



JOINT PROGRAMME EXCELLENCE AND TARGETING HUB



INTEGRATING PROTECTION AND ACCOUNTABILITY TO AFFECTED PEOPLE IN ASSESSMENTS AND MONITORING

May 2022

CONTENTS

INTRODUCTION	2
HOW TO FURTHER ADAPT THE QUESTIONS	3
CORE AND SUPPLEMENTARY QUESTIONS FOR HOUSEHOLD SURVEYS	4
PROTECTION	4
LIVELIHOODS COPING STRATEGIES AND PROTECTION RISKS	4
ACCESS TO ASSISTANCE	5
SAFETY AND SECURITY	6
OTHER KEY PROTECTION RISKS: ABUSE OF AUTHORITY, GBV AND SEA	8
AAP	8
SATISFACTION WITH ASSISTANCE	8
PARTICIPATION	9
INFORMATION SHARING	10
FEEDBACK MECHANISMS	13
CORE AND SUPPLEMENTARY QUESTIONS FOR FGDs AND KIIs	15
PROTECTION	16
LIVELIHOODS COPING STRATEGIES AND PROTECTION RISKS	16
ACCESS TO ASSISTANCE	16
SAFETY AND SECURITY	16
OTHER KEY PROTECTION RISKS: ABUSE OF AUTHORITY, GBV AND SEA	17
AAP	18
SATISFACTION WITH ASSISTANCE	18
PARTICIPATION	18
INFORMATION SHARING	18
FEEDBACK MECHANISMS	18



INTRODUCTION

This technical brief provides a selection of suggested **core** and **supplementary** questions concerning protection and accountability to affected people (AAP) that can be included in **household surveys**, **focus group discussions (FGDs)** and **key informant interviews (KIIs)** that are carried out as part of UNHCR and WFP joint assessments or monitoring.

The questions presented in this brief have been adapted from household survey, FGD and KII questionnaires developed jointly by **UNHCR and WFP in country operations** supported by the [UNHCR-WFP Joint Programme Excellence and Targeting Hub](#) as well as other available tools¹.

It is important that the below questions are asked by **interviewers** who are **familiar with the local context** in which they operate and who have been **appropriately trained** on how to conduct interviews and group discussions with persons of concern, especially in the case of sensitive interviews with survivors of traumatic events (as talking about certain events can potentially renew wounds or fears).

Interviews and group discussions should always take place in **safe environments** that ensure the **privacy** of discussions and don't put the people that are

being consulted at risk. Any personal information that is shared by interviewees must be kept **confidential**.

Moreover, questions must be asked to the most **appropriate interlocutor** and in an appropriate way and setting, respecting **people's culture and rights**. For example, some community members may feel more comfortable speaking with persons of their own gender or from their own community. If in doubt about which questions should be asked to whom in which context, it is recommended to consult local staff from UNHCR, WFP or partners.

Interviews and group discussions should always take place in community members' preferred **language**, and interpreters should be used where necessary. Where interpreters are used, these should be selected carefully to ensure the accuracy of translations and avoid potential misinterpretations and bias.

Interviewees and FGD participants should be informed about why information is being collected, how it will be used, by whom, and for how long it will be stored. Community members must be asked for their **consent** for the collection of their information and any sharing of the collected data.

¹ See, for example, the [IASC & REACH \(2018\) Menu of AAP Questions For Multi-Sector Needs Assessments](#).



HOW TO FURTHER ADAPT THE QUESTIONS

The below questions will have to be adapted to the **local context** and **specific activities** that are being implemented by UNHCR and WFP, including any recall periods that are used.

When developing a household survey, FGD or KII questionnaire, it is important to reflect on how closed and open-ended questions will be used. **Closed questions** have predefined answer options and can include an *Other, please specify* (text box) option to capture any responses that are not covered by the predefined answer options.

Closed questions can be useful in situations where the most common responses that will be given by interviewees are already well understood (while any other issues are captured under the *Other, please specify* answer option). Using closed questions also facilitates data analysis since most of the collected information is recorded in a structured way and only the responses under the *Other* answer option may take more time to analyse (e.g. by coding and counting the frequency of mentions of key issues that have been raised by interviewees and group discussion participants).

Open-ended questions do not come with predefined answer options, which gives more freedom to the person taking notes during the questionnaire administration to record interviewees' responses with more detail and

accuracy, which is especially useful in new contexts or when consulting on new thematic issues.

The below suggested questions for household surveys are all closed questions, while the suggested questions for FGDs and KIIs are all open-ended questions. However, the use of open-ended and closed questions should be decided based on the context and also the intended use of the collected data. For example, open-ended questions could be included in a larger household survey to explore new thematic issues, or closed questions could be used in FGDs if the group discussions are carried out as part of a recurrent monitoring exercise where there is already some familiarity with the most common responses from participants (and any new responses that are different from the predefined answer options are captured by the *Other* answer option).

