**Relationship and Reporting Guidelines**

For grants awarded in the Arts Fund,  
Arts-based Learning Fund and Migration Fund[[1]](#footnote-1)

**Contents**

[**1.** **Introduction** 1](#_Toc57896176)

[**2.** **Relationships – main contact and visits** 2](#_Toc57896177)

[**3.** **Conditions for non-charities** 3](#_Toc57896178)

[**4.** **Communications & publicity** 3](#_Toc57896179)

[**5.** **Learning & practice improvement** 4](#_Toc57896180)

[**6.** **Scheduled contact points - monitoring and reporting** 4](#_Toc57896181)

[**a)** **Set up call** 5](#_Toc57896182)

[**b)** **Annual short written report and update call - around 11 months (and each year thereafter for grants longer than 2 years)** 6](#_Toc57896183)

[**c)** **Final report and conversation** 8](#_Toc57896184)

[**d)** **How to submit your written reports** 9](#_Toc57896185)

[**e)** **How we will use your reports** 10](#_Toc57896186)

[**7.** **Feedback on your experience of PHF** 10](#_Toc57896187)

[**8.** **More information** 11](#_Toc57896188)

1. **Introduction**

These guidelines aim to explain how we see our relationship with you developing during the course of your grant. It outlines our expectations and what you can expect from us.

We aim for our relationships with the organisations we fund to be open, collaborative, trusting and supportive, and we hope that you will find us pragmatic and flexible in the way we work with you. We hope that the relationship will be mutually beneficial, and that we will all learn through the experience.

We are interested in learning about and from your work. We ask you to reflect on your experiences and share your learning to help us to:

* understand how the work is going, and identify if there is any additional support we can offer;
* better understand what works and what doesn’t in different contexts;
* share the learning from your work with others in the field who are interested or doing related work;
* understand the impact of our grants and whether they are helping to achieve PHF’s strategic aims; and
* understand whether we need to change anything about the funding we offer or types of support available.

The conversations that we have with you and the reports that you submit will help us to do this. We encourage you to be as open as possible in your conversations with us and your written reports. We recognise that things do not always go to plan and that you, and we, can learn a lot from such experiences.

1. **Relationships – main contact and visits**

You will have a named Grants Manager at PHF. They will be your main point of contact through the course of the grant. Your Grants Manager will liaise with the contact named in your application, so please let us know if this person changes.

We are interested in getting to know the organisations we fund in a range of ways, which may include conversations and visits; but we also want to ensure you have the space and time to get on with your work, to learn and develop. We may not be able to visit all organisations that we work with, but will do so as and when we can, and welcome invitations for significant events that you may be hosting.

We will make contact with you at our scheduled contact points (see section 5), but you should not hesitate to contact us if there is anything particular you think we should know about or would be interested in, or if there are issues you would like to discuss. In particular, **we require that you contact us if there are any significant changes to the work, the budget, or within your organisation at any time during the course of the grant**. We also ask you to inform us of any safeguarding incidents as detailed in your grant Terms & Conditions, in line with the Charity Commission.

1. **Conditions for non-charities**

Because the funding provided by PHF can only to be used for the charitable activities in the UK outlined in your application, it cannot be used to cover the general operating costs of your organisation. You will need to report on the proportion of time spent on permitted work for any post that we are underpinning, ideally having an independent Director of your organisation verifying this information. Please take extra care to alert us to changes in your planned work, particularly if they mean you may be moving outside the scope of what is permitted. If we find that funding has been used for work that we are not permitted to fund, we may require some or all of the grant to be repaid.

1. **Communications & publicity**

We are keen to hear your news and would like to publish news items and blogs about your activities and learning. Please contact your Grants Manager or our communications team if you have anything you would like to share. You can see more information, including some ‘top tips’, [on our website](https://www.phf.org.uk/our-work-in-the-uk/information-grantees/#communications).

You can also connect with us on Twitter using [@phf\_uk](https://twitter.com/phf_uk), on Instagram [@PaulHamlynFoundation](https://www.instagram.com/paulhamlynfoundation/) and on Facebook at [Paul Hamlyn Foundation](https://www.facebook.com/PaulHamlynFoundation)

We would like you to acknowledge the support we are providing by placing our logo on your website or printed material. You can find different versions of the logo on our website or contact our communications team for further information [communications@phf.org.uk](mailto:communications@phf.org.uk)

1. **Learning & practice improvement**

We are keen to support organisations in more ways than just through funding. During the course of your grant we may be able to offer a range of opportunities to build relationships, collaborate, and share learning and gain additional support around evaluation and organisational development. This is generally on an “opt in” basis.

