

UAct project –Regional Office Administrative Guidelines – European Scout Region

UAct: scouts in humanitarian response for Ukraine

Regional Office Administrative Guidelines

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1. Project's beginning

At the beginning of the war conflict in Ukraine, the Scout movement, specifically the volunteers from the most affected boarder countries , took action to support

the Ukrainian population in need of assistance in: Poland, Hungary, Romania, Czech Republic, Slovakia, Latvia, Moldova and Lithuania. The impact of these responsive Scouts in the border countries, and support from National Scout Organization across the region, took place from the very first days of the war, and resulted in the establishment of a Regional Crisis coordinator (Sian Bagshaw) to improve and streamline the support functionality of assistance provided to these border countries and manage internal processes and approaches of collaboration with other European countries.

At this first stage, the assistance or aid request Crisis Coordinator, who e would take care of disseminating it and connecting corresponding support based on needs and requirements. Upon these first coordination steps, the affected NSOs hosted weekly meetings and developed weekly reports in which they introduced the number of actions taken, and refugees reached through their interventions, per-country, which helped identify key needs not only from the Ukrainian people, but also from the scouts Organizations, in order to assist efficiently.

Based on the needs identified by each country, the Regional Crisis Coordinator started to reach out to WOSM- established partners to request for specific needs, mobilize resources and ask for expertise assistance in required fields, such as psychological aid provision, logistical support and resources provision.

Within these first partnership requests, the relationship between WOSM and UNICEF developed and evolved, as recognition that the Scout Movement had been and had the most capability to respond rapidly and effectively , and most importantly in the most child-friendly way, to have an immediate short term impact as the unique situations developed.

Once the partnership agreement was presented, it was agreed that the PAC (Programme Cooperation Agreement) will be held by the European Support Centre of the World Scout Bureau, and will be accountable for deliverables, reporting, finance distribution and programmatic support as outlined in the contract. Information will be collected and delivered by the NSOs via weekly reports, and then consolidated and shared with UNICEF via the Project Officer, to create a stable and constant communication channel with the National Scout Organizations in partner countries.

The phases of output and activities outlined in the agreement, and that are therefore mandatory to be delivered, will not be equally implemented in all the nine countries, but will happen based on the needs, reality and the refugee's situation in each of the countries.

Expected, documented programmatic results: On the ground emergency support provided to children and young people displaced or affected by the war in Ukraine. This will include supply distribution, referral to Blue dots and other services, housing

(Poland), support, integration efforts and non-formal education. The goal of the project is to leverage a universal youth engagement platform by mobilizing and orienting Scout and young volunteers to support UNICEF ECARO cross-sectoral response to the Ukraine refugee crisis through delivery of frontline support, integration, competency-building methods and meaningful participation.

The target population is based around Ukrainian people, including young people aged 10- 25, particularly from vulnerable backgrounds, seeking asylum or dislocated due to war, and their families. To be assisted in Youth engagement, communication and practical support provision, competency-building and social cohesion.

2. Project's overview

UNICEF ECARO (European and Central Asia Regional Office) has launched a regional partnership with the European Scout Bureau of the World Organization of Scout Movement (WOSM) to support humanitarian response in Poland, Hungary, Romania, Czech Republic, Slovakia, Latvia, Moldova and Lithuania, and Ukraine.

In response to the unfolding humanitarian crisis, this project will use a phased approach to implementation, which will enable an immediate response to the unfolding crisis through ongoing support and activities, expanding reach in affected communities.

Actions and activities related to this project, as well as reporting and development of programmes, will be coordinated nationally, supported by the European Scout Regional office, ensuring all countries' activities are relevant and follow the Scouting Method.

Country-level activities will vary according to local needs, capacity and priorities. However, they will all focus on immediate need, and long term approaches.

Since the established PAC, signed with UNICEF is for a 12-month period, the project approach and, therefore activities, have been divided into two main stages:

Immediate/Short term: focused on the immediate deliverables, and actions that can be taken towards the improvement and support of both the scout members providing humanitarian aid, and the Ukrainian civilians receiving it. This short term stage is focused on creating access, and providing, the necessary information of services, through scouts becoming UReporters and facilitating the input of information and dissemination of knowledge to refugees. Through UNICEF's tool: UReport.

1. Active engagement of Scouts in provision of information to women, children and families when they arrive at entry points, relocate, or settle across sectors; linking them to Blue Dots and other services; and availing them of other forms of support such access to supplies distribution and housing provision. This will be delivered in all participating countries through existing scouting networks and partnerships, with coordination and support from the European and Eurasia Regional Office.

2. Scouts engagement in promotion of U-Report Europe to strengthen the use of the platform at local level supporting provision of life protecting and life-saving information to refugees, referrals to individualized support (legal, MHPSS, education etc), needs assessment & feedback mechanism and connecting young Ukrainian refugees to each other & host populations for social inclusion.

Long term: focused on the long term impact and sustainability of youth action, and effective humanitarian response and preparedness in crisis situations.

3. Scouts as peer-support volunteers, and change agents for adolescent refugees, that will be especially vulnerable to mental health, coping with stress, as they face integration in new communities (schools, neighborhoods, adolescent groups). This will include carrying out programming using ADAP's Adolescent Kit for Expression and Innovation (Adolescent Kit).

The AdoKit will be built into Scouting's Educational programme, both of which are adaptable, according to the local context and humanitarian needs. Staff and volunteers will be trained by UNICEF experts in psychosocial first aid, being a young humanitarian, integration methods, complimentary to components of Scout programme and training, aligning all elements with [Safe from Harm](#) Scouting procedures.

