

Local Humanitarian Accountability Framework (HAF) DDG Somaliland, September 2011

1. Brief description of the programme

DDG started a humanitarian mine action programme in Somaliland in 1999 conducting the Somalia Phase One Landmine Impact Survey (LIS), clearing mine fields, battle fields and delivering mine risk education.

As the threat from landmines and UXOs has decreased, DDG refocused its work in Somaliland to ensure that its work continues to achieve maximum impact for the communities it works with. To this end, in 2006 DDG ceased its mine-clearance activities in Somaliland, while continuing with small scale village-by-village clearance of UXOs.

A Small Arms and Light Weapons (SALW) assessment carried out by DDG in 2007 showed that Somaliland suffers from an excess of uncontrolled arms (i.e. an estimated 80% of all households owns at least 1 firearm) which far too often results in unintended accidents and exacerbates the seriousness of low level disagreements. Therefore, in April 2008, DDG launched a new Community Safety (CS) Programme aimed at promoting greater community safety and reducing armed violence through improved attitudes and behaviour with regards to SALW, ERW and conflict management.

DDG Somaliland refers to the DDG Regional Office in Nairobi, Kenya, and Head Office in Copenhagen, Denmark

2. DDG's objectives, partners and stakeholders in the Area of Operation

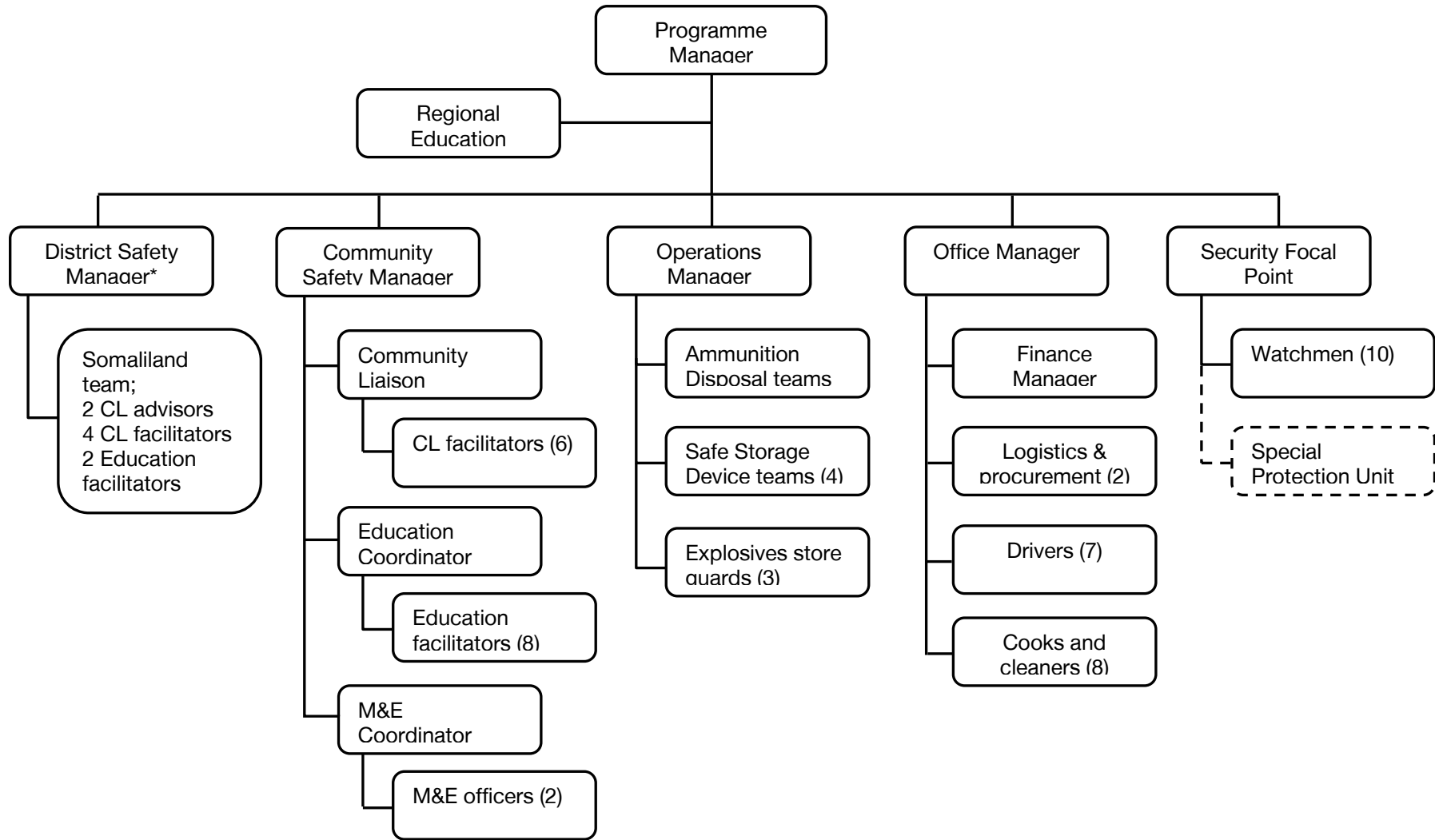
Strategic Objectives

1. To reduce the threat caused by landmines and explosive remnants of war (ERW) in Somaliland with an efficient, effective and flexible DDG mine action capacity.
2. To enhance community safety in Somaliland through the implementation of armed violence reduction (AVR) initiatives.
3. To strengthen the security infrastructure in Somalia enabling staff to operate in a more secure environment.
4. To further professionalise and institutionalise DDGs practises and policies that are preconditions for achieving the overall targets within DDG's three operational sectors.

Partners & Stakeholders

- Beneficiaries
- Non-state actors, such as traditional and religious leaders
- Local authorities on state, regional, district and community level
- DRC and other INGOs
- UNDP & The Somali Community Safety Framework
- Somaliland Mine Action Centre (SMAC)
- Hornpeace (LNGO)
- Observatory of Crime and Violence Prevention (DDG a board member)
- Donors (currently; SIDA, Danida, Government of Norway, Government of Netherlands, DfID, World without Mines)

3. Organisational chart for DDG Somaliland



4. Local external and internal standards, codes etc.

In addition to the standards listed in the DRC global HAF (available on www.drc.dk), DDG is committed to, or guided by:

- Geneva Declaration on Armed Violence and Development