We will discuss any available opportunities during the grant set-up call and will update you as other opportunities arise during the course of your grant.

We hope that you will be able to use our support to enable your organisation to learn from, as well as deliver, the funded work. In many cases there will be an explicit strand of work around evaluation or reflective practice that sits alongside delivery. We will be interested in hearing about this work, and what you are learning – the expected and unexpected, the positive and negative - as the work develops.

1. **Scheduled contact points - monitoring and reporting**

We have several scheduled contact points throughout your grant to help us find out about your work and enable us to release your grant payments. These touchpoints will be with your named Grants Manager. Typically these will include:

* A “set up call” at the beginning of your grant
* A short written report and update call for each year of the grant, starting at around 11 months (just before your annual payment is released)
* A written final report and conversation due 2 months after your grant has ended.

The due dates for the written reports are specified in your grant acceptance form. If you would find it helpful to adjust the schedule of reporting and payments to fit with your work, please discuss this with your Grants Manager. As the grant progresses, we appreciate that timelines may need to shift. If you need to request an adjustment to a reporting date, please contact your Grants Manager.

1. **Set up call**

Once you have been awarded a grant, your Grants Manager will get in touch to introduce themself. At this point we will typically discuss and agree a small number of outcomes and/or objectives relating to the work we are funding. You will normally report against these throughout your grant, however, if the work develops during the course of the grant you may decide to amend the outcomes / objectives to be more relevant, in discussion with your Grant Manager.

We anticipate that any outcomes or objectives we agree at this stage will relate to the scope of work we are funding, these may – or may not – be the same as any objectives and outcomes you are monitoring as part of your evaluation activities, depending on what is most appropriate for your grant. We will always aim to ensure that whatever we agree as part of our reporting arrangements does not add to your monitoring workload, but is something that is central to your organisation’s interest and approach to learning, and that will be useful for your own purposes.

This conversation will be an opportunity to ask any questions you may have about the grant, associated support and your relationship with us. You may also wish to tell us about any particular issues or access needs we should be aware of.

1. **Annual short written report and update call - around 11 months (and each year thereafter for grants longer than 2 years)**

We will request a short written report from you at around 11 months into your grant and follow this up with a conversation. This will allow us to reflect with you on how the work is going and what you are learning. Once complete we will be able to release your next grant payment.

Below, we have outlined the areas we will be interested in covering through your report and conversation.

In your short written report we would like you to share with us:

* An overview of the activities / work delivered over the past year
* An update on progress against your agreed outcomes / objectives
* Any key points of learning you have identified
* Any learning about safeguarding arising from the work delivered over the past year, including how your safeguarding approach is working, any key risks and (if not already reported) any safeguarding incidents
* Any issues you would like to focus on in the conversation including, if relevant, any changes to the work or budget.

We anticipate that the written report will be one or two pages long in most instances. This is not a fixed limit, and we are happy to receive this information presented in a way that feels most appropriate. Alongside the written report we will ask you to send us:

* A copy of your annual report and accounts (if you have published new ones since you applied) as outlined in the terms and conditions of your grant.
* An update on grant expenditure.

If there are additional outputs you are producing as part of the work that you would like to share with us (e.g. videos, evaluation or research reports) we would be happy to receive these.

We hope that our reporting approach is not unduly onerous and we will be as flexible as we can to ensure it is manageable for you. If you are producing a report for another funder which contains all of these points, we will normally be happy to accept this in place of a report written specifically for us. If you are unsure about what to include in your report or have any other queries, please contact your Grants Manager.

Information on how your report and financial information should be submitted is provided below (see 5d).

Following receipt of the written report, your Grants Manager will have an update call with you to talk about the grant in a bit more detail. The questions we will explore will build on the information already submitted in the written report. In this conversation we will explore how the work is going, the challenges and opportunities you have faced, what you’ve learnt so far and how your plans for the next steps of the work are developing.

There may be other points that you wish to cover in a conversation with us, and we welcome these suggestions to ensure the dialogue is mutually useful.

We recognise that not all work will go to plan. We hope that you will feel supported to reflect openly and honestly on the impact and implementation of the work, and to learn from it to inform your future plans and activities. This learning is also beneficial for PHF as it will help us to develop our own understanding of your work and context.

1. **Final report and conversation**

Your final report will be due two months after the end of the grant period and should provide an update since the last annual touchpoint.

