
Grantee Comments and Suggestions

GRANTEE PERCEPTION REPORT®

PREPARED FOR

Trust for London

February 2021



THE CENTER FOR
EFFECTIVE PHILANTHROPY

675 Massachusetts Avenue
7th Floor
Cambridge, MA 02139
617-492-0800

131 Steuart Street
Suite 501
San Francisco, CA 94105
415-391-3070

cep.org

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The Trust for London

Grantee Comments from October 2020 Grantee Perception Report

Conducted by the Center for Effective Philanthropy

Please note that comments have been edited or deleted to protect the confidentiality of respondents.

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.	
Grantee Comment	
[Our contact was] incredibly open and approachable, and contributes extremely thoughtfully to our project. We're fortunate to have him 'in the tent' and we get much more than grant money from our engagement with the Trust.	
All interactions we had with the Trust have been amazing. The support we were provided with really made a difference.	
All of our interactions with the Trust have been supremely positive.	
All processes and interaction have been consistent and helpful and have enabled us to deliver our project effectively.	
All staff at the Trust for London is very helpful and understanding aiming for positive changes in people's lives. They are one of our supporters who are helping us to make those changes. When the organisation was in need I contacted them for help and they advised me to reapply to their funding, therefore we continued delivering vital advice and support services. We are very grateful for their continued support.	
All straightforward. No issues.	
Always friendly and supportive with good advice.	
Always positive and helpful.	
Always precise and clear.	
Always replies quickly and clearly.	
Always valuable, prompt, helpful and eager to work together. The comms team are approachable and keen to work with us. The grants and admin team are also approachable, reliable, happy to help and interested in our work. We always feel valued by TFL teams and enjoy working with them when the opportunity arises.	
Application is easy because is online that enables us to have access at any time. We have regular contact with Trust, newsletters, relevant information, funds program available. Evaluation is also straightforward in an easy format. Staff and managers are very helpful and encouraging.	
As part of the project funded by the Trust include a publication, we are always able to interact with different members of the Trust to get their inputs in the pieces of work as well. When submitting the proposals and reports communication is also fluid and transparent. We consider having a good quality relationship, and the process from the Trust to be fair and straightforward.	
Capacity-building and support are in place and responses are quite quick.	
Clear, straightforward, and very supportive.	
Communication has been consistently appropriate and effective.	
Communication is regular enough and proactive updates were sent during covid. At times, responses can take a bit of time on email and sometimes group emails or surveys on mass to grantees can be hard to gauge in terms of how relevant they are to us, how urgent etc. We're a small team so responding is hard to do if it's not compulsory. Even this survey is quite long.	
Communication processes are very straightforward.	
Communication was chiefly through our grants manager and was always relevant and clear. The tone was always positive eg the site visit was an enjoyable opportunity to share our work with the manager and introduce her to trustees and volunteers, not an exacting inspection. Our manager offered advice when she perceived a need, eg she reminded us to send a claim form when we were late in doing so because we had missed the notice of a change of address. Regular information via newsletters about the Trust's activities is also of interest.	
Communications have always been clear and helpful.	

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.	
Grantee Comment	
Due to [some specific issues], there was a hiatus in communications but overall processes and interactions have been of a high quality. There is a difference between staff at the Trust, with some easier to communicate with than others, but that is a minor quibble.	
Excellent - help and support we received from Trust and officers.	
Excellent - timely, friendly, and helpful. The Trust is open and honest and has been very flexible in the current situation.	
Excellent and straightforward.	
Excellent.	
Extremely approachable and helpful.	
Extremely helpful grants manager who was willing to listen to our concerns/ideas. Providing very helpful advice.	
Fair.	
For the specific grant I have worked on - which is newly funded, we have not had a huge amount of interaction with the Trust, although as this is a new piece of funding, I'm sure this is set to develop and increase as we continue forward with the project and communicate our ongoing work with them.	
Friendly staff, but don't always reply to e-mail queries. Sometimes [it] feel[s] a bit impersonal for a Trust that is funding local community initiatives, but it's a big Trust so I completely understand why it would be this way. Very helpful support sessions in training workshops.	
Generally very clear, flexible and supportive - particularly in the context of COVID-19.	
Generally, the processes have been helpful. We had a lot of support in designing our application and through the application process. Our grants officer is approachable, frank and helpful. I feel they have our best interests at heart - as well as looking after the Trust's needs. The use of ... to help create our evaluation framework was useful - it helped to have time to tailor the metrics we are reporting against. At times it did feel a little bureaucratic, with lots of forms to fill in. But we have been able to use these metrics for other funders -which is helpful.	
Generally, the quality was high but at one point it was clear that the Trust didn't really understand or appreciate the nature of the work that we do, with its many complications and barriers for beneficiaries. Comparing us to a different organisation wasn't helpful as that organisation had a different group of beneficiaries and quite a different approach to service delivery (directly related to that beneficiary group). It felt that the grant manager was not receptive to our rationale. It resulted in many extra hours of work that we (and our partners) needed to put into the second stage of the application. It would have been helpful to know to what extent the Trust understood our approach in the end, when the grant was awarded.	
Good communication, assistance and support through all the process.	
Grants officers have been extremely helpful and flexible. Also knowledgeable and interested in our work.	
Helpful and interactive - particularly with the logistics side of online application.	
I do not feel the grants officer is particularly pro-active but this may be because they have trust in our project and delivery. Responses to emails I have sent have always been quick. I was disappointed that we were not able to use our grant in a different way during the pandemic as we had suggested.	
I felt that Trust for London was mostly well communicative. I enjoyed the training sessions relating to the grant including for the purposes of submitting the M&E evaluation.	
I find Trust for London and our grant manager very knowledgeable, genuine, committed and approachable. For this reason, I consider it a true partnership, not a transactional arrangement.	
I found the process robust but helpful.	
I found the support received by our allocated grant officer extremely useful and valuable throughout the selection process (especially giving us clear guidance towards our second stage application to our proposal the best chance). Whenever I have had queries our grants officer has always responded promptly to my emails etc. with clear and supportive answers.	
I found the Trust to be extremely supportive in helping us to deliver the work. They are an extremely flexible and easy funder to work with. The processes were helpful without being burdensome.	
I have always found it adequate. I am able to speak to the grants manager whenever possible and to have discussions on how our programme is working and challenges we face.	

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.	
Grantee Comment	
I have answered in respect of our COVID funding . The process was very smooth and the questions asked totally reasonable. Linking up with other was also very useful - we had a housing roundtable event.	
I have had very positive interactions. We have only recently been awarded our grant and so I was not able to fully answer the reporting questions- this lies ahead for us.	
I think the communications is few and far between and I would like to have more strategic conversations and updates from the Trust. Funders may not realise it but their input is invaluable and so talks with founders periodically is welcomed to share insights and just checking in on how things are going.	
I would rate them very highly. At all stages was the online application and process clear and unambiguous. The grants officer was always approachable and constructive. From personal experience, this is not always the case with prospective funders.	
Incredibly straightforward. Friendly and personable/approachable. I would feel comfortable picking up the phone and asking any questions I may have regarding the grant. i feel that they are 'on our side' and we can 'tell them as it is'. In the portfolio of trusts I work with they are definitely one of the most approachable.	
Individual interactions with grant managers have been extremely helpful and all my interactions with them have been positive.	
Initially the reporting process was quite focused on the financial aspects of the grant - appropriate expenditure etc.; however there was later more focus on outcomes and service impact. When it was apparent that targets were unrealistic after the first 6 months (it was a new project and there was little basis to set accurate figures) we were able to discuss this with our grants officer and make adjustments.	
it has been good. TFL invite their grantees to an introduction at the outset and also involve ... in evaluation training to develop a 'tailored' approach to evaluation. This was all excellent. Communications are good but a little hampered by different personnel using the same email address so you don't always know who you are communicating with ... in the email. Sometimes emails updating TFL outside of formal reporting periods would not receive a response - so it was hard to know if these updates were welcomed or not.	
It is good. Relational and open. Proactive and clearly socially committed. Definitely a step above most funder interactions because there feels like a genuine desire to listen, engage and support as opposed to a more transactional one-sided command and control dynamic.	
It manages to be both professional and friendly. Some grant funders act in a very corporate manner - this approach is not evident with TFL.	
Met on Zoom- very helpful with explanation on process and guidance/information for 2nd stage application.	
My initial enquiry for funding was by way of an enquiry telephone call in which we were advised that we were unlikely to be funded as another organisation in our borough was being funded. However following a network meeting arranged by Imkaan, one of the Trust's grant officer's gave a presentation about the Trust and how to make applications. After a brief discussion with her and a follow-up email, I was confident we could apply. She was very helpful and offered advice on the process to enable me to make the application. Our grants officer has always been very helpful and supportive.	
Newsletter and social media are really great. Grant manager has been good too. Application process is straightforward. I think the Trust could do more to connect grantees and to share their policy work and thinking with grantees.	
Nothing more to add.	
OK. The online portal is somewhat unpenetrable.	
On this occasion, ours was an informal approach and all aspects of the matter were dealt with very quickly. In these situations, a clear response, even if 'no', is far better than silence or 'maybe'. In short, the arrangements and communications about them worked extremely well.	
Online portal very weak and clunky; paper-work pretty dated compared to other funders who use digital forms.	
Our experience of the quality of processes, interactions and communications for the most part is very good and where we might need help the Trust has offered training.	