- Note: The Adolescent Kit is a package of guidance, tools, activities and supplies for promoting the psychosocial wellbeing of adolescents ages 10-18 affected by humanitarian crises. The Adolescent Kit draws from best practice in psychosocial support, life skills education, child protection and peace building, and targets vulnerable adolescents through approaches that focus on arts and innovation. The Kit will be built into the [Scouting Educational](#) programme, which is adapted according to the local context and humanitarian needs.

3. Groups to be addressed

In a chaotic and overwhelming situation, aid providers may sometimes focus only on what they think needs to be done, without paying sufficient attention to how their activities may be experienced by refugees and migrants.

It is important to provide services in dignified ways, with respect for the autonomy and privacy of the person. Everyone has the right to be treated with **neutrality, impartiality, independence** and **humanity**, following the Humanitarian Standards linked to scouting (linked, [here](#), for further reference).

Wherever possible, support should enable people to choose how they would like to do things in order to maintain a sense of personal dignity and control on their individual situation. Importantly, this includes consulting with refugees and IDPs to identify their needs and capacities, and build the assistance around their suggestions.

Target group population: Ukrainian people, including young people aged 10- 25, particularly from vulnerable backgrounds, seeking asylum or dislocated due to war, and their families. To be assisted in Youth engagement, communication and practical support provision, competency-building and social cohesion.

4. Memorandum of Understanding (MoU)

This document represents the agreement established between UNICEF and WOSM to be partners in the implementation, development and reporting of the *UAct: Scouts in humanitarian response for Ukraine* project.

Duration of MOU: The MoU regulates the implementation of the activities for the whole duration of the project. I.e; 01 April 2022–31 March 2023. The MOU may be extended if the partnership with UNICEF is extended, pending re-signing and any required amendments.

5. Project goals

Short term:

- Support humanitarian response in Poland, Hungary, Romania, Czech Republic, Slovakia, Latvia, Moldova and Lithuania, and to fund a coordination position for Ukraine based in Poland and support in strengthening links with Ukrainian citizens across the Region.

How: by developing, and sustainably implementing a universal youth engagement network, by mobilizing and orienting Scout volunteers to support UNICEF ECARO cross-sectoral response to the Ukraine refugee crisis through delivery of frontline support, integration, programme and non-formal education.

Long term

- To develop a long-lasting and sustainable partnership between UNICEF and WOSM to encourage future cooperation in humanitarian crisis response projects.

How: Successful implementation, monitoring, and evaluation of the *UAct: Scouts in humanitarian response for Ukraine* project.

- To develop sustainable, standard and applicable processes, protocols, guidelines and training to provide to WOSM National Scout Organization, to support Scouts action and capacity strengthening in crisis situations.

How: Development of coherent, understandable and adaptable templates, guidelines, and training

6. Project's Work Plan: area, deliverables, tasks and milestones

The area to which each deliverable belongs to can be classified into: project management, programme management, comms management, finance, and advocacy.

A project's deliverables are all the outputs—tangible or intangible—that are submitted within the scope of a project. While the term may initially bring to mind the final outputs that get submitted at the end of a project, it actually refers to any project-related output submitted during any of the project phases. In our project, our deliverables will be the tangible or countable outcomes that we will deliver along these 12 months. Deliverables don't have to necessarily be documents, they can be: documents, reports, social media strategies, templates, handbook, guidelines, systems, strategies, trainings, networks... At the moment, according to all the different inputs that have been evaluated and discussed along the regional office team, we have a total of 46 deliverables, however, these may be subject to change as the project's necessities vary or the new requirements are identified.

Tasks will be the naming used to refer to those duties or actions that need to be developed by each team member, in order to fulfill and be able to hand in the established deliverables at the beginning, during, or at the end of the project.

Milestones will be understood in this project as the keen or special moments or events that will need to happen along our project, until we can complete our deliverable. Milestones can be from reaching X number of people reached for support, to undergoing a quarter meeting, successfully delivering a training, having a meeting with UNICEF...

7. Project's KPIs

A KPI or Key Performance Indicator is a metric that gives you concrete data on how good/bad you are doing towards your established deliverables, what will be the measures used to assure the success of the predetermined deliverables to reach the milestones.

From a Regional Office perspective, KPIs will be used by the team as measure systems to see how the project is developing and where there are challenges or needs from the NSOs.

Regional Office KPIs

- **Original KPIs:**

- **Project Phases:** to help the team envision where each action should be developed and implemented
- **NSOs KPIs used for the weekly reports:** to help the team see how the scout's impact is reaching the targeted population
- **Budget monitoring report:** to check if the grant received from UNICEF is well delivered
- **Project's risks and mitigators:** to be aware of the potential external and internal factors that can jeopardize the project
- **Regional Office work plan:** to be used as a complement to the Project Plan, to have a larger overview on how each month looks like from a RO perspective
- **NSO work plan** to be used as a complement to the Project Plan, to have a larger overview on how each month looks like from an NSO perspective and adapt the Regional Office's actions to them
- **Social media report numbers:** to see if the scouts actions are widely shown

- **Cost Performance Index:** The obtained grant value and actual cost of our project, to determine how well the project is completing work on budget
- **Timeliness of component delivery:** It focuses not only on whether components are delivered, but also on whether they are delivered on schedule, to be used as a key element to complement the work plan

