

## KEYSTONE PERFORMANCE SURVEY

Effectiveness in development increasingly depends on collaboration between organisations. The Keystone Performance Survey (KPS) is the leading tool to measure and improve cross-organisation performance and impact – and it just got better!

The KPS allows you to manage your effectiveness with feedback from your partners. As a trusted external third-party, Keystone Accountability collects anonymous feedback and safeguards the sensitive relationship between you and your partners. A typical survey consists of 20-30 questions covering relationship quality, communication, financial support, non-financial support, and others; with the option of adding your own customised questions.

The KPS varies for different types of organisations, now including International Non-Governmental Organisations (INGOs), social change networks, foundations, and social investors. The KPS works in the same way for each, with partner entities completing a confidential survey about different aspects of their working relationship with you. Their feedback is benchmarked against similar organisations to allow you to better understand where you add value and where you can improve. Our benchmark database includes feedback from almost 6,000 respondents.

The KPS is available in three versions, **Complete**, **Basic**, and **Systems-only**. You can add additional features and services to any version following a standard menu.

### Complete

**We train your team to be feedback experts.** We will co-design your survey with you and will reach out to engage your network on your behalf. We collect anonymous data from multiple types of partners for you. We will analyse and benchmark data, write the report, edit it to your satisfaction, and facilitate events remotely or in person to take this back to your team / leadership.

**£15,000**

*(Recommended)*

### Basic

**We work with you** in survey design, and in reaching out to engage your network. We collect anonymous data from multiple types of partners for you. We analyse and benchmark data, write the report, edit it to your satisfaction, and provide meaningful guidance on taking this back to your team / leadership.

**£10,000**

### Systems-only

**You use our system** to design your own survey(s) and collect anonymous data. We provide you with analyses and benchmarks, as well as guidance in interpreting trends for your report.

**£5,500**

*All costs subject to VAT where applicable.*

## KEYSTONE PERFORMANCE SURVEY FEATURES

	Complete	Basic	Systems-only	Additional costs for this feature
<b>Confidential:</b> Keystone guarantees to your partners that we will only report your feedback in an anonymised and aggregated form.	✓	✓	✓	
<b>1. Survey format:</b> surveys available via web, email, tablet, or paper	✓	✓	✓	
<b>2. Data format:</b> exportable data charts, JSON, CSV	✓	✓	✓	
<b>3. Computer analysis:</b> computer-aided trends detection	✓	✓	✓	
<b>4. Consultant analysis:</b> expert analysis and interpretation	✓	✓	✓	
<b>5. Benchmarks:</b> benchmarks on relationship questions. (What is this? Click <a href="#">here</a> for demo)	✓	✓	✓	
<b>6. Customization:</b> add your own custom questions beyond the scope of the chosen KPS	✓ (up to 10)	✓ (up to 5)	✓ (up to 5)	£90/hour and/or £720/day *
<b>7. Segmentation:</b> beyond general demographic recommendation (segmentation/cross-tabulations by geography/region, constituents, etc.)	✓	✓	✓	£90/hour and/or £720/day *
<b>8. Written reports:</b> Requests for report revisions beyond the scope of the chosen KPS	✓ (4 rounds of edits)	✓ (2 rounds of edits)		£90/hour and/or £720/day *
<b>9. Design and layout:</b> Custom report design and layout	✓	✓		£90/hour and/or £720/day *
<b>10. Languages:</b> Additional languages / localisation (beyond English, French and Spanish)	✓ (up to 3 languages)	✓ (Only in English)		Starting at £500 per language *
<b>11. Qualitative interviews:</b> In-depth confidential interviews with survey participants to expand qualitative data collection, conducted remotely	✓ (10 interviews)			£3,000/10 interviews (in English, French and/or Spanish)
<b>12. Phone Chasing:</b> Maximising your feedback, chasing survey respondents by phone to drive up response rate				£90/hour and/or £720/day *
<b>13. Staff internal survey/benchmark:</b> Compare partner feedback with internal staff perceptions to foster internal dialogue about the organisation's performance				Starting at £2,000 *
<b>14. Country-specific reports:</b> Data analysed and segmented specific to a particular country, if sample size permits (relevant for multi-country organisations)				£90/hour and/or £720/day *

<b>15. Communication materials:</b> Additional annexes or communication materials for internal/external purposes (e.g. 3-page executive summaries/PowerPoint presentation of report, to share with Board/trustees, staff, donors, partners, etc.)				<p align="center"><b>£90/hour and/or £720/day *</b></p>
<b>16. Facilitated dialogue with respondents:</b> Keystone will facilitate a workshop between you and your respondents to review and validate the data, surface new insights, and agree on mutual improvements				<p align="center"><b>£1,500</b> (excl. travel)</p>
<b>17. Feedback system design:</b> Keystone will lead a one-day workshop to walk you through the feedback cycle, supporting you in understanding and closing the loop; and help you design tools and discuss options for collecting constituent feedback on an ongoing basis to support your organisation's learning and performance management				<p align="center"><b>£3,500</b> (excl. travel)</p>
<p align="center"><i>*Estimate to be provided after initial scoping consultation. All costs subject to VAT where applicable.</i></p>				

## FEEDBACK ON KEYSTONE'S PERFORMANCE SURVEY

Of course, Keystone asks its clients for feedback about its performance. Putting our best foot forward, some of the nicest, but still representative, responses received from clients, include:

**DFID**

“ Keystone’s surveys have provided us with invaluable information about the quality of our partnerships in development. This knowledge has been an important part of improving our relationships and programme performance. It is something that all development organisations should pay close attention to.

– Bruce Lawson-McDowall, DFID Head of Office, Lebanon ”

**Oxfam**

“ The data was a gift. It came from over 800 partners. It pointed clearly to the fact that they did not think we engaged well with them. Having data, rather than anecdotes, helped everyone in Oxfam acknowledge that we needed to do better.

– Makarand Sahasrabudhe, Program Quality Lead for Oxfam International ”

**WaterAid**

“ Looking at WaterAid from the perspective of partners was a new and provocative experience for many people in the organization. It has provided much food for thought about what we can do better to develop more equitable, respectful and mutually accountable relationships.

– Louisa Gosling, WaterAid’s Quality Programs Manager ”

**Peace Direct**

“ Really it is about developing equal partnerships, sense of team and creating a Peace Direct ‘family’ where our partners are part of that.

– Tom Gillhespy, Head of International Programs at Peace Direct ”