

ANNUAL REPORT

2021



ANNUAL REPORT 2021



communityworldservice.asia



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2021 IN REVIEW

Community World Service Asia strongly believes in, and advocates for keeping people at the centre of all its initiatives, with its vision being a community that is;

- 
Interdependent
- 
Equal
- 
Peaceful
- 
Resilient
- 
Just and fair

Our Thematic Priorities:

- 
Climate Action & Risk Reduction
- 
Education
- 
Equality, Inclusion & Participation
- 
Emergencies
- 
Health
- 
Livelihoods
- 
Quality & Accountability
- 
WASH

By the end of **2021**, we reached a total staff capacity of **191** people in **7** locations



WOMEN

51%



Men

49%



Staff Gender Balance

46% of CWSA's managerial roles belong to women

In **2021** we reached **1,056,302** people across Asia. Through our various programming we worked towards accomplishing multiple sustainable development goals in the year:



Maintained **health and well-being** of **122,920** individuals



Mobilised **3,612** community members in **Climate Action and Disaster Risk Reduction** activities



Reduced poverty and hunger and improved **gender equality** by providing **livelihood and economic** opportunities to over **13,721** rural women and men



Strengthened capacities of **11,280** humanitarian and development practitioners on **Quality & Accountability** standards



Worked towards increasing access to **quality education** of **57,171 underprivileged** children by working with teachers, parents, legislators and community members



Engaged with decision makers and community members in Pakistan to promote **equality & inclusiveness** and reduce inequalities among **797,196 marginalised** populations



Provided **emergency** assistance to over **50,402** conflict and disaster affected people

In every \$ 1 spent in 2021, we spent:



Development and Humanitarian programs

96 cents

Administration

4 cents



Increased regional and global advocacy on **Localisation** and collaborated with **A4EP** on development of an animation **video** and **learning paper** to raise awareness on localisation commitments and equitable partnerships



Raised awareness on **climate friendly gastronomy** and promoted **plant based diets** to reduce food related carbon emissions among chefs and consumers in Pakistan in **collaboration with Danish Embassy in Pakistan**



Strengthened organisational and staff capacity on **Safeguarding & Complaints Response Mechanisms (CRM)** and its mainstreaming through internal and external trainings, community consultations and introduction of the **Whistleblowing** policy



Initiated **4 projects** focusing on providing immediate assistance to conflict and crises affected uprooted communities in the region



Coping strategy index of multiple **crises affected families** reduced from **22** to **2.1** in program target communities in Pakistan



Taanka E-commerce successfully launched to strengthen market linkages and extend reach of rural women artisans



ISO 9001-2015 Certification successfully renewed

Community World Service Asia continued to represent on key structures within its networks and alliances in **2021**:



Vice-Chair on the CHS Alliance Governing Board



Member of Core Humanitarian Standard Steering Committee



Representing on the ACT Alliance Governing Board



Representing on the Shrinking Humanitarian Space Working Group



Representing on ACT Safeguarding Community of Practice



Co-chairs on 3 of ACT Alliance's Reference Groups:



1. Gender Justice



2. Migration and Displacement



3. Quality & Accountability



Representing on ICVA's Global Advisory Committee on Shrinking Humanitarian Space



Board member of Sphere



Serving on the Sphere's Strategic Planning Committee



Representing on CDAC Network's Governing Board



Core Team Member with the Global NPO Coalition on FATF

CLIMATE ACTION & RISK REDUCTION

Through **Climate Action and Risk Reduction (CA&RR)** we reached **3,612** people in **2021**

What we do

In 2021, CWSA continued to focus on prevention and preparedness, in collaboration with the communities, as a crucial aspect of all systematic measures to build resilience to climate change and disaster risks. Our Climate Action and Risk Reduction projects are improving the ability of local populations to mitigate natural disasters in the region and respond effectively to potential emergencies.

Achievements:

- ▶ **Improved understanding of local communities on DRR and risk communication** through contextualised and localised DRR awareness tools and capacity building
- ▶ **Enhanced local capacities on development of technical hazard map** and assessment methodologies through specialised trainings
- ▶ **Increased disaster resilience** among local communities through **development of technical experts' pool** who are trained in identifying and addressing potential risks
- ▶ **Increased bilateral coordination** among communities, government officials and other relevant stakeholders to **increase local population's capacity to reduce risks** against recurrent disasters and emergencies
- ▶ **Supported ANDMA¹** to increase their capacity on Climate Action & DRR through the implementation of 5-year strategic plan (2021 – 2024)
- ▶ **Enabled relevant government officials to be equipped with latest DRR techniques and tools** to support them increase disaster resilience among local communities
- ▶ Local communities in Sindh now have **access to clean drinking water and against water borne diseases**
- ▶ **Risk Reduction (RR) training workstation** established and equipped with relevant resources to conduct trainings and knowledge sessions at Kabul University
- ▶ **Decreased deforestation** due to promotion and use of fuel efficient stoves in target areas of Pakistan
- ▶ **Effectively linked DRR Risk Assessment** into planning physical intervention measures through implementation of a guideline



Through Climate Action & Risk Reduction we are working towards **Sustainable Development Goals (SDGs) 11, 13, 15**

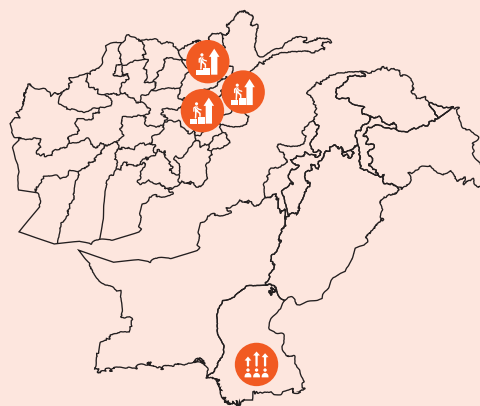
Priority Areas for CA&RR



Humanitarian and Institutional Capacity Enhancement on Disaster Risk Reduction



Increasing Economic and Community Disaster Resilience against droughts



In 2021, these are the people who we supported and collaborated with:



Families

516



Women

22%



Men

30%



Children

48%



Under an emergencies project, humanitarian and development support is being provided to the drought, locust and COVID-19 affected rural farming families of the rain fed area of district Umerkot, Pakistan.

1. Afghanistan National Disaster Management Authority (ANDMA)

Key Outputs

 <p>70 individuals representing all key stakeholders trained on improved technical hazard map development and assessment methodologies using QGIS²</p>	 <p>16 community based DRR committees formed in Afghanistan and Pakistan</p>	 <p>8 hazard measurement and 8 village DRR plans developed</p>
 <p>1,326 members, including 50% women, of Disaster Risk Reduction (DRR) committees trained on Community Based Disaster Risk Management (CBDRM)</p>	 <p>6 RO plants³, with solarized panels, installed in drought affected villages</p>	 <p>114 water harvesting tanks constructed for kitchen gardens in water scarce villages</p>
 <p>600 environment friendly fuel efficient stoves installed with the help of communities</p>	 <p>20 Coordination meetings conducted with relevant stakeholders for direct implementation of disaster risk reduction (DRR) and climate action projects</p>	 <p>Landslide Policy developed for Afghanistan's Natural Disaster Management System for effective landslide risk reduction and role of relevant stakeholders</p>
 <p>Curriculum framework successfully developed for a DRR master course at Kabul University, Afghanistan</p>		 <p>5-year monitoring plan developed to monitor and observe the implementation process ANDMA's strategic plan</p>

+ Something New!



