

FEEDBACK & ACCOUNTABILITY

Using technology to capture informal feedback

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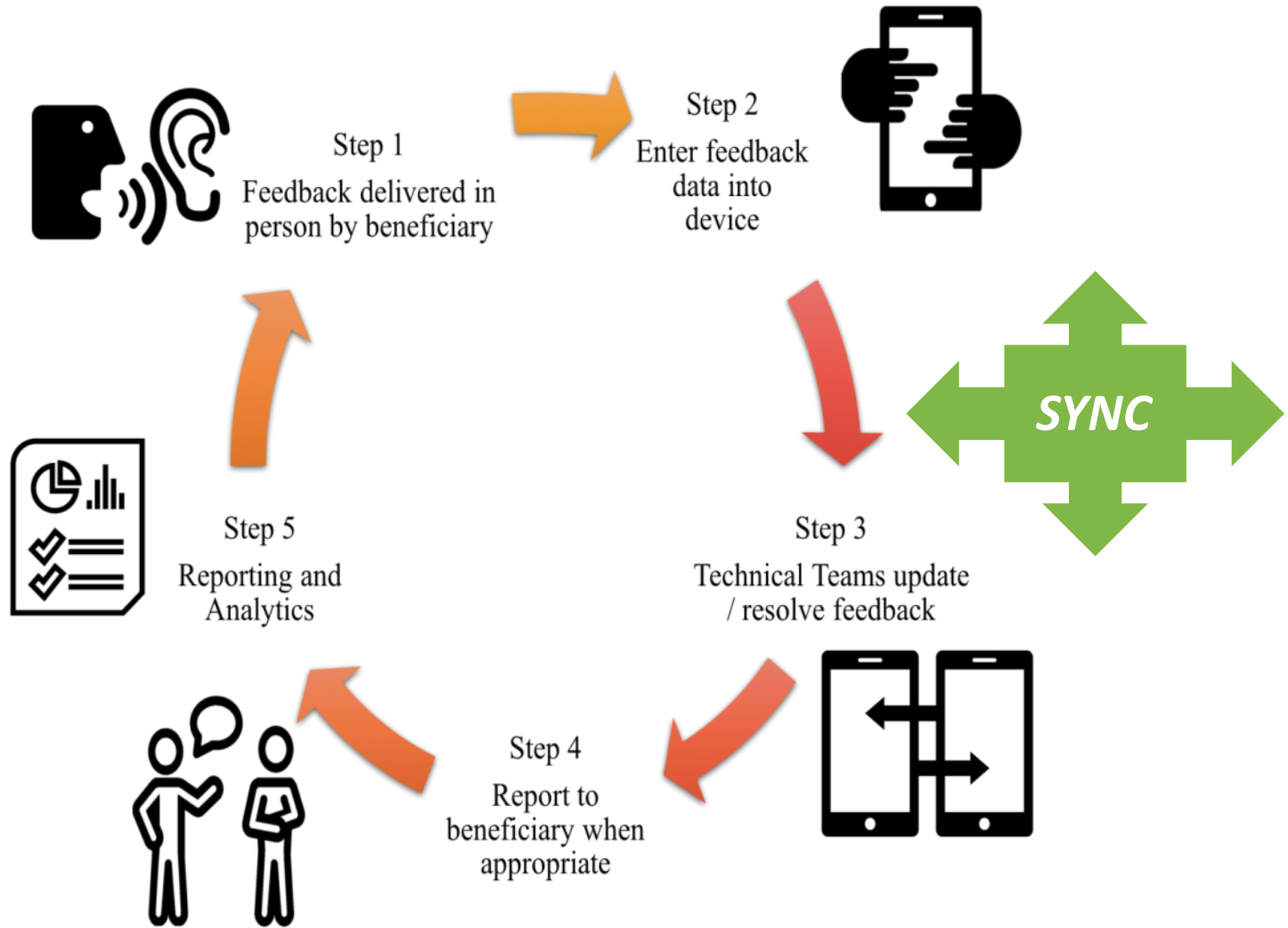
Humanitarian Innovation Fund



Supporting field staff to capture (currently undocumented) informal feedback which is received face-to-face by creatively using ICTs to enable responsive and accountable uses of information.



