



# **Individual Self Reflection 2020 on World Humanitarian Summit Commitments and Initiatives - INTERSOS**



## Stakeholder Information

**Organisation Name**

INTERSOS

**Organisational Type**

NGO - International

**City and Country where Headquartered**

Rome, Italy

**Focal Point Name**

Kostas Moschochorits

**Region**

Global

**Twitter ID**

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## 1B Act early

### Core Commitments

Commitment	Core Responsibility
Commit to act early upon potential conflict situations based on early warning findings and shared conflict analysis, in accordance with international law.	Political Leadership to Prevent and End Conflicts
Commit to make successful conflict prevention visible by capturing, consolidating and sharing good practices and lessons learnt.	Political Leadership to Prevent and End Conflicts

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

In the course of 2017, INTERSOS consolidated its Emergency Unit. The full roll-out of the unit focused on the achievement of its strategic objectives, with specific attention to two of them: Strategic Objective 2 and 3.

Through these goals, the unit has improved the capacity of the organisation to analyse and monitor worldwide humanitarian crises including funding trends and support Regional Directors and Head of Missions in reviewing and adjusting country programme strategies in line with ongoing complex emergencies and related humanitarian gaps.

Moreover, the Unit has been working to provide, at both HQ and field levels, ad hoc emergency response structures, tools, guidelines and procedures consistent with international emergency response standards and methodologies.

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

INTEROS assesses progress through specific tools, mainly:

- The publication of the Annual Report, which puts together the achievements reached by the organisation in all the countries where it operates;
- The evaluation of the past Strategic Plan;
- The elaboration of Key Performance Indicator (KPIs) for the new Strategic Plan 2018-2020.

#### 3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Field conditions, including insecurity and access
- Funding amounts
- Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

These challenges are slowing down the ability to reach predefined goals. Specifically, the lack of resources is one of the main causes of the inadequacy of the organisation's response capacity. Indeed, country teams with limited capacities may not be able to put in place the required preparedness measures.

#### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

The main driver of INTERSOS' activities in 2018 will be to have ad hoc emergency response structures, tools, guidelines and procedures in line with international emergency response standards and methodologies, all of which are fundamental to implement a rapid, efficient and effective intervention from the outset of an emergency.

Also, INTERSOS plans to have a dedicated Advocacy Officer, a Policy and Humanitarian Analysis Working Group, and structured context analyses to adjust current programmes' strategies.



**5. What steps or actions are needed to make collective progress to achieve this transformation?**

The key challenges need to be dealt with in a constructive and coordinated way. In particular, it is fundamental to have coordination in planning interventions, for which information sharing will be crucial. Moreover, there is urgent need for collective action to pledge for funds where there is the highest need. Also, field reality must be reflected in the decision-making platforms.

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

- Mixed Migration Platform, implemented in 2017, to encourage multi-sectorial work towards a common goal;
- Capitalisation of lessons learned and their implementation when framing new guidelines and procedures.

**Keywords**

Quality and accountability standards



## 4A Reinforce, do not replace, national and local systems

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
INTERSOS commits to establishing a common approach to providing information to affected people and collecting, aggregating and analysing feedback from communities to influence decision-making processes at strategic and operational levels.	Operational	Change People's Lives: From Delivering Aid to Ending Need

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

#### People-centered approaches (feedback mechanisms, community engagement, etc)

In 2017, INTERSOS has paid particular attention to strengthen mechanisms that enable beneficiaries to have a voice in programmes and decisions affecting them. Feedback mechanisms have been enhanced through workshops on accountability and policies aimed at preventing abuses and exploitation. A global database that collects and processes feedback and complaints has been developed and a new roll out plan is being followed by different missions. The database is now active in HQ, Jordan, Lebanon, CAR, South Sudan, with plans to expand to other six missions within 2018.

Establishment of community based mechanisms has been also emphasised in programmes, with new outreach departments and community mobilizers tasked with the establishment and development of these mechanisms, which have increased potential and capacities of programmes, especially protection programmes.

#### Cash-based programming

Cash- based programming is increasingly adopted as complementary action that increases the potential of a specific humanitarian intervention. In the Middle East, as well as in other missions, such as in Yemen, cash based programmes have been coupled with protection interventions and data was collected around its effectiveness and appropriateness. With a number of Post Distribution Monitoring reports, INTERSOS has demonstrated that cash is extremely powerful if implemented as a methodology in combination with other interventions. However, strong accountability mechanisms should be developed jointly, as well as structured monitoring systems. INTERSOS is willing to expand this knowledge to other missions and share it with other partners too, as it is believed that this modality can reach high quality and effective outcomes.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Internally, assessment is through consultations at the senior level and review of the strategic approach on a regular basis. Progress is also assessed through participation to global events and coordination mechanisms, where INTERSOS representatives can engage in discussion about the directions of global transformation and trends and review internal strategies.

**3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Field conditions, including insecurity and access
- Funding amounts
- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

Funding and human resources are necessary to implement, supervise and report against the commitments and given the general lack of funding on this specific issues, personnel is always double hatted. Constraints are that the organisation works in very volatile settings, where global systems are often not perceived as priorities.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this**



## **transformation.**

More engagement with local partners and identification of potential stakeholders to implement programmes jointly. Expand feedback and complaints mechanisms and raise internal awareness as well as external funds to improve the overall accountability system. Export lessons learned on the relevance of cash programming to other missions and expand this approach. Sensitise internal staff on global issues and mechanisms.

### **5. What steps or actions are needed to make collective progress to achieve this transformation?**

More information sharing and knowledge-management in a practical way: how the progress is made and measured, for instance, and methodology for implementing the commitments. It is auspicated to see more coordination in achieving transformation as well as more coordination on a global level. Field missions must be taken in consideration at global decision-making level. Also, it would be helpful for the field to be more participative as the commitments are implemented at field level.

### **6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

A database that contains and monitors complaints and sends updates and notification to the persons of concern. The system guarantees efficiency and confidentiality. It was developed by Protection and Information Management staff together, which proved an extremely interesting combination of skills.

### **Keywords**

Cash, Local action, People-centred approach