



DanChurchAid Humanitarian Accountability Framework Statement

DanChurchAid is an independent, church-based humanitarian organisation working with international diakonia in the form of emergency aid, long-term development aid, information activities and advocacy. It is the mission of DanChurchAid:

- To assist disadvantaged and oppressed communities and to assist in church activities, usually outside of Denmark;
- To carry out emergency aid and development activities in cooperation with local religious and popular organisations; and
- To inform the public about the causes of need and inequality as well as to mobilise popular and political will and power to change them.

Within its humanitarian response, DanChurchAid adheres to the humanitarian principles of:

- humanity (uphold the right of all persons to receive aid)
- impartiality (provide aid without discrimination)
- informed consent (ensure beneficiaries understand and agree with humanitarian assistance and implications)
- duty of care (humanitarian assistance meets minimum standards)
- witness (report on policies or practices that affect the well being of disaster of disaster survivors)
- transparency (ensure all relevant information is communicated to beneficiaries)
- independence (act under the authority of the governing body of the agency)
- neutrality (refrain from giving material or political support to parties in an armed conflict)
- complementarity (operate as a responsible member of the humanitarian assistance community)

As a member of Action By Churches Together (ACT), DCA is obliged to uphold the Principles of the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief (commonly referred to as Code of Conduct) and to uphold indicators and standards of the SPHERE Project: Humanitarian Charter and Minimum Standards in Disaster Response (commonly referred to as SPHERE Standards) both of which are criteria for membership in Action By Churches Together International (ACT).

Within Humanitarian Mine Action program, DCA mine action work is guided by several international guidelines and regulative bodies with respect to mine action:

- DCA work in HMA is guided by the Bad Honnef Guidelines for Mine Action. The key of these guidelines is an emphasis on the empowerment and training of the community to carry out all aspects of mine action programs, on securing peace and national reconstruction through mine action programs and linking mine action to the development initiatives.
- On a technical level DCA executes its mine action activities in accordance with its Standard Operating Procedures that are guided by the UN International Mine Action Standards as well as National Mine Action Standards in the countries of DCA mine action operations. DCA aims at a 100% clearance rate in its areas of operation.

DanChurchAid works to monitor, evaluate and learn from its successes and mistakes through a close dialogue and collaboration with its partners and local populations when assessing, designing, monitoring, implementing and evaluating programs and projects. DanChurchAid is committed to Humanitarian Accountability Partnership and the accountability principles “making humanitarian action accountable to beneficiaries” and in its policy work, management systems and implementation of humanitarian activities in the field will strive to involve, respect and react to the valuable input from local partners and beneficiaries with the end goal of improving the DCA humanitarian response to disaster-impacted communities.

DanChurchAid is a registered, non-profit organisation whose activities are financed by private donations from the Danish public and businesses, a long-term framework agreement with [Danida](#), a framework partnership agreement with the [Humanitarian Aid Office \(ECHO\)](#) of the European Commission, and numerous contracts with [EuropeAid Co-operation Office](#) and several UN agencies.

DanChurchAid Humanitarian Accountability Framework

Quality and Accountability Commitments			Baseline analysis			Implementation Plan		
Commitments	Authority	Obligation	How do we make sure staff know? (Implementation mechanism)	How do we make sure partners know? (Partner status)	What has to be improved so we actually do what we say we are doing? (Compliance Status)	What do we want to achieve in a given amount of time? (SMART Objective)	How do you measure that progress? (Progress Indicator)	Action to be taken to reach goals.
DCA Mandate/charter	Council	Binding	DCA Vision and Plan2006-2010	DCA Annual reports DCA website Partner consultations Core group	DCA HQ and DCA RR staff involved in V and P development, implementation and reporting. Bi-annual reporting to DCA Board.	Ownership and appreciation among DCA staff on DCA mandate/charter; in particular focus and coherence	Policies and practices across the organisation, (national and internationally) reflect and are in line with the mandate and are adjusted according to joint learnings	Board and senior management communicate clearly overall directions and ensure joint participatory planning processes at various levels in the organisations.
DCA Programme Policy: Humanitarian Assistance	Relief Director	Binding	Inclusive process of Humanitarian Assistance Policy development and dissemination worldwide.– Regional Representatives ensure DCA staff work within the frame of the policy in interaction with partners Knowledge, Attitude and Practice (KAP) study	Meetings/ consultations with partners ACT Forum Dialogue during project design DCA web-site Knowledge, Attitude and Practice (KAP) Study	Toolbox in support of policy fully developed and available on intranet Consistent filing of relief project documents on the intranet Regional offices and HQ Unit's work plans reflect objective. Annual follow up on relevance and consistent use of policy with relevant staff (PDU spot checks)	Policy and toolbox known and actively in use by staff to support interaction with partners Projects in line with policies	DCA internal QA procedures (relief PPM) Project Reviews and Evaluations Observations from partner visits and fields trips	1.Humanitarian Assistance Policy updated and approved in Feb 2008. (PDU/RCU) 2. Rolled out throughout 2008 (PDU/RCU) 3.Division of responsibilities between Programme Development Unit. and Relief Coordination Unit and Regional Offices clarified and adopted at annual meeting April 2008 4.Relief PME tools developed and disseminated in 2008-2009. 5. KAP study undertaken early 2009 6. Capacity building of all DCA relief officer and relief related staff (2007-2010)

