Accountability to Affected Population

Food Security and Agriculture Cluster

*A. General info*

1. Nature of the organization

* National NGO
* International NGO
* UN Agency
* Donor
* Local Authority
* Other (please specify. Box)

1. Name of the organization

(drop-down menu, as the email will be sent to partners. See partners’ list already available in our 5W)

1. Does your organization have a policy concerning the accountability to affected population and put in place complaint and / or community feedback mechanism, which takes into account gender & age and other specific needs (example: the ones related to people living with disabilities)?

* Yes, and we can share it with other FSAC partners
* Yes, but we cannot share it with other FSAC partners
* Yes, but it does not take into account gender & age related and / or any other specific needs (such as the ones of people living with disabilities)
* No, we don’t
* I do not know

1. Is the accountability to affected population reflected into the ToR of your staff? Is the staff trained and informed about it?

* Yes
* No

1. Does your organization have an “accountability to affected population” focal point (staff)?

* Yes, in all the geographical areas of intervention (national level included)
* Yes, in some geographical areas of intervention (national level included)
* Yes, but only at national level
* No, we don’t

*B. Need assessments and identification / formulation of projects*

1. Does your organization carry out need assessments, aiming at consulting local communities, before the identification and formulation of projects?

* Yes, all our projects are based on participatory need assessments
* Yes, the majority of our projects are based on participatory need assessments
* Yes, some of our projects are based on participatory need assessments
* Yes, we promote participatory needs assessments. However, they do not take into account gender & age related and / or any other specific needs (such as the ones of people living with disabilities)
* No, we don’t
* I do not know
* Other (please specify. Box)

1. Does your organization put in place focus group discussions, aiming at collecting inputs from local communities concerning activities to implement and methodologies to adopt, before the identification and formulation of projects?

* Yes, all our projects are based on inputs collected from communities
* Yes, the majority of our projects are based on inputs collected from communities
* Yes, some of our projects are based on inputs collected from communities
* No (please go to question 11)
* I do not know (please go to question 11)
* Other (please specify. Box)

1. Do need assessments allow your organization to identify women and girls’ needs?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

8.1 Do focus group discussions and need assessments allow your organization to identify women and girls’ needs?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

8.2 Do focus group discussions and need assessments allow your organization to identify men and boys’ needs?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

8.3 Do focus group discussions and need assessments allow your organization to identify men and boys’ needs?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

9. Do focus group discussions and need assessments allow your organization to identify elderly people needs?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

10. Do focus group discussions and need assessments allow your organization to identify needs of people living with disabilities?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

11. Do women, men, people living with disabilities of different ages contribute to the establishment of targeting criteria and take part to the process through which beneficiaries are selected?

• Yes, they do throughout all our projects

• Yes, they do throughout the majority of our projects

• Yes, they do throughout some of our projects

• No, they don’t

• I do not know

12. How does your organization share info about its mission & values, code of conduct and the way through which activities are implemented with local communities?

• Info is shared by staff during the implementation of activities

• Info is shared through focus group discussions or community gatherings

• Info is shared through religious sites

• Info is shared through a green line

• Info is shared through mobile phones

• Info is shared through radios

• Info is shared through social media

• Info is shared through whatsapp

• I don’t know

*C. Implementation*

13. Does your organization take into consideration women, men, girls and boys capacities to take part to the foreseen activities, notably challenges related to security / social / cultural barriers?

• Yes, it does throughout all our projects

• Yes, it does throughout the majority of our projects

• Yes, it does throughout some of our projects

• No, it doesn’t

• I do not know

14. Does your organization take into account capacities of people living with disabilities to take part to the foreseen activities?

• Yes, it does throughout all our projects

• Yes, it does throughout the majority of our projects

• Yes, it does throughout some of our projects

• No, it doesn’t

• I do not know

*D. Feedbacks from local communities*

15. Does your organization have formal or informal community complaint and feedback mechanisms?

* Yes, we have formal complaint and feedback mechanisms
* Yes, we have informal complaint and feedback mechanisms
* No, we don’t have formal or information complaint and feedback mechanisms (please go to question n. 25)

16. Does your community complaint mechanism envisage specific procedures, according to the sex, age and status of concerned people?

