



Llywodraeth Cymru  
Welsh Government

# Food Business Accelerator Scheme

## Full application

### How to complete guidance

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## Registering for RPW Online

To register your business details for the first time, you need to complete the [online registration form](#). Please refer to the [how to register guidance](#) for further details. The vast majority of changes to business details can be done online. However, Welsh Government may require further details on any major changes. Please contact the Customer Contact Centre for further information.

## Food Business Accelerator Scheme Full application – How to Complete Guidance

These instructions will give you step-by-step guidance on how to complete your Food Business Accelerator Scheme full application.

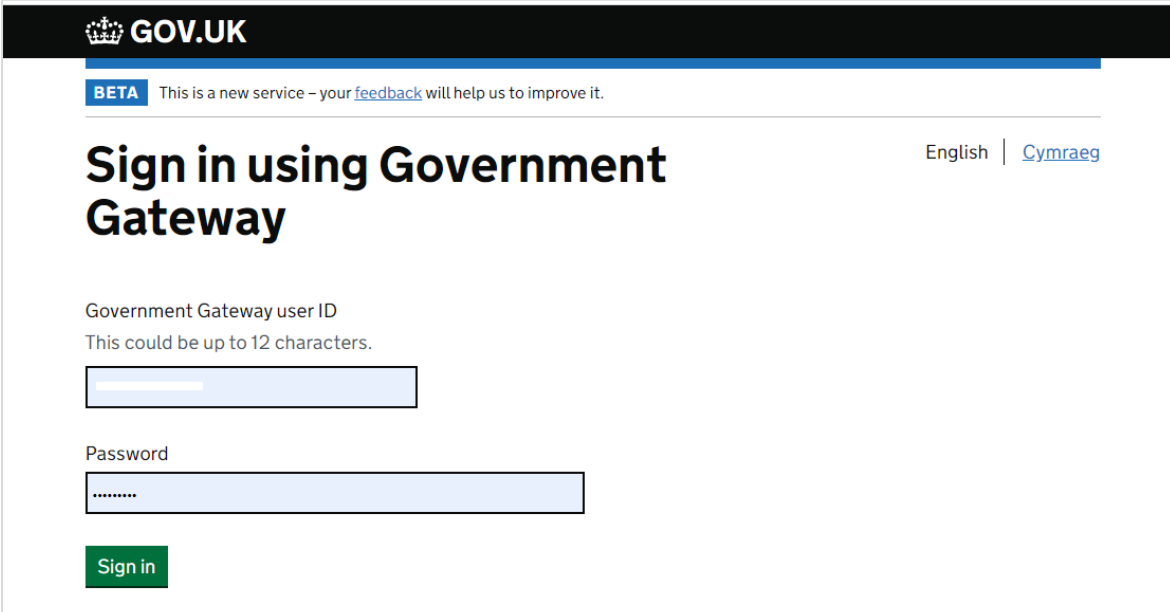
The Welsh Government produces this guidance in Welsh and English as required under the Welsh Government Welsh Language Scheme.

If you are encountering problems or are unable to access our website, please contact the RPW Online Helpdesk on 0300 062 5004.

## Rural Payments Wales Online

### Home page

Log into your RPW Online Account – enter your User ID and Password in the boxes and click the **Sign In** button.



The screenshot shows the 'Sign in using Government Gateway' page. At the top left is the 'GOV.UK' logo. Below it is a 'BETA' banner with the text 'This is a new service – your [feedback](#) will help us to improve it.' On the right side, there are language options: 'English' and 'Cymraeg'. The main heading is 'Sign in using Government Gateway'. Below this, there are two input fields: 'Government Gateway user ID' (with a note 'This could be up to 12 characters.') and 'Password'. A green 'Sign in' button is located at the bottom left of the form area.

If you are encountering any problems or are unable to access your online account, please contact the RPW Online Helpdesk on 0300 062 5004.

Once logged in to your RPW Online account, the 'Home' page will appear.

To access the Food Business Accelerator Scheme Full Application Form, from your home page you can scroll down on the Start a Form section and select it from here.

This will also show the deadline for submitting your full application and supporting evidence. After this deadline the form will not be available to you.