To expand reach and strengthen the role of academic institutions in disaster risk management, a DRR Training Workstation was established in 2021 at the Kabul University. This facility has provided a platform to conduct disaster risk reduction (DRR) and emergency preparedness trainings. Through these trainings we aim to provide students and aid practitioners with information on DRR, its preventive measures, technology updates. The work station helps key stakeholders such as government agencies, community structures, CSOs and academia identify and understand their relevant roles and responsibilities. The workstation, furnished with all necessary resources and technological equipment, has the capacity to accommodate 10 trainees in a session and has already hosted a number of trainings in 2021.

2. QGIS (until 2013 known as Quantum GIS) is a free and open-source cross-platform desktop geographic information system (GIS) application that supports viewing, editing, and analysis of geospatial data.
3. A reverse osmosis plant is a manufacturing plant where the process of reverse osmosis takes place. Reverse osmosis is a common process to purify or desalinate contaminated water by forcing water through a membrane.

EDUCATION

Through **Education** we reached **57,171** people in **2021**



What we do

In 2021, we continued to support educational opportunities for underserved families, despite the many challenges faced in the operational context owing to COVID-19. We worked towards fostering sustainable quality education for both boys and girls in the region by collaborating with key stakeholders of primary academic institutions. CWSA worked to increase access to education for children in remote communities, while also achieving gender equality in education by closing the literacy gaps between boy and girl students.

Achievements:

- ▶ Teachers have started applying **interactive, students-centred and child-friendly** approaches in their classroom
- ▶ Increase in student enrollment through use of child-centred teaching methodologies and promotion of education at community level
- ▶ Increased knowledge on issues of **human dignity, social cohesion, good governance, child rights and gender equality** among students, teachers, parents, village elders and religious bodies in the region
- ▶ **Access to education** increased through **Community-Based Schools (CBS)** for **children** residing in remote villages of Afghanistan
- ▶ **Increased community engagement and ownership of education interventions** as various people-centred committees, at different levels, formed to bridge the gap between students, schools and their communities
- ▶ **Increased community resilience against the COVID-19 pandemic** through developing early awareness on protection among teachers, students and parents
- ▶ **Reduced harmful gender norms and injustices** due to awareness raising among parents and communities
- ▶ **Decreased drop-out rate among students** in project target areas
- ▶ **7 teachers, from CWSA supported program, awarded excellence certificates by the Education Directorate**



CWSA's education centres are ensuring the effective use of available educational resources and to foster parental and student satisfaction with local schools and curriculums.

1. Parent Teacher Committee



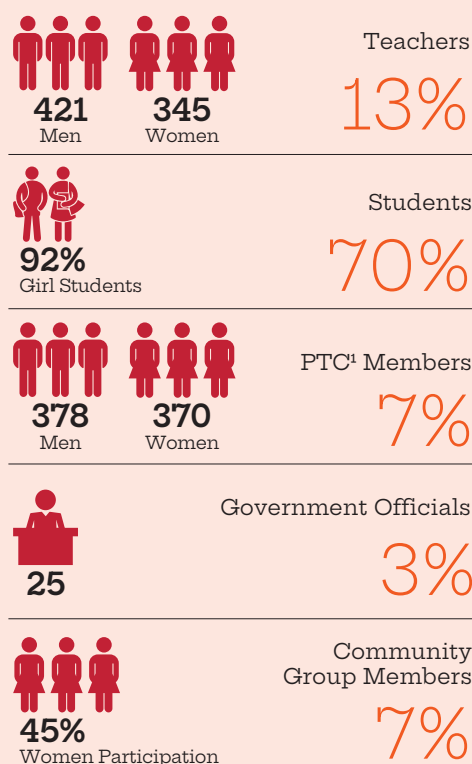
Through Education we are working towards Sustainable Development Goals (SDGs) 4, 5 and 16

Priority Areas for Education










- Girls Education**
- Education Facilitation for Displaced Girl Students**
- Psycho-social support & Education Facilitation for Uprooted Families**
- Early Childhood Care and Education**



In 2021, these are the people who we supported and collaborated with:



Key Outputs

 <p>2,935 new students enrolled in 28 schools in the region</p>	 <p>32,607 students, of which 87 % are girls, received access to improved quality education</p>	 <p>12 Education centres established to guarantee effective resource utilisation and curriculum feedback avenues for parents and students</p>
 <p>990 returnee students in Afghanistan facilitated with enrolment documentation, translations and other school-related matters</p>	 <p>4,140 students received stationary kits & 34 School Supply Distributions conducted to encourage practical learning and engage students in fun learning exercises</p>	 <p>670 parents and members of School Management Committees (SMC) trained on core civic, constitutional and gender rights</p>
 <p>25 Village Education Committees (VECs) and 15 School Management Committees (SMCs) established to promote education in villages by encouraging enrolment and improving school facilities</p>	 <p>18 schools equipped with WASH services and 210 teachers, parents and community members received hygiene kits and training on awareness and protection against COVID-19</p>	 <p>58 teachers trained and mentored on innovative teaching skills and developing positive learning environments</p>
 <p>60 teachers trained on specialised subjects including Science and Maths and 411 teachers provided with technical support through Technical Assistance Visits</p>	 <p>School Volunteer Committees (SVCs), with participation of 2668 students, established to sensitise children on human and child rights, leadership, civic duty and girls education</p>	 <p>702 modules and student learning material printed on COVID-19 protection and distributed among schools for increased awareness on COVID-19 and how to protect from it</p>
 <p>7,162 students and teachers provided with IEC material on teaching methodologies and awareness on girls education, child rights and COVID-19</p>		

Something New!

Community Development Committees (CDC), composed of community leaders, religious leaders and the elderly, were established in different target villages of Afghanistan. The CDCs act as a bridge between the village and the schools to resolve educational challenges faced by community members in the vicinity. Traditionally, men have had more representations on these committees. Under the Girls' education project for the first time girls have become members of these CDCs. Thirteen girl students became member of the CDCs in different villages after continuous advocacy and awareness activities with relevant stakeholders, including parents, community leaders, elders, guardians and community members. Their representation has given attention to the challenges girls face in accessing and sustaining education.

