WORLD HUMANITARIAN SUMMIT

Regional Consultation for Eastern and Southern Africa

Pretoria
27-29 October 2014

FINAL REPORT

CONTENTS

ACKNOWLEDGEMENTS

The World Humanitarian Summit Regional Steering Group for Eastern and Southern Africa would like to thank all individuals, organizations and governments that participated in the regional consultation meeting in Pretoria and the wide-ranging stakeholder consultations leading up to it for their contributions toward a more inclusive and 'fit for the future' approach to humanitarian action.

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BACKGROUND TO THE WORLD HUMANITARIAN SUMMIT

The World Humanitarian Summit (WHS), which will take place in Istanbul in May 2016, is an initiative by United Nations Secretary-General Ban Ki-moon to bring the global community together to look for better ways to meet the needs of millions of people affected by conflicts or disasters. The goal of this summit is to set an agenda to keep humanitarian action fit for the future. To be a success, the World Humanitarian Summit must represent perspectives and experiences from around the world. The regional consultation for Eastern and Southern Africa is the third of eight regional consultations that will provide recommendations to inform the Summit and help set the next agenda for global humanitarian action.
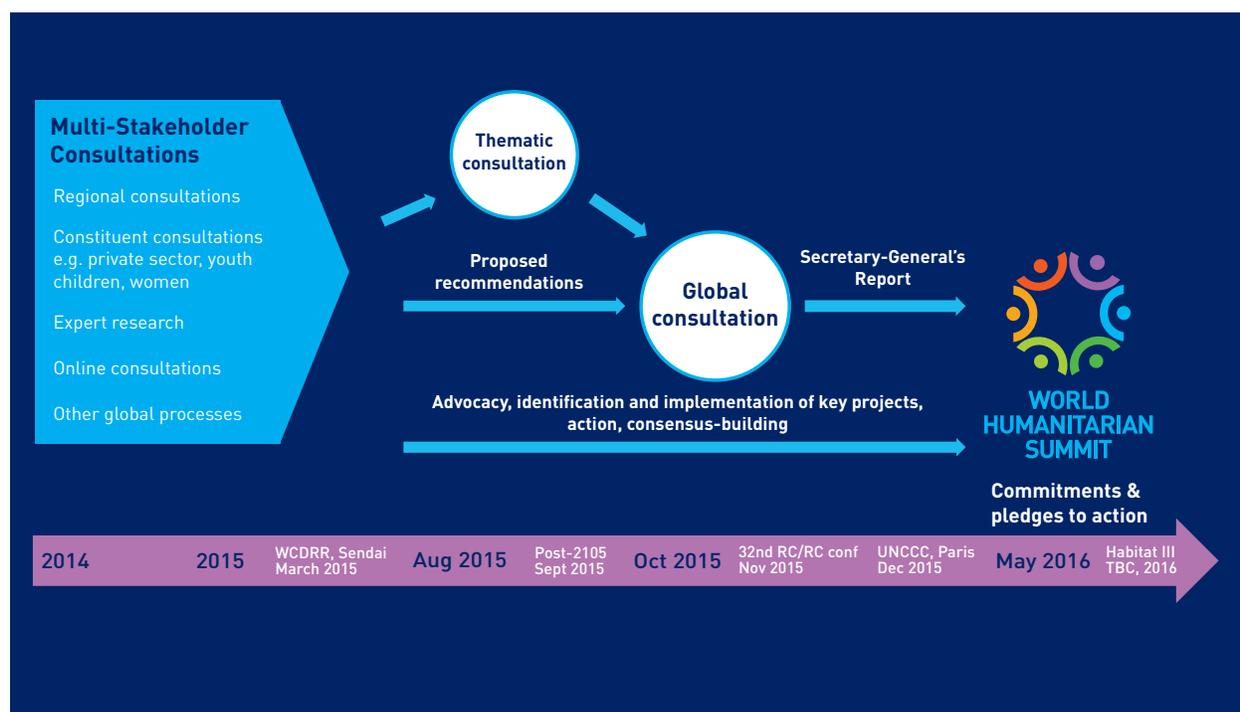
WHS CONSULTATIONS

(1) West and Central Africa, Cote d'Ivoire - June 2014

(2) North and South-East Asia, Japan - July 2014

(3) Eastern and Southern Africa, South Africa - October 2014

(4) Europe and Others, Hungary - February 2015

(5) Middle East and North Africa, Jordan - March 2015

(6) Latin America and the Caribbean, Guatemala - May 2015

(7) Pacific Region, New Zealand - June 2015

(8) South and Central Asia, TBC - 3rd Quarter 2015

(9) Thematic Consultation, Germany - September 2015

(10) Global Consultation, Switzerland - October 2015
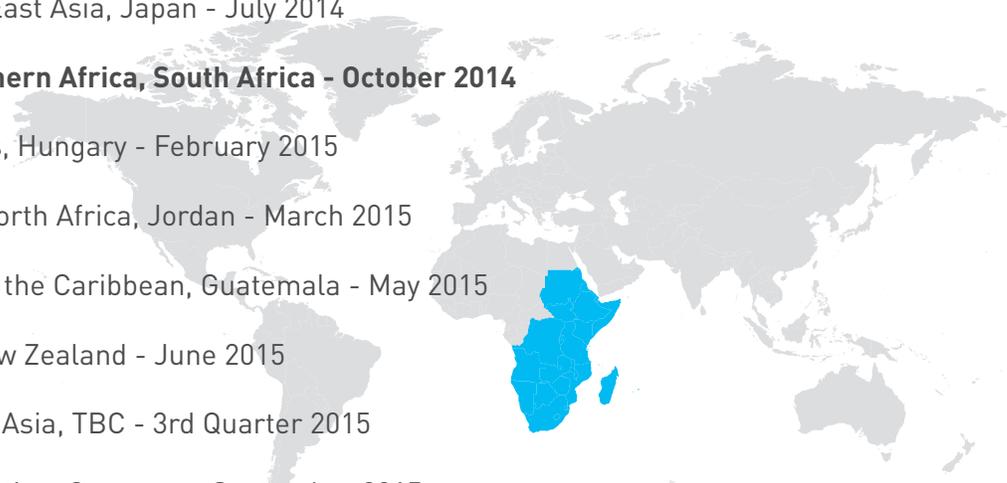
FOUR GLOBAL THEMES

Humanitarian effectiveness

Reducing vulnerability and managing risk

Transformation through innovation

Serving the needs of people in conflict

OVERVIEW OF THE EASTERN AND SOUTHERN AFRICAN REGIONAL CONSULTATION MEETING

Regional consultation meeting in Pretoria, South Africa

The World Humanitarian Summit regional consultation for Eastern and Southern Africa was held in Pretoria, South Africa, from 27-29 October 2014.[1] It was co-hosted by the Government of South Africa, the Government of Ethiopia and the UN Office for the Coordination of Humanitarian Affairs, and sponsored by the Government of Norway. The Regional Steering Group established for the consultation was co-chaired by the Intergovernmental Authority on Development, the Southern African Development Community and the UN Office for the Coordination of Humanitarian Affairs. The meeting brought together some 200 participants from 23 countries[2] in the two sub-regions representing Member States, local, national and regional civil society organizations, affected communities, United Nations agencies, the Red Cross / Red Crescent movement, non-governmental organizations, the private sector and academia. To promote cross-fertilization, seven Member States that had or will host other World Humanitarian Summit consultations were present as observers.[3] The objective of the regional consultation was to draw out regional perspectives, take stock of regional progress and lessons for humanitarian action and identify key recommendations and actions on how to better meet humanitarian needs in the region. The key recommendations are presented in the co-chairs' summary of the Pretoria meeting, annexed to this document. This final report is a summary of the main outcomes from the meeting and is a key contribution from Eastern and Southern Africa to the World Humanitarian Summit in Istanbul in 2016.

Lead-up to and methodology of the discussions

Output from thematic breakout groups in Pretoria

Preparatory Stakeholder Analysis

Topics for discussion in thematic breakout groups in Pretoria

Co-chairs' summary

Final report

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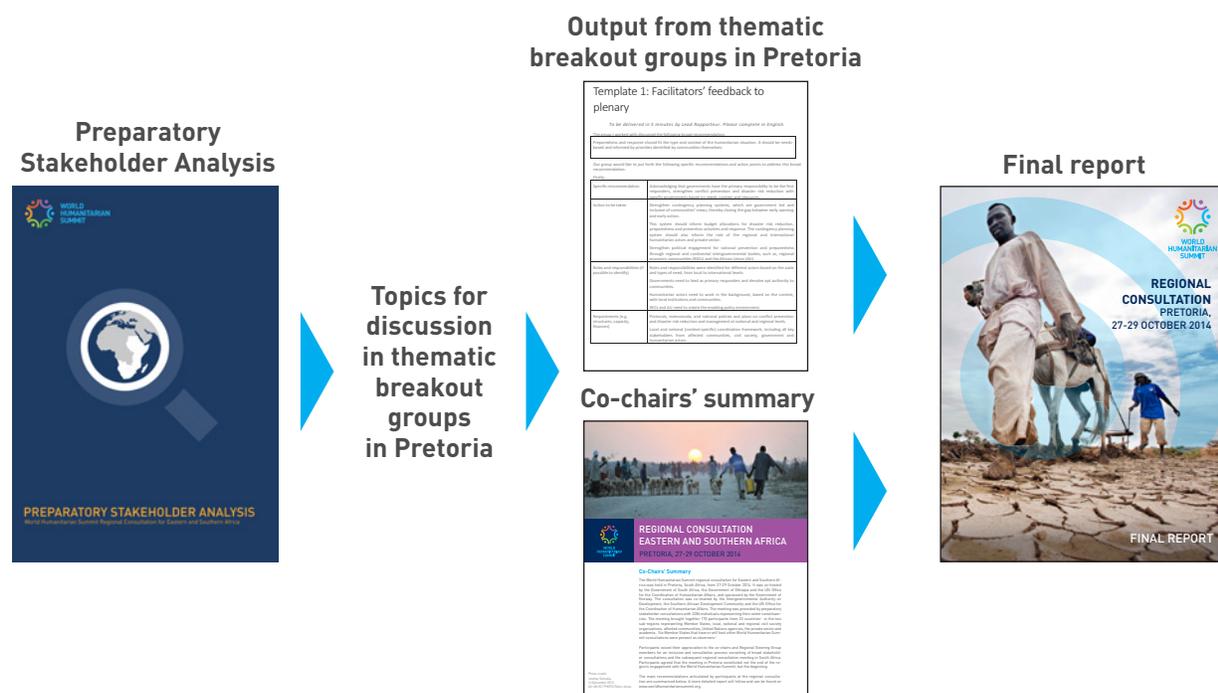
[1]   Please refer to Annex 2 for the programme of the meeting.

[2]   Angola, Botswana, Burundi, Comoros, Eritrea, Ethiopia, Kenya, Lesotho, Malawi, Mozambique, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Swaziland, Tanzania, Uganda, Zambia, Zimbabwe and Madagascar

[3]   Germany, Hungary, Japan, Jordan, Norway, Switzerland and Turkey

In preparation for the meeting in Pretoria, over 3200 people from 25 countries,[4] including over 300 people online, were consulted to gather their perspectives on humanitarian action. From the recommendations gathered through this stakeholder consultation, twenty-four topics were identified for discussion in breakout groups at the meeting. The outcomes of the discussions were presented by the respective facilitators in plenary at the conclusion of each breakout group.[5] The main recommendations from these were captured in the co-chairs' summary and are summarized in this report.

High-level opening remarks

Ban Ki-moon, the United Nations Secretary-General, via a video message, thanked participants for their engagement in the regional consultation. Recognizing that every year more people are in need of humanitarian assistance, he asked the participants to help find better ways to respond to crises. The Secretary-General underscored the importance of listening to the voices of affected communities and humanitarian actors alike, and of learning from experiences around the world. He called for a truly global humanitarian system in which everyone played their part. He urged participants to engage in substantive, candid and wide-ranging exchanges on the four World Humanitarian Summit themes and to feed the outcomes into a successful global summit in Istanbul in 2016. The Secretary-General thanked participants for sharing the best ideas on humanitarian action from the region, and encouraged them to continue working in their respective countries to make the WHS process as inclusive and as effective as possible.

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[4]   Please refer to Annex 5 for the full report on this analysis.
[5]   The facilitators' feedback on these sessions were contained on USB disks distributed to participants and are available from OCHA regional office for Southern Africa on request.

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Ebrahim Saley, Ambassador of South Africa and Deputy Director-General, representing the South African Minister of International Relations and Cooperation Maite Nkoana-Mashabane, officially opened the regional consultation meeting. He drew attention to the South African principle of ubuntu[6] which was firmly anchored in the country's humanitarian diplomacy that respected the sanctity of human life. Ambassador Saley noted how South Africa, true to the principle of ubuntu and mindful that disaster events were not constrained by national boundaries, played a leading role in humanitarian diplomacy both on the African continent and globally.

Ambassador Saley appreciated the extent of preparatory stakeholder consultations conducted in Eastern and Southern Africa in the lead-up to the meeting in Pretoria, noting how it was important to identify different constituencies' perspectives and priorities in the sphere of humanitarian diplomacy and to prepare discussion topics for the regional consultation. He argued that the regional consultation was a critical step in ensuring a more inclusive and diverse humanitarian system by bringing all key stakeholders together to share best practices and to find innovative ways to make humanitarian action more effective.

According to Ambassador Saley, the significant changes that had occurred in the humanitarian landscape over the past 25 years, including rapid urbanization, climate change and an increase in the number of actors occupying the humanitarian space, rendered a review of the humanitarian system both timely and necessary. He congratulated the United Nations Secretary-General for launching this important initiative and announced South Africa's commitment to it.
Thanking all participants for their dedication, Ambassador Saley encouraged them to be bold, unrestrained and creative in their deliberations towards a region-specific and "fit for the future" approach to humanitarian action.

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[6]   We affirm our own humanity when we affirm the humanity of others.

Valerie Amos, United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, explained that the World Humanitarian Summit originated from recognition of growing humanitarian needs and an increasing number of actors involved in responding to them. Reflecting on the global humanitarian situation, Ms Amos noted how political challenges, dynamics in the UN Security Council and the growth of non-state armed actors had all contributed to conflict situations and stasis in the resolution of crises.

The conditions in Eastern and Southern Africa were changing, Ms Amos observed, with countries and communities facing multiple risks and sources of insecurity. These included population displacement, water scarcity, flooding, climate change, environmental degradation and conflict. Urbanization was another aspect changing humanitarian dynamics in the region. Governments were increasingly interested in leading response efforts in many countries. Ms Amos underscored the importance of building people's resilience against shocks and noted how progress had been made in that regard, for example, via innovative social safety net programmes. Investing in development, preparedness and prevention was crucial. Ms Amos called for governments and humanitarian organizations to ask people what they wanted, and noted that technological advances had improved the interconnectivity of affected populations and humanitarian organizations.

The preparatory stakeholder consultations in the region had produced a number of key outcomes, many of them cutting across the four summit themes. Ms Amos encouraged participants to the meeting to use them as a starting point for their discussions in Pretoria. She called for participants to use their diverse humanitarian experience to inform the discussions and develop concrete solutions, of which they should be ready to take ownership.

Ms Amos hoped that the meeting in Pretoria would serve as the beginning of the region's ongoing interaction in preparation for the summit. Finally, she urged participants to capture the humanitarian successes and opportunities of Eastern and Southern Africa in order for them to be reflected in the World Humanitarian Summit.

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Ato Tedesse Bekele, Deputy Director of the Disaster Risk Management and Food Security Sector of Ethiopian Ministry of Agriculture, representing Ato Mitiku Kassa, State Minister of Agriculture of Ethiopia, applauded the World Humanitarian Summit process for taking stock of the humanitarian response system and pursuing a more effective, innovative and inclusive system based on commonly agreed principles. He noted how in Ethiopia, a paradigm shift from reactive crisis management to a proactive Disaster Risk Management System commenced in 2010. Mr Bekele noted that even as one of the fastest growing economies in the world, Ethiopia was well aware of the impact that disasters could have on the development goals that were rigorously pursued through its Growth and Transformation Plan. The country's socio-economic developments would not have been realized without the capacity that had been put in place to withstand the adverse impacts of disasters.

Mr Bekele argued that the humanitarian system needed to better adapt and more innovatively respond to more complex humanitarian needs, and noted how Ethiopia in collaboration with its partners had invested in innovative tools and systems. Reducing the susceptibility of communities to shocks was important, he added. This could only be achieved by building stronger links between the humanitarian and development communities and by addressing chronic needs through development interventions. In Ethiopia, efforts were being made to closely align humanitarian and development caseloads in order to seek sustainable solutions to affected communities. The Productive Safety Net Program in Ethiopia was one of the major successes in creating food self-sufficiency in the country.

Finally, Mr Bekele said that he believed the discussions in the regional consultation would contribute to advancing and promoting an effective and principled humanitarian response mechanism.

Stergomena Lawrence Tax, the Executive Secretary of the Southern African Development Community (SADC), thanked participants for having arrived at the meeting with vast knowledge and experiences that could enable mobilizing and harnessing resources at national, regional and global levels to meet the demands of humanitarian challenges facing communities. She encour-

aged participants to engage in robust discussions that could significantly contribute to the World Humanitarian Summit.

Dr Tax noted how the humanitarian landscape was unrecognizable compared to twenty years ago, with humanitarian needs caused by changing climate, population growth, conflict and extremism exceeding the capacity of the global humanitarian system. The likelihood of more droughts and floods and the shrinking humanitarian access in conflict areas further contributed to a challenging humanitarian picture. These events justified the United Nations Secretary-General's call for a World Humanitarian Summit.

Recognizing that many humanitarian events affected several countries simultaneously, Dr Tax argued that a regional approach to managing risk was both appropriate and necessary. She made the case that it was important to jointly act on the increasing risk created by climate change regarding water resources and food security, but also address the unique challenges faced by the region's island states. In addition, countries in the region faced social and economic under-development, disease epidemics and HIV and AIDS, all worsening the humanitarian situation and the ability to achieve the UN Millennium Development Goals.

Dr Tax called for governments and partners in the SADC region to implement disaster risk management programmes to ensure community safety and protection of economic assets. She called for a multi-disciplinary approach bringing together not only national governments but also NGOs, International Cooperating Partners and the private sector. According to Dr Tax, the main challenges were institutional frameworks for disaster risk reduction being underfunded and not coordinated, lack of comprehensive risk assessments and analyses, weak information management systems, and challenges in reducing underlying risk factors. SADC had taken positive steps to mitigate some of the risks, for example, by undertaking disaster risk reduction activities, establishing a Disaster Risk Reduction Unit at the SADC Secretariat and creating a Regional Platform for Disaster Risk Reduction.

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The negative impact of Ebola not only on human lives but also on affected countries' economies and health systems had the potential to undo the achievements made so far in Africa, Dr Tax noted with concern. The protectionist policies that several countries in the region had adopted undermined the continent's collective power and the aspiration of free movement of people, which is why Dr Tax called for a re-examination of the current approach and for combating the virus in unity of purpose.

Olabisi Dare, Head of the Humanitarian Affairs, Refugees and Displaced Person Division of the African Union Commission, representing Dr. Aisha Abdullahi, African Union Commissioner for Political Affairs, expressed the hope of integrating an African perspective into the global humanitarian agenda and commended the United Nations for giving Africa an opportunity to make its voice heard within the World Humanitarian Summit process.

