

Summary of 2021 feedback received on the Blaggrave Trust from partners and applicants

We ask for feedback at four key stages in the grant-making journey in addition we received feedback on the wellbeing grant we introduced at the end of the year. This document includes

- **The End of the Grant Survey**
- **Monitoring the Grant Survey**
- **The Grant Offer Agreement Survey**
- **Rejected Outline Proposal Survey**

*In 2021, the number of partners completing the survey was lower than in previous years, the end of grant survey received **4 responses**, the monitoring grant survey received **5 responses**, the grant offer agreement survey received **26 responses** and finally the outline proposal survey received **13 responses**. As a result of the low response rate, we are introducing a new structure in 2022 to send our feedback surveys more consistently and regularly.*

We have done a four-year comparison to reflect on the data and see where we have and can improve, and since 2018 the questions remain unchanged.

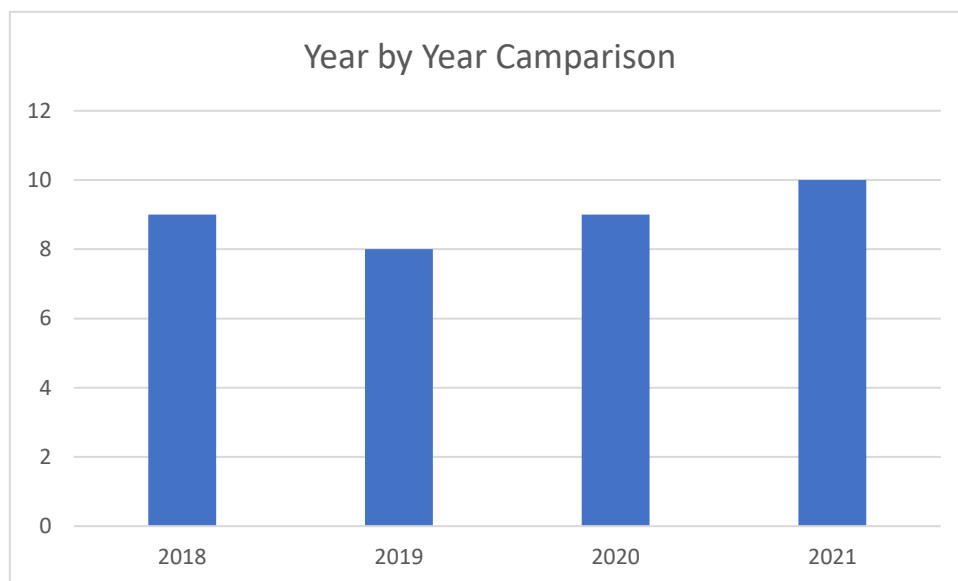
We were delighted that the feedback was overall very positive about our way of working. One thing stood out: partners consistently ask us to do more to share lessons and experiences among organisations working on similar issues. In response to this we are planning to spend more time this year convening and connecting partners and have built in time and resources to do this into our strategic business plan.

END OF GRANT SURVEY

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

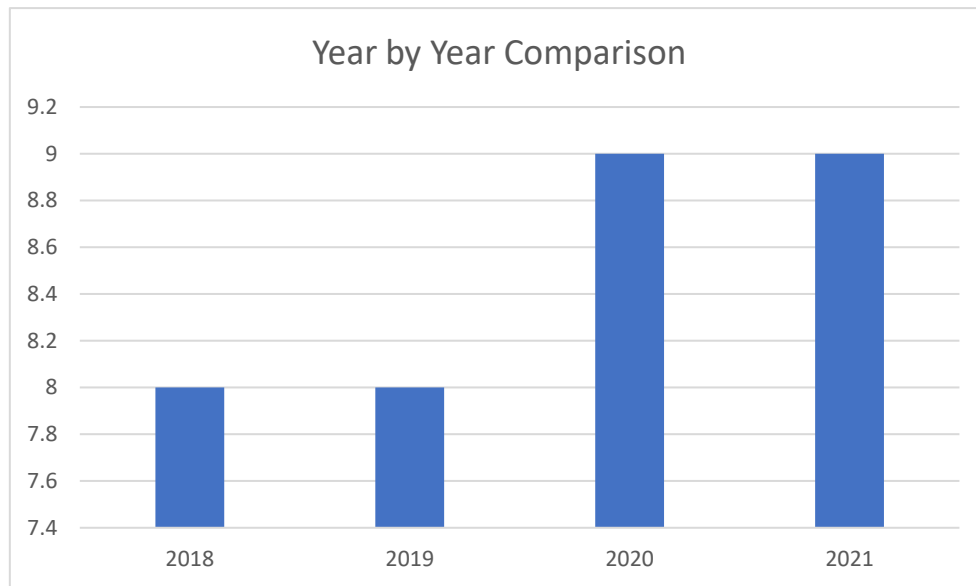
Q1. The Blaggrave Trust's reporting requirements are simple and easy to comply with