EQUALITY, INCLUSION & PARTICIPATION



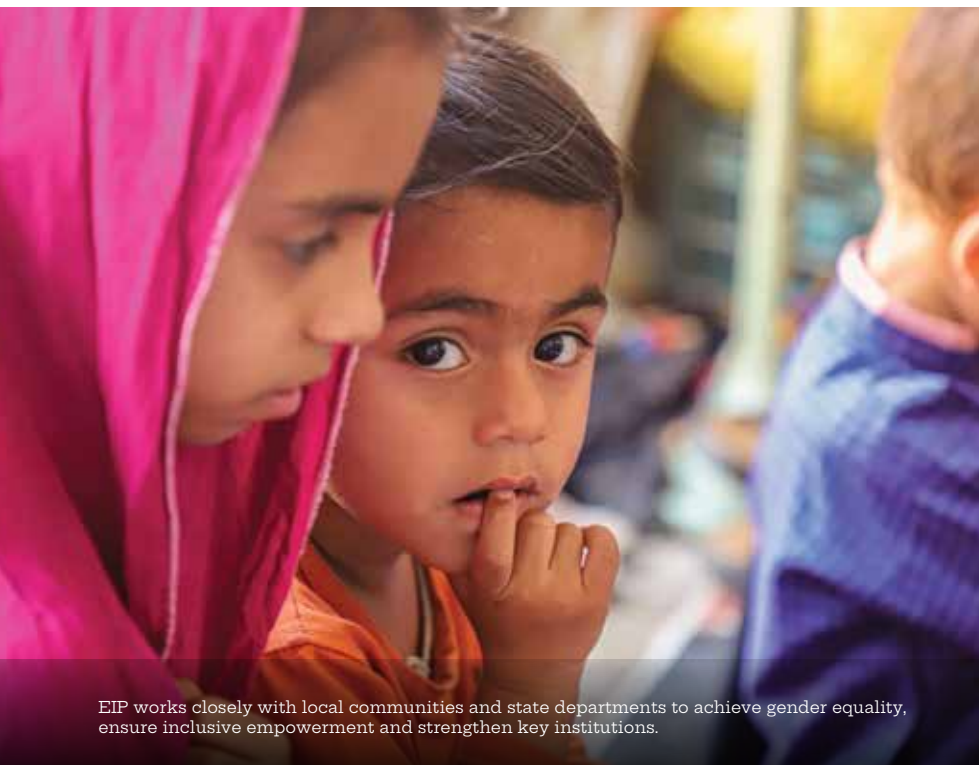
Through **Equality, Inclusion & Participation (EIP)** we reached **797,196** people in **2021**

What we do

The goal of EIP is to promote an inclusive, cohesive, just and sustainable society in Pakistan. In 2021, our projects continued to empower marginalised populations in the region through advocacy at national, sub-regional, and regional initiatives that support and promote the practise of participatory democracy. We worked together on strengthening policy, implementation of laws and increasing community advocacy engagement with the support and participation of youth, women, civil society, academia, National Lobbying Delegation and minority Community Leaders.

Achievements:

- ▶ **Two percent Education Quota** for students belonging to religious minority communities approved by the Khyber Pakhtunkhwa government following continuous coordination and advocacy
- ▶ Continuous advocacy efforts led to approval of the draft **Christian Marriage and Divorce Bill 2019**, by the national federal cabinet
- ▶ Successful implementation of **Sindh Hindu Marriage Act** through stronger collaboration with Social Welfare Department and Sindh Human Rights Commission (Government of Sindh)
- ▶ Over one million people reached through a digital campaign that focused on awareness raising on personal laws, job and education quota for religious minorities
- ▶ Enabled communities to take ownership of their issues and effectively advocate for their rights around education and health through strengthening community management skills
- ▶ Youth activists developed and implemented student led initiatives that promoted peaceful coexistence and highlighted the challenges faced by marginalised communities



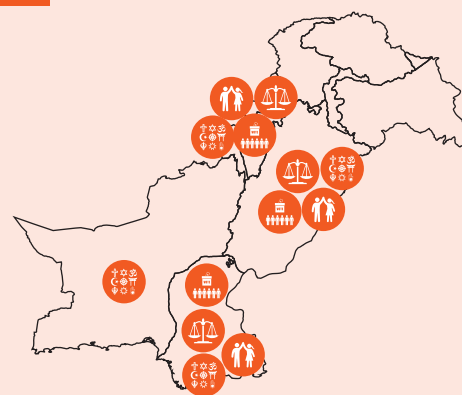
EIP works closely with local communities and state departments to achieve gender equality, ensure inclusive empowerment and strengthen key institutions.



Through **EIP** we are supporting the Government of Pakistan in achieving **Sustainable Development Goals (SDGs) 4, 5, 8 and 16**

Priority Areas for EIP

- Political and Social Equality for Religious Minorities**
- Social Inclusion and Justice for Minorities**
- Strengthening Democracy through Youth Engagement**
- Youth Action for Peace**



In 2021, these are the people who we supported and collaborated with:

Families
 2,405

Youth Members
 9%

Women
 46%

Men
 45%

National Lobbying Delegation¹ (NLD)

24

Minority Community Leaders (MCLs)

30

1. National Lobbying Delegation (NLD) for Minority Rights is a 24-member group formed in 2013 by CWS-Asia, working to secure the democratic rights of non-Muslims in Pakistan.

Key Outputs



168 Information and awareness-raising video clips and documentaries screened for religious minority communities on **family laws and Quotas for education and Health**



545 Right to Information (RTI) applications submitted by marginalised community leaders on status of minority quotas following the **39 workshops** conducted on RTI for civil society members and community leaders



390 youth and **31** academia members from across Pakistan sensitised on **civic education, promoting pluralism, inclusion and human dignity**



70 Student-led activities launched to promote social, economic and political inclusion of marginalised groups



657 members of **Steering Committees and Community Groups** trained on advocating for issues concerning education and health for the marginalised groups



11 advocacy and coordination meetings conducted at provincial and district level to improve health and education facilities for marginalised communities



6,140 community members, of which **54%** are women, sensitised on the **Hindu Marriage Act** through **46** interactive theatre plays.

+ Something New!



We focused extensively on digital campaigns in 2021. The objective was to raise awareness among marginalised communities as well as the general masses on issues concerning personal laws, job and education quota for religious minority communities. Through the digital campaign, which included videos, TV shows, infographics and short documentaries, we were able to reach more than one million people.

The EIP team also signed an MoU with the College of Earth and Environmental Sciences, Punjab University in October 2021 to enable participation of a diverse audience and bring new learnings to the students and faculty members on social cohesion, peacebuilding, human rights, social inclusion and more.

EMERGENCIES

Through **Emergencies** we reached **50,402** people in **2021**



What we do

In 2021, we supported crisis and disaster affected communities to meet their immediate food, non-food, health, and WASH needs while simultaneously establishing the basic foundation for resilient, longer-term recovery and development of lives and livelihoods. Community participation throughout the response ensured ownership, increased resilience, and support to the most vulnerable families.

Achievements:

- ▶ Increased communities' buying power to meet immediate **food security and health needs**
- ▶ **Strengthened local markets and economies** through provision of cash assistance to crises affected communities instead of in-kind assistance
- ▶ **Decrease in adaptation of negative coping strategies** to meet daily expenses and survival needs
- ▶ Enabled **economic and social empowerment** of women through increased women's participation in household decision making and control of cash by women from **14% to 32%**
- ▶ Improved coordination among humanitarian and civil society community lead to an **efficient verification and effective response** towards crisis affected communities in Afghanistan
- ▶ **Coping strategy index** of drought, locust and COVID-19 affected families reduced from **22 to 2.1** in target communities in Pakistan
- ▶ **Improved food consumption and nutritional status** of disaster affected communities
- ▶ **Ensured livelihood preservation** of many agrarian communities through capacity enhancement on **sustainable agriculture and resilience building** against natural hazards



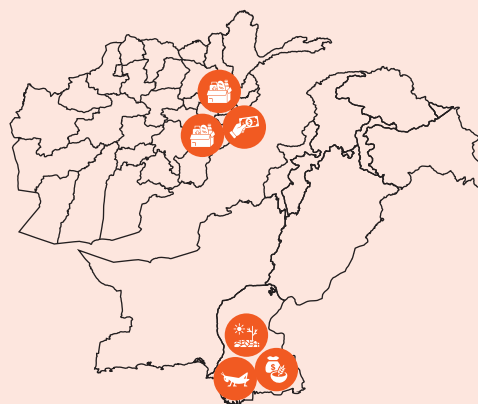
Bibi Zubia received cash assistance under a humanitarian response project to improve food security and ensure the well-being of her children and family.



