

Blagrove.

Blagrove Trust Feedback 2024



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Survey responses

Surveys sent out in 2024

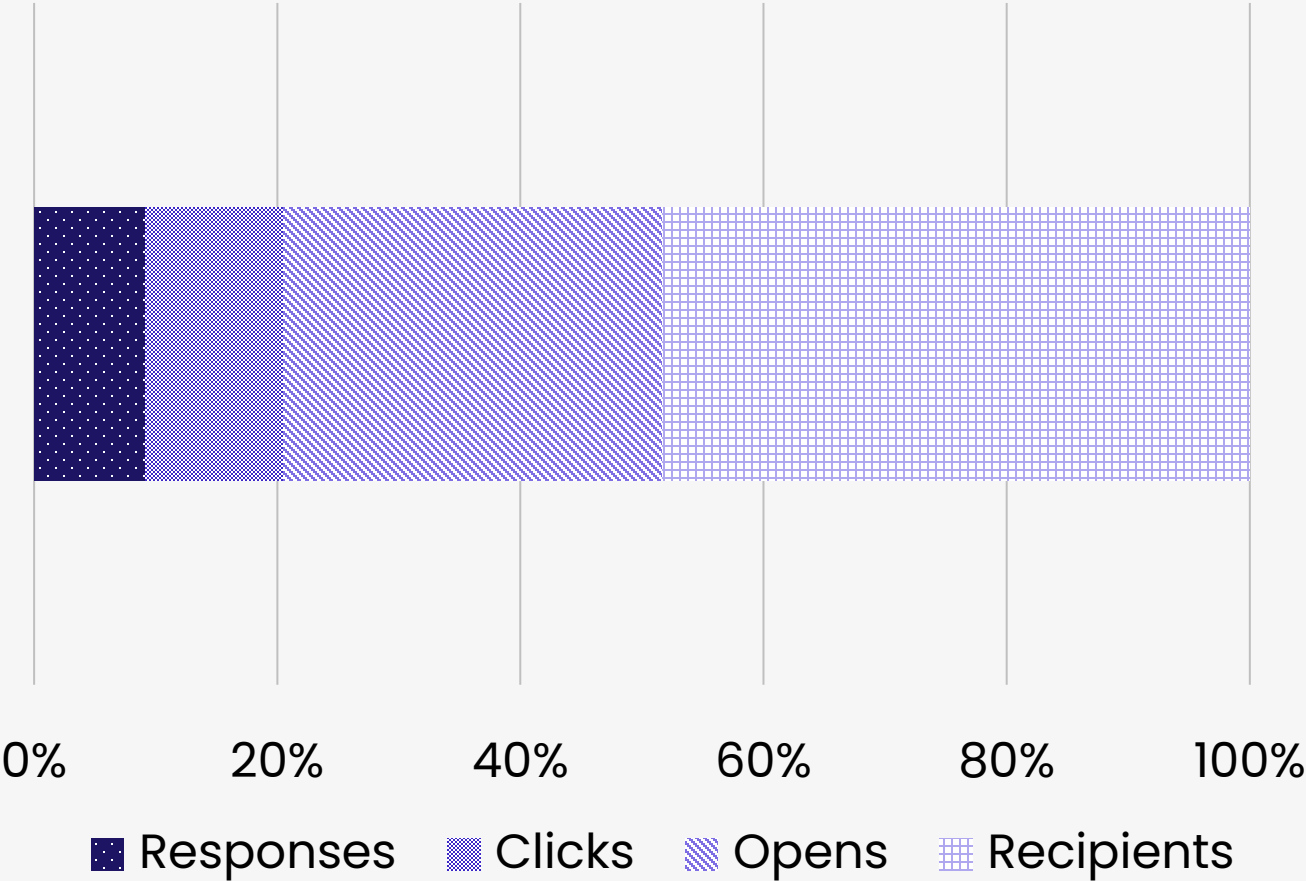
We ask for feedback at four key stages in the grant-making process. To do this, we send out a request for the completion of an anonymous online survey. At the end of each year, we review our processes in light of the feedback received.

