



Pembrokeshire County Council

Enhancing Pembrokeshire

Pembrokeshire County Council is committed to bring about real improvements to Pembrokeshire.

*This Grant forms part of Pembrokeshire County Council's
Regeneration Programme.*

Enhancing Pembrokeshire – Grant Criteria

Section 1

1. Introduction

From 1 April 2017, under Part 7, Section 139 of the Housing (Wales) Act 2014, local authorities in Wales have the power and the discretion to decide how much additional Council Tax to charge second home owners up to a maximum level of 100% premium (i.e. a 100% premium on top of the 100% of Council Tax which second home owners are already liable for). Pembrokeshire County Council (PCC) resolved in March 2016 to introduce a Council Tax premium of 50% for properties classified as second homes from 1st April 2017. This additional charge is the 'premium'.

The Welsh Government's aim when giving the discretion to local authorities to charge a premium, on top of the standard rate, was to be a tool to help local authorities:-

- bring long-term empty homes back into use to provide safe, secure and affordable homes;
- and support local authorities in increasing the supply of affordable housing and
- enhancing the sustainability of local communities

PCC has developed this Grant to support communities develop projects that evidence a local reduction in the impact of second home ownership and enhance sustainability in those communities.

Grant Theme

The Enhancing Pembrokeshire Grant, using funds raised via the Second Homes Tax aims to provide Capital and Revenue funding for new and innovative projects that will address PCC's corporate goals structured around our five Well-being objectives:

- Raising overall standards of achievement
- Healthy communities: Communities supported by affordable and appropriate housing; improving social care
- Increase the economy's productivity and address regeneration issues
- Safeguarding our environment
- Self-sustained and vibrant communities

2. Application deadlines

Applications will be accepted from the 1st April 2018. Decisions will be made every two months at a Grant Panel Meeting. The application deadline date will be published on PCC's website.

The application process and assessment criteria are explained in more detail within this document.

3. What is the level of funding and how is it split?

A total of £902,500 is available April 2018-March 2019 and can be accessed in one of two ways.

Option 1:

This is calculated based upon the number of designated second homes in the Town/Community Council area that your project will be delivered in. The majority of the money raised 75% or £676,000 can be accessed in this manner.

Option 2:

Projects that have a county impact can access the remaining 25% of money. For April 2018-March 2019 this amounts to £226,500.

4. What is the process?

Applicants should contact the Regeneration Team on 01437 775540 or via e-mail regeneration@pembrokeshire.gov.uk to register your project, request an Expression of Interest Form and get an electronic Application Form.

- Development support is available via the Regeneration Team to develop your project and to complete an application form.
- If you submit an application via e-mail at enhancing.pembrokeshire@pembrokeshire.gov.uk a scanned signed signature is needed.
- All submissions will be acknowledged by the Regeneration Team.
- Your application will be assessed and scored competitively at the next scheduled Grant Panel
- If you are successful, an offer letter with the grant terms and conditions will be sent to you.
- Once the grant offer has been returned and any procurement requirements and/or grant special conditions have been met, you will be sent your letter to proceed.
- If you start your project prior to receiving your letter to proceed, your project will be ineligible for funding through this grant.
- We will assist you to set up processes to manage the grant to ensure successful project delivery and completion.
- If your application is unsuccessful we will give you feedback and suggest possible ways forward to secure alternative funding.

Section 2 - Main Criteria

1.1 Grant outcomes

For the best chance of success projects should firstly, clearly evidence how they will address the impact of second home ownerships. Secondly they must demonstrate how they fit with at least one of PCC's corporate goals, structured around our five Well-being objectives:

- Raising overall standards of achievement
- Healthy communities: Communities supported by affordable and appropriate housing; improving social care
- Increase the economy's productivity and address regeneration issues
- Safeguarding our environment
- Self-sustained and vibrant communities

1.2 Eligible organisations

We can accept applications from the following organisations that have a project located within the eligible area.

- Town and Community Councils
- Constituted voluntary and community groups
- Registered charities
- Non for profit organisations / Social enterprises
- Local branches of National Third Sector organisations can bid using the parent body constitution but they must have their own bank account. We will also require confirmation that the parent body supports the application.

- Informally or formally constituted consortia working on a particular project can also apply. All the organisations involved in an informal consortium must be eligible in their own right and must provide a copy of their constitution or governing document. The application form should be completed by the lead organisation that will legally responsible for the grant and will receive the funding, should the application be successful.

