

Quality and transparency at the FSG

Our Foundation has always taken great pride in its concern for good practice, effectiveness and efficiency in the services we provide 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 organisations and other social institutions.

We are also aware of the need for transparency (which must be required of NGOs) on the part of entities whose work is, like our Foundation, 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 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 an 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 tertiary sector fostering its



progressive application and acting as a certifying entity of the NGO quality standard.

» 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 111 different locations, a process which will run through 2008 and 2009 and will be a seal of quality of the services we provide for programme beneficiaries and co-funders.

» The *NGO transparency and best practices guide* of the Lealtad Foundation. 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, 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 audit report, the list of projects undertaken over the year and the source of their funding.



THE PAGE CORRESPONDING TO THE FSG IN THE “NGO TRANSPARENCY AND BEST PRACTICES GUIDE” PUBLISHED BY THE LEALTAD FOUNDATION.