

Question Report

| # | Question | Answer |
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| 1 | We run online events for older adults to tackle loneliness and improve health & wellbeing. Could we use this grant to develop the in-person event workflow so our members can meet in person to enhance their mental and physical wellbeing? Does this count as scaling existing products, processes or services? | Scaling is where there is an increase in the numbers/ utilisation. |
| 2 | What % of applications do you expect to pass the first stage and be invited to an interview? | There is no predetermined value, all applications are assessed individually. |
| 3 | We have a strong relationship with an Italian sub-contractor who provide dedicated developer resource. We've used them exclusively for the last year and they have a deep understanding of our tech stack. Would we get marked down for using them in this application as our tech resource? | Innovate UK only contract with the Lead Contractor so we would not mark you down. Sub-contractors, and their delivery of their contribution, are the responsibility of the Lead Contractor |
| 4 | Following a successful award would we be able, with good reason, to change subcontractors for the project? | Yes but no increase in costs allocated to that activity. |
| 5 | Is this UK wide? Can our lead customer be in Wales- we are England based.. | All of UK can apply / participate |
| 6 | Many charities are not VAT registered but do still need to pay VAT on services they purchase - meaning they cannot claim this back. Can you advise how this will work to ensure that charities are not at a disadvantage by having to pay VAT but not being allowed to include this in costing within the SBRI application? | Sub-contracted services or eligible costs that include VAT can be claimed by the lead. Eligible costs and VAT element must be included in the invoice submitted by the lead. Thus, if you are invoiced for activity under the project which includes VAT you will include the total amount incurred in the invoice to IUK. |
| 7 | Hello, will the Slides be shared afterwards ? Thank you | The whole event is being recorded |

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| 8 | Which definition of 'social enterprise' does Innovate UK use? | Please follow this link https://www.ukri.org/councils/esrc/impact-toolkit-for-economic-and-social-sciences/how-to-commercialise-your-research/a-closer-look-at-social-enterprise-and-social-science-research/ |
| 9 | Our solution addresses all 7 needs, do we have to only pin against one of the 7 needs? | You can address 1 or more but the system asks for you to choose the single best fit |
| 10 | As this is pre-commercial procurement, can the customer pay for the product/service during the lifetime of the contract? | In this context I assume your customer is the target population. We are funding 100% of eligible costs to scale your innovation so we would not expect you to derive income from the customer. |
| 11 | What's the definition of a lead customer? As a consumer business, could a lead customer be our paid members, i.e individuals? | A lead customer is the organisation you are working with who provides the customer base for the scaling and adoption of your innovation. It can't be a group of independent users that are not part of the same organisation(s). For example it could be a local authority, NHS, care provider, charity. |
| 12 | With the lead customer, are you looking for customers to be already paying for the product/service in this phase, or preparing to pay after the end of the project? | In this context I assume your customer is the target population. We are funding 100% of eligible costs to scale your innovation so we would not expect you to derive income from the customer. With TRL of 3 -7 the innovation is unlikely to be at a level where there is a willingness to pay. |
| 13 | What can a baseline be based on? | The number of participants/users of the innovation or number of units deployed or similar measurable aspects. |
| 14 | What is meant by lead customer? | See answer to Q11 |
| 15 | Also can you confirm what is meant by TRL? | Technology `Readiness Level https://www.gov.uk/government/news/guidance-on-technology-readiness-levels |