- OECD “armed violence lens” (<http://www.oecd.org/dataoecd/18/34/47942075.pdf>)
- DDG Armed Violence Reduction Framework (www.danishdemininggroup.dk)
- Somaliland Law on Small Arms Ownership
- Somaliland Law on Mine Action
- Somaliland NGO Act and other relevant laws of the host country

5. How DDG in Somaliland relates to its beneficiaries

DDG believes that responses should be locally owned and driven. By emphasising participation, inclusion in decision-making and bringing together different social groups DDG seeks to empower communities and local institutions to take direct control over planning and decision-making.

DDG involves existing local management structures and community based organisations as collaborative partners in programming and thus seeks to increase local control over planning and implementation and enhance readiness to take over activities. DDG also works with local NGOs and government institutions on implementing programmes.

Information to beneficiaries and stakeholders

DDG provides information about our objectives and projects to beneficiaries and other stakeholders through a variety of media and in Somali and English language. This includes community mobilizations and meetings conducted by DDG staff, website and training of volunteers.

Furthermore there is an ongoing dialogue between beneficiaries, other relevant stakeholders and DDG staff concerning project interventions and progress.

DDG’s beneficiaries are involved in the design, implementation and evaluation of activities. To communicate with its beneficiary population and diffuse information, DDG uses different tools:

- Formal and informal meetings organised with beneficiaries and partners in the introduction phase of every project,
- Consultations and involvement of beneficiaries during the phases of needs assessment, planning, implementation, monitoring and evaluation, through interviews, focus group discussions, registration forms, regular staff/volunteers’ meetings, and impact/satisfaction surveys,
- Announcements in the local newspapers when tenders are launched and for staff recruitment,
- ID badges worn by field staff,
- Complaint mechanisms (phone and email) put in place and announced at workshops, meetings, etc.

Complaints Response Mechanism (CRM)

DDG has set up a CRM on the basis of staff and beneficiaries’ consultations for beneficiaries and other stakeholders to complain and seek redress regarding DDG projects or interventions. The beneficiaries can submit complaints via phone, letter, email, or directly to field staff.

All complaints are filed in a database. Complaints are investigated confidentially, where after decisions and remedial actions are timely informed to the complainant. The complainant has the right to appeal.

All complaints are treated in a non-retaliatory manner.

