

DRC Somalia

2016 Accountability Framework

April, 2016

This accountability framework summarizes DRC's commitments to our stakeholders in Somalia that are additional to DRC's global accountability framework. The global accountability framework is valid for DRC everywhere; it is available on www.drc.dk

| DRC contact details | |
|-----------------------|---|
| Address | Box 14762,00800, Westland's, Nairobi |
| Telephone number | +252615195941 |
| Country Director name | Simon Nziokah, Country Director DRC Somalia |
| Website | http://drc.dk/relief-work/where-we-work/horn-of-africa-and-yemen/somalia |

1. DRC in HoAY

DRC Somalia falls under Horn of Africa (HoA) and Yemen. Somalia as a nation is characterized by continued internal conflicts and the fear of attack by the insurgent groups. These instabilities keep Somalis on the move always for safer space. These disturbances are both internal and external. At large, displacement in the Horn of Africa and Yemen is continuously evolving, but remains acute and protracted. The asylum space in these areas changes regularly, as do the conditions in the areas of origin. The past two decades of instability in the region, combined with natural disasters eroding traditional livelihoods, have led to the displacement of about 1million Somali refugees in the HoA and Yemen according to UNHCR sources. Kenya and Ethiopia host the majority of the refugee population, followed by Yemen and Djibouti. In addition to these external displacements, approximately 1.1 million people currently are under internal displacement within Somalian borders.

The humanitarian situation for the refugees, IDPs and host communities is severe and shows disheartening indicators for health, education, poverty, food security, protection and security. This is particularly true in Somalia and Yemen, but also for refugees from South Sudan in Kenya and Ethiopia. DRC/DDG is present throughout the region and is currently involved in several emergency responses. The objective of these emergency responses is saving lives and alleviating immediate suffering. DRC/DDG strives to expand programming sectors in current emergencies and to support the transition of some population groups towards early recovery activities. While the humanitarian situation in Yemen and South Somalia remains precarious, DRC/DDG sees opportunities to support the quality of asylum and durable solutions for the more protracted caseloads of refugee and IDPs through livelihood, protection activities as well as community driven recovery and safety projects in potential return areas. Strong advocacy platforms built around the issue of durable solutions ensure that the discussions and planning among stakeholders stays nuanced and informed and that durable solutions and displacement will not remain boxed in as a humanitarian challenge when research shows that it should also be a prominent factor in the development agenda.

Addressing fragility remains a strong component of DRC/DDG's work in Somalia, Yemen and parts of Kenya. DRC/DGG aims at reducing recurrent patterns of conflict and displacement and prevent relapse of coping mechanisms in terms of livelihood and self-protection. This requires consistent work on local community based governance, including community safety and conflict management, the promotion of inclusive local governance structures, and promoting resilient, stable and capable communities to achieve these goals.

DRC's programs in the Horn of Africa and Yemen region are framed by a three-year strategic planning document (SPD), which frames the overall objective of DRC's presence and response in the region, i.e. to support and strengthen a regional protection framework for displacement-affected communities throughout the Horn of Africa and Yemen. Therefore, DRC Somalia is guided by the Horn of Africa and Yemen strategic plan document.

2. DRC/DDG objectives in Somalia

- To save lives and alleviate immediate suffering related to acute emergencies and crisis
- To ensure protection and to safeguard, restore, and develop livelihoods in support of transitional and durable solutions
- To promote institutional and organizational change that result in policies and actions that promote Conflict prevention and resolution, and the protection of peoples' rights.

3. DRC/DDG partners & stakeholders Somalia

Partners and stakeholders

DRC Somalia currently works with the following partners and stakeholders:

- IDPs, returnees and host communities;
- Non state actors e.g. clan structures, traditional and religious leaders;
- LNGOs and INGOs;
- Local authorities at state, district and community levels
- Consortiums
- Clusters
- Ministries
- Donors

Commitment to working in partnerships

When working with local or international partners DRC emphasizes following aspects:

- Staff is urged to encourage partners to adhere to standards outlined in the code of conduct and to join DRC staff in upholding them;
- DRC and its staff aim to build constructive and respectful working relations with humanitarian partners;
- DRC and its staff will be patient, respectful and courteous to all persons with whom they deal in an official capacity, including persons of concern, representatives of operational and implementing partners, governments and donors.

4. Local standards & codes

Have you committed DRC to any external codes and standards at country level that should be referenced?

