



**Proposal: Response to Typhoon Yolanda**

Deadline for Submission: 12:00, Friday 16th May

Please note the proposal should not be more than 8 pages long, Arial 11. Guidance notes are provided in italics. These notes may be deleted.

**I - Basic Data Sheet**

<b>1. Name of Project</b>
Tindog Kita (Rise Together) Project: An Accountability to Affected Populations (AAP) and Communicating with Communities (CwC) Common Services Project
<b>2. Name of Organization</b>
Plan International, IOM, World Vision
<b>3. Contact Person</b>
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<b>5. Project Cost</b>
£454,674
<b>6. Grant Payment Details</b>
Payment in arrears, quarterly, after submission of financial report
<b>7. Problem Addressed</b>
<i>Lack of common approaches to accountability in the Yolanda response leading to inconsistent levels of meaningful and inclusive community participation, inconsistent action taken to address feedback and widespread reports of confusion around lack of information on humanitarian services or how to feedback to different humanitarian agencies.</i>
<b>8. Project Summary</b>
The project aims to increase accountability of the humanitarian community to Haiyan's affected populations and therefore increase quality and impact of response interventions through use of common approaches for meaningful, inclusive participation, information provision, CRM, feedback mechanisms and 'closing the feedback loop' through better follow-up, action and response. Lessons learnt will inform the wider humanitarian sector and set standards on good practices for accountability to be replicated in future Level 3 emergencies
<b>9. Duration of Project</b>
<i>6 months: July 1<sup>st</sup> 2014 to December 30<sup>th</sup> 2014</i>

## II - Project Rationale

### 2.1 What issue will the project address?

Typhoon Haiyan (local nomenclature: *Yolanda*), one of the most powerful typhoons on record, made its first landfall near Guiuan municipality of Eastern Samar, Eastern Visayas region of the Philippines on November 8, 2013. With sustained winds of 250 km/hour and gusts up to 315 km/hour, Typhoon Haiyan left massive devastation in its wake resulting in loss of human life, temporary displacement, massive damage to physical infrastructure and housing, and disruption of communications, electricity, water systems, and transport.

Table showing numbers affected<sup>1</sup>:

Affected Barangays	10,697	Recorded IDP Families	890,855
Affected Families	3,065,851	IDPs outside ECs* of 1 <sup>st</sup> April	3,993,753
Affected Persons	14,121,613	IDPs inside ECs as of 1 <sup>st</sup> April	101,527
Total Houses Damaged	1,127,041	* ECs = Evacuation Centres	

With 56% of the \$788 million request to-date (OCHA Humanitarian Bulletin 23, April 2014) secured, coordinated and effective accountability mechanisms are vital to ensure effectiveness and efficiency in expenditure of committed funding.

The international humanitarian community is beginning to transition to recovery with a continued emphasis on (and clear need for) shelter, livelihood and early recovery activities. This recovery and rehabilitation phase is likely to last for at least the next two years. At this stage of the Typhoon Haiyan response, there is an opportunity to strengthen more consistent meaningful engagement and participation of the affected populations. Accountability and Communicating with Communities (CwC) have been integrated within the response since the beginning. Various initiatives on Accountability to Affected Populations (AAP) and CwC have ensured a more prominent place for community accountability than in other disaster responses. Key messages on APP, a plan of activities on AAP, and key messages on Preventing Sexual Exploitation and Abuse (PSEA) have all been produced by Humanitarian Action (and are available on [humanitarianresponse.info](http://humanitarianresponse.info)).

Since November different assessments have been undertaken with varying degrees of inclusive community participation. MIRA I was aimed at providing information about impact at the community level, whilst MIRA II aimed to better understand impacts at the household level. The MIRA and other rapid assessments were good tools for the collection of basic information in the immediate relief phase but were not designed to be sufficiently nuanced for long term planning, and in particular, programming that is cross cutting or may fall outside of cluster silos, or programming that addresses differential needs based on household circumstances rather than blanket responses. Therefore they have been supplemented by other sector-specific or cross-cutting issue-specific in-depth assessments, for example OCHA's 'Affected Community Consultations' report; the Protection Cluster "Assessment of Elderly Persons" report; Plan's "Local People's Views Matter" report; and World Vision's Real Time Evaluation (RTE) report.

