

PSEA: Enhancing CHS Alliance's Support to Members

(January 2019)

Scoping Study

Summary

This scoping exercise was carried out to consider how best the CHS Alliance can respond to the heightened focus on sexual exploitation, abuse and harassment by aid workers as a result of the high-profile scandals of 2018. It was carried out by an independent consultant, through a membership survey and stakeholder interviews/email questionnaires which resulted in 52 contributions alongside a documentary review.

Here are key areas on which the CHS Alliance could focus:

1. **Capacity building support to address PSEA**

Strong feedback from Members for increased support to address PSEA and meet the requirements of the CHS including:

- **Training, resources and guidance:** expansion of current training programme and particularly increased accessibility through self-learning and e-learning;
- **Resources and compilation of resources** from different sources on PSEA and related subjects;
- **Guidance materials on various topics.** While policy guidance is important (and already exists), members stressed the need for more practical “how to” guidance, templates and good practices/lessons learned. [The PSEA handbook](#) includes such material.
- **Hands-on support:** practical support and mentoring, including a roster of trainers (this already exists but could be enhanced in various ways); the setting up of communities of practice; continuation of the helpdesk.
- **More interactive methods to share practical learning,** e.g. podcasts, vlogs, blogs webinars.
- **Collective support in specific contexts/countries** for instance to Humanitarian Country Teams to strengthen AAP/PSEA responses.
- **Complaints handling and reporting mechanisms** was highlighted as an area needing support, in the form of written guidance, but especially practical advice with examples and case studies, training, help-desk support, remote exchange and advice from other practitioners, as well as specialist on-site assistance.

- **Prevention:** key area where the CHS Alliance can contribute in terms of initiatives to tackle organizational culture/values, leadership and management to reinforce positive messages.
- **Non-members:** in line with its strategic objective of promotion, and given the needs of the wider sector, the CHS Alliance could also consider further ways in which non-members can be made aware of - and benefit from - capacity building support.

2. Verification against the CHS-PSEA Index

- **Increased need for verification** against the CHS, by using the PSEA-Index. This is particularly important due to its inclusion in the bilateral donor commitments¹ presented at the Global Safeguarding Conference 2018. This is likely to lead to greater uptake, especially as the CHS-PSEA Index has the advantages of its verification system. As one key stakeholder put it, the CHS builds on a long legacy from the Humanitarian Accountability Partnership (HAP), it is *“respected in the sector as the gold standard, there is nothing close to competing with it”*.
- **There is a valid concern about focusing just on PSEA indicators** that it could break up the totality of the standard; however, the PSEA subset has existed for some time alongside other indices such as localisation and gender. The commitment to the CHS (or part of the CHS) at such high levels is an unprecedented opportunity. The PSEA Index has wider programmatic implications. It provides an entry point for newcomers to the CHS (including non-members seeking compliance with donor requirements) and enables organisations to embark on the process of adherence in a more manageable way.
- **Refining the CHS-PSEA Index:** indicators themselves cannot be changed until the whole CHS is revised, but the CHS Alliance can - as it is already doing a review of the CHS-PSEA Index in order to align it with IASC-MOS - ascribe weighting between different indicators, provide additional guidance; and present the index in a much more user-friendly way.
- **Support to verification:** suggested actions include producing an accessible tool to guide Self-Assessment on the PSEA Index; more support to organizations carrying out Self-Assessments, both remote and hands-on mentoring; more promotion and awareness-raising of what the CHS Alliance has to offer to those seeking to comply with new donor commitments.
- **Non-members:** Given the inclusion of the CHS-PSEA Index in donor commitments, non-members are likely to need guidance and the CHS Alliance could consider its pricing structure to offer support to non-members.

¹ Commitments made by Ad hoc Technical Working Group on Safeguarding (currently 22 donors controlling at least 90 per cent of humanitarian aid)

3. Investigations

- **CHS Alliance’s investigations courses are very well-regarded** according to past evaluations. They are established training sessions which offer some unique components compared to other providers.
- **Enhancement of the course/s:** various suggestions discussed in terms of updating the contents and new ideas for covering different aspects and new types of courses, and enhancements to the CHS Approved Trainers Scheme for trainers on investigations courses.
- **“Certified” investigators:** calls from the wider sector, and also members, for “certified” investigators, particularly with specialised skill sets (such as working with children), different languages and diverse nationalities, or flexible short notice availability. The idea of certification implies a level of professional endorsement and validated skills. The paper discussed the benefits and challenges in the CHS Alliance developing a programme of theoretical and practical training and continuing some professional development that would be sufficient for accrediting individuals as investigators.
- **Training delivery strategy:** given the increased demand for training on investigations, the paper considered how the current delivery strategy could be adapted to increase the number of training sessions the CHS Alliance can offer.
- **Roster of investigators:** the paper considered the past experience of other organizations and the benefits and challenges likely to face the CHS Alliance in operating a certified pool.

4. Coordination:

- **Global Platform:** strong calls from members for a global platform for networking, information exchange and sharing good practices and lessons learned.
- **Coordination with other agencies and networks** is important, including new initiatives emerging from the Global Safeguarding Conference.
- **Representation:** important role of the CHS Alliance on behalf of its members to engage in policy forums and particularly to be a “sober voice” bringing its expertise and balanced authority to debates.