1.3 Who can't we fund?

- Private sector organisations. Information about alternative sources of funding and assistance for private sector organisations is available from Welsh Government Business Support on 0300 060 3000
- Applications on behalf of other organisations or in the name of a professional fundraiser. Exception may be made for Town and Community Councils applications on behalf of a community group.
- Individual beneficiaries

2. How much grant can we give?

This grant will fund capital and revenue costs, a total of £902,000 is available April 2018-March 2019 and can be accessed in one of two ways.

Option 1:

This is calculated based upon the number of designated second homes in the Town/Community Council area that your project will be delivered in. The majority of money raised, 75% or £676,000 can be accessed in this manner. The exact amount of money available to each Town/Community Council areas is outlined in the table below:

Town/Community Council area	Total Dwellings in the Community	No of Second Homes in Community	Second Homes in the Community as a % of Total Dwellings	Second Homes in Community as indicative % of total Second Homes in Pembrokeshire	Allocation based upon £676,000
Tenby	2790	492	17.63%	12.380%	83,692
Saundersfoot	1573	303	19.26%	7.625%	51,542
The Havens	755	234	30.99%	5.888%	39,805
Newport	759	203	26.75%	5.108%	34,531
St Davids and Cathedral Close	1048	184	17.56%	4.630%	31,299
Fishguard and Goodwick	2768	134	4.84%	3.372%	22,794
Milford Haven	6900	127	1.84%	3.196%	21,603
St Dogmaels	791	125	15.80%	3.145%	21,263
Amroth	720	117	16.25%	2.944%	19,902
Pembroke	3770	115	3.05%	2.894%	19,562
Solva	482	100	20.75%	2.516%	17,011
Haverfordwest	5817	98	1.68%	2.466%	16,670
Lamphey	742	94	12.67%	2.365%	15,990
Pembroke Dock	4667	92	1.97%	2.315%	15,650
Dinas Cross	477	89	18.66%	2.240%	15,139
Llanrhian	502	83	16.53%	2.089%	14,119
Nevern	440	66	15%	1.661%	11,227
Penally	473	62	13.11%	1.560%	10,547
Nolton and Roch	516	61	11.82%	1.535%	10,376
Manorbier	650	58	8.92%	1.459%	9,866
Cilgerran	727	50	6.88%	1.258%	8,505
Dale	147	49	33.33%	1.233%	8,335
East Williamston	923	47	5.09%	1.183%	7,995
Mathry	295	46	15.59%	1.158%	7,825

Marloes and St Brides	198	45	22.73%	1.132%	7,655
Pencaer	240	45	18.75%	1.132%	7,655
Stackpole and Castlemartin	332	44	13.25%	1.107%	7,485
Narberth	1356	43	3.17%	1.082%	7,315
Kilgetty/Begelly	1029	40	3.89%	1.007%	6,804
Neyland	1677	38	2.27%	0.956%	6,464
Carew	681	35	5.14%	0.881%	5,954
Brawdy	348	34	9.77%	0.856%	5,784
Llangwm	436	30	6.88%	0.755%	5,103
Martletwy	282	29	10.28%	0.730%	4,933
Angle	201	28	13.93%	0.705%	4,763
Eglwysrw	354	25	7.06%	0.629%	4,253
Hayscastle	221	25	11.31%	0.629%	4,253
Camrose	852	24	2.82%	0.604%	4,083
St Florence	380	24	6.32%	0.604%	4,083
St Ishmaels	243	24	9.88%	0.604%	4,083
Crymych	856	21	2.45%	0.528%	3,572
Lampeter Velfrey	525	20	3.81%	0.503%	3,402
St Mary Out Liberty	304	19	6.25%	0.478%	3,232
Burton	572	18	3.15%	0.453%	3,062
Cosheston	373	18	4.83%	0.453%	3,062
Hundleton	360	18	5%	0.453%	3,062
Maenclochog	354	18	5.08%	0.453%	3,062
Mynachlogddu	233	18	0.4%	0.453%	3,062
Templeton	481	18	3.74%	0.453%	3,062
Llawhaden	294	17	5.78%	0.428%	2,892
Scleddau	478	16	3.35%	0.403%	2,722
Llanstadwell	420	15	3.57%	0.377%	2,552
Puncheston	252	15	5.95%	0.377%	2,552
Clydau	325	13	4%	0.327%	2,211
Cwm Gwaun	131	13	9.92%	0.327%	2,211
Wiston	492	13	2.64%	0.327%	2,211
Johnston	900	12	1.33%	0.302%	2,041
Letterston	588	11	1.87%	0.277%	1,871
Manordeifi	257	11	4.28%	0.277%	1,871
Rudbaxton	575	9	1.57%	0.226%	1,531
Boncath	343	8	2.33%	0.201%	1,361
Jeffreyston	242	8	3.31%	0.201%	1,361
New Moat	187	8	4.28%	0.201%	1,361
Spittal	216	8	3.70%	0.201%	1,361
Uzmaston, Boulston and Slebech	336	8	2.38%	0.201%	1,361
Caldey	23	7	30.43%	0.176%	1,191
Clynderwen	418	6	1.44%	0.151%	1,021
Herbrandston	172	6	3.49%	0.151%	1,021
Hook	358	6	1.68%	0.151%	1,021
Llanddewi Velfrey	184	6	3.26%	0.151%	1,021
Walwyns Castle	135	6	4.44%	0.151%	1,021
Wolfscastle	293	6	2.05%	0.151%	1,021
Freystrop	251	5	1.99%	0.126%	851
Llandissilio West	222	3	1.35%	0.075%	510
Merlins Bridge	982	3	0.31%	0.075%	510

