

Views from the Frontline

Handbook for 2008-2009

Hyogo Framework for Action

Pilot Review Process

ABRIDGED VERSION FOR
PARTICIPATING ORGANISATIONS

Table of Contents

A) WHAT IS ‘VIEWS FROM THE FRONTLINE’?	4
A.1 Project Background	4
A.2. Goals and Objectives.....	5
B) WHAT IS THE ROLE OF PARTICIPATING ORGANISATIONS AND OTHER KEY PROJECT PARTICIPANTS?	6
C) WHAT ARE THE BENEFITS FOR PARTICIPATING ORGANISATIONS?	8
D) OVERVIEW OF THE METHODOLOGY	9
E) ACTIVITIES	12
E.1 Engaging with the National Coordinating Organisation	12
E.2 Implementing the Survey	14
E.3 Holding the Community Consultations.....	21
E.4 Participating in the National Workshop	24
F) USING THE RESULTS FOR MOBILISATION	25

Annexes:

Annex 1	Letter 1 - Presentation
Annex 2	Letter 2 - Reminder
Annex 3	Guiding Checklist of CSO Categories
Annex 4	Questionnaire Local Government (Senior Officials)
Annex 5	Questionnaire Local Government (Planning Officials)
Annex 6	Questionnaire Local Government (Education Officials)
Annex 7	Questionnaire Civil Society Organisation
Annex 8	Questionnaire Community Representative
Annex 9	Management Sheet
Annex 10	Evaluation Template Local Community Consultation
Annex 11	Local Community Consultation Feedback Questionnaire

Foreword

The required outcome of the Hyogo Framework for Action (HFA) is a substantial reduction in disaster losses by 2015. To achieve this outcome, the impact of the HFA must be felt on the ground where people who are at-risk live, eat and work. Effective implementation of the HFA will require strong accountability, based on the ability to measure progress towards objectives. Nowhere is this more important than at the critical interface between the government and affected communities (e.g. municipal and district authorities, government line ministries).

The 'Views from the Frontline' project is designed to support the implementation of the HFA by establishing a global infrastructure to measure progress at the local level. This infrastructure will provide a provisional baseline by which future progress can be periodically assessed. The role of civil society organisations in this assessment process is crucial. Information gathered will be collated and analysed at the local, national and regional levels to identify good practice, critical success factors and key constraints towards progress. Building a strong evidence base to inform public policy work can serve to facilitate dialogue between civil society and public authorities. This dialogue can encourage agreement on policy positions and build broad-based advocacy coalitions and alliances that will enable local voices to be clearly heard within national, regional and international decision-making processes. Local communities and civil society organisations participating in the review process will be able to use the information produced to develop ways forward to address the main challenges identified.

Producing clear and reliable evidence based on local realities is critical to the success of the project. It is important that the review process is transparent, consistent and engages key stakeholders in an inclusive participatory process. This handbook¹ provides guidance for you, as the National and Regional Coordinating Organisations, on how to implement the 'Views from the Frontline' project. This project is designed as a monitoring tool with a series of subsequent implementation phases. This first implementation leading up to the Global Platform for Disaster Risk Reduction (GP-DRR) 2009 (to be held in Geneva) is a 'pilot phase'. The handbook will be revised and coverage extended for subsequent reviews following a learning review to be undertaken after the GP-DRR 2009. We hope this toolkit will be a useful guide for implementing the 'Views from the Frontline' in your country!

Marcus Oxley

Chairman, Global Network of Civil Society Organisations for Disaster Reduction

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¹ This handbook was drafted and conceptualised by a Keystone (www.KeystoneAccountability.org) consultancy team composed of Natalia Kirytopoulou, David Bonbright, Janine Schall-Emden and Lorenzo Fioramonti, working in close coordination with Marcus Oxley, chairman of the Global Network of NGOs for Disaster Reduction. An International Advisory Working Group of key stakeholders and experts also provided guidance and feedback. A number of tools used in this handbook, in particular those used for the project's consultative activities and some of the management structures, draw on and were inspired by the CIVICUS Civil Society Index (see www.civicus.org for details).

Glossary and Acronyms²

CSO

Civil Society Organisation

DRR or Disaster Risk Reduction

Minimising vulnerabilities and disaster risks throughout a society, to avoid (prevention) or to limit (mitigation and preparedness) the adverse impacts of hazards, within the broad context of sustainable development.

GN

The Global Network of Civil Society Organisations for Disaster Reduction, responsible for the global implementation of the 'Views from the Frontline' project.

