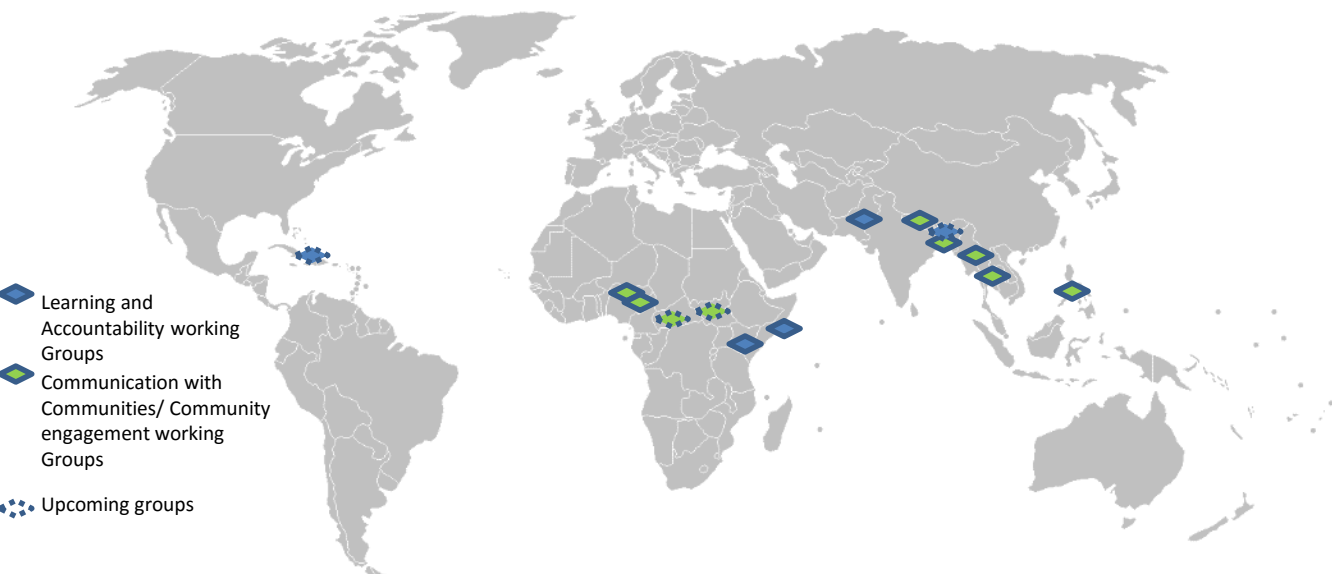


IASC Task Team on Accountability to Affected Populations and Protection from sexual Exploitation and Abuse (AAP/PSEA)

Are you looking for Accountability Working Groups at country or regional levels ?



The **Pakistan** Accountability Learning and Working Group (ALWG) is a forum for humanitarian and development agencies committed to promoting quality and accountability in humanitarian and development aid, with the aim of establishing a resource hub and critical mass of people and organizations working in the area. Its objectives are to (i) promote and support quality and accountability standards, guidelines and practices, (ii) collect examples of good practice and challenges, (iii) enable learning and sharing of relevant policies and strategies (iii) disseminate lessons learned, best practices, and new developments, and develop joint communication materials.

Email: shaprograms@communityworldservice.asia



The Inter Agency Working Group on Quality and Accountability **East and Central Africa** aims to share learning and good practice on quality and accountability, give support to peers, and, where possible, to undertake research activities on quality and accountability in order to add to the existing body of knowledge, evidence and tools in the region. the group holds bi-monthly meeting and is co-chaired by Transparency International and Save the Children. <http://iawg-africa.org/sub-working-group/quality-accountability-qa>

The **Ethiopia** Inter Agency Accountability Working Group (IAAWG-E) is currently facilitated by Plan International and includes many INGOs and national NGOs operating in Ethiopia. The IAAWG facilitates coordination meetings to enhance learning on accountability issues such as the operationalisation of the CHS, improved information sharing, participatory programming and accessible complaints handling systems. It also focuses on increasing linkages with other networks, such as the Ethiopian Social Accountability Program. Email : moges.jemaneh@Plan-International.org

Nigeria : The Adamawa state Information and Feedback Task Team was created by OCHA as a coordinating body to improve two-way communications with affected communities <http://reliefweb.int/report/nigeria/adamawa-nigeria-accountability-affected-populations-and-communications-communities>

The Borno Communications Group for Affected Populations)-was set up by OCHA in coordination with the Ministry of Information and Culture and humanitarian partners on July 14, 2016 to enhance two way communications, establish synergy among partners and strengthen advocacy for communication and information as a form of aid. Initial members include Catholic Relief Services (CRS), Norwegian Refugee Council (NRC), Search for Common Ground, IOM, UNICEF, OCHA, Save the Children, Nigerian Union of Journalist (NUJ) and Borno Radio and Television (BRTV).

http://reliefweb.int/sites/reliefweb.int/files/resources/nigeria_hb_june_july_2016.pdf





Since typhoon Bopha in 2012, the **Philippines** has been a pilot country by many humanitarian agencies in mainstreaming an integrated and coordinated approach on two-way communication, accountability and community participation. As part of post-Haiyan and preparedness initiative in 2014, the Community of Practice (CoP) on Community Engagement was created at the country level. The CoP provides strategic direction and technical support to the existing field level technical working groups. In the preparedness phase, the CoP facilitates continuous learning and capacity building on communications as aid, support the conduct of simulation exercise on coordinated communication strategy across all-inclusive sectors and provide the platform for documentation and sharing of good practices. The CoP provides recommendations, updates and relevant reports to the Humanitarian Country Team (HCT), as needed and required, both in preparedness and response.

<https://www.humanitarianresponse.info/en/operations/philippines/accountability-affected-populationscommunications-communities-community>

মানবিক কর্মকাণ্ডে মূল আদর্শমান
Core Humanitarian Standard (CHS)

Since 2007 an accountability peer support group is active and alive in **Bangladesh**. The group, now called CHS support group Bangladesh has been working on activities such as the CHS consultation process and feedback, CHS translation into Bengali or preparation of World Humanitarian Day.

Meeting minutes are found on the website of the group facilitator : COAST (www.coastbd.net)

Another group in Bangladesh focuses on Communication with Communities : Shongjog - it includes Government, UN, international, national and local organisations, and its vision is to “maximise the abilities of both communities and organisations - based on an analysis of hazards - to prepare for, respond to and recover from disaster by developing a comprehensive and inclusive mechanism for genuine two-way communication and information exchange.” <http://www.shongjog.org.bd/about-the-mssp/>



Nepal has a Community Engagement Working Group which includes the Inter-Agency Common Feedback Project. The Group supports humanitarian responders in implementing two-way communications between humanitarian actors and disaster affected people. This means ensuring the effective and timely delivery of life-saving information, meaningful participation and opportunities for community members to provide feedback. The primary objectives are to save lives and reduce human suffering and vulnerability, ensure aid effectiveness and enable accountability to crisis affected people. The group facilitate listening and responding to feedback arising from affected men, women and children and work to improve the sharing of information regarding the response to those affected. The Group is chaired by UNICEF with coordination support from the UN Resident Coordinator’s Office as well as remote technical support from UNOCHA’s regional office.