- **New KPIs delivered at Q3 meeting:**

By the end of the UAct project, the project's actions, materials and activities will have been promoted through 3 different online tools, reaching 60% of young people, in different learning and engagement opportunities for humanitarian action.
By the end of February 2023, we will have a 12-month communications plan, to disseminate the UAct package and promote Peace Education learning and opportunities, as well as stories etc.
By the end of the UAct project, there will be 1 Regional Peace Education strategic plan, aligned with the resolution and that encourages the holistic development and implementation of peace education.
By June 2023, there will be 1 UAct 'package' available to MO's world-wide, encompassing the educational methods, organisational development and partnership best practise, implementation tools and challenges learnt throughout the UAct project.
By the end of the UAct project, 9 UAct MO's will be equipped to build and maintain a sustainable national level partnership with UNICEF or other humanitarian agencies and civil organizations.
During the UAct project, the ESR office will develop an effective and sustainable project management system, incorporating MEAL.
During the 12-month UAct project, it will deliver 4 education events to disseminate or utilize UAct learning within the ESR
By Q4 meeting of the UAct partnership, the 9 MO's will have identified 1 WOSM service area need to continue to strengthen the capacity of the MO

Target numbers:

- Original numbers agreed with UNICEF:
 - **20,000** Ukrainian people receive information and supplies
 - **1,200** Ukrainian people housed in Poland ⁽⁸⁾
 - **10,000** Ukrainian people access UReport Platform

- **35,000** young Ukrainian people reached through educational programmes
- **550** adolescent toolkits utilised
- **50,0000** reached across comms platforms
- **25,000** young people participating in engagement actions
- **530,000** young people reached through messaging on prevention and access to services

- New numbers (totals) envisioned:

Based on the new budget proposals presented by the NSOs, the total budget of the project has risen due to the increase of the costs of three main areas: procurement of training materials, dissemination of information, supplies and housing provision and training of staff members and Scout leaders and volunteers. Taking into consideration that the budget has been increased on **1,818,445** Eur, the original numbers established as performance indicators should also vary.

Based on the predicted totals of Ukrainian population reached for support by the nine NSOs, we are anticipating that the numbers should now be:

KPI	Total Original HPD	Total Amended (November 2022)
KPIs reformulated from Quarter 3 onwards		
Young Ukrainian people reached through educational programmes	35,000	150,000 ⁽⁴⁾
Reached across comms platforms	500,000	2,900,000 ⁽³⁾
Ukrainian receiving support across participating countries (Ukrainian individuals reached through information provision,	530,000	1,300,000 ⁽²⁾

messaging on prevention and access to services and supplies) ⁽¹⁾		
KPIs agreed on Quarter 3 regarding the Blue Dots in Poland		
Individuals supported in accessing protection and documentation	50 people/day	50 people/day
Consultations provided for mental health and psychosocial support		35 people/day
children with access to CFS with intersectoral programming interventions		5 people/day
Children and caregivers accessing mental health psychosocial support		35 people/day
KPIs that have remained the same as originally established		
Ukrainian people access UReport Platform	10,000	10,000 ⁽⁵⁾
Adolescent Toolkits utilised	550	550 ⁽⁶⁾
Young people (Scouts) participating in engagement actions	25,000	25,000 ⁽⁷⁾

(1) Ukrainian individuals reached through information provision, messaging on prevention and access to services and supplies (this KPI would merge the original

20,000 KPI envisioned for "Ukrainian people receive information and supplies" and 530,000 KPI envisioned for "young people reached through messaging on prevention and access to services". However, the region is aware that this number increase is also dependant on the migration flows over the following months.

(2) This new predicted number is based on the current number of Ukrainian refugees and IDPs that has been reached for support (from April – October) + the estimated totals that will be reached in all nine countries from November - March.

(3) If in six month our reach across social media platforms has been 1,777,261; and the NSOs are using a greater part of their project to disseminate the project's actions and raise awareness of Scout's actions under the UAct project, it is estimated that in four more months the project will increase by 500,000 their reach in social media. Calculation: 1,777,261 --> 6 months; 4 months--> 1,184,840; making a total of 2,962,101 = 2,900,000

(4) At the moment, six months into the project, the n^o of youngsters reached through educational method reported by the NSOs represents a 13% of the total number of Ukrainians reached for support. Out of the nine NSOs, two are usually not reporting (Romania and Slovakia) and others like (Latvia, Moldova or Hungary) have reported very low numbers on this specific KPI. Although new KPIs are going to be introduced into the reporting system to have a greater visibility of the number of Ukrainian children and youngsters supported by the different activities such as camps, youth centers or afterschool activities, it is also to take into account that the winter session is a more calm one that the summer session. This is the reason why to calculate this number instead of followig a formula that indicated that if in 6 months 114,810 were supported through educational methods, 76,000 should be reached in the following four months; we have calculated the expected ammount to be reached over the following 4 months as a 55% of the suposed 76,000 that should be reached = 41,800.

(5) It is proposed that this KPI is measured based on the number registrations on the UReport platform that UNICEF provides, rather than through the number of Ukrainian individuals that the NSOs are able to report on.

(6) This metric has not changed, due to the ongoing conversation regarding Adokit implementation. NSOs and the Region are ready to revisit the potential opportunity for impact, once approach is agreed upon moving forward

(7) This metric is envisioned to stay the same beause the number of Scout volunteers and leaders involved in programming and delivering the UAct activities has been stable over the past months, and has not experienced a noticiable growth.

