

Update on Innovation and Simplification

Standing Committee
56th Meeting

5 March 2013

1- Innovation

Nairobi, Kenya (Innovation 1)

Challenge: improve urban refugees' access to UNHCR services at the BO Nairobi

Solutions: integrated system for two-way communication with refugees (SMS, Email, Interactive Voice Response, Scheduling system)

Current status: on hold due to the GOK's directive to implement encampment policy



Dadaab, Kenya (Innovation 2)

Challenge: ensure access to and quality education for refugees Nairobi

Solutions: ICT Innovations in Education by Microsoft and Safaricom

Current status: under implementation. In February 2013, vocational youth centers, primary, and secondary schools - 43 in total - received computers and training support



Dollo Ado, Ethiopia (Innovation 3)

Challenge: design rural village-like site plan for camp refugees

Solutions: hybrid site layout developed by UNHCR, NRC and ARRA

Current status: under implementation in Kobe camp as a pilot - 2 compounds of 13 shelters each



Dollo Ado, Ethiopia (Innovation 4)

Challenge: develop innovative solutions for hygiene and sanitation for camp refugees

Solutions: urine diversification latrines (UDDT) implemented by Oxfam GB

Current status: under implementation in Hilaweyn camp as pilot - 90 UDDT latrines

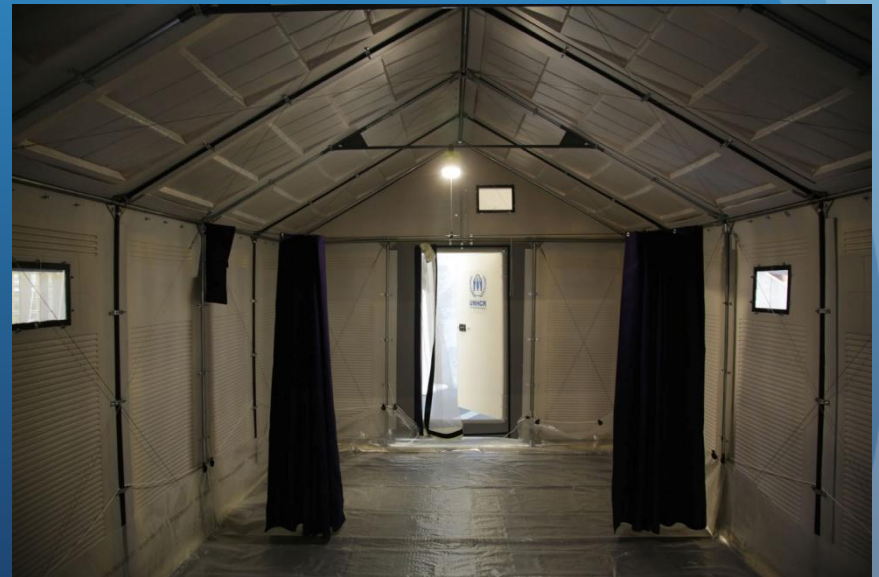


Global - Shelter (Innovation 5)

Challenge: provide refugees with a compelling alternative to emergency tents

Solutions: shelter prototype developed by Refugee Housing Unit

Current status: field test due to take place in Dollo Ado in April 2013 - 52 units




Global - Documentation (Inn. 6)

Challenge: improve collection of best practices




Solutions: Humanitarian Innovation Project by Oxford

Current status: under implementation - www.oxhip.org



HUMANITARIAN INNOVATION PROJECT


Researching the role of technology, innovation and the private sector in refugee protection

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HIP was launched in November 2012 at the Refugee Studies Centre, University of Oxford. It is generously funded by a donation from Stephanie and Hunter Hunt.

The project is based on a cooperation agreement with the Office of the United Nations High Commissioner for Refugees (UNHCR)'s initiative 'UNHCR Innovation'.

[READ MORE...](#)



"It is unacceptable that many refugees are left indefinitely dependent on international assistance, deprived of the right to work or freedom of movement. By developing a bottom-up approach to humanitarian innovation, we aim to support sustainable, market-based solutions that build upon refugees' own skills, aspirations and entrepreneurship"

Dr Alexander Betts, Director, Humanitarian Innovation Project

Latest From Twitter...

