

Accountability to Affected Populations (AAP)

How to practically apply AAP commitments for system wide AAP enhancement?

Objectives

- ✓ Enhance understanding on AAP
- ✓ Review key Inter Agency Standing Committee (IASC)'s commitments for AAP
- ✓ To present how AAP commitments can be practically applied practically in the field for strengthening identified programmatic areas. For example – Feedback, Communications with Communities, Participation.

What is AAP?

It's when aid providers:

Listen to needs & concerns of **all** affected people

Respect their rights and dignity

Consider their views when designing responses

Provide timely, appropriate, relevant assistance

Monitor and adjust responses based on feedback

Communicate transparently and horizontally

Evaluate their satisfaction with aid efforts

COMMITMENTS TO AAP: Inter-Agency Standing Committee (IASC)

The Inter-Agency Standing Committee (IASC) is the primary mechanism for inter-agency coordination of humanitarian assistance.

In 2011 as a part of the Transformative Agenda, the IASC confirmed the fundamental importance of accountability to affected people, creating an operational framework, integrating AAP into their policies and operational guidelines.

Operational framework of commitments:

Leadership/Governance

Transparency

Feedback and Complaints

Participation

Design, Monitoring and Evaluation

OTHER COMMITMENTS TO AAP: Core Humanitarian Standards (CHS)



What is Communications with Communities (CwC)?

CwC is an emerging field in the humanitarian response that helps to meet communication and information needs of affected population.

CwC is based on principle that information and communication is critical form of aid

Which AAP Commitment relates to CwC?

IASC's Transparency is a commitment to provide timely information on organizational procedures, structures and processes to communities and facilitate a dialogue with communities.

CHS commitment four states that humanitarian response should be based on communications, participation and feedback.

Application of AAP in the field : Identified Sector, Za'atari Camp



Step 1: AAP Priority Identification

Sector A saw opportunities to strengthen communications with communities, feedback and participation



Step 2. Adapt framework to context

- Both IASC and CHS, can be adapted to context specific questions
- Use either of those as a frame of lens to conduct a rapid AAP needs assessment overall
- In this presentation, we are using Communications with Communities, feedback and participation as a key area of enhancement
- Also keep your programmatic objectives in mind. For example, increasing community reporting on protection cases?

Step 3: Assessment

While basic needs of communities are captured effectively, Sector A ensured that AAP needs are documented.

Rapid AAP Assessment conducted using IASC Operational Framework:

For example, Commitment Information Sharing / Transparency has the following key indicators?

CAAP Commitment 2: Transparency / Information sharing

Provide accessible and timely information to affected populations on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organisation and its affected populations over information provision.

- 2.1. The organisation defines and documents expectations and processes for sharing information with all stakeholders, including the people the organisation seeks to assist.
- 2.2. The organisation and their partners talk to the people they seek to assist about their information needs and preferences for channels and means of communication from the initial assessment phase, and demonstrate a commitment to routinely providing accessible and timely information to the affected

Step 4: Key Results

- ✓ Information needs to be captured, apart from issues and challenges
- ✓ Use of existing tools for feedback mechanism for example monthly reports
- ✓ Guiding questions to include AAP indicators CwC, feedback and participation
- ✓ Need for a minimum communications criteria in place for consistency
- ✓ Opportunities for AAP inclusion in training, strategy development
- ✓ Enhancement in response to protection cases through self assessment mainstreamed

Step 5: Next Steps, consider enhancing existing tools

Monthly report to have a column on community feedback, collected in three ways : MCC , community gathering and beneficiary feedback mechanism specific to each organization (guiding questions to support facilitators)

List any significant events held or visits received	<ol style="list-style-type: none">1. SCUS visit – MAC 22. SCUk visit – MAC 23. UNICEF - DIFD4. JICA visit – MAC 45. Ramadan <u>IFtar</u> for 350 participants (175 children, 35 parents, rest of them volunteers and staff)
Other significant notes	<p><u>Zaatari</u></p> <ol style="list-style-type: none">1. Important issue to provide the children in some location with snacks and water to increase the number of participants2. Many items need to be transfer to warehouse or take outside the location

Community Feedback

Guiding Questions

AAP indicators for communications with communities, feedback and participation were mainstreamed in questions:

- ✓ Do you have information needs from Sector A services offered at MCC for all communities?

Commitment - transparency, information is aid

- ✓ Are you satisfied with the follow up activities on awareness sessions?

Commitment- transparency, feedback from participatory processes

- ✓ Do you feel that staff implementing Sector A activities treat you with respect and dignity?

- ✓ *Commitment - participation, allows reporting on reduced participation*

Minimum Communications Criteria

A SOP that highlights some minimum commitments to a systematic communications with communities

- ✓ Need based information provided in preferred sources
- ✓ Timeliness of consultations conducted before proposals are drafted
- ✓ Guiding questions that mainstream key AAP indicators
- ✓ Ability to monitor information back to communities

AAP in Country Strategies / Training & Development

- Sector A could include CwC, feedback and participation indicators in the upcoming country program strategy
- Sector A could know about training needs of partners in CwC area, UNICEF could provide trainings

Commitment - Leadership & Governance, accountability mechanisms should be fed into trainings, country strategies, proposals etc.

