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The UN Refugee Agency



**World Food  
Programme**

**JOINT PROGRAMME EXCELLENCE AND TARGETING HUB**

**Joint community consultations  
as part of targeting/prioritization**

# Agenda

- ❖ **Key elements of joint community consultations as part of targeting/prioritization**  
*Michel Dikkes, Joint AAP Officer (Joint Hub)*
- ❖ **Community consultations in Cameroon**  
*Sylvia Ngwa, Programme Policy Officer (WFP Cameroon)*
- ❖ **Community consultations in Rwanda**  
*Jovia Kayirangwa, Associate Community-Based Protection Officer (UNHCR Rwanda)*
- ❖ **Reflecting consultation findings in targeting/prioritization strategies**  
*Federica Esu, Joint Data Analyst (Joint Hub)*
- ❖ **Q&A session**



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**Key elements of joint community consultations as part of targeting/prioritization**

# Targeting and prioritization

## Targeting:

- Different refugees have **distinct needs and capacities**
- **Assistance** should be provided according to refugees' needs
- More effective use of **limited financial resources**

## Prioritization:

- Prioritization is **resource-driven**
- **Reduction of the number of beneficiaries** and/or the **assistance value**

# Targeting steps

PROGRAMME CYCLE	Assessment	STEP 1	REGISTRATION
		STEP 2	ASSESSMENT & ANALYSIS
	Programme design	STEP 3	DECIDING WHETHER TARGETING IS APPROPRIATE
		STEP 4	SELECTING THE TARGETING METHODOLOGY
		STEP 5	DEFINING ELIGIBILITY CRITERIA
	STEP 6	VALIDATING THE TARGETING METHODS & CRITERIA	
	Programme implementation	STEP 7	COMMUNICATIONS, APPEALS & FEEDBACK MECHANISMS
		STEP 8	IDENTIFICATION/ IMPLEMENTATION
	Monitoring	STEP 9	MONITORING



Community consultations

# How community consultations support AAP

- **Communities feel more respected** since their ideas, concerns and abilities are taken into account
- **Community ownership** of and **buy-in** increases
- **Community feedback** complements quantitative data
- Better adapted to **refugees' needs** and the **context**
- Reduced number of **questions, complaints and appeals**

# Objectives of the consultations

- Capture community perceptions of vulnerabilities
- Provide feedback on the proposed eligibility criteria
- Identify potential protection risks and appropriate mitigation strategies
- Assess refugees' capacities, skills and support needs in terms of livelihoods and self-reliance
- Share key messages on targeting/prioritization

# Mitigation of potential risks (examples)

	Potential risk:	Partly mitigated through:
1.	<b>Exclusion of highly vulnerable refugee groups</b> from targeted assistance	➤ <b>Community consultations on the proposed eligibility criteria</b>
2.	<b>Possible resistance from refugees</b> against the planned changes	➤ <b>Community consultations increase community ownership and buy-in</b> ➤ <b>Sharing of key messages</b> during community consultations
3.	<b>Spreading of rumours</b>	➤ <b>Sharing of key messages</b> during community consultations



# Key considerations for planning community consultations

- **Qualitative exercise**
- **FGDs and KIIs with refugees and host communities**
- **Consultation participants**
- **Separate FGDs for women and men**
- **Consultation sites and Covid-19-related restrictions**
- **Inclusive communications: language, visual materials**
- **Joint action plan with timeline and responsibilities**



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# Community consultations in Cameroon

# Prioritization approach

- Food and cash assistance to **CAR refugees** in the **East, Adamawa and North Regions** of Cameroon
- Majority of refugees are **spread over a large number villages**
- Need to **effectively use limited resources** and transition to **early recovery and resilience**
- UNHCR and WFP have committed to the **participation of refugees** in an **inclusive, transparent, timely and systematic manner**

# Consultations

- 163 consultation sessions
- Sites selected by Field Offices
- Locations most affected by insecurity included
- 27 locations across 5 Field Offices and the three regions East, Adamawa and North:
  - rural (59%),
  - semi-urban (22%)
  - camp settings (19%)
- In each location:
  - 1 FGD with women,
  - 1 FGD with men,
  - 1 FGD with the host community,
  - multiple KIIs.

