



CHURCH WORLD SERVICE
Pakistan / Afghanistan



2009-2010

Case Study: Quality and Accountability Collaboration between CWS-P/A and LWR



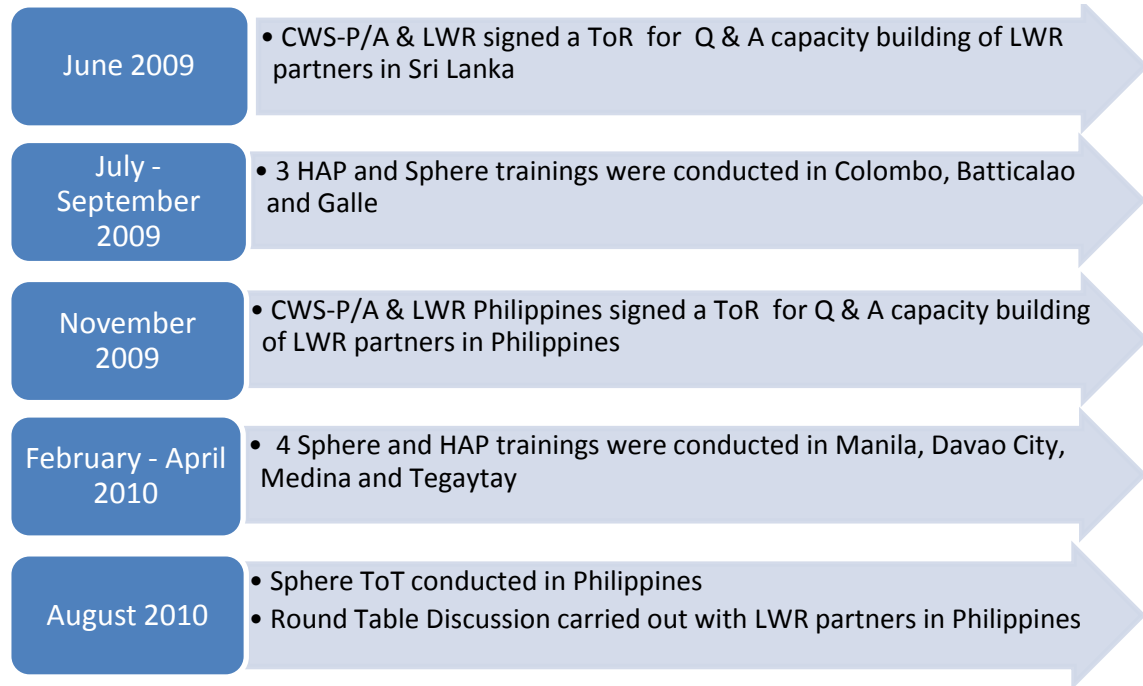
For more information please contact: Sphere Focal Point
CWS-P/A - saima@cwspa.org.pk

PROMOTING QUALITY & ACCOUNTABILITY

Strengthening Humanitarian Assistance (SHA) is one of the thematic areas under the Capacity Building Program (CBP) of Church World Service-Pakistan/ Afghanistan (CWS-P/A). In order to achieve its goal of improving service delivery during emergencies, SHA project works from a long-term development perspective which is to systematically equip humanitarian and development practitioners' with skill, knowledge, and capacity required to meet quality and accountability (Q & A) standards. Activities under SHA are designed to shift the mindsets of aid workers and organizations in Asia to embrace the importance and relevance of Q & A when delivering services.

CWS-P/A signed an agreement with Lutheran World Relief (LWR) in June 2009 to build the capacity of LWR partner agencies in Sri Lanka on Sphere Project and Humanitarian Accountability Partnership (HAP). CWS-P/A's role was to provide technical support to LWR including identifying the needs and supporting the Q & A activities to meet the identified needs.

PROCESS & KEY ACTIVITIES



LWR has identified quality and accountability as one of its strategic organizational objectives. To this end, Q & A training and capacity building was added to emergency response work for the first time in the Sri Lanka IDP emergency in mid-2009. Building on the training's success and increased demand, it was again added to the response work following the Philippines Typhoon Emergency in late 2009. In both cases, CWS provided valuable technical assistance and trainers to facilitate the initiative. In Sri Lanka, 76 people were trained from 20 different agencies including government departments responsible for humanitarian response. Trainings were delivered in 3 languages and participants came from 7 districts of the country. In the Philippines, 87 participants from 76 organizations were trained on Q & A. The immediate outcome of the training was that LWR recognized the importance and the need for identifying champions of Q & A. Sphere standards were seen as an entry point through projects to organizations and government authorities; therefore, a Sphere ToT was seen as the next logical step. LWR is committed to building Q & A capacity within the organization as well as through partners and stakeholders throughout the region.

WHAT WE ARE PROUD OF

- Ability to generate interest and commitment to a wide target audience beyond aid agencies to include government authorities, especially local structures.
- The initiative was ground breaking in the sense that in some local contexts, Sphere ToT was given for the first time, HAP was introduced for the first time, and trainings were translated in local dialects for the first time.
- Sphere ToT was designed to suit local context and carried out by regional trainers.
- Interest and support demonstrated by funding agencies in supporting this initiative.
- Increased internal capacity of LWR especially in providing training and organizing Q & A initiatives.
- Positive response as a result of active engagement with selected senior management of LWR partner organizations who are committed to promote and apply Q & A initiatives internally and externally through the Sphere ToT graduates representing their organizations.
- In-depth documentation of trainings and development of new material which are context-based and ready for immediate use by Sphere ToT graduates.
- Commitment and continuous support from CWS-P/A and LWR leadership to expand Q & A initiatives in Asia, in both short-term and long-term perspectives, motivate staff to pursue these efforts.
- Willingness and openness from CWS-P/A and LWR to learn from the gaps jointly identified and build on the best practices.

"We expect the two Sphere ToT graduates from our organization are now equipped to roll out Sphere orientations internally and to our partner organizations."

Director, INGO, Philippines

"We have plans to integrate Sphere standards into our proposals and project guidelines."

Participant Sphere ToT, Philippines

"Through Sphere and HAP trainings, I have found new tools to effectively address quality and accountability challenges at field level."

Participant, Sri Lanka training





CWS-P/A's support has laid the foundation to mainstream quality and accountability initiatives within LWR and its partner organizations across Asia.

The partnership between CWS-P/A and LWR is expected to continue in similar and different initiatives, appropriate to the local context. In line with long term-strategy, CWS-P/A and LWR are both committed to strengthening internal quality and accountability mechanisms while working alongside existing and new partners. Through SHA project, CWS-P/A is committed to expand its outreach beyond aid workers and aid agencies to include other equally important stakeholders so to ensure quality and accountability issues are addressed in a holistic manner.

WHAT MORE WE WILL DO

- Continue joint collaboration in Asia and share experiences to build from lessons learned.
- Promote long-term commitment from partners and donors.
- Identify and share ways of institutionalizing Q & A initiatives at organizational level.
- Mainstream Q & A internally ensuring it's not treated as an independent project.
- Pay more attention to follow up activities and strengthening Q & A system so to ensure 'technical sustainability' within the organization.
- Develop more context specific material based on existing material to suit specific target audience; develop key messages to suit the specific target audiences.
- Measure the impact of the work done thus far, and find ways of measuring future work to ensure there is improved assistance and quality service to the beneficiaries.
- Continue building pool of resources and enhance their expertise with other Sphere knowledge and skills such as Sphere in Monitoring and Evaluation.
- Promoting HAP certification in Asia and providing support accordingly.