

Haiti earthquake HAP NEP summary of point points – 2nd February 2010

Following the Haiti earthquake approximately 19 HAP members are undertaking humanitarian operations either directly or through partners. Given the magnitude and context of this emergency there are likely to be many opportunities and challenges to ensuring both quality and accountability (Q&A) as part of the response. Building on efforts already made by DanChurchAid as part of the ACT Alliance in initiating a 3-week capacity building and scoping deployment for a Quality and Accountability Support Team, HAP called a telecon as part of our New Emergencies Policy. This was aimed to build on the commitment of HAP member agencies and jointly explore options for ensuring that Q&A is given due focus as part of this large response.

Telecon participants:

Full HAP Members:

- ACT Alliance – Marian Casey
- ACTED - Anna-Maria
- CAFOD - Nik Bredholt
- Christian Aid – Maurice Onyango
- Concern - Toireas Ni Bhriain
- DanChurchAid – Erik Johnson
- Lutheran World Federation - Rudelmar De Faria
- Merlin – Richard Cobb & Lloyd
- Muslim Aid - Mohamed Bali
- Oxfam GB – Yo Winder & Devanna
- Save the Children UK – Matt Wingate
- Tearfund – Jeremy Taylor
- World Vision – Alexandra Levaditis

Quality and Accountability initiatives:

- CDA - Dayna Brown
- Sphere – John Damerell
- People in Aid – Jonathan Potter.

HAP Staff

- Barb Wigley,
- Coleen Heemskerk,
- Maria Kiani,
- Emily Rogers,
- Nicholas Stockton

1) Areas of concern and issues related to Q&A as part of the current response - key points highlighted

Coordination – there were concerns expressed about the effectiveness of the clusters at present, issues such as principles of partnership, information sharing, decision-making and access for NGOs were expressed as areas for improvement. Missing in particular is an inlet via which NGOs can feed into cluster decision-making. Recently meetings have started with NGO representatives to address this gap.

Competition for humanitarian space and large number of new actors – agencies working on top of each other and a competition and access for space is difficult, which is not optimal for beneficiaries.

- Currently over 900 registered agencies involved in the response, many of who are new actors and have not worked in large humanitarian emergencies before. Some are not sharing information or working in cooperative way, risking waste of resources and duplication of efforts.
- Agencies are coming from different perspectives when it comes to Sphere, protection, and others.

Government capacity and empowerment as part of the response –

- There is uncertainty if the government is able to register the large number of NGOs and ensure some level of quality in NGOs who are allowed to operate. The potential for government backlash against the large number of agencies was raised, and so the need to ensuring local authorities can be more involved in planning.
- The government has some representatives in the clusters, and the head of agencies and UN have met with the Prime Minister to discuss standards (including Sphere). There was understanding that this would be a regular meeting (weekly). Working with Ministry has been absent in first couple of weeks but now being seen central in the response, and they have been found to be cooperative, especially at local level.

Overload of assessments – have started to see “push back” from communities who have been questioned and questioned again, and subjected to repeated assessments.

Challenge getting Q&A on agenda - at present teams are dealing with logistics and start/scale up of the international response. The situation has been chaotic and it has only recently been clear where to deliver.

Ways of working - lots of accountability issues linked to how aid is being distributed and how affected people are involved in identifying their needs. It was suggested that agencies should explore working via local partners who have knowledge of local context.

Trauma and loss for staff and partners - both national and international are very seriously traumatised and many national staff and local partners have lost everything. Means to support them need to be considered as part of the response.

Urban context – needing to adapt to this different context. Generally more used to working in rural areas where 'community' is more defined and scattered.

Protection – coordination of the protection cluster has been stronger but more divorced from other aspects of response. The nature of the protection work has resulted in stronger communication to beneficiaries. Issues of civil military, trafficking and sexual abuse and exploitation are emerging and are likely to be key issues in the future.

Police incidence of extortion – police at distribution points working to provide security demand items in exchange for their presence.

