



# Impact & Learning from our Funded Orgs

## February - April 2022

## Feedback on CBT

134

Impact & Learning Forms

95%

Rate us Very Good (77%) or Good (18%)

11

Anonymous GrantAdvisor Reviews

89%

Good rating on "reaching our goals"



### APPLICATION TIME

Average: 8h ± 7h  
One said 30 hours  
(From GrantAdvisor)

### APPLICATION TIME COMPARISON

PHF: 35h  
Esmee Fairburn 17h  
Lloyds 15h

APPLICATION ISSUES  
"Some questions feel overlapping and your system is old and dated" - Anonymous



### EFFECT ON FUNDRAISING

88% said we have a positive impact on their fundraising



### TREND: POSITIVE IMPACT ON FUNDRAISING

Last 3 quarters:  
92% - 88% - 89%  
We are regularly doing this

### FUNDRAISING: COMMON THEMES

- Our reputation adds credibility
- Longer grants increase sustainability
- Project funding helps build evidence base
- Helps develop networks & partnerships
- Increases staff capacity for fundraising

### FUNDRAISING: FUNDER PLUS

"The extra support we are receiving through the Funders Plus programme will begin to have a significant positive impact in the coming months. That includes support with longer-term business and financial planning." Survivors Together

## Positive Comments

Common themes:

We are flexible, supportive & communicative; FMs are helpful; core costs conversion, reduced reporting and longer grants appreciated; application process generally good and we support our funded organisations with more than money

### NEW THINGS WE HEARD THIS TIME

- Funder Plus support beneficial
- Feedback on reports appreciated
- Newsletter helpful
- CBT understands sector
- Application support useful
- Networking & Learning Day great

**New!**

"It's been particularly nice to receive feedback to our annual reports, which isn't all that common among funders." Magpie Dance

"We received a lot of support during the application process .... We now know what we need to do in order to be successful in large grant funding applications as a result of this experience." Hear Us

"One of the best charities around. City Bridge really understand Londoners and the organisations which support them."  
Kentish Town Community Centre

"We really appreciate the newsletter with funding news and training opportunities."  
Jacksons Lane

## Challenges & Improvements

Key challenges with CBT:

Confusion over reporting timescales, overpayment causing tax concerns, slow response to decision queries, objectives not revised or discussed before reporting

"When we asked you to approve a change in our delivery model it took longer than expected to get a response, which has delayed the project ... more information as to how long the decision-making process was going to take would have been useful."  
Kensington and Chelsea Social Council



"I would have liked to have been able to discuss the desired outcomes prior to submitting this report as I knew that we had fallen short of reaching them due to Covid and the shift in our own priorities."  
Young Camden Foundation

"There could be a newsletter created for all the organisations the trust funds, an online portal for organisations to highlight what they've done etc." InterAct Stroke Support



# Project Changes and Learning

February - April 2022



THIS  
QUARTER'S  
GIVING

Strategic Initiatives  
£6.2M  
11 grants

BD  
£3.6M  
27 grants

Cornerstone  
£1.4M  
4 grants

TOTAL  
£11.6M  
57 grants

PROJECTS REPORTING  
CHANGES DUE TO  
COVID

! 52% of projects  
Last 3 quarters:  
55% - 57% - 58%

TOP 3 REPORTED  
CHANGE TYPES  
DUE TO COVID

↑ Going hybrid  
Getting back to  
normal  
Physical changes

PROJECT CHANGE  
TYPE: BIGGEST DROPS  
V NOV 21 - JAN 22

↓ Going online  
Physical changes  
Reduced services

## Key Learning: Support for people's lived experience

FOR CLIENTS

"The need to feel safe to voice their needs and how this might be difficult in an environment led by those from other backgrounds. This had led to the development of the EDI Framework to help us make sure we are working with them in the right way and supporting leaders from within the community." Thames Estuary Partnership



FOR STAFF

"Working with consultants who have lived experience of the asylum system required us to ensure we have a strong understanding of their skills and experience in order to better identify potential support needed and how to provide it." Refugee Action

"We're increasingly aware of the impact of secondary trauma on our team members, specially for staff who have come from difficult backgrounds themselves. We are looking into providing clinical supervision." Carney's Community

"Identifying the need for external support in our organisational development ... we engaged a Member Involvement Consultant, Inspirit, to help us to give greater agency & decision-making power to our Members." Clean Break

"This project has helped us to become better equipped to support people who live with a disability, especially as we have seen an increase in staff and volunteers identifying as having a disability. This work has allowed us to explore more ways in which we can help everyone reach their full potential." Groundswell



## Challenges and Concerns



DIGITAL MASKED SUPPORT NEEDS

"Working online also meant that some of the challenging realities young people were facing were easily masked from us. Once we began working in person, we were alerted to a number of safeguarding and wellbeing issues the young people had been experiencing." Kiln Theatre

SUPPORTING DIFFERENT CLIENT GROUPS

"Since Covid-19, the programme has engaged with a new demographics of clients, in particular women and young people experiencing mental health issues. This means CDARS needs to adapt our services to meet their specific needs." Community Drug and Alcohol Recovery Services

OVERWHELMING DEMAND

"Such was the demand on our helpline that we were forced to close it twice during the year in order to deal with large backlogs of enquiries." Disability Law Service



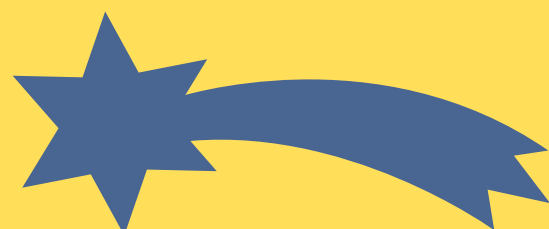
DIGITAL NOT SUITABLE FOR ALL

"There is a real issue for disabled people who rely on family members to be able to access online meetings. These people do need face to face interaction to fully benefit." Bromley Experts by Experience



## Positives: Keeping to a long term goal

"It is worth holding a long term goal and taking small steps towards it... It has sometimes been frustrating and time consuming and takes significant effort to keep all the stakeholders involved moving together in the same direction over years... this year we have seen several of the steps towards that overall goal tied together as a whole and... it is very rewarding to see the change." Freightliners City Farm



Feedback to Emma, Jen or  
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