



WESS ANNUAL REPORT 2019

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LIST OF ACRONYMS/ABBREVIATION:

ARV	Afghan Refugee Villages
BoD	Board of Directors
CBP	Community Based Protection
CDO	Community Development Officer
DWSS	Drinking Water Supply Scheme
EVI	Extremely Vulnerable Individual
GBV	Gender Based Violence
HRDN	Human Resource Development Network
HMC	Health Management Committee
IUCN	International Union for Conservation of Nature
MSC	Multi Sectoral Committee
NGO	Non-Government Organization
OVs	Outreach Volunteers
PoC	Person of Concern
PDA	Pakistan Development Alliance
PFA	Psychological First Aid
PWD	Person with Disability
RHC	Rural Health Center
RVs	Refugee Villages
UNHCR	United Nations High Commissioner for Refugees
WESS	Water, Environment and Sanitation Society

MESSAGE FROM THE CHIEF EXECUTIVE:

**Delivering quality
services through
commitment,
integrity and
performance**

Dear readers,

It's a great pleasure to share WESS' Annual Report 2019 to the masses about the efforts of our organization, mainly focused on mission of serving the poor masses and trying to help them by providing quality services in community-based protection, promoting social cohesion between refugee and host population. Besides, WESS' efforts towards SDGs process review in Balochistan was a prominent measure, with PDA-Pakistan Development Alliance as part of Voluntary National Review process in seven districts of Balochistan.

The report of 2019 reflects organization commitment towards achieving the organization mission and objectives. WESS desired objectives in different thematic areas were contributed with the help of social mobilization, capacity building, service delivery, awareness raising and advocacy campaigns. During the year WESS intervened in Community Based Protection Project-CBP, protection related activities through an urban cohesion hub. The interventions in different sectors significantly contributed to bring positive changes in lives of poor population of target areas with inclusive approach by focusing poor women, children, disable and older people of the Province.

WESS wants to thank our partners and stakeholders that include UNHCR, GIZ, IUCN, PDA, HRDN and Government of Balochistan for their support continued trust and support. And we want to thank our employees for their commitment and drive to take on the new challenges and realize our goals.

Last but not the least, my special thanks to the WESS Board members who contributed in achieving organization plans and resource mobilization targets.

As we engage in this important work together, I welcome your thoughts.

Pervez Iqbal
Chief Executive

SECTION 1

Program Interventions

1. Community Based Protection- CBP

Project Name: Strengthening Community Self-Management Structures through CBP in

Refugee Villages (RV)

Report Period: January 1st 2019 to December 31st, 2019

Project Location: Refugee Villages Balochistan

Donor/Partner: UNHCR

Total Beneficiaries 125,253

Project brief:

For the last 11 years, WESS has been working as UNHCR regular partner and implementing UNHCR funded Community Based Protection (CBP), Community Development and Youth Empowerment project in targeted ten RVs and in urban settlements of Quetta. In this period sectoral committees of water, health, education, women and youth groups in all refugee villages formed and strengthened with different sectoral interventions. To enhance coordination within the sectors, Multi Sectoral Committees were also formed to identify and bridge the gaps in between communities and service providers through coordination with different partners at the RVs level. Afghan Refugees living in Pakistan constitute one of the largest and most protracted refugee situations in the world. UNHCR has continued to work with the Government of Pakistan to ensure protection and assistance of PoCs- Person of Concerns; including their access to education, health, legal protection, and livelihoods. Beginning June 2017, UNHCR Pakistan's strategic direction shifted towards prioritize Community Based Protection (CBP). The shift was geared to, inter alia, reaching more of Persons of Concern, comprehensively involving community in all processes and decision making, building capacities of communities to enable them identify and address protection issues within their structures; mapping available service providers and creating referral pathways to avail more protection and assistance opportunities for individuals and communities to avail services within the context of communities and societies where they live. The transition recognizes that CBP is a 'process', which requires patience, nurturing, time and resources to achieving lasting results.

