Annex 1: Core Questions and Guidelines

Core questions are reported on by **all members** <u>annually</u>. They enable a broad overview of accountability processes within an organisation in a particular year; responses to core questions provide a snapshot of where a member is at with their accountability practices overall. A common set of questions also ensures joint vision and commitment towards accountability across the membership.
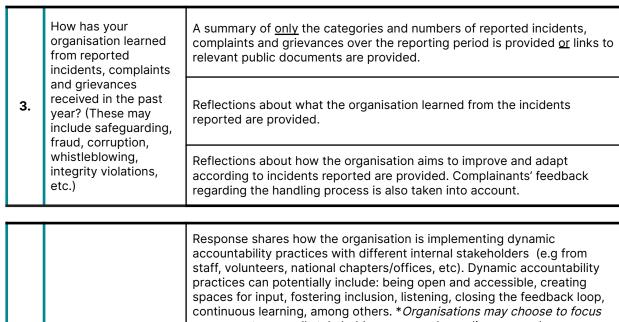
Responses to all five core questions **should not exceed 5 pages in total,** members can decide which questions warrant more or less detailed responses given their respective situations.

Responses should aim to provide **examples of how different practices look in practice, evidence of implementation, reflections on challenges** and **accomplishments, and next steps** (if any). For more information on what to include in your report, please see the **Reporting Guidance.**

Below you will find core questions and their respective guidelines:

No.	Core Reporting Questions	Guidelines for responses
1.	What have been your most significant achievements and impacts this year and how has this been validated with your stakeholders?	Main achievements/impacts including any financial commitments are listed <u>or</u> links to relevant documents are provided (annual reports, financial statements, evaluations etc).
		Descriptions of how information on achievements and impact claims are made accessible to and adapted for the needs of the organisation's target stakeholder groups (especially communities).
		Processes of how relevant stakeholders (especially communities) have *actively* validated the organisation's relevant achievement and/or impact claims are provided.
		The processes described are adapted to the differing needs of stakeholders across different projects/the organisation.

No.	Core Reporting Questions	Guidelines for responses
2.	*If applicable -* How have your organisation's accountability processes been impacted by significant internal or external changes over the reporting period?	Descriptions of significant internal (strategy, personnel, policies, funding, etc) and/or external (social, economic, environmental, political macro level, etc) changes are provided.
		Reflections of the (potential) impact of these changes on accountability practices/processes are provided. If the changes are not perceived to impact accountability, please provide an explanation.
		Reflections of why and how the organisation has adapted their accountability processes to these changes are provided.
		Descriptions of how stakeholders' feedback will be/have been incorporated into the changes made are provided.

3.	How has your organisation learned from reported incidents, complaints and grievances received in the past year? (These may include safeguarding, fraud, corruption, whistleblowing, integrity violations, etc.)	A summary of only the categories and numbers of reported incidents, complaints and grievances over the reporting period is provided or links to relevant public documents are provided.
		Reflections about what the organisation learned from the incidents reported are provided.
		Reflections about how the organisation aims to improve and adapt according to incidents reported are provided. Complainants' feedback regarding the handling process is also taken into account.

4.	Internally, how has your organisation practised a more dynamic approach to accountability?	Response shares how the organisation is implementing dynamic accountability practices with different internal stakeholders (e.g from staff, volunteers, national chapters/offices, etc). Dynamic accountability practices can potentially include: being open and accessible, creating spaces for input, fostering inclusion, listening, closing the feedback loop, continuous learning, among others. *Organisations may choose to focus on one or two, or all stakeholder groups - depending on needs.*
		Response shares a summary of the feedback received internally over the reporting period.
		Response includes **how** the organisation has responded to the feedback received and what changes may have been made as a result.
		Reflections and commitments towards improvements are provided. Feedback from internal stakeholders are shown to shape these commitments. *Commitments provided will be reassessed in the following year by the IRP.*

5.	How has your organisation worked towards being dynamically accountable to your external stakeholders (i.e partners, communities, programme participants, etc)?	Response shares how the organisation is listening to, being responsive, and collaborating with its partners and/or the communities that it wishes to serve. *Organisations may choose to focus on one or two, or all stakeholder groups each year - depending on needs.*
		Response includes how partners and/or communities have been engaged in line with values of accessibility, diversity, equity, and inclusion. For example, this may include how the organisation is making its listening, responses and collaborative processes more accessible to different groups (i.e women, children, the LGBTQ+ community, people with health conditions or impairments, etc).
		Response includes a set of feedback, comments, evaluations, etc, that the organisation received from external stakeholders such as partners, communities, etc. Response furthermore shares what has changed as a result of the feedback received.
		Commitments to improvements are provided. Feedback from partners and/or the communities are taken into account in shaping these commitments. *Commitments provided will be reassessed in the following year by the IRP.*