There has also been a steady increase of capacity both within agencies and as inter-agency forums in CwC and AAP. While individually each of Plan, IOM and World Vision has strong ongoing AAP/CwC work, as a collective this would have a multiplier effect to the larger humanitarian community, and specifically to affected communities. The recent establishment of AAP and/or CwC WGs in Tacloban, Ormoc, Guiuan, Cebu and Roxas have considerably improved inter-agency coordination and have started collecting and

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<sup>1</sup> Source: National Disaster Risk Reduction & Management Council / Department of Social Welfare and Development, 1<sup>st</sup> April 2014

consolidating community perspectives feedback. However, in order to fulfil their potential these systems require a dedicated project to support them and promote a complementary/common approach. Current challenges include: a) inconsistent provision of information; b) inconsistent mechanisms for feedback and participation; and c) inconsistent tracking and success in 'closing the feedback loop' (i.e. action and response).

Various agency-specific and inter-agency assessments have highlighted these challenges:

- The March 2014 CwC Bulletin states there is "still a need for well-defined hotlines of CwC partners and the need to support government hotlines across all hubs".
- The April 2014 community consultations for the AAR (OHCA-led after action review) revealed people have been confused with various hotlines and are depending on barangay officials to act or to give feedback to the correct agency or organisation.
- The recent WV RTE conducted across Leyte and Panay revealed that there are gaps in who receives information and what information is provided. Communities commented that they would like more information about agency timelines and information about Shelter and Livelihood projects, quality standards, and the conduct they should expect from NGO staff.
- The AAP WGs in each of the hubs produce regular trends based on current community feedback and this regularly highlights gaps and confusion in information, gaps in actioning feedback and concerns with politicisation of aid.

In addition, other reviews and consultations undertaken to date have identified:

- There is a demand for feedback mechanism -"maglagay ng suggestion boxes" ("put suggestion boxes") has been a common request (for example, Plan community conversations, February 2014)
- Whilst there are a number of different information boards available, people are expressing a preference for face-to-face methods of provision of information (AAR, April 2014, WV RTE, April 2014). These expressed preferences will be considered together with the VfM cost economics of different mechanisms of provision of information within the project.

There is a clear inefficiency and confusion through different agencies using different tools and methods, despite most having signed up to the same international standards. This creates confusion for beneficiaries whilst also meaning that we miss the collective chance to generate comparable data, while duplicating efforts and the use of resources.

## 2.2 What experience do you and your partners have of working in the affected areas?

*Please see ANNEX I: attached OCHA 3W map produced 5<sup>th</sup> May*

The primary implementing agencies will be Plan, IOM and World Vision.

**Plan International** has been working in the Philippines since 1961 and in Visayas for over 10 years. The response to Typhoon Haiyan became an immediate global-organizational priority in November 2013. Plan staff were deployed from across the world and Plan now has a 3-5 year comprehensive relief, recovery and rehabilitation programme in place incorporating food distributions, WASH, livelihoods, shelter, food, health, protection (child protection and GBV) and education in emergencies – with gender, DRR and a rights based approach as cross-cutting. Plan has a seat on the HCT (Humanitarian Country Team) in Manila and is also part of the Tacloban HCT, and functions as co-chair of the PINGON. In its Haiyan response, Plan has been implementing participatory methods for community engagement as part of protection mainstreaming, and also uses POI Mapper, an innovative digital data collection tool, to continuously collect and analyse community feedback.

