

“Bringing Sphere standards closer to Frontline disaster responders in Mozambique Project”



Collaboration:



August 2021 –
February 2022

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Acknowledgements



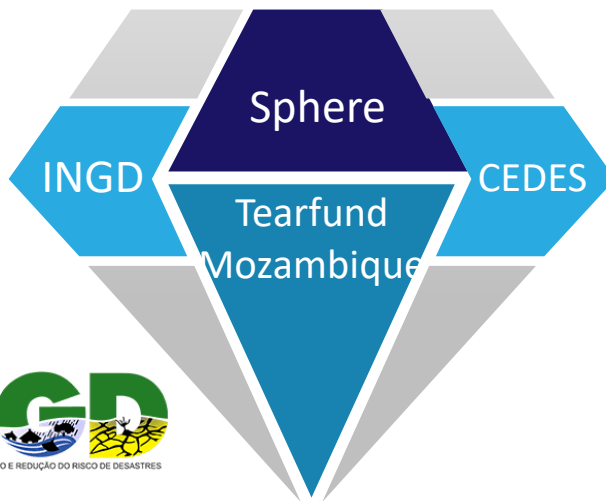
- For project resource mobilisation
- Technical support
- Project publicity



- For Portuguese translation of Sphere 2018 Handbooks



- Project logistical and administrative support
- Portuguese translations



- Government of Mozambique through its National Disaster Management Agency (INGD) for official National launch of the project and being part of the project across the provinces .



- Project launch and Manica Province trainings logistical support



- CHA communications partner



- CHA Accounting partner

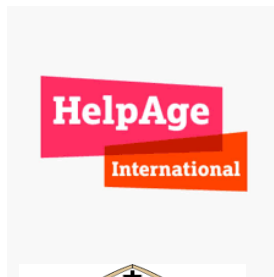
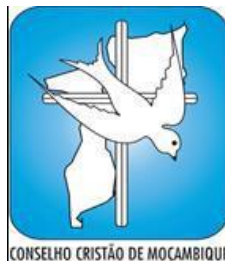
Thank you to all agencies trained including...



NORWEGIAN
REFUGEE COUNCIL



Aldeias de Crianças SOS



Executive Summary

Tete

- **5** registered
- Combined with Manica Province training

Manica

- **53** applications
- **20** trained 3-day online - **22nd - 24th Sept 2021** (Tearfund & partners)
- **Modification:** **26** trained in-person that was changed from half-day to 3 day training (**1st - 3rd Nov 2021**)
- Venue – Chimoio City

Gaza

- **7** registered
- **7** trained online
- **Modification:** Combined with Inhambane Province.
- Changed to half-day **online** training on **28-Oct 2021**

Maputo Province

- **9** applications
- **27** trained – 14 F; 13 M (20th -22nd Oct 2021)
- **Modification:** Combined with excess participants from Maputo City

Niassa

- **1** Registered
- **Modification:** Combined with Cabo Delgado training

Cabo Delgado

- **24** registered
- **24** Trained in-person
- Venue – Pemba City
- Changed from half-day to 3 day training (**17th – 19th Nov 2021**)

Nampula

- **13** Registered
- **Modification:** **19** Trained in-person combined with Zambezia
- Venue – Nampula City
- Changed from half-day to 3 day training (**22nd– 24th Nov 2021**)

Zambezia

- **8** registered
- **Modification:** Combined with Nampula Province

Sofala

- **17** registered
- **Modification:** Combined with Manica Province training

Inhambane

- **4** registered
- **8** trained online
- **Modification:** Combined with Gaza Province.
- Rescheduled from 3-day to half-day **online** training on **28 Oct 2021**

Maputo City

- **45** registered
- **21** trained -9 F; 12M (13th – 15th Oct 2021)
- Excess listed with Maputo Province

