## PROGRAMME

| Time | Description |
| --- | --- |
| 15:30-15:45 | • Intro and short presentation of participants<br>• Objective of the workshop<br>• Ground rules |
| 15:45-16:05 | • The humanitarian principles<br>• The Core Humanitarian Standard (CHS) and its 9 commitments<br>• The coordination mechanism: government, clusters & TWGs |
| 16:05-16:20 | Interaction about some of the commitments:<br>• Difference between feedback and complaint mechanisms |
| 16:20-16:30 | Break |

CISU CIVILSAMFUND I UDVIKLING

# ONLINE WORKSHOP

## PROGRAMME – CONTINUED

| Time | Description |
|---|---|
| 16:30-16:45 | • The DERF application and the CHS<br>• Planning of your DERF intervention: Needs-based and focus on vulnerable groups (context and relevance to the proposed intervention)<br>• Appropriate interventions in the given context (CHS 1 & CHS 2)<br>• Effective humanitarian response (CHS 2): how to find information about technical standards and local good practice<br>• Do no harm principles (CHS 3) |
| 16:45-17:05 | Exercise – Discuss the (good and bad) examples provided on a whiteboard using post-its:<br>• What is wrong or bad in the given examples?<br>• What is good or well written in the given examples? |
| 17:05-17:20 | • Presentation of group work and short discussion. |
| 17:20-17:30 | • Conclusions of today<br>• Feedback to facilitators<br>• That's all folks! |

CISU CIVILSAMFUND I UDVIKLING

# WORKSHOP INTRODUCTION

**The FABO Learning site**

- https://fabo.org/cisu/ApplyforDERF

- The site supports this workshop. We uses it for sharing information before, during and after the workshop

- You need to have it open together with this Zoom meeting

- You may access the site after the workshop to re-read it and to share information with others

**Some ground rules for this workshop:**

- Mute yourself when you are not speaking

- Use raise hands functions to get the word

- Use the chat for short comments to all

**CISU** CIVILSAMFUND I UDVIKLING

# HUMANITARIAN PRINCIPLES AND STANDARDS

CISU CIVILSAMFUND I UDVIKLING

# THE 4 HUMANITARIAN PRINCIPLES

**Humanity**

Human suffering must be addressed wherever it is found, with particular attention to the most vulnerable

**Neutrality**

Humanitarian aid must not favour any side in an armed conflict or dispute

**Impartiality**

Humanitarian aid must be provided solely on the basis of need without discrimination

**Independence**

To remain independent from political, economic, military or other non-humanitarian objectives

CISU CIVILSAMFUND I UDVIKLING

# HUMANITARIAN STANDARDS

# HUMANITARIAN STANDARDS – WHERE TO START?

- THE TECHNICAL SECTORS AND CROSS-CUTTING ISSUES IN THE SPHERE HANDBOOK (1997-2004)

- Water supply and sanitation

- Nutrition

- Food aid

- Shelter and site planning

- Health services

- 4 phases, 5 editions: 1998 – 2018

- Water supply, sanitation and hygiene promotion (WASH)

- Food security and nutrition

- Shelter and settlement

- Health

- Dignity
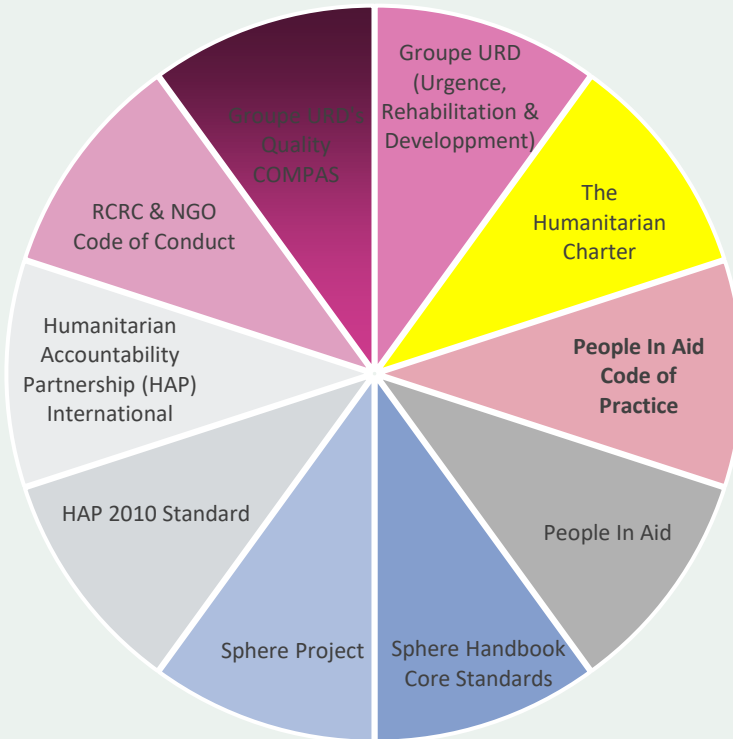- Hum. assistance
- Protection/security

