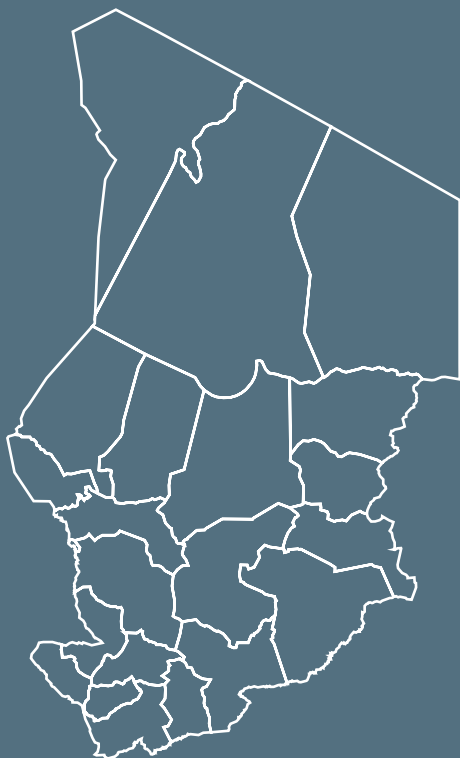


Strengthening accountability in Chad

August 2019 • Global report • Round Three



GROUND TRUTH
SOLUTIONS



CHS Alliance

Introduction

With funding from the Swedish International Development Cooperation Agency, Ground Truth Solutions and the Core Humanitarian Standard (CHS) Alliance are supporting key humanitarian actors in Chad in collecting the views of affected people and taking these views into consideration in decision-making processes to help ensure a more effective implementation of the 2017–2019 Humanitarian Response Plan (HRP).

Ground Truth Solutions systematically collects and analyses the perceptions and priorities of affected people in three provinces: Logone Oriental, Lac, and Ouaddaï. This report analyses the results of the third round of data collection, which took place between 28 February and 2 April 2019.

For more details on our methodology, please refer to the report on the first round of data collection, available [here](#).

Perceptual indicators

Chad’s Humanitarian Response Plan (HRP) for 2017–2019 defines three strategic objectives. To facilitate monitoring, the HRP includes perceptual indicators. Ground Truth Solutions surveys provide the information required to track progress and trends for these indicators.

The percentages in the table below are based on the number of affected people surveyed who answered the corresponding questions positively (“mostly” or “definitely”). Perceptual indicators can improve in three different ways: 1) at the overall percentage level; 2) at the level of the three provinces surveyed; 3) at the level of respondent satisfaction (a change from “mostly” to “definitely”).

Suggestions from affected people and humanitarian actors to improve humanitarian programming



Promote cash assistance or consult the affected population in the needs assessment to understand preferences, especially for food security.



Improve item conservation conditions, as this has an impact on the quality of the food distributed. This should accompany sensitisation campaigns for affected populations on hygiene, food preparation and storage to avoid food-related illnesses.