(8) **1,200** Ukrainian people housed in Poland : it was apparent quickly that this was not within the capacity of the PL project and therefor has not been prioritised or measured

8. Project's phases

This project is formed by 5 different phases distinguished from each other not in through a time-frame, meaning not every phase corresponds to a period of time, but through an action-frame. This means that each phase identifies the type of actions developed in each of them. For example, phase 5 consisting on "Effective reporting, monitoring & evaluation" will be disseminated along the entire duration of the project to assure that we are developing, and using wise, long-lasting and sustainable tools, processes, communication methods, needs identification, trainings provision...etc.

Phase -1 : Local offices actions : information provision, day programmes, info centres, and supply distribution.

Phase 0: Partnership between WOSM and UNICEF. Confirmation of the countries in which the aid is going to be delivered.

Phase 1: Active engagement of scouts in provision of information to women, children and men when they arrive at the points of entry, relocate, or settle across sectors, linking them to Blue Dots and other services, and availing them of other forms of support such as supply distribution and housing.

Phase 2: Scouts engagement in promotion of the U-Report Europe to strengthen the use of the platform at local level supporting provision of life protecting and life-saving information to refugees, referrals to individualized support (legal, MHPSS, education etc), needs assessment & feedback mechanism and connecting young Ukrainian refugees to each other & host populations for social inclusion.

Phase 3 : Scouts as peer-support volunteers, and change agents for adolescent refugees that will be especially vulnerable to mental health, coping with stress, as they face integration in new communities (schools, neighborhoods, adolescent groups). This will include carrying out programming using ADAP's Adolescent Kit for Expression and Innovation (Adolescent Kit).

Staff and volunteers will be trained in psychosocial first aid, integration methods, education methods programmes and Safe from Harm Scouting procedures etc. All steps will be implemented according to the [Safe from Harm](#) policy approach.

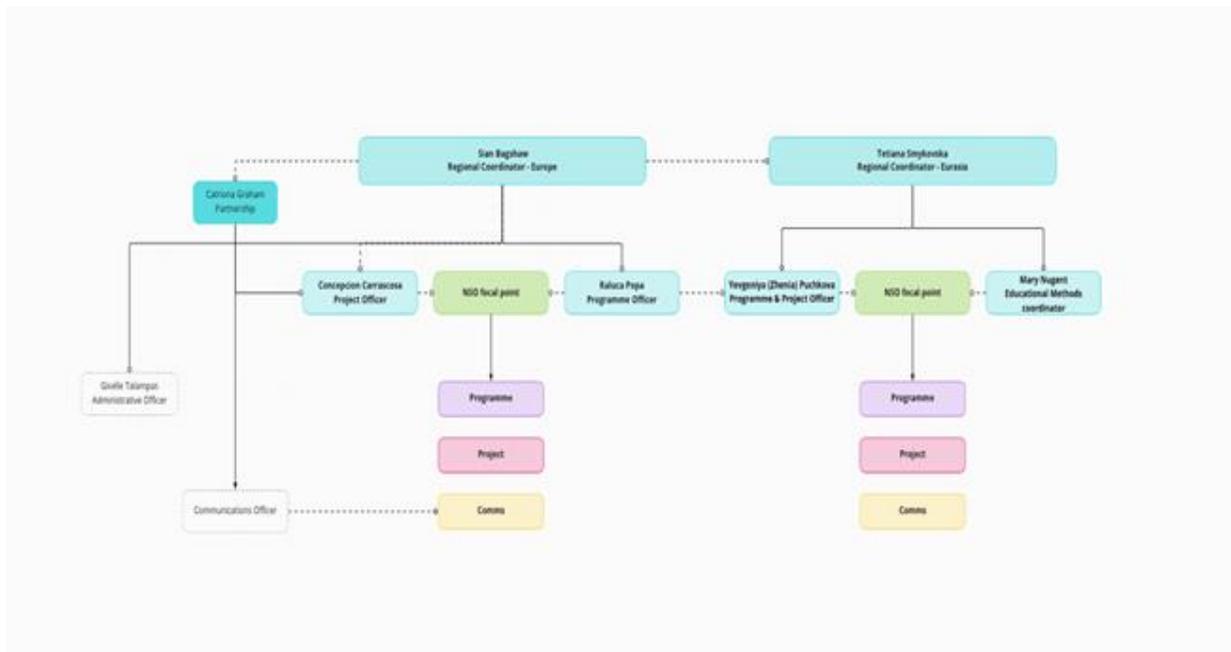
Phase 4 : Mobilize scouts to foster social cohesion and promote EU values, including youth participation in various forms, including social and digital communities (activities to be discussed and added). This will be paired with the development of a Communications in Humanitarian Settings policy which will outline fair and appropriate social media and communications methodologies centered on the wellbeing of those affected by the crisis and relevant training for each country's communications focal point. Building on engagement of youth from Ukraine, they

will become increasingly involved in participating in and leading the communications and advocacy relevant here.

Phase 5 : Effective reporting, monitoring & evaluation will be carried out throughout the project and there will be a final period of focused learning and evaluation coordinated by the European Regional office with members and UNICEF to evaluate collaboration and delivery of the project.

Please refer to Annex I: UAct Work Plan template, linked [here](#), to see the work plan organization proposal. Take into account that this project plan will then be implemented in Smartsheets, and any changes or suggestions should be made through Tilemachos Boni and Conchi Mejias.

