

UAct project – NSO Administrative Guidelines – European Scout Region

UAct: scouts in humanitarian response for Ukraine

NSO Administrative Guidelines

Index

Special note: Kindly find in the following pages these guidelines' annexes. Please, take into account that these Annex documents will be regularly revised and updated, so they might be subject to change as the project evolves and new needs or goals are identified.

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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 border countries, took action to support the Ukrainian population in need of assistance. In Poland, Hungary, Romania, Czech Republic, Slovakia, Latvia, Moldova and Lithuania the response was most significant. 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, when an assistance or aid request came in, the Crisis Coordinator 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 PCA (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 peacebuilding, 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. 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.

Link to the standardised MoU template filled in and signed by each National Scout Organization, [here](#).

4. 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.

Total target numbers agreed with UNICEF:

KPI	Original Target numbers (Quarter 1+ 2)	Target Numbers Amended (November 2022) (Quarter 3+4+5)
KPIs reformulated from Quarter 3 onwards		
Young Ukrainian people reached through educational programmes	35,000	150,000
Reached across comms platforms	500,000	2,900,000
Ukrainian receiving support across participating countries (Ukrainian individuals reached through information provision, messaging on prevention and access to services and supplies) ⁽¹⁾	530,000	1,300,000
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
Adolescent Toolkits utilised	550	550
Young people (Scouts) participating in engagement actions	25,000	25,000

5. Project's milestones

Milestones are the project's main goals that want to be fulfilled along the duration of the project.

The project's milestones are yet to be finally confirmed, depending on the NSOs identified needs and the organization's capacity. Take into account that, as the project evolves, milestones can be subject to change or refreshment.

6. Project's deliverables

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. (What activities or tasks need to be developed or delivered in order to reach the established goals or milestones).

UAct project's deliverables, for both NSOs and Regional Office, are yet to be finally confirmed, depending on the identified milestones based on the needs and requirements determined. Please take into account that, as the project evolves, milestones can be subject to change or refreshment.

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 goal or milestone, what will be the measures used to assure the success of the predetermined deliverables to reach the milestones.

Special note: Please keep in mind that, following UNICEF's request to slightly segregate the data we were providing in our reports, there are some newly added KPIs, that will appear in the following reporting forms. It is understandable and has been taken into account that the collection of some of these data sections can vary between the different countries.

NSO KPIs

1. **Summary bullet point update:** this space is dedicated to allowing the NSOs to input any relevant information they would like to give on the actions, activities, training, 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. **Number 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. **Number 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 indicate in numbers the quantity of places in which this support has been provided. For example: X NSO has assisted the 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...). Internal communications (like scouts Facebook groups, Newsletters...) views and interactions may also be included.
10. **Number Ukrainian young people reached through educational methods:** this section will provide space to indicate the number of young people that have been provided with assistance, through educational methods, to support them for example with dealing with stress, psychological aid, social integration, education programmes, how to stay safe from harm...etc.
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, in 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 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
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) Ukrainians reached through activities delivered in the Scout center:** this section will be dedicated to indicating **in numbers** how many Ukrainian **adults, young people and children** have participated in the activities delivered in the Scout centers or have been provided with support at the Scouts center
5. **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...)

6. **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)
7. **Number (total) Ukrainians being attended through Blue Dots:** this section will be dedicated to indicating **in numbers the total number of** Ukrainian **adults, young people and children that** have been supported or attended in all the Blue Dots.
8. **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.
9. **Number (total) Scouts volunteers and leaders 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.
10. **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
11. **Number (total) Scouts volunteers providing support 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
12. **Number (total) experts hired to deliver trainings:** this section will be dedicated to indicating **in numbers the total number of professionals (Scouts or non Scouts)** that have been delivering trainings or activities under the UAct programme
13. **Number (total) professionals delivering psychological assistance:** this section will be dedicated to indicating **in numbers the total number of professionals (Scouts or non Scouts)** that have been delivering

psychological support and assistance across the UAct activities or actions (either at the border, the centers, the shelters or any other location)

8. Project's phases

This project is formed by 5 different phases distinguished from each other not 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 of "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, training provision...etc.