The five types of surveys sent out in 2024:

1. Outline proposal survey
2. Full application survey
3. Grant agreement survey
4. Grant monitoring survey
5. End of grant survey

Survey type	Stage of grant-making process
Outline proposal survey	Sent to applicants whose first stage applications for funding were unsuccessful.
Full application survey	Sent to applicants whose second stage applications for funding were unsuccessful.
Grant agreement survey	Sent to partners after a grant offer has been made and accepted.
Grant monitoring survey	Sent to partners mid-way through a three-year funding relationship.
End of grant survey	Sent to partners at the conclusion of a three-year funding relationship.

Survey response rate



19% of people who were sent a feedback survey in 2024 responded (compared to 42% in 2023).

41% of surveys in 2024 were sent to rejected applicants (compared to 53% in 2023), which likely contributed to a lower response rate. Surveys were also not sent monthly, and delays between rejection and survey delivery may have further reduced feedback.

Survey response rate by survey type

The **highest response rate** for feedback surveys in 2024 were end of grant surveys with a **37%** response rate. The **lowest response rate** were full assessment surveys with a **6%** response rate. Outline proposal surveys followed closely with a **7%** response rate.



From highest to
lowest response rate
for 2024

Survey type	Response rate 2024	Response rate 2023
End of grant	37%	75%
Grant agreement	27%	46%
Grant monitoring	20%	54%
Outline proposal	7%	31%
Full assessment	6%	N/A

3 times as
many surveys
were sent out
in 2024
compared to
2023

Summary of findings

Things to Keep in Mind

- Last year's surveys were rated on a scale of 1 to 10. To facilitate comparison with the 2023 results, the 2023 scores have been adjusted by halving them, aligning them with this year's scale.
- Full application surveys were created in 2024. There is no comparison data for this survey.
- The number of respondents to feedback surveys are quite small. Outliers to a general trend can distort the average score for questions.
- The average time it took to fill out an application and the number of respondents for each survey are represented by these icons:  

What worked well

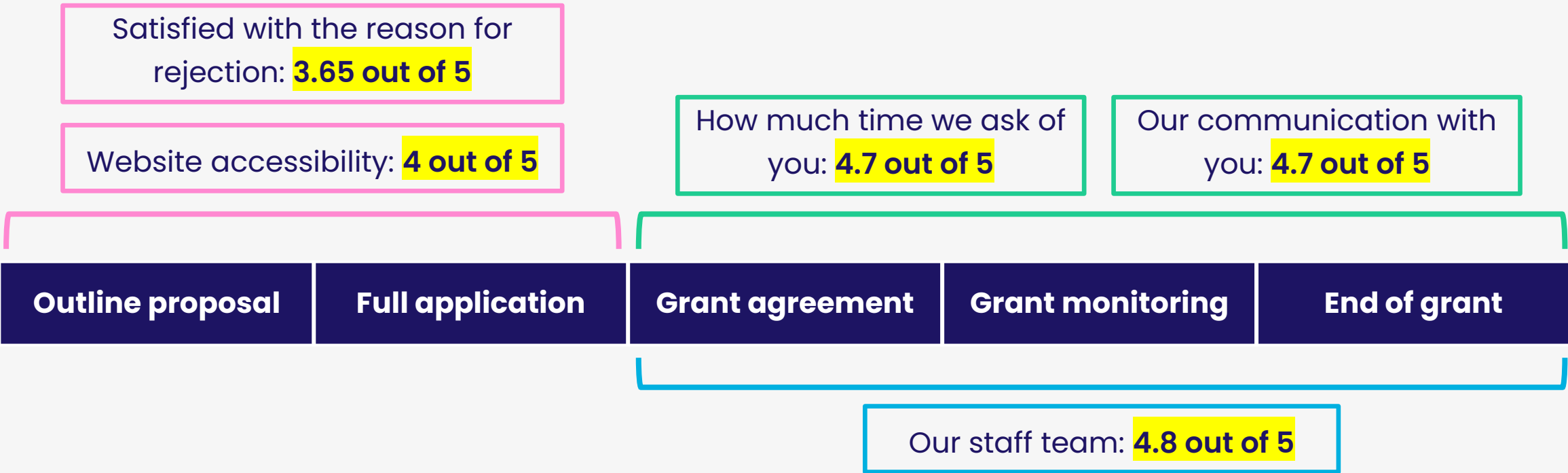
- Consistently **high customer feedback**, particularly around the grant manager relationship. The average score for our staff team across surveys was **4.8 out of 5**.
- Consistently high **appreciation of clarity of feedback at rejection stage**
- High **appreciation of our support offer** – as we support more youth led groups, the nature of the support that groups want is changing with more requesting introduction to other funders and more pro bono support.
- Feedback surveys are anonymous, but **respondents had the option** to leave their details if they wished **to have a conversation about their feedback**. This supported the understanding of partners' feedback and how Blagrove can improve its practice.

