

The Core Humanitarian Standard **A DRIVER FOR CHANGE**



#CHSLearning2018

L E A R N I N G E V E N T

Friday, 30 November
London, UK

Central Hall Westminster | Storey's Gate | Westminster | London SW1H 9NH

Background and objective

Based on experience implementing the Core Humanitarian Standard on Quality and Accountability (CHS) this event **aims at sharing our learning and considering how the CHS acts as a driver of change and improvement.**

Specifically, we will look at:

- What we have learned, as organisations and collectively, through applying the CHS, including some of the most challenging areas such as:
 - > the Protection from Sexual Exploitation and Abuse (PSEA),
 - > complaints handling and feedback mechanisms, and complaints response mechanisms,
 - > the participation of people and communities affected by crisis in humanitarian response,
 - > working with and through partners;
- How we leverage this learning to change and, ultimately, improve our service to people and communities affected by crisis;
- How the CHS Alliance can best support its members and the wider sector to effectively apply the CHS, with a special focus on the more challenging commitments.

This will be an interactive event, based on group learning, enabling participants to share their experiences and insights with one another.

Speakers



Monica Blagescu

Director of Humanitarian Programmes and Accountability (DEC)

> Monica leads the portfolio of humanitarian programmes at the Disasters Emergency Committee (DEC) and works with DEC members so that DEC funding delivers

effective programmes for crisis-affected communities. She provides direction to the DEC's accountability, quality and learning functions and advises the Chief Executive and trustees on policy and matters of DEC membership.

Before 2016 when she joined the DEC, Monica was Director of the Ethiopia - Canada Cooperation Office – a project of Global Affairs Canada in Addis Ababa. She previously held policy and operational roles working for the UN and NGOs on transparency and social accountability, citizen voice and participation, and on strengthening civil society capacity to engage in policymaking.

A large part of her 18-year career focused on collaborative initiatives which support humanitarian organisations to increase impact for communities that they seek to serve. Monica developed and delivered capacity development approaches to improve accountability to communities affected by crisis, including protection from sexual exploitation and abuse by aid workers. She led the global consultation on the 2010 HAP Standard in Humanitarian Accountability and Quality Management and developed the Global Accountability Framework at the One World Trust (2004).



Affan Cheema

Head of Programme Quality at Islamic Relief Worldwide (IRW)

> Affan is currently Head of Programme Quality at Islamic Relief Worldwide (IRW). He has over 22 years of experience in the humanitarian and development sectors, during which he has held numerous senior roles at an International Programmes level. His senior management roles have entailed him being at the forefront of organisational effectiveness and accountability. Affan has been instrumental in IRW's commitment towards the CHS Alliance, the standards and IRW's drive towards greater community accountability. Affan at present sits as a trustee on two external boards: the board of Restless Development- an international development agency which utilises the power of youth to drive change - and South West International Development Network (SWIDN), which is an alliance of civil society agencies in the South West of the UK.



Pierre Hauselmann

Executive Director, HQAI

> Pierre Hauselmann is Swiss francophone. He is the first Executive Director of the Humanitarian Quality Assurance Initiative (HQAI), an NGO created to provide independent quality assurance in the humanitarian and

development sectors.

Pierre holds a MSc. in environmental management from the London University, with a focus on NGO management and auditing. Before being at HQAI, he was Head of Verification at HAP International and then at CHS Alliance. He moderated the writing group that developed the final version of the CHS.

Pierre has 25 years of experience in ethical standard development, certification and verification. He is a founding member of the Forest Stewardship Council (FSC) and collaborated with a number of schemes in the sustainable development sector, including Fairtrade and Social Accountability International. He participated as technical expert in the development of several ISO standards on environmental management in representation of the World Wide Fund for Nature (WWF) International.



Gillian Martin Mehers
Bright Green Learning

> Gillian is a Geneva-based international learning and capacity development expert and an award-winning Certified Professional Facilitator (CPF). She has worked within the global sustainability community for over

25 years with leaders on a broad range of sustainability and conservation topics in over 50 countries, from Armenia to Zambia. Gillian is currently Founding Director at Bright Green Learning (Atadore Sàrl). Previously she was Head of Learning and Leadership at IUCN and Director of Capacity Development at LEAD International (Leadership for Environment and Development). She has trained facilitators and trainers in Africa, Asia, Europe, Latin America, and North America. Gillian's expertise is in creating dynamic experiential learning environments, facilitating productive multi-stakeholder dialogue processes, interactive learning design, and innovative knowledge products, curriculum and training materials development. Gillian won the IAF Gold Award for Facilitation Impact and is co-author of the Climate Change Playbook (Chelsea Green, 2016) and a blogger: <https://brightgreenlearning.com/blog>.



Asmita Naik
Consultant

> Asmita Naik is an International Development and Human Rights Consultant with 25 years of work experience. Her specialist areas include advocacy, policy development, rule of law, governance, accountability,

safeguarding and child protection. Asmita is a lawyer with an advanced education in law and public policy. She holds various senior regulatory roles, including as a Magistrate. Asmita co-authored the 2002 UNHCR/Save the Children report on «sex for aid» in West Africa, and has provided a historical context to the current policy debate, for instance, as a witness to UK parliamentary inquiry on sexual exploitation and abuse, speaker at the 2018 Global Safeguarding Conference and contributor to other events and media.



