

Improvement Analysis
Oxfam International
November 2014

Consolidated Accountability Reporting throughout the Federation

The Panel would welcome feedback, acknowledging whether and how the new reporting approach contributed to ensure harmonisation of the policy framework and adherence to minimum standards amongst the confederation of Oxfam affiliates. How has the Charter framework supported linking your global decentralized structure more closely? Moreover, the report could be clearer on which information is on the whole federation, the relevant reporting affiliates or Oxfam’s headquarter only.

Actions taken

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Complaints Handling Mechanism (NGO2)

As much as 70% of programmes lack a formal mechanism for feedback and complaints. Efforts to synthesise affiliates’ policies into a common Oxfam Complaints Policy to be completed by March 2015 are well recognised. The Panel will be interested to follow up on the outcomes of this policy being implemented throughout the whole federation and the effectiveness of these mechanisms to raise grievances. Moreover, the Panel would be interested to know if Oxfam has reasons for the increased number of complaints received in 2013.

Actions taken

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Gender and Diversity (NGO4 & LA13)

Following up on last year’s Panel feedback this indicator now reveals some marked progress in conceptualising “clear priorities, timelines and resources required or secured to deliver the Oxfam Strategic Plan commitment to promoting gender equality”. However, as pointed out previously by the Panel, the answer to this indicator should not be solely limited to gender equality in programme design, but needs to address other aspects of diversity, such as disability, ethnicity, poverty, illiteracy, age, sexual orientation, etc. Relevant input was given in Oxfam International’s last [Panel Feedback Response Letter](#).

Oxfam’s overview of the diversity of the governance body and workforce as well as the federation’s common approach to inclusion focuses also mostly on gender. The Panel would be interested to know if Oxfam has taken any steps for improvement in this area or if it has set any targets for the future.

Actions taken

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Anti-Corruption (SO3)

The report announces that “there is currently no common system to track reported incidents of corruption or fraud across the confederation and practices for awareness raising, detection and investigation vary”. There is no mention if any targets for improvement are set. In Oxfam International’s last response to the Panel, they made a commitment to introduce anti-corruption training into 2014 as a policy to be covered as a standard practice through Oxfam’s induction programme. The Panel looks forward to seeing progress and whether it is applied to all staff.

Actions taken

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