

## **Annex 3**

### **Beneficiaries Accountability in Humanitarian Assistance**

**PSO Workshop  
10 December 2009**

#### **Questions and Propositions for Discussion Groups**

##### **Outcome group discussion (Posters)**

### **Group 1**

#### **Communication**

##### *Questions*

Effective communication with beneficiaries is essential for improving accountability towards beneficiaries. But, what should be communicated and how? Who should communicate to whom? What do you think about the following propositions?

- Disclosure of reports towards beneficiaries does not make sense.
- Communication should be adapted for every unique situation.
- Partner organisations should use different communication mechanisms to be transparent towards the beneficiaries, like radio, role play, meetings etc..
- Partner organisations need to have the trust of beneficiaries for effective communication.
- Communicating with committees and local representatives only is sufficient to be accountable to the beneficiaries.

##### *Poster:*

Use adequate information systems!

Who are you? What do you expect from us? What can we expect from you?

Feedback beneficiaries is very valuable for reporting, if it somehow effects them

- adapted
- transparent
- involve / participate

Check if what you report to donor is correct!

Minutes workshops included ( participatory report writing) into report donor

- makes life easier
- improves quality

Make sure communication is understood!

Thus deepening of level of receiver and distinguish client groups

- Radio
- Leaflet/billboard
- Church

How do you check partners?

- Regular analysis mechanism needed
- Consistent behaviour
- Effective communication before trust

Not sufficient, but reality sometimes

- Organise several different workshops

## **Group 2**

### **Safe complaint handling**

#### *Questions*

Enabling beneficiaries to address complaints and seek redress safely is important for improving beneficiaries accountability. But how do you arrange this and who is responsible? What do you think about the following propositions?

- Every complaint needs to be taken seriously.
- The partner organisation needs to have a mechanism to store all complaints and handling of the complaints in a database.
- Only formal complaints mechanism and complaints handling are acceptable.
- The donor organisation is allowed to see every complaint the partner received and how they handled it.

#### *Poster:*

- Every complaint needs to be taken seriously.

Yes we agree

- How to define a complaint?
  - How to obtain complains?
  - The step to “voice” a complaint ( + stimulates to air more serious complaints) should already be appreciated.
- The partner organisation needs to have a mechanism to store all complaints and handling of the complaints in a database.
    - Yes, documentation is essential
  - Only formal complaints mechanism and complaints handling are acceptable.
    - Informal cannot replace formal mechanism
    - Informal can be used in the process
  - The donor organisation is allowed to see every complaint the partner received and how they handled it.
    - No need to see every complaint (affects trust) It is more important to show how complaints are dealt with.

### **Formalizing beneficiaries accountability in management and quality systems**

#### *Question*

How can we ensure that beneficiaries accountability is really improved and not only by lip service? How could it be formalised in the management and quality systems your organisation is using?

#### *Poster*

Development of a transparent protocol

### **Group 3**

#### **Involving beneficiaries in monitoring**

#### *Questions*

Enabling beneficiaries to participate in monitoring programmes is one of the strategies for improving accountability. But how do you do this and who is responsible? What do you think of the following propositions?

- Participation of beneficiaries in monitoring is necessary from the beginning of the programme. Yes
- Beneficiaries should be mainly responsible for the monitoring. Yes/No also others need to play a role, but beneficiaries should play an important role.
- Involving beneficiaries in monitoring contributes to more ownership. Yes

*Poster:*

To involve beneficiaries in monitoring there is need to differentiate in target groups. A matrix can be used:

Type	What	How	Frequency
Man			
Women			
Elderly			
etc.			

- Clear users friendly indicators for monitoring
- Use local capacity, structures already in place, existing organisations
- Be flexible, think out of the box
- How does information flow?
- Include in responsibilities of staff
- Train staff

### **Formalizing beneficiaries accountability in management and quality systems**

*Question*

How can we ensure that beneficiaries accountability is really improved and not only by lip service? How could it be formalised in the management and quality systems your organisation is using?

*Poster:*

- There is already good practice
- There is a need for instruments

### **Group 4**

#### **Role of partner organisations**

### Questions

What is the role of our partner organisations in beneficiaries accountability? How can we strengthen the capacity of our partner organisations to improve their role? What do you think of the following propositions?

- We can better discuss the role of the donor/ non implementing organisation.
- Donor organisations have no role in beneficiary accountability; this is the responsibility of the partners only, because donor organisations have no direct contact with beneficiaries.
- The role of the donor organisations is mainly to support partners in developing policies and mechanisms to enhance their accountability practices.

### Poster:

- There is a crucial role for partners  
There is a supportive role for donor organisations

#### Role of partner:

- To identify signals from beneficiaries and partners is requesting feedback from beneficiaries on:

- Project
- Partner

-To communicate implementation process/criteria  
-Creating awareness (feedback “system”)

#### Role of Donor organisations:

- Linking + learning
- Facilitation
- Sharing good practices
- Put on accountability agenda

### Improve by:

Expand own (ISO) system

Implement HAP

Apply good practice from Development Sector

Consider accountability issues in monitoring and end evaluations

