



Engagement of crisis-affected people

Meeting programme
29th ALNAP Annual Meeting

11 - 12 March 2014, Addis Ababa

Hosted by Africa Humanitarian Action



 ALNAP



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SESSIONS OVERVIEW

Day 1 | Tuesday 11 March

Session 1 | 13:45 - 15:25

The role of states in engaging affected population in humanitarian response

Chair: Jemilah Mahmood, Humanitarian Futures
Organiser: Disaster Response Dialogue

Presenters:

- Brigadier Mirza Kamran Zia, Pakistan's National Disaster Management Authority
- Rahel Asfaw, Ministry of Agriculture, Ethiopia
- Charles-Antoine Hofmann, Disaster Response Dialogue

Making space for the voice of communities, from design to evaluation of aid programmes

Chair: Marian Casey-Maslen, HAP International
Organiser: HAP International

Presenters:

- Jessica Alexander, Humanitarian consultant
- Natalie Dale, Christian Aid
- Marian Casey-Maslen, HAP International

Session 2 | 15:50 - 17:30

Communication and accountability: lessons from practice

Chair: Rachel Houghton, The CDAC Network
Organiser: CDAC Network

Presenters:

- Rita Maingi, UNOCHA
- Ian Noble, Internews Network
- Madara Hettiarachchi, World Vision International

Community-based Drought Early Warning Surveillance (DEWS) to assist local capacity building for disaster preparedness and response

Chair: Silva Sedrakian, Oxfam America
Organiser: Oxfam America

Presenters:

- Jennifer Chan, Northwestern Memorial Hospital
- Garo Wako Halake & Kashu Dida Haphite, Community Members
- Efreem Ombosho, Moyale District Disaster Preparedness and Prevention Office

Experiences of participation from three continents

Chair: Mihir Bhatt, AIDMI
Organiser: AIDMI

Presenters:

- Vishal Pathak, AIDMI
- Maryam Hassan, Oxfam Somalia
- Vera Kreuwles, CRS

From Rwanda to the Philippines - How much have we really changed the way we engage with affected populations?

Chair: Vivien Walden, Oxfam
Organiser: FAO

Presenters:

- Monica Blagescu, Independent
- Barb Wigley, WFP
- Loreine dela Cruz, Center for Disaster Preparedness

Good practice for livelihoods-based emergency response: the evidence for community participation in the Horn of Africa

Chair: Adrian Cullis, FAO
Organiser: Tufts University

Presenters:

- Dr. Berhanu Admassu, Tufts University
- Cathy Watson, Coordinator, LEGS
- Dawit Abebe, Tufts University

Engaging urban communities in humanitarian response

Chair: Bonaventure Sokpoh, Groupe URD
Organiser: ALNAP

Presenters:

- Samuel Carpenter, British Red Cross
- Anne Muthoni Wachira, Mukuru Slums Development Projects
- Sharon Reader, IFRC

Day 2 | Wednesday 12 March

Session 1 | 10:30 - 12:10

Accountability and the politics Civil Society, the State and INGOs play

Chair: Sheree Bennett, IRC
Organiser: IRC

Presenters:

- Michael Otieno, National Taxpayers Association, Kenya
- Charles Kanda Kahenzi wa Nonda, Ministry of Education/Health, DRC
- Alyoscia D'Onofrio, IRC

Closing the loop: effective feedback mechanisms in humanitarian contexts

Chair: Dayna Brown, CDA
Organiser: ALNAP/CDA

Presenters:

- Luz Gomez Saavedra, Oxfam Intermon
- Lumphathe Nyathi, World Vision
- Isabella Jean, CDA, and Francesca Bonino, ALNAP

Session 2 | 13:10 - 14:50

Knowledge is power: engagement and information

Chair: Sophia Swithern, Development Initiatives
Organiser: Development Initiatives

Presenters:

- Doreen Abalo, Development, Research and Training (DRT), Uganda
- Denis Michael Ladu, Society for Civic Development
- Claire Devlin, UK Department for International Development (DFID)

Building accountability to affected populations into humanitarian evaluations

Chair: Helen Wedgwood, WFP
Organiser: IAHE

Presenters:

- Scott Green, UNOCHA
- Shagufta Jeelani, Mercy Corps International
- Ben Allen, Action Against Hunger/ACF International

Learning from engaging with affected communities in Kenya' arid lands

Chair: Nicolas Seris, TI Kenya
Organiser: Transparency International Kenya

Presenters:

- Sara Belfrage, WFP
- Miriam Warui, Care International
- Nicolas Seris, Transparency International Kenya

Whose response? Women's experiences of leading emergency response at community level

Chair: Elizabeth Righa Wakhilo, ActionAid Kenya
Organiser: ActionAid

Presenters:

- Khin Zaw Win, Community Fellow of Kamna, Myanmar
- Sonia Ambreen, Community Representative from Muzaffarh Garh District, Kashmir, Pakistan
- Ann Mijioni, Relief Committee member, Isiolo, Kenya

Engagement of civil society, international agencies and affected populations in response to the Syria crisis

Chair: John Mitchell, ALNAP
Organiser: ALNAP

Presenters:

- Rasha Jaradat, Oxfam GB
- Marwa Kuwaidar, Human Care Syria
- Valentina Stivanello, BRC

Multiple Actors in the Humanitarian System - Private Sector, Civil Society, Diaspora. How do they engage with affected people?

Chair: Kirsten Gelsdorf, UNOCHA
Organiser: UNOCHA

Presenters:

- Nicholas Crawford, Independent
- Vega Teffera, Africa Humanitarian Action
- Semhar Araia, Diaspora African Women's Network

SESSIONS ABSTRACTS

Session 1.1 | The role of states in engaging affected population in humanitarian response

Chair: Jemilah Mahmood, Humanitarian Futures Programme

Developing national capacity to protect population from disaster

Presenter: Brigadier Mirza Kamran Zia, Pakistan's National Disaster Management Authority

The Chief of Operations for the Pakistan's National Disaster Management Authority will explain how his country has developed national disaster management capacities through the creation of the National Disaster Management Authority in 2006 and will share his perspectives on the role of a government *vis-à-vis* its own people, and how it engages with affected communities.

Engaging communities: The Ethiopian Experience

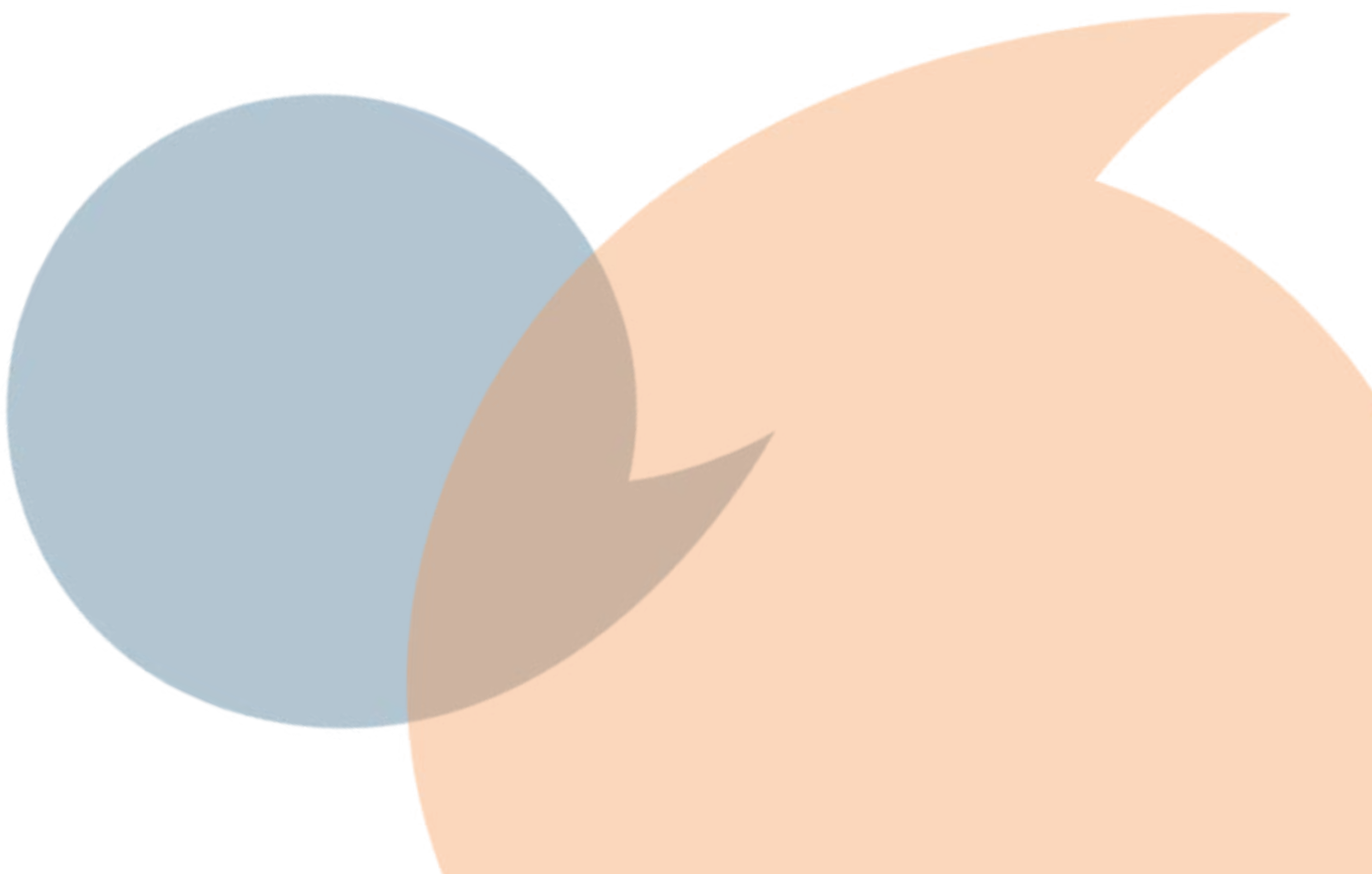
Presenter: Rahel Asfaw, Disaster Risk Management Food Security, Ministry of Agriculture, Ethiopia

The presentation will share experiences on the need to engage with affected populations from a government perspective. It will highlight the Ethiopian experience engaging with communities throughout a crisis, in needs assessments, targeting, food distribution and WASH.

Trust and cooperation between states and humanitarian organisations are indispensable to engagement of affected people in international disaster response

Presenter: Charles-Antoine Hofmann, Disaster Response Dialogue

This presentation will reveal how trust and cooperation between states and humanitarian organisations facilitates engagement of affected people in international disaster response. The presenter will explore cooperative mechanisms between states and humanitarian organisations which ensure responders to take beneficiaries' views and complaints seriously and act upon them properly. Amongst many mechanisms, he will discuss about legal preparedness through international disaster response laws, rules and principles (IDRL).



**Session 1.2 | Making space for the voice of communities,
from design to evaluation of aid programmes**

Chair: Marian Casey-Maslen, HAP International

Improving impact: do accountability mechanisms deliver results?

Presenter: Natalie Dale, Performance Advisor, Christian Aid

Natalie Dale will report on the 2013 Christian Aid, HAP and Save the Children joint study that looked at the impact of accountability mechanisms in two countries. She will present what the study tells us about the positive impact engagement with communities has on the relevance, effectiveness and sustainability of programmes, using concrete examples, as provided by members of the communities targeted by these projects.

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Engagement with disaster affected people: where are we?

Presenter: Jessica Alexander, Humanitarian consultant

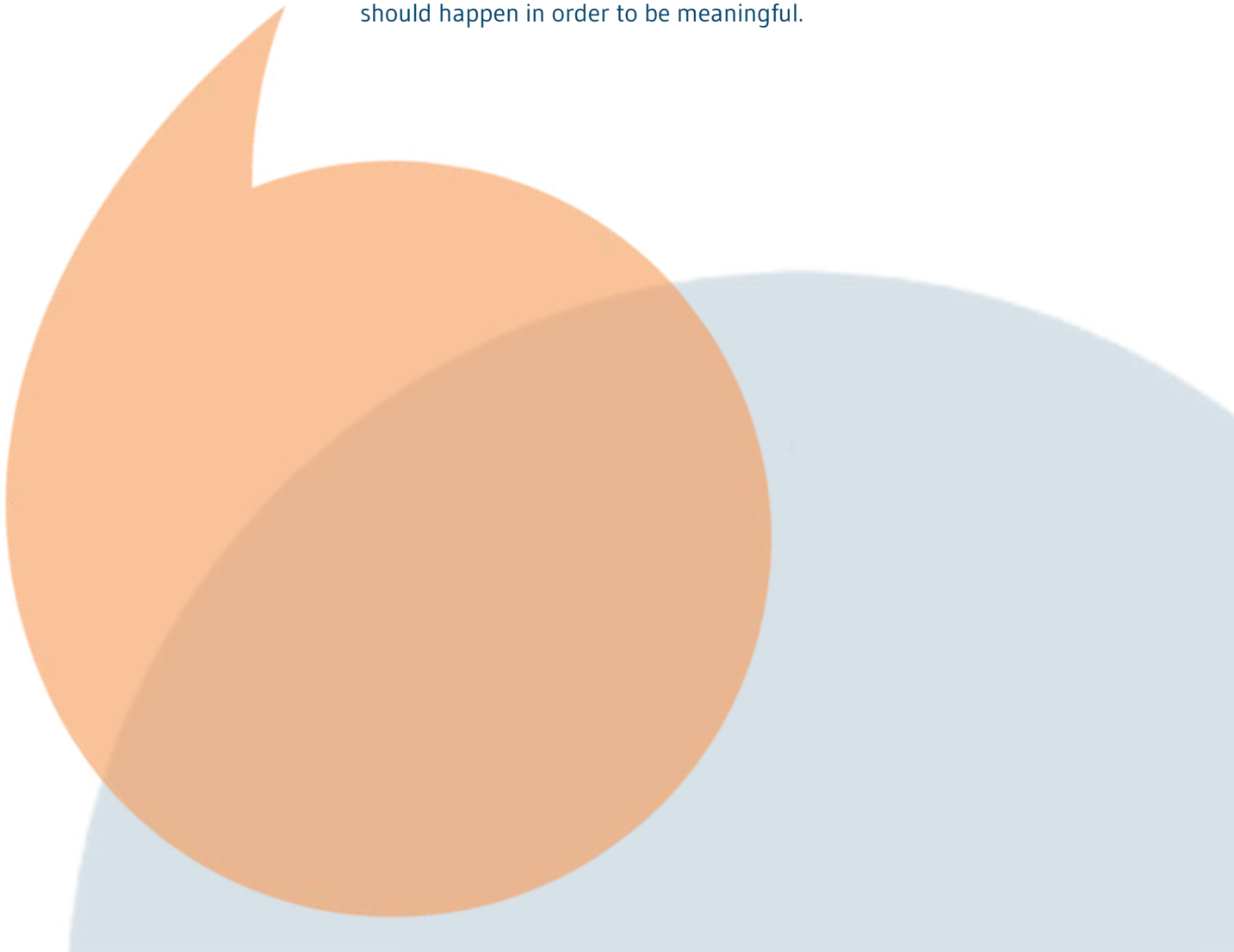
Jessica Alexander, co-author of HAP's 2013 Humanitarian Accountability Report will summarize in this presentation highlights of practice around accountability to affected populations in the sector. She will then briefly discuss the systemic obstacles that can explain the current shortcomings, before pointing towards specific examples of existing or potential practice that could reinforce a more constant and meaningful engagement of communities, from needs assessments to evaluation.