**IOM** has been operational in the Philippines since 1975. IOM and the Government of the Philippines have signed a Cooperation Agreement in 1986, which was updated on 13 March 2003, to implement migration programmes in the Philippines. IOM is a Board member of the Communications with Disaster-Affected Communities (CDAC) network and CwC working group in the Philippines. IOM CwC projects have been implemented in previous emergency responses in the Philippines following Tropical Storm Washi (2011), Typhoon Bopha (2012), and Bohol earthquake (2013) as well as emergency contexts in other countries including Haiti and Pakistan. IOM is currently active with five sub-offices in Haiyan-affected areas (Tacloban, Guiuan, Ormoc, Cebu and Roxas). CwC activities in Haiyan Response include weekly live radio interviews, FAQ flyers and banners based on focus group discussions, print media, radio drama series and key message songs on issues related to safer shelter, health, and protection, among others. Community feedback is collected through Frontline SMS and then visualized on Community Response Map.

**World Vision** Development Foundation (Philippines) has been working in the Philippines since 1954. Before Typhoon Haiyan struck, World Vision was implementing long term development programmes in target areas and has a long term presence in these communities. Following Haiyan, World Vision conducted relief activities, including food distributions, NFI/shelter distributions, WASH activities, and Child Friendly Spaces, across Visayas, including in locations with a long term World Vision presence. A major focus for the Haiyan Response has been Humanitarian Accountability. A Humanitarian Accountability specialist was deployed in the first week after Typhoon Haiyan and a team of 14 dedicated Humanitarian Accountability Officers was set up covering all hubs in this proposal. Humanitarian Accountability features as separate outcome in the Haiyan Response log frame. Community feedback mechanisms have been established in each Barangay and zone where World Vision is responding, information dissemination is embedded into program implementation, community recovery committees have been established in each Barangay to support consultation and participation, and a rigorous community-led beneficiary selection process has just been completed for all 64 Barangays where World Vision is responding to Haiyan during the recovery phase.

### **III - Project Approach and Description**

#### **3.1. Target and beneficiaries**

*Please see 'beneficiary calculation sheet' in ANNEX II.*

Beneficiaries have been calculated as both 1) Organisations and 2) Individuals. This project will work predominantly with interested NGO Agencies rather than UN Agencies. According to OCHA May 5<sup>th</sup> Map there are approximately 100 NGOs currently working in the areas of Eastern Samar, Western Samar, and Leyte (refer to map and table: many organisations work across more than one area and the table includes UN and Government bodies). Out of 100 Agencies we expect **10 large Agencies** (with an average reach of 400,000 individuals) and **10 small Agencies** (with an average reach of 20,000 individuals) to benefit from at least one outcome of this project. We expect 50% of the affected population reach of these NGOs to benefit = **2,928,383 individuals**.

There has been consistent collaboration with other agencies, with buy-in and a shared commitment to implement as per the plan. This was reinforced in the most recent meeting through the PINGON (Philippines International NGO Group) group on the 29th May where the project was discussed and strong support reinforced. A project summary for partners has been developed to ensure common understanding including information on the expectations of partners, the role of the partners and support that can be provided by Plan. The project has been developed in constant discussion with the UNOCHA CwC officer and this will ensure sustained support through the linkages with different clusters.

*Note: recognising the law of diminishing returns, larger Agencies have a larger footprint and therefore we will reach more people through these Agencies but smaller Agencies are more likely to benefit organizationally from the support, which will be lasting impact.*

The project has been informed by beneficiaries on two levels:

The **first level** of beneficiaries are the affected population themselves and all community consultations conducted to-date have shown that affected people are keen to participate and feedback. Radio Backdow in Guiuan registered over 40,000 SMS messages in the first three months, demonstrating the high level of demand for feedback mechanisms, but through a platform not set up to collate, analyse and track any action and response. Radio Abunte (supported by World Vision and IOM) continues to receive up to 500 SMS messages a day.

The **second level** of beneficiaries are INGOs working on the Yolanda response. INGOs have been expressing the need for common accountability systems since November, through HCT and PINGON. At an early PINGON Yolanda response meeting the members, including OCHA, welcomed Plan to take the lead in a future common services project<sup>2</sup>. Several agencies, such as HI and SCI and HelpAge, confirmed they would be interested to be in the advisory group.

