

Thank you for downloading a PDF copy of the grantee survey for your reference. Please note that you **will not be able to record your responses in this document**. To submit your responses, return to the survey using the link sent to your email and click the right arrows (“>>”) at the bottom-right of page to proceed through the questions.

Trust for London Grantee Survey

CEP Confidentiality Policy:

*The Center for Effective Philanthropy has surveyed more than 80,000 grantees of over 300 foundations and always treats responses as **completely confidential**:*

- We **do not** report or share individual results or identifying characteristics with Trust for London.
- We **will not** share the names of grantees that did or did not respond to the survey with Trust for London.
- We only report average results to funders. Your response will be averaged with other responses to protect the identity of all individual respondents.
- Unless stated explicitly, we read all written comments submitted by grantees and work to remove any potentially identifying details. We then share the anonymised comments with Trust for London. We do **not** ever identify respondents, so please be candid.

If you'd like to learn more about how CEP shares results with funders and how funders use it to improve their work, watch this short video about CEP's Grantee Perception Report:
www.cep.org/qprvideo.

Please respond to as many questions as possible. Previous respondents have found that this survey takes approximately 30 minutes to complete.

Your response is very important and will help the Trust improve its ability to work with grantees, both in general and in the context of COVID-19.

Thank you for your participation in this study.

www.cep.org



TRUST FOR LONDON – SURVEY INTRODUCTION

Please choose a recent grant from Trust for London (referred to as “the Trust”) to keep in mind when answering the survey. Choose a grant you know well. If your organisation received other grants from the Trust for which you were not the main contact, other members of your organisation may have been asked to fill out the survey for those separate grants.

1. What is the approximate annual operating budget of your organisation (in Pounds)?

□□□□,□□□□,□□□□.00

2. Are you currently receiving funding from the Trust? (e.g., answer “No” if your grant(s) from the Trust has ended and you are no longer receiving funding from the Trust.)

☐ Yes ☐ No ☐ Don't know

IMPACT OF COVID-19

This section of the survey will ask you to respond specifically about the unprecedented impact of the COVID-19 pandemic. As grantees, you are in a unique position to provide important insight to the Trust for London about how your organisation and beneficiaries have been affected and to offer your suggestions for how the Trust can help. As you answer the rest of the survey, please think about your overall experience with the Trust.

3. As a result of COVID-19, what barriers are inhibiting your organisation from carrying out its work? (Please check only one)

	This is a significant barrier	I anticipate this will be a significant barrier	This is not now, nor do I anticipate it being, a significant barrier in the future	Don't know/ N/A
Ability to create social distancing in your organisation's physical space(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating social distancing while carrying out programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing beneficiary populations (due to mobility issues, lack of transportation, lack of internet connectivity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of necessary supplies required to safely conduct business (i.e. PPE, disinfectants, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash flow problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loss of revenue/Budget challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure costs to accommodate COVID-19 (i.e. reconfiguring work and/or programmatic spaces, investing in technology, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining staff levels needed to resume and/or carry out programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. So that we can communicate your comments to your funder immediately, **we will share all responses to the following question exactly as you write it**, rather than read through your response to remove any identifying information. Please consider this as you comment, and if you want the Trust to be able to identify your organisation, please use your organisation's name in your response. Otherwise, we will not connect your response to you or your organisation's name when we share comments with the funder.

As a result of COVID-19, how can the Trust support you in the coming weeks and months to address the challenges faced by your organisation or the beneficiaries you seek to serve?

(You are not limited in the length of your response)

5. When communicating with the Trust about the COVID-19 pandemic, I feel comfortable discussing the...

	Yes	No	Don't Know
Evolving needs of the populations we serve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evolving needs of our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implications of COVID-19 on our work with historically disadvantaged communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. So that we can communicate your comments to your funder immediately, we will share all responses to the following question exactly as you write it, rather than read through your response to remove any identifying information. Please consider this as you comment, and if you want the Trust to be able to identify your organisation, please use your organisation's name in your response. Otherwise, we will not connect your response to you or your organisation's name when we share comments with the funder.

