



# **Promotion of Sphere Minimum Standards in Pakistan**

**Annual Report 2016**

**By Community World Service Asia**

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## Acronyms and Abbreviation

<b>AAP</b>	Accountability to Affected Population
<b>ACAPS</b>	Assessment Capacities Project
<b>ACT</b>	Action of Churches Together
<b>ALWG</b>	Accountability Learning Working Group
<b>CBO</b>	Community Based Organization
<b>CHS</b>	Core Humanitarian Standard
<b>CPMS</b>	Child Protection Minimum Standards
<b>CRM</b>	Complaint Response Mechanism
<b>DCEP</b>	Development Capacity Enhancement Program
<b>INEE</b>	Inter Agency Network for Education in Emergencies
<b>INGO</b>	International Non Government Organization
<b>KP</b>	Khyber Pakhtunkhwa
<b>LEGS</b>	Livestock Emergency Guidelines and Standards
<b>MERS</b>	Minimum Economic Recovery Standards
<b>MoU</b>	Memorandum of Understanding
<b>NDMA</b>	National Disaster Management Authority
<b>NGO</b>	Non Government Organization
<b>NHN</b>	National Humanitarian Network
<b>NIDM</b>	National Institute of Disaster Management
<b>PDMA</b>	Provincial Disaster Management Authority
<b>PHF</b>	Pakistan Humanitarian Forum
<b>Q&amp;A</b>	Quality and Accountability
<b>SHA</b>	Strengthening Humanitarian Action
<b>TNA</b>	Training Need Assessment
<b>WASH</b>	Water Sanitation and Hygiene Promotion

## 1. Background and Introduction

Since responding to the devastating earthquake in Kashmir in 2005, Community World Service Asia has assumed a leadership role among aid organizations in Asia and has initiated and supported the recognition, understanding and adopting Q&A standards in development and humanitarian assistance across Asia. We have been committed to mainstreaming Q&A standards, tools and practices throughout our programming. Our goal has been to promote and develop our technical capacity, as well as to support our colleagues and partners in the region to incorporate Q&A into their interventions.

### Promoting Quality & Accountability



### The Right to Life with Dignity

Community World Service Asia, continued to promote Q&A in Pakistan during 2016. Where possible, the activities related to the Sphere Project were implemented in coordination with other Q&A initiatives such as CHS and Sphere Companions. The activities are planned to reach wider audiences at various levels in order to ensure that Q&A is high on the agenda during emergency and non-emergency periods.

Despite minimum resources to expand into a wider regional programme, we continued our efforts to promote Sphere Standards through our Q&A initiatives. Furthermore, a healthy trend of long term commitment was observed in 2016 from academia related to the inclusion of Sphere Minimum Standards in their curriculums. Various workshops have been conducted for the students of four universities in Pakistan i.e. University of Peshawar, University of the Punjab, COMSATS Institute of Information Technology Abbottabad and Sindh University Jamshoro.

The report is divided into two main sections. The first section will focus on Sphere activities in Pakistan as the Sphere Country Focal Point for Pakistan. The final section will address challenges and recommendations for the way forward.

## 2. Sphere Activities in Pakistan

### a. Training on Sphere Minimum Standards for WASH and Food Security & Nutrition

Three day training from April 19-21, 2016 was conducted for the organizations working in Sindh – Pakistan. Learning need assessment was carried out before planning of this event so that training should cater the actual capacity building gaps. The training was joined by eleven participants. The main purpose of the training was to develop the capacities of the participants on the use of Sphere Minimum Standards for planning and implementing WASH and Food Security & Nutrition projects. The training served as a building stone, as it helped participants to design and implement WASH and Food Security & Nutrition projects as per Sphere Minimum Standards. During the training three months action plans were developed by the participating organizations and on the basis of these plans, follow-up was conducted. During the follow-up process, participants shared that this training helped them to align their current projects as per Sphere Minimum Standards. Few participants also shared that they have design projects in the light of Sphere Minimum Standards and got approval from funding agencies.



