

WILLIAM GRANT FOUNDATION

Your experience of working with the William Grant Foundation

What you've told us and what we'll do!

From feedback received December 2023 – May 2024



INDEPENDENT FAMILY
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WILLIAM GRANT & SONS



About these results

We collect and use your feedback to help us understand if we're doing well and to help us discover how we could do better as a funder.

Image: Kelvindale Growers Garden, Aproxima Arts



We ask you to complete short online surveys at key points in our relationship. The feedback we're reporting on here is based on responses received between December 2023 to May 2024.

This short document highlights where you said we could improve, what we're doing well and actions we will take to improve and grow as a funder.

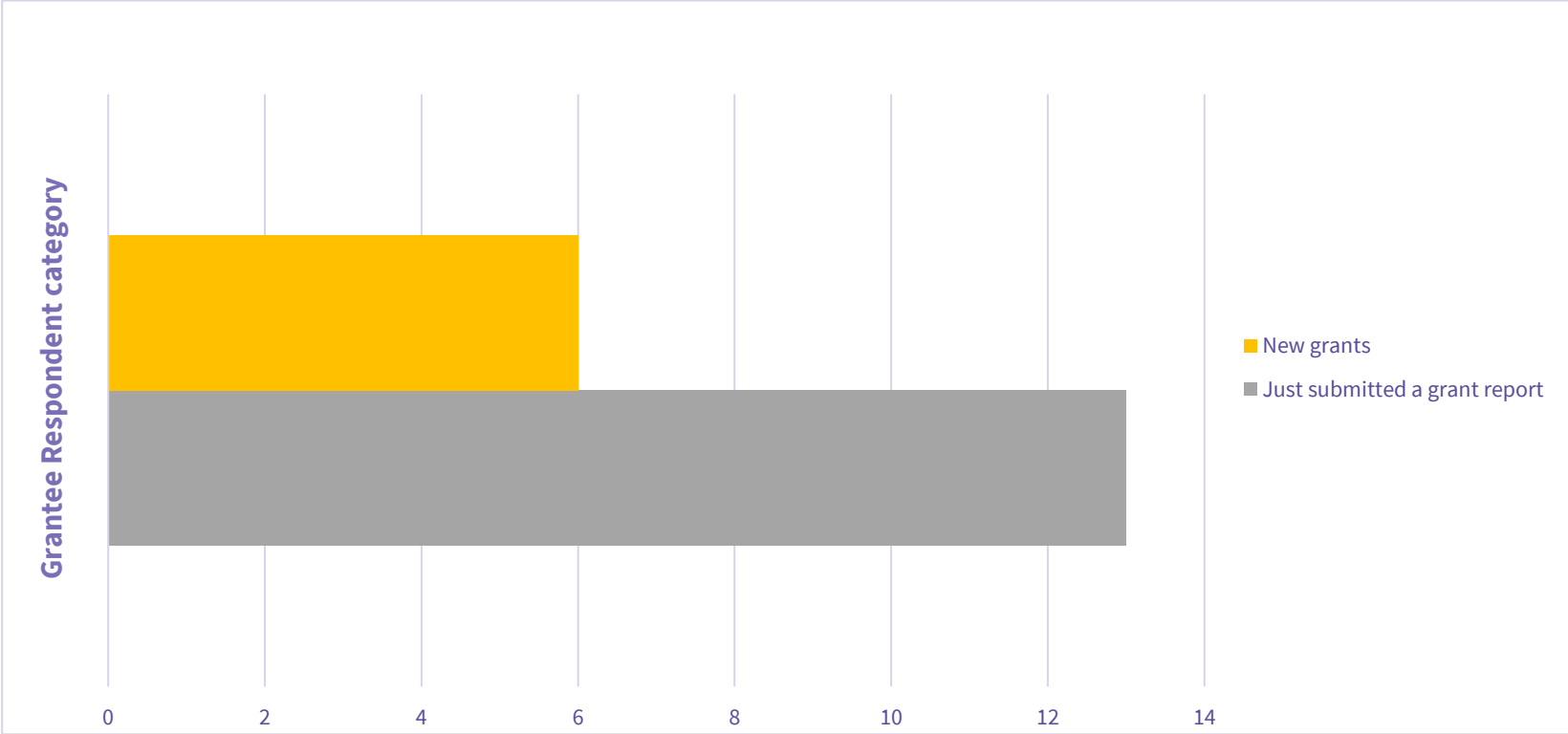
This time we're sharing what we've learned from the surveys you completed after receiving a new grant from us or reporting on an existing grant.