Historical context – there is a need to bear in mind historical challenges with regard to violence and oppression that Haiti has experienced as part of the current and future response.

2) Approaches at present to ensuring Q&A and areas where support may be needed.

ACT Alliance (including DanChurchAid (DCA), Lutheran World Federation (LWF) and Christian Aid) –

- 13 ACT members in Haiti already and are looking at accountability in terms of joint coordination of ACT Alliance (for example by trying to coordinate assessments).
- A Quality and Accountability (Q&A) Support Team will be going to Haiti from Monday 8th February for three weeks, supported by DCA and hosted by LWF, to work with ACT members and other agencies as interested, and understand more about the situation in terms of quality and accountability that will be used to feed into thinking on a longer deployment.
- Team is comprised of Coleen Heemskerk (from HAP), and Annie Lloyd (independent consultant - Sphere specialist).
- DCA has committed to supporting a future longer-term deployment as well.

Contact details for Quality and Accountability (Q&A) Support Team (3-week deployment from 8th Feb 2010):
+ **Coleen Heemskerk – HAP Representative** - cheemskerk@hapinternational.org
Tel: +1 604 7070 0037; + 1 778 995 3221; Skype: coleen77
+ **Annie Lloyd – Sphere specialist (independent consultant)** - anne@alloyd.co.uk
Phone: +44 (0)1865 436043; +44 (0)7980 894311; Skype: alloyd2000

ACTION: Agencies to send contact details of staff in Haiti to Coleen and Annie if interested in potential support activities (Support Team time permitting).

CAFOD – working via Caritas but need to have discussion on Q&A with Caritas members in Haiti. Envisage CAFOD would be leading on this within Caritas network. Also working with CRS who are very interested in accountability and HAP, so this is an area where CAFOD could support. In terms of staff have been pushing for longer term senior staff to go to Haiti.

Concern – recently sent 11 staff to Haiti, one of who took the lead in accountability in Pakistan. Historically have worked with community peace committees in Haiti, and will continue to work with these on conflict management and sharing of information about distributions.

Merlin –

- No presence in Haiti before earthquake. Been setting up surgical units so introduction at community-level has been limited but this is changing now with mobile clinics. Person heading up response has had a lot of exposure on accountability and HAP.
- Merlin has confirmed their intention of providing support to a HAP deployment.

Muslim Aid - exploring monitoring and assessment at the moment. Hoping to send a group of doctors with staff from MA London to establish trauma counselling. Any member who is interested in taking this forward with MA should get in touch.

Oxfam –

- Produce leaflets explaining about NGOs, how they work, and what rights beneficiaries have (leaflets have been translated into French). These should now be being made available to WASH cluster members.
- Will be deploying a Q&A person for OI programme. Would expect and encourage them to play active role in joint activities discussed as part of the call.
- Doing Real Time Evaluation (RTE) in next few weeks. Will ensure this also looks at coordination, participation, and information sharing in addition to Oxfam's normal six benchmarks.
- Have had to deploy staff who are probably not as good in accountability as would have liked them to be so are translating staff training induction pack into French and sending out.
- Are working with protection committees that have been set up in the camps to monitor protection and accountability.
- Recognise that protection and Do No Harm needs to be mainstreamed.
- Would like to participate more in HAP and Sphere training

Save the Children UK – confirmed that accountability has presented a significant issue – would like to improve monitoring and accountability.

Tearfund - Operational teams are setting up at the moment, will be incorporating accountability, although envisage challenges in building it into partner response.

World Vision –

- Been sharing information around distributions – including when and where via posters, sms messages, and using radio to share other information and programmatic messages.
- Looking to develop leaflets on WV, what activities are doing in area, what principles guides WV work (i.e. non-discrimination).
- In process of recruiting community volunteers to improve consultation.
- Planning to establish a rudimentary feedback mechanism. Looking at responses being more at macro-level rather than individual-level.
- In process of undertaking household level assessment to support response (hope will be finished within the week).
- Planning trainings for staff around Sphere and RCCC.

