

# QUALITY & ACCOUNTABILITY

## Typhoon Haiyan Response

Nov 25 – Dec 13, 2013 | Report 1

### HANDS-ON Q&A SUPPORT IN THE PHILIPPINES

Lutheran World Relief (LWR) in collaboration with Church World Service-Pakistan/Afghanistan (CWS-P/A) continues to collaborate on quality and accountability (Q&A) with various agencies including INGOs, NGOs, UN and donors that are playing an active role in disaster response and early recovery in the Philippines.

Parts of the Philippines were hit by super Typhoon Haiyan (local name: Typhoon Yolanda) on November 8th, 2013. Typhoon Haiyan, considered the strongest typhoon ever, severely affected nine regions (Regions: IV-A, IVB, Bicol, Western Visayas, Central Visayas, Eastern Visayas, Northern Mindanao, Davao Region and Caraga). Given the scale of the disaster and the resultant humanitarian response, the needs for promoting Q&A in the context of the core humanitarian standards are ever greater.

Through a Q & A deployment to LWR in the Philippines, CWS-P/A is collaborating and supporting LWR in its role as Sphere Country Focal Point and chair of the Alliance of Sphere Advocates in the Philippines (ASAP) to promote Q & A during the relief and recovery efforts. The deployment will also aim at meeting wider humanitarian Q & A needs including support to LWR/CWS partners and ACT members, etc. A ToR was signed between LWR and CWS-P/A for a period of 6 months, beginning 25 November 2013. This update is a summary of the support provided and the immediate outcomes during the reporting period.

## IN BRIEF

- Setting up and deployment of Q&A team
- Q&A orientations for 9 agencies
- Consultation & technical advice to agencies
- Mobilization of local resources
- Linking with other actors
- Distribution of Sphere and HAP Standard



Lutheran World Relief

**actalliance**



CHURCH WORLD SERVICE  
Pakistan / Afghanistan



The Sphere Project

**HAP** Humanitarian  
Accountability  
Partnership

Alliance of Sphere Advocates  
in the Philippines (ASAP)

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## LINKING WITH ASAP MEMBERS

Currently there are 15 number of ASAP members, chaired by LWR. The members are: Centre for Empowerment and Resource Development (CERD), Child Fund, Community Organizers Multiversity, Corporate Network for Disaster Response, Habitat for Humanity Philippines, International Institute of Rural Construction, KAPWAUpliftment Foundation, Inc., Kasilak Development Foundation, Lutheran World Relief (LWR), Mahintana Foundation Inc. (MFI), PhilDHRRA, Plan International, SILDAP, United Methodist Committee on Relief (UMCOR), World Vision Development Foundation, Inc.

Individual contacts and consultations were made with two ASAP members to identify their specific Q&A needs. Among others the needs are Key documents such as proposals were reviewed to ensure accountability is a standard feature of the proposals.



*A participant calculates the minimum standards for relief packages needed to meet Sphere standards.*

## MOBILIZING LOCAL AND REGIONAL RESOURCES

Since 2010 LWR has been instrumental in building capacity of national agencies in Sphere and HAP with technical assistance from CWS-P/A, where relevant. With an aim to mobilize local and regional resources, former Sphere ToT graduates were/are being

contacted to voluntarily be part of a Q&A resource pool. Resources in the form of travel, accommodation and subsistence allowance are allocated for this purpose. At the time of reporting, one of the Sphere ToT graduates from the in-country Sphere ToT in 2010 joined the Q&A team.