We did not receive any 'unsuccessful applicant' surveys in this period. We've dropped our 'long-term grant-holder' survey as the additional learning we were getting from this tailed off. We have been rethinking what else we need to ask you about – more on this later.

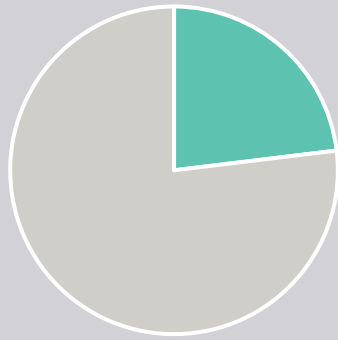
Who completed the surveys?

19 feedback surveys were completed in this batch of responses.

This is a drop in numbers, but we've sent fewer surveys due to dropping one of the four surveys we were previously sending out during this period.

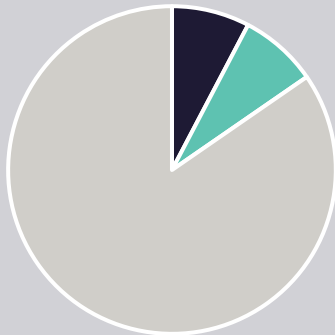


We understand how William Grant Foundation uses the information we provide



■ Detractor ■ Passive ■ Promoter

It is quick and easy for us to provide reports for William Grant Foundation



■ Detractor ■ Passive ■ Promoter

Key findings – what we can do better

Demonstrating our **understanding of our grantees' strategy** could improve – we wonder if our light touch approach means that grant-holders don't have the opportunity to engage with us on this as much as they would like.

Fewer grantees said they **understand our plans and strategies**. This may reflect that in this period our strategies for some of our themes have been under review.

We did get our best score yet on your understanding of **how we use the information you provide** when reporting to us. BUT it could still be better.

Key findings – what is getting better

We're delighted to report strong scores from successful applicants on how they found the **application process**. *'I'm able to explain our project in straightforward terms'* was one comment.

In our surveys we ask you to rate us under a number of performance categories. This time we got a few of our 'best' ratings to date for **'explaining our relationship; clarity on reporting expectations; reporting on what is important; and providing useful report feedback**.

What would you most like William Grant Foundation to do to improve its relationship with you in the future?