DRC Somalia programme complies with the following guidelines:

- DRC Operations Handbook;
- DRC Program Handbook
- Human resource manual
- Staff Code of Conduct
- CRM Handbook;
- CHS Communication Strategy
- Communication strategy
- SPD
- Complaints response mechanism paper
- DRC Accountably frame work

Externally,

- IASC
- CHS
- ALNAP
- Sphere Project

- Different clusters standards

5. Interaction with beneficiaries

Describe in narrative the specific modalities of how DRC/DDG in country relates to its beneficiaries (information to beneficiaries, participation by beneficiaries, beneficiary representation, beneficiary complaints-handling procedures).

DRC Somalia is committed to public information to its stakeholders. Information sharing guidelines were developed and being used to determine the type of information and target audience who in this case are both direct and indirect beneficiaries. DRC liaises with target and host communities where possible to obtain goodwill for the intervention. Local formal and informal authorities are also always consulted and involved in planning, beneficiary selection and implementation of activities. Where possible, DRC signs MoUs before implementation and handing over equipment or constructed structures with beneficiaries.

After the initial meetings with different stakeholders, target beneficiaries plus local authorities are mobilized and information about the project is shared. Information normally includes, project objectives, activities, selection criteria, entitlement and project duration. In addition, since June, 2011, DRC Somalia has been operating the beneficiary SMS feedback system that enables the beneficiary to have their voice in DRC projects and decisions about the projects. The system is connected to all the four major telecom service providers (Golis, Telesom, National link and Hormuud). The feedback from beneficiaries is received on the Ushahidi platform. The follow up is made and response given to beneficiaries. The services are free to the beneficiaries and they have the option of either sending the sms or voice calling using the short code **332**. DRC Somalia has a well-established structure handling beneficiary feedback. This includes, the MEAL & GHAP Coordinator, MIS Coordinator and HAP focal points from all DRC operational areas in Somalia. DRC also ensures equal representation in its programming and is committed to its AGD policy. Moreover, DRC involves beneficiaries in planning, implementation, monitoring and participatory evaluation of projects depending on the nature of the project. In several implementation sites, DRC uses CDRD (community driven recovery development) methodology for projects, which ensures a community approach where communities take responsibility for their own development and participate in the planning and decision making of interventions to further the sustainability of interventions. DRC Somalia currently has three trained investigators for sensitive complaints raised by beneficiaries. In addition, all current HAP focal points were trained on complaints handling to enable them handle complaints based on guiding principles and complaints paper.

Complaints Response Mechanism (CRM)

DRC has also set up a CRM on the basis of staff and beneficiaries' consultations for beneficiaries and other stakeholders to complain and seek redress regarding DRC projects or interventions. The beneficiaries can submit complaints via phone, letter, field staff or electronically. All complaints are filed in a database. Complaints are investigated confidentially and complainants receive information regarding decisions/remedial actions in a timely manner. In the event that the action/decision is not supported by the complainant, the complainant has the right to appeal. DRC strives to refer complaints which are not within the scope of DRC's CRM to other relevant organizations.

During the last quarter, 2015, an internal CHS self-assessment was carried out .The purpose of the assessment was to assess DRC compliance on the CHS. Recommendations made have been included in 2015/2016 Accountability Improvement plans attached.

Key recommendations in the different commitments

COMMITMENT ONE (Communities and people affected by crisis receive assistance appropriate to their needs)

- Refresher training for DRC staff, including field staff on DRC community mobilization and information sharing guidelines to ensure that they are aware of the guidelines and are able to apply them- Several

channels to be used to pass information on beneficiary entitlement and selection criteria to ensure all key stakeholders in the project aware of have meaningful access to information.

- Increase community representation in the meetings where beneficiary selection criteria and community priorities and specific needs, and type of the assistance are discussed and agreed on it.
- Train DRC staff in Puntland, Somaliland and SC, line ministries and partners on CHS.
- Develop brochures with DRC core mandate and CHS compliances.
- Print and distribute the brochures to different offices and partners.
- Display at brochures at strategic points in all field offices and government/partners primases where applicable.

COMMITMENT TWO (Communities and people affected by crisis receive have access to the humanitarian assistance they need at the right time)

- Continue mainstreaming early warning system to all DRC emergency programing.
- Conduct refresher training on EP&R plan at all field locations.
- Improve Preparedness Response Plan and ensure appropriate funding mechanisms.
- Increase prepositioning of emergency kits.
- Review the Emergency preparedness plan for all areas and update regularly.
- Adopt IT technology to improve the time and efficiency of data collection for targeting, mapping and registration processes.
- Ensure new potential and current emergency funding windows are factored minimum 10% for EPR in all project negotiations

COMMITMENT THREE (Communities and people affected by crisis receive are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

- Ensure project targeted communities are well involved in the project designing and implementation through need assessment and proper consultations and regular mobilizations
- Develop risk mitigation plans for all projects and ensure it's updated as the situation changes.
- Contribute to tool development for final evaluations to capture beneficiary perceptions.
- Ensure all the M and E tools for periodic assessments to capture beneficiary perceptions.