IKEA Foundation - Refugee Housing
<http://t.co/uyejYVHDvi> via @twitterapi

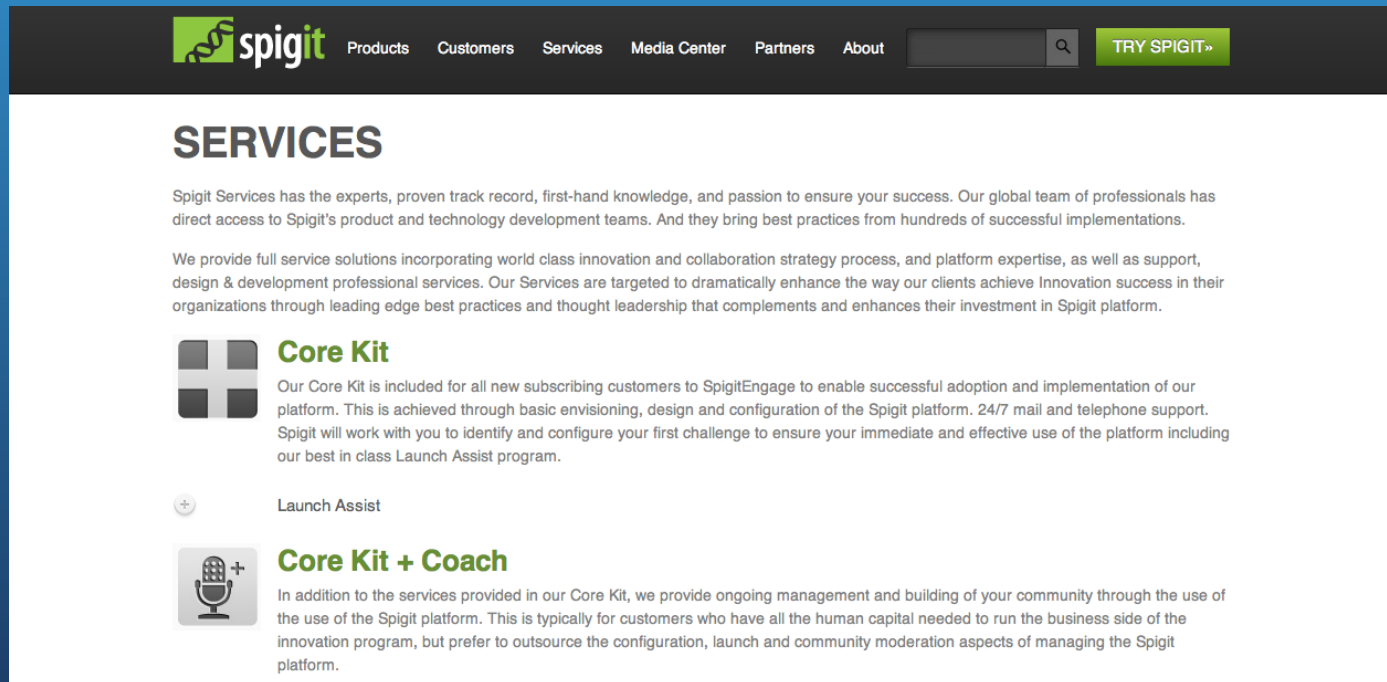
4 hours ago

Global - Idea Management (Inn. 7)

Challenge: develop a platform for idea management

Solutions: Spigit platform

Current status: under development. Due to be deployed starting from April 2013 through 2015




The screenshot shows the Spigit website's 'SERVICES' page. The header is dark with the Spigit logo (a green 'S' with a DNA helix) and navigation links: Products, Customers, Services, Media Center, Partners, and About. A search bar and a green 'TRY SPIGIT»' button are also present. The main content area is white and features the heading 'SERVICES' in bold. Below this, a paragraph describes Spigit Services as having experts, a proven track record, and first-hand knowledge to ensure success. Another paragraph states that they provide full service solutions incorporating world-class innovation and collaboration strategy, design, and platform expertise. The page lists three service options: 'Core Kit' (represented by a grey square icon with a white cross), 'Launch Assist' (represented by a small grey circle with a white plus sign), and 'Core Kit + Coach' (represented by a grey microphone icon with a white plus sign). Each option includes a brief description of the services provided.


SERVICES


Spigit Services has the experts, proven track record, first-hand knowledge, and passion to ensure your success. Our global team of professionals has direct access to Spigit's product and technology development teams. And they bring best practices from hundreds of successful implementations.

We provide full service solutions incorporating world class innovation and collaboration strategy process, and platform expertise, as well as support, design & development professional services. Our Services are targeted to dramatically enhance the way our clients achieve Innovation success in their organizations through leading edge best practices and thought leadership that complements and enhances their investment in Spigit platform.

 **Core Kit**

Our Core Kit is included for all new subscribing customers to SpigitEngage to enable successful adoption and implementation of our platform. This is achieved through basic envisioning, design and configuration of the Spigit platform. 24/7 mail and telephone support. Spigit will work with you to identify and configure your first challenge to ensure your immediate and effective use of the platform including our best in class Launch Assist program.

 **Launch Assist**

 **Core Kit + Coach**

In addition to the services provided in our Core Kit, we provide ongoing management and building of your community through the use of the use of the Spigit platform. This is typically for customers who have all the human capital needed to run the business side of the innovation program, but prefer to outsource the configuration, launch and community moderation aspects of managing the Spigit platform.

Global - Core Relief Items (CRI) (Inn.8)

Challenge: improve tracking of CRI distribution

Solutions: portable bar-code reading device developed by UPS

Current status: under development



2 - Simplification

Simplification

- Policy coherence and better knowledge management
- Simplified planning instructions
- Elimination or simplification of reports and reporting requirements
- Streamlined posting process (Compendia & Fast Track)

3 - Oversight

Progress on strengthening “Oversight”

- Establishment of an Independent Audit and Oversight Committee (IAOC)
- Creation of Internal Compliance and Accountability Committee (ICAC)
- Establishment of ERM system - work in progress
- OIOS review of UNHCR evaluation capacity - final draft received
- Appraisal of provision of internal audit services & development of business case
- Additional finance and project control positions



Thank You