

# Presentation on Community Engagement/Accountability to Affected Populations WG

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# Definition (AAP)

Accountability to affected people is an active commitment to use power responsibly by **taking account of**, **giving account to**, and **being held to account by** the people humanitarian organisations seek to assist.

Ensuring that communities are **meaningfully and continuously** involved in decisions that directly impact their lives.

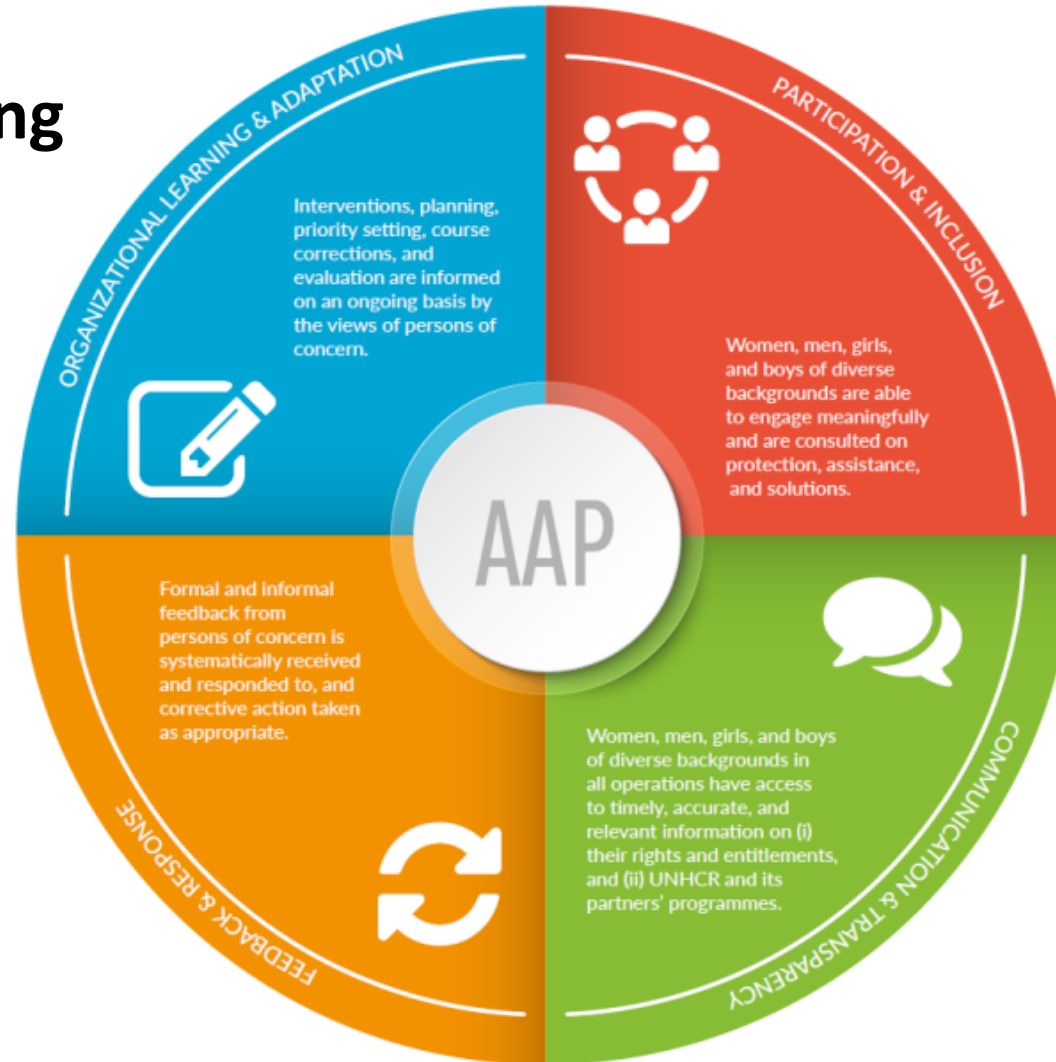




# AAP Core Actions

**Organization Learning and Adaptation**

**Participation and Inclusion**



**Feedback and Response**

**Communication and Transparency**



# Key Objectives

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Advocate, facilitate and strengthen **two-way** communication between **crisis-affected population and humanitarian actors** through accessible, reliable and preferred communications channels.

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Advocate, facilitate and strengthen the establishment of **safe and accessible complaint and feedback mechanisms** that ensure accountability and information flow to address feedback to/from the affected population to inform decision-making at all levels.

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Strengthen coordination to enhance **accountability at an inter-agency level** wherein feedback from affected populations is shared among clusters and other stakeholders including the Government when relevant and used to improve humanitarian response and ensure quality service delivery.





# Key Outcomes

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Affected populations have safe, functional and accessible mechanisms to channel complaints and receive timely feedback from humanitarian agencies.

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Affected populations have access to safe and accessible means to request for information and are provided clear and transparent information to make informed decisions.

