

Quality and transparency at the FSG

Our Foundation has always taken great pride in doing the best possible job and being effective and efficient in the services we render and the activities we undertake with the Roma community, which is plain to see in our project management, the resources at our disposal and the persons working at our organisation.

For that reason we have incorporated operational procedures and protocols into our activities with a view to enhancing the results of our work and the satisfaction of the beneficiaries of our services and all other stakeholders: public administrations, funding institutions and other social institutions.

We are also aware of the need for transparency (a must for NGOs) on the part of entities such as our Foundation whose work is supported by public funding, a fact requiring us to establish proper management of the funds we receive and the quality of the projects we implement.

The following are just some of the initiatives undertaken by the Foundation to assure quality and transparency:

- } The FSG has taken part in the compiling of the NGO Quality Standard and participated in the NGO Quality Network. These initiatives bear witness to our commitment to the fostering of quality enhancement among organisations in our sector of social action.
- } Participation in the Quality Working Group of the State Council for Social Action NGOs.
- } Moreover, the FSG has taken active part in the creation of the NGO Quality Institute (ICONG) formed in 2008 where it is on the latter's Governing Board. This organisation seeks to be a quality benchmark in the third sector fostering its progressive application and acting as a certification body of the NGO quality standard.

We are aware of the need for transparency on the part of NGOs (and which must be required of them).



- } ISO 9001 standard certification process for the *Acceder* Programme. The FSG is currently immersed in the certification of the *Acceder* employment programme which has centres in 50 different locations, a process which serves as a seal of the quality for the services we provide for programme beneficiaries and co-funders.
- } The Lealtad Foundation's *NGO transparency and best practices guide*. Since 2002, the FSG's transparency has been assessed by the Lealtad Foundation. Over the last several years the FSG has complied by a wide margin with the transparency and best practice criteria measured. Only one sub-criterion (6-A referring to the diversity of public-private funding) requires greater effort to reach the minimum level required. A high proportion of our entity's funding is public (over 70 administrations from different spheres of action and political persuasions at the local, regional, national and European levels) taking precedence over private or individual contributions. Naturally, this is not a deliberate decision but rather reflects the difficulty encountered in gaining access to private funding given the nature of our mission which is the "advancement of the Roma community" and which often receives less support from individual donors and businesses than other causes.
- } In-house and external control systems. In addition to annual accounting audits, the programmes carried out by the FSG are checked and audited by the different organisations responsible in that regard (Comptrollership-General of the State Administration, Administrative Unit of the European Social Fund, municipal comptrollership) and reports are compiled on the activities and spending of each subsidised project.
- } *FSG Annual report*. This Annual Report itself is another example of transparency insofar as, in addition to providing information on the most relevant activities, it also includes the auditor's report, the list of projects undertaken during the year and the source of their funding.
- } Our organisation is also in the process of drafting a Scorecard for internal use focused on the feasibility of the FSG's new 2009-2013 Strategic Plan.



NGO TRANSPARENCY AND BEST PRACTICES GUIDE - 2009 BY THE LEALTAD FOUNDATION.



NGO OBSERVATORY PLATFORM