

## Comments from World Vision on the Panel's feedback

**Independent Review Panel  
International NGO Charter of Accountability Ltd.**

**Attention: Asa Mansson - Berlin Civil Society Center**

**16 January 2011**

Dear Independent Review Panel,

Thank you for the feedback set out in your letter of 7 December 2011 on World Vision International's 2010 Accountability Report.

We would like to provide the following comments and clarifications in relation to specific feedback of the Panel on our 2010 Report:

1. **2.8: Organizational Profile/ Scale of the reporting organization.**

***Panel Comment:** The report does not indicate number of members/ supporters/ employees.*

***World Vision response:** The report states that the members of the World Vision Partnership are the World Vision national offices (page 11). While a figure for the total number of 'supporters' is not provided, the report does state that World Vision has approximately 3.9 million children registered for child sponsorship – this figure provides an indication of the extent of our support base (page 6). The number of employees (approximately 41,500) is disclosed on page 43 of the report.*

2. **4.5: Governance, Commitments and Engagement/ Basis for identification and selection of stakeholders with whom to engage.**

***Panel Comment:** The organisation indicates that it cannot report on this issue.*

***World Vision response:** The report includes a list of stakeholder groups engaged by the organisation on page 65. While we have not reported on the basis for identification and selection of stakeholders with whom we have engaged, World Vision has not indicated that it "cannot" report on this indicator. We would therefore request that the panel finding be amended to reflect this by stating simply that: "The organisation does not include information on this issue."*

3. **NGO3: System for program monitoring, evaluation and learning, (including measuring program effectiveness and impact) resulting changes to programs, and how they are communicated.**

***Panel Comment:** The report does not include information on adjustments; on how the organisation carried out changes to programmes as a result of monitoring, evaluation and learning; or how these were communicated.*

***World Vision response:** While we have not provided examples of adjustments or changes to any of our 2,400 specific programmes, we have included detail on our approach to evaluating impact to child well-being (Section 4), our Integrated*

Programming Model and approach to emergency relief (Section 6) and our Learning through Evaluation with Accountability and Planning (Section 7), which all encompass specific or clearly implied requirements to modify programs on an iterative basis.

4. **NGO4: Measures to integrate gender and diversity into programme design, implementation, and the monitoring, evaluation, and learning cycle.**

**Panel Comment:** *The report does not include information on the organisation’s work/policies/goals/ tools in relation to any other diversity types than gender.*

**World Vision response:** Positive acknowledgement of diversity of race, ethnicity, gender, culture, age and ability across our staff is made on page 44 of the report.

We would also like to draw to the Panel’s attention the disclosure included on page 8 of our 2009 Accountability Report which is extracted below:

*“Non-discrimination*

*Consistent with our commitment to the Red Cross NGO Code of Conduct, we reject all forms of discrimination in the provision of services or assistance to beneficiaries. Our work is based on three principles of the Christian faith: human dignity (all people are created in the image and likeness of God); equality (all people are equal in God’s sight); and commitment to justice (the rights of all people should be respected). These principles compel World Vision to work for the well-being of all people, especially children, regardless of their religion, race or gender. We value, respect and seek to encourage diversity. We do however seek to maintain our Christian identity in employment practices that are consistent with applicable laws.”*

5. **NGO6: Processes to take into account and coordinate with the activities of other actors.**

**Panel Comment:** *The report does not include information on the organisation’s internal requirements to identify potential for duplication of efforts; on the process on how to promote learning from the work of others; or on the processes to identify opportunities for partnerships. The organisation states its commitment to improve within these areas.*

**World Vision response:** The Regional Working Groups described under the heading ‘Allocating resources’ on page 37 of the report are important internal mechanisms used to ensure that coordination of our long term development programming. Details of internal coordination mechanisms for emergency response are set out in detail in World Vision International’s Humanitarian and Emergency Affairs Review 2010 (referred to as a companion to the Accountability Report on page 1).

6. **SO1: Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.**

**Panel Comment:** *The report does not include information on programs in place for assessing impacts of operations on local communities; on the number of operations to which these programmes apply; on whether they have been effective in mitigating negative/ maximising positive impacts; or on how feedback have informed steps toward further community engagement.*

**World Vision response:** Our Integrated Programming Model and approach to emergency relief (described in Section 6) and our Learning through Evaluation with Accountability and Planning (described in Section 7), all encompass specific or clearly implied requirements for the organisation to *‘assess and manage the impacts of operations on communities, including entering, operating, and exiting.’*

Finally, we would like to affirm our support of the review process and the Panel’s role in assuring quality and encouraging improved practice. The good practice examples compiled by the Panel are also a welcome initiative.

Yours sincerely,

**Beris Gwynne**  
Partnership Leader for Global Accountability  
World Vision International