



Strengthening Humanitarian Assistance (SHA) Update

In recent weeks, CWS-P/A and other organizations actively working toward enhanced quality and accountability in Pakistan and Afghanistan achieved several important successes. Various activities included improving coordination, imparting training, developing accountability material, and conducting research. During this same period, CWS-P/A also emphasized internal quality and accountability initiatives.

1. Launch of the Sphere Handbook 2011 edition (English Version)

CWS-P/A joins the worldwide launch of the Sphere Handbook 2011 Edition (English Version). The launch event in Pakistan took place in Islamabad. Around 40 organizations with approximately 100 people joined the launch event which is a testimony of the commitment towards promoting and applying quality and accountability in Pakistan. Manuel Bessler, Head of OCHA in Pakistan formally launched the event in Pakistan.

CWS-P/A in its Sphere regional partner role is committed to promote Sphere standards in the Asian region. CWS-P/A collaborated with ACBAR (Sphere focal point in Afghanistan) to launch the Sphere Handbook 2011 Edition (English Version) in Kabul on the same day. Around 30 organizations participated in this event. The Director General of Afghanistan National Disaster Management Authority, Dr Mohammad Daim Kaker formally launched the ceremony.

More detail on the launch events will be shared soon.

2. CWS-P/A receives HAP certification

On 31 March 2011, the Certification and Accreditation Board (CARB) reviewed the auditor's report on the certification audit of CWS P/A and has granted HAP certification to CWS P/A. The CARB noted that CWS P/A's work on quality and accountability is precisely what the HAP Standard was developed to recognize. The HAP certificate will be issued soon and will be presented in Geneva during the HAP General Assembly in May.

3. Sub-Accountability and Learning Working Group (Sub-ALWG) in Swat

The Terms of Reference for a Sub-Accountability and Learning Working Group (Sub-ALWG) in Swat was finalized after taking into account the need for more coordination at district level. The second sub-ALWG meeting was chaired and hosted by CWS-P/A in Swat on 7/4/2011. The meeting was attended by Oxfam, CWS-P/A, Catholic Relief Services (CRS), Save the Children, OCHA, UNDP,

Lasoon, Environment Protection Society, Hayat Foundation and Human Rights Commission of Pakistan (HRCP). Attendees are committed to promote Q&A initiatives and use sub-ALWG as platform to do so.

Each organization provided updates on Q&A initiatives in their respective organization. Establishment of district level Information and Complaints Handling Center (IHC) in Swat was announced. The referral process of forwarding complaints on certain organization or services was discussed and agreed upon. Organizations present in the meeting agreed to collaborate and cooperate for the benefit of the communities. OCHA committed to developing a 3W (Who, What, Where) matrix that would allow easy referral of complaints or information sharing. OCHA also took the responsibility of engaging more organizations (including government authorities) for the purpose of promoting Q&A initiatives in Swat. CWS-P/A was requested to provide continuous technical support especially in the area of capacity building of aid workers in Q&A.

4. Multiple Training Initiatives Were Successfully Conducted

In view of the recovery and rehabilitation phase, CWS-P/A is focusing on providing specific technical trainings on Sphere and HAP. Instead of 1 day Q&A orientation, a minimum 3 day training is offered to various agencies.

- **Sphere Training Organized by HelpAge, Islamabad**

A 03 day training was organized by HelpAge for its staff and partners. This training was attended by 36 participants especially flood affected areas such as Thatta, Dadu, Swat, Nowshera and Sukkur. CWS-P/A provided technical expertise in the form of Trainers for the training. Most of the participants were unfamiliar with Sphere Standards therefore the training was instrumental in sensitizing them on the importance of minimum standards. Emphasis was made on elderly under the cross cutting issues as that was the primary target audience of HelpAge.

- **Sphere Training Organized by CWS-P/A, Islamabad**

A 3 day workshop on Sphere Minimum Standards were organized and conducted by CWS-P/A from 29-31 January 2011. The workshop aimed at equipping aid workers with Sphere knowledge and use of the Sphere Handbook as a tool to improve quality of project and service delivery. There were 27 participants at the workshop (17 male and 10 female) representing a diverse set of perspectives from eleven organizations, various technical sectors and positions. The training also touched upon the Sphere Handbook 2011 Edition and highlighted some of the changes in the revised edition.

- **Training on Sphere Minimum Standards in Disaster Response, Organized By OXFAM-GB, Kabul**

Oxfam GB approached CWS-P/A for conducting a 3-days training on “Sphere minimum standards in disaster response”. This training was organized from March 15-17, 2011. Oxfam GB was responsible for organizing the training, while CWS-P/A’s SHA team provided technical assistance in the form of resource persons and all the training material including

Sphere Handbooks, Posters and T-shirts for participants were also made available for promotion of Q&A. The training focused on WASH technical chapter which was primary focus of Oxfam GB's work in Afghanistan.

- **Q&A Training for NGOs**

A two day Q&A in-house training was conducted for Hashoo Foundation, one of CWS-P/A's partner organization currently working with CWS-P/A's Disaster Management Programme. The focus of the training was both HAP and Sphere, participated by 19 participants from senior management to social mobilizer's levels. In addition to introducing Sphere and HAP, a self-assessment was carried out on the level of Q&A compliance within Hashoo Foundation. An action plan was drawn by Hashoo Foundation on the areas they would like to improve under Q&A including establishment of complaints response mechanism. The action plan will be followed up by CWS-P/A's Disaster Management Programme. SHA will provide on-going technical advice to Hashoo Foundation, as required and requested.

A two day Q&A training was provided to Saibaan, an NGO that is active in the flood affected areas. The focus of the training was on HAP Standard. Saibaan has recently hired a Q&A officer to oversee the Q&A initiatives. SHA team continues to provide guidance and advice to Saibaan on various Q&A related issues and processes including feedback on their complaints handling policy.

5. Printing of Sphere Handbook and HAP Standard

2000 copies of Sphere Handbook 2011 Edition (English Version) and 2000 copies of HAP Standard 2011 are being printed in Pakistan to save printing and distribution costs. In addition, Sphere posters and banners were also produced during this period of reporting.

6. District Level Information and Complaints Handling Center (ICHC) by HRCP

ICHC were established in four districts (Nowshera, Swat, Shadadkot and Thatta) by Human Rights Commission of Pakistan (HRCP) during the reporting period to receive the complaints of flood affectees and forward them to relevant organizations/departments to resolve them. SHA team visited two districts Swat and Nowshera and it is observed that the complaints are being received at ICHCs and being forwarded to relevant organizations/departments. A booklet in Urdu on complaints handling mechanism and process was produced and distributed to communities and volunteers at Union Councils to introduce the complaints handling mechanism. SHA team advised for recruitment of more female volunteers.



The Sphere Project

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