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According to Dr Dare, the WHS was highly significant for Africa, given the fact that the continent had been at the centre of humanitarian crises in the last decades. In order to meet these challenges, he called for African Union Member States to take up a leadership position on this issue, which could be achieved not only through restating African concerns and priorities and by setting the paradigms for humanitarian action on the continent, but also by taking political decisions at the continental, sub-regional and national levels simultaneously in order to expedite humanitarian action. He applied the same logic to finding durable solutions to the root causes of conflict and in so doing aiding the plight of displaced persons, which also required political will.

Dr Dare also addressed the link between humanitarian action and development, calling for the formulation and implementation of policies advocating for a longer term perspective, not only in terms of preparedness but also with regards to financing, as well as the creation of legal frameworks facilitating emergency response. In Africa, where drought often resulted in famine due to a lack of preparedness, Dr Dare highlighted the need to increase the resilience of affected communities.

In conclusion, Dr Dare echoed Under-Secretary General Amos's sentiment that it was important to start implementing some of the recommendations emerging from the region now and not to wait until Istanbul in 2016, especially given that disasters could strike at any time.

Artan Gullet, Director of the Climate Prediction and Applications Centre of Intergovernmental Authority on Development (IGAD), representing Ambassador Mahboub Maalim, the Executive Secretary of the Intergovernmental Authority on Development, thanked the South African and Ethiopian Governments for co-hosting the regional consultation as well as UN OCHA for organizing and facilitating this process and providing continued humanitarian support to the region.

Dr Gullet noted that the regional consultation came at a time when the IGAD region was facing serious humanitarian challenges. According to Dr Gullet, the region had faced both natural and man-made disasters in the last 30 years. Though the region itself was only home to three per cent of the world population, 80 per cent of the land was arid and it was the recipient of 40 per cent of global food aid. Moreover, it was one of the most vulnerable regions with regards to climate change. According to Dr Gullet, IGAD had already begun integrating Disaster Risk Management and Climate Change Adaptation as critical components of its sustainable development strategy in order to address these challenges.

In conclusion, Dr Gullet expressed IGAD's hopes that the World Humanitarian Summit process would produce a realistic global framework for integrating humanitarian challenge. He restated IGAD's eagerness to partner with humanitarian actors in addressing humanitarian challenges.

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Note: The above are summaries of the high-level opening remarks. For a recording of the opening session, including the full opening remarks, please visit www.worldhumanitariansummit.org/whs_ES_africa.

SETTING THE STAGE

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Dr Jemilah Mahmood, Chief of the World Humanitarian Summit secretariat, informed participants that the summit process is geared toward creating a humanitarian agenda for the future that is inclusive, effective and accountable. She described the journey to Istanbul as a unique and unscripted multi-stakeholder consultation that puts affected people at the centre of humanitarian action. She explained the different strands of consultations in preparation for the final summit, consisting of regional, constituency-based and online consultations, expert research and a global consultation. The outcomes and recommendations of these consultations will all feed into the Secretary-General's report, which will set the stage for the summit in Istanbul to be a platform for commitments and pledges to action. Dr Mahmood pointed to the importance of upholding strong links with other global processes related to development, disaster risk reduction and climate change, all aiming for a cohesive international framework that supports countries and communities to manage risk themselves.

Dr Mahmood discussed the findings of a future risks analysis produced by the Overseas Development Institute for the WHS Eastern and Southern Africa regional consultation. According to the analysis, nutrition status in the region would continue to improve, but food crises would still be a threat due, in part, to rising food prices and variations in rainfall. Climate change may increase the frequency and intensity of natural disasters, resulting in economic losses and rapid urbaniza-

tion. This would create new risks and challenges for disaster response. Dr Mahmood noted how displacement would remain a challenge affecting both Eastern and Southern Africa, especially if "forgotten crises" persist. The greatest challenge would be to help poor and vulnerable people manage multiple hazards, both predictable and unpredictable, especially given that little was currently spent on disaster risk management. However, economic growth would create new opportunities like social safety nets. Dr Mahmood noted how the risks and challenges affecting Eastern and Southern Africa were often interrelated and could exacerbate each other's impact, and how it was important to work collaboratively to find solutions to future challenges more effectively.

Thanking participants for contributing to the regional consultation, Dr Mahmood urged them to take stock of regional progress and lessons for humanitarian action, to form partnerships to address present and future challenges, and to inform the global WHS agenda and outcomes by providing recommendations from the region. Instead of dwelling on the challenges, Dr Mahmood encouraged participants to focus on concrete solutions and in doing that, to keep the humanitarian needs of affected people at the heart of all deliberations.

REFLECTIONS ON THE PROCESS

Luluwa Ali from the OCHA Regional Office for Eastern Africa provided an overview of the preparatory stakeholder consultations conducted in the two regions. She noted how over 3200 individuals across 25 countries were consulted. She drew participants' attention to the six issues identified in the stakeholder analysis that cut across the four World Humanitarian Summit themes. They were: needs-based and context-specific humanitarian action; strengthening local capacities and structures; bridging the divide between development and humanitarian communities; improving financing; reviewing legal frameworks, policies and guidelines; and involving youth in humanitarian action and response. Ms Ali informed participants that the topics of the breakout discussions to be held over the next days were developed based on the recommendations from the stakeholder analysis.

Astrida Kapungwe Nsenga, a refugee from the Democratic Republic of Congo, shared her experiences as a representative of a conflict-affected community. She reminded the participants of the difficulties forcefully displaced people faced in the region related to local integration, xenophobia, job insecurity and language barriers. She voiced her wish to return to her home country one day but explained that lack of peace, human rights and political stability made it difficult to do so at the moment. Ms Nsenga had participated in the Southern African community-level consultation conference in Johannesburg and had appreciated the opportunity to have her voice heard. She urged for humanitarian organizations to more regularly consult people affected by conflicts and disasters in order to better meet their needs.

Bushra Razack from Islamic Relief South Africa explained how her organization together with Islamic Relief Worldwide and The Humanitarian Forum had conducted extensive community-level consultations in Southern Africa. Together with their partners and volunteers, they had gathered communities' inputs through a questionnaire as well as in a community-level conference organized in Johannesburg in September 2014. She believed that the process had been invaluable and announced Islamic Relief's ongoing commitment to the World Humanitarian Summit preparations. Reflecting on ways in which to improve humanitarian action, Ms Razack called for a better understanding of the relationship between the drivers of humanitarian crises and the capacity of local communities to cope.

Judith Kemunto, a Kenya Red Cross Society volunteer, shared with participants the Red Cross Movement's experience with the WHS regional consultation process. The National Red Cross and Red Crescent Societies across Eastern and Southern Africa together with the IFRC had consulted both volunteers and staff through meetings and an online platform. Ms Kemunto urged participants and the wider humanitarian community to acknowledge the central role of the youth in African societies affected by humanitarian issues. She noted how demand for community empowerment had been one of the key themes that had emerged from the consultations. The importance of governments remaining neutral and encouraging citizens to work together to reduce conflicts had also been raised as a priority. Ms Kemunto concluded by urging humanitarian actors to improve their ability to serve people in need immediately and not to wait until the World Humanitarian Summit in May 2016.

Danielle Rahaingonjatovo from Telma Foundation offered a private sector perspective to the WHS regional consultation process. She noted how her organization had held a separate consultation for private sector organizations in Madagascar and actively contributed to the preparatory process as a member of the WHS Regional Steering Group. Ms Rahaingonjatovo shared Telma Foundation's experience engaging in Madagascar's National Risk and Disaster Management Board. She believed that the private sector could play a key role in humanitarian action by identifying and implementing innovative solutions that can more effectively respond to people's humanitarian needs.

HUMANITARIAN EFFECTIVENESS

Introduction based on stakeholder analysis

Megan Gilgan from UNICEF's Eastern and Southern Africa Regional Office presented a summary of the recommendations that emerged from the preparatory stakeholder consultation on humanitarian effectiveness. She first noted how stakeholders had identified communities as first responders to humanitarian crises and how they had subsequently called for strengthening communities' capacity to better prepare and respond to humanitarian situations. Ms Gilgan pointed to the recommendation to make humanitarian action more context-specific and informed by community needs, and noted how "one size no longer fitted all": not for one region and not even for one country. The need to improve accountability and transparency was also highlighted in the consultations. As a second overall theme under humanitarian effectiveness, Ms Gilgan discussed the need to adjust current humanitarian coordination structures to better respond to needs by making them more inclusive of different constituencies, including governments, civil society and the private sector. The important role of regional and continental organizations in humanitarian preparedness and response activities was also mentioned. Ms Gilgan concluded by highlighting recommendations stemming from the stakeholder consultations on humanitarian financing and particularly the need to make financing more timely, channelled to the local level, predictable, and in the case of protracted crises, multi-year.

Summary of breakout discussions

Six recurring concepts emerged from the breakout discussions on humanitarian effectiveness: the role of government in humanitarian action; the need to review and adapt coordination structures; accountability; humanitarian financing; legal frameworks, guidelines and policies; and the importance of tailoring humanitarian action according to needs and contexts.

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An area that received particular attention during discussions was the **role of government** in humanitarian action. Participants acknowledged that governments had the duty to protect, assist and be accountable to communities. In line with the specific context – recognizing the reality that some governments were unable or unwilling to fulfil this role – participants advocated for strengthening government leadership, creating government-led coordination structures, reinforcing the importance of governments collecting and analyzing risk and vulnerability data, and encouraging higher government spending on building the resilience of communities to withstand shocks. Participants also recognized the value of sharing lessons on good practices from the region of governments that were effective in preparing for and responding to humanitarian situations. Participants emphasized the need to place governments in a central role in disaster preparedness and response to ensure sustainability of efforts. They advocated for coordinated and coherent strategies and activities between governments, humanitarian and development organizations, private sector and civil society. Lastly, in support of all levels of government leadership in humanitarian action, participants advocated for better response on early warning triggers and for early action mechanisms that were in line with structures that governments had put in place.

Participants endorsed the need to review and adapt humanitarian **coordination structures**. They placed importance on governments leading coordination structures, where the context allowed, and international actors being a part of that structure. They advocated for locally owned, context-specific coordination frameworks that included all key stakeholders from affected communities, civil society, government, private sector and the international humanitarian system at the national and provincial levels. It was recognized that coordination between these stakeholders should be aligned to government structures and plans and be led by the government, when appropriate. Participants discussed the need to revise the cluster system, in particular in relation to its capacity to adapt to coordination needs in protracted humanitarian situations. In protracted crisis situations, the cluster system was seen by some participants as overly focused on quantifying and monitoring the delivery of assistance to households while the coordination of, for example, local level conflict mediation, early warning activities and adaptation of tribal law was not substantively addressed. Participants called for a redesign of current coordination structures to reflect the multifaceted nature of crises and to be able to address specific needs of specific groups, such as pastoralists. Participants further expressed the need to better recognize local and community-level actors within national, regional and international humanitarian coordination mechanisms, most notably the Inter-Agency Standing Committee. They argued that this would lead to increased finance to local actors and would better reflect the diversity of actors who provided assistance and protection to affected people.

Participants called for improved **accountability** at all levels to improve the effectiveness and relevance of humanitarian action. They advocated for legal frameworks that articulated roles, responsibilities and accountability relationships at the local and national levels, and for mechanisms to measure progress in meeting minimum targets and comparing performance against globally or regionally agreed indicators and benchmarks. Participants also called for platforms that could allow transparent feedback on the nature of assistance received in various places. It was suggested that governments, UN agencies, NGOs, private sector, affected communities, youth and women be included in designing and participating in these feedback platforms. The main recommendation to come forward proposed to amplify the voices of affected communities, whether by including them in the abovementioned mechanisms or by equipping them with innovative technologies which enabled meaningful two-way communication. Lastly, accountability measures were seen as particularly important in situations where remote management was used as last resort to deliver lifesaving assistance.

The importance of ensuring the predictability and accessibility of **humanitarian financing** was reiterated in the discussions. Participants expressed the need to review financing structures to further localize humanitarian response. It was argued that this could be done by ensuring that an agreed-upon percentage of international humanitarian finance went to strengthening local response capacities, increasing direct support to affected people by scaling up cash transfers and building a regional preparedness and response fund for local organizations. It was suggested that the latter could be done through the establishment of a network of southern NGOs. Participants called for improvements to the speed and scale of response to catastrophic shocks, either by building a new global rapid response mechanism or by reinforcing existing ones. With the spirit of reducing overhead costs and ensuring that funds were dispatched as quickly as possible to those who could deliver assistance effectively, participants called for removing "the middle man" or the layers of bureaucracy in between. Discussions also focused on identifying new and predictable funding streams. This included finding ways to secure funding from diaspora and economic migrants as well as from the private sector and general public. Participants lastly argued for the need to reduce the negative impact of counter-terrorism legislation on humanitarian funding and action, as it had direct implications on the ability of diaspora to send remittances to affected communities and for local organizations to receive funding to deliver lifesaving assistance - an issue discussed again in the conflict breakout groups. Some participants argued that thousands of lives were lost during the famine in Somalia as a result of such legislation.

Participants advocated for the development, implementation and ratification of **legal frameworks, guidelines and policies** to improve the effectiveness of humanitarian action. They discussed this issue in the contexts of promoting accountability, government leadership, local ownership of preparedness and response, and clarity of roles and responsibilities in disaster risk management. Where conventions did exist to protect people in conflict and other situations, participants called for the dissemination and implementation of these treaties. Government and civil society were two constituencies identified in particular for playing a potential role in this regard. Participants also identified the need to ensure that the humanitarian principles were widely known, understood and respected.

There was a general call for **tailoring humanitarian action according to needs and contexts**. It was seen as particularly important given the diverse nature of humanitarian situations across Eastern and Southern Africa. Discussions on a variety of topics emphasized the importance of ensuring that all humanitarian action was designed from an understanding of the context and the needs of affected communities. To achieve this goal, participants called for coordination structures to include local actors, such as civil society who were closest to affected communities, financial institutions, local administration and private sector organizations around the region. They also advocated for formalizing the engagement with affected communities through accountability mechanisms. Participants also spoke out against generic approaches, including the application of humanitarian models developed for rural areas in urban areas, and advocated instead for customized ways of supporting preparedness and response. The spirit of needs-based action and respect for human dignity were also at the heart of suggestions. Participants referred, for example, to cash-based systems that were flexible and empowered affected communities to determine the best type of assistance they require. The call for joint context analysis by humanitarian, development and peacebuilding actors and the development of an integrated strategy that took a longer term, yet flexible approach to meeting the needs of people caught in situations of protracted conflict also reiterated the importance of tailoring humanitarian action according to needs and contexts.

REDUCING VULNERABILITY AND MANAGING RISK

Introduction based on stakeholder analysis

UN Photo/Oscar Gutierrez

Mario Samaja from the Food and Agriculture Organization of the United Nations's Management Office for Southern Africa introduced the theme to participants by first pointing to the global challenges related to risk and vulnerability, including climate change, food and energy crises, population growth, urbanization and competition of resources. In Southern Africa, communities faced multiple, frequent and compounding shocks that prevented communities from recovering. Eastern Africa was vulnerable to recurrent crises including droughts, conflict-associated displacement, and disruption of livelihoods and trade. Mr Samaja urged humanitarians to better understand vulnerability and to proactively address future challenges. Mr Samaja reminded participants of the recommendations identified in the stakeholder analysis, discussing first the importance of harnessing knowledge and strengthening capacity at local level. He noted the need to prepare for future risks, such as climate change, and to address urban risk in Africa's rapidly growing cities. Stakeholders had called for faster reaction to early warning signs in both rapid and slow onset disasters. The importance of investing in resilience building had been underscored, including in the context of protracted crises. Stakeholders had called for better addressing the impact of disasters on local businesses. Finally, the stakeholder consultations had resulted in recognition of the importance of grounding disaster risk reduction and preparedness activities in legal frameworks and accountability mechanisms.

Summary of discussions

Six recurring concepts emerged from the breakout discussions on reducing vulnerability and managing risk: future risks; urban vulnerability and risk; resilience in the context of protracted conflicts; predictable and recurrent shocks; management of rapid-onset crises; and links with other global processes related to vulnerability and risk.

Participants discussed the importance of understanding **future risks**. They noted how national preparedness plans should consider all potential risks ranging from climate change and urbanization to terrorism and industrial disasters. To best understand such risks, participants called for collaboration between governments, communities, independent research organizations and risk analysis companies, and for systematic regional information-sharing to complement national strategies. Participants further called for strengthening the evidence base regarding the value of investing in and proactively addressing future risks.

Participants called for a better analysis of the causes of **urban vulnerability and risk**. They noted how sound analysis was needed to inform investment in urban disaster preparedness and to incentivize governments to commit to risk-aware urban planning. They advocated for comparative analysis of risk profiles between different urban settings in order to inform emergency preparedness strategies and finance. Knowledge exchange across Eastern and Southern Africa was encouraged, particularly against the backdrop of rapid urbanization in many countries in the region. Engaging with local communities, authorities and urban planners was seen as an important way of understanding underlying risks and the perceptions thereof. Participants acknowledged the importance of strengthening the leadership capacity of local government and urban communities in emergency response, and recognized that current humanitarian response mechanisms and vulnerability assessments better fitted rural rather than urban environments. The potential role of champions for urban risk management, such as experienced mayors in preparedness and response who could be deployed to support other in the event of crises, was suggested. Making use of and building on existing networks of cities under development and climate change adaptation programmes was also promoted.

The need to build the **resilience of communities in protracted conflicts** was discussed, taking note of a number of such situations in Eastern Africa. Humanitarians were suggested to form genuine partnerships with a wider array of actors, including governments when appropriate and development partners, to align long-term strategies. Joint conflict analysis and knowledge sharing with development and peacebuilding actors was encouraged as a means to better understand and address people's needs and to be a foundation for longer term and more coherent approaches to managing risk in these settings. Participants debated the role of humanitarians in addressing root causes of conflict, continuing the discussion later in the conflict breakout groups. They called for an evaluation of existing coordination mechanisms in protracted situations, noting that existing structures better functioned in short-term emergencies. Participants noted how Tanzania's recent awarding of citizenship to large numbers of Burundian refugees had demonstrated a very positive step to finding durable solutions to long-term displaced people. Finally, it was noted how current humanitarian donor behaviour and legislation did not support risk-tolerant, long-term funding and how this needed to be reviewed to better build resilience.

Regarding **predictable and recurrent shocks,** participants recognized the centrality of governments in humanitarian preparedness and response, in line with the specific context. They advocated for governments to collect and manage data on risks and vulnerabilities – implying a cultural shift towards acknowledging governments as the primary source of reliable information – and for governments to lead contingency planning. Participants also advocated for the development and use of globally recognized triggers for early action. To ensure early warning signs and triggers are reacted to, participants called for innovative risk financing mechanisms and investments in local communities. Participants also argued for investing in resilience building, in particular by including cash-based social protection in national development plans and resilience strategies. They noted how resilience building in many Southern African countries showed great promise.

In order for countries to best manage **rapid-onset crises**, participants advocated for prioritizing and adapting disaster risk management strategies across the region. Related regional mechanisms were seen as crucial, with participants pointing to the central role of the African Union, IGAD, IOC and SADC. Similar to predictable shocks, participants underscored the importance of early warning systems. Participants called for further investments in resilience building to strengthen institutional and community capacity to manage risks independently.

