

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

## Accountability : Opportunities and challenges to deliver on our commitments

Brown bag lunch with donors  
18<sup>th</sup> of September 2015

Giving affected people influence over decision making in a way that accounts for the diversity of communities, and allows the views of the most vulnerable/at-risk to be equally considered

Intervention strategies based on affected population needs and priorities, not capacities of agencies

Individual / collective Feedback approaches

"Closing the loop" : Systems able to adapt to collected feedback and modify programs accordingly, and report back to affected population

Taking Account

Individual/ Collective Complaints mechanisms

Participatory monitoring and evaluation

Prevention of sexual exploitation and abuse

Ensuring our systems like the Humanitarian Programme Cycle, supportive of our commitments to accountability to affected population



Transparency and effectively sharing information with communities

Giving Account

Communication with Communities

Transparent cluster decisions  
Accessible formats

Transparent beneficiary selection criteria

Timely, accurate and contextualized information on services/assistance

Being Held to Account

Giving others the opportunity to assess and if appropriate sanction your actions.

# Accountability and centrality of protection



Placing **protection at the centre of humanitarian action** requires that humanitarian actors work with communities to :

- identify who is at risk of protection threats, how and why
- understand the specific vulnerabilities that underlie these risks,
- identify the unique experiences of men, women, girls and boys, and groups such as older persons, persons with disabilities, persons belonging to minority groups, and persons of diverse sexual orientation or gender identity

## **A comprehensive system of accountability contributes to:**

- Tailor protection outcomes in accordance with the context, thereby avoiding ready-made approaches and generalizations;
- Empower communities, as rights-holders rather than as beneficiaries of aid, to exercise their rights and comply with their duties;
- Recognize and enable marginalized community members to be represented and partake in meaningful participation in programme design and implementation;
- Assure equitable and meaningful access by girls, boys, women and men of all ages and diverse backgrounds to protection and assistance programmes.



# How can collective accountability be strengthened?

Examples of questions to support collective accountability at country level

- How to ensure that Humanitarian Country Team's strategy is based on affected population needs and priorities, not only on a combination of agencies' capacities and donors' strategies ?
- How to incentivise setting up and adoption of collective inter-agency complaints and feedback mechanisms? How to ensure that Humanitarian Country Teams/ Cluster and individual agencies strategies are actually modified accordingly ?
- How to ensure that information is provided in an appropriate format about geographical priorities, targeting criteria, cluster strategy, and ways through which communities are encouraged to actively participate to the humanitarian program cycle?
- How to ensure that the minimum operating standards on Prevention of Sexual Exploitation and Abuse by our own staff are implemented by all agencies?
- How to ensure that communities are actively involved in the monitoring and final evaluation of the overall response?

# What role can donors and agencies play to support collective Accountability ?

4 drivers of change

## Political Will

What role can we play:

- to ensure political will and strong leadership to engage in collective accountability?
- to encourage agencies to commit time and resources for collective accountability ?

## Strategy

What role can we play:

- to support meaningful inclusion of local and national voices in the global discussion on accountability, and in global processes?
- to support operationalisation of collective accountability at country level?
- to reduce fragmentation between different approaches related to community engagement strategies ?
- to reinforce accountability and Prevention of Sexual Exploitation and Abuse in the preparedness phase and ensure buy in and ownership when crisis strikes ?

## Incentives/ Sanctions

What role can we play :

- to develop incentives and sanctions promoting both individual agency's and collective accountability ?

## Programming Tools

What role can we play:

- to ensure the humanitarian system and processes are compatible with/ promote collective accountability ?
- To support use of existing common language on accountability ? (IASC 5 Commitments on AAP, Core Humanitarian Standard) ?
- To scale up successful examples of collective accountability?