219
Total
Registered

38 On-line

127 In-person

82 Launch

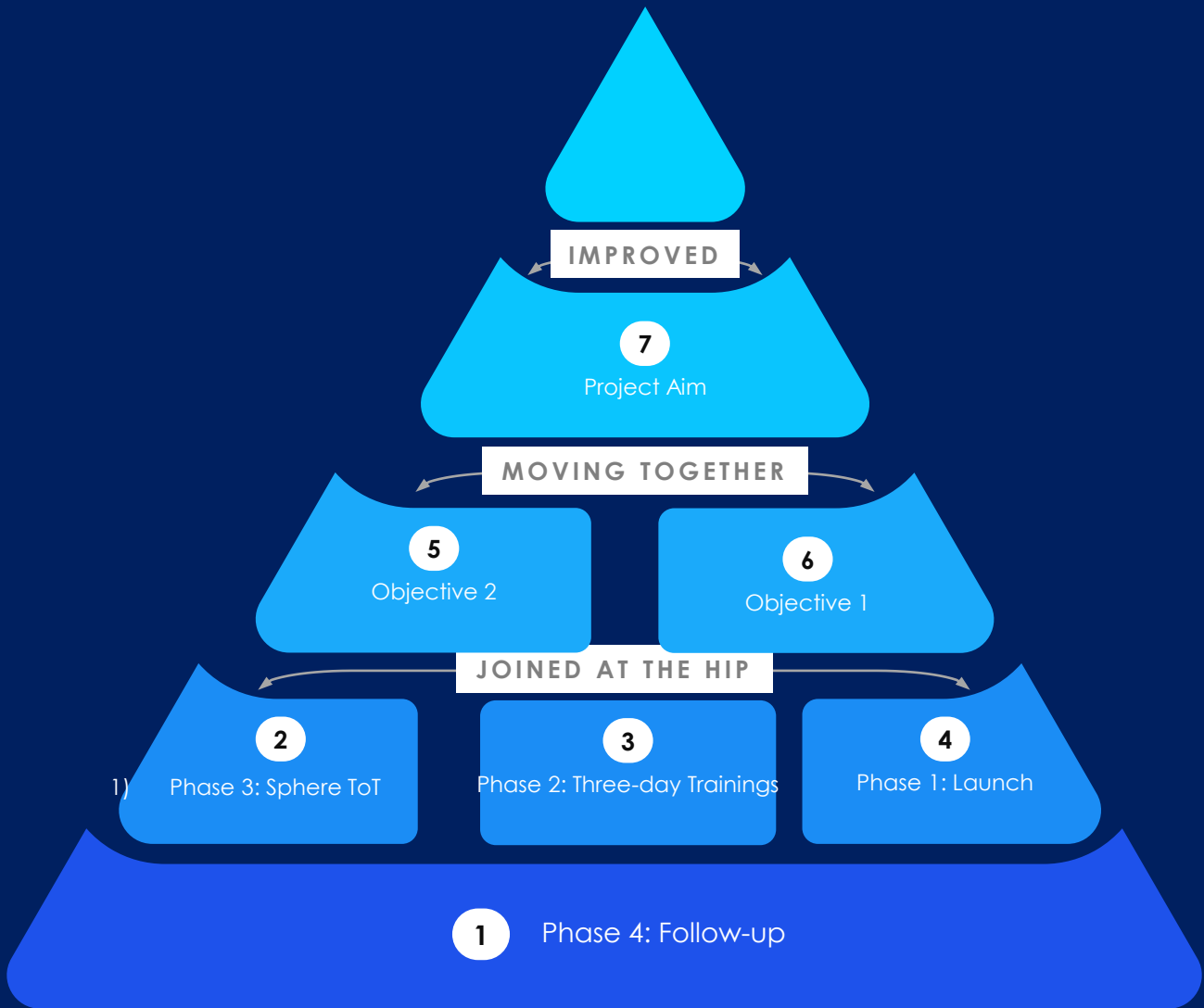
247
Total
trained



Project Context: Why Sphere standards training in Mozambique?

