



# INSPIRED

Bulletin of People in Need

2 | RESILIENCE



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## INSPIRED | 2

RESILIENCE

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**Cover photo:** A group of female workers in Sersung- Parchyang village in Rasuwa, Nepal.

**Photo credit:** Sajana Shrestha, PIN

# Foreword

## Dion Battersby

PIN Resilience Advisor



Welcome to the second instalment of the People in Need bulletin, INSPIRED. In this issue, we will be exploring the concept of resilience building as a bridge between PIN's humanitarian and development work.

In all of the countries where the PIN Relief and Development Department is working, communities can face challenges in accessing services, engaging in productive livelihoods, or engaging in education. Barriers may be experienced due to exclusion and discrimination, under-resourced or weak governance, or remote locations. In addition, people are exposed to a range of shocks and stresses that negatively affect individual and national development gains. These may be the large scale, sudden onset disasters that PIN responds to in countries like Philippines or Nepal. In many other cases, communities are exposed to compound pressures, including regular small scale hazards and long term stresses associated with climate change and demographic transitions.

In this issue we will learn how PIN is supporting families affected by earthquake and conflict shocks in Nepal and how to promote sustainable and resilient urban development in Cambodia. We will look at how PIN aims to build resilience and decrease the prevalence of undernutrition among young children and women in Ethiopia, and how it addresses the immediate and long-term needs of conflict affected households in the Democratic Republic of Congo. Most importantly, this issue concentrates on why People in Need believes focusing on resilience building can help strengthen both our humanitarian and development assistance.

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# 5 Ways to Use This Edition of INSPIRED

1

## TAKE IT TO YOUR NEXT DONOR OR PARTNER MEETING

This edition of INSPIRED clearly outlines PIN's approach to resilience-building through our relief and development work. Filled with varied examples of our programming and organised according to theme, donors and partners can easily find material that is both relevant and interesting to read. Encourage them to take a copy.

2

## DISPLAY IT AT EVENTS AND CONFERENCES WITH PARTNERS AND STAKEHOLDERS

With smart graphics and readable but informative content, INSPIRED is great material to have to hand when discussing PIN's work and experience globally. Again, encourage people to take a copy for their office or organisation.

3

## INTRODUCE AND CIRCULATE IT AT YOUR NEXT ALL-STAFF MEETING

The magazine's primary audience is PIN members. Full of quotes and contributions by our staff and including removable annexes with internal information and contacts, this magazine is for our use as much as anyone else's. Take a minute at your next staff meeting to introduce it so that everyone knows what PIN is up to across the world.

4

## READ IT BEFORE YOUR NEXT PROGRAMME MEETING

Get INSPIRED! Learn more about what PIN missions are doing to further resilience in other contexts. Questions? You can contact the mission directly, or go through CAD to find out more.

5

## KEEP COPIES ON DISPLAY

You never know when you or a visiting donor or partner might have an extra few minutes waiting for a Skype call or meeting to start. Keep one in the kitchen too for a quick read while the kettle boils!

# How People in Need understands resilience



PIN understands resilience as:

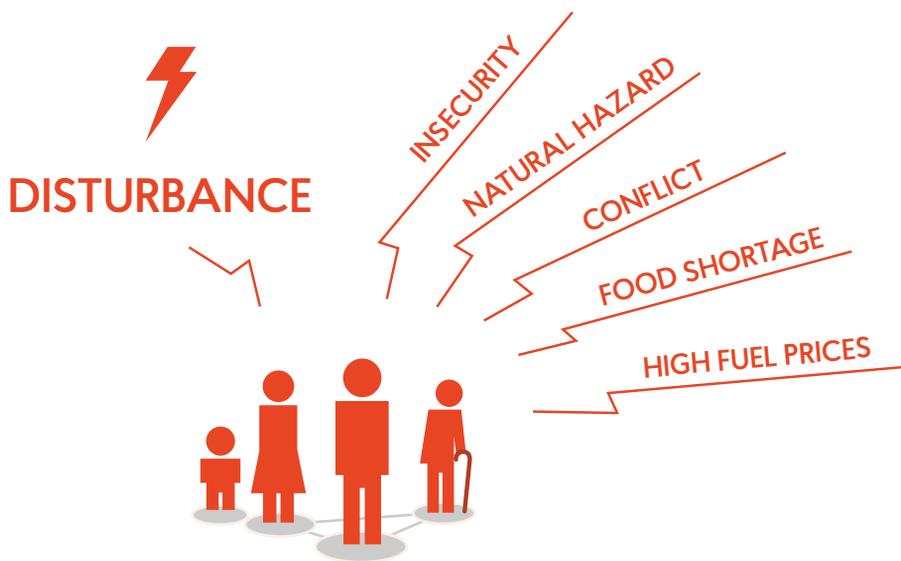
**the ability of individuals, households, communities and systems to anticipate, prepare for, cope with, and quickly recover from external shocks and stresses in a manner that does not compromise the prospects of their further development.**

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The resilience of a community or system is a function of its resource base and risk exposure, but is also strongly affected by the political, social, and physical environment in which it is located.

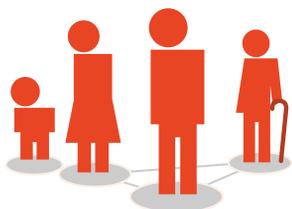
**Therefore, resilience building requires an integrated approach to address the many factors that influence risk and vulnerability.** Multi-sector programming is best placed to address inter-connected issues such as natural resource management in a changing climate, gender roles, livelihood opportunities, and the policy environment to build the resilience of vulnerable groups.

# Conceptual framework



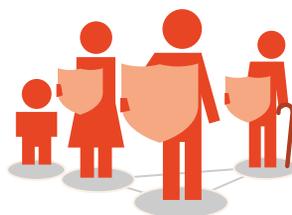
## SOCIETY

Capability of society to overcome disturbances is connected to the sensitivity, adaptive capacity, assets, and livelihood strategies



## WEAKER SOCIETY

Weaker society is not able to react to disturbances, recovers worse than before or even collapse



## STRONGER SOCIETY

Stronger society is able to bounce back, recover from disturbances, learn and transform

# Opinion Poll

## What does resilience mean to you?



Resilience is simply defined as the ability to get back up. But the essence of the word becomes more profound and meaningful when you see people working together to rise above devastation and wreckage. In spite of the many disasters the people of our world have lived through, be they natural or human-made, one can see how those directly affected have risen above their misfortune thanks to the help and support of compassionate people all around the world. In a way, being resilient is not just about getting back up; it's also the outcome of humanity's compassion. However, resilience is also a double-edged sword. The ability to withstand difficult stations in life can be a disadvantage if it means putting up with a bad situation and tolerating it even when you shouldn't!

**Lovella Dorero**

PIN DRR Programme Manager – Philippines



Resilience in the Khmer language is “ធន” – pronounced as thoun. It means that something or someone has the capacity to recover quickly after the effect of a disaster or difficulties. For example, there are trees growing in the middle of the Mekong River which face strong currents and floods in the rainy season, but which continue to grow as normal once the water recedes. Building resilience in Cambodia involves changing mind-sets in order to prevent disasters and reduce the impact of hazards such as storms, heavy rainfall, lightning, fire, flood and drought.

**Tep Sokha**

Deputy Programme Manager for Disaster Risk Reduction and Disaster Management – Cambodia

# Opinion Poll



Resilience, in my opinion, means the ability of conflict-affected communities and individuals to absorb shocks and positively adapt to the changing context; then, at a later stage, to recover from the stress and trauma caused by the conflict. There are various factors that can affect the resilience of a community. One of them is governance. In conflicts such as in Syria now, the governance structure has become extremely weak or non-existent over large areas. This environment makes it extremely difficult for us to promote resilience in the communities we work with. Furthermore, the volatile security context in Syria is the main obstacle to community recovery. The continuation of conflict does not allow people to restore the links between the different economic and social entities to how it was before the crisis. Last but not least, the behaviour of NGOs can either play a positive or negative role in promoting resilience in target communities. A participatory approach that includes a community in the design and planning of projects helps to promote their resilience and ability to replicate those projects after the humanitarian players leave.

**Radwan Agha Alkalaa**

Deputy Food Security Programme Manager – Syria



The word resilience, in Italian *resilienza*, derives from the Latin “*resalio*”, which literally means “to bounce back”. In Japanese, resilience can be translated as レジリエンス (*rejiriensu*) or as 回復力 (*kai fuku ryoku*), meaning “to restore strength/power”. To me, resilience is the ability to react, recover and adapt after experiencing an acute shock or an adverse situation. Resilient persons and communities are not only able to overcome difficulties, but they also transform a painful or stressful event into a process of learning, out of which they emerge strengthened.

