

Help Musicians Hardship Fund

Frequently Asked Questions

Eligibility

I have received slightly more than £2,000 from other hardship funds, it seems unfair that I am ineligible

Due to the level of demand for this fund we have had to prioritise individuals who have not had access to additional financial support. You are welcome to apply if you have received grants that amount to less than £2,000.

How will I know if I'm eligible for the fund before I apply?

Please carefully read all guidance notes prior to applying to check our criteria to decide which application route applies to your situation. Route One is for individuals receiving Universal Credit. Route Two is for individual's ineligible for Universal Credit. Route Three is for individuals with long-term health issues who may wish to speak with our Health and Welfare Team.

I am a full-time undergraduate student, why can I not apply?

Unfortunately we are unable to support full-time undergraduate students. Due to level of demand, we have had to prioritise those who are working full-time as a professional musician. We appreciate that this may be disappointing. If you have a performance-related health issue then you may wish to apply to our [Emerging Musicians Health Scheme](#)

I have applied for Self Employed Income Support (SEISS), can I still apply?

This fund is for individuals who are **ineligible** for government emergency safety nets or **unable** to survive on what they receive. If you have received support through SEISS and you are still in severe financial hardship (unable to pay your rent/mortgage or buy food) then you may wish to apply. You will need to record your SEISS as income.

Does SEISS count as income or a grant?

Please record SEISS as income and not as a grant. We do not include SEISS as part of the £2,000 grant limit.

Can each member of my band apply separately?

We assess applications on each individual's specific circumstances, so each band member should apply separately. This also applies to members of the same household.

Application Form

Can I talk to you about my application form and my individual situation?

We are not able to discuss individual applications due to the level of demand. Please refer to our guidance notes to answer any queries you may have. If you have specific accessibility issues, then please e-mail hardshipfund@helpmusicians.org.uk with the title 'access enquiry'

Can I change anything once my form has been submitted?

Once your form has been submitted you are unable to make changes, therefore it is important that you read the guidance before applying.

I didn't receive a confirmation email.

Please check your junk email and wait 24 hours first. If it's not here please email hardshipfund@helpmusicians.org.uk with **missing confirmation email** in the subject line and we will look into this.

Evidence required

I'm a musician without a main website or CV how do I give evidence?

We will need to see either a website or CV in order to assess each application. We can accept social media accounts as additional links as long as they are your professional account and clearly show your name. We are not able to accept personal social media links.

Universal credit requirements

I have applied for Universal Credit, but I don't have a statement?

You will need to wait to receive your statement before you are able to apply for Route One of this fund.

My universal credit statement is £0 this month can I apply?

No, you will need to wait till you have an active Universal Credit payment.

Income and expenditure

I have a weekly payment into my account what should I do?

Amounts must be monthly please multiply any weekly payments or divide any annual payments

I am applying for route 2 and there is not enough room for all my expenditure on the form? How do you work this out?

So that the Hardship fund can be a simple online process we ask for a relatively small amount of information from you. To ensure consistency and fairness across all applicants, we incorporate national averages in order to work out the support that we are able to offer.

Bank account

I have a name longer than 18 characters and it won't fit on the bank details section of the form

If you have a shortened version of your name that you use with your bank, please use this version of your name on your application.

I don't have a personal bank account can I use my business account

No, we can only accept personal accounts as this is fund for individuals.

Uploads

Can I upload a series of screen shots?

Yes, you can upload screen shots, but these must be in the correct format (Word, PDF, JPEG) and have all the information required clearly visible.

Waiting for a response

If I am rejected can I apply again?

If there is a significant change in your circumstances, then you can apply again to the fund.

Someone I know received money before me, why is this?

We often have a high volume of applications; this means sometimes although you applied at similar times your application will be processed at a different time.

If my application is successful how much money will I be given?

Help Musicians

All applications will be assessed individually, and grants will be awarded based on your specific circumstances.

Payments

I've been successful when will I receive my payment?

Make sure you read the email sent to you when you are successful this will give you an estimate of when you will get paid your first instalment. Your next payments will occur at a similar point in the month, but they can vary.