

CCF grantee survey



**Cornwall
Community
Foundation**

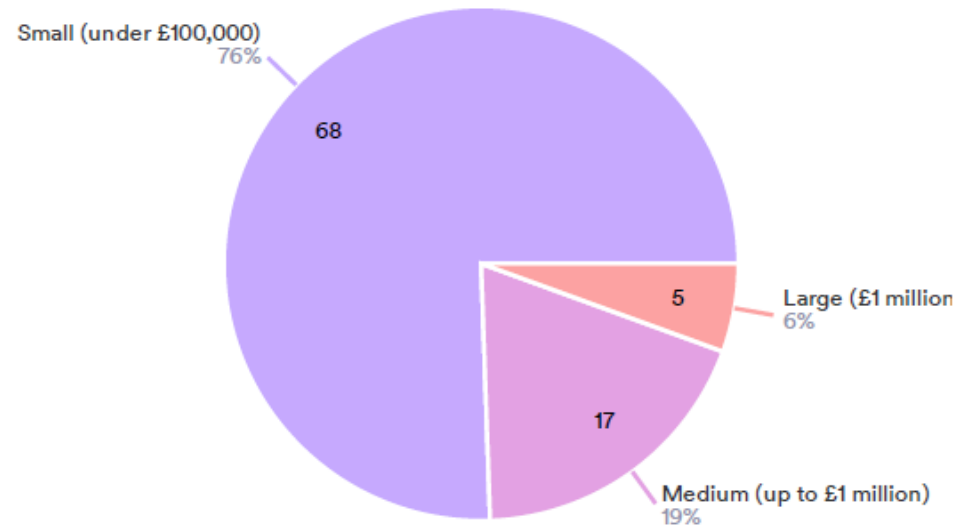
Grantee survey

- The survey was sent to 638 groups who have received grants from CCF
- We received 90 responses
- “Organisation name” and “contact details” were optional questions to ensure groups felt comfortable being honest

Organisation size

Please select the size of your organisation by income.

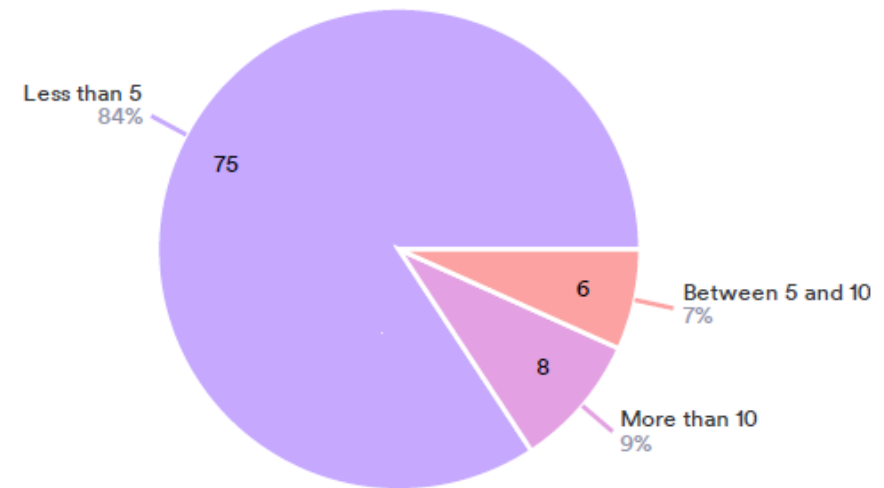
90 Responses- 1 Empty



● Small (under £100,000) ● Medium (up to £1 million) ● Large (£1 million and over)

How many paid employees does your organisation have (full time equivalent)?