COMMITMENT Four (Communities and people affected by crisis receive know their rights and entitlements, have access to information and participate in decisions that affect them)

- Develop information provision material with project information such as beneficiary targeting, entitlements and selection criteria
- Translate information provision materials into local languages
- Develop a distribution plan to facilitate availability and accessibility.
- Establish MOUs with community committees and village elder's prior project commencement to ensure different parts are aware of the project implementation, components and roles.

COMMITMENT Five (Communities and people affected by crisis receive have access to safe and responsive mechanisms to handle complaints.)

- Decentralize the feedback back system and establish access point for area complaint focal points
- Train area focal points on the feedback platform and the new updates (Decentralization).
- Increase community mobilizations through gathering meetings, bulk sms and regular field visits.
- Publicize the complaint/feedback mechanism and contact info via all Billboards, rehabilitated infrastructures, distribution banners and t shirts.

COMMITMENT Six (Communities and people affected by crisis receive coordinated, complementary assistance.)

- Increase DRC Participation in the joint assessments in all DRC operational areas.
- Conduct CDRS Mainstreaming training to different area offices During the QM.
- Maintain community driven implementation approaches

COMMITMENT Seven (Communities and people affected by crisis receive can expect delivery of improved assistance as organizations learn from experience and reflection.)

- Continue Documentation of the lessons learnt and the best practices and share with staff and other stakeholders' during quarterly meetings. As well incorporate in the new proposals
- Continue program review and close out meetings.
- Ensure feedback received from beneficiaries are incorporated in to any project amendments and future programing.

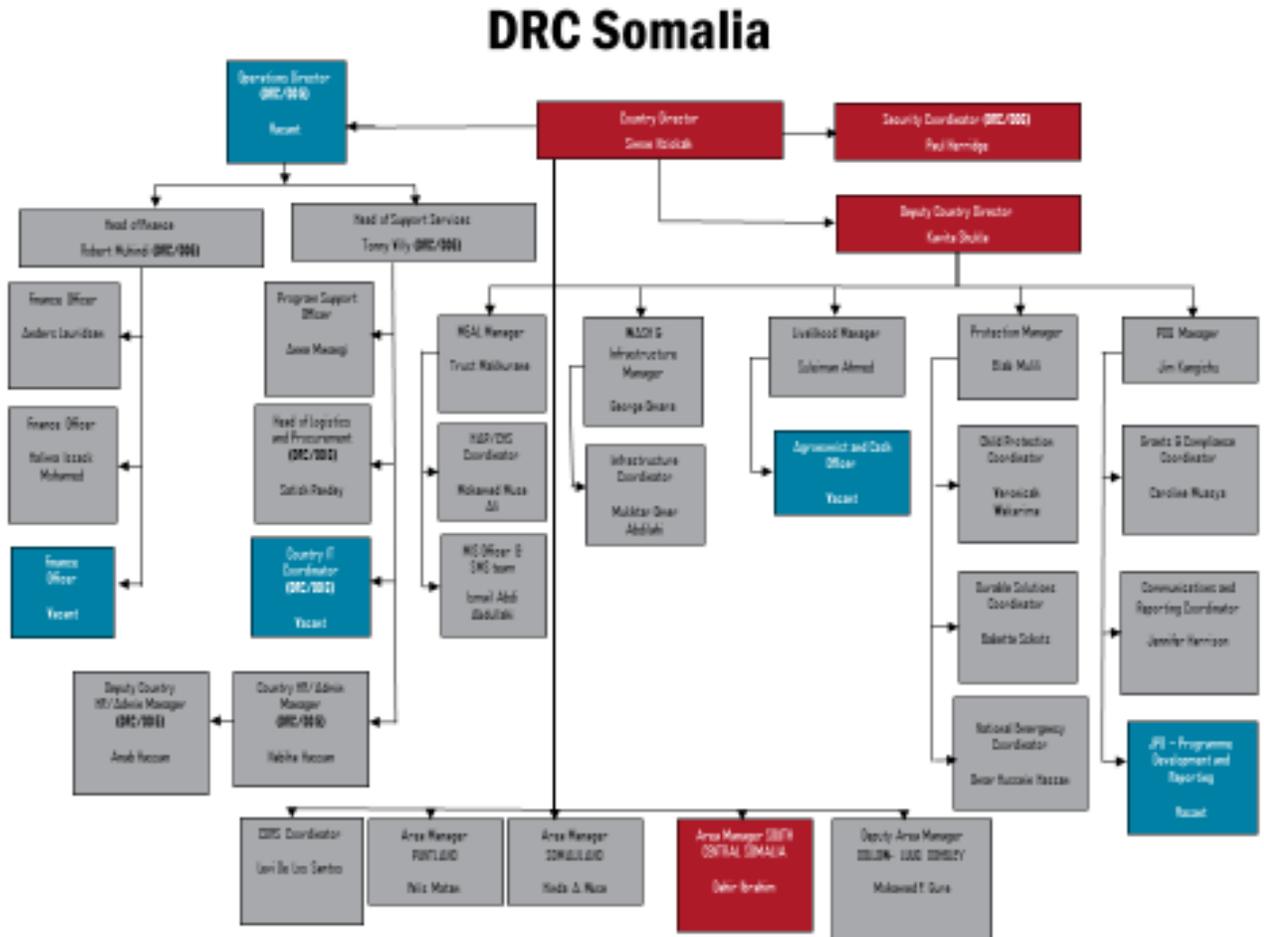
COMMITMENT Eight (Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