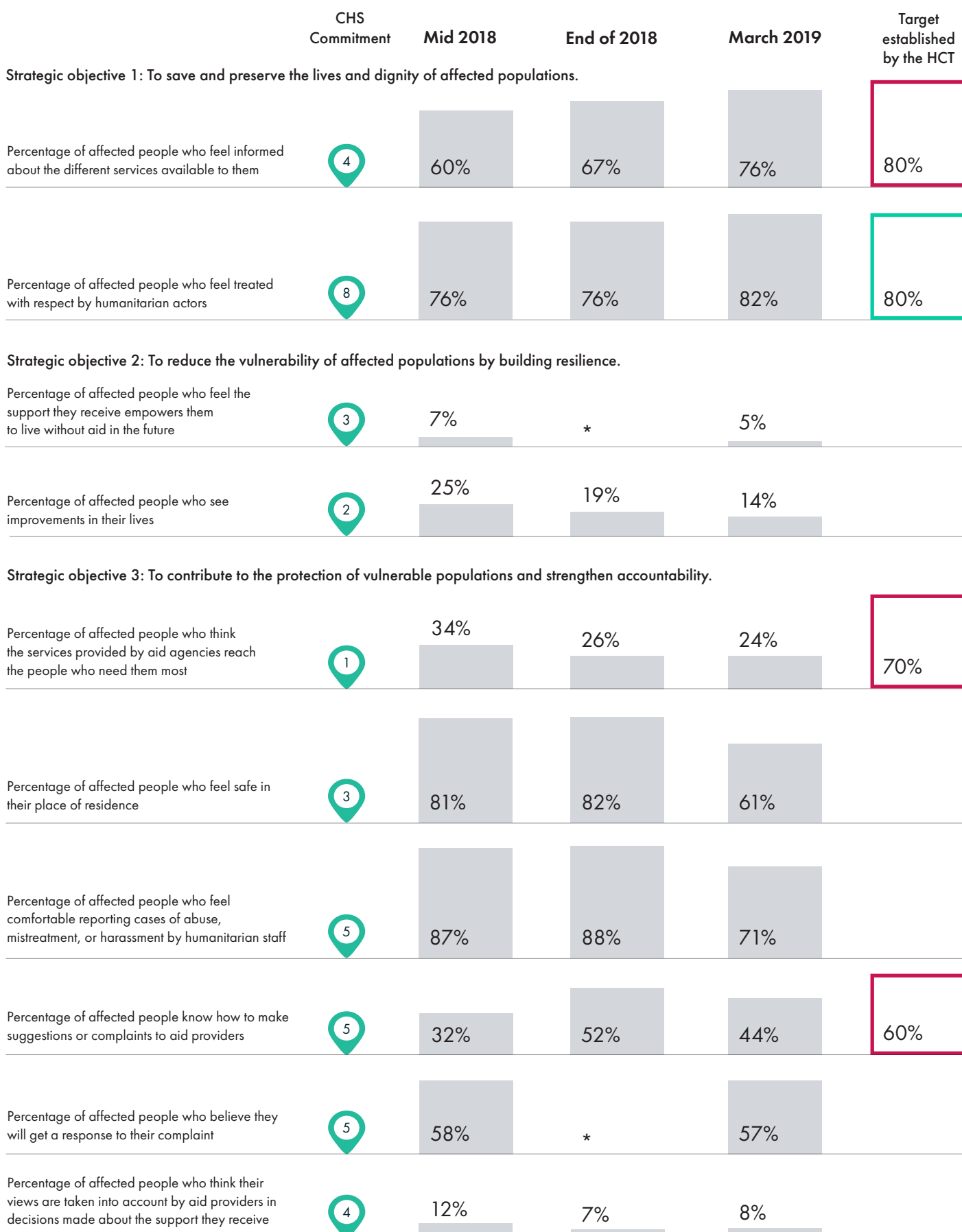
Provide technical and material support (such as torches, speakers, etc.) to affected communities for community mobilisation to improve the sense of security, particularly in refugee camps in the Ouaddaï region.

Project funded by:



Perceptual indicators

The table below summarises perceptual indicators for affected individuals, as well as the results of the three rounds of data collection. It also includes the targets (for some key indicators) set by the Humanitarian Country Team (HCT) in December 2018, during the development of the 2019 HRP.



* This indicator was not collected during the second round.

Key perceptual indicators by province

The Inter Cluster Coordination Group (ICCG) identified four priority indicators regarding accountability monitoring in Chad to be addressed in 2019. The ICCG selected these priorities based on the perceived impact that improved communication could have on indicator levels. These indicators were approved by the HCT and included in the 2019 HRP. The table below shows the percentages from March 2019.

Percentage of affected individuals who ...	Global	Target 2019	March 2019		
			Lac	Logone Oriental	Ouaddaï
feel informed about the help available to them	76%	80%	73%	67%	85%
feel that humanitarian actors treat them with respect	82%	80%	92%	71%	81%
think help goes to those who need it most	24%	70%	37%	24%	13%
know how to make suggestions or submit complaints to humanitarian actors	44%	60%	46%	49%	39%

The nine CHS commitments

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out nine commitments for humanitarian actors. Implementing the CHS improves the quality and effectiveness of assistance and increases accountability to communities and people affected by crises. The perceptual survey questions are aligned with CHS commitments to measure humanitarian assistance compliance against accountability standards.



1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs.



2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.



3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.



4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

Quality criterion

Humanitarian response is appropriate and relevant.

Humanitarian response is effective and timely.

Humanitarian response strengthens local capacities and avoids negative effects.

Humanitarian response is based on communication, participation and feedback.



5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.



6. Communities and people affected by crisis receive coordinated, complementary assistance.



7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.