Form Name	Availability
Single Application Form 2022	Available until 13/01/2023. 57 days left.
Agricultural Diversification Scheme Application	Available until 13/01/2023. 57 days left.
Appeal	Available anytime
Capital Works Claim	Available anytime
<b>Food Business Accelerator Scheme Application</b>	<b>Available until 30/11/2022. 13 days left.</b>
Grant Claim Form	Available until 31/03/2023. 134 days left.
Growing for the Environment EOI	Available until 18/11/2022. 1 day left.
Integrated Natural Resources Scheme - Project Development Grant Application	Available until 30/11/2022. 13 days left.
Project Change Re-evaluation	Available anytime
Project Change Request	Available anytime
Small Grants - Efficiency Expression of Interest	Available until 30/11/2022. 13 days left.
Small Grants - Environment Expression of Interest	Available until 23/11/2022. 6 days left.
Small Grants - Yard Coverings Expression of Interest	Available until 30/11/2022. 13 days left.
Woodland Creation Planning Scheme EOI	Available until 31/12/2022. 44 days left.

Or you can click the tab labelled '**Forms**' on the RPW Online home screen, as shown below:

RPW Ar-Lein Online Rural Payments Wales

CRONFA AMAETHYDDOL EWROP AR GYFER DATBLYGU GWLEDIG: EWROP YN BUDDSODDI MEWN ARDALEODD GWLEDIG THE EUROPEAN AGRICULTURAL FUND FOR RURAL DEVELOPMENT: EUROPE INVESTING IN RURAL AREAS

Charlies Agents - Viewing CRN: Cymraeg Log Off

Home My Details Land Correspondence 133 **Forms** Contracts and Small Grants

This will take you through to the 'Forms' page.

To change the Language at any time, click the **Cymraeg** button located in the top right hand corner bar of the RPW Online information. This will allow you to choose the language your Food Business Accelerator Scheme form is displayed in.

## Applications and Claims Page

Once you have selected the 'Forms' tab, you will see the forms available for you to complete.

Scroll down the page to select Food Business Accelerator Scheme Full Application form.

## Food Business Accelerator Scheme Full Application – Getting Started

Once you have read the Food Business Accelerator Scheme Guidance at [Rural grants and payments](#), to start your full application click the **Start** button.

You have asked to complete the following application online: **Food Business Accelerator Scheme Application - Test 1.**

RPW Online will prompt you for the information required by the form. By starting this application online you are not committing to submitting it online; you may Exit the process at any time. If you Exit the application, you can come back later to complete the remainder; RPW Online will have saved the information you entered in your previous session.

The application will not be submitted to the Welsh Government until you click the 'Submit' option at the end of the process. Once you have submitted the application you will not be able to make changes to it using RPW Online.

The application must be submitted to Welsh Government by 30 November 2022. You will not be able to submit the form after this date even if you started filling in the form on or before 30 November 2022.

If you have any problems completing your **Food Business Accelerator Scheme Application** then you can also contact 'Customer Contact Centre' for further guidance.

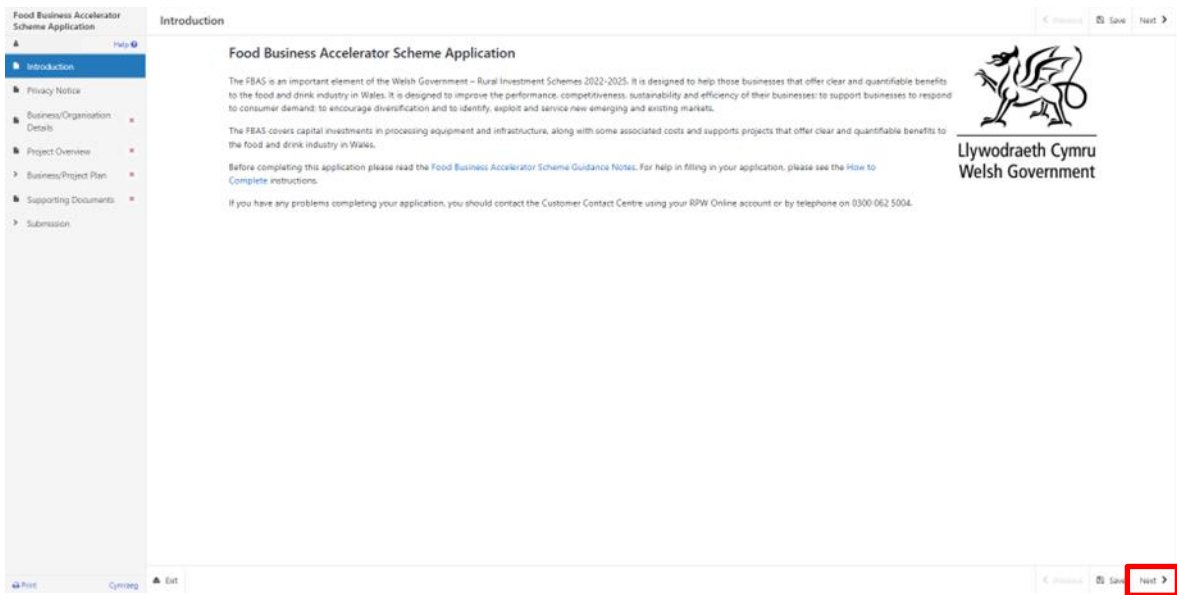
Please check that the Customer Details and Online Preferences shown below are correct before submitting your application. If incorrect, you can change them now by clicking the Customer Details or Online Preferences links below.