The Community Based Protection (CBP) project has been implemented in ten RVs of Baluchistan by WESS with 125,253 direct and 735,000 indirect beneficiaries. There are ten multi-sectoral, protection welfare, child protection and water management committees known as Community structures in all ten RVs with 394 representatives including 88 females. The project interventions of community-based protection in Refugee Villages-RVs ensured protection of PoCs-Person of Concern in RVs through Refugee Outreach Volunteers (OVs) for sustainable protection interventions, information dissemination through Shura meetings.

During the implementation of CBP project in 2019, WESS CBP staff trained 243 Outreach volunteers (OVs) that includes 104 females. Similarly, 108 member of multi-sectoral committees and 228 members of protection welfare committees including 88 females have been trained via one day capacity building trainings on record keeping, conflict resolution, general protection and sensitization. In the year 2019, OVs have reported and referred 137 protection cases including drug addicts, PWDs, EVIs (Extremely Vulnerable Individuals) and serious medical cases. Of the reported 137 cases, 124 have been referred to concern health service provider for further treatment/ medication.

OVs led initiatives through male & female OVs contributed significantly to the empowerment of these structures and submitted a number of different proposals which included establishment of libraries, extension of computer labs and establishment of surf/ soap factory. In this relation, the proposals were reviewed and shared with UNHCR concern section for formal approval.

1.1 Implementation Methodology and Activities details:

In order to implement CBP activities in the target RVs, members of already established community structures were taken on-board in each RV. During the implementation phase all the relevant partners including CAR, UNHCR, its IPs (Implementing Partners), PoCs and other NGO/INGOs actively participated in the activities and events of CBP. Apart, the advocacy events included International women day, world refugee day, 16 days of activism, international day of PWDs and other national/ international days were celebrated in all RVs with 2,400 male and 1,500 female participants.

1.2 Objective of the Project:

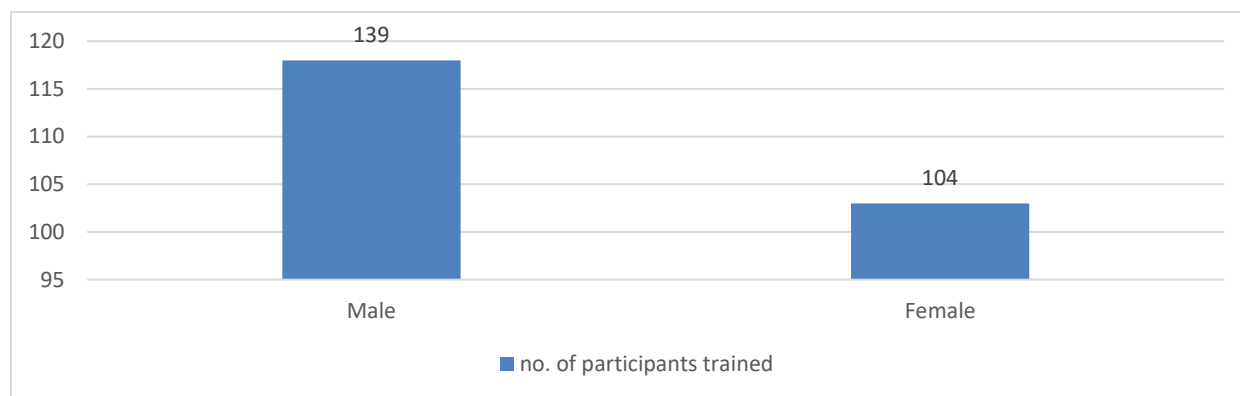
Following were the main objectives of the CBP project;

- Community Mobilization Strengthened & Expanded
- Community Outreach Volunteers formed & Strengthened
- Information Dissemination Process Strengthened through Shura meetings
- Capacity Development of OVs and Community Structures
- Supply of Potable Water Increased or maintained