**Paolo Isamu Zorat**

Disaster Risk Reduction EU Aid Volunteer – Georgia



**Photo 1:** Male and female workers breaking rocks for the trails in Rasuwa, Nepal. **Photo credit:** Sajana Shrestha, PIN

## Resilient Trails for Resilient Futures in Nepal

**PIN's Communication Officer in Nepal explains how ensuring women's participation in disaster risk reduction activities has helped to build the resilience of entire communities in the Gorkha and Rasuwa districts of the Himalaya region.**

The baby goat follows Prem Maya Gurung wherever she goes. "I'll sell it when it's fully grown and buy more," says Gurung, whose house in Manbu village in the Gorkha district was destroyed in the April 2015 earthquake. Gurung earned the money for the goat after working for two weeks on PIN's DFID-funded "Resilient Trails for Resilient Futures" project, which focused on reconstructing trails destroyed in the 7.8 magnitude earthquake. In this remote region of the Himalayas, such trails are the only way to travel between villages, providing access to schools, health facilities, markets and

the forests where people collect natural resources. The trails also offer an opportunity for increased tourism in the region.

### REINFORCING INFRASTRUCTURE AND ENSURING ACCESS TO NEEDS AND SERVICES

The project integrates disaster risk reduction principles into trail restoration. Not only were the trails reconstructed with gabions (cage structures filled with

earth, stones, or other materials) and dry walls to protect the trails from landslides, but they were also installed with drainage to prevent paths being washed away during heavy rainfall and lined with rope handholds for safer passage along steep cliffs.

The reconstruction and fortification of the trails is just one of the ways in which this project builds resilience. The ability to cope, adapt and recover from shock is not defined by the strength of the infrastructure or access to resources alone, but is also strongly affected by the social and human environment. Resilience building requires an integrated approach, which addresses the many factors that influence the risk and vulnerability of a community. In the context of Gurung's community in Manbu, comprehensive resilience building also involves strengthening local capacities for disaster responses, building people's economic self-sufficiency to allow them to

withstand shocks and stresses and empowering and engaging marginalised groups.

## STRENGTHENING CAPACITIES FOR DISASTER RESPONSE

In order to develop the skills necessary to anticipate and prepare for risks and thus decrease vulnerability in the communities, PIN organised various trainings across the Himalayan Gorkha and Rasuwa districts.

Emergency preparedness trainings were organised in these communities as the landscape the trail workers operate in includes high cliffs as well as landslide- and flash flood-prone areas. A Rescue Committee was formed of men

and women in each location. They were trained in wilderness first aid and techniques, which included how to organise and contact authorities in a landslide event, knot-tying for rescue and how to create stretchers from locally available materials. PIN provided the groups with an emergency toolkit and first aid materials for use in future incidents, while the members committed to responding with the skills they had learned.

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## BUILDING ECONOMIC SELF-SUFFICIENCY

The trail work also provides temporary job opportunities and an economic boost to earthquake-affected families who are hired as workers on the trail. The participation of women is strongly emphasized: each working site must feature at least 30% women workers. Many construction projects in Nepal pay workers according to skilled or unskilled pay grades. Women are often considered as unskilled workers in these systems and therefore earn less for the same work. The 'Resilient Trails' project pays

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**Disaster Risk Reduction (DRR)**  
is a systematic approach to identifying, assessing and reducing the risks of disaster. DRR's aim is to reduce socio-economic vulnerabilities to disaster as well as deal with the environmental and infrastructural hazards that trigger them.

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**Photo 2:** Prem Maya Gurung, a single mother of two, worked on the trail project for 14 days and bought this goat with the money she earned.

**Photo credit:** Sajana Shrestha, PIN



**Photo 3:** Residents of Keraujabesi, Gorkha, applying skills from first aid and emergency response training. **Photo credit:** Sajana Shrestha, PIN

all workers equally, regardless of their age or gender. This is an important point for trail worker Dola Kumari Adhikari, 42, who says that as a woman she used to earn less than men on other projects. *“I used to earn 200 rupees for a day’s hardship but here I earned 1,250 rupees per day. This trail project is fair and I am very happy to be involved in it.”* After 11 days working on ‘Resilient Trails’, Adhikari earned 13,800 Nepali rupees, which she used to pay for her son’s school fees. Fellow trail workers, Som Maya Lama and Kumari Pudasini, agree that the model of equal pay across genders is fairer. The women say they hope to work on similar projects in the future.

Twenty-five-year-old, Sunita Ghale, was dependent upon her husband, who works abroad, to support the family. *“Thanks to this project, I was able to cover my basic expenses. I earned around 55,000 rupees, which I used to buy food and clothes for my son, and also saved a certain amount to put by in a women’s cooperative,”* adds Ghale. Women trail workers in another district, Rasuwa, said that this is the first project where

male and female workers are treated and paid equally, which motivates them to work side-by-side with their male colleagues.

### **STRENGTHENING COMMUNITY RESILIENCE THROUGH THE EMPOWERMENT AND ENGAGEMENT OF WOMEN**

To further encourage women’s involvement in the trail project, protection-oriented activities were added as part of a sub-project to advocate for women’s rights and empowerment and for access to services. Such activities, which focus on ‘Her Safety’, included establishing women’s safety committees at project sites, which involve women trail workers as well as women from the local village. PIN’s protection officer, Krija Hyoju, explains that the ‘Her Safety’ project was introduced based on the understanding that violence and discrimination exist not only at home but also at the workplace and on the street and that community resilience requires the participation and engagement of all social

groups. These committees participate in trainings on women's rights and safety, such as the prevention of, and responses to, gender-based violence, as well as sexual and reproductive health. The committees start by mapping the security and safety risks in their villages in the same way that participatory capacity and vulnerability assessments are conducted to map natural hazards. The groups then identify ways to mitigate these risks, which they implement with small cash grants provided by PIN.

In one village, the committee identified the risks women faced giving birth at home without health assistance. They successfully applied for a PIN grant to procure safe birth kits and beds for their village health post. The committee then encouraged women to give birth at the health post to reduce the risk of problems during delivery. Another committee decided to build secure bathing stations as women were previously forced to bathe in the open. The mapping found that approximately 150 women in the area lacked privacy for menstrual hygiene management.

Trail worker and committee leader in the Gorkha district, Sunita Ghale, says there was an unmet need for safe water for people walking in the steep hills. "So, when we received the grant to do our own project, we used the money to build a drinking water station," she says. With a second instalment of grant money, the committee placed solar lights on the way to the drinking tap to increase safety. "Before, in the evening we felt unsafe to fetch water and wash clothes since it was dark and there was a high chance of falling," she explains.

The protection sessions also train the committees to link survivors of sexual- or gender-based violence with

agencies that can help them, while the members then spread this information further within the community. "The committee plays a role of mediator between the survivor and the institutions," explains local partner and Lumanti's Protection Officer, Grishma Shrestha. Shrestha says the women are more confident after the training, are aware of their rights, and open up about sensitive topics like menstruation, reproductive health and sexual- and gender-based violence. "I think this is a very positive change that we brought about within a short period."

This project involved three important aspects of community resilience building in risky environments, namely: reinforcing infrastructure vulnerable to shocks and stresses; upholding the right to water, healthcare and other essential services; strengthening the capacity of people to respond and cope with shocks through skills development and economic self-sufficiency; and empowering disadvantaged social groups through training and advocacy.

Today, the trail workers are utilising the skills and earnings acquired during the project for their own ventures. Many are re-using the DRR skills and techniques on their own lands and constructing dry walls around their fields to stabilize the slopes. Some have started their own small businesses using the money earned from this trail project and have begun chicken farming or establishing small eateries on the trail routes. Others, like Gurung, have bought baby goats to be sold when fully grown and intend to buy more to increase their earnings in the future.

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AUTHOR:

**Sajana Shrestha**

Communication Officer for Nepal

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DONOR:





**Photo 1:** On the model training fields, farmers learn how to grow more nutritious crops effectively. **Photo credit:** Jana Vyhňálková, PIN

# Combating Malnutrition in DR Congo with Guinea Pigs

**People in Need (PIN) combats malnutrition and builds the resilience of communities in far-flung rural areas of the eastern province of South Kivu in DR Congo using a multi-sectoral approach.**

Byenda Bitingwe lives with her husband and eight children in the eastern part of the Democratic Republic of Congo in a village called Minova. Hidden among the hills next to Lake Kivu, Minova has been facing a high incidence of malnutrition among children and women. One of Byenda's children suffers from malnutrition. *"My son wasn't feeling well. He was constantly tired, even apathetic. I took him to the hospital where he was examined and immediately prescribed treatment,"* says Byenda. *"We only have one field and it doesn't provide enough food for our entire family. We're looking for some other*

*long-term solution,"* she explains. At the time of speaking in 2016, her husband was out of work and agriculture was the only source of livelihood for the whole family.

