SPHERE: INTRODUCTION AND PRACTICE

DAN CHURCH AID HARARE OFFICE STAFF

BRONTE HONTEL, HARARE, ZIMBABWE

15 & 18 September 2021

Workshop Report

Compiled by

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With

Nomvula Woodend

Technical Support from Pearson Marasha and Tobias Ndlovu
Financial Support from the World Food Programme (WFP) Zimbabwe

Contents

ACRONYMS

CBT   Cash Based Transfer

CHS   Core Humanitarian Standards

DCA   DAN CHURCH AID

HAP   Humanitarian Accountability Principles

MPCT   Multipurpose Cash Transfer

USAP   Urban Social Assistance Programme

WASH   Water, Sanitation and Hygiene

ACKNOWLEDGEMENT BY DAN CHURCH AID

INTRODUCTION

This report includes a brief outline of the Sphere workshop organised by DCA. The workshop was held on 15 September 2021 and on 18 September 2021 at the Bronte Garden Hotel in Harare. It was a non-residential workshop and it targeted DCA staff members of the Urban Social Assistance Programme.

Background

Zimbabwe has a long history of humanitarian emergencies, including prolonged drought, adverse climatic conditions, a fragile economic environment and high levels of poverty and vulnerability due to economic reasons. Statistics and trends are hardly able to convey the magnitude of the current crisis in Zimbabwe and its economy continues to shrink fast with GDP contracting daily rendering the country to have huge needs with many living in poor urban and rural conditions.

Dan Church Aid

DanChurchAid is working in Zimbabwe, a country facing the serious negative impact of climate change, protracted economic and political crisis. In response to the operational context DCA works with local implementing local partners to achieve the following: Resilience building, supporting households translating to approximately 240.000 individuals, Climate change related disaster response including drought and cyclones 240 000 individuals Interventions to address, Food Insecurity facing individuals. These include cash transfers to improve food purchasing power in peri-urban settings such as Epworth near Harare. DCA works with partners in supporting smallholder farmers to enhance food and income security. In 2019 DCA in coordination with other agencies fed 5 million people facing food shortages in both rural and urban settings. DCA is also working with churches to promote social cohesion through peace building initiatives. Due to DCA's focus and nature of programming the need to capacitate staff on Sphere was noted. The Sphere pre-assessment noted that there was non interaction with Sphere by staff especially the 2018 handbook version and staff were not speaking the same language. There was also little evidence of Sphere training and application in the DCA programmes generally.

This workshop was organised by DCA in collaboration with WFP to strengthen the awareness of DCA staff particularly those in the Urban Social Assistance Programme on the Sphere Project, with the overall aim of improving the quality and the accountability of the urban humanitarian response by DCA in Harare and Bulawayo. The participants are expected to be able to use the Sphere Handbook in the food security and nutrition, and resilience building programmes within DCA.

It is expected that the staff trained will capacitate stakeholders to enable them to be Sphere conversant within DCA domains. These trainings will be a part of a wider capacity building initiative, which includes also building strategic leadership of local actors at the community level.

Facilitating Team

The training workshop was conducted by Pearson Marasha a Zimbabwe Sphere Country Focal Person and a Sphere trainer with humanitarian experience contracted by DCA specifically for the training. Tobias Ndlovu the Global Humanitarian Advisor for DCA also co-facilitated the training on the first day. Support was given throughout the training programme by DCA staff.

11. PURPOSE AND OBJECTIVES OF THE WORKSHOP

Overall aim:

To improve the quality and accountability of the DCA humanitarian response in Hare and Bulawayo in Zimbabwe

Learning Objectives

At the end of this training programme, the participants will be able to:

- Explain the philosophy and approach of the Sphere Project
- Describe the different sections and the layout of the Sphere handbook
- List the principles in the Sphere handbook Humanitarian Charter and describe how the charter provides an ethical and legal framework for humanitarian action
- List the protection principles in the Sphere handbook and explain how they relate to humanitarian programming
- Describe the cross-cutting themes in the Sphere handbook and how they should be incorporated into humanitarian responses
- Describe how the Sphere handbook can be used as a tool for nutrition programmes in a disaster response in Zimbabwe

Participants

Total No. of Participants	Females	Males
20	11	9

Nineteen participants attended the workshop all of which were staff from DCA, (two missed the second day of the training due to unavoidable reasons). All the participants work on DCA programmes. The full list of participants is attached in Appendix 1

111. METHODOLOGY

A short pre-course quiz was sent out to all the participants, to get the participants' level of understanding on Sphere issues in order to tailor the training to their needs and to also encourage the participants to find out more about Sphere and to look at the handbook and website in preparation for the training.

