



The Sphere Project



CHURCH WORLD SERVICE
Pakistan / Afghanistan



HAP Humanitarian
Accountability
Partnership

Outputs of Lessons Learned
Event Organized by CWS-P/A
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BEST PRACTICES: MINIMUM STANDARD IN DISASTER

Challenges and Issues

Ensuring Q&A compliance during disasters in a complex environment such as Pakistan requires commitment and resources. Pakistan is exposed to a variety of natural disasters (hydro-meteorological, geophysical, and biological disasters) as well as to technological and complex disasters. Climate change and global warming affects the scope and pattern of the disasters, such as the recent floods. In addition, constant staff turnover especially when working with implementing partners affects the delivery of service. The demand for trained human resources remains high during emergencies.

To circumvent some of the external and internal challenges during disasters, Concern actively subscribes to Sphere Standards and commits to attain minimum standards in the provision of:

- Water supply, sanitation, and hygiene promotion
- Food security, nutrition, and food aid
- Shelter, settlement and non-food items
- Health services

What worked well?

In addition to Sphere Standards, Concern subscribes to other codes and commitments such as HAP 2007, People in Aid, Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief, etc. Concern focuses on preparedness activities to ensure high quality of service delivery. Support provided to partner organizations in the following areas was instrumental to improved level of service delivery:

- Humanitarian Accountability Partnership (HAP) & Complaints and Response Mechanism
- Sphere & distribution of Sphere Handbooks
- Developing Emergency Response Manual
- Developing Preparedness for Effective Emergency Response (PEER) Plan
- Standard relief distribution procedure

Lessons Learned

- Q&A material translated from English to local languages will capture wider audiences with better comprehension.
- INGOs play a vital role in building capacity of NGOs in Q&A.
- Advocate Sphere Standards to government authorities for high quality of service delivery.
- Distribute Sphere Handbooks widely to increase sensitization of minimum standards.
- Include Sphere and HAP as a permanent part of disaster management component for effective emergency response.
- Q&A orientation sessions during emergency reinforce the importance of incorporating Q&A in emergency response.
- Contextualize readily available Sphere material for building capacity of partners.
- Technical support that incorporates Q&A component promotes high quality of service and accountability with implementing partners.

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