

# MAGHREB (Libya/ Tunisia/ Algeria)

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## Accountability Framework

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This accountability framework summarizes our commitments to our stakeholders in the Maghreb that are additional to DRC's global accountability framework. The global accountability framework is valid for DRC and DDG everywhere; it is available on [www.drc.dk](http://www.drc.dk)

### 1. DRC/ DDG Maghreb's objectives, partners & stakeholders

The overall strategic objectives of DRC DDG programme in Libya/ Tunisia for 2016 as per developed Results contract (Algeria included in 2<sup>nd</sup> quarter 2016 and to be fully integrated inside RC for 2017) are following:

1/ Emergency: Strengthen immediate response to IDPs, refugee migrants and other conflict affected populations in Libya with focus on protection, emergency assistance and Humanitarian Mine Action

2/ Protracted Displacement: Promote quality of life of displaced populations through protection assistance and access to basic services

3/ Resilience & Stabilization: Strengthen capacities of local actors to implement community-based conflict mitigation initiatives, recovery and development programs in areas of HMA and AVR

In alignment with the wider humanitarian architecture<sup>1</sup>, DRC's DDGs strategic focus in Libya/ Tunisia (with majority of program portfolio based in Libya) is under transition with a view to better balance organizational resource allocation across its assistance framework focusing on increased support to immediate humanitarian assistance for IDPs, conflict affected population and mixed migrants plus having a more balanced approach towards a protracted displacement context and resilience and stabilization of non-displaced communities (example of activities in Southern Tunisia). This more balanced approach will be centred on establishing a continuum between the *simultaneous and complementary interventions* of humanitarian assistance and the more sustained efforts and interventions addressing longer term social and economic impacts of displacement and potential radicalization in Maghreb, including defining strategic linkages and patterns across three countries such as for example mixed migration focused or youth livelihoods oriented programming (to be fully defined in Maghreb strategic plan end of 2016).

Current or identified Partners and stakeholders engaged with DRC and DDG in Maghreb (again specific focus on Libya) to achieve the above objectives:

- **Partners:** STACO, 3F (NGO partners in Libya)
- **Stakeholders:**
- **Libya:**

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<sup>1</sup> Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) for Libya

Mixed migrant population residing or transiting through Libya including Syrians and mixed migrant population from HoA and West Africa, IDPs and host communities, non displaced population affected by conflict, Committee for Civil Society (CCS) under Ministry of Culture in Libya; Ministry of Culture in Libya, Ministry of Education in Libya, Ministry of Defence in Libya, Libmac (Libyan Mine Action Centre) under Ministry of Defence in Libya, Department for Combating Illegal Migration (DCIM) under Ministry of Interior in Libya, Ministry of Interior in Libya, Ministry of Social Affairs in Libya, Libyan Municipalities, (UNSMIL, UNHCR, IOM, UNICEF, ECHO, EC, SIDA, UK embassy- CSSF, Swiss embassy- SDC), civil society and CBOs

**Tunisia:**

Non displaced population prone to displacement/ migration or radicalisation/ violence with key focus on youth, Ministry of Interior, Ministry of Social Affairs, Ministry of Youth, EC, Canadian embassy, UK embassy- CSSF, local municipalities and civil society/ CBOs

**Algeria:**

Protracted refugee Sahrawi population with key focus on youth, UNHCR, ECHO, Sahrawi authorities- Polisario, UN agencies and INGOs active in Sahrawi camps, local civil society and CBOs active in Sahrawi camps

## **2. DRC DDG Maghreb Organisational Chart**

The management of DRC DDG Maghreb is committed to implementing, maintaining and sharing a documented Accountability Framework. This commitment includes: ensuring that the HAP requirements are clearly understood, appropriately addressed while gradually introducing the CHS commitments, the Anticorruption policy is understood, implemented and monitored at all levels of the organization, Accountability improvement plans are established as necessary and that the responsibilities of all functions with regard to HAP (and introductory CHS) are clearly defined.

Management will make provisions based on available funding and human resources for all necessary resources and personnel to maintain the partnership and accountability and overall socialization and roll out.

DRC Maghreb is currently going through overall restructuring process which shall be fully finalized by end of July with recruitments finalized, defined final organograms and direct and technical lines of management and responsibilities clearly defined and overall roll out process finalized among DRC DDG staff, key partners and key stakeholders.