Lastly, the categorisation of questions into **core** and **supplementary** questions is meant as a suggestion and will have to be reviewed depending on the context and in consideration of WFP and UNHCR corporate reporting requirements and core indicators. In many contexts, the core questions will be the ones that could be included in more general household surveys, FGDs and KIIs to ensure the most basic protection and AAP priorities are covered, while the supplementary questions could be used in surveys and consultations that more specifically focus on protection and AAP.

CORE AND SUPPLEMENTARY QUESTIONS FOR HOUSEHOLD SURVEYS

PROTECTION

LIVELIHOODS COPING STRATEGIES AND PROTECTION RISKS			
	Question:	Answer options:	Scope of question:
A	<p>During the past month, did anyone in your household have to engage in any of the following activities to meet the basic needs of the household?²</p> <p><i>[Note to assessor: read out the livelihoods coping strategies under question B]</i></p>	<p>1 = Yes</p> <p>2 = No, because it wasn't necessary</p> <p>3 = No, because I already sold those assets or did this activity in the last 12 months and I cannot continue to do it</p> <p>4 = Not applicable</p>	Use of livelihoods coping strategies and associated protection risks
B	<p>If yes, in which activities did you or someone else in your household have to engage?</p> <p>Please select all that apply:</p>	<p>1 = Spent savings</p> <p>2 = Sold household assets/goods (e.g. phone, radio, furniture, jewellery, etc.)</p> <p>3 = Reduced expenses on hygiene items, health (including medicine), or education</p> <p>4 = Sold productive assets or means of transport (e.g. plough, wheelbarrow, milling machine, sewing machine, tools, bicycle, motorbike, etc.)</p> <p>5 = Sold more animals than usual</p> <p>6 = Sold last female animal</p> <p>7 = Relied on help from a relative or friend (e.g. borrowing or receiving money or food)</p> <p>8 = Purchased food or other basic goods on credit</p> <p>9 = Borrowed money from a formal lender/bank</p> <p>10 = Borrowed money from an informal source at higher interest</p> <p>11 = Sold house or land</p> <p>12 = Moved to a poorer quality shelter or more remote location</p> <p>13 = Skipped paying rent or debt payment</p> <p>14 = Asked for money from strangers / begging</p> <p>15 = Engaged in forced marriage</p> <p>16 = Engaged in child marriage</p> <p>17 = Adult household member engaged in high risk, dangerous, or exploitative work / income-generating activity (e.g. survival sex / prostitution, selling drugs or theft)</p> <p>18 = Household member below the age of 18 engaged in high risk, dangerous, or exploitative work / income-generating activity (e.g. survival sex / prostitution, selling drugs or theft)</p> <p>19 = Stopped a child from attending school</p>	Use of livelihoods coping strategies and associated protection risks

² Note that this question relates to the WFP corporate core indicator on livelihoods coping strategies.

	20 = Sent a household member under the age of 16 to work 21 = Sent a household member to live or work elsewhere (in addition to normal seasonal migration)	
--	---	--

ACCESS TO ASSISTANCE		
Question:	Answer options:	Scope of question:
How long does it take you to reach the distribution point?	1 = Less than 15 minutes 2 = 15 to 30 minutes 3 = 30 minutes to 1 hour 4 = 1 to 2 hours 5 = 2 to 4 hours 6 = More than 4 hours	Time spent on travelling to distribution point
During the last distribution, were there priority lines or other arrangements to meet the needs of highly vulnerable community members such as pregnant women, people with disabilities or older people? ³	1 = Yes 2 = Yes, but it was not enough 3 = No 4 = Don't remember	Special consideration of the needs of highly vulnerable people during the last distribution
Did the last cash/food assistance distribution happen on the day and time you were told by UNHCR/WFP?	1 = Yes 2 = No 3 = Don't remember	Predictability of distributions
Did you receive the amount of cash/food that you were expecting to receive from UNHCR/WFP during the last distribution?	1 = Yes 2 = No 3 = Don't remember	Knowledge about entitlement
A Do you have to pay for transport to reach the distribution point?	1 = Yes 2 = No 3 = Don't know	Additional cost incurred at household level due to distribution
B If yes, how much for one way?	Transportation cost (amount and currency) = _____	Additional cost incurred at household level due to distribution
How long did you wait at the distribution point to receive the cash/food assistance during the last distribution?	1 = Less than 30 minutes 2 = 30 minutes to 1 hour 3 = 1 hour to 1.5 hours 4 = 1.5 to 2 hours 5 = 2 to 3 hours 6 = More than 3 hours 7 = Don't remember	Time spent on waiting to receive assistance at distribution point
Has your household experienced a reduction in the household income because of the time spent on travelling to the distribution point, waiting for your turn to receive your assistance, and travelling back to your home?	1 = Yes 2 = No 3 = Don't know	Reduction in household income incurred due to distribution
A Does the person registered to receive the assistance need help to receive or spend the cash/food assistance ?	1 = Yes 2 = No 3 = Don't know	Ability of household member registered to receive the assistance to

