Loop's mission is:

A world where everyone, including those who are marginalised, vulnerable and underserved, can share their opinion and experience in a safe, open and transparent way, to affect positive social change at the individual, community and global level.

We believe that everyone has an opinion about the support and services that they receive. It is our constant endeavor to find ways for them to feel confident and be able to share this in a safe, meaningful, and transparent manner, so that it informs and affects positive social change.

Therefore, Loop is all about shifting power and ensuring we continuously strive to reach and listen to the most marginalised and underserved populations in any context. To deliver this long term, across multiple contexts we need a new global model. A dispersed, community owned, crowd sourced and long term asset for people to use in ways that work for them and add value to their existing approaches.

As we all know, the risks and communication approaches in each country and across different groups of people, over time, will differ widely. Therefore, to best reach people the Loop platform must be owned and adapted over time, by local people from those communities and organisations it is designed to serve. As such, the country partnerships which own and roll out Loop in each country will necessarily be different, flexible and reflect the context, opportunities and risks which are present and change over time on an ongoing basis.

This paper outlines: the various structures already present in Loop, including the global/tech level, it then explains what to think about when setting up a Loop Partnership in a new country and finally outlines the various existing approaches being used so far in different country contexts.
Loop structure:

‘Loop global’ provides the technical infrastructure, maintains it and improves it, based on feedback and advice from country partners, so that it can better serve each countries context and needs.

Loop countries tailor the communications, use, roll out and face of Loop so that it is a trusted, independent, yet integrated service, that people understand, access, trust and can easily use.

Collectively we permanently strive to reduce barriers to:
- feeding back
- closing the feedback loop and
- using the resulting data to create positive change

How to set up a Loop Country Partnership:

Identify interested organisations, individuals, sectors that might want to learn more about what Loop has to offer and set up a presentation with alex@talktoloop.org to anyone interested (1 hour).

Review nationally and agree if you want to discuss it further. If so, pull together a cross section of key national stakeholders to collectively answer a set of questions (see below). Brainstorm these with Alex at Loop and any of the other Loop Partnership staff and leadership from any other countries.

Through the above process collectively identify:
1. The Host organisation to recruit and host the Loop moderators.
2. The appropriate structure for that country for now (see below examples). Ensure a strong collectively owned approach that is well coordinated with any other existing mechanisms linked to AAP, CEA, Coordination, Complaints Mechanisms, Feedback mechanisms, Reporting and referral pathways etc.
3. Identify funding options to cover costs associated with employing the moderators, any associated costs of the host organisation, Mobile Operator contracts etc in conjunction with Loop.
Objective of Country structures:

Every Loop Country Partnership set up can be different and unique based on the national opportunities, gaps, risks and identified added value that Loop can play.

Questions to answer collectively in each country:

Things to consider when collectively agreeing in a country, the appropriate structures needed to create the right strategic balance between Loop being an independent service provider and Loop being fully integrated to the local context and ecosystem includes:

- How to ensure a consistent high-quality service is provided 24 hours a day, 7 days a week, 52 weeks a year? This requires:
  - Independence of moderators from feedback coming in
  - Quality of Moderators daily work and weekly check-in's and 2-way exchanges with Loop and other Loop moderators from other countries
  - Safety and confidentiality of sensitive reporting and working with Case Manager

- How to ensure Loop is a platform that the Community trust, accept and know about?

- How to ensure the Moderators are adequately supported and embedded in the local ecosystem to have access to, and credibility with, organisations and individuals so that they positively receive and respond to feedback coming through the Loop site?

- How to ensure that any risks can be identified in advance, mitigated and managed ensuring consistent use of Loop in that context?
  - Political
  - Financial etc

- What is the best structure to ensure a partnership with Loop global based on equity?

- How can we build flexibility into the structure so it doesn't rely on a few people and can evolve as the context changes?

- What funding is required for such a structure, where can we access the needed funding sustainably and what implications on power dynamics will this have and how can we mitigate that sufficiently?
Loop is led in the Philippines by the Philippines Loop National Coordination Committee (LNCC).