**Collective action to enhance accountability**

**Learning from Kenya**

**IASC AAP PSEA task team, Brown Bag Meeting**

**18<sup>th</sup> September 2015**

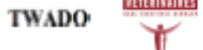


## The issue

- **People don't know where to cast their feedback/complaint/ don't know the system exist**
- **People don't have access to reporting mechanisms**
- **People are afraid to report**
- **People feel that nothing will be done even if they complaint**
- **Feedback & complaints mechanisms are internal & specific to one organisation/ programme**
- **No system in place – no feedback/ complaint**
- **No referral system if feedback/ complaint casted in the wrong place – it gets lost**
- **Each organisation has to ensure linkages with law enforcement institutions/ oversight agencies**



TURKANA

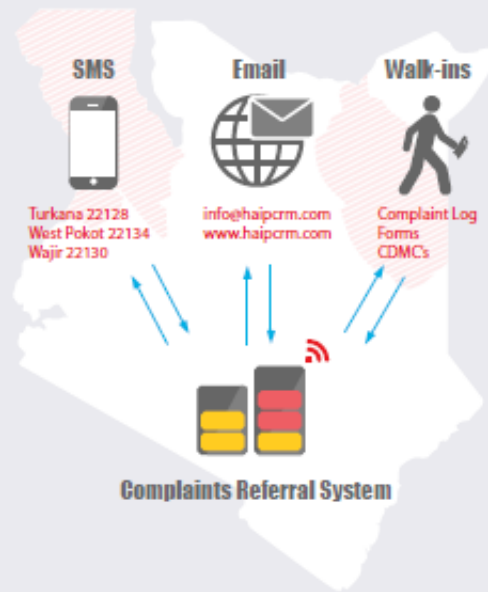


# Uwajibikaji Pamoja Integrated Complaints Referral Mechanism At County Level

Quality service and accountability from Government and Non-Government service providers is your right

"Uwajibikaji Pamoja" ("accountability together" in Kiswahili) 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 or basic service provider to another at the County level.

The service enables members of the public and organisations to submit and refer complaints concerning aid and service delivery to the relevant public and non-public authorities at County level, through a toll-free SMS line, email and walk-ins. People with no access to a mobile phone or internet may visit the nearest office of a partner organisation participating in the intervention or speak to their front-line staff on the field to lodge their complaints. The walk-in option also allows people who cannot read or write to report their cases.



