**Linking project activities to CHS commitments**

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| **Commitment 1** | **Communities and people affected by crisis receive assistance appropriate and relevant to their needs** |
| **Tools** | 1. ***Contextual Analysis*** 2. ***Needs Assessment*** 3. ***Post Distribution Monitoring (PDM)*** 4. ***Feedback mechanism*** |
| **Explanation** | The “appropriateness” of the assistance is based on the findings from a contextual analysis and a needs assessment. These tools provide information regarding the existing socio-cultural / political context including power relations. Data is disaggregated allows to differentiate the needs, capacities and power dynamics between divers groups of all ages and gender identities. Furthermore, this data is analyzed and monitored to reduce risk and maximise inclusion over the course of the project. The “relevance” of the assistance is gauged by the beneficiary; this gauging is done through a post-distribution monitoring or similar assessment/evaluation. If an efficient feedback mechanism is in place, this can help to assess the relevance of the assistance from the point of view of the beneficiary.  ***Contextual Analysis***  A contextual analysis is, as the name suggests, an analysis of the context. This basically consists of gathering key information about the affected population through focus group discussions, individual interviews, desk reviews, etc. It is crucial at this stage to attempt to understand the power dynamics (gender, ethnic, religious, political, etc.) to identify the different individuals making up that particular society and their respective roles within those societies (also identify the barriers and connectors within those societies). Moreover, the barriers to accessing services or project participation are need to be continually monitored to provide meaningful access to all.  ***Needs Assessment***  The methodology used to actually carry out the needs assessment is key to credibility of the assessment in itself; i.e. the assessment should be representative and inclusive (men and women of all ages, all social classes, religious and ethnic belongings, etc.) so different groups of people in different geographical areas need to be part of the assessment. Furthermore, the questions in assessment forms (or tablets) should be asked in the local language and in an objective way. Moreover, the questions should be asked so that the data can be further disaggregated into the following categories: gender, age and specific vulnerabilities. There needs to be a clear link between this assessment and disaggregation and the program design.  ***Post-Distribution Monitoring (PDM)***  Same as the needs assessment, the methodology used to actually carry out the PDM is key to credibility of the PDM in itself; i.e. the PDM needs to be representative and inclusive (men and women of all ages, all social classes, religious and ethnic belongings, etc.) so different groups of people in different areas need to be part of the assessment. The questions within the PDM should solicit the beneficiaries to express their perception as to the relevance of the assistance they received. As the needs assessment, the question should be asked in local language, in laypersons terms and be objective. For easier interpretation and analysis, but also the lessen the burden on employees, PDM should be using the same methodology / forms of communication as the needs assessment. In case there is a working complaints mechanism and this includes feedback, the received feedback should be integrated into PDM and contribute to learning and improvement. |
| **Commitment 3** | **Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action** |
| **Tools** | 1. ***Vulnerability and capacity assessment (VCA)*** |
| **Explanation** | This commitment is very much linked to the Do No Harm principle; i.e. the member organization must significantly forecast its proposed actions to ensure that the activities will have their expected outcomes and not be harmful for the affected population.  ***VCA***  It is good practice to carry out a vulnerability and capacity assessment (VCA) including hazard mapping in the community where the project will be implemented in order to uncover existing DRR mechanism and gaps. It is important to make efforts to build on local capacities, support self-help and strengthen existing resources. The vulnerability and capacity assessments is meant to identify the existing and potential resources, strengths and capacities available within the affected population, which consequently the project should aim to build on and strengthen. It is important thus to map out existing community structures such as CBOs, civil society organizations, faith based organizations, etc. and see how they can be involved/integrated within the project. There are many different tools that can be used for this exercise (VCA) ranging from transect walks to key informant interviews/focus group discussions.  The VCA can be linked to Commitment 9 on impacts on local markets, environment, etc. |
| **Commitment 5** | **Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints** |
| **Tools** | 1. **Complaint mechanism and analysis of received complaints (numbers, what kind of comments, time of response, difficulties, security issues, etc.)** 2. **Beneficiary survey** |
| **Explanation** | ***Complaint* mechanism**  The complaint mechanism, is essentially a system that is put into place so that the affected persons and communities as well as any other stakeholder can voice any concerns regarding the project, the organisation, behavior of its staff or provide feedback. The complaint mechanism put into place should be relevant, impartial, transparent, accessible and effective. To ensure relevance, it is necessary that the beneficiaries be consulted (participate) in the process of deciding the best means/approach to bring about complaints; i.e. focus group discussions and/or key informant interviews should be conducted with the crisis affected persons to determine most culturally pertinent complaint mechanism and the response which should be provided. With regards to impartiality, this means that all complaints are treated equally and effective refers to the time it takes to respond/resolve the complaint (there should be a time assigned to acknowledging complaints for examples 72hrs after receiving complaints). It is also important that the mechanism be safe, confidential, accessible and used by diverse groups.  The mechanism should be efficient, in that it provides accurate and timely information (answers/feedback) to the persons making the complaint. There needs to be a transparent mechanism in place that demonstrates how inputs and feedback provided by the affected persons lead to alterations on programmatic decision making and operational protocol.  ***Beneficiary survey***  Develop a questionnaire for gauging the beneficiaries perception of the complaint mechanism (should ask if they were involved in setting it up, if they feel that it is the most relevant system according to the local context, if they feel that it was efficient, safe, impartial, etc.). The survey should also ask whether the communication regarding the programme and complaint mechanism was clearly explained and how that specific type of assistance was prioritized.  ***Other questions***  The following questions should be reflected upon with regards to participation of affected persons and communities in the project:   * What methods do you use to engage the communities in the different aspects of your project, and at different stages? * Which groups in the community are involved? * How are people selected for committees? |
| **Commitment 7** | **Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection** |
| **Tools** | 1. **Learning review workshop** |
| **Explanation** | ***Learning review workshop***  Learning reviews are inclusive workshops where various stakeholders get together and discuss the implementation of the project and attempt to highlight key learnings and raise issues which can be improved. They provide the project team with the opportunity to reflect on the challenges and lessons learned from the project during the course of the project (rather than the end). The idea is then to translate the learnings into practical actions by putting them into place in the current project. This implies that there are ongoing evaluations of the project during its implementation. For this to be an effective process there should be a clear baseline linked to the context analysis and needs assessment (including other processes where beneficiaries were involved).  ***Other questions***   * Was the learning shared with the other members? * Was the learning shared with the beneficiaries? * Applied learning - what aspects of your project were developed in response to the needs expressed by affected persons? * How was the learning shared? * How can the learning be integrated into other projects in the same location or in a different location / country / organisation? |