A variety of methods were used throughout the workshop including quizzes, role plays, posters, drawings, PowerPoint presentations, short films, group work, case studies, scenario planning and various review games and exercises. A review exercise was conducted at the end of day 2 of the workshop. The participants all took notes during the training to be used in the future together with the presentations used by the facilitator.

1V. CONTENT OF THE WORKSHOP

The two-day agenda is attached in Appendix 2

Day1

The training started with an opening introduction from Zvisineyi Valley, the DCA Protection Officer and the organiser of the workshop. This was followed by a fun game to introduce the participants and facilitators to one another, with each person mentioning one thing that is not so obvious about them, their expectations of the workshop, setting housekeeping and ground rules. Emphasis was stressed that it was the participants' workshop, so they should participate, ask questions and get the most out of the 2 days. In order to assess the participants' knowledge of Sphere the facilitator requested those who had had some training on SPHERE to identify themselves and 1 female and 3 males indicated they had received training on earlier versions of Sphere.

Summary of Expectations:
- Learning something new on what has been updated/changes in the last 2 years and how that can be useful to what im doing
- To learn all concepts of SPHERE

- First time attending SPHERE and looking forward to learning a lot after being asked to read the Handbook
- Learn about minimum standards
- Learn new staff about SPHERE
- Minimum standards in Humanitarian response

Ground rules:
- o Phones on silent
- o Attend the whole full day of training
- o Active participation
- o Speak through the chair
- o Stick to time – Hope appointed timekeeper
- o Ears and minds open
- o Chatham house rules apply (what's said here stays here – so speak your mind)
- o Let the facilitator

Introduction to SPHERE

SPHERE standard was introduced in 1997 by several NGOs particularly the and the International Red Cross and Red Crescent Movement following the massive genocide in Rwanda due to the conflict among the Hutus and Tutsis. More people continued to die even after NGOs had come in to assist. Over 40000 people died of cholera in the presence of a lot of NGOs that had come into Rwanda. This pushed NGOs to dev the Humanitarian Charter, so we speak the same language- 1st to 4th Humanitarian handbook now developed.

The Humanitarian community has changed significantly since 1994:

- SOPs developed for interventions eg livestock, health, education. Before there were no standards and assessment of needs

- Before 1994 there was no one monitoring compliance to certain standards and procedures

- Agencies responsible for coordination now available to avoid duplication of coordination efforts

Core beliefs of SPHERE:

What are the SPHERE Core Beliefs?

1. People affected by disaster or conflict have the right to life with dignity and therefore right to assistance, and – we don't treat beneficiaries as cases/caseloads/victims, we are not doing them a favor but giving them their right. Not treating them as though they don't have rights

2. All possible steps should be taken to alleviate human suffering arising out of disaster or conflict – let's take all the steps to alleviate human suffering

The Humanitarian imperative: states that action should be taken to prevent or alleviate human suffering arising from conflict or disaster and that nothing should override this principle. This is the most important principle and that's what drives us. Based on the fundamental principle that all human beings are born free and equal with dignity and with rights. Right to life with dignity

SPHERE Handbook at a glance has a total of 8 chapters. First 4 Chapters: foundation chapters. 4 Technical Chapters

SPHERE Approach: Learning, Acting and Connecting!

Sphere has Focal points spread across the world and a Database of trainers is available and members include organizations that subscribe to and fund SPHERE

KEY Messages: Understanding the people you are working with is key and the context.