### 3.2 Project staffing

1) Tindog Kita Project Manager (100%, based in Manila); 2) Tindog Kita Deputy Project Manager (50%, based in Manila or Tacloban); 3) 3 x regional coordinators (100%, based in Tacloban, Ormoc, Roxas); 4) 3 x hotline staff with appropriate local languages (100% based in Tacloban, Ormoc, Roxas); 5) 1 x IOM-CRM (community response map) Platform Coordinator (100%, based in Manila). All staff will be housed within Plan, IOM or World Vision: and each organisation will lead on the delivery of all outcomes per geographical hub.

Organisation	Hub / Geographical Area
Plan	Tacloban (sub office, Borongan) for SAMAR and Tacloban
WVI	Ormoc for Western LEYTE
IOM	Roxas for CAPIZ

### 3.3. Project Description

#### 3.2.1 Intervention strategy:

While the immediate and life-saving needs have been partially addressed, additional efforts are needed to ensure that feedback from affected populations inform the ongoing recovery process. The main purpose of this project is to further the integration of AAP and CwC measures by the Government of the Philippines, humanitarian agencies, and other partners, whilst empowering vulnerable populations to call for accountability of all actors throughout the recovery process

This is in line with all partners' wider responses responses: **Plan's Yolanda** response and recovery strategy has prioritised the mainstreaming of protection (child protection and GBV)

<sup>2</sup> In November 2013 the idea of a common services project was raised by Plan in HCT and received general support in terms of it being a necessary addition to the response

and gender – in line with Plan’s wider organisational commitment to gender equality and the protection and realisation of children’s rights. Accountability is a global priority for Plan International and has been identified as one of the core operating standards for all work moving forward.

Accountability to Affected Populations represents a major focus for **World Vision** Yolanda response and as such Humanitarian Accountability is embedded in the overall WVI response log frame as one of the four Outcomes. **IOM** activities following Typhoon Yolanda have focused on enabling people to build back safer by ensuring that (1) communications with communities (CwC) and disaster risk reduction (DRR) measures are in place, (2) evacuation support programs are established, (3) recovery shelters are constructed in accordance with standards, and affected populations are (4) healthy and (5) protected.

The one year anniversary of Typhoon Haiyan will be 8th of November 2014 in which radio messaging will reflect on the important date for the country. Planning with partners in the start-up phases of the project will determine the details of how to commemorate the anniversary through the project. There will also be the production of a 1 year anniversary calendar.

### 3.2.2 Expected Results, indicators and main activities

<p><b>OUTPUT 1: Plan, IOM, World Vision</b> (no cost output working in coordination with OCHA):</p> <ol style="list-style-type: none"> <li>1) To consolidate a common basket of best practice information provision and CRM practical tools</li> <li>2) To continually inform and update on most effective impact of different tools / mechanisms – facilitation via tracking of updated best practice and most impactful mechanisms</li> <li>3) To ensure mapping of which tools / accountability mechanisms are being used across Yolanda corridor</li> </ol> <p>Note: this is a no-cost output for this project as will be resourced by OCHA Coordinated AAP / CwC WGs (supported by this project) but is an output as much as it links to overview of accountability mechanisms impact and learning attributed to this project.</p>
<p><b>OUTPUT 2: IOM – platform, Plan, World Vision - forensics</b> Development of new common tools and approaches:</p> <ol style="list-style-type: none"> <li>1) Hotline in coordination with DSWD set up in 3 hubs and servicing agencies without own hotlines</li> <li>2) Radio: 3 x weekly phone-in shows with a) provision of updated information and where to get information b) incentives for feedback c) answers to feedback / questions / complaints</li> <li>3) Comics and educational materials aimed specifically at children, adolescents and youth</li> <li>4) Production of calendar for 1 year anniversary</li> </ol>
<p><b>OUTPUT 3: IOM – platform, Plan, World Vision - forensics</b> Closing the Feedback Loop</p> <ol style="list-style-type: none"> <li>1) Use of IOM CRM platform for recording, collating, consolidating, categorising and analysing feedback</li> <li>2) Systematised levels of urgency re complaints and feedback and common referral pathways</li> <li>3) Referrals on 3 levels – cluster, agency, government: Feedback and Action Tracking mechanism to record if and how feedback is actioned and if not what are the main barriers</li> </ol>