Global Platform – Disaster Risk Reduction (GP-DRR)

The UN-ISDR periodic review process convened every two years to report on progress towards implementation of the Hyogo Framework

HFA

The Hyogo Framework for Action - adopted by 168 governments at the World Conference on Disaster Reduction, held in 2005 in Hyogo, Japan, focusing on building the resilience of nations and communities to disasters

(<http://www.unisdr.org/wcdr/intergover/official-doc/L-docs/Hyogo-framework-for-action-english.pdf>).

NAC

The National Advisory Committee is made up of selected stakeholders who will support the NCO in implementing the project at the national level.

NCO

The National Coordinating Organisation is tasked with implementing the project at the country level. It is led by a Country Coordinator assisted by a supporting team.

² For a comprehensive list of terminology of DRR refer to the UN / International Strategy for Disaster Reduction (ISDR) website: www.unisdr.org/eng/library/lib-terminology-eng%20home.htm.

A) What is 'Views From the Frontline'?

The abridged handbook is geared towards participating organisations at the local level. This section describes the project's background, goals and objectives as well as the methodology and analytical framework of the 'Views from the Frontline' review process.

A.1 Project Background

In January 2005, in Kobe, Japan, 168 Member States of the United Nations adopted the Hyogo Framework for Action (HFA) which is a key framework for implementing disaster risk reduction within the overall goal of building the resilience of nations and communities to disasters. The HFA aims to achieve a substantial reduction of disaster losses by 2015 – both in lives, and in the social, economic, and environmental assets of communities and countries.

Following the first session of the Global Platform on DRR organised by the UN-ISDR in Geneva July 2007, the Global Network of Civil Society Organisations for Disaster Reduction (GN) was officially launched. The goal of the Global Network is to increase the effectiveness of civil society to build the resilience of nations and communities to disasters. It aims to bring the concerns and interests of vulnerable people into the heart of global disaster risk reduction policy and practice.

'Views from the Frontline' is an action-research project undertaken by civil society stakeholders in conjunction with government bodies. It aims to measure progress towards the implementation of the HFA³ at the *local level* across developing countries and regions. The survey findings will provide a different, yet complementary perspective to the UN-ISDR coordinated monitoring process, which will review progress on the HFA primarily at the *national level* and from a *top-down governmental* perspective.

Together these two assessments (the 'Views from the Frontline' and the HFA monitor tool) should provide a clear picture of the progress and challenges in the implementation of disaster risk reduction activities as defined within the Hyogo Framework Priorities for Action. Analysis of the data resulting from the project will focus attention on the key challenges and issues which impact on the effective implementation of the HFA. These findings will guide the second session of the Global Platform for Disaster Risk Reduction 2009 in framing future UN-ISDR system priorities.

A.2 Goals and Objectives

The main goal of 'Views from the Frontline' is to support the effective implementation of the HFA to build the resilience of vulnerable people and communities *at-risk* to disasters.

The project is composed of two main elements: research and learning; The research element focuses on face-to-face interviews or self-evaluations by local government officials, civil society organisations and local community representatives to assess their perceptions on progress made towards disaster resilience and risk reduction as part of the HFA five Priorities for Action. The learning phase of the project aims to then use the research findings to develop consensus on policy positions and associated recommendations to take forward to national, regional and international levels - including the Global Platform-DRR review process.

The project's specific **objectives** are:

1. To provide an independent global overview of progress towards implementation of key aspects of the HFA at local level that will provide a provisional baseline to measure future progress
2. To strengthen public accountability for effective HFA implementation by enhancing the ability to measure progress.
3. To enhance civil society ability to monitor progress, share information, formulate policy positions, develop advocacy coalitions and contribute towards multi-stakeholder efforts to implement the HFA on the ground.

The project **outcomes** at the country and regional level include:

1. Improved understanding of the level of disaster resilience at the local level in participating countries and regions
2. Improved dialogue between public, civil society and community stakeholders responsible for disaster risk reduction
3. Improved understanding on progress towards implementation of the HFA within governmental and civil society bodies
4. Increased research, analytical and advocacy capabilities among project participants.

B) What is the role of Participating Organisations and other key project participants?