### b. Q&A With Academia

Community World Service Asia strongly believes in professionalizing with development and humanitarian sector in Pakistan. To work further on this belief, we are working with four universities in Pakistan i.e. COMSATS University – Abbotabad, University of Punjab – Lahore, University of Peshawar – Peshawar and Sindh University – Jamshoro. The aim is to build the capacities of students and faculty on the role of NGOs, Humanitarian Principles, and Minimum Q & A Standards while working at grass root level.



During the year 2016, we were actively involved with University of Peshawar and University of Punjab in following activities;

### **i. Short Trainings**

Under this initiative two - three day capacity building events were organized. Training events on Sphere Minimum Standards, CHS, Child Protection principals and RCRC code of conduct were orgnized to build the capacity of students of Peshawar University and University pf Punjab.

### **ii. Designing of Diploma Course on NGOs Management**

An extensive process was followed for development of a diploma course. The University of Peshawar and University of Punjab committed to developing and introducing this course in their universities. The process involved development of course outline through individual consultation with both the partnering universities as well as consultation with academicians from 13 other Universities of Pakistan, international community and civil society organization. Community World Service Asia facilitated both universities in identifying the priorities and discussion with sector (Development/Humanitarian) experts to ensure relevance of the identified topics/modules with emerging needs of the sector. The inputs from humanitarian and development professionals from across the golbe helped in incorporating global points of view and helped in standardizing is to some extent at global level. The diploma course has been launched for admissions by the University of Peshawar.

for further information please follow the below link: <http://www.uop.edu.pk/news/?q=2322>

### **iii. Inclusion of Sphere Standards and CHS in Course Curriculum**

Social Work Department of University of Peshawar is offering a subject on Disaster Management under the Social Work degree program. After the trainings with students on Sphere minimum Standards and CHS the department realized the importance of both the standards in ensuring quality and accountability in humanitarian response. So now they have introduced Sphere and CHS as part of the reading material and course outline.

### **c. Engagement with NDMA and PDMAs**

Government authorities are at the frontline for planning, delivering and managing humanitarian assistance in pre, during and post crisis. The primary responsibility for people affected by crisis rests with the NDMA.

Our strategy is to minimize the gaos and increase coordination and collaboration between the Givt. And humanitarian/development sector. Community World Service Asia is working actively with NDMA and PDMAs in Pakistan for the promotion of Sphere Standards. Following activities were carried during the year with NDMA and PDMAs.



### **i. Signing of MoU with PDMA – Sindh**

A MoU has been signed with PDMA – Sindh to build their capacities on the importance and use of Sphere Minimum Standards and CHS during emergency and non-emergency phases and also to use these standards. Various discussion meetings have been carried out with PDMA to support their staff members on the use of these standards as tool for advocacy and fund raising purpose.

### **ii. Capacity Building of PDMA & NIDM Staff**

Community World Service Asia believes that capacity building plays vital role in the promotion and implementation of Q&A standards. In 2016, a ToT on CHS was organized in Bangkok, Thailand in which one staff from PDMA-KP actively participated in the event. It was the first time we had a Govt. representative in one of our regional trainings, which added a lot of value in terms of exchange of knowledge and developing mutual understanding between government representative and humanitarian/development sector.

Similarly, meetings were organized with NIDM staff to develop the capacity building plan for the staff of NDMA and NIDM on the adoption of Sphere Minimum Standards and CHS at policy and practice level. The capacity building events will be carried out in 2017.

### **iii. Joint Fund Raising**

Community World Service Asia and PDMA – KP is working mutually to explore funding opportunities for capacity building of PDMA-KP staff on international disaster response standards. TNA has been carried out with PDMA-KP staff to find out the training needs and on the basis of training needs Community World Service Asia and PDMA-KP is working jointly to raise the funds to address the training needs related to Q&A in 2017.