In 2016, Byenda was selected to take part in an 18-month resilience-oriented project. **The aim of the project is to reduce malnutrition in children under five and in women of child-bearing age (15 to 49 years) in the Minova region through a multi-sectoral approach.** Jean Baptiste Babone, PIN's Field Coordinator in DRC, explains: *"It's not enough to only treat malnutrition. At the same time we need to address causes and work on*



**Photo 2:** Guinea pigs are a great alternative source of livelihood for many families. **Photo credit:** Jana Vyháňková, PIN

prevention. PIN's multi-sectoral interventions tackle the causes of malnutrition in a holistic way through improved health, food security, hygiene and education. We call this approach IPIN."

## INCREASING FOOD AND ANIMAL PRODUCTION CAPACITY

In Minova, as in other rural areas of DRC where People in Need works, knowledge of crop cultivation and the availability of gardening equipment are very limited, despite appropriate climatic conditions for agricultural production. This is mainly due to the turbulent history of DR Congo, the poor security environment and the limited availability of goods in remote rural areas. As a result, it is common to find just one crop being cultivated – beans, corn or manioc – which may be of caloric value, but nutritionally very weak. These crops then constitute the main part of the local communities' diet. "We are trying to expand local agricultural production to encompass other crops, such as spinach,

and introduce new methods, such as separating crops in different lines, pest prevention, harvesting seeds for further use, etc., to give people access to a more varied and nutritious diet," explains Jean-Paul Baderhakobinali, PIN's nutrition expert and project field coordinator. **People in Need recognises that it is not enough to only introduce and distribute new crops and gardening tools or to provide trainings in how to increase food production; people also have to be taught how to prepare well-balanced meals and improve hygiene habits.** "We organise culinary demonstrations where we show how to prepare nutritionally valuable meals. We also provide wash kits and soap and raise awareness of correct hygiene practices. Altogether, this gives people a better chance of preventing malnutrition in their children and alleviating the causes of diarrhoeal diseases," adds Baderhakobinali.

Another popular approach to combating malnutrition is through guinea pig farming. These furry creatures offer a much-needed source of protein as well as micronutrients and can increase household food

security more rapidly than conventional livestock such as pigs and chickens. Furthermore, they are small and easy to hide and thus well suited to conflict zones, where extreme poverty and widespread lawlessness mean that the looting of larger domestic livestock is commonplace.

The animals have other advantages: they can be fed kitchen waste and are a relatively low-cost investment compared to other livestock. Crucially, they reproduce quickly, with females giving birth to multiple litters that total 10 to 15 offspring per year. Another advantage is that they also suffer from fewer diseases than pigs, chickens or rabbits. Plus, in the event of disease outbreaks, their high reproduction rate means populations have a much shorter recovery time.

## COMBATING ACUTE CHILD MALNUTRITION

PIN also focuses on the treatment of acutely malnourished children, mostly in the hard-to-access Shabunda region. Work there is complicated by the difficult terrain, where all aid, including medicine, is transported via humanitarian flights and subsequently by motorbikes or even on foot to distant villages and healthcare centres. The worsening security situation makes it even harder to deliver assistance to these remote areas. PIN mostly focuses on providing nutrition supplements such as therapeutic milk and plumpy nut to health centres for

use in treating the most severe cases. This is accompanied by training medical staff, raising awareness in communities about positive nutrition practices and educating people about the timely detection of malnourishment and therapeutic options. Since 2016, PIN has helped build the resilience of 36,330 people in the Shabunda region through integrated, multi-sector assistance.

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### Integrated Programming for Improved Nutrition (IPIN)

is an approach based on the recognition that well-designed, multi-sectoral programmes that address the key causes of malnutrition are essential for fighting poverty and strengthening people's resilience. IPIN was developed by consolidating PIN's experience in priority sectors and best practice, while learning from other agencies and the latest research findings. The approach is to be integrated into other countries' programmes where suitable.

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#### AUTHORS:

**Kateřina Gabrielová**

Head of Communication & Advocacy

**Jana Vyhnálková**

Desk Officer for DRC

---

#### DONORS:

**Real Aid**

**Jaroslav Beran Family Foundation**

**Miluše Číhalová**



**Photo 1:** Buzzing Phnom Penh is urbanising at a fast rate. **Photo credit:** GGGI

## Moving Towards Sustainable & Resilient Cities in Cambodia

In late 2017, People in Need organised the third annual **City for All! Conference** in Phnom Penh to provide a platform for discussion on sustainable and resilient urban development in Cambodia. Over 30 speakers from across Asia gave presentations as part of four thematic sessions – **Resilient City, Inclusive City, Clean City and Future City.**



Cambodia's cities are some of the most rapidly growing urban centres in South East Asia; between 2000 and 2010 the population of the country's capital grew at 4.4% a year from 920,000 to 1.4 million people.

**Cambodia is also one of the most disaster-prone countries in the world and it is the urban poor who tend to inhabit areas most at risk of hazards.** Among the

various hazards faced by urban populations are floods, landslides, storm damage and fires, which spread easily amongst tightly built houses.

Every year, the wet season results in flooding of lowland areas, where the poorest typically reside. This is further compounded by periodic river flooding. Floodwaters contaminated with sewage can remain for



**Photo 2:** Flooding threatens livelihoods in Cambodia. **Photo credit:** PIN archive

up to 8 months of the year, triggering waterborne disease outbreaks. In the future, climate change is expected to exacerbate flooding.<sup>1/</sup>

The combined potential impact of climate change and rapid, unplanned urbanisation mean Cambodia's urban poor are at increased vulnerability. At the City for All! Conference, People in Need, guests and speakers addressed these issues, presenting ideas and research on how to ensure Cambodian cities are better planned for urban resilience and how they can learn to survive, adapt and grow in the face of regular shocks and stresses.

Conference partner the Global Green Growth Institute (GGGI) introduced the Cambodia Green Urban Development Program (GUDP), an initiative designed to: assist the development of green city projects across Cambodia; support city planning through the diffusion of green growth concepts and instruments; and generate bankable projects that result in climate change resilience and improved livelihoods for Cambodia's urban poor.

## PROMOTING THE DEVELOPMENT OF SUSTAINABLE, RESILIENT CITIES

Cambodia has an urban spatial expansion rate of 4.3% a year on average, the second fastest in East Asia after Lao PDR. **Cambodia also has one of the smallest but fastest-growing urban populations, growing at 4.4% a year from 920,000 to 1.4 million people between 2000 and 2010.** Today, Cambodia's urban population accounts for almost 30% of the total population, while the urban sector accounts for around half of Cambodia's Gross National Income (GNI).

Urban expansion presents both opportunities and challenges. Urban growth creates economic opportunities, innovation and new jobs; however, **unstructured urbanisation can create significant socio-economic and environmental challenges**, including urban sprawl, insufficient provision of basic services and infrastructures such as housing, transport, energy, water supply and sanitation, as well as increased congestion, pollution, unemployment and inequality.

<sup>1/</sup> Ben Flower and Matt Fortnam, People in Need. Urbanising Disaster Risk. p.3; [https://www.preventionweb.net/files/47109\\_47109urbanisingdisasterriskreportin.pdf](https://www.preventionweb.net/files/47109_47109urbanisingdisasterriskreportin.pdf)

Without urban planning interventions, Cambodia will continue to experience widening spatial and economic disparities within its cities. Many cities have already experienced the stress of urban growth, which is causing serious economic, social and environmental challenges.

Recognising the need for the sustainable development of cities in Cambodia, the National Council for Sustainable Development (NCS) and the Global Green Growth Institute (GGGI) launched the Cambodia Green Urban Development Program (GUDP) in 2015 to help Cambodian cities address these urban challenges and move towards supporting sustainable and resilient cities.

Under GUDP, a Green City Strategic Planning Methodology was developed and endorsed by the government in 2016. The methodology is a step-by-step guide for Cambodia's policy-makers to help transform Cambodia's cities by achieving greater sustainability. Using the methodology, a Green City Strategic Plan was developed for the capital city of Phnom Penh. The Phnom Penh Green City Strategic Plan 2017-2026 analyses green growth challenges and opportunities in the capital and provides strategies for achieving an overarching green city vision and goals. It also includes a list of 48 prioritised green investment projects in eight key urban sectors, all of which are linked to the existing strategies and master plans for Phnom Penh.

Since 2017, GGGI has been working with NCS and the Ministry of the Interior to expand its green city work to other cities in Cambodia. Seven cities – Sihanoukville, Kep, Kampong Cham, Soung, Bavet, Siem Reap and Battambang – were selected as case studies for the development of the Sustainable City Strategic Plan 2018-2030 and a list of priority investment pipelines.

