



Skills for the Future - Receiving a grant

Mentoring and monitoring; Permission to Start; and Grant payment

If you require a copy of this guidance in an alternative format (large print, Braille or audio version), or if your first language is not English, we can provide it in the appropriate format or language if you ask us. It is also available in Welsh.

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1 Introduction

This document will help you to request payment from HLF and report on the progress of your project. We are committed to being flexible in our approach, working responsively, proactively and collaboratively as circumstances require. Your case officer will remain your main contact throughout the delivery of your project.

You must comply with the HLF terms of grant and additional requests set out in your Grant Notification letter. You must also address any issues we identify in the course of monitoring, and follow the requirements specified in the Programme Application guidance, the *How to acknowledge your grant* guidance, *Photography of HLF-funded projects: A guide for grantees*, and any other material we refer to. All guidance is available on our website.

In certain circumstances we may choose to vary any of the procedures set out in this document.

This guidance applies to all Skills for the Future awards whether for development or delivery work.

1.1 Filling in forms

You will need to fill in a number of forms online as part of our monitoring process. We will ask you to send copies of documents as part of filling in one of the forms and you can attach files (of less than 5Mb in total) online at the end of the form.

The forms are:

- Permission to start
- Progress report
- Payment request forms (dependent on the size of your grant award)
- Completion and final payment request

1.2 Before starting

Before you can start your project and seek a grant payment, you will need to complete a 'Permission to start' form— further details below. We often arrange a start-up meeting with you to discuss delivering your project, at which we will agree a timetable for reporting progress and help plan your payments and predict cashflow as well as advise you on how to complete the Permission to Start form.

You should not start your project until you have received our approval through Permission to Start. If you do start before receiving our approval, this will be at your own risk. We will not make any grant payments to you until this form has been approved.

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1.3 Reporting on progress

You will be expected to report progress on a regular basis to HLF which will be agreed with you before you start the project and as the project progresses. To do this you will need to complete a 'Progress Report' form online. As a minimum we would expect reports every 3 months. We may choose to alter the frequency of reports depending on how well the project is progressing.

For **development grants** it is important to keep in touch with HLF as your project progresses and the development of your training plan, developing forms of appropriate accreditation (where relevant) and other necessary documentation.

For **delivery grants** we will monitor the progress of your project against the Approved Purposes of the grant. It is important that you keep us informed of risks and issues arising so that we can respond and support you as appropriate.

1.4 Mentoring and monitoring

We have a range of consultants who we can use, depending on the project, to support you in delivery and help review risks.

Mentors, act as project enablers sharing their expertise and knowledge of best practice to help you to deliver your project. If appointed, a Mentor will work with you on developing the whole project or specific aspects such as training plan development or learning. . Mentors may be asked by HLF officers to provide expert advice but their focus will be on using their expertise to help you and your project team in thinking about how to achieve the best outcomes for your project.

Additionally, we may appoint a **Monitor** to your project for a limited period of time to help us at different stages such as: reviewing your project when a problem arises; or in the initial stages to ensure the project starts on a sound footing; or at other critical stages as appropriate.

In exceptional cases we may use a monitor as well as a mentor. If we do, the project monitor will usually be your lead contact while they are appointed and will call progress meetings with you, your project manager and the main members of your project team and may make site inspections and review any paperwork deemed necessary. They will report back to HLF officers.

Our monitors and mentors are able to provide informal advice but cannot approve changes to the approved purposes of your grant. Any changes can only be agreed by HLF.

1.5 Seeking payment of your grant

Development Grant

We will pay your development grant in three instalments:

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- We will give you 50% of the grant up-front (as soon as we have agreed your Permission to Start).
- Once you have spent the first instalment of your grant, we will give you the next 40%.
- We will pay the final 10% of your grant when you have finished your development phase and have submitted your training plan.

We will ask to see evidence that you have spent your grant.

Please complete the form 'Payment Request - for Grant awards of less than £100,000' at the same time as your 'Permission to Start' form for your first grant payment. You will need to use the same form to claim the second payment. To claim the third and last payment of your grant you will need to fill in a 'Completion and Final Payment Request' form.

