



Consultation Reporting Template

Reporting guidelines

Please provide any recommendations, observations, or concerns raised by participants around the overall structure, content, presentation and application/use of the CHS in the template provided below.

Depending on the type of consultation and participants, inputs might be on the CHS as a whole, the Nine Commitments, or focused on specific Commitment and its related Key Actions and Organisational Responsibilities. The reporting template can also be used to provide inputs on specific thematic or cross-cutting issues that require consideration in the revision process. All feedback and comments are welcome!

Please return the form, meeting agenda and any additional documents no later than one week after the consultation to CHSrevision@chsalliance.org

1) General Information on the consultation	
Type of Consultation	Online workshop
Location	Online (Switzerland)
Date	13.30-15.30, 20 September 2022
Host organisation(s)	Sphere
Facilitators and reporters	Felicity Fallon, Learning and Events Coordinator Aninia Nadig, CHS Revision manager
Agenda and focus	Facilitators Guide attached. The focus of the meeting was how to strengthen and improve the CHS commitments.
Number of participants	Participants List attached. 23 participants (15 male, 8 female) Participants included: 6 x Sphere secretariat staff 5 x Sphere trainers 2 x Focal Point representative 2 x Focal Point representative and trainer 1 x Individual member 1 x Focal Point representative, trainer, individual member 2 x NGO representative 4 x participants who did not stay until the end (connexion issues)

1) Overall Summary

The consultation discussed what participants would like to change about the CHS as a whole, before examining how individual commitments could be strengthened to reflect the current humanitarian context.

The consultation combined presentation, plenary discussion and breakout rooms, using online tools such as Mentimeter, Jamboard and Google forms.

Participants were highly engaged in the process.

Key findings:

To stay relevant, the CHS should respond more explicitly to current challenges, in particular climate change and migration. It should balance out the current top-down approach to accountability with a more bottom-up approach via localisation and meaningful partnerships with local communities. In terms of structure, participants suggested combining some commitments and making language clearer.

Diagram 1: Participants were asked: If you could change one thing about the Core Humanitarian Standard, what would it be?



Diagram 2: Participants were asked: What are the key crises or challenges facing affected people today?



Diagram 3: Participants were asked: What are the key quality and accountability challenges faced by humanitarian organisations today?



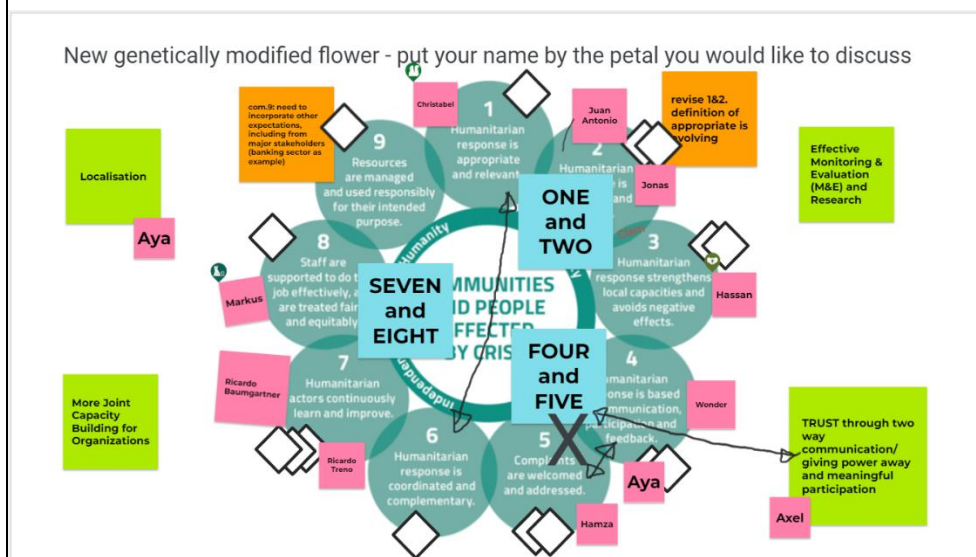
3) Relevance of the CHS Commitments as an accountability framework

Participants were put into breakout rooms and asked which commitments they would like to strengthen, add or take away.

The participants believed all 9 commitments needed strengthening. While they did not suggest removing any commitments, they suggested combining Commitments 1 and 6, and 4 and 5.

In terms of strengthening, participants also wanted to see more emphasis on localisation, joint capacity building, MEAL, research and trust-building with communities.

Diagram 4: Jamboard showing combined results of first break out room discussions



4) Commitments, Key Actions and Organisational Responsibilities

Participants were asked to put their name next to the petal (new or existing) they would like to discuss. Based on this distribution, it was decided to have three breakout rooms; 1) Commitments 1 and 2, 2) Commitments 4 and 5, and 3) Commitments 7 and 8,

Participants were allowed to choose which breakout room to join. The facilitation team joined rooms so that each group had 6 people. They were asked to respond to the following questions.

1. Does the Commitment reflect the most essential elements of what people and communities can expect from organisations? What needs to be strengthened? What needs to be changed?
2. Do the Key Actions and Organisational Responsibilities describe the most essential elements needed for organisations to meet this commitment? What needs to be strengthened? What needs to be changed?
3. Do the Organisational Responsibilities describe the most essential elements needed for organisations to meet this commitment? What needs to be strengthened? What needs to be changed?
4. Are there any other issues, gaps or duplication that need to be addressed? What are they?