Phase -1 : Local offices actions: information provision, day programmes, info centers, 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.

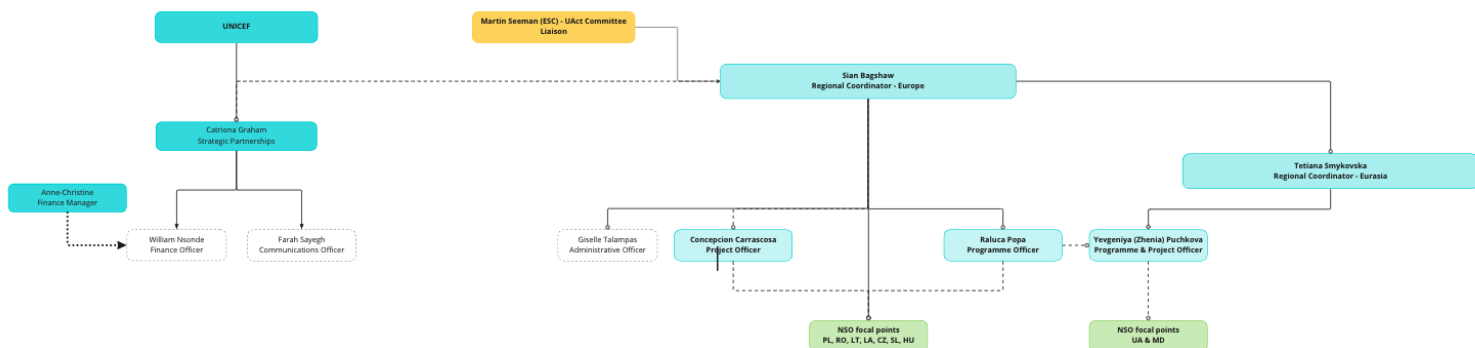
Phase 4 : Mobilize scouts to foster social cohesion and promote EU values, including youth participation in various forms, including social and digital communities

(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.

9. Project's Regional Organizational chart

Regional Office Roles Organigram:



9.1 Regional Offices roles and responsibilities:

- European Scout Committee

UAct Committee Liason: Martin Seeman: Oversight of the UAct partnership from the European Scout Committee.

Eurasia Office

- **Regional Coordinator:** Tetiana Smykovska: main contact point, UNICEF concerns, contact point with NSOs, NSO requirements, finance consultations, partnership agreements, project management, humanitarian aid.

- **Educational Methods Coordinator:** Mary Nugent: supporting NSOs, best practices, programme, adult training, promotion strategies,
- **Programme & Project Officer:** Yevgeniya Puchkova: emergency response, programme, communications materials, data collection, reporting,
- **Europe Office**
- **Regional Coordinator:** Sian Bagshaw: UNICEF concerns/ requirements, team reference, partnership approach, challenges with the regional office team, project coordination, Diversity and Inclusion
- **Advocacy and Partnership Director:** Catriona Graham: partnership agreements, WOSM – UNICEF main contact point, advocacy training, position paper
- **Communications Officer:** Farah Sayegh: communications materials, interactions, reach, promotion strategies, branding guidelines, UNICEF publications, Scout's stories and experiences
- **Administrative Officer:** Giselle Talampas: transportations, invoices, receipts, travel expenses, travel logistics
- **Programme Officer:** Raluca Popa: emergency response, humanitarian aid, programme, adult training, Adolescent Toolkit, UReport, Jota Joti, Peace light, Dialogue for Peace, Safe from Harm, MOVIS, PFA
- **Finance Officer:** William Nsonde: budget reporting, budget consultations, finance templates, invoicing, expenditures
- **Project Officer:** Concepcion Mejias: project management, data collection, reporting, best practices, administrative guidelines, year calendars,

Please refer to the document, linked [here](#), to go through the different contact points established per NSO, as well as for the Regional Office team. The Regional team members' phone numbers are also available at the WhatsApp group under "Q2 UAct meeting".

Note: It is really important that the NSOs 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.