Average response received was **10 out of 10** (4 responses)



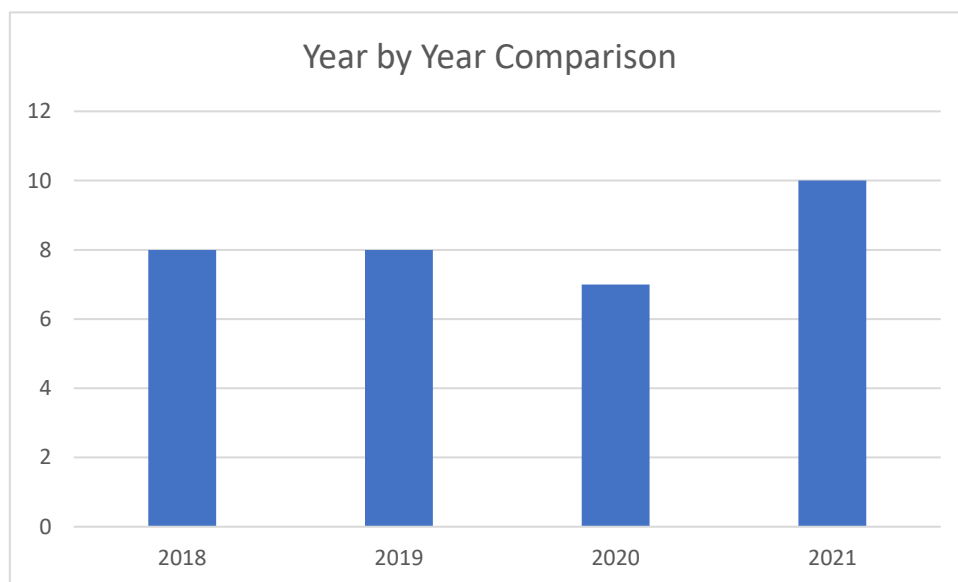
Q2. How well does the Blaggrave Trust understand your intended beneficiaries' needs?

Average response received was **9 out of 10** (4 responses)



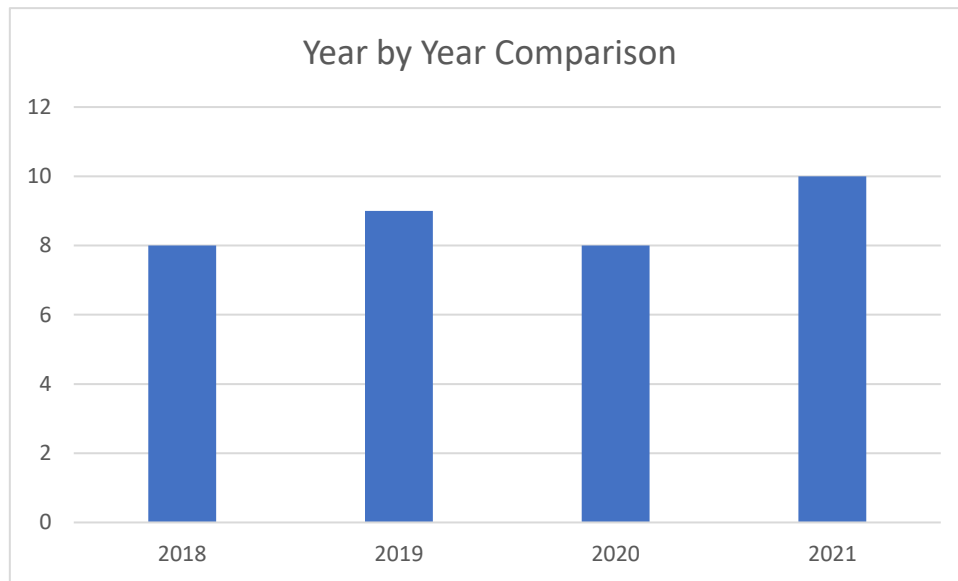
Q3. We understand what the Blaggrave Trust does with the information we provide

