

CHS Preparedness Actions

CHS 1: Communities and people affected by crisis receive assistance appropriate to their needs.

Quality Criterion: Humanitarian response is appropriate and relevant.

No. of preparedness actions: 4

1. Develop or update context and stakeholder analysis including culture, livelihoods, vulnerabilities, gender, age, and diversity (CHS 1.1).
2. Develop needs assessment templates that are specific to the country/region context, make them available in the relevant languages and Conduct training for staff on how to use the needs assessment templates (CHS 1.2 and 8.3).
3. For scenario-based response plans conduct a comprehensive risk analysis including a vulnerability and capacity analysis (CHS 1.2).
4. Revise scenario-based response plans based on updated context analysis (CHS 1.3).

CHS 2: Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.

Quality Criterion: Humanitarian response is effective and timely.

No. of preparedness actions: 6

1. Identify constraints to humanitarian assistance related to logistical, political, security, economic and staffing specific to the context (CHS 2.1).
2. Develop/update and share procedures on decision making for initiating a response (CHS 2.2).
3. Map out potential unmet technical needs to fulfil your scenario-based response objectives, and include the referral organisations and their contact details (CHS 2.3)
4. Train relevant staff in the technical standards that relate to the activities in the scenario-based response plans (CHS 2.4 and 8.3).
5. Develop/update monitoring, evaluation and learning systems and integrate them into the scenario-based response plans (CHS 2.5).
6. Identify the sectors and geographical areas where we have the capacity and expertise to respond (CHS 2.6).

CHS 3: Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

Quality Criterion: Humanitarian response strengthens local capacities and avoids negative effects.

No. of preparedness actions: 5

1. Identify community capacities and existing local strategies to respond and integrate them into scenario-based response plans (CHS 3.1 and 3.2).
2. Develop a scale up plan that promotes the capacity of first-responders and does not undermine their capacity (CHS 3.3).
3. Conduct training for programmes staff in designing responses for early recovery and developing exit strategies (CHS 3.4, 3.5 and 8.3).
4. Identify and document the potential negative effects of humanitarian response with respect to people's safety, security, dignity and rights, culture, gender and social and political relationships, livelihoods, the local economy and the environment (CHS 3.6).
5. Develop/update a responsible data management policy and relevant safeguarding systems to manage and protect personal data and train staff on responsible data management policy and systems (CHS 3.8).

CHS 4: Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

Quality Criterion: Humanitarian response is based on communication, participation and feedback.

No. of preparedness actions: 4

1. Share information with affected communities about the organisation, the principles it adheres to, how it expects its staff to behave and the scenario-based response plans (CHS 4.1).
2. Identify and document the preferred media channels of target groups including vulnerable and marginalised groups (CHS 4.2).
3. Develop policies and tools for feedback and community engagement that recognise diversity and are sensitive to gender and age (CHS 4.4).
4. Arrange for communities to feed back on the scenario-based response plans paying particular attention to the gender, age and diversity of those giving feedback (CHS 4.4).

CHS 5: Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

Quality Criterion: Complaints are welcomed and addressed.

No. of preparedness actions: 2

1. In consultation with communities develop/refine a safe complaints handling mechanism and process, including for managing the prevention of sexual exploitation and abuse (CHS 5.1).
2. Develop information sharing materials on the complaints mechanisms and process and share with communities. Train staff on the complaints mechanism and process (CHS 5.2 and 8.3).

CHS 6: Communities and people affected by crisis receive coordinated, complementary assistance.

Quality Criterion: Humanitarian response is coordinated and complementary.

No. of preparedness actions: 4

1. Contribute to and share activity and capacity mapping of other humanitarian stakeholders including National Disaster Management Agency, civil society and international stakeholders (CHS 6.1).
2. Consult with national and international stakeholders in the development of scenario-based response plans (including relevant government actors, NGO/CBOs and a sample of communities) (CHS 6.2).
3. Designate staff members to attend appropriate coordination meetings and prompt the sharing of coordination information collated by designated staff members (CHS 6.3).
4. Register with the national disaster management agency (CHS 6.3).

CHS 7: Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

Quality Criterion: Humanitarian actors continuously learn and improve.

No. of preparedness actions: 1

1. Review key lessons learned over the past three years from feedback, complaints and internal M&E mechanisms and apply them to the current response plans (CHS 7.1, 7.2).

CHS 8: Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

Quality Criterion: Staff are supported to do their job effectively, and are treated fairly and equitably.

No. of preparedness actions: 7

1. Ensure relevant staff have a clear understanding and have agreed their roles and responsibilities in an emergency response (CHS 8.1).
2. Identify staff with knowledge of the context and the relevant sector expertise needed to fulfil the goals of the scenario-based response plans (CHS 8.3).
3. Create job descriptions and/or terms of reference with clear objectives for likely emergency response roles (CHS 8.6).
4. Develop (or update) contextually appropriate induction package for staff and volunteers who will join the emergency team (CHS 8.6).
5. Develop/update a Code of Conduct and train staff and volunteers on the Code of Conduct and obtain signed agreement from all staff and volunteers in adherence to the Code of Conduct (CHS 8.7 and 8.2).
6. Update context specific security guidelines and policies and share with all staff, volunteers and visitors (CHS 8.9).

CHS 9: Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

Quality Criterion: Resources are managed and used responsibly for their intended purpose.

No. of preparedness actions: 2

1. Preferred suppliers with relevant supply chains for in-kind and cash programme have been appointed in line with the activities in scenario based response plans (CHS 9.1 and 9.2).
2. Develop/update internal control systems to prevent and identify fraud and corruption and train staff on these systems (CHS 9.5, 8.3).