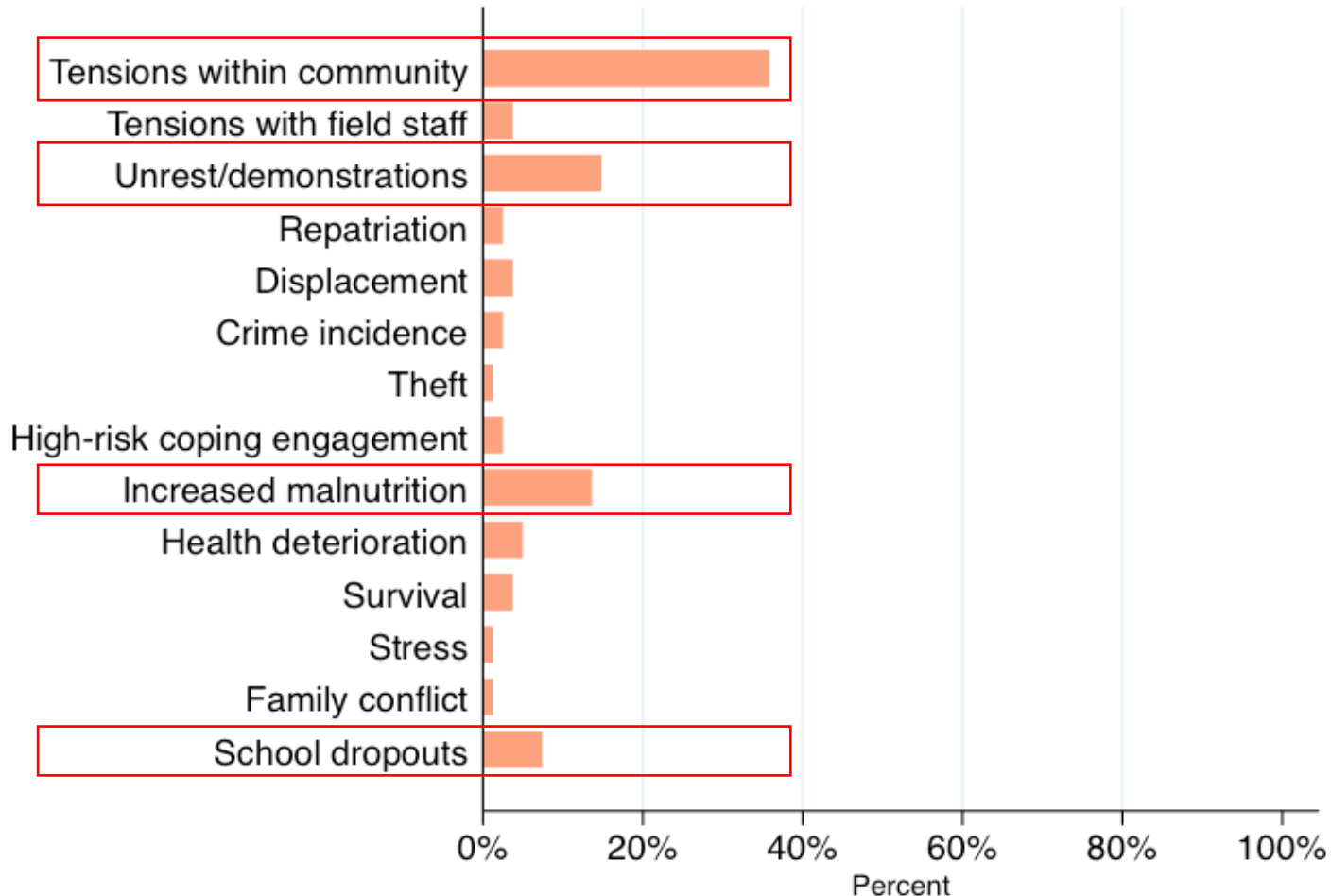
Community consultations: breakdown

Field Office	Focus Group Discussions			Key Informant Interviews
	M	W	HC	
Bertoua	5	5	5	16
Batouri	5	5	5	19
Meiganga	7	7	7	19
Djohong	5	5	5	15
Touboro	5	5	5	13
<b>Total</b>	<b>27</b>	<b>27</b>	<b>27</b>	<b>82</b>

163

# Findings: protection

Protection risks of prioritization (FGD+KII)