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| 16 | Hello All, Can a company be a limited company with a clear clause in place to protect profits? | Please refer to our definition of a Social Enterprise https://www.ukri.org/councils/esrc/impact-toolkit-for-economic-and-social-sciences/how-to-commercialise-your-research/a-closer-look-at-social-enterprise-and-social-science-research/ |
| 17 | What does a new customer engagement mean exactly? | A new and different customer to your lead customer. |
| 18 | With having to be between 3-7 of TRL - does this mean you are looking for development of some kind of technology or can we apply for a service development and scaling with no technology? | Innovation in products or services is in-scope |
| 19 | When our initiative is based around creating new funding streams for initiatives supporting several of the 7 themes which one do we choose? | You may choose any of the 7 themes but we suggest you choose the one that has the best fit with your proposal. |
| 20 | Where can we re-watch the recording of this presentation? | You will get a link after the event. |
| 21 | Can you please provide a definition of Pre-commercial in this context. Are we talking about pre-revenue too? | This is pre-commercial procurement, which is why there is such a large focus on R&D throughout the programme, as the purpose is to develop solutions to a challenge, thus creating a market and demand, leading on to a formal procurement exercise. |
| 22 | How do you define a customer and what proof do you require? Can a start up apply that has a pilot partner (future customer) who has agreed to be part of a pilot subject to gaining funding? | This programme is aimed at scaling of social ventures - that might help guide the selection of potential customers for the project you are proposing |
| 23 | Can a business that has no turnover as yet still apply? | There is no minimum turnover value. You will be expected to validate cash flow and have a business bank account. |
| 24 | If we had no turnover from last year, are we still eligible, or is there a minimum turnover that is required to apply? | There is no minimum turnover value. You will be expected to validate cash flow and have a business bank account. |
| 25 | Can you clarify the social venture status? | See Q16 |

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| 26 | Hello what are the payment terms in days after submitting an invoice ? Thanks | The Innovation Funding Service Post Award (IFSPA) open on 1st of the month. Invoices take upto 30 days to be processed then payment is made within the next 30 days. |
| 27 | How will the 25% scale increase from the baseline be measured? | The applicant must determine what metrics they will use and how they will measure an increase. |
| 28 | Can you give more details around needing a lead customer in place please? We work closely with the NHS and work with people interesting in building a solution that addresses the themes, but I don't know if they would class as a "lead customer" | The NHS can be a lead customer - see Q11. |
| 29 | what proof do you require that a 'customer' is in place? A letter, for example? | We would expect to see the lead customer as a sub-contractor irrespective of requiring any funding. |
| 30 | Are registered charities eligible as well as other forms of social enterprise? | Yes provided you meet the eligibility criteria. |
| 31 | How does a service demonstrate ip | |
| 32 | Can I clarify how is the money paid out once again please. Is it for each mile stone, monthly, or in full from the start? | Payment is made against milestones achieved / delivered. There may be one or more milestones that are covered by a single payment. |
| 33 | Just to ask Hazel to expand her answer on lead customer, is it enough to be engaging with a lead customer e.g. a Local authority for example through a pilot, but for the LA not to be paying yet? Re payment see q | Please see Q11 and Q28. A local authority can be a lead customer. |
| 34 | We are TR3 but have not traded yet so have no turnover | There is no minimum turnover value. You will be expected to validate cash flow and have a business bank account. |
| 35 | Are R&D costs purely about tech development for you? Would you consider other R&D and testing costs associated with delivery models? | Delivery and service models are in scope. |
| 36 | Does the emphasis on IP not disadvantage services? | There is no disadvantage. |

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| 37 | Hi in our case we have had innovation funding to reach pilot but wouldn't be at Mainstream commissioning level. The innovation is also now being separated into its own new entity so is in effect now pre-revenue, though probably at TR5 | I'm not sure there's a question here. |
| 38 | going back to "lead customer", we are collaborating with NHS looking at issues relating to ageing but they are not a paying customer of a service of ours yet. We would look to use this budget (if succesful) on developing the solution | See Q28 |
| 39 | Our organisation has been impacted by Covid which has effected our accounts for the past couple of years, what is the due diligence re finance would a loss year impact | We receive applications that have had the same impact through covid. Please answer the applications questions and provide as much information as possible. If we need further information we will get in touch. |
| 40 | Where can I get information on TRL leves 3 to 7? | See Q15 |