

Improvement Analysis
World Vision International
January 2015

Inaccessible reporting format

The Panel decided to take both the 2013 Update Report and the comprehensive Response letter to the 2012 Report into consideration when assessing World Vision’s accountability performance. This was not an easy task, however, since it meant looking at two rather than one document and, moreover, two documents that were not well aligned. In the future World Vision is urged to follow the agreed process for all Charter Members: Providing a response letter with a clear plan for improvements 4-6 weeks after a report has been assessed and 10 months later, the report on the next year as stand-alone document, showing that promises made in the response letter, have actually been followed up in the report itself. Accessibility is key to accountability and we found that this process works very well for internal and external stakeholders who want to get a good up to date picture of where an organisation is with its accountability.

Generally more information is needed on the approach taken to reporting and how and with which supporting documents (e.g. response to the previous Panel feedback) the content of the report should be read. World Vision is greatly encouraged to have an internal quality review of the next report before handing it in.

Please describe the process of setting up the report and how it is used to create awareness and commitment across all functions and regions of the organisation. Who is your target audience for this report? How do you ensure they read what you publish? How do you act upon feedback?

Actions taken

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Feedback from and engagement of stakeholders (4.4 and NGO1)

In the response letter to the Panel’s feedback letter on the last report, World Vision states a commitment to include a section on the process for internal feedback in their next report covering 2014.

They comment that reporting on their responsiveness to the many stakeholder constituencies present a major challenge and that their capacity to provide evidence will be improved when national accountability reporting is rolled out. A commitment to include more information in the next accountability report is made. Furthermore, in the response to the last Panel feedback, World Vision explains that there is no organisation-wide compilation of topics raised by stakeholders and that a proxy applied is the demonstration that feedback mechanisms are in place. The Panel looks forward to progress in both regards.

Actions taken

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Coordination with other actors (NGO6)

In the organisation’s response to the feedback from the Panel, they appreciate the guidance on questions provided from the Panel (e.g. How does World Vision ensure to leverage impacts and to avoid duplication of efforts? How does World Vision ensure that partners meet high standards of accountability?), and commit to addressing them in their next accountability report. The Panel would also welcome results whether communities apply their so-called Citizen Voice and Action (CVA) skills and learning in other aspects of their lives.

Actions taken

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Workforce training (LA10)

In the reference table, the organisation solely provides the comment "Not Reported". In the response letter to the Panel's feedback on the 2012 report, the organisation however, explains that in their view, the resources required for consolidating this information on a global level cannot be justified and it will therefore focus on staff satisfaction and similar indicators. Statistics on the proxy indicators should have been provided. The Panel looks forward to more information around this topic in the next report.

Actions taken

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