

## CONSTITUENT VOICE LEARNING SYSTEM

### IMPACT, PERFORMANCE, ACCOUNTABILITY

Over the last eight years, Keystone has built a paradigm-changing method and simple online toolkit that enables development organisations of any size to collect and use feedback data from programme constituents (those meant to benefit, implementation partners, grantees, and others), to support learning, mutual accountability, and performance management. It is called Constituent Voice (CV)<sup>TM</sup>.

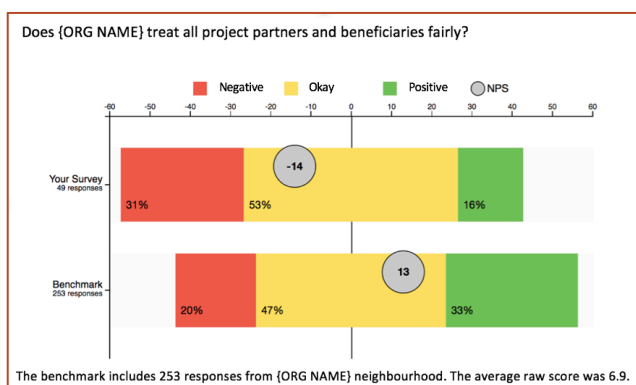
CV is a powerful means of engaging with constituents, and fosters a responsive, agile, and evidence-driven management practice that leads to better relationships, smarter learning, and improved outcomes. The automation and simplicity of the system means that, once set up, it can be operated across many programmes well within existing M&E budgets.

#### WHAT WE DO...

- **Design:** We work with you to co-design a light-touch, low-cost feedback system that integrates with existing performance management and MEL tools.
- **Build:** We build a bespoke space on the Feedback Commons.<sup>1</sup> Your staff can collect, manage, analyse, and share feedback data.
- **Train:** We train and support a small 'CV unit' of staff to operate and support the system entirely in-house.
- **Test:** We test and adapt the system together with the CV unit through one complete cycle of data collection, analysis, and dialogue, before we hand it over.
- **Support:** We provide remote support to the CV unit through a modest annual subscription.

#### ... SO YOU CAN

- **Collect:** Continuously collect feedback from constituents about their experience of your programmes.
- **Manage:** Manage and analyse data, on demand and in real time, to understand how constituents see performance within and across programmes.
- **Share:** Create simple, shareable media to frame dialogue or use in reports.
- **Compare:** Benchmark performance against other programmes or organisations.
- **Use:** Use data as a powerful tool for monitoring performance, engaging, and learning with constituents.
- **Evaluate:** Build up, over time, a repository of time-series performance and impact data for evaluations and impact assessments.



*Example of a summary graph created on the Feedback Commons. The range of responses is shown using Net Performance Analysis – a simple yet highly effective tool from customer service. Current results are benchmarked against other organisations in a cohort. Users can also apply filters to compare responses of different groups and compare performance over time*

<sup>1</sup> The Feedback Commons is a purpose-built web platform with DIY tools for users to build and send surveys, and then manage, analyse, and share data.

## HOW IT WORKS



## ESTIMATED COSTS

Designing and embedding a CV Feedback System is estimated at around **£30,000**, taking approx. 3-4 months. Annual subscription/support is estimated at **£400/user/year**. Exact pricing based on final scope of work. All costs subject to VAT where applicable.

### Interested?

If you would like to know more about how a CV Feedback System could support learning and performance management in your organisation, please contact

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Survey results printed on posters are used to frame dialogues with local Nepalese communities

### Reflection from a recent INGO client:

*'The whole exercise was a very good mechanism for gathering partners' feedback... It helps us gather feedback with less resources and at a much faster rate... Such feedback provides insights of different dimensions of programme management. Not only for {ORG NAME}, the process also helps to empower partners how they could also improve themselves....*

*Constituent Voice is undoubtedly an effective tool to improve the service delivery and ensure accountability of any organisation. We are looking forward to repeating the cycle.'*