Average response was **10 out of 10** (4 responses)



Q4. The Blaggrave Trust explained when it expected to stop working with us

Average response was **10 out of 10** (4 responses)

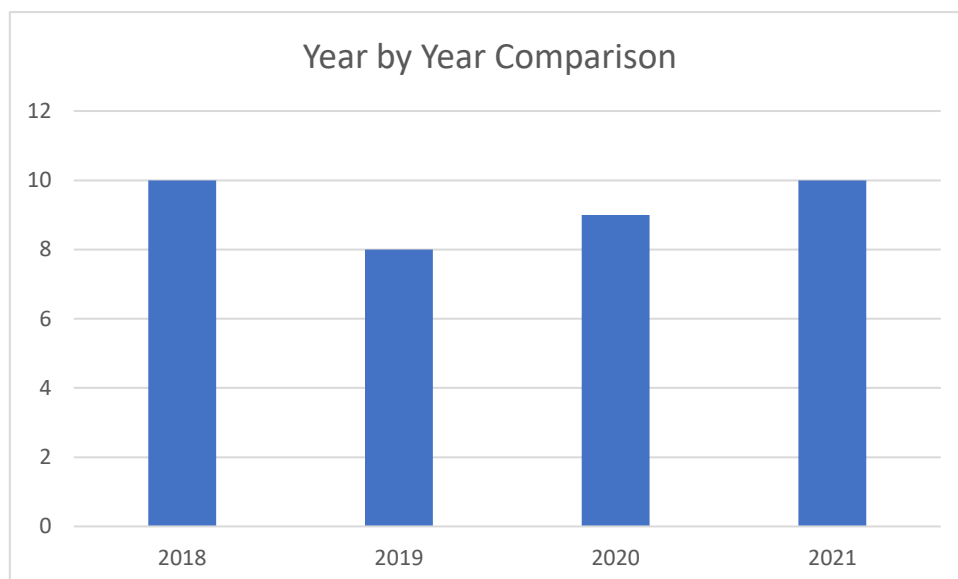


Q5. Blaggrave Trust staff are respectful, helpful and capable

Average response was **10 out of 10** (4 responses). Unchanged since 2018.

Q6. The Blaggrave Trust does not make excessive demands on our time to support their work

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



Q7. 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). In 2018 we received 9 out of 10, in 2019 and 2020 we received 10 out of 10 which remains unchanged.

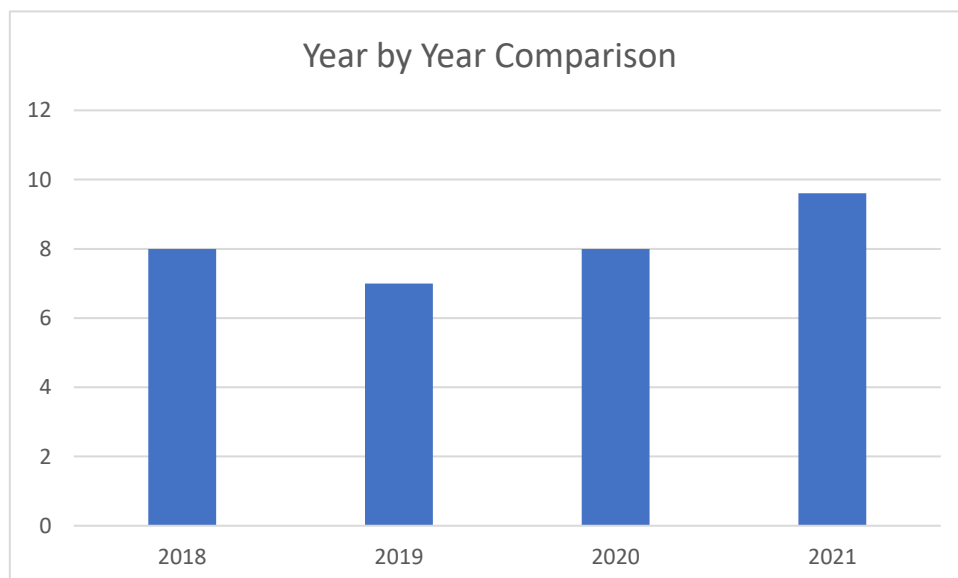
Explanatory comments given by partners can be found in [Appendix A](#)

MONITORING OUR GRANT AGREEMENT

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

Q1. The reporting requirements of the Blaggrave Trust are easy to understand and comply with

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **9.6 out of 10** based on 5 responses.