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Grantee Comment

Our grant officer has been [on-leave] for several months. We discovered who the stand-in was but no great effort on either side to establish regular communications - often 'arms length' approach preferred but no great sense of being there if needed.

Overall, the feeling is of being guided by the Trust. The Trust seems to have very specific objectives in mind and sometimes it's a difficult process to negotiate objectives we want to achieve with those the Trust feels we should be achieving. But once the funding is committed, the Trust is a great funder that allows flexibility and is focused on evaluation of work for broad learning purposes rather than user head-counting. We also enjoy support programme of establishing outcome frameworks (training, consultation support) as it really helps to clarify what the funding is trying to achieve and how to measure it.

We've had pleasure of working with two funding officers and it has been great as staff is approachable and there is no fear that changes may be somehow punished. It's very important as when working with vulnerable and disadvantaged people it often is required to change some aspects of the work to meet changing or emerging needs, or to change focus altogether if significant political or social change takes place.

Processes are pretty good. Sometimes [I] find it hard to contact administrators and there are no individual phone numbers and the front desk don't always answer (obviously exacerbated by covid which I completely understand). Otherwise communications with grant manager is good and quick response.

Quality on all has been consistently good/positive.

Reporting and Monitoring will take place once activity can resume when COVID levels drop again and we have undertaken and completed the 6 months work linked to the grant.

So far it is well-served.

Staff at Trust for London are always professional and well-informed in their respective fields. They appreciate being kept up to date and are keen to receive invitations to conferences, presentations or working groups. They also attend regularly and offer rich contributions, especially links into other relevant organisations. I wasn't particularly impressed with the reporting process. I appreciate that they are trying to bring a standardised format that works across organisations, but it did not work well for our project.

Straight-forward process, very engaging and very responsive.

TFL have been our most trusted funder in many ways - from providing funding to building the capacity of the organisation. Our grants manager in particular [our contact] - has been extremely helpful.

The application form itself was not overly long or obtuse. The information on the website about the funding streams was good, though our project seemed to potentially come under more than one funding stream.

Our interactions with the grants officer were extremely useful, enabling us to sharpen up our thinking around certain areas and think more systemically about how particular elements of the project would work. The grants officer was happy to answer questions and discuss particular elements of the project with us and we found her suggestions for areas where we needed to strengthen the application particularly helpful.

The application process was straight forward. Interaction and communication during and after the selection process was easy. Any questions we had to the staff was answered straight away whether by phone or e-mail.

The application process was very lengthy and involved looking at aspects of our activities that we perhaps have not really thought about before. It took a while for us to understand and engage with the Trust's evaluation process and requirements but this was a very useful process for us to go through. The meeting with our funding officer was really helpful. As the person writing the application however, I did find the online format difficult and we were asked then to resubmit our application but with the word limits halved. That was a struggle. We have found some of the Trust's ways of doing things to be different to other funders, but when in doubt have been able to resolve queries by phone or email.

The communication with our Grant Manager is very good. She is very supportive and understands our work very well. there was quite a lot of confusion at the beginning of the ... project as to who was doing what, with two consultants and Inclusion London involved in helping us develop our outcome measurement processes. This has now been resolved.

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Grantee Comment	
The communications are clear and focused. We have a strong link with the grants officer and are able to discuss formally and informally the content and what we intend to do next.	
The experience we had with the Trust staff, the grant manager and the finance department were extremely positive and supportive. The communications [were] always on time with very clear messages, as a person who speaks English as a second language it was very easy to understand and cooperate.	
The frontline staff, particularly those on the grants email address are completely wonderful. However, experiences with grants officers can be variable, and it can be hard to contact them, which can be difficult if major changes take place within the project.	
The grant application process was slightly confusing, as our grants officer made several suggestions to change the way in which we were presenting our bid. This was helpful and appreciated, to ensure that we were aligned with the Trust's focus on London, despite us being a national organisation. It was only confusing in that the advice changed a couple of times, but I am glad we had these conversations nevertheless. Once this was worked through, from the point the grant was made, the interactions and communications with the Trust have been very consistent and clear.	
The initial process was extremely high quality. One of the best grant application experiences- including support and monitoring and evaluation training by the Trust ... - setting outcomes. However, due to several changes in grant Manager - once we received the grant we barely had any contact or interaction.	
The online form/reporting mechanism is a bit unwieldy. The need to provide wet signatures on installment forms (and post them every 6 months) is probably unnecessary.	
The paper-based reporting, and grant installment request procedures are clunky and not that accessible. I have also had problems uploading docs but staff are very helpful.	
The processes are clear, interaction and communication very helpful and human, friendly and consistent.	
The processes of the Trust are clear and understood from both sides. My experience with interaction and communication has been extremely positive with the Trust showing flexibility particularly at this difficult time of Covid. I feel comfortable contacting the Trust with any issues, being open and honest and asking for help and guidance when needed.	
The processes were straightforward, and the training we were offered - and took up - when we received on our first grant on measuring impact was very helpful.	
The Trust failed to send a three month reminder for the evaluation. They did acknowledge this and put it down to a computer error. However, it had an adverse impact on us as it delayed the payment of the next installment by 3 months.	
The Trust gets in touch regularly and we feel that the staff are supportive.	
The Trust has been a long-term funder and we are happy with its process. Having the same grant manager helps.	
The Trust has been clear and open with it's processes and interactions with us. They have been very helpful and professional in their approach. We appreciate the extra training they offered and delivered to assist with evaluation.	
The Trust has been very supportive and clear about processes. We could benefit from having quarterly meetings with Grant Manager so we can update progress and discuss questions.	
The Trust has been very supportive, the processes have been totally transparent with clear communications.	
The Trust have been flexible, responsive and supportive in their assistance and guidance. Moreover, their communication and facilitation of workshops and peer forums have ensured wider learning and networking beyond the scope of the funded project and funded period.	
The Trust is a very supportive organisation who clearly explains procedures and processes. Communications are clear and consistent.	
The Trust is always understanding of the challenges we face and open and clear in communication.	
The Trust is one of the key funders reaching to wider society in need. Their communication is effective and friendly. They continue make effort to tackle social inequality.	
The trust is there when we need to communicate and they reply to our enquiries on-time. They are very good their processes, interactions and communication.	

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

The Trust is very clear about its priorities and processes. It is supportive and helpfully supports new areas of work; it offers training and brings grantees together in a helpful way. The newsletter could be more pro-active -soliciting information from grantees to publicise the good work the Trust is funding.

The Trust is very open to communication, and advice, which is very helpful.

The Trust processes are excellent and our grant manager, Austin, is really approachable and open, working with him is a pleasure. We also appreciate how the work which is funded, which is for representation social security tribunals, is used by the Trust to influence policy in this area. It is great to see a donor working across different platforms - practice and policy - so often this does not appear to happen.

Also, in respect of our response to the question on the report and a discussion with our grant manager, the report was only submitted a few days ago (this was the interim report) hence why there has not been a discussion yet.

The Trust uses visitation to the site and holds discussion of the Trustees and management of the organisation. This process has been a remarkable initiative both for learning, capacity building and developing a suitable application.

The different funding programs of the Trust for London has enabled small and large groups to benefit equally in their capacity.

Trust for London is a leader in the field for supporting small organisations on a strategic semi long term level. The availability of resources for suitable periods helps small groups on building their planning and strategic approaches. Thus the Trust for London's approach to support projects that last beyond the six month or one year is an efficient way of giving them to build on creating and finding sustainable resources.

The Trusts inbuilt capacity building for their projects specially on reporting and monitoring has been beneficial to the development of the project staff and organisation.

There is a fast payment and simplified grant guidelines .

The Trust was very helpful during the process.

The Trust were excellent from our initial application and through the process. They kept us informed as to what was happening and how long it would be before we heard from the Trust. The visit made by the Grants Officer was interesting and informative and we were able to describe our Charity's work in much more detail through having the personal visit. Our individual trustees were able to question and put forward our ideas to the Grants Officer which we think enabled him to have a good overview of our Centre, it's work and those involved with it.

The Trust's processes, interactions and communications are usually of a high quality. The evaluation process ... is unusual, lengthy, and draws on resources, though helpful when clarifying outcomes etc. However, in emergency situations like the current crisis it is too time-consuming to fully engage with.

The Trusts' staff are always very quick to reply to any issue or query. They also regularly send round emails with useful training events. All the communications have always been of a high quality, clear, accessible and informative.

The Trust's web portal is not accessible. It also only allows one contact to be attached to an application. We are a second tier so many of the language re: outputs and measures, monitoring and evaluation forms are hard to complete (in the short space requested) for a second tier working over a number of themes but the Trust are understanding of this - but it does make you worry each time. I think the Trust could and should make more use/connections between grantees and alumni.

There are lots of formal process i.e. long application form, detailed evaluation plan, a particular form to sign to claim each payment. It makes Trust for London feel quite formal and less approachable than other funders, and so it doesn't feel easy to come forward if we might be struggling with anything. It feels we have to give an impression that everything is always on track.

There has been very good and clear communication so far, but this is still at the beginning of the funding.

They are always straightforward and good to deal with. they provide helpful feedback and are always willing to talk. The application process is straightforward and the feedback provided after the first round helps you to think through the proposal again and helps to identify weaknesses and new approaches.

They have been clear, supportive and recognised how small and volunteer-run we are.

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

This was our first application for grant funding for over eight years as we had sought to create a sustainable trading model. The application was for policy and influencing work arising from our activities. The application process was incredibly useful, and the process of refinement with our future grants office provided added value, and was not intrusive in any way. The process was simple, straightforward and clearly spelt out.

