

Improvement Analysis

WORLD YWCA

June 2016

Dissemination and ownership of the report (3.5)

The information in this report was compiled by one staff member only with clear guidance from the World YWCA leadership team and consultation with key staff members. How can the organisation ensure cross-departmental ownership on accountability issues? Accountability is always also about feedback and broad integration of relevant stakeholders and experience from Charter membership show greater ownership as soon as more staff / teams are involved.

Moreover, it is important to see what Charter Members do with their reports. World YWCA is encouraged to enclose information on which specific stakeholders are expected to use the report in which way. The Panel would greatly appreciate some information on how Panel and stakeholder feedback have informed decision-making within World YWCA and have triggered positive change. What are the lessons learnt? In this regard, it is important to widely disseminate the accountability report internally and externally to ensure stakeholders know what World YWCA commits to and how it has progressed against these commitments. With reference to improving the external benefits of this reporting, the example of [Educo's executive summary of their 2014 report](#) offers a more user-friendly report, which may be of interest.

Actions taken

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Methodologies and systems used for programme ME+L (NGO3)

Additional information on the actual methodologies and systems (the "how") used for programme monitoring and evaluation should be given in the next report. While it is appreciated that World YWCA regards ME+L as part of their culture, this report only contains very broad generalisations on ME+L systems.

The Panel looks forward to results and the final report from the external evaluation of the World YWCA Strategic Framework 2012-2015. Will results be published online for the broader public? The organisation is encouraged to use processes like this to provide evidence that ME+L efforts have led to positive management response, internal learning processes and potentially adjustments.

Actions taken

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Working with partners (NGO6)

World YWCA stresses the importance of coordination with like-minded organisations and lists examples – keeping in mind to avoid duplication. However, relevant information is missing on the identification of opportunities of partnerships as well as on processes that promote learning from the work of partners.

Furthermore, more evidence if the systems in place work well, if they have led to positive management response and how World YWCA ensures that partners adhere to the same level of accountability commitment (beyond contracts) is welcome in the next report. Some information and

further guidance can be found in the [Partnership Principles](#) developed by the International Civil Society Centre and CIVICUS.

Actions taken

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Actions taken in response of incidents of corruption (SO4)

World YWCA states that no incidents of corruption were reported during 2014. While this information is appreciated, the Panel would like to know if there were instances of bad practices that occurred and how the organisation would record / publish those incidents *in theory* if they were to occur at any point in the near future.

Actions taken

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