- Mozambique is one country in Southern Africa that has been experiencing multiple-hazard disasters in the last 5 years. Cyclones, water-borne diseases, droughts, covid-19 and militia insurgencies have always stretched the capacity of frontline responders and coordinators to cope with the humanitarian crises.
- Humanitarian needs are becoming more complex, which requires Government and humanitarian workers who are better-prepared. Meanwhile, the skills of the frontline responders and disaster managers needed upgrading in order to align with the global humanitarian standards. Three (3) years after the release of the Sphere 2018 Handbook in other languages, the Portuguese translation was only completed in 2021.
- Sphere promotes the active participation of affected communities as well as of local and national authorities, at all stages of a response. It strongly encourages international humanitarian actors taking part in a response to consciously address and support local and national actors, building on existing capacities. At the same time, attention is also drawn to the accountability of humanitarian agencies and governments towards those affected populations, donors and representatives from the private sector who might support a particular humanitarian response and civil society in general.
- The Sphere minimum standards have from the outset focused on key life-saving areas of humanitarian response - that is: water supply, sanitation and hygiene promotion; food security and nutrition; shelter, settlement and non-food items; and health action.
- Over 200 humanitarians in Mozambique were targeted to receive Sphere training between September and December 2021. Phase 1 was envisaged to raise awareness across Mozambique about the recently published Portuguese translated Sphere 2018 Handbook and what is new in it. Phase II was meant to create a pool of about 200 trained participants. Due to the vast geographical spread of the country, Phase III was designed to produce an additional 12 Sphere Trainers. This would result in a critical mass of practitioners who will develop a collective action plan for further dissemination of this Sphere knowledge. Due to the poor internet coverage across most provinces of Mozambique, in-person trainings were more appropriate with the half-day Information Day trainings ideal from venues with high speed connectivity facilities. ⁶

The Project Outline



7 The project aimed to develop the capacity of humanitarian actors in Mozambique to respond promptly and effectively to crises.

6 Objective 1: To strengthen the capacities of 12 trainers in the applications, design and management of training on humanitarian standards, CHS, AAP and PSEA.

5 Objective 2: To give at least 300 people involved in the Mozambique humanitarian responses (at various levels of management and in diverse organisations/agencies) training on humanitarian principles and standards including protection, PSEA, AAP and CHS.

4 Phase I: Launch (i.e. an adapted 1-day Sphere workshop) for around 40 participants from national authorities.

3 Phase II: 4 x 3-day Sphere workshops (24 people per event, total of 96 people) for frontline responders to the crises in Mozambique. The in-person workshops will take place in four (4) different provinces and 7 half-day awareness sessions will cover the remaining provinces.

2 Phase III: Sphere Training of Trainers (ToT) workshop for 12 trainers based on Sphere, with CHS, AAP and PSEA themes reinforced.

1 Phase IV: Follow-up with participants from all events including those in Phase I, Phase II and III.

A photograph of two individuals, a woman on the left and a man on the right, sitting in light-colored armchairs. They are both wearing bright blue t-shirts with a white logo that includes the letters 'CHA' and a gear-like shape. The woman has dark, curly hair and is smiling slightly. The man has a beard and is looking directly at the camera. They are in a modern, brightly lit room with large windows in the background showing a cityscape. The floor is covered with a light-colored rug. A semi-transparent white box with dark blue text is overlaid on the lower half of the image.

So how was the
project
implemented and
its achievements?

Photo: CHA Facilitation Team....Caroline C. Ruto (L) and Wonder Mufunda

Objective 1

To strengthen the capacities of 12 trainers in the applications, design and management of training on humanitarian standards, CHS, AAP and PSEA.

- 1.1.1 The pool of trainers is operational at the national level
- 1.1.2. Government and NGOs in Mozambique are conversant with the standards they promote

A core team of 12 trainees were trained as Sphere Trainers from the pool of Provincial training participants. The selection criteria considered the geographical representation, organization (Government, INGOs, UN, National NGOs, potential use of the skills in various fields. Below are the profiles of the new crop of Sphere Trainers.



Ernesto G. Massingue, Government INGD,



Olgar Eduardo Iamo, Government INGD,



Nercia Cumbe, Tearfund, Monitoring & Evaluation Specialist



Idin Abdala, IOM, CCCM Coord. Cabo Delgado



Lia Romano, WeWorld-GVC,



Lopes Lopes, World Vision International, INEE Focal Point



Edgar Jone, Tearfund, Country Director



Katia Balate, ADIDEC Also an Actress & TV Presenter



Nelson Ismail, N.I. Coaching & Training,



Ivone Kachidza, Norwegian People's Aid



Dr Jane E. Da Silva Andrade, CVM, Medical Doctor



Victoria Chifeche, PhD, CEDES, also a Pastor

Emerging evidence of strengthened capacity post Training of Trainers...