Areas for improvement

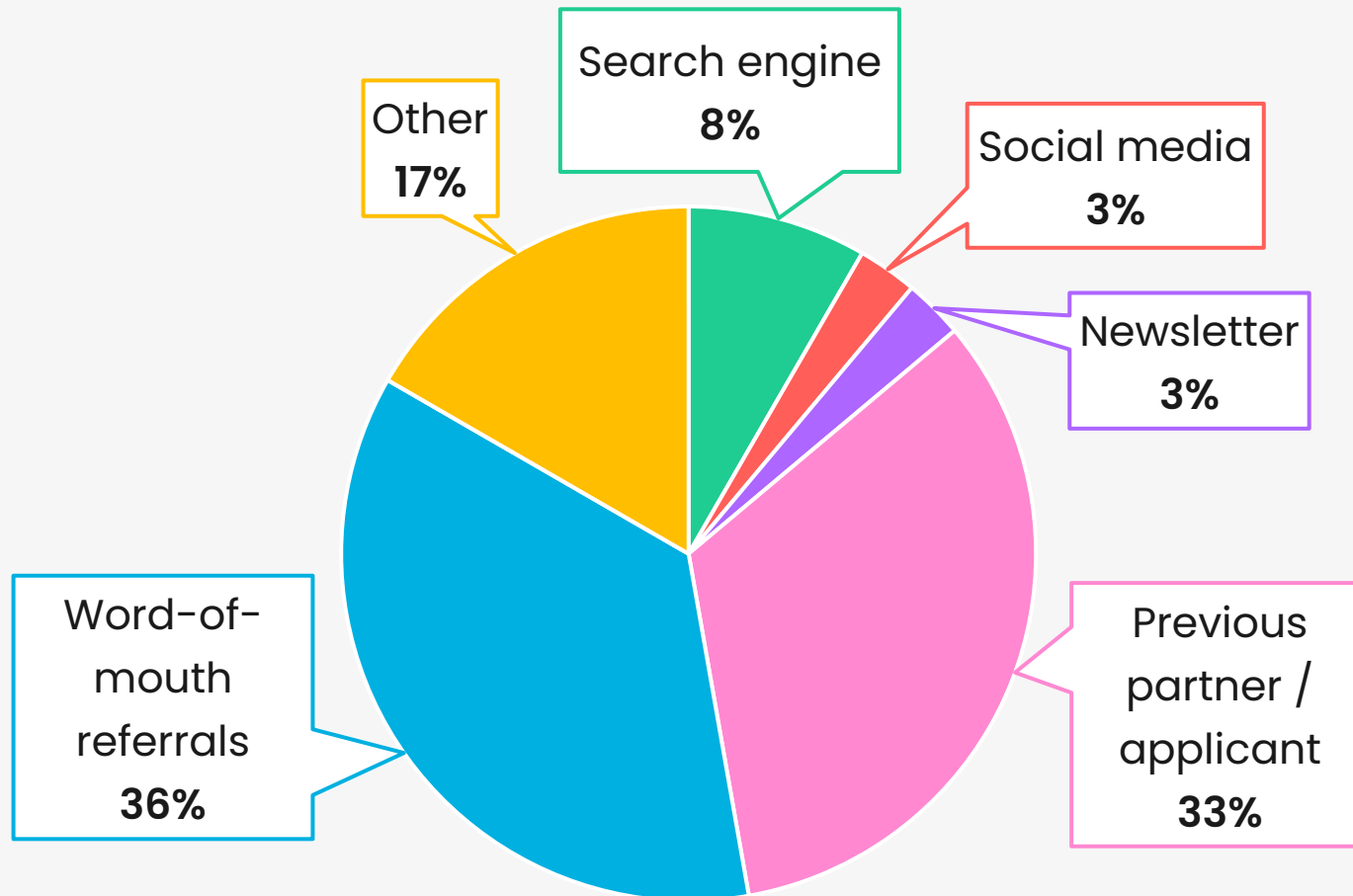
- Partners appreciated the light touch first stage proposals but some experienced a **lack of clarity over what would be expected at the second stage of application**, particularly around safeguarding due diligence.
- Greater thought needs to be given to **grant manager handovers** to lessen the impact on partners.
- **Shifts in funding priorities** are understandable but partners appreciate as much notice as possible.