Engagement of crisis affected communities: listening to members of Ethiopian communities

Presenter: Marian Casey-Maslen, Executive Director, HAP International

HAP International deployed a team to Ethiopia between February and April 2013, supporting its members and other stakeholders in their quest to improve the quality and accountability of their programmes. During the deployment, a visit to Borena was organised with members of the Interagency Accountability Working Group (IAAWG) in Ethiopia active in the area. The aim was to conduct consultations with local communities on their perception of and views on programmes implemented by local and international organisations in their region.

This presentation will directly give a voice to representatives of local communities in Ethiopia to voice their perspective on what they consider the most important aspects of engagement, as well as how and when it should happen in order to be meaningful.



Session 1.3 | Experiences of participation from three continents

Chair: Mihir Bhatt, AIDMI

Risk Transfer through Microinsurance: Case Study from Odisha on Protecting and Involving People from Designing to Implementation, Monitoring and Evaluation

Presenter: Mr Vishal Pathak, AIDMI

Can humanitarian action lead to financial inclusion? Can disaster victims design their own insurance programme? How? This case study addresses these questions. Non-availability of microinsurance options to the poor is an issue of financial exclusion. AIDMI pointed out to powerful governments and humanitarian agencies that disaster microinsurance can work and should be integrated in recovery programmes (between two disasters) and argue with giant insurance companies about market potential of disaster insurance in the region.

The opportunities for development of poor people are extremely restricted by different conditions like political, economic, living in disaster prone areas like coastal areas at risk of cyclones, floods and other climatic hazards such as the ones at Odisha in India. The poor and vulnerable families really require microinsurance that covers non-life components, especially shelter and livelihood. Single parties cannot do this effectively. A combination of insurance companies and non-government organisations with focus on effective facilitation and time-to-time follow up and involvement of clients from the beginning can produce this desired result. The objective of the presentation is to share a case study of a microinsurance product and how it protects and supports in the extreme event like 2013 Cyclone Phailin. There will also be lessons for the replication of this experience and how any product can build the impact through involvement of crisis affected people from designing to claim submission. The presentation will also address how such coping mechanisms can involve local communities when designing, implementing, monitoring and evaluating.



Engaging with 'hard to reach' populations - the example of Somalia

Presenter: Maryam Hassan, Oxfam Somalia

This presentation will describe how Oxfam Novib has used a telephone hotline and a variety of other measures to gain feedback from affected populations in remote and inaccessible areas of Somalia. The constraints and considerations of working in a conflict area will also be discussed. The presentation will be based on Oxfam's experience of working in Somalia during the conflict but also during the food crisis of 2011.

Participate! Build back your shelter, community and neighborhood better!

Presenter: Vera Kreuwels, Catholic Relief Services (CRS) Technical Advisor Shelter and Settlements

When assisting communities to re-build their lives and homes after natural or man-made disasters humanitarian organizations – including Catholic Relief Services (CRS) – focus on creating an enabling environment for community participation in the recovery process. Community engagement and participation is vital to ensuring that appropriate solutions are identified and that communities have greater ownership of the process – ensuring a strong starting point for sustainable recovery. CRS' global technical advisor for shelter and settlements will explore how participatory settlement planning, participatory shelter design and community contribution in re-building shelters and settlements strengthens the recovery process.

Session 1.4 | From Rwanda to the Philippines - how much have we really changed the way we engage with affected populations?

Chair: Vivien Walden, Oxfam

A brief history of the Humanitarian Accountability movement

Presenter: Monica Blagescu, Independent

The 1997 multi-donor evaluation of the response to the Rwanda genocide was the seminal report which identified lack of accountability to affected people (AAP) as a key failing of the aid system. Numerous quality and accountability initiatives were created soon after. Ten years later, the multi-donor evaluation of the response to the 2004 Indian Ocean Tsunami cited many similar AAP issues. Seven years since that tsunami response, accountability to affected populations is now firmly part of the humanitarian landscape, but how much is rhetoric and how much difference have we really made to the way we work. What are the hot issues?

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From the typhoon in Tacloban to the bullets of Bangui; a systems approach to engaging with communities on the road to constructing a culture of accountability in humanitarian response


Presenter: Barb Wigley, WFP

The AAP/PSEA Task Team aims to create a system-wide “culture of accountability” through the institutionalisation of accountability to affected populations (AAP), including prevention of sexual exploitation and abuse (PSEA), within each humanitarian organisation alongside system level cohesion, coordination, and learning. A systems approach to AAP aims to scale up the impact of individual agency efforts, offer resource efficiencies and present a more coherent service to the people the system seeks to assist. The declaration of a Level 3 emergency in the Philippines presented an opportunity to test this theory out in practice from the very early stages of a response with an unprecedented level of support. With another L3 declared and a subsequent deployment to the Central African Republic soon after, the panellist had the opportunity to explore engagement with communities in two very different settings, and will discuss reflections on these along with an analysis of some learnings so far on a systems approach to AAP and PSEA.

Accountability to Typhoon survivors - a national perspective of the international humanitarian response

Presenter: Loreine dela Cruz, Centre for Disaster Preparedness (CDP)

The Executive Director of CDP will present recently collected perspectives from typhoon survivors and the national groups and agencies in the Philippines who responded to Typhoon Yolanda. We will hear about their assessment of the performance of national and international agencies, in terms of accountability commitments. Did they fulfill them, could they have operated differently, and how can we all work better next time?



Session 2.1 | Communication and accountability: lessons from practice

Chair: Rachel Houghton, The CDAC Network

The Relationship between Communication and Accountability, and Implications for Community Engagement

Presenter: Rita Maingi, Regional Communication with Communities Coordinator, UNOCHA (East Africa)

Communicating with communities (CwC) is an emerging field of humanitarian response that helps to meet the information and communication needs of people affected by crisis. CwC is based on the principle that information and communication are critical forms of aid without which disaster survivors cannot access services, engage with aid providers and make the best decisions for themselves and their communities; neither can they hold aid agencies to account.

An important component of CwC is the aspiration to shift power from aid providers to aid recipients, and to facilitate recipients' own action through more effective engagement. CwC and accountability are inextricably linked. A key aspect of accountability – for some, the other side of the communication coin; for others, a part of what communication supports – is listening to affected communities and adapting the international response based on their inputs.

Accountability commitments also include being transparent about international response efforts, engaging affected people in programme design and encouraging community participation in monitoring and evaluation processes. This presentation will consider how the humanitarian response to Typhoon Haiyan / Yolanda in the Philippines is rewriting the way accountability and CwC actors are working together, and what this means for community engagement. For the first time, communication specialists are working alongside an IASC Accountability to Affected Populations (AAP) advisor to support agencies in ensuring they are accountable to communities affected by Typhoon Yolanda.

The session will focus on key learning emerging from the response to the Typhoon. It will consider what this can teach us about the role of communication in helping agencies to foster community engagement and thereby be more accountable to the people they serve. It will also evidence to what degree the joint CwC / AAP response enabled greater community engagement, the challenges faced and examples of good practice that can be drawn from the experience.

Understanding Communication Channels and How Best to Engage Affected People

Presenter: Ian Noble, Director, East and Central Africa, Internews Network

In order for humanitarian agencies to be accountable to the people they serve, aid agencies and others need to understand how to effectively engage with, and foster the engagement of, people affected by crisis. This engagement is in part dependent upon understanding the information and communication ecosystems within which they operate, for example, which channels of communication are preferred by affected populations and what kinds of information communities require in what formats.

Internews Network has extensive experience in carrying out information and communication needs assessments in disaster settings in order to understand the best way of communicating with and engaging affected populations. The organisation also supports local media and trains local journalists to help bridge the gap between disaster-affected communities and humanitarian agencies through training journalists in humanitarian reporting skills. These journalists are subsequently able to produce content for local broadcast and provide an important voice for their community.

This presentation will draw on Internews' Humanitarian Information Service (HIS) to support refugee engagement in the Dadaab refugee camp. It will consider challenges and examples of good practice, including the challenges experienced by a media development organisation in engaging with traditional humanitarian responders and the implications of this for community engagement.



Accountability: a “cross cutting theme” or the “the way we do business”? World Vision’s experience from Typhoon Haiyan

Presenter: Madara Hettiarachchi, World Vision International

In this presentation, World Vision (WV) will outline how, during the response to Typhoon Haiyan, accountability was pushed from being seen as a cross-cutting issue to fundamentally underlying the entire WVi response. It will focus on two areas in particular: 1. How accountability was integrated into WV programmes and operations from day one 2. How ‘CwC’, particularly engaging communities through radio broadcasting, was mainstreamed into how WV works with disaster affected populations.

Within three days of Typhoon Haiyan making landfall, WV had deployed assessment teams. The assessments included questions about whether affected communities were receiving sufficient information about the aid effort and available services, as well as their preferred methods of communication. These questions were asked in order to ensure WV communicated with communities through their preferred and most trusted channels and engaged communities in project design. Information provision and complaints/feedback mechanisms were also put in place from the very first food and NFI distributions.

Furthermore the M&E tools utilised during the response, particularly the post-distribution monitoring tool, captured feedback regarding community satisfaction levels in terms of information needs and access, as well as complaints and feedback. This information was not only fundamental to operational accountability and targeted at direct beneficiaries, but was also used to support humanitarian radio broadcasting to engage communities and ensure they understood what was happening across the wider aid effort. This presentation will include video footage from communities giving feedback on WV’s accountability and communication efforts at different stages of the response.

Session 2.2 | Community-based Drought Early Warning Surveillance (DEWS) to assist local capacity building for disaster preparedness and response

Chair: Silva Sedrakian, Oxfam America

Oxfam America's Community based Drought Early Warning Surveillance approach

Presenter: Jennifer Chan, Director of Global Emergency Medicine, Northwestern Memorial Hospital

The presentation will include background information on the design, tools and techniques that were collaboratively implemented by Oxfam America, Harvard Humanitarian Initiative and a Local NGO for setting up a community Drought Early Warning Surveillance (DEWS) as a pilot project. The pilot engaged community members and local government in data generation, feedback and information sharing on data gathered and analysed through DEWS.

The presentation will also reflect on the impact of DEWS on promoting community level preparedness to respond to the crisis by having a voice at both local government and other humanitarian actors' level for timely response.

Experience of the Drought Early Warning Surveillance from communities' perspective

Presenter: Kashu Dida Haphite and Garo Wako Halake (Community Members)

The presenters are regular informants of the DEWS project and were involved in the design, provision of primary data and in the coordination of the use of the DEWS information with local government.

The presentation will highlight communities' perspective on the Drought Early Warning Surveillance (DEWS) that will include:

- engagement of women in the DEWS process and its contribution to women's empowerment
- the experience of data collection and use of the information at local level (within the community)
- the experience of community members in using ICT technology to collect data

- women's particular experience in the project as they were the main data collectors
- communities' perspective on the sustainability of the DEWS and next steps
- communities' perspective on the impact of DEWS on their lives

The presentation will also reflect on the impact of DEWS on promoting community level preparedness to respond to the crisis by having a voice at both local government and other humanitarian actors' level for timely response.

The involvement of local government in the Drought Early Warning Surveillance process and its sustainability

Presenter: Efreem Ombosho Dagago - Head, Moyale District Disaster Preparedness and Prevention Office

The presentation will highlight the local authority's involvement in the DEWS project and its benefits from a government's perspective with emphasis on how the system that was built at community level can feed into the regional and national system. The presentation will also include the government's plan on enhancing the Early Warning Surveillance at a local level.

Session 2.3 | Good practice for livelihoods-based emergency response: the evidence for community participation in the Horn of Africa

Chair: Adrian Cullis, FAO

Community participation in emergencies: does it make a difference?

Presenter: Dr Berhanu Admassu, Tufts University

This presentation provides a rapid overview of the evidence that shows how the involvement of local people in the analysis, design, implementation and evaluation of emergency projects has improved impact, and has made critical contributions to the evidence base for developing national and international good practice guidelines.

The presentation covers experiences in South Sudan, Kenya and Ethiopia, with specific examples of how commitment to participation by coordination bodies and implementing agencies has led to effective programming and better impact assessment. The presentation focuses on drought responses and complex emergencies.

People matter: Why is community participation a core standard in the Livestock Emergency Guidelines and Standards (LEGS)?