## **3. Key Mechanisms and Tools:**

### **3.1 How DRC DDG relates to its beneficiaries and stakeholders**

Key mechanisms and tools for beneficiary awareness and participation in DRC DDG projects include the following:

- Consultations with beneficiary groups throughout the project cycle (tools used include individual interviews/needs assessments, focus group discussions, post distribution monitoring, pre and post training surveys, general assessments and external evaluations);

- Full blown kick off meetings for each project with strictly defined obligatory components, written project summaries, detailed beneficiary eligibility and selection criteria, project services and DRC contact information, information is distributed to beneficiary groups and other stakeholders (community leaders, local authorities and relevant Ministries etc.) in Arabic and further mechanisms are used such as DRC and DDG facebook pages and monthly reports to local authorities, quarterly reports to central authorities, workshops for national staff, partners and selected stakeholders including kick off meetings
- Collaboration with local implementing partners with strong grass-roots networks in order to spread relevant messages to key stakeholders and beneficiaries;
- There is currently no complaint mechanism for staff and beneficiaries and based on the RC 2016 targets this shall be established and piloted firstly for Libya in 2<sup>nd</sup> and 3<sup>rd</sup> quarter 2016 and based on that rolled out also for Tunisia and Algeria

### 3.2 List of current projects

|                               |                                                                                                                                                                                                         |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project #1 title:</b>      | To improve conditions of Mixed migrant population in Libya (Libya)                                                                                                                                      |
| <b>Focus area(s):</b>         | North West Libya                                                                                                                                                                                        |
| <b>Donor(s):</b>              | <b>SDC- Swiss</b>                                                                                                                                                                                       |
| <b>Objective(s):</b>          | <ul style="list-style-type: none"> <li>▪ Saving of Lives, protection monitoring and referral, capacity building for local civil society and detention centre guards and relevant authorities</li> </ul> |
| <b>Beneficiaries:</b>         | Refugees, asylum seekers and migrants residing in detention centres and urban communities                                                                                                               |
| <b>Authorities involved:</b>  | Department for combating Illegal Migration (DCIM) under Ministry of Interior                                                                                                                            |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                                                                              |
| <b>Project #2 title:</b>      | Identification and referral of vulnerable migrants in need of urgent assistance (Libya)                                                                                                                 |
| <b>Focus area(s):</b>         | North West Libya                                                                                                                                                                                        |
| <b>Donor(s):</b>              | <b>CERF through IOM</b>                                                                                                                                                                                 |
| <b>Objective(s):</b>          | protection monitoring and referral                                                                                                                                                                      |
| <b>Beneficiaries:</b>         | Refugees, asylum seekers and migrants residing in detention centres and urban communities                                                                                                               |
| <b>Authorities involved:</b>  | Department for combating illegal Migration (DCIM) under Ministry of Interior                                                                                                                            |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                                                                              |
| <b>Project #3 title:</b>      | To improve conditions of Mixed migrant population in Libya (Libya)                                                                                                                                      |

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| <b>Focus area(s):</b>         | North West Libya                                                                                                                                    |
| <b>Donor(s):</b>              | Own funds collection for Syrian refugees                                                                                                            |
| <b>Objective(s):</b>          | Saving of Lives, protection monitoring and referral, capacity building for local civil society and detention centre guards and relevant authorities |
| <b>Beneficiaries:</b>         | Refugees, asylum seekers and migrants residing in detention centres and urban communities                                                           |
| <b>Authorities involved:</b>  | Department for combating illegal Migration (DCIM) under Ministry of Interior                                                                        |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                          |

