Staff Capacity in Emergency Response & Accountability

The session on staff capacity in emergency response and accountability assesses Sphere compliance and accountability in recent emergency programs (or, for CPs without recent emergency programs it introduces Sphere and assesses accountability in current development programs). Participants identify action points that need to be taken in order to improve staff capacity in emergency response and accountability.

**Objective:**

* To develop an action plan to ensure increased staff capacity for emergency response and accountability.

**Key Messages:**

* CRS’ commitment to increasing staff capacity for emergency response and accountability means staff must be familiar with Sphere minimum standards and tools to be accountable.
* Sphere minimum standards are an expression of the disaster affected people’s right to life with dignity.
* Accountability in emergencies is about informing, consulting, involving and reporting back to beneficiaries. The Good Enough Guide provides guidance and tools for improving accountability in emergencies.

**Materials:**

* Sphere Handbooks
* Good Enough Guide
* PowerPoint presentation on Introduction to Sphere
* Accountability Checklist
* Pakistan Earthquake Case Study on Sphere and International Standards

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| **Time** | **Method** | **Contents** |
| 5 mins10 mins20 mins20 mins | PlenaryQ&APresentationPlenary discussion | Introduce the topic: the CRS Strategy aims to improve staff capacity for ER and accountability. Sphere sets internationally recognized minimum standards for ER, and the Good Enough Guide provides definitions and tools for accountability in ER.Question and answer to establish level of familiarity with Sphere. Give a short presentation to fill gaps in knowledge on the Sphere Project and Sphere minimum standards. Then ask, What is accountability? Note down ideas, for example:* *listening to stakeholders,*
* *beneficiary participation,*
* *developing mechanisms to ensure duties are fulfilled,*
* *responsibility to people and communities.*

Give one possible definition: “being accountable is being responsible for what you do and being able to explain the reasons for it.” Ask, what tools can be used to make emergency response programs more accountable, and note ideas on flipchart, e.g.* *focus group discussions for gathering opinions and ideas*
* *meetings for two-way sharing of information*
* *beneficiary committees for project implementation*
* *participatory monitoring*
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| 10 mins5 mins20 mins30 mins | PowerPointInstructionsGroup workPlenary | ALL CPs:Brief overview of Good Enough Guide – inter-agency initiative to improve accountability in emergencies.Distribute the GEG accountability checklist. In groups (mixed MQ and PQ), participants use the checklist to assess their accountability in a current program. Checklist scores will not be shared, but 5 lessons learned or best practices should be written on flipchart ready to present. Groups present their lessons learned on accountability.Summarize key lessons learned and best practice. |
| 5 mins40 mins25 mins | InstructionsGroup workPresentations and discussion | **FOR CPS WITH RECENT EMERGENCY EXPERIENCE:**Two groups work on Sphere, two groups work on accountability. Discuss the following questions:Groups A&B: How were Sphere standards used in each stage of the project cycle: i) assessment ii) project design iii) implementation iv) M&E?- What problems were encountered and how were they overcome?- What could be done better next time? Groups B&C: What tools or mechanisms were used to make the emergency response accountable to the people affected by the disaster?- What problems were encountered and how were they overcome?- What could be done better next time? One group presents on each topic, and the other comments. Summarize and draw out key lessons learned for improving emergency response and accountability. |
| 10 mins5 mins20 mins25 mins | Reading handoutInstructionsPowerPointGroup workPresentation | **FOR CPS WITHOUT RECENT EMERGENCY EXPERIENCE:**Handout and read aloud the Pakistan Earthquake Case Study on Sphere Standards.Form groups. Give the following instructions:After reading this, and based on your own experience, think about applying Sphere in the disaster scenario response.What challenges will you face?How will you overcome them?Group presentations and discussion. |
| 5 mins15 mins10 mins | Plenary – group work instructionsGroup workPlenary | Ask participants to return to their groups and answer the following question:What actions do we need to take now to increase staff capacity for emergency response and accountability in future emergencies?Groupwork Round robin debriefing, one idea per group. Discuss. |