³ Note that this question relates to the WFP corporate core indicator on access for people with disabilities. Moreover, depending on the context, it may make sense to ask this question twice, focusing separately on women and men.

			actually receive or spend it
B	If yes, why does the person need help? Please select all that apply:	1 = Does not know how to receive the assistance 2 = No time 3 = Has a disability 4 = Distribution point or food shops not accessible for people with disabilities 5 = Items are too heavy to carry 6 = Lack of money to pay for transport to reach the distribution point or food shops 7 = Illiteracy / doesn't know how to read 8 = Language barrier / doesn't speak the language used by UNHCR/WFP 77 = Other, please specify: _____	Ability of household member registered to receive the assistance to actually receive or spend it
C	If yes, who normally gives help?	1 = Family member 2 = Neighbour or friend 3 = Stranger 4 = UNHCR/WFP or partner field staff 5 = Bank/mobile money/FSP agent 6 = Shopkeeper 77 = Other, please specify: _____	Profile of person who helps to receive or spend assistance
D	Is the person who gives help registered as an alternate to receive the assistance?	1 = Yes 2 = No 3 = Don't know	Registration of helper as alternate to receive assistance
	How long does it take you to reach the place where you spend the cash/food assistance received from UNHCR/WFP?	1 = Less than 15 minutes 2 = 15 to 30 minutes 3 = 30 to 1 hour 4 = 1 to 2 hours 5 = More than 2 hours 6 = Don't know	Time spent on reaching location where assistance is spent
	Do you have to pay for transport to reach the place where you spend your cash/food assistance ?	1 = Yes 2 = No 3 = Don't know	Additional cost incurred at household level to spend assistance
	If yes, how much for one way?	Transportation cost (amount and currency) = _____	Additional cost incurred at household level to spend assistance

SAFETY AND SECURITY			
	Question:	Answer options:	Scope of question:
A	Overall, do you and the other members of your household feel safe in the settlement/camp ? ⁴	1 = Yes 2 = Most of the time, but not always 3 = No 4 = Don't know	Perceptions of safety in the community
B	If not or not always , what are the main concerns ? Please select all that apply:	1 = Household theft 2 = Muggings 3 = Sexual abuse 4 = Other forms of gender-based violence 5 = Alcohol/drug abuse 6 = Unrest/demonstrations	Perceptions of safety in the community

⁴ Note that this question relates to UNHCR corporate core indicator 2.2 on safe and secure settlements.

	<i>[Note to assessor: where relevant, share information about how to report GBV in a safe and confidential way]</i>	7 = Threats 8 = Tensions between different community members or groups 9 = Tensions with the host community 10 = Risk of eviction 77 = Other, please specify: _____	
A	Do you and other members of your household feel safe when receiving, travelling with, storing or spending your cash/food assistance? ⁵	1 = Yes 2 = No 3 = Don't know	Perceptions of safety regarding the assistance received
B	If not , in which situations do you feel unsafe? Please select all that apply:	1 = When receiving the assistance 2 = When travelling with the assistance 3 = When storing the assistance at home 4 = When spending the assistance 77 = Other, please specify: _____	Perceptions of safety regarding the assistance received
C	If not , what are the main concerns? Please select all that apply: <i>[Note to assessor: where relevant, share information about how to report GBV in a safe and confidential way]</i>	1 = Household theft 2 = Muggings 3 = Sexual abuse 4 = Other forms of gender-based violence 5 = Threats 77 = Other, please specify: _____	Perceptions of safety regarding the assistance received
A	Over the past month, have you or other members of your household experienced any safety or security problems at the cash/food distribution point or food shops?	1 = Yes 2 = No 3 = Don't know	Safety and security problems experienced at the distribution point and food shops
B	If yes , did the problem result in some household members not being able to access cash/food assistance that month?	1 = Yes 2 = No 3 = Don't know	Safety and security problems and their impact on access to assistance
A	Over the past month, have you or other members of your household experienced any safety or security problems while travelling to or from the cash/food distribution point or food shops?	1 = Yes 2 = No 3 = Don't know	Safety and security problems experienced while travelling to and from the distribution point or food shops
B	If yes , was any of your cash/food forcibly taken from you or the other members of your household?	1 = Yes 2 = No 3 = Don't know	Safety and security problems experienced while travelling to and from the distribution point or food shops
C	If yes , did the problem result in some household members not being able to access cash/food assistance that month?	1 = Yes 2 = No 3 = Don't know	Safety and security problems and their impact on access to assistance

⁵ Note that this question relates to the WFP corporate core indicator on safety.