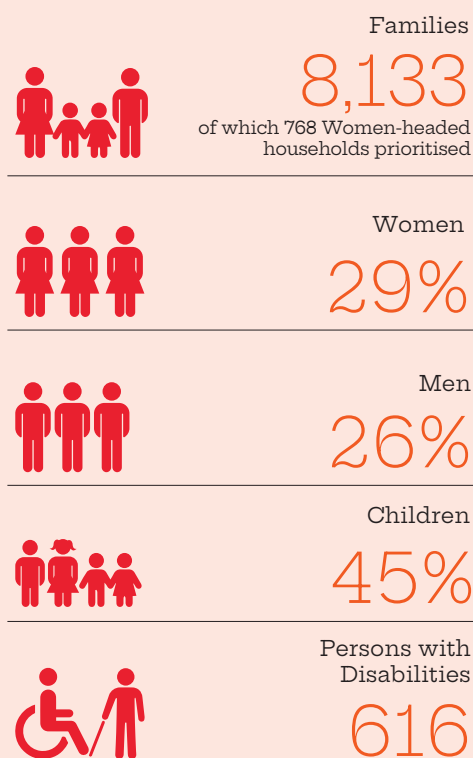
Through **Emergencies**, we are working towards **Sustainable Development Goals (SDGs) 1, 2, 3, 10 and 17.**

Priority Areas for Emergencies

- Humanitarian Response for Displaced Communities**
- Cash Assistance for Displaced Communities**
- Drought Response**
- Food Security & Crises Response**
- Locust Response & Food Security**



In 2021, these are the people who we supported and collaborated with:



Key Outputs



1,100 households received monthly **cash assistance of USD 90** for 5 months



635 multiple crises affected families received **food assistance through cash provision**



608 drought and covid-19 affected families received monthly food packages as per Sphere minimum standards



608 families received seasonal seeds to **revive agriculture lands and kitchen gardens**



1,500 men and women received training on climate smart agriculture and kitchen gardening



745 conflict affected, displaced families received cash assistance to meet immediate food security and health needs



1,600 farmers received **cash for work** to construct trenches to **mitigate against locust infestation**



5,000 individuals including **52% women** trained on **Integrated crop and pest management** to reduce risks against future locust outbreaks



16,187 hectares of land **protected from locust attacks** by construction of 323,740 meters of trenches

+ Something New!



To overcome crop damage and long-term food shortages, CWSA's emergencies team, in collaboration with Japanese partners, introduced trench development to farmers in district Umerkot of Pakistan. Digging trenches around egg-laid areas helped entrap the nymphs, the flightless young of the locusts. The existing locust eggs on the lands were destroyed and the lands were cleared, eradicating any future threat to crops. This ensured that the lands and the local communities were ready for the next cropping season. No locust swarms have been reported thus far since the implementation of the locust response project and due to the effective tilling process, farmers in the area have been able to cultivate their lands in time.

HEALTH

Through Health we reached **122,920** individuals in **2021**



What we do

In 2021, we continued to work under the three foundations of primary health care, which include preventive care and awareness raising, curative programmes, and capacity enhancement of local health structures. As we provide quality health care services and seek to close gender gaps in access to these services, our health programmes help to reduce maternal and child mortality.

Achievements:

- ▶ **Raised awareness on climate friendly gastronomy** among Pakistani chefs, students and consumers to promote plant based diet and reduce food related **carbon emissions**
- ▶ Increased **access of under-served, remote communities to basic healthcare** through free **medical camps** and increased collaboration with public health sector
- ▶ Enhanced understanding on **child rights, protection and importance of physical and mental well-being** among communities
- ▶ **Infant and maternal mortality rate reduced** in project areas due to **SRH¹** awareness
- ▶ Improved child and students' health due to **better health and hygiene conditions** of school-going children in project areas
- ▶ Adoption of **increased preventive health care** measures among local communities through **increased engagement and capacity enhancement of members** representing community led structures²
- ▶ **Increased family planning and improved SRH** among women in target communities through cross-sectoral collaborative interventions
- ▶ **Reduced cases of child-marriages and child mothers** in target communities due to awareness raising on **GBV³** and **harmful norms**



Free Medical Camps provide routine OPDs, Reproductive Health Services, Family Planning Services, Health Education Sessions, Antenatal and Postnatal services, and also provide free of cost medication and a full range of preventive health coverage.

1. Sexual and Reproductive Health
2. such as Village Health Committees and Health Management Committees, which have been formed as part of the projects to ensure community participation and ownership
3. Gender based Violence



Through Health, we are working towards **Sustainable Development Goal (SDGs) 3**.

Priority Areas for Health



Mother, Child and New born Health (MNCH)



In 2021, these are the people who we supported and collaborated with:



Men

9%



Women

58%



Children

33%



Families

17,418

Key Outputs

 <p>2 Health Facilities established and equipped with delivery rooms at Taluqa⁴ Headquarter Hospital (THQ)</p>	 <p>20,358 individuals examined and treated through OPD services</p>	 <p>8,628 ANC⁵ and 1,266 PNC⁶ given medical assistance at all our health centres</p>
 <p>997 Emergency and Non-Emergency obstetric cases referred to larger medical centres</p>	 <p>17,874 cases of malnutrition among children and mothers effectively treated and referred</p>	 <p>201 babies safely delivered and 6,494 men and women took family planning sessions at MNCH centres</p>
 <p>26 free medical camps for 3,383 people arranged in Umerkot</p>	 <p>1243 adolescents made aware on issues and impact of child marriages</p>	 <p>19,582 rural community members increased health awareness on SRH, child rights and protection with 60% participation of women and 33% of young girls and boys</p>
 <p>24 Health & Hygiene clubs formed at local schools to promote a healthy school environment and increase children's awareness on improved hygiene practices</p>	 <p>3,910 people made aware on HIV and AIDs through a local radio campaign and focused community level sessions</p>	 <p>150 Persons with Disabilities provided Hygiene Kits and Wheel Chairs</p>
 <p>850 students from 5 renowned culinary schools of Pakistan sensitised and trained on the growing prevalence of non-communicable diseases and alternative cooking methods through 17 boot camps</p>	 <p>7,515 men, women and children were sensitised on COVID-19 safety</p>	 <p>45 publications issued through national mass and social media platforms to raise awareness on good nutrition, diet education and amplification of food sustainability to fight non-communicable diseases and obesity</p>

+ Something New!



CWSA in collaboration with Primary Health Care Initiative (PPHI), organised four orientation sessions under its Health program on **Nutrition and Community-based Management of Acute Malnutrition (CMAM)** with communities in Umerkot, Pakistan. This was a different approach as various sessions were held to raise awareness on malnutrition among children, pregnant and lactating mothers through on-spot physical screenings, check-ups and information-sharing. This led to a more efficient identification and timely treatment of cases of malnutrition and strengthened the referral mechanism. These sessions particularly increased communities' knowledge and capacity on Community Based Management of Acute Malnutrition (CMAM), Infant Young Child Feeding (IYCF) and Social Behaviour Change Communication (SBCC) in Samaro and Pithoro.

4. A tehsil/taluqa is a local unit of administrative division in some countries of the South Asia that is usually translated to "township"
5. Antenatal
6. Prenatal

LIVELIHOODS

Through **Livelihoods** we reached **13,721** people in **2021**



What we do

Community World Service Asia enables socio-economically disadvantaged communities, particularly women, to extend their opportunities, become gender inclusive, establish security for themselves and their families, and break the cycle of poverty by enhancing their skills and boosting their earnings. In 2021, we focused on assisting groups of women in remote areas and disaster-affected communities in developing and growing small, sustainable businesses, preserving their agricultural livelihoods, and providing local alternative livelihoods.

