



## TIMELINES

# 2016 TABLE HOTSPOT RESOURCE: APPLICATIONS CLOSING TOO SOON; DECISION-MAKING TOO SLOW – HOW TO ADDRESS TIMELINE-RELATED ISSUES



**While acknowledging that timelines were an issue – and something they actively sought to improve – grantmakers agreed there were challenges in doing so:**

- Change can take time, especially in certain sectors.
- Pushes towards improvement can falter, meaning advocates have to re-gather themselves, collect more evidence and rally again.

Lack of communication can exacerbate timeline-related problems, both within grantmaking bodies and also between grantmakers and grantseekers.

Within grantmaking bodies, maintaining good internal and interdepartmental relationships are vital in keeping timelines reasonable.

**“We tried to highlight where improvements were needed, but were ignored. We had to go back and get more evidence and press for small wins inside the bigger processes.”**

**“Change might not happen quickly, but eventually the powers above realise. Keep compiling suggestions and evidence for change.”**

**“Create a relationship with whoever has final approval so you can work together to shorten processes.”**

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## TOP TAKEAWAYS

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- Some grantmakers found it useful to change the time of year their grants were open. For them, choosing different grants round times meant there were fewer delays in the approvals process, and applicants were receiving funding at a time more suitable to them.
- Delegating final “signing off” responsibilities can help reduce timelines.
- Map out timelines and make them available to applicants at the start of the process. Then set key dates and keep applicants in the loop when things change.
- If facing opposition from “higher-ups”, gather evidence to support arguments for change and present ways where small changes can reduce delays.
- Emphasise the customer relationship with internal stakeholders – ensure those within your grantmaking organisation who aren’t “on the frontline” and don’t deal directly with the public know your expectations for customer contact and relationships.