Delivery Grant

For the delivery grant you will be paid as the project progresses in accordance with the schedule agreed at Permission to Start. To claim a payment you must fill in a form 'Payment Request – for awards of £100,000 or more'.

We usually pay a proportion of the costs you have incurred based on your agreed costs. The payment percentage is based on cash contributions to your project so may differ from the award percentage. This is because when calculating your payment percentage we do not take into account volunteer and non-cash contributions to your project, although we want you to continue to report on these valuable contributions in your progress reports to us. We do this to help you manage the cash flow for your project. Below we explain the difference between payment percentage and award percentage.

Worked example:

At award

Total project cost £500,000 which includes £100,000 of volunteer labour and other non-cash donations. The grantee cash contribution is £200,000 and the HLF grant award is £200,000. The award percentage is therefore 40% (grant award divided by total project cost).

At payment

When it comes to payment HLF's grant award remains £200,000 and the grantee's cash contribution is still £200,000. However the agreed costs are £400,000 (discounting the volunteer labour and non-cash donations). The payment percentage is therefore 50% (grant award divided by agreed costs).

We aim to release funds within 15 working days of receiving your request provided you have sent us the information that we ask for. Payment will be made to the account agreed with HLF at Permission to Start. We can only release funds against agreed costs that meet the approved purposes and will deliver the intended outcomes.

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1.6 When your project finishes

We normally withhold 10% of the grant until the project is completed.

You must fill in a 'Completion and Final Payment Request' form to claim the final part of your grant. You must provide an evaluation report, acknowledgement of our funding and images as part of this final claim. We will not pay the final part of your grant until we are satisfied that all our requirements have been fulfilled.

The following information offers guidance for each of the forms you may need to complete.

2 Permission to Start

You will need to complete the form online with the following attachments:

- Proof of partnership funding
- Detailed timetable or work programme
- Cost breakdown and cashflow
- Detailed Project Management structure
- Method of buying goods, works and services
- Your bank account details

You do not have complete section 6 of the form; please tick the box in this section to state this is not applicable to your project.

We will use the documents you supply with the Permission to Start form to help us monitor your project's progress and performance. We will normally pay only towards costs incurred after you have obtained our Permission to Start.

Once the form is completed print a hard copy of the form only, sign and date it, and then send it to your case officer for HLF approval. The person signing this declaration must have the authority to do so. By signing the declaration, you are confirming that your organisation understands and accepts the grant award along with all the associated requirements.

Once we have approved your request we will return a copy of the form to you. You can then start work on your project. You must get our approval in writing if you need to make changes to these documents.

If you have already sent us the above documents you will need to bring the information up to date and provide any other details we ask for.

2.1 Cost breakdown and cash flow

Provide an up-to-date breakdown of costs, which shows the cost of each of the main elements of your project. In your breakdown you must identify separately any amounts allowed for VAT

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and contingency. We will only pay for VAT that you cannot reclaim. The amount for VAT is fixed at the point of decision so we will not transfer costs to cover VAT increases, nor can we allow VAT savings to be used as contingency for other costs.

Provide a cash flow, which shows the planned timing of your income (including partnership funding) and expenses over the life of this phase of your project. You must show clearly the expected timing of grant payments. We pay the grant as needed in line with expenditure but remember that we normally retain 10% until your project is completed.

2.2 Partnership funding

Provide proof that all your partnership funding is in place and confirm where it is from. If all your partnership funding is not in place then we may exceptionally consider accepting a realistic fund-raising plan instead. We will only do so if the project can be divided into separate phases and you can show that the fund-raising plan is achievable. You must raise your partnership funding in line with the agreed phases and get our permission each time you want to start a new phase.

You will need to state evidence of volunteer input and non-cash contributions for this project, as agreed at the time of the HLF award. We will continue to request this information as the project progresses.

2.3 Timetable or Programme

Provide a detailed timetable or work programme to complete the whole project before the grant expiry date shown in the grant notification letter. It should show a realistic timescale for achieving the approved purposes, including any additional conditions set out in the grant notification letter. It should clearly show all the main activities, resources, milestones and targets necessary to complete the project on time and how these will be measured.