Metrics across surveys

There is overlap with questions asked in different surveys. Below are the average scores for these questions which are same across more than 1 survey (on a scale of 1 to 5).



Metrics across surveys – How respondents have heard of Blaggrave's funding



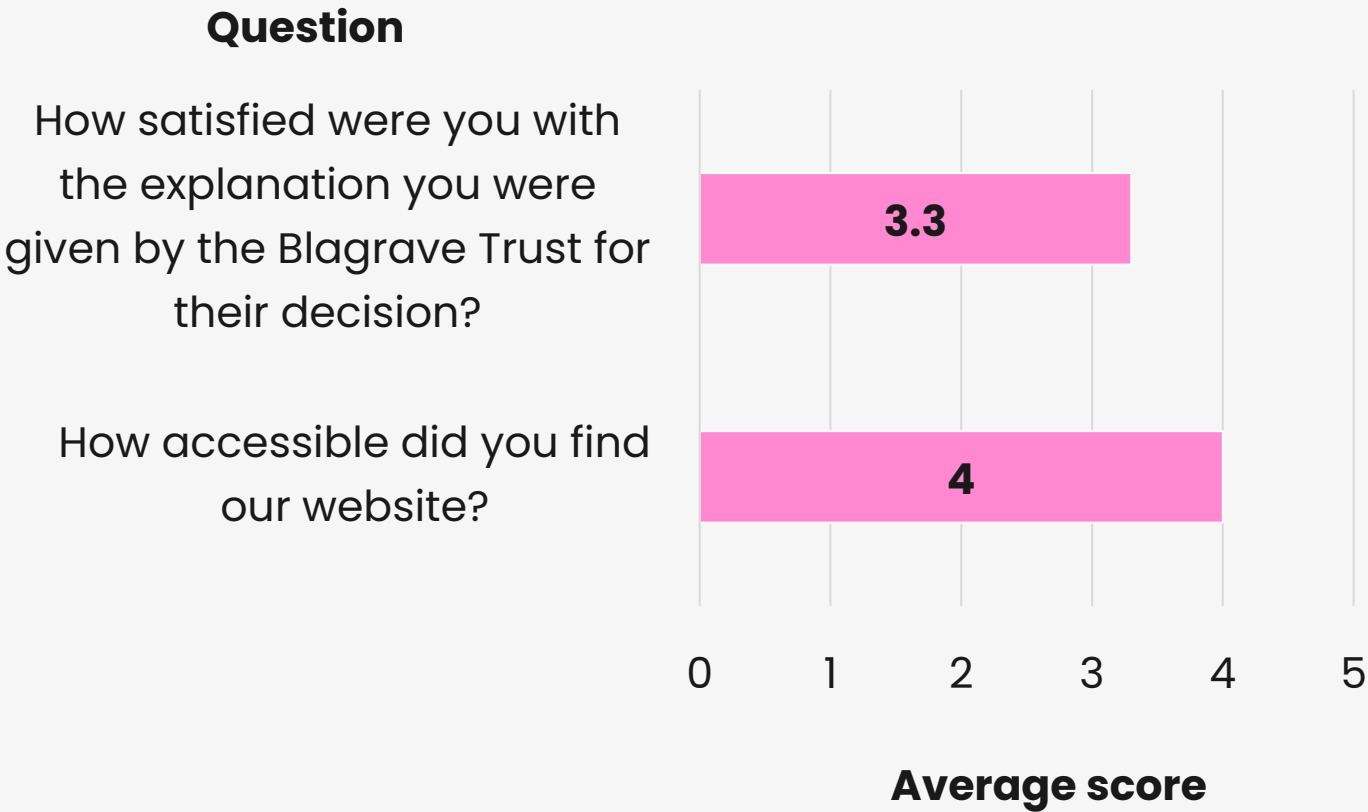
This pie chart shows how respondents across all surveys heard about Blaggrave's funding.