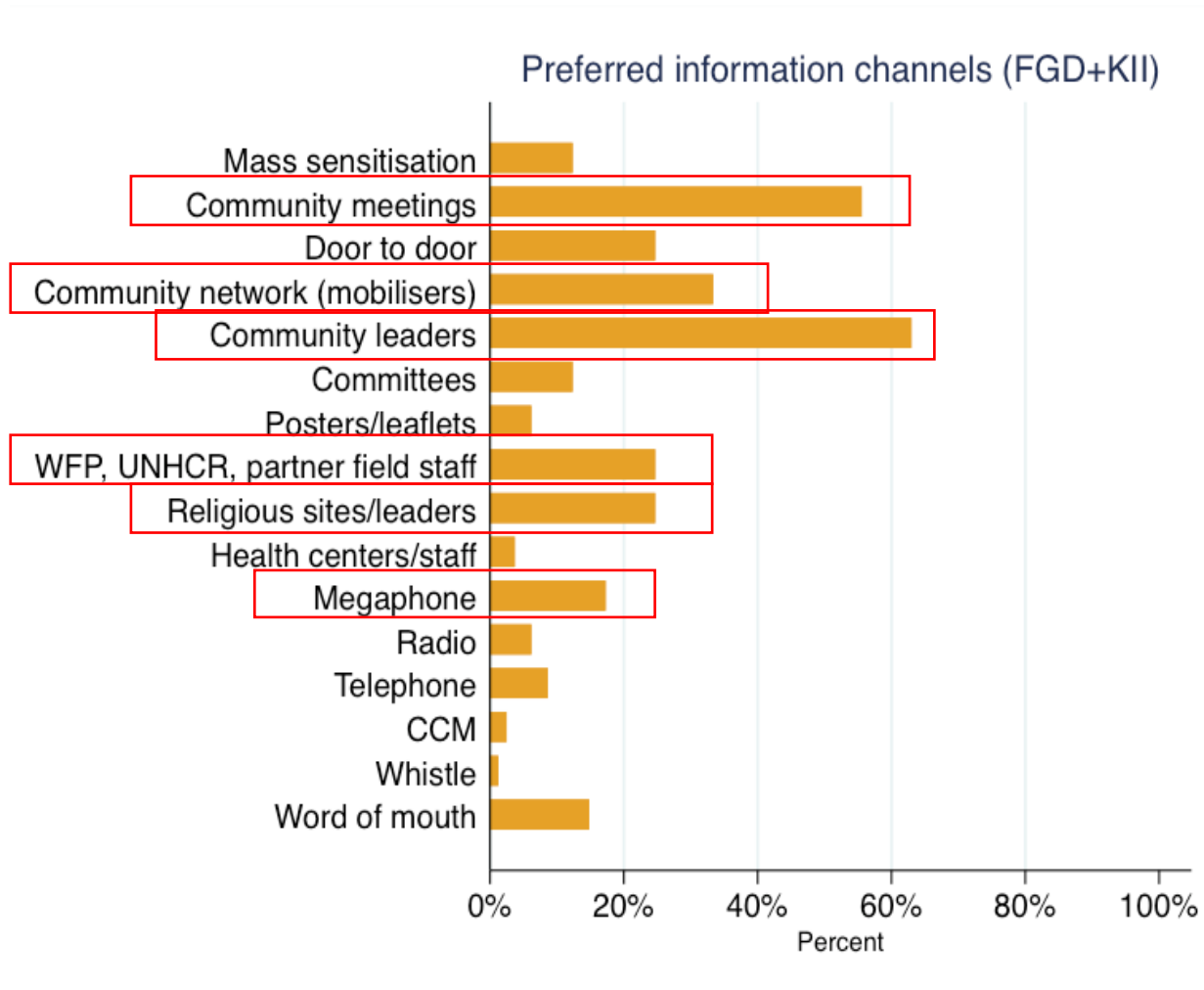


## Main protection risks:

- Tensions within community
- Demonstrations/unrest
- Increased malnutrition
- Increased school dropouts

Refugees frequently recommended carrying out an **effective and timely information sharing campaign** to ensure that refugees fully understand the upcoming changes and address potential protection risks