The **Participating Organisations** (the various CSOs and community organisations that will implement the review process at the local level) will be able to open a dialogue with their local government officials by using the questionnaire for government officials on a face-to-face basis. The appropriate questionnaires (either for public officials, CSOs or community leaders) will be disseminated widely within the Participating Organisations' communities. Upon completion, all questionnaires will be returned to the National Coordinating Organisation (see description of the NCO role below) for data entry (at national level) and subsequent analysis. Community consultation and planning activities to develop ways forward will also be led by the Participating Organisations. Specifically the Participating Organisations' will:

- Be the main actor in conducting the review process at the local level
- Liaise with the NCO to access questionnaires and Participating Organisation Identification Codes
- Respond to CSO questionnaire
- Facilitate the participation of peer CSOs
- Administer the relevant questionnaire to local level officials in coordination with the NCO
- Facilitate and participate in focus group meetings and discussions
- Play key facilitating role in implementing recommendations for action on DRR

To implement 'Views from the Frontline' a national focal point will have been established in each of the participating countries – referred to as **National Coordinating Organisations (NCO)**. The selected NCOs will coordinate the review process and promote participation of a broad range of Civil Society Organisations and community leaders at the national and local levels. In addition, the NCO will lead on the analysis and dissemination of the results, holding of a national workshop and drafting of the national report outlining summary findings and recommendations.

A **National Advisory Committee (NAC)** established by the NCO and composed of 10-15 individuals will provide overall guidance on the appropriateness of project tools, and on the selection and engagement with the different stakeholders involved in the project.

Two additional actors that will be involved in the project are the **Regional Coordinating Organisation (RCO)** and the **Global Network for Disaster Reduction (GN)**. The role of the RCO is to coordinate all NCOs in their respective region (e.g. group of countries). The RCO will support its region's NCOs in the implementation process and assist in furthering cross-country linkages and

learning between participating countries within the region. Overall coordination is effected by the GN supported and guided by a Global Review Working Group reporting to the GN Steering Group with the support of an international advisory group.

C) What are the benefits for Participating Organisations?

The benefits of participating in the 'Views from the Frontline' include:

- An opportunity for local-level perspectives to be clearly heard at the national, regional and international levels
- Attention will be focused on the need to mobilise additional support and resources for strengthening local capacities
- Opportunities provided to learn and share knowledge amongst peer organisations
- Enhanced staff skills through the experience of taking part in a major action-research project designed to support global advocacy efforts to influence DRR policy and practice
- Space created to engage and dialogue with local authorities to build relationships and trust
- Becoming an integral part of global efforts to mobilise resources for local level community-based disaster risk reduction
- Empowering local communities to take knowledge-based action
- An opportunity to strengthen national DRR networks and build coalitions for joint actions
- Raising of the organisations' profile.

D) Overview of the Methodology

The main research activity of the review process is to collect data through by implementing surveys at the local level in order to provide important information on the progress made against the Hyogo Framework for Action. Data collection will be coordinated and managed by the NCO and largely implemented by the Participating Organisations. Once the data has been collected and analysed, consultations and workshops will provide an opportunity to review the level of progress against the HFA as well as to discuss critical success factors and challenges between key stakeholders. Priority recommendations on the basis of the local evidence will be defined and documented in the national report. Whilst the research will allow us to understand the level of disaster resilience at local level, the consultations will provide a forum to learn, to empower communities, and essentially, to “do something” with the newly gained awareness at the local and community levels.

The ‘Views from the Frontline’ thus fulfils two important roles:

1. It provides the necessary evidence and knowledge base from which CSOs can develop joint advocacy actions for more effective DRR policy and practice at national and international levels within the context of the HFA framework negotiations.
2. It promotes a bottom-up learning and planning approach to identify the main challenges and constraints facing at-risk communities and to develop practical recommendations and ways forward to improve progress within the Hyogo Framework for Action.

The ‘Views from the Frontline’ review process uses several indicators distributed across the following respondent groups:

- 1) Local Government Officials
- 2) Civil Society Organisations
- 3) Community Representatives

These three groupings have been selected as the key target groups most appropriate for analysing the state of disaster risk reduction at the local level. The indicator matrix is modelled on the Hyogo Framework for Action based on five main Priorities for Action or ‘strategic areas’ in addition to a set of Cross-cutting Issues. The five Priorities for Action are:

1. Governance

This Priority for Action measures the extent to which disaster risk reduction (DRR) has been a) institutionalised through government legislation and practices, b) operationalised through the activities of civil society organisations and c) incorporated within the formal and informal systems within local communities.

2. Risk Assessment, Monitoring and Warning

This Priority for Action measures the extent to which risk assessment, monitoring systems and early warning mechanisms have been developed to alert local government, civil society and local communities about potential disasters.

3. Knowledge and Education

This Priority for Action measures the extent to which knowledge, innovation and education have been used to build a culture of safety and resilience at the local level.

4. Underlying Risk Factors

This Priority for Action measures the extent to which underlying risk factors, such as social, economic, environmental conditions and land utilisation have been addressed in order to reduce the causes of vulnerabilities and disaster risks.

5. Disaster preparedness and response

This Priority for Action measures the extent to which progress has been made toward strengthening disaster preparedness for effective response (in terms of capacity and resources) of sub-national authorities, organisations and local communities.