10. Roles, responsibilities and job descriptions

Taking into account the project's implementation in nine different NSOs, each one of them with different capacity of volunteers, budgets, structures and constitutions, the vacancy descriptions and interview questions can be found [here](#).

11. Regional Office and NSOs communication methods

- Monthly Get Together meetings

Attendance: NSO focal points + Project Officer, Regional Director, Programme Officer

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, link [here](#).

12. Project's Actions Examples

Please refer to Annex I- Project Action Examples, linked [here](#), to check the different activities that have been undergone by each NSO.

Please also refer to Annex IV - Year calendar, linked [here](#), to check the overall view of activities, training and camps planned to be delivered or undergone by each NSO.

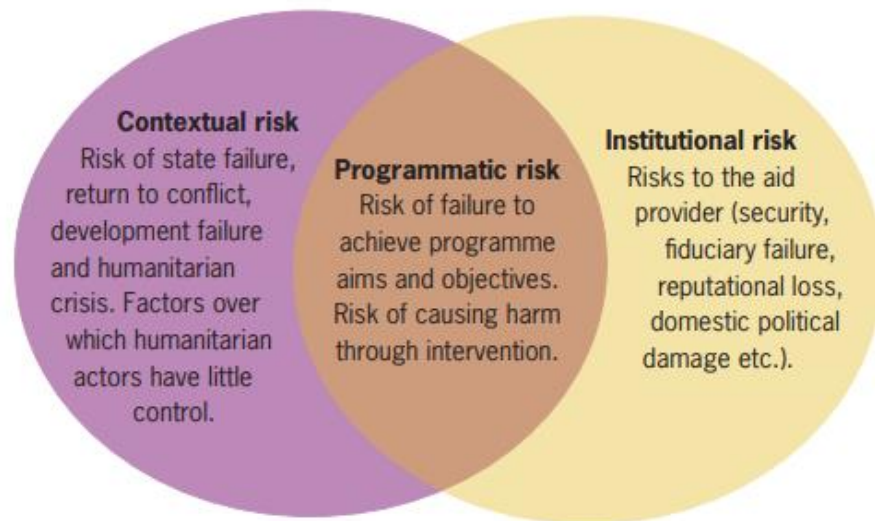
13. Risks and mitigators

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: Risks + mitigators, linked [here](#), to go over, add, suggest or refer to the different risks and mitigators from an NSO perspective that have been identified for this project.

14. Trainings calendar

The training and E-learning 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.

Please refer to the Annex III : training calendar, linked [here](#), to check the different training and proposed dates.

15. Tools

Dropbox: folder link [here](#)

- Videos: Tutorial video on how to use Dropbox, link [here](#).

Slack:

- Videos: tutorial video on how to use the App, link [here](#).

Trello: folder link [here](#)

16. Narrative reporting

Methodology:

UNICEF is engaging with WOSM to amplify WOSM's response and support to Ukrainians in the context of the war. Activities that have been provided to support Ukrainian people, such as the translation of information, communication or logistical organization can 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 with UNICEF, for reference in section 8 of these guidelines. This weekly reporting will eventually move to monthly.

Please find, [here](#), the link to the Dropbox folder where you will find different video recordings further explaining how to fill in the KPIs weekly reporting form.

Process:

The Regional Office has built a Smartsheets project report. The information that will appear in this project report will come from the weekly forms filled in by each NSO, where they will present the corresponding numbers reached or text updates per each of the indicators (or KPIs) mentioned in section 19.

1. On a weekly basis, every Friday, the NSO focal point or project officer, will receive an email.
2. The email will contain the following message "Another week has come to an end , and we would need to receive your updated report. Please take 5

minutes to provide us with the exact figures. Reporting period: X/X/2022 - X/X/2022”.

3. The email will contain a blue hyperlink button (as the one shown below), through which the NSO will be able to access a very simple form containing the indicators mentioned above.
4. Each NSO will have to, mandatory, fill in each of the indicators before being able to submit the form.
5. The NSO focal point or project officer will have until **Tuesday** of the following week to send the report.
6. If the deadline comes closer and the corresponding person has not submitted the report form, a reminder email will be sent again before the deadline expires.