<https://www.humanitarianresponse.info/en/operations/nepal/cwc-working-group>

Asia Regional Community Engagement Network : In Asia, there have been a number of pilot initiatives for improving coordinated community engagement in humanitarian action, be it in preparedness or response (including applying common service approaches). These have included a diverse collective of partners including the UN and international NGOs, but increasingly partners from civil society and the private sector, including local media networks, telecommunications and technology groups, and business associations (such as Chambers of Commerce). OCHA is supporting the process of building a regional network of experts interested in innovative approaches to community engagement in humanitarian action. Contact : Stewart Davies : davies1@un.org and see

<http://reliefweb.int/sites/reliefweb.int/files/resources/Community%20Engagement%20in%20Humanitarian%20Action%2C%20June%202016%20Update.pdf>



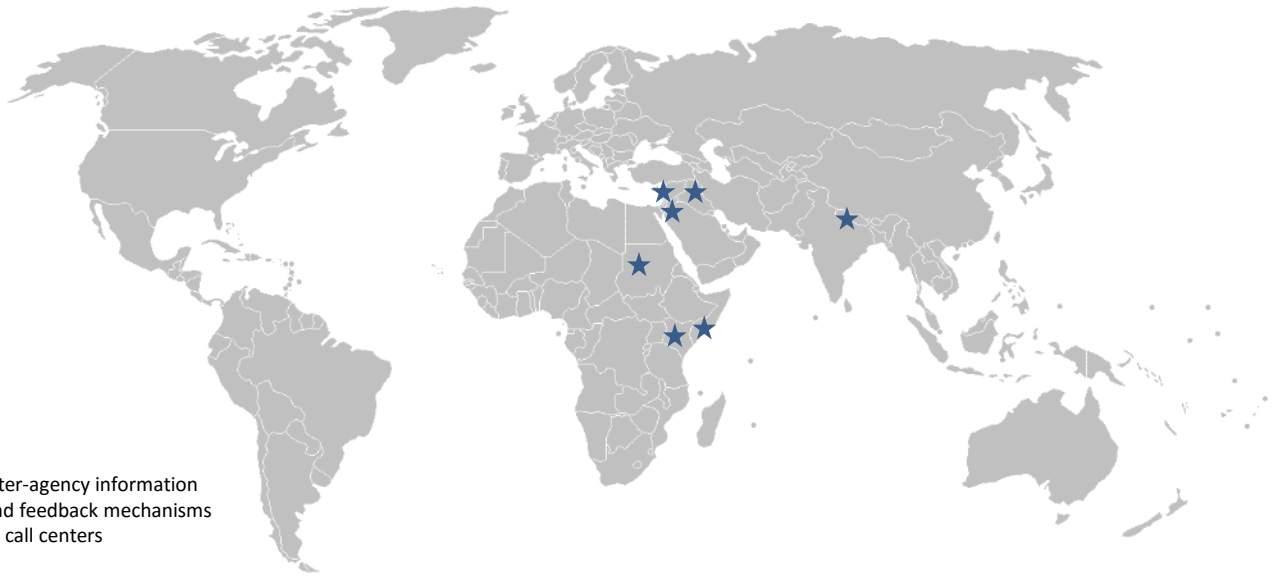
En République Centre Africaine, le Groupe du Travail Communication avec les Communautés vise à

1. Identifier et promouvoir au niveau national les bonnes pratiques en matière de communication avec les communautés.
2. Identifier les gaps en information avec les communautés durant cette crise qui sévit la Centrafrique
3. Promouvoir une constante coordination et le partage d’information entre tous les acteurs impliqués dans la communication avec les communautés.
4. Préparer et faire des recommandations spécifiques à la coordination inter cluster sur comment communiquer avec les communautés <https://www.humanitarianresponse.info/fr/operations/central-african-republic/cwc>

Additional Accountability and Learning Working Groups are active in **Myanmar and in Haiti**. Other groups focussing on Communication with Communities/ Community Engagement are planned or being set up in **South Sudan, and Yemen**. More details in the next version of this mapping

You are coordinating a working group related to accountability to affected populations that has not been mapped out here ? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org

Are you looking for examples of inter-agency information and feedback mechanisms or call centers ?



★ inter-agency information and feedback mechanisms or call centers

The **Iraq Internally Displaced Persons Information Centre (Iraq IIC)** provides information on available humanitarian assistance and receives complaints and feedback from displaced families on the humanitarian response provided by aid agencies. During June 2016, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 2,373 calls, 25% from women, pushing the total number of calls since the Iraq IIC's launch in July 2015 past 22,000.

Calls content ranges from requests for information on humanitarian services, including how to register for food vouchers, to requests for help in dealing with gender-based violence. Feedback ranges from comments on how aid is distributed to suggestions on how to improve humanitarian programmes. The Iraq IIC channels caller feedback, complaints, and data to the humanitarian community to identify gaps in assistance, improve the way information is shared, and shape how humanitarian assistance is organized and delivered.

The Iraq IIC's average daily call volume is expected to rise over the coming year as outreach efforts to raise awareness of the Iraq IIC's toll-free number (800 69999) get underway across the country. Iraq IIC operators speak Arabic, Sorani and Badini dialects of Kurdish, Turkish, and English. Three of the five operators are women. The Call Center is implemented by UNOPS with support from UNHCR, WFP, OCHA and the Office of the UN Iraq Resident and Humanitarian Coordinator

<https://www.humanitarianresponse.info/en/operations/iraq/document/iraq-idp-information-centre-report-june-2016-0>

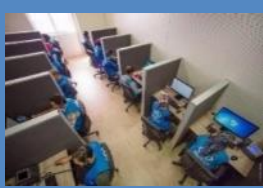
Uwajibikaji Pamoja **"Accountability together"** in Swahili, is an automated web-based Integrated Complaint Referral Mechanism. The platform aims to improve quality and accountability of aid and is available to community members at grassroots level and facilitates the referral of complaints from one aid of basic service provider to another at the County level in **Kenya**.

Transparency International with 40 State and non State partners have a coordinated approach to accountability to affected population. They offer one system for people to provide feedback/ complaints via Internet, a dedicated toll-free SMS or by reaching out any partnering organisations' front line staff for all sectors and all service providers. Joint outreach and community awareness campaigns are also organised (Joint messages, IEC materials, community forums and interactive radio shows). <http://www.tikenya.org/index.php/uwajibikaji-pamoja>

Refugees-lebanon.org is a webpage providing information on all humanitarian aid services available for refugees and host communities in Lebanon, and it features updated links to the hotlines of the various organisations providing assistance and protection. It is a result of collaboration between UNHCR and Inter-Agency coordination efforts in Lebanon between the Lebanese Government, UN agencies and non-governmental organizations.

www.refugees-lebanon.org





The **Jordan Helpline** for refugees is the largest call center for refugees in response to the information needs of Syrian, Iraqi, Somali, Sudanese and other nationalities. The center receives an average of 500 calls a day and is run by 12 dedicated staff.



Nepal Inter-agency Common Feedback Project, based on the model developed for the Nepal Earthquake response 2015.

The project seeks to achieve the following:

- Humanitarian response is informed by the views of affected populations - Regularly collect feedback on community needs, broad perceptions and narrow complaints.
- Humanitarian responders are held to account and act upon feedback - Encourage responders to act on the feedback and publicize progress
- Communities have the information and communications capacity they need to make informed decisions and stay safe - Provide affected populations with needed information and capacity to communicate.

The Common Feedback Project is integrated in the IASC Emergency Response Preparedness (ERP) agreements for Nepal. <http://cfp.org.np/>

The Somalia Return Consortium

International agencies working in Somalia manage their operations mostly via remote management from Nairobi, Kenya, due to security constraints. The Return consortium beneficiary feedback mechanism significantly narrowed down the distance between the target beneficiaries and aid agencies for meaningful participation and dialogue. It is a shared Feedback System which offers beneficiaries a channel to voice their concern and provide direct feedback on the support offered by members of the Somalia Return Consortium.



- Calls and SMS from Somalia are received 24/7 and a response is provided within days.
- All feedback is published and shared online through an innovative communications platform that aims at promoting humanitarian aid accountability and transparency.
- The feedback is analyzed and provides the Consortium with an evidence-base informing revision and adjustment of the assistance provided <http://rc.onlinefeeds.org/>. The project has been dormant since mid 2015 but is looking for funding to resume its activities.