What is the SPHERE Handbook?
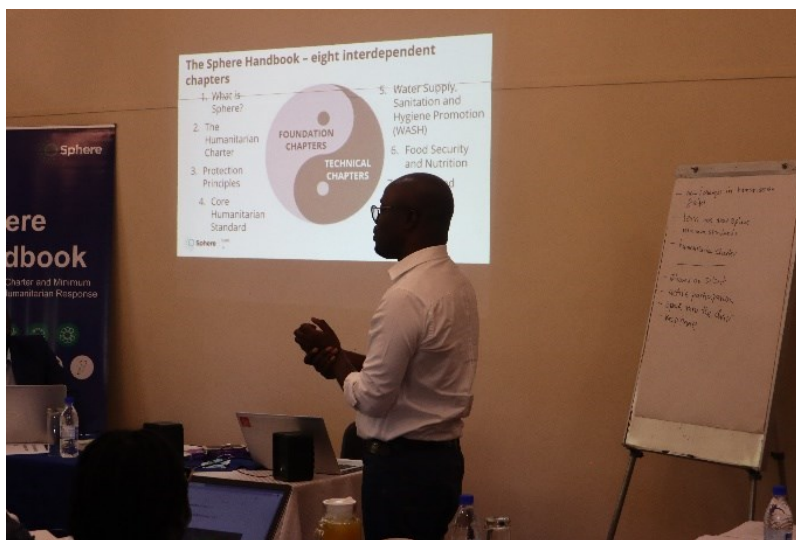
- Urban issues now updated and use of cash transfers

- Element of dignity is very important

- People have a right to assistance and that assistance should be given with dignity

- Philosophy based on 2 core beliefs: 1. **right to life with dignity** 2, **all possible steps** to be taken to **alleviate human suffering** arising out of disaster or conflict

- The SPHERE Handbook is Divided into **Foundation Chapters** and **Technical Chapters**

Foundation Chapters:

1. What is SPHERE

2. The Humanitarian Charter – this is the cornerstone of SPHERE approach- recognizes people have right to protection and assistance with dignity. Provides the ethical and legal foundations for the Protection Principles, the Core Humanitarian Standards, and the SPHERE minimum standards

3. Protection Principles

4. Core Humanitarian Standard

Technical Chapters:

5. Water Supply and Hygiene Promotion

6. Food Security and Nutrition

7. Shelter and Settlement

8. Health

Common Principles of SPHERE:

- Right to life with dignity

- Right to receive humanitarian assistance,

- Right to protection and security

Protection Principles

1. **Enhance** people's safety, dignity and rights and avoid exposing them to further harm

2. **Ensure** people's access to impartial assistance according to need and without discrimination

3. **Assist** people to recover from the physical and psychological effects of….

4. **Help** people to claim their rights - referral pathway awareness

The Core Humanitarian Standards and Accountability (CHS):

- Is a voluntary framework

- Is jointly managed by SPHERE, the CHS Alliance and Groupe URD

- Is one standard with nine 9 commitments

- Describes essential organizational and personal responsibilities for quality and accountability and in humanitarian response

1. Humanitarian response is appropriate and relevant
2. Humanitarian response is effective and timely
3. Humanitarian response strengthens local capacities and avoids negative effects
4. Humanitarian response is based on communication, participation and feedback
5. Complaints are welcomed and addressed
6. Humanitarian response is coordinated and complementary
7. Humanitarian actors continuously learn and improve
8. Staff are supported to do their job effectively and are treated fairly and equitably
9. Resources are managed and used responsibly for their intended purposes

SPHERE Handbook types of Indicators:

- Process Indicators X

- Progress Indicators %

- Target Indicators #

The Code of Conduct:10 Core Principles

1. The humanitarian imperative comes first

2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone
3. Aid will not be used to further a particular political or religious standpoint
4. We shall endeavor not to act as instrument of government
5. We shall respect culture and custom
6. We shall attempt to build disaster response on local capacities
7. Ways shall be found to involve programme beneficiaries in the management of relief aid
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources
10. In our information, publicity and advertising activities, we shall recognise disaster victims as dignified humans, not hopeless objects

Using the SPHERE Handbook to different contexts:

Conforming to SPHERE:

- Does not mean implementing all key actions or meeting specified targets for all key indicators

- Does not mean meeting all standards, since this depends on a range of factors many of which are beyond our control

Important points to consider in our programming:

- Disaggregation of GBV including IPV, child marriage, sexual violence and trafficking
- Innovations in the field to cater for the disabled eg ramp construction at supermarkets, transport provision
- Look up for RAQA document on PPD for lessons learnt in urban programming in Iraqi
- Unintended impacts /consequences of assistance: inflationary price hikes, GBV, IPV, resentment from non-beneficiaries/ unnecessary tension in the community

The Humanitarian Charter:

- An agreement that's legally binding. It's a voluntary charter/agreement

- A statement of established legal rights and obligations and In part a statement of our shared beliefs

- It represents soft law

- Soft law is non-binding- it is of a persuasive nature

The Charter is written from the perspective of humanitarian orgs as a collective, and is divided into 4 distinct aspects:

- Our beliefs

- Our role

- Common principles, rights and duties

- Our commitment

SPHERE PROTECTION PRINCIPLES:

Refer to all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law (i.e IHRL)

Principle1: Enhance safety and dignity and rights and avoid exposing to further harm

Principle 2: Impartial assistance

Principle 3: Assist people to recover from effects of physical and psychological threats, actual violence, coercion /deprivation

Principle 4: Help people claim their rights

What is a humanitarian actor: people / persons or organizations providing assistance and their partners/stakeholders enabling assistance to be channeled to the people in need of it.

The "egg" model of protection action

Step1: Responsive Action: Action that we take to stop the ongoing violations – inform the police to stop the ongoing violations

Step 2: Remedial Action – PPE within 24 hours to avoid HIV infection and pregnancy

Step3: Take preventive action/environment building (advocacy work), capacity to report, public interest litigation etc. Focus in programming should focus more on the preventive action and focus more on environment building

Professional standards for Protection work – participants were encouraged to go and research and read on that to further their understanding on protection action.

CORE HUMANITARIAN STANDARDS ON QUALITY AND ACCOUNTABILITY

Full name: Core Humanitarian Standards on Quality and Accountability

- A voluntary standard with measurable indicators. Orgs choose to abide by and be measured/monitored vs it. Facilitates greater accountability to communities

- If certified for it shows your org does things according to a certain standard

- The CHS is the result of collective effort by: SPHERE, HAP, People in Aid and Groupe URD

- It is jointly managed by SPHERE, the CHS Alliance, and the Groupe URD which are the copyright holders of the CHS

A unique structure:

- Commitments and criteria: nine pairs

- Performance indicators

- Key actions

What is Accountability?

- Responsibility by humanitarian organization of resources at their disposal ie. Explain how their programmes conform with best practice and agreed commitments

- And involve stakeholders in their work ie to take into account the needs, vulnerabilities ad capacities of affected populations at all stages of humanitarian response.

To whom are we accountable:

- Beneficiaries

- Donors

- Stakeholders- government and other responsible authorities

- Ourselves

- Colleagues/Peers

- Host communities

- Communities affected by crisis

- Partners

- Communities affected by crisis

- Host government

Standards 1,2,3,7 concern **Quality** Standards 4,5,6,8, and 9 concern **Accountability**:

Day 2

18 September 2021 was the second day of the training and the training focused on the following:

WATER SUPPLY, SANITATION AND HYGIENE PROMOTION (WASH)

The Primary objective and 3 essential components of WASH. Participants were also capacitated on Identification of transmission pathways of infectious pathogens and barriers to break the chains of transmission.

Objective of WASH programmes:

The main objective of WAHS programmes in humanitarian response is to reduce public health risks by creating **barriers** along transmission **pathways.**

Five main pathways for pathogens to infect humans (Five Fs)

- Faeces

- Fluids

- Fingers

- Flies

- Food

Plus 3 more Fs

- Floods

- Fields

- Faces

Primary barriers - to prevent initial contact with faeces

Secondary barriers – preventing faeces from being ingested by another person

In separating faeces we focus on :

- Use of toilets

- Hygiene promotion information – hand washing with soap

- Protection of water sources

- Fly control programmes – kill the flies

The six categories of WASH Standards:

1. Hygiene Promotion: (1.1 Hygiene promotion 1.2 Identification, Access and use of hygiene items 1.3 - Fingers, Food and Faeces…

2. Water Supply - Fluids

3. Excreta Management – programmes designed for excreta management

4. Vector Control – Flies management

5. Solid waste mgt – Fields, Floods

6. WASH in disease outbreaks and healthcare settings – Floods, Faeces, Flies and Fluids

Participants were to further familiarize themselves with the Essential WASH Concepts (pg92). People affected by crises are more susceptible to illness and death from disease, particularly diarrheal and infectious disease. Community engagement is at the centre of all WASH activities. 15L of water per person per day – recommended minimum. Distance from any household to the nearest waterpoint: 500metres. Queuing time at water sources:< 30minutes. Maximum of 250 people per tap: (based on a flow rate of 7.5litres per minute)