Presenter: Cathy Watson, Coordinator, LEGS

The Livestock Emergency Guidelines and Standards (LEGS) has participation as a core standard. This presentation explains the reasoning for this approach, drawing on experiences from Africa and Asia. The presentation then also explains how a participatory approach is operationalised by LEGS in project assessment and design, through the Participatory Response Identification Matrix (PRIM) as a rapid assessment tool for use with local stakeholders. The presentation also describes how much of the evidence underpinning LEGS has been derived from systematic participatory impact assessment.

Understanding impact: participatory numbers for measuring change during emergencies

Presenter: Dawit Abebe, Tufts University

In the Horn of Africa, participatory impact assessment (PIA) has probably been the single most useful approach for understanding the impact and attribution of programmes during drought and complex emergencies. This presentation focuses on an important aspect of PIA: the systematic use of participatory methods to produce datasets for conventional statistical analysis. When combined with comparative analysis, this development partly explains why PIA findings have been so valuable. The presentation describes these experiences by reference to a far wider body of experience with “participatory numbers” during surveys and evaluations of development projects.

Session 2.4 | Engaging urban communities in humanitarian response

Chair: Bonaventure Sokpoh, Groupe URD

Engaging the urban population: Challenges and good practice from the Kathmandu Valley

Presenter: Samuel Carpenter, British Red Cross

The challenges and opportunities of engaging urban populations in humanitarian action are only beginning to be explored systematically. Building on a study of urban preparedness in the Kathmandu Valley, conducted by the British Red Cross in partnership with Groupe URD, this presentation will examine new learning and emerging good practice in engaging crisis-affected urban communities in preparedness for response.

The first step for agencies in effectively engaging the urban population is to understand urban communities themselves, including their diversity, mobility and dynamics. The involvement of urban communities in managing risk brings with it a set of challenges relating to their involvement in assessments and participatory activities, but it also affords a range of opportunities such as the harnessing of new ICT tools and the use of new approaches to assessing local political economy dynamics and networks of influence. Similarly, involving urban communities in

preparedness for response involves exciting prospects for strengthening the capacity of first responders and local leadership, as well as challenges in effectively connecting affected communities with the other levels and actors of the urban disaster management system.

Overall, the presentation will argue that to effectively engage the urban population in preparing for disaster in a complex urban system, the sensitive adoption of new approaches, partnerships and technologies is essential.

What engagement means to us: A view from Mukuru Slum

Presenter: Anne Muthoni Wachira - Programme Coordinator, Mukuru Slums Development Projects

Over 60% of Nairobi's population lives in slums. Of these, 600,000 people live in Mukuru alone, where living conditions, in particular shelter and sanitation, are incredibly poor. Mukuru is vulnerable to disasters and has experienced several fires in recent years. This presentation from Mukuru Slums Development Projects will discuss a slum-based CBO's experience partnering with international humanitarian organisations. It will examine humanitarian response in Mukuru slum from the perspective of a local organisation, including the challenges and opportunities of working in an urban slum.

Engaging urban communities through technology

Presenter: Sharon Reader, Beneficiary Communication Delegate, IFRC

The Haiti Earthquake in 2010 is one of the largest urban disasters in recent times. Issues of limited social cohesion, lack of space, gang control of camps and the huge numbers of people in need combined to pose major challenges to the IFRC in how to deliver traditional emergency response activities like hygiene promotion and shelter provision. Unable to rely on traditional community structures like the village committees and tribal chiefs, the Red Cross turned to technology like SMS systems, radio broadcasts and automated hotlines to ensure people could access the information they need, ask questions and provide their feedback on Red Cross programmes.

Day 2
Session 1
10:30 - 12:10

Session 1.1 | Accountability and the politics Civil Society, the State and INGOs play

Chair: Sheree Bennett, IRC

Engaging the Citizens to Engage the State

Presenter: Michael Otieno, Governance Advisor, National Taxpayers Association, Kenya

This presentation provides an overview of the challenges and successes of the NTA, a Kenya-based civil society organisation, in increasing access to government officials and documents and in grappling with the inherent power dynamics that routinely impede transparency and accountability processes. The presentation will focus on NTA's experience highlighting the benefits and constraints of working unilaterally and of working with international actors and the implications of each modality for the accountability relationships the NTA aims to foster.

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Service Delivery: Between the State and External Actors

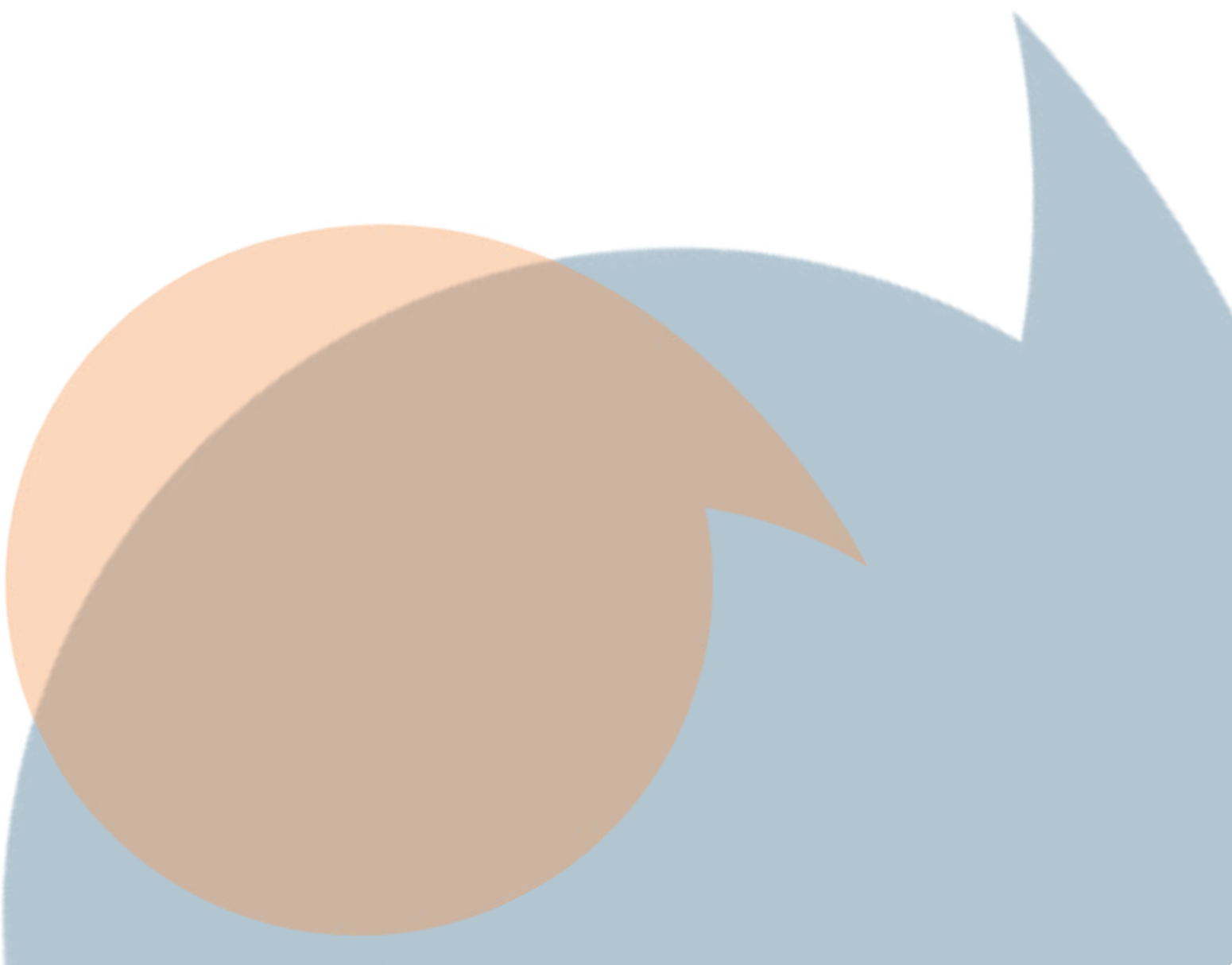
Presenter: Charles Kanda Kahozi Wa Nonda - Director of Primary, Secondary and Vocational Education (EPSP) Kongolo sub-division in Eastern Democratic Republic of Congo

This presentation will focus on the experience of service providers in Eastern Democratic Republic of Congo who have engaged in Phase II of the Tuungane Community-Driven Reconstruction Programme. The programme aims to improve local governance and service delivery and focuses heavily on fostering accountability relationships between crisis-affected communities and their service providers. The discussion will revolve around the ways in which these externally-imposed notions and methods of accountability (through the Tuungane programme) cohere with, enhance, constrain or challenge the state's and service providers' notions of accountability and the types of relationships they aim to foster.

Accountability to Whom for What...for How Long?

**Alyoscia D'Onofrio, Director of Governance and Rights Unit,
International Rescue Committee**

This short response will frame and stimulate discussion and debate among the panellists and the audience. Based on the main points from the previous presentations, this framing will problematise the incentives and 'role' of INGOs as non-permanent actors in engaging the populations we serve, the ways in which INGOs have conceptualised and implemented engagement/accountability and feedback processes and their (sometimes subtle and unintended) implications for strengthening the long-term domestic accountability relationships we believe are critical for improving the lives of crisis-affected populations.



Day 2

Session 1

10:30 - 12:10

Session 1.2 | Closing the loop: effective feedback mechanisms in humanitarian contexts.

Chair: Dayna Brown, CDA

Feedback and complaints: useful and relevant for affected populations? Lessons from Niger

Presenter: Luz Gomez Saavedra , Humanitarian Planning, Monitoring, Evaluation, Accountability and Learning (MEAL) Officer
Thematic and methodological development Unit (UDTM), Oxfam Intermon

The presentation will discuss that feedback and complaints response mechanisms (CRM) are part of a minimum set of information needed to assess the quality of an intervention – including in the context of sudden onset / emergency response. A recent Oxfam action-research explores these issues and shares some emerging findings from work conducted in Niger.

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The role of feedback mechanisms in improving accountability to affected population: Experience, lessons and successes in WV in Sudan

Presenter: Lumphathe Nyathi, Accountability, M&E Advisor, World Vision Sudan

The presentation will discuss how establishing and using a feedback mechanism can become a component of improving accountability to affected population complementing other elements such as information provision, communication and consultation with aid recipients. The presentation will outline the challenges, opportunities and lessons learned by World Vision Sudan in designing and adapting a feedback mechanism to work within a food assistance programme in South Darfur.

ALNAP-CDA research findings on effective feedback mechanisms and guidance for practitioners

Presenter: Isabella Jean, CDA, and Francesca Bonino, ALNAP

The presenters will discuss which features should be prioritised when designing, setting up and maintaining a feedback mechanism. The newly-released ALNAP-CDA guidance on effective feedback mechanisms for crisis-affected populations includes a discussion on formal and informal approaches to feedback handling; and analysing and using feedback information for day-to-day project and programme-level adjustments, as well as for broader, strategic issues and programme re-design. The presenters will share highlights from case study visits to South Darfur, Pakistan and Haiti and how these have informed the practitioners' guidance.



Day 2

Session 1

10:30 - 12:10

Session 1.3 | Learning from engaging with affected communities in Kenya's arid lands

Chair: Nicolas Seris, TI Kenya

Lessons learned from engaging communities in joint assessments in Dadaab

Presenter: Miriam Warui, Care International

Joint assessments aim at assessing interventions and making recommendations to address identified gaps, continuously improving impact of projects and creating sustainability. In Dadaab, assessments help agencies to understand the situation, needs, risks, capacities and vulnerabilities of refugees with regards to their basic needs. There are various joint assessments that are conducted in Dadaab. For example, every two years, CARE participates in a joint assessment exercise organised by WFP/UNHCR aiming at assessing the food security and related interventions to refugees and making recommendations to address the identified gaps. Other joint assessments are conducted yearly involving all implementing partners in Dadaab refugee camp at the same time engaging all other stakeholders.

To ensure that the system responds to the needs of refugees, they also participate in the assessments through focus group discussions, key informant interviews and household level interviews.

The discussion will look at stakeholders views on joint assessments as well as challenges encountered and lessons learnt on community engagement.

Lessons learned from complaints received for Cash Transfer Programme

Presenter: Sara Belfrage - WFP

One of the first steps to actively reinforce accountability to affected population (AAP) in WFP Kenya has been to open a feedback channel for beneficiaries and their communities. WFP Kenya's Complaints and Feedback Mechanism (CFM) – knick-named the 'hotline' – is much more than just a number to call; it is an active network of WFP staff involved in following up on calls to ensure beneficiaries have the right information, and are receiving the assistance they are entitled to. It has helped WFP to detect programme and service delivery issues, including corruption and misconduct, early on and to take appropriate actions to improve

programme quality and to meet the needs of the affected communities. In order for the CFM system to be effective, efficient and trustworthy it needs to have support all the way from the management to the field level, as well as the affected population who needs to inform about the most preferred and trusted channels to use for raising complaints.

Furthermore, in order for the system to truly serve its purpose, beneficiaries need to know their rights and that they can hold WFP and cooperating partners accountable. It is therefore critical that a clear and well understood communication strategy and sensitisation process is undertaken before a complaints system is rolled out.

Lessons learnt from Inter agency integrated feedback mechanisms

Miriam Warui, Care International and Nicolas Seris, Transparency International Kenya

Joint complaints and response mechanisms in Dadaab Refugee camp: Receiving feedback and responding to complaints from stakeholders, particularly our beneficiaries, is an important part of improving quality and accountability of our programmes. Joint complaints and response mechanisms (JCRM) provide specified number of channels through which beneficiaries and community members can raise concerns and provide feedback on activities related to member agencies. This explicitly communicates that agencies are committed to the right of beneficiaries to complain and the right to receive a response. To avoid confusion among beneficiaries on how to raise concerns and duplication due to multiple channels in Dadaab refugee camp, there are two JCRM in use:

Referral system for complaints handling at County Level (Turkana multi agency pilot project):

Transparency International Kenya developed an automated web-based Integrated Complaint referral mechanism. The system is linked to the county authorities and establishes linkages with the oversight institutions and law enforcement agencies to facilitate the resolution of complaints.