The Hotline for people in need in **Darfur** is a tool designed to identify and address issues with existing camp basic, life-saving services by connecting IDPs living in camps and gatherings and humanitarian actors through mobile phones. The Hotline addresses issues with existing basic humanitarian services in 74 IDP camps and gatherings throughout Darfur (host communities and return areas are not covered). Displaced people can call the Hotline number free of charge to:

Two years after its launch, the Darfur Hotline has received over 1,000 phone calls, facilitating concrete and tangible improvements in camps and gatherings for internally displaced persons (IDPs) throughout Darfur, improving communication between people in need and humanitarian partners.

http://reliefweb.int/sites/reliefweb.int/files/resources/Darfur_Telephone_Hotline_Annual_Report_2014-2015.pdf

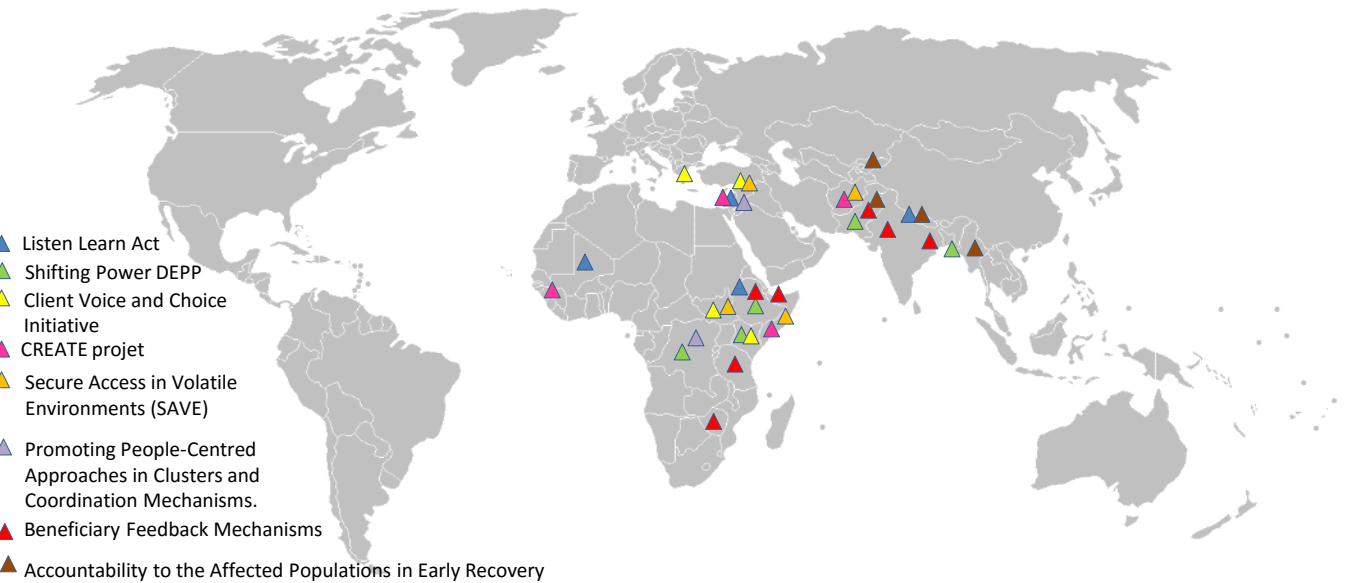
Initiative at global level : On 26 April 2016, UNICEF, IFRC and OCHA convened a workshop to examine how the humanitarian system can engage and communicate more systematically with affected communities to ensure a well-informed, accountable, appropriate and effective humanitarian response.

The overall objective of the **Communication and Community Engagement Platform** is to help improve the quality and effectiveness of humanitarian response. This will be done by ensuring that affected people have life-saving, actionable and useful information on the humanitarian situation; and that feedback and concerns inform humanitarian response. The workshop built on an existing community of practice that has grown over the past years. In preparation of the workshop, there were several months of consultations with key stakeholders, focusing on collective work. Consultations were carried out by UNICEF, with support from IFRC and OCHA, and guided by a group of core partners (ETC Cluster, CDAC Network, Ground Truth Solutions, UNHCR, Internews, Plan International and World Vision International). UNICEF is recruiting a coordinator to help move the recommendations forward.



You are involved in an interagency information and feedback mechanism/ call center that has not been mapped out here ? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org

Are you looking for examples of inter-agency projects related to Accountability to Affected Populations ?



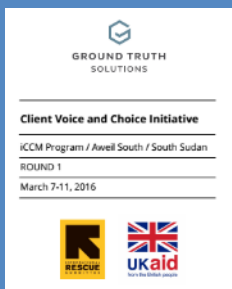
- ▲ Listen Learn Act
- ▲ Shifting Power DEPP
- ▲ Client Voice and Choice Initiative
- ▲ CREATE projet
- ▲ Secure Access in Volatile Environments (SAVE)
- ▲ Promoting People-Centred Approaches in Clusters and Coordination Mechanisms.
- ▲ Beneficiary Feedback Mechanisms
- ▲ Accountability to the Affected Populations in Early Recovery



▲ **Listen Learn Act** brings an innovative “ground-truthing” survey tool to ask 300-400 disaster-affected people 5-10 questions developed around the CHS standards. Survey results will be analysed and discussed with communities and NGOs to “course correct” based on the feedback. The project specific objective is: Enhanced response capacity through the development, use and integration of an innovative and practical methodology for monitoring accountability to beneficiaries; training and awareness raising of humanitarian actors; and global dissemination of findings. With : DanChurchAid, Save the Children and Ground Truth Solutions (Keystone Accountability) with ECHO’s support in Mali, Nepal, Ethiopia and the Syria response in Lebanon. <https://www.danchurchaid.org/about-us/quality-assurance/the-listen-learn-act-project>



▲ **Shifting power** : This project is part of the Disasters and Emergencies Preparedness Programme (DEPP) and aims at strengthening local and national organisational capacity for decision making and leadership in humanitarian response. It links local to national organisations, and at the same time influences international organisations to promote the role of local and national actors. The project is being delivered by a consortium led by ActionAid and CAFOD, and including Christian Aid, Tearfund, Oxfam and Concern and 55 local and national partners. The project takes place in Bangladesh, Pakistan, the Democratic Republic of Congo, Ethiopia and Kenya <http://www.startnetwork.org/start-engage/shifting-the-power>



▲ **Client Voice and Choice Initiative:** To meet the strategic commitment of becoming more responsive to clients – people affected by conflict and disaster around the world – the International Rescue Committee (IRC) launched the Client Voice and Choice Initiative in April 2015. Under this initiative funded by DFID, the IRC has partnered with Groundtruth to help it to improve programming and business practices by bringing client perspectives more systematically into decision-making calculations. The Client Voice and Choice Initiative initiative is piloted in four different countries and humanitarian settings: South Sudan, Syria, Kenya, and Greece. In each of these countries, IRC and Groundtruth are establishing a mechanism to regularly collect and respond to feedback from clients about IRC’s humanitarian programs. Understanding how the process and the data collected is used to course correct is key, and is closely analyzed; IRC staff’s feedback on their experience, alongside perceived improvements in programme responsiveness by clients themselves, will all contribute to project learning. The intent is to capture learning from the pilots to inform the Client Voice and Choice’s initiative’s recommendations on how the IRC may further and better embed client responsive practices into its programming. Relevant learning will be shared across the humanitarian sector. <http://groundtruthsolutions.org/our-work/by-project/projects-with-irc/>



▲ CREATE projet (Collective Commitment to enhance Accountability and Transparency in Emergencies) In highly challenging emergency contexts, humanitarian actors find it more difficult to ensure that aid is delivered for its intended purpose. Corruption can severely and adversely affect the quality accountability and effectiveness of humanitarian operations. The project, a cooperation between Transparency International, Humanitarian Outcomes and Groupe URD with ECHO's support aims at generating evidence based knowledge of corruption risks and practical solutions in diverse but complex humanitarian contexts, and share good practice, lessons learned and recommendations to enhance the integrity of humanitarian operations through multi stakeholder engagement at the national regional and global level. The IASC AAP PSEA Task team is member of the global advisory group for CREATE. The project includes 4 case studies in Afghanistan, Somalia, Lebanon, Guinea. For more information contact nseris@tikenya.org



▲ Secure Access in Volatile Environments (SAVE): Three-year research programme led by GPPI and Humanitarian Outcomes, exploring how to deliver an effective humanitarian response amid high levels of insecurity. The study is based on field work in four of the most dangerous aid settings today – Afghanistan, South Central Somalia, South Sudan and Syria . Research output includes briefing notes and reports on Accountability and Learning (Component 3) . The final SAVE report will also feature GPPI research on joint and common feedback mechanisms.
<https://www.humanitarianoutcomes.org/save/research-outputs-publications>

▲ Ensuring quality programming and accountability to affected populations: Promoting People-Centred Approaches in Clusters and Coordination Mechanisms.
This two-year OFDA-funded project promotes better integration of Accountability to Affected Populations (AAP) and more people-centred approaches to humanitarian actions in the work of global and country clusters and other coordination mechanisms in two contexts – DRC and Syria/ MENA .