Customer Details	Online Preferences	
Trading Title	Email or SMS (Text) Preference	Both
Address	Email Address	
	Mobile Number	
Postcode		
Telephone Number		
Email Address		
Number of Partners		

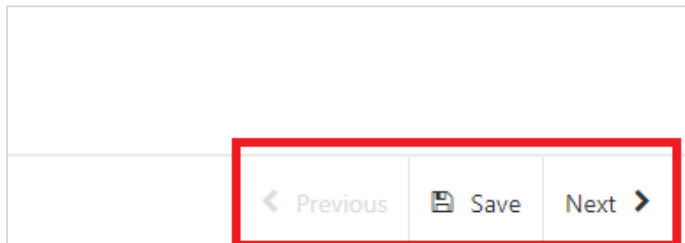
[Start](#) [Cancel](#)

## Introduction

This is the introduction page which provides information about the scheme. Use the hyperlinks to access further information.

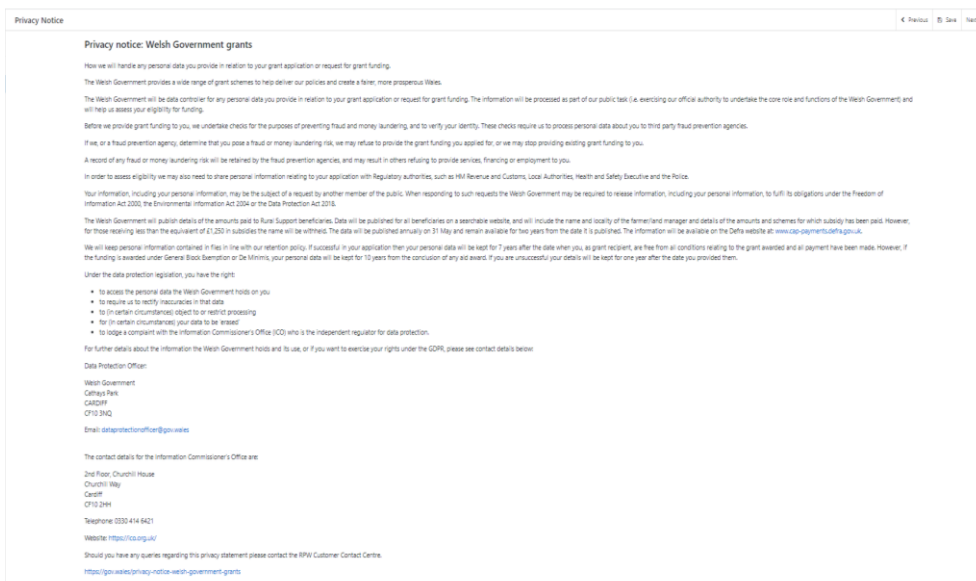


Once you have read the information, click on the **Next** button.



## Privacy Notice

You must read the Privacy Notice.



Once you have read the information, click on the **Next** button.



## Business/Organisation Details

The Applicant/Business name, Business/Organisation Status, Company Number, VAT Number, Charity Number (if applicable) and Business Size that you provided in your EoI will be displayed here. You will have to fill in all the fields marked with \* on this page before continuing with the application.

Food Business Accelerator Scheme Application

Business/Organisation Details

Questions marked with \* are mandatory.