OTHER KEY PROTECTION RISKS: ABUSE OF AUTHORITY, GBV AND SEA

	Question:	Answer options:	Scope of question:
A	Have you seen or heard of people being asked for money to receive assistance from UNHCR/WFP or its partners?	1 = Yes 2 = No 3 = Don't know	Perceptions of existing protection risks when accessing assistance
B	If yes , who asked for money?	1 = UNHCR/WFP or partner staff member 2 = Government official 3 = Community leader or representative 4 = Local community-based organisation 5 = Bank/mobile money/financial service provider agent 6 = Shopkeeper 7 = Household member 8 = Family member who is not part of the household 9 = Friend 10 = Stranger 77 = Other, please specify: _____	Perceptions of existing protection risks when accessing assistance
	Have you seen or heard of people being asked for sexual favours to receive assistance from UNHCR/WFP or its partners? <i>[Note to assessor: share information about how to report SEA and GBV in a safe and confidential way]</i>	1 = Yes 2 = No 3 = Don't know	Perceptions of existing protection risks when accessing assistance

ACCOUNTABILITY TO AFFECTED PEOPLE

SATISFACTION WITH ASSISTANCE

	Question:	Answer options:	Scope of question:
	Do you prefer cash or in-kind (food or non-food items) assistance ?	1 = Cash 2 = In-kind (food or non-food items) 3 = A combination of both 4 = No preference	Preferred assistance modality
A	How do you feel about the way humanitarian staff treated you during the last distribution? ⁶	1 = Very satisfied 2 = Satisfied 3 = Somewhat satisfied 4 = Not satisfied 5 = Don't remember	Satisfaction with treatment by humanitarian staff during last distribution
B	If not satisfied , what is the reason for your dissatisfaction with the way you were treated during the last distribution?	1 = Lack of respect 2 = Asked to pay to access assistance 3 = Asked for a favour to access assistance 4 = Did not receive a satisfactory answer to a question or complaint 77 = Other, please specify: _____	Satisfaction with treatment by humanitarian staff during last distribution

⁶ Note that this question relates to the WFP corporate core indicator on respectful treatment in the context of WFP programmes.

	Overall, to what extent does the cash/food assistance received from UNHCR/WFP respond to your most pressing needs?	1 = Significantly 2 = Moderately 3 = Slightly 4 = Not at all	Relevance and appropriateness of the assistance provided to cover basic needs
A	Are you satisfied with the quantity of the _____ [assistance item] distributed?	1 = Yes 2 = No 3 = Don't know	Appropriateness of the assistance provided to cover basic needs
B	If not, why?	1 = Not enough to meet the household's needs until the next distribution 77 = Other, please specify: _____	Appropriateness of the assistance provided to cover basic needs
A	Are you satisfied with the quality of the _____ [assistance item] distributed?	1 = Yes 2 = No 3 = Don't know	Appropriateness of the assistance provided to cover basic needs
B	If not, why?	1 = Poor quality 2 = Don't like the smell, taste, shape or colour of it 3 = Not familiar with this type of item or food / don't know how to use or cook it 4 = Creates health problems 77 = Other, please specify: _____	Appropriateness of the assistance provided to cover basic needs
A	What have you done with _____ [assistance item] since you received it?	1 = Have already used it 2 = Currently using it 3 = Have not used it yet / stored it 4 = Sold it 5 = Exchanged it 6 = Gave it away 7 = Lent it 77 = Other, please specify: _____	Use of provided assistance
B	If some assistance items were exchanged, what were they exchanged for?	1 = [Customise answer options based on plausible scenarios for the given context] 2 = 3 = 77 = Other, please specify: _____	Households' priority needs that are not covered by the assistance currently provided
C	If some assistance items were sold, what was the money used for?	1 = [Customise answer options based on plausible scenarios for the given context] 2 = 3 = 77 = Other, please specify: _____	Households' priority needs that are not covered by the assistance currently provided

PARTICIPATION		
Question:	Answer options:	Scope of question:
Were you or someone you know, for example a community leader, outreach volunteer, family member or neighbour, consulted before the following decisions were taken? ⁷ Please select all that apply: [Note to assessor: read out the answer options]	1 = What assistance should be provided 2 = Who should be eligible for the assistance 3 = What information on the assistance should be shared 4 = How important information on the assistance should be shared 5 = How feedback and complaints can be shared 6 = How assistance should be distributed	Level of community participation in decision-making

⁷ Note that this question relates to UNHCR corporate core indicator 7.1 on meaningful participation.

		7 = How assistance should be monitored 8 = How assistance should be evaluated 9 = No 10 = Don't know	
	Have you or someone you know, for example a community leader or outreach volunteer, ever performed any of the following activities ? Please select all that apply: <i>[Note to assessor: read out the answer options]</i>	1 = Assessing community members' needs 2 = Distributing assistance 3 = Sharing important information on the assistance 4 = Receiving feedback and complaints 5 = Responding to feedback and complaints 6 = Monitoring assistance 7 = Evaluating assistance 8 = No 9 = Don't know	Level of community participation in activities throughout the programme cycle