9. Project’s regional organizational chart



10. Risks and mitigators

Risks and mitigators is a strategy used in project management to prepare for and lessen the potential threads, and their corresponding effects of these, in our project. A risk and mitigators approach takes steps to reduce the negative effects threats and disasters might cause.

Rather than planning to completely avoid a risk, the risk & mitigators document deals with the aftermath of a disaster, or the steps that can be taken prior to the

event occurring, in order to try to reduce adverse and, potentially, long-term effects.

Risks can be classified into three types: contextual risks, programmatic risks and institutional risks.



Please refer to the Annex II : R.O Risks, linked [here](#), to go over, add, suggest or refer to the different risks and mitigators from a Regional Office perspective that have been identified for this project.

11. Contact details

Please refer to the document, linked [here](#), to go through the different contact points established per NSOs appointed staff members, as well as for the Regional Office team.

Note: It is really important that to remind the NSOs to communicate to the Regional team when any team member or appointed person is changed, so that the contact details are reliable and communications can be established correctly.

12. Regional Office and NSOs communication methods

NSOs + Regional Office

Frequency: Monthly meetings "Get Together" meetings

How: E-meetings, via Zoom invitation

Calendar: Meetings' video recordings will be kept in the meetings' folder in Dropbox.

Regional Office

Frequency: Weekly UAct core team project meeting

How: E-meetings, via Zoom invitation, as well as in-person quarterly meetings

13. Trainings calendar

The trainings and E-learnings developed and provided along this project will be based on short term needs and individual approach of each NSO throughout the different phases of the project. Thus, there will be a first stage of understanding the approach of each NSO, their training methods, needs identified, groups reached out for support...etc. in order to be then supported by the Regional Office in their individual actions.

14. Reporting to UNICEF

16.1 Narrative Reporting

Methodology:

UNICEF is engaging with WOSM to amplify WOSM's response and support to Ukrainians in the context of the war. Following this, establishing a fixed division line between which refugees are "UAct supporters" vs others can be rather difficult, since the UAct project envisions more than only concrete and specific activities or actions.

Therefore, side activities that have been provided to support Ukrainian people, such as the translation of information, communication or logistical organization can also be considered as beneficiaries of the phases within this project.

Apart from the actions taken to assist Ukrainians, reporting should also distinguish between the help that has been provided through tools provided by UNICEF (Adolescent Toolkit and UReport), and the expertise that has been translated into the delivery programmes and development of adult training...

The weekly narrative reporting will be based on the KPIs established:

1. **Summary bullet point update:** this space is dedicated to allowing the NSOs to input in any relevant information they would like to give on the actions, activities, trainings, campaigns...etc. As the project evolves, the numbers of the Ukrainian people reached for support might also vary, this is an open space in which each NSO can explain where the numbers that they have submitted come from.
2. **Number (total) Ukrainian adults, youngs and children reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian **adults, young people and children** that received support in any way from the NSO over that period of time (blue dot, information, summer camp, housing, training, assistance, anything, that involves giving support from the NSO).
3. **Number Ukrainian adult women reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian adult **women** that received support in any way from the NSO over that period of time (blue dot, information, summer camp, housing, training, assistance, anything, that involves giving support from the NSO).
4. **Number Ukrainian adult men reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian adult **men** that received support in any way from the NSO over that period of time (blue dot, information, summer camp, housing, training, assistance, anything, that involves giving support from the NSO).
5. **Number (children) reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian children that went through the space over that period of time (blue dot, information, summer camp, housing, training, assistance anything that involves giving support from the NSO).
6. **Numbre Ukrainian girls reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian girls that went through the space over that period of time (blue dot, information, summer camp, housing, training, assistance anything that involves giving support from the NSO).
7. **Numbre Ukrainian boys reached for support:** this section will be dedicated to indicating **in numbers** the quantity (number) of Ukrainian boys that went through the space over that period of time (blue dot, information, summer camp, housing, training, assistance anything that involves giving support from the NSO).
8. **Number locations where support has been provided:** this section will provide space to indicating in numbers the quantity of places in which this support has been provided. For example: X NSO has assisted Ukrainian population through 55 different info and reception points nationwide, the quantity to report in this case would be 55.

9. **Number (total) interactions and reach in communications:** this section will provide information **in numbers** on the amount of interaction that a post, containing information or images related to the UAct UNICEF project, has received (If it's shared, impression, liked, retweeted, saved...)
10. **Number Ukrainian young people reached through educational methods**
11. **Number of Adolescent Toolkits used:** this section will provide information **in numbers** on the amount of Adolescent Toolkits that have been used by the NSO members to support Ukrainian people.
12. **Number pointed to UReport system:** this section will provide information **in numbers** on the amount of Ukrainian people that have been pointed by the NSO members to use, and receive information through, the UReport system.
13. **Number (total) young people pointed to UReport system**
14. **Number (total) adults pointed to UReport system**
15. **Number scouts volunteers involved in outreach support:** this section will indicate **in numbers** the amount of young people and adults that have been engaged in providing support to Ukrainian people.
16. **Communication materials:** here you will have the opportunity to link to any kind of communication material related to this project, that you have developed and promoted.
17. **Needs identified:** this space will be separated into "NSO needs identified" and "Ukrainians' needs identified" in the upcoming report forms. However, on both cases, it will be a space where NSOs will be able to communicate the challenges, concerns or requirements coming from the NSO teams themselves, or the Ukrainian people reached for support along the project.