8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.



9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

Complaints are welcomed and addressed.

Humanitarian response is coordinated and complementary.

Humanitarian actors continuously learn and improve.

Staff are supported to do their job effectively, and are treated fairly and equitably.

Resources are managed and used responsibly for their intended purpose.

Increasingly positive perceptions of humanitarian assistance

- Affected individuals feel they have more information about the assistance they receive. This is because perceptions have improved in the Lac and Ouaddaï regions unlike Oriental Logone where people's perceptions are less positive.
- Affected populations, regardless of their displacement status, know what behaviour to expect from humanitarian staff and are more satisfied with that behaviour. An increasing number of people surveyed feel respected by humanitarian personnel.
- In all three provinces, affected people surveyed say they understand targeting better. However, this improvement is not homogenous. While some subgroups of the affected population – such as IDPs, returnees, and refugees – have a better understanding of targeting processes, knowledge among host communities has decreased.
- Overall, affected people perceive the impact of aid more positively than they did at the end of 2018.

Perceptions remain mixed

- In all three provinces surveyed, affected individuals report feeling less safe over the last six months. In general, feelings of safety have decreased most among refugees. Moreover, affected populations in the Ouaddaï region feel less safe than those in Lac and Logone Oriental.
- Affected populations are less comfortable reporting cases of abuse, harassment, or mistreatment by humanitarian staff and/or community leaders. They are even less comfortable doing so when the perpetrators are government officials¹ because they fear reprisal or lack knowledge about complaints mechanisms.
- Affected individuals perceive no improvement in their living conditions since the first round of data collection in May-June 2018. A high proportion of returnees, especially those in Logone Oriental, are even more negative on this issue than they were in mid-2018.
- Overall, affected individuals do not think the assistance they receive enables them to become self-reliant.
- The affected people surveyed still feel that their views are not considered when it comes to making decisions about assistance. The results of this third round of data collection show that people with knowledge of complaints mechanisms are more confident that their points of view are taken into account.



Notes on the implementation of the third round of data collection:

During this round, questions were phrased with respect to the assistance received in the last six months.

The sample in Ouaddaï does not include the villages surveyed during the first two rounds of data collection, since these villages have not received aid in the last six months.

Bredging Camp, which was not surveyed during the second round due to lack of access, was again included in this round following a decrease in social tensions.

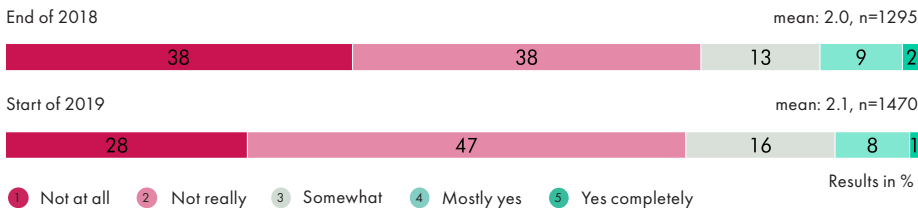
For more details on the methodology, please see our [report from round one](#).

¹ Compared to the first round (mid-2018)

According to affected people, assistance still does not cover their basic needs or arrive at the right time (CHS 1).

In general, the affected people surveyed do not feel that the assistance they receive covers their basic needs. However, there are disparities between the provinces. People surveyed in the Lac region feel that the assistance covers their basic needs slightly more than respondents in Ouaddaï and Logone Oriental. In Logone Oriental, this feeling is significantly lower among returnees compared to host communities and refugees.

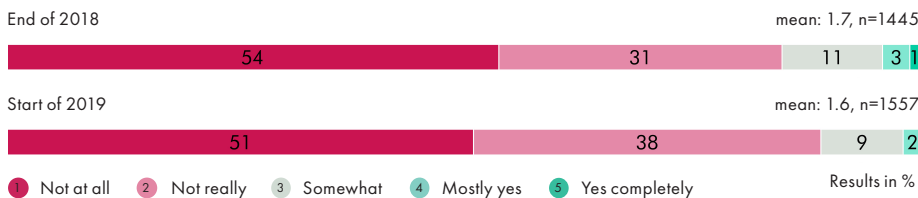
Does the help you currently receive cover your basic needs?