INFORMATION SHARING			
	Question:	Answer options:	Scope of question:
	What is the main language that you speak at home?	1 = <i>[Customise answer options for the given context]</i> 2 = 3 = 4 = 5 = 77 = Other, please specify: _____	Preferred language for verbal communication
	Which language do you prefer to receive spoken information in?	1 = <i>[Customise answer options for the given context]</i> 2 = 3 = 4 = 5 = 77 = Other, please specify: _____	Preferred language for verbal communication
	Do you know how to read and write ?	1 = Yes 2 = Somewhat 3 = No	Level of literacy
	Which language do you prefer to receive written information in?	1 = <i>[Customise answer options for the given context]</i> 2 = 3 = 4 = 5 = 77 = Other, please specify: _____	Preferred language for written communication
	Where do you get information about the available assistance ? Please select all that apply:	1 = Community meetings 2 = Family members, neighbours or friends 3 = UNHCR/WFP or partner field staff (including help desks) 4 = Community committee members or block representatives 5 = Religious leaders 6 = Community-based organisations 7 = Outreach volunteers / community mobilisers 8 = Posters or leaflets	Most used communication channels

		<p>9 = Noticeboards 10 = Sound system/loudspeakers or megaphone announcements 11 = Theatre / role plays 12 = Radio 13 = SMS 14 = WhatsApp (or similar internet-based chat) 15 = Facebook (or similar social media) 77 = Other, please specify: _____</p>	
	<p>Which information sources do you trust the most? Please select three answer options:</p>	<p>1 = Community meetings 2 = Family members, neighbours or friends 3 = UNHCR/WFP and partner field staff (including help desks) 4 = Community committee members and block representatives 5 = Religious leaders 6 = Community-based organisations 7 = Outreach volunteers / community mobilisers 8 = Posters and leaflets 9 = Noticeboards 10 = Sound system/loudspeakers or megaphone announcements 11 = Theatre / role plays 12 = Radio 13 = SMS 14 = WhatsApp (or similar internet-based chat) 15 = Facebook (or similar social media) 77 = Other, please specify: _____</p>	<p>Most trusted communication channels</p>
	<p>Which information sources do you trust the least? Please select three answer options:</p>	<p>1 = Community meetings 2 = Family members, neighbours or friends 3 = UNHCR/WFP and partner field staff (including help desks) 4 = Community committee members and block representatives 5 = Religious leaders 6 = Community-based organisations 7 = Outreach volunteers / community mobilisers 8 = Posters and leaflets 9 = Noticeboards 10 = Sound system/loudspeakers or megaphone announcements 11 = Theatre / role plays 12 = Radio 13 = SMS 14 = WhatsApp (or similar internet-based chat) 15 = Facebook (or similar social media) 77 = Other, please specify: _____</p>	<p>Least trusted communication channels</p>

A	Are the existing information sources accessible by all community members, also considering people’s gender and age, people with a disability or other specific needs, minorities, people living in remote locations, language, and access to a mobile phone? ⁸	1 = Yes 2 = No 3 = Don’t know	Accessibility of existing communication channels
B	If not , which community members are facing challenges? Please select all that apply:	1 = People with disabilities 2 = People with serious medical conditions 3 = Children 4 = Unaccompanied minors 5 = Ethnic, religious or other minorities 77 = Other, please specify: _____	Community members facing information access barriers
C	If not , what are the main challenges ? Please select all that apply:	1 = Lack of knowledge about available information sources 2 = Long distance 3 = Language barrier / some don’t understand the language 4 = Illiteracy / some don’t know how to read 5 = The information is too complicated 6 = Lack of mobile phone 7 = Lack of phone credit 8 = Lack of mobile network 9 = No access to electricity to charge phone 10 = Lack of trust in available information sources 77 = Other, please specify: _____	Barriers to accessing existing communication channels
A	Are you receiving enough information about the available assistance through the existing information sources?	1 = Yes 2 = No 3 = Don’t know	Satisfaction with the amount of information that is shared
B	If not , through which information sources would you like to receive more information ? Please select all that apply:	1 = Community meetings 2 = UNHCR/WFP or partner field staff (including help desks) 3 = Community committee members or block representatives 4 = Religious leaders 5 = Community-based organisations 6 = Outreach volunteers / community mobilisers 7 = Posters and leaflets 8 = Noticeboards 9 = Sound system/loudspeakers or megaphone announcements 10 = Theatre / role plays 11 = Radio 12 = SMS 13 = WhatsApp (or similar internet-based chat) 14 = Facebook (or similar social media) 77 = Other, please specify: _____	Preferred communication channels

⁸ Note that this question relates to the WFP corporate core indicator on access to information.