This discussion will address benefits, challenges and lessons learnt of establishing, implementing and monitoring multi-agency complaints mechanisms

Day 2

Session 1

10:30 - 12:10

Session 1.4 | Whose response? Women's experiences of leading emergency response at community level

Chair: Elizabeth Righa Wakhilo, ActionAid Kenya

Investing in women's leadership development: the role of Community Fellows in leading emergency response in Myanmar

Presenter: Khin Zaw Win, Community Fellow of Kamna, Myanmar

Khin Saw Win is a member of this Kamna programme, which was established to build capacity of youth leaders at local level to support development activities and emergency response in their communities.

As a Fellow she participated in intensive training on development issues and community mobilisation. She has been working with her community to develop a village plan to address the water crisis and prolonged drought which affects the dry zone in Myanmar. She also engages local government authority to be accountable to the needs of the community through developing a "village book" which presents to local authorities people's demands and plans to address underlying causes of recurring disasters.

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Women's leadership in emergency policy work: women led campaigns for compensation in Pakistan Floods response

Presenter: Sonia Ambreen, Community Representative from Muzaffarh Garh District, Punjab Province, Pakistan

Sonia Ambreen's province has been badly affected by flooding. Following the disaster, many communities – in particular vulnerable women – were unable to access the government compensation packages they were entitled to for recovery and rehabilitation. Women's groups mobilised as part of the emergency response programme initiated local level campaigns to demand their rights to compensation, which grew into national level advocacy.

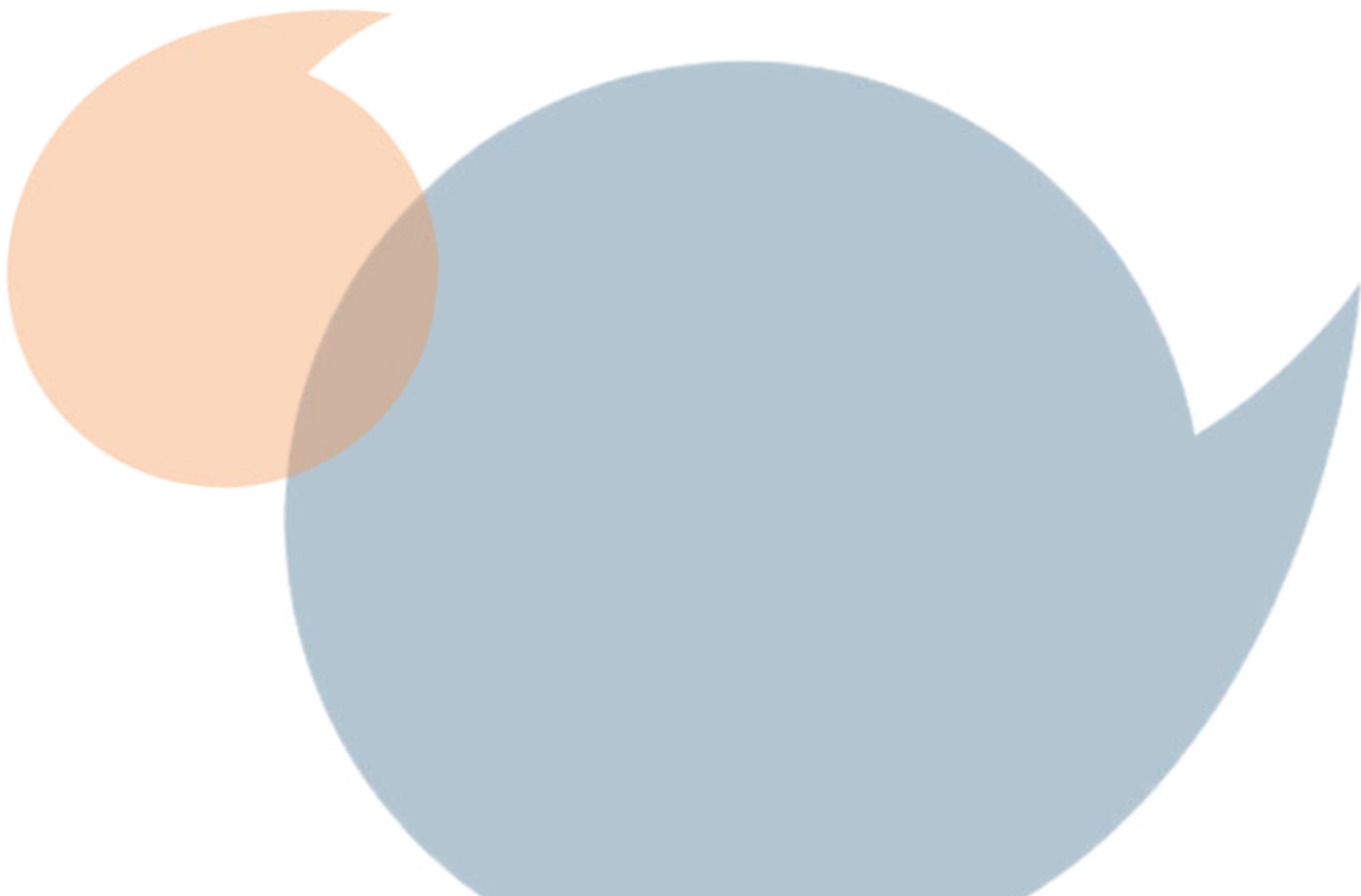
Sonia will be talking about how women can be supported to play a leadership role within their communities, and to go on to lead on policy work from local to district and national level.

Supporting women's leadership through two-way communication in Kenya

Presenter: Ann Mijioni, Relief Committee member, Isiolo, Kenya

Ann Mijioni participated in a collaborative project between ActionAid and Infoasaid, which established an SMS communications system to support the drought resilience programme in 2010-2011. Relief committee members received mobile phones and solar chargers, enabling them to communicate with ActionAid and partners on details of the food distribution programmes. Through this, women in the community played a leading role in planning and organising food distributions in their villages, and played an important role in linking with the NGOs on security and logistics.

Ann will talk about how this process has supported women to take leadership in their communities on project planning, beneficiary identification, and ensuring accountability in relief food distribution.



Session 2.1 | Knowledge is power: engagement and information

Chair: Sophia Swithern, Development Initiatives

Information for resource tracking , Northern Uganda

Presenter: Doreen Abalo, Research and Training (DRT), Uganda

Doreen will present findings from DRT's research on the role of information and community feedback in improving humanitarian and development outcomes in selected communities in Northern Uganda.

DRT have gathered evidence based on their work in five communities engaging citizens in resource-tracking. Doreen will share five key lessons learned on how non-state actors can strategically and meaningfully engage communities to effectively influence planning, policy and programming. These include the role of understanding the institutional arrangements, partnership building, empowering communities and communication of outputs and outcomes. The presentation will include a five minute video clip of the community views and perspectives on the role of information and the impact of their participation in humanitarian action.

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Community empowerment, access to information and accountability of rural projects in post conflict South Sudan

Presenter: Denis Michael Ladu, Project Officer, Society for Civic Development (SCD)

Rural South Sudan is characterised by populations with limited technical capacity and resources to communicate or address their local issues. Services are also limited and often delivered by international NGOs or the local government through support of international NGOs or international donors. There is a lack of physical infrastructure, especially roads and facilities for social services such as schools and healthcare; and, most importantly, there is limited engagement with communities in the planning, implementation and evaluation of projects delivered to address their needs.

The majority of projects in the area have a limited understanding of the local context and inadequate engagement with community stakeholders. Often service providers are not accountable to the community and other stakeholders for the delivery of their services, which is compounded

by limited access to information about these projects. This lack of transparency can result in the misappropriation of community resources.

The Society for Civic Development (SCD) is implementing a Community Integrity Building programme that aims to improve the delivery of projects, distribution and utilisation of resources and access to information in Lainya County. The programme empowers the community to identify and communicate their issues, helps them monitor services and resources, enables them to access information about projects and resources from service providers, engages all relevant stakeholders and demonstrates accountability through its work.

Denis Ladu will present SCD's work on empowering citizens, tracking resources and holding humanitarian actors to account in Lainya County, South Sudan. The presentation will include a five minute video clip of the community views and perspectives on the role of information and the impact of their participation in humanitarian action.

The international view: why resource transparency to communities matters

Presenter: Claire Devlin, UK Department for International Development (DFID)

Claire will present the international view on efforts to engage communities with information on programme budgets and resources. She will give practical and policy examples of why this matters for accountability to beneficiaries, as much as it does for accountability to donors, and why transparency is essential to measure and improve the quality of humanitarian assistance.

Claire will present some of DFID's work engaging affected communities through access to information programmes at the national level as well as DFID's work at the global level ensuring their financial contributions are accountable to affected populations through the International Aid Transparency Initiative (IATI) and the UK's Development Tracker.

Session 2.2 | Building accountability to affected populations into humanitarian evaluations

Chair: Helen Wedgwood, WFP

The Framework - Implications of incorporating Accountability to Affected Populations into Inter-Agency Humanitarian Evaluation, within the broader context of the IASC Transformative Agenda and its Humanitarian Programme Cycle

Presenter: Scott Green, OCHA Office of Evaluation (on behalf of IASC IAHE SG)

While most of the AAP subject matter may be outside evaluation per se, these developments will ultimately impact on inter-agency evaluative work by the member agencies of the IASC, individual agency evaluations and other organisations.

The Practice - Implications for and experience of conducting evaluations that engage affected people: Challenges and Opportunities

Presenter: Shagufta Jeelani

Integrating AAP into humanitarian evaluations carries implications for all stages of evaluation from planning, scope, data collection and analysis, to dissemination, communication and follow-up. Consulting and engaging more systematically with beneficiaries/non-beneficiaries may appear straightforward but has obvious time and cost repercussions, and particular challenges in humanitarian settings. Creating mechanisms for evaluation feedback and accountability to affected populations, and involving them in subsequent decisions also requires careful attention, and carries time and cost implications – scarce commodities in evaluation-in-practice.

The presenter will open the discussion by sharing experience from evaluation practice and approaches to incorporating AAP within the EEA. This discussion forum will be participatory to share diverse experiences on mainstreaming AAP principles into evaluation, aiming to bring forth key issues and changes needed in centralised and decentralised evaluation functions.

Challenges and opportunities in getting to the heart of the human experience of disasters and the humanitarian response

Presenter: Ben Allen, Evaluations, Learning and Accountability Manager, Action Against Hunger, ACF International

Evaluation frameworks (such as IAHE and ALNAP's) are necessary and useful tools for guidance on evaluation practice. But programmes are made up of people and engagement with them will determine the success of a humanitarian evaluation. People are products of their culture and their environment, so evaluators must choose carefully the appropriate methodological approach to ensure representative and accurate data is obtained from the affected population. Adapted and flexible 'person-led' approaches are required to ensure evaluations engage successfully with affected people, in often unpredictable environments.

This presentation will explore some key principles necessary for going beyond the formality of evaluations matrices, inception reports and FGD questionnaires, and getting to the heart of the community experience, by being respectful, opportunistic and recognising the limits of planning. With examples from a range of contexts (such as Angola, Philippines and Kurdistan) we will see how these principles allow for an organic and authentic understanding of the human experience of humanitarian disasters and subsequent programmes, whilst making efficiency gains and ensuring a 'light' evaluation footprint.

Session 2.3 | Engagement of civil society, international agencies and affected populations in response to the Syria crisis

Chair: John Mitchell, ALNAP

Feedback mechanisms for urban refugees in a camp setting in Jordan

Presenter: Rasha Jaradat, Oxfam GB, Jordan

This presentation is based on a consultation piece carried out to address the concerns of refugees that their voices were not being heard. The consultation was qualitative and included different groups of people within the camp. This together with some innovative work carried out by Oxfam's public health team has meant that the feedback mechanisms in the camp are in response to the suggestions from the affected population. Some of the protection considerations will also be discussed.

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Experiences from Human Care Syria

Presenter: Marwa Kuwaid, Human Care Syria

This presentation will share experiences of Human Care Syria, an NGO started by the Syrian diaspora community in the UK. Human Care Syria provides humanitarian support to affected communities in Syria and neighbouring countries, and focuses primarily on child development and livelihoods support and empowerment.

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Experiences of the Syrian Arab Red Crescent in responding to the Syria crisis

Presenter: Valentina Stivanello, Syria Crisis Programme Manager, British Red Cross

The life saving work of the Syrian and Arab Red Crescent is a key element of the response to the crises. This presentation will examine some of the challenges that confront SARC in reaching affected populations and provide a reflection on what has been learned.

Session 2.4 | Multiple Actors in the Humanitarian System - Private Sector, Civil Society, Diaspora. How do they engage with affected people?

Chair: Kirsten Gelsdorf, UNOCHA

Engagement with Private Sector

Presenter: Nicholas Crawford, Independent

This presentation will provide an overview on how the private sector (both local private sector actors as well as multi-nationals) contributes to a humanitarian response and ultimately improves its effectiveness. It will address how we can better engage with them and how the private sector engages with (or does not engage with) affected people. The presentation will draw from learnings of a recent study, Humanitarian Crises, Emergency Preparedness and Response: The Roles of Business and the Private Sector to address questions around how humanitarian assistance and private sector business activity affect each other, where potential opportunities and synergies can be achieved and negative interactions avoided. It will also address how governments, multilateral organisations and civil society can stimulate the private sector to more effectively engage in preparedness, response and contribute to resilience outcomes, now and in the future.

Engagement with civil society actors

Presenter: Vega Teffera, Africa Humanitarian Action

This presentation will provide an overview of new ways that local civil society actors are engaging in humanitarian response. These are often not considered primary 'responders' but their roles are imperative and there are lessons to learn about how they engage with local communities. The humanitarian system needs to better coordinate with these initiatives and build upon the capacities of civil society actors.

Engagement by the Diaspora

Presenter: Semhar Araia, Founder, Executive Director, Diaspora African Women's Network

This presentation will focus on how the diaspora is engaged in humanitarian response. They are a significant contributor after a humanitarian crisis and it is important to better understand how they engage with affected people. What lessons that we can learn from them?

