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# Welsh Government Grant Recipients Survey 2015

# **Welsh Government Grant Recipients Survey 2015**

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## **Executive Summary**

### **Method**

- An online survey was undertaken with Welsh Government grant recipients between 2 and 21 September 2015 to measure current levels of satisfaction with the grants process and assess whether benefits had been realised since internal changes were implemented through the Grants Management Project.
- Grant managers within the Welsh Government were asked to supply contact details of recipients of Welsh Government grants who were in receipt of a grant since April 2012. There were 5573 valid email addresses and an 18.5% response rate was achieved (1033 responses).
- Respondents were categorised as: ‘current’ grant recipients, in receipt of grants between April 2014 and April 2016 (67%); ‘recent’ grant recipients, in receipt of grants between April 2012 and April 2014 (17%); and ‘other’ respondents who fell beyond the scope of this research (16%).

### ***Satisfaction with the grants process***

- ‘Current’ grant recipients were fairly positive and returned satisfaction scores of over 60% for all statements about each stage of the grants process.
- The highest levels of overall satisfaction were around the initial guidance on making an application (74%) and the support received from Welsh Government grants officials (74%).
- Respondents were less satisfied with the application and decision process, although still providing a fairly high satisfaction score of 62%. The lowest performing indicator for this area was around communicating the timetable for the grants application and decision process (64%). Suggestions for improving the timeliness of the application process also arose through open comments provided by respondents.
- There was variation in satisfaction with the grants process across sectors. In general, the private and third sectors were most satisfied and the public sector was less satisfied. This was particularly apparent for satisfaction with the application and decision process, the funding agreement and the grants monitoring process. Although the ‘other’ category returned high levels of satisfaction, the number of respondents was too low to reliably compare against other sectors.

- High levels of satisfaction were also received for the ‘recent’ grant recipient group, which mainly comprised private sector respondents, returning satisfaction scores above 70% for all statements about each stage of the grants process. It should be noted that this group is not directly comparable to the ‘current’ recipients because their sample profile differs markedly.
- All respondents were given the opportunity to provide open comments on the grants process. Positive feedback was received around the contact they had received from officials and how they had used grant-funding to achieve outcomes. A number of areas for improvement were put forward around the administrative burden of the grants process, the timeliness and variability of the process and the communication around it.

### ***Awareness of changes to the grants process***

- Respondents were asked whether they were aware of the Welsh Government Grants Centre of Excellence; 13% of ‘current’ and ‘recent’ grants recipients were aware of it and 27% of those had been provided with advice and support by the Centre. Respondent satisfaction around the Centre of Excellence was mixed, however the number of respondents was very small so no firm conclusions can be drawn from this.
- Respondents were asked if they had also received a grant previously in order to obtain their views on the changes to grants management that had been implemented over the previous four years. Of those that indicated they had been in receipt of a grant previously, 39% had noticed that the process had changed in recent years, 45% had not noticed any change and 17% reported that they did not know.
- Of those that had noticed changes to the grants management process, 54% felt positively that the changes had made the process more consistent, while only 34% felt positively that the changes had made the grants management process less burdensome. Although the satisfaction scores to these questions were notably lower than others, at least a third of respondents returned neutral responses for each statement, which may indicate that they didn’t feel that they knew enough about the impact of the changes to make a judgement either way.

## **1 Introduction**

Grant funding is an essential vehicle to deliver Welsh Government priorities as laid out in the Programme for Government. Some 18,000-20,000 grants are offered each year by the Welsh Government.

In September 2010, the Grants Management Project was established to implement improvements to grants management across the Welsh Government. As part of this project, the Grants Centre of Excellence was established. The Grants Centre of Excellence outlines the Welsh Government's definition of a grant as: 'all non-procured payments to external bodies or individuals for activities which are linked to delivering its policy objectives and statutory obligations'. This high level definition has been adopted to accommodate the breadth of payments which constitute 'a grant' within Welsh Government.

Since the establishment of the Grants Centre of Excellence, it has facilitated a number of changes to the Welsh Government grants management processes from 2012, including the introduction of Grants Minimum Standards, standard templates and the development of guidance and training for Welsh Government officials, and has set up an external queries mailbox.

The overall aim of the research was therefore to gather evidence on how grants recipients from 2012 onwards relate to and feel about the services surrounding grants applications, in terms of the process and its supporting services. An online survey was developed to:

- measure current levels of satisfaction with the various elements of the grants process amongst current and previous grants recipients (section 3.2);
- assess whether grants recipients have realised any benefits as a result of the changes introduced through the Grants Management Project (sections 3.3 and 3.4); and
- ask respondents about other key Welsh Government priorities around the Code of Practice for the Third Sector and language preferences in terms of communicating with the Welsh Government about grants (section 4).

## **2 Methods**

An online survey was adopted as the method for the research.

The questionnaire was available bilingually in English and Welsh and can be found at Annex A. The questionnaire was designed to be completed quickly and involved routing options for current and recent grant recipients in order to minimise respondent burden. Only one question was mandatory, which identified in which financial year respondents were awarded their most recent Welsh Government grant, to ensure that the respondent was on the correct routing ‘path’ through the questionnaire. The remainder of questions were non-mandatory providing the option to respondents not to respond if preferred.

The survey sample was derived from information supplied by Welsh Government grants managers who were invited to submit contact details of grants recipients they had contact with since 2012. Grants managers provided 6787 returns, and after cleansing and removing errors and duplicates this resulted in a total of 5573 contact details. The sample contained contacts for the public, private, education and third sectors.

Emails containing a link to the online survey, using Questback software, were distributed on Wednesday 2 September 2015, the same day as the survey was launched. It closed Monday 21 September 2015. A reminder email was sent to all recipients on Friday 11 and again on 18 September 2015 to further encourage responses. Out of the total 5573 claimants who were invited to take part, there were 1033 respondents who completed the survey.

All survey results are subject to sampling variability which means that observed differences between sub-groups may not always be statistically significant i.e. they may have occurred by chance. Statistical significance testing was carried out at the  $p=0.05$  level to examine the differences between sectors.

### **2.1 Methodological considerations**

Satisfaction scores in the findings section are calculated as positive scores (combining percentages of those who selected strongly agree and agree to statements) and negative scores (combining percentages of those who selected strongly disagree and disagree).

It should be noted that percentages displayed in the charts have been rounded to whole numbers for simplicity of presentation and could increase or decrease by one percentage point when aggregated into the positive or negative score. Values from .00 to .49 are

rounded down and values from .50 to .99 are rounded up. To give maximum accuracy, rounding is performed at the last stage of calculation. If you perform calculations using the rounded figures in the charts, these may differ slightly from our calculations. For example, if you add together the scores for Strongly Agree, Agree, Neither, Disagree and Strongly Disagree these may not total to exactly 100 per cent.

Given the method by which the sample was derived, the findings should not necessarily be interpreted as being representative of all recipients of Welsh Government grants. It is also important to note that in certain cases there are very small respondent bases to some sub-questions. In such cases, caution should be exercised when interpreting the findings and a note has been made (N.B. some very small bases) beneath the figures to highlight where caution should be taken.

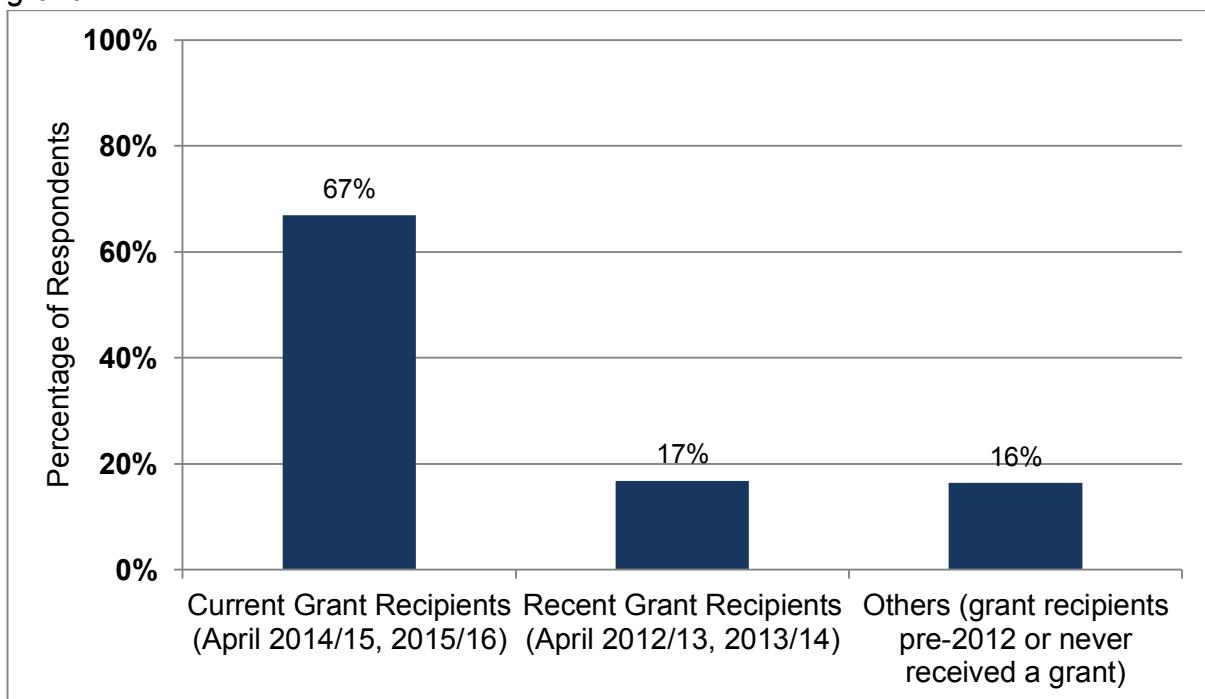
### 3 Findings

#### 3.1 Sample profile

In total, there were 1033 responses to the survey out of the 5573 invited, giving a response rate of 18.5 per cent. Sixty-seven per cent of respondents were classified as 'current' grant recipients (between April 2014 and April 2016) and 17 per cent classified as 'recent' grant recipients (between April 2012 and April 2014) (Figure 1).

The other 16 per cent who received a grant prior to 2012 or said they had never been awarded a Welsh Government grant, were respondents classified as 'others'. This group falls beyond the scope of the research, which was to capture views of grant recipients since key changes to the grants management process had been introduced from 2012 onwards. Findings for this group can be found at Annex B.

*Figure 1: In which financial year were you awarded your most recent Welsh Government grant?*



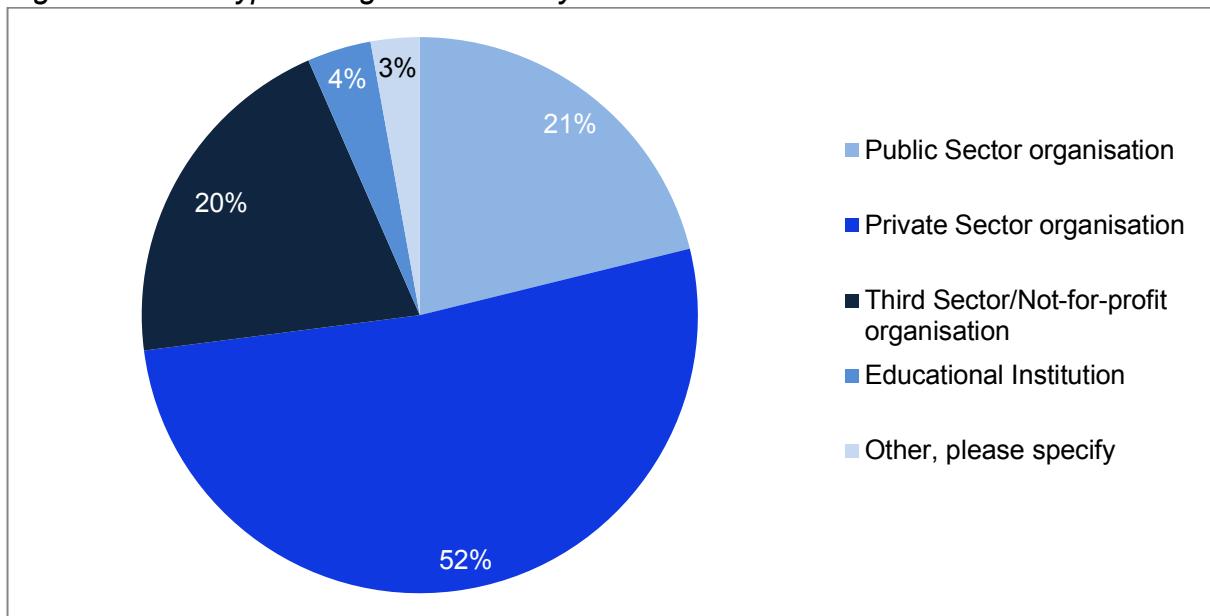
*Number of respondents: 1033*

In this report, the findings are presented according to the groupings above to reflect the routing that was applied within the questionnaire.

In terms of the type of organisation the respondent worked for, as Figure 2 shows, just over half (52 per cent) were from private sector organisations, 21 per cent were from the public sector and 20 per cent were third sector respondents. Four per cent worked in an

educational institution, and 3 per cent worked in ‘other’ types of organisations, such as regional papers and membership organisations.

*Figure 2: What type of organisation do you work for?*



*Number of respondents: 1021*

### **3.2 Satisfaction with the grants process**

Respondents were asked about their satisfaction on a five point scale from ‘Strongly Agree’ to ‘Strongly Disagree’ with the following stages of the grants process:

- guidance on making an application;
- the application and decision process;
- the funding agreement;
- claims and payments processes; and
- the grants monitoring process.

In addition, respondents were also asked about their satisfaction with dealing with Welsh Government grants officials.

Satisfaction scores were calculated as positive scores (combining percentages of those who selected strongly agree and agree) and negative scores (combining percentages of those who selected strongly disagree and disagree). The survey offered different routes for the current and recent groups of grant recipients. The results for these two groups are therefore presented separately below.

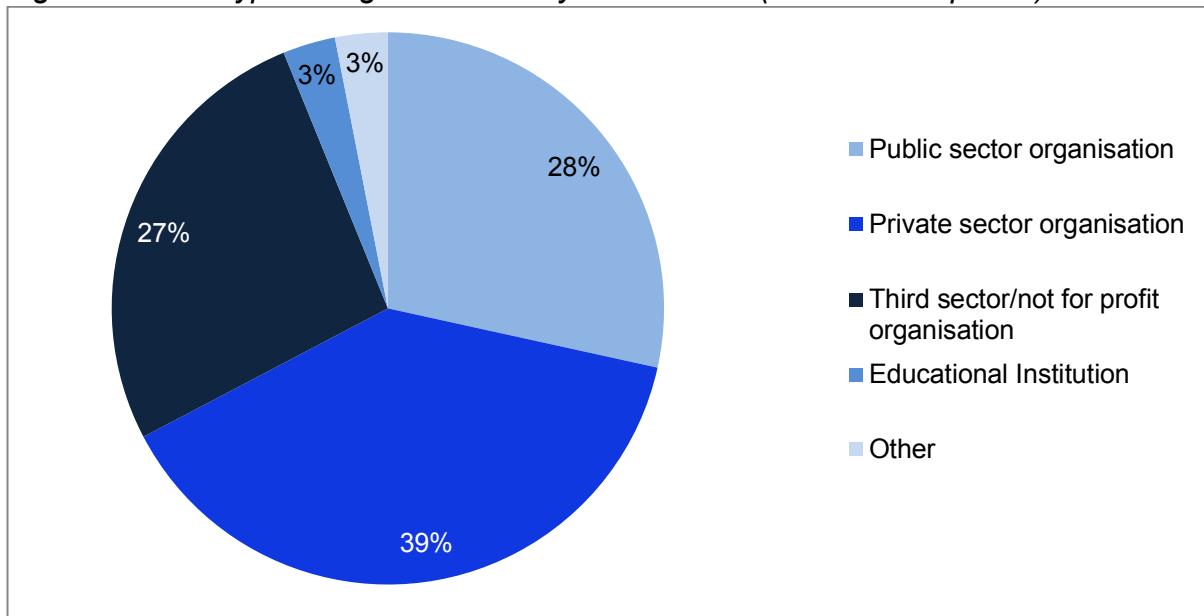
Following the satisfaction questions, all respondents were offered the opportunity to give their feedback through an open-ended comments question.

### 3.2.1 Current grant recipients – satisfaction

Current grant recipients (in receipt of a grant between April 2014 and April 2016) were asked to indicate which stages of the grants process they had been involved with, as a filter question to identify which follow-on questions would be relevant to them.

Figure 3 shows the sample profile of current grant respondents. The largest proportion came from the private sector (39 per cent), there were 28 per cent from the public sector and 27 per cent came from third sector. A small proportion (three per cent) indicated that they worked for an educational institution or other organisation.