Participants discussed the importance of further strengthening **links with other global processes** related to risk and vulnerability, such as the successor to the Hyogo Framework for Action, the Sustainable Development Goals, Habitat III, the Climate Change Conference and the 32nd Red Cross and Red Crescent Conference. Managing risk was a common thread weaving all these processes together. It was highlighted that each needs to reinforce the need to collaborate on risk assessments, programme design and financing between the humanitarian, development and climate change communities.

TRANSFORMATION THROUGH INNOVATION
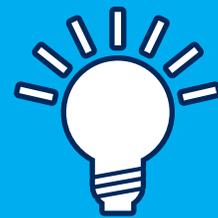
Introduction based on stakeholder analysis

James Kisia from the Kenya Red Cross Society introduced the discussion on transformation through innovation. He argued that innovation was multifaceted and presented differently in different contexts. He reiterated the main recommendations put forth in the preparatory stakeholder analysis by first highlighting the need expressed by stakeholders to find innovative solutions to local needs. He argued that stakeholders believed humanitarian solutions should be locally relevant, informed by contextual analysis and geared towards addressing the real needs of disaster and conflict-affected communities, including individuals in most vulnerable situations. Dr Kisia further pointed to the importance of allowing communities to be central in deciding which innovations should be scaled up, finding better ways to respond to pastoralist communities' needs and innovatively making use of traditional communication platforms. He mentioned how stakeholders believed that it was important to foster a culture of collaboration between various groups and that local innovators should be empowered most notably through finance and intellectual property rights. Dr Kisia lastly emphasized that unintended negative consequences of new technologies should be avoided and that innovative solutions should be found for empowering the Eastern and Southern African diaspora's involvement in humanitarian action in the region.

Summary of discussions

Six concepts stood out from the discussions in Pretoria on transformation through innovation: addressing the needs of nomadic and pastoralist communities; community involvement in identifying innovations; culture of collaboration; creating environments conducive to innovation; financing; and evaluating humanitarian innovations.

UN Photo/Oscar Gutierrez

Nomadic and pastoralist communities' particular needs were discussed against the recognition that current humanitarian approaches and coordination mechanisms better fitted populations that were not constantly on the move. Participants advocated for a better use of pastoralists' knowledge to advance the economic value of pastoralism as well as for a better analysis of land use and climate change adaptation strategies. Participants further promoted the idea of establishing information exchange channels and learning spaces on pastoralist innovations. The discussions also highlighted the importance of strengthening regional bodies' capacity and policies aimed at serving the needs of pastoralists in Eastern Africa. Discussions also revolved around the need to establish partnerships with businesses to support pastoralists, including in communication on weather forecasts, markets and water sources.

Participants discussed the importance of **involving communities** in identifying useful and appropriate innovations and being involved in their design and development. They noted how innovation should be seen as a means to an end, rather than an end in itself, highlighting the need for demand-driven solutions to context-specific needs. The role of youth was discussed in several groups, including the one designed to specifically bring in the view of the representatives of affected communities present at the consultation, who called for innovative ways to encourage young people to be "champions of change" for themselves and their wider communities. They called for building the youth's capacity to pursue positive changes in their communities. Recognizing the necessity to involve communities in all humanitarian action, participants discussed the potential of forging private sector partnerships to amplify people's voices.

A **culture of collaboration** was endorsed by participants as a way of enabling innovations. They particularly called for platforms that supported collaboration between communities, governments, research institutions, relief organizations and the private sector, and for an analysis of each constituency's comparative advantages. Participants suggested to pilot two national innovation hubs and to link with existing platforms for sciences and technology innovations, such as those with regional organizations. Some participants called for legal and ethical frameworks to guide humanitarian collaboration structures.

Participants also discussed the importance of creating an **environment conducive to innovation**. This included developing national and regional policies, undertaking analyses of bottle necks that hindered innovation, and strengthening networks that allowed for innovators, policy makers and humanitarian organizations to come together. Participants further suggested that the humanitarian community should take stock of and utilize existing platforms, including those hosted in the private sector and regional organizations, sharing knowledge and learning instead of necessarily creating new ones.

Funding for innovation was another recurrent theme in the breakout discussions. Participants suggested creating an Africa innovation fund to incentivise and support the search for new solutions to humanitarian situations in the region, and to build the required infrastructure, such as technical hubs. They further suggested developing new funding modalities for local innovations, such as saving schemes and corporate social responsibility-driven funds. Donor engagement was seen as important to enable the scaling up success stories.

Participants discussed the need to **evaluate humanitarian innovations**, noting that the need to experiment and take risks was not always conducive with immediate evaluation, but that it was a necessity to prevent unintended harmful consequences and to ensure that new approaches contributed to improved humanitarian outcomes. In this regard it was suggested to encourage "safe

spaces" in which organizations could take risks and explore new practice. Participants advocated for the establishment of an evidence base of case studies that could be shared with donors but that could also inform the creation of benchmarks against which to measure performance.

Humanitarian innovation contest

A humanitarian innovation contest was held by the World Humanitarian Summit secretariat ahead of the regional consultation. The innovation contest was for humanitarian projects and initiatives, ongoing or under development, in the Eastern and Southern Africa region that used an innovative approach to improve the efficiency of humanitarian response. A project could be considered "innovative" if it used a new product, process or approach to improve the effectiveness of a response or provided a new way of overcoming an existing challenge in humanitarian response. Submissions for projects in humanitarian response, prepared-ness, resilience or disaster risk reduction were considered. The three top winners who were selected by a review panel of humanitarian and innovation experts were: Hugh Greathead for "the Early Warning for Early Action App - Early Warning Buster", Wouter Dijkstra for "An informed response - TRAC FM (Transparency & Accountability Feedback Mechanism)" and Mark McCloy for "A post-harvest food drying and storage system".

Introduction based on stakeholder analysis

Mr Nuur Mohamed Sheekh from the IGAD Secretariat gave an introduction to the discussion of serving the needs of people in conflict. He reminded delegates that there are 12.5 million internally displaced persons in sub-Saharan Africa. He mentioned that conflict creates multiple vulnerabilities including the lack of protection, loss of livelihoods, lack of social services, loss of housing and property, family separation, and problems between internally displaced persons and host communities. He summarized the main findings of the preparatory stakeholder analysis, pointing first to the need to uphold humanitarian principles, including when cooperating with military actors, and to apply a "do no harm" approach to humanitarian action. He noted how stakeholders had highlighted the importance of preventing conflicts or at least being prepared to deal with the humanitarian situations resulting from conflicts, and for exploring the role of humanitarians in conflict mediation. Protection had been widely discussed in the stakeholder consultations, including with reference to the Kampala Convention on internally displaced persons, the protection risks faced by different groups, including women, men, boys and girls, the protection of refugees and migrants, and the security of humanitarian staff. Mr Sheekh also addressed the stakeholder discussions on humanitarian space, noting the need to improve conflict-affected people's access to humanitarian goods and services. Finally, with regard to the negative consequences of counter-terrorism legislations, he reiterated the request for donors to review their policies in favour of best addressing the humanitarian needs of people caught in conflict.

Summary of discussions

Six main concepts reoccurred in participants' discussions on serving the needs of people in conflict: protection; humanitarians' role in peace building; addressing the needs of displaced populations; access and security; the impact of counter-terrorism legislations on humanitarian action; and humanitarian principles.

UN Photo/Oscar Gutierrez

Discussions acknowledged the importance of **protection** in humanitarian action. Participants underscored the duty of governments to protect vulnerable groups and of all parties to a conflict to respect International Humanitarian Law. Participants called for standardized assessment and screening tools to identify protection vulnerabilities so as to allow for a common, informed action. They also called for better use of local knowledge and traditions to ensure appropriate ways of protecting communities, including by facilitating self-protection. They suggested that there was a need for systematically including protection concerns in humanitarian action, and for disaggregated data that would support better addressing protection needs of different affected groups, including women, men, girls and boys, as well as the elderly and less able.

With reference to **peacebuilding**, participants acknowledged the central role of states and regional organizations in addressing root causes of conflicts. In some breakout discussions, participants cautioned humanitarians against trying to solve political problems and instead encouraged them to focus on improving dialogue and coordination between various stakeholders to monitor potential escalation of conflict. They encouraged mediators to interact with humanitarians and shed light on the humanitarian impact of conflicts during peace negotiations. In some groups, however, participants suggested that humanitarians could assume a more prominent role in political engagement to mediate and negotiate conflict. Participants' discussions on risk and vulnerability also suggested that humanitarians could use a "peacebuilding lens" as part of regular practice. Participants emphasized the potential role of women and youth in promoting non-violence and resolving and preventing conflicts.

Participants urged actors in the region to address the needs of **displaced populations** caught in conflict, including refugees, returnees, migrants and internally displaced persons (IDPs). Recognizing the high number of IDPs in the region, the dissemination and implementation of the Kampala Convention was seen as important. Participants called upon states to adhere, domesticate and abide to the convention and to further their accountability as duty bearers. Participants also called for sensitizing communities, humanitarian actors, law enforcement agencies and other stakeholders, including non-state armed actors, on legal instruments related to the rights of displaced people. In this regard they also proposed better monitoring and evaluation of the implementation of such treaties. Regarding the importance of identifying and increasing durable solutions for refugees and internally displaced persons, promoting self-reliance and the option of early integration into host communities were promoted, with a call to strengthen local capacity to enable the latter.

On **access and security**, participants called for improved access by affected populations to critical services in accordance with fundamental human rights. The need for humanitarians to enhance dialogue with state and non-state actors in order to ensure access in conflict zones was seen as important, as was the related necessity of humanitarians to effectively and transparently communicate the motivations for their activities. Participants called all actors, including communities, to protect humanitarian and development workers and their assets, and for close consideration of the security of humanitarian staff in the upcoming UN peacekeeping review. While participants criticized remote management for making effective aid delivery and protection difficult, they agreed that it should still be used to deliver life-saving assistance when there was no other solution. In such cases, strict, robust and innovative accountability mechanisms, including actively seeking feedback from communities, were seen as crucial. Moreover, it was noted that innovations in remote management allowed agencies to better maintain links with affected populations in periods when access was not possible, but that this should not lead agencies to accept remote management as a default option, and that they should instead continue to push for physical access to communities in need.

Participants discussed the impact of **counter-terrorism legislations** on humanitarian action. They called for a wider discussion on the consequences of such funding restrictions on effectively meeting the needs of people in conflict, noting the negative impact witnessed particularly in the Horn of Africa. Participants further suggested that an accreditation system of non-governmental organizations would allow for unhindered flow of humanitarian funding to the global South. This would benefit, for example, faith-based organizations and recipients of diaspora remittances.

Participants underscored the importance of upholding **humanitarian principles** as a means to ensuring that people's needs in conflict were met. They noted how not all stakeholders within the humanitarian system were yet aware of the humanitarian principles and postulated that it likely extended to stakeholders outside of the system. They called for greater dissemination of an education around the principles. The particular necessity to be perceived as neutral was discussed in one group, with greater interaction with local communities to increase the perception of neutrality put forward as a suggestion in another. Some participants observed that UN peacekeeping missions were not perceived to be neutral in the region, and advocated for humanitarians to clearly communicate their mandates to local communities to create a necessary distinction.

REVIEWING THE CROSS-CUTTING ISSUES IDENTIFIED IN THE PREPARATORY STAKEHOLDER ANALYSIS

The thematic breakout discussions in Pretoria were designed, in part, to unpack and evaluate the recommendations that emerged from the preparatory stakeholder consultations conducted in the region prior to the meeting. Salient from the stakeholder analysis were six issues that cut across the four World Humanitarian Summit themes. These six issues were: needs-based and context-specific humanitarian action; strengthening local capacities and structures; bridging the divide between development and humanitarian communities; improving financing; reviewing legal frameworks, policies and guidelines; and lastly involving youth in humanitarian action. Discussions in Pretoria were designed to build on the understanding developed in the preparatory analysis. In discussing the four WHS themes, the cross-cutting issues were further refined and developed. Three new cross-cutting issues could be identified, namely the need to ensure accountability at all levels, to adopt appropriate technologies, and to strengthen partnerships and collaboration. In addition, discussions underscored the role of women in humanitarian action. The following graphic presents the original set of cross-cutting issues and the revised version, incorporating the outcomes from the regional consultation meeting.

Six cross-cutting issues identified in the stakeholder analysis	Cross-cutting issues incorporating outcomes from the meeting in Pretoria
• Needs-based & context –specific humanitarian action	• Needs-based & context-specific humanitarian action
• Strengthening local capacities & structures	• Strengthening local capacities & structures
• Bridging the divide between development & humanitarian communities	• Bridging the divide between development & humanitarian communities
• Improving financing	• Improving financing
• Reviewing legal frameworks, policies and guidelines	• Reviewing legal frameworks, policies and guidelines
• Involving youth	• Involving youth and women
	• Ensuring accountability
	• Adoption of technology
	• Partnerships and collaboration

Needs-based and context-specific humanitarian action: Participants reconfirmed that humanitarian action could only be relevant if it was based on real needs. It was argued that strategies for humanitarian action should reflect the idiosyncratic nature of needs in different humanitarian situations. It should also address challenges unique to each context and make use of localized tangible and intangible assets. This included, for example, ensuring that urban risk was increasingly included in agendas across the humanitarian architecture and ensuring that the needs of pastoralist communities were understood and addressed. The importance of context-specificity was also mentioned regarding the need to conduct joint context analyses by humanitarian, development and peace-building actors in protracted crises.

Strengthening local capacities and structures: The need to strengthen local institutions, capacities and structures was endorsed, partly based on the recognition that the sustainability and feasibility of humanitarians' exit strategies were dependent on the degree to which local institutions could continue to provide and sustain services and affected communities were able to help themselves. In this regard, participants first and foremost advocated for empowering affected communities to withstand shocks, and secondly for local humanitarian and civil society organizations to have the capacity to sustain activities beyond the acute, emergency phases of a crisis. In conflict settings, for instance, this could include strengthening communities' capacity for self-protection or for building local capacity for the integration of displaced populations. In a broader sense it included allocating a percentage of the budget of each humanitarian action to local preparedness. A prominent tangent in discussions was around reinforcing the duty of governments to address humanitarian needs and to protect and be accountable to affected communities. There was recognition by participants of the challenge presented in this context by the willingness and ability – or lack thereof – of governments to fulfil this role.

Bridging the divide between development and humanitarian communities: Participants re-emphasized the need for development and humanitarian actors to work together, for example on joint risk analyses, while also recognizing the importance of each set of actors operating based on their comparative advantages. Participants believed that disaster risk reduction and preparedness should form an integral part of sustainable development and that this would allow actors to draw resources from multiple funding streams. Country and regional level coordination mechanisms could bring development and humanitarian communities together to support integrated strategies. Participants discussed the need for the two communities to engage in joint planning and funding and to move beyond information sharing.

Improving financing: The importance of making finance fit for purpose was re-emphasized. This included ensuring that global rapid response mechanisms were available for catastrophic shocks, finding new ways of involving diaspora and economic migrants, and streamlining the flow of funds to localized first response. Participants also advocated for funding capacity building, preparedness and innovation. They also argued that renewed efforts were necessary to achieve greater multi-year and risk-tolerant investment in protracted crises, and called for removing barriers for the receipt of funds by particularly faith-based organizations.

Reviewing legal frameworks, policies and guidelines: Legal frameworks, policies and guidelines remained a cross-cutting theme with wide relevance. Developing legislation and policies to support volunteer and community networks could further strengthen community-based disaster preparedness, response and resilience. In general, emphasis was placed on utilizing existing frameworks instead of reinventing them. Participants advocated for the ratification and implementation of treaties such as the Kampala Convention that could protect people in conflict and other situations. They also advocated for the respect of International Humanitarian Law by all parties to a conflict to ensure protection of and access to local communities and for the dissemination and popularization of the humanitarian principles.

Involving youth and women: In addition to re-confirming the importance of involving youth in humanitarian action, participants acknowledged the same with regard to women. Both were constituencies that participants recognized as having the potential to play an important role in humanitarian affairs and as being important stakeholders in the pursuit for humanitarian effectiveness. Youth could be particularly strong in terms of advocacy on digital platforms in favour of social and humanitarian issues and values, and regarding community-led humanitarian innovations. Women could be important advocates and mediators for peace. In addition, women had the potential

to be vocal in inclusive community consultations and humanitarian coordination mechanisms as well as to harness local knowledge regarding vulnerabilities. Participants further acknowledged the specific humanitarian challenges faced by youth and women, including in urban areas and in situations of chronic poverty.

Ensuring accountability: Although mentioned to some extent in the preparatory stakeholder analysis, the idea of accountability became in essence a new cross-cutting theme. Humanitarian actors strongly advocated for accountability and the need for transparent and measurable accountability mechanisms in relation to various humanitarian contexts. Particularly, states, regional organizations and other humanitarian actors have to be accountable toward affected communities, specifically in situations of remote management. Remote management should only be used as a last resort and then be subject to strict and robust accountability measures. Participants also advocated for private sector partnerships as a way of amplifying communities' voices and making their feedback heard.

Adoption of new technologies: A new cross-cutting theme that emerged from discussions was the adoption of new technologies to a variety of contexts. Although the adoption of technology was most relevant within the innovation theme, it was also mentioned in each of the other three thematic areas. Participants recognized the potential of technology as a tool to converse with affected communities. They also recognized the possibilities of information and communications technologies in risk analysis and needs assessment, as well as cash transfers, particularly in conflict situations.

Partnerships and collaboration: To improve the efficiency and effectiveness of all humanitarian action, participants advocated for partnerships and collaboration as a cross-cutting value but with specific application in certain contexts. Collaboration with the climate change and development communities was seen as particularly important to risk management. Participants also recognized the important role of regional organizations, governments, conflict mediators and women in addressing the causes of conflicts. In addition, private sector partnerships could be particularly valuable in relation to pastoralist communities, in funding innovation, and in facilitating reciprocal communication with affected communities.

HIGH-LEVEL CLOSING REMARKS

Amir Abdulla, the Deputy Executive Director and COO of the World Food Programme, delivered his closing remarks to the regional consultation, noting how the preparatory consultations, which meaningfully engaged affected communities was an example of the type of bottom up leadership that would continue to positively change the world. He discussed the Nguni word Ubuntu, meaning human kindness, and explained how, together with generosity and community, these were concepts at the heart of real resilience. He pointed to the need to support local communities, including women, and their livelihoods in order to achieve food and nutrition security and to build capacity to manage risks. Mr Abdulla stated that a number of severe crises had pushed the humanitarian system to its limits and how it was crucial, in the words of UN Secretary-General, to "move from fragility to sustainability." He addressed the importance of African countries placing increasing efforts on disaster risk management and humanitarian response, and noted the need for international partners to continue supporting the region in this regard, including with additional funding. It was crucial to address the humanitarian needs of today to enable communities to join the developed world of tomorrow. Mr Abdulla saluted African youth as agents of transformation in the continent and beyond. He called for a humanitarian revolution and encouraged all participants to partake in it. He highlighted the importance of starting improving humanitarian action now and not waiting until the World Humanitarian Summit in 2016.

