ACTED
2020
SDG IMPACT
REPORT
In 2020, ACTED implemented 505 projects in 38 countries around the world, reaching more than 20 million people with assistance. In line with our 2020-2025 programme strategy, all of the projects implemented by ACTED globally seek to work towards a world with Zero Exclusion; Zero Carbon; and Zero Poverty, contributing towards the Sustainable Development Goals (SDGs).

In order to better understand the impact of ACTED’s work around the world, and the contributions made by our teams on the ground towards the SDGs, ACTED’s independent Appraisal, Monitoring, and Evaluation Unit (AMEU) collects and analyses data on every ACTED project, each year, measuring our progress against 26 standardised indicators, which are aligned to the SDGs. In this way, we can better understand the impact that our programming has on the communities that we serve, and can identify areas where we need to strengthen our focus to achieve the targets of the Goals.

This publication is a summary of ACTED’s contributions towards the SDGs in 2020.
IN 2020, ACTED REACHED 20 MILLION+ BENEFICIARIES IN 38 COUNTRIES

SDG 1
NO POVERTY
8.6M crisis-affected people supported to cover their needs
1.4M people supported with €53.3M in cash and vouchers
185,000 people increased their income
3.6M people acquired access to basic services

SDG 2
ZERO HUNGER
1.1M people received emergency food aid

SDG 6
CLEAN WATER AND SANITATION
5.7M beneficiaries of water, hygiene and sanitation activities and 21,800 WASH facilities built or restored

SDG 8
DECENT WORK AND ECONOMIC GROWTH
2,480 micro, small and medium entreprises supported

SDG 9
INDUSTRY, INNOVATION AND INFRASTRUCTURE
690 green infrastructure units built, rehabilitated and/or retrofitted

SDG 10
REDUCED INEQUALITIES
1.3M displaced people supported with camp management activities in 526 camps and sites

SDG 11
SUSTAINABLE CITIES AND COMMUNITIES
477,000 people live in adequate shelter or housing

SDG12
RESPONSIBLE CONSUMPTION AND PRODUCTION
229,000 people engaged in campaigns for sustainable development and on fighting climate change

SDG 13
CLIMATE ACTION
459,500 people with increased capacity to deal with climate change

SDG 15
LIFE ON LAND
1,896 hectares of land regenerated

SDG 17
PARTNERSHIPS FOR THE GOALS
1,500 Civil Society Organisations and government institutions supported
In 2020, ACTED supported more than 3.5 million people, in 27 countries, to access basic services, including supporting access to water supply; access to basic education; access to essential infrastructure such as all-season roads and bridges; access to shelter, and access to hygiene and sanitation facilities. In line with SDG 1, and ACTED’s commitment to working towards a world with Zero Poverty, many projects implemented by ACTED in 2020 focussed specifically on supporting people to strengthen their livelihood opportunities, and to increase their income.

In Somalia, where over 2 million people are displaced as a result of conflict, ACTED provides humanitarian assistance to vulnerable groups, both in camp settings and in urban areas. In 2020, ACTED provided integrated multi-sectoral assistance to vulnerable people, including Water, Shelter, Cash, and Camp Management support. For example, in Badhan, Baidoa and Kismayo districts, ACTED’s shelter team constructed transitional shelters, following core humanitarian standards, to ensure that displaced families had safe and dignified living space. In the same locations, ACTED also rehabilitated water infrastructure such as shallow wells and boreholes, to improve access to safe drinking water; and constructed latrines for vulnerable households who did not have access to sanitation facilities. To restore and improve the livelihoods of these crisis-affected families, ACTED also provided emergency cash assistance, through two mechanisms: “cash for work” and “unconditional cash transfers”. Providing cash assistance is an efficient and effective way to empower people affected by crises to have more control over how they can make best use of humanitarian support to meet their family’s priority needs. Through “cash for work” initiatives, ACTED provides a conditional income boost for crisis-affected individuals, whilst simultaneously benefitting the whole community, by providing cash in return for rehabilitation works to essential community infrastructure, such as filling potholes; excavating garbage pits; and rehabilitating community spaces.