The COVID-19 pandemic has had a disproportionate impact on historically disadvantaged communities, leading to even more devastating economic impacts, and higher infection and death rates for these populations. What suggestions do you have for strategies or practices the Trust could adopt to address the disparate outcomes, impacts, treatment, or opportunities for these communities? (You are not limited in the length of your response)

GENERAL IMPRESSIONS OF THE TRUST

7. How clearly has the Trust communicated its goals and strategy to you?

1	2	3	4	5	6	7
Not at all clearly						Extremely clearly

8. Overall, how would you rate the Trust's impact on your organisation?

1	2	3	4	5	6	7
No impact						Significant positive impact

9. Overall, how would you rate the Trust's impact on your field?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	No impact					Significant positive impact	

10. Overall, how would you rate the Trust's impact on your local community?

	1	2	3	4	5	6	7
<input type="checkbox"/> Don't know	No impact					Significant positive impact	

ABOUT YOUR FUNDING

11. Describe the recent grant from the Trust about which you are responding.

a. Was the funding you received restricted to a specific use?

- ☐ Yes, this funding was restricted to a specific use (e.g., supported a specific programme, project, capital need, etc.)
- ☐ No, this funding was not restricted to a specific use (e.g., general operating, core support)

b. Total number of years of approved funding for this grant: _____ years + _____ months

c. Total funding committed in Pounds for this grant:

(Please include the full multi-year value committed for this grant)

,,,.00

12. Which of the following best describes the pattern of your organisation's funding relationship with the Trust? (Please check **only one**)

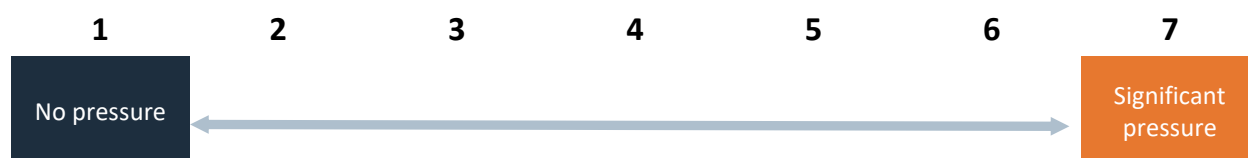
- ☐ This is the first grant my organisation has received from the Trust
- ☐ My organisation has received consistent funding from the Trust in the past
- ☐ My organisation has received inconsistent funding from the Trust in the past
- ☐ Don't know

GRANT SELECTION

13. Did you submit an application to the Trust for this grant?

- ☐ Yes
- ☐ No (skip to question 16)
- ☐ Don't know (skip to question 16)

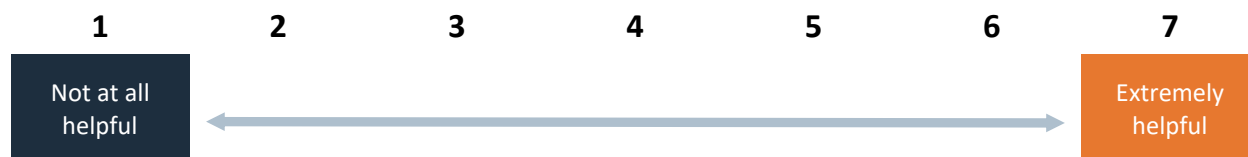
14. As you developed your grant application, how much pressure did you feel to modify your organisation's priorities in order to create a grant application that was likely to receive funding?



15. How much time elapsed from the submission of the grant application to clear **commitment** of funding?

- ☐ Less than 3 months
- ☐ 4 months – 6 months
- ☐ 7 months – 12 months
- ☐ More than 12 months
- ☐ Don't know

16. How helpful was participating in the Trust's selection process in strengthening the organisation/programme funded by the grant?



GRANT REPORTING AND EVALUATION

17. Have you participated in a reporting or evaluation process related to your grant from the Trust?

When answering this question please consider the following definitions:

- "Reporting" – the Trust's standard oversight, monitoring, and grant reporting.
- "Evaluation" – formal activities *beyond reporting* undertaken by the Trust to assess or learn about a grant, a programme, or the Trust's efforts.