- Induct new staff on Code of Conduct.
- Conduct 2016 staff training & development needs and allocate budget to the plans.
- Conduct specific trainings for senior managers to promote various skills including prevention methods of certain issues such as fraud.

COMMITMENT Nine (Communities and people affected by crisis can expect that the organization's assisting them are managing resources effectively, efficiently and ethically)

- Continued monitoring of project budget and revisions accordingly.
- Ensure Project documents are shared with the related authorities upon approvals.
- Continue joint monitoring with government line ministries

2016 Somalia Country org Chart



Current projects (if many, chose major ones)

| | | |
|-----------------------|--------------|---|
| Project Name | | ILDACS - Improved Livelihoods for Disaster Affected Communities in Somalia |
| Objectives | | To improve access to food and basic services, protect livelihoods, build resilience of poor households and provide protective environment to vulnerable persons in Somalia |
| Beneficiaries | Number | 57,249 individuals |
| | Target group | IDPs and Poor host communities |
| Funding | Donor | OFDA |
| | Amount | \$ 2992,961.15 |
| Implementing partners | | |
| Project Name | | Integrated Emergency Response in Somalia |
| Objectives | | People affected by acute crisis are assisted in a timely and dignifying manner and offered adequate protection through humanitarian assistance and improved emergency preparedness. |

| | | |
|-----------------------|--------------|---|
| Beneficiaries | Number | 33,729 |
| | Target group | vulnerable conflict and disaster affected populations |
| Funding | Donor | ECHO |
| | Amount | 2,000,000.00 Euros |
| Implementing partners | | |

| | | |
|-----------------------|--------------|---|
| Project Name | | CREFS - Community Recovery in Emergencies Food Support Project: |
| Objectives | | To improve access to food and basic services, protect livelihoods, build resilience of poor households and provide protective environment to vulnerable persons in Somalia. |
| Beneficiaries | Number | 57,159 |
| | Target group | vulnerable conflict and disaster affected populations |
| Funding | Donor | FFP |
| | Amount | 3800,000 USD |
| Implementing partners | | |

| | | |
|-----------------------|--------------|---|
| Project Name | | Somalia Resilience Program (SomREP) |
| Objectives | | To contribute to improved resilience and increased adaptive capacities for communities and households in Somalia to protect their livelihoods over continuing shocks. |
| Beneficiaries | Number | |
| | Target group | pastoral communities, agro patrol, pre-urban and IDPs |
| Funding | Donor | EC through WV |
| | Amount | 11,000,000.00 Euros |
| Implementing partners | | |

| | | |
|-----------------------|--------------|--|
| Project Name | | Community-Driven Recovery and Safety (CDRS) |
| Objectives | | To contribute to the stabilization of fragile parts of Somalia and Somaliland by Strengthening social justice through improved community level governance mechanisms and enhancing access to employment opportunities, social services and security for conflict affected populations. |
| Beneficiaries | Number | 72,000 |
| | Target group | |
| Funding | Donor | SIDA |
| | Amount | 32,179,174.22 SEK |
| Implementing partners | | |

| | | |
|-----------------------|--------------|---|
| Project Name | | Durable solution support |
| Objectives | | To support and strengthen a regional protection framework for displacement-affected communities throughout the Horn of Africa and Yemen |
| Beneficiaries | Number | |
| | Target group | Refugees, returnees and IDPS |
| Funding | Donor | DANIDA |
| | Amount | 8000,000 DKK |
| Implementing partners | | |