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Feedback from affected populations are used to improve humanitarian response and build relevant, timely, efficient, effective and inclusive programming



# Achievements



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More than **40** humanitarian and development organizations engaged with WG activities. WG strategies and implementation plan (2021-2024) are being validated.

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**23** bi-weekly and ad hoc meetings conducted

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**10** organizations presented their CFMs and respective community engagement strategies

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Capacity building on AAP for WG members, Guidance documents shared. Information, Education and Communication materials are shared in a sharepoint holder.

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Completed district level mapping of CFM in 2021 (geographical coverage, type of CFM, strengths and challenges)

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Ongoing information and communication needs assessment targeting the most vulnerable individuals in 2022

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# Information and Communication Needs Assessment

**Objective:** To understand information and communication needs of the most vulnerable individuals (persons with disabilities, older persons at risk, women and girls and youth)

**Key Outcomes:** the results of the assessment guides humanitarian organizations to close identified gaps in safe and accessible communication channels and to identify information that facilitate their informed decision making.







# Assessment Team

16 organizations represented



# Geographical coverage of the assessment



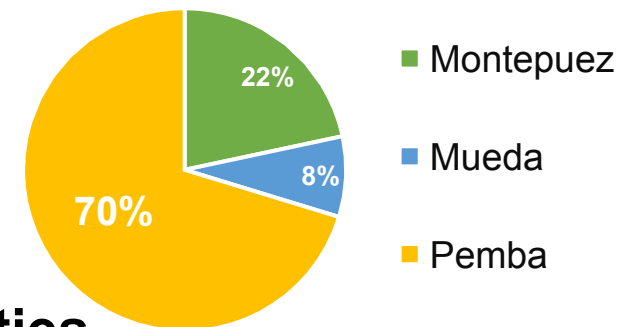
**16 Partners**



**3 Districts**



**12 IDP sites or Host Communities**



**1,837 Respondents**



**30% in IDP sites**

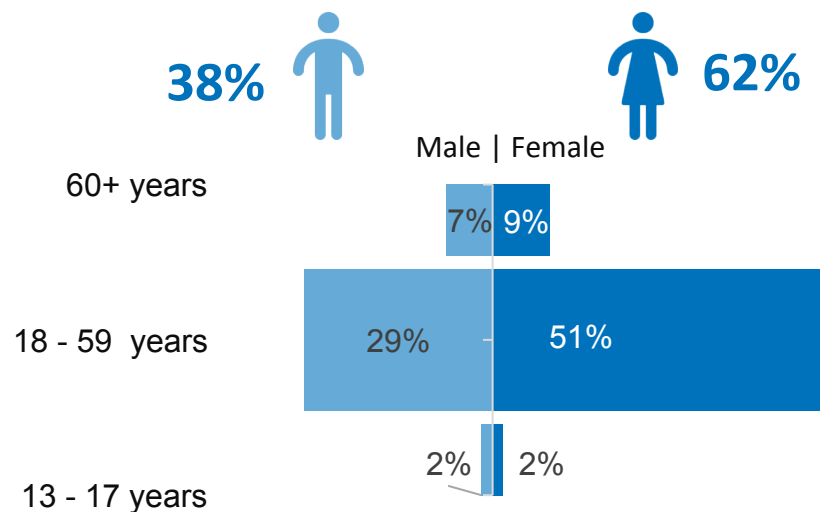
**70% in Host Communities**

District	IDP site / Neighbourhood	Number
Montepuez	Centro de Ntele	235
	Centro de Piloto	
	Mapapulo	9
	Nacaca	2
Mueda	Nicuapa A	152
	Eduardo Mondlane	108
	EPC Namatil	1
	Lianda	39
Pemba	Cariacó	729
	Chuiba	520
	Cimento	2
	Gingone	1
	Josina Machel	39