Current urbanisation is concentrated in and around Phnom Penh, which is the centre for economic growth and holds approximately 50% of all jobs in industry and manufacturing. However, Cambodia needs to adopt

environmentally sustainable and economically attractive urbanisation across the whole country in order to avoid concentrating urban growth in Phnom Penh, reduce the stress of urban growth, and promote a sustainable urban network in potential secondary and tertiary cities. The Sustainable City Strategic Plan 2018-2030 has been developed to serve this purpose by guiding city government and development stakeholders in city planning and management in order to ensure sustainable local development, while balancing economic growth with social and environmental development. The strategic plan aims to promote the green growth of strategically important secondary and tertiary cities in Cambodia. The green development of these cities will result in more balanced and sustainable urbanisation in Cambodia.

Over the past three years, GGGI's work in Cambodia has brought "green urbanisation" to the centre of the government's attention. GGGI has contributed to increasing understanding and capacity with regard to green growth concepts at both national and sub-national levels. GGGI's green growth recommendations have been mainstreamed into Cambodia's key national policies, including the drafting of the Natural Resource and Environment Code and the National Environment Strategic Action Plans. Once adopted, the Environment Code will require the capital city and each secondary city to complete a Sustainable City Strategic Plan. GGGI is honoured to be recognised by the Cambodian Minister of Environment for pioneering the work of sustainable city development in the Kingdom.

In the coming years, GGGI will continue its close collaboration with the government and development partners to mobilise resources to translate its policy recommendations into real implementation. GGGI will also continue to provide advisory support to the National Council for Sustainable Development, in particular, its inter-ministerial Technical Working Group on Sustainable Cities, to promote sustainable urbanisation in Cambodia.

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AUTHOR:

**Pheakdey Heng, Ph.D**

Acting Country Representative for Cambodia,  
Global Green Growth Institute



Global  
Green Growth  
Institute

# RESILIENCE IN PIN'S COUNTRY PROGRAMMES

-  PIN's country programmes
-  Resilience projects

## SYRIA - SUPPORTING YOUTH EMPLOYMENT

The ongoing war in Syria is leaving fewer and fewer opportunities for youth employment. Through its Technical and Vocational Education and Training (TVET) project, PIN not only provides economically relevant education and job opportunities for young people, but also strengthens their resilience in the face of radicalisation and extremism.

## ETHIOPIA - ENSURING SUSTAINABLE ACCESS TO DRINKING WATER

In Ethiopia, PIN focuses on the whole water system by rehabilitating existing water schemes and constructing new ones with the aid of an electronic communication system called WaterReport. This simple software enables water committees, administration offices and service providers to communicate with each other effectively and improve access to drinking water for the local population.

## DR CONGO - PREVENTING AND TREATING MALNUTRITION

In tackling malnutrition, PIN combines community management and prevention of acute malnutrition cases with follow-up treatment and farming-oriented activities, such as gardening, planting compatible crops, pest control and guinea pig raising.

## ANGOLA - PROMOTING HYGIENE AND SANITATION

Adequate sanitation and hygiene habits are key to preventing malnutrition. As well as constructing new latrines and developing others with pit covers and basic devices for hand washing, PIN raises awareness about how harmful poor hygiene practices can be and how to improve them.

## AFGHANISTAN - STRENGTHENING AGRICULTURAL DEVELOPMENT

Ongoing conflict, seasonal flooding, drought spells and cold waves make it difficult for rural Afghan communities to provide for themselves. PIN builds the resilience of people by strengthening agricultural development and production through education, tools, technology and trainings - all of which help local populations better cope, adapt and recover from the challenges they face.

## MONGOLIA - IMPROVING THE LIVING CONDITIONS AND ECONOMIC SITUATION OF RURAL COMMUNITIES

PIN provides training in activities that can generate new sources of income, such as year-round vegetable production and tourism. PIN provides trainings on commercial and financial planning and technical assistance in areas of production, processing and marketing.

## NEPAL - EMPOWERING WOMEN

Due to the high incidence of violence and discrimination against women, not only in the home but also in the workplace and on the street, PIN supports the establishment of women's safety committees. These committees participate in trainings on topics such as women's rights and safety, preventing and responding to gender-based violence and promoting sexual and reproductive health.

## CAMBODIA - MHEALTH: IMPROVING MATERNAL AND CHILD HEALTH

PIN uses mobile phone technology to deliver messages about maternal and child health. Mothers and pregnant women receive automated pre-recorded voice messages to their phones with information about how to take care of themselves during pregnancy and after giving birth, as well as how to take care of their newborns and the importance of exclusively breastfeeding during the first 6 months of a child's life.

## PHILIPPINES - INTERVENTIONS FOR THE URBAN POOR IN METRO MANILA

Large numbers of urban slum inhabitants are being moved to relocation sites, which are not only far from the city but also unsuitable for long-term habitation due to frequent natural disasters such as typhoons, floods and earthquakes. PIN focuses on social preparation and community coordination by providing both an early warning system and a counter-disaster plan for preparedness, response and recovery.



**Photo 1:** Bugalech Kora outside her house in Yanda Arbe, southern Ethiopia. **Photo credit:** Karel Vrána, PIN

## Building Resilience and Tackling Undernutrition in Ethiopia

**In Ethiopia, People in Need aims to build resilience and decrease the prevalence of undernutrition among young children and women of reproductive age globally by strengthening local water, sanitation and hygiene systems.**

Across the globe, one in nine people (815 million) go to bed hungry, while one in three suffer from some form of malnutrition.<sup>1/</sup> Malnutrition is a term often used synonymously with undernutrition, but in fact malnutrition refers to both undernutrition and overnutrition.

Beyond the semantics, undernutrition is deadly. **45% of all child deaths are linked to undernutrition.**<sup>2/</sup> For the millions of under-nourished children who survive their 5<sup>th</sup> birthday, they are robbed of the energy they need to develop their cognitive skills, organs and immune systems and are more vulnerable to diseases.<sup>3/</sup> For these

<sup>1/</sup> WFP: Zero Hunger; <http://www1.wfp.org/zero-hunger>

<sup>2/</sup> WHO (2016) Factsheet N°342: Infant and young child feeding; [www.who.int/mediacentre/factsheets/fs342/en/](http://www.who.int/mediacentre/factsheets/fs342/en/)

<sup>3/</sup> Black et al. (2013) Maternal and child undernutrition and overweight in low-income and middle-income countries. *Lancet* 2013; 382: p. 427; [http://www.thelancet.com/pdfs/journals/lancet/PIIS0140-6736\(13\)60937-X.pdf](http://www.thelancet.com/pdfs/journals/lancet/PIIS0140-6736(13)60937-X.pdf)

reasons and more, evidence suggests that undernourished children perform worse at school<sup>4/</sup> and will earn less in adulthood.<sup>5/</sup> The data is staggering and the link between nutrition and an individual's resilience is clear. Undernutrition negatively affects education, health and income, three critical areas that have an impact on an individual's ability to cope, adapt and recover from shocks and stresses.

### Undernutrition

is the result of insufficient food intake or absorption. Undernutrition is evident when individuals are underweight for their age, too short for their age (stunted), dangerously thin (wasted) or deficient in vitamins and minerals (micronutrient malnutrition).

The partners brought the added value and technical expertise of their respective organisations. Where IMC provided strong medical and health expertise, Concern Worldwide employed their extensive experience in tackling hunger and supporting livelihoods, with PIN lending their expertise in improving access to water and helping change behaviours in order to improve sanitation and hygiene practices. It is precisely this multi-sectoral

## THE WASH FACTOR

An important aspect of ensuring nutrition security is Water, Sanitation and Hygiene (WASH). **People become undernourished because they do not consume the nutrients they need and/or because diseases hamper their effective absorption.** The World Health Organization estimates that 50% of undernutrition is associated with repeated diarrhoea and intestinal worm infections.<sup>6/</sup>

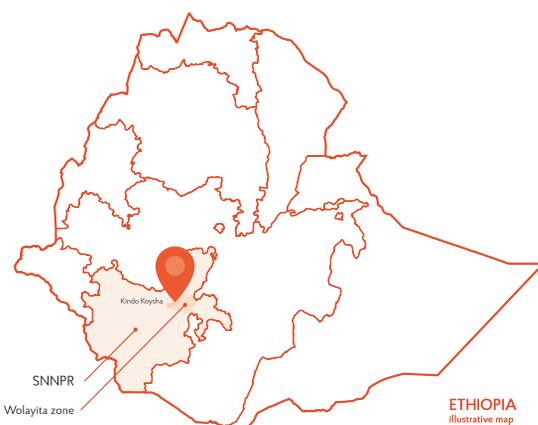
One of the ways in which People in Need (PIN) aims to decrease the prevalence of undernutrition among young children and women of reproductive age globally is by tackling this 'WASH factor' through strengthening local water, sanitation and hygiene systems.

