

KEYSTONE PARTNERSHIP SURVEY

Effectiveness in development increasingly depends on collaboration between organisations. The Keystone Partnership Survey (KPS) is the **leading tool to measure and improve cross-organisation performance and impact!**

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 the following areas, with the option of adding your own customised questions: *Financial support, non-financial support, administration/finalising the agreement, relationship and communication, monitoring and reporting, and understanding and learning.*

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 will **co-design** your survey with you and reach out to engage your network on your behalf.

We will **collect anonymous data** from multiple types of partners for you through the survey and qualitative **interviews**.

We will **analyze and benchmark** your 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

Basic

We will **co-design** your survey with you and reach out to engage your network on your behalf.

We will **collect anonymous data** from multiple types of partners for you.

We will **analyze and benchmark** your 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 will get access to 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
Confidentiality: Keystone guarantees to your partners that we will only report your feedback in an anonymised and aggregated form.	✓	✓	✓	
1. Survey format: surveys available via web, email, tablet, or paper	✓	✓	✓	
2. Data format: exportable data charts, JSON, CSV	✓	✓	✓	
3. Computer analysis: computer-aided trends detection	✓	✓	✓	
4. Consultant analysis: expert analysis and interpretation	✓	✓	✓	
5. Cohort benchmarks: benchmarks to the global cohort of organisations who have taken the KPS in the past, where relevant. <i>(What is this? Click here for demo)</i>	✓	✓	✓	
6. Customization: add your own custom questions beyond the scope of the chosen KPS	✓ (up to 10)	✓ (up to 5)	✓ (up to 5)	£250 for each set of up to 5 additional questions
7. Segmentation: beyond general demographic recommendation (segmentation/cross-tabulations by geography/region, constituents, etc.)	✓	✓	✓	£90/hour and/or £720/day *
8. Design and layout: Custom report design and layout in English	✓	✓		£90/hour and/or £720/day *
9. Written reports: Requests for report revisions beyond the scope of the chosen KPS	✓ (2 rounds of edits)	✓ (1 rounds of edits)		£90/hour and/or £720/day *
10. Languages: Survey can be conducted in various languages	✓ (English, French and/or Spanish)	✓ (Only in English)		Starting at £500 per additional language *
11. Qualitative interviews: 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)
12. Time-series benchmarks: Including benchmarks to your previous KPS results (where applicable)				Between \$500 and \$1,000 depending on the number of years in time-series*
13. Phone Chasing: Maximising your feedback, chasing survey respondents by phone to drive up response rate				£90/hour and/or £720/day *
14. Staff internal survey/benchmark: Compare partner feedback with internal staff perceptions to foster internal dialogue about the organisation's performance				Starting at £2,000 *
15. Country-specific reports: Data analysed and segmented specific to a particular				£90/hour and/or £720/day *

country, if sample size permits (relevant for multi-country organisations)				
16. Communication materials: 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.)				£90/hour and/or £720/day *
17. Facilitated dialogue with respondents: Keystone will facilitate a workshop between you and your respondents to review and validate the data, surface new insights, and agree on mutual improvements				£1,500 (excl. travel)
18. Feedback system design: 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				£3,500 (excl. travel)
<i>*Estimate to be provided after initial scoping consultation. All costs subject to VAT where applicable.</i>				

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 ”