

HIGHLIGHTS AND NEXT STEPS FROM CIVICUS' LATEST ACCOUNTABILITY REPORT



CIVICUS recently completed its 2020-2021 **Accountable Now** (AN) reporting process. This involved submitting a report compiled by staff across the secretariat to outline how we are “walking the talk” on organisational accountability, which was then reviewed by a panel of our peers.

Despite the Covid-19 pandemic, feedback on our report commended our progress, while also highlighting areas for improvement. The **full report** is available here. A summary of the recommendations and our corresponding action plan is provided below.

WHERE WE'RE DOING WELL:

BEST PRACTICE: Our transparent and inclusive strategic planning processes and the availability of our **Strategic Plan** on our website in multiple languages was considered a **best practice**, although we are attempting to make our strategic priorities even more accessible.



OTHER STRENGTHS:



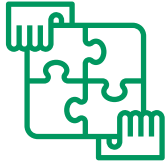
SUSTAINABILITY OF OUR WORK BEYOND THE PROJECT CYCLE:

Testing and sharing models to support **youth** and **grassroots** activists, producing **guidance** on how to sustain and strengthen civil society during the Covid-19 pandemic and deepening our **understanding of resilience** (Section B, p 8).



RECOGNISED AS A TRUSTED AND VALUED PARTNER:

Especially in the media, with a dramatic increase in coverage- over 900 media citations from research publications, broadcasts, op-eds, etc. Also, our “**solidarity in the times of Covid-19 survey**” ensured our work remained relevant to our members in the time of rapid context changes (Section C, p11).



MEANINGFUL STAKEHOLDER ENGAGEMENT THAT INFLUENCES OUR APPROACHES:

Most notably showcased by our co-design and co-creation processes that are being mainstreamed across our projects (Section E2, p20).



RECRUITMENT AND EMPLOYMENT IS FAIR AND TRANSPARENT:

Guided by a refreshed [Recruitment and Selection Policy](#) that is publicly available and structured around CIVICUS as an equal opportunity employer (Section H, p 26).



PROVIDING A SAFE WORKING ENVIRONMENT

Strong guidelines like our [Code of Conduct](#), [Whistleblowing Policy](#), and Anti-discrimination and Harassment Policy which allow our staff and wider membership to work with us without oppression or discrimination (Section H3, p29).

AREAS FOR IMPROVEMENT AND ACTION:



KEY STRATEGIC INDICATORS FOR SUCCESS:

Absence of qualitative indicators in our 2017-2022 strategic plan makes it harder to measure organisational progress on our objectives.

ACTION: Addressed in the new Strategic plan 2022-2027 and its accompanying results framework.



FRAMEWORK FOR MINIMISING NEGATIVE IMPACTS:

Clarify how CIVICUS mitigates any negative impacts on stakeholders and whether efforts to implement the risk policy have been working.

ACTION: Map our risk mitigation processes and how these have been implemented and further mainstreamed within our new Programme Quality and Innovation framework.



INTERNAL COMPLAINTS HANDLING MECHANISMS:

Although CIVICUS has strong internal accountability frameworks in place, more effort is needed to raise staff awareness of these and report on the issues raised.

ACTION: Continue with socialising and demystifying different formal and informal feedback mechanisms with staff, and ensure that the issues raised are captured and used more systematically.

We will share our progress with AN at the end of 2022. In the spirit of Dynamic Accountability, we have also shared feedback with AN on how to improve the reporting process, and taken steps in the Secretariat to consolidate and streamline organisational reporting.