

Accountable Now  
Agricolastraße 26  
10555 Berlin  
Germany

Innsbruck, 18 June 2020

## **Response to Feedback from the Independent Review Panel (Review Round February 2020)**

Dear members of the Independent Review Panel,

Thank you for your comprehensive feedback on our 2018 interim report. We appreciate your thorough analysis of both our strengths and areas for further improvement. We are pleased to see your positive assessment of our efforts so far and find the references to the new reporting framework extremely helpful.

The unprecedented global crisis brought about by the coronavirus pandemic has upended the lives of nations, individuals and organisations and continues to wreak havoc to health and livelihoods. With the ultimate consequences of the outbreak still unknowable and unmeasurable, we are operating in an uncertain environment. Like countless other organisations across the globe, we have had to put some of our initiatives on hold and adapt our workflows, but we are committed to upholding accountability to the best of our efforts. It is a key component to maintaining a high standard of quality in our work.

In our upcoming report, we will use the new reporting framework to review developments and experiences in the key areas of evaluation, including the following topics:

- The development of our **safeguarding and risk management approach**. We will review the implementation of feedback and complaints mechanisms across functional areas and stakeholder groups.
- Country case studies coming out of the **Independent Child Safeguarding Review**. We will take stock of the findings and implications for future practice.
- Progress on our **Federation 2030** projects. We will discuss our initiatives as part of the governance and management work stream, and the outlook for future efforts in this area.
- **Child and youth participation** in advocacy campaigns as well as programme delivery. We will take a closer look at the process used during the *I See You* campaign and describe other examples in the context of our overall approach.
- Progress in **harnessing data** to measure results and inform decision-making. We will look at the status of results-based management at the organisation, including the evolution of our programme database and the development of a programme management system.

In reporting on our activities, we will make an effort to apply a streamlined approach to structuring and presenting the content, as discussed previously. We aim to continue publishing our independent audit reports in the Reports and Brochures sections of the SOS Children's Villages International website. We will also pay particular attention to addressing question G2, which focuses on pay scales.

We look forward to our continued collaboration with Accountable Now towards our shared goal: accountability to those we serve.

Yours sincerely,



Steffen Braasch  
Interim Chief Executive Officer, Chief Financial Officer