Weekly narrative reporting email example:

Another week has come to an end and we would need to receive your updated report.
Please take 5 minutes to provide us with the exact figures.
Reporting period: 02/05/2022 - 06/05/2022

Open Update Form

With the information provided in these NSO weekly reports, the Region will provide UNICEF a Project Report similar to the one shared [here](#).

To check the Regional Office’s reporting calendar, please look at Annex V : Bi weekly WOSM - UNICEF reporting, linked [here](#).

To check any best practices shared by the country members of this project, kindly check the “Data collection best practices” document in the NSO Dropbox folder linked, [here](#).

17. Data collection and verification

Data verification checks the current data provided to ensure that it is accurate, consistent, and reflects its intended purpose. Verification may happen at any stage of the project.

Data collection is valuable before, during and after interventions in order to increase the effectiveness of humanitarian projects. The General Data Protection Regulation (GDPR) sets rules on how to process personal data, however there are ways to collect accurate data respecting these parameters and even more stringent data processes within each individual country.

18. 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	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: • Expenditures paid or reimbursed to the by another donor or entity • Expenditures in relation to which WOSM has received an in-kind contribution from another donor or entity • 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

WOSM should develop a process to monitor progress, define results, define indicators and measuring agents (KPIs)	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.
WOSM should maximise the use of any tax exemption or exemptions from custom duties/import taxes available in their countries	
WOSM should accommodate the visit of the donor representatives	
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 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	
In every action delivered in the project WOSM should respect: • 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 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	
UNICEF may decide to adjust the amount of any Cash Transfer where it has reason to do so, including: (a) To take into consideration the general progress made to date (b) To offset any unspent or unreported balance remaining from any previous Cash Transfer	
WOSM should present all vouchers related to the utilization of the Cash Transfers, and this must include a clear reference to the project	
WOSM has to indicate in the FACE form: • 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	
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19. Finance reporting:

Following the agreed process established between UNICEF and the partner NSOs, the project finance budgeting will proceed as follows:

Project's quarters:

Quarter 1: April 2022 – August 2022

Quarter 2: September 2022 – November 2022

Quarter 3: December 2022 – February 2023

Quarter 4: March 2023 - May 2023

Reporting month: June 2023

End of the project: July 2023

Reminders when reporting:

- **Be on time** – late reporting can delay the whole project
- **Be specific** – what did your budget line cover in real costs?
- **Be clear** – code your invoices, receipts etc and link clearly to budget lines and share these with the region
- **Be within budget** – avoid overspends where possible and when it happens, include a written explanation!
- **Be accountable** – use your current budget lines available from what's remaining of your universal budget
- **Be transparent** – if you need to change a budget line, inform the region in writing in advance please!
- **Be careful** – remember the procurement rules regarding the expenditures over 10.000

20. Procurement Methodology:

Original documentation including bills, invoices, receipts and any other relevant documentation, which 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

21. Communications overview

Note:

- Access to the project's communications calendar, [here](#).
- Access to the project's shared Trello dashboard, [here](#).
- Access to the comms presentation facilitated during the Quarter 2 meeting, [here](#).
- Access to the quarter meetings gallery, [here](#).

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.

22. 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.

What to do if UNICEF contacts an NSO with the aim to modify the NSO's program?

1. Contact the Regional Office Coordinator
2. Explain the situation and request from UNICEF
3. Agree together on the best way forward

23. Adolescent Toolkit

Please find [here](#) the link to the UAct project's Dropbox folder containing all the necessary Adolescent Toolkit information and documents.

24. UReport information and guidelines

UReport training recording, 12th May 2022, link [here](#).

Note: Further details will be provided by UNICEF on the actual information in English provided through the UReport tool, in the same dropbox folder.

25. Best practices

Please refer to [this](#) Dropbox folder, linked [here](#), to look at the different lessons learnt and best practices collected throughout the duration of this project.

26. Additional services and support

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.

Please find [here](#), the link to the Scouts in Humanitarian Action Services, where numerous, and very valuable assistance materials are provided. You will be able to find here key elements of disaster preparedness, mitigation and response in your NSO's work.