We engaged in training on evaluation, and found this less a satisfactory process, as were left waiting for clearance of our evaluation for some time by the external provider hired by the Trust for London. We found this a bit frustrating, although the training was useful.

Unfortunately our highly positive relationship with the Trust has been affected by the illness of our grant manager, and we have not been allocated a formal replacement and feel a little bit in avoid, particularly as we do not wish to raise issues when everyone is very busy during the impact of COVID-19. Prior to this we felt that our grants manager could be contacted whenever we need and was highly supportive and encouraging of our work, while remaining objectively critical and this was highly appreciated. We did submit a draft report for review and got some very helpful and constructive comments back from the Trust which has helped us refashion a report; these were from someone who had not been involved in our work who took the trouble to read the report and make some comments, at a time when she must have been very busy.

Trust for London is a very positive organisation and a pleasure to work with. I have always found their grant staff and senior staff very approachable. I think there is some scope however for more strategic discussions on issues which could help the Trust and organisations they fund. There could also be more regular email communications about the Trust's work and strategy.

Trust for London is absolutely fantastic and far better than any other funder I have ever dealt with.

Trust for London made us feel very comfortable in the selection process and gave us guidance to ensure that we access the support needed by the charity.

Trust for London's processes are of a very high quality. They are a consistent, fair and approachable funder. The quality of their staff is very high, and they are responsive to information we share with them. They treat us with respect and trust us to deliver alongside our beneficiaries to meet their needs. They provide us with training opportunities.

Trust good organisation for supporting ... but needs to focus on:

- address inequality in education overlapping experiencing other strands of programmes experienced by disabled people.
- address disability, race and intersectional inequality experienced by disabled people so it is not viewed as a single issue

Very approachable and helpful, providing insight to ensure successful application. Clear guidance notes and help.

Very clear. The Trust are exceptionally easy to work with.

Very considerate and professional.

Very good, the Trust was always very helpful and accommodating.

Very good.

Very good.

Very happy with the processes and interactions - grant manager was very helpful.

Very helpful and received good feedback on our first report which is encouraging.

Very positive and constructive.

Very positive initial interactions. We are awaiting receipt of the first year grant payment. Impressed with access to training and evaluation opportunities.

Very positive. The Trust is clear in its communications. Our understanding of what the Trust is interested in would perhaps be assisted by a more frequent communication with grants manager.

Very straightforward in process, interactions and communications.

Very thorough and supportive.

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

We applied to the Trust through the, so we submitted through an online portal and then an interested funder i.e. the Trust, picked up the application. We found this to be an extremely effective process. We then had an assessment call which was positive and supportive, the whole process worked incredibly well and was an effective use of our limited resources at this difficult time.

We are extremely happy with all processes, interactions and communications.

We are familiar with the process and find it very straightforward. There are plenty of opportunities to ask questions and we have always had a very quick and helpful response from our grant officer, the grant-making team, and other members of the staff.

We are no longer funded by TFL but we received funding between 2017-2019. Overall the Trust processes, communications and interactions were really good. One thing which I found particularly useful was the support the Trust provided to funded organisation in developing an evaluation plan, which included; aims and objectives outcomes, identifying outcome indicators and tools for gathering data, which we would use to assess the impact of our grant. The training days supporting funded organisations in developing the evaluation plan was very helpful. The one to one sessions with an external assessor from NVCO to support, and sign off the evaluation plan was also very helpful. I don't know many funders who support with this work.

We feel the Trust has true integrity to supporting worthwhile causes and therefore goes through processes to make sure they provide grants to the right people. We felt the line of questioning posed by our grant manager was fair, considerate, non-judgemental and helpful in developing our proposal and ensuring we were on the right track. We were questioned fairly and we tightened our proposal accordingly. Everyone I have spoken to at the Trust has been friendly and helpful. Should we come across any issues I would feel comfortable approaching the Trust to discuss it.

We feel the Trust's processes, interactions and communications have been very clear and consistent, supportive and high quality throughout.

We feel these worked well. The site visits and interviews are very insightful for either part and are a good opportunity to know the organisation from a very different perspective or beyond the written application. The process for claiming grant payment was a bit dated, but the adaptation of accepting digital signatures and emailing the form due to Covid is a positive step which we hope continues.

We felt the training and work involved in developing a M&E plan to be disproportionately onerous and time-consuming.

We find the Trust's processes, interactions and communications clear, succinct, reasonable and helpful. We have had occasional issues with uploading information (e.g. a report) onto the online system, so have needed to resort to email, but this isn't an issue for us - although it may be an inconvenience for the trust. So ensuring all online grant management systems are running smoothly would be mutually beneficial.

We had one issue when we claimed our last instalment in that we did not know who to email at TFL to request the instalment (rather than sending the claim in the post as usual). We sent the claim to our grant manager which was mistakenly overlooked but the matter was rectified in the end. Aside from that we have had no issues at all with communications with TFL and felt very comfortable writing to the Trust to explain how the pandemic is affecting our programme and how we are doing our best to meet these challenges.

We have always found Trust for London to be a supportive and helpful funder and one which is very knowledgeable about [our sector]. We find all our interactions with the Trust very positive.

We have been highly impressed by and appreciative of the Trust's processes and support through the application process and beyond. The additional evaluation training that I attended was particularly welcome and useful.

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

We have been supported by the Trust over several years, having had a grant extended then we successfully re-applied via a 2 stage application process for another extension. The grant years and award noted on the survey relate to this recent award. We have also just been awarded a grant under another funding stream from the Trust, so have had considerable dealings with the Trust over that. We have attended Trust Welcome meetings at the start of the grant award. We feel that the Trust emphasises a collaborative approach and a willingness to be flexible and supportive. The Grants Manager that we had for several years has been extremely supportive, professional and helpful. They did ask us to amend our application but it was actually better aligned to our aims as a result, which was brilliant. We find the monitoring report format very user friendly and straightforward and the Trust made efforts to make sure we were completely clear on what we needed to report and how to measure and demonstrate this right at the outset of the award. We have found the monitoring reports invaluable for providing evidence for other funding bids of our track record and impact. We found the most recent application process rather difficult, and struggled a bit with interpreting the guidance, but by all accounts it was a stringent process so we were lucky to have success. The Trust awarded the grant on the proviso that we re-work the project. They held a meeting with us to explain this and we found their feedback very helpful. They also awarded us additional funds to help us re-work the project. We feel this was a collaborative approach and very positive. The Grants Manager was very supportive in their approach. We do feel that there is an issue that relates to all funders, in that putting in applications is resource intensive and it is hard to find capacity as funders do not provide funding for staff time to source funding! What would be useful would be if funding awards asked organisations to build into the budget an exit strategy that included staff time to source further funding. Usually, some level of intervention is needed to continue the impact of work, even where the project is skilling up and establishing user groups, they need to be resourced and supported. However, the Trust is much more flexible than many other funders around the budget breakdowns so the Trust may well be expecting this to be built in anyway. We feel that the support we have had from the Trust over the past 7 years has been a significant factor in our survival. We would like to express our huge appreciation to the Trust and the hard-working Trust Grants team who do their best to help at all times.

We have been very happy with the commitment to supporting our cause. Our work ... is based in rights, disability equality and behaviour change; all areas that other funders often find hard to quantify or understand, or value. TFL had in-depth conversations with us that both helped us to commit to a vision that would be the most effective and to share this vision in a narrative that would have wider impact. The team were kind, personal and I genuinely felt that they were on our side. At such a difficult time we felt we were understood and valued and it meant a great deal to our staff, trustees and the disabled community we support. We have, as a direct result of this funding, been able to secure paid work for more disabled people in a pandemic that sees many of our community shielding and we are very grateful for TFI's funding and belief in our work.

We have been very happy with the level of these.

We have found communication with the Trust sometimes difficult.

We have generally found the Trust's processes, interactions, and communications to be of extremely high quality. I particularly would like to highlight the administrators, who are incredibly responsive, helpful, and knowledgeable, and are able to resolve problems extremely swiftly. There have been some issues with the newer grants platform, in terms of alerts not being received and some grants being mixed up on the platform, but staff have always been extremely helpful in resolving these issues. I would note that, having worked with several grant managers, there can be significant variation in our capacity to engage with the manager, and their responsiveness to us.

We have had consistently positive interactions with the Trust for London. The funding process is transparent and the priorities are well-thought through and relevant. The scrutiny of our bid was undertaken by people who were well-informed about our area of work. We had a constructive discussion about the impact of the pandemic with our grants officer and feel confident that we could speak about any difficulties we encounter with them.

We have had no problems with them: they are clear and helpful.

We have had very positive interactions with Trust for London.

We have not had an enormous amount of interactions apart from with [our contact] who has been brilliant.

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

We have not yet received our first installment. During the application process, the communications were very good.

We have received almost no communication from the grant manager over the [multi]-year period of the grant. Some of our emails to the grant manager were never answered.

We have very positive communication with the Trust. Our grant manager always informs us of other free opportunity available to enhance our work and to benefit our service users. We have been introduced to many other organisations funded by the Trust who either do similar work or different work that complement our work where we learned a lot of tips and skills and shared information and good practices.

We haven't started to draw down the grant but will do soon.

The application itself was pretty standard, however we weren't told until we got to the interview (which included two key workers, a trustee and our bookkeeper over two hours) that we would only be considered for half of what we applied for, which was disappointing since we had match funding for more. We had to scale back our project significantly since the match funding also had to be cut in half. The grant officer who interviewed us felt quite hostile and judgemental. However of course we were glad that in the end we were awarded the money, and since then she's (and now he) has been very helpful.