1.3 Details of Activities:

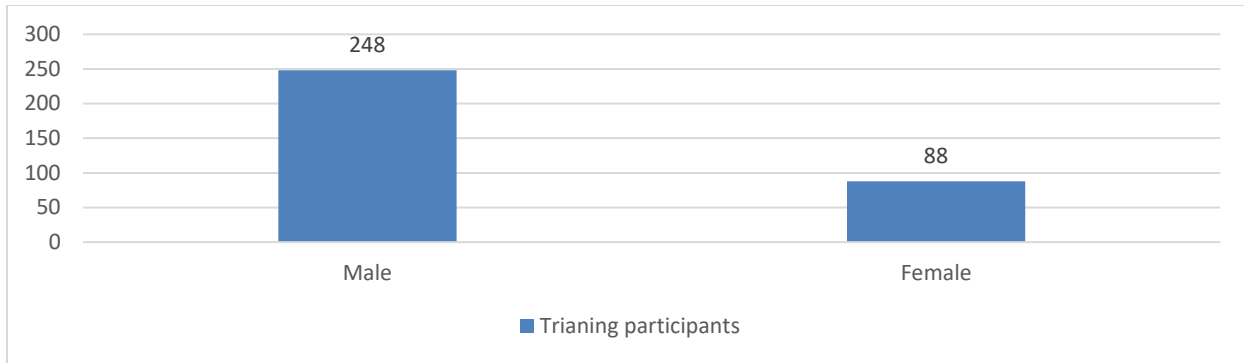
1.3.1 Capacity building Training of Refugee Outreach Volunteers (ROVs):

Outreach volunteers played an important role and assisted their communities through reporting and referral of protection cases. In 2019, 243 Refugee Outreach Volunteers trained through different capacity building interventions this mainly included trainings on UNHCR core approaches, values, principles, GBV & protection case management. These trainings benefited both males and females with break up as below:



1.3.2 Capacity building Training of Multi-sectoral, protection, water committees:

There is one multi-sectoral committee in each RV which comprise two members each from water, protection, livelihood and education sub-committees and one OV representative, making it 9 members grand committee. During the project implementation period, 336 members of different committees were trained on community skills management i.e. record keeping, conflict resolution and mobilization. These trainings were imparted by WESS protection officers and UNHCR CBP & field teams at the RVs level.



Graph shows number of male and female participants who were benefited from capacity building interventions.

1.3.3 Social Mobilization & Awareness Sessions with Communities:

Social mobilization & awareness sessions remained one of the key activities of Community Based Protection CBP whereby general community is sensitised about different services that UNHCR, its partners and other stakeholders provide to them. In this context 300 sessions were conducted with male and female communities in all ten refugee villages (RVs) with 2021 male and 1801 female participants. The sessions were conducted in thematic areas of 'Access to basic services, Identification of PWSN (Person with Specific Need), legal advice and services by SEHER, Child Protection, Gender based violence and Vol-Rep Shura'. The information was communicated by WESS CBP staff and Outreach volunteers.

1.3.4 Annual Participatory Assessment:

As part of the UNHCR annual exercise in relation to conducting participatory assessment- WESS and UNCHR protection teams conducted annual participatory assessment. In this context 8 Focused Group Discussions (FGDs) and 8 Key Informant interviews (KIIs) were conducted with different age group of males and females. The questions were mainly related to general protection environment as well as child and women protection in particular.

1.3.5 Celebration of Key International Days:

During the reporting year, CBP team also celebrated different international days at RVs level including international women day, world refugee day and 16 days of activism. There were different programs/ events organised at RVs level for male and female community members. Overall 44 events were organised in relation to celebration of international days whereby 798 females and 1,344 males took part in the events. UNHCR representatives, line departments and other members of civil society had also participated in these events. The events included walks, seminars, workshops, open dialogue on cross cutting themes and indoor games for females. Performers of the cited events were given prizes and shields.