Q2. The Blaggrave Trust gives us useful comments about the reports we send them.

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **9.2 out of 10** based on 5 responses. Unchanged since 2018.

Q3. What two things would you most like the Blaggrave Trust to do to improve its monitoring and reporting in the future?

Top 3 answers, chosen from a list. The last 2 answers are joint second.

- Share lessons and experiences among organisations working on similar issues
- Respond and discuss our reports with us
- Involve us in deciding how to monitor and report progress

The first (and by far the most popular) response is unchanged from 2018 but the last 2 joint answers are different this year.

Explanatory comments by partners: can be found in [Appendix B](#)

GRANT OFFER AGREEMENT

Q1. The application form was easy to use and proportional to the grant?

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **9.3 out of 10** based on 26 responses. Unchanged since 2018.

Q2. The amount of funding is well matched to our needs

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **9.2 out of 10** based on 26 responses. Unchanged since 2018.

Q3. The length of funding is well matched to our needs

Applicants were asked to rank their satisfaction 1 – 10. Average response received was **8.8 out of 10** based on 26 responses. Unchanged since 2018.

Q4. The Blaggrave Trust gave us enough support to help us finalise the agreement

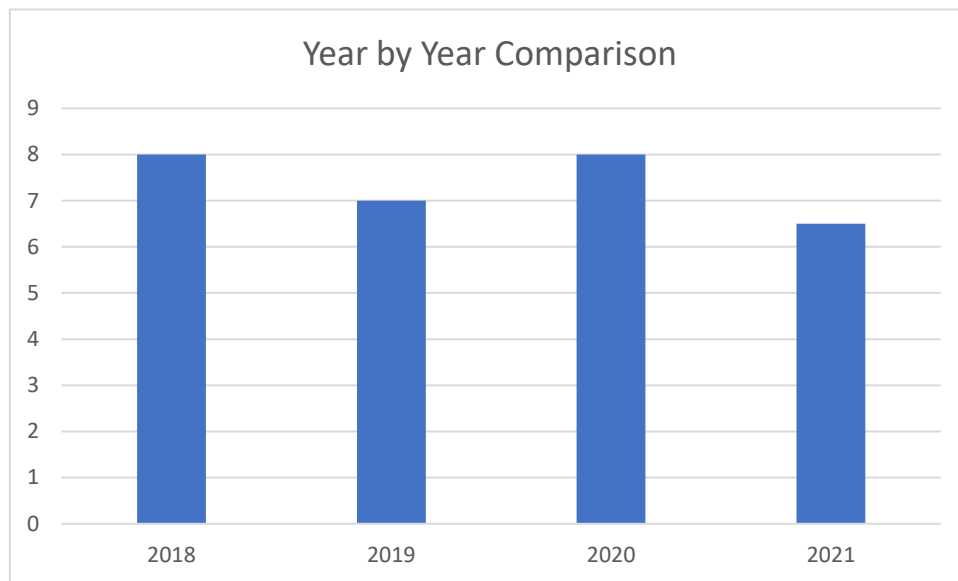
Applicants were asked to rank their satisfaction 1 – 10. Average response received was **9.8 out of 10** based on 26 responses. Unchanged since 2018.

Explanatory comments given by partners can be found in [Appendix C](#)

OUTLINE PROPOSAL

Q1. 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 **6.5 out of 10** based on 13 responses. This has fallen since 2020, but numbers are small, so it is hard to draw clear messages from this.



Explanatory comments given by partners can be found in [Appendix D](#)

WELLBEING GRANT

At Blaggrave Trust we recognized how challenging the year has been for the charity sector, so we wanted to thank our partners for all their hard work in the run up to the festive season. At Christmas 2021, we offered a small grant of £400 to support the staff, trustees, and volunteers' wellbeing. This grant was proposed by staff and trustees at Blaggrave as a small token of our thanks and appreciation for all the hard work our partners are doing for young people during these challenging times.

Explanatory comments given by partners can be found in [Appendix E](#)

SUMMARY

At Blaggrave, we have critically assessed the feedback received from the four key grant making surveys in 2021. The team discussed the feedback on how we can learn and improve for the years ahead.

