

## Oxfam GB Humanitarian Quality Assessment Management Response

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**Country Director: Geoffrey Poynter**

**Name of Response reviewed: Syria crisis in Jordan**

**Date: 02 October 2014**

### Summary of Results

Standard	Level of achievement	Rating
1. Timeliness - rapid appraisal/assessment enough to make decisions within 24 hours and initial implementation within three days	Almost met	4/6
2. Coverage <b>uses 25% of</b> affected population as an planned figure (response should reflect the scale of the disaster) with clear justification for final count	Fully met	6/6
3. Technical aspects of programme measured against Sphere standards	Almost met	4/6
4. MEAL strategy and plan in place and being implemented using appropriate indicators	Half met	1.5/3
5. Feedback/complaints system for affected population in place and functioning and documented evidence of information sharing, consultation and participation leading to a programme relevant to context and needs	Fully met	3/3
6. Partner relationships defined, capacity assessed and partners fully engaged in all stages of programme cycle	Half met	1.5/3
7. Programme is considered a safe programme: action taken to avoid harm and programme considered conflict sensitive	Almost met	2/3
8. Programme (including advocacy) addresses gender equity and specific concerns and needs of women, girls,	Partially met	1/3

men and boys		
9. Programme addresses differentiated needs of clearly identified vulnerable groups <sup>1</sup>	Half met	1.5/3
10. Evidence that preparedness measures were in place and effectively actioned	Partially met	1/3
11. Programme has an advocacy/campaigns strategy and has incorporated advocacy into programme plans based on evidence from the field	Half met	1.5/3
12. Country programme has an integrated approach including reducing and managing risk through existing longer-term development programmes and building resilience for the future		
13. Evidence of appropriate staff capacity to ensure quality programming	Half met	1.5/3
<b>Final rating</b> <i>Equivalent to</i>		<b>28.5/45</b> <b>63%</b>

**1. Did the Humanitarian Indicator Toolkit (HIT) identify areas that were particularly strong overall in the programme? (i.e. standards fully met)?**

HIT did identify areas that were essentially strong in the programme. The standards that been used for evaluation were clear and reasonable, the way strong areas were measured was efficient and presented in a very clear way. The standards were met when identifying the strong areas overall in the programme.

**2. Did the HIT identify areas that were weak or very weak in the programme (e.g. standards partly or not met)?**

The weak areas overall the programme were identified by HIT and that already addressed by the Jordan team, plus the weaknesses justified in the report, the way those weaknesses were presented was fair and equitable.

<sup>1</sup> Elderly, disabled, people living with or affected by chronic illness, single women, female-headed households, religious, ethnic or socio-economic minority / marginalised groups are examples

### 3. What actions are being planned in response to the unmet or partially met benchmarks identified?

#### 3. Technical aspects of program measured against Sphere standards 4/6

- Oxfam and clusters are working together in 2014 to finalize Humanitarian Consortium minimum standards which will be stricter than Sphere standards, these minimum standards are at the same time taking into consideration, cultural and community needs
- Sphere standard references are used in proposals submitted in 2014 and will be considered in future as well. All proposals submitted in 2014 have reference of Sphere and the Three Year Oxfam country strategy for WaSH will be developed considering Sphere standards.
- Coordinating with HR to include Sphere standards in induction training within the required technical training required for all new staff

#### 4. MEAL strategy and plan in place and being implemented using appropriate indicators 1.5/3

- Budget reflects MEAL activities
- Developing MEAL strategy plans for different projects is underway to reflect indicators in LogFrames
- Project review of achievements and learning will be reviewed in December 2014
- MEAL plan in OPAL is to be developed and uploaded for new Programme Implementation Plan.
- Final evaluation is planned for and reflected in the budget

#### 6. Partner relationships defined, capacity assessed and partners fully engaged in all stages of program cycle 1.5/3

- The strategic intent is to broaden our partnership base. A mapping exercise was conducted and potential partners identified. Currently, we are looking for a partner for our long term work in water and governance
- The ARDD partnership is under review, primarily through the VOICE project. We will also be seeking to clarify the role of the GH in working with ARDD and developing a clearer strategy for GH and Country programme collaboration at the end of September.

#### 7. Program is considered a safe program: action taken to avoid harm and program considered conflict sensitive 2/3

- Protection Manager started in June 2014, based in Jordan full time, with support from the regional team.
- Protection Officer post was recruited for,
- Protection Training for Host community Team conducted in August 2014
- Advocacy strategy to be developed for Jordan office
- Advocacy Protection messaging document, including context analysis, protection concerns, messaging, and recommendations, was presented to the Protection Working Group, but was not fully endorsed

8. Program (including advocacy) addresses gender equity and specific concerns and needs of women, girls, men and boys 1/3

- Gender analysis was initiated in 2014
- Age and Gender disaggregated data: Oxfam is planning to start registration of beneficiaries and Oxfam will make sure data has been collected by December 2014.
- Gender training was conducted for all staff according to Oxfam Gender minimum standards in December 2013
- Gender Action plan will be developed during September 2014 and was finalised by October 2014.
- Safe guarding training was done in February 2014 for all staff

9. Program(including advocacy) addresses specific concerns and needs of vulnerable groups 1.5/3

- Community consultation carried out by HC team on program design, D/f sanitation facilities, by EMMA, FGDs, Formal and informal discussions
- Vulnerability criteria is being revised to consider cross cutting issues, WASH vulnerability criteria is being developed
- Refugee Perceptions study distributed and presented to humanitarian actors in Jordan.

10. Evidence that preparedness measures were in place and effectively actioned 1/3

- Oxfam will consider updating contingency plans for host community program in case of any influx. Contingency plan was developed at the end of December 2013 for HC to tackle any situation. Oxfam is closely monitoring any change in situation in Syria, influx of refugees and based on that Oxfam will develop contingency plan for Oxfam. Oxfam already has shared details of stock available in Jordan in Oxfam warehouse to UN to update them how quick can be Oxfam response and what Oxfam can do immediately.

11. Program has an advocacy/campaigns strategy and has incorporated advocacy into programme plans based on evidence from the field 1.5/3

- MEAL framework for advocacy and policy work (linked to detailed strategy planning in 2015). Advocacy actions on livelihoods and Protection have been implemented. We led on conducting a multi agency workshop on the challenges surrounding livelihoods programmes in Jordan and have also led on the development of a position paper through the protection working group
- Advocacy strategy for Jordan office is being created
- Jordan Policy Officer began in April 2014.
- Fair Share report with actors in Jordan has been distributed to be discussed amongst relevant government ministries; distributed to diplomatic community and UN agencies.

**5. Are there HIT findings that you would recommend for action by the Humanitarian Department? And how can HD support the Region's response to the HITs?**

- Not findings but more a recommendation to make field visits an essential part of the data collection method.
- To design summary guidelines for emergency response, that should be used in planning programmes and introduced when inducting new Oxfam staff.

**5. Overall, how would you rate the HIT process in terms of usefulness to the programme?**

The evaluation was reasonable and its conclusion was related to what was actually going on within the programme at the time. The data collection method and analysis was very practical.