Accountability to Affected People self-assessment: How can WFP and UNHCR jointly strengthen AAP in your country operation?

Please answer the below questions about what is already in place in WFP or UNHCR to ensure **accountability to affected people (AAP)**, what **could be strengthened**, and where there are opportunities for **closer collaboration**.

**Basic information:**

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| 1 | Name: |  |
| 2 | Organisation: |  |
| 3 | Function: |  |
| 4 | Responsibilities related to AAP: |  |

**Assessments and targeting:**

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|  |  | **Yes** | **Yes,**  **but not systema-tically** | **No** | **Don’t know** |
| 5 | Do you ask questions to crisis-affected people in assessments about their **preferred assistance modality** (cash, in kind, mixed)? |  |  |  |  |
| 6 | Are questions about crisis-affected people’s **preferred assistance modality** also included in any joint WFP/UNHCR assessments? *(If no joint assessments have been carried out yet, please answer No)* |  |  |  |  |
| 7 | Do you ask questionsto crisis-affected people in assessments about their **information needs** and **communication preferences**? |  |  |  |  |
| 8 | Are questions about **information needs** and **communication preferences** also included in any joint WFP/UNHCR assessments? *(If no joint assessments have been carried out yet, please answer No)* |  |  |  |  |
| 9 | Do you **consult** a diverse sample of crisis-affected people (including women, men, older people, people with disabilities and ethnic minorities) on **draft eligibility criteria** before these criteria are shared with the wider communities? |  |  |  |  |
| 10 | In the case that any **joint WFP/UNHCR assistance** is provided, is a diverse sample of crisis-affected people **jointly consulted on draft eligibility criteria** by both WFP and UNHCR before these criteria are shared with the wider communities? *(If no joint assistance is provided, please answer No)* |  |  |  |  |
| *Additional comments:* | | | | | |
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**Information sharing:**

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| 11 | What **communication channels** is your organisation and its partners using regularly to **share information** with crisis-affected people, including information on the **eligibility criteria** and **available assistance**? Which channels are **already being managed jointly** by WFP and UNHCR? Which ones are not yet managed jointly but **should, in your opinion, be joined** (coordinated more closely or merged)? *(Please tick all that apply. Also, please provide additional comments in the below box on the communication channels that are most preferred by crisis-affected people.)* | | | | | | | | |
|  |  | **WFP or UNHCR** | **Already joint** | **To join** |  |  | **WFP or UNHCR** | **Already joint** | **To join** |
| a | Community meetings |  |  |  | k | Radio |  |  |  |
| b | Community committees |  |  |  | l | Hotline/helpline/green line |  |  |  |
| c | Community-based organisations |  |  |  | m | SMS |  |  |  |
| d | Community outreach volunteers |  |  |  | n | WhatsApp |  |  |  |
| e | Religious leaders |  |  |  | o | Facebook |  |  |  |
| f | Megaphones / public address system |  |  |  | p | E-mail |  |  |  |
| g | Posters and flyers |  |  |  | q | Website |  |  |  |
| h | Notice boards |  |  |  | r | Television |  |  |  |
| i | Role plays / theatre |  |  |  | s | None |  |  |  |
| j | Fixed or mobile help desks (staffed by agency/partner personnel) |  |  |  | t | Other / Please specify: | | | |
| *Additional comments:* | | | | | | | | | |
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|  |  | **Yes** | **Yes,**  **but not systema-tically** | **No** | **Don’t know** |
| 12 | Do you **consult** crisis-affected people, including the most vulnerable (women, older people, people with disabilities, ethnic minorities, etc.), on *how* they would like to receive *what* ***information*** and in *what formats* from your organisation and its partners? |  |  |  |  |
| 13 | Do you have a **written document** that explains *which messages* should be shared *with whom*, *how* and *where* for each step of the project? |  |  |  |  |
| 14 | Do you have a **written document** that explains *which messages* should be shared *with whom*, *how*, *where* and *by whom* for any **joint WFP/UNHCR assistance** that is being provided? *(If no joint assistance is provided, please answer No)* |  |  |  |  |
| 15 | Do **staff regularly review this written document** together to make sure that everyone knows what it says and how it should be used? |  |  |  |  |
| 16 | Do you make special efforts to ensure that **the most vulnerable** – including women, older people, people with disabilities, ethnic minorities, etc. – **receive the information** that your organisation and its partners share? |  |  |  |  |
| 17 | Do you regularly check with crisis-affected people, including the most vulnerable, if the **information that is shared is relevant and understood**, e.g. through focus group discussions? |  |  |  |  |
| 18 | Do you go back to crisis-affected people to share the **results of any consultations and other participatory processes** with them? |  |  |  |  |
| *Additional comments:* | | | | | |
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**Community feedback mechanisms:**