## ETHIOPIA

In late 2012, PIN pooled expertise with Alliance2015 partner Concern Worldwide and INGO International Medical Corps as part of an ECHO-funded project aimed at improving the nutritional status and resilience of vulnerable households in the Wolayita zone in southern Ethiopia.

The Southern Nations, Nationalities, and Peoples' Region of Ethiopia had been hit by a cycle of increasingly intense climatic disasters that led to the loss of livelihoods, depletion of assets and increasing food insecurity. Between 2012 and 2017, these partners jointly scaled up their response through two subsequent ECHO projects, incorporating more activities and adapting to the needs of the changing environment.

approach that building resilience requires, fostering partnerships and collaboration between different actors and institutions.



## PIN'S APPROACH TO WASH

A WASH assessment conducted by PIN in August 2012 revealed a number of shocking realities. Several kebeles (neighbourhoods) in the Wolayita zone had no access to safe drinking water. Of the established, protected drinking water sources, a significant number were reported to be non-functional, leaving communities with limited options. Many residents reported spending more than six hours walking to the nearest, unsafe water source during the dry season. **An unreliable supply of safe water can have a devastating effect on the health, nutritional secu-**

4/ Hoddinott et al. (2011) The consequences of early childhood growth failure over the life course, <http://www.ifpri.org/sites/default/files/publications/ifpridp01073.pdf>

5/ Grantham-McGregor et al. (2007) Development potential in the first 5 years for children in developing countries. *Lancet* 2007; 369: pp. 60-70

6/ Prüss-Üstün, et al. (2008) Safer water, better health, WHO, p. 7; [http://apps.who.int/iris/bitstream/10665/43840/1/9789241596435\\_eng.pdf](http://apps.who.int/iris/bitstream/10665/43840/1/9789241596435_eng.pdf)



**Photo 2:** Using jerry cans people can carry and store water more safely. **Photo credit:** Tereza Hronová, PIN

**urity and resilience of a household.** Women and girls are most often the primary users, providers and managers of water in their households and are also the guardians of household hygiene. If a water system falls into disrepair, women and children are the ones forced to travel long distances for many hours to meet their families' water needs. The assessment also revealed a critical situation in local schools, where over 70% had no access to safe drinking water and 80% were without a toilet.

This is true for Bugaletch, a 27-year-old mother of three boys from Chereche, a mountainous kebele of Kindo Koysha *woreda* (district) in southern Ethiopia. She has lived her whole life in the remote, hillside village of Yanda Arbe in a house constructed out of mud and wood, sealed with a tin roof. Her daily work revolves around taking care of the children, cooking, cleaning the house and fetching water.

Every day after breakfast, the two older boys head out to the local Yanda Arbe primary school. Bugaletch, meanwhile, puts two jerry cans on a donkey, straps her baby to her back and goes to collect water.

Before PIN started providing support in her kebele at the beginning of 2013, Bugaletch had only two options. She could go to the mountains to fetch water from a spring, which was a three-hour round trip, or go to a river in the neighbouring kebele – a four-hour walk. The spring in the mountains, however, is seasonal and dries up between February and March, during which time the entire village can only fetch water from the river in the neighbouring ward. During the rainy season, Bugaletch would use surface floodwater for all her domestic needs.

Bugaletch spent most of her day fetching water, sometimes asking her children to help, which interrupted their schooling.

In 2013, as part of the ECHO project aimed at improving the nutritional status and resilience of vulnerable households, PIN developed one of the existing springs by placing two water tanks along an existing pipeline so that water could accumulate at night. PIN also repaired an existing water point and built a new one only ten minutes away from Yanda Arbe village.

*“Now, it takes me only 30 minutes to fetch water for cooking and washing. And when there’s enough water in the tanks, I can go for water a second time in the afternoon,”* says Bugaletch.

Increasing families’ access to potable water in this way is just one example of PIN’s approach to tackling undernutrition and building resilience through WASH at the household level. As a result of this project, PIN increased the number of functional water and sanitation schemes through the rehabilitation, construction or extension of water systems such as water points, boreholes, springs, latrines and hand-washing facilities. These construction-focused projects were complemented by hygiene and sanitation promotion activities and the distribution of jerry cans, which enabled people to fetch and store water safely.

## WIDER CHANGE

Beyond improvements made to hygiene and nutrition at the household level, PIN also aims at effecting wider change. At an institutional level, PIN secured permanent water supplies and roof catchment systems for schools and health facilities to support the provision of quality services. In the community, raising awareness of WASH-

related issues was particularly important for ensuring longer-lasting change. To this end, among other things, PIN developed a communication strategy on sanitation marketing, implemented Menstrual Hygiene Management trainings in schools, organised hand-washing campaigns and established WASH clubs in schools. The communities and schoolchildren in the catchment areas benefited from improved facilities, whilst the wider community gained from better disposal of liquid and solid waste and a reduction in open defecation.

Beyond the focus on WASH, PIN maintains that resilience can be built and nutrition insecurity tackled by implementing well-designed, multi-sectoral programmes that address the key causes and effects of malnutrition. Across all sectors, PIN prioritises the most critical period of a child’s life – the first 1,000 days – and particularly focuses on children’s nutritional needs from conception to their second birthday, during which time their brains develop, bodies grow and immune systems are built. Whilst recognising that maternal and child undernutrition is influenced by various causes addressed by other stakeholders, PIN’s nutrition projects primarily focus on supporting families with children under two years as well as new mothers like Bugaletch.

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### AUTHORS:

**Eleanor McClelland**

Communication & Advocacy Officer

Author of Bugaletch’s story:

**Karel Vrána**

Senior M&E Advisor

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### DONOR:



Funded by  
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Civil Protection and  
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**Photo 2:** In early 2017, heavy snowfall and freezing weather killed 27 children under the age of five across remote districts of northern Afghanistan. **Photo credit:** PIN archive

# Growing Resilience in Afghanistan's Disaster-Prone Lands

**In Afghanistan, People in Need focuses on supporting agricultural development by promoting the effective and sustainable use of natural resources, introducing new agricultural methods, technologies and nutritious crops and enhancing production through agricultural education.**

According to FAO, four out of five people in Afghanistan rely on agriculture for their food and income. However, a crippling combination of decades of conflict, continuous displacement, reoccurring natural disasters, inadequate infrastructure and outdated agricultural practices have made it difficult for many to provide for themselves.

Across the country, the unrelenting exposure to shocks has shattered people's resilience. Most households can experience multiple and repetitive shocks within just one year. Such shocks can result in families not having enough food, the destruction of their

livelihoods and assets and the need to adopt negative, often harmful coping strategies to deal with debt and day-to-day expenses.<sup>1/</sup>

Humanitarian and development programming aimed at building resilience in rural, as well as urban, settings is therefore crucial. People in Need believe that by increasing people's ability to cope with, adapt to, prepare for, and recover from, crises – which, among other things, affect their access to livelihoods and food – a form of sustainable and meaningful support can be offered.

<sup>1/</sup> World Bank and Institute of Development Studies, Household Risk and Decision-Making in Afghanistan, November 2016

## PIN IN SAMANGAN PROVINCE

PIN currently implements agricultural activities in **Samangan Province** in northern Afghanistan.



Samangan Province in northern Afghanistan is predominantly inhabited by farmers and is situated close to the main commercial route linking the two Afghan cities of Mazar-e-Sharif and Kabul. In recent years, the people of Samangan Province and the surrounding region have faced extreme weather conditions, which have heavily impacted livelihoods and even taken lives. In early 2017, heavy snowfall and freezing weather killed 27 children under the age of five across remote districts of northern Afghanistan. A large number of avalanche, snowfall and rain-related disasters followed, which affected 22 Afghan provinces (out of 34), including Samangan. Each winter, scores of people are killed, homes are destroyed and vast swathes of arable land are submerged in floodwater.

## ENHANCING PRODUCTION THROUGH AGRICULTURAL EDUCATION

To help farmers increase agricultural production and the income they receive, **PIN introduces local Afghan farmers to new agricultural methods, seeds and technologies, while supporting their access to markets.** When introducing new practices or approaches, an essential component for the sustainability of this support, **PIN maintains, is agriculture-orientated education.** In 2012, PIN initiated an education-

focused project in Samangan Province, working with, and for, the local community. PIN trained lead farmers through a Farmer Field School approach, which involves selecting influential farmers from each community to receive training and maintain a 'demonstration plot'. These lead farmers are then responsible for supporting and advising farmers in their community. They are instructed by agricultural experts on various topics, including how to look for suitable markets and customers for their produce, improve the distribution and conservation of water, enhance their farming techniques and more. The Farmer Field School approach aims to ensure the continuity, longevity and overall benefits of the project, facilitate the sharing of learning across communities and ultimately strengthen household and community resilience. Since 2008, PIN has provided assistance to more than 23,000 farmers through this approach in eight districts across northern Afghanistan.

