

Yemen 2017 YHRP Accountability Framework

Objective

To support Clusters, agencies and organizations to attain and monitor collective commitments to accountability to affected people and communities.

Overview

Accountability to affected people (AAP) is an active commitment of humanitarian workers to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist. It is the responsibility of each humanitarian agency to engage communities and be accountable to the population it serves.

This framework operationalizes accountability through community engagement, particularly information provision, participation and feedback components. The framework provides different options for humanitarian organizations to adhere to in their work.

AAP and Protection are complementary and mutually reinforcing...AAP helps to improve protection outcomes, as it promotes inclusive, equitable and meaningful access to decision-making, programming and services.

While the text targets projects, the Cluster role is to ensure that the Cluster partners are operationalizing accountability throughout the HPC. The Cluster supports projects to achieve/maintain the highest level in the framework, with support from the common services of the Community Engagement Working group and the Assessment/Monitoring Working Group.

Role of the Community Engagement Working Group

As a common service mechanism, the role of the community engagement working group is to:

- Provide trainings on conflict sensitivity and how to appropriately respond to feedback/complaints;
- Monitor community perceptions of response and identify preferred communication channels and feedback key messages to communities;
- Support feedback/complaints mechanisms and PSEA complaint mechanisms.

How to Use the Framework

1. Define the 2017 baseline by categorizing the current level for each component and write a comment as to why;
2. Define the 2017 target level for each component;
3. Outline key actions to reach the 2017 target.¹

Reporting and Monitoring

Clusters will report on this framework as part of the quarterly periodic monitoring report. Using the Cluster self-reporting tool (annex 1), Clusters will rate the performance of the HRP projects and provide examples to support the self-rating. If a component does not reach level 3, Clusters will be asked to detail the challenges encountered, proposed actions to reach level 3 and identify areas of support.

¹ The document, *Suggested Actions for cluster coordination groups to strengthen accountability to Affected Populations and Protection in the Humanitarian Programme Cycle*, is a useful reference to identify actions.

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Component	Level 0	Level 1	Level 2	Level 3
Provide information to the public	<p>Project overview is available and provides basic information about the project, including objectives and target population.</p> <p>Project staff provides information on the project verbally and/or informally.</p>	<p>Basic project information is provided publically.</p> <p>This includes objectives and planned activities, targeting criteria of beneficiaries in English and Arabic.</p>	<p>Regular project updates (progress monitoring) are provided publically, using the communities' preferred communication methods.</p> <p>Messages are tailored for people with specific needs.</p> <p>Messages include how to provide feedback/complaints.</p>	<p>Regular project updates are provided publically and readily available to affected communities ensuring that all have access to information.</p> <p>Messages include how projects have addressed feedback and complaints received, as well as monitoring results.</p> <p>The project checks whether the information provided is relevant and understood by local population.</p>
Involve community in decision making	<p>Affected communities are informed of the planning process.</p>	<p>Project supports existing capacities of affected population and addresses identified gaps in capacities</p>	<p>Project has been validated with community members.</p>	<p>Community members are involved in design and monitoring/evaluation mechanisms.</p>

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Component	Level 0	Level 1	Level 2	Level 3
Learn from feedback and complaints	<p>Project encourages feedback from affected people, informally.</p> <p>Project collects this information through informal exchanges during implementation.</p> <p>Project provides regular report to Cluster coordinator(s).</p>	<p>Project ensures that there are moments to hear feedback/complaints.</p> <p>All feedback/complaints receive a formal response.</p> <p>Compilation of Feedback/complaints are shared with the CE WG using standard reporting format.</p>	<p>Project actively seeks feedback and outlines a formal mechanism to hear and address feedback/complaints, including how the mechanism is safe, easy and accessible to affected people and how feedback/complaints are taken into account.</p> <p>All feedback/complaints are documented and regularly collated using most preferred communication mechanism.</p> <p>The degree of satisfaction of the population is taken into account.</p>	<p>Formal feedback mechanism is developed with local population.</p> <p>The degree of satisfaction of the population is taken into account using the official CE micro-survey questions.</p>
Staff attitudes and behaviours	<p>Staff is aware of community engagement and accountability.</p>	<p>All staff is formally trained on conflict sensitivity and prevention of sexual exploitation and abuse</p>	<p>All project staff is formally trained on how to collect and report feedback/complaints.</p>	<p>All staff actively promotes dialogue and relationships of mutual respect.</p>
Use information from project learning²	<p>Reports are available upon request</p>	<p>Reports are publically available.</p>	<p>Findings from reports are actively shared back to community in Arabic/English.</p>	<p>Project includes formal learning sessions to review progress towards established results.</p> <p>Project designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities.</p>

² Includes monitoring, evaluations and reviews.