MEETING CHAIR AND KEYNOTE PANEL



Nan Buzard Chair, ALNAP

Nan Buzard is Executive Director of ICVA and Chair of ALNAP.

Her former role was the Senior Director of International Response & Programmes for the American Red Cross. In this role she oversaw staff in Africa, Asia and Latin America, who specialise in disaster preparedness, emergency response, health and post-disaster programmes. The global portfolio of 45 countries included a \$480M relief and recovery program in Haiti and an embryonic Global Disaster Preparedness Center.

Prior to joining the Red Cross, Nan worked for the United National High Commissioner for Refugees in Geneva, as their Senior Policy Advisor and as a consultant. One of Nan's most cherished roles was five years as Manager of the Sphere Project, an initiative to improve the quality and accountability of disaster response. Leading up to this point, Nan had several positions with the International Rescue Committee in Bosnia-Herzegovina, the United National Fourth World Conference on Women in New York and Beijing, and the South-North Development Initiative in New York.

Prior to her humanitarian career she worked in the private sector for a decade. Born in New York, NY, Nan holds a Bachelor of Arts degree in philosophy and anthropology from the New School for Social Research and a Master's degree in public administration from the John F. Kennedy School of Government at Harvard University.

Over the years, Nan has worked on extensive field missions in Indonesia, Pakistan, Lesotho, Kenya, Ghana, Haiti, Uganda, Jordan, Afghanistan, Sierra Leone, Guinea, Zimbabwe, East Timor, Sudan, Sri Lanka, Georgia, India, Rwanda and Tanzania. Nan is the recipient of the 2009 World Association for Disaster and Emergency Medicine Award for Global Leadership in Emergency Public Health.



Robert Chambers
Research Associate,
Institute of Development Studies, University of Sussex

Robert has a background in biology and history, both lapsed, has failed as a manager of rural development and now survives as an undisciplined social scientist. His areas of interest include participatory experiences, views and experiences of poverty, and why we development professionals are always so wrong when so sure we are right. He was one of the writing team on the Voices from the Poor project which used participatory approaches to enable poor people in 23 countries to express their ideas of wellbeing and illbeing and to express and analyse other dimensions of their lives. His books include Rural Development: Putting the Last First (1983), Challenging the Professions (1993), Whose Reality Counts? Putting the First Last (1997), Participatory Workshops (2002), and Ideas for Development (2005).



Dr Berhe-Tesfu Costantinos
Vice President,
Africa Humanitarian Action

Dr Costantinos is an Ethiopian national with extensive national and international business development and diplomacy experience. He has served the UN in New York in the capacity of a Senior Policy Advisor on Africa and representative in Zimbabwe, Malawi, Nigeria and South Africa. He is the Chairperson of the African Union Advisory Board on Anti-Corruption in Africa, and also a Professor of Public Policy at the School of Post Graduate Studies, Dept. of Public Administration and Management and Institute for Peace and Security Studies. Dr Costantinos is also an Advisor to the Faith Leaders, and Board member, President of Lem Ethiopia, The Environment and Development Society, and The Centre for Human Environment and Board Chair of Ethiopian Aid, and CURE Ethiopia.



Barb Wigley
Senior Policy Consultant,
World Food Programme

Also
 presenting in
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Barb Wigley works with the WFP in Rome, leading their work on accountability to affected populations (AAP) and on the prevention of sexual exploitation and abuse (PSEA). Barb began her career in public and community mental health, where she worked as a therapist, manager and advocate on consumer and women's rights. An opportunity to work with displaced Kosovars in the late 1990s inspired a transition to the humanitarian sector, in part achieved through doctoral research on the culture and dynamics of humanitarian aid organisations, with UNHCR a major case study. Over the past 11 years she has worked with UN agencies and humanitarian NGOs, including managing emergency response teams and organisation development services at the Humanitarian Accountability Partnership and establishing AAP roles in both FAO and WFP. In November 2013, Barb was seconded to OCHA to set up the role of the first Interagency AAP coordinator to a Level 3 emergency, in response to Typhoon Haiyan in the Philippines.

PANEL CHAIRS



Sheree Bennett
Research and Evaluation Advisor,
International Rescue Committee

Day 2

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Sheree Bennett joined the IRC's Research, Evaluation and Learning Unit in 2011 as the Research & Evaluation Advisor. Sheree is a political scientist whose research focuses on local governance and the social psychological effects of externally-funded participatory development interventions. Her background is in community-driven development, political psychology and experimental research design and methodology. Sheree is a PhD Candidate in Political Science at Yale University. She currently supports research and evaluation of IRC's governance and rights portfolio which includes its community-driven reconstruction programmes in the Democratic Republic of Congo and Somalia and a governance and justice programme in Zimbabwe.



Mihir Bhatt
Honorary Director,
AIDMI

Day 1

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Since 1995 Mr. Mihir R. Bhatt has promoted participation of victims and vulnerable communities in and around India through All India Disaster Mitigation Institute (AIDMI). He formulated the methods and tools for the Disaster Evaluation Committee (DEC) evaluation of Gujarat Earthquake in 2002. For the first time community voices were formally and systematically used in DEC evaluation. In 2005 again he joined community feedback for DEC evaluation of the tsunami in India and Sri Lanka. Again, for the first time multi country multiple country feedback was achieved with success. As a deputy leader to the global team, he lead joint evaluation of tsunami recovery supported by three governments, six UN agencies and INGOs in South Asia. This joint evaluation was initiated by ALNAP. Since he has used range of methods and tools in various hazards and institutional set ups to make all voices heard and count.

He is currently leading utilisation of SREX report of which he was one of the Coordinating Lead Authors. He leads AIDMI's work across over 35 cities and 44 districts in India. Some of his work is captured in the chapter 10 'Making the Voices of Victims Heard', he wrote in the book 'Crisis As An Opportunity', University Press of America.

Currently he is looking for ways to consolidate these and other listening tools and methods for wider use by practitioners, policy makers and academics so that they match the rapidly changing power reality of humanitarian sector.



Dayna Brown
Director, Listening Project
CDA Collaborative Learning Projects

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Dayna Brown is the Director of The Listening Program at CDA. She began her career in international development as a Peace Corps Volunteer in Kenya over 20 years ago, and has managed humanitarian, peacebuilding and development programs for Mercy Corps, Habitat for Humanity and the US government. Dayna has lived and worked in Indonesia, Kenya, Kosovo, and Tanzania, and has undertaken short-term assignments in many other countries. She is co-author, along with Mary B. Anderson and Isabella Jean, of TIME TO LISTEN: HEARING FROM PEOPLE ON THE RECEIVING END OF INTERNATIONAL AID. Brown received a Master of Arts degree in Law and Diplomacy from The Fletcher School at Tufts University in 1998, and has a Bachelor's of Business Administration from Texas Christian University. She is also the proud, busy mother of two young daughters.



Kirsten Gelsdorf
Chief, Policy Analysis and Innovation Section
UNOCHA

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Kirsten Gelsdorf is currently the Chief of the Policy Analysis and Innovation Section (PAIS) within the Policy Development and Studies Branch of the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA). Previously she has worked for the UN and NGO's in Geneva, New York, and various field locations in response to emergencies including; Hurricane Mitch in Honduras in 1998, the Ethiopian famine in 2000 and 2001, the South African regional food crisis in 2002, the Liberian war in 2003, the tsunami in Indonesia in 2004, Hurricane Katrina in 2005, the Pakistan Earthquake in 2005, the Timor-Leste security crisis in 2006, the global food crisis in 2008, and the Haiti earthquake in 2010. Kirsten has also taught graduate and undergraduate courses in humanitarian assistance at Columbia University and University of Virginia and has published articles and policy publications. She holds an undergraduate degree from Dartmouth University and a graduate degree from the Fletcher School of Law and Diplomacy.



Rachel Houghton
Director, CDAC Network

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Rachel has over 15 years' experience in the international development and humanitarian sectors. For the past seven years she has specialised in developing and leading multi-stakeholder initiatives. She is a trained Partnership Broker, and believes passionately in the power of collaboration. Rachel worked with the Humanitarian Futures Programme (HFP), the Partnering Initiative (TPI), the Consortium for British Humanitarian Agencies (CBHA), the Humanitarian Practice Network (HPN), and the Emergency Capacity Building (ECB) Project, before joining the CDAC Network in February 2011. She is aware of the privileged opportunity she has been given to work with such a unique, diverse stakeholder group on one of the most critical issues facing humanitarian action today: how to communicate in a way that affords greater dignity to people in crisis, gives them greater agency, and also improves the quality and effectiveness aid.



Dr Jemilah Mahmood

Humanitarian Futures Programme

Day 1

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Dr Jemilah Mahmood is a medical professional and founded MERCY Malaysia in 1999. Leading it for a decade, she worked in numerous disasters and conflict zones globally. Jemilah was the Chief of Humanitarian Response at UNFPA from 2009-2011. Currently as Senior Fellow at Khazanah Nasional Berhad in Malaysia and Senior Visiting Research Fellow at the Humanitarian Futures Programme, Kings College London, she focuses on private sector roles in disaster management. She is an active member of the United Nations Disaster Assessment and Coordination team. Jemilah is currently on the boards of Humanitarian Accountability Partnership, Doctors of the World USA (Medecin du Monde), DARA International, and Teach for Malaysia. She is a Council Member of the Overseas Development Institute UK and Chairs the Humanitarian Innovation Fund grants panel UK.



John Mitchell

Director, ALNAP

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John has been Director of ALNAP since 2002. In 2005, he oversaw the setting up of the Tsunami Evaluation Coalition and he is currently leading work on the State of the Humanitarian System Report, a system-wide commentary of the performance of the humanitarian system.

John has a background in anthropology and nutrition and began his career with the UK Department for International Development and the UN World Food Programme in Ethiopia 1984-86, where he worked as a field monitor.

He went on to direct a cooperative specialising in participatory evaluations and later took up the position of Senior Humanitarian Advisor at the British Red Cross, which included supporting the International Federation of the Red Cross in their work on disaster preparedness.

He has been involved in many humanitarian initiatives including the development of therapeutic foods for Oxfam and the design of food security monitoring systems for ActionAid. He also led a coalition of agencies in establishing the Humanitarian Ombudsman Project in 1998, and am a long-standing member of the Humanitarian Policy Advisory Group.



Elizabeth Righa Wakilo

Board Chair, ActionAid Kenya

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Elizabeth is an accountant who has dedicated her life to serving the less fortunate through service to charitable organisations. She joined the ActionAid Kenya board in 2005 when the board was still an advisory board and has served on it in various capacities prior to her election as chair of the Board. Elizabeth also serves on a number for boards of several faith-based organisations.



Silva Sedrakian

Advisor, Planning, Monitoring, Evaluation and Learning,
Oxfam America

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Silva oversees the development and implementation of humanitarian Monitoring, Evaluation and Learning activities, including the development of monitoring tools, guidelines and processes for field staff. She has also conducted real time evaluations, meta-reviews and impact assessments for Oxfam humanitarian interventions. Silva leads Oxfam America's initiative to develop policies and procedures to ensure humanitarian accountability standards are met throughout the organisation. Silva has also designed and facilitated joint planning workshops as well as other multi-stakeholder planning and learning events.

Prior to Oxfam, she worked for UNESCO and in the private sector where she performed educational and market research. Silva has earned her Master's in Business Administration and a master's degree in International Commerce specialising in developing countries, with a focus on the Middle East.



Bonaventure Sokpoh

Evaluator and researcher, Groupe URD

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Bonaventure has been in his current post since 2001. He is an agro-economist and specialist in food aid, food security and livelihoods. He has conducted numerous evaluations of humanitarian programmes in West and Central Africa and in the Great Lakes region and Southeast Asia. In terms of humanitarian intervention in urban areas, through the Groupe URDs' observatory in Haiti, Bonaventure is involved in the iterative evaluation of the "Integrated program of reconstruction, urban planning and economic development project of the neighborhood of Christ Roi in Port-au-Prince" of Solidarités International and has conducted the "Study of assessment, decision-making and management in the livelihoods component of the British Red Cross 2010 Haiti Earthquake Recovery Programme". Together with his colleagues in Haiti, he is following the challenges faced by the humanitarian actors in the process of housing reconstruction and livelihood rehabilitation in Port-au-Prince.



Nicolas Séris

Programme Coordinator,
Transparency International Kenya

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Nicolas has fourteen years of experience managing development and humanitarian aid programmes in Africa and the Middle East. He is working with Transparency International since 2008 and is currently coordinating Transparency International Kenya's Humanitarian aid programme geared at enhancing transparency and accountability in the implementation of humanitarian operations. Previously, he worked as a senior programme coordinator in the Africa and Middle East Department at the International Secretariat in Berlin. Before that, Nicolas was managing development and emergency programmes for International Humanitarian NGOs in several countries in the Middle East and in Africa. He holds a Master Degree in Development and Crisis Management studies from Sorbonne University, Paris.



Sophia Swithern
Programme Leader, Development Initiatives

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Sophia leads Development Initiatives' (DI) Global Humanitarian Assistance (GHA) programme, working on issues related to humanitarian assistance and funding in crisis contexts, having worked in the humanitarian sector for over 14 years. Before joining DI she worked for Oxfam for ten years, including as Humanitarian Policy Adviser; Humanitarian Protection Adviser in the Democratic Republic of the Congo; Conflict Transformation and Protection Manager in Liberia; and Refugee Policy Adviser working on international and European policy. Prior to joining Oxfam she worked for UNHCR and for the Legal Aid Board in public information and media roles. Sophia has a European Masters degree in Human Rights.



Vivien Walden
Global Humanitarian MEL Adviser,
Oxfam GB

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Vivien has been involved in developing a methodology for measuring change in the lives of affected communities after a disaster response, funded by DFID and in partnership with the University of East Anglia. She has also designed a global indicator for Oxfam to systematically measure the quality of humanitarian responses, including participation of the affected population and feedback mechanisms. Vivien has previously worked in development programmes across the world, including Ethiopia, Tanzania, Malawi, Thailand, Zimbabwe, South Africa and East Timor. She has worked with all the major humanitarian emergencies for the past ten years, including the East Asia Tsunami in 2004, the Pakistan Floods, the Haiti Earthquake in 2010 and most recently the Syria and Philippines responses. Vivien holds a PhD from the University of Manchester in evaluation of behaviour change, with HIV in Zimbabwe as the area of research.