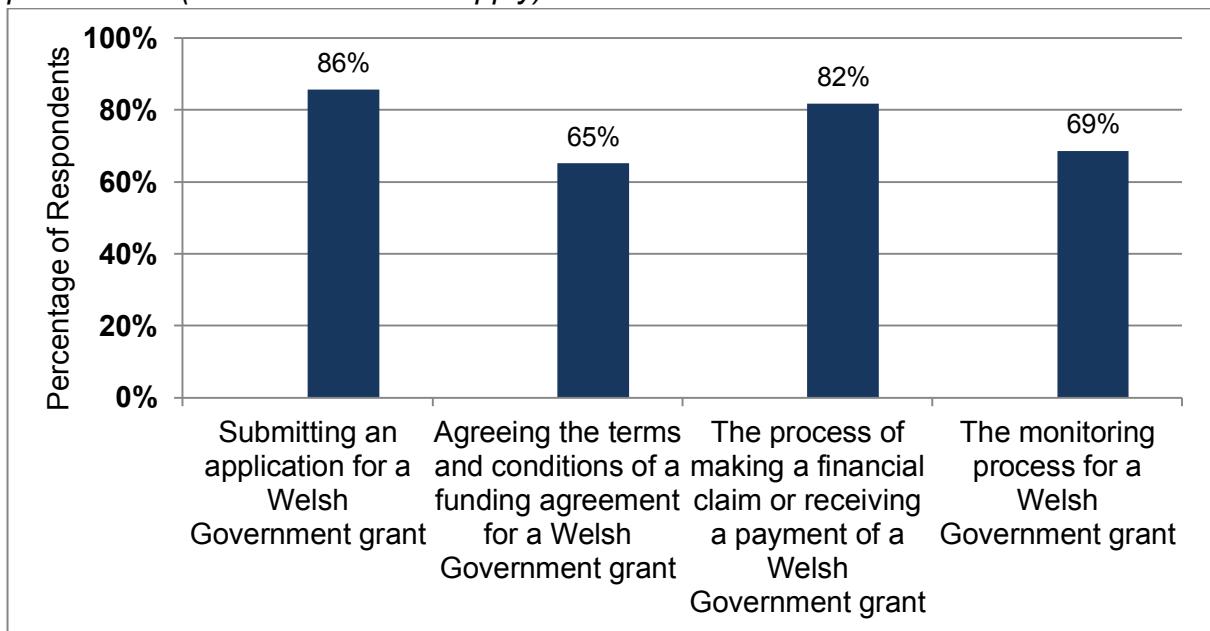
*Figure 3: What type of organisation do you work for? ('Current' recipients)*



*Number of respondents: 682*

As Figure 4 shows, most respondents (86 per cent) had been involved in the submission of a grant application to the Welsh Government, with the smallest proportion (65 per cent) involved in agreeing the terms and conditions for the grant.

*Figure 4: Can you indicate whether you have been involved in any of the following processes? (Please tick all that apply)*



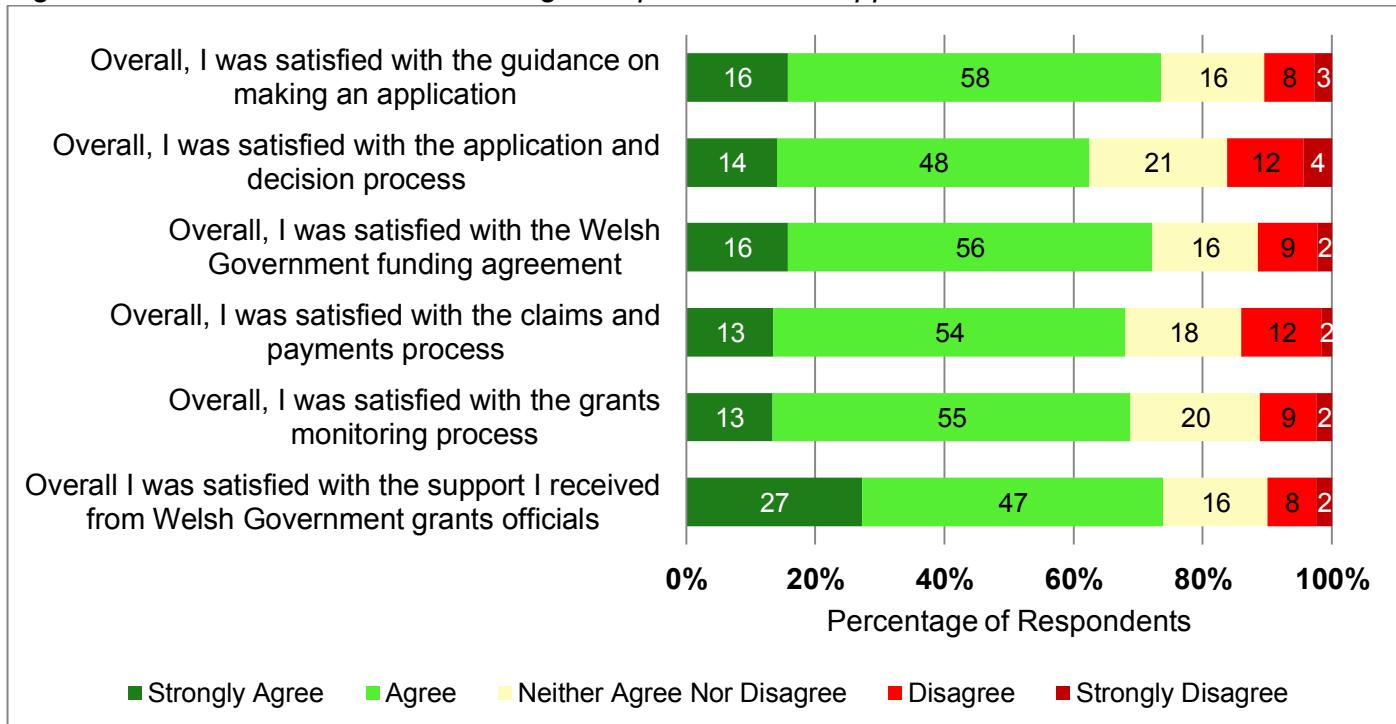
*Number of respondents: 678*

Figure 5 shows the overall satisfaction scores for each stage of the grants process and respondents' dealings with officials. Overall satisfaction was over 60 per cent for each stage of the process.

The highest levels of satisfaction were found for the initial guidance on making an application and the support received from Welsh Government grants officials. Both of these statements received a positive score of 74 per cent (aggregated percentages of strongly agree and agree). The support received from grants officials also saw the lowest negative score of 10 per cent (those strongly disagreeing and disagreeing).

The lowest positive score (62 per cent) and the highest negative score (16 per cent) was reported for the application and decision process. The application and decision process also received a relatively large proportion of neutral responses (21 per cent).

*Figure 5: Overall satisfaction with the grants process and support from officials*



*Number of respondents (top to bottom): 590,584,445,556,465,540*

### **3.2.1.1 Satisfaction by sector**

The overall satisfaction statements were analysed by organisation type to identify whether there were any differences between the public, private and third sectors compared to the cross sector average. ‘Others’ were respondents who selected either the ‘Other’ or ‘Education Sector’ categories; these categories were merged together as only a small number of respondents selected them. Even after merging, the number of ‘Other’ respondents was too low to reliably compare against the other sectors.

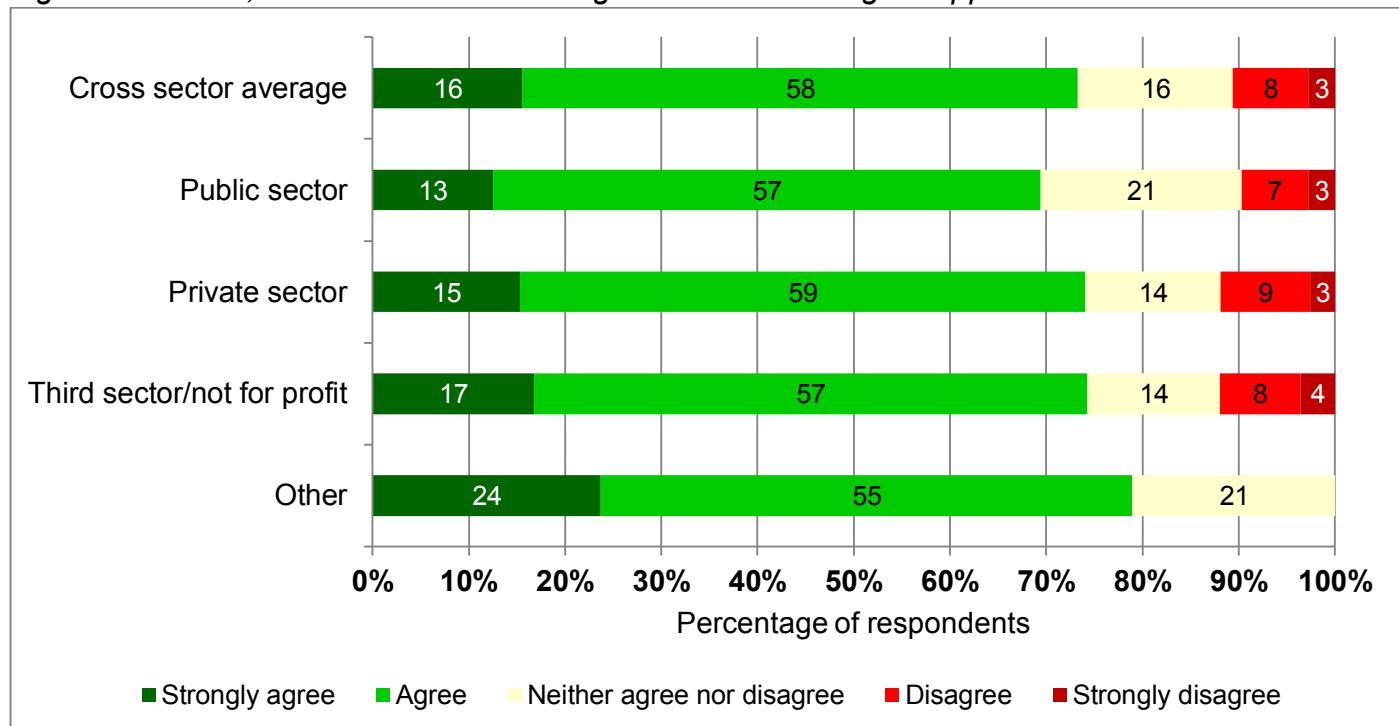
Statistical significance testing was carried out and all differences in this section were found to be significant at the p=0.05 level except in a few cases. Where results were not significant at the p=0.05 level, they have been marked with an asterisk (\*).

#### **Guidance on making an application – overall satisfaction by sector**

Regarding the guidance on making an application, as Figure 6 shows, there was little variation between sectors. The private sector received a slightly higher positive score (74 per cent). The public sector received a slightly lower positive score (70 per cent). The

public sector also received the highest neutral score (21 per cent) indicating that those respondents did not feel they could make a judgement either way about the guidance<sup>1\*</sup>.

*Figure 6: Overall, I was satisfied with the guidance on making an application*



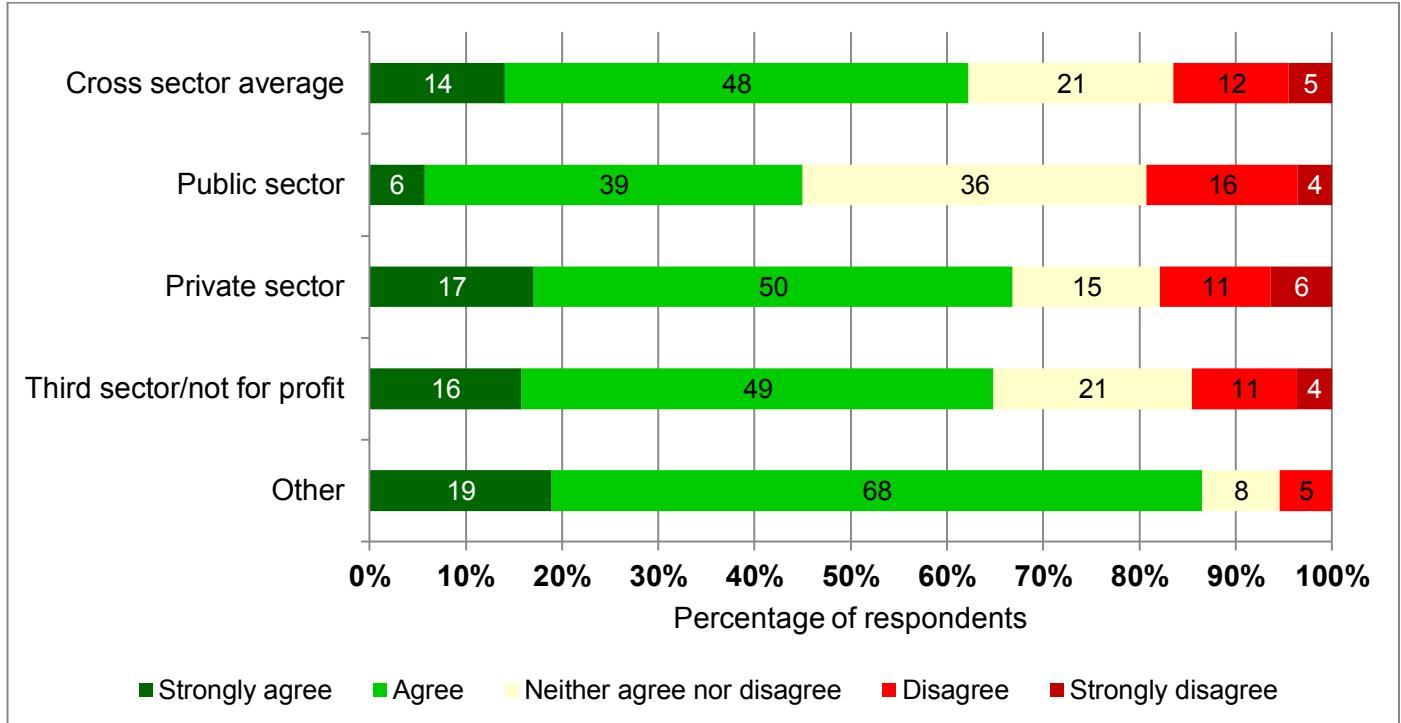
Number of respondents (top to bottom): 584, 144, 235, 167, 38

### Application and decision process – overall satisfaction by sector

With regard to satisfaction with the application and decision process, the private sector were most satisfied, receiving the highest positive satisfaction score (67 per cent) while the public sector were least satisfied, receiving the lowest positive score (45 per cent). The public sector also received the highest negative score (20 per cent). More than a third of public sector responses were neutral (36 per cent) for this question, indicating they could not make a judgement either way (Figure 7).

<sup>1\*</sup> No significant difference was found between sectors at p=0.05 level for this satisfaction statement

*Figure 7: Overall, I was satisfied with the application and decision process*

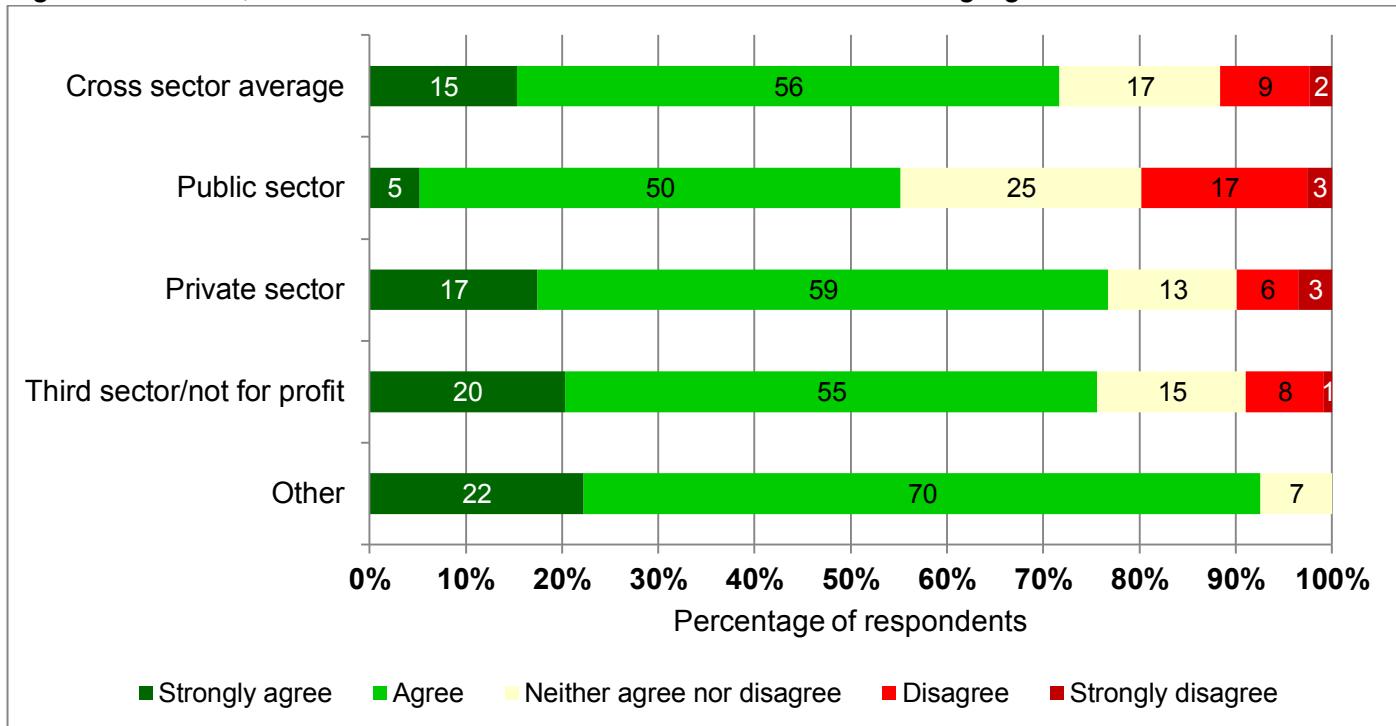


*Number of respondents (top to bottom): 577, 140, 235, 165, 37*

### Funding agreement – overall satisfaction by sector

Regarding the Welsh Government funding agreement (Figure 8), the private sector again reported the highest levels of satisfaction (76 per cent positive score and 9 per cent negative score) whilst the public sector were least satisfied, receiving the lowest positive score (55 per cent) and the highest negative score (20 per cent). In line with previous questions, the public sector received a high neutral score (25 per cent).