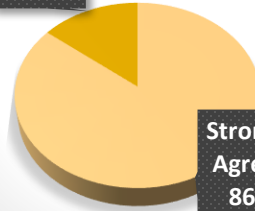
Satisfaction survey results...
Details in Annexure 1

The training style was engaging.

4.

THE PROGRAMME MET MY INDIVIDUAL OBJECTIVES

Agreed
14%



Strongly Agreed
Agreed

Strongly Agreed
86%

I would recommend this training to other humanitarian



100%

How new skills are being utilized...

2

Number of Sphere Trainings initiated as of Feb 2022 by this group post training

10

Number of Cyclone Ana response plans referring to Sphere standards

5

Number of collaborative initiatives by this group as a result of being networked by this project

Field examples of how new skills are being utilized...



Photo: Tearfund hosted a Sphere training event in Chimoio in Feb 2022



Photo: INGD and Red Cross collaborating in disaster simulations in communities early January 2022



Photo: Government Disaster Management Agency, INGD using Sphere Standards in Camp Management for Cyclone Ana victims in January 2022 in Nampula province.



- The new Sphere Trainers formed a WhatsApp group in which they are now networking further. Since the ToT participants are operating in different provinces across the country this has enhanced exchange of ideas and practice post training.
- Coordination has been reported to have improved as agencies are collaborating better. Such collaborative efforts have been observed in the Cyclone Anna preparedness interventions in which, for example, the Government Disaster Management Agency (INGD) was working with Red Cross and WeWorld in disaster evacuation and rescue simulation across disaster prone communities.
-
- Tearfund collaborated with WATSAN Mozambique in arranging and hosting a Sphere training at Tearfund offices in Chimoio. This was an inter-agency training in which twelve (12) participants (4 Female & 8 males) from seven (7) agencies were represented. Edgar Jone and Nercia Cumbe (new Sphere ToT graduates), co-facilitated the training with Axel Schmidt, another Sphere Trainer from German. CHA was giving remote support to the event.
- The Sphere minimum standards have from the outset focused on key life-saving areas of humanitarian response - that is: water supply, sanitation and hygiene promotion; food security and nutrition; shelter, settlement and non-food items; and health action. This training came at the right time as it equipped the Trainees with knowledge and skills to prepare and respond to Cyclone season which in Mozambique spans between January to April. The Sphere graduates were able to use their Sphere Handbooks for Assessment Checklists for rapid needs assessments and Technical chapters to develop Cyclone Anna response proposals.
- A total of 12 individual action plans were developed that refer to standards, CHS, AAP, PSEA, etc. One Sphere training graduate was a policy debate panelist when her agency hosted a Refugee Camp Management online policy dialogue in Nampula province. PSEA and AAP were an integral part of the policy debate. About 32 delegates joined. A case study of the key outcomes of this event was documented.
- One Sphere ToT graduate, Katia Balate, who is also a JTV Presenter is developing a 12 series TV programme in which the theme will be highlighting the importance of Sphere Standards and how different humanitarian agencies can improve the quality and accountability of their actions in the field. This initiative is still appealing for funding to produce and air the TV series. ¹¹

To give at least 304 people involved in the Mozambique humanitarian responses (at various levels of management and in diverse organisations/agencies) training on humanitarian principles and standards including protection, PSEA, AAP and CHS.

Objective 2

2.1.1 Increased competency and knowledge (notably in the areas of humanitarian principles, protection, PSEA, AAP and CHS) among 264 participants

2.2.1 A minimum of 40 participants are delivered a powerful message which sets to change the attitudes and behaviours of senior people with decision-making power.