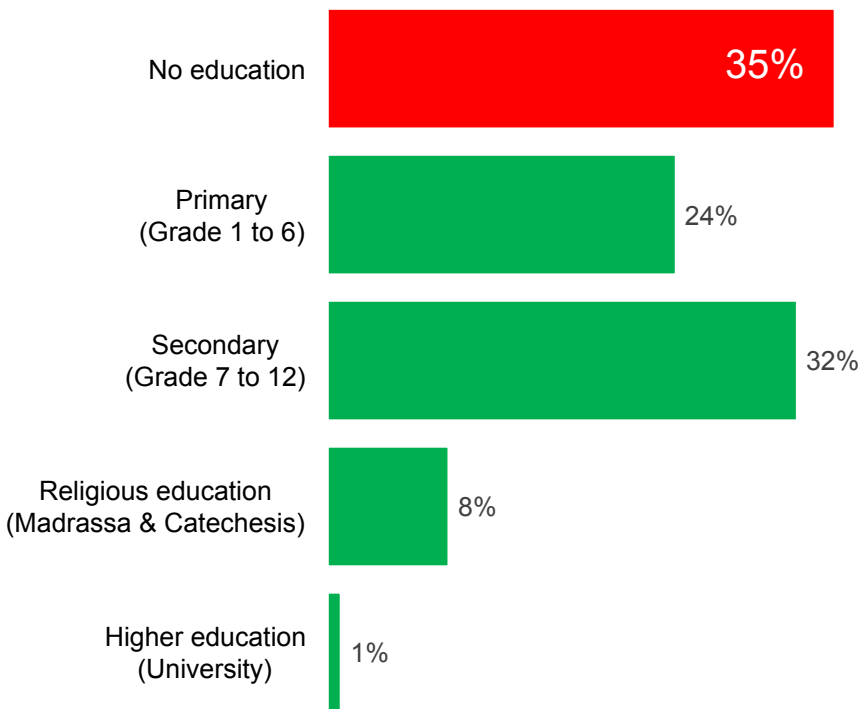


# Demographics of respondents

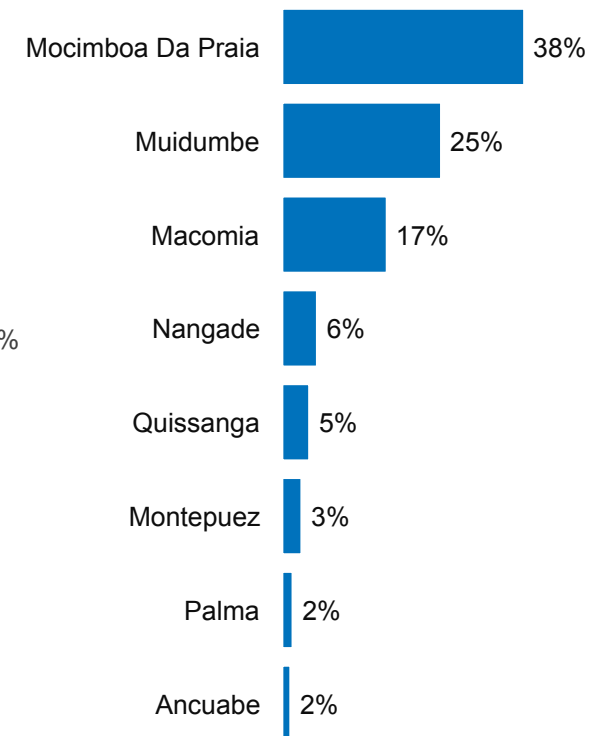
## Age and Gender of Respondents



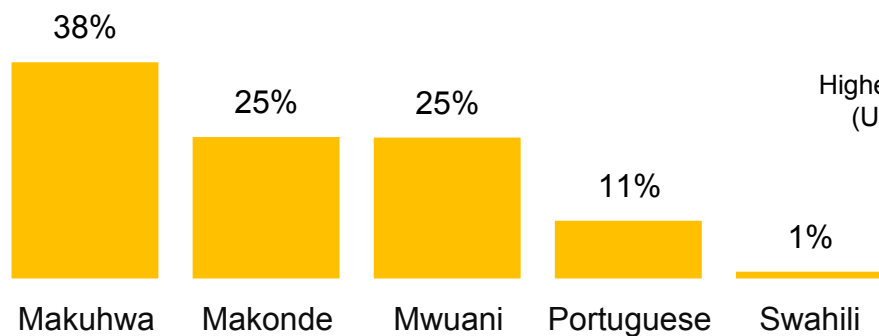
## Level of Education



## District of Origin



## Preferred