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Laurent Thomas, the Assistant Director-General for Technical Cooperation of the Food and Agriculture Organization of the United Nations, commented on the vulnerability of Eastern and Southern Africa to crises and natural disasters, and the impact of climate change, particularly in rural areas. He noted that while it was important to devote resources to the most acute crises, solutions needed to be found for the progressive but less dramatic erosion of communities' socio-economic wellbeing. He called for a better support of regional, national and local institutions to address localized humanitarian situations in Middle Income Countries. Mr Thomas identified the priority of increasing the resilience of family farmers to threats and crises. He pointed to the African Union Summit's commitments to reducing vulnerabilities as an important step, and underscored the significant role of African leaders and regional organizations in building resilience. Mr Thomas drew participants' attention to the importance of partnerships in this regard. He also explained the principles underpinning the Rome-based food agencies' vision for resilience. Investments at individual, household, community, institutional and systemic level were all necessary to build resilience, as was premising programmes on credible analysis of insecurity and vulnerability. Mr Thomas called

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for a paradigm shift from reactive to proactive risk management and scaling up those development and humanitarian solutions that had been proved effective. He concluded by saying: "Time is of essence, as the mega disasters of tomorrow are already in the making."

Ambassador N.K.M. Seleka, representing South Africa's Minister of International Relations and Cooperation, Maite Nkoana-Mashabane, noted how the issues discussed during the regional consultation had underscored the imperative need to collectively develop a "business as unusual" approach, which was people-centred and un-fragmented. In this regard, he congratulated the participants for having stayed true to the four World Humanitarian Summit themes as well as the objectives of the regional consultation. Together the participants had produced concrete and durable solutions fit for the future and in sync with the post-2015 Development Agenda to address the humanitarian challenges. Ambassador Seleka urged everyone to implement the solutions immediately at the ground level to save lives, and to report the subsequent success stories at the May 2016 World Humanitarian Summit in Istanbul, Turkey. Finally, Ambassador Seleka declared the regional consultation meeting closed.
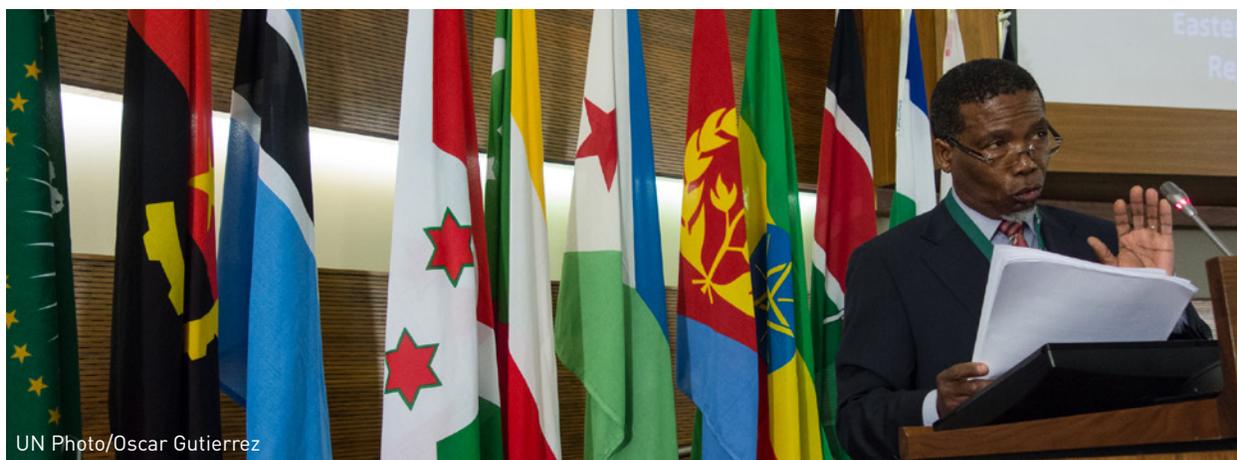
UN Photo/Oscar Gutierrez

Note: The above are summaries of the high-level closing remarks. For a recording of the closing session, including the full closing remarks, please visit www.worldhumanitariansummit.org/whs_ES_africa.

PROPOSED WAY FORWARD

The regional consultation meeting for Eastern and Southern Africa was dynamic and resulted in the substantive outcomes contained in this report. At the conclusion of the consultation meeting, many of the participants expressed the resolve to take ownership of certain recommendations ahead of the World Humanitarian Summit in Istanbul in 2016. To maintain this momentum, the Regional Steering Groups for Eastern Africa and Southern Africa respectively will work on identifying priority areas for action. They will also engage further with regional bodies, namely the African Union, the Intergovernmental Authority on Development, the Indian Ocean Commission and the Southern African Development Community, to discuss the outcomes of the regional consultation and agree on a way forward. Lastly, recognizing the importance of cross-fertilization within the ongoing World Humanitarian Summit consultations, the summit secretariat will ensure that Africa's experiences are shared in other regional consultations.

ANNEX 1

Co-Chairs' Summary

The World Humanitarian Summit regional consultation for Eastern and Southern Africa was held in Pretoria, South Africa, from 27-29 October 2014. It was co-hosted by the Government of South Africa, the Government of Ethiopia and the UN Office for the Coordination of Humanitarian Affairs, and sponsored by the Government of Norway. The consultation was co-chaired by the Intergovernmental Authority on Development, the Southern African Development Community and the UN Office for the Coordination of Humanitarian Affairs. The meeting was preceded by preparatory stakeholder consultations with 3286 individuals representing their wider constituencies. The meeting brought together 200 participants from 23 countries[1] in the two sub-regions representing Member States, local, national and regional civil society organizations, affected communities, United Nations agencies, the private sector and academia. Seven Member States that have or will host other World Humanitarian Summit consultations were present as observers.[2]

Participants voiced their appreciation to the co-chairs and Regional Steering Group members for an inclusive and consultative process consisting of broad stakeholder consultations and the subsequent regional consultation meeting in South Africa. Participants agreed that the meeting in Pretoria constituted not the end of the region's engagement with the World Humanitarian Summit, but the beginning.

The main recommendations articulated by participants at the regional consultation are summarized below. A more detailed report will follow and can be found on www.worldhumanitariansummit.org.

1. **Reinforcing states' duty to address urgent humanitarian needs and to protect, as well as be accountable, to affected communities:**

    - Strengthening government leadership with appropriate legal frameworks that articulate roles and responsibilities, and accountability at the local and national levels;

    - Creating government-led coordination mechanisms with all key humanitarian stakeholders, including international partners, civil society and the private sector, and their alignment around government structures and plans;

    - Reinforcing governments' management and analysis of data on the full range of risks and vulnerability;

    - Increasing the level of government investment in building resilience to disasters, in particular scaling up cash-based social protection and associated contingency finance, and setting a percentage target of GDP for this;

    - Emulating good practices within the region by governments meeting a set of minimum standards for effective preparedness and response;

    - Setting clear triggers for incremental response by the different layers of governments, and the international community, built around strong early warning and early action mechanisms.

2. **Strengthening the role of regional organizations:**

    - Promoting national-level disaster risk management, including through the adoption of accountability frameworks to measure progress in meeting minimum targets.

3. **Empowering affected communities by strengthening their resilience to withstand shocks:**

- Engaging affected communities in the identification of underlying risk and designing programmes to address them;
- Scaling up cash transfers and social protection programmes to give affected communities the choice to determine the best way to meet their urgent humanitarian needs;
- Amplifying and listening to the voice of affected communities by engaging them in each stage of humanitarian preparedness, response, recovery and rehabilitation.

4. **Harnessing the comparative advantage of the private sector for humanitarian innovation:**

- Building partnerships with the private sector, such as engaging telecommunication and other sectors, to enhance peoples' voice regarding their needs and whether they are met;
- Establishing an Africa innovation fund to build the infrastructure, such as technical hubs, to stimulate humanitarian innovation.

5. **Building a coherent approach to risk management, accelerating investment by development and climate change communities, and allowing the international humanitarian community to adopt exit strategies:**

- Promoting joint risk assessment, planning and financing between humanitarian, development and climate change communities, including through linkages with post-2015 development and disaster risk reduction processes, including the Sustainable Development Goals, the Hyogo Framework for Action 2, HABITAT III, and the Climate Change Conference;
- Allocating a percentage of the budget of each international humanitarian response to build local preparedness capacities;
- Building the evidence base of the efficiency and impact of investing in disaster risk management.

6. **Making finance fit for purpose:**

- Improving speed and scale of response to catastrophic shocks by building a new global rapid response mechanism or reinforcing existing ones;
- Harnessing the potential of diaspora and economic migrants in support of humanitarian action, including through financial contributions;
- Removing the middle man and localizing first response by building a regional preparedness and response fund for local organizations and including finance for capacity building.

7. **Pushing urban risk up everyone's agenda:**

- Strengthening analytical capacities to understand better vulnerability in urban settings in order to prioritize investment in preparedness;
- Increasing commitment by national and local governments in integrating risk in urban planning;
- Adapting the humanitarian system and tools to better fit local urban preparedness and response;
- Building on regional and other initiatives to enhance the exchange of knowledge and experiences in urban risk management, including through mayors.

8. **Building the resilience of communities caught in protracted crises:**

- Undertaking joint context analysis by humanitarian, development and peacebuilding actors, which looks at multiple risks and evolving needs faced by affected populations;
- Developing an integrated strategy that takes a longer term yet flexible approach to meeting the needs of affected communities, particularly in situations of protracted conflict;
- Achieving greater multi-year and risk tolerant investment by donors;
- Scaling up durable solutions for internally displaced and refugee populations, including the option of early integration into host communities and building the necessary local capacity to enable this.

9. **Reforming coordination structures, including the cluster system:**

- Adjusting coordination mechanisms in different contexts to better address multifaceted short and longer term needs of affected communities, particularly displaced populations and host communities.

10. **Strengthen the resilience of pastoralists:**

- Establishing partnerships with the private sector to support pastoralists in the whole spectrum of value chain creation, including in communication on weather forecast, markets and water sources;
- Strengthening the role of regional bodies by establishing dedicated capacity and clear policies to ensure that the needs of pastoralists are addressed.

11. **Reducing the negative impact of counter-terrorism legislation on humanitarian action:**

- Convening an international dialogue on this issue to remove barriers for the receipt of funds by particularly faith-based organizations and the transfer of remittances to specific countries;
- Establishing an accreditation system for NGOs at local, national and regional levels, especially from the global South, to allow the flow of funds.

12. **Promoting the role of youth in humanitarian affairs:**

- Supporting youth in educating and sensitizing their peers on the importance of non-violence and respect to women and girls;
- Encouraging youth to advocate for social and humanitarian issues using social media;
- Building linkages between governments, humanitarian agencies and youth networks to explore practical ways that youth can support humanitarian and development agendas.

13. **Ratifying and implementing conventions protecting people in conflict and other situations, notably the Kampala Convention on internally displaced persons:**

- Getting governments to disseminate the provisions of these treaties to their security agencies;
- Getting civil society to do the same for other stakeholders, particularly communities, humanitarian organisations and armed groups.

14. Putting protection at the forefront of humanitarian response in conflicts:

- Respecting International Humanitarian Law by all parties to a conflict to ensure better protection and access to local communities;
- Systematically including protection concerns in all assessments and programming by humanitarian organizations, paying special attention to threats specific to various population groups, including women, men, boys and girls, the elderly and less able, and sharing information on trends to allow common monitoring;
- Strengthening affected peoples' and communities' capacities for self-protection.

15. Putting an end to conflicts:

- Facilitating the speedy resolution of conflict by regional organizations and governments;
- Emphasizing the active role of women in the prevention and resolution of conflict, including mediation;
- Increasing mediators' engagement with humanitarian organizations to include consideration of humanitarian impact of conflict during peace negotiations.

16. Enhancing access of affected people to humanitarian assistance and protection:

- Enhancing dialogue by humanitarian organizations with governments, other parties to conflicts, faith leaders, diaspora and communities to enhance acceptance of humanitarian action;
- Using remote management as a last resort by humanitarian organizations because of inherent risks of aid diversion and the significant difficulty of protection, and when used to deliver life-saving assistance, ensuring that strict and robust accountability mechanisms are in place;
- Keeping the safety and security of humanitarian workers high on the agenda of the United Nations Security Council and the Peace and Security Council of the African Union, as well as addressing the issue at the country level.

17. Ensuring humanitarian principles are respected and understood by everyone:

- Promoting humanitarian principles by a broad set of actors, including civil society;
- Ensuring that decisions are made according to existing needs and without supporting a party to a conflict.

The co-chairs' summary was endorsed by the co-chairs of the Regional Steering Group: the Intergovernmental Authority on Development, the Southern African Development Community and the UN Office for the Coordination of Humanitarian Affairs.

ANNEX 2

Programme of the regional consultation meeting

DAY ONE	MONDAY, 27 October 2014
09:00 - 10:00	Welcome and High-Level Opening Remarks. Master of Ceremonies (MC): Ambassador Seleka: Director of Humanitarian Affairs, Department of International Relations and Cooperation (DIRCO), South Africa. Mr Ban Ki-moon: Secretary-General, United Nations (UN) (Video Message) • Ambassador Ebrahim Saley: Deputy Director General, Branch Africa Bilateral, DIRCO, South Africa. • Ms Valerie Amos: Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, UN. • Mr Ato Tadesse Bekele: Deputy Director, Disaster Risk Management and Food Security Sector (DRMFSS), Ministry of Agriculture, Ethiopia. • Dr. Stergomena Lawrence Tax: Executive Secretary, Southern African Development Community (SADC). • Dr. Olabisi Dare: Head, Humanitarian Affairs, Refugees and Displaced Person Division (HARDP), Political Affairs Department, African Union Commission. • Dr. Artan Gullet: Director, Climate Prediction and Applications Centre (ICPAC), Intergovernmental Authority on Development (IGAD).
10:00 - 10:10	Programme, Administration and Logistics
10:10 - 10:30	Coffee Break
10:30 - 10:45	World Humanitarian Summit: Setting the Stage. Dr. Jemilah Mahmood: Chief, World Humanitarian Summit secretariat
10:45 - 11:45	Overview of the Eastern and Southern Africa Regional Consultation Process. MC: Ms Luluwa Ali: OCHA Regional Office for Eastern Africa. • Video of Southern African Grassroots Consultation Journey (Produced by Islamic Relief South Africa). • Ms Astrida Kapungwe Nsenga: A Refugee from the Democratic Republic of the Congo • Ms Bushra Razack: Islamic Relief South Africa. • Ms Judith Kemunto, Kenya Red Cross Society • Ms Danielle Rahaingonjatovo: Foundation Telma, Madagascar.

11:45 - 12:00	Introduction to the Theme of Humanitarian Effectiveness. Ms Megan Gilgan, Emergency Relief Advisor, UNICEF Eastern and Southern Africa Regional Office.
12:00 - 13:00	Lunch
13:00 - 15:30	Focus Groups: Humanitarian Effectiveness. Facilitators: - Group 1: Michael Murphree - Group 2: Fatma Samoura - Group 3: Megan Gilgan - Group 4: Alexander Matheou - Group 5: Anne Mitaru - Group 6: James Kisia
15:30 - 16:00	Coffee Break
16:00 - 16:30	Group Work Presentations
16:30 -17:00	Plenary Discussions
18:00	Cocktail Reception

DAY TWO	TUESDAY, 28 October 2014
08:00 – 08:15	Introduction to the Theme of Reducing Vulnerability and Managing Risk. Mr Mario Samaja, Regional Coordinator, FAO Regional Office for Southern Africa
08:15 – 10:30	Focus Groups: Reducing Vulnerability and Managing Risk. Facilitators: - Group 1: Jennifer Topping - Group 2: Mario Samaja - Group 3: Ahunna Eziakonwa-Onochie - Group 4: Alexander Matheou - Group 5: Maina King'ori - Group 6: Chris Nikoi
10:30 - 11:00	Group Work Presentations
11:00 - 11:15	Plenary Discussions

11:15 - 11:30	Introduction to the Theme of Serving the Needs of People in Conflict. Mr Nuur Mohamed Sheekh, Senior Political Officer, IGAD.
11:30 – 13:30	Focus Groups: Serving the Needs of People in Conflict. Facilitators: • Group 1: Olabisi Dare • Group 2: Cementine Awu Nkweta-Salami • Group 3: Anne Reitsema • Group 4: Bernardo Mariano • Group 5: Yusuf Patel • Group 6: Nuur Mohamud Sheekh
13:30 – 14:30	Lunch
14:30 – 15:00	Group Work Presentations
15:00 – 15:15	Plenary Discussions
15:15 – 15:30	Introduction to the Theme of Transformation through Innovation. Dr. James Kisia: Deputy Secretary General, Kenya Red Cross Society
15:30 – 17:30	Focus Groups: Transformation through Innovation. Facilitators: • Group 1: Michael Murphree • Group 2: Assumany Jacqueline • Group 3: Gregory Omondi • Group 4: Isabelle Salabert and Danielle Rahaingonjatovo • Group 5: Sharad Sapra • Group 6: Kim Scriven • Group 7: Alexander Matheou
17:30 – 18:00	Group Work Presentations
18:00 - 18:15	Plenary Discussions

DAY THREE	WEDNESDAY 29 October 2014
09:00-09:15	Short Film on Voices from the Regional Consultation
09:15-09:30	WHS: The Way Forward. Dr. Jemilah Mahmood: Chief, World Humanitarian Summit Secretariat.
09:30-0945	The WHS Eastern and Southern Africa Regional Consultation. Mr Ignacio Leon-Garcia: Head of the Southern Africa Regional Office, OCHA.
09:45-10:00	Reading of Co-Chairs' Summary by: • Mr Kennedy Masamvu: Director of DRR Unit, SADC. • Prof. Laban Ogallo: Advisor to Director of ICPAC, IGAD.
10:00-11:00	Plenary Discussions
11:00 - 11:30	Coffee Break
11:30-11:45	Announcement of Winner of Innovation Contest
11:45 – 12:30	Closing Statements by: • Mr Amir Abdulla: Deputy Executive Director, WFP. • Mr Laurent Thomas: Assistant Director General, FAO. • Ambassador Seleka: Director of Humanitarian Affairs, DIRCO, South Africa.