According to people surveyed, food is still the most essential unmet need in all three provinces. After food, the most frequently cited unmet needs are shelter and household items (EHI) in the Lac region; health in Logone Oriental; and water, sanitation, and hygiene (WASH) in Ouaddaï (see right-hand column).

In addition, respondents say they do not receive assistance in a timely manner. Affected people do not perceive any difference in timeliness compared to the second round of data collection in November-December 2018, except in Lac where improvements have been noticed. In addition, people report delays in distributions.

Do you receive aid when you need it?



The five most important unmet needs are:

-  **84%**
Food security
-  **57%**
WASH
-  **49%**
Health
-  **47%**
Shelter/EHI/CCCM*
-  **32%**
Protection

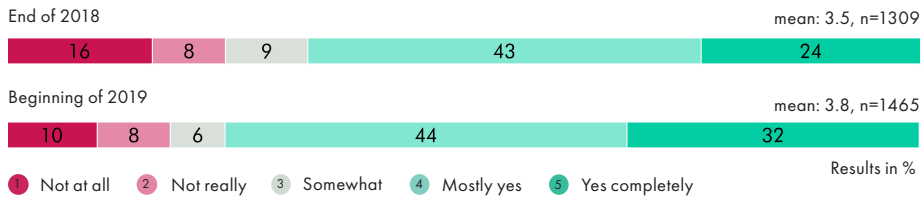
Note: These percentages indicate the most frequent answers to the question. Percentages do not total 100 because respondents could choose multiple options.

* These categories of essential needs are covered under the same cluster, shelter/EHI/CCCM, and are therefore reported as such for Round Three.

Affected individuals in Lac and Ouaddaï believe there is better information sharing related to assistance (CHS 4).

Information sharing has improved, with 76% of affected individuals reporting that they receive the information they need, compared to 53% in the second round of data collection (at the end of 2018). The proportion of affected individuals who believe they receive all the information they need has improved significantly in Lac and Ouaddaï. However, it has decreased in Logone Oriental, where the most significant drop is among respondents in refugee camps, notably Amboko, Gondjé, and Doholo.

Do you feel informed about the aid available to you?



The preferred means of sharing information remain the same as in the second round, namely: village, camp, zone, or block leaders; other community leaders; community meetings; and town criers or public announcers. Remote assistance (calling the hotline) is also one of the least popular information-sharing mechanisms among respondents.

Respondents who do not feel they have all the information they need ask for more information on:



18%

Distribution schedules



15%

Financial (cash) assistance



8%

Food



8%

Work



6%

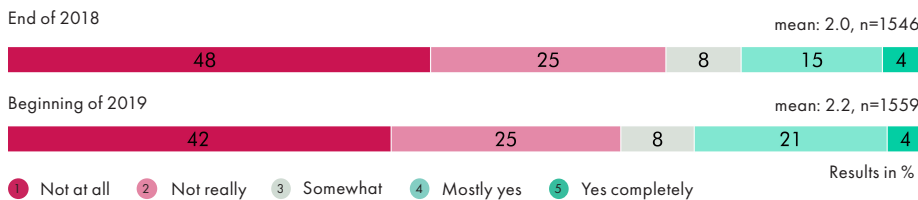
Health

Note: These percentages indicate the most frequent answers to the question.

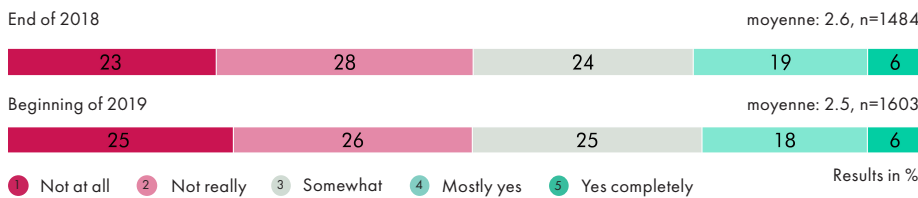
Better understanding of targeting, mixed feelings about fairness (CHS 1).

In all three provinces, affected people have a better understanding of targeting compared to the end of 2018. However, this level of understanding remains low, with 67% of people surveyed still reporting that they do not understand the targeting process.

Do you know how aid agencies decide who receives assistance and who does not?




Do you think assistance provided by humanitarian actors reaches those who need it most?



Although affected people increasingly understand targeting better, they still feel that assistance does not necessarily reach those who need it most.

