



Summary

The Nepal **Earthquake Flash Appeal and Action Plan** was developed by humanitarian partners and launched on the 29 April 2015. It has five strategic objectives to meet the humanitarian needs and focuses on water, sanitation, hygiene, and health services, emergency shelter, protection of vulnerable people and logistics, telecommunications and local coordination capacity.

Strategic Objective 5 called for “**an inter-agency common service that is established so that affected people have access to information and are able to provide feedback to ensure a more effective humanitarian response.**”¹

It is important for the **HCT to effectively aggregate community feedback from a wide range of actors**, including UN agencies, international NGOs, national NGOs, government, the private sector, and civil society such as youth, volunteer and women’s groups, as well as representatives of marginalized groups. Community feedback will often feed into the HCT and the inter-cluster coordination fora in an adhoc and anecdotal manner which can hamper the ability of the leadership to systematically adjust strategic and operational response plans to scale successful interventions and to prevent localized issues or the marginalization of vulnerable groups from escalating into larger concerns requiring significant *reactive* adjustments.

The inter-agency common service project, referred to as the **Common Feedback Project**, is led by the inter-cluster coordination fora via the **Communicating with Communities Working Group** (CwC WG) and provides a comprehensive set of common tools and protocols that are rolled out and contextualized in each affected district taking into account the language, gender and diversity of the communities. The common service provides support services to the **entire humanitarian country team (HCT)** including all clusters and organizations, as well as **civil society and other actors**

Objectives

1. Ensure coordinated and effective communications with affected people on critical life-saving and life-enhancing actions that individuals, families and communities can take through the course of the earthquake response and recovery.
2. Ensure affected people have adequate information on the nature and logistics of the response intended to support them.
3. Ensure a systematic common mechanism to collect feedback collated by different actors and directly from affected communities in order to inform decision-making processes at the cluster, inter-cluster and humanitarian country team levels.

Value add

The common service is a cost effective value added tool for the HCT and the cluster and inter-cluster coordination fora. It will:

1. Support **strategic coordination** through enhanced and scaled cross-sectoral community feedback. Feedback from affected communities **will be escalated to the leadership through one single and easily accessible mechanism** to ensure response management and strategies are connected to needs and concerns of those being served. In addition, humanitarian responders will

¹ Nepal Flash Appeal to the response to the Nepal earthquake, April to July 2015.



feel they are able to effectively communicate with communities via different coordinated channels, and through this, ensure programmes and responses remain relevant to meeting people's needs.

2. Ensure that communities' different preferences and information needs are heard by offering a **range of feedback channels in a coordinated manner**. Communities will feel well informed and clear about how to access relief and services they are entitled to and feel confident in the use of this relief and service. They will know how to access information they need, and are clear on where to go to ask questions and give feedback. This will ensure that communities are less likely to feel frustration or anger towards national and international partners working in response.
3. Coordinating with partners with common **aggregation and analysis of community feedback** and agreement on common messages to mitigate gaps, duplication and inaccurate information being shared with communities. **It will help address the gaps in information and communication capacity of partners** and their programming using range of appropriate communication platforms to meet the needs of the communities.

Project components

The Common Feedback Project (CFP) will emphasize partnerships based on local, existing feedback mechanism while providing technical and financial support to ensure they meet internationally recognized standards. **It is purposefully designed to augment and complement existing development structures prior to the crisis.**

Each of the project components supports a common approach through the **use of different platforms and methodologies**. An outline is provided in the text box, and then a detailed explanation with indicators and targets follows:

Component 1: Information and communication assessment and planning

Component 2: Technical and financial support to common information channels

- 2.1 Augmenting community level communication capacity
 - 2.1.1 Micro perceptions surveys
 - 2.1.2 Scale up existing accountability capacity support
 - 2.1.3 Last mile information sharing
 - 2.1.4 Augmenting youth engagement
 - 2.1.5 Additional support following needs assessment
- 2.2 Aggregating SMS, mobile feedback and voice calls
- 2.3 Humanitarian information and communication servicing
- 2.4 Coordinating and mapping social media

Component 3: Common data analysis mechanism

Component 4: Monitoring and evaluation