Rosemarket	239	2	0.84%	0.050%	340
Tiers Cross	234	2	0.85%	0.050%	340
Ambleston	151	1	0.66%	0.025%	170
Totals	61,318	3974			£676,000

Option 2:

Projects that have a county impact can access the remaining 25% of the money. For April 2018–March 2019 this amounts to £226,500.

Projects will be funded at a grant rate of up to 80%. The required match funding can be made up of cash or “in kind” contributions. PCC may review these levels from time to time. The same application form should be used for both options.

3. Principles

The following principles, taking into account the need to evidence ‘addressing the impact of second home ownership’, will help prioritise projects:

- Projects will directly address identified needs and opportunities in a particular community or group of communities
- Projects will demonstrate added value to the local communities through clear objectives and outcomes
- Projects need to be well thought out and have robust financial plans and delivery proposals
- Projects need to demonstrate synergy and complementary activities with other projects and initiatives
- Projects can demonstrate support from the local community and partner organisations
- Projects will meet the needs of existing and future generations

4. What we can fund?

4.1 Capital costs can include the following:

- Site investigation, clearance and preparation work.
- New build and /or refurbishment costs including direct professional fees where necessary.
- Landscaping and other environmental enhancement works.
- Fixture and fittings directly related to the project.
- IT equipment when it is directly related to the project aims
- Mobile items and vehicles can only be supported in certain circumstances, usually if they form an integral part of a larger project and will be considered on a project by project basis.

4.2 Revenue costs can include the following:

- New staffing and salary costs, but not redundancy costs.
- Rent of new or additional accommodation.
- Heating and lighting apportioned costs to a new project.
- Phone, stationary and postage relating to the project.
- Other office costs of the new project.
- Marketing costs.

4.3 Bids should be VAT inclusive except in the case of Town and Community Councils and bodies eligible to claim back VAT. Community and voluntary groups and charitable organisations should assume they are liable to pay VAT on capital projects. HM Revenue and Customs must be consulted to discuss all cases as VAT can be a large item of expenditure in any capital scheme. We would like to see evidence of advice received. The HMRC web address is www.hmrc.gov.uk.

4.4 Professional Consultancy fees can be considered if the work is essential to the project implementation e.g. architect and structural engineer fees. General project management fees and professional fundraiser fees are not eligible.

4.5 Funding will not be available to cover expenditure incurred prior to the offer of this grant.

5. Examples of eligible projects

- Raising overall standards of achievement e.g. out of hours school clubs, non-statutory youth projects, environmental education projects, community education activities
- Healthy communities e.g. food co-ops, healthy activities, mental health and well-being initiatives
- Increase the economy's productivity and address regeneration issues e.g. social enterprises, community events, community share, community enterprises, interpretation, productions, gateway features
- Safeguarding our environment e.g. environmental enhancements, community landscaping projects, nature trails, local interpretation, recycling initiatives, community gardens, water harvesters, pellet boilers insulation, double glazing, energy efficiency campaigns, community recycling.
- Self-sustained and vibrant communities e.g. food banks, community facilities, community financial advice, playgrounds, multi-sport games areas, improvements to sporting facilities, multi-generational events and activities

6. Outputs

Projects will need to identify the number of outputs listed below they will achieve and if successful these will need to be evidenced through the grant monitoring procedures.