We regularly communicate with the trust by emails, telephone calls and also via newsletters.

We do appreciate the good communication between and our organisation.

We strongly feel that the Trust understands our needs as an organisation as well as our community very well. Also, the support during the grant is very appreciated. These includes the trainings and workshops they provide.

We've always found the Trust to be professional, prompt, respectful and helpful. They understand the value of a very small unincorporated organisation like ours, that makes things happen but can't always be as quick as we want about the admin or the paperwork. They've been there when we need them - for example when we recently needed to change the focus of our grant - but they treat us with respect and trust us to deliver what we say we will.

When they came to visit us that was really very helpful and challenging. The development of the evaluation process was thorough and useful. We are surprised we haven't been asked for any reports.

When we have had questions with the reporting, outcomes etc., [our contact] has been on hand to chat through our options.

When we have needed to communicate with each other to ask questions, seek clarification, raise concerns etc. we have always approached our assigned lead contact and if they are absent we are notified and are either contacted by someone else covering the area or we are given an alternative person to contact on the out of office email return. This helps and always enables us to feel that we can interact with them as necessary.

Being able to request access to adjust and adapt a submission when you realise you have omitted something or have better up to date information to support it has been extremely helpful. This process is managed well.

The one process area that might be useful is that when a grant is successful and is in the case of our charity, handed on to be project managed by a person who is not the one who submitted the grant, it would be good to be able to assign all monitoring and reporting requests to that individual rather than the originating grant submission individual registered against the project. We have requested this for us but it might be something that could be added to the process when funds are released to the organisation. E.g. Who should we sent the requests for monitoring and reporting information to now your organisation has been awarded this funding?

Please comment on the quality of the Trust's processes, interactions and communications. Your answer will help us better understand what it is like to work with the Trust.

Grantee Comment

While we appreciate the reasoning behind the Trust's evaluation training resulting in the compilation of the Evaluation Plan it does not seem to work for us, and we often forget to refer to it when we evaluate our progress internally. When we are reminded, we have to squeeze what we see as our obvious outcomes and outcome indicators in a way that feels artificial.

We think that this is because the [evaluation] imposes a very inflexible framework and our services/outcomes don't feel comfortable within this framework.

We allocated the evaluation training places for our current grant to two members of the project team who did not have experience of formal evaluation and we ended up with some elements that cannot be measured. We think [evaluation] should have spotted this in the 1:1s.

CONFIDENTIAL

The Trust for London

Grantee Comments from October 2020 Grantee Perception Report

Conducted by the Center for Effective Philanthropy

Please note that comments have been edited or deleted to protect the confidentiality of respondents.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.	
Grantee Comment	
As mentioned earlier the Trust for London is a solid supporter of the community and our organisation.	
....Trust for London's ... programme demonstrates its understanding of, and commitment to progressing, Londoners' experience of work - including, of course, London parents. Its London Poverty Profile also indicates the depth to which it understands disadvantaged Londoners' experience of work. The Trust's activity within our field, and funding support for ... as well as other organisations active in the work/family space, is enabling it to have a leading impact within our field. Its continued funding of the London-centric share of our free legal advice work and policy influencing is a critical source of income for Working Families, and underpins our ability to deliver this work.	
Answers previously given sufficient - limited impact in all cases though as for local/national issues this is to be expected as big shifts require a lot more leverage than the Trust can provide.	
As mentioned before, the Trust enables a national space regarding housing and poverty. We have been invited to join this space as part of the project that is being funded by the Trust. For a small organisation like ours, the creation of a space like this one allows having conversations with other stakeholders.	
As mentioned in the last section, this funding has allowed us to develop our behavioural change model and secure paid work for disabled people during a pandemic, even while none of us are travelling or moving. It has ensured we are supporting disabled people with their journey queries and allowed us to develop a new contact record management system that collates data in an effective and unprecedented way for an organisation of our size.	
By consistently funding advice services and in particular those areas that find it more difficult to attract funding, the Trust has played a huge part in maintaining access to advice for deprived communities in London and helping organisations like ours to provide good quality legal advice outside of the ... scheme.	
By funding additional research in our field it has contributed to further understanding of the issues that our organisation works with and the needs of our beneficiaries.	
By providing funding for policy research that helps to make London less unequal.	
Consistent and profound impact and ensuring the issue of Housing and inequality stay of the political and social agenda.	
COVID-19 is impacting on poverty and inequality in our community due to multiple factors. The Trust For London has helped to recruit an Advice Worker staff who is a frontline worker. The community members are receiving vital advice and guidance on different issues that they are facing, mostly COVID-19 related or aggravated such as: claims of unemployment benefits, housing, tax reduction, health, immigration and so on. The on-going worsening situation with the COVID-19 pandemic, [our organisation] is very thankful for the funding from Trust For London.	
During two years of project funded by TFL we were able to deliver 3 monthly sessions. Reduced isolation in adults with young children from different backgrounds. Increased appreciation of healthy food, Increased, Increased healthy eating habits among parent and children bond between children and parents/carer, which overall create happier, healthier community.	
ELAN is extremely valuable and a good forum for encouraging collaboration and information sharing. It's also generally quite motivating for work purposes.	
Engaged in the field and committed to learning	
- Provided consistent funding support to our organisation and community over the years	
- Provided positive long-term impact on the development of our organisation	
Excellent at highlighting local gaps and needs. The Trust has given us the opportunity to grow and ensure we can access more people.	

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

Funding from the Trust for London has a significant impact on our organisation and the community we serve. Without this funding the organisation would struggle to operate, or to deliver its core service (which is the most popular peer support tool for social welfare law advisers in the UK).

Good.

Helped us to carry out much needed support to our client group.

High value placed on working with people with lived experience. Extremely well placed on inequality, poverty and policy change in London.

Huge impact in what we can or can't do without financial assistance.

I am aware of the Trust by reputation—regarded in the field as a good funder that provides support to those it funds. I am also aware of the excellent and detailed reports produced that are influential in terms of analysis in London. My personal experience is not great yet as we are just at the beginning of our relationship.

I am not aware of the impact the Trust is having on our field or community. This does not mean that it is not having an impact, just that I am not aware of it.

I believe there have been a number of reports on poverty levels in London which have been produced by the Trust for London and I find these very useful resources in understanding our local community and building a community profile for potential projects.

I didn't know Trust for London provides non-monetary assistance other than use of meeting rooms.

I do not feel competent to respond responsibly. I am aware of much of the funding for the impoverished and neglected people of London that is funded by the Trust, and it's high standing among community bodies. But I do not pretend to an informed overview.

I don't know what other projects involving [our subject area] the Trust has supported. Within our community the impact of the funding the Trust has provided has had been effective through the influencing and participating of people with lived experience of [our subject area] and the involvement in activities both social and strategic within [our area]. The work of [our] coordinator has built a relationship of trust with service providers and facilitated interaction with a wide range of organisations, it has been a key part of the strategy to create a [our area] friendly borough.

I don't really know. I know the impact of the Trust on my work and my beneficiaries but not in general. I only read their website when applying for a grant and don't receive any newsletters or general updates from my grant manager. This may be because I never agreed to receive them. I was sent a list of other grantees the other day and saw they support a number of other organisations in the same field. It would be good to receive the odd report or update on the refugee sector.

I feel that the mixture of funding legal advice work and campaigning work in the housing field is starting to see some fruit and that building those links is crucial for Londoners. We will never be able to improve housing conditions generally with legal advice only but campaigning and getting others involved and funding a range of organisations seems to be working well.

I think it has sought to develop vehicles that can impact on policy through bringing together those most impacted by the issues which it is keen to address. It is always a balancing act, but so far in my experience the Trust has achieved progress in the field.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

I was really encouraged with the grants officers understanding of issues faced by the "by and for" women's sector; and her understanding of violence against women's issues, particularly as they affect BME women; how a lack of core funding impacts on sustainability of the organisations and their commitment to support BME organisations. [Our organisation] applied for funding from the Trust in 2018, when we are in a very fragile financial position (and nearly closed), we are worried about our longer terms sustainability. With support from the trust, the [our organisation] has grown stronger....

Some specific examples on how the funding from the trust supported us:

It supported us to strengthen our leadership. [Our organisation] has continued to maintain strong leadership in supporting the existing funded projects but we were also able to develop further projects through ... funding to address harmful practices across London. This has been a major benefactor to the growth of our organisation and has provided a stable foundation for the continued success of providing specialist BME services pan-London.

The purpose of the [our organisation] is to work towards empowering the lives of [marginalised] women experiencing domestic abuse, so that they can make informed decisions about their lives and those of their children.

The funding gave us time to invest in a case management for monitoring and evaluation purposes, prior to this we use to collect data on spreadsheets. In January 2019, we invested in charity log which greatly improved the organisation data collection. From the back of this we were successful in receiving ... funding (as one of the requirements from the Foundation was that the ... have a case management system)....

In the field of not for profit legal advice services it's support has had a huge impact through its funding and research. With regard to young people and the law. I am not sure. Our organisation was able to grow, reach and assist more young people, preventing homelessness and possession proceedings.

It has been a huge support to our organisation and key funding stream over two consecutive grants/six years.

It has good impact to overall development of the organisation.