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| 19 | What **community feedback mechanism (CFM) channels** has your organisation put in place for crisis-affected people to share their questions, feedback, concerns and complaints? Which CFM channels are **already being managed jointly** by WFP and UNHCR? Which ones are not yet managed jointly but **should, in your opinion, be joined** (coordinated more closely or merged)? *(Please tick all that apply. Also, please provide additional comments in the below box on the CFM channels that are most preferred by crisis-affected people.)* | | | | | | | | |
|  |  | **WFP or UNHCR** | **Already joint** | **To join** |  |  | **WFP or UNHCR** | **Already joint** | **To join** |
| A | Permanent fixed or mobile help desks (staffed by agency/partner personnel) |  |  |  | k | Suggestion/complaint boxes |  |  |  |
| b | Community committees |  |  |  | l | Radio |  |  |  |
| c | Community outreach volunteers |  |  |  | m | WhatsApp |  |  |  |
| d | Community-based organisations |  |  |  | n | Facebook |  |  |  |
| e | Religious leaders |  |  |  | o | E-mail |  |  |  |
| f | Focus group discussions |  |  |  | p | Website |  |  |  |
| g | Community meetings |  |  |  | q | None |  |  |  |
| h | Temporary help desks for targeting/prioritisation exercises |  |  |  | r | Other / Please specify: | | | |
| i | Hotline / helpline / green line |  |  |  |
| j | SMS |  |  |  |
| *Additional comments:* | | | | | | | | | |
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|  |  | **Yes** | **Only to a limited extent** | **No** | **Don’t know** |
| 20 | Do crisis-affected people **regularly use the different CFM channels** that your organisation has put in place? *(Please provide additional comments below on the CFM channels that are used only very little)* |  |  |  |  |
| *Additional comments:* | | | | | |
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|  |  | **Yes** | **Yes,**  **but not systema-tically** | **No** | **Don’t know** |
| 21 | Do you **consult** crisis-affected people on how they would like to provide **feedback** and file **complaints**? |  |  |  |  |
| 22 | Do you regularly **inform** crisis-affected people about **how to access** the existing CFM and what **types of feedback and complaints** the mechanism covers and what types it doesn’t? |  |  |  |  |
| 23 | Is **feedback and complaints** handling guided by comprehensive **standard operating procedures (SOPs)**? |  |  |  |  |
| 24 | Do these **SOPs** explain **when and how complainants receive responses to their complaints**, e.g. information on any actions taken? |  |  |  |  |
| 25 | In the case that a **joint CFM** is in place, is **feedback and complaints** handlingguided by comprehensive **joint SOPs**? *(If no joint CFM exists, please answer No)* |  |  |  |  |
| *Additional comments:* | | | | | |
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|  |  | **Yes** | **No** | **Don’t know** |
| 26 | Do the above-mentioned **CFM SOPs** include **special procedures** for the handling of **sensitive cases** such as **fraud, corruption, GBV and sexual exploitation and abuse (SEA)** by humanitarian workers? |  |  |  |
| *Additional comments:* | | | | |
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|  |  | **Yes** | **Yes,**  **but not systema-tically** | **No** | **Don’t know** |
| 27 | Do you make special efforts to ensure that **the most vulnerable** – including women, older people, people with disabilities, ethnic minorities, etc. – have access to the existing **CFM**? |  |  |  |  |
| 28 | Is **CFM data** (including on the types of feedback and complaints and any trends) **analysed** and **presented in appropriate formats** so that it can be **used in programmatic and operational decision-making**? |  |  |  |  |
| 29 | Does senior management **adapt and improve assistance based on CFM data**? (*Please provide examples in the below comment box of how a complaint or recurring complaints have led to a modification to programme design or implementation*) |  |  |  |  |
| 30 | In the case that a **joint CFM** exists, is **joint CFM data feeding into a central joint database so that the data can be analysed jointly**? *(If there is no joint CFM in place, please answer No)* |  |  |  |  |
| 31 | In the case that a **joint CFM** exists, is **joint CFM data feeding into joint decision-making** processes? *(If there is no joint CFM in place, please answer No)* |  |  |  |  |
| 32 | Is your organisation participating in any **inter-agency CFMs in the country** (beyond any collaborations between WFP and UNHCR)? |  |  |  |  |
| 33 | Does your organisation **receive CFM data** from **cooperating/implementing partners**, **financial service providers** (FSPs) or **inter-agency CFMs** so that this information can be analysed together with your own CFM data? *(Please provide additional comments below on which partners are providing CFM data)* |  |  |  |  |
| 34 | Do you regularly provide **feedback to crisis-affected people on how their inputs were used** to adapt and improve assistance? |  |  |  |  |
| *Additional comments:* | | | | | |
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**Monitoring:**

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|  |  | **Yes** | **No** | **Don’t know** |
| 35 | Does your organisation regularly monitor AAP through a **standard set of indicators**? |  |  |  |
| *Additional comments:* | | | | |
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|  |  | **Yes** | **Yes,**  **but not systema-tically** | **No** | **Don’t know** |
| 36 | Do you monitor throughout implementation the **satisfaction of beneficiaries** with the **transfer modality**, the **information** that is being shared and the **CFM** that is in place, e.g. through post-distribution monitoring (PDMs) or other perception surveys? |  |  |  |  |
| 37 | Do WFP and UNHCR **jointly monitor beneficiary satisfaction**? |  |  |  |  |
| 38 | Does senior management **adapt assistance**, **information sharing** and the **CFM** based on **AAP data from monitoring**? (*Please provide examples in the below comment box*) |  |  |  |  |
| *Additional comments:* | | | | | |
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**Resources and budget:**

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|  |  | **Yes** | **No** | **Don’t know** |
| 39 | Are there any **dedicated AAP focal points** in your country operation? |  |  |  |
| 40 | Does your country operation have **dedicated funding** allocated to **AAP-related activities**? |  |  |  |
| 41 | Is there any **dedicated funding** for **joint WFP/UNHCR AAP-related activities** (e.g. joint information sharing or joint CFM)? |  |  |  |
| *Additional comments:* | | | | |
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