Applicant/Business Name\*

Business/Organisation Status

Status Details

If the business is an incorporated legal entity please supply a copy of the Memorandum & Articles.

Company Number

VAT Number

Charity Number

Is the Business/Organisation a member of a group of companies?\*  Yes  No

Does the Business/Organisation have shareholders?\*  Yes  No

Is the Business/Organisation a wholly owned subsidiary?\*  Yes  No

Is the Business/Organisation a New Start-Up?\*  Yes  No

Size of Business/Organisation

Business Size

Please give the following details for the business:

Number of employees - Before Project (Full Time Equivalents based on 30 hours per week)\*

Number of employees - After Project (Full Time Equivalents based on 30 hours per week)\*

Jobs safeguarded - Before Project\*

Jobs safeguarded - After Project\*

Annual gross turnover (for last financial year) (£)\*

Balance sheet net assets (for last financial year) (£) \*

Next

Once you have completed and checked the information is correct, click on the **Next** button.

## Project Overview

This page requires you to give a description of the project which should be a brief explanation of what the project is going to do. If you had provided the project location, contact details and project start/end dates in the EoI, these will be shown here. You are able to edit these if they have changed.

You will have to answer all the questions marked with \* as these are mandatory.

Food Business Accelerator Scheme Application

- Introduction
- Privacy Notice
- Business/Organisation Details
- Project Overview**
- Business/Project Plan
- Supporting Documents
- Submission

Project name: Test 1

Project description: 0/500

Project start date: 30/12/2022

Project end date: 30/09/2023

**Project Location**

Enter the address of the project location (if different from Customer address)

Project location address: Provence Road, Lane private, Provence, France, Postcode LE9678

Enter contact details (if different from those previously supplied)

Telephone Number: , Mobile Number: , Email Address: @.com

Once you have filled in all the details click **Next** to continue.

## Business/ Project plan

### 1 Strategic fit

This page has a field for each criteria, for you to explain how the proposed investment will contribute to the strategic aims and objectives of the scheme. The core criteria are:

**Growth Every Year** - the turnover value of Wales' food and drink sector will proportionately grow more than the rest of the UK, and to at least £8.5bn by 2025.

Business/Project Plan

- Strategic Fit**
- Suitability of Investment
- Delivery - Project Delivery
- Delivery - Risk and Risk Management
- Long Term Sustainability
- Project Management
- Value For Money
- Cross Cutting Themes
- Indicators and Outcomes

Growth Every Year\*

test

4 / 3000

**Productivity** - The three-year average of Gross Value Added (GVA) per hour worked in the industry will increase proportionately more than the rest of the UK.



Fair Work Every Year - the proportion of food and drink sector employees receiving at least the Welsh Living Wage will increase, to achieve 80% by 2025.

Accreditation Every Year - there will be an increase in the proportion of manufacturing businesses in the industry holding accreditation (e.g., environmental management, staff development, production and other relevant standards). Awards Every Year - there will be an increase in the proportion of businesses in the food and drink manufacturing sector achieving awards appropriate to their business. By 2025 at least six more Welsh products will join the UK GI Scheme.

Hygiene - 98% of businesses will have a food hygiene rating of 5 by 2025.

The screenshot shows a sidebar on the left with a navigation menu. The 'Strategic Fit' section is highlighted in blue. The main content area is titled 'Hygiene\*' and contains a text input field with the word 'test' entered. The page number '4 / 3000' is visible in the top right corner.

Once you have answered all the questions, click on the **Next** button.

## 2 Suitability of investment

There are 5 separate questions on this page, you will need to respond to the questions below and provide independent evidence/verification from key stakeholders to support statements made for each answer.

The screenshot shows the sidebar with 'Suitability of Investment' highlighted. The main content area has a heading 'Questions marked with \* are mandatory.' followed by a light blue box containing the text: 'Applicants will need to respond to the questions below and provide independent evidence/verification from key stakeholders to support statements made for each answer.' Below this is a question: 'How will the investment support the business to grow sustainably and, where appropriate, how will the investment have a positive effect on the business and what changes will the investment make to the business?\*' and a text input field with 'test' entered. The page number '4 / 2000' is in the bottom right corner.