Objective 2

Sphere Standards foundation

Training Summary

Communication Strategy dashboard

19 Got info via Sphere Social Media pages

15 Got info via word of mouth

7 Got info via Sphere Newsletter

24 Number who got information via WhatsApp

56 Emails Applications

19 Number who got information via Sphere website

35 Number who got information via CHA website & Social media pages & Other

219
TOTAL APPLICATIONS VETTED

Participants Profile

8% Participants previously heard of Sphere

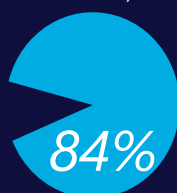
5% Participants that had used any Sphere previous Sphere Handbook versions

3% Participants that had applied Sphere Handbook in the field

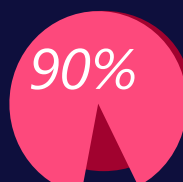
Participants feedback...

"The training methodology was very adequate for the kind of audience invited. But I would recommend to reduce the time to end the sessions everyday to end earlier..." Sonia Khan, Nutritionist, UNICEF Mozambique

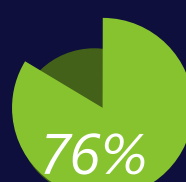
"The training must be extended to many institutions in Mozambique due to the geographical localization..." Frank Phiri, Country Director, Norwegian People's Aid



Strongly Agree that the subject matter was adequately covered



Strongly Agree that their individual objectives were met



Overall Rated the training as Excellent

152

Number trained

38

Number trained Online

63

Females trained



Provincial Registrations and Trainings Dashboard

Niassa

- **1** Registered
- **Modification:** Combined with Cabo Delgado training

Cabo Delgado

- **24** registered
- **24** Trained in-person (8 F; 16 M)
- Venue – Pemba City
- Changed from half-day to 3 day training (**17th – 19th Nov 2021**)

Tete

- **5** registered
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Nampula

- **13** Registered
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- Venue – Nampula City
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Manica

- **53** applications
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- Venue – Chimoio City

Zambezia

- **8** registered
- **Modification:** Combined with Nampula Province

Sofala

- **17** registered
- **Modification:** Combined with Manica Province training

Gaza

- **7** registered
- **7** trained online (2 F; 5M)
- **Modification:** Combined with Inhambane Province.
- Changed to half-day **online** training on **28 Oct 2021**

Inhambane

- **4** registered
- **8** trained online (1 F; 7 M)
- **Modification:** Combined with Gaza Province.
- Rescheduled from 3-day to half-day **online** training on **28 Oct 2021**

Maputo Province

- **9** applications
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Maputo City

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128 In-person

166
Total
trained

Emerging evidence of how the new knowledge is being applied...

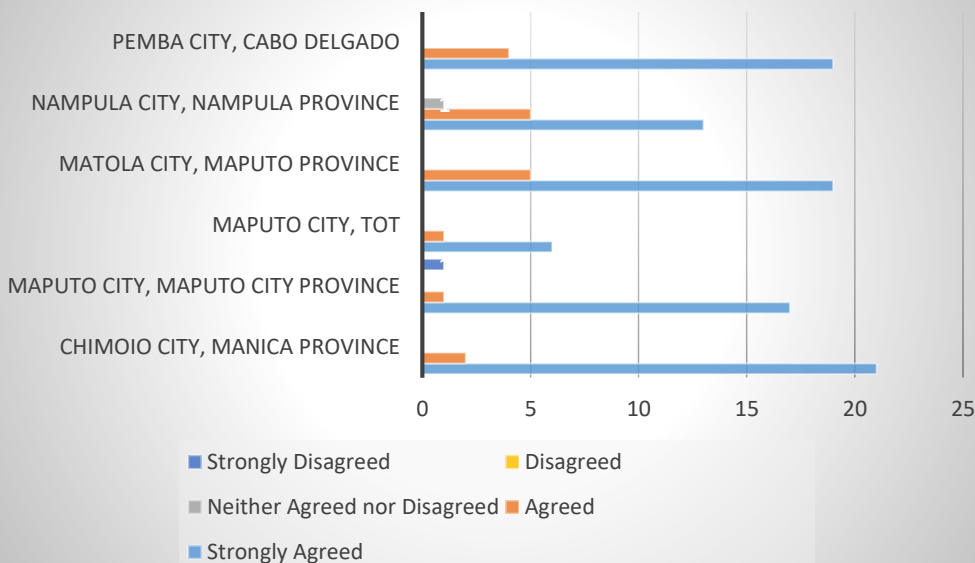
Post-training survey:
Increased Sphere knowledge

Before: Trainees with prior training/**knowledge** of Sphere Standards.