Please **check only one**:

- ☐ We have participated in a **reporting** process only
- ☐ We have participated in an **evaluation** process only (skip to question 20)
- ☐ We have participated in **both** a reporting and an evaluation process
- ☐ We have participated in **neither** a reporting nor an evaluation process (skip to question 23)
- ☐ Don't know (skip to question 23)

18. At any point have you had a substantive discussion with the Trust about the report(s) you or your colleagues submitted as part of the **reporting process**?

- ☐ Yes
☐ No
☐ Don't know

19. To what extent was the Trust's **reporting process**:


	Not at all							To a great extent	Don't know/N/A
Straightforward	1	2	3	4	5	6	7		<input type="checkbox"/>
Adaptable, if necessary, to fit your circumstances	1	2	3	4	5	6	7		<input type="checkbox"/>
Relevant, with questions and measures pertinent to the work funded by this grant	1	2	3	4	5	6	7		<input type="checkbox"/>
A helpful opportunity for you to reflect and learn	1	2	3	4	5	6	7		<input type="checkbox"/>

Only for respondents that indicate participating in an evaluation process.

20. Who was **primarily** responsible for carrying out the **evaluation**? (Please check **only one**)

- ☐ Evaluation staff at the Trust
☐ Evaluation staff at your organisation
☐ External evaluator, chosen by the Trust
☐ External evaluator, chosen by your organisation
☐ Don't know

21. To what extent did the **evaluation**:

	Not at all							To a great extent	Don't know/N/A
Incorporate input from your organisation in the design of the evaluation	1	2	3	4	5	6	7		<input type="checkbox"/>
Result in your organisation making changes to the work that was evaluated	1	2	3	4	5	6	7		<input type="checkbox"/>
Generate information that you believe will be useful for other organisations	1	2	3	4	5	6	7		<input type="checkbox"/>

22. Did the Trust provide financial support for the **evaluation**?

- ☐ Yes, the evaluation's costs were **fully funded** by the Trust
☐ Yes, the evaluation's costs were **partially funded** by the Trust
☐ No, the evaluation's costs were **not funded** by the Trust
☐ Don't know

INTERACTIONS WITH THE TRUST

23. How comfortable do you feel approaching the Trust if a problem arises?

1	2	3	4	5	6	7
Not at all comfortable						Extremely comfortable

24. How often do/did you have contact with your grants manager during this grant?

- ☐ Monthly or more often
- ☐ Once every few months
- ☐ Yearly or less often

25. Who most frequently initiated the contact you had with your grants manager during this grant?

- ☐ Most frequently initiated by your grants manager
- ☐ Most frequently initiated by you
- ☐ Initiated with equal frequency by your grants manager and you
- ☐ Don't know

26. Did the Trust conduct a site visit during the selection process or during the course of this grant?

- ☐ Yes
- ☐ No
- ☐ Don't know

27. Please estimate the total number of hours you and your staff spent on each of the following activities related to this grant from the Trust.

a. Grant application creation and selection process:

☐ _____ hours OR ☐ Did not occur

b. Trust-required grant monitoring, reporting, and evaluation:

☐ _____ hours OR ☐ Did not occur

28. How consistent was the information provided by different communication resources, both personal and written, that you used to learn about the Trust?

<input type="checkbox"/>	1	2	3	4	5	6	7
Used one or no resources	Not at all consistent						Completely consistent

29. Please comment on the quality of the Trust's processes, interactions, and communications.
(You are not limited in the length of your response.)

30. Has your main contact at the Trust changed in the past six months?

☐ Yes ☐ No ☐ Not applicable

YOUR FUNDER'S IMPACT ON YOUR ORGANISATION AND YOUR FIELD

31. Please indicate all types of non-monetary assistance, if any, you received (**from staff or a third party paid for by the Trust**) associated with this funding. **Please note the Trust may or may not provide any of the following types of assistance.**

☐ **No other assistance was provided.**

MANAGEMENT ASSISTANCE

We received:

- | | |
|-------------------------------------|--------------------------|
| General management advice | <input type="checkbox"/> |
| Strategic planning | <input type="checkbox"/> |
| Financial planning/accounting | <input type="checkbox"/> |
| Development of performance measures | <input type="checkbox"/> |