### Q&A Related Concerns at Community Level:

(based on UNOCHA Affected Community Consultations reports)

- Lack of timely and accurate information
- Corruption and unfair relief distributions
- Unmet needs
- Unmet complaints
- Safety and security

### Q&A Related Concerns at Agency Level:

(based on feedback from NGOs during orientations and meetings)

- Existing structure, policy and procedures do not support rapid expansion
- Lack of Disaster Management expertise
- Lack of Q&A knowledge
- Lack of Q&A expertise
- Lack of competent staff in areas of interventions
- Pressure from donors to apply Q&A without proper support
- Competing priorities

Regional Sphere trainers that have participated in CWS-P/A Q&A events were also contacted. Resources are also allocated for at least 2 regional trainers to join the team for 1-2 weeks to share their expertise and gain exposure from the work in the Philippines Typhoon Yolanda Response. At least 3 trainers from the region have indicated availability and

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interest. ToRs are being developed for this resource pool so that the expectations are clear.

### NEEDS BASED Q&A ORIENTATIONS

Three half-day needs based Q&A orientations focusing on needs assessment, designing relief packages and complaint response mechanism were conducted from 9/10/11 December 2013 in Cebu. Each orientation was a stand-alone topic and agencies could attend either or all of the days depending on their needs. The needs were identified through various reports that highlighted Q&A gaps and discussions with ASAP members. This event was hosted by RAFI. These orientations aimed at primarily building capacity of the NGOs operating in the Philippines. Participating agencies were Child Fund, Habitat for Humanity Philippines, JPIC-IDC, LWR, MFI, Pagtambayayong Foundation, PhiIDHRRRA, Plan International, RAFI, World Vision.

The session on relief packages revealed that all agencies were either unaware of the nutritional values or unsure if they met the indicators of the Sphere minimum standard food package they provided during the emergency response. Participants acknowledged the gap in not knowing the minimum standard required for relief packages and the implications of this i.e. varied food packages. CRM was found a new concept by many agencies although a few such as World Vision and Plan International have established CRMs.

Some of the actions committed by the agencies include setting up of CRM, rolling out

of Q&A orientations and revision of checklists and relief packages in consultation with their respective management. Immediate outcomes include follow up meeting with some of the agencies in preparation for setting up CRM and rolling out of Q&A orientations within their respective agencies and partners.



*During the orientation on Needs Assessment at Cebu, Philippines - the participants are discussing the use of assessment checklists provided in Sphere Standards handbook*

### DISTRIBUTION OF SPHERE AND HAP HANDBOOKS

Participants of the orientations were provided with one copy of Sphere Handbook and one copy of HAP Standard each. Additional copies were also provided to agencies upon request. During the period of reporting, 47 Sphere Handbooks and 18 HAP Standard were distributed to agencies. Agencies requested to distribute the Handbooks to their field offices, for their M&E team and their response team.

### LINKING WITH OTHER ACTORS

Link was made with Barb Wigley, Interagency Coordinator, Accountability to Affected

Date	Orientation	Male	Female	No of agencies
09/12	Overview of Q&A: Needs Assessment	5	8	9
10/12	Minimum Standards for Relief Packages	9	11	6
11/12	Complaint Response Mechanism (CRM)	6	16	6

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Populations (AAP) & Prevention of Sexual Exploitation and Abuse (PSEA), OCHA Philippines. Summary of reports released by Interagency Coordinator and tools such as beneficiary consultation questionnaires were further disseminated and shared with ASAP members and its partner agencies. Agencies found the information useful and relevant to their on-going work. Link was also made with OCHA office based in Tacloban to present an overview of Q&A (HAP and Sphere) to the NGOs working in the region. NGOs found the tools appropriate and relevant however, a detailed orientation will be more helpful in ensuring NGOs are more tuned to standards.

### Q& A TECHNICAL INPUT TO AGENCIES

Individual consultations with ASAP members began during the reporting period. Proposals were reviewed to ensure Q&A components are integrated and budgeted for. ASAP members have also requested for developing Q&A framework and related policies. Consultations on establishing CRMs with four ASAP members including LWR, PhilDHRRA, RAFI and Habitat for Humanity have begun.



*Training participants work in groups to determine the minimum standards for relief packages during an orientation in Cebu.*

### CONTACT DETAILS OF Q&A TEAM

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