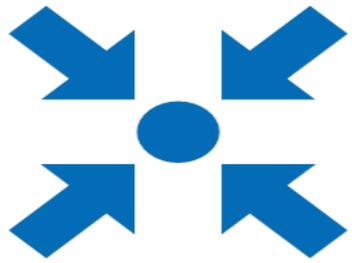


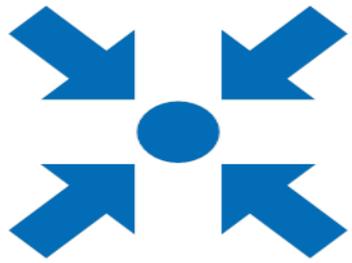


**Inter Agency Meeting –8 April 2016**



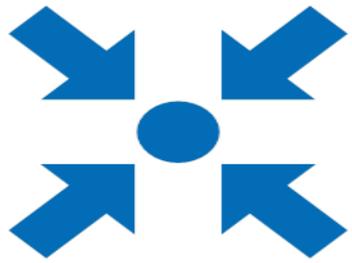
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- Protection update
- Accountability to Affected Populations
  - World Vision
  - Solidarités International
  - Acted
  - ACF
- Service mapping in field locations – Tripoli example
- AOB



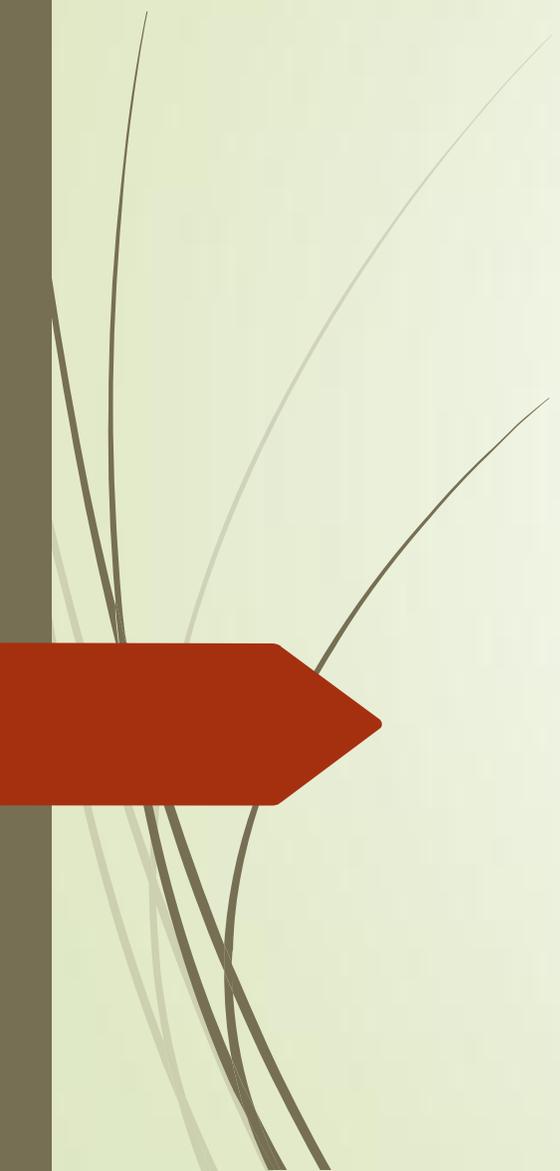
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# World Vision Lebanon Humanitarian Accountability

Accountability to Affected Populations

8<sup>th</sup> April 2016

# Program Accountability Framework

- **Providing Information** : World Vision commits to ensuring that relevant program information is made available and intentionally provided to communities in a timely, accessible and accurate manner.
- **Consulting with Communities** : We are committed to the principle of informed consent and ensuring that communities are aware of, understand and agree with key decisions relating to our intervention.
- **Promoting Participation** :We are devoted to purposely empowering communities and building their capacity to participate in all
- **Collecting and Acting on Feedback and Complaints** :We undertake to implement community feedback and complaints procedures that are accessible, safe and effective.

# Channels



1-Helplines



2-ITS Committees



3-HH visit



4-Partner Referral



5-Colleague Referral



6-Suggestion box at Help



7-Children activity

## Centralized Data base

Accountability officers filter from central data base their relative area/sector complaints

### Most Frequent complaints

- a. Delay in water
- b. Water Supplier Issues
- c. Delay in dislodging
- d. Dislodging provider Issues
- e. Delayed WASH items / not distributed
- f. Delayed vouchers / not distributed
- g. Damaged Distributed Item(s)
- h. Staff abusing community/
- i. Diseases j. Shaveesh/Landlord Issues
- k. Toilets Issues
- l. No WASH Intervention

### Most Frequent complaints

- A- Bus drivers
- B-Teachers /animators
- C- Edu/CFS center (location, safety, equipment)
- D-Activities (courses, sessions)
- E-Registration limitations