WEST POKOT



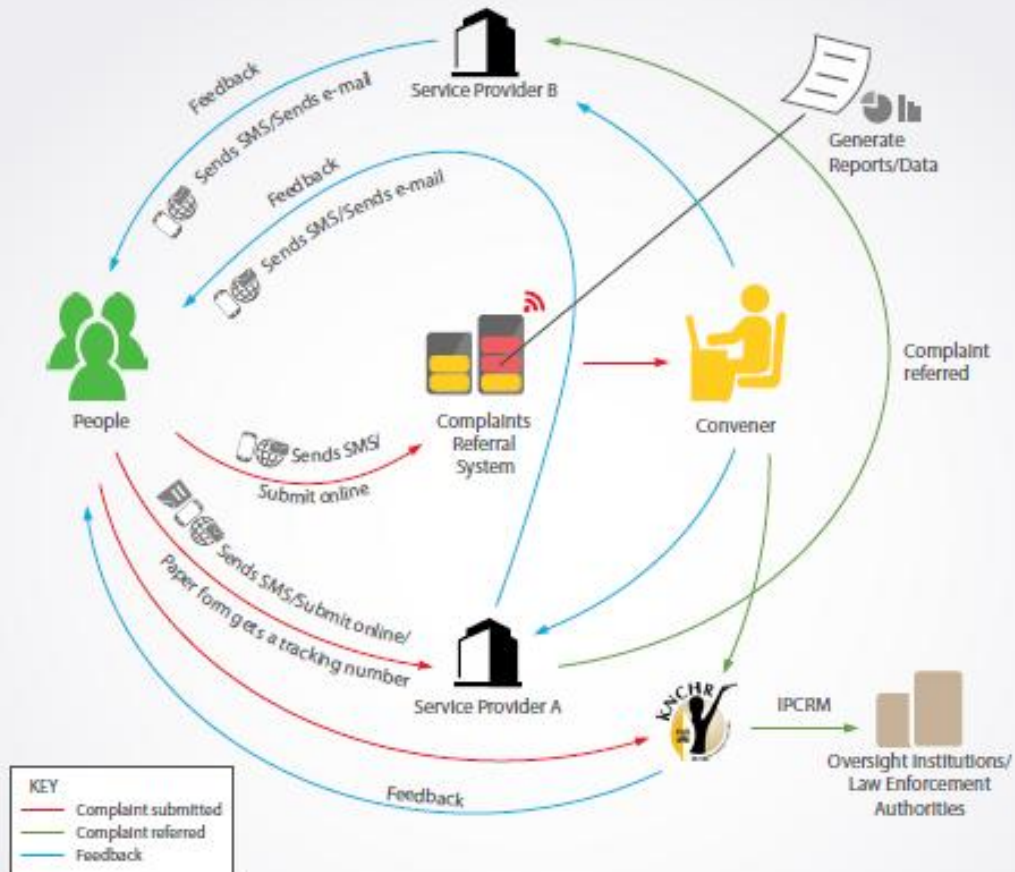
WAJIR





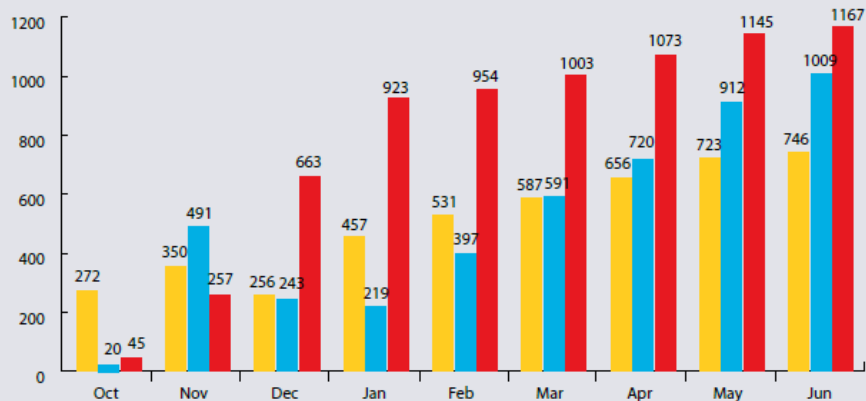
# Uwajibikaji Pamoja

## How It Works

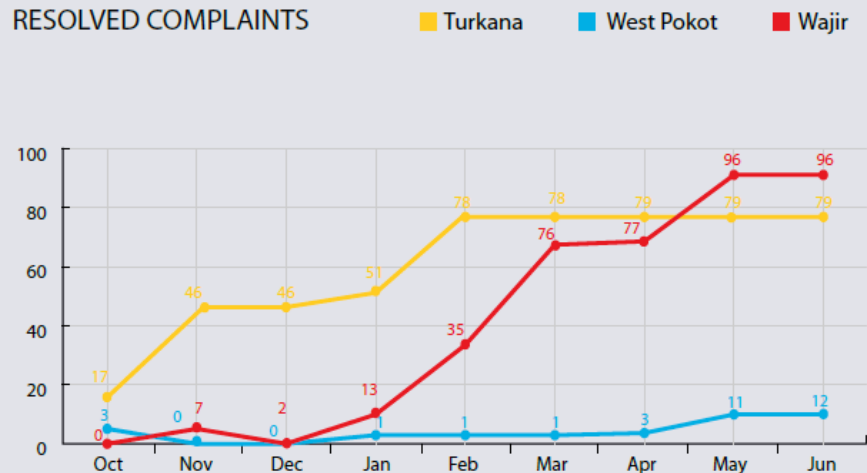


- All complaints are fed into the web-based system and referred to the organisation concerned.
- Complainants receive a tracking number by SMS and a notification each time any update or progress is made in addressing the complaint.
- If no action is taken or response is given after a defined lapse of time, the concerned organisation receives a reminder by email from the convener of the Integrated Complaint Response Mechanism, who will have been notified to follow up.
- The system also generates data and reports regarding the type of complaints received (broken down per gender, age group, sector, type of complaint), geographical areas and the duration between the lodging of complaints and subsequent actions or resolutions.