At the global and country level, the project aims to:

- Identify existing good practices and factors that facilitate and/or impede adopting more people-centred approaches in clusters and coordination mechanisms
- Develop, test and apply practical strategies (tools, training, support) to address constraints and integrate good practices in UNICEF-led and co-led clusters and AoRs' work plans
- Build strong linkages and synergies with similar efforts at the country and global levels to promote quality and accountability in coordination mechanisms
- Document, share and disseminate learning widely to influence AAP policies and practices in other clusters and throughout the sector

for more info contact Philip Tamminga : ptamminga@unicef.org



▲ Between 2014 and 2016, the UK Department for International Development supported seven non-governmental organizations to **pilot Beneficiary Feedback Mechanisms** as part of their maternal and child health projects. World Vision UK led a consortium to support their journey and learn:

- What makes a beneficiary feedback system effective?
- Does it improve accountability to communities and the delivery of projects?
- Is it worth the investment?

A website is collecting the country case study of each country pilot (Ethiopia, Pakistan, India, Somalia, Tanzania, Zimbabwe) key findings, practice notes and mobile technology case study

<http://feedbackmechanisms.org/>

▲ **Accountability to the Affected Populations in Early Recovery:** Examples of Good Practice
The document provides a few examples of good practices on how Accountability to the Affected Populations is exercised in Early Recovery response vis-à-vis the Humanitarian Programme Cycle and is meant to assist Early Recovery practitioners, including Cluster Coordinators for Early Recovery and other staff.

Case studies : , The Malakand complex emergency and 2010 Pakistan Floods - IOM in Pakistan
Debris-Removal after Political Violence in Kyrgyzstan in 2010; Community Restoration Cluster in Osh; Resettlement in Ngway Pyaw Village (PaLaNa), Myiktyina, Kachin State, Myanmar - UNDP in Myanmar; Nepal Earthquake 2015 – Engaging people as actors of change - UNDP in Nepal

http://www.chsalliance.org/files/files/AAP_ER-TWG-Good-Practice-Collection-2016.pdf

You are involved in an inter-agency project related to Accountability to Affected Populations that has not been mapped out here ? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org

Are you looking for examples of how accountability to affected population is integrated into Humanitarian Response Plans?

Find below some examples from Iraq, Lebanon, Somalia, CAR, DRC, Niger



Iraq HRP: The 2016 Iraq HRP integrates key elements related to Accountability to Affected Populations, in the response strategy and in each cluster plans : Please find below abstracts from the HRP that can inspire similar work in other countries.

Response Strategy : “More is being done to promote accountability to affected people An innovative IDP Information Centre (IIC) has been established. Initially piloted in the KR-I, the IIC now operates across Iraq, receiving and providing feedback to callers. IIC reports are shared with the Humanitarian Country Team regularly and are discussed and actioned by the Inter-Cluster Coordination Group. Specific problems identified through the IIC are addressed immediately by clusters and structural problems are raised regularly with Government counterparts.” Find below some examples illustrating how clusters in Iraq plan to operationalise AAP. Please refer to the full HRP for more information.

https://www.humanitarianresponse.info/en/system/files/documents/files/final_iraq_2016_hrp_0.pdf

Protection Cluster

Commits to employ safety audits to ensure that programmes and responses are accountable to the needs of people in a way that promotes their safe and dignified participation and engagement in decisions affecting them. The cluster’s goal is to ensure that 100 per cent of partners in the HRP develop accountability systems to the affected population through functional, accessible complaints and reporting mechanisms, such as the IDP Information Centre and other hotlines operated by Protection Cluster members.

Food Security Cluster

Commits to work closely with the IDP Information Centre to monitor beneficiaries’ feedback and complaints. The FSC will further provide technical expertise to support the joint complaints committee. Conduct periodic training on the inclusion of special groups, partnerships, communication and complaints under AAP. Take the lead in implementing inter-agency coordination mechanisms in order to develop protocols and mechanisms for responding to prevention of sexual exploitation and abuse related complaints.

Health Cluster

Conduct regular follow-up on health questions and issues raised via the IDP Information Centre. And develop key health messages to tailored to affected communities.

WASH Cluster

Use community-based resources as much as possible and in roles where they can affect decisions—such as WASH committees and community-based monitoring groups. In parallel to the enhanced promotion of the IDP Information Centre, local complementary complaint mechanisms based on the preferred community communication means and site-specific information will be piloted.

Shelter and NFI Cluster

Ensure that all partners develop accountability systems through inclusion of functional and accessible complaints and reporting mechanisms. Continue collaboration and follow-up on issues reported through the IDP Information Centre.

CCCM Cluster

Establish and maintain effective and transparent community feedback and participation mechanisms in sites supported by CCCM partners. Ensure that all staff receive code of conduct training that is consistent with professional conduct including accountability, humanitarian principles and prevention of sexual exploitation and abuse.

Education Cluster

Utilize feedback through parent teacher associations to bolster the accountability of education services. Implement feedback mechanisms in schools for children to voice their concerns, i.e. establishment of anonymous classroom comment boxes to allow children to write or if illiterate, put smiley faces and sad faces on notecards to indicate their satisfaction/ dissatisfaction with the quality of learning they are receiving. Follow-up is conducted through focus group discussions with students to address their concerns in the classroom

Livelihoods and Social Cohesion Cluster

Establish accountability mechanisms, such as complaints and feedback lines, monitoring systems and confidential reporting systems at the agency level by all partners. Support and use inter-agency accountability systems, such as through the IDP Information Centre and other initiatives. Throughout 2016, the cluster will monitor and assess whether or not feedback provided has been effectively used to inform and adapt project activities.

Rapid Response Mechanism

Monitor RRM distribution sites by third-party monitoring partners in hard-to-reach areas. Conduct response monitoring via a mobile-based application, allowing partners to access the responses in real time, and respond promptly to people's needs.

Multi Purpose Cash Assistance

Provide unconditional, multipurpose cash, which allows people to meet most immediate needs based on their own prioritization.

Gather feedback from beneficiaries via post-distribution monitoring and data analysis, and share with clusters for follow-up and gap filling thus promoting complementarity in humanitarian interventions. Establish a system to independently report and follow-up on any suspected cases of diversions.

Coordination and Common Service partners

Provide affected people with access to functional, accessible, safe and confidential complaint and reporting mechanisms.

Coordinate inter-agency rapid needs assessments, which engage with affected people to assess and register needs, and initiate response when appropriate



Lebanon Crisis Response Plan : Inclusion of AAP elements : "Consultations with affected populations: LCRP partners will continue to ensure the response engages affected populations in both local programme design and implementation, including where possible regular visits aimed at obtaining feedback from vulnerable communities on needs, targets and effectiveness of LCRP interventions. Plans in 2016 will facilitate access of affected populations to communication processes in which they are able to ask questions, provide feedback, and contribute to discussions about current and longer term strategies" <http://www.un.org.lb/library/assets/engbrochfullversion-065158.pdf>



Somalia Humanitarian Response Plan : Accountability for affected populations (AAP) In line with current OCHA guidance on effective coordination: putting people at the centre of humanitarian response, the Somalia HCT/Inter-Cluster Coordination Group (ICCG) will continue to build on the current links with the Core Humanitarian Standard (CHS) Alliance in the region, by convening joint training and annual action planning sessions on operationalizing the CHS and IASC AAP Framework. Additional activities, building on the above action, will include the development of a 4W on accountability activities to minimize duplication and identify areas where agencies can coordinate at field/level and/or identify where there is potential for harmonization of feedback and complaints mechanisms between agencies. ICCG meetings will have a standing agenda item on accountability (community engagement), specifically reviewing results from complaints and feedback mechanisms, identifying trends, collectively defining solutions and tracking progress on addressing them. The ICCG will report to the HC/HCT on trends identified and outcomes from community consultations. <https://www.humanitarianresponse.info/en/operations/somalia/document/somalia-2016-humanitarian-response-plan>



