

INTER-AGENCY REAL-TIME EVALUATION OF THE RESPONSE TO THE FEBRUARY 2007 FLOODS AND CYCLONE IN

MOZAMBIQUE (FINAL REPORT, MAY 2007)

Management Response Matrix Updated December 2007

KEY RECOMMENDATIONS TO OCHA	MANAGEMENT RESPONSE AND ACTION TAKEN OR TO BE TAKEN	Responsible Branch /Unit	Time frame Expected [mm/yy]/ Ongoing / Implemented [mm/yy] / Not applicable	Status - Implemented / Partially Implemented/ Not Implemented / Not Applicable
<p>Recommendation #1</p> <p>OCHA should quickly deploy teams to support cluster roll-out in other emergencies, and support this with sufficient staff in country for information management and a field response to support inter-agency cluster coordination.</p>	<p>SURGE responded that this recommendation should be also directed to HRSU as far as cluster roll out is concerned and FISU as far as information management is concerned. The concept of the newly constituted ERR reads as follows: The ERR will consist of a pool of versatile and dedicated OCHA coordination personnel which, in practice, may be complemented -as appropriate- by technical and specialized personnel, as listed below:</p> <ul style="list-style-type: none"> • Information Management Officers; • Public Information Officers; • protection specialists including IDP advisors; • environmental experts; • UN Civil-Military Coordination Officers; • ICT Support Officers; • gender specialists. 	<p>SURGE</p>	<p>Ongoing</p>	<p>Implemented</p>
<p>Recommendation #2</p> <p>OCHA should develop a more formal country-based dispute resolution mechanism for intra-cluster disputes.</p>	<p>The inter-cluster coordinator (OCHA or RCO) is well placed take care of ‘mediation’ between the cluster leads on issues requiring support external to the clusters involved. A strong HC/RC should be in a position to mediate between the agency heads of involved clusters should a solution not be found</p>	<p>HRSU</p>	<p>Not applicable</p>	<p>Not applicable</p>

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Such a mechanism should probably be based around arbitration with a mutually agreed arbitrator.	between those staff designated as cluster leads. HRSU therefore believes that there is no need to establishing yet another mechanism to insert into the coordination system, using instead the good offices of the HC/RC to solve problems on a case by case basis.			
Recommendation #3 OCHA should establish a web framework that can be used for cluster coordination in future emergencies, and provide in-country support for clusters to use it.	In addition to humanitarianreform.org, which provides general information on clusters, preparations are underway for a HIC website to facilitate on-the-ground coordination. This web framework will be supported remotely, and will be accompanied by online training materials.	AIMB	Ongoing since March 2007	Partially implemented
Recommendation #4 OCHA needs to provide training for agency information officers on how to operate in a clustered environment.	Process undertaken through IASC (UN Interagency Information Management Working Group)	AIMB	Ongoing since May 2007	Partially implemented
Recommendation #5 OCHA should broaden its roster to include people who can stay in place for at least six weeks and who have appropriate language skills.	Indeed, Surge Capacity was contacted at the time to deploy one officer to MOZ. One SHAO speaking Portuguese was available but CRD assigned him to a mission to CAR at the same period. The new ERR which is going to be launched in early November has fully taken aboard the recommendation since language skills are part of the key elements in the roster skills management and availability of personnel deployed through ERR will be extended to up to 3 months. SCS, after intensive consultation with managers, could not anticipate managers to allow staff to be deployed for longer period than 3 months.	SURGE	ERR will be launched in early Nov. 07. It will be operational Dec 1 st 2007. ERR will then adjust according to needs following its launch.	Implemented

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<p>Recommendation #6</p> <p>OCHA needs to increase training for potential cluster and sector leads to reach all countries at risk of disasters.</p>	<p>Since the Mozambique floods, OCHA-HRSU, under the IASC has conducted three trainings of Cluster/Sector Leads with six more training planned for 2008. To date, some 100 staff from UN agencies, IFRC, IOM and NGOs have been trained as cluster leads and, based on agreement with agencies, these individuals are available for rapid deployment to undertake the function as cluster lead within their areas of expertise.</p> <p>Current plans for training include 6 courses for 2008, two of which are at a regional level. This year about 100 persons have been trained. There is a large demand for this IASC course from partners, and as such HRSU have requested the addition of one dedicated and skilled staff member in order to meet the needs. If agreed upon, it is envisaged that the number of CSLTs conducted will increase.</p>	HRSU	Ongoing	Partially implemented
<p>Recommendation #7</p> <p>The CERF mechanism needs a clear and simple system for reprogramming grants in the event of changed circumstances.</p>	<p>According to ST/SGB/2006/10, all funds approved for specific CERF projects that are not used for that project need to be returned to the fund with the reporting of expenditures for the project. Should the scope of the project change and funds are needed, a new application is submitted as a new project. Senior management in OCHA is currently examining ways to simplify this procedure.</p>	CERF	Ongoing	Partially implemented
<p>Recommendation #8</p> <p>OCHA should provide strong support for the Resident or Humanitarian Coordinator for inter-cluster coordination at national level during</p>	<p>HRSU and the RC/HC Strengthening Unit are integrating efforts for the training of HCs and RCs to improved comprehension of how to implement the humanitarian reform principles into emergency response. HRSU is also working closely with CRD in the Cluster Mainstreaming Working Group on developing tools for how to provide better OCHA support to cluster</p>	HRSU	Ongoing	Partially implemented

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<p>emergency responses.</p>	<p>coordination in the field. Finally, HRSU, for the remainder of its mandate, is available, resources permitting, to provide short-term surge support at the request of country teams to implement the cluster approach.</p> <p>OCHA needs to adjust the misperception that inter-cluster coordination requires a new set of TORs and is different to the way that OCHA has been doing business to date. It is clear that reform has helped OCHA to re-focus on its core competencies. In this regard, all OCHA field HAOs should be able to easily provide inter-cluster coordination support. This does not require new training and skill-sets other than what is stipulated in the generic TORs for field-based HAOs.</p> <p>Action is required to ensure that OCHA surge capacity in countries without a permanent OCHA presence is coherent and consistent with the requirements on the ground. It is particularly important in countries where the cluster approach is rolled out that OCHA can guarantee consistency in the inter-cluster coordination until a suitable replacement in is in place, i.e. support from the RCO. The hesitancy by country teams to implementing the cluster approach experienced in several new emergencies this year can partly be linked to the failure of OCHA to guarantee consistent surge for a period of three to six months to undertake cluster coordination functions.</p>			