Training / Workshop Examples

- How to create feedback mechanism using coordination methods?
- Orientation on commitments and standards for Communications with Communities
- AAP in remote management, how to get feedback?
- How to make a common sector strategy for common feedback mechanism?
- Other participatory workshops for strengthening feedback, communications and participation

Resource Allocation

➤ Pre Assessment Question

Do you have priority needs from Sector A?

➤ Post Assessment Question

Are your priority needs from Sector A?

Self Learning / Assessment

2. Transparency / Information sharing

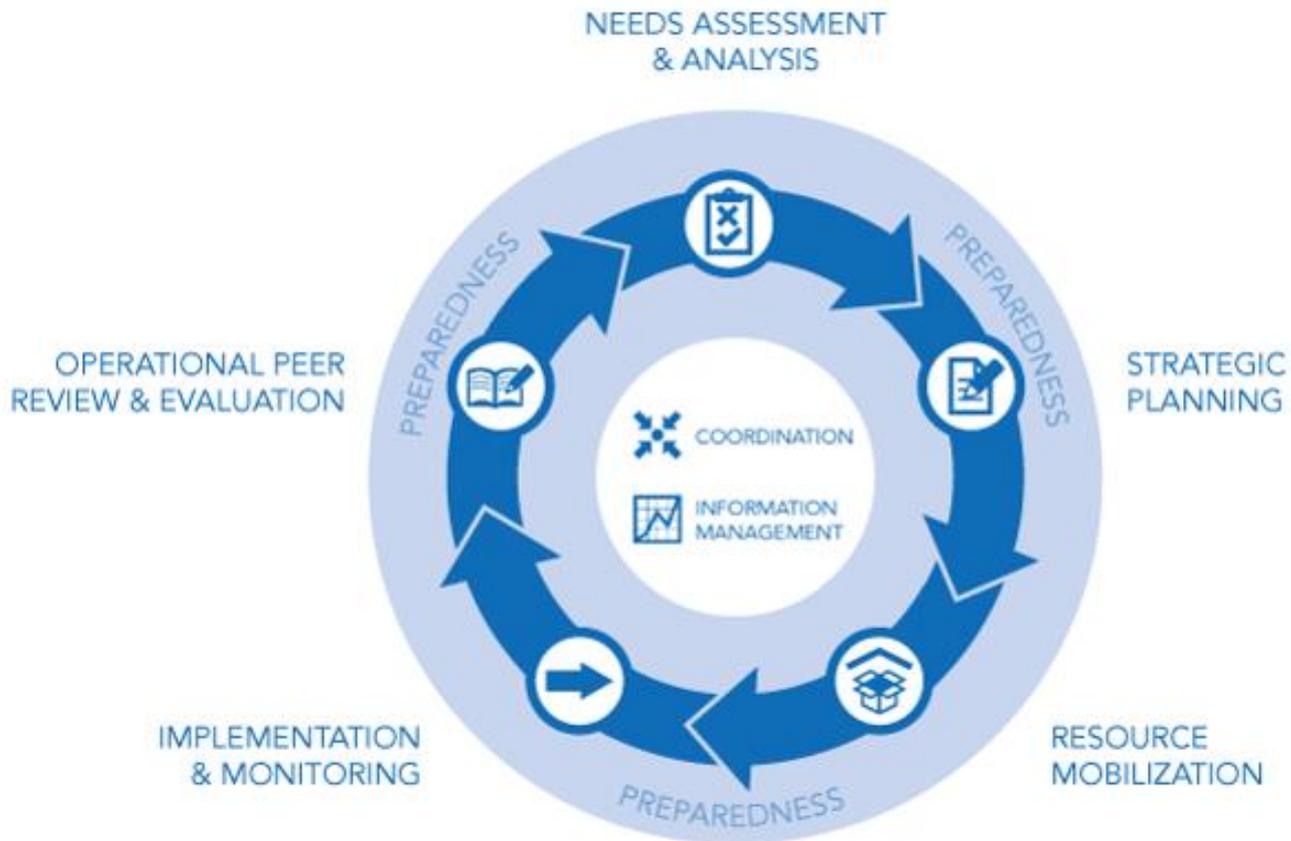
Provide accessible and timely information to affected populations on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organisation and its affected populations over information provision.

	1	2	3	4
2.1.1. There is an organisation policy or equivalent guiding the practice of information provision and communication with affected communities				
2.2.1. Information is routinely provided on an appropriately updated basis to the communities the organisation seeks to assist by both the organisation and its partners				
2.2.1. The organisation routinely engages in a two-way dialogue with affected communities, even during crisis responses, including to determine what kind of information they require and in what formats				
2.2.3. Information is routinely provided on: <ul style="list-style-type: none">• The humanitarian agency, its accountability commitments, code of conduct, complaints procedure and relevant contact details• Projects, including goals and objectives, expected results, timeframe, summary of finances and evaluation/ progress reports				

Advocacy Agenda

- Sector to include indicators of communications with communities, feedback and participation in sector performance survey

Application to Humanitarian Program Cycle



Impact of AAP Field Application

- Timeliness of response
- Knowledge on programmatic issues that may fall in the crack
- Community empowerment through systematic information cycle back to them
- Overall transparency in Sector programming

Next Steps....Questions?

For Communications with Communities, Designing Feedback Mechanisms in any context

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