ANNEX 3

Membership of the Regional Steering Group

ORGANIZATION	NAME	TITLE	CONSTITUENCY
SOUTHERN AFRICA			
African Centre for Disaster Studies (ACDS), North-West University, South Africa	Mr Michael Murphree	Chair	Academia
Humanitarian Affairs Directorate, Department of International Relations and Cooperation (DIRCO), South Africa	Amb. NKM Seleka	Director	Member State
Telma Foundation	Ms Isabelle Salabert	Executive Director	Private Sector
Baphalali Swaziland Red Cross Society (BSRCS)	Mr Danger Nhlabatsi	Secretary General	RCRCM
International Federation of Red Cross and Red Crescent Societies (IFRC)	Mr Alexander Matheou	Regional Representative for Southern Africa	RCRCM
Disaster Risk Reduction (DRR) Unit, Southern African Development Community (SADC)	Mr Kennedy Masamvu	Director of DRR Unit	Regional Organization
Regional Office for Southern Africa, Food and Agriculture Organization (FAO)	Mr Mario Samaja	Regional Coordinator	UN Agency
Regional Office for Southern Africa, International Organization for Migration (IOM)	Mr Bernardo Mariano	Regional Director for Southern Africa	Intergovernmental Organization
Regional Office for Southern Africa, UN Office for the Coordination of Humanitarian Affairs (OCHA)	Mr Ignacio Leon	Head of Office	UN Agency

Regional Office for Southern Africa, UN High Commissioner for Refugees (UN-HCR)	Ms Clementine Awu Nkweta-Salami	Regional Representative for Southern Africa	UN Agency
World Food Programme (WFP)	Mr Chris Nikoi	Regional Director: Bureau for Southern Africa	UN Agency
EASTERN AFRICA			
Disaster Risk Management and Food Security Sector (DRMFSS), Ministry of Agriculture, Ethiopia	Mr Ato Tadesse Bekele	Deputy Director	Member State
Response and Recovery Unit, Ministry of Disaster Management and Refugee Affairs (MIDIMAR), Rwanda	Mr Philippe Habinshuti	Director	Member State
The Senate, Parliament, Kenya	Ms Naisula Lesuuda	Senator	Member State
Kenya Red Cross Society (KRCS)	Dr. James Kisia	Deputy Secretary General	RCRCM
Inter-Agency Working Group (IAWG) on Disaster Preparedness for East and Central Africa	Mr Gerry McCarthy	Member	Regional Organization
Intergovernmental Authority on Development (IGAD)	Prof. Laban Ogallo	Advisor to Director of IGAD Climate Prediction and Applications Centre (ICPAC)	Regional Organization
International Conference on the Great Lakes Region (ICGLR)	Amb. Ambeyi Ligabo	Deputy Executive Secretary and Senior Programme Officer	Regional Organization
Regional Office for Eastern Africa, UN Office for the Coordination of Humanitarian Affairs (OCHA)	Mr Pete Manfield	Head of Office	UN Agency

ANNEXES 4

List of participants

Organization Type	Organization	Name	Country	Function
Academia	Development Initiatives	Mariam Ibrahim	Kenya	Office Manager
Academia	Disaster Management Training Centre, Mulungushi University, Kabwe	Mitulo Silengo	Zambia	
Academia	Enhancing Learning and Research for Humanitarian Assistance (ELRHA)	Kim Scriven	UK	Manager, Humanitarian Innovation Fund
Academia	Greenside High School (South African Institute of International Affairs (SAIIA))	Nafeesa Noor Mahomed	South Africa	Learner Participant
Academia	Heritage Institute for Policy Studies (HIPS)	Abdirahman Yusuf Ali (Abdi Aynte)	Somalia	Executive Director
Academia	International Peace Support Training Centre (IPSTC), Peace and Security Research Department	Timothy Gatara	Kenya	Senior Researcher
Academia	Northwest University / GNDR	Michael Murphree	South Africa	Focal Area - Social Transformation
Academia	Pretoria High School for Girls (South African Institute of International Affairs (SAIIA))	Joyce Bongongo	South Africa	Learner Participant
Academia	Research Alliance for Disaster and Risk Reduction (RADAR) - Stellenbosch University	Vimbai Chasi	South Africa	Disaster Risk Researcher
Academia	South African Institute of International Affairs (SAIIA)	Desirée Kosciulek	South Africa	Youth Development Officer

Academia	Universidade Técnica de Moçambique (UDM)	Benedita Nhambiu	Ambeyi	
Academia	Universidade Técnica de Moçambique (UDM)	Rui da Maia	Mozambique	
Academia	University of Johannesburg	Thobekile Luanda Mpungose	South Africa	Student
Academia	University of Pretoria	Kenneth Diole Ontiretse	South Africa	Student
Academia	University of Pretoria (South African Institute of International Affairs)	Janet Kachinga		Student
Academia	University of the Witwatersrand (South African Institute of International Affairs (SAIIA))	Maryam Elgoni	South Africa	Student
Academia	WITS	Robert Freeman	South Africa	
Affected Community	Kenya Red Cross Society / ESA Youth Representative (Sponsored)	Judith Kemunto	Kenya	Vice Chair for Youth, Nairobi Branch
Affected community	Associação Pedalar	Carla Chongo	Mozambique	Leader Activist of Associaçao Pedalar in Gaza, Mozambique
Affected community	Beneficiary of CADECOM	Rabson Mtungama	Malawi	Farmer
Affected community	Botswana Family Welfare Association	Kagoyarona Kakanyo	Botswana	Youth/ Gender Activist (GBV0 HIV/ AIDS working as intern with UNESCO - vocal and attend Grassroots meeting
Affected community	DRC disabled male refugee	Godel Sefu	South Africa	Representing UNHCR people of concern

Affected community	Mabwepande Resettlement area	Leo Jeremiah Kobelo	Tanzania	Secretary
Affected community	Maison Shalom	Richard Nijimbere	Burundi	Executive Director
Affected community	Ministry of Social Affairs, Community Development & Sports	Linda Philoé-Bristol	Seychelles	
Affected community	Ministry of Social Affairs, Community Development & Sports	Philomene Pharisianne Lucas	Seychelles	
Affected community	Ministry of Social Affairs, Community Development & Sports	Wilbert Francis Omath	Seychelles	
Affected community	Miss Koch, Korogocho Slum	Emmie Irako Erondanga	Kenya	Executive Director
Affected community	National Disaster Management Agency (NDMA) - Community member	Thabile Victoria Simelane	Swaziland	Grassroots level participant
Affected community	Quthing Wildlife Development Trust, (Chieftaincy liaison representative)	Morena Mpiti T.V. Letsie	Lesotho	
Affected community	Réseau Femme et Développement (RFD)	Jacqueline Assoumany	Comoros	President
Affected community	Somali Refugee Forum SA	Mahamed Abdulah	Somalia	
Affected community	SOS-Children's Village	David Shikalepo Kambonde	Namibia	Family Strengthening Programme Assistant Coordinator
Affected community	UNHCR (DRC female refugee)	Astrida Kapungwe Nsenga	DRC	
Affected community		Stella Matikizha	Zimbabwe	

Cross-fertilization	Embassy of Hungary (Pretoria)	Bela Laszlo	South Africa	Ambassador of Hungary
Cross-fertilization	Embassy of Hungary (Pretoria)	Imola Sza-bo-Takacs	South Africa	Deputy Head of Mission and Consul
Cross-fertilization	Embassy of Japan	Akihiko Furuya	Japan	Ambassador of Japan
Cross-fertilization	Embassy of Japan	Kaoru Yoko-tani		Ambassador of Japan
Cross-fertilization	Embassy of Japan	Yutaka Yoshizawa	South Africa	Ambassador of Japan
Cross-fertilization	Embassy of Jordan	Bashar Alqudah		
Cross-fertilization	Embassy of the Hashemite Kingdom of Jordan	Amb. Omar Jamil Nadif Alturk	South Africa	His Excellency
Cross-fertilization	German Federal Foreign Office, Division for Humanitarian Assistance and Humanitarian Demining	Andreas Schütz	Germany	Head Europe & Asia Unit
Cross-fertilization	Nansen Initiative Secretariat	Atle Solberg	Switzerland	Head of the Nansen Initiative Secretariat
Cross-fertilization	New Zealand High Commission in Pretoria	Nokubulela Lindani		Policy Advisor
Cross-fertilization	Swiss Agency for Development and Cooperation (SDC)	Bulisani Ncube	South Africa	
Cross-fertilization	Swiss Agency for Development and Cooperation (SDC)	Reynald Veillard	Switzerland	Programme Officer
Donor	Norwegian Ministry of Foreign Affairs	Øystein Lyngroth	Norway	Senior advisor Section for Humanitarian Affairs
Donor	OFADEC	Mamadou Ndiaye	Senegal	Executive Director

Government	Department of Disaster Management Affairs (DoDMA)	Paul Chiunguzeni	Malawi	Secretary and Commissioner
Government	Dept. Health	Moeketsi Mudiseniyane	South Africa	
Government	Deputy Prime Minister's Office - National Disaster Management Agency (NDMA)	Clement Mabuza	Swaziland	Under Secretary
Government	DIRCO	Hosea Modiba	South Africa	
Government	DIRCO	Joe Molifi	South Africa	
Government	DIRCO, Chief Directorate	Amanda Sigaqa	South Africa	
Government	DIRCO, Chief Directorate	Boitshoko Kgarane	South Africa	
Government	DIRCO, Chief Directorate	Hugo Lambrecths	South Africa	
Government	DIRCO, Chief Directorate	Jerry Murongwana	South Africa	
Government	DIRCO, Chief Directorate	Kgomotso Rahlaga	South Africa	
Government	DIRCO, Chief Directorate	Meryl Diedricks	South Africa	
Government	DIRCO, Chief Directorate	Nomalizo Solwandle	South Africa	
Government	DIRCO, Chief Directorate	P Montwedi	South Africa	
Government	DIRCO, Chief Directorate	Peter Makwarela	South Africa	Deputy Director
Government	DIRCO, Chief Directorate	Sybil Matlhako	South Africa	

Government	DIRCO, Chief Directorate	Tebogo Bosoga	South Africa	
Government	DIRCO, Chief Directorate	Tina Jana -Molefe	South Africa	
Government	DIRCO, Chief Directorate	Verna Sling-ers-Cupido	South Africa	
Government	DIRCO, Chief Directorate	Zama Mos-hani	South Africa	
Government	Director General – Department of Social Welfare, Ministry of Labour and Human Welfare	Mehreteab Fessehaye	Eritrea	Director General
Government	Director in the Minister's Office, Ministry of National Development	Afewerki Tesfai	Eritrea	
Government	Directorate of Civil Defense	Mohamed Omar Ben Cheikh	Comoros	Directeur Général Adjoint
Government	Directorate of Disaster Risk Management	Fariedah Shikongo	Namibia	
Government	Disaster Management and Mitigation	Evans M. Kapekele	Zambia	Disaster Management and Mitigation Unit
Government	Disaster Management Authority	Matŝeliso Mojaki	Lesotho	Acting Chief Exec-utive
Government	Disaster Management Department (Prime Minister's Office)	Harrison C. Chinyuka	Tanzania	Ag. Director
Government	Disaster Management Institute (INGC)	Ana Cristina Manuel	Mozambique	
Government	Disaster Risk Management and Food Security Sector (DRMFSS), Ministry of Agriculture	Taddesse Bekele Fanta	Ethiopia	Advisor to DRMFSS
Government	Division of Risk and Disaster Management	Veronique Baker	Seychelles	Senior Coordinator

Government	Humanitarian Affairs Directorate, Department of International Relations and Cooperation (DIRCO), South Africa	Amb. NKM Seleka	South Africa	Director
Government	Humanitarian Aid Commission (HAC)	Mohamed Fadlalla	Sudan	
Government	Ministry of External Relations	Imam Abdillah	Comoros	Indian Ocean Focal Point
Government	Ministry of Foreign Affairs (MFA)	Cem Utkan	Turkey	Head of Humanitarian Affairs
Government	Ministry of Foreign Affairs and Co-operation	Milagre Macaringue	Mozambique	
Government	Ministry of Foreign Affairs and Int. Cooperation	Amb. Akech Chol Ahou Ayok	South Sudan	Ambassador
Government	Ministry of Interior and Federalism	Ismahan Adawe	Somalia	Humanitarian Advisor to the Ministry of Interior and Federalism,
Government	Ministry of National Solidarity, Human Rights and Gender	Nininahazwe Godelieve	Burundi	Permanent Secratery
Government	National Disaster Management Center (NDMC)	Ané Bruwer	South Africa	Executive Manager
Government	Office of the Prime Minister	Maseqobela Bernadette Williams	Lesotho	Deputy Principal Secretary, Cabinet (Administration)
Government	Office of the Prime Minister	Mataeli Makhele-Sekhantso	Lesotho	Principal Secretary
Government	PM's Disaster and Emerg. Management (AFAD)	Gökhan Özkan	Turkey	Assistant Expert
Government	PM's Disaster and Emerg. Management (AFAD)	Hamza Özkılıç	Turkey	Head of International Aids Working Group

Government	SA Local Government Association (SALGA)	Mvuyisi April		
Government	South African Police Service (SAPS)	Khadijah Khoza	South Africa	
Government	South African Police Service (SAPS)	Lt Col JL Moloi	South Africa	Disaster Management
Government		Amb. E.D. Sale		
Government		Mohanuoa Mabidilala		Executive Manager
Innovator	CSIR	Ndumiso Booi	South Africa	
Innovator	CSIR	Venantio Mzenda	South Africa	
Innovator	CSIR	Werner Raath	South Africa	
Innovator	Ecovest	Christiaan Taljaard	South Africa	
Innovator	Ecovest	Roland Meintjes	South Africa	
Innovator	e-Mbizo Solutions Developers	Thabo Male-badi	South Africa	Group CEO
Innovator	ihub - Nairobi	Gregory Omondi	Kenya	Grants Administrator
Innovator	Imtech Marine South Africa (Pty) Ltd. - South Africa	Laurence Hawkins	South Africa	
Innovator	Joburg Centre for Software Engineering (WITS)	Barry Myburgh	South Africa	
Innovator	Joe Slovo Foundation	Adam Simcock	South Africa	
Innovator	Joe Slovo Foundation	Martin Dolny	South Africa	

Innovator	Repurpose Schoolbags	Thato Kgatl-hanye	South Africa	
Innovator	Terracam	Hermansu Keeka	South Africa	
Innovator	Terracam	Ivana Frevdenfel-dova	South Africa	
Innovator	Terracam	Rolf Schlub	South Africa	Founder
Innovator	UNICEF Innovation	Kyle Spencer	Uganda	Technology for Development Specialist
Inter-governmental organization	African Union	Olabisi Dare	Ethiopia	
Inter-governmental organization	Inter-Governmental Authority on Development (IGAD)	Nuur Moha-mud Sheekh	Djibouti	Senior Political Officer
Inter-governmental organization	International Conference on the Great Lakes Region (ICGLR)	Amb. Am-beyi Ligabo	Burundi	Director, Democracy and Good Governance
Inter-governmental organization	SADC	Charles Mubita	Botswana	
Inter-governmental organization	SADC	ES Dr. Stergomena Lawrence Tax	Botswana	
Inter-governmental organization	SADC RVAA Programme	Duncan Samikwa	Botswana	Project Coordinator
Inter-governmental organization	SADC Secretariat	Vitalis Chipfakacha	Botswana	Technical Advisor, Capacity Building and Mainstreaming HIV and AIDS

Inter-governmental organization	SADC Secretariat - DRR Unit	Kennedy Masamvu	Botswana	Director of DRR Unit
International NGO	ADESO	Degan Ali	Kenya	Executive Director
International NGO	European Commission (ECHO)	Fausto Prieto Perez	Spain	
International NGO	Help Int.	Nicodimus Chipfupa		
International NGO	ICRC	Thierry Meyrat	Kenya	Head of Nairobi Regional Delegation
International NGO	IFRC	Jill Clements	Ethiopia	Country Representative - Ethiopia
International NGO	International Council of Voluntary Agencies (ICVA)	Liliane Bitong Ambassa	Senegal	Regional Representative for West and Central Africa
International NGO	International Rescue Committee	David Murphy	Ethiopia	Country Director
International NGO	INTERNEWS	Ian Noble	Kenya	Regional Director, Sub-Saharan Africa
International NGO	Kenya Red Cross Society (KRCS) - IFRC	James Kisia	Kenya	Deputy Secretary General
International NGO	Medair, Horn of Africa	Anne Reitsema	South Sudan	Head of Country Programmes
International NGO	Medecins Sans Frontieres (MSF)	Jens W Pedersen	South Africa	Humanitarian Policy Adviser
International NGO	OXFAM	Daniel Sinnathamby	South Africa	Regional Humanitarian Coordinator
International NGO	OXFAM	Nigel Tricks	Kenya	Regional Director
International NGO	Save the Children	Anne Mitaru	Kenya	Regional Humanitarian Advocacy Adviser, East and Horn of Africa

International NGO	Save the Children	Natacha Vorholter	Kenya	Deputy Regional Director, EA
International NGO	Sesame Workshop	Margaret Irvine	South Africa	
International NGO	World Vision	Hugh Greathead	South Africa	Regional Humanitarian Emergency Affairs Director
International NGO	World Vision, East Africa Region	Maina King'ori	Kenya	Humanitarian and Emergency Affairs Team
International Organization	ICRC	Jürg Eglin	South Africa	Head of Regional Delegation
International Organization	IFRC	Alexander Matheou	Botswana	Regional Rep. for Southern Africa
International Organization	IOM	Bernardo Mariano	South Africa	Regional Director for Southern Africa
International Organization	IOM	Bogdan Danila	Kenya	Senior Emergency and Post-Crisis Specialist
International Organization	IOM	Yitna Getachew	South Africa	
National NGO	Action 24	Archieford Chemhere	Zimbabwe	Programmes Coordinator
National NGO	Action 24	Lewis Makurumure	Zimbabwe	National Coordinator
National NGO	ASODER-ONG-Angola	Maurício Nelson Cambumbo	Angola	Director Executivo
National NGO	CARITAS	Edmund Iyambo	Namibia	
National NGO	Caritas de Angola	André Domingos Neto	Angola	Assistente de Programa de Agricultura Sustentavel

National NGO	Catholic Development Commission in Malawi (CADECOM) Chikwawa Diocese	George Chasakala	Malawi	
National NGO	Catholic Relief Services	Cynthia Shirley Nwadike	Botswana	(Roman Catholic Nun) - vocal and attend GC Meeting
National NGO	Elim Hlanganani Society for the Care of the Aged	Molly Languta Baloyi	South Africa	Elim Hlanganani Society For The Care Of The Aged based in Elim Limpopo
National NGO	Grandmothers Against Poverty & AIDS (GAPA) - based in Khayelitsha Cape Town	Yolisa Vivienne Budaza	South Africa	Executive Director
National NGO	Interaid Uganda	Lyaka Scholastica Nasinyama	Uganda	Executive Director
National NGO	Islamic Relief Agency (ISRA)	Mohamed Issak Adan	Kenya	Community liaison Officer
National NGO	Islamic Relief Agency (ISRA)	Omer Osman Mahmoud Koa	Sudan	Secretary General
National NGO	Islamic Relief South Africa (IRSA)	Bushra Razack	South Africa	
National NGO	Islamic Relief South Africa (IRSA)	Yusuf Patel	South Africa	Country Director
National NGO	Lesotho Council of NGO's (LCN)	Thato Konstabole	Lesotho	Agriculture, Environment and Natural Resources Commission Coordinator
National NGO	Ministry of Humanitarian Affairs	Clement Taban Modi	South Sudan	Under Secretary
National NGO	Ministry of Social Affairs, Community Development & Sports	Marie Celine Vidot	Seychelles	Director General Community Management Division

National NGO	National Union of Eritrean Women	Dehab Suleiman	Eritrea	Department Head
National NGO	Reseau Nationale des Avocats du Genre	Échati Chadhouli	Comoros	Delegate of RENAG
National NGO	SAF/FJKM	Solomam-piandra Ralisaona	Madagascar	Project manager – Disaster and Risk Management
National NGO	SAMA & AMIMO Associação de Mineiros Moçambicanos	Rogério Cumbane	Mozambique	SAMA Board member & AMIMO vice-president
National NGO	The Zamzam Foundation	Ibrahim Mohamed	Somalia	Project Manager
National NGO	Women's Promotion Centre (WPC)	Julieth Shifoya Mushi	Tanzania	Community Mobilization Officer
Others	Action Contre la Faim (ACF)	Karl Riber	Zimbabwe	Country Director
Others	African Union	David Ifeanyi-Nwanze	Ethiopia	
Others	Burundi Red Cross Society	Cécile Ndabirinde	Burundi	Director of Institutional and Organisational Development
Others	Gauteng Youth Parliament	Boikayo Sydney Makgai	South Africa	Speaker
Others	IAWG / People First Impact Method (P-FIM)	Gerard Carthy (Gerry McCarthy)	Kenya	
Others	Red Cross Society	John Lobor	South Sudan	Deputy Secretary General
Others	The Humanitarian Forum	Hany El-Banna	UK	
Others		Birhan Tadesse	Ethiopia	