Achievements:

- ▶ **Strengthened learning on key business aspects, gender rights and enhanced leadership, communication skills and confidence** among rural women artisans
- ▶ **Higher income opportunities** for rural artisans through **increased access to urban markets** through e-commerce and social media marketing under Taanka¹
- ▶ **Women artisans in target areas are now more socially and economically empowered** since they have been sustaining a livelihood for many years consistently and contributing actively to household expenditure and key decision-making
- ▶ **Improved health, education and food security** of rural women artisans and their families due to increased household income and improved gender parity
- ▶ **Enhanced long-term food security and environment conservation** through increased sustainable farming practices
- ▶ **Underage marriages and domestic violence against women decreased** in target village
- ▶ **Improved nutrition and food diversity** among rural households due to adoption of innovative kitchen gardening practices



1. Taanka is a social enterprise established by Community World Service Asia and its partners to promote the finest handcrafted amalgamation of contemporary designs with traditional stitches, produced by rural women artisans from interior Sindh, Pakistan. Webpage link: <https://taanka.pk/>



Through **Livelihoods** we are working towards Sustainable Development Goals (SDGs) 1, 2, 5 and 10

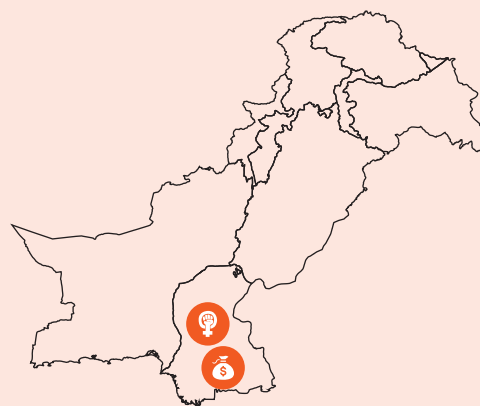
Priority Areas for Livelihoods



Women Economic Empowerment & Skills Development



Enhancing Financial resilience of disaster affected communities



In 2021, these are the people who we supported and collaborated with:



Families
4,552
of which 362 Women-headed households prioritised



Women
45%



Men
27%



Children
28%

Key Outputs



720 women artisans earned a total income of PKR 3,319,853 (US\$ 18,500) through handicrafts production for local and urban markets



12 national brands and designers partnered with Taanka artisans for product development and retail



Taanka E-commerce successfully launched and increased sales



600 fuel efficient stoves installed in homes in project target villages



3,082 community members, of which 62% were women, trained on sustainable agriculture, kitchen gardening and low-cost irrigation methods



228 rural women trained in fuel efficient stove technology through 14 trainings



1,260 women started growing kitchen gardens in their homes and 504 men incorporated kitchen gardening techniques and low-cost irrigation in their agrarian farming



1,318 rural farmers learnt about crop production sustainability and productivity in changing climatic conditions through 35 trainings



720 women artisans trained on key enterprise management skills and sensitised on gender laws and COVID-19 awareness

+ Something New!



Refresher trainings for 720 women artisans were organised to further strengthen their skills on improving quality assurance, new craftsmanship techniques, time management, competitive pricing and stakeholder negotiation. **As a first, these sessions also focused on gender and social empowerment** which increased rural women's understanding of gender laws and rights. Artisans feel more comfortable in engaging with different clientele with this increased confidence and knowledge building.

QUALITY AND ACCOUNTABILITY



Through **Quality and Accountability (Q&A)** we reached **11,300** participants in **2021**

What we do

Community World Service Asia continued to promote mechanisms that allow stakeholders in the Asia region to share their learnings and practises, allowing community voices to be heard and prioritised in global discussions. CWSA promoted accountability to affected populations as a cross-cutting theme and increased outreach to national and local NGOs for the uptake of Q&A standards such as the CHS and Sphere, while particularly focusing on Safeguarding.

In 2021, we collaborated with various regional and global networks and partners to advocate on localisation and equitable partnerships.

Achievements:

- ▶ **Colloboration with the CHS Alliance** to take CHS closer to local actors and support them in **implementing CHSA's framework** on it
- ▶ Improved **internal Q&A mainstreaming** through in-house orientations and revised project plans on Q&A Mainstreaming
- ▶ **Integrated CHCF¹ in organisational and HR policies** and processes and strengthened staff capacity on developing and conducting competency based recruitments and appraisals
- ▶ Strengthened understanding of humanitarian professionals, academia, and other stakeholders on **principled humanitarian actions**
- ▶ **Promoted accountability to and safeguarding** of affected people in humanitarian aid interventions through engagement of experts from across the globe, on programming, localisation, partnerships, quality and accountability
- ▶ Developed a culture of joint learning and sharing by engaging with experts, members and partners of regional and international networks by hosting the **Regional Quality & Accountability Week 2021** that focused on 'Safeguarding'. This created a knowledge base of best practices, experiences, and learning around Safeguarding in the region
- ▶ Local NGOs were able to better understand the **regulatory compliance processes and procedures** while registering for an MOU with the government in Pakistan through the facilitation of the **NGO Help Desk launched by CWSA**
- ▶ Successfully rolled out **CWSA's safeguarding policy** and developed contextualised messages for communities to ensure its effective application and compliance
- ▶ Strengthened relationship with government departments including the Federal Economic Affairs Division and Provincial Social Welfare Departments of Punjab and KPK, Pakistan
- ▶ Empowered local organisations by strengthening their capacity to comply with **quality and accountability standards** through trainings, coaching and mentoring support. This enabled them to develop their own policies and systems and increase community participation and understanding on the **'Do no Harm'** approach and its application



1. Core Humanitarian Competency Framework



Through **Quality and Accountability**, we are working towards **Sustainable Development Goals (SDGs) 10, 17**

Priority Areas for Q&A



Strengthening Humanitarian Action



Capacity Enhancement of CSOs



We worked with 656 organisations representing the regional civil society and aid community in 2021:

Strengthening Humanitarian Action



Women

13.4%



Men

32%

Organisations

285

Capacity Enhancement of CSOs



Women

11.8%



Men

42.6%

Organisations

371

Other

0.2%



Key Outputs



1,128 humanitarian practitioners strengthened their knowledge and skills on implementing humanitarian initiatives while adapting to the COVID-19 crisis and ensuring Q&A mainstreaming



182 civil society organisations participated in learning sessions on Q&A



2 partnerships with leading academia of Pakistan established on the capacity enhancement of CSOs, academia and youth on quality humanitarian and development action



371 organisations were made aware of federal and provincial government compliances and other organisational management themes



Provided input in the development of Economic Affairs Division's 2021 NGO Policy



Translated the Sphere Handbook 2018 in Dari Language



Revitalised Sphere Country Focal Point system in Asia, with two virtual meet-ups hosted in 2021



48 local organisations supported with training and technical support on **quality and accountability**, including **Safeguarding**. This enabled them to develop their own policies and strengthen organisational capacity on the topic

+ Something New!



In 2021, the Q&A team worked extensively to raise awareness among humanitarian practitioners on CHS Alliance membership as well as on a **localisation** framework for promoting Q&A standards. Thirty individuals, including 18 men and 12 women, participated in these awareness sessions.

