

## Improvement Analysis Terre des Hommes International Federation April 2017

### Strengthening direct accountability to affected children (2.7)

“The goals of TDHIF are to promote and support the work of the Member Organisations (MOs). (...) Its affected stakeholders are children who are concerned by the campaigning and advocacy work of the TDHIF-IS.” In this regard, the Panel strongly recommends that TDHIF focuses on strengthening its accountability towards affected children.

#### **Actions taken**

### Steps towards reporting for the federation as a whole (3.8)

TDHIF has only joined Accountable Now for their International Secretariat. Thus, this report covers foremost their activities and procedures. MOs are included where the report covers joint projects run by the International Secretariat.

It is stated in 3.6 that accountability is high on the agenda of MOs. Moreover, it states that MOs abide by national quality and accountability standards. Since the International Secretariat “protects the Terre des Hommes brand and it monitors compliance with core quality standards”, the Panel would be interested to know how it ensures that MOs comply with strong accountability standards committed to at the international level.

The Panel encourages TDHIF to move towards reporting for the whole federation. This is the case for other federations, such as WVI, Oxfam, or ActionAid. Is there a timeline for this? The Panel suggests that the IS reviews the 9 or 10 national standards that MOs abide by to establish which components of these are (more or less) in common, and are also features of Accountable Now Commitments. It should, henceforth, be quite easy to aggregate MOs progress regarding these items in future.

#### **Actions taken**



### Mechanisms for feedback and complaints (NGO2)

The report only details one very specific type of complaint. Members of the TDHIF are actively involved in a process of “Child Safeguarding Measures” which also includes a written feedback and complaints policy. As already requested last year, more information or a direct link to this policy is needed. Of the 11 complaints received in 2015, 5 were considered closed by the end of 2015; were they resolved to the satisfaction of the complainants? And what further action is being taken regarding the other 6 cases?

Data and procedures regarding no other type of complaint is described. In the future, this section should cover all complaints by the public and other stakeholders (i.e. number of complaints, nature of complaints and resolution of the complaints), not just those related to Child Safeguarding Measures. Moreover, it is understood that the International Secretariat itself does not have a policy in this regard but refers to general contact details of staff members on its website. Good practice in this regard would be to openly invite feedback and complaints – e.g. as it is done by [Islamic Relief Worldwide on their website](#). The Panel would furthermore like to recommend looking at the [Global Complaints Policy by Sightsavers](#) as an idea on how to develop a policy for TDHIF.

The Panel strongly flags that having a functional feedback and complaints mechanism is a minimum requirement of Accountable Now membership.

#### **Actions taken**

### Consistent monitoring, evaluation and learning (NGO3)

The Panel appreciates that external consultants monitor and evaluate TDHIF's two main campaigns. Where are findings published and what are examples of lessons learnt that influence future campaign phases?

The 1,046 field projects of MOs are monitored and evaluated in a decentralised way. The Heads of Programmes working group is, however, currently discussing the potential need for a unified evaluation framework. The Panel will check progress in this regard next year. As for the role of the International Secretariat, the Panel suggests focusing on ensuring good quality evaluations and sharing learning among the federation.



The Panel refers TDHIF to [good practice](#) (pages 54-63) from several Accountable Now Members and urges the organisation to develop consistent and formal evaluation framework across the federation

#### **Actions taken**

#### **Anti-corruption policies, trainings and awareness within TDHIF (SO3)**

TDHIF demonstrates how a double-signature system and external annual audits prohibit and prevent cases of corruption. However, it would be useful to understand if the organisation assesses where it could be potentially exposed to corruption, bribery, or fraud. It is therefore highly recommended to develop anti-fraud / anti-corruption practices and policies (also mentioned in NGO7) and the Panel will track progress in this area. It is appreciated that TDHIF shared the anti-fraud policy of the Terre des Homme Foundation in Lausanne with the Panel. This can indeed be a good basis for developing a policy fit for TDHIF.

There is currently no staff training on anti-corruption issues. Once the above policies will have been developed, it is important that staff with financial and management responsibility in the MOs as well as the International Secretariat's staff at all levels and in all functions are made aware of the procedures in place and where to turn in case of suspicion of corruption.

#### **Actions taken**