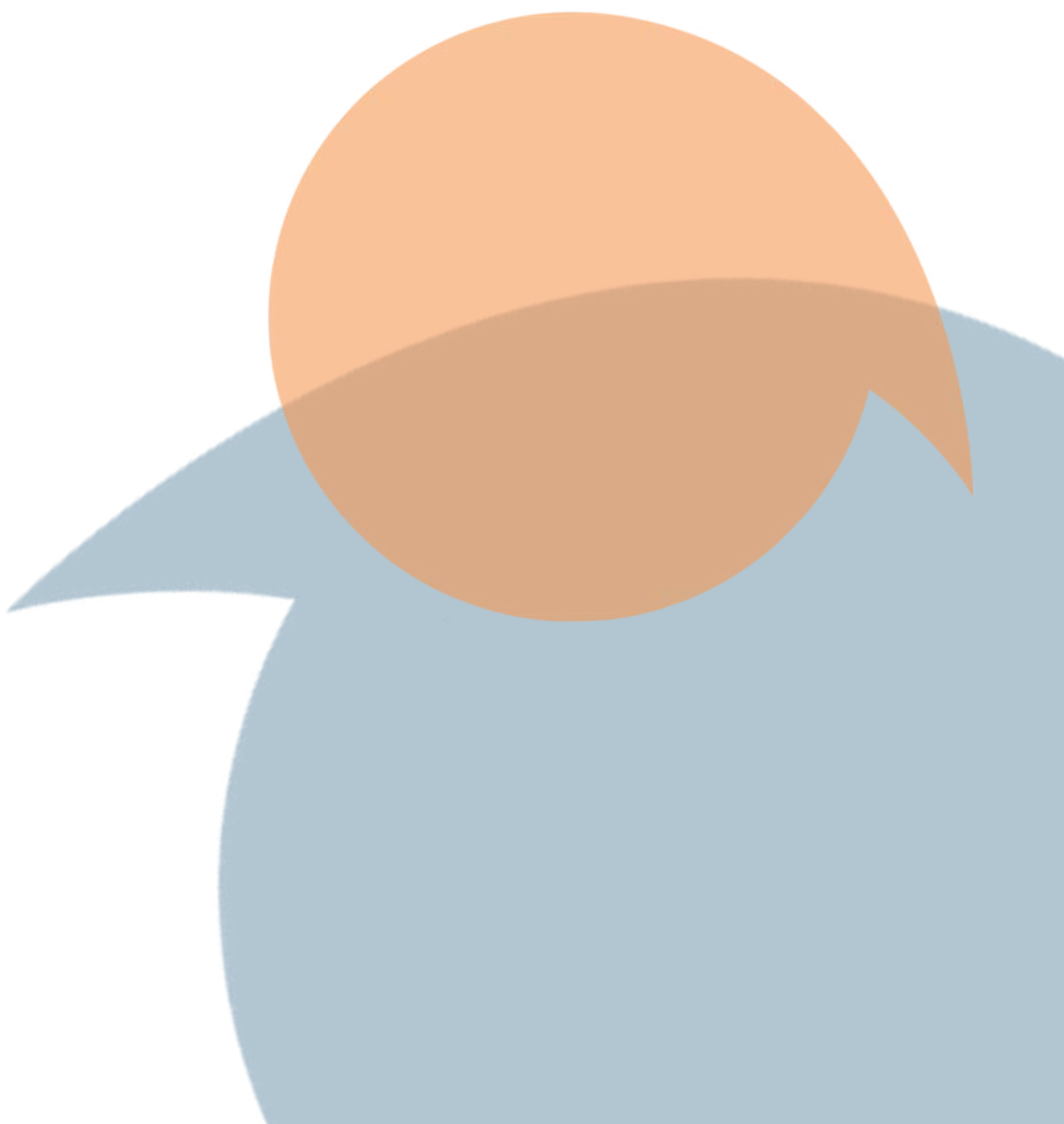


Helen Wedgwood
Evaluation Officer,
World Food Programme

Day 2

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Drawing on thirty years of experience working on food and livelihood security, monitoring and evaluation with community-based and non-government organisations, research, academic, national and international institutions, Helen is currently Director of the Office of Evaluation of the UN World Food Programme.



PRESENTERS



Doreen Abalo
Project Coordinator,
Development Research and Training (DRT)

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Doreen undertakes action research, analysis and engagement to influence the policy and practice of the Government of Uganda, donors, and humanitarian and development actors at the community and national level. Prior to working at DRT Doreen worked for War Child Holland, implementing UNICEF funded child protection and advocacy projects in the Karamoja region. She has also worked with Aids Care Education and Training (ACET). Doreen holds a Master of Science in International Development.



Dawit Abebe
Senior Researcher, Tufts University

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Dr. Dawit has worked in the remote Afar region of Ethiopia for six years with government and non governmental organisations before moving to South Sudan, where he managed a project from Save the Children UK. He then lived and worked for two years in the Turkana District of northwest Kenya, managing programmes for Veterinaires sans Frontieres Belgium. He joined the Feinstein International Center in early 2006 as a Research and Policy Specialist on the Pastoralist Livelihoods Initiative programme in Ethiopia, where he used impact assessments with government and NGO partners to influence policy reform. Since late 2006 Dr. Abebe has been seconded into the Secretariat of the Common Market for Eastern and Southern Africa (COMESA). Dr. Abebe has an MSc in Tropical Animal Health from the Institute of Tropical Medicine, Antwerp, Belgium, and a DVM from Addis Ababa University.



Berhanu Admassu
Senior Researcher, Tufts University

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Berhanu has worked on community-based programs with pastoralist communities in Ethiopia, Sudan and Kenya and is an expert on livestock policy reforms related to poverty reduction. Part of this work includes ensuring effective primary animal health care delivery and surveillance systems, focusing in the pastoral regions of Africa. He has been actively engaged in both participatory analysis at field level, and facilitation and negotiation of policy processes at senior national and regional levels. He has also many years experience of working with non-governmental agencies and professional associations in Africa to successfully lobby government to achieve radical policy reforms.



Jessica Alexander
Policy Adviser, UNOCHA

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Over the past 13 years, Jessica Alexander has worked in various capacities in humanitarian response across Africa, Asia, and the Middle East for the United Nations and various NGOs. She is an adjunct professor at Columbia University's Mailman School of Public Health, and NYU's Wagner School of Public Service. Alexander is a Fulbright Scholar who received the award to research child soldiers in Sierra Leone in 2006. She is currently consulting with OCHA as a Policy Advisor on Humanitarian Aid Effectiveness. Alexander is the author of "Chasing Chaos: My Decade In and Out of Humanitarian Aid."



Ben Allen
Evaluations, Learning and Accountability Manager,
Action Against Hunger

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Ben has been working for ACF-UK for the past three years, and is responsible for the management and implementation of evaluations for the ACF International network, development of institutional learning mechanisms, international level information management and more recently the development of quality assurance tools. Ben played a key role in developing ACF Evaluation Policy and Guidelines, and produced ACF's first annual Learning Reviews. Ben's areas of interest include emergency response evaluation (including real-time) and linking these to demonstrable institutional learning.



Sonia Ambreen
Volunteer and Community Activist,
Hirrak Development Centre

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Sonia Ambreen hails from Kot Adu tehsil of district Muzuffargarh. She did her masters in Education. She has 5 years of working experience of development sector. Since 2009 she is working with ActionAid LRP partner and made various contributions to women rights work and in the backdrop of Floods 2010 she contributed to AAPK rescue, relief and rehabilitation efforts in the area. She has a good understanding and experience of working on Disaster risk reduction and disaster risk management, rescue and relief during disasters, rehabilitation after disasters, reflect approaches, Participatory tools, children education, Human rights and women rights She attended a number of workshops, seminars and conferences held in Pakistan on subjects like related to development.



Semhar Araia
Executive Director,
Diaspora African Women's Network (DAWN)

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Semhar Araia is the founder and executive director of the Diaspora African Women's Network (DAWN), an organization whose mission is to develop and support the next generation of African diaspora women focused on African affairs. A lawyer by training, she specializes in US-Africa relations, diaspora engagement, international humanitarian law, conflict resolution & international development. She is an adjunct professor at George Washington University, teaching on conflict, identity & development in the Horn of Africa. Semhar previously worked for Oxfam International, US Congress, The Elders, and as an attorney for the implementation of the 1998-2000 Eritrea-Ethiopia peace agreement. Semhar has extensive grassroots and leadership experience working with local communities in the diaspora and East Africa. She is a White House Champion of Change and African Union Diaspora Awardee of the Year, recognized for her outstanding contributions in the Africa diaspora community. Semhar earned her bachelor's degree from the University of Saint Thomas and her law degree from Marquette University Law School. She was born in New York City to Eritrean immigrant parents and resides in Washington, DC.



Rahel Asfaw
Senior Resource Mobilization Expert,
Disaster Risk Management Food Security,
Ministry of Agriculture, Ethiopia

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Rahel is a resource mobilisation expert for the food security sector in the Government of Ethiopia Ministry of Agriculture. Rahel has more than 22 years of experience in disaster risk reduction, project management, project monitoring and evaluation, both with NGOs and government projects. She is experienced in donor relations and reporting on food security issues in East Africa.



Sara Belfrage
AAP Advisor,
World Food Programme

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Sara Belfrage works as an Accountability to Affected Population (AAP) advisor in WFP, Rome (HQ). Previously, she worked for WFP Kenya Country Office as a Programme Officer where she designed and implemented a Complaints and Feedback Mechanism (CFM) 'hotline' system for affected population. Sara also conducted several community consultations, one of which was to understand how the two-way communication can be improved in the Cash and Food for Asset projects. Her current position largely entails support and guidance to WFP country offices in implementing WFP's commitments on AAP and PSEA, as well as to develop AAP policy guidance tailored to WFP's roles.



Monica Blagescu
Independent

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Monica Blagescu is an independent advisor with fourteen years of research, policy and operational experience on humanitarian accountability, programme quality and democratic governance. In countries such as Bangladesh, Japan, Kenya, Myanmar, Nigeria, South Sudan and the UK, she successfully designed and managed programmes to improve the accountability, transparency and effectiveness of public and private institutions and to strengthen the capacity of different constituencies to influence policies that impact them.

As HAP's Policy Coordinator and as Field Representative in humanitarian emergencies, Monica worked with aid agencies to respond more effectively to the needs of people affected by disasters, conflict, poverty and other crises. Prior to HAP, Monica founded and managed the Accountability Programme at the One World Trust, for which she also acted as Executive Director. She previously worked for UNHCR on capacity building for crisis-response in Asia-Pacific and for the UN University on conflict and governance issues. She currently lives in Addis Ababa, Ethiopia.



Francesca Bonino
Research Officer,
ALNAP

Day 2
Session 1

Francesca Bonino covers evaluation, learning and accountability research at ALNAP. She is currently heading up two main initiatives: the first looking at strengthening humanitarian evaluation capacities; the second looking at effectiveness of feedback mechanisms in humanitarian settings. She is also involved in coordinating a Network-wide pilot and feedback process on the first ALNAP guide on Evaluating Humanitarian Action. Before joining ALNAP she worked for the UN Office for the Coordination of Humanitarian Affairs (UNOCHA) on issues related to evaluation, and humanitarian leadership. She specialised in evaluation of humanitarian action and holds a Ph.D. for the research conducted on this subject.



Samuel Carpenter
Humanitarian Policy Adviser,
British Red Cross

Day 1
Session 2

Samuel coordinates a cross-team operational learning project on humanitarian action in urban areas, as well as leading the society's work on resilience programme policy at the BRC. Prior to this, he worked with the Humanitarian Futures Programme, King's College London on non-traditional humanitarian actors, and with the Secure Livelihoods Research Consortium at the Overseas Development Institute, researching livelihoods and services affected by conflict. He has operational humanitarian experience working with Merlin on health and nutrition programmes in South Sudan. Samuel holds an MSc in Global Politics from the London School of Economics and Political Science.



Marian Casey-Maslen

**Executive Director,
HAP International**

Chair +
presenter
Day 1
Session 1

Marian Casey-Maslen is the Executive Director of HAP International, based in Geneva. She has over 20 years of experience in humanitarian response and development work. Prior to joining HAP in July 2012, Marian worked with ACT Alliance in Geneva on policy issues related to humanitarian and development work including: accountability, climate change, disaster risk reduction, gender equality, security, protection and psychosocial support. From 1993 to 2007, Marian lived in Sudan, South Sudan, Ethiopia and Kenya working in various positions including country director and chief of party with Irish, Norwegian, and US NGOs and later as advisor to CIDA, with a focus on multiple sectors and themes. With a health sector background, she holds a Masters Degree in Development Studies and is currently completing a Masters Degree on International Law in Armed Conflict.



Jennifer Chan

**Director of Global Emergency Medicine
Northwestern Memorial Hospital**

Day 1
Session 2

Apart from her job at the Northwestern Memorial Hospital, Jennifer is also an Associate faculty member of the Harvard Humanitarian Initiative (HHI). Her projects and research focuses on humanitarian technologies and crisis mapping with the aim to help organisations integrate technology and new information flows into humanitarian programming. She collaborates with humanitarian, technology and volunteer groups to help them learn about the outcomes and impact of their collaborative efforts through evaluation and research. She is the lead instructor of humanitarian technologies education module at the Humanitarian Studies Course. She has provided public health technical support to organisations such as Oxfam America, the American Red Cross, UNOCHA, the International Rescue Committee and the World Health Organisation. After completing her undergraduate studies at Columbia University, she pursued additional degrees in medicine and public health at Northwestern University School of Medicine and Tulane School of Public Health. She completed her medicine training at the Harvard Affiliated Emergency Medicine Residency programme followed by an International Emergency Medicine Fellowship at Brigham and Women's Hospital.