Sheer Ahmad from Samangan Province was one of those selected to become a lead farmer in his community. Thirty-year-old Ahmad spent most of his adulthood in Pakistan as a refugee, but had to start again from scratch after his family returned to their native Afghanistan. Ahmad's family lives on hilly, parched land, which, without hard work and the right skills, is typically unsuitable for growing crops. Once accepted into the programme, People in Need's material contribution for Ahmad also arrived. *"Sheer received plastic sheeting for storing water, ploughs for digging the garden and making rows and a wheelbarrow for carrying material,"*



**Photo 2:** Sheer Ahmad from Samangan province in Afghanistan was selected to become a lead farmer in his community. **Photo credit:** Petr Štefan, PIN



**Photo 3:** Farmers learn techniques for stabilising the soil in Afghanistan. **Photo credit:** Martin Blabolil, PIN

says Pardis Momand, PIN's field officer. Meanwhile, 30 farmers from his community established a farming group called Gape Mohimi Dega (One More Important Point), to which Ahmad was appointed team leader. Ahmad received various trainings and now educates other group members in methods for planting and growing vegetables. "Other members often visit his garden to learn how to grow new crops and new cultivation techniques," says Momand. Ahmad plans to cultivate vegetables and trees, using the earnings he makes today to feed his family and buy new seeds to keep the garden going.

*"It was really a turning point in my life. Now I can grow crops like pumpkins, tomatoes and okra,"* says Ahmad. Looking up at the eroded, dry hills behind his house he says, *"The hill was destroyed... but with People in Need's support we'll be able to cultivate this land and plant more trees and vegetables there."*

## REHABILITATION OF FORESTS, FIELDS AND GRAZING LAND

Whilst the biggest threat to Afghanistan's forests is the illegal and lucrative timber trade, the harsh winters also drive people to fell trees to keep warm. Such is the scale of deforestation that the United Nations Environment Programme estimates that over the past three decades Afghanistan's forest cover has halved. The absence of forested land over hillsides has led to floods, widespread soil erosion and reduced water retention in aquifers. This is a key concern for local communities in Samangan Province and has led to efforts being undertaken to reforest and restabilise the hills.

*"I remember when the mountains all around were covered with bushes and pistachio forests. Now, however, the mountains are bare; people have turned them into fields and so there's nothing to stop the flood waters,"* says 52-year-old Abdul Hay, a farmer and father of eight. *"Fortunately, my house is not threatened by*

floods. But the Samangan River flows through our village and quite often a flood damages homes and fields. We then try to help those families who have lost all their assets, animals and winter supplies," he adds.

**In addition to learning conservation agriculture methods such as mulching, building terraces, sowing in rows, appropriate crop rotation and minimum-tillage methods, farmers in Samangan are also learning how to establish orchards and restore forests.** To encourage forestation, PIN trains selected farmers in how to start tree nurseries. They learn new technical skills such as planting, tree care and grafting. At the same time, they develop knowledge of small-scale business activities and learn how to prepare seedlings that they can sell throughout the area.

*"First of all, I'm a farmer. But I manage a forest nursery because it's become the main source of my family's income,"* explains Abdul Ha. *"Additionally, it allows me to offer our people seedlings, help them to protect the soil and, in the future, teach them how to graft apricot, peach, apple or possibly almond trees,"* he explains. *"I've been a farmer since I was a child. My father and I grew things like almonds and pistachios. But I didn't know the right pruning and grafting techniques or how to prepare seedlings,"* he adds.

The newly trained nursery owners produce seedlings primarily for the local market. What's more, since achieving a sufficient level of production, many have become members of the Aybak Nurseries Association, which provides support and assistance in accessing distant markets. Over the past year alone, Abdul Hay has sold 6,000 seedlings. Not only is this work a good source of income, it also reduces the loss of life and livelihoods due to floods and landslides.

## COMMUNITY-BASED PROJECTS TO PROTECT NATURAL RESOURCES

Whilst farmers have demonstrated great individual capacity to adopt conservation principles and protect the precious natural resources their harvests rely on, some concerns cannot be mitigated on an individual level. PIN, therefore, works with communities to build larger-scale infrastructure designed to mitigate the impacts of flash floods and protect topsoil from erosion. Examples of such infrastructure projects include building check dams, gabion walls, trenches, and water ponds. Based on the communities' preferences, PIN has also helped to drill wells and install solar-powered pumps to irrigate orchards.

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### AUTHORS:

#### Eleanor McClelland

Communication & Advocacy Officer

#### Hadia Essazada

PIN Afghanistan Communication Officer

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### DONORS:





Photo 1: Phnom Penh under Water. Photo credit: Pim Roes

## Integrating Modern Technology across Projects in Cambodia

**For People in Need (PIN) in Cambodia, technology is an essential tool for building resilience. Through the use of innovative and accessible technologies, we prioritise effectiveness and efficiency, optimise resources and increase the impact, reach and pace of our development interventions.**

When a person or community has resilience, it means it is able to recover quickly from difficulties and spring back into shape. In a development context, applying a resilience lens to any project is vital because people are encouraged to bounce back stronger and wiser, reducing their vulnerability and ultimately improving their living standards. By increasing resilience, the project adds a long-term capacity-building element to its intervention,

allowing for the positive impacts achieved to be sustained long after the project ends. People In Need (PIN) works in various sectors across Cambodia, including disaster risk reduction, livelihoods and environment, habitat advancement and maternal and child health. We aim to respond to the population's needs in innovative ways, while prioritising the effectiveness and efficiency of our interventions. Innovation at PIN stems from the

optimisation of resources and being forward-looking – much of which relates to the integration of technology. In this ever-increasing digital world, adding a technological dimension to our processes and interventions can increase the impact, reach and pace of the development goals we strive to achieve – and it does not always have to be expensive. Therefore, technology is an essential tool we use in order help our target audience achieve increased resilience.

## HOW TECHNOLOGY ENHANCES EFFECTIVENESS:

### iTenure

Over the past 20 years, rising pressure on commercial land in Phnom Penh has caused the eviction of approximately 150,000 people from areas they lived on for decades (many since the fall of Khmer Rouge regime in 1979). Often poorly compensated and relocated up to 50 kilometers outside town, people lose their livelihoods, access to schools and healthcare.

iTenure is a software tool that conducts legal analysis and evaluation of household-specific land claims. Using geographic, legal and other supporting data for analysis of a household's land title, it produces a customised information package containing a map of the house, a report and legal advice on how to strengthen a land claim. The packages are available in two languages, English and Khmer, and in two formats, written and audio. Since the legal data is quite heavy and complex, each claimant is able to access a simplified version of their report and advice sheet in audio format by calling a number and entering the code supplied in their information package, or by downloading an application onto their smartphone. Since the legal data is quite dense, the audio format provides a simplified summary of the tailored legal information so that each claimant can easily understand his or her tenure status.

iTenure represents a substantial upgrade to the former PIN projects in Cambodia, where trainings in law were held for household owners and manual production of household-specific information packages by law experts. iTenure significantly reduces the amount

of time necessary for the production of household-specific legal information packages (reduced from 12 hours to 45 minutes per package) and the volume of work for expert land lawyers. This lowers costs of the service provided by iTenure and makes it feasible to expand this free-of-charge service to other vulnerable communities.

### Mobile Technology

Mobile phone use is widespread in Cambodian society, with nearly 90% of the population owning a cell phone. The technology provides a unique platform for information dissemination across the country, particularly in rural hard-to-reach communities. Not only do mobile phones allow us to reach more people, but it also provides options on how to interact with them once reached. For instance, with low literacy levels in Cambodia and most phones incompatible with the local language, Khmer, PIN uses Interactive Voice Response (IVR) technology in its mHealth 1296 application and Early Warning System (EWS 1294).

### mHealth 1296

mHealth 1296 is a voice messaging system that provides key life-saving health information to the mobile phones of pregnant women and new mothers during the first two years of a baby's life. Mothers registered to the application receive 60-90 second long voice messages with health information tailored to their specific stage of pregnancy or since giving birth. In order to encourage both fathers and mothers to engage with the recommendations, the messages are designed to come from five influential cha-



**Photo 2:** A mother and her child using mHealth in Kampong Chhnang. **Photo credit:** Jiri Pasz

racters from the community: three women (a midwife, a village volunteer and a grandmother) and two men (a doctor and a village chief).

