

ANNEX: AGENCY ACCOUNTABILITY REPORT SCORING 2019/20

Cluster A: What we have achieved	
A. The Impact We Achieve	
Questions	Self-Assessment Score
A1. What are your mission statement and your theory of change? Please provide a brief overview.	4
A2. What are your key strategic indicators for success and how do you involve your stakeholders in developing them?	3
A3. What progress has been achieved and difficulties encountered against these indicators over the reporting period?	3
A4. Have there been significant events or changes in your organisation or your sector over the reporting period of relevance to governance and accountability?	4
B. Positive results are sustained	
B1. What have you done to ensure sustainability of your work beyond the project cycle, as per commitment 4? Is there evidence of success?	3
B2. What lessons have been learned in this period? How have the lessons been transparently shared among internal and external stakeholders? How do you plan to use these lessons to improve your work in the future?	3
C. We lead by example	
C1. How does your organisation demonstrate excellence on your strategic priorities?	4
C2. What evidence is there that your expertise is recognised and welcomed by your peers, partners and other stakeholders?	4
C3. How does your organisation practice being inclusive and protecting human rights, including promoting women's rights and gender equality, in accordance with commitments 1-2?	4
C4. How do you minimise your organisation's negative impacts on your stakeholders, especially partners and the people you work for? How does your organisation protect those most susceptible to harassment, abuse, exploitation, or any other type of unacceptable conduct?	4
C5. How do you demonstrate responsible stewardship for the environment?	2

Cluster B: Our approach to change	
D. Key stakeholders are identified with great care	
D1. Please list your key stakeholders. What process do you use to identify them?	4
D2. How do you ensure you reach out to those who are impacted or concerned by your work?	4
D3. How, specifically, do you maximise coordination with others operating in the same sectoral and geographic space with special reference to national and local actors?	4
E. We listen to, involve and empower stakeholders	
E1. What avenues do you provide your stakeholders to provide feedback to you? What evidence demonstrates that key stakeholder groups acknowledge your organisation is good at listening and acting upon what you heard?	3
E2. What evidence confirms a high level of stakeholder engagement in your activities and decisions from beginning to end?	4
E3. What are the main likes/dislikes you have received from key stakeholders? How, specifically, have you reacted to their feedback?	3
E4. How do you know that people and partners you worked with have gained capacities, means, self-esteem or institutional strengths that last beyond your immediate intervention? (You may skip this question if you have addressed it in your response to B. 1)	3
F. Our advocacy work addresses the root causes of problems	
F1. How do you identify and gather evidence regarding the root causes of the problems you address and use this to support your advocacy positions?	4
F2. How do you ensure that the people you work for support your advocacy work and value the changes achieved by this advocacy?	4
G. We are transparent, invite dialogue and protect stakeholders' safety	
G1. Are your annual budgets, policies (especially regarding complaints, governance, staffing/salaries and operations), evaluations, top executive remuneration and vital statistics about the organisation (including number of offices and number of staff/volunteers/partners) easily available on your website in languages accessible by your key stakeholders? Please provide links, highlight membership in initiatives such as IATI and outline offline efforts to promote transparency.	3
G2. What policies do you have in place to ensure a fair pay scale? Do you measure the gender pay gap in your organisation, and if so what is it? What are the salaries of the five most senior positions in the organisation, and what is the ratio between the top and bottom salaries? If this information cannot be provided or is confidential, please explain why.	4

G3. How do you ensure privacy rights and protect personal data?	4
G4. Who are the five largest single donors and what is the monetary value of their contribution? Where private individual donors cannot be named due to requested anonymity, please explain what safeguards are in place to ensure that anonymous contributions do not have unfair influence on organisational activities.	4
Cluster 3: What we do internally	
H. Staff and volunteers are enabled to do their best	
H1. Provide evidence that recruitment and employment is fair and transparent	3
H2. What are you doing to invest in staff development? What indicators demonstrate your progress? What are your plans to improve?	4
H3. How does your organisation ensure a safe working environment for everybody, including one free of sexual harassment, abuse, exploitation or any other unacceptable conduct? What indicators demonstrate your progress? What are your plans to improve?	4
I. Resources are handled effectively for the public good	
I1. How do you acquire resources in line with your values and globally-accepted standards and without compromising your independence?	4
I2. How is progress continually monitored against strategic objectives, and resources re-allocated to optimise impact?	3
I3. How do you minimise the risk of corruption, bribery or misuse of funds? Which financial controls do you have in place? What do you do when controls fail? Describe relevant situations that occurred in this reporting period. What are your plans to improve?	4
J. Governance processes maximise accountability	
J1. What is your governance structure and what policies/practices guide replacing and recruiting new trustees/board members?	4
J2. How does your board oversee the adherence to policies, resource allocation, potential risks and processes for complaints and grievances?	4
J3. What processes and mechanisms does your organisation have in place to handle external complaints including those relating to unacceptable conduct of your staff, volunteers, or partner organisations? Please provide an overview of the number and nature of complaints in the reporting period, how many of those were valid, and of those that were valid, how many were appropriately handled and resolved.	4
J4. How are internal complaints handled? Please provide an overview of the number and nature of complaints in the reporting period, how many of those were valid, and of those that were valid, how many were appropriately handled and resolved.	4

J5. How do you make decisions about the need for confidentiality and protecting the anonymity of those involved?	4
K. Leadership is dedicated to fulfilling the 12 Commitments	
K1. How is the governing body and management held accountable for fulfilling their strategic promises including on accountability?	2
K2. What steps have you taken to ensure that staff are included in discussing progress toward commitments to organisational accountability?	3
K3. What is your accountability report's scope of coverage? Are you reporting for the whole organisation or just the international secretariat? For secretariats of international federations, on which issues of accountability (or relating to Accountable Now's 12 commitments) do your members report to you on, and with what frequency? Where there is no routine reporting, how do you use your coordinating functions to elevate attention to accountability issues throughout your federation?	3