FIELD-RELATED ASSISTANCE

We received:

- | | |
|---------------------------------------|--------------------------|
| Encouraged/facilitated collaboration | <input type="checkbox"/> |
| Insight and advice on your field | <input type="checkbox"/> |
| Introductions to leaders in the field | <input type="checkbox"/> |
| Provided research or best practices | <input type="checkbox"/> |
| Provided seminars/forums/convenings | <input type="checkbox"/> |

OTHER ASSISTANCE

We received:

- | | |
|---|--------------------------|
| Board development/governance assistance | <input type="checkbox"/> |
| Information technology assistance | <input type="checkbox"/> |
| Communications/marketing/publicity assistance | <input type="checkbox"/> |
| Use of the Trust's facilities | <input type="checkbox"/> |
| Staff/management training | <input type="checkbox"/> |
| Fundraising support | <input type="checkbox"/> |
| Diversity, equity, and inclusion assistance | <input type="checkbox"/> |

32. How well does the Trust understand your organisation's strategy and goals?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	Limited understanding					Thorough understanding	

33. How well does the Trust understand the field in which you work?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	Limited understanding of the field					Regarded as an expert in the field	

34. How well does the Trust understand the local community in which you work?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	Limited understanding of the community					Regarded as an expert in the community	

35. To what extent has the Trust advanced the state of knowledge in your field?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	Not at all					Leads the field to new thinking and practice	

36. To what extent has the Trust affected public policy in your field?

<input type="checkbox"/>	1	2	3	4	5	6	7
Don't know	Not at all					Major influence on shaping public policy	

37. Please comment on the impact the Trust is having on your field, community, or organisation. (You are not limited in the length of your response.)

OTHER IMPRESSIONS

38. Overall, how responsive was Trust staff?

1	2	3	4	5	6	7
Not at all responsive						Extremely responsive

39. Overall, how fairly did the Trust treat you?

1	2	3	4	5	6	7
Not at all fairly						Extremely fairly

40. What specific improvements would you suggest that would make the Trust a better funder?
(You are not limited in the length of your response.)

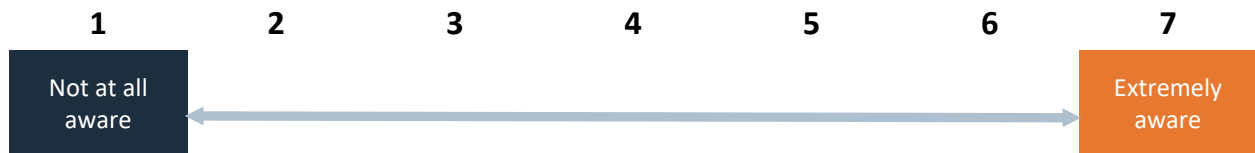
41. At any point during the application or the grant period, did the Trust and your organisation exchange ideas regarding how your organisation would assess the results of the work funded by this grant?

☐ Yes ☐ No ☐ Don't know

42. How well does the Trust understand the social, cultural, or socioeconomic factors that affect your work?

<input type="checkbox"/>	1	2	3	4	5	6	7
Not applicable to the work my organisation was funded to carry out	Limited understanding						Thorough understanding

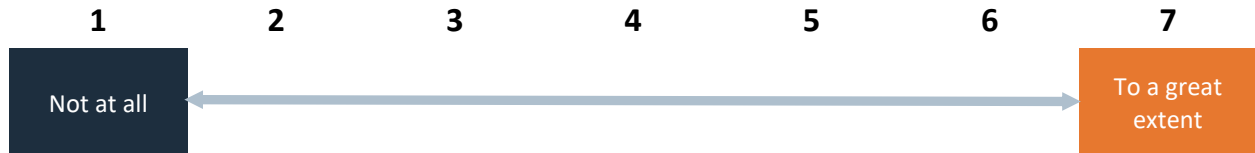
43. How aware is the Trust of the challenges that your organisation is facing?