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Red Cross & NGO Code of Conduct	Relief Director	Binding	<p>Staff manual</p> <p>Annual training/refresher course</p> <p>Relief Tool Box</p> <p>Regional Representatives ensure DCA staff actively use CoC in interaction with partners</p> <p>Knowledge, Attitude and Practice (KAP) study</p>	<p>ACT forum discussions</p> <p>Partner consultations</p> <p>Partner cooperation agreements</p> <p>Knowledge, Attitude and Practice (KAP) Assessment</p>	<p>Consistent reference to CoC in project monitoring and other partner interaction.</p> <p>CoC visible at regional offices</p>	<p>DCA staff improved own knowledge and interaction with DCA relief partners on the Red Cross and NGO Code of Conduct</p>	<p>DCA internal QA procedures (relief PPM)</p> <p>Reviews and evaluations</p> <p>Observations from partner visits and field trips</p>	<p>KAP study undertaken early 2009.</p> <p>Training/refresher of DCA staff at Relief Workshop 2007-2010.</p> <p>Annual refresher training of DCA partner staff (locally available)</p> <p>.Revise Partner Cooperation Agreement to include Code of Conduct in 2008 (PDU)</p> <p>.DCA Quality Assessment process implemented for every application (2008)</p> <p>CoC visible (posters) at regional offices (2008)</p> <p>CoC discussed with partners during meetings and field visits (2007-2010).</p>
Sphere Humanitarian Charter and Minimum Standards	Relief Director	Binding	<p>Staff manual</p> <p>Humanitarian Assistance Policy</p> <p>Quality Assessment process</p> <p>Regional Representatives ensure DCA staff actively use Sphere Standards in interaction with partners</p> <p>Knowledge, Attitude and Practice (KAP) study</p>	<p>ACT forum discussions</p> <p>Partner consultations</p> <p>Partner cooperation agreements,</p> <p>DCA monitoring plan attached</p> <p>Knowledge, Attitude and Practice (KAP) Assessment</p>	<p>Consistent reference to Sphere in relief assessment, monitoring and evaluation.</p> <p>Sphere handbook visible at regional offices/on field visits</p>	<p>DCA staff improved own knowledge and interaction with DCA strategic relief partners on SPHERE standards.</p>	<p>DCA internal QA procedures (relief PPM)</p> <p>Reviews and evaluations</p> <p>Observations from partner visits and field trips</p>	<p>KAP study undertaken early 2009</p> <p>Training/refresher of DCA staff at Relief Workshop 2007-2010.</p> <p>Annual refresher training of DCA partner staff (2007-2010)</p> <p>Revise Partner Cooperation Agreement to include SPHERE in 2008 (PDU)</p> <p>DCA Quality Assessment process implemented for every application (2008)</p> <p>SPHERE visible (posters) at regional offices</p> <p>SPHERE discussed with partners at meetings and field visits (2007-2010)</p>

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<p>HAP Standard HAP benchmarks B1-Hum Quality Management System (V &P) B2-Information (DCA publicize info to beneficiaries/public) B3-Participation (Project beneficiaries take part in decision making in projects) B4-Staff Performance (DCA staff competencies re accountability measured and improved) B5-Complaints Mechanism (Safe, accessible means for complaints handling for beneficiaries of DCA projects) B6-Improvement (DCA process for continual improvement in humanitarian response. V&P)</p>	<p>Head of Programme Development Unit /Relief Director</p>	<p>Binding</p>	<p>Humanitarian Accountability project description/workplan disseminated to DCA staff.</p> <p>Regular update from Relief Director on development of - and progress on HAP process</p> <p>Designated staff (HAP dream team at the core) continuously highlight in all relevant situations purpose and importance of HAP</p> <p>Knowledge, Attitude and Practice (KAP) study</p>	<p>ACT forum discussions</p> <p>Partner consultations</p> <p>Knowledge, Attitude and Practice (KAP) Assessment</p>	<p>Consistent reference to HAP in relief assessment, monitoring and evaluation.</p> <p>Regional office understanding improved and HAP internalised into project and office management</p> <p>Project documents timely uploaded.</p>	<p>DCA staff improved own knowledge and interaction with DCA relief partners.</p> <p>HAP principles internalised in DCA procedures.</p>	<p>DCA internal QA procedures (relief PPM)</p> <p>Reviews and evaluations</p> <p>Observations from partner visits and field trips</p> <p>DCA project monitoring plan attached to Cooperation Agreement</p>	<ol style="list-style-type: none"> 1.Communication of DCA process to improve accountability to beneficiaries (LIH: 2007-2010) 2. HAP subsite developed on DCA Intranet 3. HAP framework and statement available on DCA English and Danish website 4.Regional representatives publicize DCA commitment to accountability (RR: 2008) 5. Dialogue with strategic relief partners on accountability theme (RR 2008-2010) 6.DCA Partner assessment formats (RR/Relief officers 2008-2010) 7. HAP theme at ACT for a meetings worldwide (relief officers) 8.HAP self assessments (RR + office annually) 9.Pilot complaints mechanism piloted in Malawi/Angola (LSH//Jakob: 2008) 10.Complaints mechanism implemented in 2 more countries Ethiopia/Cambodia 2009) 11. Complaints mechanism implemented in 2 more countries (2010 Sudan/Congo) 12..Non-Disclosure Policy (MEMil) 13..Anti-Corruption Policy (PBL) 14.Spot checks from HQ (PDU/RCU) 15.Quarterly “real time” learning (RCU) exercise on accountability challenges. 16.Upload all relevant documents on Intranet (Relief officers) 17. Job descriptions (GK) 18. Central web-based complaints mechanism for DCA staff, beneficiaries and partners (established 2008)