In oPT in 2020, ACTED provided emergency WASH support to health facilities in Hebron following the severe outbreak of the COVID-19 pandemic in the West Bank, to support the Palestinian public health system to respond to the crisis. ACTED’s team worked closely with the Ministry of Health to identify key healthcare facilities in need of support, and conducted rehabilitation works to the WASH infrastructure in seven clinics, to ensure the facilities meet core humanitarian standards. ACTED provided cleaning and hygiene kits to the clinics’ staff, and carried out trainings for both healthcare staff and supervisors in the target clinics, on using personal protective equipment (PPE); basic principles of infection control; healthcare associated infections; preventing infection transmissions; and general principles of hygiene and cleaning in health centres. In terms of providing livelihood support to contribute towards SDG#1, in Chad, in the rural Kanem Province, ACTED worked with 200 households to create 10 agricultural production groups in 2020. Each group received theoretical and practical trainings to help them improve their agricultural production practices, covering topics such as fertilization techniques; identifying and fighting crop diseases and pests; harvesting and conservation techniques; and the structure and organisation of arable land. To support the agricultural groups to put their learning into practice, ACTED also distributed seeds and tools to each group, and provided regular support visits to their plots throughout the activities, to check how the groups were able to implement their learning, and to help them address any challenges they were facing. After the two cycles of harvesting which took place following the trainings in 2020, ACTED helped the agricultural production groups to connect with local traders to sell their produce, providing transportation to help the groups take their produce to markets. In total, the agricultural groups sold over 12,600 KG of produce – including onions, okra, cucumbers and many more – and saw significant increase in their incomes.

In northern Afghanistan, ACTED supported Community Based Organisations (CBOs) of oil crop farmers, to increase their incomes through improved business and marketing techniques, as well as through trainings on technologies and equipment to increase oil
crop processing. From March-August 2020, ACTED delivered three cycles of training on oil crop management, using demonstration plots and Farmer Field Days to support learning outcomes. The Farmer Field Days introduced farmers to new technologies and techniques, showing different vegetative stages of the oilseed crops, and encouraged peer-to-peer learning, through sharing of experiences, and open discussions on challenges and best practices. The project also supported the oilseed farmers through the post-harvest phase, with activities on business development planning and marketing. ACTED provided the CBOs with packaging and labelling items, to help them better display and market their produce, and held market linkage events in ACTED facilities to introduce the CBOs to wholesalers, and give them a chance to showcase their produce, and negotiate wholesale contracts.
In many contexts where ACTED works, food insecurity is a critical risk facing populations. Whether as a result of natural disasters, conflict, or climate-change, vulnerable communities face increasing challenges in meeting their essential food needs. In line with SDG 2, ACTED works to provide emergency food wherever it is needed; whether through in-kind support, where markets are not functional or accessible, or through food voucher distributions.

In South Sudan in 2020, ACTED provided over 340,000 individuals with food assistance. For example, in Western Bahr el Ghazal state, ACTED delivered food assistance to displaced people living in camp settings. ACTED’s teams conducted regular distributions of food packages containing cereals; pulses; vegetable oil; and salt, designed to meet the food security needs of the most vulnerable households. Alongside the general food distribution activities, ACTED implemented Blanket Supplementary Feeding Programme (BSFP) activities, targeting children under the age of 5, in order to mitigate the risk of malnutrition and improve the nutritional status of children living in food insecure environments.

Similarly, in the Democratic Republic of the Congo, ACTED provided emergency food assistance to over 60,000 people in the remote Bas-Uele area, reaching both refugees from Central African Republic, and their Congolese host communities. ACTED distributed food baskets containing flour; rice; beans; oil; and salt, designed to cover 75% of the calorific needs of each targeted person per day.

In Yemen, where one quarter of the population, including 2.1 million children and 1.2 million pregnant and lactating women, suffer from either moderate or severe malnutrition, food security assistance provided by humanitarian actors is a means of survival. In 2020, in a challenging environment in the Sa’adah governorate, ACTED was able to assess the local market and ascertain that a food voucher, rather than in-kind food assistance programme, was viable. From February 2020, six rounds of food vouchers were distributed to intensely vulnerable and food insecure households, to help them meet their essential food needs.
In 2020, ACTED implemented Water, Sanitation, and Hygiene (WASH) activities in 28 countries, ranging from emergency water supply to conflict-displaced individuals living in camps, to improving access to hygiene and sanitation facilities for children in schools. With the onset of the global COVID-19 pandemic in 2020, activities promoting safe hygiene practices became even more critical, particularly in locations where people do not have easy access to hand-washing facilities.