République Centre Africaine: La redevabilité envers les populations affectées doit être renforcée à travers des mécanismes de participation, de collecte et gestion des plaintes, notamment avec la participation et le renforcement des capacités des partenaires nationaux, pour permettre aux communautés les plus marginalisées et affectées d'influencer le processus de décision. Le cadre de suivi de la réponse humanitaire vise aussi à renforcer la redevabilité de la communauté humanitaire à l'égard des populations affectées et des partenaires locaux en Centrafrique. La stratégie du cluster WASH inclue par exemple: " Une élaboration et une mise en application compréhensive et systématique des 4 piliers de la protection transversale : éviter de nuire (« do no harm »), prioriser la sûreté et la dignité ; assurer l'accès effectif à l'assistance ; redevabilité ; participation et autonomisation. <https://docs.unocha.org/sites/dms/CAR/HRP%20CAR%202016.pdf>



République Démocratique du Congo: Une action humanitaire rapide, efficace, adéquate et en accord avec les principes et standards humanitaires : Les vies humaines ne pourront être sauvées qu'à travers un mécanisme d'aide efficace qui arrive à apporter secours et assistance à ceux qui en ont le plus besoin, au moment où ils en ont besoin, dans les quantités nécessaires et d'une façon qui favorise leur participation et les retours d'information à leur égard. La communauté humanitaire continuera d'améliorer la qualité et la redevabilité de sa performance : (i) développant sa capacité de réponse immédiate aux urgences ; (ii) en renforçant la coordination et la priorisation des besoins, ainsi qu'en (iii) s'appuyant sur les principes directeurs de l'action humanitaire à travers des engagements CHS https://www.humanitarianresponse.info/fr/system/files/documents/files/drc_hrp_2016_2.pdf



Niger : " J'attache par-dessus tout une grande importance à la redevabilité envers les populations et donc à la qualité du suivi et de l'évaluation de nos actions. Il y va aussi de notre impact et de notre crédibilité." Niger HC. An accountability working group was set up in 2016 at national level, with a workplan focussing on piloting AAP priority actions in DIFA region. http://reliefweb.int/sites/reliefweb.int/files/resources/hrp_niger_proof5_final_version_13012016.pdf

Are you looking for examples of how accountability to affected population is integrated into key global reports ?

During the first-ever **World Humanitarian Summit**, held from 23 to 24 May 2016 in Istanbul, participants announced thousands of commitments to turn UN Secretary-General Ban Ki-moon's Agenda for Humanity and its five core responsibilities into reality. The **Commitments to Action** report provides an analysis of the commitments into key areas for future action. "Put People at the Centre: Accountability to affected people" was an important theme in the commitments under core responsibility 4 and throughout the Summit, demonstrating a clear recognition that people are the central agents of their lives and are the first and last responders to any crisis. 45 stakeholders made individual commitments related to accountability to affected people. As a means of promoting accountability, multiple stakeholders committed to adopt the Core Humanitarian Standard, International Aid Transparency Initiative Standard, and the IASC statement on the Prevention of Sexual Abuse and Exploitation at the individual agency level. (see pages 6 and 23).

http://www.worldhumanitariansummit.org/sites/default/files/media/WHs%20Commitment%20to%20Action_8September2016.pdf

"The Grand bargain" including the participatory revolution : Thirty representatives of donors and aid agencies launched the Grand Bargain at the World Humanitarian Summit, a package of reforms including 51 "commitments" to make emergency aid finance more efficient and effective. (May 2016) "We need to include the people affected by humanitarian crises and their communities in our decisions to be certain that the humanitarian response is relevant, timely, effective and efficient. We need to provide accessible information, ensure that an effective process for participation and feedback is in place and that design and management decisions are responsive to the views of affected communities and people. "

"Donors and aid organisations should work to ensure that the voices of the most vulnerable groups considering gender, age, ethnicity, language and special needs are heard and acted upon. This will create an environment of greater trust, transparency and accountability. The following commitments will help promote the Core Humanitarian Standard 3 and the IASC Commitments to Accountability to Affected Populations. (see commitments page 10)"

http://reliefweb.int/sites/reliefweb.int/files/resources/Grand_Bargain_final_22_May_FINAL-2.pdf

"Too Important to Fail – addressing the humanitarian financing gap". The January 2016 report, basis of the grand bargain, was compiled by the high-level panel on humanitarian financing, aims to help find solutions to the growing gap between the increasing numbers of people in need of assistance and the resources available to provide relief. It focuses on three areas to address the funding gap: shrinking the needs, growing the resource base for funding and improving efficiency through a Grand Bargain between key humanitarian partners. The report calls for greater inclusion of the voice of affected people in the humanitarian decision-making process – underlining the funding gap is also a credibility gap. <http://www.un.org/news/WEB-1521765-E-OCHA-Report-on-Humanitarian-Financing.pdf>

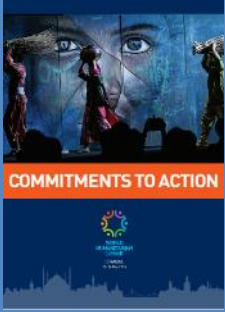
"World Humanitarian Summit Global Consultations" Final report: The October 2015 report on the global consultation gives space to Accountability to Affected Populations, in particular under sections related to dignity, reshaping the current international system, and transforming how humanitarian agencies engage with affected people including several call to endorse the CHS as a way forward.

http://reliefweb.int/sites/reliefweb.int/files/resources/WHs_GloCon_final_report.pdf

"Strengthening of the coordination of emergency humanitarian assistance of the United Nations"

The UN Secretary General report from April 2016 mentions that:

- UN, humanitarian and development organizations should actively engage with people affected by crises, ensuring that women, girls, boys and men are included in all levels of decision-making processes, and in particular ensure the equal participation of women and girls in decision-making to include their capabilities to meet their different age- and gender-specific priorities, needs and specific vulnerabilities;
- Member States, the United Nations and humanitarian organizations should strengthen accountability to affected people, including by collectively providing information to affected people and collecting, aggregating and analysing feedback from communities to influence decision-making processes <http://reliefweb.int/sites/reliefweb.int/files/resources/N1513715.pdf>





“Leaving no one behind: humanitarian effectiveness in the age of the sustainable development goals”

The study from Dec 2015 proposes that a global accountability framework be formulated to track progress on improving specific aspects of humanitarian effectiveness, used to inform interagency and intergovernmental processes as well as operational and policy options in crises.

"People affected by crises are able to influence decisions about how their needs are met, and humanitarian action delivers on commitments predictably and transparently.

https://docs.unocha.org/sites/dms/Documents/HESStudy_20151109_Small.pdf

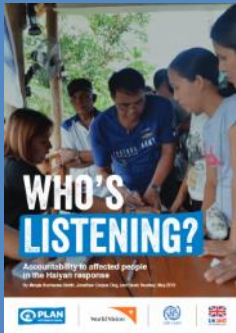
International humanitarian agencies invested more effort and energy into being “accountable to affected people” in the 2013 Typhoon Haiyan response in the Philippines than ever before.

"Who's listening" compares the experiences of people affected with the perspectives of the agencies involved, and investigates the organisational and systemic factors that enabled some agencies to place accountability to affected people centre stage in their programming.

"Obligated to be grateful: How local communities experienced humanitarian actors in the Typhoon Haiyan response" provides a deep analysis into the experiences of communities affected by Typhoon Haiyan in the Philippines and their perceptions of how aid agencies worked with them.

<https://plan-international.org/publications/whos-listening>

<https://plan-international.org/publications/obliged-be-grateful>



The CDAC Network’s research, ‘Are You Listening Now?’ considers whether, in the aftermath of the Nepal earthquakes in April and May 2015, people were getting information that was useful and relevant to their needs. The report emphasises their experiences rather than evaluating communicating with communities’ projects. Affected communities were consulted about their information needs immediately after the earthquakes and seven months later (in November/December 2015).

<http://www.cdacnetwork.org/tools-and-resources/i/20160506085734-l74jp>

Voices of refugees information and communication needs of refugees in Greece and Germany: This study (BBC Media Action / The START Network) provides a snapshot of refugees’ experiences regarding communication and information at different points on their journey, based on interviews with 79 refugees and 45 humanitarian actors. Intended to inform humanitarian agencies responding to the refugee crisis in Europe, it examines the communication behaviours and priority information needs of refugees in three areas: on their journey, in “transit” camps in Greece, and in Germany.