It is difficult to assess the impact of the Trust on the drug field which is the area we work in. However, we provide legal services to people who use drugs and in terms of the broader legal issues, such as housing or social security matters, the Trust has an excellent grasp of the problems in these policy areas and does much to influence these debates, as highlighted previously.

It was our impression that the Trust was interested to learn about community planning and neighbourhood forums in terms of the specific issues faced. It was clear they already understood fully the needs of small community organisations and community development in general.

It's brought an understanding of [our] work [in] poverty, which I have used to influence all of our programmes and also our ... service.

Key funder and influencer in this field.

Not known.

Not the Trust funds a lot of work in our field of work, but [I] am not sure of its outcomes, but that is probably because we are so busy keeping up with the demand for our work that we have little time for anything else, except what directly affects our work.

Nothing more to add.

Our advice work has greatly improved and the Trust has made this possible. The support is still ongoing and we are very grateful for this. We are now seen as an expert organisation locally in providing advice work.

Our grant came at a vital time when our volunteer led organisation was at its maximum capacity. The grant enabled us to hire a part-time [staff person] to help with the group grow in a sustainable way. The [multi]-year length of the grant provided much needed security and certainty so that we could focus on our groups activities.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

Ours is an emerging field inside the general field of migration advice. The Trust has understood the need for our work, which is extremely helpful; it has funded a few initiatives in this 'new' field and encourages us to collaborate. It funds work which is designed to impact policy, although this is a very hard. The Trust has really supported our organisation and we are grateful for that, they are also involved in joint initiatives with other funders which are benefitting our field and likely to have greater impact. As ours is a community of interest rather than geography less impact on community.

Primary impact is as a funder committed to funding organisations run by and for [our specific] people and through the very welcome ... innovative funding programme. We are pushing other funders to follow this approach so great to have a real life example in TFL to point to. I think more work can be done to ensure all TFL social change work embeds and tackles disability equality issues.

Really don't know.

Significant 2-year revenue funding.

Since receiving this grant and employing new staff to deliver the work our organisation benefited from the extra capacity. This helped us continue our other work and focus on the longer-term sustainability of our work. Our community have benefited greatly as they now have space where they can get the support they need about a particular issue and then feel comfortable enough to share other issues and get help. Collecting this data and producing reports allowed us to share with our local government and policymakers to consider changes.

Supporting to [our organisation]'s to operate from a social model disability position which helps to addressing oppression and disability inequality.

TFL along ... have created ... for the benefit of [our specific experience] since 2010 and without their support this hard to reach community would lack behind.

The charity received its first funding from Trust for London. They have great understanding of the RCO and the voluntary sector in London. The Trust for London's funding and ongoing support has been crucial in further development of the charity.

The concept of collective impact is big - complicated but good process. We have attempted similar approaches in other areas but this process is new and very positive approach to sharing outcomes and encouraging greater collaboration between delivery partners which is not often the case.

The funded work we receive is a game changer for us as an organisation internally and also in terms of wider community voice so big impact made both inside and outside of the organisation; enabling us to work better with residents and in our own systems having more capacity.

The funding has allowed a grassroots organisation to become a leading expert in our field and one that is recognised by other practitioners in this sphere and one that means we can take meetings with policy makers when we request them. Also academic research has been a continued support of our work and the fact we are still prominent allows this to continue.

The grant funding helped to raise our financial viability and enabled to support close to 100 socially isolated, BAME women from disadvantaged backgrounds in a range of social inclusion opportunities. We created several educational, arts and recreational workshops including ESOL to improve their English communication skills to raise their confidence to get around more independently. Women were able to build social networks and friendships to alleviate isolation through peer support.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

The grant the Trust has given us has made a huge impact on our organisation and within our community. The funding gave us a chance to extend the work that we had started in this field and it has given our organisation kudos in the world of grant applications. As an organisation we have secured over the last 2 years several grants of value..... We are now hoping that this has proved our worth within the world of grant applications, and armed with evaluation reports we are now hoping that we can apply for larger grants.

Our current grant has helped us reach more grassroots organisations that have many volunteers involved which helps make our projects more sustainable however once we realise Phase 1 of our project we will need a further grant(s) to realise the long-term phase 2 outcome. Although the project will work with volunteers, our experience shows us that these volunteers (with lived-in experience of our project needs) give so much and yet have so little themselves. It seems the less these people have the more generous they are.

The impact on organisation is beyond any measures. We approached the Trust not fully aware what to expect. The professionalism from the staff and the trust and believe in our aim, goal was amazing. I can honestly say that without the first fund from the Trust we as an organisation would not be in position where we are now, the funding from Trust was essential for our growth and development.

The impact was very positive than ever, praise and welcome by the community in the strange time with the break out of COVID-19.

The London Poverty Profile is very useful and informative - regret it has dropped analysis of individual boroughs. We hope that the establishment of this [specific programme] will impact on the ... policies but it is too early to say.

The newsletters are helpful and the findings from research both in helping to inform the work we are doing in relation to working with communities but to help inform what policy direction ... needs to consider.

The organisation has received funding resources as well as capacity building. The Trust's help has been fundamental in our growth and maturity as an organisation. Its provision of research publication and advocacy on the poor and the vulnerable has contributed to our vision, understanding and advocacy of the issues among our community. The Trust for London employs advanced ways and is always at the lookout to further the needs of the small and medium groups.... TFL offers a voice and insight which has a positive impact on the outcomes of our work and brought tangible outcomes for our beneficiaries.

The project that our main grant funds is definitely contributing to the sector's wider understanding of the factors contribute to 'in work progression'. This will transform individual lives for the better but also mean we can share learning and evaluate what works best.

The reports on poverty are very helpful, but initially did not include disabled people in any significant way. I think there has been a two way dialogue between [our type of organisation] and the Trust over this.

The research on poverty and homelessness is beneficial when speaking with local councilors....

The support for the development of [our organisation] has been a very positive within the field of social housing tenants (of which our organisation comprises) attempting to influence or challenge regional housing policy albeit a difficult position for a funder to take.... Some of our members expressed initial concerns about the independence of the panel in this respect, but actually it has been positive in developing the relationship while retaining a space to speak openly on issues impacting those we represent.

The support we have received from the Trust has been outstanding because they are a funder who supports causes that are always difficult to receive funding for and mostly benefit those on the edge of the society.

The Trust does a great work around poverty. They are well respected in our field.

The Trust enables us to meet other leaders in the sector and promotes research that is produced, along with good practice/solutions that emerge. It's very useful for us to have this focused conduit of knowledge and a platform to exchange experiences and learning.

The Trust for London is having a positive impact helping neighbourhood forums in complex inner-city London areas complete the neighbourhood planning process.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

The Trust for London is helping to connect many different housing related projects and in doing so, strengthen our capability to ensure the voice of BAME and vulnerable groups is represented and heard. Many of the projects Trust For London supports are not instantly recognisable or 'high profile' for example...., but there is still an urgent need to support them. We are extremely thankful for the support of The Trust For London in our award through the 'Good Homes and Neighbourhoods' programme.

The Trust has a clear commitment to making positive change in our field.

The Trust has a long-standing commitment to supporting victims of trafficking and labour exploitation. It supports many organisations working in the field. This funding enables this network of organisations to work together and support each other which provides an essential eco-system for learning and to provide support to this community. Their support has been invaluable to developing the law and policy in this field.

The Trust has a really good knowledge of community development and the needs of disadvantaged and socially excluded communities.

The Trust has a very large impact on the community we serve.

The Trust has been at the forefront of championing user led organisations, and the value of Lived Experience. This is hugely important to many fields they fund but especially Disability. There is a strong need for funders and policy makers in general to understand what Lived Experience is and how important it is to have services provided by people with Lived Experience. Having the Trust champion this is very helpful.

The Trust has been very helpful in connecting us to other organisations that we can collaborate with, particularly those imbedded in the community who can give us information for our research. We would very much like this to continue. They have also been very useful with regard to training on evaluating our project - this has really helped us with the specific project that they fund but also with the others that we run - it has given us the verbalise the outcomes and impact that we are looking to achieve right at the start of the project rather than looking backwards.

The Trust has consistently funded and supported innovative research and campaigning in our field (homelessness).

The Trust has enabled us to develop staff and volunteers to provide specialist employment advice in our community for the many people who have had nowhere else to go before we had the funding to support them. They have, with the current grant secured via the ... funding programme for COVID-19, enabled us to begin to prepare ourselves to return to being able to support all our community who are unable to manage to obtain advice through technical portals. Face-to-face being some peoples only option for many and varied reasons within their lives. Trust for London get this and do not judge this.

The Trust has had a huge impact on our organisation and community through funding, including becoming a London living wage provider and now working with other organisations for accreditation.

The Trust has had a positive impact, the Trust was the first funder who initiated to tackle FGM across UK. We as [a specific] community women organisation were proud to get that funding for the first time as a community who had a historical effect of FGM practice. The Trust has a special recognition of tackling inequality and make effort to tackle disadvantage and poverty in UK communities.

The Trust has identified that the role it is most suited to playing in improving the environment experienced by Londoners today is to focus on tackling environmental poverty and injustice, and this is a very valuable and important space. It had a profound and longstanding impact in raising the profile of air pollution in London by providing consistent funding.... This funding enabled [the organisation] to influence policy in London over successive mayoralities... Measures ... will lead to measurable health improvement and avoided lost life years for thousands of Londoners from less affluent and BAME communities who are disproportionately affected.