### Most Frequent Complaints

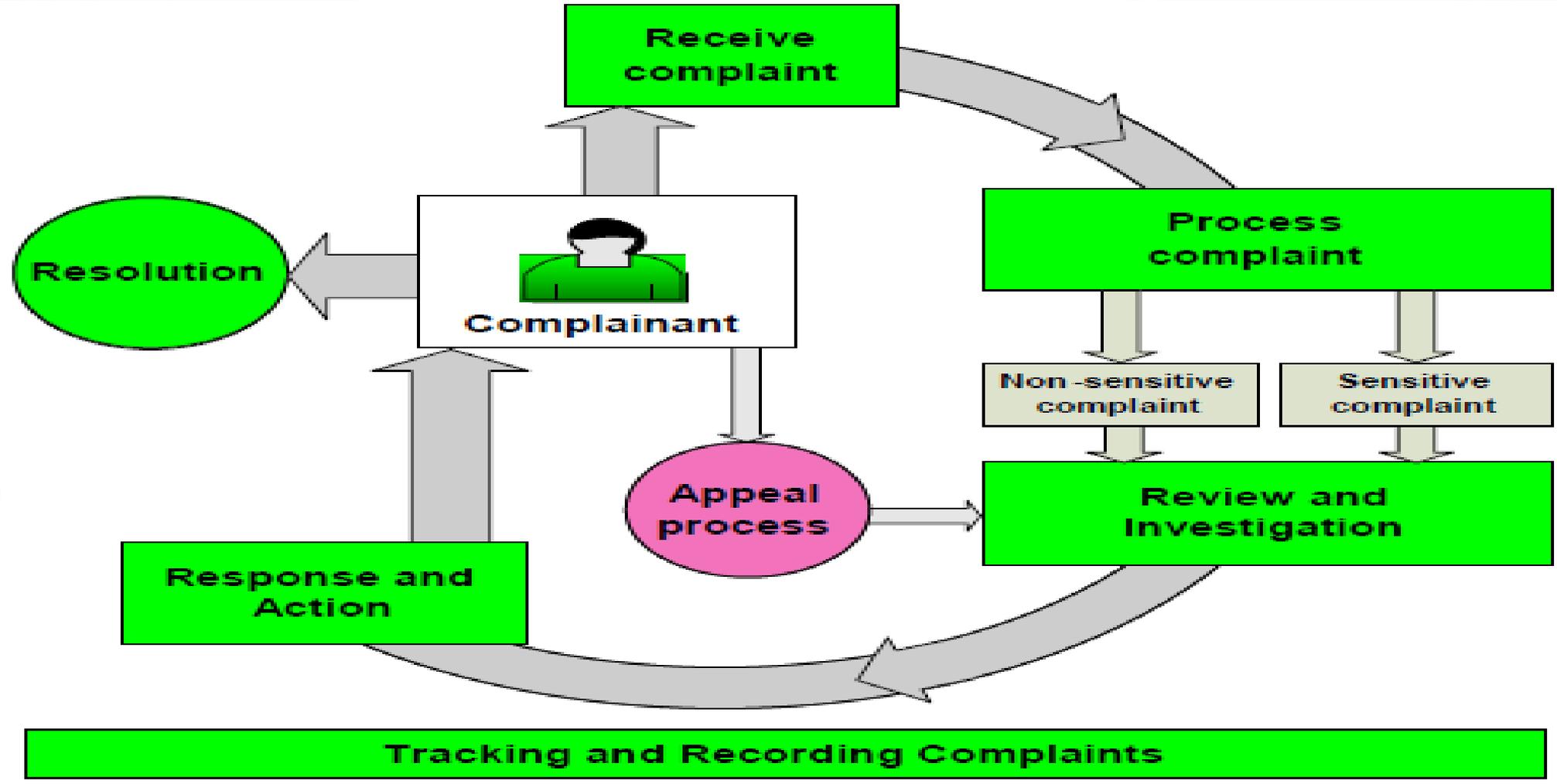
- A-Card not activated
- B-Card not received
- C-Lost card
- D-Switched e-card
- E-Actual amount was not reloaded
- F-Damaged card
- G-Staff abuse at distribution site / shops
- H-Non contracted shops
- I-Contracted shops
- J-Lost pin
- K-Wrong pin