*Figure 8: Overall, I was satisfied with the Welsh Government funding agreement*



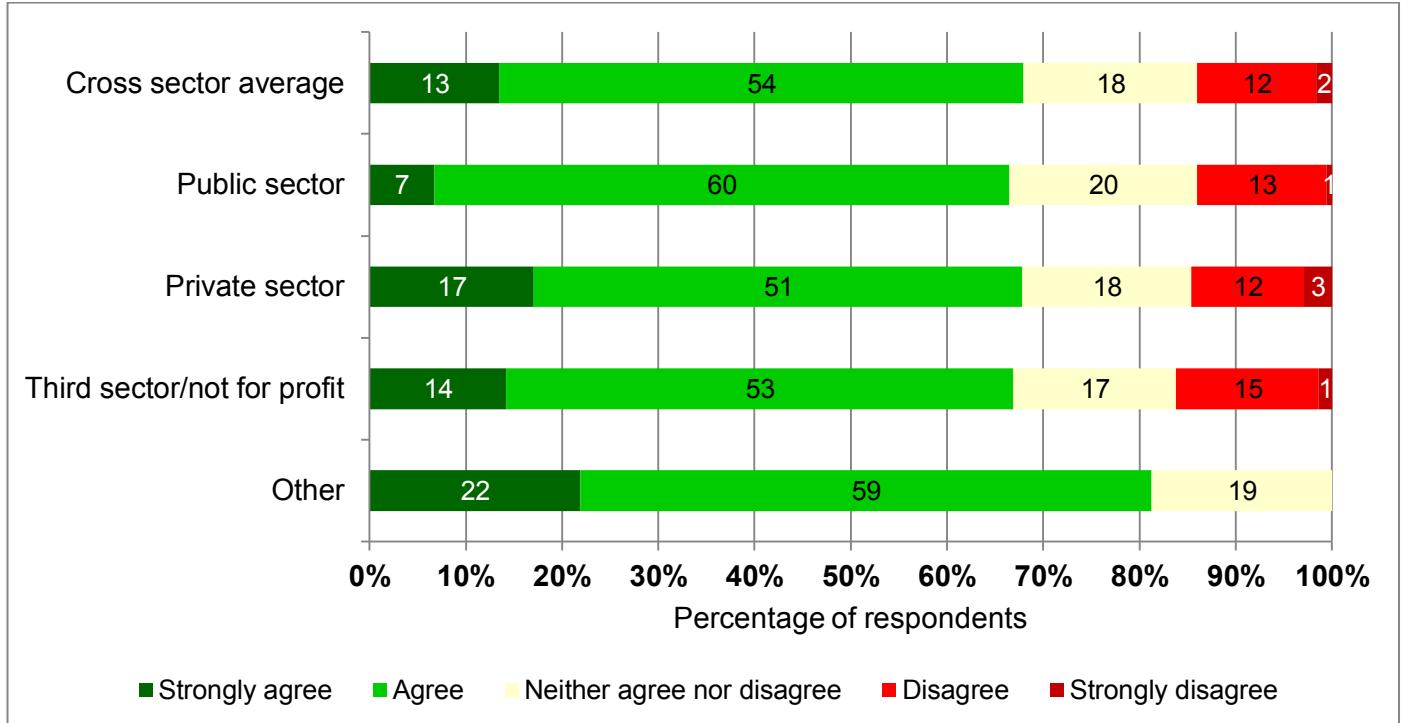
*Number of respondents (top to bottom): 438, 116, 172, 123, 27*

### **Claims and payments – overall satisfaction by sector**

In response to the question on satisfaction with the claims and payments process (Figure 9), satisfaction scores showed little variation. The private sector received slightly higher levels of satisfaction (68 per cent positive score) than the public and third sectors, whilst the public sector received the lowest negative score (14 per cent) and a slightly higher neutral score (20 per cent)<sup>2\*</sup>.

<sup>2\*</sup> No significant difference was found between sectors at p=0.05 level for this satisfaction statement

*Figure 9: Overall, I was satisfied with the claims and payments process*

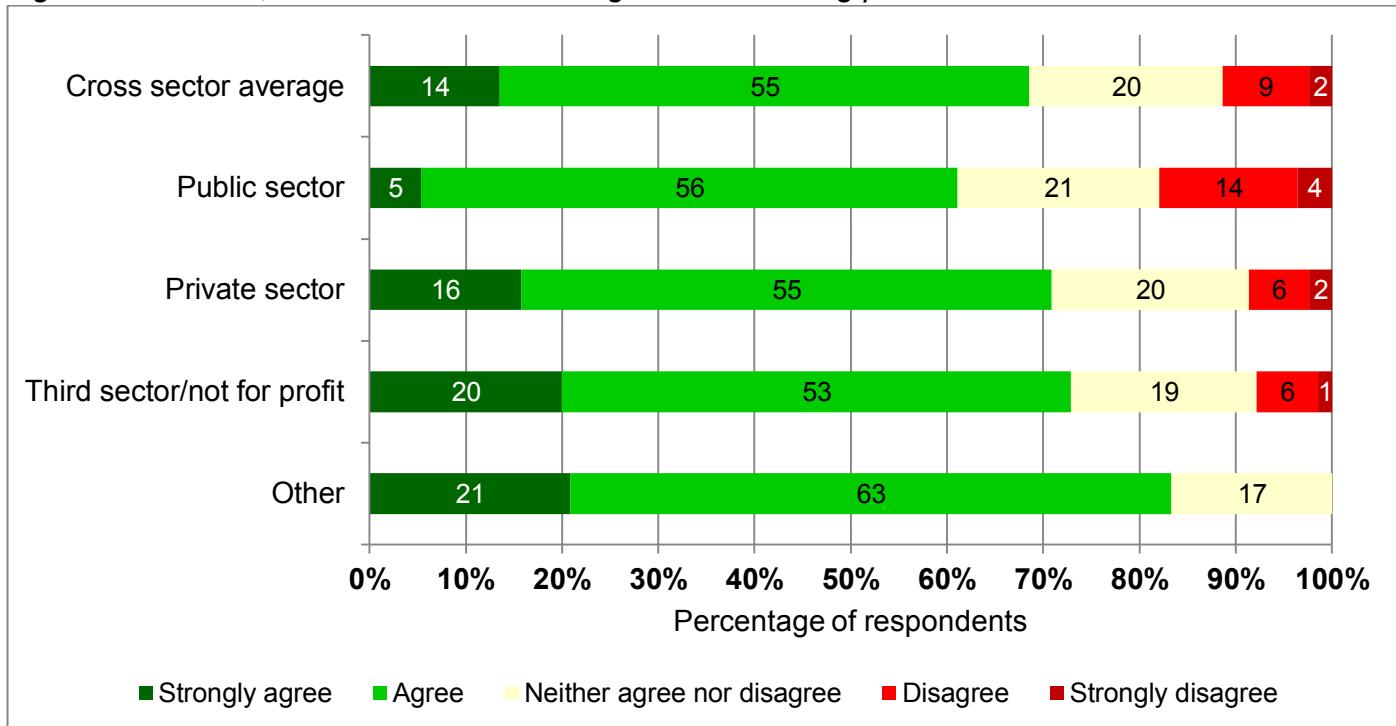


Number of respondents (top to bottom): 549, 164, 205, 148, 32

### **Monitoring Process – overall satisfaction by sector**

With regard to satisfaction with the grants monitoring process (Figure 10), the third sector respondents were most satisfied, receiving the highest positive score (73 per cent) and the lowest negative score (7 per cent). The public sector were least satisfied, receiving the lowest positive score (61 per cent) and the highest negative score (18 per cent).

*Figure 10: Overall, I was satisfied with the grants monitoring process*

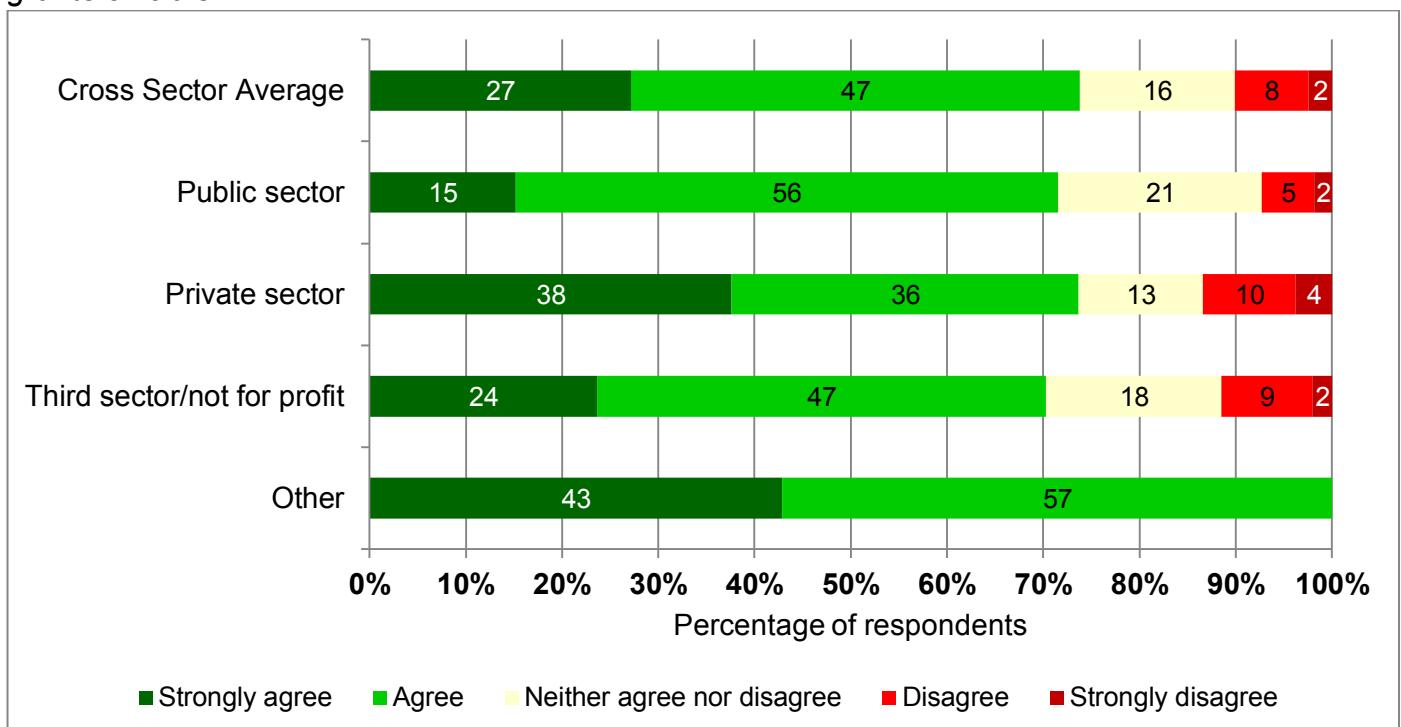


*Number of respondents (top to bottom): 458, 167, 127, 140, 24*

### **Support from Welsh Government officials – overall satisfaction by sector**

In response to the question on satisfaction with the support from Welsh Government grants officials (Figure 11), all respondents returned satisfaction scores over 70 per cent. Private sector respondents were most satisfied, receiving the highest positive score of 74 per cent, but they also reported the highest negative score (14 per cent). Public sector respondents received the lowest negative score (7 per cent) and the highest neutral score (21 per cent).

*Figure 11: Overall I was satisfied with the support I received from Welsh Government grants officials*



Number of respondents (top to bottom): 534, 165, 186, 148, 35

### **3.2.1.2 Detailed satisfaction with each stage of the grants process**

#### **Submitting an application for a Welsh Government grant**

For those who had indicated that they had submitted an application for a Welsh Government grant, they were presented with two banks of satisfaction statements; one around guidance on applying and another around the application and decision process.

##### **a. Guidance on applying for Welsh Government Grants**

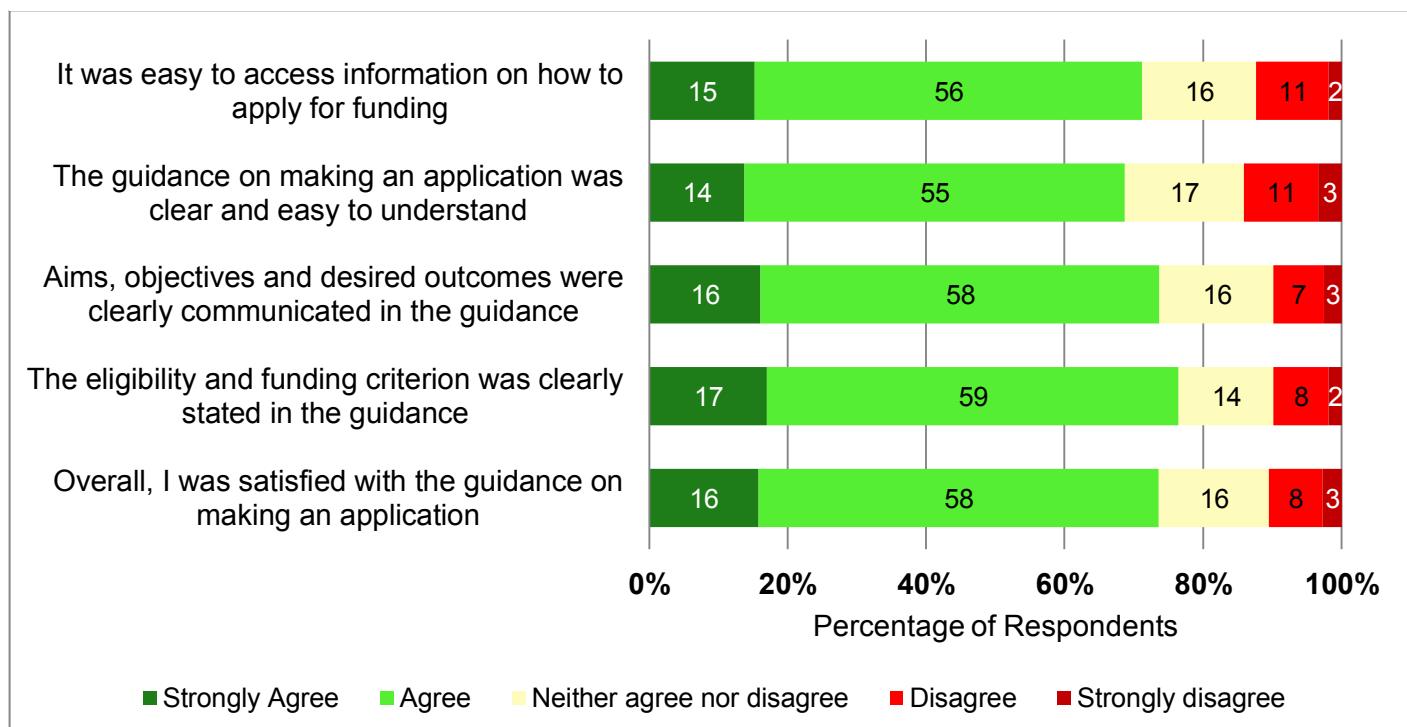
Respondents were asked about the initial guidance on applying for a Welsh Government grant, in terms of how far they agreed or disagreed with five statements around accessibility of information on how to apply for funding, clarity of guidance on making an application; the clear communication of aims, objectives and desired outcomes of grants in guidance; whether eligibility and funding criterion was clearly stated in the guidance and overall whether respondents were satisfied with the guidance on making an application.

As can be seen in Figure 12, satisfaction was fairly high across all of these statements, with the positive scores ranging from just over three-quarters (76 per cent) to just over

two-thirds (69 per cent). The highest positive score was for clearly stated eligibility and funding criteria in the guidance.

The lowest positive score (69 per cent) was received for the clarity and ease of understanding the guidance on how to make an application. This statement also received the highest negative score of 14 per cent.