## **d. Promotion of Sphere Companions in Pakistan: Training on Minimum Standards in Education in Emergencies (INEE)**

Community World Service Asia organized its first open call training on Minimum Standards for Education in Emergencies in Pakistan. Eight participants from national and international organizations participated in the event. The main goal of the training was to assist participants in applying and promoting INEE as a tool for improving the quality and accountability of humanitarian actions by sharing, learning and practicing. The training was unique in a way that field school was also made part on the the third day of



the event, to apply their learnings practically. This practical activity helped the participants to apply INEE as a tool for monitoring and evaluation. The presentation was made by the groups, areas of improvement and recommendations were shared with the school head for improving service delivery to the students.

### e. Q&A Mainstreaming within Community World Service Asia

Community World Service Asia believes that the most important aspect of humanitarian interventions is that the assistance is truly accountable to the people it aims to support. The commitment towards accountability is demonstrated through its Accountability Framework. Mainstreaming Q&A within the organizational programs is one of the organization’s core commitments and also the strategic priority therefore we are mainstreaming Q&A in our development projects besides humanitarian. The strategy has been revised in the light of CHS with a purpose that *Q&A is mainstreamed across the board, so to ensure shifts in mindsets and practices leading to an increased capacity to self-monitor the levels of Q&A compliance.* Following activities were carried out to ensure Q&A is embedded in our policies, procedures and practices.

#### i. Internal Orientation

Change in mind sets always requires continuous effort. Customised capacity building events on CHS and Sphere Standards have been conducted various project and program locations in Pakistan and Afghanistan. One hundred and twenty three staff members have been familiarised on the use and implementation of Sphere Minimum Standards and CHS. Similarly, the staffs have also attended the e-learning course on Sphere Minimum Standards and CHS. The table below shows the location wise staff members trained;



Sr. No.	Location	Men	Women	Total
1	Islamabad	9	9	18
2	Karachi	5	7	12
3	Lahore	2	4	6
4	Thatta	9	9	18
5	Umer Kot	12	8	20



6	Kohat	5	2	7
7	Shangla	26	9	35
8	Kabul	6	1	7
<b>Total</b>		<b>74</b>	<b>49</b>	<b>123</b>

### ii. Field Visits

Detailed Q&A assessment tool was developed on the basis of which field visits were carried out to see the level of compliance to Sphere Minimum Standards and CHS Commitments in our projects. Projects were evaluated through Sphere and CHS lens. Q&A mainstreaming action plans were developed on the basis of Q&A findings found during the visits to project sites and interacting with right holders. Follow-up on mainstreaming plans is planned to gauge impact at community level as a result of ensuring Q&A at project and organizational level.

### iii. Inclusion of CHS in Project Tools

Eleven monitoring tools of DCEP projects were revised and incorporated CHS in them. Findings around CHS commitments have been shared with SHA department on regular basis and technical assistance has been provided to the projects to mitigate the findings.

### f. Revision of SHA Strategy - 2016 – 2019

SHA updated its strategy in the latter part of 2016; the three year strategy will be effective from January 2017 – December 2019. The strategic plan is indicative of our commitment to promote and pursue Q&A as a matter of organizational priority at national and regional level. Conscious effort has been made to align our strategy to support Sphere 2020 and CHS Alliance strategic mandates. The strategy lays down the key strategic priorities for the next three years as well as the approach we will adopt in order to implement the strategy. Based on past experience and some lessons learned the updated strategy will be placing more emphasis on expanding outreach and collaboration with Academia and Government institutions to increase the uptake of Q&A. We will continue to develop and strengthen national & regional resources to promote Q&A widely through ToTs, mentoring and accompaniment.

## **g. Advocacy and Awareness Raising on Sphere Minimum Standards**

### **i. Accountability Learning Working Group (ALWG)**

The Pakistan ALWG is a forum of humanitarian and development agencies committed to promote Q&A in humanitarian and development projects with the aim of establishing a resource hub and critical mass of people and organizations working in the area. It has been committed to promoting Q&A in humanitarian and development aid since 2011. Seven meetings were held with twenty member organizations. During the meetings, various aspects were discussed for ensuring Q&A. Members also provided feedback to CHS on Core Competency Framework and continued to share their practices and challenges related to Q&A. They were also oriented on different global initiatives such as AAP, LEGS, ACAP and INEE. These meetings assisted the participating organizations to strengthen their MEAL/Q&A mechanisms e.g. International Medical Corps strengthened their CRM based on the technical inputs provided by the group. Keeping in view the importance and success of ALWG group in Pakistan, ACF-International has developed similar group in Nigeria to promote peer learning.