Commitment One:

Communities and people affected by crisis receive assistance appropriate to their needs.

Responses:

Does the Commitment reflect the most essential elements of what people and communities want and expect from organisations? What needs to be strengthened? What needs to be changed?

Merging Commitments 1 and 2 should be discussed

Gender awareness in the current CHS is ok - but suggestion to link to GAE Commitments - transformative work.

Fresh perspective on Inclusion required.

Link Commitment 1 to MEAL.

Planning and context analysis need preparation. Contingency plans need to be in place. There is no clean slate, and lack of time and resources often lead to lack of coordination and poor preparation. → link to C6

Commitment Four:

Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

Responses:

Does the Commitment reflect the most essential elements of what people and communities want and expect from organisations? What needs to be strengthened? What needs to be changed?

Needs strengthening: Representation of affected populations and participation to strategic decisions, access to donors. Best practices and lessons learned needed.

Do the Key Actions describe the most essential elements needed for organisations to meet this commitment? What needs to be strengthened? What needs to be changed?

4.1 Include info about Sphere and CHS (or other essential standards), not only organisational policies. CHS/Standards about protection of communities.

After 4.4, add point to have community-based groups to govern this commitment to ensure community participation and increase localisation.

4.5, 4.6 Need to demonstrate policies are being used and not only in place, via implementation and regular revision of policies. Not only about 4.5, applies to all commitments. Should not be box-ticking exercises, a change of culture is necessary.

4.7 Currently focus on external communications. More focus on internal communications needed. Important for trust building inside organisations. Organisational culture shift would be facilitated.

Commitment Five:

Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

Responses:

Does the Commitment reflect the most essential elements of what people and communities want and expect from organisations? What needs to be strengthened? What needs to be changed?

Simplifying language further (across the board) is needed. Language to be plain, field based, closer to the community.

Generic comment: Key player not mentioned - local authorities. Maybe should not be part of the commitments, but need an introduction document of some kind showing the value of CHS to advocate with local authorities.

Complaints are a tiny aspect of two-way communication and trust. Very narrow commitment. Need focus on meaningful participation to change balance of power. Complaints mechanisms do not work currently because lack of trust.

Currently a one-way feedback mechanism. Need to be under participation umbrella: community engagement, trust building (forming committees), community feedback mechanism (complaints too specific and negative, feedback is a two-way mechanism). Communication should not be about complaints only. Needs are being discussed for example.

Suggestion: Merge or rephrase commitments 4 and 5.

Spirit of trust building, accountability of agencies towards other stakeholders and sector at large (collective responsibility), and not only communities they serve. Inter.agency accountability to be reflected. Connection to the larger sector to ensure peer to peer accountability in case of negative feedback. Seen as way to give more power to communities.

Commitment Seven:

Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

Commitment Eight:

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

Responses:

Does the Commitment reflect the most essential elements of what people and communities want and expect from organisations? What needs to be strengthened? What needs to be changed?

Key actions are quite vague in both commitment 7 and 8, with a surprising lack of reference to the actions that are expected from the organizations themselves (considering that the whole CHS is really about the responsibility that organizations have vis-a-vis the affected population, and, in this case their own staff)

In Commitment 8, group feels that “training” should be specifically mentioned as a modality that should be used to ensure staff has proper capacity to do their work

- Induction should be highlighted for people beginning work with an organization, and then there should be subsequent training blocks for them to further develop their career as they continue

Knowledge management needs more emphasis - particularly in commitment 7

- Case studies/best practices would be good to highlight so that there is real world experience to learn from and apply
- “Lessons learned” is too broad - and often very difficult to apply to new situations. Need to further define to make it more practical for these lessons to be able to be concretely built upon.

5) Other cross-cutting or thematic issues

Please provide any recommendations, observations, or concerns raised by participants on any cross-cutting issues that should be considered in the updated standard.

This can include comments on any specific issues, gaps or other suggestions that are not specifically linked to the current set of Commitments but would help to improve the standard and make it more relevant to address current and future challenges.

Please see diagrams 1-4 for an exhaustive list of cross-cutting issues.

6) Making the CHS more user-friendly, accessible and inclusive for a wider range of organisations and stakeholders.

Please includes any suggestions or recommendations on how to increase awareness and use of the CHS by a wider range of organisations and stakeholders.

Several mentions were made of making the language simpler throughout, as well as improving the quality of foreign language translations e.g., Spanish.

Participants commented that ‘needs’ are mentioned 43 times, and ‘capacities’ only 22 times.

Is ‘received’ appropriate?

6) Any other comments, suggestions and recommendations?

Please provide any other comments related to improving and updating the CHS, or on the revision process. We welcome your feedback!

Responses:

Other comments included that the CHS mentions organisational responsibilities, but not those of the State.

Could funding be channelled more effectively to local actors?

Instead of eliminating certain elements, revert to the essence of what the CHS intends.

The commitment speaks of accountability and responsibility.

The intention behind each commitment, behind humanitarian action itself goes beyond the procedural and addresses individuals. What do the commitments mean for individual aid workers?

Participant List

7) List of participants *(Please ensure you have their permission to share their names and contact details with the Revision Managers)*

Attached.