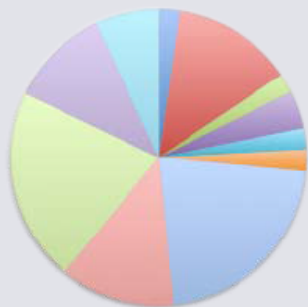
## COMPLAINTS, FEEDBACK, COMMENTS



## RESOLVED COMPLAINTS

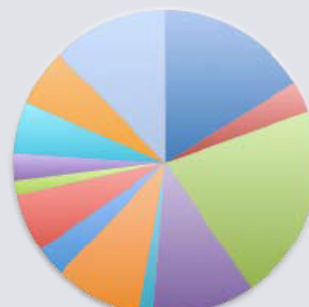


## COMPLAINTS BY SECTOR




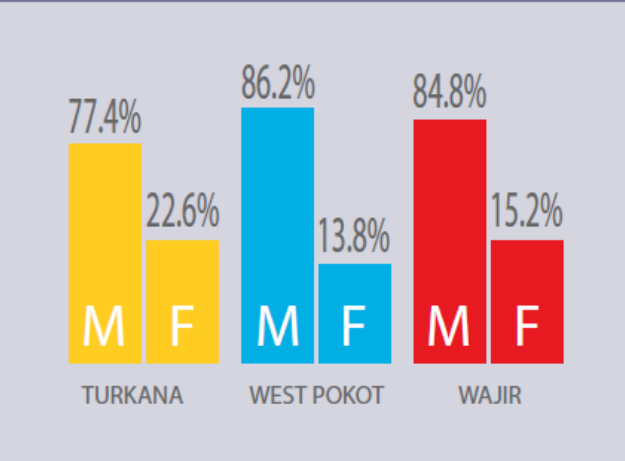








- Education, Culture, Youth Affairs and Social Services **21.9%**
- Public Services Management **21.1%**
- Non Food Items **13.3%**
- Roads, Public Works and Transport **12.5%**
- Information, Communication and e-government **10.9%**
- Environment, Energy Environment, Natural Resources and Water **4.1%**
- Land, Physical Planning and Housing **2.4%**
- Agriculture, Livestock Development & Fisheries **2.3%**
- Food Aid **2.3%**
- Health Services **2.2%**
- Other **7%**

## COMPLAINTS BY CATEGORY



- Quality of aid or services **20.9%**
- Non inclusion **16.3%**
- Timeliness of aid or services available **10.9%**
- Behavior of staff **9.3%**
- Procurement of commodities or services **6.2%**
- Fraud **6.2%**
- Embezzlement **5.4%**
- Quantity of aid received **3.3%**
- Recruitment **3.1%**
- Bribery **3%**
- Conflict Of Interest **1.5%**
- Political interference **1.5%**
- Others **12.4%**

LOCATIONS VISITED	RADIO SHOWS	PAPER FORMS COLLECTED	COMPLAINTS BY GENDER
 TURKANA 83	 5	 123	
 WEST POKOT 45	 7	 46	
 WAJIR 69	 7	 50	

## The impact

### Quantitative results

- 3,200 messages lodged into the system
- 850 complaints – 23% resolved
- 2,350 feedback, questions or messages
- Complaints per sector/ Typology of complaints

### Human interest stories

- Registering beneficiaries for the HSNP in Wajir
- Unveiling fraud in a Cash Transfer program



## Sustainability

- Ownership and participation of County Government and State institutions (NDMA, KNCHR)
- Collective implementation integrated at County level
- Require limited amount of resources
- Utilize radio/ SMS/ for two-ways communication
- Integrate local committees at grassroots level
- Integrate the system into existing policies and structures at County level



## Role of Donors agencies

### What has been done?

- Supported by AfDB (USD 182,000) for 18 months (ending in September 2015)
- ECHO – EUR 75,000 for 12 months (up to March 2016)
- Advocate for more agencies to join the initiative

### What else can be done?

- Provide resources for learning/ capacity building/ advocacy and scale up
- Explore synergies with the UN system (clusters and oversight on implementing partners)





Humanitarian Aid Programme

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