



QUALITY AND ACCOUNTABILITY IN RESPONSE TO TYPHOON YOLANDA

UPDATE 04:
March 04, 2014 - April 15,
2014

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In brief:

- ❖ Listening to Communities
- ❖ Using Sphere Standards in Shelter Projects
- ❖ Complaint Response Mechanism
- ❖ Mobilizing Local and Regional Resources
- ❖ Distribution of Sphere Handbook and HAP Standard
- ❖ Follow-up

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.

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. An additional resource in the form of a dedicated administrative assistant to assist with the administration of Q&A activities was provided by LWR during the reporting period. This update is a summary of the support provided and the immediate outcomes during the reporting period.

This reporting period witnessed a gradual shift from recovery to rehabilitation efforts in response to Typhoon Yolanda. Q&A interventions were carried out in Ormoc, Tacloban, Iloilo, and Panay. Additional resources were also dedicated to effective implementation of complaint response mechanisms (CRM) by LWR Partners. Due to poor weather conditions a two-day training targeting the local government units (LGUs) in Santa Fe was postponed. CRMs continue to draw interest from NGOs. 80% of the training participants are new to Q&A, specifically HAP and Sphere Standards, reaffirming the need for sensitization and increasing knowledge of Q&A.

2. How to Address Accountability Related Issues?

A few aid agencies which are committed to accountability expressed their frustrations as to what can be done if other agencies do not observe accountability. Although platforms such as the cluster meeting and the councils at the barangay level may be used to air grievances, concerns are that these grievances are heard but not acted upon. Holding agencies accountable for misconduct or violation of the Red Cross and Red Crescent Code of Conduct is easier said than done. Similarly, numerous agencies have implemented complaint response mechanisms; however, when the received complaints are against another agency, partner, or government, these complaints are not acted upon. There is a growing fear among the organizations which are committed to accountability that more harm may be done through ineffectively managed CRMs or if misconduct is not addressed promptly.

3. Using Sphere Standards in Shelter Projects

Following the involvement of government officials in the previous Sphere trainings, a two-day Sphere training was planned for the LGUs through the shelter cluster. The Governor’s office in Cebu organized the training to be held in Santa Fe. Due to an anticipated storm, the training was tentatively postponed to May.

A one-day training on using Sphere Standards in shelter projects was held in Ilollo based on the needs and requests of previous training participants. Due to unforeseen circumstances and last minute cancellations, the number of participants was lower than expected. However, the participants appreciated the small tutorial-like group where they had the opportunity to have detailed discussions on accountability and standards in shelter projects. As an immediate outcome of the training, one of the participants requested for an in-house training for her agency, Medair. An in-house training is planned for Medair and its staff and partners in May.



Summary of Orientations

Date	Orientation	No. of Men	No. of Women	No. of Agencies
March 12, 2014	Complaints Response Mechanism (CRM)	12	9	9
April 4, 2014	Listening, Learning, and Improvement	5	15	9
April 8, 2014	Using Sphere Standards in Shelter Projects	1	4	4

4. Listening, Learning, and Continual Improvement

A training focusing on the continual improvement of services through learning within an organizations was held in Tacloban. Most of the participants were new to HAP and Sphere Standards. Tools and platforms for learning and continual improvement were discussed in the training. Complaint Response Mechanism (CRM) was regarded as one of the tools for continual improvement; however, organizations found complaints are not easy to handle and there are many unanswered complaints in the organizations, which may create more harm than good.

Listening Exercise was shared as one of the learning tools and platforms for organizations to continually improve their performance. The Listening Project was introduced by the Accountability to Affected Population (AAP) Coordinator. To practice the new tool, participants were asked to listen to the communities in Barangay 35 in Tacloban. Necessary arrangements were made for the participants to visit this barangay to listen to the community's views of Yolanda Response and what the future may hold for them.

At the onset of the Yolanda Response, the former AAP Coordinator conducted beneficiary consultations and reported that a lack of information is one of the main accountability related challenges. The recent listening exercise confirms that this challenge has not been fully addressed. Furthermore, selection criteria for the resettlement efforts are unclear. Barangay 35 being a 'no build zone' is a concern to the community members. The communities shared that the government officials (LGU) could be more supportive and cooperative. Please contact the Q&A team for the detailed report produced by the AAP Coordinator.

5. Distribution of Sphere and HAP Material

All participants of the orientations and partner consultations received a copy of the Sphere Handbook and the HAP Standard. Additional copies were also provided to agencies upon request. During the reporting period, 4 Sphere Handbooks and 54 HAP Standards were distributed to agencies. T-shirts with accountability messages were produced and distributed during the reporting period.

6. Mobilizing Local and Regional Resources

A Q&A practitioner from CWS-P/A whose expertise is in Complaints Response Mechanism was deployed for two weeks as an additional resource to LWR and its partners. See details under the Complaint Response Mechanism (CRM) section.

What communities at Barangay 35, Tacloban said during the listening session:

- **Woman, 40s, 7 family members who received relief items:**
The relief distribution is not fairly carried out and that she received lesser relief items than others.
- **Woman, 30, head of family:**
There is still a lack of information regarding the housing and resettlement issues.
- **Father and son:**
Need stress debriefing, counseling, or support to deal with trauma.
- **Father with 3 kids:**
Inadequate electricity in the area poses a security challenge to the community. Looting incidents were reported. Those who are not in favor of the local government unit (LGU) are not on the list of beneficiaries.
- **Woman, 50s**
She is still traumatized, lacks information, and does not know what is next. She received low quality food and is tired of eating canned food (corned beef for breakfast, lunch, and dinner).
- **Mother, head of the household:**
She is envious of others who received cash. LGU is not cooperating. She does not know where to go, lacks information on resettlement, and has limited access to clean water and toilet.

7. Complaint Response Mechanism (CRM)

CRM training was held in Ormoc based on the requests of the AAP Working Group. The regional resource person was instrumental in preparing and implementing all CRM related activities during the reporting period. The training received positive response from the NGOs and churches based in Ormoc. CRMs are a new concept and process and an equally important mechanism to raise voices of the affected populations. Overall, a higher level of acceptance toward CRM and its importance was observed. Some agencies already observe CRM, however, not formally or following a system for CRM.

LWR partners have initiated CRM implementation to varying degrees. Another round of sensitization was carried out with these partners at HQ and field levels. At least two partners started receiving complaints. On-going support will be provided to ensure the complaints are handled in a timely and effective manner.

During a field visit to Municipality of Albuera, Leyte, the Q&A team also observed that an existing complaint mechanism seems to work at the Barangay level. It involves a register/log book for complaints.

As a new concept and process in the Philippines, CRM requires more time and technical assistance for effective implementation.

8. Follow-Up

In order to identify post-training impact, follow-up was conducted with previous training participants. An increased sensitization by INGOs to the Q&A needs of their partners was observed. As a result, INGOs have started funding and encouraging their national counterparts to attend Q&A trainings.

The Q&A team will conduct a rigorous and systematic follow-up over the coming weeks. Typically at the end of training, participants complete an action plan. 30% of total participants in a given training will be randomly selected and contacted to ask if they have acted on their action plans. Additional technical assistance will be offered, if required.

9. NEXT STEP

The following actions are underway for the coming weeks:

- Training on Using Sphere Standards in Shelter Projects for the LGUs in Santa Fe
- In-house Q&A Training for Medair
- Follow-up of Trainings and Partner Consultations
- Sphere Mini Audits for LWR Partners
- Lessons Learned Event
- Advocates of Sphere Alliance Philippines (ASAP) Meeting