



Great Giving Funders Award

Name of organisation or individual nominated

Health and Social Care Volunteering Fund (HSCVF) delivery partnership
: ECORYS UK with Attend, CSV and PrimeTimers.

1. What have you done to demonstrate a clear understanding of your beneficiaries and the funding environment? (maximum 200 words)?

Our beneficiaries are Voluntary, Community and Social Enterprise organisations (VCSEs) that are not for profit. We understand their time and resources are limited and our activities are adapted to ensure their time inputs are minimized. We run online application processes to minimize paper waste and copying, supporting environmental responsibility. We take feedback on all our processes, and have continuously improved and adapted our systems throughout the two years we have been operational to maximize usability and accessibility of the interface with VCSEOs. We run an online checker so projects can check their eligibility for the fund, thus cutting down on wasted time on applications that simply do not fit the fund. We give feedback to all our applicants whether successful or not, to enable them to apply to other funds or reapply to the HSCVF in future funding rounds using the feedback. After each funding round we survey unsuccessful applicants and those who showed an interest but did not submit a bid to understand how the application process could be improved to help them submit a bid in future. We have established a user reference group to take feedback from our operational projects on all new materials and processes.

2. How were you able to demonstrate your application and understanding of your grant making to give clear guidance and support? (maximum 200 words)

We have a helpdesk that is open every week-day, plus a website and 'live chat' so applicants and existing projects have a number of ways to contact us depending on their preferences. We provide both paper based guidance and hover over guidance boxes within the online application process itself as applicants have said they prefer to have both available. Applicants told us they worried about being timed out of the on line application form, so we provided a time counter on each application page to enable them to see how long they had before they were timed out and increased the number of save buttons within the application form so that they were regularly reminded to save their work. Applicants told us they did not understand enough about the support package we offer, so we brought existing projects along to talk

about it at our information events and uploaded a video about the support package onto our website www.volunteeringfund.com and YouTube. Funded projects told us they were unsure about the end of year processes, so we now offer individual telephone surgeries to them prepare for the claims process. Our evaluation found that the surgeries provided clarity and reassurance for organisations.

3. What was your response to your applicants' needs or changes in the wider environment? (maximum 200 words)

We provide a package of support for funded projects, including an organizational diagnostic (ODT), accredited action learning networks, and a discussion forum. The projects can also draw down the time of a 'support consultant' and request training. We aim to deliver the ODT within 8 weeks of start up. It is delivered on their premises, and is driven by their own priorities and requirements. The ODT supports the whole organization in making plans for change in areas which they identify as priority areas for development. All other aspects of the support package are informed by this ODT, so all the support they are provided with is tailored to their specific needs. Next, we carefully match projects with a 'support consultant' who supports them throughout their project lifecycle. These people are from a variety of health, social care, volunteering and business backgrounds, being drawn from our partner agencies (Attend, CSV and PrimeTimers) and it is their role to advise and support them throughout their funding period with their organisation's growth, development, and sustainability. Thus, the support package enables the organisation to respond more effectively to the changing environment, and constantly reflect upon their place within it.

Additional Nomination Comments from others