

Bond Quality study – focus group discussion 22nd May 2006, Facilitators process note

| Time | TUESDAY | | Preparation & Notes |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 09.30 – 10:00 | <p>Coffee</p> <p>Brief intro:</p> <ul style="list-style-type: none"> • Name • Organisation • Role | AM | <p>Intro – points to cover:</p> <p><i>General</i></p> <ul style="list-style-type: none"> • Bond 290 UK-based NGOs working in international development and humanitarian work and development education • BOND also continually examining how it can help UK NGOs to improve the quality of their work. • BOND recognises diversity of its membership and values this diversity recognising that it allows a wide range of possible responses to the complex issue of development, humanitarian work etc BOND also recognises that there are many drivers are pushing NGOs to examine the quality of their performance & practice. • The growing number and range of laws, conventions, charters, codes, standards, and frameworks on offer can give rise to confusion, stasis and in some cases distraction from organisational objectives. On the other hand • Never before has there been such a range of approaches offering assistance to and regulation of NGOs, in helping them meet their objectives and the expectations of their stakeholders. These range from statutory legal requirements, voluntary codes and principles (eg Red cross code, Sphere etc), formal standard approaches (management tools to support quality eg Excellence model, PQSSA (practical quality assurance system for small NGO,)), to individual organisational led systems and approaches eg ActionAid ALPS etc • So the first question asked by a CEO, manager, local worker, or any other stakeholder for that matter is: • <i>'In terms of what we're already doing – what do we need to do to improve our performance and accountability to stakeholders?' Yet at the same time how can organisations assess whether their best work is good enough?</i> • A key question therefore is whether there are overall characteristics and qualities that one would expect to see reflected across the NGO sector and the range of work carried out that might form the basis for assessment and improvement of performance and if so what could the Ngo sector do together as a collective approach to improving quality which they might not necessarily be able to do individually? <p><i>Study aims:</i></p> <ul style="list-style-type: none"> • The study aims to enable learning about members' current quality standards practice and consider the wealth of experience and the various voices within the issue. • The purpose of this exercise is not to advance a specific standard or practice, but rather to understand how NGOs and practitioners can make sense of the diversity of approaches, standards, codes and methods to improve their quality. It is taking into account the diversity of BOND membership, especially the perspectives of small and medium organisations, as well as NGO needs for practical mechanisms to manage the tensions that are created by being accountable to different stakeholders • The initiative is central to BOND's 2006-2011 strategy, and includes explicit commitments to helping its members to respond effectively to demands for accountability and transparency, and considering a collective approach to quality in the sector. <p>The aim of today is to therefore: (TO PUT AIMS UP ON A FLIP CHART)</p> <ol style="list-style-type: none"> 1. feedback on findings from survey to BOND members on quality standards 2. explore in more depth BOND members' current understanding and experience of quality standards and processes in their organisations and the processes and practices that everyone depends on to achieve quality in their work; identify how quality standards are being set (internal/external drivers) and the constraints and opportunities once you set them |

