AAP and Do No Harm to FSS

July 7, 2021
## Training Agenda

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<td>Introduction to do no harm principles – Brainstorming question on adverse issues arising from food assistance in the context of COX’s Bazar</td>
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<td>10.25 - 11.00</td>
<td>Session 1: Essential elements of do no harm within FSS</td>
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<td>Session 2: The Inter-linked elements of AAP</td>
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<td>11:45 – 12:00</td>
<td>Session 3: The fundamentals of CFM supplemented with AAP Survey Findings</td>
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<td>Break</td>
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Learning Objectives

● To strengthen the capacities on AAP approaches to prioritize safety, dignity, and avoid doing harm into FSS activities.

● To identify protection risks and put in place measures to prevent and respond to adverse issues arising from food distributions.

● To effectively implement the AAP inter-linked elements of Information Provisions, Community Consultations and CFM in relations to FSS activities.

● To promote existing mechanisms in the camps including WFP CFM channels for prompt referrals to the protection/Camp Focal points/helpdesk Focal points.
1. Protection Mainstreaming – Do No Harm Approach

• Designing and carrying out food assistance activities that do not increase the protection risks faced by the crisis-affected populations receiving assistance, but rather, contribute to the safety, dignity, and integrity of vulnerable people.”

• WFP Staff and FSS Partners are responsible to prevent, mitigate and respond to protection threats that are caused or perpetuated by our programmatic interventions by ensuring the respect of fundamental protection principles in humanitarian programmes – no matter the sector or objective.

  • PREVENT, MITIGATE, RESPOND
  • THREATS LINKED TO HUMANITARIAN ACTION
  • RESPECT FOR PRINCIPLES
Relevance for FSS interventions

- **Protection is intrinsically linked to food security:**
  - In crisis food is amongst the most powerful commodities; access to and control over food can affect all aspects of people’s lives, at the same time protection may have an impact on food security. If we do not take protection into consideration, we may place people at risk.

- **Food insecurity may create protection risks:**
  - Protection risks linked to stealing/searching for food or firewood
  - Protection risks linked to engaging in risky livelihoods
  - Protection risks caused by negative coping mechanisms such as borrowing food and money.

- **Protection risks may affect food security:**
  - Restricted access to land and livelihoods may cause food insecurity.
  - Lack of safe access to firewood may lead to skipping meals and undercooking.
  - Lootings and illegal taxations lead to food diversions lowering the food intake.
Protection issues related to food insecurity

✓ Food assistance is a fundamental tool to **protect the basic right to life**.

✓ Hunger can **cause and exacerbate existing protection risks** (forced displacement, child labour, gender-based violence, exploitative and dangerous work environments and human trafficking).

✓ Food is a key factor impacting **people’s exposure to and ability to cope with protection risks**.

✓ Food assistance can be a **powerful tool to help keep people safe** and maintain their dignity if implemented taking protection risks into account.
• Safety from injury, violence, coercion, or deliberate deprivation

• Potential safety risks:
  • Physical violence due to lack of crowd control
  • Robberies/theft of food/cash/mobile-phones
  • Risk of injury at dangerous FFA project sites
  • Safety hazards while transporting food
  • Personal data of beneficiaries leaked to 3rd parties

• Potential safety benefits:
  • Create safe environment with crowd control
  • Provide worker’s insurance as part of FFA
  • Less visibility of cash vis-à-vis food
Dignity: Non-discrimination, attention to difference and diversity, and accountability to affected populations

Potential risks to dignity:
- Long waiting/travel times under the hot sun
- Bad quality of food (via distribution or market)
- Inappropriate/unwanted transfer modality
- Differential treatment of refugees vs. locals
- Sexual Exploitation and Abuse by staff

Potential dignity benefits:
- Increased choice: preferred modality, FFA scheme
- A feeling of normality (customer/participant vs. beneficiary)
- Increased status due to having a phone/cash
Essential elements of do no harm within FSS

- Prioritize safety and dignity and avoid causing harm
- Meaningful access
- Accountability
- Participation and empowerment
What needs to be considered to ensure safety, dignity and avoid causing harm?