The screenshot shows the sidebar with 'Suitability of Investment' highlighted. The main content area has a question: 'What is the increase in anticipated turnover and how will that turnover be achieved, taking into account any assumptions provided in those projections?\*' and a text input field with 'test' entered. The page number '4 / 2000' is in the bottom right corner.

Introduction

Privacy Notice

Business/Organisation Details ✓

Project Overview ✓

Business/Project Plan ✗

Strategic Fit ✓

**Sustainability of Investment** ✓

Delivery - Project Delivery ✗

Delivery - Risk and Risk Management ✓

Long Term Sustainability ✓

What is the project's impact on the environment and climate change?\*

test

4 / 2000

Food Business Accelerator Scheme Application

Help

Introduction

Privacy Notice

Business/Organisation Details ✓

Project Overview ✓

Business/Project Plan ✗

Strategic Fit ✓

**Sustainability of Investment** ✓

Delivery - Project Delivery ✗

How will the project contribute to the development and improvement to the productivity, efficiency and competitiveness of the business?\*

test

4 / 2000

Strategic Fit ✓

**Sustainability of Investment** ✓

Delivery - Project Delivery ✗

Delivery - Risk and Risk Management ✓

Long Term Sustainability ✓

Project Management ✓

Value For Money 0

Cross Cutting Themes ✓

Indicators and Outcomes ✓

Financial and Compliance ✓

What innovative approaches will be adopted by the business, introduced in the project?\*

test

4 / 2000

Once you have answered the questions click the **Next** button to continue.

### 3 Delivery – Project Delivery

The Delivery – Project Delivery page is where you will provide a plan of the work that the Business/Organisation intends to undertake. You will need to describe how you intend to deliver your project. What resources will be required during implementation and who will manage the work?

Key elements to include are:

- Why the project is necessary
- What you propose to do
- How you propose to do it
- Where you propose to do it
- What you need to put in place or do to carry out the project
- How you are going to meet the procurement and tendering process

Once you have completed how you are going to deliver your project you will need to provide a project plan / timescale of the key activities and investments. This must include timescales for all stages.

You will need to add details for each stage of the project in the project activities section.

Select the Add Activity button and you will then be taken to this page.

Enter the name and description of the Activity. Use the calendar buttons to select the activity start and end dates. To add another activity select the Save and Add Another button and you can add as many activities as you like.

When you have completed this section select the Save and Return button.

Once you are satisfied that you have finished filling in your answers select the Next button.

## 4 Delivery – Risk and Risk Management

On this page you will need to detail the risks to your project succeeding, no matter how unlikely. It is important to identify potential risks to assist you to manage the project. There are 2 fields the first one is for Risks where you give details of the key risks that might affect the delivery of the Project and how these will be addressed. This is followed by another field where you can explain the management expertise in place to deliver the project to plan and timescale.

The screenshot shows the 'Delivery - Risk and Risk Management' section of the application. The left sidebar lists various sections, with 'Delivery - Risk and Risk Management' selected. The main content area includes a mandatory question: 'Recognising that there will be some risks to a project, no matter how unlikely, it is important to identify potential risks to assist you to manage the project.' Below this is a 'Risks' section with a text input field and an 'Add Risk' button. A table lists three test risks with columns for Risk, Likelihood, Consequences, and Mitigation. Each row has 'Modify' and 'Delete' buttons. Below the table is another mandatory question: 'Explain the management expertise in place to deliver the project to plan and timescale.' followed by a large text input field.

Risk	Likelihood	Consequences	Mitigation
test	Low	test	test
test2	High	test	test
test 3	Medium	test	test

Once you have answered all the questions, click on the **Next** button.

## 5 Long Term Sustainability

On this page you need to tell us what impact the investment will have on the long-term financial sustainability of the business.

The screenshot shows the 'Long Term Sustainability' section of the application. The left sidebar lists various sections, with 'Long Term Sustainability' selected. The main content area includes a mandatory question: 'What impact will the investment have on the long-term financial sustainability of the business?' followed by a large text input field. The bottom right corner of the input field shows '0 / 4000' characters.

Once you have answered all the questions, click on the **Next** button.

## 6 Project Management

In this page there are 2 fields, in which you need to provide details of the capacity available to the business to successfully deliver the Project. In the second field you need to tell us about the track record of the management team, the key staff who will be involved in the delivery of the Project and how the work will be managed.