Word of mouth was the most common source, especially among new partners at 63%, while none reported first hearing about Blaggrave's funding through events.

Breakdown of responses for each survey type

Outline proposal survey

Most unsuccessful first-stage applicants found the rejection reasons clear and the application process accessible.

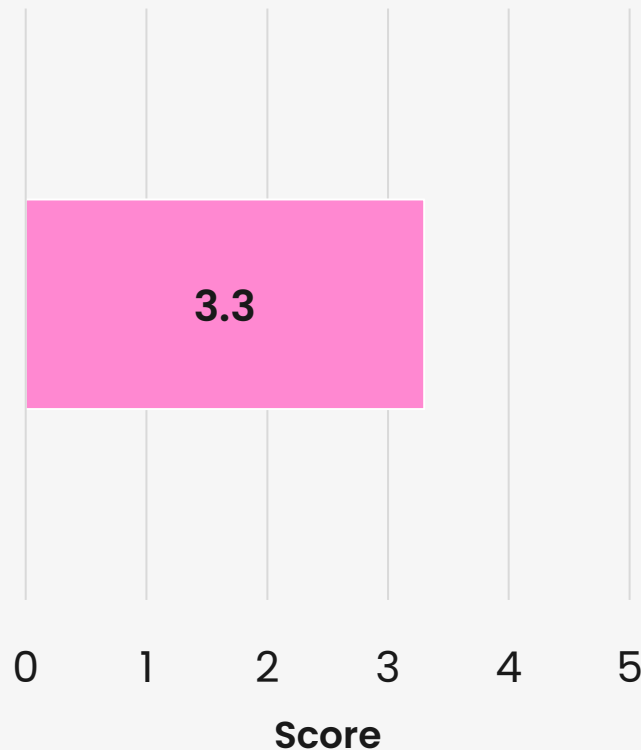


Outline proposal surveys are brief, as they are requested from applicants who were unsuccessful in applying for funding.

Most respondents found the reasons for rejection clear and the application process accessible, though one felt clarity around criteria could've been clearer upfront.

The average response for satisfaction with the explanation for an unsuccessful applicant remains unchanged from the 2023 surveys.