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| <b>Project #4 title:</b>      | Emergency and protection assistance to displaced population and host communities (Libya)                                                     |
| <b>Focus area(s):</b>         | Southern Libya                                                                                                                               |
| <b>Donor(s):</b>              | <b>ECHO</b>                                                                                                                                  |
| <b>Objective(s):</b>          | <ul style="list-style-type: none"> <li>▪ Saving of Lives, delivery of cash assistance, protection and referral, capacity building</li> </ul> |
| <b>Beneficiaries:</b>         | IDPs, host communities, civil society, selected authorities                                                                                  |
| <b>Authorities involved:</b>  | Municipalities                                                                                                                               |
| <b>Implementing partners:</b> | STACO                                                                                                                                        |
| <b>Project #5 title:</b>      | Provision of direct Humanitarian Assistance to IDPs (Libya)                                                                                  |
| <b>Focus area(s):</b>         | Southern Libya                                                                                                                               |
| <b>Donor(s):</b>              | CERF IOM                                                                                                                                     |
| <b>Objective(s):</b>          | Saving of lives, NFIs                                                                                                                        |
| <b>Beneficiaries:</b>         | IDPs, host communities                                                                                                                       |
| <b>Authorities involved:</b>  | municipalities                                                                                                                               |
| <b>Implementing partners:</b> | STACO                                                                                                                                        |

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| <b>Project #6 title:</b>      | Provision of Live Saving Emergency Water, Sanitation and Hygiene Services for Conflict Affected and Displaced Children and Their Families in Sabha and Ubari, (Libya) |
| <b>Focus area(s):</b>         | Southern Libya                                                                                                                                                        |
| <b>Donor(s):</b>              | CERF UNICEF                                                                                                                                                           |
| <b>Objective(s):</b>          | Live saving, WASH services                                                                                                                                            |
| <b>Beneficiaries:</b>         | IDPs, host communities                                                                                                                                                |
| <b>Authorities involved:</b>  | municipalities                                                                                                                                                        |
| <b>Implementing partners:</b> | STACO                                                                                                                                                                 |

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| <b>Project #7 title:</b>      | Community Safety and Humanitarian Mine Action in Libya (Libya)                                                                                                                                                                                                               |
| <b>Focus area(s):</b>         | Northwest and Southern Libya                                                                                                                                                                                                                                                 |
| <b>Donor(s):</b>              | EC                                                                                                                                                                                                                                                                           |
| <b>Objective(s):</b>          | Capacity building in and provision of MRE, NTS and EOD services focusing on national staff and local partner, partly also on Libyan Mine Action Centre (Libmac) representatives, long term organizational and technical capacity building of local partner                   |
| <b>Beneficiaries:</b>         | Non displaced conflict affected population and IDPs, national staff and local partner, Libmac                                                                                                                                                                                |
| <b>Authorities involved:</b>  | Libmac, municipalities                                                                                                                                                                                                                                                       |
| <b>Implementing partners:</b> | Direct implementation plus local partner 3F                                                                                                                                                                                                                                  |
| <b>Project #8 title:</b>      | Integrated Community Safety and Humanitarian Mine Action in Libya (Libya)                                                                                                                                                                                                    |
| <b>Focus area(s):</b>         | Northwest and Southern Libya                                                                                                                                                                                                                                                 |
| <b>Donor(s):</b>              | UK CSSF                                                                                                                                                                                                                                                                      |
| <b>Objective(s):</b>          | Capacity building in and provision of MRE, NTS and EOD services focusing on national staff and local partner, partly also on Libyan Mine Action Centre (Libmac) representatives, long term organizational and technical capacity building of local partner, community safety |
| <b>Beneficiaries:</b>         | Non displaced conflict affected population and IDPs, national staff and local partner, Libmac                                                                                                                                                                                |

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| <b>Authorities involved:</b>  | Libmac, municipalities                                               |
| <b>Implementing partners:</b> | Direct implementation plus local partner 3F                          |
| <b>Project #9 title:</b>      | Humanitarian mine action with key focus on demining in Libya (Libya) |
| <b>Focus area(s):</b>         | Southern Libya                                                       |
| <b>Donor(s):</b>              | SIDA                                                                 |
| <b>Objective(s):</b>          | Emergency demining activities                                        |
| <b>Beneficiaries:</b>         | Non displaced conflict affected population and IDPs                  |
| <b>Authorities involved:</b>  | Libmac, municipalities                                               |
| <b>Implementing partners:</b> | Direct implementation plus local partner 3F                          |

