

Blaggrave.



# The Blaggrave Trust Feedback 2025.

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# Things to keep in mind

- 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:  

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# ABOUT THE SURVEYS

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# Our surveys

**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.**

<b>Survey type</b>	<b>Stage of grant-making process</b>
<b>Outline proposal survey</b>	Sent to applicants whose applications for funding were unsuccessful.
<b>Grant agreement survey</b>	Sent to partners after a grant offer has been made and accepted.
<b>Grant monitoring survey</b>	Sent to partners after grant instalment in a multi-year funding relationship.
<b>End of grant survey</b>	Sent to partners at the conclusion of a three-year funding relationship.

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# SUMMARY OF FEEDBACK

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# Key takeaways

## Response rate

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**16% of people sent a survey in 2025 responded (2024: 19%)**

**Partner experience remains positive across the grant cycle, with most scores being above 4 out of 5.**

**Partners highly value support beyond funding, including: flexible and responsive emergency funding (grant uplifts), wellbeing grants, convening spaces (events) and consultancy support.**

**Increasing visibility and recognition for partners' work to other funders and changemakers remains the most popular request from partners for how we can improve our offer to them.**

**Variations in scores between grant programmes are minimal, reflecting a consistent grantmaking approach across programmes, even where processes differ.**

**Our response rate has been below our historic average in recent years, which limits insight. Increasing participation is an area we're exploring.**

**Word-of-mouth and existing relationships remain the main way people hear about Blaggrave, reflecting the strength of our informal networks and reputation.**

# Insights from each survey

## Outline proposal

Outline proposal feedback highlights strong website accessibility and improved clarity on rejection reasons.

## Grant agreement

Grant agreement scores rose in 2025 and comments reflect a consistently positive experience for new partners.

## Grant monitoring

Grant monitoring scores remain strong, with small dips from 2024, and comments reflect positive experiences for partners. Partners increasingly want to be involved in strategic decisions, especially those affected by strategic shifts, while advocacy remains a popular request.

## End of grant

End of grant scores remain strong and have increased compared to 2024, with proportionate reporting highlighted by most partners as a key positive aspect of the grant relationship.

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# BREAKDOWN OF FEEDBACK

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# Response rate

**16% of people sent a survey in 2025 responded (2024: 19%)**

2.6 times as many outline proposal surveys were sent out in 2025 compared to 2024. Outline proposal surveys sent to rejected applicants tends to have a lower response rate compared to other surveys.