Those perceived to be in need of assistance but who are left out of aid provision include:

-  **59%** Older persons
-  **43%** Households headed by women
-  **35%** Unaccompanied children
-  **34%** People with disabilities
-  **9%** Non-Registered/new arrivals

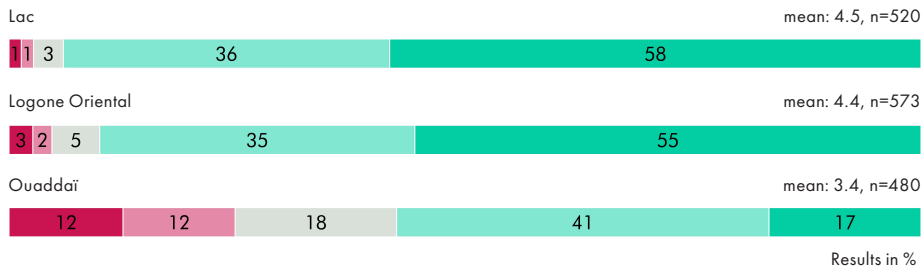
Note: These percentages indicate the most frequent answers to the question. Percentages do not total 100 because respondents could choose multiple options.

Affected individuals feel less safe (CHS 3).

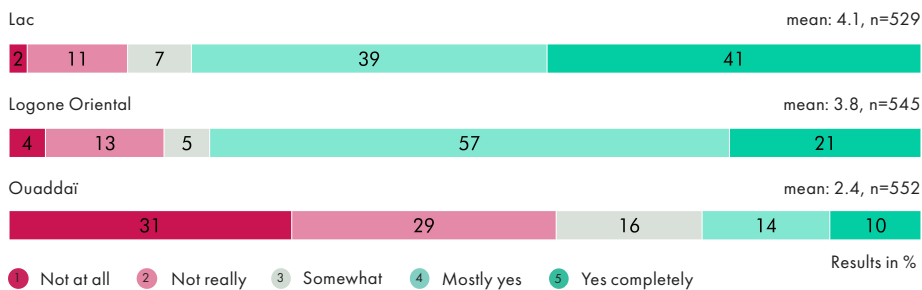
In all the provinces surveyed, affected people report feeling less safe over the last six months. Overall, this decline in the sense of security is higher among refugees. People who receive cash transfers feel more secure than those who do not. The respondents in Ouaddaï feel least secure.

Do you feel safe in your place of residence?

End of 2018



Beginning of 2019



In all the provinces surveyed, theft is the first example people give to illustrate the lack of safety. In the Lac region, respondents also cite the threat of Boko Haram as a reason why they feel unsafe. In Ouaddaï, respondents cite aggression, violence, and/or murder, while in Logone Oriental, respondents point to violence in the camps and the lack of security agents.



At the back of the camp, we are unsafe. We can't raise cattle because thieves come at night. If you go out, you get murdered. In addition, we are very far from the security agents.

Male, returnee, Kobiteye, Logone Oriental



My husband was savagely killed in front of me and my children in January 2019. Three thugs wanted to steal his horse right here at home, but when he fought back, he was shot three times at close range and died. Despite this, these criminals were released the next day. So, I do not feel safe at all. Whoever killed my husband can kill me and my children.

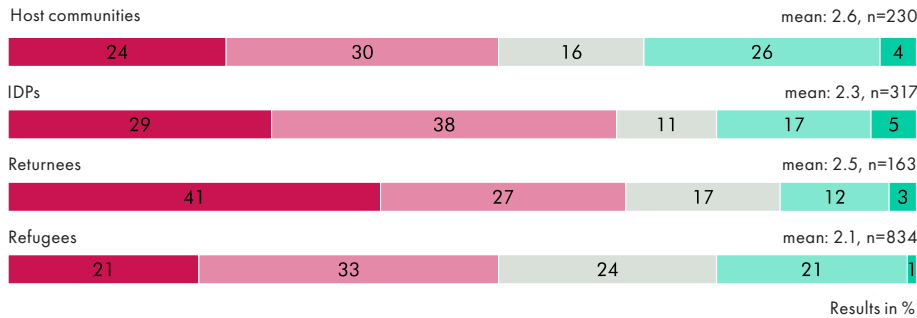
Female, refugee, Bredging, Ouaddaï

Affected people do not perceive improvement in their living conditions over the last six months.