2.4 Project management and procurement

Provide a description of how you will organise and manage your project. This should include:

- the names of the people who can sign documents for your organisation, including grant payment requests;
- a copy of the organisation chart for managing your project which clearly names the project manager or project co-ordinator and other people or organisations who will be working on the project and sets out their roles and lines of communication;
- details of the responsibilities for project decision making including change control and budget management;
- Briefs for commissioning services to be paid for through the grant and job descriptions for posts to be funded through the grant; and
- a statement of how you will choose and manage your goods, works and services contracts. It must also include details of how you intend to recruit any project staff.

You must advertise all new staff posts.

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2.5 Statutory permissions and licences

Please state which permissions you require for your project to comply with statutory requirements.

Ideally you should get statutory approvals or permissions that you need for your project before work starts. There may be other licences involved which are not listed below but frequent examples include:

- planning permission;
- listed building consent;
- scheduled monument consent;
- conservation area consent;
- building regulations;
- bat licence;
- tree felling licence;
- newt licence.

However, we may agree a phased programme of works with you that allow you to start the project before all statutory approvals or permissions have been obtained. In these circumstances you will need to update HLF staff as you receive approval for new permissions and licences when you fill in your Progress Report Form.

2.6 Bank account details

We will pay your grant by bank transfer (BACS). We will not make payments into personal bank accounts and the grant can only be paid to the organisation named in the grant notification letter. We suggest that you set up a separate bank account for your project so that you and we can monitor the project's finances easily.

We will need to see a copy of a recent bank statement (within the last three months), or a cheque or a paying-in slip for the relevant account, showing the bank's name and address.

2.7 Declaration

By submitting your application form online, you (and your partners, if any) confirmed that your organisation accepted our standard terms of grant available on our website for the Skills for the Future programme. We ask you to sign this Declaration with your Permission to Start for our records.

3 Updating us on your progress

You must report your progress in accordance with the schedule agreed at Permission to Start. Your progress report must be produced no later than three weeks after the period it covers.

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You should tell us about your achievements and successes. We also want to know about any problems or issues that you face. If something significant occurs between scheduled progress reports which is likely to lead to changes in the costs, serious delays, or a failure to deliver the approved purposes and outcomes you agreed in the Permission to Start documentation you will need to let us know as soon as possible.

3.1 Approved purposes progress

This should be a summary of your progress against each of the approved purposes of your grant.

If the approved purposes set out in your grant notification letter or start-up discussions are likely to change, you will need to seek our written permission by sending your grants officer details of your reasons for the change and showing us how it will affect:

- the cost of your project;
- the quality of your project; and
- the time you need to finish your project

Please give us key information about the trainees at the key milestones. When they are recruited, when they complete their training and details of where they move to after they finish their training.

Tell us about any changes or events which may prevent your project from achieving its predicted outcomes or affect its future viability. We may then re-assess the project, or take any other action we consider necessary. We may give permission for the change only if you agree to keep to extra terms and conditions.

Give details of how the work you have done so far will change the Approved Purposes you originally predicted. Tell us of any changes. For development projects this will include changes to the scope and costs of the proposed project in the delivery phase.

3.2 Additional grant conditions (if any)

If we have identified any additional grant conditions for your project, tell us about your progress towards meeting those specifically.

3.3 Identifying, charting and managing risk

Tell us about any difficulties you have and how you will overcome them. List the main risks your project is facing now. Initially you should refer to the list you provided in Question 5g of your application form. Over time these may change. We will follow up on any major difficulties the project is facing from one progress form to the next. Once a problem is resolved please tick the final column and explain how in the Actions section you have dealt with the issue.

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3.4 Changes to your project timetable and programme

Explain any significant delays to your project's delivery. You will also need to tell us how you plan to make up the time so that the project finishes by the grant expiry date. HLF staff may agree changes to timetable and will amend the dates accordingly.

3.5 Statutory Permissions and Licences update

Provide a progress report or attach documents showing that you have received approval from the relevant authority.