Community World Service Asia also **revived the Sphere Country Focal Points system in Asia** and are hosting quarterly meetings. We have adopted a regular quarterly model which not only engages all focal points virtually under one platform but also sets ground for better communication and learning for the participants to highlight and discuss contextualised challenges in different countries, and how to overcome them.

SUPPORT UNITS



Operations & Human
Resource Development



Program Development,
Visibility & Fundraising



Innovation & Quality
Assurance



Strategy, Partnerships &
Resource Mobilization



Finance &
Audit

Key Achievements in 2021



Organisational Gender Balance improved as 70 new women recruits were hired, raising the women staff percentage to **51%**¹



Strengthened organisational and staff capacity on **Safeguarding** and its mainstreaming through internal and external trainings, community consultations and introduction of the **Whistleblowing** policy



8 New Policies developed and updated to facilitate **continuous organisational development** and ensure high quality and accountable programming



Internally designed and developed **116** digital and printed **communication, visibility and fundraising** publications, articles, infographics, stories and visual content



Enhanced capacities of project and field teams on basic and technical **communication skills**



Improved data collection, sharing and maintenance through installation of an automated and efficient **MIS**² system



ISO Certification renewed as a result of a successful organisational audit



Ensured **staff development** through **24** capacity enhancement interventions and **143** orientation sessions



6 internal monitoring assessments, 6 software-based assessments and 8 training evaluations completed and reported on through application of virtual methodologies



CWSA's **Complaint Response Mechanisms (CRM)** further **strengthened** through effective integration in all programming, staff capacity development on the policy and **successful management and closure of 107 complaints**



Successfully **completed 16 program audits** and an **annual organisational audit** within the given timelines

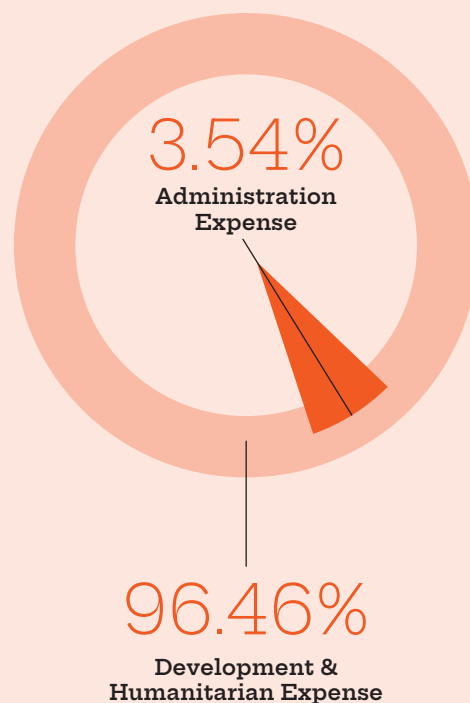


Organisational **Payroll process improved** and made more efficient through introduction of a Payroll Management Software

1. Compared to 47% last year
2. Management Information System



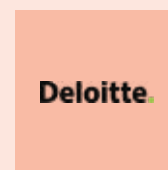
Financial Expense in 2021



CWSA is Annually audited by
four External Audit Firms



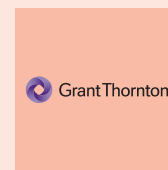
Ernst & Young



Deloitte



BDO Global



Grant Thornton

COMMUNITY VOICES



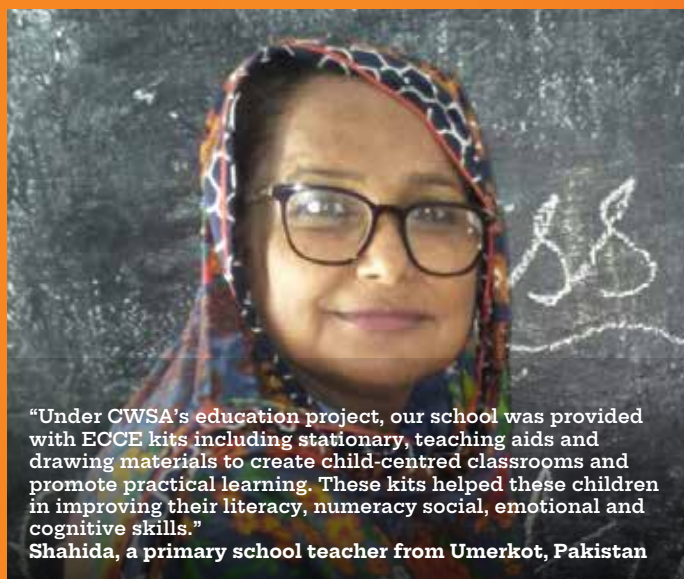
"As member of the Community Development Committees (CDC), my friend, Lela and I have been able to convince parents of 55 dropped out students in villages around the school to re-enroll their children back in school. We are also working proactively on raising awareness on the negative impacts of early child marriages and child labour among the families they are meeting and engaging with."

Noria, a student from Nangarhar, Afghanistan



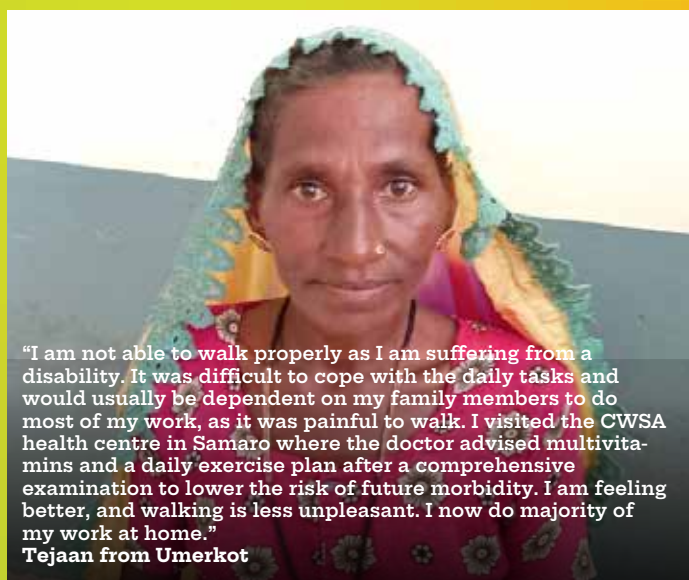
"The teacher and student checklists helped us assess the performance of students and teachers in the classroom and identify learning gaps. I offered feedback to the teachers based on the checklist and advised them to work towards building a more child-centred environment in their classrooms."

Hamida, a primary school teacher from Laghman, Afghanistan



"Under CWSA's education project, our school was provided with ECCE kits including stationary, teaching aids and drawing materials to create child-centred classrooms and promote practical learning. These kits helped these children in improving their literacy, numeracy social, emotional and cognitive skills."

