

How UNHCR fulfills its Accountability to Affected Population (AAP)

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In line with the [Operational Framework for Accountability to Affected Population](#) UNHCR put in place systems and mechanism to fulfill its commitment under the said framework. The following is a summary of actions taken for the response to the Nigeria situation in the Far North of Cameroon where currently 32,621 refugees are living in Minawao camp, near Maroua, a town 70km from the Nigerian border.

Under objective one: System wide learning and establishing means of mainstreaming and verification:

- All Job Descriptions of UNHCR staff contain clear accountability commitments
- All Project Partner Agreements outline accountability commitments

Under objective two: Systematically communicate with affected populations using relevant feedback and communication mechanisms

Under objective five: Ensure that AAP is effectively integrated within systems for project design and planning

Under objectives six and eight: Ensure that AAP is effectively integrated throughout the implementation of programs during project implementation and monitoring

Under objective seven: Ensure that AAP is effectively integrated in distribution programs

- UNHCR's Protection and Solutions Strategy is based on participatory assessments during which communities identify priorities for interventions as well as community capacities to address problems identified
- Camp committees who are involved in managing daily activities for refugees in the camp are in place based on an age, gender, diversity approach (e.g. women committee etc.)
- Weekly meetings are held with representatives of all blocs in the camps to discuss challenges and solutions and provide feedback to service providers
- Relais communautaires* (outreach networks) are in place to foster community volunteer work and empowerment of women and youth in particular
- ToRs of all the refugee committees have been elaborated with the community
- Government Line Ministries chair with UNHCR coordination meetings and contribute to security and service provision through staffing and equipment
- Assessment findings are shared publicly and discussed with the community; after each food distribution an evaluation meeting is held with community representatives to capture lessons learned
- UNHCR put in place outreach activities for refugees outside camps using modern technologies such as mobile networks, local radio stations; the communication strategy is jointly elaborated with communities to ensure contextualization to the local context
- A calendar with main activities and distributions planned is displayed publicly throughout the camp

Under objective three: Ensure that AAP is effectively integrated within for planning needs assessments and response

- UNHCR trained all its staff and partners staff working in the refugee response on AAP
- Partners working for the refugee response are selected based on their community-based approach and their knowledge of local customs/cultures
- UNHCR staff and partners working in the camp speak for the majority English, French and a local language such as Hausa

Under objective four: Ensure that AAP is effectively integrated within needs assessments methodology, including joint needs assessments

- All needs assessments carried out for the refugee response are based on UNHCR's "Participatory Assessment in Operations" Tool
- An assessment registry for all assessments is done and shared with partners to avoid overlap and duplication
- Information and communication needs are included in needs assessments
- A space for confidential discussions and counselling session exist in the camp