



**Accountable
Now**

GLOBAL STANDARDS LOCAL TRUST



World Vision International Independent Review Panel Feedback

Interim Accountability Report 2019
Review Round August 2020



World Vision International Feedback from the Independent Review Panel

Review Round August 2020

21st August 2020

Dear Andrew Morley,

Thank you for submitting your interim accountability report. We, the Independent Review Panel of Accountable Now, appreciate your efforts to strengthen accountability to communities, local partners, supporters, staff, donors, or other key constituencies. Our key focus is on accountability to those you serve. It is against this background that we critically discussed your report and came to the individual assessment below.

World Vision International's 13th report is clearly outlined, easy to read and addresses the panel's improvement analysis recommendations and questions to a great extent.

The Panel requests that, in line with [Accountable Now guidance](#) on format, WVI structures its reports according to the reporting framework, or provides a table that shows which parts of the framework are being referred to in the sections of the accountability report.

Although relevant policies mentioned on the report were made available upon request, the panel encourages again WVI to upload and make them publicly available. The panel appreciates direct and clear answers to most of the questions raised by the panel previously, as set out in the section 'Updates on commitments highlighted in Accountable Now's feedback'.

The yearly submission of accountability reports for the past 13 years, demonstrates a continued dedication to the 12 accountability commitments.

We look forward to your response letter, which will be made publicly available on the Accountable Now website along with your report and this feedback letter.

If you have any other feedback or comments on our work, please share them with us by sending them to the Accountable Now Secretariat.

Yours sincerely,

Accountable Now's Independent Review Panel





World Vision International's Accountability Report 2019

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Opening Statement from the Head of Organisation

The Opening statement by World Vision International's (WVI) President and CEO, Andrew Morley, reflects on the current Covid-19 crisis, and how WVI supporters, while facing hardship, continue to support with personal sacrifice the mission of World Vision. The importance of openness and sharing during this time of crisis is acknowledged.

The statement connects World Vision's core values with exemplary transparency and accountability, and highlights the importance of trust.

The statement notes the organisation's commitment to rigorous standards and protocols in areas such as safeguarding, gender social inclusion, and environmental stewardship. The panel commends WVI for its transparent and detailed reporting on safeguarding incidents related to children and adults.

The panel requests that links to all relevant policies and tools are included in the next full report, as per previous recommendations.

Material changes since the last report

The report provided an update on the change in leadership, as Andrew Morley succeeded Kevin Jenkins as WVI president and CEO, and on the changes on the World Vision Partnership structure, as China and Myanmar country offices changed their status.

An update on financial and human resources is provided, along with the voluntary disclosure of information (IRS Form 990), and an incidents disclosure update as well.

C. We lead by example

C3

Inclusivity, human rights, women's rights and gender equality

3



	<p>The Gender and Social Inclusion Management Policy (to be approved in 2020) which was drafted in 2019, is taking a more holistic approach to inclusion.</p> <p>The report provides examples on how the 'Minimum Standards for Mainstreaming Gender Equality' have been applied in programming.</p> <p>In 2019 the first results of the Programme Quality Self-Review tool -after more specific questions on gender equality were included- were captured. The panel notes positively that almost half of programmes are reported to be 'planned and implemented after a systematic analysis of the perspectives, issues and need of girls, women, boys and men' and that 'monitoring data is routinely disaggregated by sex to show how the programme impacts on genders differently'.</p> <p>The panel noted positively the adoption of the social model of disability. Some examples are provided on specific initiatives that the disability inclusion leadership team is developing to address needs of children with disabilities.</p> <p>A gender equality and social inclusion theory of change will be developed.</p> <p>The panel requests that links to the programme quality self-review tool and the gender equality and social inclusion tool theory of change are included in WVI's next full report.</p> <p>The panel commends the efforts of World Vision in this area. In the next report the panel suggests focusing on the approach to other aspects of inclusivity such as sexual orientation, ethnicity, or minority groups in the contexts WV works in. The panel looks forward to more about how gender and age disaggregated data impacts differently on WVI's programmes in the next full report.</p>	
C5	<p><i>Responsible stewardship for the environment</i></p> <p>The panel notes positively the development of an environmental stewardship policy for all World Vision and VisionFund entities that will be brought into force in 2020. The focus of the policy will be both programmatic, on reducing climate risk for vulnerable children, and organisational, aiming to reduce the operational environmental footprint.</p> <p>Several climate change adaptation initiatives driven by programming and advocacy work are listed.</p>	2



	<p>Although some of the offices are monitoring and reporting carbon footprint, at global level is still work in progress.</p> <p>In the next full report, the panel suggests addressing carbon footprint monitoring and reporting as a first step to manage the aspirational reductions of carbon emissions. The panel suggests reviewing good practice examples on stewardship of the environment from other AN members' reports, in particular, Child Fund New Zealand's good practice and related report.</p>	
<p>H. Staff and volunteers are enabled to do their best</p>		
<p>H2</p>	<p>Staff development</p> <p>The staff development policy was made available to the panel upon request. It is noted that the Partnership-wide staff survey called 'Our Voice' informs a staff development needs assessment, and that this survey has a very high response rate, at 90 per cent.</p> <p>A succession-planning approach to talent management is mentioned and the talent management framework revision as well.</p> <p>The panel appreciates the description of the performance management approach, which embraces transparency and accountability as principles. We would also be interested to know what insights WVI has derived, changes in practice, and/or new policies were made from the result of the survey on staff development needs assessment.</p>	<p>2</p>
<p>I. Resources are handled effectively for the public good</p>		
<p>I1</p>	<p>Resources are acquired in line with your values, globally accepted standards and without compromising independence</p> <p>Child Sponsorship Standards policy is mentioned and "available upon request". It addresses expectations on how the resources acquired will be used. The panel would like to know whether there is a policy that focuses on how the resources are acquired?</p> <p>The Chosen initiative, launched in 2019, is about shifting the power, as children select their sponsors. This decision at the start of the sponsorship process sets the tone and changes the power dynamic. WVI's initiative is highly commended and the panel looks forward to</p>	<p>3</p>



	<p>WVI's future assessment of the extent to which 'shifting the power' is being achieved via 'Chosen'.</p> <p>A "consistent and globally coordinated due diligence process to assess potential partners" is in place with the main objective of managing risk to impact on the well-being of children. The global platform used to communicate protocols and guidance, to provide tools and templates, and to manage and process local requests for support with due diligence assessments, is an example on how the process works in practice.</p> <p>In the next report, the panel suggests to share more info on the due diligence process and the outcome of the new sponsorship process.</p>	
<p>J. Governance processes maximise accountability</p>		
<p>J3</p>	<p><i>Complaints handling mechanisms and overview of complaints (external)</i></p> <p>In the response letter to the previous report feedback, it is mentioned that complaints handling has been integrated into various policies, and the creation of a complaints handling policy will be explored. The panel would like to know where World Vision is on this.</p> <p>Also in the response letter, it is stated that "On the centralising of complaints, we consider that cost associated with compiling and analysing all complaints from our field operations in a centralised manner would not be effective and may not be the best way of using our limited resources." In the next report, the panel suggests exploring what other initiatives may be considered to identify trends and common challenges globally that are cost effective. The panel also suggests to reflect on what the risks of not identifying trends and common challenges through complaints might be.</p> <p>In 2019, a children's feedback mechanism was launched, and in 2020 some 'action learning offices' will feed children's feedback on programmes aiming to influence wider decision-making. This is noted positively by the panel.</p>	<p>3</p>