- Treat project participants and beneficiaries in a dignified way.
- Identify high risk practice/risky zones in camp setting.
- Lack of documents should not be the barrier to access services.
- Follow the referral pathways.
- Don’t share beneficiary's information with others.
- Ensure all project staffs have orientation on COC & PSEA.
- Not assigning PWDs, elderlies and women for risky tasks.
- Not hiring children for project activities.
- Finish all kind of distribution during day light.
How to ensure meaningful access?

- Ensure separate line for male, female and EVI.
- Don’t keep EVIs waiting.
- Ensure porter support for vulnerable HHs.
- Don’t make ration packet too heavy.
- Prioritize vulnerable HHs to be the project participants.
- Separate washroom, hand washing & drinking facilities.
- Services should be accessible by wide range of project participants/diversified people.
- Use appropriate signages.
What needs to be done to ensure participation and empowerment?

- √ Active participation of communities.
- √ Conduct FGD, KII, household interview and community consultation.
- √ Create awareness on targeting and vulnerability criteria.
- √ Encourage communities to identify vulnerability.
- √ Engage RFSC member into distribution plan and timing.
- √ Ensure female volunteer at multitasking.
- √ Give beneficiaries the freedom of choosing food items.
Accountability to Affected Populations (AAP)
Accountability to Affected Populations

Operationally, WFP focuses on the following three areas:

• Information provision
• Consultation/Participation
• Complaints and feedback mechanisms (CFMs)
Information Provision

Through Sensitization sessions-

1. What assistance they will receive & the corresponding entitlements.
2. When and for how long the programme will be implemented.
3. Where programme sites are located.
4. How they can give feedback or raise a complaint.
Consultation/ Participation

• **Outreach to communities, beneficiaries through (FGD, community consultations, satisfaction surveys,...) during:**
  - Project design
  - Planning
  - Implementation
  - Monitoring & Evaluation of a project

• **Questions should be considered:**
  1. What are the needs in the community?
  2. What are the main source of information available and trusted in the community?
  3. Which groups have access to the information sources?
  4. What are the literacy level in the community?
What is CFM
CFM Fundamentals

CFM is a safe platform that promotes notions of engagements and participation with affected populations that affected populations to express their inquiries, feedback, suggestions, concerns or displeasure with an organization's projects, aid delivery process and quality.

*Common reporting channels:*
Complaints box, hotline, helpdesk, field monitoring programme, focus group/community discussions or even a mobile application.

➢ A CFM must be developed in consultation with the affected communities, and must be inclusive and accessible to all members who should be made aware of their rights to information, consent, and confidentiality in the lodgement of feedback and complaints.

➢ A CFM must be fully integrated and co-existent with each programme cycle.

➢ A CFM must be supported by a robust information management strategy, including the management of the CFM database, to ensure streamlining of data collection, processing and reporting in change management for programme implementation.

➢ A CFM must align with WFP data protection principles and prepare for receiving reports of serious complaints in relation to fraud, corruption and/or sexual exploitation and abuse which may require further action/investigation.
FSS CFM Survey – Communication channels

Hotline was most commonly used (53% of INGO respondents, 60% of NNGO respondents and 100% of UN respondents) followed by use of **staffed feedback box** (58% of INGOs, 40% of NNGOs, and 33% of UN agencies), and helpdesk (47% of INGOs, 50% of NNGOs, and 33% of UN agencies).
The Complaints and Feedback Cycle

1. Acknowledge and record feedback
2. Analyse feedback to identify trends, key issues, etc.
3. Answer feedback, or refer and follow up to close the loop
4. Evaluate feedback mechanism
5. Take action and adapt programmes
6. Share community feedback
FSS CFM Survey – Closing the loop

Actions are taken routinely by 70% of respondents (65% of INGOs, 70% of NNGOs, 100% of UN agencies),

Referral to other actors reported by 60% of respondents (59% of INGOs, 50% of NNGOs, 100% of UN agencies), and

Investigations are started by 57% of respondents (53% of INGOs, 60% of NNGOs, 33% of UN agencies).
The Accountability Reporting Mechanism has three ways of addressing tickets/feedback

1. **A Problem-Solving approach**, which intends to resolve the issues underlying the tickets.

2. **A Compliance Review**, which assesses whether WFP CP has been upholding relevant policies, such as Code of Conduct, PSEA, anti fraud and Child Safeguarding Policy

3. External Referrals for follow up
The most common types of referrals or issues shared were protection-, fraud-, and misuse-related (53% of respondents), followed by GBV-related (50%) and food-related (50%). NFI-related and UNHCR/data amendment-related referrals or issues were the least common at 30% and 33% of responses respectively.
WFP Complaints and Feedback Mechanisms (CFMs)

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CFM?