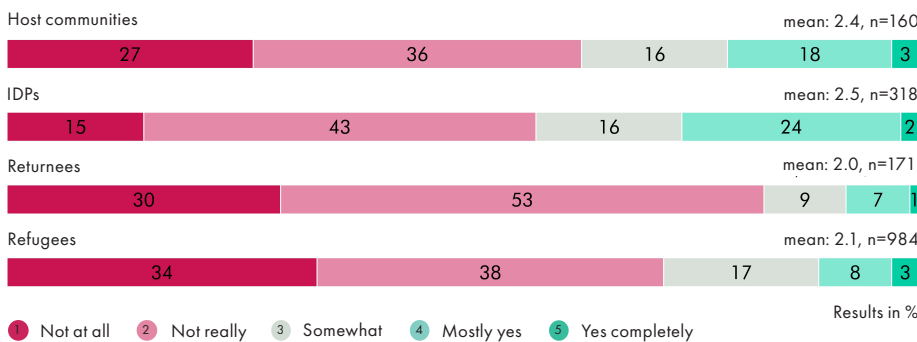
With the exception of Logone Oriental, where there is a positive perception trend with regard to living conditions, respondents still do not perceive improvements in their living conditions. Furthermore, there is a considerable decrease in the proportion of returnees who perceive improvements and a slight increase in host community members who see improvement.

In general, have your living conditions improved over the last six months?

End of 2018



Beginning of 2019



1 Not at all 2 Not really 3 Somewhat 4 Mostly yes 5 Yes completely

The reasons given for the lack of improvement in living conditions are:



32%

Unmet food needs



15%

Reduction of assistance (in Ouaddai and Lac)



14%

Lack of financial resources



11%

No access to humanitarian assistance



9%

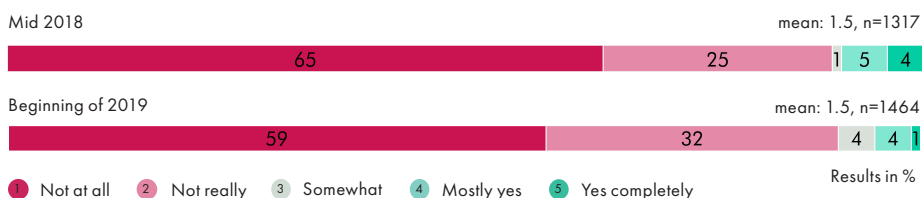
Infrequent/late/irregular distributions

Note: These percentages indicate the most frequent answers to the question. Percentages do not total 100 because respondents could choose multiple options.

Assistance does not enable self-reliance (CHS 3).

Despite a slight improvement in the Ouaddaï region, affected individuals in all provinces feel that the aid they receive does not enable them to live without assistance in the future. In Logone Oriental and Lac, affected individuals are more pessimistic about empowerment opportunities facilitated by the assistance they receive. People employed in agriculture or trade are more optimistic than others about their empowerment.

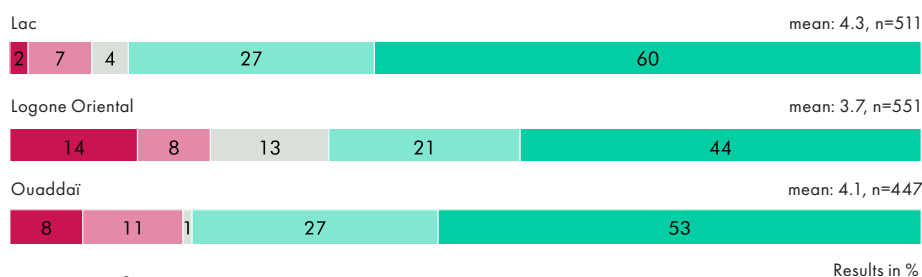
Do you feel that the support you receive enable you to become self-reliant (to live without help in the future)?



