

Clarification questions raised for the Work & Health programme via the VCSE Brokerage Framework – November 2025

The following are responses to clarification questions raised by VCSE organisations either through the online engagement events held on 12th and 18th September or via a direct email to the proposals@bnssgvcsealliance.org email address.

Deadline for clarification questions is midday 26th November 2025. We will add responses to questions raised by VCSE organisations to this document on a weekly basis, up until the deadline.

1. My organisation received funding through the previous WorkWell West programme which went live through the Brokerage Framework last year. Can my organisation submit a proposal for this programme, for a different project focused on the priority group(s) outlined in the Information and Guidance document?

No, this programme is aimed at organisations who are new to work and health, so that the WorkWell programme can maximise its reach into targeted communities.

However organisations who have received funding before through the first WorkWell programme which went through Brokerage, will be contacted directly by the ICB regarding potential continuation funding in due course.

2. The Information & Guidance document mentions 125 participants. Have these 125 participants already been identified, or is each submission expected to support 125 people who will be identified during the grant period?

The Work & Health programme is aiming to identify new 125 participants in total within the investment of £120,000. Each organisation who receives an award will contribute towards this overall total.

3. Do organisations who are funded have any responsibility for sourcing referrals / advertising their service to potential participants.

Yes there will be an expectation that awarded organisations will also help with sourcing referrals / outreach with potential participants.

4. The Information & Guidance document seems to indicate that all referrals will come through the wellbeing and health coaches, who will then allocate participants to funded projects. Is this correct?

Yes, this is correct.

5. Will all organisations be expected to do both one-to-one and group work, or can they concentrate on one of these approaches?

Organisations can develop proposals for wellbeing and health activities which are delivered either on a one-to-one basis, in groups or a combination of both. Please outline your delivery approach in your proposal.

6. There are numerous conditions/situations that are being experienced by participants identified in the proposal document. Are organisations able to specify specific conditions they intend to work with, or will they be expected to work with anyone referred into the service, and would support groups expected to be people with differing conditions?

Organisations will be expected to work with the targeted communities and areas outlined in the Information Document, as these are currently under represented in the existing work and health programme across BNSSG.

7. Will partnership bids receive additional funding, or is the maximum award of £20,000 for both individual and partnership proposals?

The maximum award of £20,000 is for either individual or partnership proposals.

8. Please can you describe what success looks like ?

A successful delivery partner is one who is responsive, delivering on what is outlined in the proposal, engaging well with the work and health coaches and has developed a two way referral pathway (between the work and health coaches and the delivery organisation).

9. Please can you provide an approximate cost per person you are looking to achieve?

This will vary depending upon the nature of the referred participant and their individual need. However, an approximate cost as an indication would be around £960 per participant.

10. Do proposals have to cover all priority groups outlined in the Information Document?

No. Please outline clearly in your proposal which priority groups you aim to work with.

11. Please can you provide a guide to the length of time you would expect an awarded organisation to work with a participant for?

Somewhere between 6 and 15 weeks, although this will depend upon the nature of the participant and their need. This programme is not however looking for organisations to work with participants long term, as they will be referred to other ongoing support afterwards where needed.

12. Please can you confirm how much time you would expect organisations to budget for in relation to non delivery costs?

Organisations are invited to make proposals and costings that reflect their proposed activities and there is not an expectation set about the split between delivery / non delivery. Organisations should make this clear within their proposal.

13. Can core costs be covered in the budget?

Yes, as outlined in the Information & Guidance document, reasonably related overheads can be included within budgets submitted for this programme.

14. Can we consider the use of in-house work coaches as part of a proposal? Yes.

15. Please can you describe what you are looking for in terms of additional / social value?

Please see Q9 in the proposal form for examples of this.

16. Are one of the outcomes of the project focused on how many people retain work, rather than just being referred into or back into work?

Yes, there will be follow up at 6 months by the wider WorkWell team to measure this outcome.

17. Are VCSE organisations part of the evaluation panel and will they help make decisions on awards made and be diverse?

Yes, all programmes which go through the VCSE Brokerage Framework have an individual panel who make decisions about awards made. These include up to 4 VCSE Alliance Ambassadors and will ensure diversity.

18. Is there any clawback on funding if participants drop out or the expected number of referrals aren't received?

The grant(s) will be awarded up front and there has not been any clawback in the previous awards made, or would this be the intention for these awards. This will be monitored throughout the grant period and a conversation would take place if there was significant drop out or reduced number of referrals, to understand why and identify any changes which may need to be made to the process.