In northeast and northwest Syria, ACTED supported over 1.5 million people with WASH activities in 2020, including providing daily water supply for over 400,000 people where communities struggle to have sufficient access to safe drinking water close to their homes. ACTED worked together with the local County Water Department to rehabilitate boreholes, building back “greener” by fitting solar systems to power the water supply.

In Kenya, boreholes which serve large populations were prioritised for inclusion in the project, as well as those that provide water for livestock for the large pastoral communities in Samburu County. ACTED and the local County Water Department conducted technical assessments involving 24-hour test pumping; water quality testing; analysis of water demand; and analysis of existing infrastructure. Together, the teams then carried out the rehabilitation and upgrade works, installing hybrid pumping systems - run by solar panels and with in-built generators as a backup system – to make the infrastructure more sustainable and resilient.
Camp Coordination and Camp Management (CCCM) is a core pillar of ACTED’s humanitarian response programming, in locations where people have been forced to flee their homes, either as a result of conflict or natural disasters. In 2020, ACTED provided CCCM services in 526 sites across 10 countries in Africa, Asia, and the Middle East, including Yemen; Syria; South Sudan; Somalia; and Nigeria.

In the Central-North region of Burkina Faso in 2020, ACTED carried out CCCM activities for more than 44,000 people, using a mobile approach that provides support to both displaced populations and their host communities in urban areas. ACTED’s CCCM team worked with the target populations to create community site management committees in displacement sites, comprised of both displaced people and host community members, to manage the governance of the sites. The committees were trained on topics such as community engagement; site security; accountability; and risk identification and mitigation. All activities implemented in the sites were then led by these committees, ensuring that the community remained at the centre of decision making and governance issues for the sites. Community spaces were installed in the sites, to facilitate social cohesion and opportunities for community gatherings, and site residents had the opportunity to generate income through carrying out site maintenance works, such as collecting solid waste and constructing drainage channels.

In Bangladesh, ACTED provided CCCM services to Rohingya refugees in five camps. The emergence of the COVID-19 virus in Bangladesh in 2020 posed many threats in the camps, not only to the Rohingya refugees but also to service providers, camp actors and the Bangladeshi host communities living and working around the site. During the pandemic, ACTED prioritised service monitoring of emergency works in the camps, ensuring that essential activities under the WASH, Health, Shelter and Site Improvement sectors were taking place and well communicated to site residents. Additionally, through Helvetas, ACTED increased its rumour control service messaging, to support the community sensitisation campaign conducted to inform sit residents and the wider community of accurate and safe COVID prevention practices, such as social distancing and regular handwashing. ACTED’s CCCM teams in the camps supported the Rapid Investigate and Response Team to identify COVID cases among the site residents, and provided assistance with their transportation to quarantine centres.
ACTED’s contribution towards SDG #11 focusses on both shelter programming – which includes activities such as provision of emergency shelter solutions to those who have been forced to leave their own homes, whether as a result of conflict or natural disasters – and on governance work, in the context of urban and spatial planning. As part of ACTED’s commitment to pursuing a world with Zero Exclusion, ACTED implements projects which seek to strengthen institutions and civil society, in order to ensure that public institutions are more accountable and responsible to the needs of citizens, and that citizens and civil society groups are empowered to participate in management of collective resources and governance.

In Lebanon, following the devastating explosion in the Port of Beirut in August 2020, ACTED launched an emergency response to reconstruct housing units destroyed by the blast. In some areas of the city, and specifically in Karantina, where ACTED works, 80% of houses were destroyed or partly destroyed by the explosion. ACTED’s teams started by conducting technical assessments of damaged infrastructure, to better understand the type of repair works required, and to prioritise those most in need of support. A team of engineers then developed technical designs, which were shared and agreed with focal points from the affected communities, before the works were undertaken. It was essential for ACTED’s teams to work quickly on the ground, to ensure that the damaged homes were rehabilitated ahead of the approaching winter. Eventually, 302 residential units were successfully repaired. Critically, ACTED also signed agreements between the organisation, the contractor, the tenant, and the landlord, outlining all roles, responsibilities, and expectations, for the reconstruction works, to ensure that the process was clear and transparent for both tenants and landlords, and to protect the property rights of all parties.