The Trust have a great record working with the [specific] communities raising awareness and supporting different projects and organisation fainting equality, poverty, social exclusion and discrimination. Great work and on behalf of the staff, volunteer the management committee and the community a great thank you to all the staff and management involved.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

The Trust is assisting us to identify and address the particular issues concerning the gender pay gap in construction. This is hugely useful to us as an organisation. As well as benefitting current participants, it will inform the development of our work in this area in the future.

The Trust is having impact on our organisation by helping it to survive and carry out its work. By contributing to the provision of advice work it encourages funding to be awarded by other funding bodies e.g., as funding bodies prefer to see a mix of funders rather than reliance on one. The Trust is also providing encouragement to us to be rigorous in our evaluation, by providing training and expecting focused reporting.

The Trust is helping us develop a very important area of work—strategically and practically i.e. that of disproportionate rate of young Black men in society. The Trust are leaders in this field and have supported our organisation and others to undertake valuable work. The Trust has engaged other funders ... in supporting this important work. An important area for development is to get more Funders and statutory organisations and employers engaged in this issue.

The Trust is making a great impact on the community and organisation.

The Trust is one of the few funders to provide support for legal assistance in the areas of immigration and employment. It has enabled provision of services in these areas to continue and those [organisations] in receipt of TFL funds in these areas have been better equipped to respond to the [extremely large] surge in demand for assistance in employment, in some local areas. Similarly with non-asylum immigration, TFL remains one of the few funders. The problem of irregular immigration status or no recourse to public funds was even more acute during the first lockdown. TFL funds enabled [our organisation] to provide assistance to people in this situation living in London and unable to access services, including health care, during the pandemic.

The Trust is recognised as an expert body providing research and data in the field in which we work. We regularly use the data it produces.

The Trust is supporting our caseworkers who help our [specific] community and is clearly having a positive impact on how we are able to provide support and improve our outcomes. We have a high percentage of ... people in our community so the funding from the Trust is vital. The money that the Trust provides is key to our ongoing service provision and is well respected in our organisation.

The Trust is supportive of the work to provide better routes to settlement and citizenship in the UK. By funding us and supporting the work of the ... they have played a crucial role in contributing to systems change and our engagement with local government.

The Trust is vital supporter of [our] policy work, leading to systems change. We are able to capture insights and impact from the community we support, and the Trust has and continues to support us to fight for real change for our beneficiaries. We have an incredibly positive and vital relationship with the Trust.

The Trust is well-regarded and known by all significant charitable organisations in our geographic area and fields of specialism.

The Trust plays a vital leadership role, helping connect up different levels, from the grassroots to the highest levels of policy making.

The Trust provided capacity building and funding to the organisation. The capacity building elements helps the organisation to deliver quality work and maintain good systems. Funding elements of the project helps us to deliver services to the most disadvantaged community members.

The Trust sponsors the London Housing Campaigners panel which helps co-ordinate our efforts in campaigning on housing issues.

The Trust support several key organisations in our field.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

The Trust will have an impact on the community being able to access advocacy this project has not been able to start due to lockdown at the moment we are in the presses of employing an advocacy and support worker who will be able to provide activities for local people, especially those experiencing social and economic disadvantage, focusing on wellbeing, health, learning, and loneliness and isolation through opportunities to socialise. Help local people to overcome difficulties with housing, health or lack of income; Sustain a community centre at Leegate with the active participation of local volunteers; contribute to the cohesion of the local community, advocate for the needs of local people, particularly "hard to reach" communities, and assist them to influence decisions affecting their lives or community.

The Trust's approach on working closely with communities e.g. through the ... project is amazing. It could inspire other funders to improve their engagement with communities. It also inspires us as an organisation who wants to work with funders this way.

The Trust's approach to lived experience leads the field.

The Trust's investment in post-Brexit immigration policy research, analysis and outreach work is hugely important, and is making a tremendous difference to numerous organisations working on this issue. This is a result both of direct investment in on-the-ground organisations, and investment in research and analysis - such as that undertaken by our team - which feeds in to advocacy and grassroots organisations.

The Trust's support for valuing Lived Experience and user-led has had a huge impact. Intersectionality is also an area where the Trust support us and others is changing the landscape.

The Trust's work has been very influential in the field particularly in it's work on inequality and its recognition of the disproportionate impact of poverty on migrant communities. The Trust has played a role in moving conversations about people within the immigration and asylum system away from just refugees and asylum seekers but recognising it as a much broader issue. Within our organisation, the Trust has been willing to fund work particularly focussing on undocumented communities which other funders have been less willing to engage with.

The Trust's work supporting Londoners, especially young Londoners (and the organisations that work with them) who are experiencing extreme marginalisation through immigration issues and legal issues is really vital. Our work is focused on legal advice on employment rights, but we're very aware these issues tie together in terms of rights, vulnerabilities and exploitation in London. And we've gained knowledge and contacts through our participation.... We're very grateful for the support provided to us by the Trust and we are honoured to be grantees working within this network.

The work of ... as a platform to increase collaborations with the ... on some key areas of work (EU Hub/workers rights, elections, etc.) has been really valuable. The ... network has also been a fantastic space for us to link with other organisations, access pro-bono support and training, and to exchange information with others.

They are playing pivotal role by offering us the fund to run the programme. This rubs off on our refugee community as well as on our field of practice.

Through its Connected Communities funding priority, the trust is enabling new activities led by local people in response to need to emerge, develop and grow. Our borough ... had historically seen less activity in some areas, but through this grant we are addressing this, particularly in this time of crisis when people have experienced even more isolation. The two year grant we have received has also given our organisation the resources needed to employ a member of staff to develop and deliver this programme during two years, which has given us much needed stability as an organisation.

To communicate regularly with voluntary and charity organisation and get more information about our work, local people problems and communities and develop clear vision to support local organisation and provide more resources.

Trust for London has always supported community voluntary organisations. This includes refugees and asylum seekers. They are very few grant making trusts that provides support to such organisations. Trust for London is on top of providing financial support to small but vital organisations in Greater London. Without the support of Trust, many small organisations would suffer.

Please comment on the most important impact the Trust is having on your field, community, or organization. Your answer will help us to better understand the nature of the Trust's impact.

Grantee Comment

Trust for London has assisted us in our project of building community relations and helped us prevent poverty in our community, they have been vital in assisting this [specific community] integrate and become active citizens in London.

Trust for London has been an important part of the campaign..., as well as highlighting the impact of the gig economy on London employees. We are not sure how far it is used to working with social key enterprises such as ourselves who gain most of their income from trading and whose relationship with the people that it trains and employees is not one of a benefactor/beneficiary. However, the impact of the Trust for London Funding has been of pivotal importance to our organisation as we deliver a new phase in our work which is to use our lived experience of procurement, of trading etc. to influence key anchor organisations to use their purchasing power to provide more opportunities for those who are historically disadvantaged in the labour market.

Trust for London has given us a funding which was used to supported a large number of ... claimants especially people with language barrier which was also very helpful during COVID.

Trust for London is a driver of change within London and works hard to use its position to bring awareness to key issues. It is difficult to make an overall assessment of their impact without a more intimate knowledge of their work, but I am aware of initiatives that they champion like the London Housing Panel. They are also strategic funders who direct their funding towards projects making a difference and driving change.

Trust for London is very influential in the field of poverty in London, which is what our project aims to address by helping poor Londoners to move into better employment. We have a very small project but this type of project needs to be replicated across London and Trust for London has some success in this. However, the government needs to fund more of these project particularly in London.

Trust for London provided us with the resources to train [several] housing champions that inform and engages with regeneration plans so that relevant stakeholders can adopt a sensitive and fair approach to the needs of local residents in the area of affordability and family-sized homes.

Trust for London took on a leadership role on employment advice and policy. This has been very influential, particularly since the pandemic commenced.

Trust for London's consistent support has been crucial to very many vulnerable people receiving support that they would not have otherwise have got and has enabled our organisation to plan and to put in place long-term strategies.

Very supportive and approachable.

We have learned about how the Trust works and what organisations and groups it supports and that is an important discussion point about our work.

We have used the funding to enter a field we had no previous experience of so the training and networking opportunities which came with the funding have been invaluable.

We think that they are well aware and understand our community needs especially in fighting poverty, immigration advice, inequality including access to public services. They made funds available to meet these needs. Trust improves the quality of their services that encourage us to follow them.

We welcome the Trust's research on poverty in London as well as research into methods of increasing capacity for immigration advice. Whereas the former is widely known and used, it seems that the latter is yet to be measured and assessed.

We were not able to answer some of the previous questions fully as contact with the Trust has been limited due to Covid. The premises where we offer our services have had to be closed due to Covid. The lockdown caused us difficulties with access etc. The impact on our organisation because of the grant from the Trust has been enormous. Without it, the organisation would have had to make staff redundant and we would probably be looking at complete closure now. Because of the grant, we have been able to continue providing a basic service by our volunteers to the most vulnerable members of our community.

We work on one of the most salient public policy issues affecting London and the Trust recognises this, funding several other complementary projects in the field. This gives them huge insight into the problems that we're all dealing with and puts them in a valuable position to share best practice.

We would not have survived at all without the Trust's help.