As Cambodia continues to have one of the highest infant mortality rates in the region, PIN developed mHealth to improve maternal and child health practices and help with the early detection of danger signs in pregnant women and babies. The application currently has 14,530 active registered users from Koh Kong, Kampong Chhnang, Kratie and Takeo provinces. In 2018, PIN will scale mHealth to the urban areas of Phnom Penh, Siem Reap and Battambang with the aim of registering an additional 45,000 pregnant women and mothers to the service. Over the course of the year, PIN will also proceed in strategising the privatisation of mHealth so that it runs on a self-sustaining financing model, thus ensuring its sustainability.

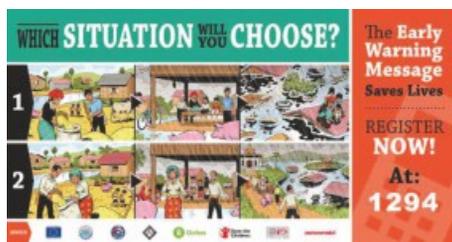
### Early Warning System (1294)

Cambodia is the eighth most disaster vulnerable country in the world with regular exposure to a variety of natural hazards, most commonly floods, drought, and typhoons.<sup>1/</sup> One way PIN builds disaster resilience amongst at-risk communities is by increasing their preparedness to these events. PIN's Early Warning System (EWS 1294) aims to do just that by warning people in advance of an oncoming natural hazard in Cambodia. Once an event is detected, a voice recording with information about the nature of the emergency is sent to the mobile phones of registered users in the specific at-risk area. The early warning allows people to prepare themselves, their families and their livelihoods for the oncoming danger. This could mean evacuation to the nearest safe site, or staying in their homes and securing their most important possessions; the extra time to prepare can often mean the difference between life and death.

First piloted in 2013, EWS 1294 has now expanded to cover more than 250,000 people through its 79,000 registered users across nine provinces, including many of

the most vulnerable areas of Cambodia. Similar to mHealth 1296, the system uses voice messages rather than text messages in order to include all Cambodians regardless of literacy levels. The Natural Committee for Disaster Management (NCDM) and the Ministry of Posts and Telecommunications have officially recognised EWS 1294 as a front line emergency phone service, and telecommunications providers Cellcard, Metfone and Smart have all made the service freely available to all their customers. The National Committee for Disaster Management and PIN plan to expand the system countrywide by the end of 2019.

To access the **Early Warning System** dashboard, visit: <http://ews1294.info/sensormap> and EWS infographic



### HOW TECHNOLOGY ENHANCES EFFICIENCY:

#### Automated Water Gauges

An automated water gauge is a flood detection tool that monitors river water levels. Powered by solar energy, the device measures precise water levels every 15 minutes and sends the data across a mobile phone network to a centralised online server where the information is stored and analysed. Costing \$300 to create, PIN co-developed and piloted the use of the affordable tool with the aim of reducing vulnerability of the Cambodian population to floods.

The ability of automated water gauges to continuously record water levels and transmit the data



**Photo 3:** An automated water gauge, installed by PIN in Kampong Thom, measures river height with sensor technology. **Photo credit:** Blake Gardiner, PIN

1/ Bündnis Entwicklung Hilft, 'World Risk Report 2017', p. 40.; [https://reliefweb.int/sites/reliefweb.int/files/resources/WRR\\_2017\\_E2.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/WRR_2017_E2.pdf)

for immediate evaluation has significantly improved the responsiveness of Cambodia's Early Warning System. Before introducing the gadgets, water levels were monitored manually, meaning the time from detection to message dissemination could take hours or days. By incorporating this technology, warning messages are sent to registered users almost instantly, giving them more time to prepare for flooding and thus increasing their resilience to disaster.

The data collected from the devices can also help in providing long-term insights into the patterns of water levels in Cambodia, supporting the work of the National Flood Forecasting Centre. PIN currently has four automated water gauges installed on bridges across four provinces, and plans to install at least 16 more in 2018.

## Drones

Since 2016, PIN has been using unmanned aerial vehicles (UAVs), commonly known as drones, to collect elevation imagery for the production of maps required for disaster risk reduction (DRR) activities. The development of Emergency Preparedness and Response plans (EPRPs) is an important element of DRR support that PIN provides to local authorities and for which good satellite or aerial imagery is an essential requirement. The ability to study elevation levels is vital as it enables us to predict and model flooding scenarios, thus allowing us to identify the most-vulnerable areas and inform nearby residents of the risk. Moreover, with this data we can identify evacuation options, at-risk populations, property and infrastructure, as well as design appropriate preparedness, mitigation and adaptation measures. If the imagery is of high quality, it is even possible to estimate the vulnerability of physical structures.



**Photo 4:** PIN preparing for flight in Kampong Chhnang.  
**Photo credit:** James Happell

Drones have significantly reduced the time needed for procurement of up-to-date high quality maps, particularly in extensive areas. PIN has invested in two \$10,000 fixed-wing drones in order to increase the cost-effectiveness of mapping exercises and accelerating DRR efforts in the country. Though it requires a significant initial payment, extensive use of the drones throughout the DRR activities quickly pays back the investment.

## CONCLUSION - NOT A PANACEA

Technology will not cure every problem faced in resilience-building activities, nor can it have an immediate transformative impact on a population's standard of living on its own. What technology can do, however, is improve the effectiveness and efficiency of development interventions. This allows us to minimise the amount of energy, time and funds wasted and lets us help vulnerable populations increase their resilience at an accelerated pace.

**AUTHOR:**

**Samrawit Gougsa**

PIN Communication Officer in Cambodia (EU Aid Volunteer)

**DONORS:**





**Photo 1:** Zubeyda Demir, Alaa Hallak and Naya Hallak (left to right) at Kiziltepe Leader Women Association (KWLA) community centre supported by Welthungerhilfe (WHH) in Mardin, Turkey. **Photo credit:** Stephanie Binder, Welthungerhilfe

# Strengthening the Resilience of Syrians and Host Communities in Turkey

Six Alliance2015 partners, **ACTED, Cesvi, Concern Worldwide, Hivos, People in Need and Welthungerhilfe** have been providing support to Syrians, inside and outside the country, since 2012. Over the years, the partners have strived to grow, develop and improve their response to the Syrian crisis through collaboration, joint programming and information sharing. By working toge-

ther, the Alliance2015 partners are able to share resources, local expertise and tools; minimising expenses and maximising impact. Our goal as an alliance is to ensure that we are able to provide effective assistance to the largest possible number of people. In 2017, the Alliance2015 partners supported over four million Syrians in Syria and its neighbouring countries. Given the scale

In 2016,  
we have supported:



NFI  
NON-FOOD  
ITEMS

183,888 ↑



CASH  
GRANTS

196,336 ↑



WATER,  
SANITATION,  
HYGIENE

1,982,456 ↑



SHELTER

20,212 ↑



FOOD  
SECURITY

1,332,886 ↑



CASH FOR  
WORK

50,829 ↑



EDUCATION

116,393 ↑

CAPACITY  
BUILDING

97,016 ↑



PROTECTION

87,707 ↑



AGRICULTURE  
& LIVELIHOOD

59,609 ↑



and protracted nature of the crisis in Syria, the Alliance2015 partners are increasingly looking to develop longer-term and more comprehensive programmes in order to help people deal with ongoing shocks and stresses and build resilience. One such partner, Welthungerhilfe, describes how resilience-building support for Syrian refugees in Turkey is possible despite the challenging complexities of the context and a future of uncertainties.

## STRENGTHENING THE RESILIENCE OF SYRIANS AND HOST COMMUNITIES IN TURKEY

More than six years after the outbreak of the war, people inside Syria as well as those who have been forced to flee to neighbouring countries such as Turkey, Lebanon, Jordan or Iraq continue to suffer. Over 6 million people

have been displaced in Syria and 13.5 million depend on humanitarian assistance. Of the more than 5 million Syrians who have fled to neighbouring countries, more than 3 million live in Turkey. The majority of them are struggling to provide for themselves and their families. Humanitarian organisations, in cooperation with the Turkish Government and the United Nations, have been providing support since the beginning of the crisis in 2011 when people started to flee to neighbouring Turkey.

Many of the families that first arrived in Turkey had few or no belongings and were in need of urgent help. At that time, humanitarian organisations were providing emergency assistance through, for example, the distribution of aid packages, which included hygiene items such as soap, toothbrushes and diapers, as well as blankets, clothes, mattresses and heating materials, to help families withstand the winter. As the conflict continued and it became clear that many Syrians would not be able to

return home in the foreseeable future, aid organisations decided to take a more comprehensive approach, aimed at strengthening the resilience of people affected by the conflict. **More than six years into the crisis, there is an increased focus on longer-term interventions aimed at bolstering the resilience of vulnerable Syrians and host community members by strengthening their ability to deal with the challenges of daily life.**

Many Syrians living in Turkey are seriously affected by the experience of war in their home country. Integration into a linguistically different and culturally new environment presents additional challenges. Finding a way into the job market is hard and many families struggle to support themselves. While public services such as health care and education are largely available, many Syrians are preoccupied with making ends meet and struggle to access these services, often due to language barriers or unfamiliarity with the systems.