*Figure 12: Thinking about the initial guidance on applying for a Welsh Government grant, how far do you agree or disagree with the following statements?*



*Number of respondents (top to bottom): 590,587,590,587,590*

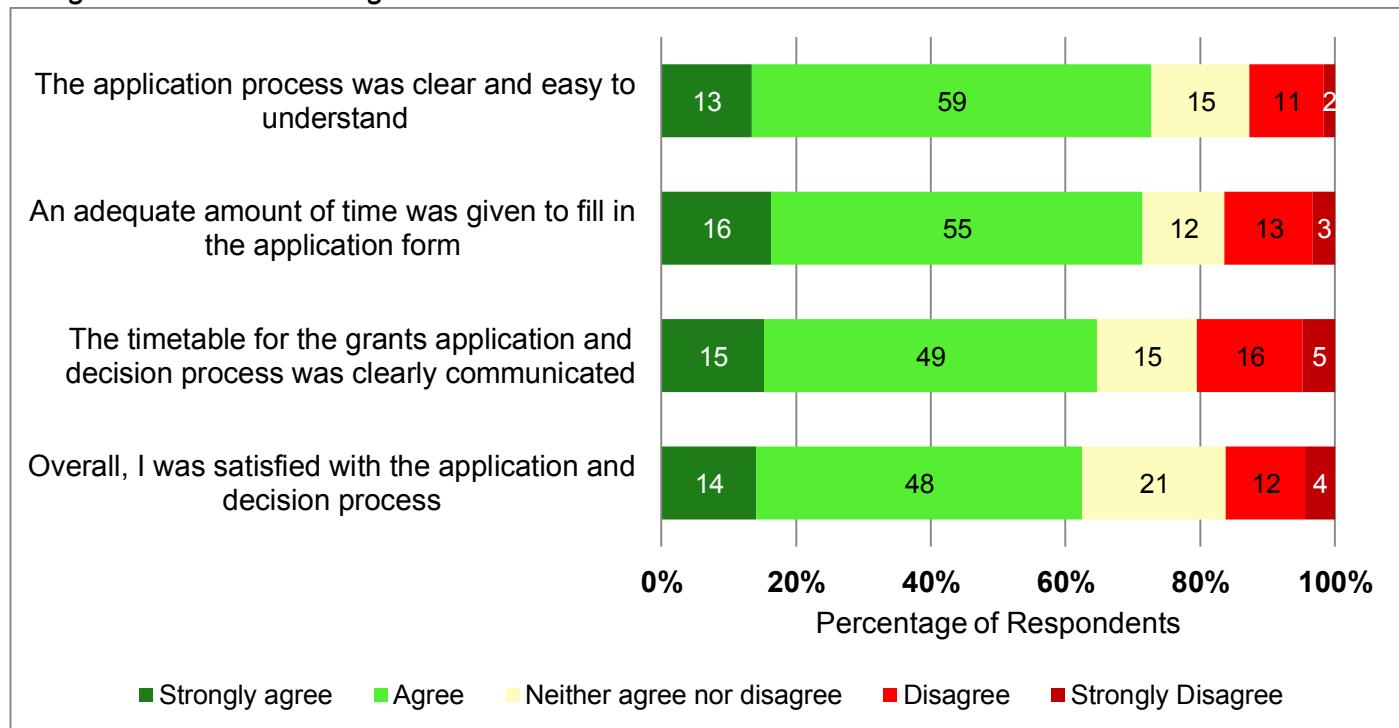
### **b. Application and decision processes**

Respondents who indicated involvement in the application and decision process were asked to state how much they agreed or disagreed with four statements around whether: the application process was clear and easy to understand; an adequate amount of time was given to fill in the application form; the timetable for the grants application and decision process was clearly communicated; and finally whether they were satisfied overall with the application and decision process.

As can be seen in Figure 13, positive scores far outweighed the negative scores, with the highest positive score at 73 per cent and the lowest at 63 per cent. The highest level of satisfaction was recorded for the application process being clear and easy to understand, receiving the highest positive score of 73 per cent and the lowest negative score of 13 per cent.

The highest negative score was returned for the statement about clear communication of the timetable for the application and decision process. This statement also received a relatively low positive score of 64 per cent. There was a large neutral score from one-fifth (21 per cent) of respondents in response to the overall satisfaction with the application and decision process – this statement also had the lowest positive score.

*Figure 13: Thinking about the application and decision process, how far do you agree or disagree with the following statements?*



Number of respondents (top to bottom): 583, 584, 585, 584

## Funding agreement

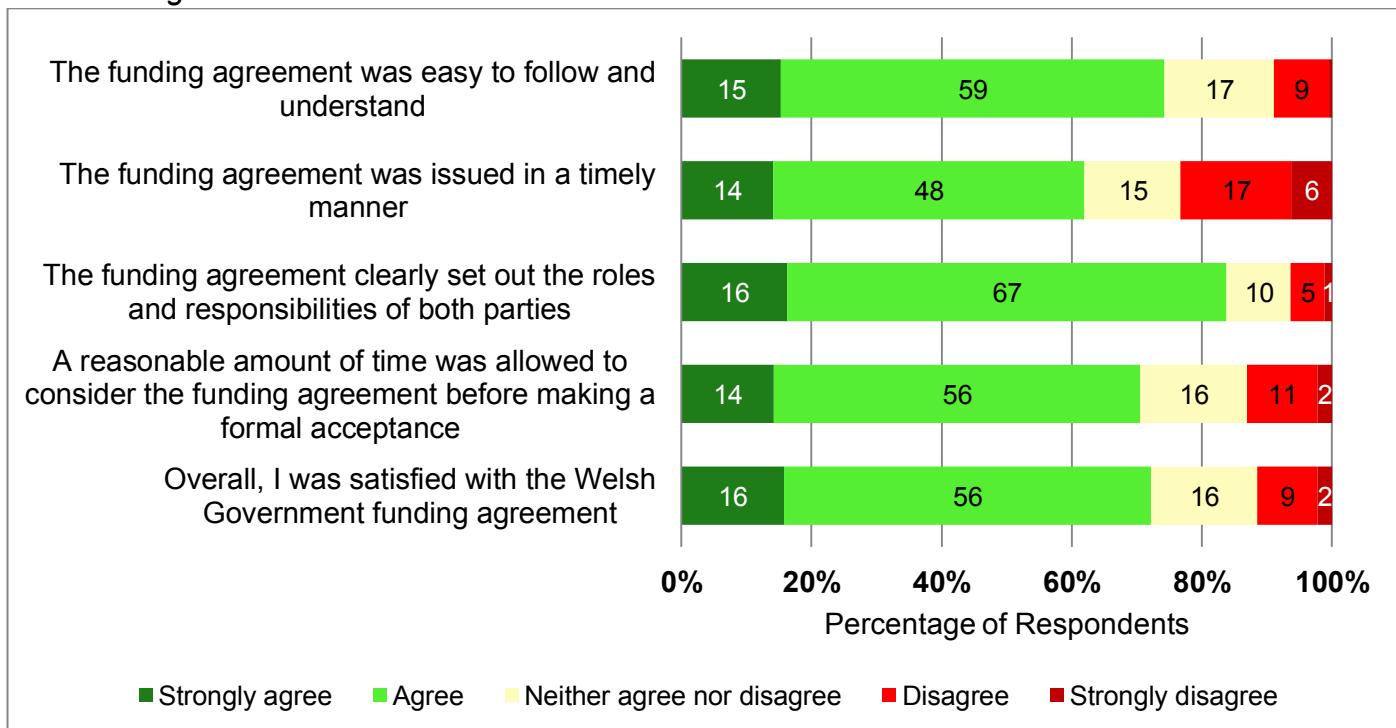
Respondents who indicated involvement in agreeing the terms and conditions of funding agreements were asked to score their satisfaction with five statements relating to the funding agreement, notably whether: the funding agreement was easy to follow and understand; the funding agreement was issued in a timely manner; the funding agreement clearly set out the roles and responsibilities of both parties; a reasonable amount of time

was allowed to consider the funding agreement before making a formal acceptance; and finally overall satisfaction with the Welsh Government funding agreement.

As can be seen in Figure 14, there is a greater fluctuation in the positive scores than the previous questions, however all statements returned positive scores of over 60 per cent. The highest positive score of 84 per cent was achieved for the statement about the funding agreement clearly setting out the roles and responsibilities of both parties, this statement correspondingly had the lowest (six per cent) negative score.

The lowest positive score of 62 per cent was returned for the timeliness in issuing the funding agreement, which also saw the highest (23 per cent) negative score.

*Figure 14: Thinking about the funding agreement, how far do you agree or disagree with the following statements?*



Number of respondents (top to bottom): 446, 447, 443, 444, 445

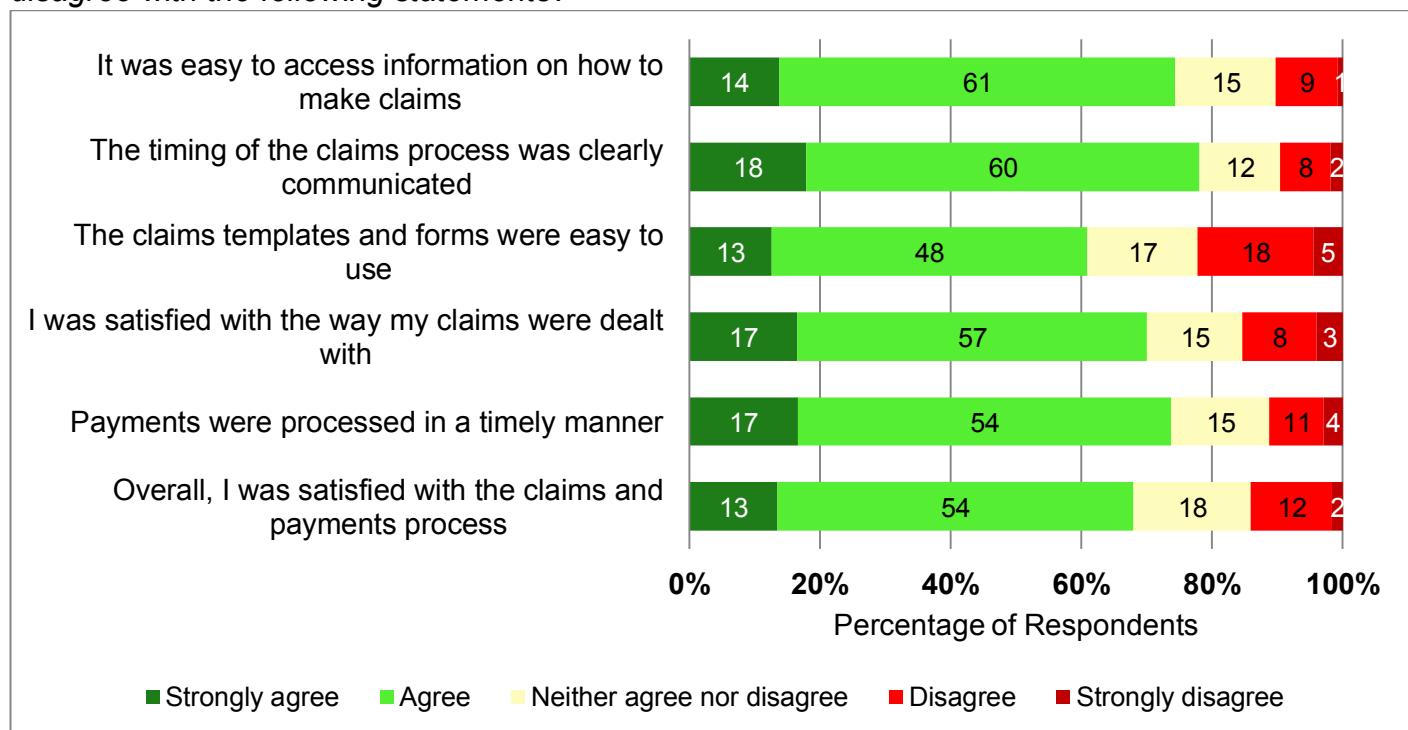
### Claims and payments process

Respondents who had indicated involvement in the claims and payments process in the filter question were presented with six statements around whether: it was easy to access information on how to make claims; the timing of the claims process was clearly communicated; the claims templates and forms were easy to use; payments were processed in a timely manner; they were satisfied with the way claims were dealt with; and feelings of overall satisfaction with the claims and payments process.

As can be seen in Figure 15, respondents again returned positive scores over 60 per cent for all statements. Positive scores ranged from 78 per cent to 61 per cent. The highest positive score was recorded for the clear communication of the timing of the claims process; this statement also had the lowest negative score of 10 per cent, along with the statement on accessibility of information about how to make claims.

The highest negative (22 per cent) and lowest positive score (61 per cent) was returned for the statement around whether claims templates were easy to use.

*Figure 15: Thinking about the claims and payments process, how far do you agree or disagree with the following statements?*



*Number of respondents (top to bottom): 559, 557, 555, 554, 555, 556*

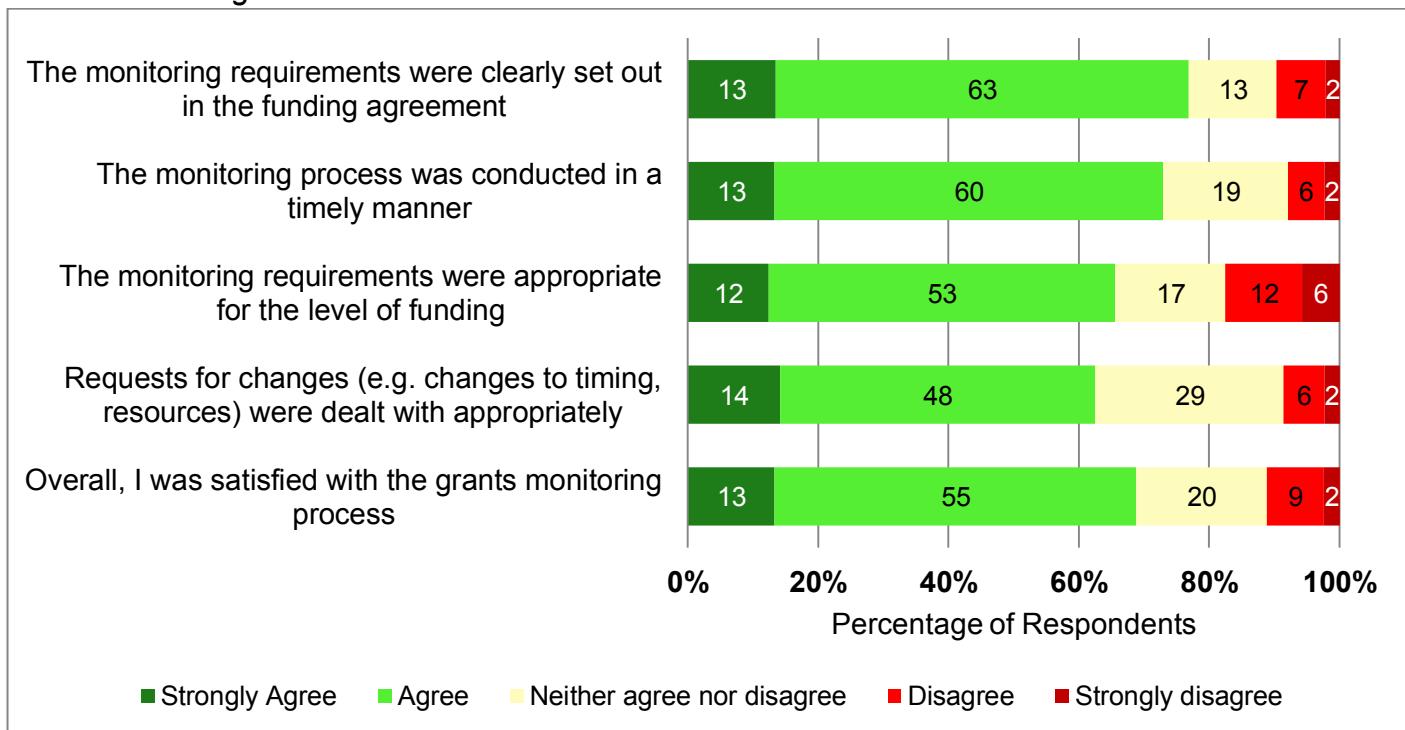
## Grants monitoring process

Respondents who had indicated involvement in the monitoring process were shown five statements to assess how strongly they agreed or disagreed that: the monitoring requirements were clearly set out in the funding agreement; the monitoring process was conducted in a timely manner; the monitoring requirements were appropriate for the level of funding; requests for changes (e.g. changes to timing, resources) were dealt with appropriately; and overall they were satisfied with the grants monitoring process.

As can be seen in Figure 16, all statements again received over 60 per cent positive scores, with the positive scores ranging from 77 to 63 per cent. The highest positive score (77 per cent) was returned in response to the monitoring requirements being clearly set out in the funding agreement.

The lowest positive score (63 per cent) was around change requests being dealt with appropriately, though it should be noted that this statement recorded that over a quarter of respondents (29 per cent) felt neutral about this statement. The highest negative score (18 per cent) was returned in response to the monitoring requirements being appropriate for the level of funding.

*Figure 16: Thinking about the grants monitoring process, how far do you agree or disagree with the following statements?*

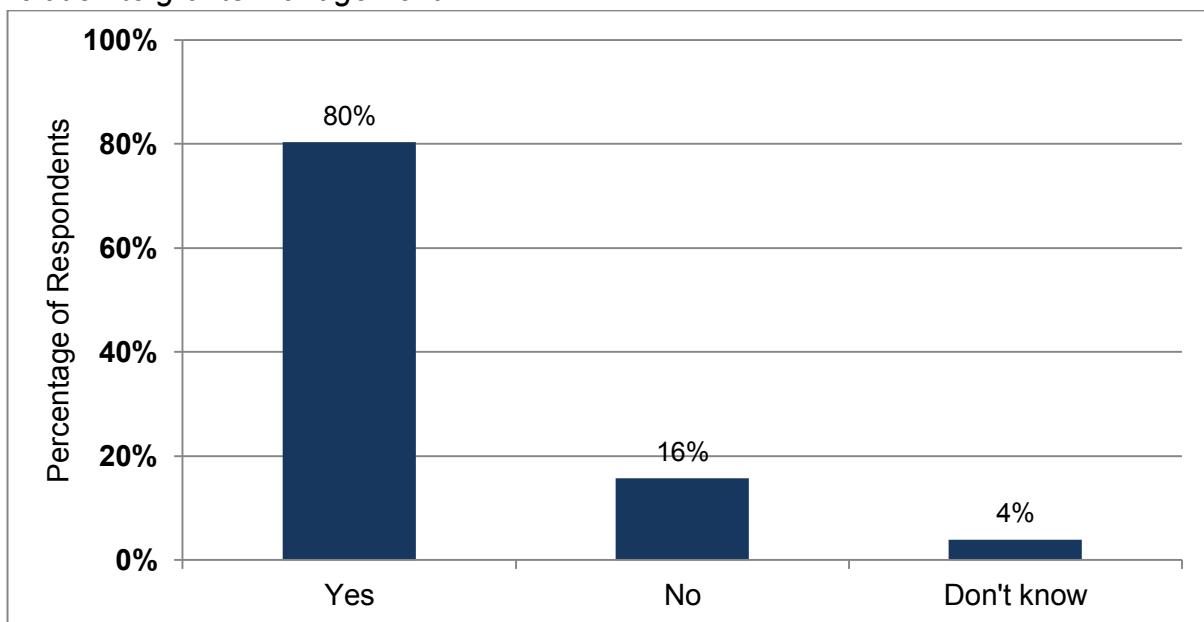


Number of respondents (top to bottom): 467, 466, 468, 467, 465

### **3.2.1.3 Contact and satisfaction with support from Welsh Government officials**

Current grant recipients were also asked whether they had any direct contact with Welsh Government officials. The majority (80 per cent) had, and these respondents were directed to a bank of satisfaction statements around their experience with officials. The remaining 20 per cent of respondents who selected no or don't know did not see the additional questions (Figure 17).