Accountability officer refers on a Weekly basis

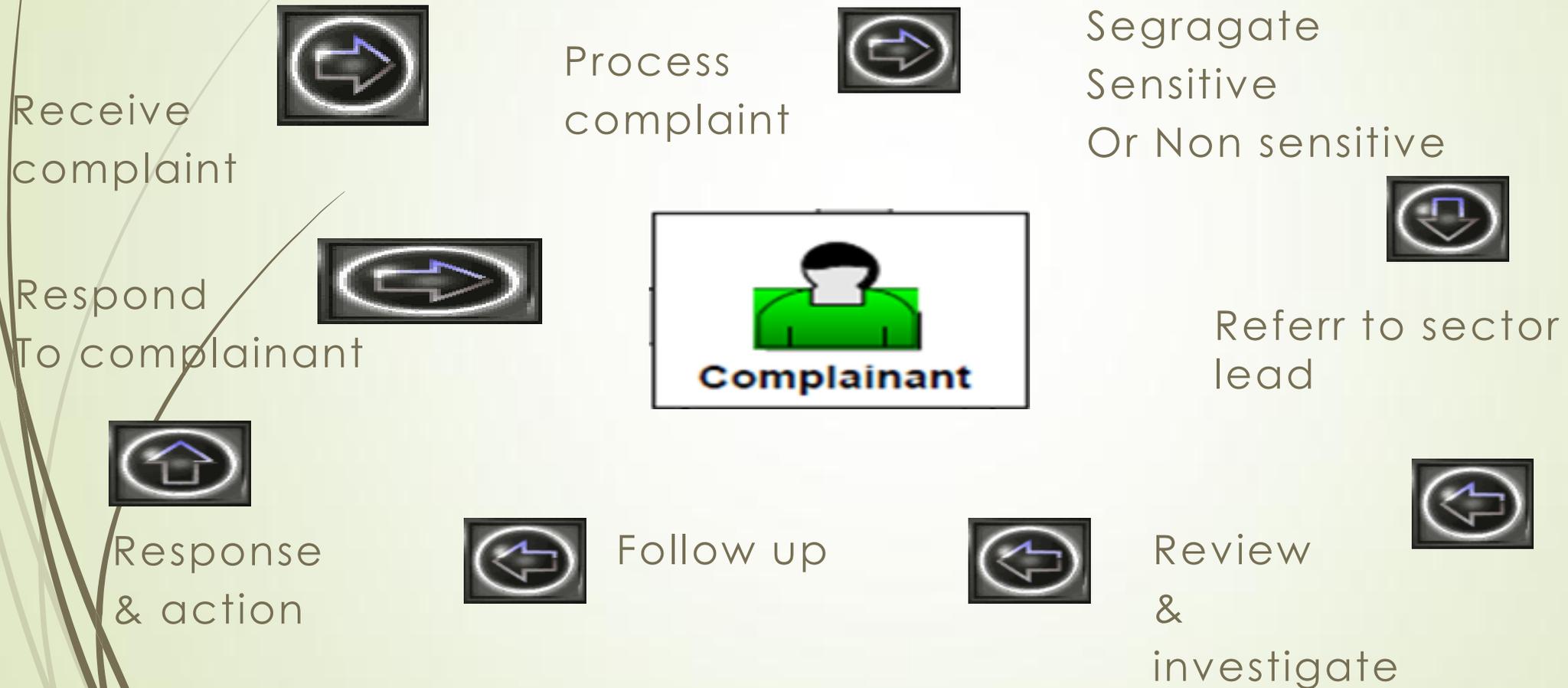
Accountability officer refers on a weekly basis

Accountability officer refers on a **Weekly basis**

# Procedure to handle a complaint



# Complaints flow process



# External CRM Process Flow

## Partner Referral

Complaints are collected through WVL accountability channels , handled with confidentiality and processed to the relevant INGO depending on the nature and type of each complaint.

Urgent and sensitive cases also referred immediately to the relevant INGO

HA Lebanon established with the below INGO a referral collaboration system.



1-InterAgency  
Referral



2-DRC referral  
Mechanism



3-INTERSOS referral  
Collaboration



4-World Food  
Program



5- ICRC / Caritas  
Migrant / others



# Mainstreaming Humanitarian Accountability in all programs

- ▶ Set up sector or grant specific accountability tools and train project staff on them
  - ▶ Established a New automated system “Call Center“ for complaints and feedback handling as well as information provision .
  - ▶ Incorporate humanitarian accountability indicators in all M&E frameworks to be measured on a monthly basis.
- 



# Thank you

Questions ?



**SOLIDARITÉS  
INTERNATIONAL**

**Accountability to Affected Populations in Lebanon**

**Complaints and Response Mechanisms  
Participation**



# Handling complaints and feedbacks

- To provide pathway for target population's concerns to be heard
- To have more transparency between organization and target population
- To address problems and improve programming
- Specificity: joint pathways for complaints, feedback, and referrals

*Entry points:*

- *Hotline (Complaints and Referrals Officer)*
- *Collective Site Management and Coordination (CSMC) Committees*
- *Field staff*