Apart from these fixed KPIs that will be used for report along the entire duration of the project. During the Summer Season, the NSOs have also been asked to report on these two KPIs:

1. **Number (total) children in summer camps + activities:** total number of children involved in summer camps and summer activities
2. **Number (total) Ukrainian children in summer camps + activities:** from that total number of children involved in summer activities and camps, how many of them were Ukrainian children.

From the months of June 2022 – August 2022 NSOs have been asked to provide in these two sections the total number of children involved in summer camps and summer activities; and from that total number, to specify the number of Ukrainian children involved in them.

During the Winter Season, the NSOs have also been asked to report on these two KPIs:

3. **Number (total) children in winter camps + activities:** total number of children involved in winter camps and winter activities
4. **Number (total) Ukrainian children in winter camps + activities:** from that total number of children involved in winter activities and camps, how many of them were Ukrainian children.

From January 2023 onwards, the Region has added several "optional" KPIs into the weekly reporting form. In this case, the word "optional" refers to those KPIs that are related to the different activities the NSOs are delivering, not all of them are organising support in the same way so it won't be mandatory for each NSO to provide data on each KPI (ex: not all NSOs are delivering starter packages to UA refugees).

However, these new KPIs would allow the region to have extra, and more specific, data on the number of people reached for support through the different activities.

1. **Number (total) Ukrainians attending the youth centers:** this section will be dedicated to indicating **in numbers** how many Ukrainian **adults, young people and children** have attended the activities delivered at the youth centers or have been using the youth center's spaces
2. **Number (total) Ukrainians being supported at the refugee shelters:** this section will be dedicated to indicating **in numbers** how many Ukrainian **adults, young people and children** have received support in any way at the refugee shelters
3. **Number (total) Ukrainians attending the day care centers:** this section will be dedicated to indicating **in numbers** how many Ukrainian **young people and children** have participated in the activities delivered in the day care centers
4. **Number (total) starter or humanitarian packages delivered:** this section will be dedicated to indicating **in numbers** the amount of starter

packages or humanitarian kits delivered (it can refer to the school packages, Scout camping packages, humanitarian packages with aid supplies...)

5. **Number (total) Ukrainians benefitted from financial programmes :** this section will be dedicated to indicating **in numbers** how many Ukrainian **adults, young people and children** have been supported through financial programmes (such as the Laskavo programme)

6. **Number (total) Ukrainians receiving psychological support:** this section will be dedicated to indicating **in numbers the total number of** Ukrainian **adults, young people and children that** have been provided with psychological support either at the border, the Scout centers or the refugee shelters or day care centers.

7. **Number (total) Scouts attending training sessions:** this section will be dedicated to indicating **in numbers the total number of Scouts leaders and volunteers** that have participated in any training delivered under the UAct programme or for the UAct activities.

8. **Number (total) young Scouts volunteers and leaders from 18-30 years involved in humanitarian response:** this section will be dedicated to indicating **in numbers** the total number of Scout team members from **18-30 years** old involved in the activities, actions or trainings delivered under the UAct project

9. **Number (total) Scouts volunteers supporting at the borders:** this section will be dedicated to indicating **in numbers the total number of Scouts leaders and volunteers** that are participating in the provision of humanitarian aid at the border

16.2. Humanitarian Programme Document

As part of the agreement signed with UNICEF(PCA), there is the need to deliver a Humanitarian Programme Document, a formal document jointly developed by UNICEF and a PCA-holding CSO (Civil Society Organization) to describe the programmatic and financial details of a programme intervention during the first 12 months of response to the sudden onset or rapid deterioration of a humanitarian crisis.

The Humanitarian Programme Document template includes five sections, namely:

- Humanitarian response and CSO overview: This section focuses on the identification of the humanitarian action and the CSO partnering with UNICEF for the planned intervention.
- Humanitarian situation and response overview: This section provides an overview of the humanitarian situation and response, including the simplified results' framework with the cluster/high-frequency indicators to which the programme contributes. This section also contains the activation protocol, applicable to "contingency" Humanitarian Programme Documents.
- Humanitarian response work plan and budget: This section provides details about the operational plan for the partnership, including the activities, work schedule and budget. Relative to the (regular) Programme Document template, the work plan and budget section is simplified.
- Partnership management plan: This section, which is completed by UNICEF, outlines key partnership management issues, including HACT requirements. It also calls for the provision of details on relevant risk management and capacity-building activities.
- Signatures and date: This section contains the signatures of the authorized officers of the CSO and UNICEF. The signing of the Humanitarian Programme Document marks the completion of the partnership planning process, allowing for programme implementation to take place.

In the framework of Humanitarian Programme Document #ECARO/PCA202256/HPD202237, with project title "UAct: scouts in humanitarian response for Ukraine, the different reporting requirements, and reporting deadlines have been agreed as follows:

16. 3 Humanitarian Report

The Civil Society Organizations that partners with UNICEF, needs to submit this report on the status of high-frequency humanitarian indicators. This document will be presented monthly by the Regional Office to UNICEF.

16. 4 Finance

- Finance Reporting

The Regional Office has developed this finance reporting template, where each NSO will be able to report the expenditures made, and used as a point of reference to develop the quarterly budgeting reports.

In this document, the expenditure made will be marked by:

- indicating the invoice number
- indicating what the item is
- indicating the amount paid
- indicating the currency used
- indicating the corresponding amount in Eur

Related to the language in which the item's invoices have been delivered, it is not necessary for them to be in English, as long as the expenditure reporting's invoice number matches the one stated in English in the finance report.