Sphere Handbook – Good or bad?

CISU CIVILSAMFUND I UDVIKLING

## THE CORE HUMANITARIAN STANDARD

**Core Humanitarian Standard on Quality and Accountability (CHS)**: essential elements of **principled**, **accountable** and **quality** humanitarian action



Pie chart segments:
- Groupe URD (Urgence, Rehabilitation & Developpment)
- Groupe URD's Quality COMPAS
- The Humanitarian Charter
- People In Aid Code of Practice
- People In Aid
- Sphere Handbook Core Standards
- Sphere Project
- HAP 2010 Standard
- Humanitarian Accountability Partnership (HAP) International
- RCRC & NGO Code of Conduct

*The Humanitarian Charter defines the legal responsibilities of states and parties to guarantee the right to assistance and protection.*
*When states are unable to respond, they are obliged to allow the intervention of humanitarian organisations.*

Sphere & CHS: to improve the quality and effectiveness of the assistance provided & accountability towards affected populations

CISU CIVILSAMFUND I UDVIKLING

## THE CHS "FLOWER"

**Voluntary:** as a basis for performance verification, assessment, evaluation or other aspects of accountability





- PSHEA
- Localisation
- Gender & diversity

**Self-assessment**: Information, documentation & results

**Verification & Certification**: 62 indicators (HQAI)

www.corehumanitarianstandard.org

CISU CIVILSAMFUND I UDVIKLING

**9. Efficiency**: the use of funds, reaching the right people, and delivering the aid when it is needed – reducing the overall cost of the humanitarian response (resource management)

**8. Staff & volunteers:** perceived support, meeting performance objectives, behaviour vis-à-vis affected populations (caring for carers, staff welfare, briefing, SHEA, insurance, safety/security)

**7. Learning:** improvements over time, assistance & protection modality learning (past & present action)

**6. Coordination:** Avoiding gaps & overlaps (perception). Sharing information through formal & informal coordination mechanisms or forums. Coordinated needs assessments, delivery and M&E

**1. Appropriate & relevant:** according to specific needs, culture – also vulnerabilities, assessed risks and existing capacities (context analysis & assessments)

**2. Effectiveness**: ability to offer the best possible assistance and protection to people in conflicts and in disasters – at the right time – do affected populations consider assistance timely and meeting needs (M&E)

**3. Local capacities:** resilience building & 'do no harm' form part of assistance provided – perception of capacities built (information, inclusion & partnership building)

**4. Communication/participation & feedback:** rights & entitlements. Access to relevant, open & clear information, involvement and ability to influence assistance provided (inclusion)

**5. Complaints:** awareness of how, why and to what degree? Accessible, effective, confidential & safe – complaints/feedback handling (information & inclusion)



Core Humanitarian Standard wheel: Communities and people affected by crisis (Humanity, Impartiality, Neutrality, Independence). 1 Humanitarian response is appropriate and relevant. 2 Humanitarian response is effective and timely. 3 Humanitarian response strengthens local capacities and avoids negative effects. 4 Humanitarian response is based on communication, participation and feedback. 5 Complaints are welcomed and addressed. 6 Humanitarian response is coordinated and complementary. 7 Humanitarian actors continuously learn and improve. 8 Staff are supported to do their job effectively, and are treated fairly and equitably. 9 Resources are managed and used responsibly for their intended purpose.