1.3.6 Referring of Individual Protection Cases:

In the year 2019, WESS team along with outreach volunteers identified and reported 137 protection cases of different nature including drug addicts, serious medical, EVIs and PWDs from the ten RVs. Of the total reported cases, 117 were further referred to different service providers both at district level and Quetta for treatment, rehabilitation and other services. The reported and referred cases also included 43 individual females.

1.3.7 Installation of Water Supply Schemes at RVs level:

WESS in partnership with UNCHR took a number of initiatives in order to meet water needs of refugees for drinking and other domestic purposes. There are 32 Drinking Water Supply Schemes-DWSS and 250 hand pumps in the ten refugee villages of five districts providing water to about 60k folks. In the year 2019, small scale solar system and submersible long with water storage tanks also installed in target RVs with 150 students provided with clean drinking water. In Killia Saifullah RV, 8 kilometer water pipeline also repaired, supplying water to camps no. 1, 2, 3, 4 & 5 which was damaged by flash floods/rains in April 2019. In Loralai and Chaghi RVs, 37 hand pumps were also repaired and made functional during the reporting year.

1.4 Key Impacts of overall Project:

- Outreach volunteers are now playing an active role in addressing their community problems/ issues by reaching out to the folks in need
- Training of MSC and its sub-committees enhanced the capacity of these structures and they are now responding better to comply general community protection needs
- General community are now much aware of the different services available to them
- OVs made able to comply and demonstrate different skills in referral of protection cases in their communities
- RVs also sensitized in relation to observance of different international days
- Supply of potable water remained available throughout the year to 50,000 population.

CASE STUDY

Ms. Ruqia, age (30) years of Zarh Karaiz (RV- Loralai) is widow of Mr. Jaleel who died in a motorbike accident, leaving Ruqia with three children (Fatima Bibi 10 years, Abdul Ghaffar 8 years and Khatima Bibi 6 years), with lot of difficulties to live independent life without assistance of her in-laws i.e. her brother-in-law (Abdul Baseer 38 years), mother in law (Jamala 55 years) and her father-in-law (Qalander 60 years). At the time she had no means of earning nor the society allowed her to go out of her house for earning to support her family. Ms. Ruqia lost all her health and confidence due to her financial dependency on her in-laws.

During the identification of Outreach volunteers (OVs), one of the OV female members (Khadija) shared the story of Ms. Ruqia with WESS team. In this regard WESS team enrolled Ms. Ruqia in the OVs Group after a thorough assessment. As a part of program Ruqia was also provided different trainings on leadership management, record keeping, confidence building and conflict resolution. As a result of capacity building interventions Ms. Ruqia decided and initiated a small business of embroidery / cutting and sewing at her home and later sells these items in the Zar Karaiz RV. This small-scale business by Ms. Ruqia has helped her in the day to day life with positive behaviour from her family members which has made her confident and made her self-reliant in her house and in the community. Ms. Ruqia is now a self-dependent working woman supporting her family. She has proven to be a role model for the OVs group and the other female in the community how to be self-reliant to support her family and show the pathway for other women in the RV to work for themselves and not to be dependent on outside support from community or any organization in the RV.

Ms. Ruqia has moved from zero income to a considerable amount of earning as Rs. 3500 per month and supports her family. This amount is not enough for all the needs of her family expenses but it has helped her buying the basic necessities of life for herself and her family. She has taken a step from a level of full dependency towards self-reliance. She intends to train her daughters in this skill which could lead her towards fully self-reliance.