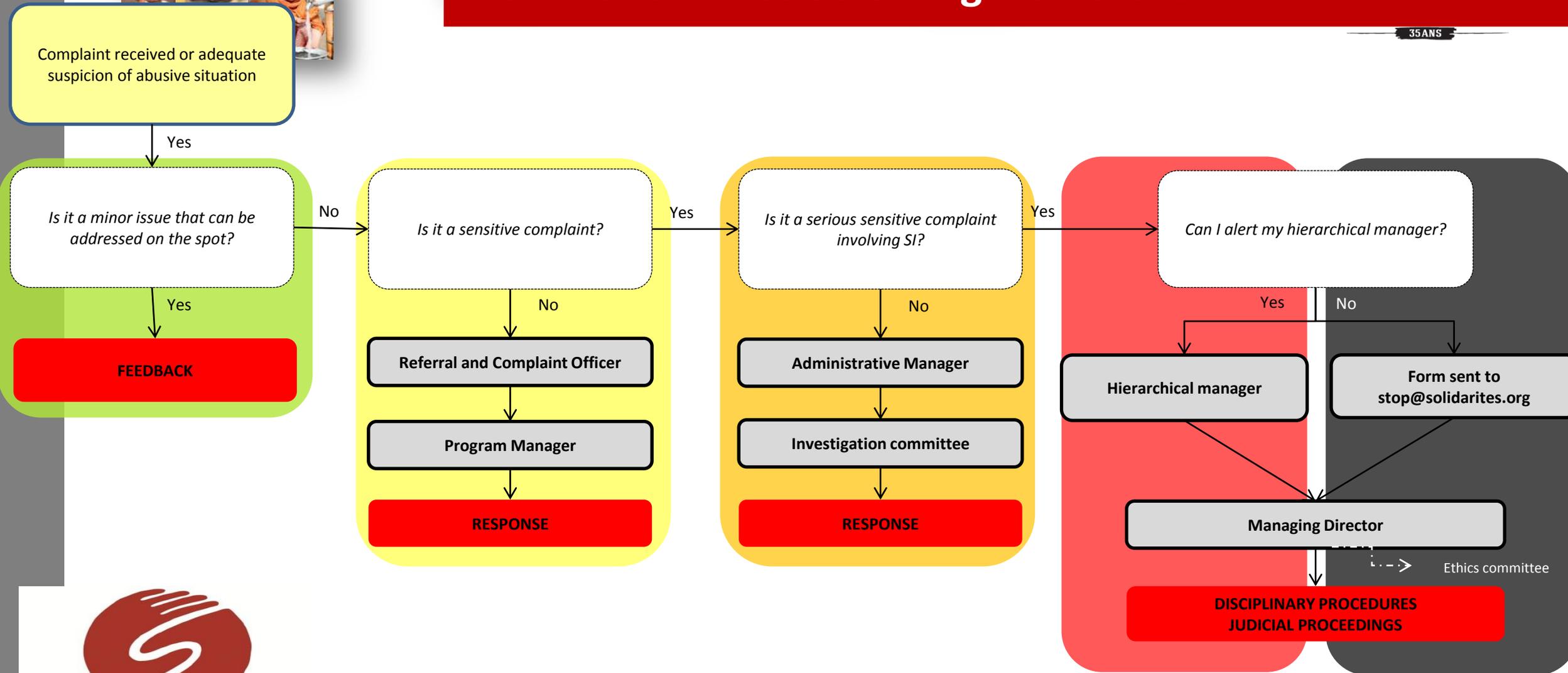
## Types of feedback and complaints received

- **Feedbacks:** Minor comments, or comments not necessarily related to SI's work and objectives
- **Non-sensitive complaints:** Issues related to SI's program implementation, generally received by hotline and routed according to seriousness.
- **Sensitive complaints:** Issues related to fraud/corruption, sexual exploitation and abuse or misconduct

Separate logbook and pathway that ensures discretion and complete privacy/confidentiality of those involved

+ **Referrals:** Internal, incoming and external

# CRM and Whistleblowing Flowchart





## Types of follow up

Feedback	Non-sensitive complaints	Sensitive complaints
Responses usually given immediately (over phone or in person, depending on context)	Sent to relevant program manager, dealt with confidentially	Referred to Administrative Manager (staff issue) or to Field Coordinator (field issue) – <i>option to reach for higher level of authority if necessary (potential link with internal whistle blowing policy)</i>

## Analysis of the mechanism

**Average number of entries per day: 19**

**Good appropriation of entry point (97% satisfied in CSMC KAP survey March 2016)**

### Challenges:

- Current systems do not allow for systematic response tracking (mainly because of the diversity and number of people involved)
- Impact of different site committees is difficult to assess

