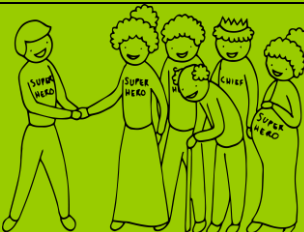


From Passive Recipients of Aid Towards Active Citizens

Tool 5: RAPID Post Distribution Monitoring (PDM) Constituent Voice Series of Questions

This AAP Rapid PDM-*Constituent Voice* series of Questions should be used in conjunction with Tool 2 The Active Citizens AAP Scorecard (ACAS), and Tool 4 Rapid Monitoring Checklist. Systematic conversations with: 1. Communities and 2. Field Staff and Community Mobilizers and can improve the quality of interventions. Questions outlined here can be adapted and included before (assessments), during (e.g., *Rapid Quality Monitoring*), or after interventions (PDMs). The quality of interventions can only be improved if you use the information gathered from the different constituents to make decisions about how to make things better on the ground. The evidence you collect will highlight different perspectives about your AAP Score, which may be different to your own assessment. Remember to be open and honest about accepting other Constituents perspectives; this is their response too. All feedback heard during this process should be responded to. After information is collected agencies should analyze findings and discuss the results with communities with a view to addressing their concerns where possible. You can gather information in the rapid PDM as Focus Group Discussions (FGDs) and/or as a questionnaire.



	Community Centred Engagement & Collective Community/Agency (RE)ACTION	High Level Questions for Communities (Not Only For Leaders)	Questions for Field Staff & Community Mobilizers (Distribution De-brief)
<p>Active Citizens AAP Standards</p> <p>...</p> <p>Standards always includes Most Vulnerable.</p> <p>*Equitable Representation: Men, Women, Elderly, Youth, Disabled, Ethnic minorities, the most Economically and/or politically marginalised, Boys and Girls.</p>	 <p>Do People Feel they are ACTIVE CITIZENS?</p> <p>Score 3</p> <p>A. Strong consistent AAP strategy fully integrated into interventions with wide and fair community involvement.</p> <p>B. Intervention is Community Centred.</p> <p>C. Marginalised people are especially heard, answered <i>and involved</i> throughout.</p> <p>D. AAP quality / intervention is systematically monitored (by community & field staff) and actioned for better impact.</p>	<p>Do you feel like you are Active in the response – e.g., do you help with the distribution process?</p> <p>Do you feel your voice is heard and listened to respectfully by staff?</p> <p>Do you feel the most marginalised people are well included and targeted?</p> <p>Does the agency ask you about any errors made in targeting or distribution?</p> <p>Does the agency ask you what they could do differently next time?</p>	<p>Do you feel like you are active empowered staff in this intervention /response?</p> <p>Do you feel your voice is heard and listened to systematically respectfully (by communities and by managers)?</p>

1. Appropriateness to Current Needs & Vulnerabilities	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
<p>1.1: Men and Women feel the intervention takes account of their specific current needs and culture (E.g., Regular and systematic needs assessment / sharing assessment information)</p>	<p>Men and women are systematically asked to share information about needs and cultural preferences. We try to adjust the intervention accordingly, and at a minimum explain the challenges to communities.</p>	<p>Do you think organisations have given you the assistance that you <i>need</i> most? Or, Are your priority needs being met?</p>	<p>Do you think your agency delivers the assistance that people need most?</p>
<p>1.2: Men and Women feel their current capacities, vulnerabilities & protection needs are considered (E.g., skills and knowledge to construct their own shelters).</p>	<p>Men and women are systematically asked to share information about capacities. We triangulate information, and try to adjust accordingly. We ensure extra resources, involvement and / or consideration for the most vulnerable.</p>	<p>Do you think you should receive something different instead? Or, What Support is missing</p>	<p>Do you think you should /could have delivered <i>something more needed</i> instead?</p>
<p>1.3: Men and women are actively involved in design of selection criteria and deciding names for Entitlement lists, which are then made public, and they are involved in conducting HH needs assessments.</p>	<p>Men and women are active in criteria design, HH selection processes and HH assessments. Information is triangulated and transparent and Entitlement Lists are made public for people to contribute to freely and safely. Process is monitored, verified and & adjusted.</p>	<p>How do you think organisations could do things differently to include <i>the most vulnerable and most marginalised people</i>? Or, Does aid reach men and women most in need?</p>	<p>Have you felt able to discuss information you have gathered about community needs with your manager?</p> <p>How do you think you could carry out interventions differently to include the most vulnerable people?</p>