You may cover the key points in any way that is most appropriate and are welcome to include illustrations and photographs. We prefer reports to be no longer than 5 A4 pages if possible, but this is not a fixed limit, just a guideline. If you wish to submit additional information as appendices you are welcome to do so. If you produce reports for other funders or stakeholders which provides the information we need feel free to submit these to us. The points below are simply a guideline; you may structure your report however works best for you. In your final report we are interested in finding out about:

* The progress you have made during your grant, reflecting on what you set out to do, and what you have achieved, giving us enough context to understand the journey you have been on, the challenges and opportunities of the work.
* Any changes or developments in your practice or your ways of working with individuals, communities, partners and/or stakeholders, including any reflections on safeguarding and issues relating to diversity, equity and inclusion within your work.
* How, and what, you have learnt through the work, and if relevant, how you have shared that learning or your practice to influence others (within or outside your organisation), and any early results you have seen (or anticipate) from that influencing work.
* A brief overview of your organisation’s development, achievements, challenges and financial health, including any changes around leadership, governance or context that are relevant.
* Your plans for the future in relation to the funded work (if relevant), and more broadly.

Alongside the final report we will ask you to send us:

* A copy of your annual report and accounts (if you have published new ones since you last sent them to us) as outlined in the terms and conditions of your grant.
* A breakdown of total grant expenditure.

If there are additional outputs you are producing as part of the work that you would like to share with us (e.g. videos, evaluation or research reports) we would be happy to receive these.

Once you have submitted your report, we would like to have a conversation with you, to ensure we have a chance to reflect and learn from the work. We will have read the report before we speak so we hope you can find about an hour to share any highlights with us, in particular any learning over the course of the grant and feedback on the way we’ve worked with you.

We recognise that not all work will go to plan. We hope that you will feel supported to reflect openly and honestly on the impact and implementation of the work, and to learn from it to inform your future plans and activities. This learning is also beneficial for PHF as it will help us to develop our own understanding of your work and context.

1. **How to submit your written reports**

You will be able to submit your reports through your [online account](https://www.grantrequest.co.uk/Login.aspx?ReturnUrl=%2faccountmanager.aspx%3fSA%3dAM%26sid%3d23&SA=AM&sid=23). This is the same system that you used for submitting your grant application. A form will be published to your registered online account under the Requirements section, you may then submit your report online. If the primary contact & email address of the grant changes, you should let us know so we can update who these report forms are published too.

The maximum size of the documents that you can attach through our online reporting system is 5MB. If you are using illustrations or photographs in your report, please make sure they do not take you over this size limit.

Please note that our online submission system cannot accept video or sound files, but if you have some supporting information in this format you can send it to your Grants Manager via email. If you have any issues submitting your report online, please contact your Grants Manager.

1. **How we will use your reports**

We will treat your reports as confidential. We may use information from them, alongside information from other organisations supported through our funds, to produce analyses that can help us to assess the overall impact of our funding and share the learning from projects with other people. We may wish to develop a few case studies based on reporting information, but would seek permission before using any information you have submitted in this way.

We will not identify you in any reports that we plan to share outside Paul Hamlyn Foundation without your permission.

If you have any questions or have any difficulties with submitting your report please contact your Grants Manager or email [information@phf.org.uk](mailto:information@phf.org.uk)

1. **Feedback on your experience of PHF**

We seek to learn from and improve on the way we work with the organisations we fund. We welcome feedback on your experience of holding a grant with us at any time. You may provide this through your Grants Manager or by emailing [information@phf.org.uk](mailto:information@phf.org.uk). We will reflect on this and, if relevant, will update you on any resulting actions we have taken.

We will also ensure that there are opportunities for you to provide anonymous feedback during your grant. Typically we request feedback from declined applicants and grantholders through independently run surveys. We anticipate the next survey will be in autumn 2021.

1. **More information**

If you need any further information about the support PHF can provide as part of a grant relationship, or to ensure you are referring to the most up to date information, please refer to our [Information for Grantees](https://www.phf.org.uk/our-work-in-the-uk/information-grantees/), or contact your Grants Manager.

1. If, at any time, you wish to refer back to [PHF’s strategy](https://www.phf.org.uk/about-phf/strategy/), [our values](https://www.phf.org.uk/about-phf/#values), or the particular goals and aims of each fund, you can find this information on our website: [Arts Fund](https://www.phf.org.uk/funds/access-and-participation-fund/); [Arts-based Learning Fund](https://www.phf.org.uk/funds/arts-based-learning-fund/); [Migration Fund](https://www.phf.org.uk/funds/shared-ground-fund/). [↑](#footnote-ref-1)