

THE THREE PILLARS OF ACCOUNTABILITY TO CHILDREN AND COMMUNITIES

Information Sharing and Communicating With Children and Communities

What information should we share?

All staff (and partners) should provide regular, timely and accessible information to children and adults in the communities where you work about:

- Who you are and the principles you adhere to.
- Your projects and what your organisation and its partners intend to deliver (e.g. what people are entitled to receive and when, who is eligible for support etc.).
- Your staff and how they are expected to behave.
- How people can be involved in your programmes and participate in decision-making.
- How they can share feedback.

How should we share information?

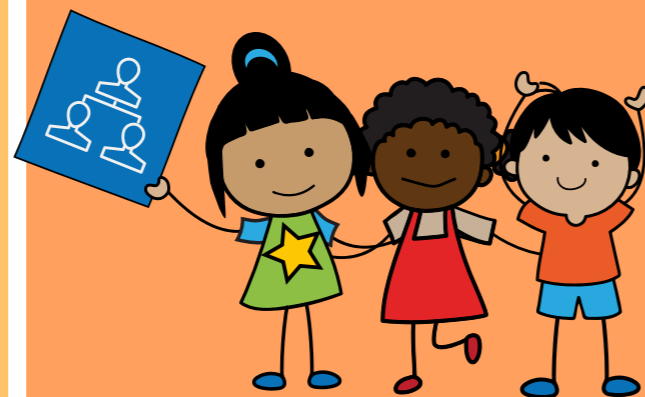
- We should communicate information in languages, formats and media that:
- Are easily understood
- Accommodate different literacy levels and abilities
- Are respectful and culturally appropriate

Information will need to be shared in multiple different ways – including in child-friendly ways - to reach different groups of people, including children and groups most affected by discrimination and inequality, such as those with disabilities.



Participation of Children and Adults

We must provide children and adults (including those from groups most affected by discrimination and inequality) with opportunities to express their views and influence decision-making across the programme cycle (e.g. discussing together, deciding together and working together during needs analysis, design, implementation, monitoring, evaluation and advocacy), as well as influencing our safeguarding measures.



What might child participation look like in our work?

- Understanding children's needs and priorities
- Facility/ structure design
- Reviewing services & supporting improvement
- Sharing information with peers
- Reviewing and evaluating programmes
- Advocacy and campaigning



Feedback and Reporting Mechanisms

What is feedback?

A positive or negative statement of opinion, or question, about your organisation's programmes and the behaviour of your staff and representatives, or that of other organisations, shared with you for consideration and/or action. "Complaints" are considered a type of feedback.



Examples:

- Any violation of key policies, such as any form of exploitation, abuse or harassment (including sexual, physical, and verbal) of children or adults in the community by staff or representatives
- Unsafe programming, where children or adults may be at risk as a result of how we have implemented activities, including media and communications work
- Discrimination against children or adults on the basis of race, gender, creed, religion, sexual orientation, disability, age, etc
- Fraud, corruption, and misuse of project funds or materials
- Security threats

There should always be Feedback and Reporting Mechanism (FRM) in place with multiple child-friendly entry channels and systematic tracking of the feedback gathered.

It must include:

- Proactive channels (that actively ask people for feedback)
- Reactive channels (that help them communicate with you – at the time and about the subject they choose)
- Ways to capture feedback that staff see or hear on a day-to-day basis when working in communities
- Anonymous channels

Examples of Feedback and Reporting Channels

It is important to have multiple feedback and reporting channels in place because different groups within the community, including children, will have different preferences and capacities.

- Face-to-face feedback to staff
- Group discussions
- Feedback surveys
- Community feedback committees
- Voice recorders
- Telephone hotlines
- SMS/ Messaging apps
- Emails and social medias
- Feedback boxes
- Office walk-in hour



The Feedback Circle

- Feedback is collected verbally or in writing
- The person who gave feedback is told when they should expect a response
- Feedback is formally recorded in a database
- The feedback is investigated
- The resolution is communicated to the person who gave feedback and action is taken where appropriate
- The database is updated