The findings highlight refugees’ need for critical information about how to survive in their current situation, and what their future will hold. Broader communication needs are also presented: refugees expressed their need to be listened to and tell their stories, and participate in dialogue that provides them with physical, social and psychosocial support.

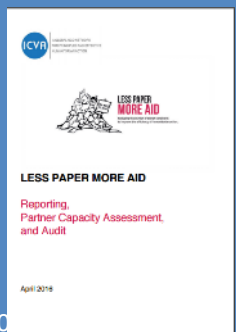
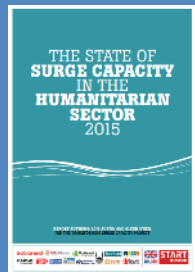
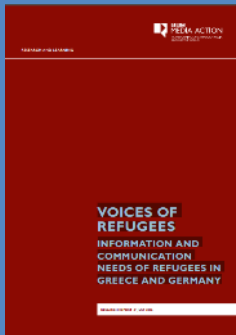
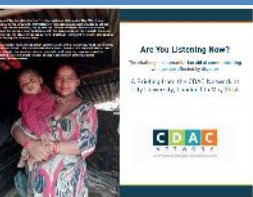
<http://downloads.bbc.co.uk/mediaaction/pdf/research/voices-of-refugees-research-report.pdf>

The state of surge capacity in the humanitarian sector 2015: This report from Disasters and Emergencies Preparedness Programme (DEPP) underlines the fact that working with local actors at times of crisis provides quicker access, local knowledge and can support stronger community and institutional capacity building. We must redouble our efforts to ensure this good practice is translated more consistently into our way of operating. Local people must be at the heart of any response with strong and active support given to their leadership and agency.

<http://www.startnetwork.org/content/state-surge-report>

Less paper more aid is an initiative carried out by NGOs to reduce the burden of donor conditions on aid agencies and thereby improve the efficiency of humanitarian action. Initial research showed that donor reporting, due diligence and audit posed the most challenges for NGOs. the report highlights that "Accountability is unbalanced. The conditions imposed on NGOs are shaped by the need to verify compliance for accountability purpose. Many of the requirements and procedures focus on financial and administrative procedures and compliance with donors’ rules and regulations. As such, it is clear that the emphasis is on upward accountability, while much less attention is devoted to downward accountability. This raises a number of issues including that the delivery of aid can be influenced by factors other than need, such as the ability to fulfil administrative requirements. A clear change must be introduced by donors to switch the focus on needs rather than administrative requirements and increase attention to quality in the delivery of aid to affected population.

<http://lesspapermoreaid.org/>



Are you looking for key initiatives and standards related to Accountability to Affected Populations ?

The **Core Humanitarian Standard on Quality and Accountability (CHS)** sets out Nine Commitments that organisations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. It also facilitates greater accountability to communities and people affected by crisis: knowing what humanitarian organisations have committed to will enable them to hold those organisations to account. The Core Humanitarian Standard on Quality and Accountability (CHS) is the result of a 12-month, three-stage consultation facilitated by HAP International, People In Aid and the Sphere Project, during which many hundreds of individuals and organisations rigorously analysed the content of the CHS and tested it at headquarters and field level.

As a core standard, the CHS describes the essential elements of principled, accountable and high-quality humanitarian action. Humanitarian organisations may use it as a voluntary code with which to align their own internal procedures. It can also be used as a basis for verification of performance.

<https://www.corehumanitarianstandard.org/the-standard>

The Sphere Project is a voluntary initiative that brings a wide range of humanitarian agencies together around a common aim - to improve the quality of humanitarian assistance and the accountability of humanitarian actors to their constituents, donors and affected populations.

- The inclusion of both process and technical standards has always made of the Sphere Handbook a key tool for a holistic approach towards a high quality and accountable humanitarian programming.
- The Core Humanitarian Standard (CHS) is now part of the Sphere Handbook, replacing the Sphere Core Standards. Its inclusion confirms and further strengthens Sphere's holistic approach towards quality and accountability. It will be fully integrated into the Sphere Handbook during the upcoming Handbook revision (in 2017)
- The Sphere Project developed training materials on the Sphere Handbook and a specific training module on the CHS, in line with training materials developed by the CHS Alliance. Other supporting tools include implementation guides and videos. <http://www.sphereproject.org/>

The **Global Humanitarian Standards Partnership** is made of Sphere and its Companion Standards. They complement each other and provide evidence-based resources in nine important areas of humanitarian response: water and sanitation, shelter, food security and nutrition, health (Sphere), education (INEE), child protection (CPMS), economic recovery (MERS), livestock (LEGS) and market analysis (CaLP). <http://www.sphereproject.org/blog/how-the-global-humanitarian-standards-partnership-will-make-a-difference/>

In 2011, the IASC principals agreed **Commitments on Accountability to Affected Populations (CAAP)** as part of a framework for engagement with communities. Essential developments such as the widespread adoption of the Core Humanitarian Standard, the work done by the IASC on community based complaints mechanisms including PSEA and the importance of meaningfully including local stakeholders which came out as a priority recommendation from the World Humanitarian Summit had to be reflected. A revised version is being developed .

The IASC AAP PSEA Task team is also offering a **helpdesk function** to share information and best practice on issues related to accountability and protection from sexual exploitation and abuse with staff of humanitarian agencies who need technical advice. helpdesk-aap-psea@unhcr.org

CHS Alliance is primarily focusing on the development of tools that help humanitarian and development actors to adopt and implement the CHS. Among other things, this includes:

- CHS guidance notes and indicators, developed together with the Sphere Project and Groupe URD, as well as several stakeholders from NGOs and the UN.
- Development of an animated video to present the CHS.
- CHS Training Handbook
- Accountability peer learning group
- Development of a verification framework for the CHS and support to its members conducting self assessments against the CHS. The self-assessment will with time be adapted for specific purposes. For example, for organisations with a focus on development work, the support collective accountability, for example within clusters, or to support preparedness measures.
- There is also an open proposal to work with partners in East Africa on quality and accountability capacity development. <http://www.chsalliance.org/>





Created in 1993, **Groupe URD** is an independent institute which specializes in the analysis of practices and the development of policy for the humanitarian and post-crisis sectors. Its role is to help organizations to improve the quality of their programmes through evaluations, research, Quality support and training. In 2014, Groupe URD became a partner in the CHS development process. The Quality COMPAS, managed by Groupe URD, has also committed to replacing their reference framework with the CHS. The Groupe URD is involved in the development of several tools that relate to CHS capacity development. <http://www.urd.org/>



The **CDAC Network** was founded in 2009 by a group of UN, INGO and media development organisations to facilitate collective work on making communicating with communities an integral part of emergency response.

The section on Learning Centre includes the infoasaid e-learning course.

CDAC was awarded in 2014 a grant by the UK Government's Department for International Development (DFID) to establish communicating with communities (CwC) as a predictable and resourced component of humanitarian response. That includes focal CwC Working Groups into sustainable multi-stakeholder platforms to further CwC objectives both during and beyond the programme timeframe.

<http://www.cdacnetwork.org/>



ALNAP is a unique system-wide network dedicated to improving humanitarian performance through increased learning and accountability. Their section on engagement and accountability includes key reports such as the Participation Handbook developed with Groupe URD and research project which examined what makes humanitarian feedback mechanisms effective, with CDA.

<http://www.alnap.org/what-we-do/engagement/feedback-loop>



CDA Collaborative Learning Projects (CDA) is a non-profit organization committed to improving the effectiveness of those who work to provide humanitarian assistance, engage in peace practice, support sustainable development, and conduct corporate operations in a socially responsible manner. CDA is widely recognized for its established expertise in Accountability and Feedback Loops. CDA's work on aid effectiveness, accountability and feedback loops began in 2005 with the launch of the [Listening Project](http://cdacollaborative.org/publication/time-to-listen-hearing-people-on-the-receiving-end-of-international-aid/). CDA engaged 6,000 people in listening conversations about cumulative impact of aid efforts in their societies and communities. <http://cdacollaborative.org/publication/time-to-listen-hearing-people-on-the-receiving-end-of-international-aid/>



The **Humanitarian Quality Assurance Initiative (HQAI)** provides quality assurance services that demonstrate measurable progress in the delivery of humanitarian assistance within the international humanitarian community.