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

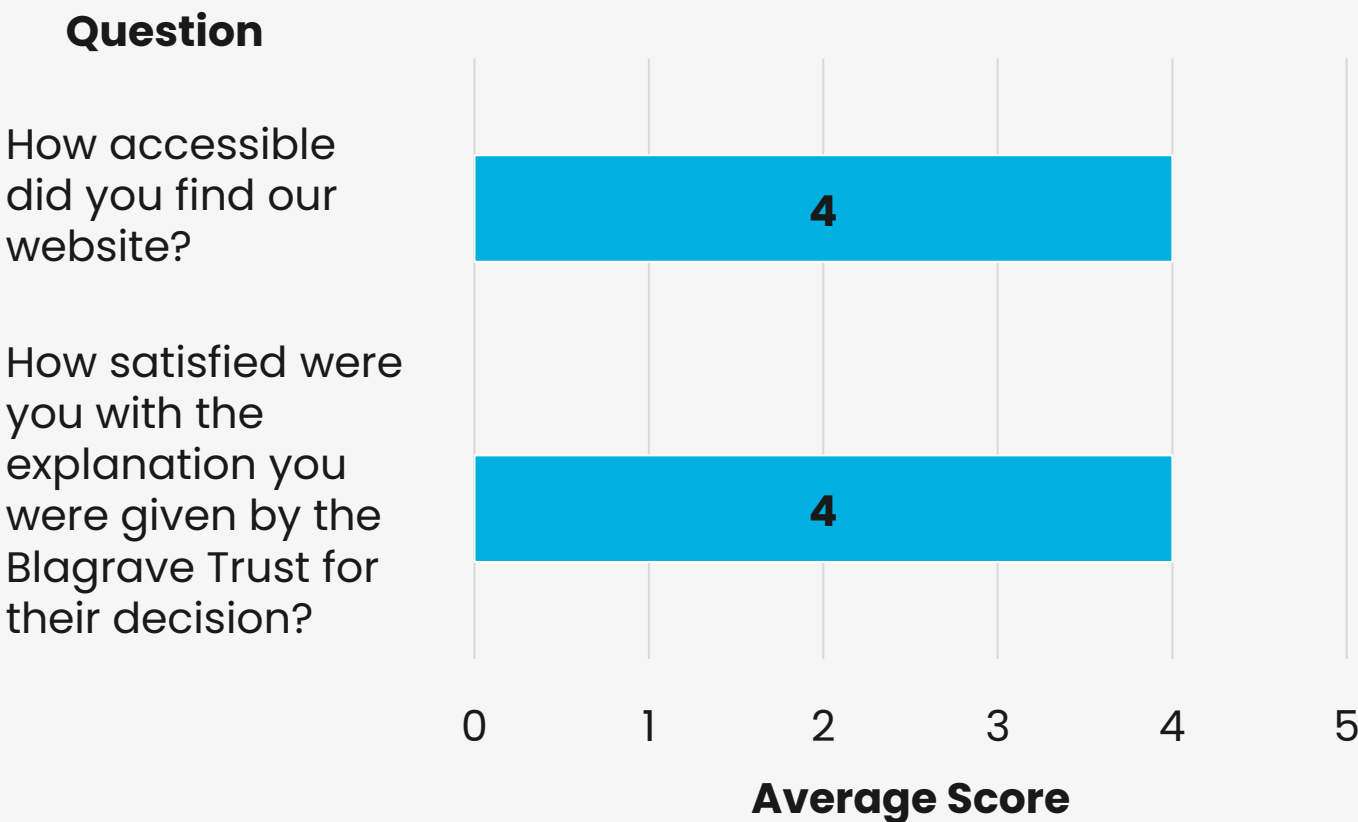


The average response to the satisfaction with reasons for rejection was **3.3 out of 5** in 2023.

The average response to this question since 2023 has **remained unchanged.**

Full application survey

Feedback from the full application survey on rejection reasons and website accessibility is similar to responses from the outline proposal survey, with satisfaction being scored slightly higher.



This survey is not sent out frequently, as it is rare for an applicant to be rejected after completing a full application. These scores are based on one response and aren't as indicative of a larger trend compared to other survey types, but the responses are similar to the outline proposal survey.

Grant agreement survey

Grant agreement survey – scores

Criteria	1 – Scale (lower)	Score (2024)	Score (2023)	5 – Scale (higher)
Finalising the agreement	We weren't sure what we were signing or why	4.9	4.8	The contract was clear and adequate support from The Blaggrave Trust was readily available
Our staff team	Rude and unhelpful, distant from you and your work	4.9	4.8	Respectful, helpful and capable
The length of funding	Far too short	4.8	5	Well matched to our needs
Clarity of our criteria	Confusing or not stated	4.5	4.5	Clear and easily understood
Our application form	Confusing and time-consuming	4.5	4.5	Easy to use and proportionate
The amount of funding	Far less than what we needed	4	4	Well matched to our needs

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Responses to the grant agreement survey are similar to last year's survey. Positive and constructive feedback from respondents mainly centered on the application process.

Scores for different criteria are the same as last year's survey or higher except for the score for the length of funding which is slightly lower. There was no feedback given through comments on the length of funding.

Comments left by respondents share that the **application process was concise and considerate of their time**. There were **two constructive pieces of feedback around the due diligence** involved in the application process, however: (1) the application process took up more staff time compared to other applications (2) there wasn't clarity on what is expected from a second stage application at the beginning of the process.

