

# Consolidation of Community Feedback and input to Inter-cluster Coordination



On 8 November 2013, Super Typhoon Haiyan (locally known as Yolanda) made landfall in the Philippines leaving a catastrophic impact on the lives of local populations. A total of 9.84 million people were affected by the impact



**The idea:** Deployment of an Interagency AAP-PSEA Coordinator into the humanitarian response to ensure the integration of the five AAP commitments into the cluster system and humanitarian response mechanisms



## IASC : 5 Commitments to Accountability to Affected Population:

- Leadership/Governance
- Transparency
- Feedback & Complaints
- Participation
- Design, Monitoring & Evaluation

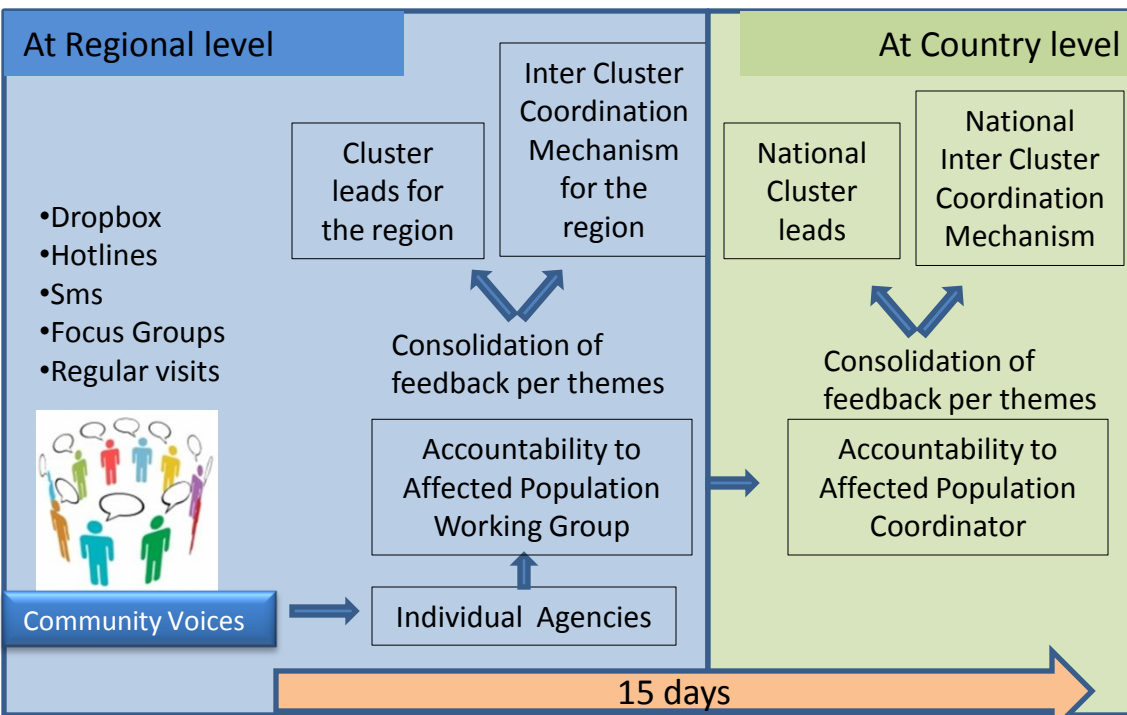
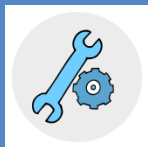
For more information on the deployment, contact : Sutapa Howlader, former OCHA AAP PSEA Coordinator

sutapa.howlader@gmail.com

## Accountability to affected populations and Protection of Sexual Exploitation and Abuse : Key learning from the deployment in the Philippines



**The objective :** Ensure community voices are included into the response through the cluster system



## Some Key Learning

### Need to inform communities about selection criteria in a transparent and appropriate manner :

Majority of feedback received from communities focused on beneficiary selection, particularly for the shelter material and cash programs

**Solution :** IOM and Communication with Communities programs issued simple messaging to solve the confusion around selection criteria

### Closing the loop remains a challenge:

- Feedback and complaints raised by individual agencies were addressed by individual agencies. Each agency had its own policy on how to deal with feedback and how to close the loop by giving account back to beneficiaries
- Overall systemic issues were handled by the Inter Cluster Coordination Mechanism within a fortnight. Agencies would not always communicate the result back to the communities who had raised the issues.
- **Solutions :** IOM and Communication with Communities programs used the radio to communicate how overall issues were addressed. ( how are beneficiaries selected ? What type of livelihood programs is being put in place.
- The outcome of After Action Review was communicated back to the communities who had provided feedback

### What are types of changes that consolidated community feedback can bring?

**The example of the no dwelling zones :** Several communities provided feedback on the planned “no-dwelling” zones. The consolidated feedback was reported to the shelter cluster, then advocated to the Humanitarian Country Team. A recommendation letter was derived from this action and led to the government actually changing the zoning, responding therefore to communities concern.

### Key success factors for consolidated community feedback :

Strong Commitment to  
Accountability to  
affected Population at  
senior leadership level  
of UN agencies and  
INGOs

Strong Grassroot teams,  
with understanding of the  
local context, to activate  
and animate the collection  
and provision of feedback  
at local level

You want support to  
develop a good practice  
fiche ?  
Please contact Astrid de  
Valon, [devalon@unhcr.org](mailto:devalon@unhcr.org)  
IASC Task Team on  
Accountability to  
Affected Populations  
and Protection from  
sexual Exploitation and  
Abuse (AAP/PSEA)