

Improvement Analysis World YWCA July 2015

General commitment to the INGO Accountability Charter

In general, the Panel questions World YWCA's overall commitment to the INGO Accountability Charter. The report was first of all submitted two months late (on 04 March 2015 although the date in the report says 23 January 2015). In addition, the membership fee for 2015 was unfortunately paid 3 ½ months after the deadline had passed. Moreover, it is noted that much substantial Panel feedback was *not* incorporated into this report (e.g. linking to policies, outlining exit strategies in NGO5, providing information complaints in regard to fundraising breaches in PR6 etc.) while at the same time, producing a very commendable Committee recommendations to the World YWCA Board on the previous Panel's feedback.

Actions taken

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Reporting for YWCA associations (3.8)

The Panel understands that World YWCA was explicit about reporting only for their international office in Geneva. However, it is also true that the YWCA associations act in the name of World YWCA and bear their logo. Moreover, as we look at what accountability really means and how to demonstrate this, it becomes increasingly hard to really judge that when only considering the World Office. Against this background, the Panel urges World YWCA, just like all other Charter Members, to use whichever process is most applicable in the circumstances to ensure adherence to the [Charter Commitments](#) also at the national level.

It is suggested to show the public that World YWCA is pushing accountability practice even if they are not able to command anything from their members. One way of doing so would be to include the topic in the next World Council' agenda. The Panel looks forward to progress and increasing references / examples as to how accountability is embedded in 108 member associations.

Actions taken

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Environmental sustainability (EN16, EN18 & EN26)

Climate change poses a fundamental and cross cutting threat to equitable and sustainable development which is also reflected in the post-2015 debates. Only if CSOs have convincing practices in place to limit their own environmental impact, can they credibly demand progress from others. World YWCA is therefore encouraged to collect data (and compare this over time). The Charter Secretariat would be happy to connect the organisation with other (smaller) Members which found ways of doing this – please get in touch.

World YWCA is encouraged to start with identifying their main environmental impacts – bearing in mind that the larger environmental impact depends on the 108 affiliations. From there, they can commence conducting environmental assessments prior to carrying out activities and try to minimise their environmental impacts.

Actions taken

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Workforce training and appraisals (LA10 & LA12)

World YWCA provides bimonthly meetings for all staff members. However, these meetings are not regarded as “real” trainings in the sense of organisational development. Why did no trainings take place in 2013 or any other year? Workforce training is essential to develop staff in a fast changing world to be able to deliver the quality of work World YWCA have set themselves to deliver. Please identify training needs and show how much World YWCA aims to invest into training of its workforce (as percentage of the overall administrative budget).

Furthermore, World YWCA states that there is an annual performance appraisal process. More details are highly welcome – e.g. how many employees have actually received an appraisal, are there any indicators of successful developments from these appraisals, and how are future HR trends identified?

Actions taken

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Assessing World YWCA’s impact on communities (SO1)

The Panel would like to be informed on the impacts of World YWCA’s operations on local communities prior, during and after these operations. How does the organisation responsibly assess and manage their activities’ impact? What kind of feedback does World YWCA receive from communities? Are there clear exit strategies? The Panel suggests having a look at the Charter’s Good Practice collection which can be found on its [website](#).

Actions taken

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