CISU CIVILSAMFUND I UDVIKLING

# THE 11 CLUSTERS

WASH (UNICEF)

Education (UNICEF & Save the Children)

Emergency Telecommunications (WFP)

Camp Coordination/ Camp Management (IOM/UNHCR)

Early Recovery (UNDP)

Food Security (WFP & FAO)

Shelter (UNHCR & IFRC)

Health (WHO)

Protection (UNHCR)

Nutrition (UNICEF)

Logistics (WFP)

# IN-COUNTRY CLUSTERS

- Support service delivery

- Provide information to the HC and HCT for them to make decisions

- Plan and implement strategies

- Advocacy

- Monitoring, Evaluation, and Learning (MEL)

- Contingency planning, preparedness and capacity building

- Not a decision-making body, but provides guidance and coordination of efforts

→ Important to participate in national clusters when possible

→ The cluster system can be very different from country to country (also TWGs)

CISU CIVILSAMFUND I UDVIKLING

# COMPLAINTS- AND WHISTLE-BLOWER MECHANISMS

Complaints and whistle-blower mechanisms must be secure and easy for anyone to use, and should consider culture/tradition, literacy levels, and the target group's experience, and opportunity to provide critical feedback.

- Complaints/feedback forms (accommodated to target group needs)

- A suggestions/complaints box

- Verbal complaints to staff or others related to the intervention

- Community dialogue meetings

- A dedicated email address or toll-free telephone number

Ideally, make use of multiple options appropriate for different types of target groups. Due to the sensitivity of some topics, a complaints mechanism should always include a possibility to file a complaint anonymously

Communication
Inclusion
Coordination

CISU CIVILSAMFUND I UDVIKLING

## QUIZ ABOUT FEEDBACK AND COMPLAINT  MECHANISM

When it comes to practice,

• do you understand the difference between feedback and a complaint mechanism?

*Zoom Quiz will show up on your screen.*

CISU CIVILSAMFUND I UDVIKLING

# THE DERF APPLICATION

CISU CIVILSAMFUND I UDVIKLING
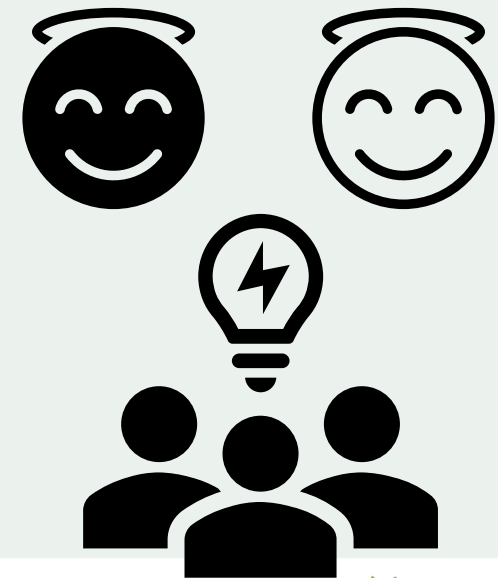
## THE DERF APPLICATION AND THE CHS

Link between the 9 commitments in the CHS → the criteria for assessing applications → and the questions we ask you to explain in the application format.

One level clearly refers to the other.

**Don't write: "we follow the CHS in our work". Instead: show how you do it in all parts of your application**

CIVILSAMFUND I UDVIKLING

# DERF

## THE DERF APPLICATION AND THE CHS

| Commitment of the CHS | RR Assessment criteria | Application format |
|---|---|---|
| **CHS 1: Communities and people affected by crisis receive assistance** *appropriate* **to their needs** | Is the intervention **appropriate** and **relevant** considering the situation and the emergency and/or protection needs of the affected population and vulnerable groups, as described by the implementing organisation? | Application **part 1.1a** about how the intervention is appropriate, relevant in relation to the overall described context; and parts of 1.2a-f and 1.3a-c related to the target group, their needs and the needs of vulnerable groups. |
| **CHS 2: Communities and people affected by crisis have access to** the **humanitarian** *assistance they need* **at the right** *time*. | Is the intervention proposed in an **effective** and **timely** way, ensuring that the affected population have access to the assistance they need when they need it? | Application, part **1.1b** about how the intervention is effective and timely in relation to the described context. |

CISU CIVILSAMFUND I UDVIKLING

# DERF

## PLANNING YOUR DERF INTERVENTION BEFORE WRITING THE APPLICATION

Analysing / understanding the **context**.

- The DERF call document has key information about the context, + sources of information

- International humanitarian sites, such as OCHA situation reports, ACAPS, relief web share latest updates.

- Your partner on the ground has information about what is going on.

Analysing / understanding the **needs** of affected people

- Check if others (through coordination mechanism) already have done needs assessments. International humanitarian sites have often this information available.