Blaggrave Trust's philosophy of being transparent, trusting, and adaptive has really shown in the feedback this year; many of our partners feel supported, collaborative discussions, simple flexible application approach and transparent about consulting with young people.

One point that our partners would like Blaggrave Trust to do more of is to share lessons and experiences between partners and this feedback has been consistent since 2018. To address this, Blaggrave have relaunched a brand-new website with more clear and detailed information about our partners. A lot of our learning and experiences will be published and can be found on our website through our blog and learning tabs. This feedback has informed our strategic goal to offer more collaboration opportunities through convening, networking, and individual connections.

The biggest improvement we would like to make for 2022 is to increase our feedback response to 40%. We'll like to see the impact of the website relaunch and to monitor the surveys more consistently and regularly.

Overall, Blaggrave is committed to consistently adapting our work and evolving in response to what we learn.

APPENDIX

Appendix A

- I love working with Blaggrave, it is an absolute joy. There is really nothing negative I can say. great experience.

Appendix B

- Monitoring and reporting is a very individual process for each organisation. We have tried and tested many structures and have eventually come up with what we think suits us best. But this process may not suit another organisation. Hope this makes sense! :)
- Blaggrave have one of the best and most flexible monitoring and reporting processes we have ever come across. Being able to submit data, evidence etc in an existing format (rather than in a 'trust specific' way) is so helpful. We ticked the visit us more often box, not because you don't visit enough but because being able to have a face to face relationship with funders is one of the things we most highly value. We really appreciated this especially in pre-application stages and more face to face contact could only really be a good thing! On a similar note, in ticking 'respond and discuss our reports' we're not saying that you don't respond... You do and in quite a comprehensive way however we'll always welcome more opportunities for discussion
- 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.
- Core funding is very much appreciated, as it enables us to fund the areas of our work most in need.

Appendix C

- We feel very supported by the Blaggrave Trust and we love the fact that young people were consulted in the decision making process.
- Blaggrave Trust was very helpful in keeping in touch with us to let us know what stage in the process they were at and also with speaking to us about how to help our organization grow in the right way.
- Tessa is always extremely helpful - Thank you
- so good to know it involved young people in the decision process
- We are forever grateful for the continued support we receive from the Blaggrave Trust.
- 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.
- We found the application process very easy and a refreshing change to some. We were late to find out about the grant and completed the application in just a few days. The forms made this easy to do.
- The process and levels of support were excellent. For us, the timescales are a little restrictive but we were well aware of them when applying so will work to them. if we could have started in January and run for 6 months it may have given us a little bit more preparation time.
- The application process felt collaborative and the discussions facilitated good thinking and progress around key ideas. We find the Blaggrave Trust team to be very supportive and great to work with!

- From making the initial contact the whole process was very easy. The support from Tessa the Regional Partnerships Manager was excellent. As a small local Charity, the grant will make a huge difference to what we want to achieve.
- The process of applying for and being awarded funding from Blaggrave was completely distinct to any other we have come across before as an organisation, and refreshingly two-way. We felt that over the course of 1-2 years of ongoing conversations with Tessa, we really got to know Blaggrave, and that a conscious effort was being made by Blaggrave to really understand our services and ways of working.
- Staff capacity is often the limiting factor for developing new or existing work. The maximum grant per year doesn't cover a full-time staff member so does limit what can be done/is difficult for organisations who can't commit to matching the funding.
- Overall we have found working with the Blaggrave Trust to be incredibly empowering and it really has supported us to grow and develop our listening work
- Overall, we were impressed by the application process, both in terms of your deep focus on organisational learning and in light of the practical and straightforward application form. We felt really well supported throughout the application process and had the opportunity to ask questions and receive timely advice.

Appendix D

- We never got passed the emailing for advice stage but were told that our work did not really fit with Blaggrave
- The reason given for us being unsuccessful was clear, however we feel that we do offer the criteria set out but we also offer our services to people outside the criteria too.
- 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.