- Amount of additional funding levered into the county
- Number of new volunteers
- Number of new community assets developed
- Number of new services available
- Number of physical improvement schemes
- Number of environmental improvement schemes
- Number of events developed

7. What we can't fund

7.1 We will not fund any of the following types of activities or costs:

- Activity a public body has a duty to provide
- A project that has already started cannot be considered, however a discrete phase of a project can apply
- Any project where contracts have been signed or orders placed before approval
- The promotion of religious faith activities (although applications from religious organisations are allowed if the proposed project benefits the wider community)
- Applications for activity which is already being delivered through another source of funding.
- Projects that impact upon or adversely affect the sustainability of existing provision, perhaps elsewhere in the area of benefit
- Projects that could access money from more appropriate funding e.g. small capital sports equipment from Sport Wales Community Chest funding, Community Arts Grant
- Funding for normal operating costs or costs incurred in daily operation / routine repairs and maintenance costs/equipment
- Funding for core or existing staff
- Organisations employment obligations
- Organisations health and safety obligations
- Feasibility studies
- Trips and visits
- Recoverable VAT costs
- Insurance
- Projects that conflict or adversely affect the aim, objectives or policy of PCC or any other associated company/organisation
- Fundraising campaigns
- Party Political activities or fundraising
- Duplication of other projects being delivered locally

8. How to apply for a grant

8.1 Contact the Regeneration Team on 01437 775536 or via enhancing.pembrokeshire@pembrokeshire.gov.uk to register your project and apply for an Expression of Interest form.

8.2 Support is available via the Regeneration Team to develop your project and to complete an application.

8.3 Other information you need to provide:

You will need to provide the below essential information with your completed application form:

- Copy of Governance Document (e.g. Constitution)
- Accounts and/or projected Cash Flow Forecast/Bank Statements
- Policies relating to the Equalities Act 2010
- Environmental Policy/Statement
- Welsh Language Policy
- Insurance certificates, schedule of covers incl. Public Liability
- Clear evidence of need information
- Evidence of support for the project and where applicable future use of the project

Additional information where applicable:

- Business Plan
- Quotations for Work
- Proof of Ownership
- Signed Lease Agreements (leases should have at least 15 years left to run)
- Landlord Consents
- Maintenance Agreements
- Licences
- Bank Account Details
- Listed Building Consent
- Planning Permission
- Environmental Consent
- Conservation Consent
- Highways Consent
- Building Regulations
- Safeguarding Policy
- Inclusion Policy
- Protection of Vulnerable Adults Policy

If your project involves recruiting paid staff or volunteers you must provide:

- A recruitment plan
- A job description
- Roles, responsibilities and pay scale
- Working patterns and timesheets
- Details of induction and training
- How staff will be supervised and managed
- Accountability and reporting structure

Additional essential information may be required depending upon your project.

8.4 When a project involves purchasing equipment, furniture, office consumables or employing the services of a professional, including building and renovation work, we will require you to provide evidence of procurement based on the value of the works to ensure that a fair and open process has been used.

8.5 Procurement rules

Summary of value bandings and where they need to be advertised

Requirement	Value (Excluding VAT)	Procurement procedure
All	Up to £4999	<p>A minimum of 3 quotes must be received and retained. Best value for money must be obtained and reasonable care taken to obtain good, services or works of appropriate quality at a competitive price. Records of decision making must be retained for audit and claim purposes.</p>
All	£5000 – £24,999	<p>A minimum of 3 written Quotations must be sought from competitive sources. The quotes must be based on the same specification and evaluated on a like for like basis. A documented record of the quotes sought, the evaluation process and the decision to award must be recorded.</p>
All	£25,000 - £74,999	<p>A minimum of 3 written Quotations must be sought from competitive sources. The quotes must be based on:</p> <ul style="list-style-type: none"> • the same specification • the same evaluation criteria and evaluated on a like for like basis. It is best practice to establish an evaluation panel. • the same closing date <p>A documented record of the quotes sought, the evaluation process and the decision to award must be recorded.</p>
<p>Goods and Services (Goods Are material items i.e. equipment, food, vehicles etc. Services Are tasks undertaken by people i.e. consultancy services, translation services etc)</p>	£75,000 - £173,934	<p>A minimum of 4 competitive tenders must be sought with a minimum of 3 tenders received. All those tendering must be provided with the same information:</p> <ul style="list-style-type: none"> • the same specification requirements • an outline of the evaluation criteria against which the contract will be awarded and • the same closing date for receipt of tenders, after which no submissions will be accepted <p>The evaluation process you follow must be consistent with the original evaluation criteria outlined and an evaluation report produced detailing on what basis the successful tender was awarded. It is best practise to establish an evaluation panel to evaluate tenders.</p>
<p>Works (Works include landscaping, construction, building works etc)</p>	£75,000 – £4,348,350	<p>A minimum of 4 competitive tenders must be sought with a minimum of 3 tenders received. All those tendering must be provided with the same information:</p> <ul style="list-style-type: none"> • the same specification requirements • an outline of the evaluation criteria against which the contract will be awarded and • the same closing date for receipt of tenders, after which no submissions will be accepted <p>The evaluation process you follow must be consistent with the original evaluation criteria outlined and an evaluation report produced detailing on what basis the successful tender was awarded. It is best practise to establish an evaluation panel to evaluate tenders.</p>