Grant monitoring survey

Grant monitoring survey – scores

Criteria	1 – Scale (lower)	Score (2024)	Score (2023)	5 – Scale (higher)
Our staff team	Rude and unhelpful, distant from you and your work	5	3.5	Respectful, helpful and capable
Our communication with you	We don't understand why you ask for the information or what you do with it	4.9	4.5	The Blaggrave Trust gives us useful comments on the information we provide
Our communications	Complicated and time-consuming	4.8	N/A	Easy to understand and comply with
How much time we ask of you	Excessive demands, often at short notice	4.7	N/A	Proportionate to the work and respectful

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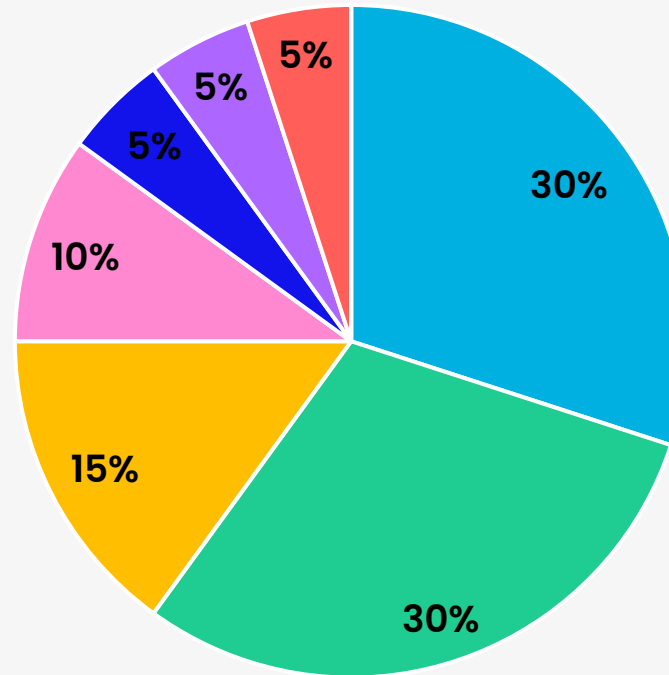
Responses to the grant monitoring survey show an improvement in partners' experience, and feedback from comments centres on the benefits of support offered alongside grants and a further need for this support.

The feedback from respondents to the grant monitoring survey this year were **positive overall with no average score below 4.7 out of 5** for the questions asked. The **average score to questions this year are higher than in 2023**, especially for the question related to Blaggrave's staff. This is reflected in the comments left by respondents which share appreciation for support from staff.

The positive feedback from respondents mainly centered on the support offered beyond the grant (peer-to-peer learning, events, partner development etc.) and there are some suggestions to offer more of this support to partners.

Grant monitoring survey – improvements

- Advocate on our behalf with other funders and changemakers
- Share lessons and experiences among organisations working on similar issues
- Provide access to pro bono support for our organisation
- Share our content on your social media platforms
- Involve us more in decision making and strategy conversations
- Convene more spaces for collaboration among partners
- Involve us in deciding how to monitor and report progress
- Visit us more often
- Other (please specify)



Sharing lessons and experiences among organisations working on similar issues and advocating on behalf of our partners with other funders and changemakers are the most popular suggestions for how Blaggrave can improve its offer to partners.

Neither of these options were the top three suggestions in 2023, perhaps suggesting changing priorities of our partners.

End of grant survey

End of grant survey – scores

Criteria	1 – Scale (lower)	Score (2024)	Score (2023)	5 – Scale (higher)
How much time we ask of you	Excessive demands, often at short notice	4.9	4	Proportionate to the work and respectful
How likely is it that you would recommend the Blaggrave Trust as a funder?	Never	4.7	5	Highly likely
Our staff team	Rude and unhelpful, distant from you and your work	4.5	4	Respectful, helpful and capable
Our communication with you	We don't understand why you ask for the information or what you do with it	4.4	4	The Blaggrave Trust gives us useful feedback
Our understanding of your needs in relation to your work?	Not demonstrated	4.4	4.5	Deep, respectful and nuanced

Responses to the end of grant survey were slightly lower compared to 2023 which is likely due to certain grant programmes closing.

Responses to questions in the 2024 survey are similar to 2023 except for the likelihood of recommending Blagrove as a funder and our understanding of partner's needs in relation to their work. The **average score for the likelihood of recommending Blagrove as a funder** has been 100% since 2021. The **decrease to this score is likely due to the closing of grant programmes and the staff changes that accompanied this** in Blagrove's policy funding.

Most constructive feedback centred around staff changes in Blagrove's policy grant programmes, which made the grant relationship difficult for partners. Additionally, the need for long-term funding was highlighted in response to grant programmes closing.

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