Daddy Obware
Humanitarian Response Adviser for East Africa Crisis Response, Tearfund

> Daddy is Tearfund's Humanitarian Response Adviser responsible for supporting Tearfund's East Africa Crisis response to the food insecurity crisis

across Ethiopia, South Sudan, Somaliland and Kenya, with technical support and monitoring of partner projects and surge support to country teams where needed on specific projects. He supports and accompanies our local partners and country teams in carrying out needs assessments and thorough project design processes. He also provides training and mentoring on technical areas.



Bonaventure Gbétoho Sokpoh
Head, Policy, advocacy & Learning, CHS Alliance, @bonasokpoh

> Bonaventure is the Head of Policy, Advocacy and Learning at the CHS Alliance. He has been working in the humanitarian and development sectors for 20 years, conducting humanitarian

programme evaluation and operational research, building monitoring systems, and designing and facilitating training sessions. Before joining the Alliance, he worked with Groupe URD and was the coordinator of its Observatory of Humanitarian Practices in Chad from 2009 to 2012. Bona contributed to the elaboration of several tools and handbooks, such as the Quality COMPAS, ALNAP and Groupe URD's Participation Handbook for Humanitarian Field Workers. Most of his policy, research and evaluation work has involved various stakeholders including donors, the RCRC movement, UN agencies, and NGOs.



Peter Taylor
Head of Safeguarding Unit

> Peter Taylor has worked in development for over 20 years including in Europe, Latin America and Africa. A Deputy Director in the UK's Department for International Development and Head of the Safeguarding

Unit since its creation in April 2018. Other roles in DFID have included postings to Zimbabwe and Brussels, and roles related to the EU, the World Bank and DFID's risk and programme management processes.



Manisha Thomas
Consultant

> Manisha Thomas has been working on humanitarian issues for nearly 20 years and has been consulting (60%) since October 2016 and is also the part-time Coordinator (40%) of the Emergency Appeals Alliance (EAA) since

March 2017. Prior to consulting, she was Interim Director of the Association of International Development Agencies (AIDA) in Palestine and before that, the Head of Secretariat for the Solutions Alliance. She has also worked in the Inter-Agency Standing Committee Secretariat (IASC), as an independent consultant, and held various positions at the International Council of Voluntary Agencies (ICVA), including supporting NGO coordination in Sudan and Haiti.



Tanya Wood
Executive Director, The CHS Alliance

> Tanya Wood has more than 20 years of experience in the international humanitarian sector, based in headquarters and overseas postings in Africa, Asia and the Americas. Her career has been focused on leadership

within international membership organisations including the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Council of Voluntary Agencies (ICVA) and most recently as CEO and Chair of two tropical disease federations. She combines this leadership in international membership organisations with experience of humanitarian standards, having worked with Sphere and as an auditor of the Core Humanitarian Standard on Quality and Accountability (CHS) with HQAI.

Agenda & content

Facilitator of the event: **Gillian Martin Mehers, Bright Green Learning.**

08:30

REGISTRATION

09:00

**Monica Blagescu,
Tanya Wood**

SESSION 1

Welcome and Introduction to the Learning Event

This session will be introduced by the organisers of the event (The CHS Alliance and DEC).

It will provide a brief overview of the latest updates on the CHS (verification data, the new Sphere Handbook, etc.)

It will emphasise the intended objectives of the event and emphasise that the methodology is interactive and everyone's voice is needed.

It will explore who is in the audience and their experience with the CHS and its processes.

09:20

Interactive session with participants.

SESSION 2

What does success look like for people affected by crisis?

This session will get us thinking into the future. Using a visioning exercise, it will explore how the CHS is helping to deliver better quality and accountability for people affected by crisis and what success looks like.

10:00

**MODERATOR
Monica Blagescu**

**SPEAKERS
Affan Cheema,
Daddy Obware,
Peter Taylor,
Pierre Hauselmann**

SESSION 3

How Do Standards Drive Change at Different Levels? Organizational Perspectives

We will hear from participants who have used the Standard to deliver change in their organisations, and see how this connects with the ideas of future success explored in the previous session.

11:00

COFFEE BREAK

11:30

**SPEAKERS
Table hosts**

SESSION 4

Change at the Organizational Level: Sharing Good Practice on the 9 Commitments

We will learn from the participants how the CHS has driven effective change in their organisations. Based on feedback from the participants ahead of time, some positive examples will be shared and discussed.

12:30

LUNCH

13:30

FACILITATORS

**WS1.
Manisha Thomas**

**WS2.
Asmita Naik**

**WS3.
Bonaventure Sokpoh**

**WS4.
Tanya Wood**

SESSION 5

Finding collective solutions through the CHS

We will turn to some of the more challenging issues in the implementation of the CHS. We will explore how we can work towards improving collective solutions to these challenges through four parallel working sessions, each led by a facilitator:

- Complaint and Feedback Mechanisms (WS1)
- PSEA/Safeguarding (WS2)
- Participation of people affected by crisis in humanitarian decision making processes (WS3)
- Working with and through partners (WS4)

15:00

COFFEE BREAK

15:30

Interactive session with participants.

SESSION 6

Change at the Sector Level: CHS Alliance in the Future

This session will explore how the CHS Alliance can keep these ideas moving forward.

This will be an interactive exercise, which the CHS Alliance will capture, reflect upon, and feedback to participants.

17:00

Tanya Wood

SESSION 7

Next Steps and Closing Remarks

17:30

END OF THE
LEARNING EVENT