- I was impressed that Tessa offered individual feedback unprompted. This is not always the case with potential funders. I would have liked a little more detail, but understand the overall reasoning and we're grateful for your response.
- The feedback was clear, helpful and appreciated - thank you. We appreciate the desire that our application be led by young people, that is certainly our desire as well. The difficulty is that in order to gather young people from across our community, from different schools and representative of different organisations takes resources (mainly: a coordinator role) that are currently unavailable to us. There is a concrete plan to increase youth voice across the city including an exciting new partnership of organisations but currently no capacity to carry out such an initiative. It would be a great benefit to young people in our community if there was funding available to launch a large scale youth voice project. We all each have our own individual ways of doing this within our organisations but to join these together takes resources currently unavailable. We really appreciate you considering our application and hope that this feedback is helpful.
- Although I am an experienced bid writer. I was not clear only youth led bids will be successful. Perhaps it should be the first thing you say.
- We support long term, relationship based work with young people who are not otherwise well supported, and who are facing significant barriers in their lives. We are supporting Teenagers and Young adults with cancer, this is a more than significant barrier and I don't understand why we are rejected.
- The explanation was clear, but a bit surprising. I made an initial enquiry to check eligibility but was not told then that we would not be considered due to our annual income. Your commitments and general processes seem great.
- Would have been nice to have the chance to discuss any concerns about our approach.
- Tessa was brilliant - while we were ultimately unsuccessful, her feedback and advice regarding other funds that might be

appropriate were so useful, and very much appreciated. This level of support is excellent, going above and beyond what was expected, and should be highlighted as best practice in the sector. Well done and thank you Tessa!

Appendix E

- This is a very kind and welcome gesture. Thank you so much!
- We would want to utilise this grant to pay for our staff Xmas meal and to contribute to the cost of our Team First Aid training which is booked for January 2022. Alternatively, the team did have a short mindfulness session in November and it was very well received by the staff, Trustee's and volunteers, so we could ask for another session in January.
- This is such an amazing gesture and one that I know our staff will really appreciate. Thank you for looking out for us and our well-being; this grant will be put to really good use.
- Thank you so much for this kind offer. Last year we were unable to meet in person for our annual winter meal, so this will absolutely go towards ensuring this. Thanks again.
- This is such a wonderful gesture from Blaggrave! You are a truly supportive and amazing organisation. Thank from all of us at XXX
- This is lovely! Thanks for your support :) 🎄
- Thank you, this is so timely! Warm wishes from us to you
- This is a really great initiative, thank you Blaggrave Trust. We recently had our all staff survey and we can see that this year has been so tough for so many people and investing in their wellbeing is really important. Best Wishes
- Blaggrave Trust has been a fantastic partner with helping XXX find a trustee, keeping in touch, giving regular updates. It is nice to know that if we need anything we can reach out to Tessa and she will go out of her way to help out. Thank you!
- This is a fantastic initiative at the right time! Our team has been looking at a number of ways to better support our staff's wellbeing

and are looking at helplines, staff packages, additional access to supervision/coaching. We haven't taken a definite decision yet, but this will absolutely support our process and also take some concerns around resources off. Thank you!

- I think this is a really lovely gesture and has made me feel really good about the world Lovin your work Blaggrave!
- Thank you! This will be very useful to put towards staff wellbeing. A very thoughtful and unusual scheme :)
- This is an amazing offer and very timely. We will ensure we ask staff & volunteers for suggestions and then implement a wellbeing activity with this funding.
- Thank you for this kind gesture. It is very much appreciated.
- Thank you so much we will all go out for a Christmas meal.
- We are hugely appreciative of the Trust's decision to offer this support to XXX- especially after what has been an unusually challenging year year for the charity. Thank you very much.
- What a lovely surprise gesture from everybody at Blaggrave, especially after a difficult year for all.
- Thank you so much for this thoughtful gift - this will mean a lot to the team.
- Thank you so much - this was very unexpected and very much appreciated!! :-)
- What a lovely idea! I know just how to spend it already.
- Just to say thank you for such a thoughtful gesture.
- Thank you so much for offering this grant, it is much appreciated by all of us at XXX
- Such a lovely surprise donation :) Thank you! From all of us at XXX
- Gosh, this is really fantastic and has come just at the perfect time. Thank you so much! I will consult with our staff and volunteers to find the best use of the grant. Happy Christmas to you and all of the amazing Blaggrave Trust!
- We at XXX are absolutely delighted to have received the well-being grant offer email from Blaggrave! It's really kind of the foundation to offer this fund to benefit the health and well-being of our staff, volunteers and trustees! I would just personally like to say thankyou so much for thinking about the well-being of our staff, it has been an

absolute pleasure being an organisation partner this year and I am looking forward to our future partnership work. Merry Christmas from everyone at