*Figure 17: Have you personally had any direct contact with Welsh Government officials in relation to grants management?*



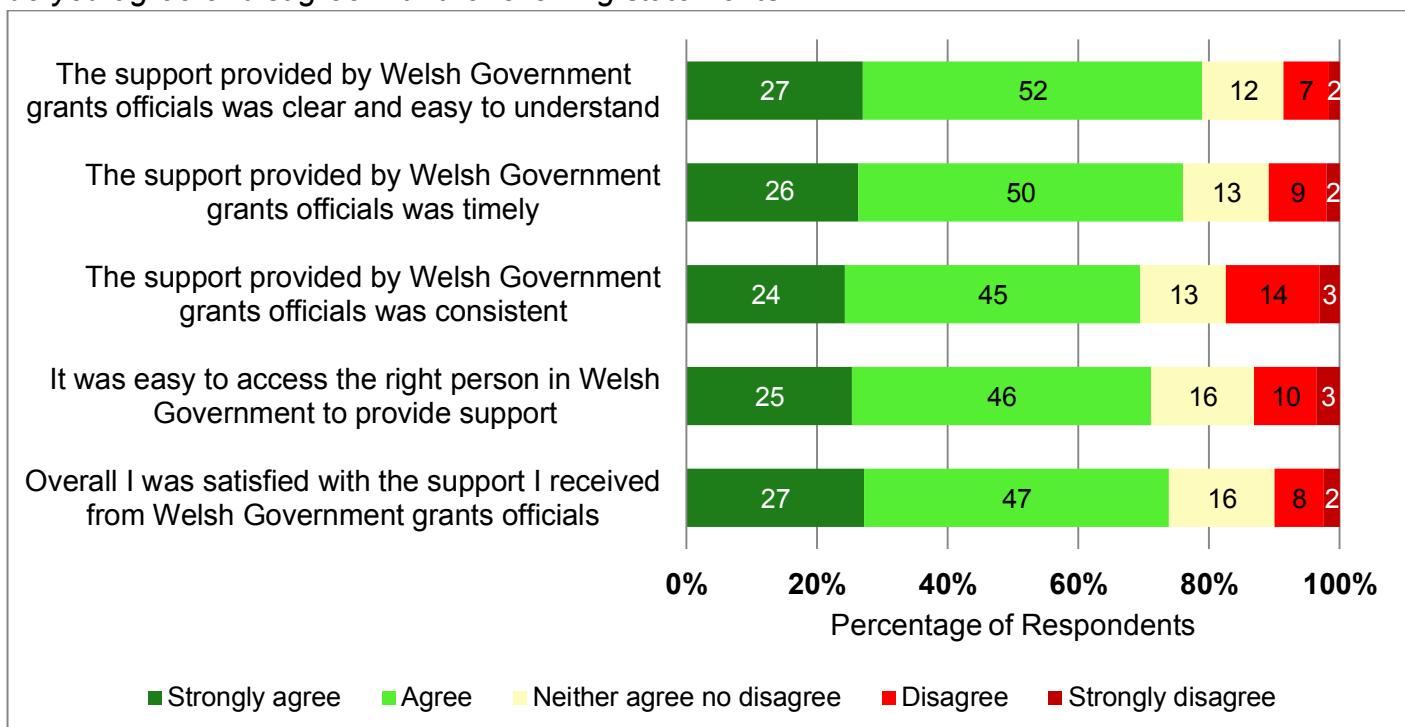
*Number of respondents: 688*

Those respondents who answered yes saw five statements asking them to what extent they agreed or disagreed that: the support provided by Welsh Government grants officials was clear and easy to understand; the support provided by Welsh Government grants officials was timely; the support provided by Welsh Government grants officials was consistent; it was easy to access the right person in Welsh Government to provide support; and whether they were satisfied overall with the support received from Welsh Government grants officials.

As can be seen in Figure 18, the majority of respondents felt largely positive about all the statements about officials, with positive scores ranging from 79 per cent to 69 per cent. The highest positive score (79 per cent) was received for the clarity and easily understandable support provided by Welsh Government officials – this statement also received the lowest negative score (nine per cent).

The lowest positive score (69 per cent) and highest negative score (17 per cent) was returned for the consistency of support by Welsh Government grants officials.

*Figure 18: Thinking about your dealings with Welsh Government grants officials, how far do you agree or disagree with the following statements?*



Number of respondents (top to bottom): 548, 547, 547, 543, 540

### **3.2.1.4 Open comments – experiences of dealing with Welsh Government grants officials**

Respondents who had seen the satisfaction questions were also given the opportunity to provide comments to provide further information about their experiences interfacing with Welsh Government grants officials. Additional comments covered the following points (in order of magnitude):

#### Positive feedback

The majority of respondents provided positive comments about their experience of dealing with Welsh Government officials. Some indicated general contentment with the overall support they receive whilst a number of respondents named specific individuals, grants teams, agents, local advisors or account managers who had been particularly helpful, flexible or professional. A number outlined how officials had been communicative, proactive, quick to respond and supportive and others described a collaborative and professional relationship with the Welsh Government grants officials. Some recipients also felt that they had experienced customer service improvements over time.

### Inconsistent experience

A smaller number of respondents indicated that they had experienced inconsistent customer service when dealing with officials.

Some respondents raised occurrences of conflicting or unclear advice. For example, some respondents had discovered that conflicting advice had been given to different recipients of the same grant, which had come to light through collaborative work.

Factors influencing these inconsistencies included officials taking annual leave without providing an alternative point of contact, as well as regional variations in approach to grants administration. Some respondents suggested that staff turnover could also be a contributory factor in this.

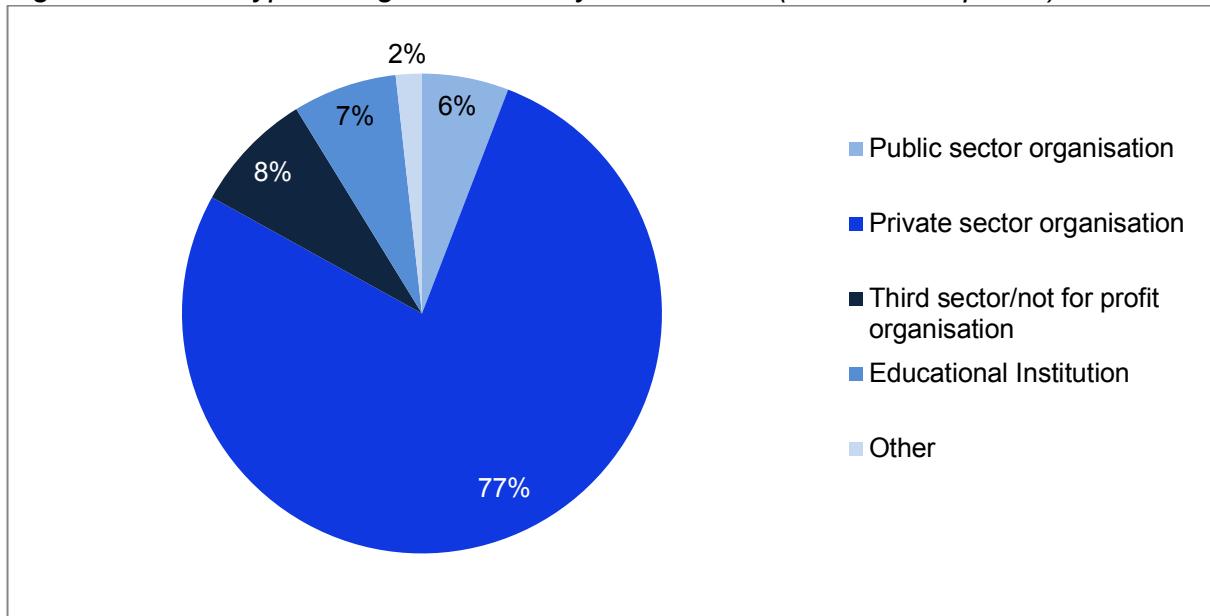
### Communication issues

A few respondents commented that they had encountered communication issues, for example, it could be difficult to access officials by telephone or to get officials to confirm verbal advice in writing. Sometimes there was no confirmation of receipt of emails, which was of particular concern when important paperwork or claim forms had been submitted.

#### **3.2.2 Recent grant recipients – short satisfaction**

Recent grant recipients (in receipt of a grant between April 2012 and April 2014) were mainly made up of private sector respondents (77 per cent) who are more likely to get one off grants as opposed to the public or third sector who tend to receive recurrent grants. Therefore, there was only a small number of respondents from the public sector (six per cent), third sector (eight per cent), educational institutions (seven per cent) and others (2 per cent) as can be seen from Figure 19. It should be noted that because the sample profile of recent grant recipients differs markedly from the current recipient sample profile (see Figure 3), the results are not comparable.

*Figure 19: What type of organisation do you work for? ('Recent' recipients)*



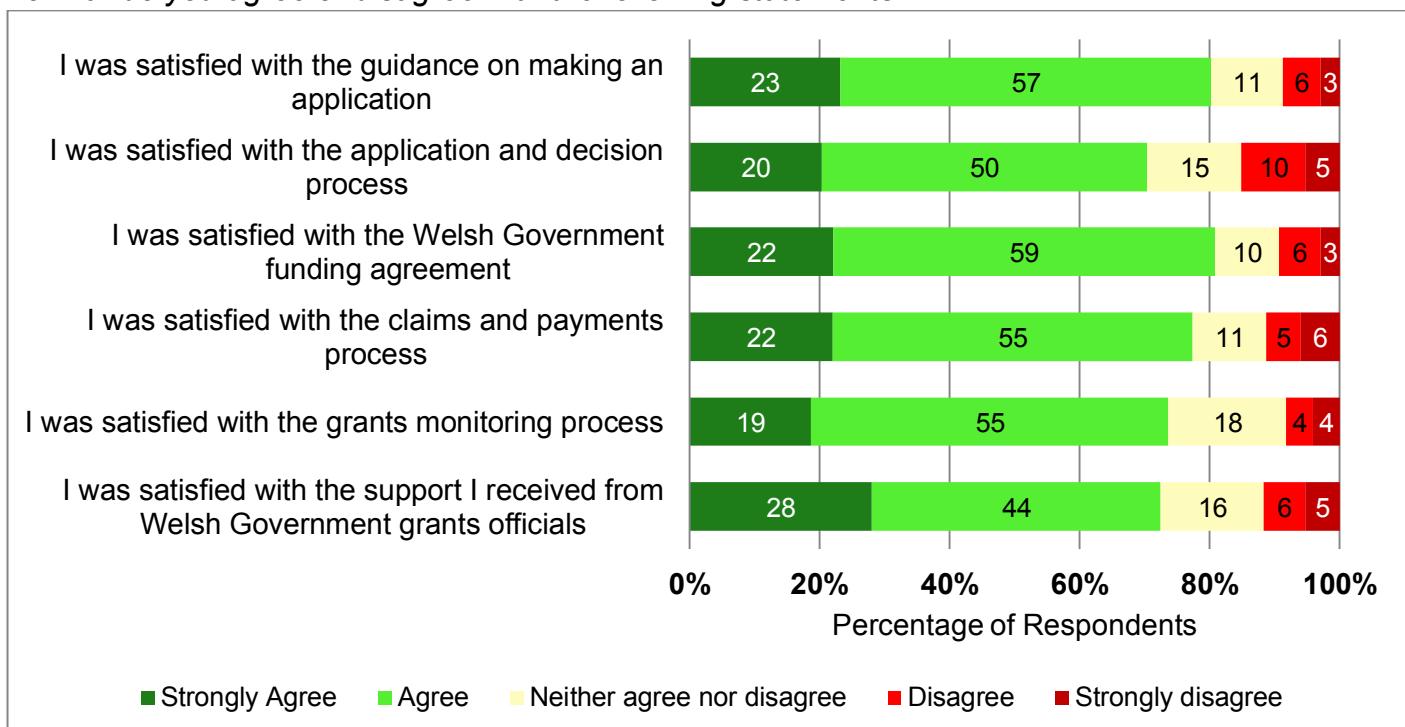
*Number of respondents: 171*

Recent recipients were offered a shorter satisfaction section with only one statement for each stage of the process and the support they received from officials. They were asked to what extent they were satisfied with: guidance on making an application; the application and decision process; the Welsh Government funding agreement; the claims and payments process; the grants monitoring process; and the support received from Welsh Government grants officials. As well as the five point scale from strongly agree to strongly disagree; there was a 'not applicable' response option to enable respondents to indicate that they had no experience of that particular area. The not applicable responses have been excluded from the figures.

As can be seen in Figure 20, respondents to this question were again largely positive about their experiences across the six question areas with positive scores ranging from 81 to 70 per cent. The highest level of satisfaction was returned for the Welsh Government funding agreement (81 per cent), closely followed by an 80 per cent positive score for the guidance on making an application.

The lowest positive score was received for the application and decision process (70 per cent). This statement also received the highest negative score of 15 per cent.

*Figure 20: Thinking about your experience of Welsh Government grants management, how far do you agree or disagree with the following statements?*



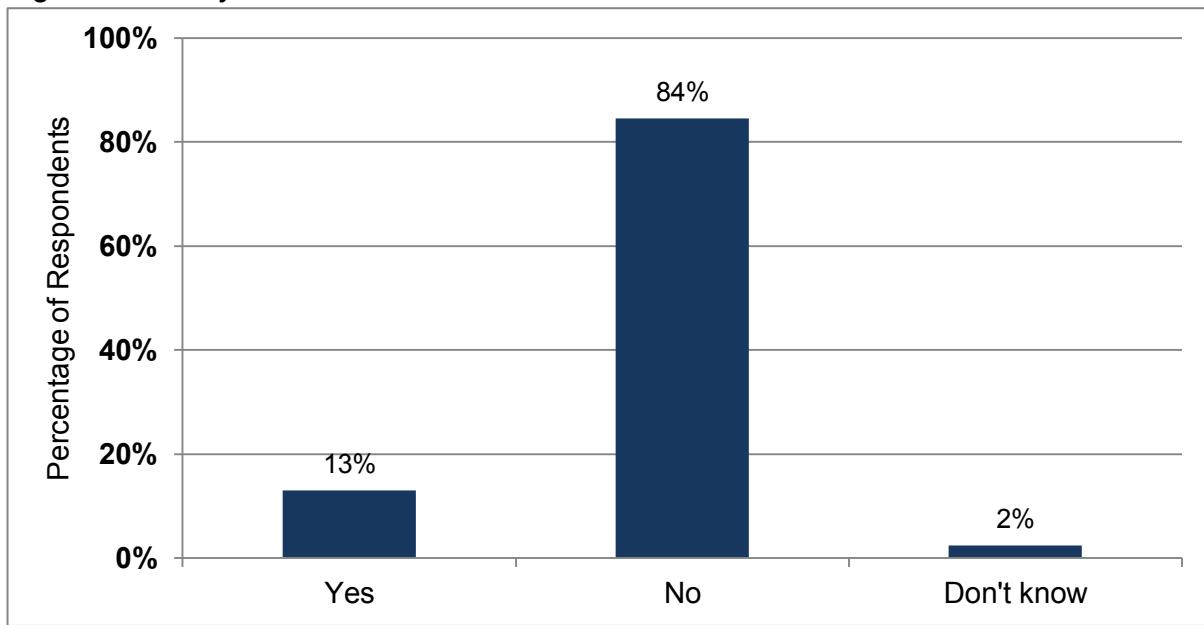
*Number of respondents (top to bottom): 172, 172, 172, 168, 171, 171*

### **3.3 Grants Centre of Excellence**

Current grant recipients (between April 2014 and April 2016) and recent grants recipients (between April 2012 and April 2014) were asked whether they were aware of the Grants Centre of Excellence.

As illustrated in Figure 21, the vast majority (87 per cent) were either unaware or didn't know whether they were aware of the Grants Centre of Excellence. Those that said that they were aware (13 per cent) were asked some follow-up questions to better understand their experiences.