Field applications

How the programme met individual objectives



- Cyclone Anna which left trails of damage mostly in Nampula, Zambezia and Tete provinces gave an opportunity for the new knowledge and skills to be applied by Frontline responders since January 2022.
- Red Cross Mozambique (CVM) trained staff cascaded the Sphere training through disaster response community drills in the provinces that were later affected by Cyclone Anna.
- The participants in the respective provincial trainings formed Social medial platforms for continued networking. The WhatsApp platforms, for example, were very useful in sharing the disaster alerts from the Meteorological Services and sharing experiences on how different agencies were using the Sphere Handbooks.
- Common applications shared amongst the WhatsApp groups included; Needs Assessment Checklists, response project proposal writing, AAP and PSEA

Field examples of how the new knowledge is being applied...



Cyclone Anna rescue operations coordinated by Government, INGD

Local NGO, Kubatsira, doing a Needs Assessment post Cyclone Anna in Nampula province



NRC beneficiary verification desk

IOM in camp management



2.2.1 The Sphere Handbook, Project Launch and sustainability



Photo: INGD Deputy Director (in green) being handed Sphere Handbooks by CHA Director while the Tearfund Country Director for Mozambique witnesses ...

Government
Disaster
Management
Authority – INGD
Deputy Director
officially
launched the
project

- The Launch was attended by 33 guests in person while 49 more followed the proceedings from the live-stream. The event was publicised on both Sphere and CHA social media platforms.
- At the Launch, Government committed to embrace the project by pledging to get its Technical Officers trained during the provincial sessions, something which CHA then kept at least 2-4 places for any Government departments to participate.
- INGD was handed over 5 Sphere Handbooks for the Directorate.

Project Sustainability...

- As part of the project sustainability strategy, 12 participants were selected and trained to become Sphere trainers (as reported under objective 1)
- CEDES and Tearfund were identified as potential Sphere country Focal Points for Mozambique. CHA submitted their candidature to Sphere which has led to a series of engagements to formally register these two agencies as Focal Points for Mozambique. CHA and Sphere will continue to nurture Tearfund and CEDES.
- Potential partnerships between CHA and Mozambique based agencies are at various stages of development to ensure that the support and momentum is maintained. CHA in February signed a MoU with University of Algarve (Portugal) to collaborate in spreading humanitarian standards across all Portuguese-speaking countries in Africa.
- More trainings will be carried out with local agencies generating the demand as the practical applications of the Sphere standards become more and more known and appreciated. Already between January and February 2022, about 2 training events have been done – one in Chimoio (organised by WATSAN Mozambique) and another one in Nampula province hosted by Kubatsira.

In-country modified Logistics map

Legend

- Capital
- Major cities

Challenges & Modifications made during implementation



Chimoio

Redesigned to combine Tete, Sofala and Manica Provinces from a half-day to 3-day face-to-face training. Distance is about 800km hence flight is safer.

Matola

Maputo



Xai Xai

Gaza and Inhambane Provinces rescheduled to a joint half-day **Online** information sharing due to their combined applications of 11 people

Beira

Return from Cabo Delgado (Pemba) to Maputo for the ToT

Flights between Chimoio and Nampula are not regular hence driving to Beira

Nampula



Safety concerns for road travel between Beira and Nampula favour air travel for face-to-face 3-day training

Pemba



Safety concerns for road travel between Nampula and Cabo Delgado favour air travel for face-to-face 3-day training