- This is such a wonderful idea. What a considerate thing to do! Thank you!
- Your email and offer has really touched me and my colleagues. This is such a kind and timely gesture, thank you so much Blaggrave! We have all worked so hard and it has been such a difficult year as you say, to have this recognised and appreciated by one of our funding partners means so much. We have never had the luxury of a wellbeing grant before so we will think very carefully about how it will be spent. On behalf of our trustees, volunteers and staff I would like to say a very big THANK YOU!
- We are absolutely delighted with the offer and especially just before the festive/new year break! The team were so taken aback with your kindness, thank you for thinking about us and the work we do. We will be sharing the decision across the team as to how it is spent Thank you so much
- To bring people together for an evening event, and provide every staff, and volunteer, with a wellbeing gift.
- THANK YOU!
- Thank you, this is a well timed and very gratefully received fund
- We appreciate The Blaggrave Trust for using these funds to support staff wellbeing.
- We really appreciate your continual support of No Limits. We are going to consult with the staff around what they think they'd get the most value from but our initial thoughts are team building/treats to acknowledge their dedication and commitment to young people through another hard year but also maybe some training they have requested.
- This is very welcome in these difficult times. Much appreciated !
- On behalf of my team and me, we would like to say thank you for such kind gesture. This has really made us feel valued in the work we do with supporting our young people. We like to wish you all a very happy Christmas.
- Thank you so much for recognising how needed this is!

- A huge thank you from the volunteers and staff at HFS for the very kind gesture.
- Such a kind offer - after such a tough year - thank you!
- This is a wonderful idea and we're so excited to have this grant!
- Thank you for your kindness and merry Christmas!
- Thanks for this! It is a really lovely thought. Wish all funders were like BT!
- what a great idea this is. Our young workers and volunteers will be delighted, thank you
- Thank you so much for this opportunity, it is very much welcomed and needed! The past few years have been challenging for all, regardless of circumstance. We will work with the team to decide how best we can use this grant to support wellbeing going forward into 2022.
- It's a very kind offer, many thanks.
- Thank you! Merry Christmas!
- We are so grateful to have the support of such a caring funder - we're blown away by this kindness. Our plan is to put this funding towards an affordable Employee Assistance Programme, offering free counselling, legal advice, health portals and medical information lines, critical incident advice and support, manager support and counselling. We were seriously considering this before, but your offer has prompted us to commit.
- Thank you so much from our team at XXX. This is very thoughtful and generous. We shall certainly put this to good use in bringing everyone together to celebrate and reflect on the amazing work the team have achieved over the last year.
- Thank you so much - that's a really kind offer and our staff really value this and are excited.
- Dear Belgrave Trust I would like to thank you for taking time out to recognise our work like many youths and playworkers up and down the country, our team have tirelessly worked through this pandemic and this gesture is very kind. Every penny will go towards the team and again thank you for the recognition.
- Thank you for your recognition of a challenging year.

- Thank you so much, this is very generous and definitely a need in our organisation at the moment, particularly with the new government guidance.
- This will help us so much! Thank you
- This is a very kind and generous offer which we know our team will greatly appreciate. Thank you!
- This is fantastic news and will definitely help with our own efforts to support staff well-being.
- Thank you so much for this! It's a really lovely gesture and very much appreciated.
- Thank you so much for your continued support!
- This is incredibly generous and so gratefully received; our staff team has had an incredibly difficult few years with Covid and as a health and social care provider working with some of the most marginalised families in our City, the work is hard at the best of times. We really appreciate the support of Blaggrave. Thank you.
- We would put this money towards renewing our Investing in Volunteers award to reflect the great work we do and how our volunteers have supported our young people's mental health before, during and throughout the pandemic,
- We would put this money towards renewing our Investing in Volunteers award to reflect the great work we do and how our volunteers have supported our young people's mental health before, during and throughout the pandemic
- Thank you so much for this kind offer of support - it is much appreciated.
- Thank you for this generous donation towards the wellbeing of our colleagues. We appreciate that you recognise the value of supporting colleagues as a means to ensuring the positive impact on young people.
- Many thanks.
- We will use this as part of our membership to Investors in Volunteers. Achieving the standard shows our volunteers how much they are valued and gives them confidence in our ability to provide an outstanding volunteer experience.
- Thank you so much. We'll use this to good effect to support the team.

- This is such a wonderful idea, thank you! I plan to put it to our team as to how it is spent... in keeping with XXXs horizontal way of working. Whether that is on training or a team away day for example. A lovely way to say thank you to our hard working and committed team. Kind regards