3.6 Partnership funding update

If your funding was not secured when we gave permission to start, and we agreed a phased approach with you, give details of your progress towards securing all partnership funding. Explain any changes to your funding sources. You will need to keep your cash flow table up to date.

Please report all volunteer input and any other non-cash contributions.

3.7 Selecting consultants, contractors and suppliers

You must get at least three comparable and written competitive tenders or quotes for all goods, works and services worth £10,000 or more (excluding VAT) that we have agreed to fund. We may ask to see these.

For all goods, works and services worth more than £50,000 (excluding VAT), you must provide proof of competitive tendering procedures. Your proof should be a report on the tenders you have received, together with your decision on which to accept. You must give full reasons if you do not select the lowest tender.

You must meet the relevant UK, European Union (EU) and World Trade Organisation (WTO) regulations and legislation for buying goods, works and services. You need to check whether they apply to your project. If they do, you must tender openly for the goods and services in accordance with these regulations. You can find useful information and guidance on the Cabinet Office website.

If you are unsure about your obligations, we advise you to take professional or legal advice. If you have already procured goods, works or services, you will need to tell us how you did it. We cannot pay your grant if you have not followed the correct procedure.

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3.8 Staff

Professional fees

Fees should be in line with professional guidelines – for example, those of RIBA/LI – and should be based on a clear written specification.

New staff costs

Include costs of new fixed-term contracts, secondments (people who are temporarily transferred to your organisation) and the costs of freelance staff to help your project. Do not include the costs of paying trainees.

You must advertise all posts and base salary levels on sector guidelines or similar posts elsewhere.

You may not move existing members of staff into a position that has been created for a project unless you have our prior agreement and can justify that they are the most suitable person for the post. In this situation we can only contribute to the costs of filling the position then left empty. It is these costs you should add here.

Recruitment

This can include advertising and travel expenses. We expect your organisation to keep to good human-resource practice and follow all relevant laws.

3.9 Changes to agreed costs

Complete this table if there are significant changes and you are wishing to seek agreement from HLF to change the approved purposes or consider revising the grant award or grant percentage.

3.10 Photographic and other records

The photographic record over the duration of your project should include at least five high-resolution digital images in electronic format showing different aspects of your project.

The pictures should show your project in action and its outcome. You should also provide a sample of photos that show your project before, during and after it is finished. Please also let us know if material from your project is available on the internet and where this can be found.

We may make use of your photographs in publicity material. Before you provide us with any images, you must ensure that the necessary consents are in place for that. See '*Photography of HLF-funded projects: A guide for grantees*' for more information.

Please also send us copies of any other records of events or activities that you have run.

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3.11 Funding acknowledgement

Please tell us the steps you have taken to acknowledge your grant in accordance with the '*How to acknowledge your grant*' guidance. (Confirm that you have put at least the minimum level of visible acknowledgement during the project works).

4 Grant Payments

You must keep proper up-to-date accounts and records. Please attach all relevant copies of accounts, bank statements or invoices, contract administrator's interim payment certificates or table of costs online, by attaching with the form. Please note all files sent to us through the portal should be freely reusable by HLF in accordance with your terms of grant. When saving digital copies of invoices to sent to us, please keep the file size (MB) as small as possible, while still ensuring the image is clear.

For amounts of less than £500 (less than £250 for development grants) you should submit a table of costs which specifies the date, amount and description of each item of expenditure, instead of the individual invoices. The total of your table should be shown as a single line on the summary of invoices. You must retain the original receipts or invoices in case we ask to see them.

Where we have agreed to pay a contribution towards the Management and Maintenance Plan during the delivery of your project you will need to supply a signed letter on appropriate letterhead quantifying the amount you have paid towards these costs.

We pay our grant up to the point you reach 90% of your total grant. After that we will not make any further payment until your project is finished and you complete a Completion Form (see section 5).

All proof of costs must be dated after the grant award date and before the grant expiry date shown in the grant notification letter. If invoices include costs which are not part of the agreed costs, you will need to deduct the additional costs from the invoice when making your claim. We reserve the right to refuse payment of invoices which we consider do not form part of the original agreed project.