Goods and Services	Above £173,934	If a contract for Goods or Services is likely to exceed £173,934 the applicant must inform PCC to confirm whether the contract will be subject to EU Public Procurement Directives.
Works	Above £4,348,350	If a contract for Works is likely to exceed £4,348,350 the applicant must inform PCC to determine whether the contract will be subject to EU Public Procurement Directives.

8.6 Avoiding conflicts of interest in procurement

We recognise it is possible applicants or persons connected with them (such as relatives, business partners or friends) may wish to tender for a contract being offered by the applicant.

This is acceptable, but applicants will need to ensure that the tendering process is undertaken in an open, transparent and in a fair manner, as outlined above, which does not give one person or company tendering any advantage over another, which arises from the process. If an applicant / developer or any person connected with them, has an interest in any of the potential bids for a contract offered:

- That applicant / developer, person or party with an interest must declare that interest in writing.
- That person or party with an interest should take no part whatsoever in any of the tender evaluation procedures.

Please contact the Regeneration Team on 01437 775536 or enhancing.pembrokeshire@pembrokeshire.gov.uk for further procurement guidance and information.

8.7 Notification of sale of asset – property related grants

For properties constructed or improved as part of this grant PCC may seek to register an interest in the grant-aided property with the Land Registry by either a Restriction or a Legal Charge. If successful further information will be provided, in your grant offer letter terms and conditions. This notification process will alert the authority to any change in the ownership of the property and of any potential effect on the terms and conditions on which the grant was awarded.

9. Can you make more than one application?

You can only make one application per project. In some circumstances it may be possible to phase projects whereby you will be able to make further applications once a phase has been completed. A grant for one phase of a project does not guarantee that you will be awarded a grant for further phases.

If you are looking at more than one project we will look closely at your organisations capacity to manage further grant awards.

10. How is your project assessed?

10.1 Due to the limited availability of financial resources applications will be assessed according to set criteria which are described in detail below. The criteria have been developed to reflect the priorities of the fund.

10.2 This process may include consultation with key organisations, relevant experts, where their input will be appropriate to provide advice of a specific application e.g. Pembrokeshire Coast National Park.

10.3 Match funding arrangements will need to be confirmed with match funding organisations.

10.4 PCC has obligations and responsibilities under the Freedom of Information Act 2000, to provide, on request, access to recorded information which we hold. This means that the information which we hold about you may be subject to disclosure, in response to a request, unless we decide, that one of the statutory exemptions applies. Where information, data and material of any nature comprises Personal data or Sensitive Personal data as defined in the Data Protection Act 1998, we will comply with the act and in most cases we will not disclose any such confidential information to any third party without your consent.

11. Who will make the funding decision?

11.1 Your application will be assessed and scored by a panel using the scoring criteria shown in point 12 below.

11.2 The panel will meet every two months, but may meet less/more frequently if there are low/high levels of applications. Closing dates will be publicised on the PCC website, www.pembrokeshire.gov.uk.

11.3 On submission of your application and supporting documentation an acknowledgement e-mail will be sent to the applicant inclusion the date of the next panel meeting.

11.4 Officers will work with the applicant to ensure that all relevant information and documents requested in the application are provided prior to panel meetings.