Language



Literacy: Almost 60% cannot read or write





# Persons With Specific Needs

## Persons With Specific Needs

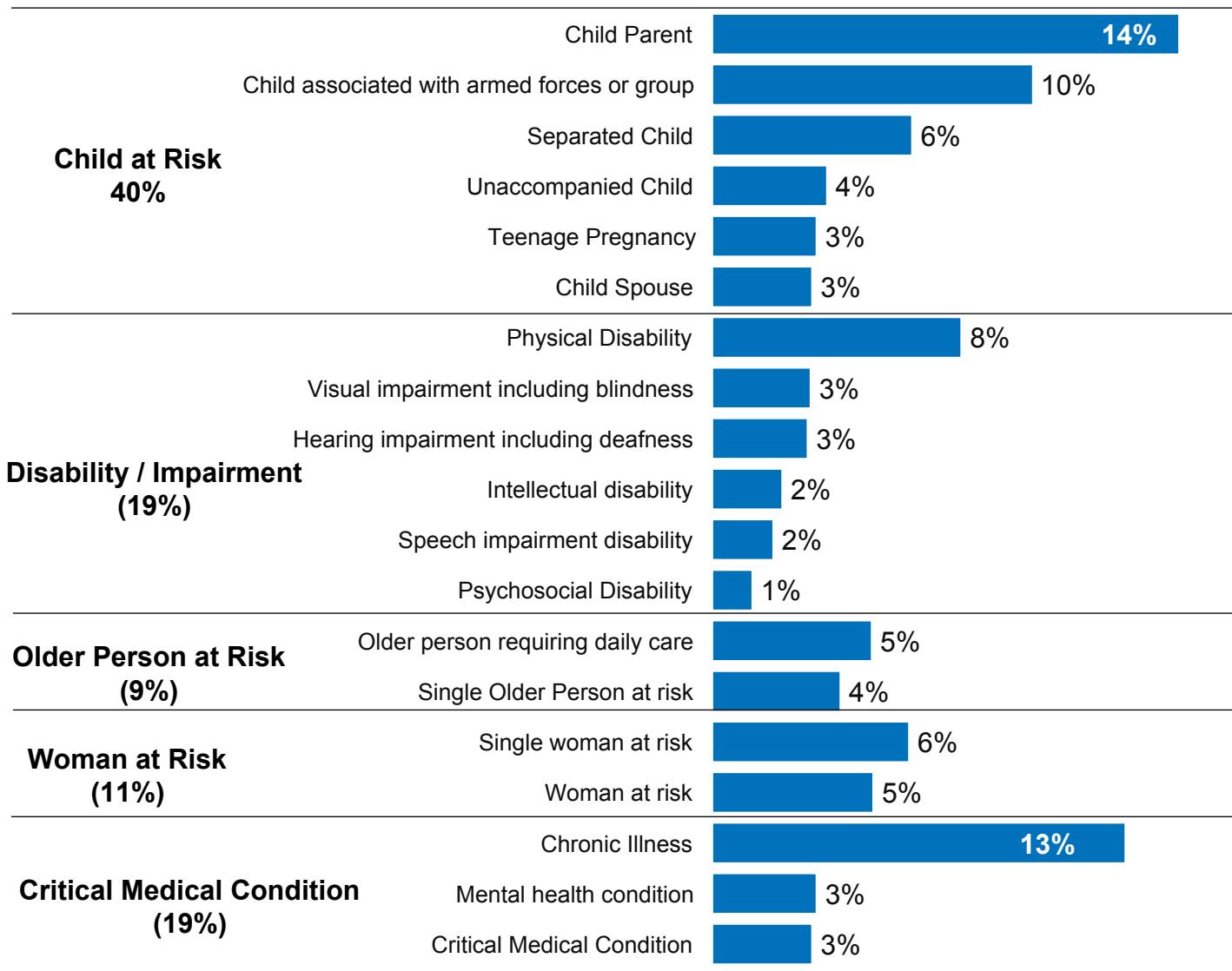
**60%** of respondents reported to have persons with specific needs in their households.