6. Cross-cutting issues

A set of Cross-cutting Issues also covers a number of areas that, although not directly included in the five thematic areas, will impact the effective implementation of the HFA. These topics include: participation, gender, encouraging volunteers and cultural diversity.

Respondents to the survey will have to assess the various indicators by filling in a standardised questionnaire (see Annexes 1 to 5). The questionnaire is divided into closed questions and open-ended questions. Responses to the closed questions will have to follow a five-point scale which provide an indication of progress as defined below:

1 = No, not at all

2 = To a very limited extent

3 = Some activity but significant scope for improvements

4 = Yes, but with some limitations in capacities and resources

5 = Yes, with satisfactory, sustainable and effective measures in place

Sample questions (from Questionnaire to Senior Government Officials):

Frameworks and structures	<p>Question A.1 [LG 1.1]</p> <p><i>Are there institutional capacities for disaster risk reduction at the local level?</i></p>	Score: _____ (1 to 5)
Planning	<p>Question A.2 [LG 1.2]</p> <p><i>Is disaster risk reduction incorporated into overall planning at the local level in key sectors such as education, health, agriculture, housing and environment?</i></p>	Score: _____ (1 to 5)

Information gained from the questionnaires should be shared with the NCO (see section E.1 for more information).

For visual purposes, each overall Priority Score will be colour-coded (Figure 1). Using colours to show the final scores will help the NCO and Participating Organisations when communicating the results to a broader audience and will prove a valuable tool for advocacy purposes within local communities or at the national/regional level.

Figure 1 – Colour-Code Results

Score 1	Score 2	Score 3	Score 4	Score 5
RED	ORANGE	YELLOW	LIME	GREEN

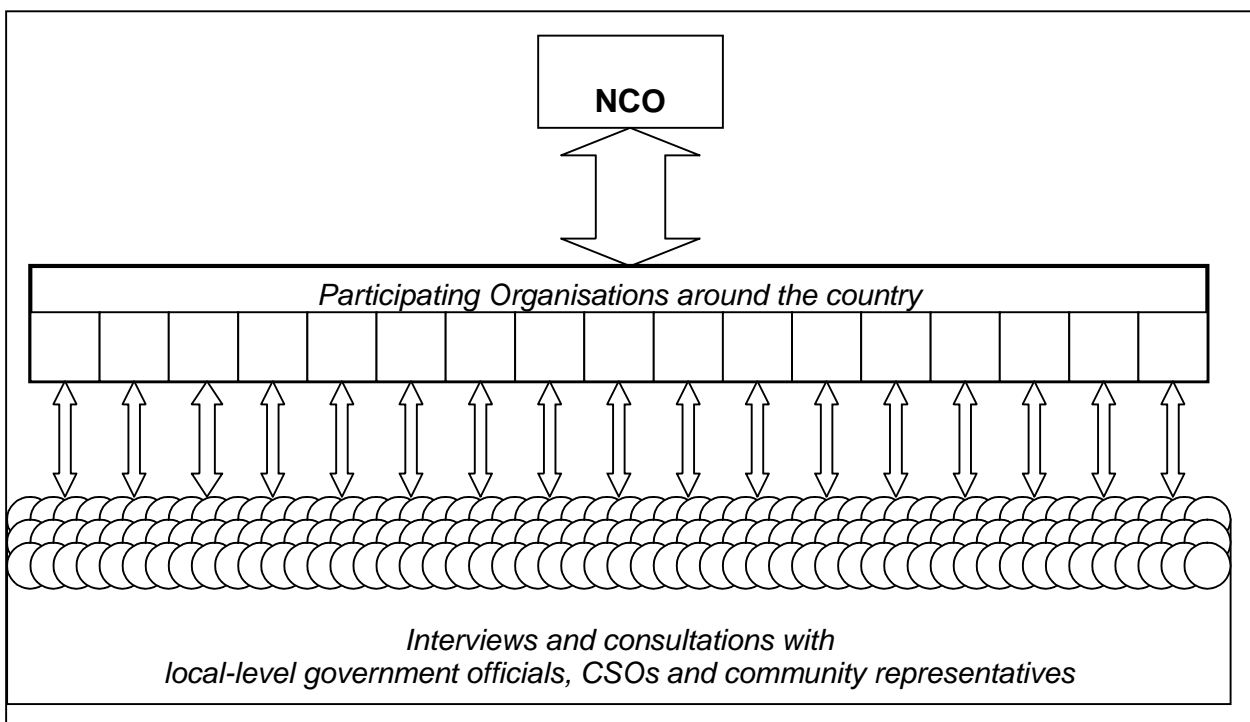
E) Activities

E.1 Engaging with the National Coordinating Organisation

The National Coordinating Organisation (NCO) will be coordinating the overall implementation process in the country, and will engage Civil Society Organisations (CSOs) around the country to become 'Participating Organisations' at the beginning of project implementation. The participating organisations will interview and meet with various stakeholders within their own community. If there is more than one Participating Organisation in each location they need to be made aware by the NCO and engage in frequent communication with each other in order to minimise duplication with the organisations and individuals that each organisation contacts.