- Check empirical information the partner organisation has from the people at need.

CISU CIVILSAMFUND I UDVIKLING

# DERF

## PLANNING YOUR DERF INTERVENTION BEFORE WRITING THE APPLICATION

Analysing / understanding who the most **vulnerable people** are in the described context.

- Also here, you may find information on international humanitarian sites or in vulnerability assessments done by other organisations.

→ The condensed essence of all the above analysis shall be described in the **context description** to be done separately by the implementing partner.

CISU CIVILSAMFUND I UDVIKLING

# DERF

## PLANNING YOUR DERF INTERVENTION BEFORE WRITING THE APPLICATION

Now:

- taking into consideration the implementing partners **experience and capacity** (including size of intervention), and

- looking at what others already are or may be doing (**coordination** mechanism)

How would an intervention look like, that is **appropriate** and **relevant** in this context?

→ Write the answer to this question in the DERF application format part 1.1. a

*"Considering the description of the context submitted by the implementing partner (attached to this application), how have you ensured that the proposed intervention is appropriate and relevant (CHS 1) for the affected population and vulnerable groups?"*

… and explain this further in the chapter 1.2 (content of the intervention)

CISU CIVILSAMFUND I UDVIKLING

EXAMPLE:

**Context and needs description:** "The drought situation is very serious. People lack access to water, as it has not been raining for 6 months. People have to go far to catch water and this is often dirty, bringing a number of waterborne diseases."

**Intervention:** "We will distribute food to 200 vulnerable households, assisting them to get through these difficult times until the rain season is expected to start."

Is this intervention appropriate or relevant in the described context?

CISU CIVILSAMFUND I UDVIKLING

## 5 MINUTES

# DERF

## *EFFECTIVE* AND *TIMELY* INTERVENTIONS

**CHS commitment 2:**

Communities and people affected by crisis have access to the humanitarian **assistance they need** at the right **time**. (Humanitarian response is effective and timely).

When planning your intervention,

Look for information at the CHS2 **key actions**:

- Design your intervention to be **realistic** and **safe** for the communities (part 1.1.b. in application)
- Deliver without unnecessary delays (application: how to start within 7 days)
- Refer unmet needs to organisations that have experiences with that (complementarity)
- **Use** relevant technical **standards** and good practices (spend time to get to know these standards)
- **Monitor** your intervention in order to adapt where needed (links to chapter about MEAL)
- Interventions are in line with organisational **capacities** (links to experience & capacity of implementing org)

CISU CIVILSAMFUND I UDVIKLING

# DERF

## EFFECTIVE HUMANITARIAN RESPONSE (CHS 2)

Key Action under CHS2:

- "Use relevant technical standards and good practice employed across the humanitarian sector"

5 min brainstorm:

How to find information about technical standards and local good practice?

CISU CIVILSAMFUND I UDVIKLING

## DO NO HARM PRINCIPLES

Link to CHS 3 about avoiding negative effects.

Do no harm refers to the obligation to ensure that your intervention **has no negative effect** on **anyone**, neither intended nor accidental. Your intervention may not have any negative influence on the **dynamics of the context**.

It is necessary to analyse risks and opportunities in the context to ensure that your intervention **minimise the negative effects** and **maximises the positive effects** on the situation.