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| <b>Project #10 title:</b>     | Border and Security management in Tunisia's southern borders, preventing violent extremism (Tunisia)                                               |
| <b>Focus area(s):</b>         | Southern Tunisia                                                                                                                                   |
| <b>Donor(s):</b>              | <b>EC</b>                                                                                                                                          |
| <b>Objective(s):</b>          | Social cohesion, community safety and community police dialogue, conflict management education, youth oriented programming focusing on livelihoods |
| <b>Beneficiaries:</b>         | Local population in border areas with key focus on youth, local authorities, civil society                                                         |
| <b>Authorities involved:</b>  | Municipalities, local security providers                                                                                                           |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                         |
| <b>Project #11 title:</b>     | Strengthening border security management and countering violent extremism                                                                          |
| <b>Focus area(s):</b>         | Southern Tunisia                                                                                                                                   |
| <b>Donor(s):</b>              | <b>MFA Canada</b>                                                                                                                                  |
| <b>Objective(s):</b>          | Social cohesion, countering violent extremism with AVR type of programming focusing on youth                                                       |
| <b>Beneficiaries:</b>         | Local population in border areas with key focus on youth, local authorities, civil society                                                         |

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| <b>Authorities involved:</b>  | Municipalities, local security providers |
| <b>Implementing partners:</b> | N/A, direct implementation               |

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| <b>Project #12 title:</b>     | Promoting small-scale livelihoods opportunities to enhance self-reliance for Sahrawi refugees in the Tindouf province in Algeria                                |
| <b>Focus area(s):</b>         | Sahrawi Camps in Southern Algeria                                                                                                                               |
| <b>Donor(s):</b>              | <b>ECHO</b>                                                                                                                                                     |
| <b>Objective(s):</b>          | Conduct LH market study and based on that design system of business trainings and LH support towards new or existing businesses with key focus on Sahrawi youth |
| <b>Beneficiaries:</b>         | Sahrawi youth                                                                                                                                                   |
| <b>Authorities involved:</b>  | Polisario- Sahrawi authorities, Sahrawi Red Crescent                                                                                                            |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                                      |
| <b>Project #13title:</b>      | Promoting small-scale livelihoods opportunities to enhance self-reliance for Sahrawi refugees in the Tindouf province in Algeria                                |
| <b>Focus area(s):</b>         | Sahrawi Camps in Southern Algeria                                                                                                                               |
| <b>Donor(s):</b>              | <b>UNHCR</b>                                                                                                                                                    |
| <b>Objective(s):</b>          | Conduct LH market study and based on that design system of business trainings and LH support towards new or existing businesses with key focus on Sahrawi youth |
| <b>Beneficiaries:</b>         | Sahrawi youth                                                                                                                                                   |
| <b>Authorities involved:</b>  | Polisario- Sahrawi authorities, Sahrawi Red Crescent                                                                                                            |
| <b>Implementing partners:</b> | N/A, direct implementation                                                                                                                                      |