Promoting Social Cohesion and peaceful coexistence between Afghan Refugee and Host population of Quetta

Project Name: Promoting Social Cohesion and peaceful coexistence between Afghan

Refugee and Host population of Quetta

Report Period: November 2019 to December 31st, 2019

Contract Period November 2019 to May 31st, 2021

Project Location: Quetta

Donor/Partner: GIZ

Total Beneficiaries 20,000

3.1 Project brief:

Afghan refugees living in Pakistan constitutes one of the largest and most protracted refugee situations in the world. Currently there are 1.4 million registered Afghan refugees residing in different parts of Pakistan including Baluchistan, which hosts 27% of whole refugees. Of the total Afghan refugees in Baluchistan, 57% reside in different areas of Quetta urban and the rest 43% in refugee villages (Source UNHCR). According to UNHCR factsheet 0.3 million registered Afghan refugees living in Quetta urban and they face different problems and challenges , including, poor livelihood, lack of education, health facilities, social issues, arrest and detention, lack of job opportunities and general protection conditions. Children and elderly are mostly vulnerable sections of the society and they are exposed to protection and acceptance issues. Also there are less chances for youth particularly females to further realise their potential in different spheres of life, which gravely affects them psychologically. Refugee children on the other hand are also facing protection issues in work places, especially, street working children who are garbage pickers and work in hazardous places.

To address the above issues WESS and GIZ signed an agreement in November 2019 for a period of 19 months to establish an urban cohesion hub to promote social cohesion between Afghan Refugees and Host population of Quetta. Union Councils for the project are Killi Geo, Kechi Baig, Satellite Town, Lore Karez and the targeted Clusters include Qadir-Abad, Buhsa Mundi, Bashir Chok, Ghosabad, Satellite Town, Mugal abad. The planned target beneficiaries are 20,000 men women and children (including extremely vulnerable population).

3.2 Project Objectives:

Objective 1: Target population in Quetta District has optimal access to basic education and literacy by 2021.
Objective 2: To improve the livelihood of host and refugee communities through skill development programme by 2021.
Objective 3: Improved practices towards protection in target area of Quetta by 2021

3.3 Methodology:

Project methodology is based on strong participation of local and refugees' communities to benefit from integrated services in health, education, vocational skills, legal support, protection of street working children, their siblings and recreational activities among others for peaceful co-existence in targeted communities. The programme focuses on 60% refugee and 40% host population. The beneficiaries of the proposed project are men, women, working children, disables, older people among other vulnerable groups. In the context of targeted area refugees/local population cannot manage community centres on their own, securing their active participation in management structures is essential to ensure that the centre's interventions address the needs of targeted population. In this regard, cluster management committees are in formation stage, composed of refugees and members of the host community. The community structures can be a powerful tool to promote peaceful coexistence and ensure that members of all communities of different ages, gender and diversity benefit from the proposed community centre(s), ensuring social cohesion.

WESS has strong presence in Quetta Urban where community workers and outreach volunteers are effectively involved in promoting social cohesion. These community workers work as tool to mobilize the targeted population and ensure that most vulnerable population is benefited from the programme. WESS plans to arrange management trainings for community structures and community workers to effectively deliver the services of the proposed project. Currently The urban cohesion hub established in a central area where easy access of all the target beneficiaries could be ensured.

3.4 Overall Progress:

The project has been initiated by establishing a urban cohesion hub in Quetta. The urban cohesion hub is a venue which is providing quality services through different social services including education, livelihood and protection. The project will be benefiting 40% host and 60% refugee population of the 20,000 population of targeted four union councils. Under education component, the program includes literacy classes, computer courses, English language classes, child friendly environment through ECE, and learning resource center. Livelihood component includes vocational and technical training courses for target unemployed population with provision of small grants for business establishment. Whereas protection component provides conducive environment for working street children, legal services for target population, psycho social support and health interventions among others.