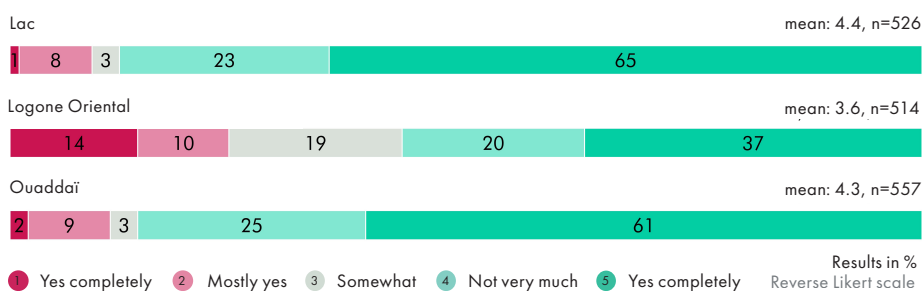
In Lac and Ouaddaï, affected individuals perceive the impact of aid (CHS 3) more positively than respondents in Logone Oriental. Host communities and refugees perceive the impact of assistance more positively over the last six months, particularly in Logone Oriental.

Has the assistance you received had a negative impact on your life?

End of 2018



Beginning of 2019

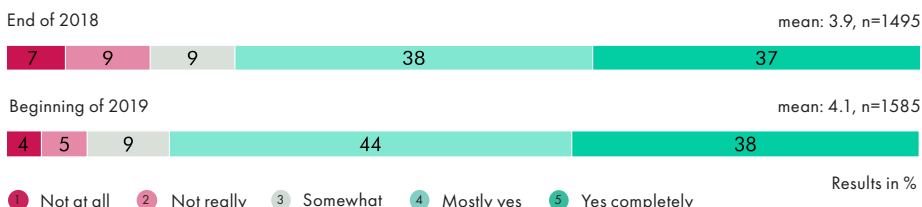


Regarding the negative impacts of assistance, the most common examples affected people give include include diseases perceived to be caught from food aid and/or non-potable water, as well as conflict or resentment (resulting from humanitarian assistance) among groups of affected people.

Affected people are satisfied with the behaviour of humanitarian staff (CHS 8).

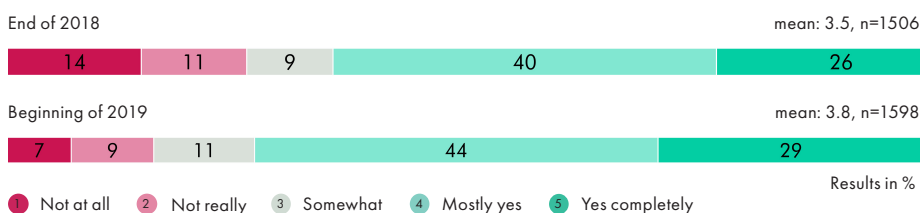
Affected individuals feel more respected than ever before in Lac and Ouaddaï. In Logone Oriental, those surveyed also feel they are treated with respect; however, there has been no improvement between the second and third rounds of data collection in that region. In general, refugees and IDPs feel more respected than they did at the end of 2018.

Are you treated with respect by those providing assistance?



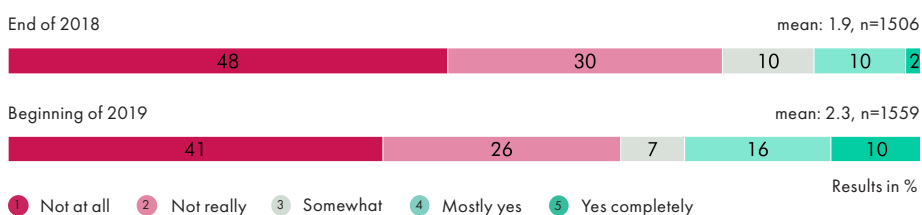
In general, affected individuals are satisfied with the way humanitarian staff treat them. Indeed, the percentage of people satisfied with the behaviour of humanitarian staff towards members of their community has increased by 7% overall.

Are you satisfied with the way humanitarian workers behave towards members of your community?



In Logone Oriental, the survey highlighted significant improvements in Bakan Camp and the village of Kobiteye. In Ouaddaï, affected people are particularly satisfied in Farchana.

Do you know what kind of behaviour is expected of humanitarian workers?



