

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, **Premium**, **Advanced**, and **Standard**. You can add further features and services to any version following a standard menu.

Premium

Keystone will lead the survey process for you and more!

- 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.

£18,000*

Advanced

Keystone will lead the survey process for you!

- 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.

£12,000*

Standard

You take the lead!

- Keystone will support you in **building your survey** using our *Feedback Commons* online tool.
- Using our online **Feedback Commons** tool, you will be able to access to your survey and conduct the analysis and reporting on your own with Keystone's tech support team helping you along the way.

£6,500*

**All costs subject to VAT where applicable.*

KEYSTONE PARTNERSHIP SURVEY FEATURES

All survey packages include:

- **Confidentiality:** Keystone guarantees to your partners that we will only report your feedback in an anonymised and aggregated form.
- **Consultant analysis:** Expert analysis and interpretation is provided for all (for the *Systems-only* package, this is only done the first time around).
- **Cohort benchmarks:** Benchmarks to the global cohort of organisations who have taken the KPS in the past, where relevant. For **repeat clients**, this also includes **time-series benchmarking** to previous KPS results, where possible, to explore changes over time.
- **Survey format:** Surveys are available online (via web or email), and offline (via Word document or to be viewed offline on a tablet/laptop, etc.)
- **Data format:** Data will be shared in Excel or CSV format.

ADDITIONAL FEATURES ON DEMAND

	Premium	Advanced	Standard	Cost *
1. Custom questions: Add additional custom questions beyond the scope of the chosen KPS	✓ (Includes up to 10 custom questions)	✓ (Includes up to 5 custom questions)	✓ (Includes up to 5 custom questions)	£500 for each set of up to 5 additional questions
2. Languages: Add languages beyond the scope of the chosen KPS	✓ (Includes English, French and/or Spanish)	✓ (Only includes English)	✓ (Only includes English)	£500 per additional language
3. Qualitative interviews: Add in-depth confidential interviews with survey participants to expand qualitative data collection, conducted remotely	✓ (Includes 5 interviews)			£3,000/5 interviews (in English, French and/or Spanish)
4. Segmentation: Data analysis includes the segmentation of survey data by agreed upon demographic variable(s)	✓ (Includes segmentation by 2 demographic variables)	✓ (Includes segmentation by 1 demographic variable)	✓ (Includes segmentation by all demographic variables available)	£90/hour and/or £720/day
5. Communication materials: Additional annexes or communication materials for internal/external purposes (e.g. executive summaries/ PowerPoint presentation of report, etc.)				£90/hour and/or £720/day
6. Facilitated dialogue with constituents: Keystone will facilitate a workshop between you and your constituents to explore and validate the data as well as surface new insights, and agree on mutual improvements				£2,500 (excl. travel)
7. Feedback system design: Keystone will lead a one-day workshop to walk you through the Constituent Voice method, supporting you in understanding and closing the feedback loop; and help you design tools and discuss options for the continual collection of constituent feedback to support your organisation's learning and performance management				£4,500 (excl. travel)
<p>Our consultants are keen to support you with any further questions or requests: kps@keystoneaccountability.org (*Estimate to be provided after initial scoping consultation. All costs subject to VAT where applicable)</p>				

FEEDBACK ON KEYSTONE'S PARTNERSHIP 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 ”