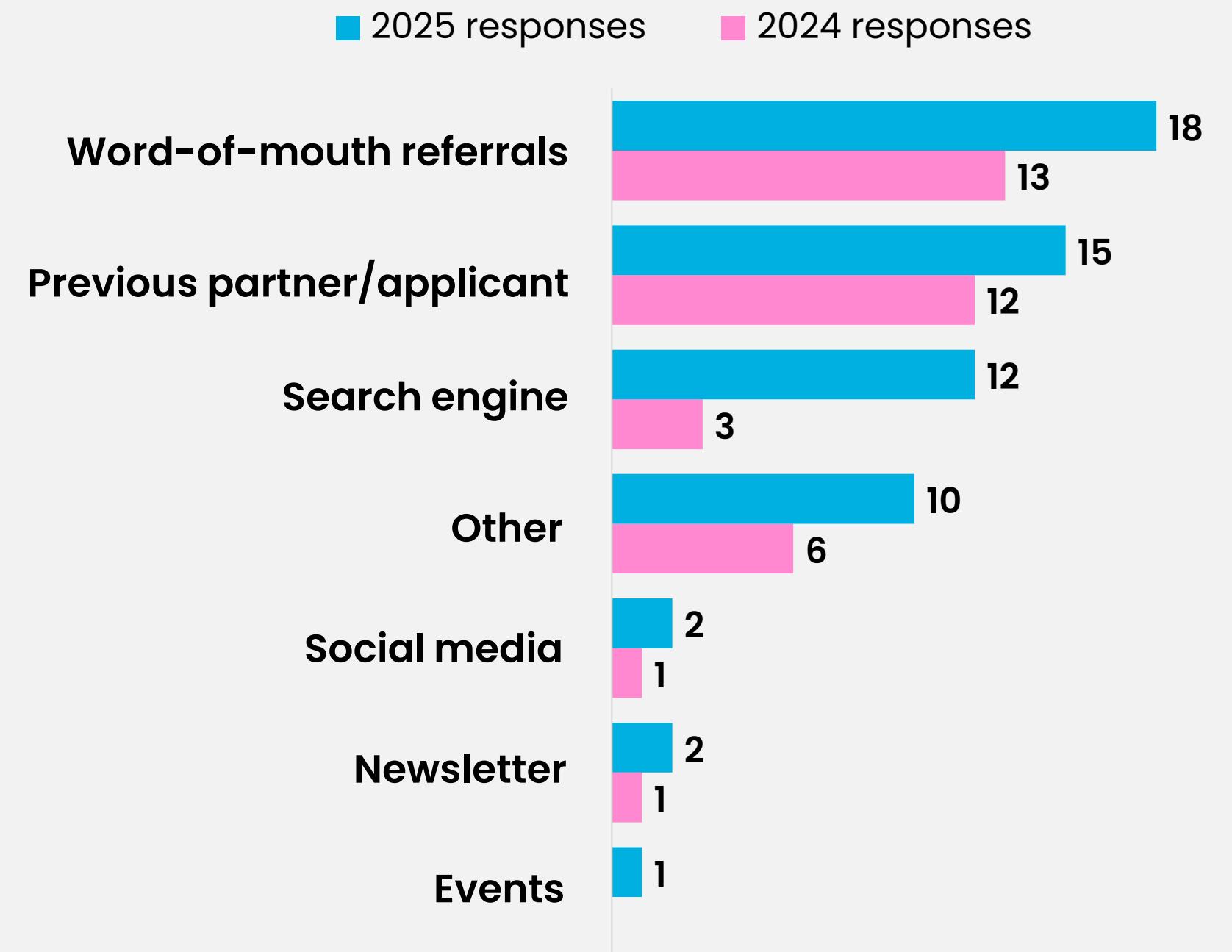
Survey type	Response rate 2025	Response rate 2024
End of grant	37%	37%
Grant monitoring	31%	20%
Grant agreement	29%	27%
Outline proposal	7%	7%

# Metrics across surveys

## How respondents across all surveys heard about Blaggrave's funding

Over 50% of respondents (applicants and partners) heard about Blaggrave funding through word-of-mouth referrals or from being a previous partner or applicant. This is same as in 2024.

More respondents found our funding through a search engine in 2025 compared to 2024. The majority of respondents who selected "other" as a source used a grants database.



\*Other mainly referred to grants databases

# Metrics across surveys

The table contains the average scores for questions which are repeated across surveys.

Questions	2025	2024
How much time we ask of you	4.6	4.7
Our communication with you	4.4	4.7
Our staff team	5	4.8

- There was a slight drop in the average scores for how much time we ask of partners and for our communication with partners, alongside a small increase in our staff team.
- There are no constructive comments to explain these minor dips in their respective surveys. Given the small variations, it could be due to normal survey fluctuations rather than any specific issue.

# Outline proposal survey

## Outline proposal feedback highlights strong website accessibility and improved clarity on rejection reasons.

How accessible did you find our website?

4.3 out of 5

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

3.8 out of 5

Outline proposal surveys are brief, as they are requested from applicants who were unsuccessful in applying for funding. Most respondents found the website accessible, with one suggestion to allow applicants to print their form before submitting. **While a few felt rejection reasons could be clearer, satisfaction with these explanations improved compared to 2024 – which is especially positive given two, large grant call-outs in 2025 which increased our application volume.**

# Grant agreement survey

# Grant agreement survey scores

Criteria	1 – Scale (lower)	Score (2025)	Score (2024)	5 – Scale (higher)
<b>The clarity of our criteria</b>	Confusing or not stated	5	4.5	Clear and easily understood
<b>Our staff team</b>	Rude and unhelpful, distant from you and your work	5	4.9	Respectful, helpful and capable
<b>The length of funding</b>	Far too short	4.9	4.8	Well matched to our needs
<b>Finalising the agreement</b>	We weren't sure what we were signing or why	4.9	4.9	The contract was clear and adequate support from The Blaggrave Trust was readily available
<b>Our application form</b>	Confusing and time-consuming	4.8	4.5	Easy to use and proportionate
<b>The amount of funding</b>	Far less than what we needed	4.7	4	Well matched to our needs

