“As a refugee, I was invited to ICVA’s Q&A learning event along with 3 other refugees. In the session on the World Humanitarian Summit (attended by OCHA), one of the refugee participants asked why there were no affected populations attending the WHS consultations. As a result, 4 refugees were invited to the WHS consultation in Abidjan and their voice was heard. It was something wonderful to be invited to this - It was the first time I had been out of Senegal since arriving as a refugee in 1998. Since attending the Q&A event, I feel more motivated to be engaged with the work of NGOs. I think that some NGOs have also up their engagement with affected populations and proposed new projects as a result of the ICVA event.” Refugee in Senegal, West Africa hub.

ICVA ensured that the World Humanitarian Summit consultations remained people-focused by advocating for input from affected populations. 4 refugees participated in the West and Central Africa WHS consultation in Cote d’Ivoire in June 2014, and ICVA reached out to its network of up to 1,000 affected populations in gathering input for the North and South East Asia regional consultation in Tokyo in July 2014.

Circles illustrate number of NGOs with the opportunity to improve their understanding and operational application of Q&A during Sept 2013 – Dec 2014 in each of ICVA’s Regional hubs

QUALITY & ACCOUNTABILITY

Since the training, my NGO has put in place a Focal Point for beneficiary feedback/complaints. He receives the complaints from the community (by letter, SMS, in person), documents them, and then a management team addresses how best to deal with the complaints. NGO participant, Mali, West Africa ICVA hub.

ICVA Global
• ICVA has commissioned a review into ‘Strengthening Accountability to Affected Populations through Network Learning’ to look at a global perspective on practice surrounding AAP.

West Africa hub
• A 1-day learning event on Q&A and AAP was held in Dakar on 26 May 2014 with a total of 22 participants from 19 NGOs (international and national) and 4 refugees. The event focused on pros and cons of having beneficiary populations judge the work of humanitarian actors. Several participants said they had not had this level of discussions in recent years. OCHA attended one session which resulted in 4 AAPs (refugees) being invited to the World Humanitarian Summit regional consultation.

MENA hub
• Two 1-day learning events on Q&A and AAP were held in Beirut and Amman in March 2014 with a total of 32 participants, including both national and international NGOs. The workshop adopted a participatory approach, with a focus on shared learning, based on best practice examples as well as challenges faced by participating organisations as they integrate Q&A into their programme cycle.

Asia hub
• ICVA’s Asia hub ensured the input of affected populations into the World Humanitarian Summit North and South East Asia consultation in Tokyo by reaching out to its networks which in turn represent as many as 1,000 affected populations.