General points:

- Myanmar model with joint HAP and Sphere worked well, although important to review learning from Myanmar so that this is taken into account.
- For the Myanmar it was difficult to find someone with right skills and personal competences so it is important to start looking early.
- Good to have the extra support in crisis stage for future emergencies.
- It is hoped Annie and Coleen will be able to get a feel of where the response is in terms of Q&A at this stage and how we can advocate for greater Q&A (including what issues can be pushed and what can be done).
- Other up-dates - minimum standards on distributions for Haiti was released today.

RESOURCE: Evaluation from joint HAP/Sphere work in Myanmar - [Evaluation of DFID funded Inter-agency Quality and Accountability initiatives by HAP and Sphere in Myanmar June 2008-June 2009](#)

QUALITY & ACCOUNTABILITY INITIATIVES

HAP –

- Coleen will go to Haiti for 3-week deployment as part of the Quality and Accountability Support Team with Annie Lloyd.
- Currently interviewing for suitable French-speaking consultants and secondments who could go to Haiti for a longer deployment (3-6 months) – tentatively starting early March. This is likely to include a staff member seconded to the team from a HAP member and a consultant. The team will be supported by the HAP secretariat via support visits and close phone/email support. The ToR for this will be developed with input from HAP members and based on feedback from the Q&A Support Team.

ACTION: Agencies to confirm a) if interested in participating in three-month deployment (currently planned for early March), b) any further ideas on the types of support they would like, and c) volunteer in what way they could support such a deployment (offers for hosting a team would be particularly welcome).

People in Aid –

- A People in Aid staff member went to Haiti in the first week, seconded to Tearfund. They will be there for 6 weeks, and are participating in wider HR forums
- Have developed a staff care proposal, written with CARE and Interaction with possible funding from DEC.
- There have been lots of discussions about staff remuneration – in response People in Aid is exploring options for working with a local partner to conduct a local salary survey, which will be available for all working in Haiti.

Sphere – in addition to the feedback from and experience gained by the ACT/DCA Q&A Support Team, Sphere will review the findings from the Bioforce/RedR assessment focused on training and capacity needs, and the shape that the Interaction/ICVA NGO coordination cell will take to inform the shape and duration of a longer deployment that is foreseen to take place towards the end of February/March (subject to needs, funding, and identifying suitable personnel).

CDA –

- Been exploring options for having a team focused on Do No Harm. At present looking at needs, and gathering information, with a view to making a decision towards end of Feb/early March.
- Has produced two papers in Haiti highlighting several lessons drawn from CDA Projects over the last 20 years, in partnership with thousands of colleagues in humanitarian, development, and peace building organizations: [Lessons Learned from Past Experience for International Agencies in Haiti](#), and a [Brief Background to Conflict in Haiti](#).

SUGGESTION: to create internet-based platform for sharing relevant resources, lessons learnt, tools, related to quality and accountability as part of the Haiti response.

UPDATE: two information-sharing sites have been opened related to Q&A in the Haiti response:

OneResponse Quality and Accountability subsite (under Cross-Cutting issues) – aimed at field staff for sharing real time knowledge sharing and practical resources (such as tools, translations, operational material). For material with shorter shelf life. To add material go directly to the site or email to erogers@hapinternational.org

ALNAP Haiti Learning and Accountability Portal – aimed at providing a structured strategic overview of ongoing and planned learning and accountability efforts by agencies operating in Haiti. The site aims to encourage complementarity amongst agencies undertaking such work, through sharing of approaches, contacts, key resources and evaluation plans. For material with longer shelf life (including policy, overview material, analysis and recommendations, evaluations etc). To add email Josh Harris: j.harris@alnapp.org

ACTION: agencies to share their relevant resources so they can be shared via the above sites.

RESOURCE: [HAP Standard in French](#), and [HAP Principles of Accountability in French](#)