guaranteed as detailed in paragraph 20 of the FSO 2024 Grant Competition Specification.

I understand that the Authority will not accept deliberate manipulation or fraud - and any business caught falsifying their records to gain additional grant money will face prosecution and any funding issued will be subject to claw back, as may any grants paid in error.

On behalf of *[insert name of organisation]*, I confirm that:

* *[insert name of organisation]* has the legal authority to carry out the FSO 2024;
* I have the authority to make this application on behalf of *[insert name of organisation]*;
* The information provided in this application is accurate;
* The organisation has appropriate safeguarding procedures that protect employees, beneficiaries and volunteers from harm;
* The organisation has appropriate Data Protection Legislation procedures in place; and
* That the cost estimates provided in this application including **FSO 2024 Grant Expenditure Template** remain valid for a period of 310 days following the Deadline for Application Submissions.

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| **Signature:** |  |
| **Name:** |  |
| **Role:** |  |
| **Date:** |  |

**Completed applications should be returned to:**  uc.futuresupport2024@dwp.gov.uk

Please note:

* **The deadline for applications is 11:59pm on 28 July 2023.**
* All applications received by the closing date will be assessed following the closing date;
* Applications received on or after the Deadline for Application Submissions may be rejected by the Authority. The decision whether to reject an Application received after the Deadline for Application Submissions is made entirely at the Authority’s discretion;
* Applicants may seek clarification regarding any aspect of this FSO 2024 Grant Competition at any time prior to the Deadline for Clarification Questions from Applicants.  Further details are provided in the FSO 2024 Grant Competition Specification at paragraph 6 - Clarification Questions;
* As the application process is competitive the Authority will not enter into exclusive discussions regarding the requirements of this FSO 2024 Grant Competition with Applicants;
* All Applicants will be subject to comprehensive due diligence reviews and other database searches, including fraud risk indicators.