The screenshot shows the 'Project Management' section of the 'Food Business Accelerator Scheme Application' form. The left-hand navigation menu is visible, with 'Project Management' selected. The main content area contains two text input fields. The first field is titled 'Please provide details of the capacity available to the business to successfully deliver the Project.' and has a character count of 0/4000. The second field is titled 'Set out the track record of the management team and the key staff who will be involved in the delivery of the Project and how the work will be managed.' and also has a character count of 0/4000. Both fields are currently empty. The form includes navigation buttons for 'Previous', 'Save', and 'Next' at the top and bottom right, and a 'Back' button at the bottom left.

Once you have completed these fields click the **Next** button to continue.

## 7 Value For Money

In this page there are 3 fields:

- firstly you will need to explain how the total project costs have been arrived at by providing a detailed breakdown of the proposed expenditure

The screenshot shows the 'Value For Money' section of the 'Food Business Accelerator Scheme Application' form. The left-hand navigation menu is visible, with 'Value For Money' selected. The main content area contains three text input fields. The first field is titled 'You must refer to the following before incurring costs' and lists 'Competitive Tendering and Public Procurement - Technical Guidance' and 'Competitive Tendering and Public Procurement - Register and Record'. The second field is titled 'Show how the total project costs have been arrived at by providing a detailed breakdown of the proposed expenditure.' and has a character count of 0/4000. The third field is titled 'Enter details\*' and is currently empty. The form includes navigation buttons for 'Previous', 'Save', and 'Next' at the top right, and a 'Back' button at the bottom left.

- secondly please detail the forecasted impact on turnover and profitability expected within three years of completion of the project, explaining your assumptions

- thirdly, please enter details and quotes for each investment item. For each item required click '**Add Investment Item**', then select the required item.



Once you have added an item you will need to provide a quote. Click on ‘**Add Quote**’ and answer the questions presented.

If your total project costs differ from EoI estimate by more than 15% you will be presented with a further field where you need to explain why that is the case.

Item	Item Details	Item Value (£)	Reason for choice of Quote
Building works	bricks	500.00	
Total Project Cost (£)		500.00	
Maximum Approved Grant (from EOI)		451266.00	
Maximum Grant Value (£)		200.00	

Please explain why your Total Project Cost differs from your EOI estimate by more than 15%\*

When you have finished filling in your answers, select the **Next** button.

## 8 Cross Cutting Themes

On this page you will have 3 fields in which you need to provide evidence of how your project will contribute towards the cross-cutting themes of:

- Equality of opportunity and Gender mainstreaming
- Tackling Poverty and Social Exclusion
- Welsh Language

When you have finished filling in your answers, select the **Next** button.

## 9 Indicators and outcomes

Here you will be required to complete the Indicators and Outcomes below, you need to enter details for at least one indicator from each section. As you select them you will be presented with either whole or percentage figure to go with each indicator as well as a brief explanation of how this will be met and how progress will be monitored.

When you have finished filling in your answers, select the **Next** button.

## 10 Financial and compliance

The Scheme offers a maximum 40% grant towards the cost of investment up to a maximum of £5,000,000 grant. There are 2 fields, the first field is for you to describe how you intend to fund the investment in addition to the grant. Please refer to evidence to support your application. The second field is to tell us what is the financial need for grant? What would happen without any support?

The screenshot shows the 'Financial and Compliance' section of the application form. The left-hand navigation menu is visible, with 'Financial and Compliance' selected. The main content area contains the following text and fields:

- Questions marked with \* are mandatory.
- The Scheme offers a maximum 40% grant towards the cost of investment up to a maximum of £5,000,000 grant.
- Describe how you intend to fund the investment in addition to the grant. Please refer to evidence to support your application.
- Enter details\* (A large text input field with a character count of 0 / 4000.)
- What is the financial need for grant? What would happen without any support?
- Enter details\* (A large text input field with a character count of 0 / 4000.)

Once you have answered all the questions, click on the **Next** button.

## Supporting Documents

The next page gives a full list of what we expect to be sent in as supporting documents.