Figure 2 takes a closer look at the relationship between the NCO and Participating Organisations. The NCO provides oversight and coordination, while the Participating Organisations directly engage with local government officials, local-level CSOs and community representatives. They first conduct interviews with the help of the relevant questionnaires (Annexes 4-8), and will then hold the local community consultations – once all data has been gathered and fed back to the NCO.

Figure 2 – Relationship NCO - Participating Organisations



Briefing of Participating Organisations

Once the NCO has selected Participating Organisations for Views from the Frontline the Participating Organization will need to attend a briefing meeting in which the methodology, questionnaires and consultations are explained. This briefing meeting is to be organized and held by the NCO. The Participating Organisations should already have received and reviewed the present version (abridged) of the Handbook document.

IMPORTANT:

→ Each Participating Organisation will be provided with an Identification Code from the NCO to use when disseminating the questionnaires or conducting face-to-face interviews. The Identification Code will be constructed as shown by the following example:

<i>Category</i>	COUNTRY	Participating Organisation	Type Respondent	Number (by type)
<i>Example</i>	Mali	Save Sahel	LG (Edu)	1

The Identification Code would read: MALI-Save Sahel-LG (Edu)-1

REMEMBER:

→ All completed questionnaires must have an access code to be valid.

E.2 Implementing the Survey

Implementing the surveys is one of the main activities in which the Participating Organization will engage. Below are instructions on sampling and selecting respondents as well as conducting the survey.

E.2.1 How to sample respondents and distribute the questionnaire

Participating Organisations should use face-to-face interviews with Local Government, CSO and Community representatives whenever possible. Remember to always provide an Identification Code (see section E.1).

Within each participating country a minimum sample of respondents, representing each of the main risk scenarios must be surveyed to ensure the data provides a comprehensive and representative range of perspectives.

The steps to take include:

- selection of local government representatives,
- selection of civil society organisations,
- selection of community representatives.

Coordinate the selection of organisations, community representatives and CSOs, with the NCO in order to ensure good coverage. The Participating Organisation should communicate the selected groups to the NCO.

1st STEP – Sampling Respondents

Selection of Civil Society Organisations

When selecting civil society organisations (CSOs) to involve in the survey, the NCO must consider organisations and groups that are aware of, or active in, disaster risk reduction activities. Ideally, these CSOs will have conducted programmes or activities dealing with some aspects of disaster risk reduction.

NOTE: It is not essential for all selected CSOs to include disaster risk reduction in their work.

Select at least fifty (**10 CSOs** within your community or area (including yourself as Participating Organisations and/or other local level CSOs) according to the following criteria:

- *Coverage of the community*

The selected CSOs should be active in the various at-risk areas of the community selected.

- *Diversity*: Staff in selected CSOs should be as representative as possible of gender, age, ethnicity and other demographic variables of the country.

In Table 3, a list of CSO types is provided. This list is provided as a guide to identify suitable CSOs. All the categories listed will not necessarily exist in every community, and there may be other categories not listed here.

Table 3 –Checklist of CSO Categories

1.	Social service and health associations
2.	Women’s organisations
3.	Student or youth organisations
4.	Developmental and/or Humanitarian CSOs (e.g., international , national and local NGOs working on literacy, health, social services)
5.	Advocacy CSOs (e.g., civic action, social justice, human rights, consumers’ groups)
6.	CSOs active in research, information dissemination, education and training (think tanks, resource centres, non-profit schools)
7.	Associations of socio-economically marginalised groups (poor people, homeless, landless, immigrants, refugees)
8.	Faith-based organisations (eg church or mosque-based groups)
9.	Community-level groups or associations (burial societies, self-help groups, parents’ associations, village associations, indigenous peoples’ associations)
10.	Other fund-raising bodies and organisations
11.	Community organisations (eg village associations, neighbourhood committees)
12.	International, national and local Humanitarian Aid and Relief organisations
13.	Economic interest CSOs (cooperatives, credit unions, mutual saving associations)
14.	Ethnic, traditional or indigenous associations or organisations
15.	Environmental organisations

2nd STEP – Sampling Respondents

Selection of Local Government Representatives

After completing the list of relevant local government institutions, the Participating Organisation will need to identify the **key officials** within each institution in close coordination with the NCO.