This initiative enables humanitarian organizations that meet compliance criteria of recognized humanitarian standards such as the Core Humanitarian Standard on Quality and Accountability (CHS) to publicly demonstrate their commitment to transparent and accountable practices. <http://hqai.org/>



27 International NGOs have signed the **Charter4Change**, conceived by CAFOD, Christian Aid, ADESO and Dan Church Aid, and more than 120 southern-based NGOs from 37 countries have endorsed it. Signatories of the Charter include CARE, Oxfam and Islamic Relief and endorsers include START Network, ACT Alliance and large southern NGOs such as Mercy Malaysia, AMEL and OFADEC. The Charter commits signatories to deliver change within their own organisational ways of working with, relating to, and funding national and local humanitarian actors in order to support southern-based national actors to play an increased and more prominent role in humanitarian response.



Of the 8 commitments in the Charter, 5 relate most closely to the WHS Core Commitment of Investing in Humanity. <https://charter4change.org/#post-592>



The **DEC – Disasters Emergency Committee** – brings together 13 leading UK aid agencies to raise money at times of humanitarian crisis in poorer countries. By working together the DEC can raise more money to save lives and rebuild shattered communities. The DEC has adopted the CHS as its accountability framework and its members will be among the first in the sector to go through a CHS self-assessment and roll out the CHS at field level.

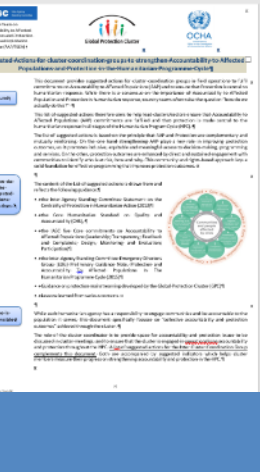
You are part of another network or you are using another initiative or tool related to Accountability to Affected Populations that has not been mapped out here? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org

Are you looking for specific guidance on how to integrate Accountability to Affected Population in the Humanitarian Programme Cycle?



Guidance note on protection and accountability to affected populations in the humanitarian programme cycle: This note sets out actions to be undertaken throughout the humanitarian programme cycle (HPC) to fulfil commitments on Accountability to Affected Populations (AAP) and to ensure that protection is central to humanitarian response. It sets out the fundamental link between accountability systems and protection in humanitarian action, and then describes, for each stage of the HPC, the accountability mechanisms that should be established and actions required at country-level, as the foundation for appropriate and effective programming to achieve improved protection outcomes for crisis-affected communities.

https://interagencystandingcommittee.org/system/files/edg_-_aap_protection_guidance_note_2016.pdf



Key Messages	Guidance
<ul style="list-style-type: none"> Accountability to affected populations (AAP) is a core principle of humanitarian action. Protection and AAP are interlinked and mutually reinforcing. Accountability to affected populations (AAP) is a cross-cutting concern that should be integrated into all stages of the humanitarian programme cycle (HPC). Accountability to affected populations (AAP) is a shared responsibility of all humanitarian actors. 	<ul style="list-style-type: none"> Accountability to affected populations (AAP) should be integrated into all stages of the HPC. Accountability to affected populations (AAP) should be integrated into all levels of the humanitarian response. Accountability to affected populations (AAP) should be integrated into all types of humanitarian programming. Accountability to affected populations (AAP) should be integrated into all types of humanitarian actors.

Suggested Actions for cluster and inter cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle: This document developed by the IASC AAP PSEA Task team along with OCHA and the Global Protection Cluster provides suggested actions in field operations to fulfil commitments on Accountability to Affected Populations (AAP) and to ensure that Protection is central to humanitarian response. While there is a consensus on the importance of Accountability to Affected Population and Protection in humanitarian response, country teams often raise the question “how do we actually do this?” The list of actions is accompanied by a set of questions and answers and the below checklist, from the Global Protection Cluster. <https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-44> and 45



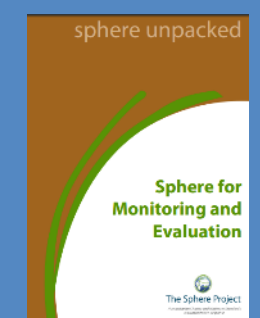
Global Protection Cluster : Checklist on incorporating Protection and Accountability to Affected Populations in the Humanitarian Programme Cycle . The content of this checklist is based on the IASC Emergency Directors Groups, PRELIMINARY GUIDANCE NOTE: Protection and Accountability to Affected Populations in the Humanitarian Programme Cycle, 2015 and the IASC, Statement on the Centrality of Protection in Humanitarian Action, December 2013.

The Checklist is organised to mirror the three steps of the HPC, namely I) the Needs Overview, II) the Response Planning, and III) the Implementation and Monitoring. <https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-47>



Guidance for Mainstreaming Accountability to Affected Population and Core People-Related Issues in the Humanitarian Programme Cycle Through the Cluster System. This guidance designed by the Global Nutrition and Global Food Security Clusters with support of the GNC global partner HelpAge International aims to support national clusters to implement their commitments on AAP and core people-related issues both before the beginning of a response (preparedness) and thereafter, throughout the Humanitarian Programme Cycle.

http://nutritioncluster.net/?get=004611|2016/01/Revised-15153_V04_MainstreamingGuidance_WEB.pdf



The ‘Sphere unpacked’ series discusses the use of the Sphere standards in specific situations. ‘Sphere for Monitoring and Evaluation’ together with ‘Sphere for Assessments’ explains how to integrate key elements of Sphere’s people-centred approach into the humanitarian programme cycle. These guides indicate the relevant parts of the Sphere Handbook at different moments of the response process and should therefore be used together with the Handbook. <http://www.sphereproject.org/news/sphere-for-monitoring-and-evaluation/>

Are you looking for e-learning, online videos and mobile applications on Accountability to affected population ?



The **Humanitarian Leadership Academy** is a global learning initiative set up to facilitate partnerships and collaborative opportunities to enable people to prepare for and respond to crises in their own countries. The HLA is currently preparing 2 e-learning courses, One is targeting accountability to affected populations in general, the other one is covering the CHS more specifically.

<http://www.humanitarianleadershipacademy.org/> and <https://kayaconnect.org/course/info.php?id=260>



DisasterReady.org makes cutting-edge professional development resources available to aid workers and volunteers - anywhere, anytime, at no cost. DisasterReady.org's online learning library of more than 600 training resources is constantly expanding and covers core topics such as Humanitarianism, Program/Operations, Protection, Staff Welfare, Management and Leadership, Staff Safety & Security, and Soft Skills. DisasterReady includes training on PSEA, The Sphere Handbook in Action, Comparing the Core Humanitarian Standard and Sphere Core Standards, Protection Mainstreaming, Closing feedback loops etc... <https://www.disasterready.org/about>



The **Sphere Handbook in Action e-learning course** brings the Sphere principles and standards to life through the use of realistic scenarios, helping the learner to get acquainted with them and to understand how to use them holistically. <http://www.sphereproject.org/learning/e-learning-course/>



The STAIT provides peer support to Humanitarian Coordinators and Humanitarian Country Teams in order to strengthen the effectiveness of humanitarian response in the field. Of particular focus for the STAIT is strengthening implementation of the three Transformative Agenda pillars: leadership, coordination, and accountability to affected people. Accountability has been repeatedly emerging as an important course corrector in the Operational Peer Reviews. The STAIT has organised a learning mission in Iraq in August 2016 in collaboration with the IASC AAP PSEA TT and the Global Protection Cluster. The STAIT also developed a **short clip on understanding AAP** and organised webinars on both AAP and PSEA, that you can find in the link :

<http://www.deliveraidbetter.org/pages/learning/accountability-to-affected-people>



The Global Food Security Cluster published an **animation video on Accountability to Affected Populations** that is describing a range of essential issues and can be used as a good introduction and support to capacity building events on what AAP means concretely.

<https://www.youtube.com/watch?v=Tnjbz2DF3TQ>



Introduction to the Core Humanitarian Standard on Quality and Accountability (CHS). The **four-minute video animation** gives an introduction to the CHS and its Nine Commitments, as well as the importance of accountability to affected populations. The animation is also available in [French](#) and [Spanish](#) with Arabic to launch soon. By the CHS Alliance

<https://www.youtube.com/watch?v=3X2Tn6jZnEE>



Humanitarian standards in context - Bringing the Sphere Handbook to life.

