

COS-MA1-2017-002



# Maintenance audit report Church of Sweden

COS-MA1-2017-002

**March 29, 2017**

## 1. General information

Organisation Name:	Church of Sweden	Certification No:	HQAI2016-001
Type of organisation: <input type="checkbox"/> National <input checked="" type="checkbox"/> International <input type="checkbox"/> Federated  <input type="checkbox"/> Membership/Network  <input type="checkbox"/> Direct assistance <input checked="" type="checkbox"/> Through partners		Organisation Mandate: <input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input checked="" type="checkbox"/> Advocacy  Verified Mandate(s)  <input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input checked="" type="checkbox"/> Advocacy	
Organisation size: (Total number of programme sites/ members/partners)		Legal Registration: (NGO, Church, etc)	2520026135, issued on 21.10.2009
Head Office Location:	Sysslomansgatan 4 75170 Uppsala Sweden	Field locations verified:	NA
Date of Head Office Verification:	March 14, 2017	Date of Field Verification:	NA
Lead Auditor:	Elissa Goucem	2 <sup>nd</sup> Verificator's Name: <i>(indicate if Trainee)</i>	NA
		Observer's Name and Position	NA

## 2. Scope

☐ External verification

☒ Maintenance audit


☐ Certification audit

☐ Recertification audit

The auditor did not identify substantial changes in Church of Sweden's systems that would require an investigation on areas that were not part of the non-conformities identified in the initial audit report. The maintenance audit focused on the non-conformities identified in the previous audit report and found that Church of Sweden is acting to resolve the non-conformities identified in the previous audit report.

Auditor's Name      Elissa Goucem  
and Signature

Date and Place: 2017-03-29, Geneva



## 3. Schedule summary

### 3.1 Opening and closing meetings

	Opening meeting	Closing meeting
Date	14/03/2017	14/03/2017
Location	Uppsala	Uppsala
Number of participants	1	1
Any substantive issue arising	NA	NA

### 3.2 Interviews

Type of people interviewed	Number of people interviewed
Management staff at HO	0
Programme staff at HO	5

#### 4. Summary on actions taken to resolve non-conformities

CAR 2.3: Church of Sweden has not developed a systematic approach to referral and advocacy on unmet needs

Time for resolution: 2 years

CAR closed

Church of Sweden has worked on systematic approach to referral and advocacy on unmet needs through its work with the ACT Alliance network. CoS developed a new IASC referral tool and a series of specific tools such as the Community Based Psychosocial Support (CBPS) Marker that can be used for referral purpose. The Humanitarian Monitoring and Partner Visit Report Template tool routinely ask staff to identify referral systems integrated in the interventions and projects.

**Evidence:** Documents 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 and interviews with staff

CAR 3.8: CoS has not developed a systematic approach to safeguarding sensitive information

Time for resolution: 2 years

CAR in resolution

CoS is in the process of developing an organisational system for safeguarding sensitive information. This work was slightly delayed due to the necessity to align it with new EU legislations on data protection and a new Swedish law whistleblowing that came into effect on 1 January 2017.

**Evidence:** Document 11, 13, 15, interviews with staff

CAR 4.1: CoS has not developed a systematic approach to information sharing with communities at field level about the organisation, the principles it adheres to, how it expects its staff to behave

Time for resolution: 2 years

CAR in resolution

A Board decision commits CoS to integrate the necessity to share information in the new Cooperation Agreements with partners. The organisation developed new Guidelines for information sharing in English, with a specific section on information sharing “in partnership” that highlights what partners will be “encouraged” to share with communities, such as information about the organisation, its relevant projects and programmes, the procedure for complaints management and its code of conduct (see 5.6). This is also reflected in the partners Organisational assessments, as well as in the Monitoring and Partner visit report template and checklists.

**Evidence:** Documents 6, 28, 32, 33, 34, 35, 36,

CAR 4.2: CoS does not systematically communicate in languages, formats and media that are easily understood, and are respectful and culturally appropriate to all its stakeholders

Time for resolution: 2 years

CAR in resolution

CoS developed specific Guides for partners on the organisation’s international work and commitments to the CHS to provide background information on Church of Sweden in a more systematic way. A new leaflet was recently designed to facilitate communications on CoS, its values and principles of action at field level. Programme officers are encouraged to use these during their monitoring visits and meetings with communities. A new website for the Church of Sweden International work was launched in 2017. It includes two specific sections to ease communication with partners; “*For our partners*” and “*In partnership*”.