Nicholas Crawford

Independent

Day 2
Session 2

Nicholas Crawford is an independent consultant working on humanitarian and post-crisis issues. In addition to consulting experience with a variety of agencies, Nick has held senior positions with UNDP, World Food Programme and FAO in the areas of humanitarian and post-crisis policy and programme support. At WFP, he introduced the agency's first protection policy as well as programme support tools for protection in the context of food assistance, including a focus on accountability to affected populations. More recently, on behalf of ODI/HPG, he co-authored a case study on Kenya as part of a wider research project examining the roles of business and the private sector in humanitarian crises, emergency preparedness and response (ODI/HPG, January 2014). He is based in Colombo, Sri Lanka.



Natalie Dale

**Performance Advisor, Humanitarian,
Christian Aid**

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Natalie Dale has worked in the Humanitarian Division at Christian Aid for seven years. During that time she has worked on response, recovery, rehabilitation and resilience. In recent years she developed a keen interest and skills on performance and accountability in humanitarian programmes. She's particularly interested in and works towards fostering a positive learning culture, engaging staff in the process of accountability and M & E by making it worthwhile and enjoyable, and ensuring that the sector takes the learning from practice and making it integral to decision making and planning.



Loreine dela Cruz

**Executive Director,
Center for Disaster Preparedness**

Day 1
Session 1

She is currently the Executive Director of this national NGO in the Philippines which serves as a regional resource center for the Asia-Pacific Region on Community-Based Disaster Risk Reduction and Management (CBDRRM) and considered one of the leading institutions in mainstreaming CBDRRM in development practice not only in the Philippines but also in the Asia Pacific region.

She sits as one of the CSO representatives in the current policy making body on DRRM, the National Disaster Risk Reduction and Management Council (NDRRMC) as enshrined in the DRRM law of 2010. She has more than 25 years of professional experience as a development specialist with a specialisation in human rights, peace building, disaster risk reduction, psychosocial development and development management. She has a master's degree in development management.



Claire Devlin

**Humanitarian Lessons Learning Adviser,
UK Department for International Development (DFID)**

Day 2
Session 2

Claire supports evidence production and uptake in humanitarian work, including commissioning, managing, leading and participating in reviews of operations, ensuring the results of these are integrated into practice, supports knowledge management efforts, and drafts briefings for senior officials, and is deployable as part of emergency teams in DFID humanitarian responses. Prior to joining DFID, she worked for GIZ, UNICEF, IRC and the OSCE in a range of monitoring, evaluation and research roles. Claire holds a Masters in International Security and Conflict.



Kashu Dida Haphite

Community Member

Day 1

Session 2

Kashu lives in Ethiopia, in an agro pastoralist community whose income is based on raising livestock. She is a Member of the Executive Committee (implementer) at "Waldaa Machii" Saving and Credit Cooperative, a Chairperson at community level on Women and Children's affairs and a Committee Member At Mudhi Ambo schools community for school feeding. She has also participated in the Drought Early Warning Surveillance (DEWS) as an experienced informant involved from the early design of the project. She has a great potential for mobilising and for leading community groups. She has played a role model in her community.



Alyoscia D'Onofrio

Senior Director, Governance and Rights Technical Unit, International Rescue Committee

Day 2

Session 1

Alyoscia manages a team of thematic experts that provide technical assistance to IRC country teams and partner organisations, around issues of accountability, incentive structures, decentralised decision-making and the like. He has worked with the IRC since 1997 in a variety of technical and senior management roles, primarily in conflict-affected countries in Central and Eastern Africa and South-Eastern Europe. He holds a Masters degree from the University of Sussex in Social and Political Thought and a Bachelor's degree in International Relations.



Luz Gomez Saavedra

MEAL Humanitarian Officer, Oxfam Intermon

Day 2

Session 1

Luz's first field deployment was in Somalia with Médecins Sans Frontières (MSF) in 2000 as the advocacy officer. Since then her career has also come to include management and evaluation positions, including in Democratic Republic of Congo, Darfur, Colombia and Palestine, with shorter-term assignments in many other countries. A Master of Arts in International and Comparative Law from the School of Oriental and African Studies (SOAS), with a BA in political science, her keen interest in humanitarian learning has underpinned Luz's last 4 years with Oxfam working in MEAL in Haiti, Chad, Burkina Faso, Niger, Ethiopia and South Sudan among others, with a particular focus on the application of humanitarian principles in emergency response.



Scott Green

Chief, Evaluation Unit, UNOCHA

Day 2

Session 2

Scott Green has over 24 years of experience in humanitarian affairs and has specialised in monitoring and evaluation issues. He has very broad experience in the United Nations system having worked in different capacities at the World Food Programme (WFP) and the UN Population Fund (UNFPA). Scott also serves as the Chair of the Inter Agency Steering Committee for Humanitarian

Evaluations, where he has coordinated inter agency evaluations of the responses to major humanitarian crises such as the Haiti Earthquake, the Pakistan Floods and the Horn of Africa Drought Response. He was in recent years co-chair of the United Nations Evaluation Group (UNEG), Co Chair of the the Task Force on Joint Evaluations and has served as an ALNAP Steering Committee member.



Maryam Hassan

**Meal Programme Officer,
Oxfam Somalia**

Day 1

Session 1

Maryam joined this Somalia programme in 2011 at the height of CAT one crisis. She is a trained sociologist. Before joining Oxfam Maryam worked in Dadaab refugee camp in the protection sector.



Madara Hettiarachchi

**Associate Director, Humanitarian Accountability,
World Vision International**

Day 1

Session 2

Madara is the global lead for World Vision's accountability work in Humanitarian Action. She has spent the past 15 years working on development and humanitarian issues. For five years she was part of World Vision's Global Rapid Response Team, providing technical assistance in the areas of planning, funding, implementing, monitoring & evaluation and implementing accountability systems in large-scale relief efforts. Madara was part of the responses to Sri Lanka Tsunami, Myanmar Cyclone Nargis, Gaza Crisis, Haiti Earthquake, Pakistan Flood and Japan Earthquake/Tsunami. She has led programmes, DME (Design, Monitoring & Evaluation) and accountability teams. Her most recent deployment was to the Philippines Typhoon Haiyan/Yolanda response in November-December 2013.



Charles-Antoine Hofmann

**Executive Coordinator - Disaster Response Dialogue,
IFRC**

Day 1

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Charles-Antoine Hofmann is the Executive Coordinator of the Disaster Response Dialogue, an initiative sponsored by the IFRC, ICVA, OCHA and the Swiss Government to improve trust and collaboration between national and international humanitarian actors. He was between 2009 and 2012 the Executive Secretary of SCHR, an alliance of nine of the world's leading humanitarian organisations. He has worked over the last 20 years in the humanitarian sector, most recently with the British Red Cross, as Humanitarian Policy Adviser and also with Oxfam GB, the Humanitarian Policy Group at ODI, the World Health Organisation and Médecins Sans Frontières, where his last assignment was Head of Mission for South Sudan. He has field experiences in Tanzania, Rwanda, Niger, China, and conducted and managed a number of evaluations in Asia, Africa and Latin America. Some of his research and publications cover needs assessment, impact assessment, cash transfer programming and civil military relations. Charles-Antoine holds a M.A. in International Relations from the University of Kent, and a B.A. in Political Sciences from the University of Lausanne.



Rasha Jaradat

MEAL Officer, Oxfam GB

Day 2

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Rasha is currently a Monitoring, Evaluation, Accountability and Learning Officer at Oxfam Amman Jordan. Her journey in local and international NGO(s) started in youth programmes. She worked in the private sector for several years as well as a monitoring and evaluation officer. Rasha now is working with the Syrian refugees in Camps and Urban Areas.



Isabella Jean

**Director of Evaluation and Learning,
CDA Collaborative Learning Projects**

Day 2

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Isabella supports the development of effective methods for capturing the results of CDA's efforts to influence the practice and policies of corporate operations, peacebuilding, development and humanitarian aid. She has led field-based collaborative learning and research efforts with international and local aid agencies in Ethiopia, Zimbabwe, Thailand, Sri Lanka, Cambodia, Israel/Palestinian territories, Tajikistan, Philippines, India, Darfur, Pakistan and Haiti. Based on findings from CDA's Listening Project, Isabella Jean co-authored a book on cumulative impacts of international assistance: Time to Listen: Hearing People on the Receiving End of International Aid. Isabella also serves as an Adjunct Faculty at Brandeis University's Heller School for Social Policy Management where she teaches a graduate course on design, monitoring and evaluation of peacebuilding interventions. She is based in Cambridge, MA.



Shagufta Jeelani

**Monitoring and Evaluation Manager, Pakistan,
Mercy Corps**

Day 2

Session 2

Shagufta Jeelani has been working in the field of Monitoring and Evaluation (M&E) more than ten years with various organisations including INGO, rural support programmes and donors. She was involved in various projects and sectors including WASH, health, livelihoods, agriculture, education, cross-border trades, emergency response, Cash for Work, business grants, youth and conflict, women economic development, etc. She has worked in various capacities at field level and policy level and developed and successfully implemented organisational strategy around M&E. She conducted various after action review exercises and documented and shared findings with programme staff for better programme design and improved response. She has also participated in various programme evaluations and reviews both nationally and internationally (e.g. FAO response in 2005 earthquake, FAO response 2008 flood, FAO response 2010 flood and Accountability review of ECB Bangladesh). She also participated in many joint needs assessment exercises during emergencies like EMMA and PHF. She worked as AIM (Accountability Impact Measurement Advisor) of the ECB project to promote accountability within organisations with five other agencies.



Brigadier Mirza Kamran Zia

**Chief of Operations,
Pakistan's National Disaster Management Authority**

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Some of the key appointments held by Brigadier Zia include Senior Staff Officer to the President of Pakistan, UN Observer and Deputy Chief of Military Personnel in D. R. Congo and Head of Operational Staff of 10 Corps that were responsible for rescue and relief activities in Azad Kashmir in 2005 earthquake. He has also been Brigade Commander / Head of the Composite Task Force responsible for the Rehabilitation and Reconstruction of earthquake affected areas of KP (Khyber Pukhtoonkhwa) Province. He is a graduate of Command & Staff College Quetta, Armed Forces War College and National Security College of National Defence University, Islamabad and Command and General Staff College, Queenscliffe, Australia.



Charles Kanda Kahozi

**Director of Primary, Secondary and Vocational Education,
Ministry of Education (DRC)**

Day 2
Session 1

Charles Kanda Kahozi Wa Nonda works in the Kongolo sub-division in the district of Tanganyika in Eastern Democratic Republic of Congo. He has served in this position since 2001. He previously served as Education Secretary and Director of Schools, Assistant Director of Education. He also managed the development of secondary school curricula. He holds a degree in Applied Pedagogy with a concentration in History from the Institut Supérieur Pédagogique de Bukavu.



Marwa Kuwaider

**Programme Development Manager,
Human Care Syria**

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Marwa Kuwaider works at this Syrian-led British NGO delivering quality humanitarian aid to affected communities in Syria and neighbouring countries. Their mission is to deliver aid and development programmes to those who need it the most in an efficient and effective way without prejudice to people's religion, sex, age or ethnic background.



Vera Kreuwels

**Technical Advisor, Shelter and Settlements,
Catholic Relief Services**

Day 1

Session 1

Vera is a member of the Humanitarian Response Department at CRS, where she provides onsite and remote support to country offices on shelter and settlement related rapid response and recovery programmes. Her expertise is in offering community based local solutions that offer safe, adequate and durable shelter within an integrated settlement ideology. Vera has managed several emergency and long-term reconstruction shelter and settlements projects after the earthquake in urban neighborhoods of Haiti. She has also carried out research on the transition of temporary settlements into sustainable permanent settlements. She holds a Masters degree in Architecture, Urbanism and Building Sciences with a specialisation in Urbanism from Delft University of Technology (The Netherlands) and is a registered urban planner.



Denis Michael Ladu

**Project Officer,
Society for Civic Development**

Day 2

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Denis manages the implementation of the Community Integrity Building project, which aims to improve the delivery of projects, distribution and utilisation of resources and access to information in Lainya County in South Sudan. Prior to joining SCD he worked as County Coordinator for the International Fertiliser Development Centre in Lainya County, managing all aspects of the agricultural programme including implementation, coordination, people management and monitoring and evaluation. He has also worked for a children's home in Uganda in a supervisor role providing financial oversight, counselling and advocating for improved welfare services for children. Denis has a Bachelors Degree in Social Work and Administration.



Rita Maingi

**Regional Communicaton with Communities Coordinator,
UNOCHA**

Day 1

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Rita Maingi has worked in communications for the past 14 years, focusing on public information in the humanitarian field and acting as a liaison with media on Somalia-related issues within the UN system. She also has experience in coordinating and building networks for the delivery of concrete initiatives in communications with affected communities in Somalia, Kenya, Tanzania and the Philippines. Previously, Rita worked with two media women's associations in Kenya and Tanzania where she successfully initiated 'community listening groups' among women's groups to create awareness and receive feedback on issues such as sexual violence, children's rights and media freedom. She currently works as the Regional Coordinator for Communications with Communities for UNOCHA's Regional Office based in Nairobi. She holds a Master's degree in International Studies and a Bachelor's degree in Communications.



Ann Mijioni

Farmer and Secretary, Elsa Ndirim Relief Committee

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Ann Mijioni is secretary of Elsa Ndirim Community Relief Committee, in Isiolo, Kenya. She participated in a collaborative project between ActionAid and Infoasaid, which established an SMS communications system to support the drought resilience programme. Relief committee members received mobile phones and solar chargers, enabling them to communicate with ActionAid and partners on details of the food distribution programmes including dates of distribution, ration sizes, distribution points etc. She plays a key role in project planning through the food for assets programme, beneficiary identification, and ensuring accountability in relief food distribution among others. She also practices dry land farming, growing food crops such as maize, beans, onions and tomatoes. She is a widow having lost her husband to banditry together with their livestock.