#### **OUTPUT 4: Plan, World Vision**

Increasing demand from affected populations, civil society and LGU and strengthening practical implementation of P(S)EA<sup>3</sup> commitments with regard to accountability for behaviour of organisational staff

- 1) Increased demand from communities (2 x pilot areas, to be compared in final evaluation to other areas) through information provision re INGO AAP commitments, entitlements and rights, and mechanisms available through orientation about INGO AAP commitments
- 2) Increased demand from civil society to be part of humanitarian architecture of response with 10 x local NGOs: establishing current barriers for participation and supporting local NGOs to demand removal of barriers for meaningful participation
- 3) Supporting LGU in demand for increased information from centralised sources
- 4) Practical training and investigation procedure package available and 3 x ToT workshops conducted, support through project available: Collection of experiences, barriers, issues for P(S)EA learning

We chose to locate staff in Manila for coordination with the UN hubs and the national government. Geographically it allows equal access to all hubs; our perception is there is limited lateral coordination between the hubs (ie Tacloboan / Roxas / Cebu / Ormoc etc) as information flows tend to be upwards/downwards via Manila. In addition Manila has the advantage of accessing government buy-in at a national level, rather than local level which is key for the project. Plan does have a response team in Tacloboan and is flexible to adjust staff location before the start or throughout the project, as per the needs.

#### 3.4. How will gender and protection issues be covered in this intervention?

This project focuses on accountability to affected populations which fundamentally mainstreams protection issues in the following ways:

1. Meaningful and inclusive participation – meaning women, men, boys and girls, PWD etc – is a fundamental core part of proposal and participation is a core part of protection mainstreaming.
2. CRM means easier access to reporting for incidences so this will enable people to link with protection referral pathways.
3. PSEA promotes protection
4. A common feedback service such as a hotline will increase the likelihood of people reporting issues about a specific agency, compared to when that same agency is the one controlling the feedback mechanisms

Additionally the project increases access to vulnerable populations through use of widely-accessible communications tools such as radio which can reach rural populations, persons with disabilities, the elderly and comic-based newsletters which are able to engage persons with low literacy skills, young people and other hard-to-reach groups. All data collected through community feedback will be disaggregated by age, gender, and geographic region to ensure that the project is adequately reaching vulnerable groups within the typhoon-affected communities.

#### 3.5 Exit strategy and link with resilience and longer term work

The project will develop specific tools and increase both the capacity to provide and the demand for accountability that will remain post-project period. The development of the hotline will be in coordination with the Department of Social Welfare and Development

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<sup>3</sup> This project will provide practical tools for protection from exploitation and abuse in a broader sense than only *sexual* exploitation and abuse (hence P(S)EA) and the focus will be more on practical tools for training, investigating, taking action and survivor assistance

(DSWD) and will therefore remain sustainable. The tools will be available to be used in future disasters within the Philippines and in other contexts and will be available on the dedicated website as a global resource and showcased within HAP and the World Humanitarian Summit (WHS) 2016. Plan, World Vision and IOM will all continue to operate in the Philippines beyond the Yolanda response in a development capacity. Also transition planning will consider what mechanisms and activities can be continued into the on-going reconstruction phase.

The dissemination of learning is a key commitment to share knowledge of the project, and more widely, to promote the integration of the accountability agenda into future projects. Lessons learning will inform the wider humanitarian sector on set standards and good practices for accountability to be replicated in future Level 3 emergencies. As the accountability agenda and beneficiary feedback is a relatively new undertaking in the humanitarian sphere sharing findings on the process, implementation, coordination, challenges, lessons and essentially 'what worked and what didn't work' can provide practical and useable material for replication into future projects, moving theory to practice. Of course however, the promotion of lesson learning in itself will also advocate for the importance of accountability re-emphasising the need for humanitarian agencies to proactively commit to this agenda. The development of a common tool for accountability will be a key instrument in moving faster towards this direction..