Private sector	Fondation TELMA	Danielle Rahaingon-jatovo	Madagascar	Consultant Expert Project Manager
Private sector	Fondation TELMA	Isabelle Salabert	Madagascar	Executive Director
RCO	RCO / UNDP	Fatma Samoura	Madagascar	RC Madagascar
Red Cross Movement	Baphalali Swaziland Red Cross Society (BSRCS)	Danger Nhlabatsi	Swaziland	Secretary General
Red Cross Movement	Botswana Red Cross	Mabel Rammekwa	Botswana	Chief Executive Officer
RSG ESA	IGAD Climate Prediction and Applications Centre (ICPAC)	Guleid Artan	Kenya	Director
RSG ESA	Intergovernmental Authority on Development (IGAD)	Laban Ogal-lo	Kenya	Advisor to Director of IGAD Climate Prediction and Applications Centre (ICPAC)
United Nations	Africa Risk Capacity (ARC)	Fatima Kassam	South Africa	Chief of Staff
United Nations	FAO	Laurent Thomas	Italy	Assistant Director-General Technical Cooperation
United Nations	FAO	Luca Alinovi	Kenya	FAO Representative in Kenya / OiC Sub-regional Emergency Office for Eastern and Central Africa (REOA)
United Nations	FAO Regional DRR/M Office for Southern Africa (SFS-REOSA)	Mario Samaja	South Africa	Senior Coordinator
United Nations	OCHA	Rachel Ncube	Zimbabwe	

United Nations	OCHA	Yasir Omer Taha	Sudan	National Coordinator
United Nations	OCHA AU Liaison Office	Bisanukuli Huliro Alexis	Ethiopia	Deputy Head of Office (DHoO)
United Nations	OCHA PRMB	Marcy Vigoda	Switzerland	
United Nations	OCHA PSS	Mamissa Mboob	Switzerland	Business Partnership Adviser
United Nations	OCHA RO-LAC	Walter Wintzer	Panama	Manager, WHS project for the RO
United Nations	OCHA ROWCA	Mercy Manyala	Senegal	Humanitarian Affairs Officer
United Nations	ONE UN	Lamin Manneh	Rwanda	RC UNDP RR
United Nations	RCO / UNDP	Jennifer Topping	Mozambique	RC
United Nations	ROMENA	Samir Elhawary	Egypt	Head, Partnerships, Policy and Analysis Unit
United Nations	UN Mission in South Sudan	Toby Lanzer	South Sudan	Deputy SRSG/RC/HC - South Sudan
United Nations	UNAIDS	Gary Jones		
United Nations	UNDP	Agostinho Zacarias	Burundi	UN Resident Coordinator
United Nations	UNDP	Ahunna Eziakonwa	Uganda	UN Resident Coordinator & UNDP Resident Representative
United Nations	UNFPA	Julitta Onabanjo	South Africa	East and Southern Africa Regional Director

United Nations	UNHCR	Clementine Awu Nkweta-Salami	South Africa	Regional Representative for Southern Africa
United Nations	UNHCR	Johan Cels	Belgium	Head, Governance & Partnership Service
United Nations	UNICEF	Aaron John Ngonyama	South Africa	
United Nations	UNICEF	Ben Albert Smith		
United Nations	UNICEF	Walter Makakasg	South Africa	
United Nations	UNICEF - Eastern and Southern Africa Regional Office (ESARO)	Megan Gilgan	Kenya	Regional Emergency Advisor
United Nations	UNICEF Innovation Center in Nairobi	Sharad Sapra	Kenya	Principal Advisor and Director of innovation
United Nations	UNISDR-ROAF	Sharon Anne Rusu	Kenya	Head of Office
United Nations	UNOCHA	Sophie Nuon		Humanitarian Affairs Officer
United Nations	UNOCHA	USG Valerie Amos		
United Nations	WFP	Amir Abdulla	Italy	Deputy Executive Director & COO
United Nations	WFP	Chris Nikoi	South Africa	Regional Director: Bureau for Southern Africa
United Nations	WHO	Tarande Constant Manzila	Rep. of Congo	Regional Adviser Emergency risks and Crisis Management (ECM)
United Nations	World Food Programme - East & Central Africa	Valerie Guarnieri	Kenya	Regional Director

OCHA	OCHA ROEA	Luluwa Ali		Humanitarian Affairs Analyst - Partnerships Coordination
OCHA	OCHA ROEA	Pete Manfield		Head of Office
OCHA	OCHA ROEA	Warigia Razia		Consultant
OCHA	OCHA ROSA	Ignacio Leon		Head of Office
OCHA	OCHA ROSA	Michelle Thulkanam		WHS Secretariat and Media Consultant
OCHA	OCHA ROSA	Noroarisoa Rakotomalala -Rakoton-drandria		Chief, Emergency Preparedness and Response Unit
OCHA	OCHA CRD	Alfred Nabeta		Africa I Section - Coordination & Response Division
OCHA	WHS secretariat	Emmi Antinoja		Associate Humanitarian Affairs Officer
OCHA	WHS secretariat	Jemilah Mahmood		Chief
OCHA	WHS secretariat	Mervat Shelbaya		Deputy Chief
OCHA	WHS secretariat	Nicholas Harvey		Thematic Team Leader
OCHA	WHS secretariat	Olivier Bangerter		Thematic Team Coordinator

ANNEX 5

Preparatory Stakeholder Consultation Report

WORLD HUMANITARIAN SUMMIT

PREPARATORY STAKEHOLDER ANALYSIS
World Humanitarian Summit Regional Consultation for Eastern and Southern Africa

Photo: FAO

18 Constituencies

25 Countries

3,286 Respondents
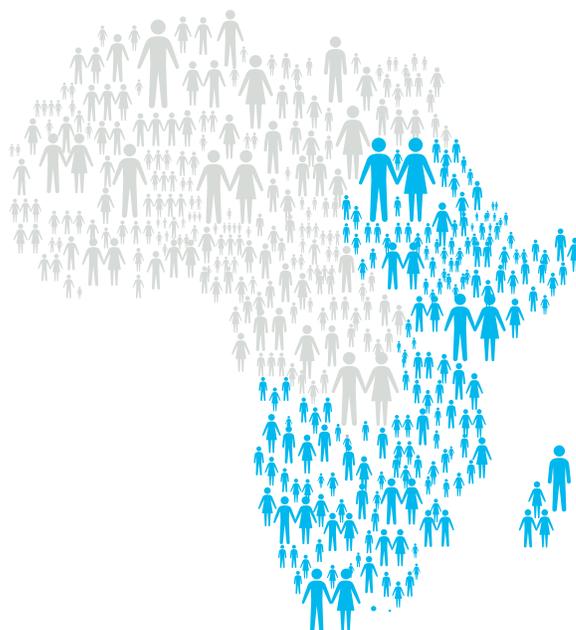
INTRODUCTION

As part of the World Humanitarian Summit's regional consultation for Eastern and Southern Africa, consultations with more than 3286[1] people from 25 countries were conducted in the months leading up to October 2014. The purpose was to identify different constituencies' perspectives and priorities in the sphere of humanitarian action, and to prepare discussion topics for the summit's regional consultation meeting taking place in South Africa on 27-29 October 2014. In addition to broad findings that address humanitarian preparedness and response in general, the analysis attempts to contextualize issues that are specific to the acute and chronic humanitarian crises in Eastern and Southern Africa.

The report has been structured according to the four World Humanitarian Summit themes: humanitarian effectiveness, reducing vulnerability and managing risk, transformation through innovation, and serving the needs of people in conflict. Each thematic chapter begins by presenting the key outcomes of the stakeholder consultations, followed by a summary of the areas in which participants to the meeting in Pretoria are encouraged to consider developing recommendations and concrete actions as appropriate. Despite having structured the report according to these themes, it is recognized that the issues discussed in the stakeholder consultations across the region were complex and interlinked.

Following the four thematic chapters, the report therefore presents the six most pressing issues that cut across multiple themes: needs-based and context-specific humanitarian action; strengthening local capacities and structures; bridging the divide between development and humanitarian communities; improving financing; reviewing legal frameworks, policies and guidelines; and involving youth in humanitarian action and response. Finally, a number of conclusions are offered.

METHODOLOGY

Eastern and Southern African stakeholder consultations were conducted by means of a triangulation of various research approaches. Data was collected through group discussions, individual interviews, structured and open-ended questionnaires, and online forums. The benefit of this approach was that consultations could be customized to the individual contexts of highly diverse stakeholder groups and types of humanitarian situations in Eastern and Southern Africa. In each instance the data collection tool was adapted to accommodate various factors that would impact research design. Firstly, the wide geographic spread of stakeholders placed logistical limitations on the data collection methods that were feasible to use. Secondly, different adaptations of questionnaires

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[1] The total number of voices represented is difficult to estimate as consultations at community level included some community leaders who represented the interests of broader groups of people.

were used to match the language, culture and level of education of each stakeholder group. Lastly, the unique knowledge base of different groups required customized sets of questions to take advantage of each stakeholder's unique perspective and area of expertise. The culmination of these factors made a universal methodology and data collection tool impossible.

Despite all attempts at retaining the integrity of the data, the methodology used for the analysis creates a number of challenges. Firstly, information collected through these different approaches[2] was not easily collapsed into one dataset. Consultations produced both qualitative and quantitative data which, although addressing the four thematic areas, were customized based on the factors mentioned above. Data analysis was therefore designed as a multi-layer process in which each data set or narrative was first analysed in isolation and then together with the whole to produce the integrated findings reported on in this document.[3]

Salient from this process is the second challenge, which is that not all data could be included in this report. Findings that were very context specific and that did not reoccur across the larger data set had to be omitted for the purposes of this document. The selection criteria centred on best serving the discussions in the regional consultation meeting in Pretoria. All information is, however, available on request from the OCHA regional offices for Eastern Africa and Southern Africa respectively.

The third challenge inherent to the research design is the subjective nature of the interpretation process. Although all attempts were made to ensure otherwise – by staying close to the narrative through evidence based writing and by addressing bias through the use of a team of researchers – some interpretation bias may remain.

By nature of the non-probability sampling approach, the inclusion of stakeholder groups is not proportionate to their size. It is therefore necessary to regard this report as an indication of the main

recommendations from stakeholders in the region but not as an exhaustive record of it. In light hereof, the stakeholder consultations and the October 2014 meeting in South Africa should be considered as the beginning of the region's engagement on the World Humanitarian Summit, not the end.

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[2] Due to the complexity and large volume of sources used for the analysis, an index of all the reports is not provided here but is available upon request from OCHA Regional Office for Southern Africa.

[3] Where relevant, this report does reference individual data sets of a qualitative (in the form of local examples) and quantitative nature (in the form of statistics). Unless this is specifically indicated, however, findings refer to recurring ideas across stakeholder groups and represent the stakeholder.

48% Country level consultations	45% Community consultations	4% Other	3% Private sector consultations
CONSTITUENCY • Governments • National and international non-governmental organizations • Red Cross and Red Crescent Movement • Civil society organizations • United Nations agencies, funds and programmes • Intergovernmental organizations • Academia • Civil-military coordination actors	CONSTITUENCY • Refugees • Internally displaced persons • Returnees • Migrants • Pastoralist communities • Other groups affected by disasters and/or conflicts	CONSTITUENCY • General public	CONSTITUENCY • Businesses • Chambers of commerce • Consortia of business
METHODOLOGY • Regional stakeholder survey designed by the WHS Regional Steering Group and used by partners in the region • Workshops and meetings organized by UN Resident and/or Humanitarian Coordinators • Studies conducted by partners in the region	METHODOLOGY • Group discussions • Face-to-face interviews • Survey using structured questionnaires	METHODOLOGY • Online discussions on worldhumanitariansummit.org • Webinars on phap.org	METHODOLOGY • Online survey designed by OCHA and Vantage Partners • Additional country level consultation workshops

Photo: AU UN IST PHOTO/Tobin Jones

THE PREPARATORY STAKEHOLDER CONSULTATIONS RESULTED IN THE FOLLOWING KEY OUTCOMES:

Call for needs-based humanitarian action: Stakeholders uniformly called for needs-based humanitarian action that was informed by priorities identified by communities themselves. Despite this realization by respondents to the regional stakeholder survey, only 12 per cent of respondents to the community consultation survey for Southern Africa indicated that humanitarian actors currently incorporated feedback from communities to at least some extent, and only 27 per cent felt that humanitarian assistance received was useful and appropriate. A related observation was made by Red Cross and Red Crescent volunteers in Eastern and Southern Africa, of whom only 33 per cent believed that humanitarian actors adequately met the needs of "most at risk" groups. Some stakeholders explained this by particularly international humanitarians' lack of contextual understanding and limited engagement with communities, while others argued that donor priorities dictated the focus of humanitarian response above needs. Suggested ways in which local needs could be better taken into consideration included involving community representatives in response and preparedness planning, and establishing feedback mechanisms on the local level, including in refugee and IDP camps.

Importance of contextual analysis: Given the diversity in Eastern and Southern African humanitarian situations, stakeholders underscored the importance of understanding and responding to specific local contexts, and argued against using a "one size fits all" approach to humanitarian preparedness and response. Forty-seven per cent of respondents to the regional stakeholder survey referred to contextual analysis as a key step toward more effective response to humanitarian needs. They particularly called for a better understanding of what type of humanitarian response could be appropriate in a given moment. For example, stakeholders in the Horn of Africa expressed their concern with food distributions that were organized during the harvest season and noted how that impacted local farmers unfavourably. Conducting a political analysis of the context was also encouraged by some stakeholders, whether in natural disasters, conflicts, or protracted humanitarian crises.

> *"Humanitarian organizations should commit themselves to understanding the local context to ensure a more culturally appropriate, sensitive and sustainable solution is found."*
>
> *A group of stakeholders in Ethiopia*

Recognition of communities as first and most effective responders: Groups who had the closest social and physical proximity to humanitarian crises[4] were believed to respond most effectively to humanitarian needs. Almost half of stakeholders – 48 per cent – in the Southern African community consultation[5] identified groups like family and local churches or mosques who were directly situated within the community as those who responded most effectively to humanitarian needs. The centrality of communities and local authorities in humanitarian action was underscored especially in the context of chronic and slow-onset humanitarian emergencies in the region.

What are the obstacles faced by humanitarian actors in meeting the needs of communities?

Lack of coordination between the government and humanitarian actors **19%**

They do not know the true needs of the community **26%**

International humanitarian actors were not familiar with the local context **9%**

Humanitarian effectiveness

Other options **20%**

Favouritism by government and humanitarian actors **21%**

Government interference with the delivery of humanitarian assistance **5%**
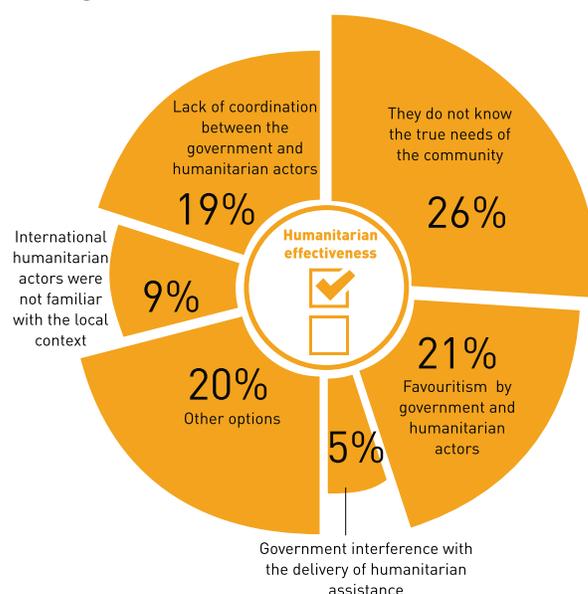
Source: Southern African community survey

[4] For the purposes of this report, humanitarian crisis is defined as any natural or man-made humanitarian situation.
[5] Based on the community level consultation survey for Southern Africa.

Cultural sensitivity: The importance of cultural sensitivity in resilience building and humanitarian response was underlined by stakeholders across the region. Cultural sensitivity was seen to encompass, for example, respect for local customs, nomadic and pastoralist lifestyles, specific dietary considerations, and use of local languages. To further this goal, humanitarian organizations and governments were called to work more closely with individuals from local communities, including youth, women, and elderly.

Coordination role of national and local governments: To strengthen the humanitarian coordination role of national and local governments, stakeholders called for legal frameworks that formalized governments' position in humanitarian coordination, and advocated for regular meetings between the government and humanitarian organizations, including via the Inter-Agency Standing Committee. Stakeholders frequently advocated for increased efforts to build governments' capacity, including through training on humanitarian principles and the cluster system. In some consultations, disputes around roles and responsibilities' between local and central governments were identified as an obstacle to effective coordination.

Review of the IASC: The majority of the Inter-Agency Standing Committee members in the region who responded to the regional stakeholder survey believed that the current humanitarian coordination structure could be made more inclusive of a broader range of organizations. The three most often referenced partners to be included were governments, private sector, and communities, as seen in the graph below.

What changes do the Inter-Agency Standing Committee structure members see as needed to improve the IASC?[6]

46% Inclusion of government

39% Inclusion of private sector

36% Inclusion of communities

Source: Regional stakeholder survey

Decentralization of disaster management structures: Many respondents suggested that governments' disaster management authorities would be in a better position to respond to community needs if they were decentralized. To accomplish this, stakeholders called for formal guidelines and regulations to support decentralization efforts, as well as for human resources, funds and technical support to strengthen the capacity of such authorities. In addition, stakeholders recommended that municipal budgets could include disaster management and response budget lines. This would allow for faster and more needs-based spending, but would also encourage local ownership and accountability. Stakeholders further suggested that the role of village and community councils could be formalized, and that district and village disaster management teams could brief such councils in order to increase information exchange and transparency.

Role of the African Union, IGAD, IOC, and SADC: Many stakeholders underscored the importance of regional and inter-governmental organizations, including the African Union, the Intergovernmental Authority on Development, the Indian Ocean Commission, and the Southern African Development Community, in humanitarian preparedness and response. They called for humanitarian issues to be a standing agenda item in regional and continental organizations' meetings as a means of ensuring both political and financial commitment to humanitarian action. The regional and continental organizations were also seen to play a key role in promoting humanitarian principles, training peacekeepers, and providing logistical support during humanitarian response.

Accountability and transparency: For humanitarians to be more accountable to populations they aimed to serve, stakeholders advocated for better communication with disaster- and conflict-affected people about the services provided to them, and the communities' feedback thereof. The importance of humanitarians reporting back to communities about the response they provided was highlighted by Red Cross and Red Crescent volunteers in the region, among others. Stakeholders advocated for more strictly enforced monitoring systems as a means to achieving accountability to both affected populations, govern-

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[6] Percentages represent the number of respondents who referenced each option and will not add up to a hundred per cent because multiple responses were possible.