# Findings: information sharing



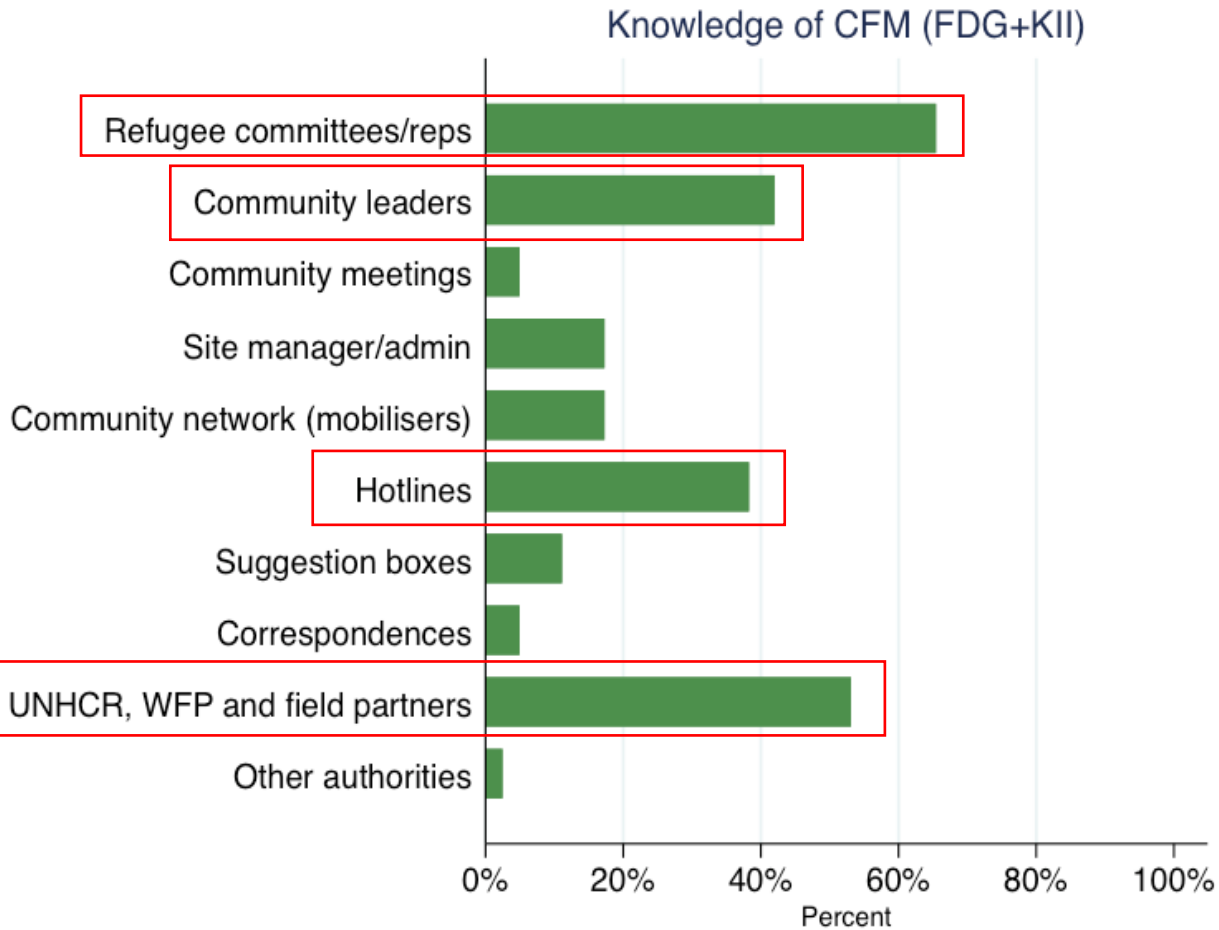
## Refugees' preferred information sources:

- Community leaders
- Community meetings
- Community mobilisers
- Religious leaders
- WFP, UNHCR and partner field staff
- Megaphones

# Findings: information access challenges faced by refugees

- **High mobility** of refugees (e.g. out-of-site agricultural activities, job searching)
- **Barriers for people with disabilities** (e.g. hearing, mobility impairments)
- **Barriers for older people** (e.g. less likely to own a phone)
- **Barriers for children and women**
- **Remoteness of refugee sites**
- **Lack of access to mobile network**

# Findings: feedback and complaints



## Feedback channels mentioned by refugees:

- Refugee committees and other community leaders
- UNHCR, WFP and partner field staff
- Hotlines



# Challenges and lessons learnt

## ■ Challenges:

- **Large distances** between different consultation sites
- **Limited staff capacity**
- **Covid-19-related restrictions**
- **Limited literacy** to understand presented eligibility criteria

## ■ Lessons:

- **Involvement of local communities reinforces social cohesion** between refugees and host communities
- **Self-reliance activities** are the most appreciated and preferred
- **Involving beneficiaries in decision-making** on their future assistance allows them to become more aware and reflect on their independence
- **Refugees aware of potential changes in prioritization** might affect them



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**Community consultations in Rwanda**

# Change from blanket to targeted assistance / prioritization

- **Blanket food assistance**
- **6 refugees camps**
- **WFP, UNHCR and Government's commitment to needs based assistance**
- **WFP's limited funding resources**
- **Commitment of UNHCR and WFP to AAP**

# Consultations

- 41 consultation sessions held in March 2021, involving over 200 participants
- Consultations took place in all six refugee camps
- In each location:
  - 1 FGD with women,
  - 1 FGD with men
  - multiple KIIs

