



How the Local Authority experience of BenefactorCloud makes a difference.

1. Meeting Tight Timelines with Determination and Flexibility

One local authority faced internal approval delays that left just two weeks to configure and launch multiple grant programmes within BenefactorCloud. Drawing on our experience with similar council pressures, we streamlined the implementation process, prioritised essential setup elements, and worked collaboratively with their team. Despite the timeframe, the programmes launched on schedule, allowing the authority to open applications as planned — avoiding disruption and public frustration.

2. Navigating Political Priorities and Late Programme Changes

When councillors responded to constituent feedback by asking to merge two previously independent programmes only weeks before launch, our team quickly adapted. Using BenefactorCloud's flexible workflow design, we created a shared initial application and branching process that met both programmes' objectives while preserving distinct criteria and reporting. This responsiveness maintained political goodwill and met urgent deadlines without compromising programme integrity.

3. Maintaining Progress Through Staffing Changes and Absences

Several authorities have faced project interruptions due to changing leads, long absences, or internal restructuring. Our team's familiarity with local government dynamics allows us to maintain continuity — documenting clearly, anticipating approval pathways, and keeping projects moving. As a result, multiple programmes have successfully launched on time despite internal disruptions.

4. Supporting Consistency Across Diverse Programmes

Local authorities often struggle to capture consistent data across a wide range of grant schemes with very different audiences. We've helped teams design aligned data frameworks that allow flexibility at the programme level while still enabling meaningful reporting and comparison at the authority level. This has strengthened both transparency and strategic oversight.

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5. Sharing Sector Insights and Best Practice

Because we work extensively with local authority grant teams, we can confidently answer questions such as “What do other councils do?” or “What’s worked best elsewhere?”. Our customers value having access to informed, real-world recommendations grounded in experience across multiple councils and funding models.

6. Delivering When Internal Teams Are Not Yet in Place

In some cases, BenefactorCloud has been implemented before an internal project team existed. Drawing on our understanding of local authority structures and pressures, we’ve been able to interpret objectives, design processes, and configure systems on behalf of the council — ensuring readiness from day one. Once the internal team was appointed, they inherited a well-functioning, compliant grant management system.

7. Building a Collaborative Local Authority Community

We’ve created an online community platform with a dedicated section for local authority grant teams. This space allows councils using BenefactorCloud to connect directly, share best practice, and exchange tips on making the most of the system. By fostering collaboration and peer learning, we’re helping authorities strengthen their processes collectively — creating a support network that extends far beyond individual implementations.

