

HUMANITARIAN ACCOUNTABILITY REPORT 2020



BACKGROUND

- ❑ The CHS Alliance is a movement of humanitarian and development organisations committed to making aid work better for people.
- ❑ Organisations who make up this network are committed to putting people affected by crisis at the heart of what they do by implementing the Core Humanitarian Standard on Quality and Accountability (CHS).
- ❑ **Verified Members**; Action Against Hunger; Action Aid; ADRA; ACTED; CARE; CARITAS; CRS;CBM; Concern Worldwide; DRC; Hijra; IFRC; IMC;IRC; Islamic Relief; Muslim Aid; Oxfam; Plan International; Qatar Charity; Relief International; Save the Children; Trocaire; WASDA and World Vision International.

The HAR Report

- ❑ The Humanitarian Accountability Report (HAR) 2020 is an evidence-based overview of the current state of adherence to the Core Humanitarian Standard [CHS], using data gathered from organisations that have undertaken CHS verification (149).

The report aims to:

- ❑ Examine the degree to which organisations are meeting the CHS Commitments, using verification data;
- ❑ Use CHS data and broader sector trends to understand where progress has been made and where it needs to significantly improve;
- ❑ Highlight the need for further strengthening of policy and practice to increase the sector's accountability to people affected by crisis.

Findings

- ❑ There is generally uneven picture of progress and the general pace around quality and accountability has been slow.
- ❑ The aggregated data from all organisations undergoing CHS verification in 2018 and 2019 shows that two-thirds of these organisations fully meet at least one of the Nine Commitments.
- ❑ More than one-third meet three or more of the commitments. The CHS has driven significant progress.
- ❑ The aggregated data illustrates that performance is generally better in those indicators related to establishing policies than those related to what staff do in practice.
- ❑ Overall, CHS-verified organisations are closer to meeting some commitments than others.
- ❑ Of the Nine Commitments, the one that comes closest to being fulfilled is Commitment 6, on **Coordination and Complementarity**. This may reflect significant investment over the past decade in humanitarian coordination.
- ❑ At the other end of the scale, the lowest scoring Commitment is Commitment 5, which states that **Complaints should be welcomed and addressed**.

Findings

- ❑ This is of deep concern, as it shows that we still face a challenge about how we **listen to the feedback, concerns and complaints** of people we are supporting. Critically, it shows that despite acknowledging the huge challenges the sector faces in protecting people from sexual exploitation and abuse (SEA), and the substantial efforts made to strengthen these protections, there are still systemic weaknesses.
- ❑ If people don't know how to complain about their treatment, organisations are less likely to put a stop to abuse.

Moving Forward

- ❑ The experience of organisations using the CHS suggests that significant gains could come from focusing on three areas of improvement:
 - a) engaging better with people affected by crisis;
 - b) improving how we manage information to ensure the right people access the right services; and
 - c) improving organisational flexibility to respond to rapidly changing needs.

- ❑ Research has shown that AAP improves the way humanitarian actors engage with the affected populations, enhances trust and improves programme outcomes.