

Terre des Hommes International Federation Call with the IRP, 14.05.2019

Minutes

Participants:

- Delphine Moralis, Secretary General, Terre des Hommes
- Eylah Kadjar, Head of International Secretariat, Terre des Hommes
- Mihir Bhatt, Independent Review Panel
- Rocio Moreno, Executive Director, Accountable Now
- Ezgi Akarsu, Programme Manager, Accountable Now

The call allowed an opportunity to discuss the Independent Review Panel's feedback on TDH's 2017 accountability report, and to agree on key points to focus on in the next interim report.

Terre des Hommes' Secretary General **expressed appreciation for the Panel's feedback** and said that this was in line with internal discussions with TDH's staff and board. She shared that the ongoing Strategic Review was leading to increased integration in terms of TDH's members working together, and of how the Secretariat can have a clearer role in monitoring and following up with members.

The Panel asked for some more information about **how TDH identifies and prioritises the groups of children it works with**. TDH shared that this is something they are looking into in their strategic review process; they are mapping their programme work through the lens of the SDGs, detailing their target audience, and how to strategically reach out to them.

The Panel also asked about **internal feedback mechanisms**, including anything apart from staff satisfaction surveys. TDH explained that the staff survey has been very helpful in understanding how staff feel about the management of the organisation, and that they have already taken measures based on the survey outcomes, such as having more exchanges between decentralised teams. Other feedback mechanisms include global webinars where staff can raise questions and give feedback, polls, and a dedicated email address for feedback. In the coming months there will be a global survey on organisational culture and values, and discussions around how to better involve staff and country partners to ensure the organisation is investing in priority areas.

There was also a discussion about **external feedback and participation mechanisms**. TDH is placing an increasing focus on child and youth involvement in their work. A working group has developed a manual on children's participation and as part of the strategic review, TDH has looked at different options to ensure children and young people are fully involved in decision making processes, e.g.



creating a type of children's advisory board. The discussions are ongoing on this and further clarity should be achieved mid 2020.

The Panel was pleased to see that **TDH's public complaints mechanism** is now online, with a specific email address for reporting concerns and an internal process to deal with incidents. TDH intends to upload the complaints policy online in the near future too.

Finally, TDH shared that they are **getting involved in the [Fair Share](#) campaign** on equal representation of women in leadership positions, with some of the federation's members having signed up already and others considering it. TDH will consider getting the whole federation involved.