## Disability/Impairment

**92%** of respondents reported to have persons with disability/ Impairment in their households.

### Categories

### Sub-Categories



# Communication and Information Devices



## Access to Mobile Phone

68% have access to mobile phone



## Access to Radio

Less than 20% own a radio or listen to radio

**Only 20% with mobile phone use Social Media**



45%



47%



8%

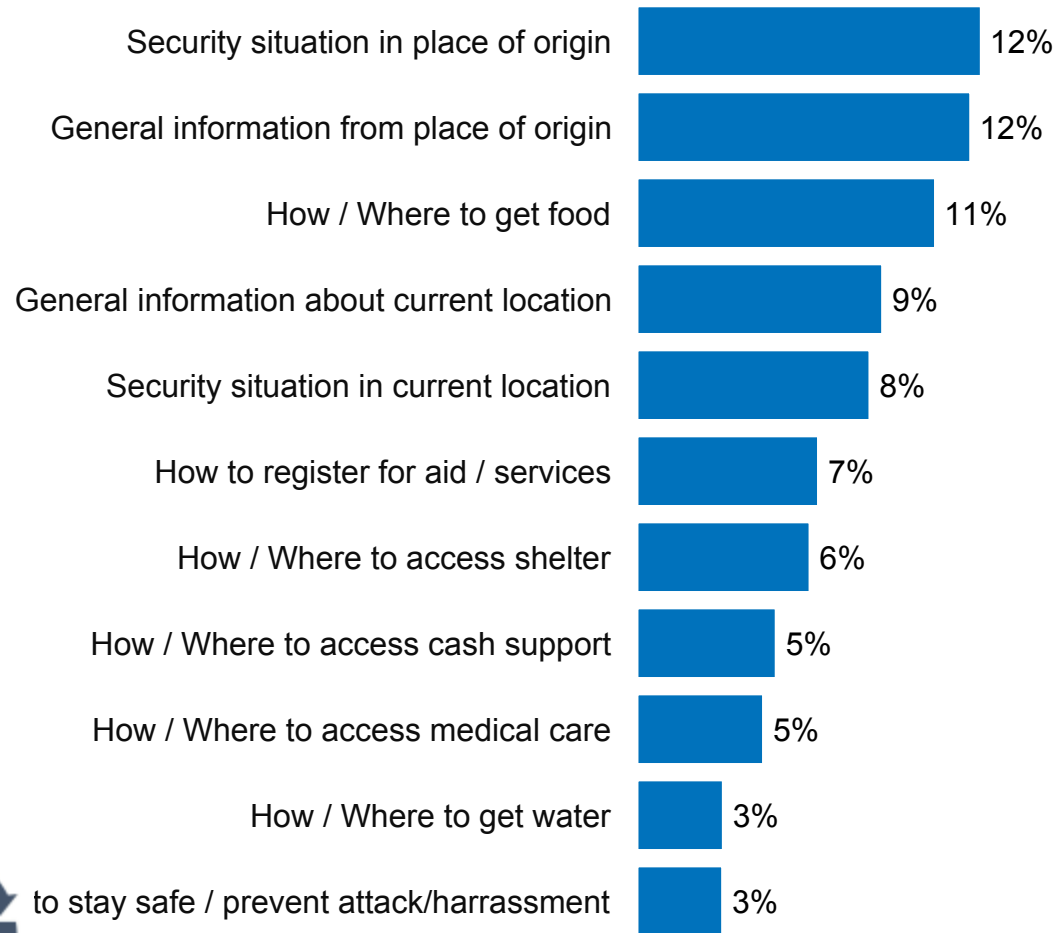
- **With smartphone**

- **At house of a friend or relative**

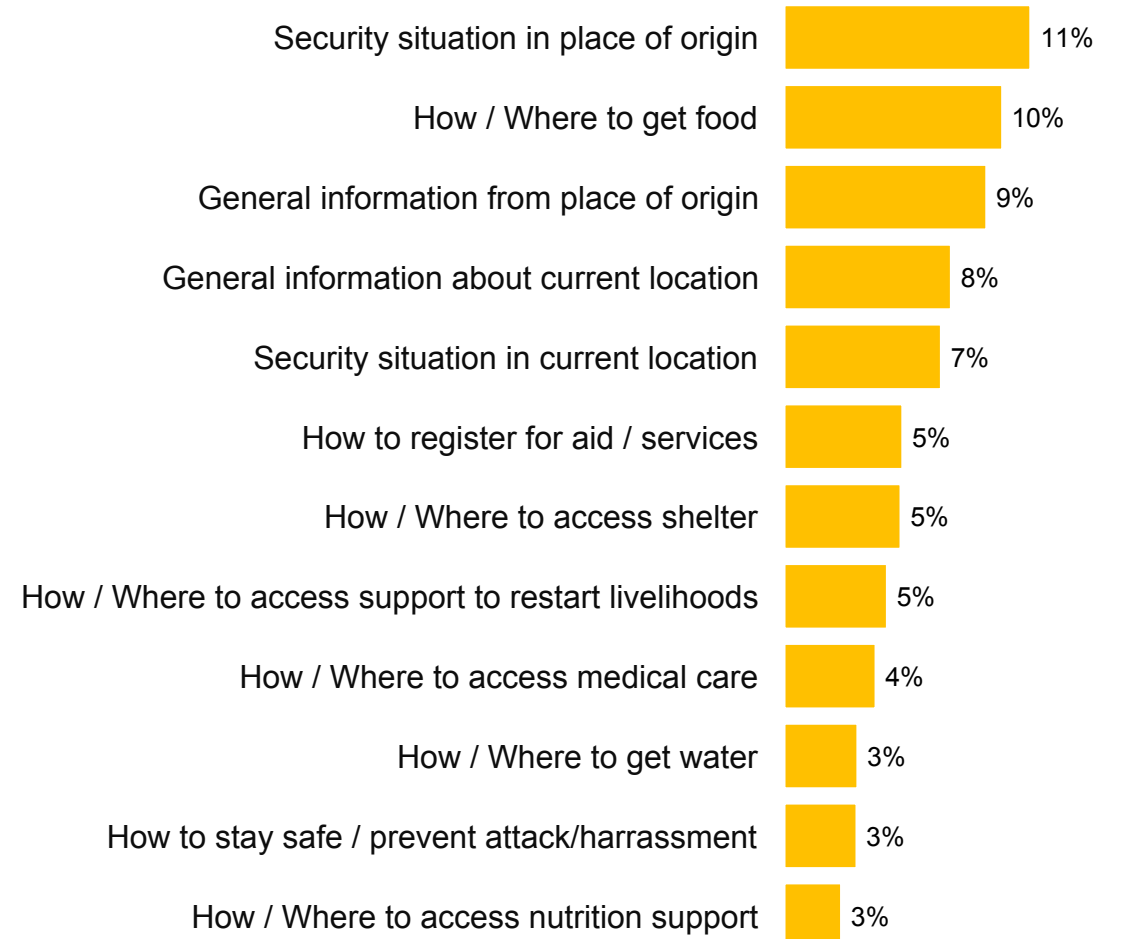


# Accessing Information

## Information Respondents Need, But Currently Unavailable



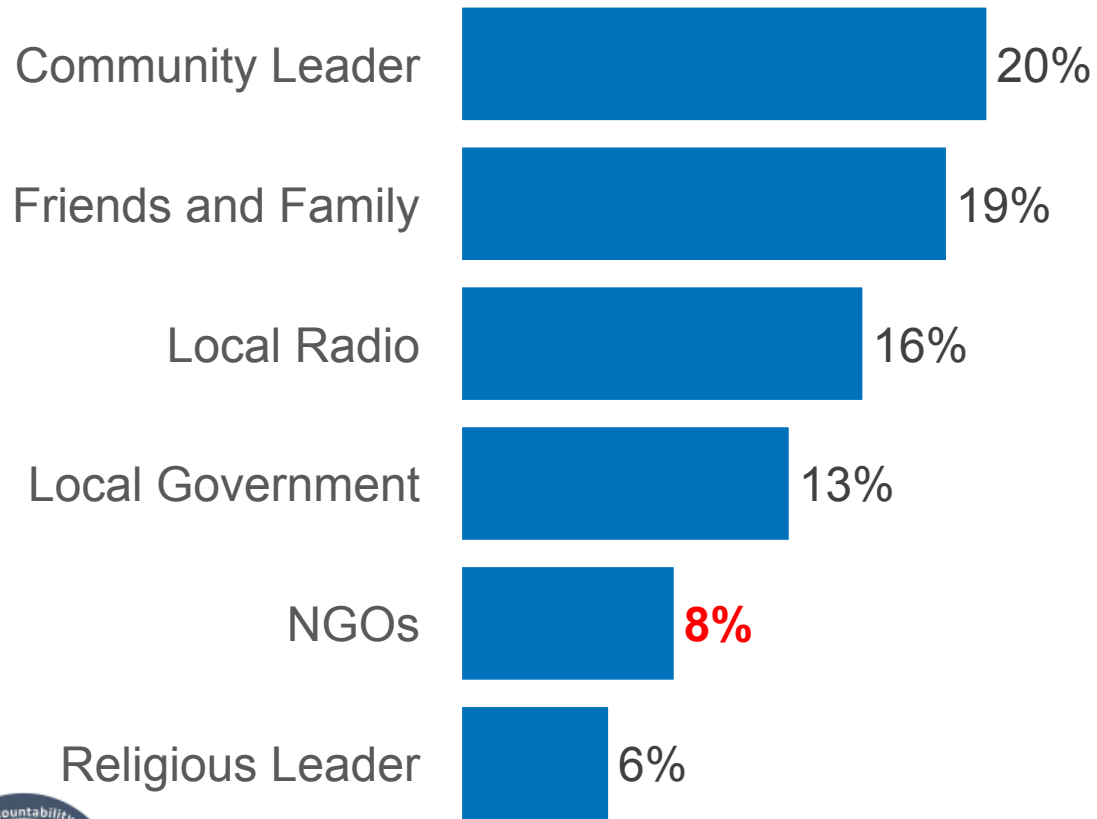
## Information Respondents Need to Make Informed Decisions