This 20-minute movie filmed in Africa, South America and South Asia depicts the contribution Sphere standards make to improving quality and accountability in humanitarian response.

<https://www.youtube.com/watch?v=xuqFG1Fm1vw>

You have developed an e learning tool or a video clip related to Accountability to Affected Populations? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org

Are you looking for examples of donors commitments to support Accountability to Affected Populations ?



USAID/ BPRM/ OFDA programme and funding requirements related to AAP and require of partners to comply with the December 2014 house appropriations committee requirement that states....

“Section 7034(p) of this act directs that funds made available for monitoring and evaluation of humanitarian assistance shall be made available, as appropriate, for the regular collection and feedback obtained directly from beneficiaries of humanitarian programs funded under this heading and under International Disaster Assistance, to maximize effectiveness of programs and accountability to beneficiaries. In addition grantees that receive funds under such headings shall establish procedures for collecting and responding to such feedback including developing a methodology for collecting the feedback that ensures a representative and accurate reflection of beneficiary views “

The Bureau of Populations, Refugees and Migrations (BPRM) specifically mentions AAP in its General NGO Guidelines for Overseas Assistance: Updated October 2015

2.C. Accountability to Affected Populations (AAP): Demonstrating accountability to affected populations is a high priority for PRM in all programs. The Bureau now requires evidence of AAP in all proposal narratives (see section 4B), monitoring and evaluation plans, quarterly and final reports. Accountability frameworks should include collection and analysis techniques, and explain how beneficiary feedback will be used to change programming decisions where appropriate. PRM will consider funding activities aimed at incorporating beneficiary feedback, as part of overall program budgets. <http://www.state.gov/j/prm/releases/factsheets/2015/250103.htm>

Partners in receipt of funds from DFID will ensure appropriate robust mechanisms are in place for obtaining regular, accurate feedback from beneficiaries, including the most vulnerable, concerning their views on the assistance received and the organizations providing it. In addition the partner will demonstrate how such feedback is collected, considered, and acted upon to improve programming relevance, appropriateness, equity, effectiveness and value for money.

The implication of the language is that partners will need to ensure greater attention is paid to finding out what people think about the relevance and timeliness of aid (on a continuous basis), whether they are enabled to make a difference (rather than passively receiving), and if they trust humanitarian organizations and see them as competent. Feedback should also be sought on people's views of the end result of the aid that's being provided. UK language has been deliberately designed to be in line with the US initiative.

“Accountability to affected populations is an essential foundation for good humanitarian action; without it protection cannot effectively be delivered. Accountability ensures that affected people have the power to influence the aid they are receiving, acknowledging that they are best placed to identify those most vulnerable to harm and determine the most effective protection response. It also includes reinforcing the responsibilities of the state to its citizens. Many crisis-affected governments aspire to better levels of protection for their people. Protection programming should support, not supplant, appropriate affected government efforts to improve protection. Key elements of accountability to affected populations include providing sufficient information about the crisis and response, involving communities throughout the aid program cycle and offering safe, accessible and transparent grievance mechanisms. AusAID's partners need to demonstrate they can be accountable to affected populations in these terms through their own accountability frameworks which outline the standards²² they adhere to and how the standards are implemented. “ See page 15 <http://dfat.gov.au/about-us/publications/Documents/framework-protection-humanitarian-action.pdf>

Goal 7 of the Strategy for humanitarian assistance provided through the Swedish International Development Cooperation Agency (Sida) 2011 – 2014 (extended to 2016) is Increased participation of the affected population, which contributes to an appropriate humanitarian assistance that responds to the perceived needs of the population. To achieve this goal, support will be provided to efforts that aim to enhance the capacity of the affected population to demand accountability from local and national authorities and institutions as well as humanitarian organisations. Through agreements with partners organisations, Sida will ensure in particular that the affected themselves – vulnerable women, men, young people, boys and girls – are, as far possible, involved in the design, implementation and evaluation of the support they are expected to receive.

<http://www.regeringen.se/contentassets/734ad6e6d0fb4dd9aa8aa8806cba97e3/strategy-for-humanitarian-assistance-provided-through-the-swedish-international-development-cooperation-agency-sida-2011--2014>



Canada - Department of Foreign Affairs, Trade and Development : As per section 4.1 of the Official Development Assistance Accountability Act "Official development assistance may be provided only if the competent minister is of the opinion that it (a) contributes to poverty reduction; (b) takes into account the perspectives of the poor; and (c) is consistent with international human rights standards". Taking into account the perspectives of the poor means ensuring that the poor and marginalized groups in communities have their concerns, needs, and priorities integrated in the initiatives meant to address the development challenges they face. In line with aid effectiveness principles, development should be demand-driven and respond to development objectives identified by the poor and marginalized. For its programming to take into account the perspectives of the poor, the applicant should be able to demonstrate, at a minimum, that such perspectives have been sought and considered when designing the intervention or at the very early stage of implementation. Initiatives that aim to give voice to the poor and marginalized populations would be an even stronger demonstration of adherence to the spirit of the Act. Taking into account the perspectives of the poor can be done in a variety of ways, and should be ensured throughout the life of programs and initiatives, from identification through design, implementation and evaluation. It is expected that development initiatives will be more sustainable and successful if local ownership begins at the identification/design phase. Perspectives should be sought, wherever possible, directly from beneficiaries and key stakeholders. This includes the voice of typically marginalized groups such as very poor or rural people, women, children (both boys and girls), persons with disabilities and ethnic minorities. It can be formal, informal, through community meetings, participatory methodologies or through quantitative or qualitative methodologies recognized as collecting such subjective information. (..)

<http://www.international.gc.ca/development-developpement/partners-partenaires/bt-oa/odaaa-lrmado.aspx?lang=eng>



Engaging crisis-affected people has been an area of interest for the Norwegian government for a number of years. Multiple government documents note that beneficiary participation is a central element of humanitarian assistance and show that more attention to this issue is required to improve the results of humanitarian interventions and to prevent or reduce the impact of future crises. Norway highlights engagement with crisis affected people because it is a right (in line with the human rights-based approach) and because the MFA feels that engaging crisis affected populations will lead to better and more effective humanitarian assistance where those in need are effectively supported. As a donor, Norway has two key opportunities for supporting engagement with crisis-affected populations: the operational level (through funding for activities) and at the policy level.

<https://www.norad.no/globalassets/publikasjoner-2015-/evaluering/how-the-norwegian-mfa-and-its-partners-see-and-do-engagement-with-crisis-affected-populations.pdf>



The 2014 report *Imagining More Effective Humanitarian Aid A Donor Perspective* highlight the importance of being demand driven : Programmes should enable affected or at-risk people to make their own choices about how to deal with shocks (p.16) and the need for additional accountability, including to affected communities by promoting accountability and feedback loops, especially to and from affected people.

https://www.oecd.org/dac/Imagining%20More%20Effective%20Humanitarian%20Aid_October%202014.pdf

In its 2012 report : *Towards Better Humanitarian Donorship*, the OECD insists on the need to Prioritise Participation. The Good Humanitarian Donorship principle 7 calls upon donors to support the "adequate involvement of beneficiaries in the design, implementation, monitoring and evaluation of a humanitarian response". In particular, women tend to be excluded from decision-making, and yet they make up at least half the population. Promoting participation, therefore, will help ensure that real humanitarian needs are met: delivering not just a rapid response, but the right response to the right people at the right time. (...) donors will need to provide more flexible funding if participation is to become a useful reality. Partners must be given the flexibility to adapt their programmatic approaches based on the feedback they are receiving from affected communities. This flexibility will come from funding agreements and budgets that allow operational agencies to adapt their programmes without the need for excessive paperwork and without the risk of financial penalty. Changes could include altering the type and scope of activities, adjusting expected results, modifying the timing of the response, and even expanding or shifting the targeted population groups. Agreements should also allow partners to stop or suspend programmes if feedback indicates that the response is either not meeting its objectives or, worse, doing harm. <https://www.oecd.org/dac/peer-reviews/12lessons.pdf>

You are working for a donor agency and would like to share specific requirements related to Accountability to Affected Populations? Help us complement this mapping by sending information to iasc-aap-psea@unhcr.org