### Lessons learnt (data from CSMC KAP survey March 2016):

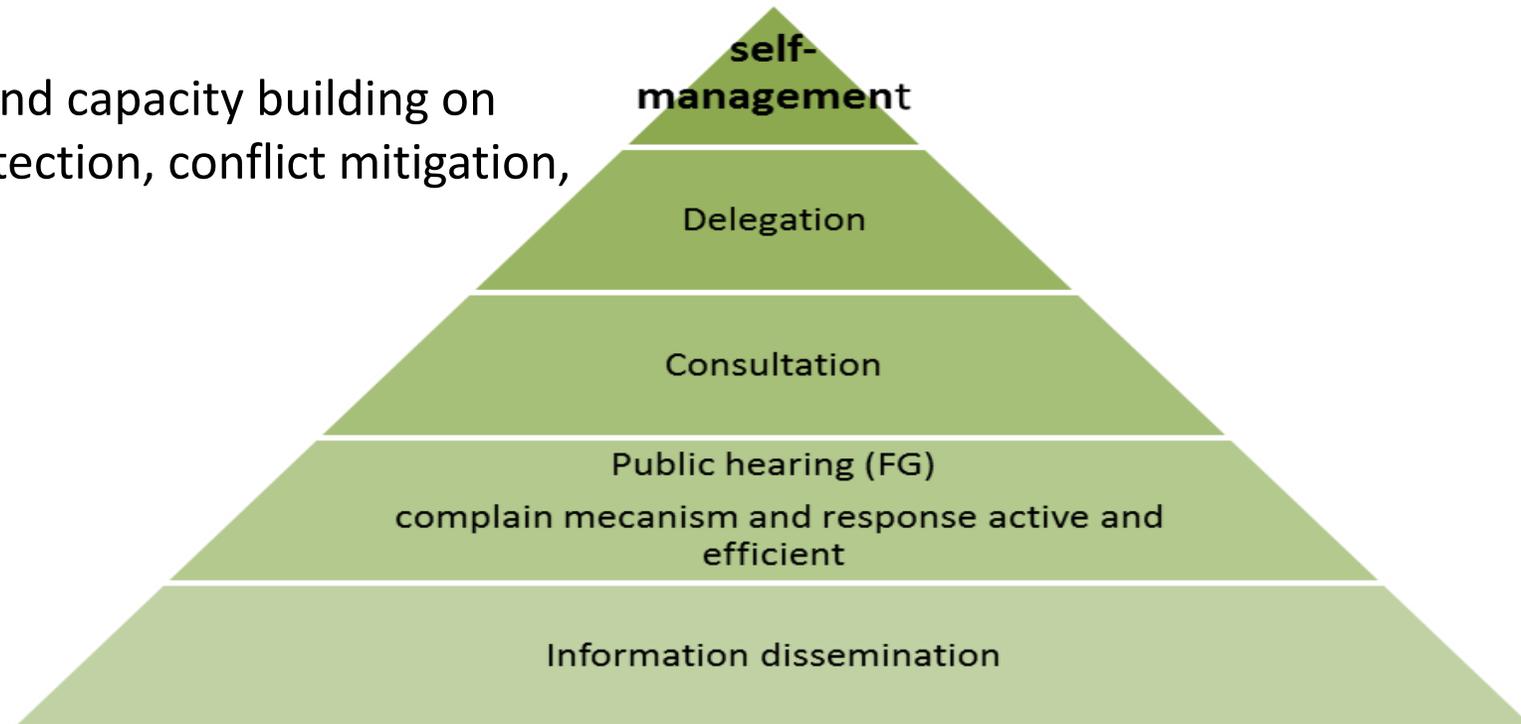
- Design and operationalization of both CRM and referral system were carried out by SI **MEAL department** (cross-cutting) => Led to better mainstreaming of related principles and appropriate construction of data flows and tools
  - However, **all services and top management get involved to enforce responsibilities**
- Hotline good entry point for Syrian refugees (**80% have the hotline number and it remains most used pathway**)
- Efforts in communicating mandate (through CSMC and other front liners) seems to have improved the use of the mechanisms



# Enhancing participations of affected populations through CSMC

Creation of 50 CSMC committees in 2015 in the North

Activity: Information dissemination and capacity building on humanitarian principles and law, protection, conflict mitigation, participatory mapping etc.





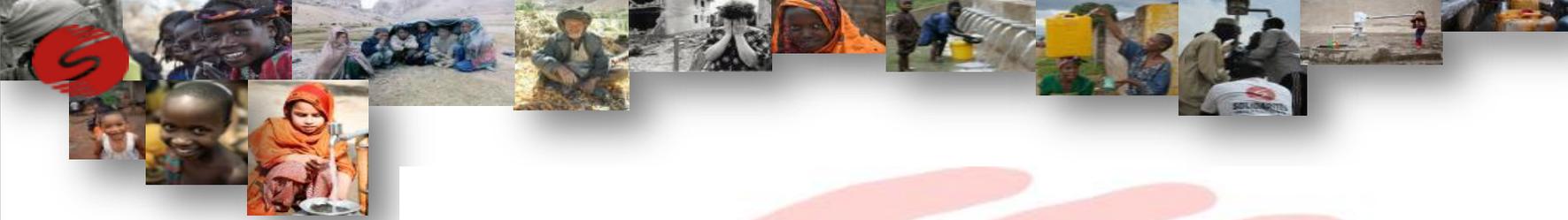
# Enhancing participation of affected populations through CSMC