The LNCC, is composed of seven people who represent 6 large national networks, which together represent 4000 Civil Society Organisations, including government representatives. This includes: National Anti-Poverty Commission-Victims of Disasters and Calamities (NAPC-VDC), Disaster Risk Reduction Network Philippines (DRRNet Phil), Community-Led Empowering Actions for Resilience Network (CLEARNet), Citizen's Disaster Response Network (CDRN), Bangon Marawi Civil Society Organization Platform (BMCSOP) and ECOWEB.

They all come from different geographical parts of the Philippines and represent different actors in the ecosystem: Government Disaster Response agencies, Civil Society Organisations, Human Rights advocates, Community-Based groups, and Humanitarian and Development institutions.

ECOWEB hosts the Loop staff. The Director of ECOWEB is the Chair of LNCC. The Chair role will be rotating on an annual basis. There is a national Forum made up of 40 member CSOs and growing who have all committed to using and improving Loop to serve their local communities.

Funding comes from a Loop grant. In 2022 an increasing amount of costs will be covered by local resource mobilisation and community fundraising.
Loop is led in Zambia by the Zambian Governance Foundation (ZGF) and supported by the National Gender Organisation Coordinating Council (NGOCC).

ZGF, a philanthropic organisation actively involved in the global Shift The Power movement and working in close partnership with 140 CSOs across Zambia. ZGF has been providing access to grants, capacity development and other resources, to local CSOs and CBOs across Zambia.

NGOCC is an umbrella network for Non-Governmental and Community Based Organisations in Zambia active in championing women's empowerment and gender equity and equality. They are one of the largest local Non-Government Organisations and have a significant convening power with the Government and other stakeholders in Zambia and a membership of 98 actors working on Gender issues, including from Ministries, legal offices and NGOs.

Both ZGF and NGOCC host moderators and work together to roll out Loop nationally.

Funding has come from an FCDO grant, through Loop Global for 2021 and 2022.
Loop is led in Somalia by the NEXUS Consortium

The NEXUS Somalia Consortium is a Consortium of 8 national NGOs. Loop reports to their Steering Committee, made up of the 8 Executive Directors of each organisation and works with the NEXUS Director and Monitoring and Evaluation manager on a weekly basis.

Loop has contracted ZAMID consulting, a consultancy firm that provides independent and quality services to governments and humanitarian organizations in countries in the Horn of Africa i.e.: Kenya, Somalia and Ethiopia.

Loop receives funding as a subcontractor to NEXUS as one small part of the larger Localised Humanitarian Action program. The fund manager is Oxfam Novib and the donor is the Disaster Relief Alliance. This is a short term pilot.

Loop subcontracts ZAMID consulting who have recruited and led the technical development, user testing and host the moderators who are each based in two different parts of Somalia.

We are collectively learning from the current pilot where we try to close the digital divide. We have designed a process to get feedback and respond to people in Somalia who:
1) do not have a smart phone,
2) are not connected to the internet,
3) are not comfortable in typing an SMS (illiterate)

We are looking for additional funding to continue Loop and to build the prototype. Once achieved we plan to invite others onto a coordination committee incl. INGOs, UN, etc.
Indonesia Country Partnership

Loop is currently being established in Indonesia

On the Humanitarian Coordination Team in Indonesia, there are four main representatives of the Indonesian Civil Society. One of these is MPBI or the Indonesian Disaster Management Society. MPBI is also the Country Sphere Focal Point and members of the Asia Disaster Reduction and Response Network.

The Chair of MPBI is also the CEO of PREDIKT. PREDIKT will collaborate with MPBI and other agencies to lead the roll out of Loop in Indonesia. PREDIKT has provided staff to translate the platform and has recruited two moderators. The CEO and moderators are Loops key contact points in Indonesia.

MPBI is establishing a Steering Committee to oversee the roll out of Loop in Indonesia. It will provide a strategic advisory function and will be made up of key representatives in the national ecosystem. This is still being finalised.

Each of the Steering Committee members are also active members of existing coordination networks and will be responsible to represent Loop on these various platforms. That includes: RCCE WG, Community Engagement Working Group (as part of the National Cluster Mechanism for Disaster Management), and CSO networks.

For the pilot stage, Loop will be rolled out to support the school reopening campaign that is currently being implemented across Indonesia. Loop will be supporting the Education Cluster to provide feedback mechanism for students, parents, teachers, and other community members to collect their stories related to school reopening, so that the Education Cluster will receive feedback from communities and then make an informed decision to respond to the needs and situation on the grounds.