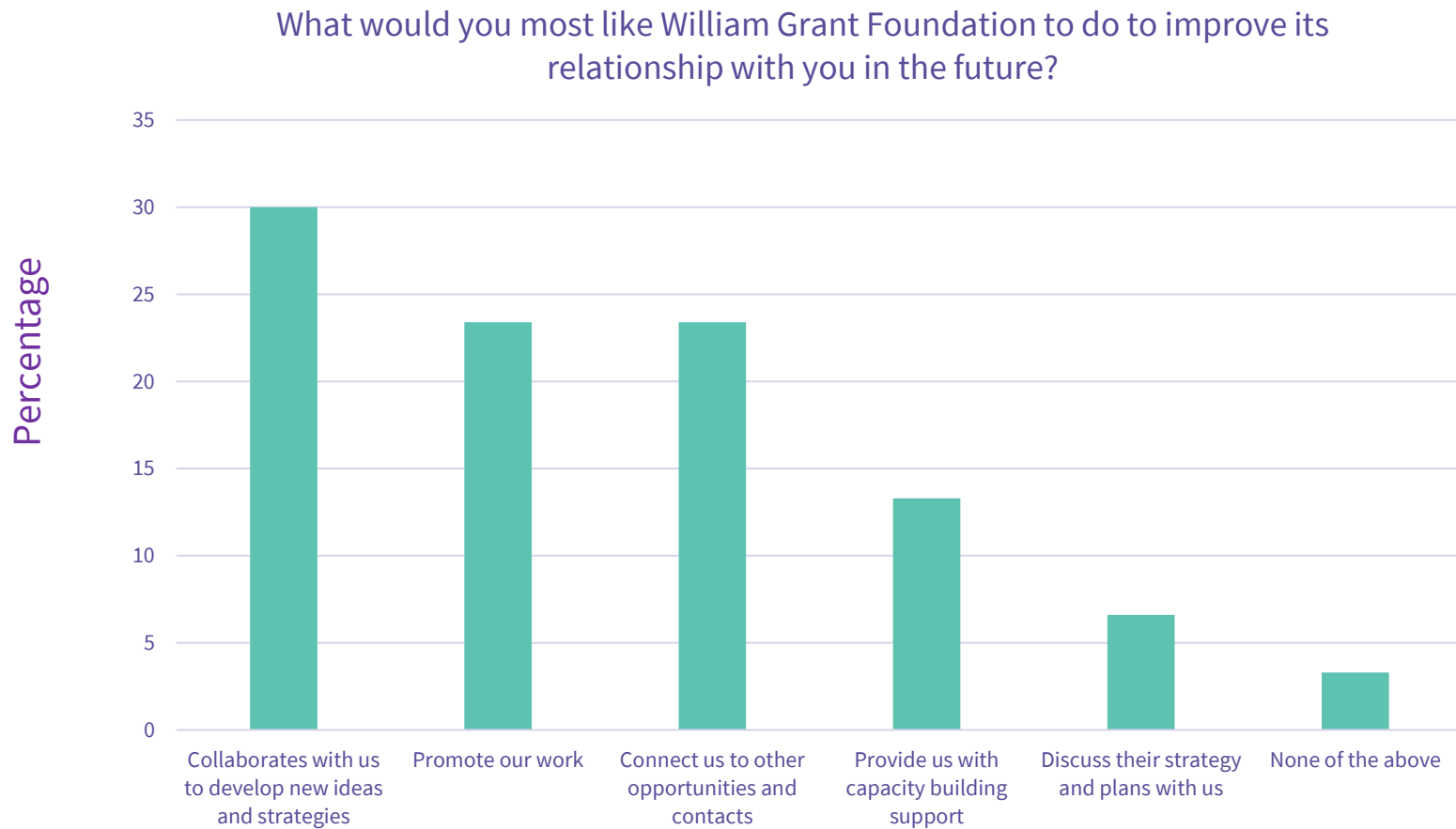




Image: Refuweegee

What we plan to do

We've launched a new [Foundation website](#)! We plan to use the website to **actively share** more about **our themes and approaches** and what we are doing, learning and thinking. We hope this will help more of you to understand our plans and strategies.

We aim to tell you how we use your grant reports when we're setting up a new grant – but we plan to also **explain this more in the feedback we give on your reports** after we've read them.

We held focus groups with grantees earlier this year to help us understand more about the feedback we've been getting from our surveys and to review the questions we've been asking. As a result :

- We dropped the 'long-term' support survey.
- We are changing some questions in the post-reporting and post award surveys.
- We have created a new survey for **grants that have ended** – we want to learn how we can end our funding relationships better when we do this.

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Thanks to those who have taken part so far
and to those who will complete future surveys.

Our feedback system is one way we keep an open dialogue
with partners and grantees.

However we're always happy to hear from you –
if you have something you'd like to share or feed back
please don't hesitate to get in touch.

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