## Grant agreement scores rose in 2025 and comments reflect a consistently positive experience for new partners.


- Responses to the grant agreement survey show improved scores across 5 out of 6 criteria compared to 2024, reflecting a stronger overall experience for new partners.
  - Feedback comments were overwhelmingly positive, highlighting helpful and supportive staff, a genuine interest in partners' work and feeling valued in the grant relationship.
  - Partners also appreciated the support provided and clear guidance given to meet due-diligence requirements. Many noted that the application and agreement process felt smooth, proportionate, and respectful of their time.
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# Grant monitoring survey

# Grant monitoring survey scores

Criteria	1 – Scale (lower)	Score (2025)	Score (2024)	5 – Scale (higher)
<b>Our staff team</b>	Rude and unhelpful, distant from you and your work	<b>4.9</b>	<b>5</b>	Respectful, helpful and capable
<b>Our communications</b>	Complicated and time-consuming	<b>4.6</b>	<b>4.8</b>	Easy to understand and comply with
<b>How much time we ask of you</b>	Excessive demands, often at short notice	<b>4.4</b>	<b>4.7</b>	Proportionate to the work and respectful
<b>Our communication with you</b>	We don't understand why you ask for the information or what you do with it	<b>4.2</b>	<b>4.9</b>	The Blagrave Trust gives us useful comments on the information we provide

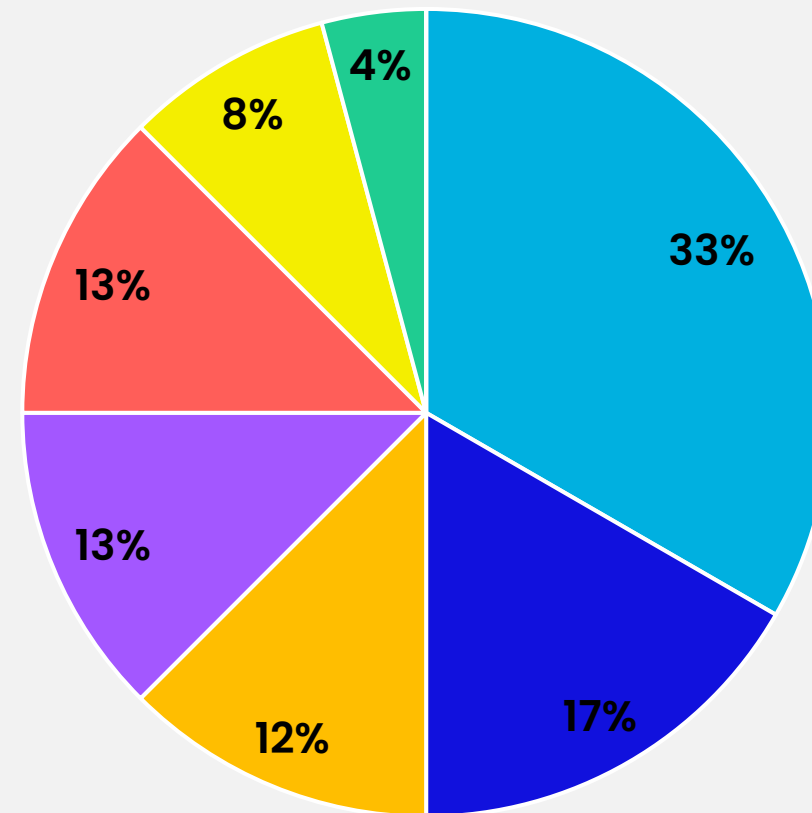
## Grant monitoring scores remain strong, with small dips from 2024, and comments reflect positive experiences for partners.

