

# Accountability Corporate Group Workplan 2009/10

This workplan reflects work outstanding in 08/09 and includes minimum requirements to achieve HAP certification in 2009 (shaded). Group membership for 09/10 is:

- Martin Kyndt (Chair, as STO Strategy Leader)
- Martin Birch (Financial and legal accountability)
- Aidan Timlin (Accountability Manager)
- Julia Bell (accountability in public communications)
- Karen Hedges (public accountability through the media)
- Robin Greenwood (accountability to partners and beneficiaries)
- Juliet Parker (accountability to partners and beneficiaries in humanitarian work)
- Ruth Ruderham (accountability in fundraising)
- Jeremy Wyman (accountability to supporters)
- Matthew Coghlan (accountability in global policy & advocacy work)

Workplan Priorities	Group lead	Timeframe	Stakeholder PRUs
<b>ACCOUNTABILITY GENERAL</b>			
<b>Apply for HAP certification</b> and undertake field self-assessments.	Juliet Parker (with Robin Greenwood)	By end March 09	Humanitarian Africa AME LAC (ID SMT)
<b>Quality Management System:</b> map our existing mechanisms for ensuring quality in our work (for group to approve)			
<b>Show evidence of the debate around what accountability to beneficiaries means</b> to us as a partner-based organisation (Juliet to list issues to consider for Robin to take it to IDSMT)			
<b>Secure HAP certification</b> and develop a process of ongoing improvement in line with HAP requirements		By end Dec 09	
<b>Ensure HAP standard are being adhered to</b> in all Humanitarian Programmes			
<b>Ensure all ID staff and humanitarian partners recognise and understand the implications of the HAP Standard</b> in the design and implementation of CA-funded programmes			
<b>Complete pilot projects in 3 regions</b> (Bangladesh, Congo, Kenya) to strengthen beneficiary accountability through partners	Juliet Parker	By end of May 09	Humanitarian Africa AME
<b>Ensure beneficiary accountability considerations are appropriately reflected in PROMISE</b> and international programme management policy/procedure (ongoing), eg in selection/exit criteria and partnership agreements	Robin Greenwood	By end of September 09	PS&D PROMISE Project Board
<b>Trial IANGO Accountability Charter</b> internally to identify where we may need to strengthen our accountability in policy, advocacy & campaigns	Matthew Coghlan	Report by end September 09	GAP Campaigns
<b>Develop and disseminate new procurement policy</b> for use by all procuring PRUs.	Martin Birch	Policy out by end June 09. Procedures in use by Oct 09	John Ward (Suppliers Manager). All procuring PRUs

TRANSPARENCY			
<p><b>Public Accountability Statement:</b> link into Statement an updated outline of our internal and <a href="#">external commitments</a> (to be finalised by Juliet? and approved by group).</p> <p><b>Develop strategy on how to disseminate accountability statement</b> to partners and beneficiaries.</p>	Juliet Parker	By end March 09  By end Dec 09, commitments upheld in all locations	Humanitarian Africa AME LAC (ID SMT)
<p><b>Open Information Policy:</b> finalise, approve and disseminate <a href="#">updated version</a> highlighting what information we commit to share with partners and expect them to make available to communities</p>	Juliet Parker	By end March 09	Humanitarian Africa, AME, LAC (ID SMT)
<p><b>Ensure relevant staff are adequately briefed on how to implement Open Information Policy.</b></p> <p><b>Request national/area/overseas offices to proactively disclose policy</b> by posting it on office bulletin boards</p>	Aidan Timlin	By end June 09  By end Dec 09, OIP upheld in all offices	M&SC Africa AME LAC
<p><b>Translate OIP</b> into key regional languages for partner access</p>	Robin Greenwood	By end of July 09	ID geographic divisions
<p><b>Incorporate Supporter Pledge commitment</b> to respond within 5 working days into Open Information Policy online.</p>	Jeremy Wyman	MK to follow up. Date to be confirmed	Fundraising, Supporter Stewardship
<p><b>Produce an online information request form</b> to help filter public/supporter comments/complaints.</p>	Julia Bell	JB to confirm date	M&SC
<p><b>Finalise and disseminate Short Guide to Communicating CA's Work</b></p>	Julia Bell	This is now been taken on by the Brand group	M&SC/CSG
<p><b>Produce SORP-compliant Annual Report</b> for 08/09 that highlights progress made in strengthening accountability</p>	Martin Kyndt Martin Birch	By Nov 09	Corporate Affairs, Finance

PARTICIPATION			
<p><b>Ensure CPSPs are proactively shared</b> with partners and commit to feedback on all partner consultation exercises on programme strategy/policy. Refresh website entry on how we work in partnership to reflect this.</p>	Robin Greenwood	Review practice with ID SMT by end March 09	ID
<p><b>Agree carbon-management strategy</b> and action plan to reduce CA's carbon emissions.</p> <p>Roll out strategy to all PRUs.</p>	Martin Birch	By end March 09  By end March 2010	PEAT Directorate  All PRUs

EVALUATION			
<p><b>Ensure CA continues to comply with DEC accountability framework</b> (re-assessment due in 2009)</p>	Juliet Parker	By end of February 09	Humanitarian
<p><b>Agree criteria for non-disclosure</b> of evaluations/ reviews</p> <p><b>Publicly disclose summaries of all key corporate evaluation results</b>, including focus area studies, humanitarian evaluations and management response summaries.</p>	Aidan Timlin	By end June 09  By end Oct 09	Corporate Affairs Humanitarian Web Unit
<p><b>Develop and agree cross-organisational mechanism to advance the standards of high-level performance reporting</b>, including via the corporate website</p>	Aidan Timlin	By end Sept 09	IIC, Web Unit, Corporate Affairs SALT

COMPLAINTS & RESPONSE			
<p><b>Develop plan for a complaints mechanism for partners</b></p>	Robin Greenwood	By end March 09	Humanitarian Africa, AME, LAC (ID SMT)
<p><b>Report the number of complaints received annually</b> and the number recorded as satisfied, dissatisfied and neutral through the Annual Report.</p>	Jeremy Wyman	Mk to follow up. Date to be confirmed	Supporter Stewardship, Corporate Affairs