2. Quality Assistance at Right Time	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
<p>2.1: Men and Women -including the most vulnerable and most remote - feel a quality intervention reaches them when they need it most.</p>	<p>Men and women are involved in identifying the most vulnerable and most remote. We proactively and systematically ensure services are high quality and reach those in greatest need. We adjust interventions based on community feedback.</p>	<p>Does the support you need arrive when you most need it?</p> <p>Are their things that arrive later than they should?</p>	<p>Do you think the support you give arrives when people are in most need of it?</p> <p>Are their things that arrive later than you think they should?</p>

3. Localise, Resilience & Do No Harm	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
3.1: Men and women are not negatively affected, are better prepared, more resilient, and less at risk as a result of the intervention.	Men and women systematically share information about the impact of the collective intervention. We listen, learn and adjust together to limit any potential harm and to improve impact. We speak to non-beneficiaries to ensure targeting quality and inclusion.	Do you feel the support you receive helps you to cope better? Or, Are you more prepared for future crises? Or, Are your lives improving as a result of the aid you receive?	Do you think the response helps people to cope better? Could anything be done differently?
3.2: Local community based organisations (CBOs) and local authorities have increased capacities to cope and respond to future emergencies.	Local CBOs/ Authorities are given support and capacity building to take ownership of key intervention responsibilities. We systematically monitor their preparedness to respond to future disasters, which is improved as a result.	Do you feel the local authorities or local organisations are better able to cope? /What else do they need?	Do you think your agency works effectively to build local knowledge and capacity in this area? If there was any conflict of tension in this intervention what could you do to limit this?
3.3: Competing groups and interests are recognised (political economy analysis), understood and efforts made to mitigate potential conflicts are built into design and process	A wide range of community groups supports a collective understanding and facilitates access. We have processes in place to keep regularly updated and monitor and adapt to ensure we reach the most marginalised and mitigate conflict.	Was there any rumours, tension or conflict resulting from the help the intervention at any stage (planning, distribution etc.,)?	

4. Information / Participation	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
4.1: Men and Women have effective information about Rights and/or Entitlements, and Process delivered through multiple effective two-way channels.	Information about Rights & Entitlements and process is aligned to community needs, and shared through multiple channels of their choice. Information needs preferred channels, locations and times (e.g., for community meetings), are constantly updated with communities to ensure effective inclusion.	Do you know what support people are entitled to? Are there people who do not know their entitlements? Who? Is there more information you need to know to improve your life? How do you prefer to receive important news and information that affects your life? (outreach workers, meetings /radio,	Do you think everyone knows what support they are they are entitled to? Are there people who do not know? Who? Is there information people need to know to improve their lives?
4.2: Everyone feels represented* in	There is an equitable representation of		How do you think people can be given

<p>decision making throughout the intervention. (e.g., Needs, Rights, Entitlements, Process or Monitoring, shelter design).</p>	<p>groups, actively involved in decision-making. The community is involved with monitoring and adapting process to improve representation.</p>	<p>phones? etc.,).</p> <p>Do you feel you are given a chance to have a say in decisions about the support you receive? Do you think people will listen to what you have to say?</p>	<p>important information that affects their lives? (Outreach, meetings /radio /newspaper /phones? etc.,)</p> <p>Do you think people are given a chance to have a say in decisions about the support they receive?</p>
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<p>5. Reach & Action on Complaints</p>	<p>Score 3</p>	<p>Q's for Communities</p>	<p>Q's for Field Staff & Mobilizers</p>
<p>5.1: Men and Women were consulted and involved in the design, operation and monitoring of feedback, complaints mechanisms (including preferred channels to use).</p>	<p>The community have multiple ways to share complaints and wider information about their lives with us. The systems are co-designed with communities and well promoted. We have minimum SOPS for all mechanisms, and regularly track, review and action.</p>	<p>Is there a supportive and confidential way to ask a question, complain or raise an issue about the support? Do you feel happy to use this way? Why not?</p>	<p>Is there a supportive and confidential way for everyone to ask a question, complain or raise an issue about the support?</p>
<p>5.2: Men and women know how to and can access responsive, safe, trusted mechanisms to report issues (including on fraud, corruption and abuse). PSEA Referral systems are active.</p>	<p>Everyone knows how, and feels able to ask us questions and feels safe to share concerns knowing they will get a timely and effective response. We systematically track issues reported, and work with protection actors to respond through established referral pathways.</p>	<p>Do you feel you get timely and accurate answers you need that address your concerns?</p> <p>Do staff ask you regularly for your thoughts and inputs for interventions?</p>	<p>Do you feel able to handle a case of fraud or abuse someone reports to you?</p> <p>Do you feel people are given the answers they need? How do you think this can be improved?</p>
<p>5.3: Field Staff and mobilizers are able to engage with and answer questions from communities knowledgeable, effectively and respectfully.</p>	<p>Field staff / mobilizers have information about intervention plans and feel able and confident to engage with people, and answer their questions and share information. We monitor the extent to which we do this systematically, and action as possible.</p>	<p>Do you know where to go for help if there was a case of fraud or abuse?</p>	<p>Did you have a staff induction that includes AAP? Do you feel you have a say in how to improve interventions?</p>