SECTION 2

WESS Compliances, Internal Control & Support Functions

WESS has strong management and support functions which ensures the smooth implementation of programs/ projects and related functions as well as achieving the desired results/ milestones in compliance with organizational policies and procedures. Following is the detail of WESS support functions:

During the reporting period WESS living documents was updated. This document was structured with useful information about WESS' overall interventions and its impact of the population of the province since its establishment in 1999. The document was compiled with overall projects of WESS along with its contribution on the lives of the target population of 25 districts of Balochistan. The document comprises WESS contribution in term of:

- Provision of services to the community since 1999
- Total human resource employed by WESS
- Total amount of taxes paid to the Government
- WESS contribution in SDGs

WESS has also remained involved with PDA-Pakistan Development Alliance through its partner Awaz foundation. In this regard, WESS has conducted voluntary national review-VNR exercise in seven districts of the province, in collaboration of Planning Commission of Pakistan. The VNR exercises significantly contributed to national commitment to present its process and progress reports regarding SDGs.

Below is brief of WESS internal control and other progress in term of financial, administration and human resource contribution in development/humanitarian sector.

Finance Section:

Finance section plays vital role in compliance assurance in every organization. Similarly, finance section in WESS controls and manages the financial matters of the organization ensuring organizational and donor compliances. The section is equipped with qualified professionals whereas WESS financial system is governed and guided by a robust financial policy. Automated system for financial reporting exists in WESS which provides accurate and reliable financial information in a timely manner. Furthermore, the books of accounts along with financial statements/ record are periodically audited by external auditors as well as respective donors. Internal control environment in WESS mainly focuses on safeguarding organization's assets, detecting and preventing fraud and error and ensuring the accuracy and completeness of accounting record.

Internal Audit Section:

Reporting directly to WESS BoD, WESS Internal Audit section is working independently to add value and improvements to organization's overall operations. Main objective of establishing Internal Audit section in WESS is to assess the overall effectiveness of the organization's compliance practices and protocols as well as to find out the intentional or unintentional weaknesses or deficiencies in organizational routine financial and administrative functions for rectification of errors and omissions and bringing perfection in organization's compliance practices and protocols.

Logistics and Procurement Section:

Logistics and Procurement section is responsible for all sort of procurement in WESS. A well-defined Procurement Policy covering all aspects of procurement and experienced staff is supporting the section. The section is responsible for ensuring effectiveness, both cost and quality wise, in procurement and therefore has high standards of quality assurance in acquiring goods and services. The section has excellent track record for following up its Annual Procurement Plan.

Monitoring & Evaluation Section:

Monitoring & Evaluation (M&E) section is another important unit of WESS. Headed by experience M&E Manager, the section is contributing a lot in ensuring the right direction of program execution and achieving the desired outcomes using the available resources in compliance with applicable policies and requirements. The section is providing important input in further strengthening the WESS Program delivery. M&E section is also supporting the implementation process of projects by providing inputs in program planning/M&E framework and setting up criteria and tools for different activities. WESS M&E section has also established a comprehensive document of its institutional memory which elaborates all the organization achievements since its inception. This document comprises of WESS contribution both in programme and compliance. At compliance level, the document shows WESS response towards fulfilment of tax liability and tax returns to government revenue. The document is also showing WESS contribution towards human resource deployment since its inception. This living document also showcases WESS programmatic achievements in different sectors, benefited around two million population of Balochistan.

Human Resource Department:

WESS is an equal opportunity employer, it ensures that there is no discrimination in WESS hiring/ firing on the basis of sex, religion, race, language and disabilities etc. WESS Human Resource section follows recruitment channel to ensure complete transparency in the process of staff hiring. The section is vibrant in addressing human resource challenges and coping with these challenges. besides, improvements and revisions are made in WESS HR Policy on a regular basis.

Administration Section:

WESS Administration section, equipped with experienced staff is responsible for the overall administrative functions of the organization. These functions are mainly divided into program support and general office administration. Addressing the needs and assistance requested by the program is Administration section's prime responsibility while the domain of general administration ranges from WESS Head Office to the field offices through strong communication link and coordination. WESS Administration section is adequately equipped with required office equipment and modern engineering equipment.