Community Consultations: breakdown		
Camp	Focus Group Discussions	Key Informant Interviews
Gihembe	4	3
Kigeme	2	3
Kiziba	6	3
Mahama	6	2
Mugombwa	2	3
Nyabiheke	4	3
<b>Total</b>	<b>24</b>	<b>17</b>

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# Findings: Protection risks

## Community level

Crime

Repatriation requests

Tensions in the camp/host communities

Unrest/demonstrations

Theft from host community

Tensions with humanitarian staff

# Findings: Protection risks

Household level
Stress
School dropouts
Survival sex
High-risk coping strategies
Family conflicts
Malnutrition
Child Protection issues

➔ Risks to be included in monitoring

# Findings: Information sharing

## Preferred information sharing channels

Mass community meetings

Community representatives

Megaphones and loudspeakers/sound systems

Posters and leaflets

UNHCR, WFP and partner field staff

## Some of the challenges encountered by refugees

Covid-19 restrictions

Accessibility for PWD

➔ Information sharing campaign on targeting

# Findings: Feedback mechanisms

Most refugees are aware of at least one feedback channel

## Feedback channels refugees are aware of

UNHCR and WFP help desks and other field staff

UNHCR and WFP hotlines

Suggestion boxes

## Some of the challenges raised by refugees include

**Delayed responses** to feedback

**Help desk and other field staff** being less present during pandemic / should be more present

**Field staff should be trained** on how to **receive feedback** and treat refugees respectfully (2 out of 6 camps)

**Hotlines** should be **toll-free** (issue only raised by men)



Design of joint appeals mechanism



# Challenges

- Shift to needs-based assistance on a tight timeline
- Potential resistance of refugees
- Covid-19-related restrictions
- Staff capacity
- Level of literacy
- Limited livelihood opportunities

## Lessons learnt:

- Allocate enough time to design and implement targeting
- Need to update UNHCR registration database
- Increase livelihood opportunities and refugee self-reliance
- Enhancement of Government engagement
- Effective strategy for mobilisation and information sharing



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Reflecting consultation findings in  
targeting/prioritization strategies



We stand together  
#WithRefugees

# Eligibility criteria and vulnerability

## Refugees consulted on:

- General **perception** of **vulnerability** in the community
- Feedback on proposed set of **eligibility criteria**
- Potential **additions/changes** to criteria
- **COVID-19 impact** across community groups

## Main findings:

- **All criteria** proposed were **validated** as able to capture the most vulnerable
- Some additional characteristics identified by refugees were **integrated in prioritization**
- The need for **livelihoods support** for refugees was collectively raised

# Role of community consultations for targeting

WHAT CCs CANNOT ACHIEVE	WHAT CCs CAN ACHIEVE
Replace findings from quantitative analysis	Complement quantitative evidence and establish importance of each eligibility criteria
Inform refugee communities on targeted assistance packages and details on implementation	Consult refugees on potential changes to current situation, before implementation
Identify the exact beneficiaries	Identify socio-demographic and protection profile of beneficiaries
Decide whether and which complementary interventions will be provided	Suggest additional areas of support for community or specific cases

# Validated eligibility criteria

RWANDA	CAMEROON
1. Household with high dependency ratio	1. Single headed household with at least one child below 18
2. Household head with no education	2. Household with high dependency ratio
3. Household with 8 or more members	3. Household with 1 or more children 0-11 years
4. Household with 2+ female children (0-17 years)	4. Household head with no education
5. Single female headed household	5. Single female headed household with 1 or more children below 18
6. Single headed household with 1 or more children below 5 years	6. Single female headed household with high dependency
7. Household with 1 or more disabled or chronically ill members	7. Household with 1 or more old member (60+ years)
8. Household with member at risk based on UNHCR classification	8. Child headed household
	9. Household with 1 or more disabled or chronically ill members
	10. Unaccompanied or separated children

# Targeting/prioritization strategy

- Community feedback on **draft eligibility criteria** reviewed and validated with Country Offices
- **Finalisation of eligibility criteria, targeting/prioritization approach and assistance packages**
- Review and finalisation of **targeting risk assessment and mitigation plan**

# Challenges and lessons learnt

- **Representativeness vs. volume** of consultations
- **Training and pre-testing:** optimal structure, length, mitigation of rumours
- **Selection of participants:** leaders vs. community members
- **Length** of consultation sessions and **focus of questions** (particularly in prioritization contexts)
- Differences in quality of **consultation notes** and related **data harmonisation** challenges



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