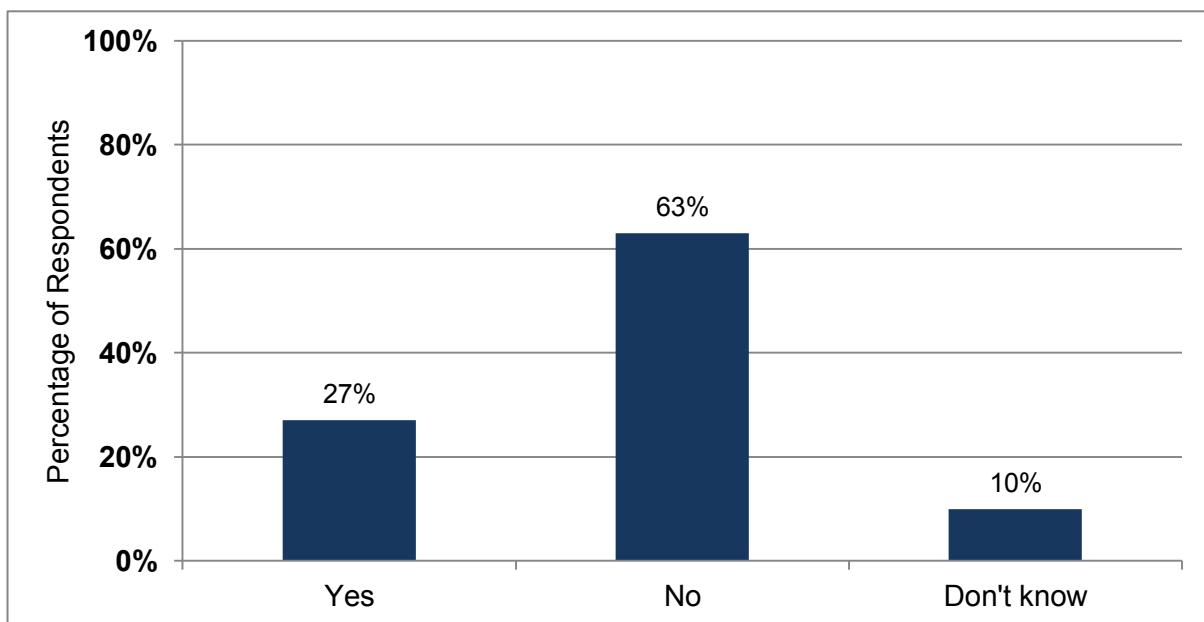
*Figure 21: Are you aware of the Grants Centre of Excellence?*



*Number of respondents: 858*

Those that were aware of the Grants Centre of Excellence were asked to indicate whether they had been provided with support and advice. Just over a quarter (27 per cent) had been provided with support or advice from the Grants Centre of Excellence (Figure 22).

*Figure 22: Have you been provided with support and advice from the Grants Centre of Excellence?*



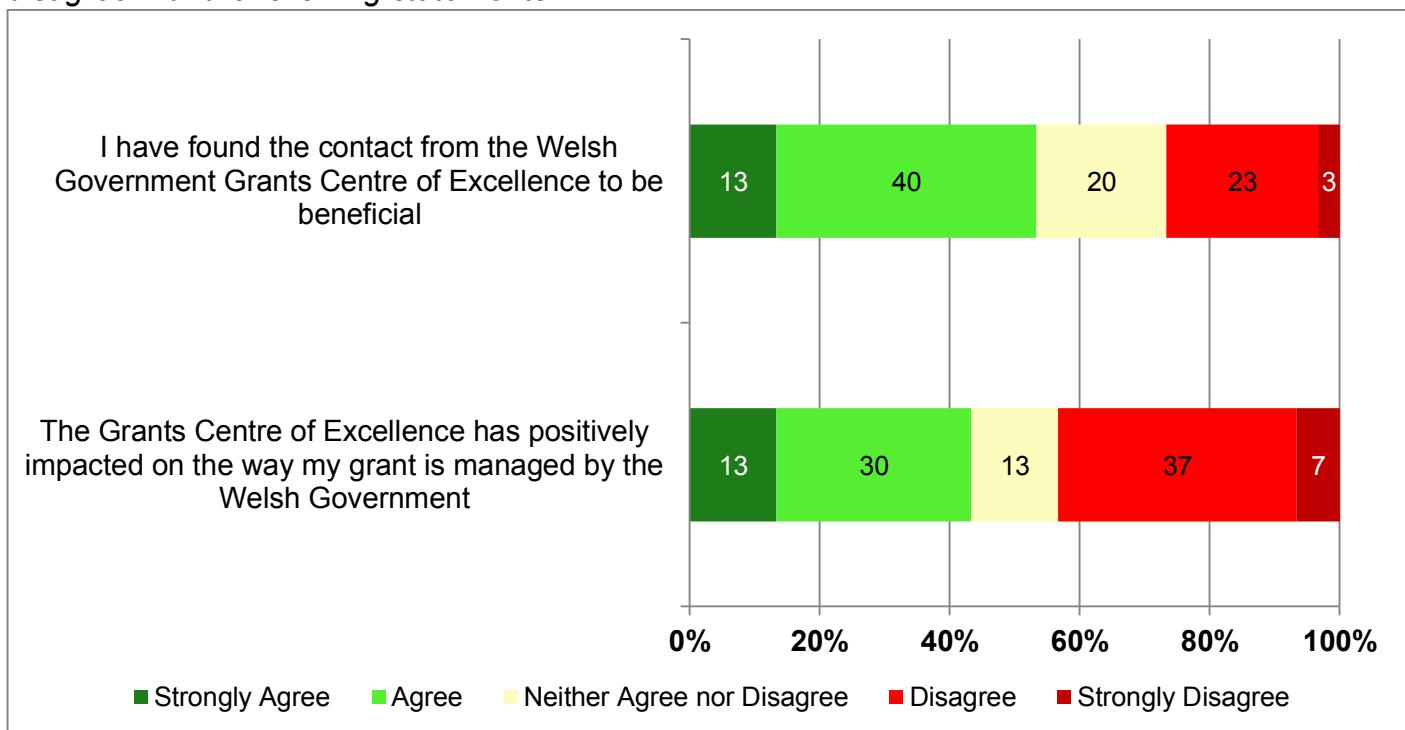
*Number of respondents: 111*

Those who had indicated that they had been provided with support and advice from the Grants Centre of Excellence were asked whether they found the contact from the Welsh

Government Grants Centre of Excellence to be beneficial and whether the Grants Centre of Excellence positively impacted on how grants are managed by the Welsh Government.

Just over half of this sub-set of respondents (53 per cent) felt positively that the contact from the Grants Centre of Excellence to be beneficial, with about a quarter (27 per cent) returning a negative score, whilst one-fifth (20 per cent) felt neutral about it. Fewer than half of the respondents (43 per cent) were satisfied that the Grants Centre of Excellence positively impacted on the way their grant is managed by the Welsh Government, with an equal proportion (43 per cent) also returning a negative score for this statement. Please note that these figures are based on a very small sample size ( $n=30$ ) and should therefore be treated with caution (Figure 23).

*Figure 23: Thinking about the Grants Centre of Excellence, how far do you agree or disagree with the following statements?*

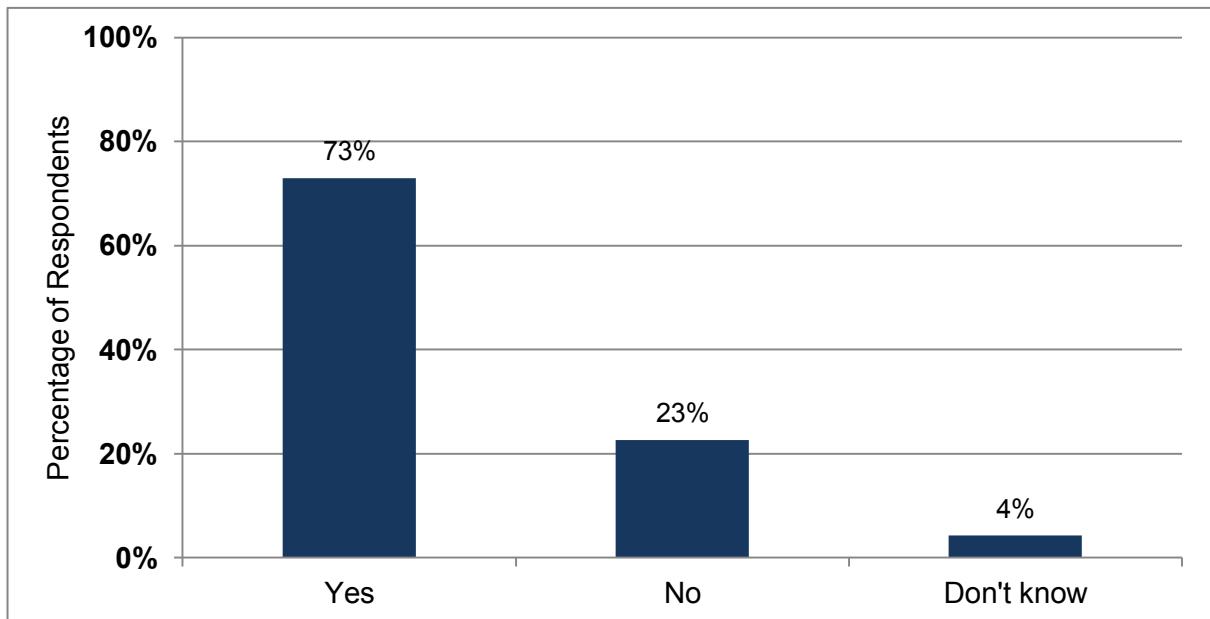


*Number of respondents: 30, 30 – NB SMALL BASES*

### 3.4 Awareness of, and satisfaction with, changes made since 2012

Current grant recipients (between April 2014 and April 2016) and recent grants recipients (between April 2012 and April 2014) were asked to indicate whether they had also received a Welsh Government grant prior to that financial year. The majority of respondents (73 per cent) reported that they had received a previous grant while just under a quarter (23 per cent) reported that they had not (see Figure 24).

*Figure 24: Have you also received a Welsh Government grant prior to that financial year?*

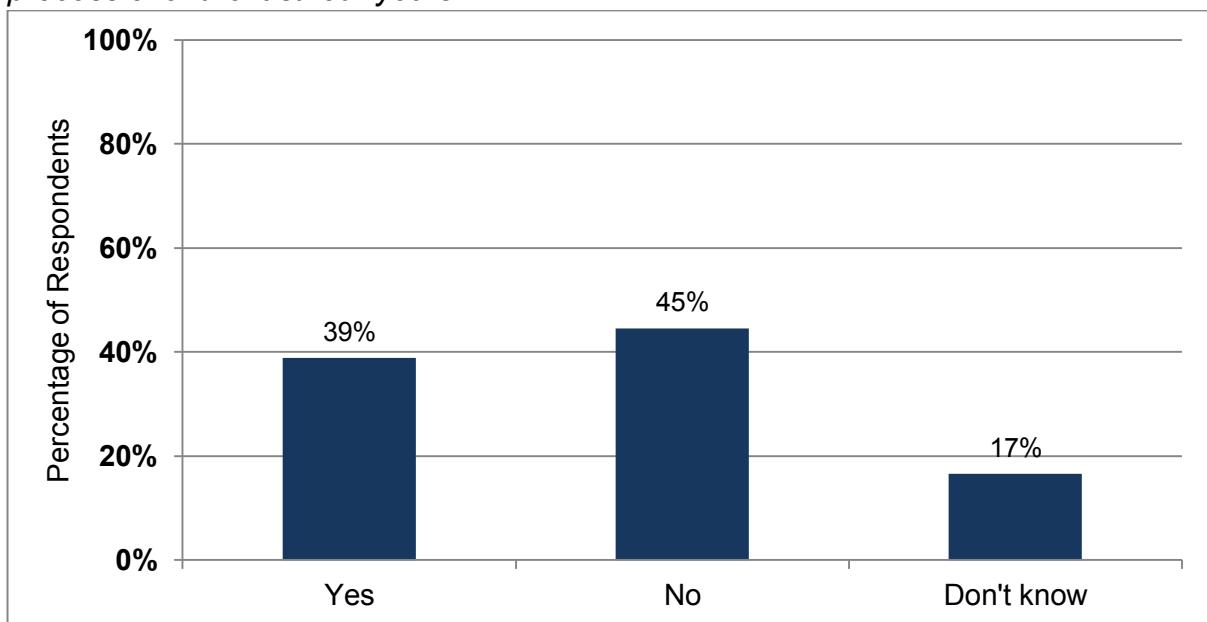


*Number of respondents: 864*

The Grants Project has facilitated a number of changes to the Welsh Government grants management process from 2012, including the introduction of Grants Minimum Standards, standard templates and the development of guidance and training for Welsh Government officials, and has set up an external queries mailbox. Therefore, respondents who reported that they had received a previous grant were asked whether they had noticed any changes to the Welsh Government grants management process over the last four years.

As Figure 25 shows, almost 40 per cent of respondents (39 per cent) reported that they noticed that the process had changed in recent years while 45 per cent indicated that they had not noticed any change.

*Figure 25: Have you noticed any changes to the Welsh Government grants management process over the last four years?*



*Number of respondents: 628*

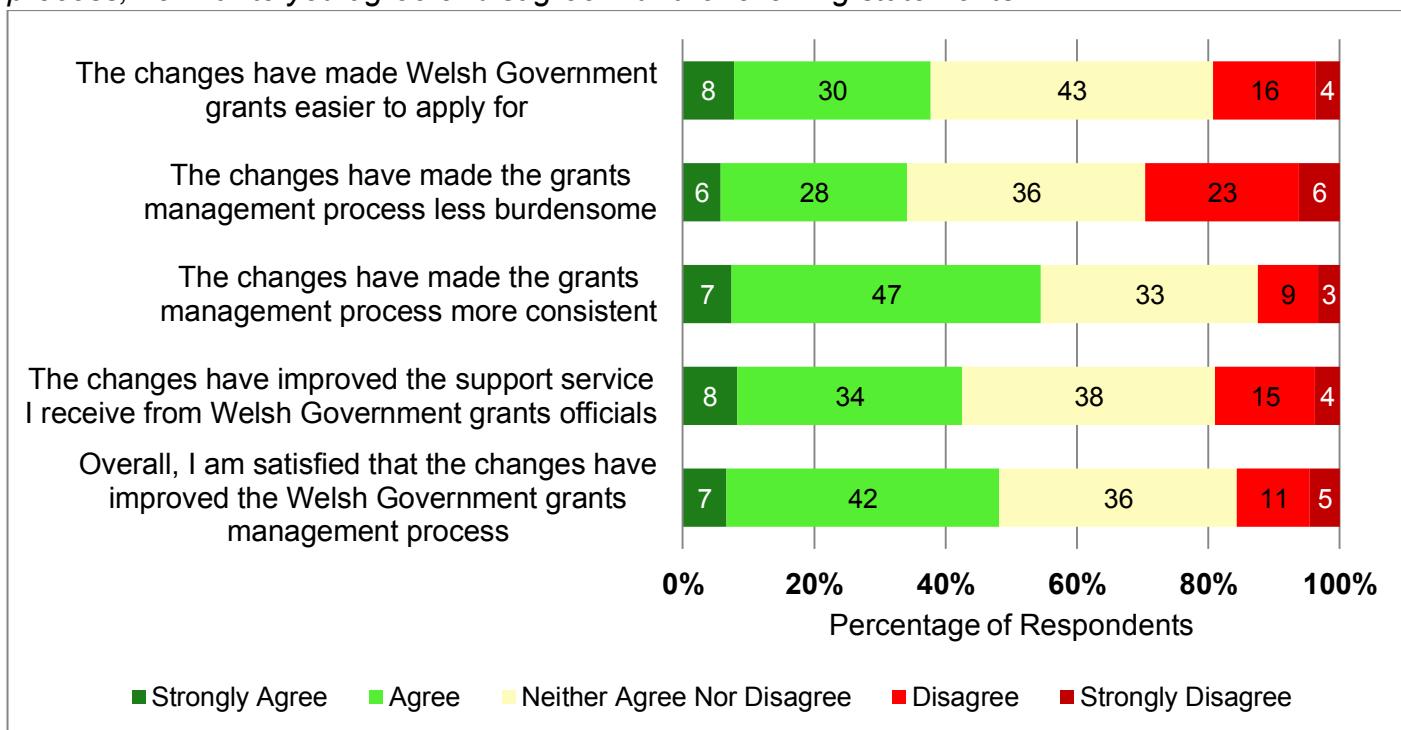
Respondents who indicated that they had noticed a change in the grants management process over the last four years were presented with five statements related to the changes that they noticed. Recipients were asked to indicate how strongly they agreed or disagreed that: the changes have made Welsh Government grants easier to apply for; the changes have made the grants management process less burdensome; the changes have made the grants management process more consistent; the changes have improved the support service received from the Welsh Government grants officials; and overall, they were satisfied that the changes have improved the Welsh Government grants management process.

As can be seen in Figure 26, over half of respondents (54 per cent) were positive that the changes had made the grants management process more consistent. This statement also received the lowest number of negative responses (14 per cent). Around half of respondents (49 per cent) responded positively to the statement that the changes have improved the Welsh Government grants management process overall.

The statement which received the lowest positive score (34 per cent) and the highest negative score (29 per cent) related to whether changes have made the grants management process less burdensome.

It should be noted that there were a large number of neutral responses (at least a third) for all statements in this section. This may indicate that respondents didn't feel that they knew enough about the impact of the changes to make a judgement either way. In particular, 43 per cent of respondents were neutral about whether the changes made Welsh Government grants easier to apply for.

*Figure 26: Thinking about the changes to the Welsh Government grants management process, how far to you agree or disagree with the following statements?*



*Number of respondents (top to bottom): 244,243,242,242,243*

### **3.5 Open comments – general experiences with, and suggestions for improvement to, the grants management process**

Both 'current' and 'recent' respondents were asked whether they would like to provide any additional comments on their experience with Welsh Government grants management along with a separate question for suggestions about how the process could be improved. The themes that arose from these questions were similar for both sets of respondents, and a number of improvement suggestions corresponded to the experiences they outlined, and therefore the open comments have been merged in this section. The main themes were as follows (in order of magnitude):

### Administrative burden

The majority of comments were received around administrative burden and the inflexibility of the overall process. The grants process was sometimes seen as onerous and requiring frequent and large amounts of administration. Respondents mentioned lengthy, repetitive documents and that the amount of burden, particularly around monitoring and audit, could sometimes be disproportionate to the value of the claim. Some also felt that the administrative burden had increased in more recent years.