Apart from managing organization's routine administrative function, Administration section is also supervising the following sections:

- a. **Transport Section** headed by Transport Officer;
- b. **Information Technology Section** headed by IT Officer/ In charge;
- c. **Safety & Security Section** headed by Administration Officer.

DONOR MIX:

Current Year Donors (Donors Financial Contribution)

- UNHCR
- GIZ
- Government of Balochistan

WESS STAFFING DETAIL

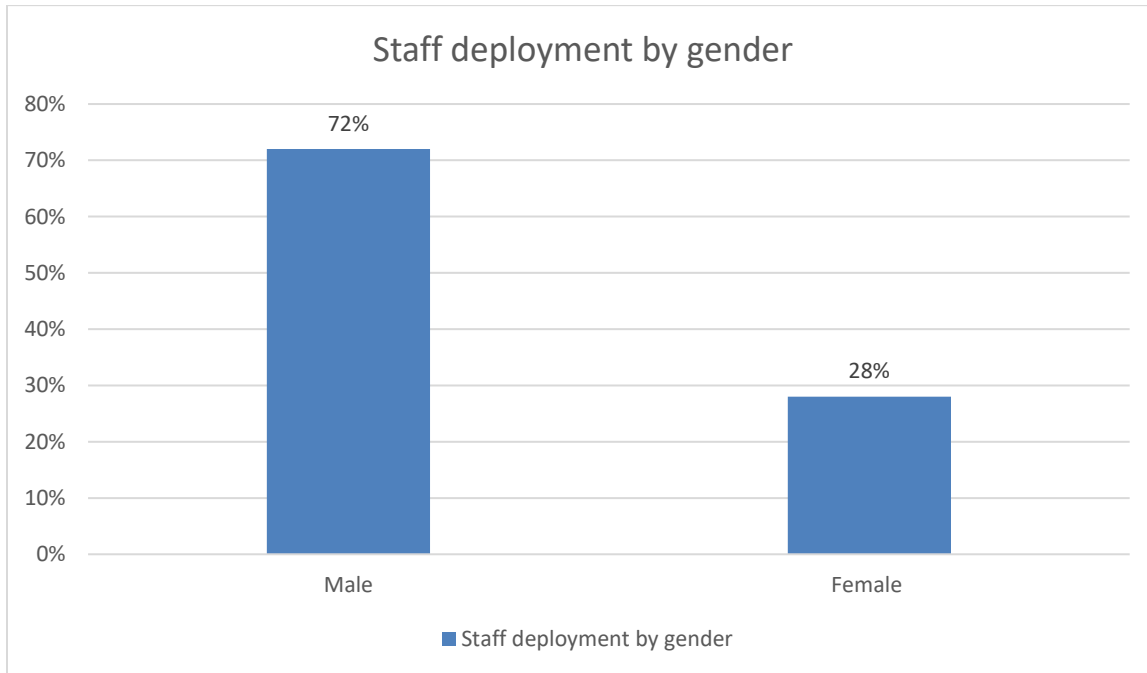
Number of staff deployed in 2019 projects= 44

Core staff=10

Total= 54

Male ratio = 72%

Female ratio = 28%



Please provide WESS' organogram with mention of field offices;
Geographical Map showing WESS' targeted areas;

Focused Districts in 2019:

- Quetta
- Loralai
- Chagai

NETWORKING AND COORDINATION:

Currently, WESS has an active engagement with the following networks/alliances:

- Registered with Government of Pakistan-Economic Affair Division EAD
- International Union for Conservation of Nature (IUCN)
- Pakistan Centre for Philanthropy (PCP)
- Balochistan Development Network (BDN)
- Pakistan Democratic Alliance (PDA)
- Human Resource Development Networks (HRDN)
- Balochistan Citizen Sector Self-Regulation Initiative (BCSI)
- Member of Gender Task Force (GTF)
- Member of End Violence Against Women & Girls (EVAWG)
- Member of SUN-CSA