Ideally, the Participating Organisations should interview (or distribute self-evaluations to) the following three types of public officials:

- At least three (3) senior officials in the Participating Organisation’s community/area
Senior officials are top representatives of local government. They might include: mayors (or deputies); senior district officials; knowledgeable councillors at the municipal or provincial level. Include officials with experience of the healthcare situation in the respective communities.
- At least three (3) officials in charge of urban/agricultural planning in the Participating Organisation’s community/area

These are mainly government officials that oversee processes concerning urban activities (such as building infrastructure, residential and commercial areas.) and agricultural processes (such as land use, land reforms, access to common lands.)

- At least three (3) officials in charge of education in the Participating Organisation's community/area

These are government officials and public servants (such as school principals) that oversee the management of public education institutions (e.g. local schools, colleges).

The Participating Organisation should contact these government officials by sending the letter of presentation (see Annex 1).

REMEMBER

→ You will have to identify **qualified respondents**, which means officials and representatives with knowledge about this topic and with practical experience of using DRR in a given community

3rd STEP – Sampling Respondents

Selection of Community Representatives

A sample of community representatives should be surveyed by Participating Organisations. This process will require a particular attention in the sampling process as local communities are generally more difficult to reach than government or civil society groups. Participating Organisations must play a key role in selecting communities and conducting the interviews.

The Participating Organisation should select ten to fifteen (10-15) **Community Representatives** according to the following criteria:

- *Coverage of the community*
The selected community representatives should be active in the various at-risk areas of their community/area.
- *Diversity*: Selected communities should include representatives of gender, age, ethnicity, ability, and other demographic variables of the country.
- *Vulnerable or marginalized groups*: Particular attention must be paid in selecting community members of vulnerable and traditionally marginalized groups. Members of these groups will vary to some extent at the sub-national level, but typically include women, children, the elderly, the disabled, to name a few.

E.2.2 How to carry out the survey

When carrying out any kind of social research, a major concern is the difficulty of obtaining a satisfactory number of respondents for questionnaires. Most people are not inclined to take time to respond. In most cases the time required of them, outweighs any possible interest in the subject or any perceived benefits. Both NCOs and Participating Organisations need to be fully aware of this and plan accordingly:

- Potential respondents are more likely to agree to complete a questionnaire during a face-to-face interview
- Assume just one in every ten potential respondents will accept a face-to-face interview
- Record all organisations and individuals contacted in the questionnaire management sheet (Annex 9) in order to manage and monitor the completion of questionnaires and assess progress against the projected number.

1st STEP – Administering the Survey

Develop and Update your Questionnaire Management Sheet

The Participating Organisation will need to develop a comprehensive list of potential respondents using the Questionnaire Management Sheet (Annex 9). This sheet will help the Participating Organisation monitor progress and identify obstacles. This Management Sheet must be sent to the NCO regularly (e.g. every month) to keep the NCO updated on the survey progress.

The Questionnaire Management Sheet is divided into several sheets, according to the categories of respondents: Local Government (Senior Officials, Urban and Agricultural Planning, Education), Civil Society and Community Representatives.

REMEMBER:

- ➔ Prepare the Questionnaire Management Sheet as soon as possible with all necessary contact information. As the survey progresses, the Sheet will be updated with new potential respondents.
- ➔ The Questionnaire Management Sheet is a 'living document'. Continue to look for potential new respondents throughout the process. **The more potential respondents are included in the Questionnaire Management Sheet, the more likely it is the survey will be completed by a satisfactory number of respondents.**

2nd STEP – Administering the Survey

Familiarise Yourself with the Questionnaire

Initially both the NCO and the Participating Organisations should familiarise themselves with the questionnaire.

3rd STEP – Administering the Survey

First Contact

As soon as a potential respondent is identified and their name included on the Questionnaire Management Sheet, a first contact must be made. Organisations and the NCO should coordinate this closely in order to avoid duplication of efforts and confusion among potential respondents.

A Letter of Presentation is enclosed (see Annex 1) which should be sent from the Participating Organisation, or by the NCO in the communities/ districts where there are no Participating Organisations. The letter and questionnaire can be sent via fax, post or e-mail. If the first contact is made via telephone, keep the letter at hand so all necessary details can be given to the potential respondent.

REMEMBER

→ The Letter of Presentation will need to be attached to the Questionnaire.