Supplementary Budget became necessary

US\$2k

Extra budget for local flights for 2 trainers

US\$5,880

Extra budget for DSAs that was under budgeted for the 2 trainers



Trainings were inter-agency



Matola City, Maputo Province participants

Other challenges

- The stakeholders' demand for face-to-face trainings necessitated an implementation modification and extra budget for local flights for the 2 trainers. The initial project design was to deliver 4 in-person trainings and 7 online sessions.
- The delays in October disbursement created some operations challenges despite the commendable local support that CEDES offered to pre-finance the October fieldwork. This was regularized in November.
- The project was implemented during the last quarter of 2021 which coincided with the peak period for the hospitality industry. This saw the hotel costs generally higher than originally budgeted. Some budget line movements across lines settled this challenge.
- The lengthy transactions lag period to move funds from Geneva to CHA Account in Harare then to Mozambique proved to be inefficient. To deal with this administrative bottleneck, CHA had to apply to Sphere for a re-routing arrangement for some of the fieldwork funds directly to CEDES Account in Mozambique. This greatly improved the payments efficiency.
- The poor internet connectivity in some of the province coupled with low humanitarian activities resulted in low registrations in some provinces thus the project missing the set target. This was the case with Zambezia, Tete, Niassa, Gaza, and Inhambane provinces. This prompted combining some provincial trainings for cost effectiveness.
- The Sphere ToT was hosted in Maputo (which is located at the southern tip of the country) and this meant more flight and accommodation costs to participants from provinces further north. As a result, the desired representation of at least one trainee per province could not be achieved. Some Government and local NGOs participants could not raise the required resources to cover their travel & accommodation costs.

Conclusions & Recommendations



Conclusions

- The project was a timely intervention for the Mozambique humanitarian sector. This was a first ever country-wide training using Portuguese translated Sphere Handbooks.
- A total of 247 of the targeted 304 participants (about 81%) were reached out with the Training of Trainers, 5 x 3-day Sphere Basic trainings, 2 online trainings and a Sphere Handbook Launch event that was also live-streamed.
- • Poor internet connectivity and low humanitarian activities in the provinces of Gaza, Niassa, Inhambane, Tete and Zambezia can be attributed to the low registration figures in those provinces. This necessitated the combining of some provincial trainings for cost effectiveness. Instead of holding 6 half-day online trainings in the provinces as planned (which would have attracted c. 120 people), we responded to the local context by conducting an additional 3-day in-person training for the Northern provinces (for 20 people). As a result we reached 247 people, instead of the planned 304. .
- There is potential for sustaining the project outcomes as already observed with the commitments in the Action Plans, Government's involvement, pool of Trainers now in place, Sphere Country Focal Points (Tearfund and CEDES) now activated. The new skills and knowledge has already begun to be utilised as observed and reported in the recent Cyclone Anna preparedness and responses.
- CHA will continue to offer technical support post the project to consolidate the gains made through this project as part of its role as a Sphere Focal Point in the region.



Recommendations

- Projects of this nature are needed in all high-risk countries in Southern and East Africa including Zimbabwe, Malawi, Madagascar and Mauritius.
- Flexibility to adapt the project design as situations on the ground dictate is commendable and should be taken as a good practice.
- Disbursement scheduling to take into consideration the operational modalities that bring out more efficiency while still maintaining the highest accountability levels.
- In future interventions, budget provisions should be made to cater for more subsidies to participants attending TOTs but from low organisational training budgets. This includes some local NGOs and Government field staff.
- More documentation of such experiences to also share with the wider humanitarian community.
- Further support especially to the newly identified Sphere Focal Points so that they will work closely to sustain the positive outcomes of this project.

More recommendations: A case for a second phase of this project...



Photo: Temporary shelter for victims of Cyclone Ana

Photo Credit: INGD

More
recommendations

- More than four (4) Tropical Cyclones have hit Mozambique in the first three months of 2022, with Nampula, Zambezia and Tete being the worst affected provinces. This has increased donor funding in those provinces, thus requiring more quality and accountability in the humanitarian responses. The project managed to train about 16 people from Nampula, 2 from Zambezia and 2 from Tete.
- High staff turnover across the humanitarian sector is inevitable. While the project managed to train 12 new Sphere Trainers, not all provinces were represented - especially those mentioned above. More training is clearly needed.
- Current Mozambique Government regulations on restricting numbers of expatriates, coupled with lessons learnt from the covid-19 travel restrictions, further demonstrate the need for increased capacity strengthening of national humanitarian staff.



Annexures

Photo: Community-based Early Warning Alarm installation ahead of Cyclone Ana
Photo Credit: INGD