	Do you understand what the eligibility criteria are for the cash/food assistance provided by UNHCR/WFP? ⁹	1 = Yes 2 = No	Understanding of the eligibility criteria
	Do you know what the cash/food entitlement is for your household ?	1 = Yes 2 = No	Knowledge about entitlement
	Do you know when the next distribution will take place?	1 = Yes 2 = No	Knowledge about distribution schedule
	Is there any additional information you would like to receive about the UNHCR/WFP cash/food assistance? Please select all that apply:	0 = None 1 = Eligibility for cash/food assistance 2 = Distribution date, time and location 3 = How to spend/use the cash/food assistance 4 = If there are any changes planned to the cash/food assistance 5 = How to share questions, feedback, concerns or complaints with UNHCR/WFP 77 = Other, please specify: _____	Additional assistance-related information requested

FEEDBACK MECHANISMS			
	Question:	Answer options:	Scope of question:
A	Do you know how to share your questions, feedback, concerns or complaints with UNHCR/WFP, for example about the cash/food assistance or the behaviour of humanitarian staff? ¹⁰	Yes = 1 No = 2	Awareness of the existing feedback mechanisms
B	If yes, how do you share your questions, feedback, concerns or complaints ? Please select all that apply:	1 = UNHCR field staff (including help desks) 2 = WFP field staff (including help desks) 3 = Partner field staff (including help desks) 4 = UNHCR office visits 5 = WFP office visits 6 = Community meetings 7 = Community committee members 8 = Block representatives 9 = Outreach volunteers / community mobilisers 10 = Religious leaders 11 = Community-based organisations 12 = Hotline/helpline 13 = SMS 14 = WhatsApp (or similar internet-based chat) 15 = Facebook (or similar social media) 16 = Suggestion box or letters 17 = Call-in radio programme 77 = Other, please specify: _____	Most used feedback channels
A	Have you ever shared any questions, feedback, concerns or complaints with	1 = Yes 2 = No	Actual use of feedback mechanisms

⁹ This question should only be asked in operations where targeted assistance is being provided.

¹⁰ Note that this question relates to UNHCR corporate core indicator 7.2 on access to effective feedback and response mechanisms as well as the WFP corporate core indicator on functioning community feedback mechanisms.

	UNHCR/WFP, for example about the cash/food assistance or the behaviour of humanitarian staff?	3 = Don't remember	
B	If yes , did you receive a response ?	1 = Yes 2 = No 3 = Don't remember	Responsiveness of feedback mechanisms
C	If yes , how many days did it approximately take until you received a response to your question, feedback or complaint?	Number of days: _____	Responsiveness of feedback mechanisms
D	If yes , were you satisfied with how your feedback or complaint was responded to?	1 = Yes 2 = No 3 = Don't remember	Satisfaction with response received
A	Are the existing feedback mechanisms accessible by all community members, also considering people's gender and age, people with a disability or other specific needs, minorities, people living in remote locations, language, and access to a mobile phone? ¹¹	1 = Yes 2 = No 3 = Don't know	Accessibility of existing feedback mechanisms
B	If not , which community members are facing challenges? Please select all that apply:	1 = People with disabilities 2 = People with serious medical conditions 3 = Children 4 = Unaccompanied minors 5 = Ethnic, religious or other minorities 77 = Other, please specify: _____	Community members facing barriers when accessing existing feedback mechanisms
C	If not , what are the main challenges ? Please select all that apply:	1 = Lack of information about the existing feedback mechanisms 2 = Long distance 3 = Language barrier / feedback mechanisms don't receive feedback in all languages 4 = Illiteracy / some don't know how to read and write 5 = Lack of mobile phone 6 = Lack of phone credit 7 = Lack of mobile network 8 = No access to electricity to charge phone 9 = Lack of trust in the existing feedback mechanisms 77 = Other, please specify: _____	Barriers faced when accessing existing feedback mechanisms
	In what other ways would you like to share your questions, feedback, concerns or complaints with UNHCR/WFP in the future, for example about the cash/food assistance or the behaviour of humanitarian staff? Please select all that apply:	1 = UNHCR field staff (including help desks) 2 = WFP field staff (including help desks) 3 = Partner field staff (including help desks) 4 = UNHCR office visits 5 = WFP office visits 6 = Community meetings 7 = Community committee members 8 = Block representatives	Preferred feedback channels

¹¹ Note that this question relates to UNHCR corporate core indicator 7.2 on access to effective feedback and response mechanisms.

		<p>9 = Outreach volunteers / community mobilisers</p> <p>10 = Religious leaders</p> <p>11 = Community-based organisations</p> <p>12 = Hotline/helpline</p> <p>13 = SMS</p> <p>14 = WhatsApp (or similar internet-based chat)</p> <p>15 = Facebook (or similar social media)</p> <p>16 = Suggestion box or letters</p> <p>17 = Call-in radio programme</p> <p>77 = Other, please specify: _____</p>	
	<p>In what ways would you prefer to share sensitive complaints with UNHCR/WFP, for example about corruption, gender-based violence or sexual exploitation and abuse by humanitarian staff?</p>	<p>1 = UNHCR field staff (including help desks)</p> <p>2 = WFP field staff (including help desks)</p> <p>3 = Partner field staff (including help desks)</p> <p>4 = UNHCR office visits</p> <p>5 = WFP office visits</p> <p>6 = Community committee members</p> <p>7 = Block representatives</p> <p>8 = Outreach volunteers / community mobilisers</p> <p>9 = Religious leaders</p> <p>10 = Community-based organisations</p> <p>11 = Hotline/helpline</p> <p>12 = SMS</p> <p>13 = WhatsApp (or similar internet-based chat)</p> <p>14 = Facebook (or similar social media)</p> <p>15 = Suggestion box or letters</p> <p>77 = Other, please specify: _____</p>	<p>Preferred channels for making sensitive complaints</p>