In Niger in 2020, ACTED and its partners continued to support local authorities to improve decentralised governance and planning, as part of ACTED’s AGORA initiative. This year, the AGORA team organised a training on the fundamentals of decentralisation for departmental and regional elected officials in the Diffa region, and supported the municipal council to revise the town’s Communal Development Plan, through participatory workshops and the development of a shared roadmap. ACTED’s AGORA teams also worked with decentralised authorities and civil society groups on prioritisation plans in four urban areas, designing a communications strategy to mobilise the involvement of as many urban residents as possible in the process. The prioritisation plans outline critical interventions to be carried out within each neighbourhood, in order to address priority humanitarian and development needs.
As part of ACTED’s commitment towards achieving a Zero Carbon world, the organisation works at both the individual level – promoting citizen-driven climate action, such as personal lifestyle changes, to mitigate climate change – and at the systemic level – supporting the growth and development of circular economies, to gradually decouple growth from the consumption of finite resources.

In 2020 in Kyrgyzstan and Uzbekistan, ACTED started implementing a 3-year project to reduce the carbon footprint of the Community-Based Tourism (CBT) industry in Central Asia. At the start of the project, ACTED conducted a baseline survey of over 300 CBT providers, looking into consumption and production practices; market and value chain analysis in the energy sector; connectivity between the renewable energy/energy efficiency sector and the tourism industry; as well as a business environment analysis to identify the specific gaps in legislation development in Kyrgyzstan. Based on the results of the market and value-chain analysis, capacity-building plans are now being developed jointly with local MSMEs in the renewable energy sector; and green finance working groups have been set-up in each country to develop gender-sensitive sustainable energy finance products. Going forwards, the project will seek to improve access to finance for MSMEs in the renewable energy and Community-Based Tourism sectors; develop a regional branding and marketing strategy for Central Asia Green Tourism; and facilitate the development of eco-tourism standards and an eco-certification scheme.

In France, as part of the 1PLanet4All consortium project, ACTED is aiming to raise awareness among youth on climate change as a global threat to achieving the Sustainable Development Goals, and inspire the active engagement of young people in concrete actions for safe, inclusive and “climate-smart” communities. In 2020, ACTED created specific social media channels for the project and its campaign, on Facebook, Twitter, Instagram and Youtube. These channels are used to diffuse the 1PLanet4All campaign messages and material online, with dedicated planning, monitoring tools, and guidelines. As part of the campaign preparation, ACTED launched an opinion poll on young people and climate change in France, focused on measuring young people’s level of knowledge (and knowledge gaps) on climate issues; their assessment of who are the key stakeholders to tackle climate change; and their commitment towards climate action in different forms. ACTED will take the campaign forwards in 2021 in partnership with French universities.
ACTED’s contribution towards achieving SDG #13 is centred around strengthening the resilience of communities who are vulnerable to **climate shocks and disasters**. In 2020, almost **half a million people across 10 countries** reported that they were better able to cope with and/or recover from shocks, following participation in ACTED programmes.

**In Mali,** ACTED and its partners on the ground worked with vulnerable communities in Timbuktu and Menaka regions, to strengthen disaster resilience. ACTED supported Early Warning Systems (EWS), which are local mechanisms set-up to help alert communities before a disaster strikes, so that they can be more prepared. ACTED trained members of the local Early Warning System committees, who are normally local residents and volunteers, and donated equipment such as computers; printers; mobile phones with recharge cards; and stationary, to help the committees work better. ACTED then worked with the EWS committees to conduct risk assessments, and to develop Disaster Risk Reduction plans, based on the risks identified and the communities’ capacities to respond to those risks. The DRR plans elaborated response plans and alert systems for each identified scenario, and included planning for contingency food stocks, to enable the committees to respond rapidly to the food needs of the population, in the event of drought or flooding. ACTED partnered with local radio stations to broadcast awareness-raising messages on natural disasters such as drought; flooding; insect invasions; bushfires; and sandstorms. Finally, ACTED installed professional rain gauges in each of the villages targeted by the project. Two community volunteers from each village were trained in the installation and use of these rain gauges, with the support of the regional agriculture departments in each location. The trainings combined theory and practice, and covered topics such as climate change and its consequences on agro-pastoral activities; the importance of rainfall measurements on community agricultural activities; and rain gauge installation, maintenance, and usage.