"As it stands, there is competition between the humanitarian actors. Some of us will not complain if we get a little something from everyone who passes here, but we believe that if these efforts were coordinated, we would benefit more."

Affected community members in Turkana, Kenya

and medium enterprises had the access, resources, and innovative solutions essential to humanitarian action and resilience building. Those stakeholders from the humanitarian community who were supportive of partnering with the private sector advocated for engaging local businesses both in humanitarian response and in disaster preparedness, given that collaboration between humanitarian actors and local enterprises could not be effectively improvised during a response.

"Sometimes inclusion is as simple as building the confidence of the local organisations; acknowledging the good work they do and allowing them space to interact with those who are stronger at representation. Not everyone can sit around the negotiating table but if as the humanitarian sector, we put in place mechanisms/platforms/fora, which are structured to allow practice to inform policy, the voices of the affected communities would be heard."

Stakeholder from Zimbabwe

ments, and donors, particularly in so-called remote management situations where the risk of abuse of resources was seen as particularly high. In addition, stakeholders outlined the need for humanitarian organizations to be more open and transparent about their roles and mandates, both to serve the principle of transparency but also as a way of addressing myths and suspicions that could otherwise be to the detriment of affected communities and humanitarian workers.

Encouragement of volunteerism: Many stakeholders highlighted the potential that volunteerism could have in effective humanitarian action in Eastern and Southern Africa. This was particularly – but not exclusively – mentioned in relation to societies whose value systems emphasized volunteerism, such as Islam's concepts of zakat and sawab. The youth in general was also identified as a group that could be mobilized through volunteerism. Stakeholders advocated for developing legislation and policies to support volunteer and community networks that could be mobilized in disaster preparedness and response.

Private sector in humanitarian action: Perceptions regarding private sector involvement in humanitarian action varied from largely supportive to sceptical of businesses' motivation of financial gain. As indicated below, private sector organizations themselves claimed that supporting the communities they operated in and building goodwill with affected communities were their top motivations for contributing to emergency relief. Many stakeholders recognized that local businesses, traders, and small

What benefits does your [private sector] organization look to get out of contributing to emergency relief? Values shown represent respondents who believe the factor is 'very important'[7]

Support the society that we operate in ("good citizen")	80%
Good will/good relationships with affected communities	76%
Fulfill existing corporate social responsibility commitments	60%
Improved employee morale and/or retention	48%
Good will/good relationships with affected governments	40%
Help to rebuild the infrastructure to support our own business	32%

Source: Private sector survey

Predictability and accessibility of humanitarian financing: Stakeholders diagnosed the current state of humanitarian financing as problematic. They emphasized the need for donor organizations and governments to commit to sustained budget allocations for resilience and to advocate for coherence amongst donors regarding different interventions for greater effectiveness. Pre-approved multi-year funding was suggested particularly for protracted humanitarian crises, in addition to which stakeholders called for better linkages between humanitarian and development funding and investment. Many stakeholders recognized the need for funding to more often be channelled directly to local organizations, for instance by creating a fund specifically for humanitarian interventions implemented by local groups. Further ways of improving humanitarian funding identified by stakeholders were the exemption of humanitarian funds from bank charges; using government taxes, private sector contributions and diaspora remittances for humanitarian action; and scaling up alternative financial systems, such as vouchers. Overall, stakeholders called for humanitarian financing to be timely, predictable, and channelled to the local level.

Based on the outcomes outlined above, the Regional Steering Group for Eastern and Southern Africa suggests the following ideas which may be used as the basis for developing recommendations as appropriate:

Emphasizing community and local engagement
- The role of crisis-affected communities as first responders should be recognized by humanitarian organizations and governments alike, and their capacity should be strengthened accordingly.
- Humanitarian preparedness, resilience building, and response should be needs-based and informed by priorities identified by affected communities themselves.
- Humanitarian preparedness and response should be context-specific and culturally sensitive.
- Humanitarian actors should be transparent and accountable to the communities they aim to serve. To this end, two-way communication with affected communities should be improved.

Strengthening coordination and reviewing the humanitarian architecture
- National and local governments' role in humanitarian coordination should be strengthened through capacity building and legal frameworks that formalize their role.
- The current humanitarian coordination mechanisms, including the Inter-Agency Standing Committee, should be made inclusive of government, private sector, and civil society participation, particularly in natural disasters.
- The potential of the private sector in disaster preparedness and humanitarian response should be further explored.
- Disaster management authorities should be decentralized in order to better respond to community needs in humanitarian crises.
- Regional, continental and intergovernmental organizations should ensure their political and financial commitment to humanitarian action, and they should be supported in their role in promoting humanitarian principles, training peacekeepers, and providing logistical support during humanitarian response.

Improving humanitarian financing
- Humanitarian financing should be made more flexible, timely, predictable, and channelled to the local level, and in some situations – notably protracted crises – multi-year.

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[7] Percentages represent the number of respondents who referenced each option and will not add up to a hundred per cent because multiple responses were possible.

THE PREPARATORY STAKEHOLDER CONSULTATIONS RESULTED IN THE FOLLOWING KEY OUTCOMES:

Translation of community knowledge into better preparedness and response: Affected communities were seen as well positioned to turn their knowledge and experience into better emergency preparedness and action, if given the opportunity. To facilitate this, stakeholders advocated for collaborating with communities on capacity gap analyses and participatory planning of early warning systems. As indicated below, stakeholders believed that collaboration with communities, contextual analysis, and information management were key to assisting communities to translate their local knowledge into better preparedness. They noted how communities could, for example, interpret weather patterns to predict droughts, and have detailed knowledge of when raids were being planned. The importance of embracing traditional early warning systems and technologies was underscored by several stakeholders, for example by civil society organizations consulted in Somalia. Although local knowledge was recognized as crucial, some stakeholders acknowledged that it remained necessary to consider those situations in which community knowledge and community coping mechanisms were strained or even depleted.

What is needed to help communities to translate their local knowledge and experience into better emergency preparedness and resilience?[8]

Collaboration with communities   46%

Contextual analysis   40%

Information management   40%

Source: Regional stakeholder survey

Local capacity in disaster risk reduction and preparedness: For local authorities to better address communities' needs in the sphere of disaster risk reduction and preparedness, stakeholders recognized the need for local capacity building. Forty-six per cent of respondents to the regional stakeholder survey referred to the provision and development of resources as a key way to enable

more efficient local response, with nearly 40 per cent noting the importance of knowledge sharing and skills training in harnessing communities for future humanitarian risks. Stakeholders recognized that by building local level capacity in support of adaptation efforts in advance of and following crises, people would be more resilient to future threats and countries would not need to rely solely on donor support.

"Refugees should participate in decision making affecting their lives in the camp. They should also be given a chance in changing their countries of origin and contribute towards peace."

Refugee camp leader in Kakuma, Kenya

Mechanisms for reducing disaster losses at local level: In order to help communities reduce the likelihood of losses caused by disasters, stakeholders noted the importance of supporting community councils and their disaster preparedness and response plans. Prepositioning emergency supplies at the local or district level was deemed useful in order to ensure easy access to them. Early warning systems and regular emergency drills were pointed to as important contributors to reduced disaster loss, particularly regarding sudden onset disasters. As an example, 55 per cent of Red Cross and Red Crescent volunteers in the region identified disaster preparedness activities, such as familiarization with early warning systems, as the best way to reduce disaster losses. Some communities noted with concern how early warning signs were often not taken seriously by governments that often responded to humanitarian crises. An example would be droughts that only enjoyed the necessary attention once they had severely worsened.

Prioritization of resilience: Stakeholders called for the prioritization of risk-informed development planning and related financing to increase communities' resilience in the face of recurring

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[8] Percentages represent the number of respondents who referenced each option and will not add up to a hundred per cent because multiple responses were possible.

disasters. It was recognized by some stakeholders that humanitarian efforts still often provided short-lived assistance that perpetuated reliance on external assistance. As indicated visually below, the majority of respondents to the Southern African community consultation survey did not believe emergency assistance left communities more prepared to face similar events in the future. Stakeholders pointed to the example of a wetland in Uganda that was a catchment area to most seasonal rivers from Mount Moroto where, despite being faced with floods on an annual basis, no strategies had been put in place by the county authorities or the district government to avert a reoccurrence of the situation.

To what extent did assistance received during an emergency result in communities being more prepared to face similar events?

16% To some extent
25% To a limited extent
13% No Response
Reducing vulnerability and managing risk
20% Neutral
22% To no extent
4% To a great extent
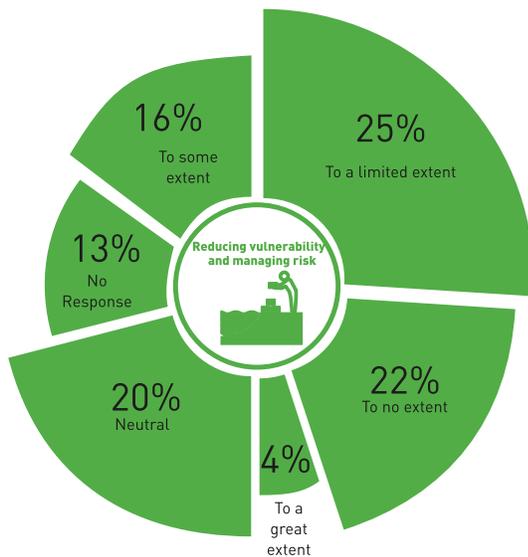
Source: Southern African community survey

Urban risk in growing Eastern and Southern African cities: In order to support local governments and civil society in addressing the rising humanitarian risk in urban areas, stakeholders called for improvements in urban planning, building codes, and the management of illegal settlements. They advocated for strengthened partnerships between the government and civil society organizations in knowledge sharing, resource mobilization, and urban vulnerability mapping. Adoption of specific analytical tools for urban situations was also called for. Few

respondents underscored the importance of family planning in the context of urbanization and population growth. Stakeholders consulted in Nairobi, Kenya, advocated for programmes that could target urban youth that were at risk of joining terrorist groups.

Legal frameworks: There was clear demand among stakeholders to improve disaster preparedness systems by anchoring them in legal frameworks. Across the region, stakeholders called for reviewing or creating disaster management laws, revising land use regulations and emergency custom and visa procedures, and legalizing the role of village and district councils in preparedness activities. The importance of applying penalties when laws and policies were breached was underscored.

"We need to re-orientate our engagement from supplying aid to supporting and facilitating communities to take action and lead interventions themselves. Beneficiaries are no longer passive recipients of aid, nor should they be."

Participants to the Humanitarian Partnership Conference, Nairobi, Kenya

Protection of local businesses and livelihoods during humanitarian crises: Stakeholders identified the need for disaster planning to include the possible impact a crisis could have on local businesses. Memoranda of understanding with local firms and the establishment of special or emergency funds to support the local economy in the aftermath of a disaster were seen by stakeholders as integral to empowering and developing local businesses as well as supporting communities' revitalization during and after times of crisis.

Based on the outcomes outlined above, the Regional Steering Group for Eastern and Southern Africa suggests the following ideas which may be used as the basis for developing recommendations as appropriate:

Harnessing knowledge and strengthening capacities at local level
- Humanitarian organizations, governments and private sector should work with disaster-affected communities to translate local knowledge into better preparedness and response.
- Emphasis should be given to better understanding future risks, such as the impact of climate change.
- Local governments and civil society should be supported to address the rising humanitarian risk in urban areas, including through strengthened partnerships in knowledge sharing, resource mobilization, and urban vulnerability mapping.
- Efforts should be made to translate early warning mechanisms into early humanitarian response for both rapid onset and slow onset crises.

Building resilience
- Resilience mechanisms and their funding should be prioritized to increase communities' preparedness for recurring disasters and to decrease their reliance on external assistance.
- New approaches should be developed to help build the resilience of communities facing predictable and protracted crises, bringing together both humanitarian and development planning and financing.
- National disaster preparedness plans should take into consideration the possible impact a humanitarian crisis might have on local business.
- Disaster risk reduction and preparedness activities should be anchored in legal frameworks and enhanced risk governance, with appropriate accountability mechanisms in place.

THE PREPARATORY STAKEHOLDER CONSULTATIONS RESULTED IN THE FOLLOWING KEY OUTCOMES:

Community involvement for needs-based innovation: The demand for humanitarian innovations to be locally relevant, rooted in contextual analysis, and geared towards addressing real needs was underscored by stakeholders. They suggested that organizations involved in innovation could work more closely with disaster-affected people in Eastern and Southern Africa in order to understand their needs and find appropriate solutions to them, instead of approaching innovation from a supply-driven perspective. Only 15 per cent of respondents in the Southern African community survey believed that vulnerable groups were currently included in innovation activities. Including community members of different ages, backgrounds and abilities was seen as an important way of ensuring that innovations served also those in the most vulnerable positions.

Are vulnerable groups involved in innovation activities?

15% 👤✓ Yes

29% 👤✗ No

44% 👤⊖ No response/ Don't know

Source: Southern African community survey

Partnerships on innovation: Apart from communities, stakeholders recommended humanitarians to foster a culture of collaboration with other actors, such as governments, technical and academic institutions, development organizations, and private sector, on humanitarian innovation. Creating a platform for private sector organizations to more effectively engage in humanitarian innovation was suggested, for example, by businesses in Madagascar. Stakeholders also identified local leaders, youth, women, and vulnerable groups as important constituencies to engage with when establishing partnerships on

innovation. Some stakeholders argued that being purposeful in partnering with organizations different to their own could foster information exchange on effective approaches, thereby creating the possibility of diffusion of innovation and ultimately strengthening the impact of humanitarian action.

Evaluating new technologies: While being supportive of new innovations and technologies in general, stakeholders called for quality control and ethnical assessments of new technologies piloted in the humanitarian sector. The ICRC delegation in Sudan suggested that the potential risks and challenges that some new technologies might pose should be assessed before implementation, in order to prevent any potential negative effects or unintentional harm. An online consultation participant from Malawi called for standardized monitoring and evaluation indicators that could enable objectively identifying innovations that achieved their intended objectives, prior to scaling them up.

Innovative approaches to pastoralism: Stakeholders in Eastern Africa called for innovative ways in which to best serve the needs of nomadic and pastoralist communities. They noted how the more sedentary forms of supporting humanitarian preparedness and providing relief did not fit societies "on the move", particularly those moving cross-border, and emphasized how pastoralists in the region changed locations out of survival. Mobile health clinics and mobile schools were given as examples of existing approaches that could be scaled up.

Information, Communication and Technology: A large number of stakeholders, 38 per cent of respondents to the regional stakeholder survey and 43 per cent of respondents to the private sector survey, agreed that there should be greater and wider use of information and communication technologies, such as mobile phones, internet, and social media in disseminating or improving humanitarian action, especially in communicating with communities. Data and information management were seen as key contributors to effective humanitarian action, for example by collecting and sharing needs assessments and conducting local capacity mappings. Stakeholders noted how in Madagascar a community-level text message system supported by national telecom operators provided both early warning and post-disaster rapid data collection

within 48 hours. Better information collection was demanded, for example, on civil society organizations' roles and capacities, with a suggestion from Eastern Africa to compile a "Yellow Pages of NGOs".

What areas of innovation do you believe have the most potential to improve the disaster response of various actors?

	Regional stakeholder survey	Private sector survey	Southern African community survey
Improved use of information and communication technologies such as mobile phones, internet and social media	38%	43%	9%
Better communication with the participation of affected communities in disaster response	35%	26%	9%
More use of cash transfers and cash-based systems	26%	9%	25%
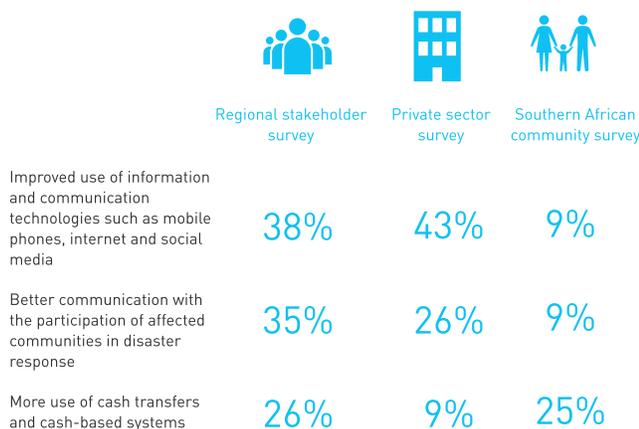
Use of traditional communication platforms:
Although stakeholders from within the humanitarian community recognized the potential value of using new technologies to communicate, the large majority, of participants to the community consultations for Southern Africa identified more traditional methods as better forms of communicating with disaster- and conflict-affected communities. These included face-to-face communication, radio and television programmes in local languages, and the dissemination of information at community centres, such as city halls and places of worship. Stakeholders in Zimbabwe mentioned "village criers" as a method used in Eastern and Southern Africa to communicate and share information in remote communities. As another traditional information sharing system, Ethiopian stakeholders mentioned the verbal communication tradition referred to as Dagu, used by the Afar people. Stakeholders suggested that traditional communication systems should not be seen as a hindrance but an inspiration for improving knowledge exchange. They further suggested that new communication technologies could be developed hand-in-hand with oral traditions.

What is the best way to communicate with communities?

32%		Face to face
28%		Radio or television
20%		Dissemination of information at community centers such as city halls
15%		Internet or mobile phones services or social media
2%		Community participation actions
2%		No response
1%		On site of premises of government or humanitarian actors
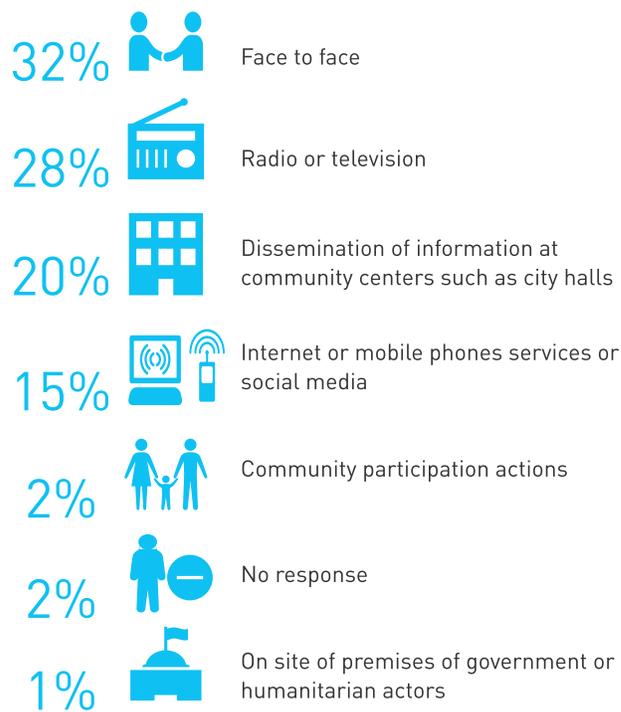
Source: Southern African community survey

Diffusion of local innovations:
Stakeholders recognized that Eastern Africa was particularly rich with humanitarian innovations that could be scaled up to benefit larger groups of people. Telemedicine, cash and voucher-based systems and solar radios were mentioned as some of the innovative ways in which humanitarian response had or could evolve. Close collaboration with communities was encouraged as a way of identifying local innovations that could be diffused, and dedicated online platforms were seen as a possible way of sharing information about innovative solutions across the region.