- Scores for the grant monitoring survey were slightly lower than in 2024 but remained strong overall, with all criteria scored above a 4 out of 5. The small decrease is largely influenced by a single low score among the 12 responses, so no meaningful negative trend can be inferred.
  - No constructive feedback was provided in the comments. Partners consistently expressed appreciation for grants managers and support received outside of their main grant, including: extra funding during emergencies, wellbeing grants and opportunities to connect with other partners.
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## Partners increasingly want to be involved in strategic decisions, especially those affected by strategic shifts, while advocacy remains a popular request.

### What our partners would like us do to improve our offer to them in the future:

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



The most **popular suggestions** in the 2025 grant monitoring survey were for Blaggrave to **advocate on partners' behalf with other funders and changemakers**, and to **involve partners more in decision-making and strategy conversations**. Advocacy (increasing visibility and recognition for partners' work) has remained a top suggestion for two years and continues to be one of the top suggestions across programmes.

In contrast, involvement in decision-making was near the bottom of the list in 2024, but rose significantly this year. This shift is likely linked to the strategy consolidation process in 2025, especially as most respondents who selected this option were from the regional programme, which closed in 2025 due to increased focus on funding for young changemakers in the new strategy.


# End of grant survey

# End of grant survey scores

Criteria	1 - Scale (lower)	Score (2025)	Score (2024)	5 - Scale (higher)
<b>Our staff team</b>	Rude and unhelpful, distant from you and your work	5	4.5	Respectful, helpful and capable
<b>How likely is it that you would recommend the Blaggrave Trust as a funder?</b>	Never	5	4.7	Highly likely
<b>How much time we ask of you</b>	Excessive demands, often at short notice	4.8	4.9	Proportionate to the work and respectful
<b>Our understanding of your needs in relation to your work?</b>	Not demonstrated	4.7	4.4	Deep, respectful and nuanced
<b>Our communication with you</b>	We don't understand why you ask for the information or what you do with it	4.6	4.4	The Blaggrave Trust gives us useful feedback

## End of grant scores remain strong and have increased compared to 2024, with proportionate reporting highlighted by most partners as a key positive aspect of the grant relationship.

End of grant feedback shows consistently strong scores across criteria. A key theme in the written feedback from partners was that reporting requirements were proportionate and not burdensome. Partners also highlighted positive engagement with staff, noting helpful support and a genuine interest in their work, which is reflected in the increased staff score. One suggestion was to offer more signposting to other funding opportunities at the end of a partner's grant. **Feedback from partners at the end of their grant was positive overall, reflected in the likelihood of recommending Blaggrave as a funder returning to 5 out of 5 after dipping in 2024.**



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# SPONTANEOUS FEEDBACK



**Spontaneous feedback is gathered from a range of people who interact with Blaggrave, such as applicants, partners, advisers, freelancers and enquirers.**

The word cloud shows a visual summary of the themes most frequently repeated in spontaneous feedback collected in 2025.



# Themes from spontaneous feedback

**Key themes from spontaneous feedback reinforce the 2025 survey findings while also offering additional insight beyond partners' and applicants' survey responses.**

**Strong appreciation for staff support** — Partners and applicants both appreciated the team's support, clarity and care in the grants process, with an unsuccessful applicant noting that application process "left us with the impression that Blaggrave values not only the projects it supports but also the experience of those applying."

**High value placed on Blaggrave's ethos and approach** — Partners value Blaggrave's relational, youth-centred and anti-oppressive approach, with one former partner describing Blaggrave as a "progressive, future focused youth led funder."

**Impact beyond grants** — Many partners emphasise that Blaggrave's support has enabled their growth and development (e.g. strengthening of youth leadership and new programmes). They also highlight the value of additional support, such as wellbeing grants, which one partner shared is the "the hardest parts of [their] work to fund but absolutely central to [their] ethos as an anti-oppressive organisation."

**Desire for continued connection with Blaggrave** — The desire to stay connected from partners and advisers are a common theme, as well as requests for updates on future opportunities, including opportunities to connect with other funders.

**Positive experiences of advisory and participatory roles** — Adviser feedback reflects how personally and professionally valuable the experience was, with one adviser describing the experience as "inspiring and thought-provoking and fun."