A number of suggestions for improvement in this area were given. Recipients thought that the process could be simplified by:

- ensuring the overall process is proportionate to the grant awarded;
- requesting less specific detail at the planning stage and reducing the amount of paperwork in general;
- smaller organisations in particular suggested that more support and advice could help them strengthen their applications and aid them in navigating the process;
- making guidance clearer and easier to access;
- application forms could use simplified language as well as be tailored to the needs of different types of applicant;
- more flexible formats for application templates, for example removing word-count limits, and improving online capability for submitting information;
- quarterly monitoring was felt to be duplicative, and that reducing repetition in the information provided would assist with improving the overall process;
- grants could be more flexible in terms of widening eligibility across geographic locations;
- it was felt that payments could be more flexible, e.g. with more options for organisations to be paid in advance as opposed to in arrears;
- the Welsh Government making greater use of feedback from previous applicants, as well as considering best practice approaches adopted by other grant-giving organisations, to make improvements to the process; and
- involving independent third parties, for example, in scoring applications or as experts with relevant experience in the assessment process.

## Timeliness

The theme that received the second greatest amount of comments was timeliness of the process. Some respondents found it difficult to complete grant applications within the tight deadlines, others noted that they would like there to be less time between submitting applications and the decision outcome. Many noted that the process on the whole was too long and out of 'sync' with the pace of business decision-making.

Suggestions for improving timeliness encompassed:

- proposals for the earlier announcement of grant approvals, particularly for longer-term projects to facilitate the retention of experienced staff;
- extending funding blocks from one to two or three years, giving grant recipients more time to achieve outcomes, and improve value for money;
- offering longer-term funding for successful projects;
- the Welsh Government adhering to planned deadlines to enable grant recipients to execute programmes as planned;
- changing claims deadlines could be beneficial, particularly to avoid clashes with organisational year-end accounts and delaying the final claim until after the project has ended; and
- more prompt payment following claims would be helpful.

## Variability

The variability of the process also emerged as a key theme. Several respondents had experienced inconsistencies when in receipt of multiple grants of a similar nature in terms of submitting applications, claims processes and monitoring requirements, consequently increasing the burden on certain recipients. Those that had also received grants via other sources also commented on the comparative difficulty of the Welsh Government grants process.

Suggestions for improvement included:

- greater consistency between the processes for similar grants;
- reducing the overall number of grants and grouping similar grants together to more easily identify eligible sources of funding; and
- finding grants could be made easier by having a single website searchable by sector or organisation size in order to easily assess eligibility.

## Communication

Communication from the Welsh Government was also raised as a theme. A number of respondents stated that they would like better communication from Welsh Government during the grants process, including confirmation of receipt of their application and claim forms. A few respondents suggested that communication was not always consistent.

The improvements mentioned by respondents were:

- greater customer focus, such as a greater understanding of the needs of grant recipient organisations, would improve the support provided by officials;
- more face-to-face contact with Welsh Government officials and proposed that direct contact with the same person throughout the process would aid continuity;
- grant-specific events could be useful to allow discussion and give applicants the opportunity to contribute to improvements to the process;
- changes to terms, conditions and monitoring arrangements should be communicated to recipients to ensure that new processes are clearly understood; and
- promoting the Grants Centre of Excellence so that applicants are aware of how to access the help that is available to them.

## Positive comments

A number of respondents gave positive comments about the overall grants process and provided examples of successful project outcomes. In contrast to the points made about high levels of grant administration, some respondents highlighted they had seen improvements in the process over the years in terms of it being more user friendly and faster.

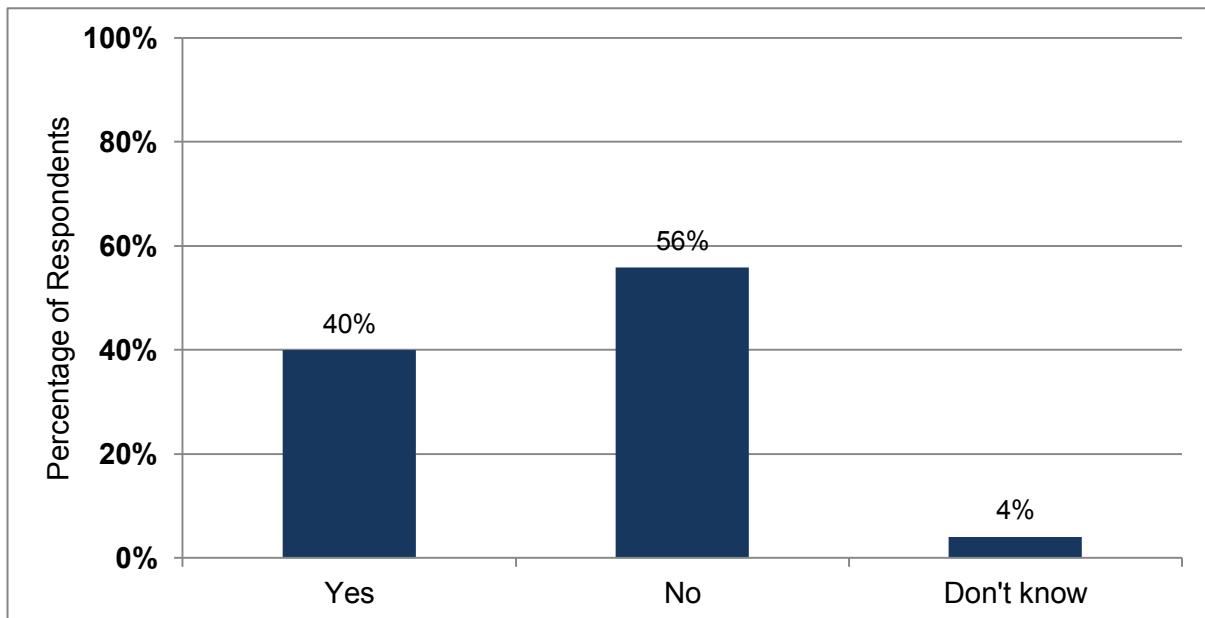
## 4 Additional areas covered by the survey

The survey provided an opportunity to ask respondents about other key Welsh Government priorities around the Code of Practice for Funding the Third Sector and language preferences in terms of communicating with the Welsh Government about grants.

### 4.1 Code of Practice for Funding the Third Sector

Respondents from the third sector who received grants between 2012 and 2016 were asked whether they had heard of the Code of Practice for Funding the Third Sector. As Figure 27 shows, 40 per cent of third sector respondents had heard of the Code of Practice, while over half (56 per cent) had not.

*Figure 27: Have you heard of the Code of Practice for Funding the Third Sector?*



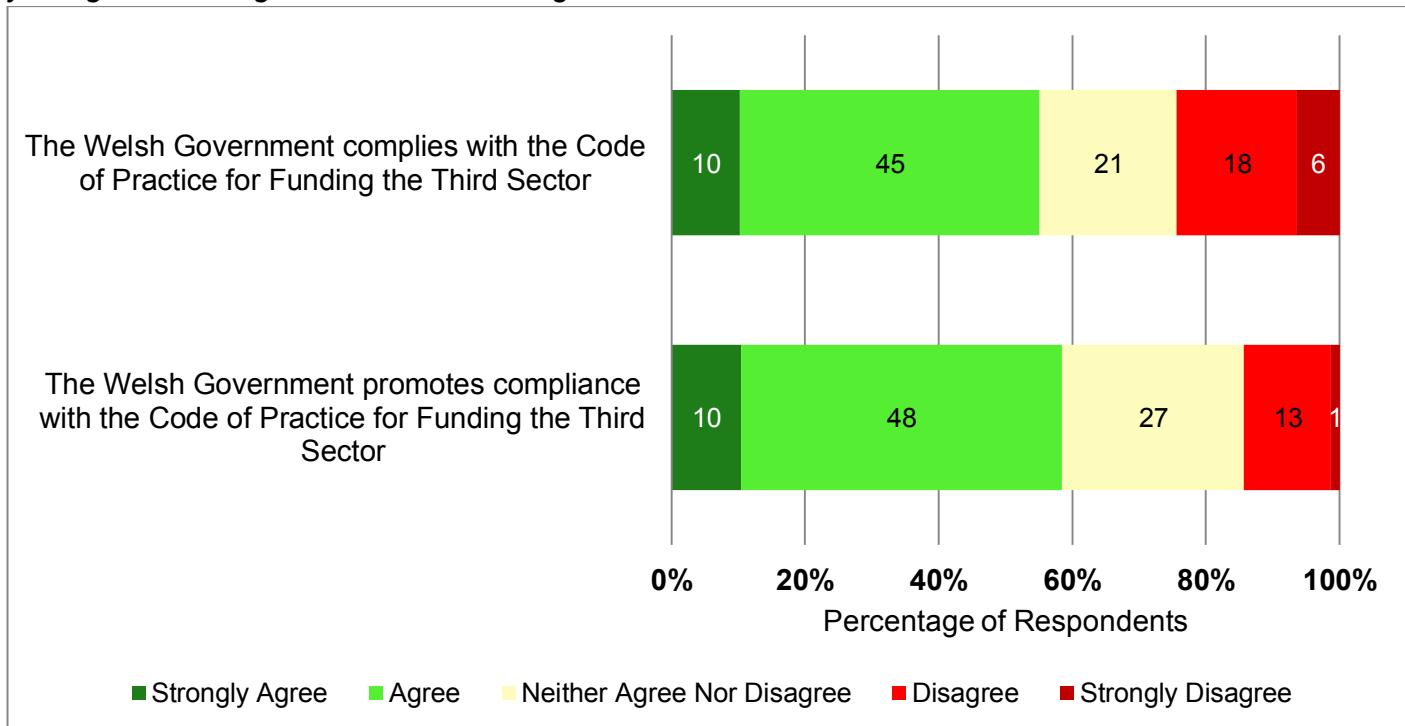
*Number of respondents: 195*

Third sector respondents who reported that they had heard of the Code of Practice were asked to indicate how far they agreed or disagreed with the following statements: that the Welsh Government complies with the Code of Practice for Funding the Third Sector; and that the Welsh Government promotes compliance with the Code of Practice for Funding the Third Sector.

As can be seen from Figure 28, more than half (55 per cent) responded positively about the Welsh Government complying with the Code of Practice and promoting compliance with the Code of Practice (58 per cent).

In terms of negative scores, only 14 per cent of third sector recipients disagreed that the Welsh Government promotes compliance with the Code of Practice, whilst over a quarter (27 per cent) of responses were neutral on this question. Almost a quarter of recipients (24 per cent) disagreed with the statement that the Welsh Government complies with the Code of Practice.

*Figure 28: Thinking about the Code of Practice for Funding the Third Sector, how far do you agree or disagree with the following statements?*

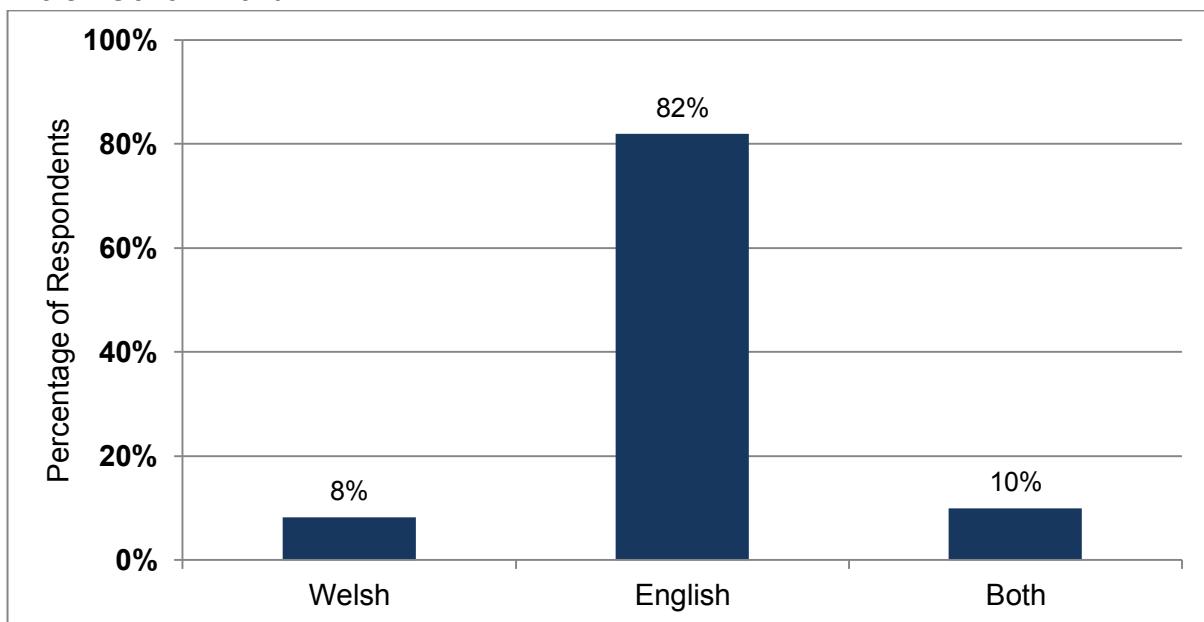


*Number of respondents (top to bottom): 78, 77*

## 4.2 Welsh Language

Respondents were asked to indicate whether they preferred to communicate about grants with the Welsh Government in Welsh, English or a mixture of both languages. As can be seen in Figure 29, most respondents (82 per cent) reported that they preferred to communicate about grants in English. Eight per cent of respondents preferred to communicate about grants in Welsh and 10 per cent in both English and Welsh.

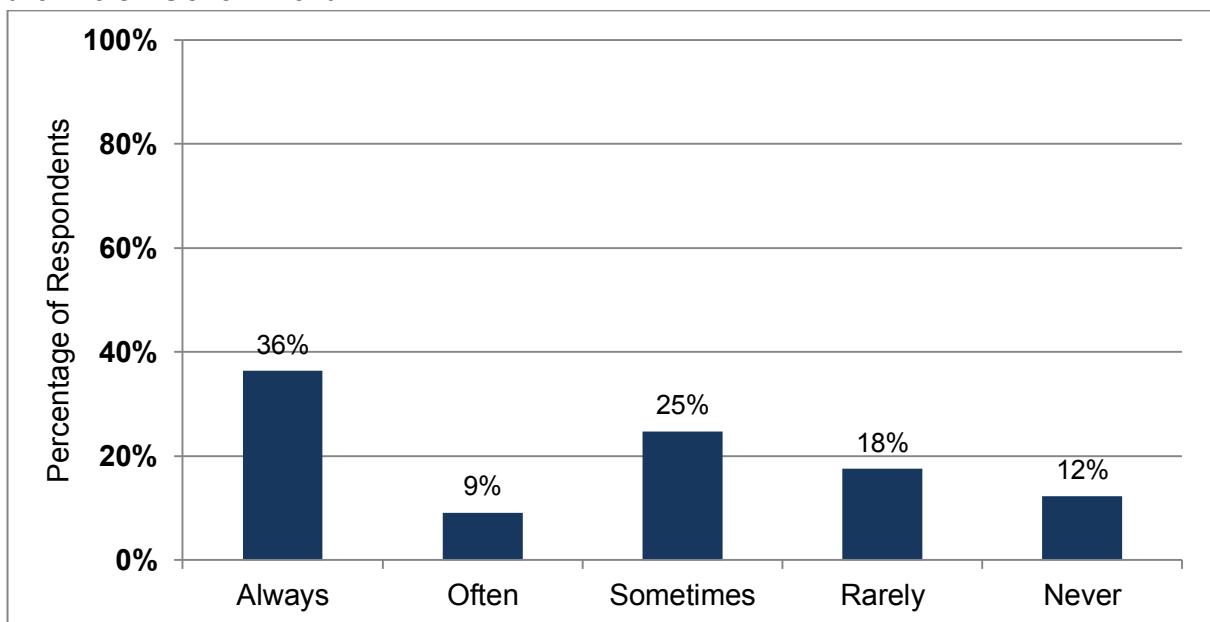
*Figure 29: In which language would you prefer to communicate about grants with the Welsh Government?*



*Number of respondents: 857*

Respondents who indicated that they preferred to communicate in Welsh or both Welsh and English, were asked how often they were able to use Welsh when communicating with the Welsh Government about grants. Close to half (45 per cent) of respondents reported that they could always or often use Welsh. A quarter of respondents (25 per cent) said they could sometimes use Welsh, 18 per cent reported that they could rarely use it and 12 per cent reported that they were never able to use Welsh when communicating about grants (Figure 30).

*Figure 30: How often are you able to use Welsh when communicating about grants with the Welsh Government?*



*Number of respondents: 154*

Those respondents who stated a preference to communicate about grants in Welsh or both Welsh and English were given the opportunity to provide comments about using Welsh to communicate with the Welsh Government.

#### Capacity of Welsh language skills within the Welsh Government

Most comments centred on a lack of capacity of officials to communicate through the medium of Welsh and therefore some were concerned how any forms submitted in Welsh would be interpreted.

Respondents acknowledged that in spite of a number of Welsh Government staff learning to speak Welsh, having a more technical discussion through the medium of Welsh could be difficult to arrange. Suggestions for how to improve this included introducing some method for grant recipients to know which officials are Welsh speaking.

#### Bilingual provision and ascertaining language preferences

Others commented that the Welsh versions of certain forms (e.g. monitoring) had to be requested. Some felt that these forms should always be provided bilingually; and others noted that waiting for the Welsh forms to arrive causes delays in meeting agreed deadlines.