CORE AND SUPPLEMENTARY QUESTIONS FOR FOCUS GROUP DISCUSSIONS AND KEY INFORMANT INTERVIEWS¹²

Note that the below **bold questions** are the main questions to be asked, while the non-bold questions are follow-up questions that should be used to drive the discussion forward and probe for more detailed answers. When developing FGD and KII questionnaires, the non-bold questions can also be listed as separate questions.

¹² While FGDs are usually conducted with 8-12 participants and help to bring out shared views, KIIs are held with individuals who have access to and in-depth knowledge about the community. KIIs can be helpful in managing existing power dynamics by, for example, involving dominant community members such as leaders in individual interviews instead of involving them in group discussions. Depending on the context, it may be advisable to cover certain sensitive topics such as gender-based violence in interviews with specific key informants instead of discussing them during group discussions. For further guidance on what FGDs and KIIs are, and how to conduct them, see: [Global Protection Cluster \(2017\) Protection Mainstreaming Toolkit](#) (Annexes 2 and 3); [WFP FGD Guidelines](#) (accessible only with a WFP account); [IFRC \(2020\) Focus Group Discussion Guide for Communities](#); [Finnish Red Cross \(2021\) Focus Group Discussion Guide](#).

PROTECTION

LIVELIHOODS COPING STRATEGIES AND PROTECTION RISKS

Question:	Scope of question:
Are there households in the settlement/camp that have to engage in high risk, dangerous or exploitative activities to meet their basic needs? What types of activities are they engaging in? How widespread are these different activities?	Use of livelihoods coping strategies and associated protection risks
Are there households in the community that send their children under the age of 16 to work? If yes, how widespread is this?	Use of livelihoods coping strategies and associated protection risks
Have you heard of any cases of forced marriage in the settlement/camp? If yes, do you know how widespread this is?	Use of livelihoods coping strategies and associated protection risks
Are there any community members who are begging in the settlement/camp? If yes, how widespread is this?	Use of livelihoods coping strategies and associated protection risks

ACCESS TO ASSISTANCE

Question:	Scope of question:
Is the cash/food assistance provided by UNHCR/WFP reaching the most vulnerable members of your community, meaning those who are most in need? If not, why not? Which highly vulnerable community members are not receiving cash/food assistance at the moment?	Access of highly vulnerable community members to assistance
Are there any vulnerable community members for whom it is difficult to access the cash/food assistance provided by UNHCR/WFP? If yes, which vulnerable community members are having challenges, also considering people's gender and age, people with a disability or other specific needs, minorities, people living in remote locations, language, and access to a mobile phone? What challenges are they facing and when? What has to change so that these vulnerable community members can access cash/food assistance?	Access of vulnerable community members to assistance
During the UNHCR/WFP cash/food distributions, are there priority lines or other arrangements to meet the needs of highly vulnerable community members such as pregnant women, people with disabilities or older people? How should UNHCR/WFP improve this for the next distribution?	Special consideration of the needs of highly vulnerable people during distributions

SAFETY AND SECURITY

Question:	Scope of question:
Are there any safety or security concerns you are aware of that community members experience in the settlement/camp? If yes, what are these? Who is affected, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations?	Perceptions of the existing protection risks in the community
Are there any safety or security concerns you are aware of that community members experience when going to the cash/food distribution point, markets, water points or when collecting wood? If yes, what are these? Who is affected, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations?	Perceptions of the existing protection risks when moving around inside and outside the settlement/camp
Do you feel safe when receiving the cash/food assistance, travelling with it, storing it at home and spending it? If not, in which situations do you feel unsafe and why?	Perceptions of safety regarding the assistance received

Is there anything else that makes you feel unsafe or at risk of harm related to the cash/food assistance? If yes, why? Are there community members that feel less safe than others, for example women, children or older people? If yes, who? What problems do they face?	Perceptions of protection risks regarding the assistance received
Are there any safety or security concerns related to the income-generating activities? If yes, what are these? Who is affected, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations?	Perceptions of the existing protection risks in the context of income-generating activities
Are the different types of assistance, including cash/food assistance and livelihoods support, affecting the relationships between community members? In case there are any positive or negative effects on community members' relationships, are there any community members that are more affected than others, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations? If yes, who and why?	Impact of assistance on social cohesion
Are the different types of assistance, including cash/food assistance and livelihoods support, affecting the relationships between refugees and the host community? In case there are any positive or negative effects on the relationships between refugees and the host community, are there any community members that are more affected than others, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations? If yes, who and why?	Impact of assistance on social cohesion
If the cash/food assistance ration will be reduced in the future, how could this affect the community? What impact could such a reduction have on the community? Which community members would be most affected? Could such a reduction affect relationships between refugees or with the host community? If yes, how and why? What actions could be taken to avoid or reduce these risks?	Potential protection risks of a blanket ration reduction and mitigation strategies
If different community members start receiving different amounts of cash/food assistance in the future based on the level of vulnerability of each household, how could this affect the community? What impact could such a change have on the community? Which community members would be most affected? Could such a change affect relationships between refugees or with the host community? If yes, how and why? What actions could be taken to avoid or reduce these risks?	Potential protection risks of a targeting exercise and mitigation strategies