CONFIDENTIAL

The Trust for London

**Grantee Comments from October 2020 Grantee Perception Report
Conducted by the Center for Effective Philanthropy**

Please note that comments have been edited or deleted to protect the confidentiality of respondents.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
[This specific] funding programme is excellent, but there needs to be an explicit commitment to the funding of advice and infrastructural support for advice, particularly in this time of crisis. Gaps in advice across London are too great, and the necessity of accessible advice, properly supported, with a robust infrastructure has been made all too apparent during the pandemic.
A better understanding of how voluntary organisations have to sometimes operate to survive would help. We have dedicated workers who have been with us a long time, and the response we got to an answer that sometimes (though not often) they work more hours than we can pay them for, which was 'We only support Living Wage employers!' felt very threatening and demeaning to both our trustee and our workers. As well as very out of touch with what actually goes on in tiny charities such as ours....
A wider take on what constitutes exclusion and deprivation maybe?
Accessible on-line processes.
More longer-term core grants to user-led organisations that are addressing social justice issues.
Advertise the support, aside from funding, that they offer to grantees more (e.g. training, advice, management, diversity and inclusion processes). Support further connection and collaboration between grantees.
After [a few years] of funding from TFL our project and submitting final report we could have more feedback and list of referral how to support us to grow and provide better service as organisation.
As far as I can tell from our interactions with the Trust their overall understanding and non-judgmental, practical and supportive work with us has been something we have rarely experienced from other funders up until recently because we are seen as being a borough that doesn't have high depredation figures. So as far as their ability to see the reasoning and understand need goes no improvements from our experience.
I think the only area that might be helpful is if there were more front end work, once funding successfully gained, on clarity for monitoring information and data capture opportunities. With the years of knowledge and skills the Trust has within their team it might be useful to small organisations for their reporting/monitoring officer to offer some time and expertise to the organisation to make sure that the processes and data required for reporting are established successfully at project start. It benefits all parties involved and gives confidence to those less experienced in this area who have successfully seen their dream of being able to provide a vital service come true. I am thinking about the complex projects where everyone would really like to shout about the fantastic impacts they are making but may not be experienced enough to recognise or feel confident about capturing. The Trusts experience and knowledge in this area could benefit many small charities like ours and will help improve reporting and the impact the Trusts funds have for everyone.
As indicated before it would be good for more strategic discussions and planning—and longer term funding—with support from other funders.
As per previous answer—not to exclude business planning and organisational development as fundable propositions—need basic admin and business managers in place to grow and scale. It can't be all about delivery, delivery, delivery—we need support and systems in place to do mundane business and programme management.
Can't think of any right now.
Continue to invest in projects that have impact. it is very hard for charities to start and stop. Each time a successful project runs out of money, it costs twice as much to reinstate it.
Continued engagement throughout the life of funding, additional support and advice. Support with monitoring and evaluation at the end—as well as the beginning. Site or event visits. Being responsive to local needs—rather than a blanket one fits all criteria.
Coordinate its questions with other funders so applicants basic information request and financial is the same for most applications, reducing time spent for us on the application, enabling more time for our beneficiaries.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
Enabling spaces for voices from smaller organisations. Although the Trust does create spaces with policy stakeholders, these spaces are mainly represented by larger organisations. By encouraging smaller organisations to have a voice, and reinforcing these practices, the Trust could be a funder that goes beyond the financial support (that is also vital for us).
Encouraging grantees to address disability, race and intersectional inequalities -encourage grantees to address overlapping inequalities -grantees to work from social model of disability position
Faster response from grant officer when contacted. We appreciate they are very busy though. Greater funding for advice as a sector priority under current grant theme structure. More joint up collaborations with similar organisations that can either work together or provide additional free/ subsidised support.
From my experience, Trust for London is a better funder.
Generally already and very good and supportive funder, but the application process could be a little easier to use.
Greater flexibility about reporting and evaluation requirements. I understand the Trust's need to understand the impact of what it funds. However, we are a small organisation and we don't have 'spare' resource to undertake reporting and data capture. We have [very few] post-holders to undertake all corporate activities. The remainder of the staff deliver our core service. What the Trust encouraged us to do was not deliverable. We felt an obligation to commit to tasks that were unrealistic to be seen to be co-operative and to secure the funding. I don't dispute the value of all the monitoring, data capture and reporting that the Trust encourage, we just don't have the capacity to do it. If the Trust could fund reporting separately over and above the value of the grant, and actually organise it externally for us then we would be in a position to meet the Trust's requirements and benefit from the analysis ourselves.
Hear more, only listen - Listen with intention to understand - Treat the organisation funded as partner - Work with them
I believe the Trust/our grant manager was extremely helpful in listening to our current project status and the affect that Covid-19 was having on it. It was fantastic that the Trust allowed us to adapt the funding to meet current needs. We are still in the middle of this project so we have agreed to discuss it again at the end of [the year] to ascertain how we move forward with the grant. Looking ahead, I think what would make the Trust a better funder for us would be to look at our project as we approach the end of our funding and see what we have achieved and work with us to provide some longevity to the project. I estimate that we would need another round of funding to keep the project momentum (and not undo all the hard work we have done to get to this stage) and then we could do with some support/guidance as how to best maximise our position for getting additional funding for other streams.
I feel that the trust has been incredibly supportive of [our organization]. We have had immigration advice funding for several years.... Without Trust for London we would simply not have managed to exist in the first few years and we have now a larger earned income and other grant funders. Trust for London really did help fill an advice gap in [our region].
I have found the evaluation framework difficult to work within. I do not think it is very realistic and I have not found it helpful.
I have had limited involvement with the funder so far, but hope to further that relationship as time goes on. A more personal connection with the funding manager would be greatly welcomed.
I haven't got anything to suggest - I feel that one of the TFL's strenghts as a funder is that they are happy to invest and support small organisations with core costs during a nubor of years; that you can go back to them for more funding after having held a 2 or 3 year grant. I think this has a positive impact in the sector and see the relationship with TFL as a partnership in addressing poverty and inequality.
I think a little more informal pro-active contact by phone or email from the grant manager would be good. It would show a genuine interest in how the projects they fund are getting on. Contact is usually initiated by us. The relationship can be a bit bureaucratic and revolve around forms accepting funding, requesting instalments and reporting.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
I think that the Trust's processes and strategy is already highly developed.
I think the Trust is a great funder, but I would have liked to see more flexibility in the light of the pandemic to trust us more to use the funding in the way we felt would have the most impact given that we were going to struggle to deliver our original project during the pandemic. This resulted in us having to place the member of staff on furlough for a period of time when they could have been put to really good use elsewhere at the height of the first lockdown.
I think the Trust is more engaged than many funders.
I think, like all in the sector, the Trust needs to be careful with salaries—so I do wish there was more in the pot for [our staff member] to work full-time, as his support is very much needed.
I worry about the time required to commit to evaluation and related training.
I would have valued an indication of the funding the Trust had available for the specific kind of work we do.
I would perhaps have liked to meet the panel to have the opportunity to bring alive our work and to say thank you but this is a 'nice to have'.
Improve online Comms/application/reporting mechanism.
In all ways.
In order to provide tailored support to the grassroots organisation – Trust for London should consider reevaluating their priorities alongside prevailing emergencies such as Covid-19 and its impact while at the same time, focusing on existing priorities and support that is required at grassroots level balancing these two needs will be critical for enhancing and defeating poverty and equality at a grassroots level.
In the past, the paper based system for drawing down grant installments is a bit 'clunky' and admin heavy. It took some time to get through to someone when Trust staff were working from home but we got there in the end! Now it is online it should be easier.
Increase contact. [More] business and strategic support.
It was difficult to have to 'subsidise' the project as it was not fully funded.
It would be great if there was more core funding available. Our Trust funded project work is very useful, but even with three year funding, effort goes into designing the project, recruiting for it, running and evaluating it and then winding it down even though the need continues. The money could probably be used more effectively if it enabled us to expand our core activities.
Just keep doing what you do now.
Keep doing the work they are delivering supporting the volunteer sector.
Maybe make the application process more streamlined.
More capacity building with many aspects of organisational development.
More contact, more bringing people together, more providing a context for our work and their work plus developing a network of providers. Better dialogue. It would be great if they visited us more.
More flexible and longer term funding.
More of the same.
More one-to-one contact/availability between the grant manager and trust fundraiser.
More visits, more communication. Enable us to feed back more from the front line to them.
N/A.
N/A.
No suggestions. The Trust is doing a great job.
None at the moment.
None so far. They have been perfect.
None that I can think of.
None that I can think of.
None to think of.
None.
None.
None. Happy with the level of service thank you.
None. I am happy the way they are working until now.
None. We're happy so far as is our first grant with the Trust.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
Not at all. I'm not sure if they can improve anything, from our experience everything was as it should be and there is no need for improvement.
Nothing at the moment. Also, in relation to the question of additional support, we received quite a lot of non financial assistance from other funders, so when these offers come in we have often already used opportunities provided by other donors.
Nothing comes to mind. The issue in the likely difficult economic time ahead is that the Trust's resources will be needed by more groups more than ever....
Our grants manager isn't very engaged and open to discussing the project progress/covid adaptations etc.
Perhaps longer term grants (5 years) to ensure organisations can plan effectively. Otherwise, the Trust is very light touch in terms of reporting requirements, which allows organisations to focus on their work.
Perhaps the partnerships was not as close as we would have hoped - the Trust always has a huge amount to offer and although we were very well connected in one direction, other connections could have benefitted. Nevertheless, the speed with which the Trust responded, and the ease with which we were able to obtain a small grant support, was vital since in the area we were working, timing is very important.
Playing an active role in co-production projects. So the Trust won't be just a funder, but also an active partner in a project.
Quite simply - more funding to more bodies. In particular, from my personal knowledge of [our region], there have been many small bodies, fragile in structure and risky in reliability terms, that would provide a big bang for a small buck. In the early 1990s small grants ... helped to make a disproportionate difference to marginal communities. So called "helicopter money" has much to recommend it for short term gain and some of such seed corn will develop into genuine longer term benefit.
Rather than short-term funding, invest in projects for significantly longer periods e.g. 5 to 10 years. If the project is based on a good idea put trust and faith in it to develop over time. This could be subject to stringent annual or even 6 monthly reviews to ensure projects aren't drifting/failing to progress, but projects starting out knowing they have a 5 to 10 year life would provide a certainty to exponentially increase impact, scope to develop, take risks and embed success. This would also avoid the huge amount of time, effort and attention constantly needed for seeking further funding which detracts significantly from effort focused on the project itself when funding is only short term.
Reduced the time scale to approve the finding application. Increase the amount of the grant and extend the duration of the project such as [a] 5 years programme.
Sincerely, they have been fair to our organisation. They have demonstrated some desire of flexibility in order to support us. But there are rooms for expansion. They could raise their support to another notch both in duration and amount.
Slightly easier application forms and also non written forms of application. The different grants aren't completely clear and I'm still uncertain as a grant folder whether we qualify for future funds or other funds etc.
TFL are already very good funders in our experience—they are accessible, fair and responsive without being overly demanding on grantees. Please continue to do what you are doing.
TFL have funded us well in recent years though the constant threat of 'this will/could be the last grant' and the pressure to find other sources is a big pressure. They know full well (especially since we have tried hard to find other funders) that very few funders support projects with a radical approach to tackling poverty and supporting clients. The fact they they do is a big boost for us, but the constant threat of withdrawal despite our proven success just makes things worse. We need more money for staff [very few paid staff members] not less! Especially now covid is making things a lot worse for both vol orgs and the people they try to support.
TFL is a good funder, we would have liked to have seen more contact with our grants officer, but limited contact may have been because our grants officer left and we had someone in the interim. Information on training and publications and work related to the Trust would also be welcome.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
<p>The funding application process is very labour intensive, which is difficult to resource. Having a word limit on online applications means that it takes much longer to do the application because of time spent editing it down to the word limit. We appreciate that the Trust cannot accept pages and pages of submission but if there was a way to be more flexible with the word limit that would help.</p> <p>Similarly, online submission can be very stressful especially working from home with competing internet users sometimes disrupting connections. We would like to have the option of submitting a Word document via email but we understand that this may compromise security of the applications and suspect that is why funders use online applications.</p> <p>We experienced some difficulty with the member of the Grants Access Panel who joined the Trust staff in the application process meeting (we were interviewed recently by the Trust as part of our most recent bid). The Grants Manager was professional and fair but the Panel member appeared hostile and at one point would not let me speak. We found that concerning. We are pleased to see the Trust involving people with Lived Experience in the award process but we wonder what the selection process is for those people and whether that could be improved.</p>
The online portal is impenetrable.
The opportunity to apply for unrestricted funding, as whole or part of grants.
The Trust could set out a calendar of funding opportunities to help with planning. The key challenge for all organisations at the moment is the uncertainty around funding and the sustainability of ongoing services. It would be good to get a message from the Trust saying 'we are on your side' to help cope with the current crisis and how we can help you to come out of this a stronger organisation.
<p>The Trust does contribute a small amount to core costs, however, there is still very little capacity in our organisation to plan and act strategically. We need more board development. The Trust should insist that Trustees of grantees are well trained and understand their duties to governance, support staff and that they are diverse/representative of 'beneficiaries'.</p> <p>'Smaller' organisations rely on underpaid, junior staff to often 'run' organisations without the time, skills, support or legal responsibilities to do so. The Trust so insist on a journey towards good governance as part of outcomes.</p>
The Trust has been innovative and responsive from its early days as City Parochial; it has been a Trust that moves with the times and takes up new areas of work, it's commitment to diversity is palpable. It collaborates well with other funders and is not self regarding. Its support for Londoners in need has never waived only adapted to the changing nature of Londoners. We consider it an example of good practice among funders.
The Trust is an excellent funder. The only suggestion would be to make longer-term core costs grants to help ensure organisations' sustainability and provide them with the flexibility to respond to emerging needs of their beneficiaries.
The Trust is definitely among our preferred funders in terms of funders who are good to work with, open to honest discussions about problems or areas of difficulty and with a willingness to engage with the issues.
The Trust is one of the better funders. I suppose from our perspective it would be helpful to have longer term grants for 5 years rather than 3 and not to be limited to two periods of funding.
The Trust may want to consider getting feedback directly from beneficiaries of organisations funded by them. I appreciate the difficulties but it should significantly increase the Trust's understanding of the community. It could potentially be achieved by creating an advisory group to the trustees or recruiting additional paid grant committee members. Members should come from communities with lived experience and be enabled to participate—including through being paid for their time.
The work of the Trust is unique and the combination of research to support programmes makes it relevant and extremely powerful. Perhaps, the link to policy work and change could be strengthened by using evidence from grassroots organisations.
There are no recommendations we can make for improvements. We are very happy with the Trust's support, both financially and organisationally.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
There is a movement towards funders become relationship funders rather than project funders and we welcome this. As funders support our aims and objectives, it is helpful that they trust our judgement and believe in the difference we make - so for funders to fund us, to do what we believe we need to do to make change, is the way forward.
They should revise their criteria on limiting support to organisations below ... turnover.
This grant was our first grant so we do not have much experience of this process. But we've felt really supported and at home with Trust for London and they have guided us through the process and been really understanding that we're a small group. This has helped make a daunting process much less stressful!
This is an effective trust.
This is the first time we received funding from Trust for London. So far, we feel that the process was very comfortable and communication with grant manager was very on point, at this stage we don't feel that there is any improvement needed.
To be mindful that there are many small organisation that does amazing working changing lives, but can not always present it in paper due to many factors and lack of skills.
To communicate to service providers, local organisation/charity and find out local people social problems and provide more resources to charity organisation to help and support to local disadvantage and deprived communities in our area.
To consistently support the needy and the disadvantaged to enable them to grow and excel their potential. Especially to focus on BAME organisations serving women and children, refugees and Muslim communities.
To pay grant installments without requiring a signed form.
To provide funding for the right reason to right area and help to safeguard [a] good organization and make them sustainable.
To recognise how far some evaluation techniques do not fit in with lived experience. But then I am not a big fan of numeric evaluation but can why others might legitimately value them.
Trust is an engaged, supportive and understanding funder. I can't think about any specific improvements to be made.
Updates during coronavirus on how other project were managing and what offer there was from trust for London including options available. Maybe to have a training session with groups to share knowledge and support during this time, similar to what was expected from us prior to the M&E document that needed to be sent in.
Very few. We'd love more suggestions of other grantees that we could collaborate with.
We appreciate the pressure on funders. However the Refugee Community Organisations will require additional help and support during the current crisis.
We are a CVS that commits to working both with the VCS and with residents. Funding for CVSs in this area of working with residents is not so much a consideration from funders. Funding that ensures that the CVS has a role to play in understanding the issues facing communities and supporting local social action should be considered further. This is not to replace funding given to frontline providers but to enhance their work and services.
We are used to providing quarterly reports to our clients and would have no objection in doing this as it helps to anchor in projects, rather than having six monthly reports. We also think that the Trust could be more proactive in developing partnerships and alliances between funded organisations and also between other potential partners with whom it has relationships.
We can't think of any. We have been extremely honoured to be supported by the Trust.
We expect Trust improving their knowledge about our communities and our organization for a better understanding of our needs, strengths, and weaknesses to improve the quality of our services. We would like to see more funds available long-term to meet our community needs to sustain our community. We would like to see Trust's flexibility in responding to emerging needs, such as Covid-19, Brexit, etc.
We found the whole process straightforward and the Trust showed great interest in our work, which was refreshing as funding for small charities like ours has been hard hit for a number of years. We are unable to suggest any specific improvements as we were pleasantly surprised in our dealings with the Trust.
We have no suggestions we cannot think of a way [that] they can improve.