### **ii. Publications**

In 2016, a total of 1,073 publications and posters were distributed to NGOs and INGOs in Pakistan, Afghanistan and the Asia-Pacific Region. The distributed material consisted of Sphere handbooks (in Urdu and English) and CHS Standard (in Urdu and English).

As part of Community World Service Asia's long-term commitment to enhance Q&A, a booklet entitled "CHS Guidance Notes and Indicators" was re-printed to make it available in Pakistan.



### iii. Using Sphere Training Modules

Sphere training modules played very vital role in delivering high quality training programs in Pakistan and in the Asia Pacific region for the promotion of Sphere Minimum Standards. The updated training modules were used during the training and ToT on Sphere Minimum Standards. These training modules also served as important guide for ToT graduates for conducting in-house training sessions and spread awareness among other aid agencies on the importance of using Sphere Minimum Standards in projects.

### g. Support to Sphere Secretariat

Community World Service Asia has been providing support to Sphere secretariat in various capacities. Following are the description of activities in which support has been provided during 2016;

#### i. Feedback on Sphere Training Materials

Sphere Secretariat developed latest training material on Sphere Minimum Standards in 2016. Community World Service Asia being the Sphere Country Focal Point in Pakistan and regional partner in Asia for the promotion of Sphere Standards provided useful feedback to Sphere Secretariat on training materials for further strengthening it based on its experience of conducting workshops and Training of Trainers on Sphere Minimum Standards in Pakistan, Afghanistan and the Asia Pacific Region.

## **ii. Sphere Trainers Online Gathering**

An online webinar was organized by Sphere Secretariat which was joined by various Sphere practitioners around the globe. The main purpose of this webinar was to gauge the effectiveness of Sphere Training Materials. Community World Service Asia shared its experience of using latest training material in Pakistan. As Community World Service Asia is also working with Academia in Pakistan on the inclusion of Sphere Minimum Standards in curriculum, therefore experience related to using Sphere Minimum Standards with Academia was also shared.

## **iii. Desk Research on the Adoption of Sphere Minimum Standards by the NDMA**

In early July, a desk research was carried out by Community World Service Asia to support Sphere secretariat in publishing paper on “Sphere standards in national humanitarian response – Engaging with NDMA”. The purpose of this paper was to demonstrate the current commitment of NDMAs towards standards and how country Focal Points can advocate/assist them in complying standards. The findings of desk research were shared with Sphere secretariat for publishing in the paper.

## **3. Challenges and Way Forward**

Some of the main challenges experienced in promoting and applying Sphere standards are stated below:

- Requesting agencies often treat the Q&A interventions as a ‘one-off’ event and do not have a long term plan or the resources to internalize the Sphere Standards. A high rate of employee turnover hinders the institutionalization of the standards within these organizations.
- Partner organizations frequently have to rely on donors/funding organizations for resources to implement the Sphere Standards. Despite the lack of dedicated funding for Q&A work in Pakistan, several regional initiatives were carried out with contributions from the participating agencies. The lack of funding limits the opportunities of NGOs and CBOs to participate in these activities.
- Lack of knowledge on Q&A standards and the opportunities for students as well as faculty for practical experience is a major challenge for academia in Pakistan for promoting Q&A standards.
- Institutional practices for promoting Q&A standards vary from university to university thus leading to delay in adoption of Q&A standards in curriculums.

- Community World Service Asia has developed Q&A awareness material in local languages, but there is a greater demand for additional material in local languages to reach a wider audience.

### **Way Forward**

Following are the plans for promoting Sphere Standards in Pakistan in 2017.

