

Tips sheet Cash for Shelter and Non-Food Items (S/NFI)

Communication with Community and Accountability to Affected Population

V.1

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Definition: Communication with Communities (CwC) refers to activities where the exchange of information is used to save lives, mitigate risk, enable greater accountability and shape the response, as well as supporting the communication needs of people caught up in conflicts, natural disasters and other crises. Accountability to Affected Population (AAP) refers to the process of using power responsibly, taking account of, and being held accountable by, different stakeholders, and primarily those who are affected by the exercise of such power.

Purpose of guidance: The success of Cash for S/NFI is contingent of a good collaborative participation and communication between both community and PoC. Communication with communities and PoC should rely on participation, feedback and information sharing at every stage of the Cash for S/NFI project cycle. It also allows PoC to influence decisions about the help they receive and can give feedback and complain if they feel the Cash for S/NFI.

Key steps	Description
Critical accountability considerations	<ul style="list-style-type: none"> • Anticipate protection risks and benefits for individuals, households and communities related to Cash for S/NFI • Consider data protection and privacy when collecting data on PoC • Monitor protection risks • Train implementing partners and third parties on Protection of Sexual Exploitation and Abuse (PSEA)
With who sharing the CBI for S/NFI program information and when?	<ul style="list-style-type: none"> • Information should be shared with communities' leaders and people living within the community prior to implementation. If possible, meeting with PoC should be gender disaggregated as it might help the implementing partners anticipate potential protection issues related to the Cash for S/NFI. Information will be shared on a "need to know basis".
Information to share with PoC	<ul style="list-style-type: none"> • What are the selection criteria to participate into CBI for S/NFI • Who has been selected and why; • What will they receive (cash or the value of the transfer or coupon) and what for; • When will they receive it? • For how long? • How will they receive it? • What to do if there are problems?
Information to share with non-PoC	<ul style="list-style-type: none"> • What are the selection criteria to participate into CBI for S/NFI • Programme duration

Information to share with FSPs/Vendors	<ul style="list-style-type: none"> • When the programme will begin; • How long it will run; • How many recipients there are; • What goods they are expecting to buy. • For a voucher programme: their roles and responsibilities, process and timeframe for redeeming vouchers.
Local and national authorities	<ul style="list-style-type: none"> • Project objective • Program location and duration; • Number of recipients; • Selection criteria; • Modality and payment method; • Their role in the programme
How to communicate	<p>When communicating with communities and PoC, use various Education Information and Communication (EIC) methods including information sessions and communication materials (posters, information sheets) to communicate. Instead of a written material, it is recommended to use pictogram because of the low literacy rate of the targeted population. If written material is used, it is recommended to use the services of Translators without Borders. If messaging relies on the use of PoC, it should be done on a voluntary basis only.</p>
Feedback and complaint mechanisms	<p>Community and PoC should be listened to and their concerned responded to. There should be a clear approach to processing PoC' concerns and refer them onwards.</p> <p>Awaaz Afghanistan is the humanitarian helpline connecting Afghans (IDPs, returnees) and refugees affected by conflict and natural disaster with the assistance they need. The 410 is toll-free, confidential hotline that anyone with access to a mobile phone in Afghanistan can call for free to access information on and register feedback about the response. Open seven days a week, it has female and male agents available speaking Dari, Pashto, Urdu, English, and more.</p> <p>It is recommended to have a multichannel complaints and feedback mechasnim and not relying exclusively only a hotline platform because of the poor coverage of cell phone in hard to reach area.</p> <p>Distribution site should also include distribution of complaint card to each PoC and to non PoC asking for it with hotline phone number, oral, written and pictogram messaging posted at strategic area of distribution site the waiting area, and a complaint and feedback desk at after PoP but within distribution site in location that allow respect of PoC confidentiality.</p> <p>A helpdesk personnel set up by implementing partners should record the complaints, issues and questions raised by PoC at point of payment. Helpdesk registers individual complaints that requires case management or individual follow up. Every other complaints, issues and questions not meeting these criteria should be referred to a Frequently Asked Questions (FAQ) document that should be developed with Communication with Communities (CwC) team to provide guidance for the helpdesk personnel to answer most common queries and concerns.</p>

PDM (see tips sheet #2 on M&E for Cash for S/NFI) should also be used to measure level of satisfaction of PoC and could be completed with FGD to gather more qualitative information at PoC and community level

Source and further reading on CwC and AAP:

<http://awaazaf.org/>

<https://corehumanitarianstandard.org/files/files/Core%20Humanitarian%20Standard%20-%20English.pdf>

<http://www.cdacnetwork.org/tools-and-resources/i/20151214145316-xg70r>

<http://pgtoolbox.cashlearning.org/>



Humanitarian Aid
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