Some noted that their language preference had not always been ascertained prior to meetings with the Welsh Government. It was also suggested that the Welsh Government website pages were not always available bilingually.

#### Other considerations

Some respondents felt that the Welsh Government should ensure that grant recipients communicate to the public about their grant-funded projects bilingually. Other Welsh speaking respondents noted that they choose to interface with the Welsh Government only in English due to being based in an organisation that does not have many Welsh speakers, therefore making it easier to forward emails and other communication.

#### Positive comments

Others made positive comments around their experiences of communicating through the medium of Welsh with grants officials, and highlighted how important it had been for them to be able to use the Welsh language freely when communicating with the Welsh Government.

## **Annex A**

### **Welsh Government Grant Recipients Survey**

The Welsh Government is committed to continuously improving the administration of its grants. Over the past four years, a number of improvements have been undertaken; including establishing a Grants Centre of Excellence, introducing standard templates and the development of guidance and training for Welsh Government officials. The Welsh Government wants to understand whether these changes have impacted on the satisfaction of external organisations applying for and receiving grants from the Welsh Government.

We would like to seek feedback from you as a grant applicant or recipient. Your feedback will help us target areas for improvement in the future.

Please note that this survey aims to obtain feedback on Welsh Government grants only and is not relevant for those who have received European grants, for example, from the Welsh European Funding Office (WEFO).

The survey should take no longer than 5-10 minutes to complete. Please use the navigation buttons at the bottom of the screen to navigate through the survey.

If you have any queries or experience any difficulties while completing this survey, please contact Cerys Ponting by phone 02920 370342 or email

[CorporateResearch@wales.gsi.gov.uk](mailto:CorporateResearch@wales.gsi.gov.uk)

The survey is completely anonymous and you cannot be identified by the information you provide.

Your identity will be hidden

Read more about Confidentiality and hidden identity here (opens in a new window)

*[All recipients will see Q1-3]*

**Q1 What type of organisation do you work for?**

- |   |                 |
|---|-----------------|
| <input type="checkbox"/> Public Sector organisation                           | Q23 is not seen |
| <input type="checkbox"/> Private Sector organisation                          | Q23 is not seen |
| <input type="checkbox"/> Third Sector/Not-for-profit organisation             | Q23 is seen     |
| <input type="checkbox"/> Educational Institution                              | Q23 is not seen |
| <input type="checkbox"/> Other (please specify) <input type="text" value=""/> | Q23 is not seen |

**Q2 How many people does your organisation employ?**

- |                          |       |                          |             |
|--------------------------|-------|--------------------------|-------------|
| <input type="checkbox"/> | 0-9   | <input type="checkbox"/> | 100-249     |
| <input type="checkbox"/> | 10-24 | <input type="checkbox"/> | 250-499     |
| <input type="checkbox"/> | 25-49 | <input type="checkbox"/> | 500 or more |
| <input type="checkbox"/> | 50-99 | <input type="checkbox"/> | Don't know  |

**Q3 In which financial year were you awarded your most recent Welsh Government grant?**

Please note that the term 'Welsh Government grant' refers to grants that are provided by the Welsh Government and does not include European grants from the Welsh European Funding Office (WEFO)

<b>a</b>	April 2015/16	<input type="checkbox"/>	<b>Go to Q4, then Q5</b>
<b>b</b>	April 2014/15	<input type="checkbox"/>	<b>Go to Q4, then Q5</b>
<b>c</b>	April 2013/14	<input type="checkbox"/>	<b>Go to Q4, then Q15</b>
<b>d</b>	April 2012/13	<input type="checkbox"/>	<b>Go to Q4, then Q15</b>
<b>e</b>	Before April 2012/13	<input type="checkbox"/>	<b>Go to Q15</b>
<b>f</b>	I have never been awarded a Welsh Government grant	<input type="checkbox"/>	<b>Go to Q15</b>

[All 2012-16 recipients will see Q4]

**Q4 Have you also received a Welsh Government grant prior to that financial year?**

- |                          |            |                     |
|--------------------------|------------|---------------------|
| <input type="checkbox"/> | Yes        | Q19 is included     |
| <input type="checkbox"/> | No         | Q19 is not included |
| <input type="checkbox"/> | Don't know | Q19 is not included |
- 

[Q5 – 14 will only be seen by those that said they received their most recent grant in April 2015/16 or April 2014/15]

**Q5 Can you indicate whether you have been involved in any of the following processes? (Please tick all that apply)**

Submitting an application for a Welsh Government grant	<input type="checkbox"/> If yes, Q6-7are seen
Agreeing the terms and conditions of a funding agreement for a Welsh Government grant	<input type="checkbox"/> If yes, Q8 is seen
The process of making a financial claim or receiving a payment of a Welsh Government grant	<input type="checkbox"/> If yes, Q9 is seen
The monitoring process for a Welsh Government grant	<input type="checkbox"/> If yes, Q10 is seen

*(Q6-7 will only be seen if Yes is selected for the application statement in Q5)*

**Q6 Thinking about the initial guidance on applying for a Welsh Government grant, how far do you agree or disagree with the following statements?**

It was easy to access information on how to apply for funding	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The guidance on making an application was clear and easy to understand	
The aims, objectives and desired outcomes of grants were clearly communicated in the guidance	
The eligibility and funding criterion was clearly stated in the guidance	
Overall, I was satisfied with the guidance on making an application	

**Q7 Thinking about the application and decision process, how far do you agree or disagree with the following statements?**

The application process was clear and easy to understand	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
An adequate amount of time was given to fill in the application form	
The timetable for the grants application and decision process was clearly communicated	
Overall, I was satisfied with the application and decision process	

*(Q8 will only be seen if Yes is selected for the funding agreement statement in Q5)*

**Q8 Thinking about the funding agreement, how far do you agree or disagree with the following statements?**

The funding agreement was easy to follow and understand	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The funding agreement was issued in a timely manner	
The funding agreement clearly set out the roles and responsibilities of both parties	
A reasonable amount of time was allowed to consider the funding agreement before making a formal acceptance	
Overall, I was satisfied with the Welsh Government funding agreement	

*(Question 9 will only be seen if Yes is selected for the claims statement in Q5)*

**Q9 Thinking about the claims and payments process, how far do you agree or disagree with the following statements?**

It was easy to access information on how to make claims	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The timing of the claims process was clearly communicated	
The claims templates and forms were easy to use	
Payments were processed in a timely manner	
I was satisfied with the way my claims were dealt with	
Overall, I was satisfied with the claims and payments process	

*(Q10 will only be seen if Yes is selected for the monitoring statement in Q5)*

**Q10 Thinking about the grants monitoring process, how far do you agree or disagree with the following statements?**

The monitoring requirements were clearly set out in the funding agreement	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The monitoring process was conducted in a timely manner	
The monitoring requirements were appropriate for the level of funding	
Requests for changes (e.g. changes to timing, resources) were dealt with appropriately	
Overall, I was satisfied with the grants monitoring process	

*(All 2014-16 recipients will see questions 11-12).*

**Q11 If you would like to provide any comments about your experience with Welsh Government grants management, please write them here:**

**Q12 Have you personally had any direct contact with Welsh Government officials in relation to grants management?**

- |                          |            |           |
|--------------------------|------------|-----------|
| <input type="checkbox"/> | Yes        | Go to Q13 |
| <input type="checkbox"/> | No         | Go to Q17 |
| <input type="checkbox"/> | Don't know | Go to Q17 |

*(Q13-14 will only be seen if Yes is selected for Q12)*

**Q13 Thinking about your dealings with Welsh Government grants officials, how far do you agree or disagree with the following statements?**

The support provided by Welsh Government grants officials was clear and easy to understand	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The support provided by Welsh Government grants officials was timely	
The support provided by Welsh Government grants officials was consistent	
It was easy to access the right person in Welsh Government to provide support	
Overall I was satisfied with the support I received from Welsh Government grants officials	

**Q14 If you would like to provide any comments about your experience of dealing with Welsh Government grants officials, please write them here:**

[Go to Q17](#)

*[Q15 – 16 will only be seen by those that said they received their most recent grant in April 2013/14 or April 2012/13, before April 2012/13 or I have never received a Welsh Government grant]*

**Q15 Thinking about your experience of Welsh Government grants management, how far do you agree or disagree with the following statements?**

I was satisfied with the guidance on making an application	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree N/A
I was satisfied with the application and decision process	
I was satisfied with the Welsh Government funding agreement	
I was satisfied with the claims and payments process	
I was satisfied with the grants monitoring process	
I was satisfied with the support I received from Welsh Government grants officials	

**Q16 If you would like to provide any comments about your experience with Welsh Government grants management, please write them here:**

*[Respondents who selected before April 2012/13 or I have never received a Welsh Government grant will then be routed out of the survey via a thank you message]*

*[All 2012-16 recipients will see Q17]*

**Q17 Are you aware of the Grants Centre of Excellence?**

- Yes Go to Q18  
 No Go to Q20 (if Yes selected for Q4) or Q22 (if No selected for Q4)  
 Don't know Go to Q20 (if Yes selected for Q4) or Q22 (if No selected for Q4)

*[Q18 will only be seen if Yes is selected in Q17]*

**Q18 Have you been provided with support and advice from the Grants Centre of Excellence?**

- Yes Go to Q19  
 No Go to Q20 (if Yes selected for Q4) or Q22 (if No selected for Q4)  
 Don't know Go to Q20 (if Yes selected for Q4) or Q22 (if No selected for Q4)

*[Q19 will only be seen if Yes is selected in Q18]*

**Q19 How far do you agree or disagree with the following statements?**

I have found the contact from the Welsh Government Grants Centre of Excellence to be beneficial	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The Grants Centre of Excellence has positively impacted on the way my grant is managed by the Welsh Government	

The Grants Centre of Excellence has implemented a number of changes to the grants management process over the last four years for example, standard templates, developed guidance and training for grant managers, and set up an external queries mailbox.

*[Q20 will only be seen if Yes is selected in Q4]*

**Q20 Have you noticed any changes to the Welsh Government grants management process over the last four years?**

- |                          |            |           |
|--------------------------|------------|-----------|
| <input type="checkbox"/> | Yes        | Go to Q21 |
| <input type="checkbox"/> | No         | Go to Q22 |
| <input type="checkbox"/> | Don't know | Go to Q22 |

*[Q21 will only be seen if Yes is selected in Q20]*

**Q21 How far do you agree or disagree with the following statements?**

The changes have made Welsh Government grants easier to apply for	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The changes have made the grants management process less burdensome	
The changes have made the grants management process more consistent	
The changes have improved the support service I receive from Welsh Government grants officials	
Overall, I am satisfied that the changes have improved the Welsh Government grants management process	

*[All 2012-16 recipients will see Q22]*

**Q22 If you have any comments or suggestions for further improvements to the Welsh Government grants management please note them here:**

*[Q23 will only be seen if Third Sector/Not-for-profit organisation is selected in Q1]*

**Q23 Have you heard of the Code of Practice for Funding the Third Sector?**

*[For 2012-2016 Third sector/ Not for profit recipients only]*

- |                          |            |           |
|--------------------------|------------|-----------|
| <input type="checkbox"/> | Yes        | Go to Q24 |
| <input type="checkbox"/> | No         | Go to Q25 |
| <input type="checkbox"/> | Don't know | Go to Q25 |

*[Q24 will only be seen if yes is selected in Q23]*

**Q24 How far do you agree or disagree with the following statements?**

The Welsh Government complies with the Code of Practice for Funding the Third Sector	Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree
The Welsh Government promotes compliance with the Code of Practice for Funding the Third Sector	

*[All 2012-16 recipients will see Q25]*

**25 In which language would you prefer to communicate about grants with the Welsh Government?**

- Welsh      [Go to Q26](#)
- English      [Go to last message page](#)
- Both      [Go to Q26](#)

*If Welsh/both, respondent will then see next two questions below:*

**26 How often are you able to use Welsh when communicating about grants with the Welsh Government?**

- Always
- Often
- Sometimes
- Rarely
- Never

**27 If you have any other comments about using Welsh when communicating with the Welsh Government please note them here:**

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***[Last message page]***

*Respondents then get a message saying*

**'Please press the send button to submit your response to the survey'.**

*Upon doing so, they will proceed to the final page with the following message:*

**Thank you for taking part in this survey, your response has now been submitted.**

**Welsh Government is planning further improvements to the way it handles grants.  
Please email the Grants Queries Mailbox ([GrantQueries@Wales.gsi.gov.uk](mailto:GrantQueries@Wales.gsi.gov.uk)) if you  
wish to be involved in any of these conversations.**

Your response to the survey is completely anonymous and you will not be identified through the information you have provided. If you have any queries about this survey, please contact Cerys Ponting by phone on 02920 370342 or email

[CorporateResearch@wales.gsi.gov.uk](mailto:CorporateResearch@wales.gsi.gov.uk)

## **Annex B**

### ***Findings from respondents beyond scope of survey***

There were 169 responses from those who had either received a grant prior to 2012, had some involvement in a part of the grants process (for example just applying for but not receiving a grant), or had never received a grant, as outlined in the method and sample section of this report. This group was beyond the scope of this research, which aimed to seek feedback from grant recipients since 2012.

These respondents were also offered the shorter satisfaction section with one statement for each stage of the grants process. They were asked to what extent they were satisfied with: guidance on making an application; the application and decision process; the Welsh Government funding agreement; the claims and payments process; the grants monitoring process; and the support received from Welsh Government grants officials.

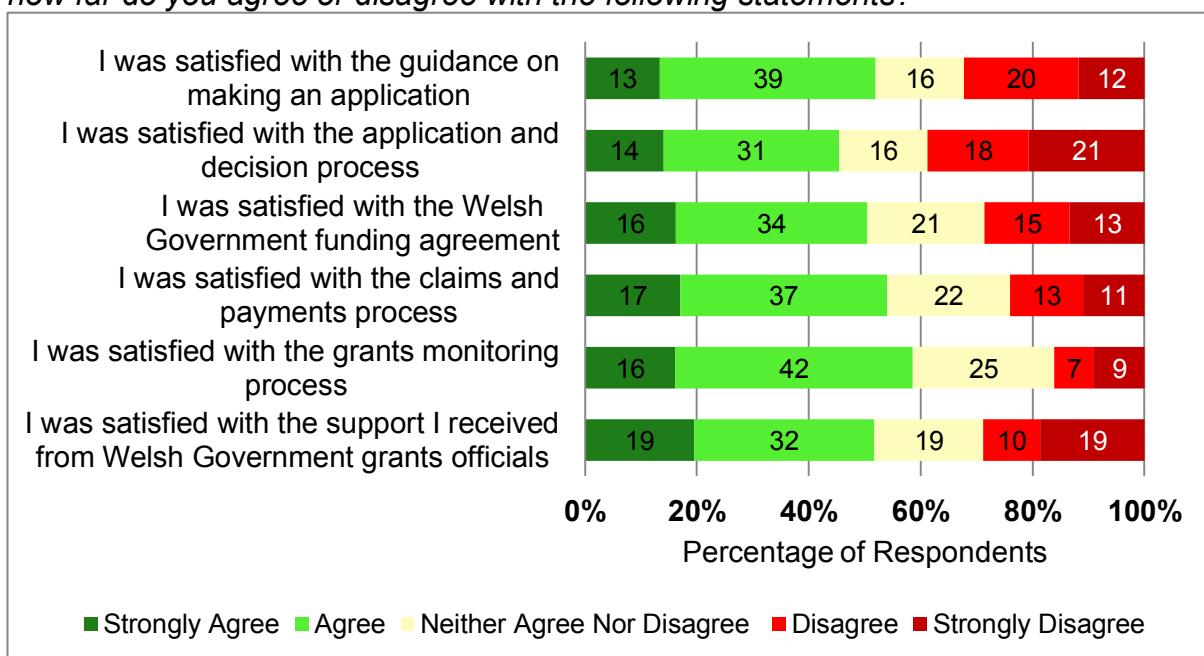
As well as the five point scale from strongly agree to strongly disagree, there was a ‘not applicable’ response option to enable respondents to indicate that they had no experience of that particular area. The not applicable responses have been excluded from the figures.

Figure B1 shows that positive scores ranged from 59 per cent to 45 per cent. The highest positive score (59 per cent) was recorded for the statement around satisfaction with the grants monitoring process, which also received the lowest negative score (16 per cent), as well as a quarter (25 per cent) of respondents returning a neutral response to this statement.

The highest negative score (39 per cent) was recorded for the statement around satisfaction with the application and decision process, which also received the lowest positive score (45 per cent).

As can be seen, the respondent base dips for the third, fourth and fifth statements since those who had never received a Welsh Government grant would not have had experience with the grants monitoring, claims or payments and the funding agreement stages.

*Figure B1: Thinking about your experience of Welsh Government grants management, how far do you agree or disagree with the following statements?*



*Number of respondents (top to bottom): 127, 121, 105, 100, 99, 118*

### Open Comments

Respondents who had either received a grant prior to 2012 or had never received a grant were asked to provide comments about their experience with Welsh Government grants management. These respondents provided a relatively small number of comments around the following:

- positive experiences of working with Welsh Government officials, with some respondents describing them as supportive and helpful;
- suggestions around improved timeliness of responses to requests.
- ensuring that officials have sufficient business or technical knowledge to make informed decisions when awarding grants;
- the application process was thought to be onerous. Suggestions were received about streamlining and simplifying guidance, and increasing the availability of online forms; and
- greater clarification around eligibility criteria for grants was deemed necessary by some.