89 Responses- 1 Empty



● Less than 5 ● More than 10 ● Between 5 and 10

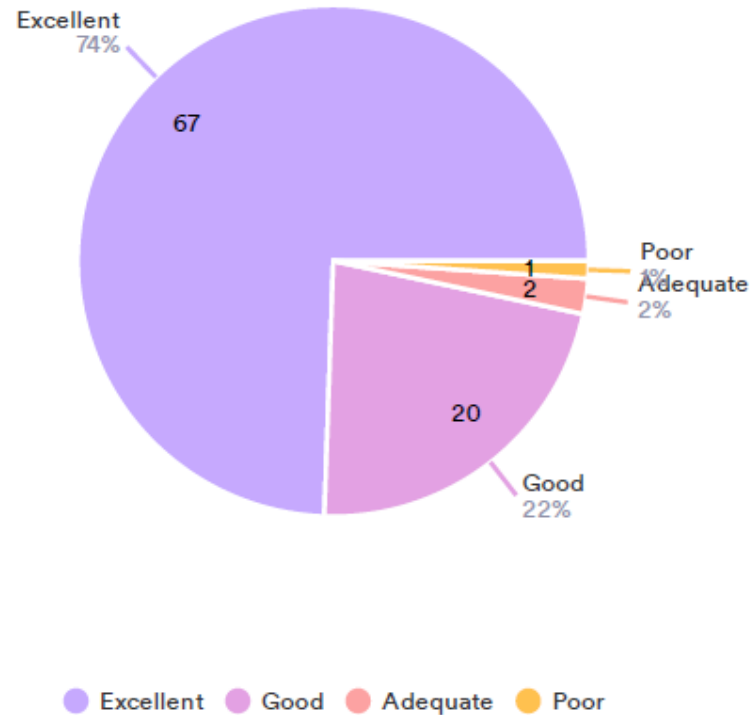
How did you first hear about CCF and our funding?

30% of organisations heard about CCF from another charity or community group

Only 15% found CCF via an internet search highlighting the importance of focusing on our online presence

- Some of the other ways groups found us were:
 - signposted by; Transformation Cornwall, Cornwall Council, local councillors, access to finance
 - having previously applied
 - through a workshop
 - via our reputation in the community

How would you rate CCF in responding to the needs in your local community?



74% rated CCF excellent and 98% of organisations feel comfortable approaching CCF if an issue does arise

98% rate CCF as *better* or *on par* with other grant making organisations

How would you rate CCF in responding to the needs in your local community?

Always available to answer any query. Always polite.

We weren't successful with one application and it would have been good to know a bit more why.

I am very aware of the work that is done all year by the Community Foundations throughout the country. Local communities often rely upon organizations such as the CCF to continue to thrive and the importance of the financial assistance cannot be over estimated.

I have always found the CCF team to be approachable and kind. I have always had a quick response to any questions and the process is so user friendly.

Great service, communication and good cross checking to ensure funds are going to a good cause.

Once the application is accepted it would be very useful to be advised of the date of the decision-making Panel.

After making our initial application, it then took around 5 months for us to receive a decision.

CCF seem to have a fairly straightforward application process and also seem to respond to what is happening in the county and the challenges people face

We have been associated with CCF for several years and during that period we have had excellent communication and cooperation.

The grants available are for just what our clients need e.g. cost of living.

CCF is a supportive and responsive source of local funding

With increasing needs of our community, there is still a long way to go to meet those needs. There needs to be more and varied grant access.

Approachable, supportive of community-driven ideas, helpful and welcoming to organisations, reliable with payment. Overall we feel respected, supported and valued.

The grant officers have the most understanding as they make time to listen to our needs and the needs of services users, they are the foundation of CCF

There is a natural leaning to praise when requests for financial help are supported, so even with that in mind, we could not be more glowing for the immediate and professional help and support we received from lead staff members, which continued throughout the whole process.

Once you have filled in an application for a Grant, it becomes much easier.

We are run by volunteers who cannot do paperwork

There were some delays in communication earlier in the year.

CCF always follow the needs of the community and supports grassroot organisations to make community better and stronger

CCF were so helpful and considerate when I needed to contact them and it really did feel like they were there to offer as much help as they possibly could.

We have been so pleased to receive financial support backed up by personal support when we needed it.

CCF is a wonderful organisation that considers the real needs of the area, the great needs and the community as a whole.

Cornwall community foundation are brilliant at responding to needs on an organisational level as well as the addressing the needs within the local community

Clearly an organisation that listens and understands the realities and complex needs of the local community

The staff I spoke to were extremely helpful and informative.

The Foundation always seems in touch with the needs of the local people.

CCF are engaging in more cultural activities make a difference for ethnic minority groups and communities.

What impact has CCF grant making had on your organisation?

It is the lifeline needed to continue helping the vulnerable. It has enabled us to help families with winter fuel allowances and school uniforms. The funding helps by relieving the mental stress that poverty causes and maintains family's dignity.

The grant that we have received has been extremely important to us as it has given our project the initial start needed and that in turn has allowed other funding to be considered.

Knowing that we have a dedicated grant for cost of living means we have more money available to help clients with other needs e.g. counselling.

We wouldn't be doing what we are doing without it

Funding has helped us to reach out to new communities and engage with existing ones, which in turn gives them opportunities and benefits that they would not have been able to access previously.