PROCESS



IMPLEMENTATION



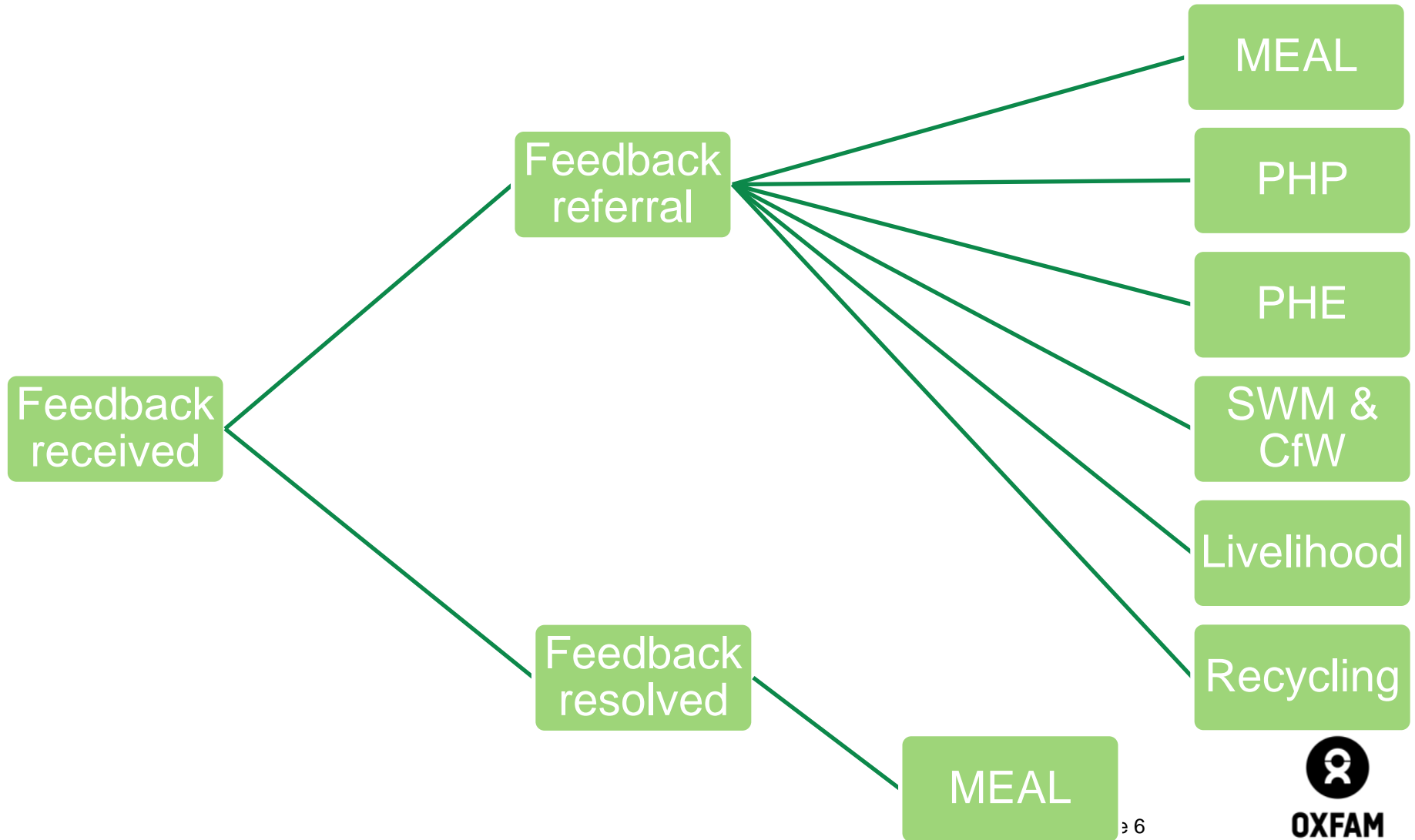
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CURRENT FEEDBACK MECHANISMS

- Current feedback mechanisms? How will this system fit in?
- Who is responsible for reviewing/responding? How do you currently respond? How will this system change this?
- How are referrals currently managed?
- How is internal reporting for feedback handled?



FEEDBACK CATEGORISATION



SUB-TEAM CATEGORISATION

Feedback capture

Please select the relevant team responsible for this feedback:

- PHP team
- Water Issues
- PHE team
- SWM and C4W team
- Livelihood team
- Recycling team
- MEAL

Team	Sub categories
PHP	Queries on the water network / WWN / Private latrines / Safety issues / Problems not related to Oxfam services
Water	Problems with water quality / water quantity / public water tanks
PHE	Problems with private latrine / water network / WWN
SWM & CfW	SWM / CfW rotation
Livelihood	Community gardens / Beneficiaries selection / IGAs
Recycling	Greenhouses / Recycling
MEAL	Other / Positive feedback

LEARNING TO DATE...



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SUCCESSSES

“People trust me more now, since they’ve seen me writing complaint into the handset. Before, if I wrote it on some paper, they thought I might throw it away.”

(Male respondent).

- Trust between community mobilisers vs community
- Fast feedback process (referrals and responses)
- Allow multiple feedback classifications to insure correct prioritisation
- Dynamic & flexible to adapt to new programme updates and changes
- Scalable



CHALLENGES



Pilot specific	The bigger picture
Short project timeframe	Data – what and why?
Finding the right tool	Responsible data
IS support	Inclusivity
High staff turnover	Accountability culture
Limited resources	Coordination - referrals

NEXT STEPS...

- Learning from the pilots
- Greece & Iraq currently using system
- Scale up funding across 5 countries in MENA & Ethiopia
- Strategy thinking around analytics, inclusivity and accountability culture
- Datahub creation



THANKS

<http://www.elrha.org/map-location/capturing-informal-feedback-in-humanitarian-situations-for-more-responsive-and-accountable-programming/>



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