CSMC has generated key progress in

- Information sharing and empowerment (transparency)
- Active engagement of populations in decision-making (participation)
- SI's understanding of governance mechanism and its capacity to engage with all groups (participation)
- Capacity to handle complaints and feedback – ~50% rely CSMC committee (complaints and feedback)

Other effects:

- Women's empowerment: *"It strengthened us. Before [CSMC] we felt like we could not do anything. Now, this has empowered us."* – Female Daraya participant
- Autonomy: *"We are able to solve our own internal problems now. If someone [from our site] is unable to pay for healthcare and does not receive assistance from agencies, then we can help them pay for healthcare [by pooling money] – up to 400,000 LBP, we can handle it."* – Mqeatea 026 participant



**Thank you**

# ACTED Accountability Systems

8 April 2016



- ACTED was a member of the Humanitarian Accountability Partnership (HAP)
- ACTED's accountability systems follow the 4 pillars:
  - **Transparency:** accessible and timely information to stakeholders
  - **Participation:** enabling key stakeholders to play an active role in decision making processes and activities that affected them.
  - **Complaint & response mechanisms:** Mechanisms for enabling stakeholders to address complaints against its decisions and actions.
  - **Evaluation:** monitoring of progress and results against goals and objectives; feedback to improve program design, and reporting of the results of this process.
- Systems in Place:
  - Hotline (beneficiary and stakeholder)
  - Community forums
  - Zoho
  - Internal complaints database – internal version of RAIS to update on status of assistance
  - Digitalizing the interagency referral form for field use