**In Ethiopia** in 2020, ACTED worked to strengthen the resilience of conflict and drought affected populations in the Somali region. ACTED targeted households who had failed to realise meaningful harvests due to the failed rains, and implemented a package of activities designed to support their recovery in the immediate-term, and strengthen their resilience to climate shocks in the future. Households identified as those most threatened by high levels of food insecurity and malnutrition; risk of livelihood loss; poor or deteriorating income sources; and those with vulnerable members, were initially supported with three rounds of emergency unconditional cash transfers. Then, with a view to developing longer-term resilience to future shocks, ACTED distributed vegetable seeds to farmers, and set up a credit system with the main vendors in the local market, to enable local farmers to purchase seeds on credit in the future. In addition, a seed banking system was introduced as an innovative way of keeping cereals for use during drought. Finally, farmers were provided with training on agricultural techniques, covering topics such as post-harvest management; pest control methods; inter-cropping techniques; climate adaptive farming technologies; and high value vegetable production and irrigation.
1,896 ha of degraded land rehabilitated/regenerated and/or under holistic management

6 countries receiving specialized support, and amount of support for the conservation and sustainable use of biodiversity and ecosystems

ACTED’s programming on **collaborative and resilient ecosystem management** focusses on aims to ensuring that ecosystems and natural resources are regenerated, consumed and protected in a more sustainable way, so that local populations can responsibly benefit from them to meet their needs while conserving the ecosystems for future generations. In 2020, ACTED’s collaborative and resilient ecosystem management work was centred around the Horn of Africa (Kenya, Uganda, Somalia), Central Asia, and the Middle East (Iraq, Jordan).

ACTED continued its support to Integrated Water Resource Management in two watersheds in **Tajikistan** in 2020. A holistic package of activities was implemented in the two target watersheds, covering agroforestry (provision of fencing and planting of fruit tree seedlings; establishment of demo plots); pasture management (establishment of pasture management committees; trainings on integrated pasture management and legal principles; establishment of seed multiplication farm); conservation agriculture (training sessions on soil and water saving methods; establishment of a “green patrol” youth group to encourage youth involvement in deforestation issues; substitution of traditionally grown grains and cereals with perennials to protect soils and limit erosion); and public awareness campaigns (information sessions in schools; radio broadcast on pasture management issues; TV broadcast on tree nurseries; theatre performances on integrated watershed management). At the start of the year, reforestation and soil-rehabilitation activities saw the project successfully establish a forest reservation, on 1500 ha of forest land. The forest reservation enabled significant soil rehabilitation in the target space, reducing lard erosion risks – showing tangible positive changes in the ecosystem of the target watershed.

In **Uganda**, ACTED worked on regenerating the biodiversity and vegetation of the Karamoja region. Target communities followed a training course split into three modules, led by ACTED’s regenerative agriculture team and supported by a permaculture consultant. The first module looked at environmental and soil degradation; techniques for regenerating degraded landscapes; and specifically, the development and use of rain-harvesting earthworks. The second module focussed on regenerative vegetation and holistic grazing management, covering vegetation loss; best practices in grazing and rangeland management; tree nurseries and land-use planning; and alternative animal feeds. Finally, the last module in the course was centred around perma-gardens and kitchen gardening, and covered land preparation; seed selection; seedling raising; crop planting; crop field management; and organic pesticide production and usage. As part of the project, 18,500m of rain-harvesting earthworks were constructed in the target communities, and ACTED established two tree nurseries. Tree nursery management committees were set-up and trained for each nursery, and 20,000 seedlings were procured by ACTED and distributed to community members for planting.
ACTED’s contribution towards SDG #16 centres around work on supporting peace, stability, and justice, through improving trust between and within communities; reducing risks of violence; preventing conflict; and promoting basic principles of the rule of law.

**In the Philippines** in 2020, ACTED organised a series of workshops and seminars to enhance interfaith dialogue by promoting a culture of peace and religious tolerance. Participants included local mayors; representatives from local government; the media; Civil Society Organisations (CSOs); religious leaders; youth leaders; Indigenous Populations leaders; and representatives of the Human Rights Action Centers. In one of the project locations, in South Upi, the population was facing ongoing displacement as a result of the presence of an Islamic extremist group in the area. As such, the workshop provided an important opportunity for residents to discuss issues such as tolerance and solidarity; religious freedom; democratic participation; free and accountable information; human rights; sustainable development; and gender equality. To further promote religious tolerance, project participants worked with ACTED’s team to develop key messages on diverse, multi-ethnic, multi-religious, and inclusive societies that respect the rights of all people, which were then broadcast on regional local radio stations; Facebook live streaming; and by a regional media outlet through television. In addition, ACTED organised specific, targeted trainings for local and regional media outlets, to promote responsible journalism that advances religious freedom. The one-day trainings were composed of learning modules on responsible journalism, independency of the media, and religious freedom, and of a practical activity of fact-checking and spotting of fake news.