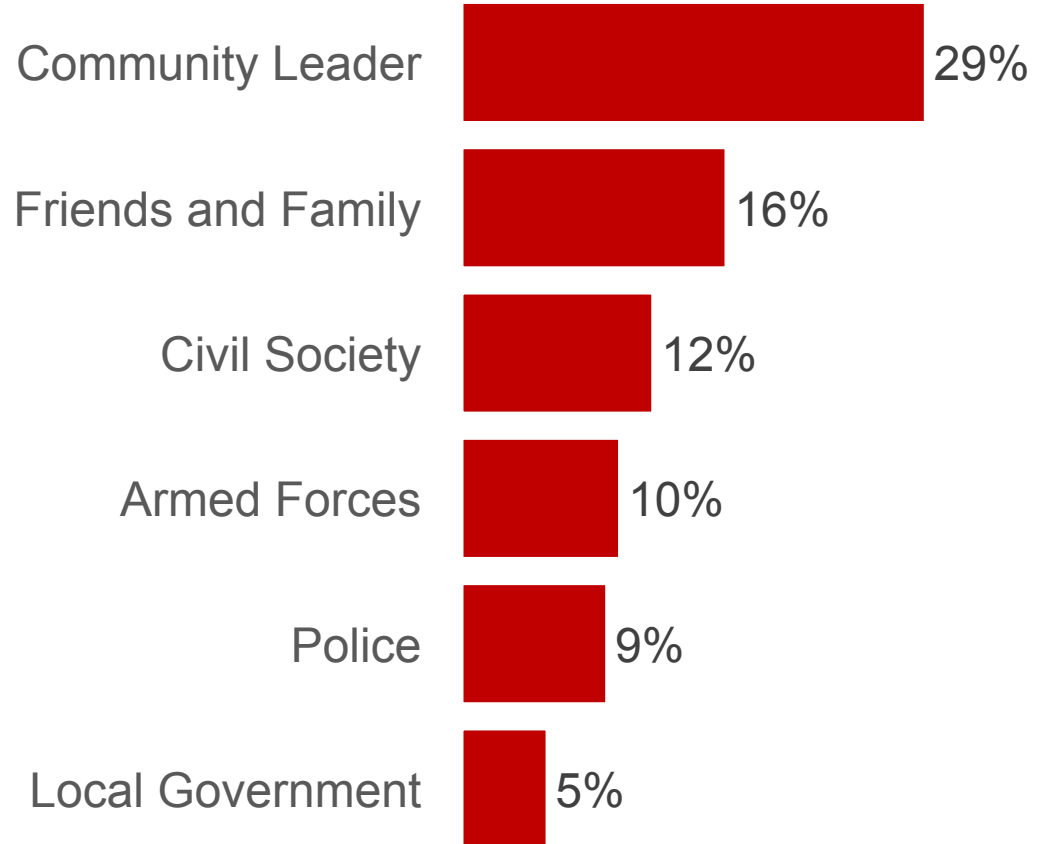


# Accessing Information

## Source of Information Most Trusted by the Respondents



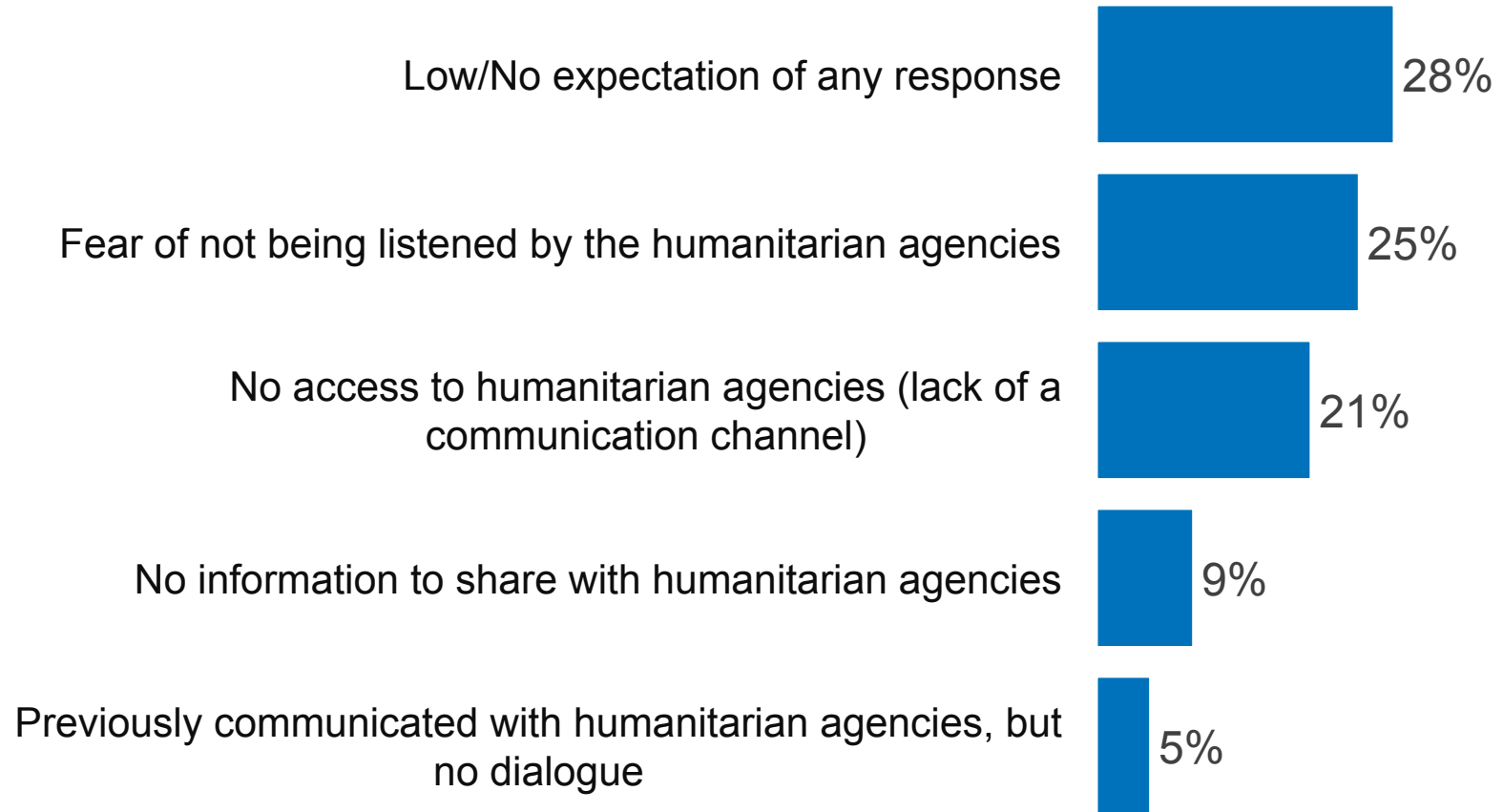
## Source of Information Least Trusted by the Respondents