The screenshot shows the 'Supporting Documents' section of the application form. The left-hand navigation menu is visible, with 'Supporting Documents' selected. The main content area contains the following text and fields:

- Questions marked with \* are mandatory.
- You will be required to submit the following supporting documents:
- Business plan**
- Submit a business plan that provides full details of your business. As a minimum, the business plan should be for next 3 years and include the following areas:
  - Business Details.
  - Executive Summary
  - Key Assumptions
  - Market Analysis – Opportunities & Threats
  - Internal business Analysis – Strengths & Weaknesses
  - Critical Success Factors
  - Commercial Strategy
  - Operations Strategy
  - Activity Plan
  - Financial Plans
  - Risk Management
  - Organisational Readiness
- The plan should cover both the whole business and the specific project site to explain how the project and business are integrated.
- In support of the business plan, you should provide:
  - 3 years of Certified Accounts (If certified accounts are not available for the most recent financial period, management accounts should be submitted for this period.)
  - 3-year financial projections. (The proposed investment should be accounted for in the financial forecasts.)
  - Evidence of funding available (bank loan, overdraft, etc.)
  - Three quotes for each investment item (only one quote required for items under £5,000 invoiced costs).
  - Full Planning Permission and any other approval, where necessary.
  - Independent evidence/verification from key stakeholders to support statements made under Suitability of Investment.
- Tick to confirm that you will be submitting supporting documents online by the deadline.\*

You must upload all supporting documents straight after submitting your full application and by the given deadline.

Once you have read this page please click **Next**.

## Submission Page – Errors, Information and Summary

This gives a summary of the information you have entered including the items you have selected and informs you of any errors or information messages on your application.

Food Business Accelerator Scheme Application

Errors, Information and Summary

Previous Save Next

Help

Introduction

Privacy Notice

Business/Organisation Details ✓

Project Overview ✗

Business/Project Plan ✗

Supporting Documents ✓

Submission

**Errors, Information and Summary**

Declaration and Undertakings

Submit

Print Cymraeg

**Important** - Please review this summary. Please scroll down if applicable.

There are errors present on your form. Please review and correct any errors.

Business/Organisation Details

Applicant/Business Name	Eric Idle
Business/Organisation Status	Private limited company
Company Number	
VAT Number	VAT PENDING
Charity Number	
Is the Business/Organisation a member of a group of companies?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Does the Business/Organisation have shareholders?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is the Business/Organisation a wholly owned subsidiary?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is the Business/Organisation a New Start-Up?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Size of Business/Organisation

Business Size	Large
Number of employees - Before Project (Full Time Equivalents based on 30 hours per week)	1

Once you have checked the summary and if needed corrected any errors, click on the **Next** button.

## Submission Page – Declarations and Undertakings

You must read the Declarations and Undertakings and **tick** the box to confirm you have read and agree to them.

Food Business Accelerator Scheme Application Declaration and Undertakings

Please tick the box to accept the declarations and undertakings.

**I confirm that:**

- I have read and understood the relevant Scheme Guidance Notes and Technical guide to competitive tendering and public procurement, and permit the Welsh Government to use my information to support my application.
- I declare I have given details that are true, accurate and complete to the best of my knowledge and belief on this application and any supporting documentation. I have checked and confirm that all of the pre-populated details are correct.
- I confirm that none of the items covered by the application are replacements under an insurance claim.
- I declare that the project would not be carried out but for the grant requested and that the level of grant applied for is the minimum necessary for the project to proceed.
- I undertake to meet any obligations in relation to obtaining of planning permission and, where appropriate, tendering for public works.
- I undertake to meet any statutory obligations such as Health and Safety; employment; hygiene; environmental management and protection; animal or crop health and welfare that apply during the time of this project.
- I undertake to notify Welsh Government of any changes to the nature or construction of this project.
- I undertake to notify the Welsh Government of any other application for grant aid for this project.
- I confirm that no work on this project has been undertaken other than consultancy work; site purchase; the obtaining of quotations; the obtaining of planning permission or the drawing up of site plans.
- I acknowledge that neither Welsh Government nor any adviser appointed by Welsh Government shall be responsible for any advice given, including without limit any advice given in relation to this application or business development plan, and that I am solely responsible for all business decisions undertaken.
- I undertake to notify Welsh Government of any changes to the details provided in the Applicant Details part of the form.
- I declare that I am authorised to submit this application.
- I understand a false, inaccurate or incomplete statement or failure to notify the Welsh Government of any material changes to the information given in this application may result in recovery of any payments made.
- I will repay aid received together with any interest, if I am asked to do so by the appropriate Department, as a consequence of a breach of the rules, or of the declarations made or undertakings given in this application. I will repay on demand any overpayments to me as a result of a miscalculation by the Welsh Government or otherwise.
- I understand that the Welsh Government may need to update the rules and conditions to take account of changes to European Regulations or the Welsh Government Rural Communities - Rural Development Programme for Wales 2014 - 2020.
- I agree to abide by any changes following notification by the Welsh Ministers.
- I understand that the Welsh Government displays 'Error' and 'Information' messages in the sections of the application only as an aid for completion and submission of the application.