What specific improvements would you suggest that would make the Trust a better funder?
Grantee Comment
We would have appreciated more communications from the grant manager and any offer of support beyond the grant.
We would like to see more funding allocated to research on social issues.
We would like to suggest that Trust for London consider a broader focus on funding work to tackle and prevent environmental injustice, particularly in the light of the climate emergency, which is likely to lead to overheating and flooding for many disadvantaged communities in London.
We're not sure what to suggest - the Trust is a really responsive and supportive funder. Perhaps a wider focus on field building and community building, and supporting organisations especially smaller grassroots organisations to access funding using multiple channels to apply (rather than just with text based application forms). This wasn't an issue for us, and we are not aware if the Trust is using alternative access channels - but perhaps building networks and communities might help with the process of opening up access to smaller grassroots organisations.
While I completely understand the importance of robust evaluation, and thorough reporting to funders that provide significant funding, the evaluation reporting in the middle/at the end of a Trust for London grant can feel onerous and overly time-consuming. Although the Trust stipulates that it doesn't want too long a report, working through all the key outcomes and outcome indicators in the agreed evaluation plan inevitably takes up space! We absolutely expect to be reporting thoroughly to the trust. But if it were possible to do so in a more efficient way, that would be helpful.



THE CENTER FOR
EFFECTIVE PHILANTHROPY

675 Massachusetts Avenue
7th Floor
Cambridge, MA 02139
617-492-0800

131 Steuart Street
Suite 501
San Francisco, CA 94105
415-391-3070

cep.org