# Dialogue with Humanitarian Agencies In General

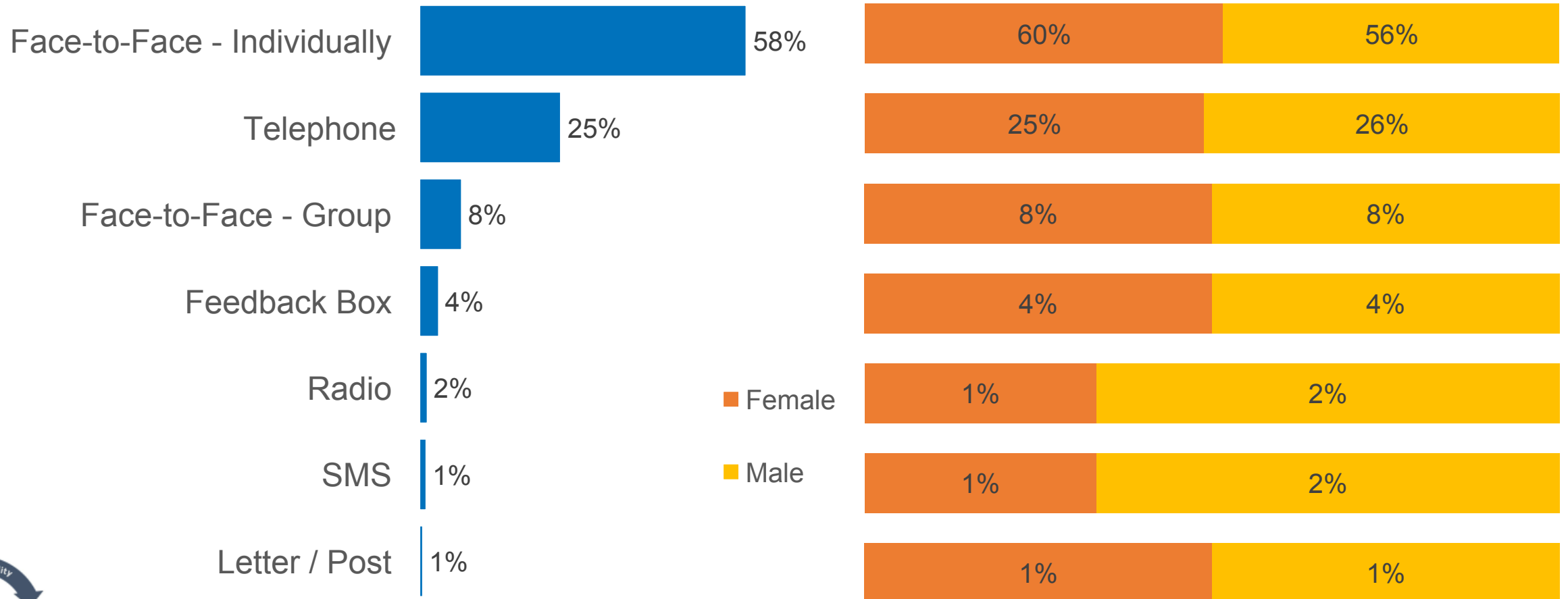
Why have you not communicated with humanitarian agencies?

Only 14% of Respondents have communicated with humanitarian Agencies



# Dialogue with Humanitarian Agencies In General

## Preferred Way to Communicate With Humanitarian Agencies



# Recommendations



**Appoint AAP Focal Point:** Regular representation and participation of both UN, international NGOs and local organizations.



**Fund Allocations:** Organizations allocated resources (projects funds, staffing) to match and ensure the implementation of AAP commitments. Dedicated HRP funding.



**Information Dissemination:** Ensure transparent, inclusive, safe and clear communication channels are established and affected populations can access **life-saving information** to make informed decision making



**Enhance Dialogue:** Enhance effective, inclusive and clear communication and dialogue with affected populations in their preferred language and communication means in order to build trust and confidence in our response and established mechanisms



# HRP: Tips for Response Implementation Phase

Develop a **coherent strategy** on targeting and selection of affected population based on assessment findings and consultations with affected populations. Include strategy to promote participation of the most vulnerable populations

Ensure **awareness raising and capacity building** amongst partners on AAP commitments, PSEA, staff code of conducts, etc.

Develop common cluster **strategies** on provision of information on services

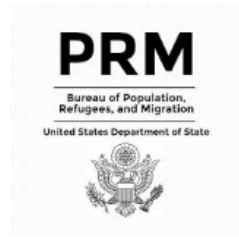




# AAP Commitments and Standards

- IASC Commitments on Accountability to Affected Populations (CAAP) in 2011
- [Grand Bargain Participation Revolution \(Workstream 6\)](#)
- [2014 Core Humanitarian Standards on Quality and Accountability](#)
- [2017 IASC Revised Commitments on Accountability to Affected Populations \(CAAP\) & 2018 Guidance Note and Resources List](#)





Department  
for International  
Development

# Donors and AAP

- ❖ US [PRM/USAID] (feedback and complaint mechanisms, involvement of affected populations in programme cycle)
- ❖ World Bank (feedback and complaint mechanisms)
- ❖ DFID (Payment by Results, collective AAP, community feedback)
- ❖ Grand Bargain (workstream 6: Participation revolution)

# Questions & Answers