* Yes, we foresee specific procedures for women and girls
* Yes, we foresee specific procedures for men and boys
* Yes, we foresee specific procedures for women living with disabilities
* Yes, we foresee specific procedures for men living with disabilities
* Yes, we foresee specific procedures for elderly women
* Yes, we foresee specific procedures for elderly men
* No, we don’t foresee specific procedures according to the sex and the age of the concerned people

17. How does your organization collect complaints and feedbacks from local communities?

* On the ground, during the implementation of activities
* On the ground, through bilateral interactions or during focus group discussions / meetings
* On the ground, through the set-up of committees in charge for receiving and managing complaints
* Remotely, through green lines
* Remotely, by phone calls
* Remotely, by SMSs
* Remotely, by whatsapp
* I don’t know

18. What is the most common and positive community feedback you received starting from January 2022? (multiple choice allowed):

* Assistance is provided to all the people in need
* Assistance takes into account the main needs
* Good quality of distributed food
* Sound quantity of distributed food
* Assistance allows beneficiaries to meet all their food-related needs
* Assistance is provided in a timely manner

19. What is the most common and negative community feedback you received starting from January 2022? (multiple choice allowed):

* Assistance is not provided to all the people in need
* Assistance does not take into account the main needs
* Poor quality of distributed food
* Insufficient quantity of distributed food
* Assistance does not allow beneficiaries to meet all their food-related needs
* Assistance is not provided in a timely manner
* Assistance does not take into account specific needs of women and girls
* Assistance does not take into account specific needs of men and boys
* Assistance does not take into account specific needs of elderly people
* Assistance does not take into account specific needs of people living with disabilities

20. Anything else to add, concerning received feedbacks related to food security activities you put in place?

(open question)

21. Is your organization collecting and processing complaints and feedbacks:

* Uninterruptedly, as they’re collected through green lines, phone calls, SMS, other
* According to project workplans, as they’re collected during the implementation of activities
* On a monthly basis
* On a quarterly basis
* On an ad-hoc basis
* I don’t know

22. Do mechanisms put in place by your organization allow people to complain about possible physical and sexual exploitations and abuses?

* Yes, they do
* No, they do not
* I don’t know

23. Does your organization have the capacity to manage all the community feedbacks and complaints (including the ones related to possible physical and sexual exploitations and abuses)?

* Yes, we can manage all kind of feedbacks and complaints
* Yes, we can manage some feedbacks and complaints
* No, we don’t (please go to question n. 25)
* I don’t know (please go to question n. 25)

24. Do the mechanisms put in place by your organization contribute to inter-agency or inter-cluster ones?

* Yes, they do
* No, they do not
* I don’t know

25. Does your organization have a specific protocol through which feedbacks or complaints related to another actor are shared with the concerned organization?

* Yes, we do
* No, we do not (please go to question n. 27)
* I don’t know (please go to question n. 27)

26. If yes, please provide more information about the specific protocol

* Through bilateral interactions (phone calls, meetings)
* During national and / or sub-national cluster meetings
* Other (please specify. Box)

27. Did you review something related to the way through which your organization deals with community feedbacks and complaints (including those ones received from people living with disabilities and elderly people)?

* Yes, we do
* No, we do not (please go to question n. 31)
* I don’t know (please go to question n. 31)

28. If yes, please provide some examples

(Box)

29. What are the main challenges your organization has been facing in putting in place community feedback and complain mechanisms?

* Lack of means of communication at community level
* Poor participation by women and girls
* Poor participation by men and boys
* Poor participation by elderly people
* Poor participation by people living with disabilities
* Lack of analytical competences
* The overwhelming number of feedbacks and complaints compared to operational capacities
* The timeliness of the response
* Poor collaboration with concerned actors, when feedbacks and complaints are related to another organization
* Poor access
* Funding constraints
* I don’t know
* Other (please specify. Box)

30. What are the main challenges your organization has been facing in revising and / or adjusting your programs / methodology / other according to received feedbacks?

* Lack of flexibility in terms of project review
* Poor internal capacities
* The timeliness of the feedback
* Lack of understanding and support from the organization itself
* I don’t know
* Other (please specify. Box)

31. Does your organization carry out PDM / endline / ex-post evaluation, to better assess the way through which needs have been met, according to the sex, age, disabilities of beneficiaries?

• Yes, it does throughout all our projects

• Yes, it does throughout the majority of our projects

• Yes, it does throughout some of our projects

• No, it doesn’t

• I do not know

Thank you!