Shahida, a primary school teacher from Umerkot, Pakistan



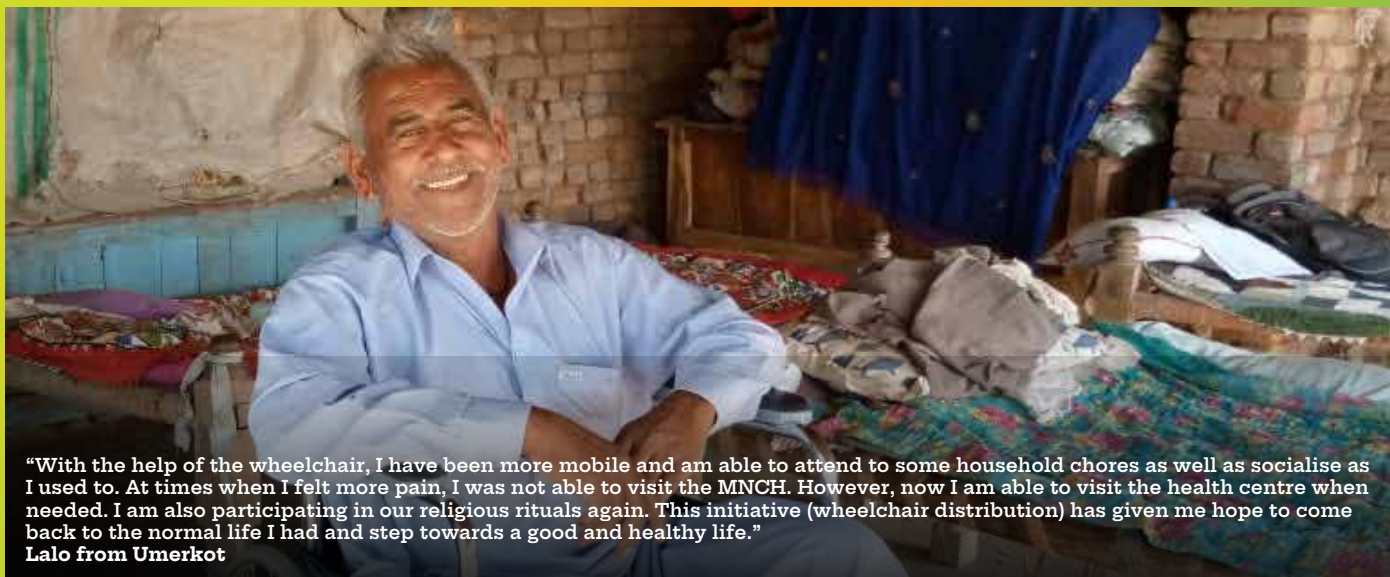
"I am not able to walk properly as I am suffering from a disability. It was difficult to cope with the daily tasks and would usually be dependent on my family members to do most of my work, as it was painful to walk. I visited the CWSA health centre in Samaro where the doctor advised multivitamins and a daily exercise plan after a comprehensive examination to lower the risk of future morbidity. I am feeling better, and walking is less unpleasant. I now do majority of my work at home."

Tejaan from Umerkot



"Medical camps brought primary healthcare closer to people's homes. The health sessions in the vicinity on COVID-19, health and hygiene, and HIV and AIDS, were attended by men and women from surrounding villages, which has helped the community in maintaining its well-being and a clean environment."

Natho from Umerkot



"With the help of the wheelchair, I have been more mobile and am able to attend to some household chores as well as socialise as I used to. At times when I felt more pain, I was not able to visit the MNCH. However, now I am able to visit the health centre when needed. I am also participating in our religious rituals again. This initiative (wheelchair distribution) has given me hope to come back to the normal life I had and step towards a good and healthy life."

Lalo from Umerkot



"I am happy to be an artisan which is also our identity. I am thankful to Taanka for providing a platform for continuous learning and livelihood improvement for many women like me. I have been very fortunate as now I am contributing to the income of my family. I now see my children growing in a better and healthy environment."

Koshiliya, a women artisan



"After attending the kitchen gardening training, I was amazed to know how we can grow clean and healthy vegetables in our yards for our daily consumption when cooking food. The garden in the kitchen is now a means of food diversification and food conservation for us."

Shaibaan, a kitchen gardener



"The facilitator adopted a participatory approach through most of the training, which engaged participants in group exercises to promote peer learning. This brought the confidence out in me as all participants were provided with equal opportunities to reflect on our leadership style and its relevance and effectiveness in the context of Covid-19. I also learnt about new and existing leadership competencies based on research with contemporary leaders and sharpened my personal leadership skills and competencies through practical exercises."

Saima Noreen, Sojhl Welfare Foundation



"The virtual focal points meetings hosted by Community World Service Asia - Sphere long-standing Regional Partner- provided me with a great opportunity to better understand the many activities carried out by Sphere Asia Focal Points. I would like to emphasize that Country focal points are the backbone of the Sphere global network. While they have a deep understanding of the local humanitarian context, they also play an outstanding role in shaping and advocating for the importance and consistent application of humanitarian standards for more accountability to affected populations. Sphere is committed to further support Focal Points' continuous efforts aiming at improving the localization and uptake of Sphere standards at country-level."

Wassila Mansouri, Network and Membership Coordinator, Sphere



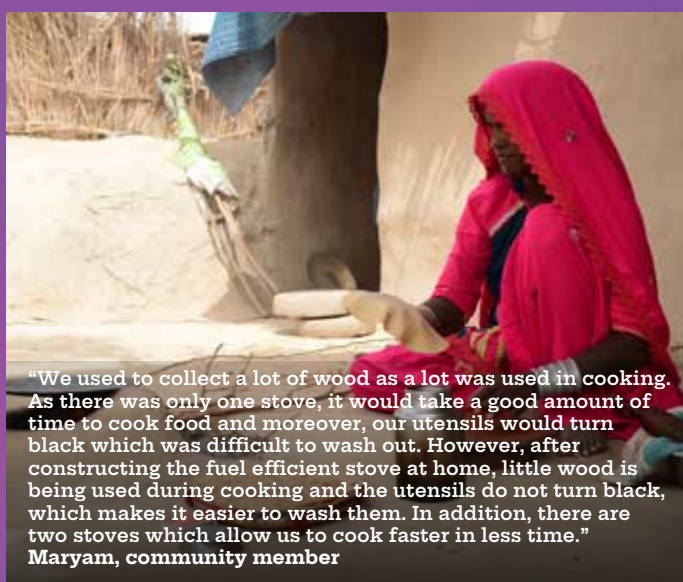
"Our understanding of the Sphere Standards and accountability to affected people has been enhanced. This will allow us to respond more effectively and efficiently, ensuring our programs are designed and implemented to fulfil the needs of the communities we are working with."

Arbab Saeedullah, a staff representing one of Concern Worldwide's Partner Organisations in Pakistan



"The GIS and Risk Assessment session highlighted the benefits of DRR structures, Disaster countermeasures, landslide and flood management, and evacuation mechanisms. As I work with ANDMA¹, the training will prove to be useful in my work for disaster management. I will work on implementing the Japanese technology and methods for risk reduction in the context of Afghanistan and will work on revising the existing DRR manuals and methods in Afghanistan."

Sayed Ilyas Sadat, Government Official in Afghanistan



"We used to collect a lot of wood as a lot was used in cooking. As there was only one stove, it would take a good amount of time to cook food and moreover, our utensils would turn black which was difficult to wash out. However, after constructing the fuel efficient stove at home, little wood is being used during cooking and the utensils do not turn black, which makes it easier to wash them. In addition, there are two stoves which allow us to cook faster in less time."