The project will integrate lesson learning through monitoring and analysing findings from the roll-out of the project, collecting case studies and sharing information through internal and external forums. The project findings and lesson learning can for example, be shared at events leading up to the World Humanitarian Summit and/or include a video documentary etc. The specific activities will be determined by partners during the start-up phases of the project. The methods and forums for dissemination to the wider humanitarian sector will be jointly discussed with DFID to identify the most effective ways.

#### **IV - Overall work plan**

*Please see ANNEX II for the work plan document.*

#### **V – Coordination**

This project links to various coordination mechanisms already established within the Yolanda response:

1. OCHA: this project is supported by OCHA as an AAP-CwC common services approach. Output 1 in particular, as a no-cost output within this project, will be coordinated with OCHA CwC and AAP staffing and resources
2. HCT, and clusters: through HCT (Plan as one of two NGO representatives together with Oxfam) and PINGON the benefits and services provided by this project will be widely disseminated across all agencies working on Yolanda response to ensure the services are utilised. Coordination is also achieved through the clusters, in particular the Protection Cluster (who have reviewed the concept for this project).
3. Government: all three organisations work in close cooperation with Government Agencies, particularly DSWD (Department of Social Welfare and Development)
4. AAP/CwC Working Groups which have been established in various hubs will be practically supported by this project with:
  - a. Administration support (much needed) to the ongoing operations of the hubs by the Regional Coordinators (25% of time)
  - b. The project as the vehicle through which to consolidate and document best practice of existing information and CRM tools and their impact, together with the coordination of OCHA

5. This project also links to the mandated National, Municipal and Barangay Level Disaster Risk Reduction and Management Councils (DRRMCs)

## VI - Risk analysis and mitigation

Project partners security SOPs will be followed and regular security assessments and security briefings with project staff undertaken.

Potential risks	Mitigation measure in place
Further disasters exacerbate the situation and delay/hamper recovery activities	Plan's coordination with the UN and the meteorological service to monitor weather patterns and amend implementation and preparedness plans. Other Plan supported interventions in the target areas are building LGU and local community capacity in disaster preparedness including EWS.
Duplication of mechanisms for beneficiary feedback	Active information sharing at cluster level & liaise with DSWD, community based feedback mechanisms and strong M&E of project interventions.
Agencies do not want or see the need for a common feedback mechanism	Response from agencies has so far been positive and the project has the support of OCHA. The methodology of this project will be to raise the awareness of the benefits of common systems, through the clusters, the AAP WGs and through OCHA

## VII. Monitoring and accountability to affected populations

All activities in this project have the primary purpose of increasing the quality and extent of accountability to affected populations.

### For M&E:

1. **Monitoring:** this project will employ an advisory committee who will ensure robust monitoring on a monthly basis to include:
  - a. Overview of ongoing assessment of impact of newly developed tools (Output 2)
  - b. Overview of ongoing assessment of basket of current tools and best practice
  - c. 2 best practice learning and sharing workshops (month 2 and month 6)
  - d. Regular community satisfaction surveys
2. **Evaluation:** this project will invest in a robust and credible impact evaluation to be provided by a hybrid combination of an internationally-recognised research institute and accountability / CDAC individuals from other participating agencies. Through this we will ensure both a peer-to-peer review from agencies benefiting from the project together with strong evaluation of impact, cost-effectiveness, sustainability and scalability
  - a. Impact assessment of 6 months with no common services and 6 months with common services with recommendations for scalability and use in other contexts
  - b. Learning products available for wide dissemination through i) website with practical tools used ii) HPN (Human Practice Network) iii) HAP conference 2015 and iv) Evidence collected for input and engagement to WHS 2016

[A draft M&E framework has been designed which will be discussed with all partners and the DFID team in-country.](#)

## VIII – Visibility

All relevant project activities will acknowledge DFID support including materials used for training events (workshop banners, IEC materials), accountability materials produced (comics and educational materials, fliers and posters) and all publications and learning dissemination materials within the project period and afterwards.