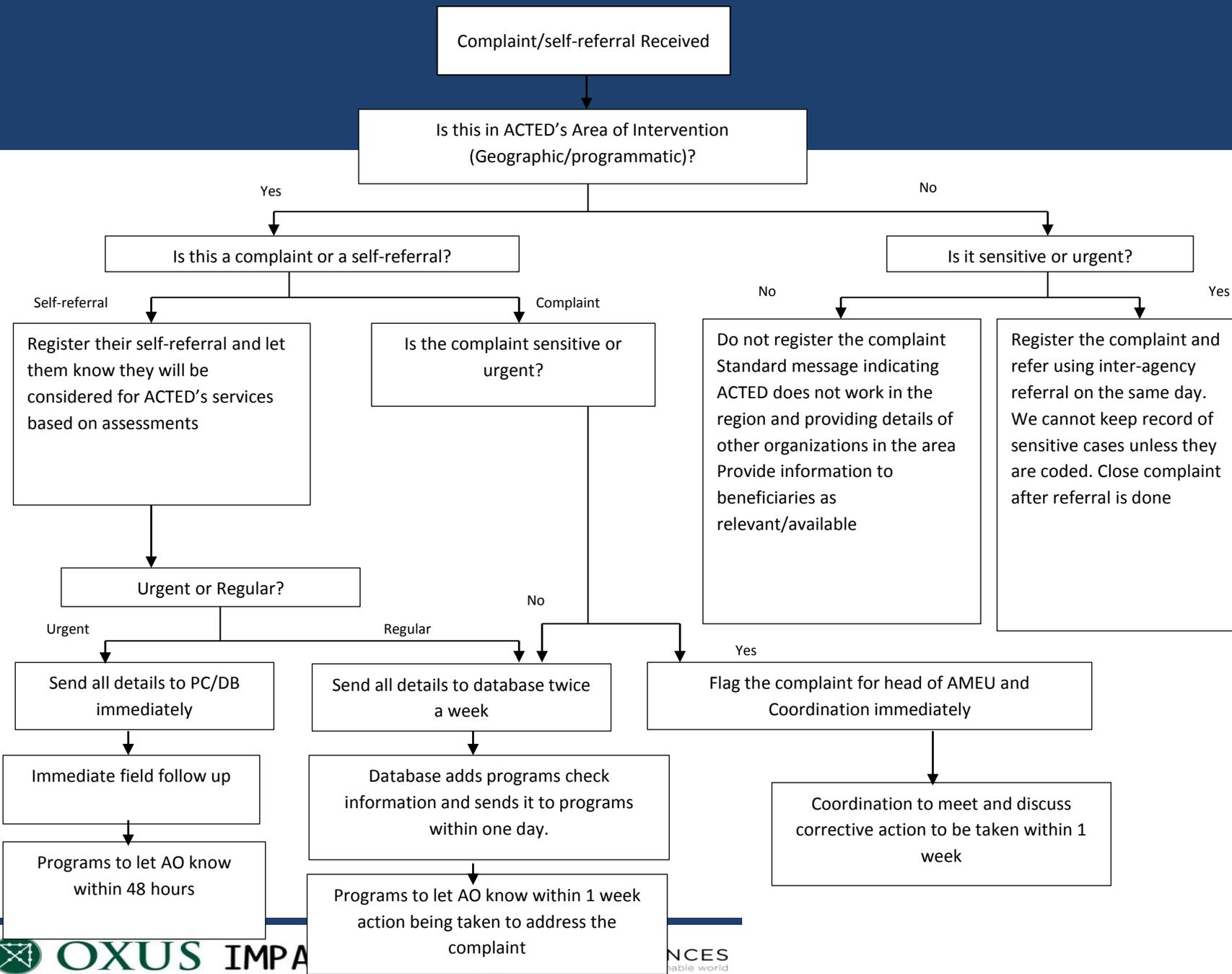
# Complaint & Response Mechanisms

- ACTED's complaint mechanisms consists of 2 dedicated hotlines.
  - First hotline for affected populations
  - Second hotline for local authorities and other key stakeholders (government line department personnel, community representatives, community leaders, NGOs etc)
- Beneficiaries can call the hotline for:
  - Information regarding ACTED as well as other iNGOs services
  - Self-referrals for ACTED's programmes
  - Complaints regarding ACTED's programmes or staff conduct
  - Any urgent or sensitive issues: issues related to SGBV, Child Protection, eviction issues etc
- Complaints can be anonymous if the complainant wishes not to disclose their information



- ACTED actively seeks to disseminate information to beneficiaries on the complaints mechanism - IEC materials are dispersed by all field staff that have the hotline numbers
- ACTED's staff also collect complaints/self-referrals in the field – during implementation of activities, assessments etc
- Hotline managed by a dedicated Accountability Officer, who receives and registers all complaints/self-referrals
- ACTED has developed a systematic process for data flow, to ensure complaints are responded to in a timely, sensitive and accurate manner





# Digitization and Data Management

- Complaints redressal time consuming and human resource intensive – requires individual follow up with every beneficiary complaint
- ACTED is piloting a new platform that integrates ODK for interagency referral form for field use
- All field officers provided with a digital form with standardized questions when they are approached by a beneficiary with a complaint/self-referral
- Filled forms are directly uploaded to ACTED's online platform
- Accountability officer validates and updates this information into the internal ACTED database (LEADS)
- Complaints/self-referrals are automatically flagged for different project managers within ACTED for addressing them/assessing if a beneficiary is eligible for support or not
- LCC beneficiary complaints also integrated into the inter-LCC complaint management system, Zoho for interagency follow up



# Neighborhood Community Forums

ACTED's programming is largely based around targeting **geographically restricted and highly vulnerable urban neighborhoods**

In target neighborhoods, ACTED holds monthly **community forums** which aim to :

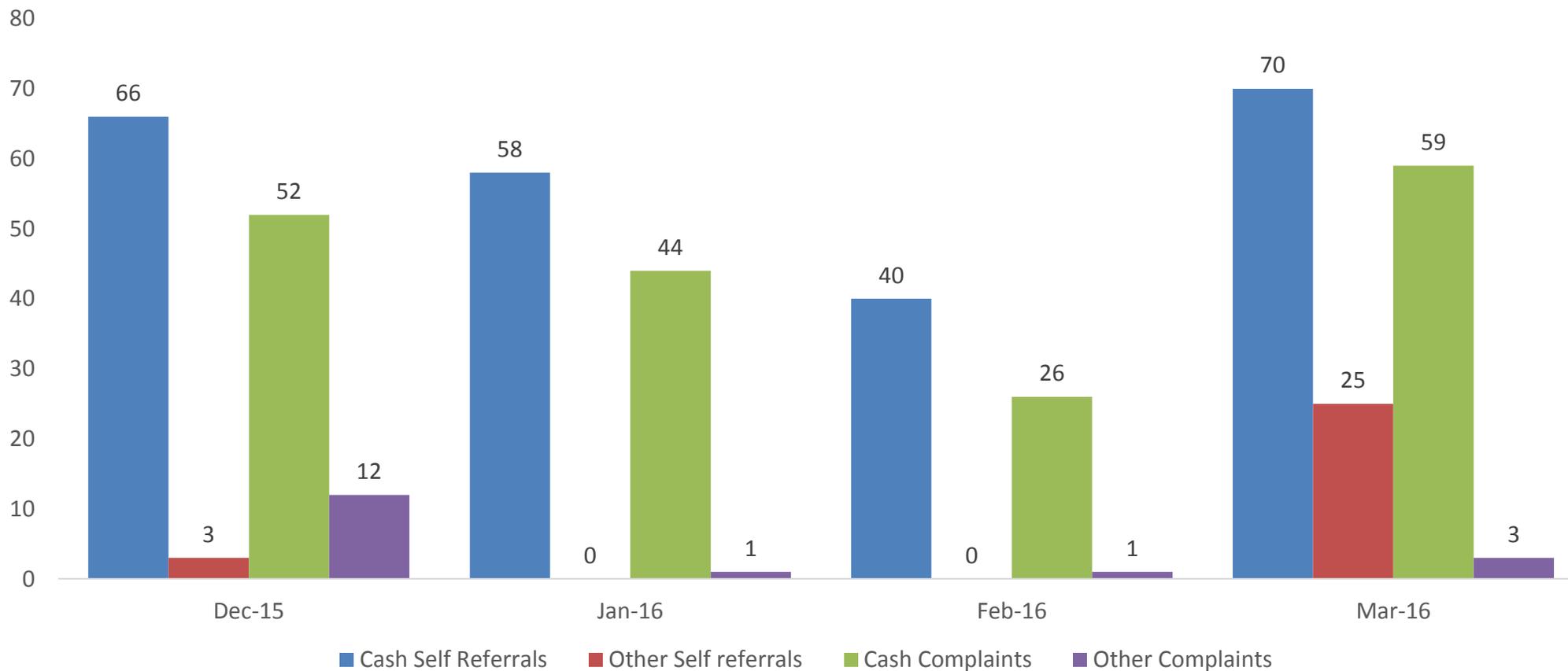
- Bring together all **service providers** targeting the area (private, public, NGO/CSO)
- Present **key information** through interactive campaigns
- **Bring together all residents** from different demographic group