44. Overall, how transparent is the Trust with your organisation?



45. To what extent is the Trust open to ideas from grantees about its strategy?

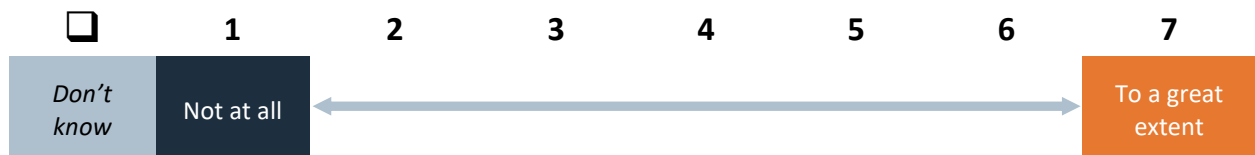


In the following questions, we use the term “beneficiaries” to refer to those your organisation seeks to serve through the services and/or programmes it provides. Beneficiaries are often called end users, clients, constituents, or participants.

46. How well does the Trust understand your intended beneficiaries’ needs?



47. To what extent do the Trust’s funding priorities reflect a deep understanding of your intended beneficiaries’ needs?



48. To what extent did the Trust exhibit each of the following during this grant:

	Not at all	Somewhat					To a great extent
Trust in your organisation's staff	1	2	3	4	5	6	7
Candor about the Trust's perspectives on your work	1	2	3	4	5	6	7
Respectful interaction	1	2	3	4	5	6	7
Compassion for those affected by your work	1	2	3	4	5	6	7

49. If you have ever requested support from the Trust to help strengthen your organisation, how did you determine what specific support to ask for? *(Please check all that apply)*

- ☐ **Not applicable** – I have never requested support from the Trust to strengthen my organisation
- ☐ Based on what the Trust told your organisation to request
- ☐ Based on what your organisation believes the Trust would be willing to fund
- ☐ Based on what your organisation needs
- ☐ Based on the results of an assessment or evaluation

50. How well do you understand the way in which the work funded by this grant fits into the Trust's broader efforts?

☐ 1 2 3 4 5 6 7

Don't know Limited understanding Thorough understanding

51. a. Are the efforts funded by this grant primarily meant to benefit historically disadvantaged groups?

- ☐ Yes
- ☐ No *(skip to question 52)*
- ☐ Don't know *(skip to question 52)*

52. Please rate the extent to which you agree or disagree with the following statements about diversity, equity, and inclusion:

	Strongly disagree	Neither agree nor disagree					Strongly agree	Don't know/ N/A
The Trust has clearly communicated what diversity, equity, and inclusion means for its work	1	2	3	4	5	6	7	<input type="checkbox"/>
Overall, the Trust demonstrates an explicit commitment to diversity, equity, and inclusion in its work	1	2	3	4	5	6	7	<input type="checkbox"/>
Overall, most staff I have interacted with at the Trust embody a strong commitment to diversity, equity, and inclusion	1	2	3	4	5	6	7	<input type="checkbox"/>
I believe that the Trust is committed to combatting racism	1	2	3	4	5	6	7	<input type="checkbox"/>

TRUST FOR LONDON – ADDITIONAL QUESTIONS

A. The Trust publishes the London Poverty Profile. Are you aware of this publication?

- ☐ Yes
☐ No *(skip to question C)*

B. To what extent did the London Poverty Profile...

	Not at all	←————→					To a great extent
Improve your understanding of poverty and inequality	1	2	3	4	5	6	7
Help you raise funds for your work	1	2	3	4	5	6	7
Change the focus of your work	1	2	3	4	5	6	7
Help your policy and campaigning work	1	2	3	4	5	6	7

C. Based on your work with the Trust, have you made any changes in your practices relating to equity & diversity in any of the following areas? (Please check all that apply)

- ☐ Instituted or modified policies (including recruitment) relating to staff
- ☐ Instituted or modified policies (including recruitment) relating to the board
- ☐ Had a discussion about diversity issues with staff
- ☐ Had a discussion about diversity issues with the board
- ☐ Quantified the diversity of your beneficiary population
- ☐ Added new programmes to your work to reach more diverse beneficiaries
- ☐ Modified your current work to reach more diverse beneficiaries

D. The Communications Team at the Trust is currently exploring the best way that it can directly support grantees. Out of the following activities please choose the three that would be most useful to you if they were offered directly by the Trust's Communications Team.