- Host Sphere Director's visit to Pakistan for carrying out consultations for the revision of Sphere handbook as well as promotion with academia.
- Exploring opportunities to raise funds for building capacity of PDMA on Q&A.
- Assisting universities in developing and adopting uniform strategies for mainstreaming Q&A standards.
- Capacity building of NDMA and PDMA staff on the adoption of Sphere Minimum Standards and CHS at policy and practice level.
- Continue engagement with NGOs, INGOs, ACT members, NHN, ALWG and PHF members to promote and support practical implementation of Sphere standards. Capture and demonstrate the changes that have occurred as a result of Sphere interventions and initiatives.
- Continue joint efforts of promoting Sphere and CHS at operational and policy level;
- Develop capacities on CHS, Sphere and the Companion Standards for effective implementation at regional and Pakistan-Afghanistan level.
- Continue providing providing support to academia in building their capacities on the use of Sphere Minimum Standards.

## **4. Conclusion**

The number, range and type of Sphere initiatives undertaken by Community World Service Asia are consistent with its strategy and approach to building the Q&A capacity of aid agencies and aid workers. Community World Service Asia reached out to more than 6,652 aid workers till 2016. The organization's role as Sphere Regional Partner and Country Focal Point allowed Community World Service Asia to pursue Sphere initiatives in a more structured and formal manner. Community World Service Asia will continue to demonstrate its commitment towards Sphere Minimum Standards and CHS in 2017.



## 5. Appendix

- Appendix 01: Case Story



## Appendix 01: Case Story

### Adopting Sphere and CHS in post-grad Academia

The University of Peshawar, a leading academic Institute in the KP province of Pakistan, not only caters to the educational needs of Peshawar but also entire province and that of the Federally Administered Tribal Areas (FATA). The institute's highly qualified and trained faculty, it's student friendly and supportive administration, updated curricula, conducive academic environment and it's well-maintained infrastructure have been the hallmarks of this prestigious University. The university's role in political, industrial and government leadership is recognized nationally and has had a marked contribution towards bringing positive changes in the society.

During a series of consultations with the university's faculty members and as an outcome of Community World Service Asia's CIP training conducted with the students of the BS Social Work degree program, the faculty members at University of Peshawar felt the need to incorporate Sphere Minimum Standards and Core Humanitarian Standard into their 'Disaster Management' module. The need to teach students these standards has been repeatedly highlighted. Many students, after graduating in Social Work, intend to join the humanitarian sector. However, it was observed that most of these students had very limited information about the practical aspects of humanitarian and development interventions, its' technical skills and the common frameworks used, unless they gained work experience in the field. This is what needed to be changed. Students with relevant degrees must be equipped with the necessary knowledge upon their graduation and must not need to wait to acquire job experience to attain that.

Dr. Muhammad Ibrar, lecturer at the Department of Social Work at Peshawar University expressed, "After partnering with Community World Service Asia, various capacity building events and consultations were carried out with our faculty and students on Quality and Accountability (Q&A), Peace and Democracy, Ethical and Moral Responsibilities of NGOs, thus assisting us to understand the importance of Q&A in the development sector."

"After a year of Community World Service Asia's engagement our students and faculty of our Social Work department, we were able to provide practical knowledge about program frameworks, humanitarian policies and practices to students on International Standards for Disaster Response. Recently we also launched a one-year Post Graduate Diploma on "NGOs Management" in which Sphere Minimum Standards and CHS have been incorporated in the course outline. The sole objective of this is to empower people, enhance the people's problem solving capacities to resolve problems and promote social justice through development of social policy.

“This diploma course aims to assist the students with the nature, functions, formation and registration process of NGOs in Pakistan,” added Dr. Ibrar. He further went on to say, “It will help students to develop an in-depth understanding on the basic concepts of volunteerism, charity, aid, welfare and development and on international standards for disaster response. We hope that this will lead them to become more equipped and professionally skilled humanitarian aid and development workers with up-to date knowledge, skills and attitude for making a positive impact in society.”