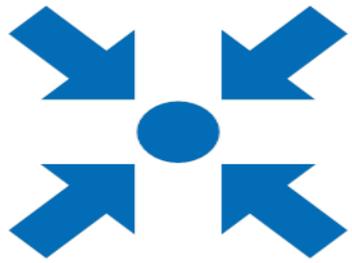
The aim is to promote:

- **Dialogue** (within community residents and with service providers)
- **Accountability** of service providers for quality of service delivery
- **Awareness** of available services and improve capacity to identify issues and refer to an adapted solutions
- **Advocacy** through identification and documentation of common issues raised during forums



## Complaints/Self-Referrals Received by ACTED





# AGENDA

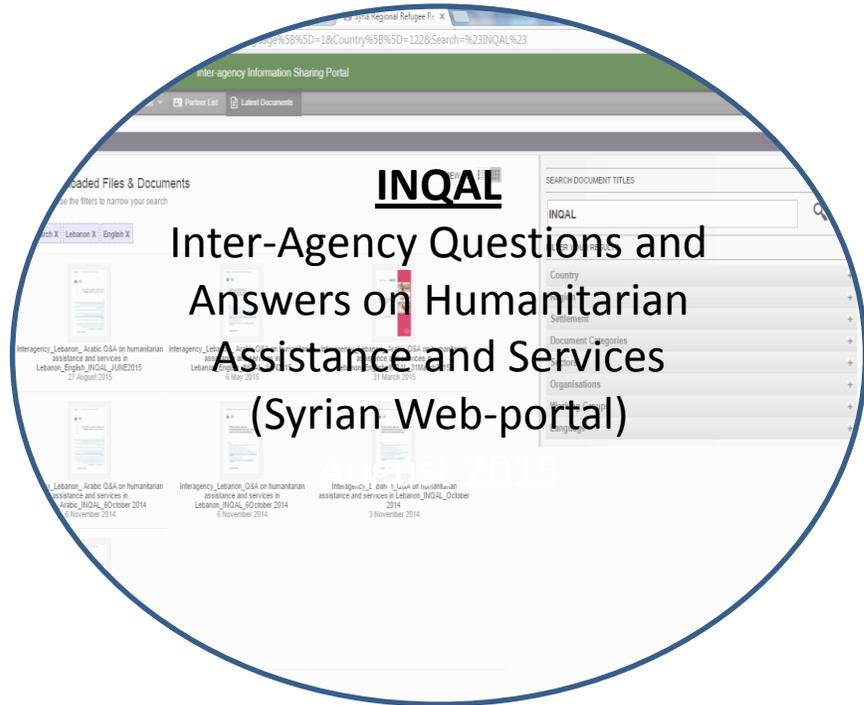
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# INTERSECTOR SERVICE MAPPING

## North Sub-Office

# INFORMATION ON SERVICES: WHAT IS OUT THERE?



## SECTOR INFORMATION



Pcodes, ActivityInfo Guides, Location Data

## WHERE TO START: WHAT IS OUT THERE?

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- UNHCR FUNDED FACILITIES – PARTNERS MAPPING
  - Schools, PHC, SHC, MMU, IAMP, SDC, CDC, Most Vulnerable Cadasters
- Various spreadsheets – Protection sends out information on referrals and services.
- Group Mapping and CSMC groups.
- IRC collected information on support provided by organisations.
- Sector 3Ws – Health, Shelter, WASH, Education, Protection
- Spongbase Visualisation is already available. (Could we move there eventually?)
  
- Use ActivityInfo as means of capturing various excel sheets into one place?
  - Sectors should contribute.
  - Information that needs to be captured can be standardised.
  - Easily exported to excel spreadsheets for further dissemination.
  - Can be mapped, since activity has to have a location.
  - *All information currently in excel sheets have to be moved over into ActivityInfo.*
  
- Provide a snapshot every third month using Google Earth.

# INFORMATION UNDERPINS INTER-SECTOR DISCUSSION?

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THANK YOU.