19. What would a high drop out rate look like and what is the current average drop out rate for the previously funded organisations?

The current average drop out rate is around 10% and a high drop out rate would be around a third. However, as outlined above, we would not seek to claw back funding but would want to understand why this was happening, to reduce the risk of it.

20. Are childcare / travel expenses covered by the central WorkWell budget?

The central budget covers participant travel costs but doesn't cover childcare costs.

21. If we were a successful organisation and had a participant who was suitable 'in house', would we be able to refer them directly to our own service or would we have to refer them first to the Work and Health coaches, who would then refer to us?

A potential participant can be referred directly into your service and to the Work and Health coaches at the same time.

22. What happens if we do this and the triage team decide the individual is not eligible for support?

If the referral is coming from your organisation and you feel your service would be beneficial to that individual, the triage team will support your assessment of this.

23. If my organisation was successful with an award and were delivering the service, would we be expected to hold some reserve places for potential new participants.

No, this would not be necessary.

24. Would every participant accepted onto the programme be expected to be on a Fit Note? This would introduce a barrier to the service.

A Fit Note is not a requirement to accessing the service. It is one of the criteria a participant may have.

25. We work with young people who are not in employment, education or training providing mentoring and work experience. Would my organisation be suitable to apply?

Yes as long as the individuals you would be proposing to work with are aged 16 and over.

26. One of the priority areas for the service is Neurodiversity - do individuals need a formal diagnosis?

No

27. What is the area the programme is focusing on?

As outlined in the Information and Guidance document, the programme is focused across Bristol, North Somerset and South Gloucestershire. The areas of North Somerset and South Gloucestershire are currently underrepresented in referrals and we are paying particular attention to these areas.

28. Can we run this programme for 18+ to fit with our own safeguarding policies?

Yes

29. Can I include both personal and organisational experience in the proposal form, if I will be delivering the majority of the activities if our proposal is successful?

Grants are available for organisations to make proposals for and the form should provide details of your organisation's experience to date, not those of individual staff members.

30. The council is proposing to charge for individuals and organisations that work within Bristol parks from January. But the charges are currently not known and we would not know if they would apply to us. Our proposal may include activities in local parks. Please can you provide any information about how to budget for this in the budget template?

Your budget template should cover all of the expected costs of delivering your proposal and any costs which are currently unknown should be estimated as accurately as possible.

31. Please can you clarify the expectation in terms of the length of time or regularity with which a person would need to be engaged in our activities should we receive funding?

As outlined in the Information and Guidance document no minimum or maximum time for support has been defined, because each individual will be different.

As outlined in our response to Question 11 above, this would be somewhere between 6 and 15 weeks, although this will depend upon the nature of the participant and their need. This programme is not however looking for organisations to work with participants long term, as they will be referred to other ongoing support afterwards where needed.

32. Should our proposal focus on activities for just one or two of the target groups, or all of them?

As outlined in our response to Question 10 above, your proposal does not need to focus on all of the priority groups. Please outline clearly in your proposal which priority groups you aim to work with.

33.I have noticed that the budget template only goes up to March 26 when I understand that this round of funding is to be spent from April 26? Also, why are you asking for a breakdown of monthly cashflow for 2024 when this proposal relates to delivery from April 2026 onwards

The budget template form has several tabs on it. The tab all organisations must complete and return with their proposal is the **proposed budget tab**. As outlined in the Information and Guidance document, before awards can be made additional financial checks will be required and organisations have the option of providing this information at the point they submit their proposal, but this is optional. In any case, these checks will only be carried out with successful organisations. The 25/26 tab is for a projection / forecast of your organisation's finances for the current financial year. The 24/25 tab is to outline your organisation's cashflow for the previous financial year.

34.Please can you provide some guidance on the budget template. The guidance is for 6-9 months delivery but we're also advised to complete every blue cell on the budget sheet which has columns for 3 years. Can you please clarify?

The investment available is for 12 months. The budget template is a standard one used for all Brokerage programmes and some are for longer than 1 year. You do not need to provide information for Years 2 and 3 in the budget you submit.

35. Would Long Covid and/or Chronic Fatigue Syndrome (CFS, also known as ME) be counted within the category of people who experience muscular skeletal or chronic pain?

Yes