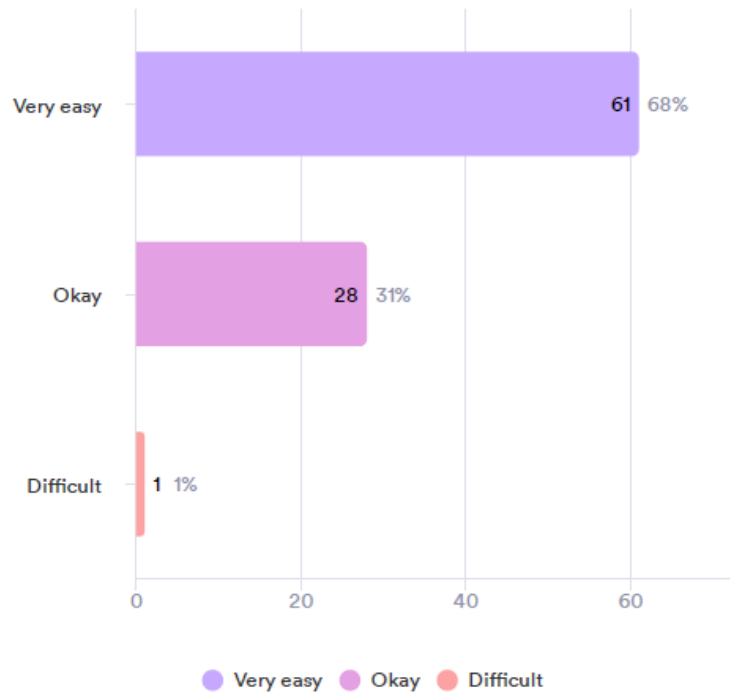
Without grant funding, small community groups like ours would cease to exist and the services we offer would be lost to the community.

CCF grant making has allowed our organisation to really soar. They have allowed us to gain confidence in what we are doing and to discover the positive effects it can have on our communities.

Our process and website

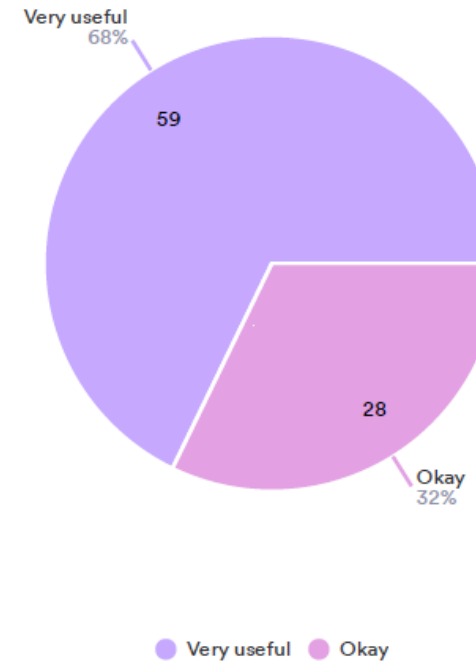
How easy do you find it to follow our application process and guidance?

90 Responses



How useful is our website

87 Responses- 3 Empty



Additional comments on our application process and guidance?

The only thing I would add would be that it took quite a long time to get a response on the funding bids. I completely understand why this happens, as there needs to be a turn around.

I was completely new to grant applications when I submitted our CCF application. The guidelines were very helpful and the support I received from Donna at CCF was very appreciated

It is easier once the process has been followed once. However there is no response for a long time once an application has been made.

It's not an easy application form.

I find CCF application process laborious to negotiate.

The finance sections of the application were very confusing and complicated, especially considering the small amount of money requested. As a small community project that is run by volunteers, experience in completing the overly complicated spreadsheets was challenging.

Instructions and requirements were easy to follow.

Any suggestions on how CCF could improve communications?

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I think your communications are brilliant

We feel that when making an expression of interest, community groups could be given a key worker or person of contact that could help them through the forms and application and be consistent throughout the application.

it would be absolutely great if representatives from CCF had more time to visit us to actually see what we do. Having said that we had a visit from Francis this year which was amazing and in previous years we've had a visit from some of the board of directors who were so touched by what we do,

Not really - it's excellent already!.

It was unclear to me when I would hear back about my application or funding. One email told me it would be 10 days from when I submitted my application, but that was back in August and then it didn't get completed till October. I think a bit more explanation of the process is needed once you send in your application.

Would be great to have more regular meet ups with CCF staff so we can make sure our org is maximising it's profile and advice re keeping things running