

## Guidance for telephone calls to FXO for Officers

Telephone calls between the Scottish Arts Council and organisations who applied for flexible funding are to be made on **April 29 before 1pm.**

Assessing officers will be phoning the successful applicants. Heads of Departments will be phoning the unsuccessful applicants.

Contact [details](#) for organisations and their availability is within the list.

### **The script for the conversation is the decision letter being sent to the organisation.**

Please read through the letter before making the telephone call. If you have any queries about the letter, please raise them with your Head of Department before calling.

Points to raise:

1. Outline Joint Board's decision and level of funding offered. Advise that the decision letter and full assessment will be sent by email, and by post that day.
2. 'When you receive the assessment form, you will note that there are two dates for both the Officer's Stage 1 assessment and for the Heads of Dept Stage 2 assessment (EXCEPT for GIANT). As part of the funding process, we outlined rigorous quality checks at each stage, the first date will be when the initial assessment was completed and the revised date when it was reviewed.'
3. Successful applicants may not have received the level of funding that they requested. They will therefore need to revise their proposed programme of activity for 09-11 to work with the new budget. Please make them aware that the funding round was very competitive and difficult decisions had to be made within a limited budget.
4. Advise media release will be made on Wednesday 30 April. This will be available on our website on Wednesday afternoon and will include a list of all the funding decisions.
5. Naturally, there may be requests for further details, advise that these may be answered by the decision letter and the assessment. If not, organisations can request a meeting to discuss the decision in more detail. An Officer will be named as the point of contact for the organisation within the decision letter.
6. **Enquiries about funding post-2009 / Creative Scotland. Note that this has still to be cleared with the Government.** *'The decisions made by the Joint Board last week relate to specific funding committed by SAC to support organisations in 2009. The overall support and investment structure of Creative Scotland is not yet in place as this will be established as part of the ongoing Scottish Parliament's legislative process.'*

Should organisations enquire, Officers can direct applicants to the appeal procedure on the website (see link below on next page)

If a meeting is requested, advise that a meeting can be scheduled for after mid-June 2008, as the Scottish Arts Council's current priority is to meet with those organisations significantly affected by the outcome of the decision.

However, if the organisation indicates that they intend to appeal, officers should prioritise these meetings with organisations, as appeals need to be lodged by June 6. Officers may

be required to be involved in the appeal process which would then become a priority in your workload.

If the organisation indicates a possibility of intention of appealing:

1. Advise Information & Compliance officer
2. Set up a meeting with the organisation as soon as possible, within 5 working days if possible.

The format of the meeting would be:

- A standard [agenda](#) will be issued to organisation prior to the meeting
- Allow a maximum 1.5hr meeting (following the standard agenda)
- From organisation we would expect the Chief Executive and Chairman
- From Scottish Arts Council, Director, head of department and note-taker

### **Appeal**

Appeals can only be made on the grounds of maladministration on the part of Scottish Arts Council in processing the application – not against the actual decision itself. If an organisation wishes to appeal, please advise the Information & Compliance officer and give them the following document.

Appeals procedure - <http://www.scottisharts.org.uk/1/information/publications/1000349.aspx>

### **Appeal timescales**

Timescales for submitting an appeal should be outlined. Decision was communicated on Tuesday 29 April 2008 by 1pm – deadline for appeal submission – Friday 6 June 2008 by 1pm. If the organisations indicates a possibility of intention of appealing – advise Information & Compliance officer.

Susan Hay  
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3 April 2008