Encouragement of local innovators:
Stakeholders recognized funding as an important instrument that could be used to empower local innovators. In addition to funding, particularly for pilots, they encouraged the support of local innovators through incentives and recognition from humanitarian actors. In addition, stakeholders identified the importance of infrastructure in making local conditions conducive to the culture of innovation. They advocated that capacity building should be prioritized to empower and strengthen local innovations and innovators.

"Innovation should not be an end in itself (which seems to be the trend). But innovation as much as common sense needs to be at the service of larger visions of change and improvement."

Lesotho UN Country Team

Involvement of Eastern and Southern African diaspora: The importance of engaging with the sizeable Eastern and Southern African diaspora across the world was mentioned by stakeholders, with a call to create an innovative platform to seek their input and encourage their participation in the region's humanitarian emergencies. Some stakeholders noted, for example, how the diaspora was less active in humanitarian issues compared to political developments, and argued that there was great potential in involving them in the former if provided with the appropriate tools.

Patents and property rights: Stakeholders recommended that patenting and intellectual property rights of humanitarian innovations should receive special attention. These innovations could be patented to acknowledge the innovator but should ideally be available free of charge so that they could be adopted rapidly and with ease to the benefit of affected populations.

Based on the outcomes outlined above, the Regional Steering Group for Eastern and Southern Africa suggests the following ideas which may be used as the basis for developing recommendations as appropriate:

Finding innovative solutions to local needs
- Humanitarian innovations should be locally relevant, informed by contextual analysis, and geared toward addressing the real needs of disaster and conflict-affected communities, including individuals in most vulnerable situations.
- Communities should be central in identifying local innovations that could be scaled up to benefit larger groups of people faced with humanitarian crises.

- Innovative ways should be identified to better respond to pastoralist communities' humanitarian needs.
- While recognizing the potential of modern information and communication technologies in humanitarian innovation, the potential and significance of traditional communication platforms in the region should not be undermined.

Encouraging and enabling innovation
- A culture of collaboration should be fostered in the sphere of innovation between various actors, including governments, technical research and academic institutions, private sector, humanitarian and development organizations, and affected communities.
- Local innovators should be empowered via increased funding, incentives, infrastructure, and capacity building.
- New technologies proposed for the humanitarian sector should be evaluated to prevent unintended negative consequences.
- The negative impact of patents and property rights on adopting and adapting humanitarian innovations should be addressed.
- Innovative solutions should be found for empowering the Eastern and Southern African diaspora's involvement in humanitarian action in the region.

Photo: AU UN IST Photo/Tobin Jones

THE PREPARATORY STAKEHOLDER CONSULTATIONS RESULTED IN THE FOLLOWING KEY OUTCOMES:

Humanitarian principles in conflict: Stakeholders advocated for adherence to humanitarian principles when working in conflict situations. Remaining neutral was seen as particularly important in political and ethnic conflicts. Stakeholders advocated for awareness-raising of and adherence to the "do no harm" principle in humanitarian action. Some also called for humanitarian, development and armed actors to become more aware of each other's mandates and identities, as a means to upholding the perception of principled humanitarian action. The importance of promoting a neutral and principled image was underlined by a finding in the Southern African community consultation where only 32 percent of respondents said they trusted humanitarian actors at least to "some extent".

32% of respondents trusted humanitarian actors to at least "some extent".

Source: Southern African community survey

Cooperation with military actors: Although collaboration with the military during humanitarian response to natural disasters was seen as largely positive, given the logistical assistance militaries could offer, stakeholders emphasized that it should be a last resort in times of conflict. According to stakeholders, it could result in a breach of neutrality and possibly escalate tension among the parties involved, potentially exposing the civilian population to even higher risk.

Importance of the Kampala Convention: Stakeholders noted the importance of the Kampala Convention, formally the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa. They expressed concern over the often protracted nature of conflict-induced internal displacement in the region and the subsequent deterioration in conditions of living – something that was also frequently mentioned by internally displaced persons themselves. Taking note of the difference between internal and cross-border dis-

placement, stakeholders suggested that humanitarians could lobby for more countries in the region to ratify and domesticate the Kampala Convention to improve internally displaced persons' protection and assistance.

Prevention of additional conflict through impartiality: Stakeholders recognized how perceived partiality in humanitarian action could become an underlying cause of conflict. According to some stakeholders, while the majority of the host population and migrants caught in crisis remained dispossessed of the financial means to survive, refugees received direct support from the humanitarian community. Others noted that while much of the in-kind assistance and services provided to refugees was in reality available also to surrounding communities, the perception of partial treatment prevailed. Stakeholders also expressed the concern that targeting specific groups, such as children, could sometimes exclude other groups such as adults from receiving assistance. In each instance, stakeholders argued that perceived partiality could breed resentment, possibly further engendering conflict, and therefore called for equitable provision of and access to health care, food, and emergency transportation, among others.

"In a conflict environment, many areas of humanitarian response get blurred, but it is vital that humanitarian response is principled and in accordance to international humanitarian standards."

Civil society consultation in Somalia

Humanitarian access: Limited humanitarian access was identified as one of the key restrictions to providing emergency relief in conflict situations, particularly in Eastern Africa. Proposals to overcome it included for humanitarians to work with local organizations that had close ties to affected communities in inaccessible areas, as suggested by stakeholders in Sudan and Zimbabwe. In addition, stakeholders advocated for humanitarian actors to utilize traditional leadership, and for elders to negotiate

periods when the humanitarian actors could access and provide services to vulnerable people. Cooperation with local religious leaders was also identified a useful way to improve access in countries such as Somalia, where their role was seen to be significant. The establishment of humanitarian corridors and the use of airlifts were noted as necessary but last resort measures when access was very limited. Many stakeholders, including formerly conflict-displaced Burundians, called for humanitarians to negotiate with armed actors to ensure access to civilians in times of conflict.

"Work with us, let us guide you, let us shield you. You can go anywhere you want, as long as you allow us to be part of the process."

Affected community representatives in Turkana, Kenya, on humanitarians' use of armed escorts

Security of humanitarian staff: Stakeholders identified security constraints as a significant hindrance to serving the needs of people in conflict. For example, 46 per cent of Red Cross and Red Crescent volunteers in the region believed that the main reason national and local non-government organizations found it difficult to respond to the needs of the communities in conflict was the inability to ensure the security of their staff and the related inability to travel to certain areas. Stakeholders highlighted that although local organizations often had better access to affected populations, they also became easy targets during conflict or served – or were perceived to serve – other agendas. Additionally, the negative security implications of so-called remote management of humanitarian response on local organizations were noted, pointing to the concept of "risk transfer". Civil society organizations in Somalia called for governments to establish security monitoring systems in countries where insecurity hindered humanitarian response.

Conflict prevention and preparedness: Stakeholders called for activities that could help communities prepare for and reduce the likelihood of conflict. They suggested that this could be supported through information management, capacity building, and

putting in place strategies and processes pre-emptively that could support humanitarian action in conflict. Collaboration between humanitarian and development actors was identified by many stakeholders as an important step in ensuring a more holistic approach to preventing and preparing for conflict. In addition, some stakeholders called for forceful disarmament programmes by governments among pastoralist communities and took note of the experiences in Uganda as an example.

How should development and humanitarian actors ensure complementarity of effort when working together in conflict settings?[9]

23% Through information management

22% Through contextual analysis

21% By applying humanitarian principles

11% Through accountability

9% Through providing resources, infrastructure, and support to local communities

Source: Regional stakeholder survey

Humanitarian advocacy in conflict prevention: Stakeholders identified advocating for human rights and rule of law as a role that humanitarians could play in addressing the underlying causes of conflict. Some stakeholders also called for institutionalizing these issues through collaboration with policy makers and popularizing them through media partnerships and messaging via diaspora groups. The youth in particular was identified as a group who should be included in these efforts. According to some stakeholders, the humanitarian sector had demonstrated strong leadership potential in many countries in the region in addressing root causes of conflict through programmes articulated in the United Nations Development Assistance Framework. Through these programmes, some of the key underlying causes of

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[9] Percentages represent the number of respondents who referenced each option and will not add up to a hundred per cent because multiple responses were possible.

conflict, such as unemployment, inequality, poor governance, and human rights violations, had been addressed.

Humanitarians and conflict mediation: Some stakeholders suggested that humanitarian actors should increasingly engage in conflict mediation and peacebuilding activities, while at the same time upholding the principle of neutrality. For example, a South Sudanese refugee camp section leader called for humanitarians to address the root causes of conflict in a mediator role and to work on preventing and mitigating conflicts. Some conflict-affected persons pointed to the importance of ensuring local politicians' and community leaders' buy-in to peace processes, as otherwise communities would not engage. Stakeholders supported harnessing traditional conflict resolution systems and inter-faith forums in peace building.

Role of education in conflict: Many stakeholders recognized education as an area that warrants special attention in conflict situations. In the sphere of conflict prevention, some stakeholders suggested that conflict resolution and national cohesion should be included in school curricula while others pointed to the instrumental role children can play in conflict prevention as the "next generation". Where schools had been occupied or destroyed as a result of conflict, stakeholders highlighted that making schools safe places for children was crucial to them being able to continue their education, be protected from violence or risk, and also receive necessary psychosocial support. In South Sudan as an example, 86 per cent of children and adults consulted believed either that education should resume immediately as part of a humanitarian response or after just one month, with the primary reason being the psychosocial benefits it held for traumatized children and youth.

Impact of counter-terrorism legislations on humanitarian response in Eastern Africa: Stakeholders in the Horn of Africa noted how counter-terrorism legislations, policies and regulations negatively affected humanitarian action in the region. They called for such restrictions to be removed in order for relief organizations to be able to receive the resources with which to serve humanitarian needs.

Gender in conflict situations: Stakeholders emphasized the need to be sensitive to the impact of conflict situations on women, girls, boys and men – and vice versa. Stakeholders called, for example, for the recognition of women's capacities in increasing the resilience of their communities and their role in conflict resolution. They further advocated for addressing women's and girls' particular protection needs in light of the frequency of targeted attacks and violence carried out against women and girls. Stakeholders noted how the instability of conflict situations was opportune for women to be more susceptible to trafficking and pointed also to the higher risk of female migrants to experience physical and sexual abuse compared to males. The impact of humanitarian crises on boys and men was equally noted, however, pointing for example to the psychosocial effects of conflict, as mentioned by stakeholders in relation to male child soldiers.

Based on the outcomes outlined above, the Regional Steering Group for Eastern and Southern Africa suggests the following ideas which may be used as the basis for developing recommendations as appropriate:

Adhering to humanitarian principles
- Humanitarian principles and the notion of "do no harm" should be adhered to when operating in conflict situations.
- Cooperating with military should be seen as a last resort in conflict situations. When such cooperation does exist, humanitarian and military actors should be aware of each other's roles and responsibilities in order to secure principled humanitarian action.

Focusing on preparedness, prevention and mediation
- Humanitarian and development actors should work together to support communities in preparing for and reducing the risk of conflicts.
- The role of education should be warranted special attention in conflict situations, given the negative impact of conflict on children and children's potential role in preventing conflict.
- Humanitarian organizations should address the root causes of conflict and engage in conflict mediation and peace building activities, while retaining their neutrality and impartiality and the perception thereof.

Ensuring protection
- The Kampala Convention should be further disseminated and ratified in order to improve the protection and assistance of internally displaced persons in Eastern and Southern Africa.
- The protection of refugees and migrants should be addressed.
- The protection risks for women, girls, boys, and men, as well as any groups or individuals with specific needs, should be mitigated in conflict situations.

Fostering humanitarian access
- Efforts should be made to improve conflict-affected people's access to humanitarian goods and services.
- The security of humanitarian staff should be improved through the application of humanitarian principles and the fostering of open communication with affected communities as well as parties to conflict.

Addressing challenges around financing in conflict
- Restrictions on humanitarian funding in conflict situations, such as via counter-terrorism legislations, should be critically examined to ensure that humanitarian needs are appropriately met.

In addition to the issues that addressed only one of the World Humanitarian Summit themes, several topics were raised by stakeholders in the region that cut across multiple themes. Six issues rose above others, all dealing with ways in which humanitarian action in Eastern and Southern Africa could be improved. They were: needs-based and context-specific humanitarian action; strengthening local capacities and structures; bridging the divide between development and humanitarian communities; improving financing; reviewing legal frameworks, policies and guidelines; and involving the youth in humanitarian action and response. The inter-relation between the themes and relevance of each cross-cutting issue per theme are visualized below.

Needs-based & context-specific humanitarian action	Strengthening local capacitites & structures	Bridging the divide between development & humanitarian communities	Improving financing	Reviewing legal frameworks, policies & guidelines	Involving the youth	

Key: Low emphasis   Some emphasis   Moderate emphasis   High emphasis

Humanitarian effectiveness

Reducing vulnerability and managing risk

Transformation through innovation

Serving the needs of people in conflict

The priorities and perspectives of humanitarian stakeholders consulted for this analysis across Eastern and Southern Africa suggested several ways in which humanitarian action should be revised in the region.

First, they emphasize the importance of context-specific approaches that recognize the diversity of humanitarian needs and crises in Eastern and Southern Africa. All humanitarian action should be designed in an innovative manner from an understanding of the idiosyncrasies in each context.

Second, they call for strengthening of the disaster management capacities of governments, national non-governmental and civil society organizations, and the National Red Cross and Red Crescent Societies, among others, to build the resilience of countries in the region and to make humanitarian coordination platforms more collaborative and inclusive.

Third, they acknowledge communities as first responders in the humanitarian architecture. Consequently, they call for governments, development and humanitarian organizations, and private sector to work together in building communities' resilience to cope with sudden and recurrent risks.

Fourth, they propose improvements to humanitarian funding by making it more predictable and more appropriately distributed between preparedness, response, and research for innovative approaches.

Fifth, they point to the need to expand and reinforce legal frameworks and policies that guide humanitarian action and make governments and relief organizations more accountable to the people they aim to serve.

Finally, they highlight the potential of young people in preventing and responding to conflict and disasters.

The preparatory stakeholder consultations, as well as the regional meeting in Pretoria on 27-29 October 2014, should be seen as the beginning of Eastern and Southern Africa's engagement on the World Humanitarian Summit process. Participants to the regional consultation meeting in Pretoria are encouraged to take the findings of the stakeholder analysis, critically examine them, and present their concrete suggestions for how to improve humanitarian action in Eastern and Southern Africa. With the summit still 18 months away, the path from Pretoria to Istanbul should be paved with further debates and discussions on how to tackle humanitarian needs in a region as diverse as the one covered in the current analysis.

"This is an opportunity for us to be creative and rethink the current humanitarian business model. The humanitarian system should be the voice of communities, acknowledging that there are different needs and different aspirations."

Stakeholder from South Africa

ACKNOWLEDGEMENTS

ANNEX 6

Summary of the online consultation for Eastern and Southern Africa Sep 8 – Oct 17 2014

Discussion Chair Chris Nikoi
Regional Director, WFP Southern Africa

This forum has enabled important discussions on our capacity to respond to protracted political crises, climate change, the need to transition from ad hoc emergency relief assistance to building resilient communities, and more. Your ideas have brought to our attention gaps within the sector, provided invaluable lessons informed by individual experiences, and have laid an important foundation for building potential solutions. With such diverse backgrounds and devotion to think critically about our actions, I do not doubt that we will be able to enhance our ability to respond effectively, ethically, and collaboratively as humanitarian actors in eastern and southern Africa.

Foremost, this discussion emphasized that we must work to create space and platforms for local populations to voice their needs and build mutual confidence in such contributions. Affected populations' wealth of knowledge can guide humanitarian actors on how to effectively serve their needs, and should be integrated into every stage of our actions. From the design phase, to implementation, to monitoring and evaluation, such inclusion encourages resiliency and retains our central focus on long-term sustainability. Community participation is instrumental in drafting Disaster Risk Management (DRM) policies and to increase local knowledge and preparedness to respond to crises. This must also include practical and local initiatives, such as investing in early warning systems. Another example provided is to map/document and incorporate local/traditional solutions with modern disaster response mechanisms. We must take heed of factors that can perpetuate local communities' exclusion. Amongst these are high-level meetings that reinforce a growing disconnect between humanitarian architects and the needs/reality of beneficiaries; and dilapidated infrastructure that inhibits physical access to communities. As the humanitarian sector is increasingly pressed to find solutions for remote management to keep staff safe, new challenges arise. This again, highlights the need for integrating beneficiary populations to strengthen local partnerships, capacity, and infrastructure.

As humanitarian crises become more and more interrelated, partnerships will play a bigger role in the way in which the humanitarian sector addresses complex issues. In addition to local/community partnerships, collaborating with governments at the national, provincial, and municipal level is crucial. National policies show powerful potential to enact change and increase local ownership of humanitarian actions. Legal frameworks enforce transparency and accountability in the humanitarian sector. While premature exit strategies and funding-driven projects can lead to harmful effects, coupling the humanitarian sector with national policies will ensure that efforts retain a lasting and contemporary impact, and help to construct systems that proactively reduce vulnerability.

We have been discussing the need to incentivize organizations to share lessons learned, encourage innovative exchange, and hold each other accountable for our actions. We recognized as a com-

munity that while this is an expressed goal, it oftentimes does not happen in practice. Monitoring and evaluation can be shortchanged when disasters necessitate impromptu missions. Platforms that aim to share "lessons learned" become information "dumping sites" and the competitive funding architecture can cause organizations to be hesitant to share "failures" regardless of how beneficial the information might be. We must find a way to reward organizations for collaborating/sharing new and inventive solutions. Additionally, we must work towards more flexible funding structures that allow us to invest in projects which reduce communities' need for humanitarian assistance and develop local capacity to manage risks.

While innovative ideas should seek to increase efficiency, as humanitarian actors we must hold ourselves accountable to our commitment to serve our communities first. The discussion proposed innovative ways to increase accountability and data analysis mechanisms; ranging from peer reviews and academic third party observers to meaningful live-systems that reap quality data on "failed" and successful projects. This has opened the question as to what role the private sector can play in enhancing humanitarian effectiveness. Holding ourselves accountable and transparent will also pave realistic ways to implement proven and innovative interventions.

There is an African saying that "if you want to walk fast, you walk alone. If you want to walk far, you walk with others." The work ahead of us will be a challenge, not least in the process of putting into practice recommendations and lessons learnt from this online forum. I look forward to seeing how this conversation will continue at the Regional World Humanitarian Summit, and to seeing your ideas translate into tangible impact.

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The chair and moderators extend their deepest thanks to all the participants in the online discussions for their high level of engagement and valuable contributions to improving humanitarian action in the region. The chair and moderators would also like to recognize the outstanding contribution of **Priscilla Amiri** of Kenya, who received the online consultation nomination to attend the regional summit in Pretoria.

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The World Humanitarian Summit Secretariat would like to extend its thanks to the Eastern and Southern Africa discussion moderators:

Transformation through Innovation: **Minu Limbu**, Emergency Specialist, UNICEF Kenya

Humanitarian Effectiveness: **Alexander Matheou**, Regional Representative for IFRC Southern Africa

Reducing Vulnerability and Managing Risk: **Bongi Baker**, Director, Lutheran Development Service

Serving the Needs of People in Conflict: **Shamsia Ramadhan**, Peace practitioner based in Kenya and working in the Africa region

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