→ ***Emphasise that this is the first survey involving local stakeholders, and that the responses will provide a complementary perspective on an official national-level review process***

After explaining the survey's purpose and how it fits within the global framework of *Views from the Frontline*, the Participating Organisation or the NCO, depending on the case, will explain that the survey can be completed in various ways:

1. **Face to face** – with the Participating Organisation
2. **Electronically** – The completed questionnaire must then be sent back as e-mail attachment.
3. **By hand** - The completed questionnaire must then be faxed or posted to the NCO. Include a stamped and return-addressed envelope if mailed out. This option should only be used if respondents do not have access to an internet connection.

Explain that the questionnaire **takes between 20 to 30 minutes** to complete.

Before concluding this initial contact, remember to tell potential respondents that the Participating Organisation will contact them after the deadline to follow up on the completion of the questionnaire. Usually, awareness that a phone call will come in a couple of days helps give the potential respondent more of an incentive to complete the questionnaire on time!

IMPORTANT

→ Remember to be both friendly and professional in all your correspondence or conversations with potential respondents. They are giving their time to contribute to this survey and deserve to feel that their contribution is fully appreciated.

Due to the importance of the first contact, it is strongly suggested that the Participating Organisation take personal responsibility of this crucial step.

4th STEP – Administering the Survey

Reminder

If the one-week deadline has passed with no results, the Participating Organisation should contact potential respondents again using the Letter 2-Reminder format (Annex 2). Just as with the first letter, this reminder can be sent via e-mail, fax or post.

Some important tips include:

- Explain the details of the project in greater detail. The more time potential respondents spend talking about the project, the more likely they are to complete the questionnaire.
- Inform potential respondents that other key stakeholders have already completed the survey and you do not want their opinion to be missing. Peer-pressure can be a powerful incentive to motivate potential respondents, especially within government structures.
- Inform potential respondents that some key participants to the survey will be invited to a regional workshop (to be held at the end of the project) in which the overall findings will be discussed.

IMPORTANT

→ If the potential respondent is reluctant to complete the questionnaire, the Participating Organisation could offer the option of completing the questionnaire over the phone. If this is done then this process should be followed:

- Potential respondents must have a copy of the questionnaire in front of them.
- A Participating Organisation member records their responses on another copy of the same questionnaire
- Make sure the correct identification code is entered on the new questionnaire (see 2nd Step in Section B.1.3)

NOTE: due to the type of questionnaire, potential respondents MUST have the questionnaire in front of them. The Participating Organisation must make clear any doubts the respondents may have, especially if they refer to specific questions.

5th STEP – Administering the Survey

Face-to-face interviews

These are always the preferred way of completing the questionnaire.

Provide Participating Organisation team members with guidance on how to conduct an interview. Practice with at least one 'mock interview' with another member of staff before using the questionnaire with a 'real' respondent. Make sure interviewers take no more than 30 minutes for the whole interview.

The interview will use the standard questionnaires (Annexes 4-8) depending on the appropriate respondent group.

6th STEP – Administering the Survey

Collection of questionnaires

The Participating Organisation should collect the various questionnaires and store them in a safe place.

Once a questionnaire has been received (electronically or on paper), the Participating Organisation should fill out the Questionnaire Management Sheet by inserting an 'X' into the 'Process Completed' column (see Annex 9).

E.3 Holding the Community Consultations

The main objectives of the local-community consultations are to:

- use the research findings as a basis for discussion, to draw conclusions and discuss ways forward
- stimulate action within at-risk communities
- improve better understanding and networking among a wide range of participants at the community level.

These consultations should be organised by the Participating Organisation with the assistance of the NCO, if necessary. The NCO will need to have sent to the Participating Organisation a preliminary analysis of the survey results in the PO's respective community.

→ **Important:** This includes the communities colour code.

Participants should include all questionnaire respondents but others can also be invited, as long as all participants match one of the respondent groups (local-level government, CSO or community representative). Try to ensure a representative balance regarding gender, age and other socio-demographic variables. Ideally there should be at least one focus group meeting in the Participating Organisation's community involving approximately 20-30 participants.

The recommended length of the consultation should be around three hours.

1st STEP – Local Consultation

Preparing the Consultations

- A qualified facilitator and assistant should be identified.
- A secretary must be appointed. The secretary will have the key task of recording the open debate so that 'interesting opinions' and comments are recorded and can be used in the overall report.
- Invitations should be sent to participants at least two weeks before the consultation.
- Select an accessible venue.
- Prepare a workshop agenda and background materials.
- Make arrangements for food and drinks (if necessary).
- Arrange equipment and stationary (such as papers, fliers, pens and forms).
- Ensure any participants with special needs (such as wheelchair access, translation or sign language) are able to participate effectively.