## Figure 1: The Peace Spectrum



Figure 1: The Peace Spectrum

# DERF
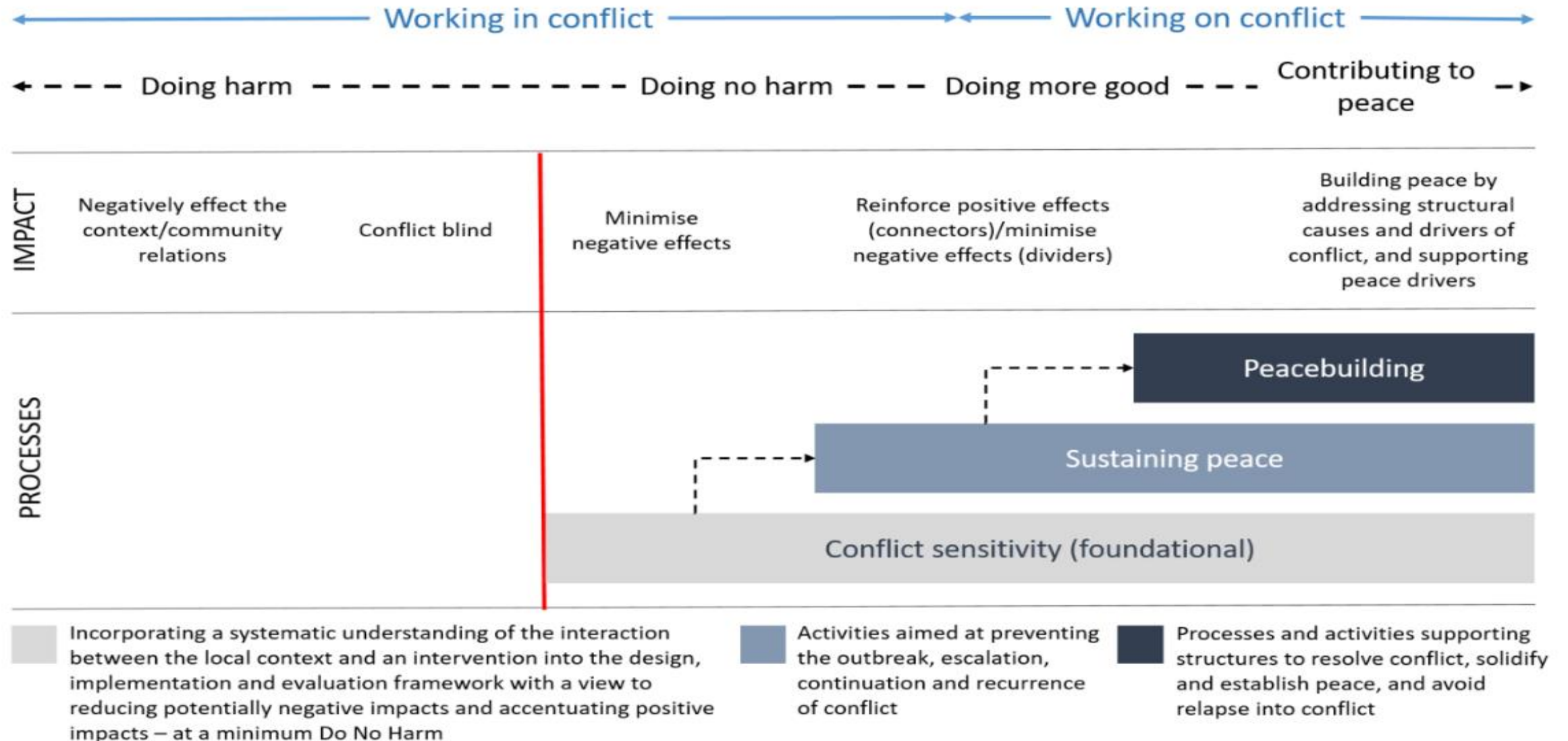
## APPLY DO NO HARM WHEN PLANNING YOUR INTERVENTION

1. Make it part of your context analysis (analyse dividers and connecters)
2. Understand how your intervention interacts with the context. Interaction happens through actions (activities) and people (attitudes of your staff and volunteers).
3. Identify where you need to adjust the planned intervention
   a. Use the connecters to strengthen the positive effect of your intervention
   b. Minimise the effect of dividers
   c. Use connecters to minimise the effect of dividers.

## APPLY DO NO HARM IN YOUR DERF APPLICATION

→ Describe your reflections about this in **part 3.1**. of the DERF application.

→ Your reflections may also be seen in the context description, in chapter 1.1 (how this intervention works in the context), and 1.2 (describing the intervention as you plan it).