**WARNING - Any person who knowingly or recklessly makes false or misleading statements for the purposes of obtaining grant under the Rural Programmes or assisting another to obtain grant may be prosecuted.**

I agree to the above declarations and undertakings.\*

Once you have agreed the Declarations and Undertakings, click on the **Next** button.

## Submission Page – Submit

To submit your Food Business Accelerator Scheme Full Application, click on the **Submit** button.

Food Business Accelerator Scheme Application Submit

You must submit appropriate documentation to support this application. You can do this by clicking the 'Submit Documentation' button on the next screen after you have clicked 'Submit' below.

Click the button below to submit your Food Business Accelerator Scheme Application.

**Submit**

A message containing a copy of your submitted Food Business Accelerator Scheme Application will be available in your online Messages page within one working day.

Once submitted, you will see a confirmation screen.

Food Business Accelerator Scheme Application Submission Confirmation

Food Business Accelerator Scheme Application | Reference Number: 7722031

Your Food Business Accelerator Scheme Application was submitted for [reference number]. A message confirming receipt of your Food Business Accelerator Scheme Application and a copy of what has been submitted should be available in your online Messages page within one working day. Please check the contents of your Food Business Accelerator Scheme Application and notify us of any changes required. Changes may be notified in writing or through the RPW Online Messages system. Click the 'Print this Screen' button to print a copy of this receipt.

**Print this Screen**

If you are required to attach files to your submission click 'Submit Documentation' otherwise click 'Exit'.

**Submit Documentation** **Exit**

After the Full application is submitted, you cannot amend any of the details in the form including the items you have selected.

## Following Successful Submission

A summary of your completed Food Business Accelerator Scheme Full application will be added to the 'Messages' page on your RPW Online account under the title "Documents received by RPW". Ensure you check the information submitted

thoroughly. If any of the information shown is incorrect, please reply to the Message detailing your concerns. You should do this as soon as you discover any incorrect information.

You must upload before the given deadline all the supporting evidence in the same Documents received by RPW message. Failure to do this can result in your application being rejected.

If you are encountering problems or are unable to access our website, please contact the RPW Online Helpdesk on 0300 062 5004.

## **What happens next?**

### **There are two possible outcomes from full application appraisal:**

1. Your project does not meet the standard and is not approved for an award. You will be informed of the reasons why your application was not successful via your RPW Online account. You may apply again with the same project should further application windows be made available (amending the application if you wish), but only if you have not started the activity you applied for.
2. Your project is eligible and is approved for an award. A contract will be issued to you setting out the terms and conditions of the award via your RPW Online account which you will be asked to accept within 30 days as agreement that you accept the terms and conditions therein. The contract offer will also provide you with the authority to start work. You will need to accept or decline the offer of contract within 30 days. Failure to accept the contract within 30 days will lead to the contract being withdrawn.

## **Contacts**

### **RPW Online**

Access the RPW Online service via the Government Gateway at [www.gateway.gov.uk](http://www.gateway.gov.uk), or once you have enrolled for the RPW Online service, access it via [www.wales.gov.uk/RPWOnline](http://www.wales.gov.uk/RPWOnline). If you are not yet registered with RPW Online, please refer to the Welsh Government website for the how to register guidance or call the Customer Contact Centre on 0300 062 5004.

### **Enquiries – Customer Contact Centre**

For all enquiries, please contact the [RPW Customer Contact Centre](#)  
Enquiries can be submitted via RPW Online at any time.

### **Access to Welsh Government offices for people with disabilities or special needs**

If you have any special needs which you feel are not met by our facilities contact the Customer Contact Centre on 0300 062 5004. Welsh Government officials will then endeavour to make arrangements to accommodate your requirements.

### **Welsh Government Website**

For all of the latest Agricultural and Rural Affairs information, visit the Welsh Government website. By visiting the website, you can also sign up to receive the Gwlad e-news letter.