2nd STEP – Local Consultation

Holding the Consultations

Once arrangements and preparation are made, the Participating Organisation can focus on the actual consultation. During this the following activities will take place:

- Facilitator will welcome participants
- Facilitator and assistant will present the overall results of the survey (20 minutes) by summarising the data and findings according to each of the five Priorities for Action. First the overall national colour coded result for each priority as well as the overall country colour code will be presented. The results and colour codes for the specific community/ sub-national region where the consultation is being held will then be presented
- These specific community findings are then used as the basis for discussion and debate. Divide the participants into focus groups for this, mixing up the three stakeholder groups within the focus groups.
- Special attention must be paid in identifying the most important strengths and weaknesses within the local community.
- Before finishing ask all participants to complete an evaluation form (Annex 10, the Local Community Consultation Evaluation form)

Local Community Consultation Debates:

Debate 1:

The first debate will compare the differences between the overall country and the community results. The facilitator will invite participants to provide comments and opinions on these results, either regarding the priority areas or the strengths/weaknesses. Allow a maximum time of 30 minutes for this. Encourage discussions between the three stakeholder groups (local government representatives, community representatives and Civil Society). The facilitator will need to make sure time limits are respected.

The secretary will record the most significant parts of this first debate.

Debate 2: The second debate will concern possible recommendations for local government and civil society stakeholders. These recommendations will be taken forward at the local and national levels. Allow up to 45 minutes for this. The facilitator will need to make sure time limits are respected.

The secretary will record the most significant topics of this debate.

Debate 3: The final debate will try and identify possible community-based initiatives that directly respond to identified weaknesses. Alternatively initiatives that will attract the attention of local/national government can be discussed. Allow up to 60 minutes for this debate. A final action

plan should be voted for by participants on the basis of a priority list (the most important actions should be at the top of the list). Participants can agree to form 'task force' leaders to organise the community for agreed initiatives.

The secretary will record the most significant topics of this debate.

3rd STEP – Local Consultation

Local Community Consultation Follow-Up

Results from all three debates in the local consultations should be sent to the NCO by the Participating Organisation. These results and report should be well organised into a readable report, and sent to the Regional Coordinating Organisation. Annex 11 should be completed and returned to the NCO within **one week** of the consultation.

The NCO and Participating Organisations should follow up on any community-driven initiatives which result from the various consultations. Encourage networking between communities whenever possible.

The NCO will discuss with local communities the possibility to turn their DRR 'colour' into an advocacy tool to attract more attention from local and national government. For example they could organise activities such as distributing T-shirts reporting the DRR results in the appropriate colour.

E.4 Participating in the National Workshop

At the end of the project implementation a National Workshop will be held and organised by the NCO at which all Participating Organisations should attend.

Overall Objective of the Workshop

The National Workshop aims to bring together a broad range of stakeholders together to discuss the findings from 'Views from the Frontline' and propose policy recommendations.

Specific Objectives of the Workshop:

- Present the findings of 'Views from the Frontline' to a broad range of stakeholders;
- Discuss and receive feedback from workshop participants on the review process' findings;
- Explore the implications of 'Views from the Frontline' findings together to improve local-level disaster resilience
- Develop policy recommendations for taking forward to national, regional and international levels

Wider Aims of the Workshop:

- Build common awareness of and consensus on the current state of DRR in the country
- Strengthen participants' understanding of the main vulnerabilities at the local level
- Improve links between the community, civil society, local-level government officials and other key stakeholders
- Create support and momentum for joint initiatives and advocacy activities to improve disaster-resilience

F) Using the results for mobilisation

In addition to the local community consultations and national workshop, other activities can be carried out to extend the goals of this project and strengthen the resilience of local communities.

Some tips include:

1. *Use the colour coded findings to create a visual message.* The colour code should provide an effective advocacy tool in pressuring government or other actors to take action. Make sure the communities where the research was carried out are also aware of 'their' colour code
2. *Underscore the relationship of the Views from the Frontline to the international Hyogo Framework for Action.*
3. If possible, *follow-up any 'task forces' created during the local community consultations and national workshop.*

This abridged version of the handbook has attempted to provide a detailed account of how to implement 'Views from the Frontline' for Participating Organisations. By implementing this project you will have made an important contribution towards improving your country's and region's knowledge of disaster risks. By establishing a process to measure DRR at local level you have also helped to increase international knowledge regarding disaster resilience around the world.

Within your own community, 'Views from the Frontline' may have been the first step towards strengthening accountability for delivery of the Hyogo Framework for Action. We trust this process will help to empower local communities to improve their disaster-related prevention and strengthen their efforts to lobby local and national government to fulfil their obligations as documented in the Hyogo Framework.

Please do also communicate with the NCO on your lessons learnt and experiences throughout and after concluding the project.