Anne Muthoni Wachira

**Programme Coordinator,
Mukuru Slums Development Projects**

Day 1

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Anne holds a Masters Degree in Community Development from Kenyatta University and Post graduate Diploma in project management from Kenya Institute of Management. She has had ten years of progressively responsible positions within her current organisation. Anne has extensive experience in institutional and programme development of grass roots level community based associations and NGOs in the urban informal settlements. She also has experience on project design, implementation, monitoring and evaluation. Anne also has strong knowledge of project inception, close-out procedures, volunteer's management with an inclination towards sustainable livelihoods interventions.

Ian Noble

**Regional Director, Subsaharan Africa
Internews**

Day 1

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Ian Noble is Regional Director for Sub-Saharan Africa for Internews, an international NGO which has worked implementing media and information projects in over 90 countries worldwide. He is based in Nairobi, with frequent travel to countries with ongoing projects or for future programme development. In this capacity, he has been closely involved in designing and overseeing humanitarian information activities in Dadaab (Kenya), Mali, Central African Republic, Guinea and elsewhere. He started working for Internews in 2009, when he was Country Director in Chad, managing radio stations in the east of the country serving Darfuri refugees and host populations.

He has been working mostly in Africa for the last eight years, including three in Sudan with Fondation Hirondelle, a Swiss media development NGO and as Editor in Chief of UN radio.

Ian is a British national who worked at Radio France International for over twenty years as a journalist, producer, presenter and editorial manager for broadcasts in English, French and other languages.



Luphathe Nyathi

**Accountability, Monitoring and Evaluation Advisor,
World Vision International**

Day 2

Session 1

Luphathe currently provides technical oversight on Accountability, Monitoring, Evaluation and learning for World Vision's Country programme in Sudan. He has over 10 years of experience as a humanitarian professional in diverse contexts including post-conflict settings, working with internally displaced people and other communities. His experience includes working in monitoring, evaluation, setting up accountability initiatives, assessments, M&E capacity building and lessons learnt facilitation and documentation. Luphathe has worked in Zimbabwe, Swaziland and Sudan. He has provided M&E training and facilitation support to Lesotho, Zambia, Uganda, Zimbabwe, Haiti and regional capacity building in South Africa and Asia. He is currently serving as the Design, Accountability, Monitoring and Evaluation (DAME) Interest Group lead within the Food CoP. He holds a Masters' degree in Risks, Crisis and Disaster Management from University of Leicester, UK. Luphathe is from Zimbabwe, married to Lindiwe Nyathi and together they have two children – Nonhlanhla and Thapelo.



Efrem Ombosho Dagago

**Head, Moyale District Disaster
Preparedness and Prevention Office**

Day 1

Session 2

Efrem has been in his current position for 15 years. He is very knowledgeable about pastoralist communities, especially on food security, livelihoods and government strategy.

He is experienced in running Early Learning System in Ethiopia and in the field of pastoralist livelihoods and drought; he has been involved in the Drought Early Warning Surveillance from its design phase and promoted the data collection activities linking the DEWS to the District Early Warning information and decision making process.

Mr. Efrem holds a bachelor degree on Rural Development.



Michael Otieno

**Governance Advisor,
National Taxpayers Association, Kenya**

Day 2

Session 1

Michael is a governance, public accountability specialist with more than eight years experience in governance and development work in civil society in Kenya. He currently works on a range of reform-based initiatives in civil society with specific focus on social accountability, taxation and accountability, service delivery performance and anti-corruption initiatives. He holds a Master and a Bachelor of Arts in Political Science and Public Administration from the University of Nairobi. He is a Governance Advisor with the National Taxpayers Association-Kenya, a Board Member of Tax Justice Network-Africa and a Lecturer at the Department of Political Science and Public Administration University of Nairobi.



Vishal Pathak

Core team member, AIDMI

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Vishal has spent the last 10 years involved in different actions related to disaster risk reduction. He has taken part in different capacity building activities with stakeholders at local and national levels in 11 states and union territories in India. His areas of interest include school safety, risk transfer, climate change and knowledge management. He facilitated the educational track of city-wide EME (Emergency Management Exercise) in Mumbai, Chennai, Guwahati, Delhi and Jorhat. He is doing research and supporting local organisations to institutionalise efforts to connect disaster risk reduction and climate change adaptation. He is facilitating the process between insurance companies and local organisations to promote and strengthen the impact of risk transfer through microinsurance in poor and hazardous areas. Vishal studied social work and climate related risk in India and later at Switzerland.



Sharon Reader

Beneficiary Communication Delegate,
IFRC

Day 1
Session 2

Sharon Reader works for the IFRC in East Africa. Her role supports Red Cross programmes to enhance their reach and impact to drive positive behaviour change in communities, as well as to increase levels of community feedback and participation. In 2013, she worked with Rwanda and Burundi Red Cross Societies to launch radio chat shows and mobile cinemas in support of malaria and cholera prevention. Sharon is working with Kenya Red Cross to launch a country-wide emergency warning and feedback SMS system. Previously she worked in Sierra Leone with British Red Cross in response to the cholera outbreak and for two years in Haiti, as part of the IFRC earthquake recovery operation. Her role in Haiti ensured recovery programmes provided timely, accurate information to communities and responded to their feedback, using it in programme decision-making.



Valentina Stivanello

Syria Crisis Programme Manager,
British Red Cross (BRC)

Day 2
Session 2

Valentina Stivanello has been working in Syria and other Syria crisis affected countries since its onset in March 2011. She joined the BRC in 2013 to lead the Syria Crisis emergency response implemented throughout the region. A humanitarian professional with over 10 years of experience, Valentina has developed particular expertise in complex and large scale humanitarian operations, such as Sudan, Yemen, and Afghanistan. She specialised in International Relations at the International Studies Centre in Rome, Italy.



Vega Teffera

**Program Officer,
Africa Humanitarian Action**

Day 2

Session 2

Vega has worked in private and non-government sectors for the past five years. Her experience relates to the areas of agricultural and rural development projects. Her latest work engagement is associated with enhancing livelihood of rural communities including programmes and assistance of refugees residing at four of the most challenging lowland pastoral sites in Ethiopia. She is further involved in looking at the non-formal and preschool education programme of refugees, HIV/AIDS, SGBV and related activities. Her training in development management has prepared her to deliver programmes, projects and assessments. She holds a B.A. in Public Administration and Development Management from the Addis Ababa University, AAU (2008) and an M.A. in Public Management and Public Policy Specialised in Development Management from the same University in 2012.

Miriam Warui

**Programme Officer, PSEA, Quality and Accountability,
CARE International**

Day 2

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Miriam has over nine years' experience in development programming, both at implementation and management levels. She is among the pioneers of Prevention of Sexual Exploitation and Abuse (PSEA) work in Kenya which many agencies in Dadaab Refugee camp mainstreamed, resulting in the establishment of an inter agency complaints mechanism.

She has gained extensive experience in capacity building, monitoring and evaluation. Miriam has also developed policies, guidelines and frameworks that have generated evidence to enhance mainstreaming of conflict sensitivity, PSEA and establishment/improvement of accountability systems within CARE Kenya and partners. She has contributed to publishing of several documents, such as the How To Guide to Conflict Sensitivity (2012).

Cathy Watson

**Coordinator, Livestock Emergency
Guidelines and Standards (LEGS)**

Day 1

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Cathy Watson is a social development consultant based in Addis Ababa, Ethiopia, working on farming and livestock development with a particular focus on pastoral livelihoods in the Horn of Africa. Her consultancy experience includes participatory research and writing; evaluation; training and capacity building; strategic planning; and workshop facilitation. Cathy's long-term field work experience includes four years with Turkana pastoralists in Kenya; four years with Karimojong pastoralists in Uganda; support to small-holder farmers in Zimbabwe and Kenya; and urban poverty and livelihoods in Ethiopia. Her employment experience includes social science support to NGO development worker teams, NGO senior management, and leading research teams. She has a Bachelor degree from the University of Bristol and a Masters degree in Social Anthropology from the University of Manchester.



Khin Saw Win

ActionAid Myanmar

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Khin works towards reducing the water crisis in the Dry Zone region of Myanmar, where she is originally from.

She got involved with ActionAid in her region's flood response in 2011, by initiating drought response activities such as sustainable livelihood through improvement of agriculture, irrigation, governance, land grab protection, women leadership and youth empowerment. She is also a member of the Myaing Youth Development Organisation, whose aim is to enforce the fight against water crisis and improve good governance in Myanmar.

Khin graduated with a Geography degree from Pakokku University in 2009 and in 2011 became a Development Fellow through ActionAid's fellowship programme. She received training on development, governance, women rights, disability, Disaster Risk Reduction and climate change.



Garo Wako Halake

Community Member

Day 1
Session 2

Garo is from Oromia in Moyale. She is a well known woman in the municipality for being actively engaged in all communities' development projects. Garo has been a role model specifically for the sanitation and health projects and has actively participated in the cooperative's activities. She is also an informant of the Drought Early Warning Surveillance (DEWS) project and has been involved since its inception. Garo is also a Committee member and Cashier at the Saving and Credit "biftu Nagaa" Cooperative and also runs a pity trade (milk, sugar, ...) in the kebele.

LIST OF PARTICIPANTS (AS OF 28 FEB)

Doreen Abalo, Development Research and Training (DRT)

Abdullahi Abdinoor Gessey, Emergency Pastoralist Assistance Group - Kenya (EPAG-K)

Dawit Abebe, Tufts University

Berhanu Admassu, Tufts University

Simon Addison, Oxfam GB, Regional Programme Quality Lead - Horn, East and Central Africa

Yosef Akalu, Consortium of Self Help Group Approach Promoters,

Jessica Alexander, UNOCHA

Ben Allen, Action Against Hunger

Sonia Ambreen, Hirrak Development Centre

Guido Ambroso, UNHCR

Semhar Araia, Diaspora African Women's Network (DAWN)

Rahel Asfaw, Disaster Risk Management Food Security, Ministry of Agriculture, Ethiopia

Mia Beers, USAID

Sara Belfrage, World Food Programme

Sheree Bennett, International Rescue Committee

Elise Benoit, World Food Programme

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Monica Blagescu, Independent

Lian Bradley, Norwegian Refugee Council

Dayna Brown, CDA Collaborative Learning Projects

Marta Bruno, FAO

Guyo Bukura, Gayo Pastoral Development Initiative (GPDI)

Nan Buzard, ICVA

Samuel Carpenter, British Red Cross

Marian Casey-Maslen, HAP International

Andy Catley, Tufts University

Robert Chambers, Institute of Development Studies

Jennifer Chan, Northwestern Memorial Hospital

Clement Chesire, ActionAid Kenya

Nicholas Crawford, Independent

Adrian Cullis, Independent

Natalie Dale, Christian Aid

John Damerell, The Sphere Project

Samuel Debay, Swiss Agency for Development and Cooperation

Catriona Dejean, Tearfund

Loreine dela Cruz, Center for Disaster Preparedness

Benedict Dempsey, Save the Children

Claire Devlin, UK Department for International Development (DFID)

Kashu Dida Haphite, Community Member

Antonio Donini, Tufts University

Ciaran Donnelly, IRC

Alyoscia D'Onofrio, International Rescue Committee

Doris Ernst, Ministry of Foreign Affairs Germany

Zena Estifanos, Africa Humanitarian Action

Giovanna Federici, Norwegian Refugee Council

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Valentina Ferrara, DAHLIA - Development and Humanitarian Learning in Action

Nazereth Fikru, Oxfam America

Sophia Gedi Osman, Wajir District Human Rights Watch

Birhanu Geleto, Rift Valley Children and Women Development Organization

Kirsten Gelsdorf, UNOCHA

Blean Getachew, Africa Humanitarian Action

Abayneh Girma, Partnership in Social Action
Haile Girmai, Irish Aid
Luz Gomez Saavedra, Oxfam Intermon
Scott Green, UNOCHA
Anders Bastholm Hansen, Danish Refugee Council
Maryam Hassan, Oxfam Novib
Nyamiye Hermenegilde, Human Health Aid Burundi
Madara Hettiarachchi, World Vision International
Silva Hidalgo, DAHLIA - Development and Humanitarian Learning in Action
Charles-Antoine Hofmann, IFRC
Caroline Hotham, Oxfam International
Rachel Houghton, CDAC Network
Ashima Hussain, ActionAid Pakistan
Kulmiye Hussein, Oxfam Novib
Paul Im, Japan International Cooperation Agency (JICA)
Kebede Iticha, Oxfam America
Rasha Jaradat, Oxfam GB
Isabella Jean, CDA Collaborative Learning Projects
Shagufta Jeelani, Mercy Corps
Anna Jefferys, IRIN
Gill Johnson, CAFOD
Indira Joshi, FAO
Merinos Kabala, IRC
Brigadier Mirza Kamran Zia, Pakistan's National Disaster Management Authority
Charles Kanda Kahozi Wa Nonda, Ministry of Education (DRC)
Stuart Katwikirize, World Vision International
Fiseha Kebede, Christian Aid
Thomas Kilunda, Norwegian Refugee Council
Natasha Kindergan, UNOCHA

Uwe Korus, CARE International

Katarina Kotoglou, Swedish International Development Cooperation Agency (SIDA)

Vera Kreuwels, Catholic Relief Services

Marwa Kuwaider, Humancare Syria

Denis Ladu, Society for Civic Development

Girma Legesse, Oxfam America

Alyson Lewis, British Red Cross Society

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Shirley McQueen Patterson, Save the Children, Humanitarian Coordinator - Ethiopia

Abdeassoul Mahamat Bahar, Radio Voix du Ouaddai

Jemilah Mahmood, Humanitarian Futures Programme

Joshua Maina, NRC

Benson Maina, Save the Children

Rita Maingi, UNOCHA

Manuel Marques Pereira, IOM - International Organization for Migrations

Sophie Martin-Simpson, Save the Children

Erica Mattellone, UNICEF

Waleign Mengesha Bewyene, Ethiopian Red Cross

Marsha Michel, USAID - Program Operations Specialist

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