FOOD SECURITY AND NUTRITION

Causes of undernutrition:

- Inadequate food intake and diseases

Food and Nutrition Standards:

1. Assessments

2. Mgt of malnutrition

3. Micronutrient deficiencies

4. Infant and young child feeding

5. Food security

6. Food assistance

7. Livelihoods

KEY TERMS IN FOOD SECURITY AND NUTRITION:

SAM- Severe Acute Malnutrition

MAM – Moderate Acute Malnutrition

Global Acute Malnutrition (GAM) – cash transfer programmes to address nutrition needs

3 approaches to control micronutrient deficiencies:

1. Supplementation

2. Fortification

3. Food - based approaches

How can food assistance build resilience?

Resilience: Ability to recover quickly from shocks, tough situations/hardships.

Food provision bridges the gap by enabling communities to preserve key assets and maintain ability to produce on their own.

Integrate aspects of tool/seed provision/ capacity building, access to arable land

Key Food Security and Nutrition Abbreviations:

BMI – Body mass index

MMS- Breast milk substitutes

IYCF- Infant and young child feeding

MAM- Moderate Acute Malnutrition

MUAC- Mid upper arm circumference

SAM -Severe Acute Malnutrition

WFH – Weight for Height

SHELTER
What does shelter provide?

- Protection from Weather
- Livelihoods
- Dignity
- Security
- Health
- Support for Family and community life

Participants referred to pages 274-277 of the handbook and went through Shelter and Assessment Checklists.

Standards:

1. Planning – integrated response very important, prevents uncoordinated planning, important for safety and security and wellbeing of affected people

2. Location and Settlement planning - safe and secure areas offering adequate space and access to essential services and livelihoods

3. Living Space – access to living space that are safe and adequate, enabling essential household and livelihoods activities to be undertaken

4. Household Items – Household item assistance supports restoring and maintaining health, dignity and safety and the undertaking of daily domestic activities in and around the home

5. Technical assistance – People have access to appropriate technical assistance in a timely manner

6. Security of tenure – the affected population has security of tenure in its shelter and settlement options

Different ways of providing shelter: tents, build houses, cabins, etc. refer to pages 282- 284

HEALTH

2 Main issues of concern:

The aim of a health care program in a crisis is to reduce **morbidity** and **mortality.**

Mortality- number of deaths per population

Crude mortality rate (CMR)- used to measure the severity of a crisis

- CMR>1/10,000 per day

- Under 5 CMR >2/10.000/day

However, these are not the most useful indicators for humanitarian action – death of one person is too much it must be avoided.

CMR = Number of deaths x10,000 divide by days counted x population

SPHERE HEALTH STANDARDS:

Standard 1 Health Systems

Standard 2 Essential Healthcare

- Age, gender, disability, HIV status and linguistic or ethnic identity can further influence needs and may create significant barriers to accessing healthcare

Standards 2 Communicable diseases

Standards 2.2.1 Child Health

Standards 2.3.1 Sexual and Reproductive Health

Standard 2.4 Injury and Trauma care

Standards 2.5 Mental Healthcare

Standard 2.6 Non communicable diseases

Standard 2.7 Palliative care

USING SPHERE IN PRACTICE

The section focused on the following on how we deal with constraints and we deal with differences in social and cultural norms?:

- Difficult sites/dangerous access

- Operational and logistical realities

- Budget shortfalls

- Accurate baseline information

- Rapidly changing situations

A Group assignment on Sphere in practice was done guided as follows:

Groups were assigned questions 1- 4 and worked on: Which parts of SPHERE are most useful for an actual emergency response in a difficult situation like the one that was provided.

What is the programme cycle?

Assessment and Analysis – use checklists, continues and improves the response, SPHERE Indicators and baselines

Strategy development – Use technical chapters of the handbook

Planning and Programme design – well established professional norms and guidance

Implementation and Monitoring – Follow CoCs

Evaluation and Learning – Intended/unintended results, success and failure, learn and train other people

Participants views on the training

One of the Programme Coordinators found the training quite handy and useful, and the following were her views on the training:

"I wish we had had SPHERE Training before developing our ECHO proposal. It would have helped us to refine our submission and we wouldn't have struggled a lot" – **Ruvimbo Hope Nyandoro, DCA Programme Coordinator.**

The following are some of the participants' reviews on the training:

- The training was very informative. SPHERE is relevant in the NGO sector as it touches on the critical issues we face on a daily basis and how best we can manage them
- Informative, relevant

- The training was very insightful, and I have gained knowledge on how we can incorporate SPHERE standards in food security, WASH, Shelter for efficient and effective implementation of humanitarian action.

