

Case Study: Safer Access Remote Support

Following a violent wave of riots in Kinshasha during August, 2006 and fearing that the electoral process would collapse, Safer Access was contacted by an INGO to provide remote support to their team on the ground. One of our advisors with recent experience in the region was activated in order to assist the INGO team and to monitor the situation as it evolved. Although this advisor was not physically located in the Democratic Republic of the Congo, he was able to provide much needed support on extremely short notice.

After activating a large panel of contacts, Safer Access was able to provide new insight on the local situation and its potential impact at a national level. Daily contact was established with the field teams and other actors to generate a positive flow of security information, keeping them abreast of both local incidents reported through other agencies and the continually changing context.

As the latest information was shared and discussed, actions to be considered by the team were also suggested. Amongst other considerations, it included the set up of hibernation stocks, daily radio-checks and the identification of safe havens.

As a result, the teams were enabled to make the best possible decisions and their existing relocation plans could be adapted accordingly to the new situation as it evolved. Thorough checklists were drafted to ensure each member in the team knew what actions to undertake if the situation deteriorated.

A set of contingencies were developed in order to allow the INGO to maintain an acceptable level of operations throughout the period, and most importantly, to ensure continued access to beneficiaries.

While the main effort of the remote support was placed on operations in the capital, other locations were also monitored and specific advice and information was also provided to the teams deployed throughout the country.

During the period of remote support, Safer Access successfully identified an advisor who could be deployed on the ground throughout the electoral period. He received a thorough handover of all material that had been generated through the remote support, as well as the disposition and capacity of the INGO and the overall security situation. This allowed him to begin working effectively in direct support of the INGO programmes immediately once deployed on the ground.

For the INGO, the combination of remote and direct support met their needs by providing both timely and cost-effective assistance, tailored to their exact requirements.

Contact us to find out more about how we can assist your organisation, at enquiries@saferaccess.org.

The name of the INGO assisted by Safer Access has been voluntarily withheld out of respect for their programmes and beneficiaries.