- A communication platform dedicated to receiving feedback and complaints and answering questions about overall WFP operations.

Why CFM?

WFP is committed to ensuring Accountability to Affected Populations (AAP), while this commitments was adopted from the Inter-Agency Standing Committee’s (IASC) commitments. On November 2017 IASC principals agreed to 4 commitments on AAP, while WFP focus on 3 areas

- Information Provision
- Consultation / Participation
- Complaint and Feedback mechanism

- CFMs are one element of the Human Rights-Based Approach (HRBA) which is grounded in the principles of accountability, transparency, equality and non-discrimination.
Why are complaints and feedback important

• To ensure accountability to affected populations
• To report allegations of misconduct such as fraud, corruption and/or SEA
• To improve interventions and approaches
• To develop information provision that supports affected populations to access services
• Trend analysis of information gaps allows to improve communication and outreach campaigns,
• Ensuring accountability is crucial to meeting the requirements for implementation overseen by regional and global offices, and for securing donor funding
Features of CFM

- **Consultation**: CFM should be developed in consultation with and participation of the targeted population.

- **Data Protection policy**: need to be aligned with the data protection principles.

- **Inclusive**: vulnerability, sex, age and other identity and structural markers.

- **Centralised information system**: acts as a source of centralised information between affected people, WFP and partners.

- **Ability to adapt**: able to adapt to the changing operational context and the needs of the affected communities.
Effective medium for two-way communication

CFM is a two-way communication avenue that allows:

✓ Communities to express concerns, lodge complaints, ask questions, and provide feedback on WFP programmes through formalised complaints and feedback mechanisms (CFMs)

✓ WFP to close the loop on feedback and complaints and to achieve a high first-case resolution (FCR) through the CFM

Closing the loop:

- Formally acknowledge feedback ➔ resolve the complaints ➔ make sure a response is communicated back to the affected community (accepted by the CFM User and affected community).
Channels of CFM

1. Hotline
   • available for all programmes, can be accessible 24/7, managed by WFP CFM team.

2. Helpdesk
   • available for GFA, can be found at the distribution sites and e-voucher shops. managed by CPs.

3. Referral
   • available for external agencies to receive WFP related complaints.
   • SCOPE ID, FCN, and UNHCR case ID

4. Onsite monitoring/Programme Surveys
   • during regular monitoring surveys (e.g. baseline, end line, post distribution monitoring, etc.) feedback is collected from community members

Data collection Platform
   • SugarCRM
   • SharePoint
   • MoDa(Mobile Operational Data Acquisition)
Kind of feedback

1. Information request
   (e.g. timing of distribution and targeting criteria etc)

2. Assistance request
   (e.g. emergency food assistance request and referral to external/internal focal point)

3. Complaint/Negative feedback
   (e.g. entitlement quantity, entitlement quality, safety, fraud/diversion/misuse.)

4. Positive feedback
   (e.g. appreciation to WFP for assistance provided and issue resolved etc)

5. Technical problem
   (e.g. an issue with one of WFP’s digital solutions, such as SCOPE)

6. Data amendment (e.g., A request to amend or withdraw personal data)
A CFM’s information management structure is its backbone.

- Customer Relations Management (CRM)/databases is the primary tool that facilitates the flow of information between the User, WFP and, if required, external partners, where data is centrally accessed, referred and managed. **SugarCRM**
Reporting system

- Monthly CFM Report: tableau dashboard
- Quarterly report
- Annual CFM Report
Once an activity is over, affected population, CFM partners/CPs and donor community are consulted on their perception of the performance of CFM.

By community consultation we ensure community perception is integrated in the programme design and implementation,

Communities are consulted on the communication channels, barriers to access, identifying gaps, data rights and CFM identity etc.
Quality Assurance Programme

- Case Handling Review
- Operator performance review
CFM operational cycle

1. Acknowledge and record feedback
2. Address feedback by referring and closing the loop.
3. Evaluate feedback mechanism
4. Analysis feedback to identify key issues and gap
5. Act and adapt programmes
6. Share findings with the community and relevant stakeholders
Thank you!

Any comments or questions?