



World Food
Programme

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ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

OBJECTIVE

- To guide Food Security Cluster (FSC) partners on incorporating Accountability to Affected Populations (AAP) throughout their Program Management Cycle and how to engage the community at each stage in the cycle.

3° August 2022



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WHY ARE WE DOING AAP?

“First significant and clear exposure of lack of accountability as a serious issue within humanitarian response.” “Local capacities are not utilized, the beneficiary is not involved enough, and the quality of delivery is lower than it should be

August 2022



Accountability to the Affected population

AAP means being accountable to the people we serve, considered as partners and stakeholders and not simply as “recipients”, in addition to our donors, member states and partners.

WFP is accountable for achieving results, and also for the manner in which programmes and operations are implemented.

AAP means a commitment to give account to, take account of, and be held accountable to by the people we assist.

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Year Month

Accountability to the Affected population

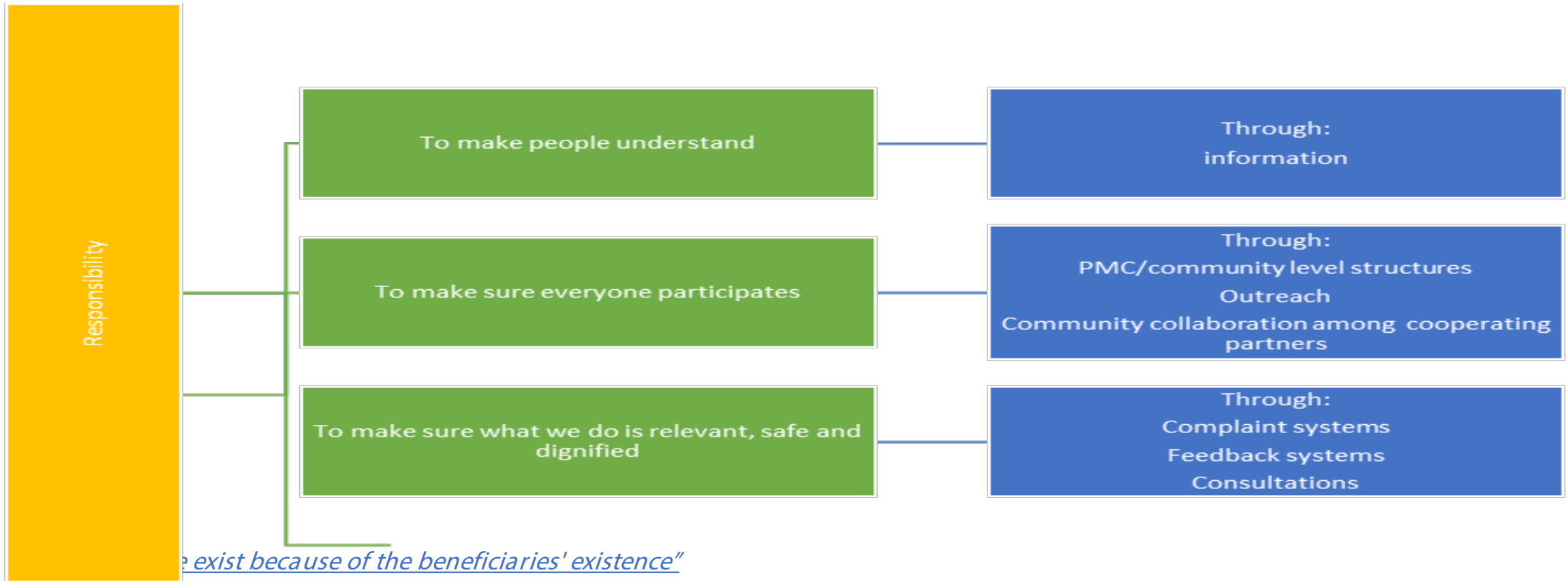
- ❑ Feedback and complaints mechanisms are required so that problems can be addressed, and appropriate action taken. AAP is applicable to all phases of the programme cycle, including at the strategic level.
- ❑ WFP is accountable to the women, men, boys and girls whose lives it aims to improve, and places this responsibility at the core of its humanitarian policy. As a matter of human rights and meaningful programming
- ❑ Accountability is one the core values that helps WFP/ CPs to provide the best possible services to the people we save.
- ❑ It requires humanitarian actors to involve people affected by crisis in key decisions and processes that impact them and have effective communication and feedback channels that engage all sectors in a community, especially those most vulnerable or marginalized.

