

Quality and transparency at the FSG

Our Foundation has always taken great pride in its concern for doing the best possible job and being effective and efficient in the services we render and 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 organisations 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 backed 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 2004-2006 Strategic Plan for Quality**, one of the Foundation's action plans providing guidance for the improvement of our service quality.

› The FSG has taken part in the compiling of the **NGO Quality Guidelines** and participated in the **NGO Quality Network**. This 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.



› **ISO 9001 standard certification process for the Acceder Programme.** In 2006 work commenced for the certification of one of the main programmes undertaken by the FSG – the Acceder programme – with centres in over 40 locations. This process will conclude at the end of 2007 and will serve as a guarantee to programme beneficiaries and co-funders of the quality of our service.

› **The Lealtad Foundation’s NGO transparency and best practices guide.** Since 2002, the FSG’s transparency has been assessed by this Foundation. During the course of these 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 does not meet with the same support from individual donors and businesses as other causes.

› **In-house and external control systems.** In addition to annual accounting audits, the programmes carried out by the FSG are controlled and audited by the different organisations responsible in that regard (Comptrollership-General of the State Administration-IGAE, Administrative Unit of the European Social Fund, municipal comptrollership) and reports are compiled on the activities and spending of each subsidised project.

› **Annual report.** This 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 funding for those projects.

