

## Improvement Analysis Sightsavers August 2020

### Inclusivity, human rights, women's rights and gender equality (C3)

Sightsavers' efforts towards inclusivity and equality are exemplified with several partnerships with disability organisations aiming to strengthen inclusivity practices, to provide expertise on disability inclusive safeguarding, and to build capacity for the achievement of the SDGs for all persons with disabilities. Internally, Sightsavers promotes and supports an inclusive culture towards disabled people in the workplace.

On gender equality, Sightsavers is committed to ensuring women have access to eye health and Neglected Tropical Disease (NTD) treatments. The panel commends Sightsavers for sharing its concern about the "barriers women with disabilities face in order to access social inclusion programmes", and notes positively the efforts to overcome this challenge.

In the next report, the panel suggests enhanced attention to:

- Sightsavers advocacy for the rights of disabled people. In the SIM card, Sightsavers teams rated themselves very positively for 'actively participating in international or in-country processes to influence change in policy or planning'. With what result?
- Greater focus on other aspects of inclusivity such as sexual orientation, age, ethnicity, or minority groups in the contexts in which Sightsavers works.
- Greater attention to performance indicators on inclusion or gender (via SIM or otherwise).
- The results of the 'synthesis review to promote gender equality', and its follow up.

### Complaints handling mechanisms and overview of complaints (internal)(J4)

The response states that internal complaints are handled following the [Global Grievance Policy](#). The number of grievances received in 2018 and 2019 are mentioned, none received in 2019. (It is assumed that this relates to the UK office only).



The panel suggests that in the next report Sightsavers reflects on why the low numbers of grievances raised, and how aware employees are of the process. It would also be useful to have a little more detail on how the internal complaints mechanism works.

### The governing body and management are held accountable for fulfilling strategic promises(K1)

The response describes how council members are elected by the trustees and notes the induction programme that all trustees attend to. Individual trustees are evaluated every two years by the Chair and Vice Chair.

The report does not respond to the question in the reporting framework about how the governing body and management are held accountable for their commitments on accountability. The panel suggests that in the next report the process for the self-evaluation of the council is explained, or if there is no process, what steps have been taken in the next reporting period.