6. Current projects

Project 1	Community Safety
Focus area(s)	Community driven safety interventions
Donor(s)	Danida, Sida, Norwegian Ministry of Foreign Affairs
Objective(s)	<ul style="list-style-type: none"> - Develop broad based community safety plans (CSP); - Build community capacity to implement the CSP; - Strengthen local conflict management; - Improve safe handling and storage practices of firearms; - Risk education in areas contaminated by explosive remnants of war (ERW) and landmines; - Destruction of ERW and landmine stockpiles; - Strengthen relationships between security providers and communities;
Beneficiaries	Potential agents of violence, the community members who may suffer or fear violence, and the institutions that can influence norms and rules that prevent or accept violence which contributes to violent conflict.
Authorities involved	Ministry of Interior, Local authorities in target areas, Somaliland police force, Somaliland Mine Action Centre (SMAC)
Implementing Partners	Horn Peace (LNGO)

Project 2	Ammunition Disposal in Somaliland
Focus area(s)	Private stockpile destruction, EOD
Donor(s)	Humanitarian Aid Division, Netherlands Government, World Without Mines (Swiss NGO)
Objective(s)	<ul style="list-style-type: none"> - Clearance of ERW (private stockpiles and abandoned ordnance) on a community by community basis as an integrated component of DDG's Community Safety /Armed Violence Reduction Programme. - Promotion of reduced ERW and weapons related accidents through the delivery of appropriate community education messages
Beneficiaries	Civilian/ private owners of ERW, Population living in ERW contaminated areas, and/ or near private stockpiles.
Authorities involved	Ministry of Interior, Somaliland Mine Action Centre (SMAC)
Implementing Partners	N/A

Project 3	Peace and Community Safety in Somalia and Somaliland
Focus area(s)	Community driven safety interventions on District level
Donor(s)	DfID
Objective(s)	<ul style="list-style-type: none"> - Improve local peace building and community safety by implementing activities for reducing threat to community safety; linking the village and district level safety management; and institutionalising the district level safety management with community level activities as well as integrating with development and recovery activities at the district level.
Beneficiaries	It is assumed that people who take part in any of the activities implemented through the District Safety Plan will directly benefit from the programme. These activities could be implemented by the DSC, other agencies implementing activities proposed in the DSP, and activities implemented by the communities in support of the DSP.
Authorities involved	Ministry of Interior, Local, District and Regional authorities in target areas
Implementing Partners	N/A

7. Accountability Baseline and Accountability Improvement Plan

Action Point	Improvement/ Output	Means of Verification
Inform all new staff of Local and Global accountability framework	All staff are informed of accountability framework	Minimum of 70% of staff recall the accountability framework
HAF is updated every 6 months and shared with staff	<ul style="list-style-type: none"> - HAF is translated into Somali - HAF is endorsed by HQ and regional office - DDG Somaliland HAF, along with Global HAF is made available to all DDG Somaliland staff/ offices 	<ul style="list-style-type: none"> - Updated and endorsed HAF available on website - Meeting agendas/ minutes
Benchmark 1 – Establishing and delivering on commitments		
Include Code of Conduct + Management values + HAF in staff induction	<ul style="list-style-type: none"> - Staff induction formalised to include presentations on mentioned topics in induction trainings for new staff 	<ul style="list-style-type: none"> - Induction programme
DDG Somaliland staff involved in updating local HAF	<ul style="list-style-type: none"> - Discuss updates with staff 	<ul style="list-style-type: none"> - Minutes of meetings
Benchmark 2 – Staff competencies		
Continue to develop staff capacities	<ul style="list-style-type: none"> - Operational staff have refresher/ additional training at least once a year - Staff training, coaching, mentoring is made available - Ensure all staff are aware of learning opportunities 	<ul style="list-style-type: none"> - Capacity development assessment for organisation and individual staff - Training records
Benchmark 3 – Sharing information		
Policy on information sharing to be developed	<ul style="list-style-type: none"> - Definition and documentation for information sharing (when, what, how, why/why not/ with whom) to be developed - Linked to the M&E Plan 	<ul style="list-style-type: none"> - Information sharing policy
Share DDG Somaliland HAF with stakeholders	<ul style="list-style-type: none"> - Staff to make beneficiaries and stakeholders aware of HAF and CRM 	<ul style="list-style-type: none"> - HAF available on website - HAF available in field offices
Benchmark 4 – Participation		
N/A	-	-
Benchmark 5 – Handling complaints		
Referral mechanism for BCM complaints	<ul style="list-style-type: none"> - Referral mechanism for BCM complaints beyond what can be handled internally to be defined and implemented 	<ul style="list-style-type: none"> - Procedure outlined and included in general CRM description
Benchmark 6 – Learning and continual improvement		
Strengthen formalised incorporation of lessons learned and feedback from stakeholders	<ul style="list-style-type: none"> - M&E plan to document how lessons learned and feedback, feeds back into programme design and development 	<ul style="list-style-type: none"> - Finalized M&E plan