4.1 Payment request for grant awards of £100,000 or more

To claim your grant you will need to complete the 'Payment Request Form for Grant Awards of £100,000 or more'. Enter invoices or other references as appropriate. You should request your grant payment as soon as possible after you have received invoices at intervals agreed during your start-up discussions. We will not make any payment until we are satisfied with your grant payment request and latest progress report.

The 90% grant payment limit and payment percentage are shown at the top of the form.

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5 Final grant payment

You will need to claim your final grant payment by filling in the 'Completion and Final Payment Request' form – this applies whether you are completing a delivery or development grant.

The form asks you to:

- describe how you achieved the key milestones;
- describe issues or changes, and the impact on the timetable or costs;
- describe how you will meet the long term requirements;
- describe how you have and will conduct evaluation, including attaching a report;
- send in some project records, for example, digital images.

It also asks about how you met any additional grant conditions if this is relevant and includes a statement about agreed costs and the declaration needed as part of the payment request.

Request your final grant payment as soon as possible after:

- your project is completed and you have achieved your approved purposes and complied with any grant conditions;
- you have acknowledged the grant in accordance with the 'How to acknowledge your grant' guidance; and
- you have a 'Practical Completion Certificate' (for a building project); and
- you are able to supply all the additional information we require including evaluation reports, images and proof of acknowledgment of our funding.

Where we have agreed to pay a contribution towards the Management and Maintenance Plan you will need to supply a signed letter on appropriate letterhead confirming your commitment and quantifying the amount you agree on an annual basis for the duration of the agreed plan.

Please note that we will not make your final payment until we have received all the additional information including your evaluation reports.

Once you have made your final grant request, we will not accept any further requests for payments from you. You should therefore try to agree your final accounts with your contractors and suppliers before you apply for the final grant payment.

We will continue to keep in contact with you at intervals after the project is completed.

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Appendix A – Additional definitions

Approved purposes – the purposes for which you have been offered a grant and how you plan to carry out those purposes as set out in your application and confirmed in our letter awarding you the grant and any additional information as set out in the Permission to Start and subsequent correspondence.

Approved costs - The costs we have agreed to contribute towards as set out in your grant award notification.

Award percentage –calculated by dividing the grant award value by total project cost which includes non-cash contributions and volunteer labour.

Payment percentage – the proportion we pay against invoices calculated by dividing the grant award by the agreed costs which excludes any volunteer labour or non-cash contributions.

Payment limit - We will normally pay no more than 90% of your grant until we are satisfied that:

- the project is finished;
- you have met all our standard terms of grant and any additional grant conditions;
- we have received an acceptable final grant payment request and completion and evaluation report;
- appropriate funding acknowledgement is in place.

Back-filled post - is a job that is vacated within your organisation when that person on a new role as part of your project and where the intention is for them to return to their original work once the project is finished.

VAT- Our grant percentage will include your VAT payments if these were included in the approved costs for your project.

You must do all that you can to:

- make your project VAT-efficient;
- make sure that VAT is applied only to relevant parts of your project; and
- claim back any VAT which you can.

If your VAT payment decreases during the project, we will reduce our contribution to those costs and you will have to pay back any amounts of VAT you have managed to claim back. If your VAT payments increase we will not increase our grant payment. You must not transfer any VAT savings that you have made to any other budget heading.

Contingency allowances for unexpected expenses - Only use this allowance where unforeseen circumstances have affected the costs of individual elements of the approved purposes. You must get our permission for major spending of the contingency against any

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individual elements. We will reduce your grant by the proportion of the contingency that you did not need to spend.

Increases or decreases in the approved cost – The costs of the project may increase or decrease. Where a project increases during the course of the project we will only consider increasing your grant in exceptional circumstances. In this case you will have to provide further information.

If the final cost of your project is lower than the agreed cost, we will reduce your grant in line with the agreed overall grant percentage.

Appendix B – Digital outputs

If you create digital outputs we expect you either to own the copyright on all the digital material or to have a formal agreement with the copyright owner to use the material and to meet our requirements.