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# RESPONSE TO FEEDBACK



# We will continue to offer ...

**Proportionate, flexible reporting for partners which respects their time and isn't a barrier to them doing their work.**

**Support beyond grants: including wellbeing grants, flexible and responsive emergency funding (grant uplifts), convening spaces (events) and consultancy support where applicable.**

**Clarity and care from staff engaging with partners – feedback shows that partners feel valued and respected as a result.**

# What we're doing and how we're doing it

## **Increase opportunities for partner collaboration and peer learning.**

Increasing peer-learning and convening spaces for partners in different grants programmes.

## **Increase visibility and recognition for partners by making introductions, championing their work and amplifying their impact.**

Sharing programme-level learning and supporting partners to communicate the impact of their work through storytelling.

## **Increase our survey response rates to strengthen the data we use to improve our grantmaking.**

Exploring and testing new methods of increasing our response rate for 2026 surveys.

## **Offer more guidance and signposting to other funding opportunities at the end of a grant.**

Sharing opportunities via our newsletter and showcasing former partners through comms.

## **Provide clearer support around strategic shifts, especially for programmes affected by changes**

Provide early, transparent communication about upcoming changes as soon as possible.

## **Strengthen ongoing connection with current and former partners.**

Developing ways to form a community that helps former and current partners stay connected to Blaggrave and to one another.

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# FEEDBACK COMMENTS

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# Outline proposal survey

I find Blaggrave to be a really accessible funder to young people who otherwise would not receive services from statutory trusts and foundations. big thumbs up!

Very clear and easy to navigate website

"Thank you for your outline proposal, it was great to hear from you again. I'm sorry, however, I'm afraid that [redacted] is too small to be right for our funding." So explain to us how we're meant to ever get there if nobody gives us any money? We do all of the things mentioned on your expensive-looking website, but yet you manage to ignore community organisations like ours who are actually working with, in daily physical contact, in-person, with the people you pretend to support. It's the same story with so many funders: a lot of bullshit, hours of unpaid labour to apply and no money. It's put us off ever applying to you again.

We didn't find out about the outcome for a long time after the website stated we would hear. After following this up we were informed this was due to an error with the form (or sim).

The process was very straight forward and not overly burdensome. We received a response that was prompt and empathetic. We would say that we don't fully understand why our submission did not meet the strategic objectives. The response stated that there was insufficient youth leadership within the work which we can understand. However, we believe that our counselling and advice services do, effectively and efficiently, bring dramatic and lasting change to the lives of young people and we didn't feel that we understood fully why that did not resonate sufficiently. Having said that we do understand the competitiveness of grant applications and are grateful for the opportunity to have our application considered.

While we were naturally disappointed not to be moving forward, we were grateful for the care and attention given to our proposal. It helped us recognise the importance of aligning more closely with your age range and commitment to youth leadership; It's encouraged me to reflect on how we can grow our work to better incorporate these principles, so thank you.

# Grant agreement survey

I find the whole funding process a really positive one. the application form is short and clear which is nice, as some applications are very long and complicated. The interaction between staff and us is great, very helpful and friendly. I really like the fact that you form partnerships with the organisations you fund, I feel that really helps.

Blagrove Trust are one of the easiest and most pleasant of experiences in the fundraising landscape, thanks to you

We always feel the support from Blagrove is exceptional. You understand what we do; why we do it and trust us to get on with it!! This is really helpful for charities like ours we need this type of support and understanding.

Excellent, you are one of the very best funders. You make us feel like we're your only partner when we know of course we are not! Your interest and involvement in our work, and your enthusiasm for it, makes us feel like we're in this together. Thank you.

I found the whole process super simple which is amazing when you are trying to figure things out and establish yourself, it's clear this funding and team is here to help do just that in these next 12 months. The whole day felt exciting and professional.

The IP section is confusing. Does it mean what I create is the Blagrove's too. Like an app or a website?