11.5 Consultations will be undertaken if and when necessary with other relevant officers of PCC or partner organisations and comments will be reported at the panel meeting

11.6 The grant panel will comprise three Cabinet Members and two PCC officers.

11.7 Duties of the Grant Panel

- The aim of the panel is to make decisions with regard to the income generated via the Second Homes Tax to relevant impacted areas in Pembrokeshire
- To ensure that income generated via the Second Homes Tax community element is administered in accordance with Section 139 of the Housing (Wales) Act 2014
- To enable access to the fund to all those eligible within the named areas.
- To assess all applications and supporting information in line with the agreed criteria.
- To make recommendations regarding the allocation of the funding to PCC for consideration and approval.
- To receive and consider the end of project reports.
- Panel members will declare where there may be a direct or indirect conflict of interest with a project and a Declaration of Interest register will be kept and will be reported in the Panel Minutes.
- The panel may invite a relevant expert to attend the meeting to provide advice on a specific application.

11.8 At any time during this assessment process we may come back to you for further information to aid us in the decision making process.

11.9 The Grant Panel will be a Sub-Committee of Cabinet. It will be a delegated decision making panel comprising three members of PCC Cabinet and two PCC Officers. This panel will be responsible for all final decisions.

12 Scoring Criteria

Scoring Criteria	
Criteria	Score
How a project addresses the negative impact of second homes (relates to questions A2, B4, B6)	25
How a project contributes to the Grant outcomes (relates to questions A2, B5)	25
Is the project supported by the community and informed through community consultation? (relating to question B7)	20
Project value for money and financial sustainability (relates to questions. A2, A5, A6, A9, C4)	10
Has matched funding be sought or secured (relating to questions C4)	10

Is the project environmentally sustainable (relating to questions A2	5
How the organisation is structured and managed (relating to questions A2, A5, A6, A9, A10)	5
Total Score	100

Award mechanism

Award	Score
Unconditional Approval	70-100
Conditional approval	50-70
Declined	<50

13 Decisions

13.1 Decision outcome letters will be emailed to the named key contact following the grant panel.

- All offers of financial assistance will be subject to three stages;
- Stage 1 - The Terms and Conditions of the offer must be signed by two members of the organisation and returned to PCC within twenty days of the offer letter.
- Stage 2 - Procurement stage (where applicable, otherwise it's straight to Stage 3). On receipt of the signed terms and conditions a Project Procurement Form is sent. This will need to be completed with all details of procurement, e.g. tenders and quotes and signed and returned.
- Stage 3 - Subject to all the relevant documentation and quotes being in place, the organisations will be sent a letter to proceed.

13.2 It is important you allow sufficient time for an application to be processed. The scheme cannot fund any costs incurred or committed to prior to you receiving a formal grant offer.

13.3 All money awarded through this grant will need to be spent within 18 months of the letter to proceed being issued.

14. Appeals

Applications which have been declined have no right of appeal following the panel decision, but feedback will be provided, and if appropriate resubmissions welcomed. We also encourage your feedback.

15. Post Grant Monitoring

As part of on-going monitoring, all grant recipients will be sent a letter by PCC In years 1, 3 and 5 after the project completion to re-confirm:

- Asset retention
- Use and any restrictions of use of asset
- Any change to the Lease Agreement (where applicable)
- Business status
- Outputs
- Document retention and the requirement for the grant recipient to co-operate with reasonable requests for documents and other information relating to the project by PCC and project visits by the authority or any of its representatives
- Any applicable special conditions of grant.

The grant recipient will be required to return a signed acknowledgement slip which will be sent to confirm that there have been no changes to the conditions on which the funding was awarded.

In addition, site visits/on the spot checks of funded projects will be undertaken by PCC on a sample basis in the five years following the grant funding. Applicants should retain all financial information for seven years, which must be made available to PCC Internal Audit.

16. Additional Information

16.1 Retrospective Funding

Groups must pay upfront for all project expenditure and claim the allocated funding from PCC.

16.2 Publicity and acknowledgements

All successful projects must acknowledge PCC funding in all publicity and media generated about their successful project. For capital projects there will be additional requirements. Further guidance will be given within offer letters.

16.3 Complaints, Compliments and Comments procedure

As a Council we are determined to make the service we provide for you as effective as possible. We value your Comments and want to work together to achieve this aim.

We recognise that it is important to learn from what you have to say, not only to deal with your particular issue, but also to ensure that we improve our services.

You can make a complaint, compliment or comment in a number of ways.

You can:

- Visit any of our Customer Services Centres or call them on 01437 764551
- Visit the website www.pembrokeshire.gov.uk
- Write a letter to, phone or e-mail the Information Governance and Complaints Section Officer for the service you wish to complain about.
- Speak to your local County Councillor.

16.4 Disclaimer

The information in this document is intended for guidance in relation to the Enhancing Pembrokeshire Second Homes Grant. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.