#### 4. Accountability Improvement Plan for 2016

| HAP 2010 BENCHMARKS        | TARGET/INDICATOR(S) 2015                                                                                                                                                                             | ACTIVITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 1. Establishing Commitment | AF/AIP is updated and reviewed                                                                                                                                                                       | <ul style="list-style-type: none"> <li>- AF/AIP is revised on a 6-months bases</li> <li>- Set quarterly SMT meeting review of the AIF ensuring delivering of commitments</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                            | All DRC staff are familiar with HAP principles and accountability requirements                                                                                                                       | <ul style="list-style-type: none"> <li>- Share the AF, and hold explanatory meetings with all field and office staff. AF and accountability will also form a part of staff induction.</li> <li>- In the Annual Review, a session is included where benchmarks are discussed and commitments are agreed</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      |
|                            | All DRC DDG Maghreb partners are familiar with HAP principles and accountability requirements                                                                                                        | <ul style="list-style-type: none"> <li>- The AF is shared with partners</li> <li>- The Code of Conduct is signed by all implementing partners</li> <li>- Guidelines are prepared/developed for partner's selection criteria, Capacity Assessment methodologies, and selection procedures in consideration with accountability mechanisms</li> <li>- Partner strategy and capacity building plan for partners is in place</li> </ul>                                                                                                                                                                                                                                                                                    |
| 2. Staff Competency        | A training plan and Induction training is developed and implemented,                                                                                                                                 | <ul style="list-style-type: none"> <li>- Assess needs for capacity building among DRC DDG staff</li> <li>- Design capacity building plan (including budget, identification of resources) and Implement the plan</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                            | Ensure all DRC DDG staff working with partners understand the partnership agreement, implications of the accountability framework for the partnership, and partners obligations under said framework | <ul style="list-style-type: none"> <li>- Solicit feedback from project and partner staff</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                            | Improve implementation and monitoring of partners' following of DRC Code of Conduct                                                                                                                  | <ul style="list-style-type: none"> <li>- Ensure Partner management and staff and trained in DRC Code of Conduct, review jointly with senior management, and develop plan for monitoring and implementation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3. Sharing Information     | Regular internal reports are shared systematically with DRC staff                                                                                                                                    | <ul style="list-style-type: none"> <li>- Overall quarterly reports are drafted and shared plus CD quarterly presentations</li> <li>- Distribute them over the programme,</li> <li>- Monthly Programme Briefing to be initiated once new HoP in place</li> <li>- Engage IT to create central repository for all relevant programme information and its regular update</li> </ul>                                                                                                                                                                                                                                                                                                                                        |
|                            | Plan for improving DRC Visibility and information sharing developed                                                                                                                                  | <ul style="list-style-type: none"> <li>- AF and Information about the project is accessible and available from project sites</li> <li>- Flyers, posters and information pamphlets on project goals, objectives and target groups to be printed and shared in offices and project sites</li> <li>- Annual Report is shared with partners</li> <li>- Ensure visibility at field level is adequate and compliant taking into account security dynamics</li> <li>- Staff roles and responsibilities are posted in all DRC field offices</li> </ul> <p>(to be followed based on developed visibility and branding policy taking into account security dynamics and sensitivities in individual countries and locations)</p> |
|                            | Information is presented in appropriate and accessible languages, formats, and media                                                                                                                 | <ul style="list-style-type: none"> <li>- Develop a beneficiary-friendly Accountability Framework</li> <li>- Translate the revised AF into Arabic</li> <li>- AF put on DRC website and links are provided on social media sites.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4. Participation           | Beneficiaries' participation is ensured at project design level                                                                                                                                      | <ul style="list-style-type: none"> <li>- FGDs with beneficiaries take place &amp; are well documented to systematically confirm /improve project relevance &amp; design</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



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|                           | Ensure a participatory approach in integrated into all phases of the project                                                                                                       | <ul style="list-style-type: none"> <li>- Integrate participatory activities into all project's M&amp;E plans;</li> <li>- Lessons learned reports are documented and shared with field staff and Community stakeholders for feedback and contributions</li> <li>- Lessons learned reports are systematically used in the project design phase</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5. Handling of Complaints | Ensure a proper feedback system for beneficiaries, staff and stakeholders                                                                                                          | <ul style="list-style-type: none"> <li>- Code of Conduct Committee meets once a month</li> <li>- Investigations, Preliminary Assessments and case management are conducted as per HQ guidelines</li> <li>- CoCC feedback is registered and shared with Region and HQ</li> <li>- Streamline CoC reporting and separate Fraud Reporting with HQ</li> <li>- Operational Feedback is adequately dealt with at Operational Feedback Committee</li> <li>- Beneficiaries are aware of feedback mechanism: awareness raising sessions</li> <li>- Boxes and visibility items at field level are in place and maintained (CCs, CS..)</li> <li>- Train all staff on the mechanism and the obligation to report</li> </ul> <p>Handling of complaints process will be started through initial training process to be conducted by RO in Tunis in June and based on that rolled out during the 3<sup>rd</sup> and 4<sup>th</sup> quarter</p> |
| 6. Continual Improvement  | <p>The AIP reviewed on 6-month basis</p> <p>Ensure commitment to continual improvement of DRC DDG programming, staff and partners is implemented through learning and feedback</p> | <ul style="list-style-type: none"> <li>- Review the AIP's progress , adjust and report</li> <li>- HAP benchmarks and accountability indicators (CHS) to be included in M&amp;E and Compliance self-check plans</li> <li>- M&amp;E reports, Compliance self-checks and CoC feedback analysis are reviewed in the quarterly SMT Accountability review</li> <li>- Advisory reports from CoC investigations are followed up and feed into the relevant project risk matrix</li> <li>- Contribute to revisions of relevant sections in OH and liaise with HQ on gaps and changes in procedures not reflected in Operations Handbook</li> </ul>                                                                                                                                                                                                                                                                                      |