**In Central African Republic**, ACTED supported the process of reintegration of former combatants back into their communities, through increasing access to vocational training and socio-economic opportunities. Demobilised former combatants were screened by the UN mission in Central African Republic, to confirm their commitment to reintegration into civilian life, and their motivation for participating in the project with ACTED. They were then able to select subjects they were interested in pursuing, for vocational training. The courses that were chosen by the participants included agriculture; trade; small ruminant breeding; computer science; sewing; mechanics and driving; carpentry; and welding. ACTED then supported the learners to find 2 week internships to help them gain professional experience of the trade they had studied, and distributed start-up kits to help practice their trade. Some of the learners were also given the chance to participate in recreational activities, such as museum visits; guided tours; and football matches, to reduce stress and reinforce sensitisation on questions of ethics and morality. Given the learners’ difficult past experiences as combatants to the conflict, particular attention was given to providing psycho-social support. ACTED held workshops for the learners on psycho-education, which covered topics such as symptoms, manifestations, and consequences of stress, and on preventing and managing conflict. All learners had the opportunity to attend one-on-one sessions with a psychologist, with some of the learners then requiring further individual follow-up. Finally, in order to boost the success of the reintegration programme, and to ensure the support of the host communities, ACTED constructed community infrastructure projects in the target communities – such as building classrooms; constructing market halls; and drilling boreholes - to support local economic activities and improve access to basic social services.
Supporting civil society and public institutions is a key part of ACTED’s commitment to pursuing a world with Zero Exclusion, where government institutions are more accountable and responsible to the needs of their citizens, and where citizens and civil society are empowered to participate in governance structures and the management of collective resources. In 2020, ACTED supported over 1,500 CSOs and government bodies with capacity strengthening, in 21 countries.

In Libya, ACTED worked closely with the Ministry of Education in Benghazi to train CSOs and local government actors on child protection approaches. ACTED’s Child Protection team developed four modules, tailored to the Libyan context, covering: Understanding the Child & Childhood; Concept of Child Protection; Understanding Violence against Children; and introduction to MHPPS for Children. Participants included representatives from the Women & Child Unit from the Ministry of Culture and Civil Society; the Activity School Office from the Ministry of Education; the Department of Social and Psychological Services from the Ministry of Education; and CSOs working with vulnerable children in Benghazi and surrounding areas. In addition, ACTED trained 10 teachers on child protection, and on education and teaching techniques, to support them to provide specialised catch-up classes for children whose education had been disrupted as a result of conflict and/or displacement.

In Ukraine in 2020, ACTED worked to build the capacity of local authorities to manage disasters in conflict-affected areas. Together, ACTED’s teams and representatives from the local authorities developed three Disaster Risk Management (DRM) action plans, as well as four Water Risk Assessments and two Water Safety Plans, to increase the quality and availability of safe water for local communities, taking into account disruptions to water supply experienced during the conflict. Moreover, ACTED’s teams also supported local and regional authorities in eastern Ukraine to design mitigation, response, and evacuation plans, in response to disaster risks. As part of the project, ACTED aimed to help local authorities develop an improved understanding of the industrial and ecological risks facing their communities, and decrease the likelihood and impact of these risks, through improved planning and preparedness.

In Myanmar, as part of ACTED’s work to promote a 3Zero world – with Zero Exclusion, Zero Carbon, and Zero Poverty – we brought local civil society actors in the Yangon area together, to brainstorm on how best to collaborate to achieve the Sustainable Development Goals. ACTED held trainings for Civil Society Organisations on advocacy; research; and effective communications, to empower CSOs to shape and deliver effective messages, and build coalitions to hold authorities to account. Following a competitive application process, one CSO was selected to undergo in-depth coaching from ACTED, using ACTED’s specialised “GOCA” tool, which is designed to assess the strengths and weaknesses of CSOs, and provide them with tailored training to help the organisation grow and develop. Based on the chosen organisation’s specific needs, ACTED provided three coaching sessions, covering strategic planning; project cycle management – with a special focus on monitoring and evaluation; and resource mobilization.