OTHER KEY PROTECTION RISKS: ABUSE OF AUTHORITY, GBV AND SEA

Question:	Scope of question:
Have you seen or heard of people being asked for money to receive assistance from UNHCR/WFP or its partners? If yes, who asked for money?	Perceptions of existing protection risks when accessing assistance
Have you seen or heard of people being asked for sexual favours to receive assistance from UNHCR/WFP or its partners?	Perceptions of existing protection risks when accessing assistance
Are there cases of gender-based violence (GBV) in the settlement/camp? Do the cash/food distributions contribute to violence in the household or outside of it?	Perceptions of existing protection risks linked to the assistance
Are women accepted in leadership positions in the settlement/camp, for example as members of community committees or as block representatives?	Gender equity in community leadership

ACCOUNTABILITY TO AFFECTED PEOPLE

SATISFACTION WITH ASSISTANCE

Question:	Scope of question:
Overall, to what extent does the cash/food assistance received from UNHCR/WFP respond to community members' most pressing needs? How should UNHCR/WFP improve the assistance so that community members are better able to meet their basic needs?	Relevance and appropriateness of the assistance provided to cover basic needs
How do humanitarian staff treat you? How do they treat you during the distributions? How do they treat you when you have a question or share a complaint?	Satisfaction with treatment by humanitarian staff

PARTICIPATION

Question:	Scope of question:
Are different community members such as women, men, youth, older people and people with a disability or other specific needs consulted before important decisions are taken regarding their assistance? Are different community members consulted about what assistance should be provided, who should be eligible for the assistance, what information on the assistance should be shared, how important information on the assistance should be shared, how feedback and complaints can be shared, and how assistance should be distributed, monitored and evaluated?	Level of community participation in decision-making
Do different community members such as women, men, youth, older people and people with a disability or other specific needs participate in the planning and delivery of the assistance to the extent of their abilities? Do community members actively participate in carrying out needs assessments, the distribution of assistance, the sharing of important information on the assistance, receiving and responding to feedback and complaints, and the monitoring and evaluation of assistance?	Level of community participation in activities throughout the programme cycle

INFORMATION SHARING

Question:	Scope of question:
What are your preferred ways for receiving important information about your cash/food assistance?	Preferred communication channels
Are there any challenges community members face in accessing important information about the cash/food assistance, also considering people's gender and age, people with a disability or other specific needs, minorities, people living in remote locations, language, and access to a mobile phone? If yes, what challenges? Which community members face these challenges? Which ways for receiving information would be best and most accessible for these community members?	Accessibility of existing communication channels
Are community members receiving enough information, for example about the assistance that is available or the behaviour that is expected of humanitarian staff? Is there any additional information that you would like to receive from UNHCR/WFP? If yes, what information?	Satisfaction with the amount of information received, and additional information requested

FEEDBACK MECHANISMS

Question:	Scope of question:
What are your preferred ways for sharing questions, feedback, concerns or complaints with UNHCR/WFP, for example when there is a problem with your cash/food assistance?	Preferred feedback channels
Are there any challenges community members face when trying to share questions, feedback, concerns or complaints with UNHCR/WFP, also considering people's gender	Accessibility of existing feedback mechanisms

<p>and age, people with a disability or other specific needs, minorities, people living in remote locations, language, and access to a mobile phone? If yes, what challenges? Which community members face these challenges? Which ways for sharing questions, feedback, concerns and complaints would be best and most accessible for these community members?</p>	
<p>Are the feedback mechanisms trusted by all community members, also considering people's gender and age, people with a disability or other specific needs, minorities, and people living in remote locations? What makes you say that? Are the feedback mechanisms responsive? How could they be improved?</p>	<p>Community trust in feedback mechanisms</p>
<p>Do you feel comfortable with the different ways that exist to share your questions, feedback, concerns or complaints with UNHCR/WFP? If not, why?</p>	<p>Appropriateness of existing feedback mechanisms</p>
<p>Would you feel comfortable sharing a sensitive or private complaint with UNHCR/WFP, for example about corruption, gender-based violence or sexual exploitation and abuse by humanitarian staff? If not, why? In what ways would you prefer to share sensitive complaints?</p>	<p>Appropriateness of existing feedback mechanisms for sensitive complaints</p>