- FACE Form (Funding Authorization and Certificate of Expenditure)

The FACE form is used to request funding authorization prior to the implementation of activities, and to report on and certify expenditure after the implementation of activities. The FACE Form is a simplified and harmonized form that replaces agency-specific reporting formats and documentation to support any UNICEF's partner implementing requests for expenditure. The FACE form is used by the implementing partners of UNICEF, UNDP and other UN agencies.

- ICE Form (Itemize Cost Estimate)

In order to accurately estimate the resources needed for each activity, UNICEF partners (WOSM in this case) should prepare an Itemized Cost Estimate (ICE form) of inputs for each activity, ensuring that all costs are associated with the activities of the work plan.

The ICE quantifies and provides an estimated cost for each input required in the implementation of the activity. The ICE can also be referred to as a detailed activity budget. Any new financing requests will also require the ICE Request form.

16. 5 Procurement Methodology:

Any original documentation, including bills, invoices, receipts and any other relevant documentation, shall be kept by the NSO for a period of five (5) years after the completion of the last activity or the termination of the partnership, whichever happens later.

All receipts must be kept: bills/invoices/receipts should include purchase orders, suppliers' invoices, contracts, delivery notes, leases, payment vouchers, bank statements, airline tickets, gasoline coupons, payroll records, employment contracts, attendance lists, expenses claims, petty cash receipts, journal vouchers, procurement files documenting competitive and fair selection, and any other relevant supporting documentation.

For procurement over 10K, the NSOs need to provide their procurement and supply procedures, in order to allow UNICEF to conduct a procurement assessment. Following on this, for procurement processes over **10K** there has to be a minimum of three (3) different offers in writing, along with a written decision explanation provided.

"NON-EXPANDABLE EQUIPMENT" means any item that costs two thousand five hundred US dollars (US\$2,500) or more, including costs of initial delivery and handling, and which has a service lifetime of at least three (3) years.

17. UNICEF Agreement: cans and can'ts

CAN BE DONE	CAN'T BE DONE
UNICEF + WOSM should keep each other updated on the relevant activities delivered to accomplish the project	IDEALLY, WOSM should not exceed the amounts established in the Programme Document.
UNICEF + WOSM should inform each other respectively in case there are any risks that may affect the successful fulfillment of the project	WOSM will not use the cash transfer received by UNICEF to support other activities not related to the project
WOSM should provide weekly, monthly and quarterly reports informing UNICEF on the delivered assistance and support provided	UNICEF will not provide quarterly cash transfer without reporting and FACE form request
WOSM should ensure a transparent, conscious and honest administration of the grant received by UNICEF	WOSM will not present a FACE form that includes any expenditures that are ineligible: <ul style="list-style-type: none"> • Expenditures paid or reimbursed to the by another donor or entity • Expenditures in relation to which

	<p>WOSM has received an in-kind contribution from another donor or entity</p> <ul style="list-style-type: none"> ● Salaries for IP’s employees exceeding the rates payable by UNICEF for comparable functions performed by locally-recruited staff members at the relevant duty station ● Expenditures for travel, daily subsistence and related allowances for WOSM employees or consultants exceeding those payable by UNICEF to its staff members or consultants, as applicable ● Expenditures that merely represent financial transfers between administrative units or locations of WOSM
<p>WOSM should develop a process to monitor progress, define results, define indicators and measuring agents (KPIs)</p>	<p>Once the project has come to an end, WOSM may not have the possibility to keep some/any of the non-expendable properties acquired for the delivery of the project. UNICEF may decide that such non-expendable property shall be transferred for use by another implementing partner. In that case, WOSM, upon written instructions by UNICEF, should transfer ownership of such property to the implementing partner designated by UNICEF.</p>
<p>WOSM should maximise the use of any tax exemption or exemptions from custom duties/import taxes available in their countries</p>	
<p>WOSM should accommodate the visit of the donor representatives</p>	
<p>UNICEF will only make the cash/supplies/equipment transfers quarterly, once WOSM has sent timely wisely a FACE form reporting on the expenditures and monitoring of the</p>	

activities delivered	
UNICEF should liaise with the Governments / United Nations members	
Any direct payment or reimbursement request coming from WOSM should be presented in a FACE form to UNICEF	
<p>In every action delivered in the project WOSM should respect:</p> <ul style="list-style-type: none"> ● Core values of the United Nations ● Convention on the Rights of the Child ● Convention on the Elimination of All Forms of Discrimination Against Women ● Convention on the Rights of Persons with Disabilities 	
WOSM should consult with UNICEF in the purchase, importing, registration, or use of supplies and equipment purchased using funds provided by UNICEF	
WOSM may spend more / less of the cash transfer envisioned per quarter with a fair, clear and transparent justification. ALWAYS keeping in mind the total amount established for a 12 months period	
<p>UNICEF may decide to adjust the amount of any Cash Transfer where it has reason to do so, including:</p> <p>(a) To take into consideration the general progress made to date</p> <p>(b) To offset any unspent or unreported balance remaining from any previous Cash Transfer</p>	
WOSM should present all vouchers related to the utilization of the Cash Transfers, and this must include a clear	

reference to the project	
<p>WOSM has to indicate in the FACE form:</p> <ul style="list-style-type: none"> • Any quantity unspent • Any refunds or adjustments received against any previous Cash Transfer • expenditures that have actually been incurred and borne by WOSM • expenditures that are directly attributable to the implementation of the activities • expenditures that are identifiable and verifiable (confirmed and recorded in the accounting system) 	
Once acquired from UNICEF, WOSM will become the owner of the supplies/equipment provided for the duration of the project, at least	
If needed, UNICEF may loan vehicles to WOSM for the duration of the project	

18. Communications overview

Communicating our response efforts, project milestones and impact to the outside world is a crucial component of any project. When our communication reflects our efforts and impact we gain more credibility as a Movement, aiding us in fundraising and advocacy and enables us to inspire more young people to take leading roles in their communities.