6. Coordinated Response	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
<p>6.1: Coordination and Collaboration with international and local NGOs / CBOs, local government, community structures are strengthened.</p>	<p>We undertaken local mapping of community groups / agencies and systematically share information (assessments /monitoring) with each other. We collaborate and ensure we do not ask the same people the same questions.</p>	<p>Do you think assistance you get from one agency is duplicated by others (e.g., government, other NGOs etc.,)?</p>	<p>Do you think your support could have been better linked with support other people were giving (government, NGOs etc.,)?</p>

7. Continuously / Rapidly Learn & Improve	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
<p>7.1: Community perceptions and assessment of quality of shelter/NFI Quality is systematically and actively sought.</p>	<p>The community actively works alongside us to systematically assess the quality of interventions. We systematically triangulate, track and action people's views (including discussing why we may not be able to do what is asked).</p>	<p>Are you regularly asked about the what you think and feel about the intervention? Do staff come and ask you for your thoughts about the intervention?</p>	<p>Do you regularly ask a wide representation of the community about what they think and feel about the quality of the intervention?</p>
<p>7.2: Communities can expect delivery of improved assistance as organisations continually and rapidly learn from experience and reflection and react to conversations with communities.</p>	<p>We collectively agree standards to achieve with the community. Men and women are encouraged to hold us to these standards, through systematic and proactive conversations. Communities actively rapidly monitor with us, and work with us to systematically strengthen learning and <i>improve each intervention.</i></p>	<p>Do you think the assistance you receive improves over time?</p>	<p>Do you think the assistance you give improves over time?</p>
<p>7.3: Agencies commit to AAP through AAP inducted and skilled staff and budgets. Teams (led by AAP Ambassadors). Agencies hold regular feedback analysis and action meetings, and report next steps with communities.</p>	<p>We have an operational AAP Commitment. All staff including mobilizers are AAP inducted. This scorecard is used to design interventions, monitor and systematically take corrective action. We regularly monitor our progress over the life of programs. Staff systematically meet men and women to exchange information and discuss action plans.</p>	<p>Are your comments and feedback ever discussed with you by agencies? Does this discussion include ideas for how to improve aid and delivery?</p>	<p>Do you know who your AAP Ambassador is?</p>

8. Staff Quality Mutual Respect	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
8.1: Communities feel Field Staff and Mobilizers are skilled, respected, and responsive to their needs.	Field staff / mobilizers come from the community where possible and are inducted into AAP approaches. Communities lead design of safe ways to discuss issues about staff. We systematically monitor community perceptions of staff. All channels to reach us have SOPs that include active and safe referral pathways.	Do you think the staff you deal with are good at their jobs? Do they take time to come and speak to you?	Do you think you and your colleagues do a good job? Are you treated fairly by your agency? Do you think you treat people with respect? Does the community treat you with respect? Where do you go if there are any issues arising?
8.2: All Staff and Mobilizers feel they are actively listened to by more senior staff, respected by communities, safe in the field, and well inducted and trained?	Managers proactively and systematically listen, learn and provide feedback to all staff on their concerns and rapid learning on interventions. All staff receive training on AAP and good engagement practices.	Do they treat you with respect at all times?	Does your agency seek your views and try to use your knowledge to improve interventions?

9. Effective Efficient Ethical	Score 3	Q's for Communities	Q's for Field Staff & Mobilizers
9.1: Communities are aware of resource use and deem this to be effective, efficient & ethical.	Communities are aware of financial information about interventions and have information about our mandate and commitment to AAP and quality. We actively seek ways to ensure communities can hold us to account safely and we are open to answering and taking corrective action as needed.	Do you feel organisations or staff manage items or services (food, cash, clinical support) responsibly? Or, Are you made aware of available resources and how they are being spent?	Do you feel your colleagues and agency manage items or services responsibly?
9.2: Communities are aware of agencies commitment to AAP, which have been integrated into HR processes, SOPs, Strategies, Monitoring.	Communities support the development of AAP design in interventions and Program Cycle Management. The community systematically monitors progress of program quality with us.	Are there any issues or incidents or concerns you would like to share confidentially?	Are there any issues or concerns you would like to share confidentially?