This grant came at such an important time for us and I was really blown away by the support given by the team to get my safeguarding documentation up to par, at no point did I feel judged or like I had done something wrong. Additionally, the application form was quick and thorough and the process of grant giving was smooth and transparent. I've applied for smaller pots of funding whose process was a lot worse than this, it's clear that Blagrove Trust actually values the time and effort of organisations and I'm incredibly grateful for that. We were able to support our young people a lot more than in previous years in relation to our programme and I'm looking forward to sharing more details in our reporting.

Super sweet and supportive team at every step of the way! Application was really straightforward and the support outside the grant such as Sistren Collective etc has been invaluable!

<p>From start to finish the team have been so incredibly helpful, and also given us some great insight and food for thought. We feel Blagrave have become not just a funder, but a partner and a go to source for support and guidance. We really look forward to developing the relationship further.</p>
<p>This was so simple and supportive to get through and the process was a breath of fresh air in comparison to other funders. Thank you so much for creating such a thoughtful process.</p>
<p>We have worked with Blagrave Trust for many years and are very excited and pleased to have secured further support. Blagrave are a very valued funder. The process for applying is very straightforward and the compliance reporting requirements are easily manageable for small charities such as [redacted].</p>
<p>Callum has been epic!</p>
<p>The Blagrave application process was really straight forward throughout and the staff were really friendly and helpful.</p>
<p>Blagrave Team, especially Tessa was so helpful, honest and constructive in throughout the process.</p>
<p>Several issues with docusign which we've used successfully before but staff were very helpful in finding other methods to send the grant agreement</p>

**Is there anything we could have done differently to improve your experience of Blagrave?**

No	N/A
No	N/A
Nothing. Working with the Blagrave staff team is always a pleasure.	I can't think of anything.
No , I have thoroughly enjoyed it.	

# Grant monitoring survey

The support from Callum has been excellent! The check is are very useful to review and also reflect on our work. The wellbeing budget has also been very helpful to our team. Thank you!

I wanted to add that I feel Blaggrave provides exceptional support to the organisations it funds. I was blown away by the uplift for our small charity in light of the challenges us and our participants have experienced this year following the Supreme Court ruling and EHRC (mis) guidance. We are also really pleased that we have been able to send work made by our participants to your London office for exhibition (and hope we can come and see it inset!).

I love the freedom of the grant, how Blaggrave is interested in the work we do with the grant instead of the budget.

## Is there anything we could have done differently to improve your experience of Blaggrave?

I dont think so. From my perspective, you have a really good level of communication and support. I really value the spaces you create to work with other Blaggrave partners. And you are clear with your needs and what I need to provide (especially if I havnt provided exactly what is needed)

No

n/a

No- the Blaggrave team have been proactive and professional throught our dealings with them

# End of grant survey

Tessa has been amazing since the first call we had and it was great and refreshing to have a video call with someone rather than just applications and emails. The grant we received helped change and save many young peoples lives around Sussex and we are all grateful for this.

Overall, we felt that the Blaggrave Trust understood our cause. Some of the specific challenges and hurdles that relate to supporting and on-boarding young people with a learning disability and autistic adults are complex and nuanced. We appreciate the thoughtful consideration of these challenges. We encountered exceptional engagement and considerate account management that went beyond the funding. We felt that the team at the Blaggrave Trust were supportive and offered useful advice. Reporting requirements were proportionate. Your keen understanding of the funding needs of charities has been refreshing. Thank you so much for supporting us.

We love Blaggrave as a funder - both the guidance for best practice and in staff engagement with our organisation. We have already recommended them to other organisations.

Empathetic to our needs, reporting requirements are not over burdening. Blaggrave have always understood the service delivery of our charity. The support from staff is great

We really loved being a grantee of the Listening Fund. It was wonderful to have such a considerate funder as Blaggrave, giving us additional funding for our staff time around evaluation, having the peer learning run by Collective Discovery and the sharing events and resources on the website, it was all so helpful and inspiring and considerate. We are so sad the fund has come to an end!

Compared to some of our other funders, Blaggrave deeply respectful of our time and no over-burdensome application or reporting requirements. Felt more than proportionate to the grant amount and made it really easy to access - meaning we could get on with the actual work rather than being tied up in grant admin. Would however have appreciated more support and signposting for other possible funding beyond the life of the Blaggrave grant.

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2025 feedback analysis