## PROVIDING ACCESS TO PSYCHO-SOCIAL, LEGAL AND INFORMATION SERVICES

One way of supporting those in need and contributing to their resilience is **to provide access to information services, legal advice and psycho-social support, which helps people to cope with the challenges of daily life.** Welthungerhilfe (WHH) in Turkey supports community centres in Istanbul and Mardin in the south-east of the country, which are managed by Turkish partners as well as by Welthungerhilfe (WHH) and offer a wide range of services aimed at helping women, men and children to adjust, adapt and personally advance in their lives in Turkey. The centres are open to both Syrian and Turkish people as well as non-Syrian refugees.

**Psycho-social counselling is available at all centres.** Through individual counselling sessions as well as group sessions, where people can share their stories and experiences, Syrians and Turks receive professional advice about how to deal with some of their fears and anxieties. *“Speaking to the psychologist helped me a lot, because I was in a very bad state when I first saw her,”* says 15-year-old Naya Hallak, who fled to Turkey from Syria with her family in 2014. Her 14-year-old sister Alaa also benefited from psychological support: *“The psychologist gave me some activities to do, such as breathing exercises. While breathing, she told me to imagine myself on a beach and that I was throwing stones into the water, which represented casting the bad things out*

*of my life and to focus on the good things. She also told me to imagine the people I love as flowers and then to pick and hold on to them.”* Sixteen-year-old Zubeyda Demir, who is Turkish and has become a close friend of Naya and Alaa, explains some of the challenges her friends are facing: *“Syrians come from a war-torn country. They can’t go back. One of the main challenges is for them to integrate into the society here and to face up to not being accepted. The most difficult thing for them is to get used to the place and focus on their current way of life,”* she says.

In addition to the psycho-social challenges, Syrians living in Turkey are confronted with numerous legal issues, including registration of marriages, divorces and births, as well as obstacles related to accessing health, education, the labour market and, importantly, applying for a Turkish refugee ID card. Applying for and retaining this card is one of the most important steps for Syrians when they arrive in Turkey, since it allows them to access services provided by the Turkish state, such as basic medical services and schooling.

Through qualified Turkish lawyers, the community centres supported by Welthungerhilfe (WHH) help people address legal issues by holding seminars to help them to understand their rights in Turkey. *“The lawyer helped three members of my family. It’s not all about getting the kimlik (ID card). Getting treatment is essential for me. My health is important, especially as I have cancer,”* says Asimah, after receiving legal support at one of the community centres. The 32-year-old cancer patient has to travel to another city 300 km away from where she lives in order to receive treatment. When she first came to Turkey she had issues registering for an official ID card. Without the card, she was unable to access much-needed health care.

## STRENGTHENING A PEACEFUL WAY OF LIVING TOGETHER

In addition to public services and assistance from humanitarian organisations, many Turkish families have generously supported Syrians adapt to their new lives in Turkey. **Much-needed support for Syrians, as well as Turkish people affected by the crisis in neighbouring Syria, often comes from within the communities themselves.** Nevertheless, social tensions between the local Turkish population and Syrians have increased over time, causing an additional strain on both populations. Welthungerhilfe (WHH)-supported community centres regularly arrange activities encouraging Syrian and Turkish people

to unite in their diversity rather than divide. Picnics, coffee gatherings, theatre trips, kite-flying, sports classes, football tournaments and trips to historic places give communities a chance to come together in a positive way. Elif Boztas, from Turkey, joined one of the sports classes attended by Turkish and Syrian women at a community centre in Mardin. *“I’ve been attending the course for three weeks now. Since then my social circle has become wider. I’ve a very good relationship with the women attending the course and the trainer as well.”* After attending the class for the first time, the 33-year-old encouraged her friends to join in as well.

## LIFE SKILLS

The centres also offer people a chance to develop their competencies and address issues that affect their daily lives. Visitors can use computer rooms where they can access the internet, for example, or use professional equi-

ment such as sewing tools, all of which help young Syrian and Turkish people to practice their skills and make them more employable in the Turkish labour market. In seminars and workshops on practical matters people can learn about topics such as healthy eating, opening a bank account, registering children for school, renting a flat and accessing health care services.

Around 60,000 people have been reached by the Welthungerhilfe (WHH)-supported community centres in Turkey. By offering a wide range of services and activities and encouraging communities to come together, many Syrians, Turkish people and other refugees are enabled to support themselves over the long-term and integrate into the community. *“The most important thing is that both communities respect each other. [...] Life is not only about basic needs. Respect is one of the most important elements,”* says Zubeyda Demir.

**NOTE: All names have been changed.**

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**AUTHOR:**

**Stephanie Binder**

Communication Officer, Welthungerhilfe



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**DONOR:**



# About Communication and Advocacy Department (CAD)

At PIN, advocacy and communication are instruments for enhancing the sustainability, effectiveness and positive impact of our relief and development work. By strengthening our communication and advocacy efforts at the missions, as well as in the Czech Republic and internationally (EU), CAD aims to support an enabling environment for our programming and bring about positive changes in the lives of our beneficiaries.

Focusing on the three interlinked areas of **communication & media, advocacy & campaigning, and visibility & branding**, CAD team can provide support with:

- Develop and implement long-term advocacy and communication strategies in line with the mission strategy
- Build capacities for developing and implementing advocacy and communication strategies, as well monitor the outcomes



**Develop long-term communication and advocacy strategies for and with the CPs**

- Design and implement advocacy actions and communication activities
- Advise on how to target a campaign or lobby officials
- Recommend effective use of resources
- Generate media outputs
- Support development of promotional materials, position papers, statements etc.



**Design and implement advocacy and communication activities in current projects or resolve ad hoc issues**



**Design and propose advocacy and communication activities for future projects**

- Identify communication and advocacy activities in line with the project objectives
- Help formulate and budget activities
- Identify obstacles, key target audiences and allies
- Design a strategy for implementation
- Set up M&E for advocacy activities and follow up actions
- Advise on formulation of visibility sections



**Build PIN's profile towards donors, governments, partners, public, EU etc.**

- Coordinate press and donor visits
- Develop high quality media outputs
- Target and deliver messages towards key influencers
- Build contacts and maintain relationships

**For the list of Communication & Advocacy advisors and their contacts, please see Annex 1.**

We hope you enjoyed the second issue of INSPIRED! The aim of INSPIRED is to support the creation and scaling up of successful tools and approaches by sharing knowledge, experiences, insights and lessons learned across PIN country programmes. We would love for you to help us shape the content of INSPIRED so that it reflects your needs and interests.

Would you like to know more about a particular topic? Do you want to share your knowledge, insights or lessons learned? Do you have suggestions regarding the content or format of INSPIRED? **Share your ideas with the Communication & Advocacy Department at [cad@peopleinneed.cz](mailto:cad@peopleinneed.cz)!** We are looking forward to hearing from you!

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#### **This issue was prepared by:**

Kateřina Gabrielov – Issue Coordinator, Editor

Eleanor McClelland – Issue Coordinator, Editor

Dion Battersby – Technical Adviser

Marek Tarnovsk – Graphic Designer

Michael FitzGerald – Proofreader



## People in Need

[peopleinneed.cz](http://peopleinneed.cz)

Šafaříkova 635/24, 120 00 Prague 2

E-mail: [mail@peopleinneed.cz](mailto:mail@peopleinneed.cz)

Phone: +420 226 200 400

Facebook: [facebook.com/peopleinneed](https://facebook.com/peopleinneed)

Twitter: [twitter.com/people\\_in\\_need](https://twitter.com/people_in_need)

Instagram: [instagram.com/People\\_in\\_need\\_official](https://instagram.com/People_in_need_official)



## People in Need

[peopleinneed.cz](http://peopleinneed.cz)

People in Need, a Czech non-governmental organization (NGO) that has been providing aid in troubled regions and supporting respect for human rights since 1992. Since then, People in Need has grown into one of the largest NGOs in Central Europe. Today, its work focuses on relief and development aid, advocacy for human rights and democratic freedom, field social work, and education, awareness and information.



## Alliance 2015

[alliance2015.org](http://alliance2015.org)

Alliance2015 is a strategic partnership of seven European NGOs engaged in humanitarian and development activities. Besides People in Need (Czech Republic), Alliance2015 members are ACTED (France), Cesvi (Italy), Concern Worldwide (Ireland), HELVETAS Swiss Intercooperation (Switzerland), Hivos (The Netherlands) and Welthungerhilfe (Germany).