To ensure that this project's successes are recognized, regular coordination and communication will be key in the coming 12 months, in order to comply with UNICEF's communication requirements for the project.

Communication and storytelling can be achieved through written impact stories (case studies), interviews, photos, videos, social media and digital campaigns that give recognition to WOSM's partnership with UNICEF and the key elements of the

project including the adolescent toolkit, humanitarian relief, psychological first aid, U-report etc.

Communication Objectives

Through external communication, our objectives include:

- Raising the profile of the leading role Scouts are playing in responding to the humanitarian crisis in Ukraine, and amplifying that it is a youth and volunteer-led response.
- Recognizing the valuable partnership with UNICEF and its support that enables Scouts in Europe and Eurasia to continue and expand their relief efforts to Ukrainians who have fled across the region.
- Shedding light on the impact that this project is having on the personal development of both Scout volunteers and the Ukrainian children and youth that they are working with.
- Inspiring young people around the world to be agents of positive change and service to those in need.
- Supporting the Scout Movement's advocacy objectives by providing communications material from the ground to strengthen advocacy efforts.

Key Messaging

Key messages act as a framework for us to reach different audiences in our communication, as they reiterate the values of our Movement and the aims of this particular project and partnership. They are a guide for what we could communicate in our storytelling, social media captions, photos and more. Below are a few general key messages for our humanitarian response in the UAct project, to be tweaked to fit your local context:

YOUTH INVOLVEMENT

Key message 1:

Scouting is a youth movement, supported by adult volunteers. When playing an active role in humanitarian action, young people create remarkable positive change for themselves and the communities they serve.

Proof points:

- Through our partnership with UNICEF, Scouts are being trained on how to effectively lead humanitarian response activities, helping and protecting families and children affected by the war in Ukraine.
- Young people are taking the lead in this response. Scout volunteers are working around the clock to manage the logistics of meeting the basic needs of families fleeing the war in Ukraine including the provision of shelter, transportation, food and other necessities.
- Scouts are supporting UNICEF's Blue Dot hubs in countries neighboring Ukraine, to provide assistance, information and appropriate referrals to families, children and unaccompanied minors fleeing the war in Ukraine.
- Scouts support UNICEF's information chatbot, U-Report, by ensuring all young refugees and displaced persons are aware and have access to the platform for any support.

SOCIAL IMPACT

Key message 1: Ensuring the safety and protection of the young people and volunteers we work with is Scouting's utmost priority. Scouting's youth programme ensures that all young people feel safe and included.

Proof points:

- National Scout Organizations undergo World Scouting's safeguarding training, Safe from Harm, and comply with the Safe from Harm policy in all activities and camps.
- Scouts are supporting UNICEF in the region in the provision of psychological first aid to Ukrainian refugees, migrants and displaced persons.

Key message 2: Duty to others is ingrained in Scouting as it is part of the Scout Promise and Law. Scouts around the world take the lead in serving their communities and those in need.

Proof points:

- In their partnership with UNICEF, Scouts are supported to perform their duties as active citizens and respond to the needs of people fleeing the violence in Ukraine and those displaced within the country. Integrating Scouting's Youth Programme and UNICEF's Adolescent Toolkit ensures that young people are involved in activities that support their resilience and wellbeing.

NON-FORMAL EDUCATION**Key message 1:**

Young people in humanitarian crises are often deprived of their right to learn due to challenging circumstances. Scout volunteers are working to ensure that these young people continue to have access to learning opportunities.

Proof points:

- With the support of UNICEF, Scouts in [host country] have been working closely with [number] young people fleeing Ukraine and extending Scouting’s educational methods and life skills, so that every young person continues to develop and thrive even under the most challenging circumstances.
- As a leading educational youth movement, Scouts around the world, work in humanitarian settings to integrate migrants, refugees and displaced persons into Scouting, providing valuable skills, non-formal education and a sense of normalcy.
- In our partnership with UNICEF, Scouts in Europe and Eurasia have been integrating UNICEF’s Adolescent Toolkit into Scouting’s existing youth programme to support young people from Ukraine to continue building their skills, resilience and identifying positive coping mechanisms.

Key message 2:

Serving those in need is a fundamental pillar in Scouting. Operating in challenging environments including humanitarian settings equips young people in Scouting with critical life skills such as leadership, reliability, project management, interpersonal skills and many more.

Proof points:

- UNICEF is supporting Scouts in Europe and Eurasia in their personal development and growth by enabling them to lead in humanitarian action and respond to the needs of people affected by the war in Ukraine.

19. Programme overview

The Region looks at identifying learning needs coming from the grass-root level volunteers, including the ones pointed out by the NSOs focal points, for a continuous and adapted learning experience.

Following consultation and needs assessment, the following areas were suggested for training (MOVIS for volunteers in humanitarian action, Safe from Harm for volunteers in humanitarian action and Communications and Narrative, Adolescent Toolkit, and UReport). The Region will support NSOs where possible in meeting these training needs.

Any scheduled event or information will be provided by the Programme Officer via the established communication channels.