CISU CIVILSAMFUND I UDVIKLING

Q & A
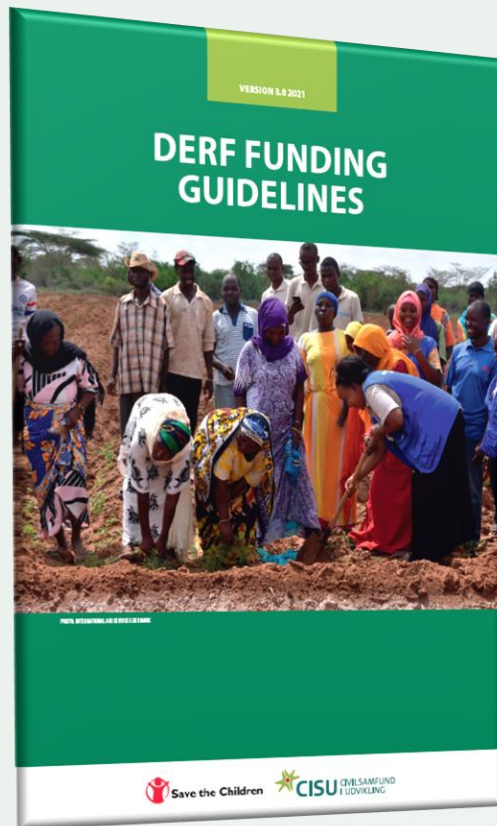
## Appropriate and relevant interventions (CHS 1)

| Examples from applications | + | - |
|---|---|---|
| In the design of this intervention, to ensure an appropriate and relevant humanitarian response, beyond a review of the secondary data (OCHA et al.) *Danish Does* and *Helping Hands* have conducted consultations that included Key Informant Interviews with the Food Security Cluster in Balaba (Directorate of Agriculture and Food Security), consultation with UNICEF on hygiene interventions, and several regular consultations with the district office. | the positive side there was consultation from professionals UNICEF and Agriculture and Food Security / This is Good because relevant stakeholders have been consulted prior to implementation / Its very good that the organisations include key informant interviews and the the clusters. / Pro: Relevant empric data, but all 3rd hand | the main purpose of the intervention is not clear. / Your commentNo direct intervention/ consultation with recipients/ target group |
| Based on overall information about the drought crisis in Balaba and our knowledge of the local context, this intervention is relevant and appropriate and timely, because there is a great need for food and nutrition. This project will mitigate the food shortage. | This is good / Relevant yes, | Lacking stattics and documentation and how is relevant and why? / Target group? Precise intervention? / Very broad "mitigate food shortage" / It doesn't really show the relevance, but just states it / Consultations with the affected people more appropriate, Thus the intervention suggested is not found appropriate and relevant |

## Effective and timely interventions (CHS 2)

| Examples from applications | + | - |
|---|---|---|
| This intervention is key to providing timely life-saving assistance to Balaba. As a local organisation, *Helping Hands* has an established network and linkages with other stakeholders and a team knowledgeable of the context and challenges and is well-positioned to deliver an effective intervention. | **This is good - Local NGO is ready** / **Local!** / **Having an established Network, ECASH may be able to provide timely intervention** | **How will you be shure that e-cah will go to buy the food?** / **General and self serving** / **Who are stakeholders, and link to who/ what?** |
| The proposed intervention will provide e-cash assistance of 200 UD dollar per HH to 100 households in Balaba. This will cover the basic needs of beneficiaries in 2 months as the money will be used for basic food for vulnerable 100 families. The beneficiary families can buy the below food items for the provided e-cash [25kg rice for 15$; 25kg flour for 18$; 25kg Sorghum for 22$; 12,5kg beans for 16$; 5 l cooking oil for 13$; 5kg milk powder for 32$; = 116$] | **As we understand: e-cash can be monitored, but not controlled** / **Some money can be spend how the HH please?** | **No control of how money is spend?** / **Not good -what about the rest of money?** |

## Avoid negative effects (CHS 3)

| Examples from applications | + | - |
|---|---|---|
| Staff and volunteers will be required to sign the Code of Conduct and the Safeguarding Children document. Do-no-harm is also ensured through close coordination with local emergency coordination mechanisms, which will be directly involved in the targeting process. Additionally, close dialogue with the target group in Balaba is ensured through volunteers and establishment of a complaint mechanisms. | **Its okay - there are different points**  **Good to sign the code of conduct** | **First world methodology** |
| As attending to deliver food and nutrition for needed affected target group, our intervention in the local area will not affect negatively by the local society but will have positive impact. The reason is because *Helping Hands* will purchase the materials locally and this will strengthen the local businesses, but also by the affected population in form of mitigation of the food and nutrition's shortages. | **Its positive that the food packages will be purchased at local business.** | |

# DERF

## CONCLUSIONS OF TODAY

- Any other Q & A

- Conclusions of today?

- CISU members: remember advisory support before submitting an application

- Feedback to facilitators

- Short evaluation form will be shared through link

CISU CIVILSAMFUND I UDVIKLING

# DERF

THANK YOU