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Component	Level 0	Level 1	Level 2	Level 3
<p>Assessments</p>	<p>Online assessment registry is consulted before any assessment is planned.</p> <p>Clusters and AM WG are informed of all planned assessments.</p>	<p>Assessment includes Clusters' needs indicators/HNO severity indicators.</p> <p>Report is shared with the Cluster and AM WG and includes indicators.</p> <p>Multi-Cluster assessments are conducted 6 months apart (unless sudden change in the situation).</p>	<p>Assessment report documents how Yemen assessment standards were addressed in the implementation of the assessment.</p>	<p>Project includes formal learning sessions to review progress towards established results.</p> <p>Programme designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities.</p>

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Annex 1: Self Reporting Tool – 2018 Cluster Baseline

Cluster	Shelter/NFI/CCCM		Date Completed	14 April 2018
2017 Baseline				
Component	2018 Baseline Level	2018 Target Level	2018 Actions	Comments
Provide information to the public	<i>Level 2 given the survey analysis</i>	<i>Level 3</i>	<p>Partners will ensure the flow of information to affected populations about services and support is being made available in Arabic language and ensure that in any information on the emergency situation, the availability and nature of humanitarian responses is systematically communicated to affected populations using relevant communication mechanisms.</p> <p>Partners will consult the beneficiaries to identify the most appropriate or preferred communication channels in Arabic language and consider issues of literacy.</p> <p>Partners will inform the affected population on channels to provide complaints and feedback. The Partners is committed to maintain two-way communications to ensure that communities are informed on actions has taken to address issues raised.</p> <p>The Cluster will develop a clear guidance for targeting and selection of affected populations for assistance and Partners will inform the beneficiaries and the concerned community on the before-mentioned aspects while implementing a humanitarian program.</p>	
Involve community in decision making	<i>Level 2 given the survey analysis</i>	<i>Level 3</i>	<p>The Cluster will identify key resource persons to ensure AAP, Protection mainstreaming, Gender integration, community engagement, access to affected populations and diversity issues are appropriately referenced, followed-up and addressed. Facilitate trainings and ordinations on the before-mentioned topics.</p> <p>The Cluster will establish a TWiG to develop guidelines for the complaints and feedback mechanisms to promote the development of effective systems.</p> <p>The Cluster and its Partners will support the establishment of IDPs hosting sites self-management committees and build their capacity to perform their duties and</p>	

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			<p>minimum upkeep of the sites.</p> <p>Partners will consult women, men, girls, boys and communities at risk in order to identify common cultural practices or preferences which would inform the response activities.</p> <p>Partners will develop a work plan for the sexual exploitation and abuse (PSEA) and assign a senior focal point on protection from PSEA.</p> <p>Partners will undertake community consultation to feed into the Cluster plans and Partners projects.</p> <p>Partners will ensure participation of affected population in the design of projects, monitoring and evaluation processes.</p>	
Learn from feedback and complaints	<i>Level 2 given the survey analysis</i>	<i>Level 3</i>	<p>Partners will commit to facilitate the provision of effective formal feedback and complaints mechanisms on the services and assistance being offered with participation of local community.</p> <p>Partners will monitor the impact of assistance or services delivered as well as the community satisfaction.</p>	
Staff attitudes and behaviors	<i>Level 2 given the survey analysis</i>	<i>Level 3</i>	<p>Partners will develop practical plans to put accountability commitments into practice and ensure that roles and responsibilities are clearly defined to be incorporated in agreements with operational partners and staff inductions.</p> <p>Partners will ensure that all staff actively promotes dialogue and relationships of mutual respect as well as trained on how to collect, report and address complaints and feedback of affected population and PSEA.</p>	
Use information from project learning³	<i>Level 2 given the survey analysis</i>	<i>Level 3</i>	<p>The Cluster will ensure to incorporate the Accountability commitments in all relevant advocacy messaging, policies and operational guidelines.</p> <p>The Cluster and its Partners will regularly review the progress of implementing the AAP commitments, findings, lessons learned, good practice and learning on quarterly</p>	

³ Includes monitoring, evaluations and reviews.