Also see 8.5.

**Evidence:** Documents 11, 12, 13 and interviews with staff

CAR 5.1: Communities and people affected by crisis were/are not consulted on the design, implementation and monitoring of the CRM

Time for resolution: 2 years

CAR in resolution

Since 2015 CoS started a process to review its CRM policy and integrate specific provisions for child safeguarding, corrective actions from the CHS audit and a new national law on whistleblowing. As part of this review CoS undertook specific consultations and discussions with staff and partners on the CRM as to understand « how would stakeholders like to complain and how Church of Sweden should handle complaints ».

The review of the Quality and accountability framework commits CoS to achieve its accountability to the people in dialogue with its partners, discussing how they will work on issues and approaches of quality and accountability and how CoS “can facilitate support to them in achieving their commitments.” In line

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with this commitment, CoS undertook a partner's survey and a series of consultations at country level with partners to identify the extent to which these have already put complaints mechanisms in place and identify the best ways CoS can support them to develop and manage participative complaints mechanisms. The surveys and consultations, fed in the CRM policy review. In addition, several partners have completed the CoS Partner Assessment, which includes CRM and staff code of conduct (all new partners must complete the Partner Assessment and CoS is working towards all partners having completed it within a reasonable period). The organisation uses the Partner Assessments to set the basis for a focused dialogue and the development of specific action and capacity building plans for partners.

CoS objective is to start scaling up this dialogue on CRMs as part of the launch of the new CRM guidelines planned for 2017, together with other ACT Alliance members. An external consultant was employed to support the organisation in capacity building of staff and partners on quality and accountability, including Child safeguarding and complaints over this period.

**Evidence:** Documents 6, 10, 15, 16, 18, 22, 29, 30, 31, 32, 38, 39, 40 and interviews with staff

CAR 5.2: Affected communities are not provided a clear and systematic access to CoS' CRM at field level

Time for resolution: 2 years

CAR in resolution

See 5.1

CAR 5.6: Communities and people affected by crisis are not fully aware of the expected behaviour of the staff, and of the prevention of sexual exploitation and abuse

Time for resolution: 2 years

CAR in resolution

See 4.1 and 5.1.

CoS is developing a Child Safeguarding policy which include a child-friendly and child-safe CRM. Staff and some partners have received specific trainings on these as well as on safe complaints investigations and the new accountability framework. These trainings are expected to streamline CoS' work on awareness raising at the organisational, partners' and communities' levels.

**Evidence:** Additional document 15

CAR 8.5: CoS procedures do not ensure transparency, fairness and non-discrimination

Time for resolution: 2 years

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CAR in resolution

CoS has developed a specific website separated from the Church of Sweden's national website. This consistently facilitates access to the information by external stakeholders. The Church of Sweden International work has a specific intranet section that is separate from the national or Church House intranet. This together with the on-line information and planning system (Vips) facilitates access to the information to staff.

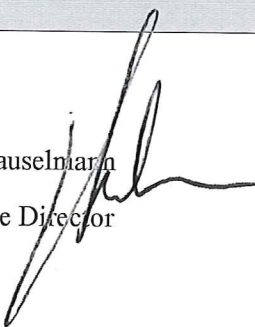
CoS is currently translating relevant staff policies and guidelines into English. A board decision commits CoS to producing all its documentation at least in Swedish and English and external documentation in Spanish in addition to these two languages, which is reflected in the new Guidelines for information sharing.

**Evidence:** Documents 13, 45, website, interviews with staff

## 5. Decision

Decision	
Certification	Intermediate audit
<input type="checkbox"/> Certified <input type="checkbox"/> Not certified (Major CARs)	<input checked="" type="checkbox"/> Maintenance of certificate <input type="checkbox"/> Suspension of Certificate (Major CARs)

Pierre Hauselmann  
Executive Director


**Acknowledgement and Acceptance of Findings**

(Organisation representative – please cross where appropriate)

I acknowledge and understand the findings of the audit



I accept the findings of the audit



I do not accept some/all of the findings of the audit



Please list the requirements whose findings you do not accept

Organisation's  
Representative  
Name and  
Signature:

Eva Ekelund  


Date and  
Place:

2017/05/23  
Uppsala

**List of key documents**