



Accountability to Affected Population Policy (AAPP)

Definition: AAP is an active commitment and liability by humanitarian agencies to use power responsibly by taking account of, giving account to and being held accountable to the targeted people for assistance.

Generally, the phrase 'accountability to affected people' (AAP) is used in the humanitarian community to refer to the commitments and mechanisms that humanitarian actors have put in place to ensure that communities are meaningfully and continuously involved in decisions that directly impact their lives.

For CDF, "Accountability to Affected Population (AAP)" refers to the responsible use of power (resources, decision making) by humanitarian actors, combined with effective and quality programming that recognizes the rights, safety, dignity, capacity and self-reliance of the targeted community. As a humanitarian organization working on protection, CDF is committed to prioritize people of concern through its ample experience targeting refugees, internally displaced people, women, men, girls and boys. It is also committed to being accountable to the people it serves by listening and responding to their needs, perspectives and priorities.

The statement of commitments includes:

1. Leadership
2. Information-sharing and Transparency;
3. Participation
4. Complaints and Feedback Mechanism
5. Partner Coordination

Do No Harm

CDF is committed not to harm or negatively affect the people being served in any way or another in all circumstances. CDF ensures respect and dignity of the population being served. The CDF projects adhere to the following considerations/elements/factor:

- i) demonstrate a careful understanding of the impact or potential impact of aid on the local situation, including how assistance will affect the economy of the conflict and how resources could be manipulated or misused by rebel forces;
- ii) are mindful not to aggravate the roots of a conflict or undermine the state's responsibility for social welfare and security by working in close collaboration with local authorities whenever possible; and
- iii) deliver programs that work towards strengthening local capacities for peace and supporting recovery and long-term development. Such measures are assessed for during selection of project proposals and monitored throughout field visits, in collaboration with sectors and partners.

Accountability to population of concern is a core principle for the project. Community members, community leaders and authorities have been in consultation in the mapping and assessment and the project design stage. In addition, other project stakeholders were informed and agreed to play a role in any project cycle. Communities will be sensitized and well-oriented during the launching on the project. The project team will formulate a feedback mechanism to receive feedback and opinions of communities on the delivered services to ensure the optimum implementation. The project team will ensure participation of all groups of vulnerable people, including minorities, disable and other marginalized groups through the approach of Age, Gender and diversity mainstreaming (AGDM)





Community based approach engagement will form the core basis of this response through a range of targeted actions, inclusive of the following components;

- Dialogues through participatory approaches, ensuring the space and opportunity for the participation of all genders (women and men, girls and boys), religious and traditional leaders in;
 - problem identification/analysis (identification of forms and types of conflict,
 - protection and education issues, GBV, root causes and contributory factors), identification of perpetrators,
 - impact of the different forms of protection and GBV on women and girls, and
 - development of community action plans to address the identified issues.
- The community engagement model will be adapted from best practices such as the UNDP model on Community Capacity enhancement through Community Conversations and other community participatory model etc. and Linkage to existing community structures systems.
- Strengthen coordination mechanisms.
- Strengthening baseline data and monitoring.
- Institutional and capacity development of government and non-government partners to enhance knowledge management, awareness-raising and the delivery of high-quality services particularly at the subnational and community levels.
- Children and adolescent participation- emphasis is placed on ensuring meaningful participation of children adolescents themselves, and communities, and ensuring an integrated approach to child development at all levels.
- Community Ownership – through the various interventions CDF will engage with community structures such the Community Based Child protection network (CBCPN), Parent Teacher Associations (PTA's), Community Management Committees (CMC) other community committees to implement the various interventions.
- Community-based and gender-sensitive participatory initiatives and sensitization, including line ministries facilitating dialogues with farmers, communities, women farmers groups.

Commitment 1: Leadership/Governance

CDF is committed to accountability to affected population by ensuring feedback and accountability mechanisms integration into project management cycle starting from initiation, planning, execution (implementation), monitoring and evaluation (closure). This is achieved by involving community including female, male, girls, boys not excluding people with special needs (PSN) in needs assessments through focus group discussions, orientations, awareness, trainings etc. It is also integrated in staff recruitment and inductions and all staff should abide by Protection of Sexual Exploitation and Abuse (PSEA), Safeguarding Code of Conduct etc.

Commitment 2: Transparency/ Informa on Sharing

CDF is very open to targeted communities on its procedures, structures and processes to ensure the decisions and choices of affected people are met through dialogue.

CDF is very cautious to reduce concern/anxiety within affected population after crisis through:

- support beneficiary understanding of the project
- builds greater trust between the community and CDF
- facilitates community ownership and responsibility

At the commencement of any project, CDF is committed to explain the profile of the organization, orient beneficiaries on project details and agree/set in consensus selection criteria for all activities. This is achieved via information boards, community meetings etc.





Commitment 3: Feedback and complaints

Feedback and complaints is critical in determining whether the agreed-upon needs of the population are being met in an effective and appropriate way, and form the foundation on which to base future adjustments and improvements. CDF will seek the views of affected populations to improve policy, practice and dissatisfaction through the following procedures:

- complaints and suggestion box
- help desk
- signboards for projects to include phone numbers of HQ office
- focus group discussions

Critically sensitive feedback and complaints are followed up with concrete actions contributing to effectiveness, efficiency and quality of programming. Through the above mentioned feedback and complaint mechanisms, complaints related to corruption, social abuse or staff misconduct will be tackled immediately.

Commitment 4: Participation

Involving community in decision making is very important element/component for accountability commitments. CDF is very careful to involve affected populations in decision making through representation of people with special needs such as women, elderly, disabled in any consultations and committee. Consultations with affected communities have, for instance, identified focus groups as a particularly helpful method for those who in larger or less homogenous settings would be unable to speak freely or openly.

Commitment 5: Design, monitoring and evaluation

CDF is very cautious to involve affected populations in designing, monitoring and evaluation of its programs. This commitment is achieved through involvement of affected populations in the need assessments and designing of project planning and implementation. This commitment will ensure effective use of funds. Thus, relevancy and responsiveness of projects to meet the most urgent needs of targeted populations.

CDF ensures that individual case assessments are conducted according to the WHO Safety and Ethical Recommendations for Researching, Documenting and Monitoring of Sexual Violence in Emergencies, IOM protection guidance, UNHCR and CDF Code of Conduct. The case assessment and actions to support refugees and asylum seekers affected by violence will be guided by the survivor-centred approach, wherein survivors have the right to:

- Be treated with dignity and respect rather than victim-blaming attitudes;
- Choose rather than feel powerless;
- Privacy and confidentiality rather than shame and stigma;
- Information rather than being told what to do.

SUMMARY

- ✓ Do no harm: Community mobilization has to take the conflict dimension into consideration and seek not to increase tensions within and across communities and Do-No-Harm, community sensitivity will be considered.
- ✓ Feedback and complaints through suggestion box and special phone number.
- ✓ Community participation in all project management cycle from planning to implementation process
- ✓ Abiding by all right base policies and practice
- ✓ Involve community segments in decision making



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