

## Yemen 2017 YHRP Accountability Framework

### Objective

To support Clusters, agencies and organizations attain and monitor collective commitments to accountability to affected people and communities.

### Overview

Accountability to affected people (AAP) is an active commitment of humanitarian workers to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist. It is the responsibility of each humanitarian agency to engage communities and be accountable to the population it serves.

This framework operationalizes accountability through community engagement, particularly information provision, participation and feedback components. The framework provides different options for humanitarian organizations to adhere to in their work.<sup>1</sup>

*AAP and Protection are complementary and mutually reinforcing...AAP helps to improve protection outcomes, as it promotes inclusive, equitable and meaningful access to decision-making, programming and services.*

While the text targets projects, the Cluster role is to ensure that the Cluster partners are operationalizing accountability throughout the HPC. The Cluster supports projects to achieve/maintain the highest level in the framework, with support from the common services of the Community Engagement Working group and the Assessment/Monitoring Working Group.

### Role of the Community Engagement Working Group

As a common service mechanism, the role of the community engagement working group is to:

- Provide trainings on conflict sensitivity and how to appropriately respond to feedback/complaints;
- Monitor community perceptions of response and identify preferred communication channels and feedback key messages to communities;
- Support feedback/complaints mechanisms and PSEA complaint mechanisms.

### How to Use the Framework

1. Define the 2017 baseline by categorizing the current level for each component and write a comment as to why;
2. Define the 2017 target level for each component;
3. Outline key actions to reach the 2017 target.<sup>2</sup>

### Reporting and Monitoring

Clusters will report on this framework as part of the quarterly periodic monitoring report. Using the Cluster self-reporting tool (annex 1), Clusters will rate the performance of the HRP projects and provide examples to support the self-rating. If a component does not reach level 3, Clusters will be asked to detail the challenges encountered, proposed actions to reach level 3 and identify areas of support.

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<sup>1</sup> The Child Protection Sub-Cluster AAP framework used in 2016 informed the development of this framework.

<sup>2</sup> The document, *Suggested Actions for cluster coordination groups to strengthen accountability to Affected Populations and Protection in the Humanitarian Programme Cycle*, is a useful reference to identify actions.

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Component	Level 0	Level 1	Level 2	Level 3
<b>Provide information to the public</b>	<p>Project overview is available and provides basic information about the project, including objectives and target population.</p> <p>Project staff provides information on the project verbally and/or informally.</p>	<p>Basic project information is provided publically.</p> <p>This includes objectives and planned activities, targeting criteria of beneficiaries in English and Arabic.</p>	<p>Regular project updates (progress monitoring) are provided publically, using the communities' preferred communication methods.</p> <p>Messages are tailored for people with specific needs.</p> <p>Messages include how to provide feedback/complaints.</p>	<p>Regular project updates are provided publically and readily available to affected communities ensuring that all have access to information.</p> <p>Messages include how projects have addressed feedback and complaints received, as well as monitoring results.</p> <p>The project checks whether the information provided is relevant and understood by local population.</p>
<b>Involve community in decision making</b>	<p>Affected communities are informed of the planning process.</p>	<p>Project supports existing capacities of affected population and addresses identified gaps in capacities</p>	<p>Project has been validated with community members.</p>	<p>Community members are involved in design and monitoring/evaluation mechanisms.</p>

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Component	Level 0	Level 1	Level 2	Level 3
<b>Learn from feedback and complaints</b>	<p>Project encourages feedback from affected people, informally.</p> <p>Project collects this information through informal exchanges during implementation.</p> <p>Project provides regular report to Cluster coordinator(s).</p>	<p>Project ensures that there are moments to hear feedback/complaints.</p> <p>All feedback/complaints receive a formal response.</p> <p>Compilation of Feedback/complaints are shared with the CE WG using standard reporting format.</p>	<p>Project actively seeks feedback and outlines a formal mechanism to hear and address feedback/complaints, including how the mechanism is safe, easy and accessible to affected people and how feedback/complaints are taken into account.</p> <p>All feedback/complaints are documented and regularly collated using most preferred communication mechanism.</p> <p>The degree of satisfaction of the population is taken into account.</p>	<p>Formal feedback mechanism is developed with local population.</p> <p>The degree of satisfaction of the population is taken into account using the official CE micro-survey questions.</p>
<b>Staff attitudes and behaviours</b>	<p>Staff is aware of community engagement and accountability.</p>	<p>All staff is formally trained on conflict sensitivity and prevention of sexual exploitation and abuse</p>	<p>All project staff is formally trained on how to collect and report feedback/complaints.</p>	<p>All staff actively promotes dialogue and relationships of mutual respect.</p>
<b>Use information from project learning<sup>3</sup></b>	<p>Reports are available upon request</p>	<p>Reports are publically available.</p>	<p>Findings from reports are actively shared back to community in Arabic/English.</p>	<p>Project includes formal learning sessions to review progress towards established results.</p> <p>Project designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities.</p>

<sup>3</sup> Includes monitoring, evaluations and reviews.

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Component	Level 0	Level 1	Level 2	Level 3
<p><b>Assessments</b></p>	<p>Online assessment registry is consulted before any assessment is planned.</p> <p>Clusters and AM WG are informed of all planned assessments.</p>	<p>Assessment includes Clusters' needs indicators/HNO severity indicators.</p> <p>Report is shared with the Cluster and AM WG and includes indicators.</p> <p>Multi-Cluster assessments are conducted 6 months apart (unless sudden change in the situation).</p>	<p>Assessment report documents how Yemen assessment standards were addressed in the implementation of the assessment.</p>	<p>Project includes formal learning sessions to review progress towards established results.</p> <p>Programme designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities.</p>

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### Annex 1: Self Reporting Tool – 2017 Cluster Baseline

Cluster				Date Completed	
<b>2017 Baseline</b>					
Component	2017 Baseline Level	2017 Target Level	2017 Actions	Comments	
<b>Provide information to the public</b>	<i>&lt;write the current level according to the framework and write why the cluster is giving the score&gt;</i>	<i>&lt;write the 2017 target level according to the framework above&gt;</i>	<i>&lt;outline activities to reach the 2017 target level&gt;</i>	<i>&lt;write any comments regarding risks, possible constraints and potential support&gt;</i>	
<b>Involve community in decision making</b>					
<b>Learn from feedback and complaints</b>					
<b>Staff attitudes and behaviours</b>					
<b>Use information from project learning<sup>4</sup></b>					
<b>Assessments</b>					

<sup>4</sup> Includes monitoring, evaluations and reviews.