Strengthening the quality and accountability of emergency response

After an independent Core Humanitarian Standard verification in 2021, World Vision developed a plan to strengthen the quality of its responses and implemented pilots in Ukraine, Moldova, Sudan and Somalia from 2022 to 2024.

Self-assessments and external verifications undertaken by WVI identified 5 (five) areas to strengthen

- Organisational learning
- Environmental stewardship and management
- Vulnerability, inclusion and data protection
- Localisation & exit
- Humanitarian programming capacity

Through the project, World Vision has developed resources and provided training to optimise their use. This grant and its associated activities are pivotal in enhancing World Vision's humanitarian response capabilities, ensuring accountability, improving digital processes, and strengthening localisation efforts across various humanitarian contexts.

Improved accountability to affected people through organisational learning

Developed the **Learning for Adaptation (L4A) framework** after researching learning processes in emergency response. Piloted in Ukraine, Somalia, and Sudan, L4A enhances structured learning within monitoring and evaluation processes, fosters a culture of evidence-based learning and adaptation and improves coordination and accountability in emergency responses.

Launched Vulnerability Assessment and Monitoring research designed to inform disaster response strategy design and implementation to reach the most vulnerable able to provide targeted assistance that mitigates and minimizes potential needs to increase resilience.

Nurturing nature: Driving climate action for children

Established a 3-year baseline and undertook **a piloting exercise** of World Vision's large-scale response environmental impact.

Developed a **practical Disaster Management (DM) Environmental Sustainability and Climate Action (ESCA) framework** that lays the foundation for locally led green teams to uphold environmental responsibilities in their own operations, while incorporating climate action activities into response and recovery programmes.

To enhance the framework, developed a **self-paced e-learning module of the DM ESCA operational framework** for global scalability and developed an **environmental survey module** for the basic rapid needs assessment tool (BRAT) tool for initial emergency phases.

Trained more than 618 staff on environmental screening tools, including NEAT+ to enable rapid environmental impact assessment during programme design and grant acquisition.

Took stock of the impact of World Vision's ESCA programmes, finding that World Vision's programmes placed more than 1.22 million hectares of land under protection and restoration and formed 4,800 disaster risk management committees.

Promoting responsible digitalisation

Launched revamped wvrelief response portal to enable more rapid information sharing and Partnership support.

Launched digital literacy, data security responsibility and data responsibility e-courses for World Vision and partner staff to improve response accountability and protect crisis affected people's data.

Trained over 325 individuals through six cohorts across five countries of a blended learning data class, covering various aspects of data management and protection. Materials were translated into multiple languages, and a self-paced data class was developed for scalability.

Made significant progress towards global **digital complaints management**, through piloting platforms like **SMAP** and IOM's system, with plans to adopt SMAP globally.

 4. Empowering local responders

Conducted World Vision 's first global, local and national partner survey, gathering critical feedback on World Vision partnerships across seven regions and contexts. The survey informs World Visions global localisation position and partnering policy.

Evaluated partnerships in Ukraine and Moldova using NEAR's framework, highlighting significant achievements in sustainability and quality of humanitarian response. The report, _Transforming partnerships in Ukraine and Moldova,_ was based on data from 40 World Vision staff and 15 partner organizations.

Enhanced local partnership capacity by facilitating cross-border learning exchanges, providing mentoring services, conducting orientation sessions on safeguarding and data protection, strengthening local

advocacy on child rights, training partners on digital complaint management tools, developing a grant toolkit, and supporting partner participation in international events. Additionally, a small grants mechanism was piloted to enable rapid emergency response by local partners.

 5. Adaptive programme management: Green, inclusive, and sustainable

Facilitated a blended series of the global Programming in Emergencies PiE training across multiple regions, equipping over 100 mid-career staff with essential skills in project design, grant management, and accountability. The training, conducted in English, Spanish and French, addressed capacity-building challenges for non-English speakers.

Convened response programme leads in South Africa to foster collaboration and establish a community of practice.

Launched PiE blended e-learning course and made it available in multiple languages, balancing quality and scalability.

Driving greater impact

With its extensive operational footprint and scale of humanitarian operations, World Vision is uniquely positioned to amplify research, lessons and analysis from this project, enabling the design and implementation of effective strategies across various contexts. World Vision is working to:

- Expand Learning for Adaptation to more field offices to embed learning and adaptation within organisational culture
- Adapt learning tools for local partner use, including strengthening their capacity for their use
- Enhance vulnerability analysis tools to address underlying causes of vulnerability and prevent exclusion errors
- Raise global awareness and build capacity on the DM ESCA operational framework and e-learning opportunities
- Optimise global prepositioning and contract selection with environmental criteria
- Tailor environmental assessment training (arguably every context is unique)
- Support local teams and partners in navigating new and evolving environmental safeguarding requirements
- Enhance the capacity of humanitarian actors in data management and development of data sharing agreements

- Create tools for deduplication and referrals
- Increase community awareness of digital rights and responsibilities
- Enhance partner capacity for quality response and risk minimisation
- Expand mentoring and learning exchanges
- Support local partner involvement in coordination and advocacy
- Establish small grants for rapid local partner response
- Empower local partners with tailored PiE self-paced e-learning modules for resource acquisition, quality assurance, accountability and coordination
- Drive excellence through periodic programme leadership exchanges, fostering a vibrant community of practice
- Champion strategic planning for high-quality, cutting-edge programmes

Project Details:
Title: Improving response operations within the Ukraine Crisis and other crises through stronger CHS mechanisms and accountability

Duration: 01 October 2021 to 31 December 2024
Location: Ukraine, Moldova, Sudan, Somalia

World Vision completed a Core Humanitarian Standard (CHS) Independent Verification in 2021. Following this process and to strengthen its adherence to CHS an improvement plan was developed by World Vision and funded by Aktion Deutschland Hilft (ADH) with pilots completed in Ukraine, Moldova, Sudan and Somalia from 2022 to 2024.