

Summary of 2020 feedback received on the Blaggrave Trust From partners and applicants

We ask for feedback at four key points in the grants lifecycle:

1. Rejection
2. Grant agreement
3. Mid way
4. Conclusion

FOLLOWING REJECTION

How satisfied were you with the explanation you were given by the Blaggrave Trust for their decision?

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **8 out of 10** (2019: 7 out of 10) Based on 19 responses

Here are the reasons given by applicants for their score (optional)

- I understood the trust's reasons for not taking our application further.
- It was a lovely warm note explaining how we didn't meet the criteria. I was grateful for the feedback – thank you
- It was clear as to the priorities and respectful of the work we had put into the bid.
- Although we weren't granted any funds, it was clear that you take the time to read thoroughly each application. Feedback was detailed and very reasonable!
- It is rare to get feedback at all so having a personal response and explanation was not only helpful but still made our efforts feel appreciated, even if we did not have a good fit. It means we can better assess whether we are a potential fit in future rather than blindly sending out repeat applications in vague hope.
- We made an enquiry only, being aware that it was likely we are out of the geographical area, which was confirmed through a generously worded e-mail.
- The response was clear, detailed, warm and personal. Tessa was really generous with her response and it was really appreciated! Thank you.
- we were told that Blaggrave are only funding existing organisations and that this will not change even after the covid-19 outbreak has subsided-why

waste people's time applying if you have no intention of funding them as you advertise on Funding portals?

- The reason for the Trustees decision was clearly explained and we greatly appreciated this as not all trusts provide this information. However we were informed that due to our status as a national charity we were ineligible to apply. This criteria was not clearly reflected in the Trust's website.
- Quite happy with the explanation, just did not realise that we are too small a charity for you.
- The response was clear however there were some assumptions made based on an application submitted two years ago
- Staff answered query fully and clearly. Unfortunately we are not able to pursue a partnership with the Trust in light of its preferences/criteria. Grateful for the information nevertheless.

AFTER AGREEMENT OF GRANT

- The relational support and the ongoing conversation with the Regional Partnerships Manager was really valuable and I hope continues.
- Tessa was very supportive in our application during the whole process.
- It's always a pleasure to work with The Blaggrave Trust. I feel that they are a funder who genuinely understands how charities operate and so make the process of application and partnership really easy. Tessa is very helpful to work with and takes such a genuine interest in our work. It's really encouraging for all of our staff and we were absolutely delighted to receive notice of this funding and of The Blaggrave Trusts support for a further 3 years.
- Tessa was exceptional with the help, guidance, and support to enable us to do a successful application.
- As always, The Blaggrave Trust has been exceptionally supportive of Team Domenica's work. Tessa has gone above and beyond to understand our position during the Covid-19 crisis and to involve us in the work that the Trust is doing to connect its partners during this time - very valuable when sharing practise feels even more important than ever! Thank you very much!
- The application process was easy to understand and quite light touch, and Phillipa was really helpful at all stages of our application
- We were really delighted with the support we received from Blaggrave to help us in this current crisis. It's been a very stressful time, for both staff and

the 10,000 vulnerable young people we support across Sussex and Surrey. Your financial support has been really crucial to us and in addition, the knowledge that Blaggrave have supported us has bolstered staff moral immensely. Tessa is wonderful to work with, she understands our needs and our organisation and we hope to work with her / you for many years to come. Thank you from all of us at YMCA Dlg.

- Really enjoyed working with Blaggrave and both Clare and I really respect all of the effort the team are putting into support youth organisations during Covid.
- The flexibility and open process was easy to navigate

MID WAY THROUGH OUR GRANT AGREEMENT

Partners were asked to rank their agreement with a series of statements on a 1 – 10 scale:

The reporting requirements of the Blaggrave Trust are easy to understand and comply with.

Average response received was **9 out of 10** (3 responses). Unchanged from 2018.

The Blaggrave Trust gives us useful comments about the reports we send them.

Average response **9 out of 10**. Unchanged.

What two things would you most like the Blaggrave Trust to do to improve its monitoring and reporting in the future?

Top 2 answers, chosen from a list.

- Share lessons and experiences among organisations working on similar issues
- Help us to monitor and report on ways that are useful for us and the people we are helping

The first (and by far the most popular) response is unchanged from 2018 and 2019 but the second is different; perhaps due to corona, partners want to approach their learning in different ways.

Explanatory comments by partners:

- Core funding is very much appreciated, as it enables us to fund the areas of our work most in need.

- We appreciate the flexible and practical approach to reporting that the Blaggrave Trust take; Tessa is always responsive and takes real interest in our work.
- I think it's fabulous that partners are able to report on progress in the format of their choosing. Rigid monitoring forms are not very inspiring (2) Great that you acknowledge reports. I'd estimate that over 70% of our funders don't do this. Most non-profits don't expect comments on their report but would like acknowledgement (3) It's good to understand what, specifically, the information is being used for. More motivating to complete reports if know their purpose, particularly information provided will help the wider sector

END OF GRANT SURVEY

Partners were asked to rank their agreement with this statement on a 1 – 10 scale with the following statements:

The Blaggrave Trust's reporting requirements are simple and easy to comply with

Average response received was **9 out of 10** (4 responses) 2019: 8 out of 10.

How well does the Blaggrave Trust understand your intended beneficiaries' needs?

Average response received was **9 out of 10** (4 responses) 2019: 8 out of 10.

We understand what the Blaggrave Trust does with the information we provide

Average response was **7 out of 10** (3 responses) 2019: 8 out of 10.

The Blaggrave Trust explained when it expected to stop working with us

Average response was **8 out of 10** (4 responses) 2019: 7 out of 10.

Blaggrave Trust staff are respectful, helpful and capable

Average response was **10 out of 10** (4 responses). 2019: 10 out of 10.

The Blaggrave Trust does not make excessive demands on our time to support their work

Average response was **9 out of 10** (4 responses). 2019: 8 out of 10.

How likely is it that you would recommend the Blaggrave Trust as a funder to another charity?

Average response was **10 out of 10** (4 responses). 2019: 10 out of 10.

Some explanatory comments given by charities:

- Blaggrave is an ideal funder – a good understanding of the youth sector, willing to get involved in understanding our charity's plans, and leading our thinking through its network events. We'd like to have been more involved than we were. Not to mention, that core funding is crucial to a small charity's survival!
- I have been in the charity sector for around 20 years and I can honestly say they are the best funder I have ever worked with. they are happy to have reports in any format so I don't have to keep re-writing things. They appear to really care about the client groups and I feel they value my experience and views. They also encourage networking across the projects they fund and offer opportunities to share and learn together.
- Q4. We were aware that the grant was for a fixed period of time but it was unclear whether we would be able to apply for further funding. Other charities we work with have been able to do this but I don't think was an option for us. We are still linked into the partners network which is great. If we are able to apply for future funding it would be really good to know. We are incredibly grateful for the support we have and continue to receive.
- Thank you so very much for your support which enabled The Source Young People's Charity to rebuild after a very challenging time.