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			<p>basis and discuss the results in Cluster meetings if needed.</p> <p>Partners will take action to revise project designs/implementation to reflect changes in the context, risks and people’s needs and capacities.</p>	
Assessments	<i>Level 2 based on previous consultations with Partners.</i>	<i>Level 3</i>	<p>Partners will ensure participation of affected population in all needs assessment.</p> <p>Ensure regular collection, analysis and use of age and gender disaggregated data.</p> <p>Consult women, men, girls and other persons with specific needs as well as minority groups (Muhamashin group) separately to represent their views in needs assessments and conduct the analysis accordingly.</p> <p>Partners will ensure recruitment of female enumerators by 50% of its assessment team.</p>	

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Annex 2: Detailed analysis of 2018 baseline:

Component	Score	Baseline / Status
1. Provide Information to the Public - Provide accessible and timely information to affected populations on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organization and its affected populations over information provision		
1.1. The organization is routinely engage in a two-way dialogue with affected communities, even during crisis responses, including to determine what kind of information they require and in what formats	80%	Good
1.2. The information routinely provided on an appropriately updated basis to the communities the organization seeks to assist by both the organization and its partners	60%	Satisfactory, needs minor improvement
1.3. The communities always know who they are dealing with, their role, and for which organization they work	67%	Satisfactory, needs minor improvement
1.4. The organization have a code of conduct signed by all staff that specifically addresses sexual exploitation and abuse	67%	Satisfactory, needs minor improvement
1.5. The resources needed to improve and ensure accountability during a response routinely incorporated into project plans and proposals	73%	Satisfactory, needs minor improvement
2. Involve community in decision making - Enable affected populations to play an active role in the decision-making processes that affect them through the establishment of clear guidelines and practices to engage them appropriately and ensure that the most marginalized and affected are represented and have influence.		
2.1. The design, monitoring and evaluation of projects were performed through consultations/FGD with the affected population as an integrated activity	87%	Good
2.2. All interest groups have a voice, including women, children, the aged, minority cultural groups and people living with disabilities	93%	Good
2.3. The community participation take place during needs assessment and program planning	87%	Good
2.4. The community participation take place during monitoring and evaluation	100%	Good
2.5. The staff and partners confident that information flows effectively between representatives and the people they represent	73%	Satisfactory, needs minor improvement
2.6. There are strategies in place to allow for community members to participate in conducting assessments where appropriate	60%	Satisfactory, needs minor improvement
2.7. The 'Do No Harm' framework or equivalent approach employed with the participation of stakeholders, to ensure that the organization humanitarian interventions will not exacerbate conflict	80%	Good
3. Learn from feedback and complaints - Actively seek the views of affected populations to improve policy and practice in programming, ensuring that feedback		

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and complaints mechanisms are streamlined, appropriate and robust enough to deal with (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction.		
3.1. The means by which a two way dialogue and feedback collection occurs based upon the local context and the preferences of communities	87%	Good
3.2. The communities regularly provided with feedback as to how their input was used	47%	Unsatisfactory, needs major improvement
3.3. There are clear records of what complaints have been received and how they were responded to	93%	Good
3.4. The organization have a policy or guidance on the prevention of sexual exploitation and abuse	73%	Satisfactory, needs minor improvement
3.5. There are clear procedures in place to address allegations of abuse and the expertise to handle and investigate allegations of abuse, including sexual abuse and corruption, exists in the organization	60%	Satisfactory, needs minor improvement
4. Staff attitudes and behavior - Demonstrate their commitment to accountability to affected populations by ensuring recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting		
4.1. There are trainings are being held for all project staff on how to actively promote dialogue and relationships of mutual respect	87%	Good
5. Use information from project learning - Design, monitor and evaluate the goals and objectives of programs with the involvement of affected populations, feeding learning back into the organization on an ongoing basis and reporting on the results of the process		
5.1. A project learning workshop was held with sessions presented by your partners to reflect project learning outcomes	27%	Unsatisfactory, needs major improvement
5.2. The program design based on an analysis of the specific needs and risks faced by different groups of people	87%	Good
5.3. The findings of monitoring and evaluations routinely fed back to communities	33%	Unsatisfactory, needs major improvement
5.4. There is an evidence that the organization has systems in place, and that they are employed, to ensure that its interventions and activities do not exacerbate community conflict or cause harm to aid recipients	80%	Good
5.5. The program designs revised to reflect changes in the context, risks and people needs and capacities	80%	Good

Color code:

Performance	Range/ Color
Good	75 - 100
Satisfactory, needs minor improvement	50 - 74
Unsatisfactory, needs major improvement	25 - 49
Weak	0 - 24