Maryam, community member



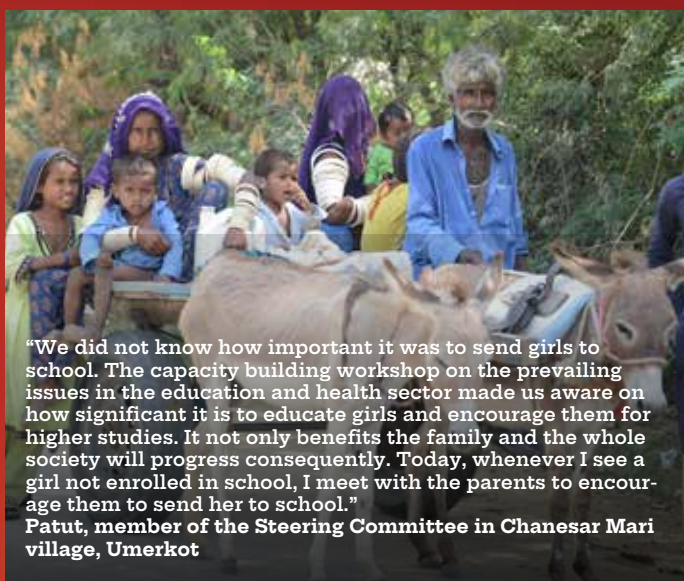
"As there are limited learning opportunities for women here, this initiative to involve women in such informative sessions can prove to be very beneficial for communities. I will share my experience and knowledge with other women in the community and motivate them to participate in such training. I will share my learning with the women in my community and will develop a hazard map for various disasters to reduce the chaos and damage caused to property and human lives."

Basira Azami, community member



"As a proactive NLD member, my team and I have been effortlessly working to get the education quota approved for the marginalised group. This milestone was achieved in the year 2021, through continuous coordination and lobbying meetings with officials from provincial government of Punjab and KPK. This will go long way in uplifting the education standards of individuals belonging from marginalised groups."

Sumera Shafique, Member of National Lobbying Delegation, Lahore



"We did not know how important it was to send girls to school. The capacity building workshop on the prevailing issues in the education and health sector made us aware on how significant it is to educate girls and encourage them for higher studies. It not only benefits the family and the whole society will progress consequently. Today, whenever I see a girl not enrolled in school, I meet with the parents to encourage them to send her to school."

Patut, member of the Steering Committee in Chanesar Mari village, Umerkot

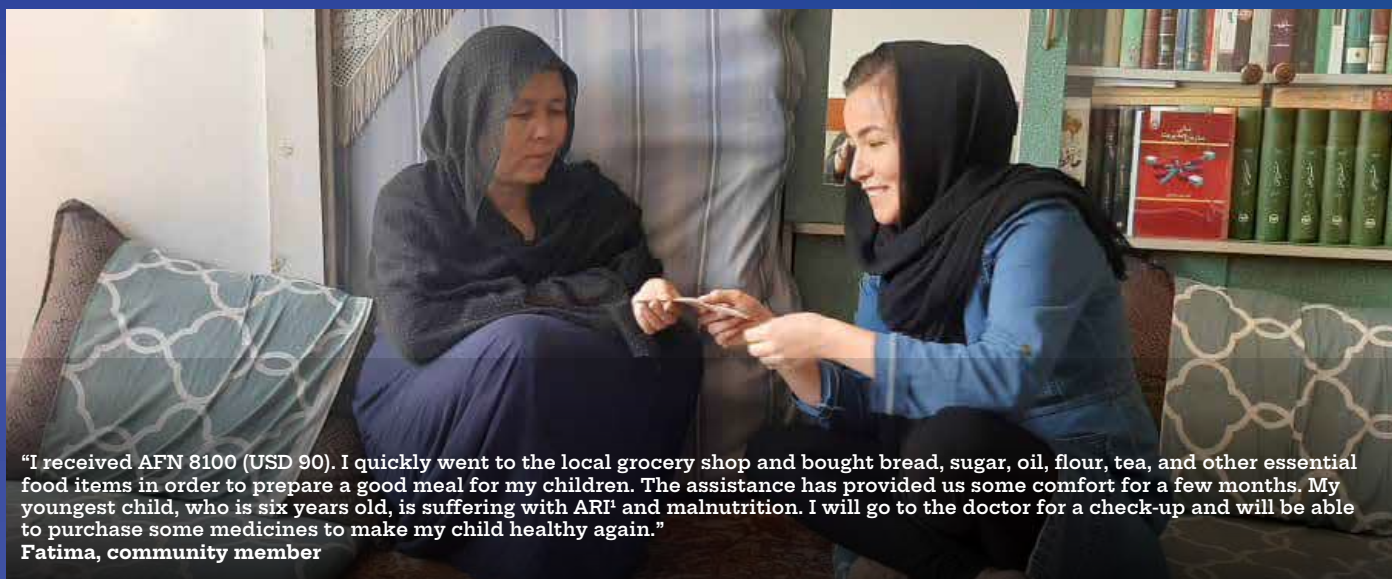


"Students now have a broad mind-set and are participating in each other's festivities and respecting the culture of one another. In the peer activities, students from different ethnic groups stand together to voice out concerns of the marginalised groups and sensitise individuals to work together for addressing the challenges faced by marginalised groups."

Dr. M. Ibrar, Faculty member of Peshawar University, Peshawar



“The food package includes nutritious food items that will last us for a good two months, as we are only four members in the family. We are optimistic that we will be able to cultivate the millet seed included in the package, and that my son will be able to find labour in the fields. This support has given us hope when we had no hope left and nowhere to go.”
Bai, community member



“I received AFN 8100 (USD 90). I quickly went to the local grocery shop and bought bread, sugar, oil, flour, tea, and other essential food items in order to prepare a good meal for my children. The assistance has provided us some comfort for a few months. My youngest child, who is six years old, is suffering with ARI¹ and malnutrition. I will go to the doctor for a check-up and will be able to purchase some medicines to make my child healthy again.”
Fatima, community member



“I immediately rushed to the nearest grocery shop and purchased food items from the cash assistance. I set aside some funds for medical expenses in case my children would fall sick. With winter approaching, many families like ours who have left everything back in our villages, will need warm clothes and shelters to keep ourselves warm.”
Maida Gullah, community member

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act for peace
reduce poverty protect refugees
prevent conflicts empower communities

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Aid**

Presbyterian
World Service
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UMCOR
United Methodist Committee on Relief

ALNAP
Strengthening humanitarian action
through evaluation and learning

**Afghanistan Disaster
Management Authority**

Ministry of
Public Health
Islamic Republic of Afghanistan

Health Department
Government of Sindh

Population and Social Welfare
Department, Umerkot

**PPHI
SINDH**
Peoples Primary
Health Care Initiative
(PPHI), Umerkot

ALWG
Accountability Learning and
Working Group Pakistan

Asian Disaster Reduction and
Response Network

actalliance

act
Church of Sweden

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für die Welt**

CHSAlliance

Sphere

**CONCERN
worldwide**

Provincial Disaster
Management Authority
Government of Sindh

ICNL
INTERNATIONAL CENTER
FOR NOT-FOR-PROFIT LAW

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Alliance for Empowering Partnership

Ministry of Foreign Affairs
of JAPAN

**Diakonie
Katastrophenhilfe**

CAFOD
Catholic Agency for
Overseas Development

gmp

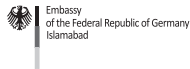
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community
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START
NETWORK

ALNAP
Strengthening humanitarian action
through evaluation and learning

Sphere
MEMBER

CDAC
NETWORK

GNDR
Global Network of
Civil Society Organisations
for Disaster Reduction

a4ep
Alliance for Empowering
activity

CIVICUS

CSCC

CENA
The Asia-Pacific Emergency Network

ACBAR

Asian Disaster Reduction and
Response Network

CHS Alliance

ICVA
International
Council of
Voluntary
Agencies

HD
network

Global NPO Coalition
on FATF

PHF
Philippine Humanitarian Forum

CWSA strongly believes that its mandate is strengthened through its robust network of memberships and alliances.

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