

07 December 2011

Dear Nyaradzayi Gumbonzvanda,

We are writing to you as members of the Independent Review Panel of the INGO Accountability Charter, in order to give you feedback on the Report which you submitted in time for the reporting deadline in September 2011.

We would like first of all to thank you for your participation in this exercise and to recognise the commitment to accountability that this demonstrates.

Our approach to assessing the reports which we have received has been to focus on three dimensions in particular:

- How **complete** is the report in relation to the guidelines used?
- How strong is the **evidence** given for the self-assessment that each organisation has conducted?
- What evidence is there of **institutional commitment** to greater accountability and to using the reporting process to advance it?

On **completeness**, we want to recognise the demanding nature of many of GRI's requirements. Many organisations find it difficult to respond to some of the more detailed requests for information. We attach a note by the Secretariat that goes through the shortfalls against the reporting template in detail. While you may find this of value, we should like to emphasise that we do not consider that, at least at this stage of the exercise, it is essential to meet every element of the template – which we recognise may in some cases be overly demanding, particularly for smaller institutions. We have however noted below areas where we felt that your organisation might wish to invest more attention in your next report.

On **evidence**, we looked in particular for references not only to relevant policy documents, but also to examples where the self-assessment was supported by specific action (for example, drawn from operational activities, whether successful or unsuccessful).

On **institutional commitment**, we looked for evidence of top-level ownership of the report (for example an opening statement signed by the Chief Executive); of using the report as a means of identifying areas of relative strengths and weaknesses in the organisation (as opposed to a box-ticking exercise); and of a systematic concern with accountability, including recognition of areas for further work. We would hope that progress in such areas would be high-lighted in future reports.

Please note that as a Panel we feel that part of our role is to encourage improved reporting. To that end we are enclosing for your information some examples of what seemed to us Good Practice in responding to some individual indicators, based on the GRI framework. This document consists of examples from all reports reviewed in 2011.

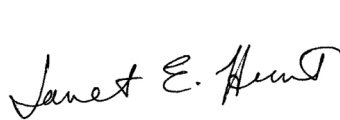
Organisation-specific feedback to World YWCA

We are aware that all Charter Member Organisations still have the option to use the Interim Reporting Framework in 2011 and within the limitations of this framework we believe that your report is satisfactory particularly given the size and resources of your organisation. However we look forward to your next report when you will use the GRI NGO Sector Supplement. We are aware that starting to report with this tool is a big step for many organisations, however we encourage you to go through the learning process. If you need support, please do not hesitate to contact the Charter Secretariat or have a look under "Support for Members" on the Charter website. To give you some guidance for your next report, we also attach the Good Practice examples that we have compiled for some of the GRI indicators.

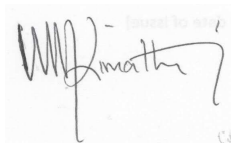
Our intention is that this letter, and any response that you may wish to provide, should be made publicly available on the Charter website, along with your organisation's report. You can find the reports that were reviewed in the beginning of this year on the Charter website under the section Charter Members/Member Reports. However, should there be errors of fact in the feedback above or in the more detailed Secretariat note below on conformity with the reporting framework, we would of course wish to correct these before publication.

Should you have any comments we would appreciate a response *by 16 January 2012*.

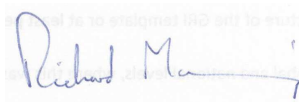
Yours sincerely,



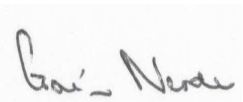
Janet Hunt



Wambui Kimathi



Richard Manning



Gavin Neath

Note on accountability report, reviewed in October 2011.

Organisation: World YWCA (World Young Women's Christian Association)
Reporting period: Financial Year ending 31 March 2009.

Reporting framework used

- GRI Reporting Framework
 Interim Reporting Framework

On the Interim Reporting Framework

Did the Secretariat contact the organisation for further information before forwarding the report to the panel?

- Yes
 No

Comment: The Secretariat contacted the organisation since the report submitted did not clearly state what timeframe the report covered. This information was provided upon this request. The organisation submitted this comment: "We have unfortunately being running a year behind in our reporting, but as we are moving towards calendar fiscal year as of the end of 2011, our next report using the GRI reporting framework will be on a 21 month period (April- 2009- Dec 2011)." Furthermore, the list referred to on p. 8 including the number of countries in which the organisation operates was missing. This was also provided upon this request.

COMMENTS ON THE INFORMATION PROVIDED IN THE REPORT

2. Compliance with the principles of the INGO Accountability Charter

Responsible Advocacy – no 4:

Comment: The report does not include information on which aspects the organisation does not fulfil today or on how it plans to make sure it complies fully in the future.

Effective Programmes – no 10:

Comment: It is not clear how the organisation plans to change its procedures so that it complies fully in the future.

Professional Management – no 34:

Comment: It is not clear how the organisation plans to change its procedures so that it complies fully in the future.