CONCLUSION

At the end of the day, the participants reviewed how they felt and they largely felt that the objectives were being achieved. The workshop ended with a fun interactive team quiz, reviewing all the learning throughout the week, where the participants demonstrated that they had certainly changed their knowledge since the pre-course quiz.

The participants were reminded of some key points:

- Look frequently at the Sphere website
- Sign up for the Sphere newsletter
- Look at the Joint Standards Initiative website and sign up for the newsletter
- Complete the Sphere E-learning programme
- Find out who is doing what concerning Sphere (& other Quality & Accountability initiatives) in Zimbabwe, investigate the possibility of being part of the SPHERE network – see the guide for focal points on the Sphere website
- Investigate the Inter-agency working group on quality and accountability for the Southern Africa region and find out about the resource centre
- Keep in touch with each other – share ideas, experiences

The learning objectives of the workshop were achieved. At the end of the training programme, participants were able to:

- ✓ Explain the philosophy and approach of the Sphere Project
- ✓ Describe the different sections and the layout of the Sphere handbook
- ✓ List the principles in the Sphere handbook Humanitarian Charter and describe how the charter provides an ethical and legal framework for humanitarian action
- ✓ List the protection principles in the Sphere handbook and explain how they relate to humanitarian programming
- ✓ Describe the cross-cutting themes in the Sphere handbook and how they should be incorporated into humanitarian responses
- ✓ Describe how the Sphere handbook can be used as a tool for food security and nutrition programmes in a disaster response in Zimbabwe by DCA

APPENDICES

Appendix 1: List of participants
DCA Harare Office List of SPHERE Participants

Name	Sex
1. Zvisineyi Nigel Valley	F
2. Nomvula Woodend	F
3. Ruvimbo Hope Nyandoro	F
4. Richard Belt	M
5. Tawanda T Mapanda	M
6. Nothabo G Simela	F
7. Rudo Mutare	F

8. Nomathamsanga F Donga	F
9. Musodzi Muzinda	F
10. Tinashe Bete	M
11. Mthokozisi Moyo	M
12. Farai Fenyere	F
13. Steven Mandipaka	M
14. Simbarashe Mudzamiri	M
15. Taurai R Chiroro	M
16. Loveness Giyane	F
17. Nyasha Marize	F
18. Sikhanyisiwe Siziba	F
19. Solomon Mungure	M (Attended Day 1 of the Training)
20. Brighton Chiparausha	M (Attended Day 1 Half Day)

Appendix 2: Agenda

1-Day Sphere Training Program

DanChurchAid, Bronte Hotel, Harare

15 September 2021

Facilitator: Pearson Marasha, Sphere Country Focal Point, ZW

Co-facilitator: Tobias Ndhlovu, Global Humanitarian Advisor, DCA

Day 1:	Guiding Principles
Time	Session

8:00–8:30	Arrival and Welcome (brief introductions, ground rules, overview, and objectives)
8:30–10:00	STP 3: What is Sphere – Standards in Context
10:00–10:30	**Coffee break**
10:30–12:00	STP 4: The Humanitarian Charter
12:00–13:00	**Lunch**
13:00–14:30	STP 5: Protection Principles
14:30–15:00	**Coffee break**
15:00–16:30	STP 6: Core Humanitarian Standard

Day 2:	The Four Technical Chapters & Practical Application
Time	Session
8:30–10:00	STP 7: WASH & STP 8: Food Security and Nutrition
10:00–10:30	**Coffee break**
10:30–12:00	STP 9: Shelter and Settlement & STP 10: Health
12:00–13:00	**Lunch**
13:00–14:30	STP 11: Using Sphere in Practice & STP 12: Sphere and the Programme Cycle
14:30–15:00	**Coffee break**
15:00–16:30	STP 16: Sphere and Coordination & STP 17: Sphere, Cash and Markets
16:30–17:15	STP 20: Evaluation and Wrap-Up