What is the Ultimate goal to the accountability to the affected population

- AAP humanitarian ultimate goal is the beneficiary's self-determination on the rights.
What happened when beneficiaries understand their rights?
- Change of the beneficiaries'/communities' behaviors
- Ownership of the project by the community
- Lead to acceptance of the project
- Sustainability of the project
- Risks are minimize/reduced
- We leave no one behind in our programming
- Beneficiaries feel consented
- Peaceful coexistence among different recipients' communities
- Beneficiaries will have power to choose what, how, where and when
- Power to change i.e., the programming based on the feedbacks collected from the people we serve

Who is responsible for mainstreaming accountability to the affected population?

AAP is everybody's responsibility Although AAP is everybody's responsibility, there is a risk that it becomes nobody's responsibility if specific roles are not clearly defined and assigned.



3 Key principles of Accountability to Affected Populations

Information and Knowledge management (before, during, after)

- Timely, accurate, understandable, relevant, accessible
- Who can access information? Who cannot access information? How can we address information flow gaps?

Participation/inclusion

- WFP must demonstrate that it interacts meaningfully with all segments of the affected population in a way that empowers them, through participation, to determine priorities and influence decisions throughout the programme cycle

Community Feedback and Response:

- Affected populations can seek and share information, compliments and complaints through a diversity of methods pre- during- and post-assistance.

Information and Knowledge Management

- ❑ Information and Knowledge Management : WFP and CPs must demonstrate that it systematizes and streamlines information management approaches to accountability practice and knowledge exchange, both internally across its activities and operations as well as externally with affected populations.
- ❑ Information provision is a two-way communication between the people we serve, our CPs and WFP in a transparency way that provide beneficiaries to with accessible and timely information on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices and facilitate a dialogue between an organization and its affected populations over information provision.
- ❑ Information provision enhance the people we serve understand? Their rights to choose what is available based on their preference and entitlements, targeting and selection criteria and appropriate communication channels

Information to share

Key messages for all community members:

- Who WFP and its partners are, and their mandate
- Objectives and key activities of the programme
- Who will receive assistance and the targeting criteria
- Who to contact for more information and where to complain or provide feedback

Key messages for programme participants

- What assistance they will receive and the corresponding entitlements
- When and for how long the programme will be implemented
- Where programme sites are located
- Arrangements for people with special needs

Key messages on rights

- Right to be informed
- Right to be treated with respect
- Right to give feedback or make complaints
- Right to be protected from sexual exploitation and abuse, including of a sexual nature

Participation/inclusion

- Provide channels for the people we serve s to participate throughout the project cycle with clear roles and responsibilities, so they are empowered to play an integral part of the project in all stages (from design and assessment to implementation, evaluation and exit).
- In setting up committees, seek to include various groups and both genders within the community so the views and needs of each group can be properly represented.
- When considering a change of modality or of other significant aspects of the project, consult the APs with full disclosure of the pros and cons for informed consent.
- Involve AP representatives to participate in the learning and reflection sessions so that their views are reflected in decisions and action plans regarding the programme.

WFP Channels of receiving complaints and feedback from the people we serve

- Defines Community feedback and response as: Simple procedures and mechanisms that give users access to safe means of voicing complaints on issues affecting them. Community feedback and response seeks to provide a safe opportunity to raise a valid concern and to have this concern addressed objectively against a standard set of rules resting in the values and commitments of the agency.
- WFP Helpline number working from Monday to Friday
- Community feedback and response: All registration and distributions sites have beneficiary's
- Community outreach activities



AAP LESSIONS LEARNT

- Information could provide 'early warning' of possible conflict escalation and 'preparedness' for impending natural disaster. Information was thus effective in countering occurrences of miss-information and rumors.
- Communities with high illiteracy rates needed easily comprehensible messages in a language that they could understand.
- Feedback mechanisms were important because they were useful in highlighting ongoing needs and underlining areas where needs were unmet or where programmes needed to be adjusted.
- As a result of AAP, WFP were able to documents good success stories and lesson learnt through community engagement with the programme beneficiaries
- Developed AAP Action plan were used to identify gaps and address them



Questions/comments are welcome!!!