- ☐ Training offered by Trust communications staff (for example, media training)
- ☐ Best practice tools (for example, how to write a killer press release)
- ☐ Practical resources (for example, social media templates)
- ☐ Advice/support from Trust communications staff (for example, advice on campaign/communications strategy, connecting you to journalists)
- ☐ Peer to peer learning (for example, facilitating sharing of best practices on different topics with peers such as social media, influencing strategies, etc.)
- ☐ Commissioning shared communications insight for grantees (for example, media/publication readership by political party, media lists)
- ☐ Collective advocacy (for example, being connected to other groups working on the same issue as me, having a calendar outlining key messages and timing of peer campaigns)
- ☐ Freelancer/supplier list (for example, list of designers, proof-readers etc.)

E. Please rate the extent to which you agree or disagree with the following statements:

As a result of this grant and support from the Trust:

	Strongly Disagree							Neither agree nor disagree	Strongly Agree							Don't know/N/A
My organisation has a better understanding of how monitoring and evaluation can contribute to our work.	1	2	3	4	5	6	7		1	2	3	4	5	6	7	<input type="checkbox"/>
My organisation is more skilled at using data to continually improve our work.	1	2	3	4	5	6	7		1	2	3	4	5	6	7	<input type="checkbox"/>
My organisation reflects more regularly on work and outcomes.	1	2	3	4	5	6	7		1	2	3	4	5	6	7	<input type="checkbox"/>
My organisation more openly discusses success and lessons learned inside our organisation.	1	2	3	4	5	6	7		1	2	3	4	5	6	7	<input type="checkbox"/>
My organisation has shared more learning from our work with others.	1	2	3	4	5	6	7		1	2	3	4	5	6	7	<input type="checkbox"/>

- F. To what extent do you agree or disagree with the following statement: Because of our work with the Trust, our organisation was able to create more meaningful opportunities for people with first-hand experience of poverty and inequality to shape campaigns.

1	2	3	4	5	6	7	<input type="checkbox"/>
Strongly disagree			Neither agree nor disagree			Strongly agree	Don't know / N/A

- G. How strongly do you agree or disagree with the following statements concerning the Trust's online grant portal?

	Strongly Disagree		Neither agree nor disagree					Strongly Agree	Don't know/N/A
Overall, I am satisfied with the online grant portal.	1	2	3	4	5	6	7		<input type="checkbox"/>
The online system made it easier for multiple staff to collaborate in filling out an application.	1	2	3	4	5	6	7		<input type="checkbox"/>
The information provided in the grant portal is clear.	1	2	3	4	5	6	7		<input type="checkbox"/>
I found the portal easy to use without additional technical assistance.	1	2	3	4	5	6	7		<input type="checkbox"/>
If technical assistance was needed to use the portal, Trust staff were helpful.	1	2	3	4	5	6	7		<input type="checkbox"/>
It was easy to upload an evaluation plan or interim progress report through the portal.	1	2	3	4	5	6	7		<input type="checkbox"/>

DEMOGRAPHICS

53. What is your position? (Please check only one)

- ☐ Executive Director/CEO
- ☐ Other Senior Management
- ☐ Project Director
- ☐ Development Director
- ☐ Other Development Staff
- ☐ Volunteer
- ☐ Other

54. Please select the option that represents how you describe yourself: (Please check all that apply)

- ☐ Gender non-conforming
- ☐ Man
- ☐ Non-binary
- ☐ Woman
- ☐ Prefer to self-identify
(optional, please describe): _____
- ☐ Prefer not to say

55. Please select the option that represents how the CEO/Executive Director of your organisation describes themselves: (Please check all that apply)

- ☐ Gender non-conforming
- ☐ Man
- ☐ Non-binary
- ☐ Woman
- ☐ Prefer to self-identify
(optional, please describe): _____
- ☐ Don't know
- ☐ Prefer not to say
- ☐ Not applicable (e.g., more than one CEO/Executive Director, or other leadership structure)

***Thank you for participating in this important survey.
Your time and candid feedback are appreciated.***