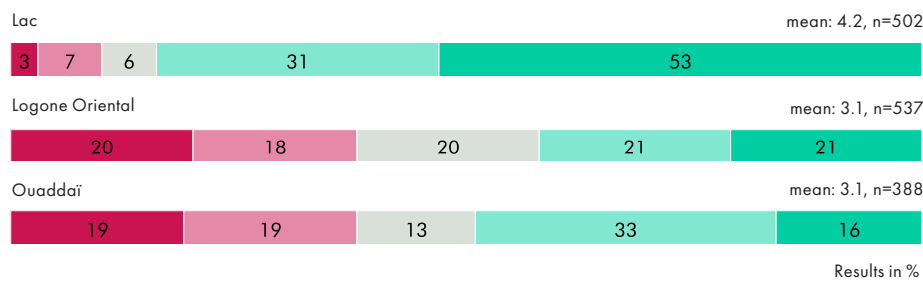
Although affected people are satisfied with the behaviour of humanitarian staff, knowledge of official standards of behaviour remains low in all three provinces. Compared to the second round, affected individuals in Lac and Ouaddaï know more about what is expected of humanitarian actors.

The perception that aid is provided in an honest manner has only improved in Ouaddaï (CHS 9).

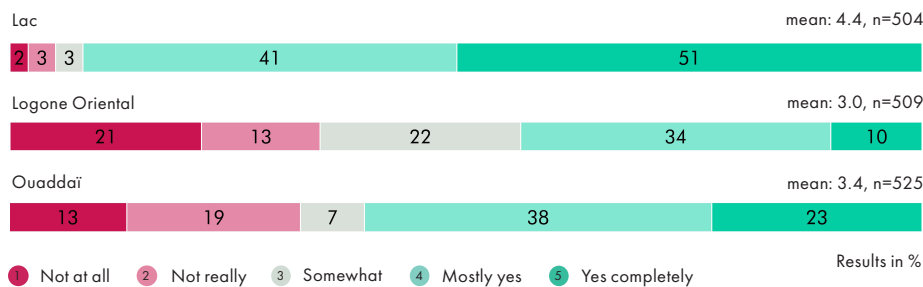
Although affected people in the Lac region feel that assistance is provided honestly, there was no significant improvement between the last two rounds of the survey. In Logone Oriental, on the other hand, people are less positive about this question. Affected individuals in Ouaddaï think that assistance is provided more honestly, compared to the end of 2018. IDPs and returnees are more likely than refugees and host communities to think that the assistance they receive is provided in an honest manner.

In your opinion, has the aid your community received been provided in an honest manner (without abuse of power, corruption, etc.)?

End of 2018



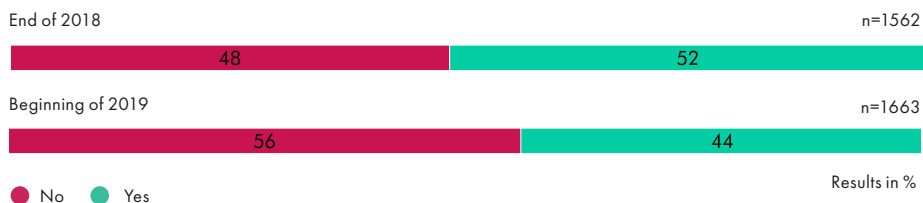
Beginning of 2019



1 Not at all 2 Not really 3 Somewhat 4 Mostly yes 5 Yes completely

Fewer affected people know how to make suggestions or complaints (CHS 5).

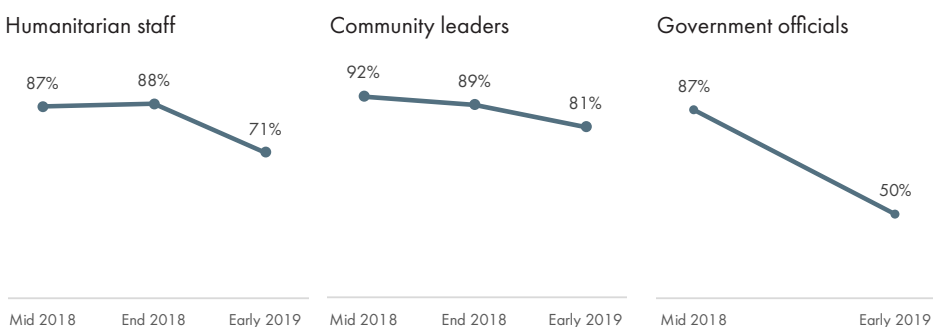
Do you know how to make suggestions or complaints about humanitarian services to those providing aid?



The percentage of people who think they know how to make suggestions or complaints has dropped by 8% since the end of 2018. This decrease is due to a large drop in Logone Oriental (from 70% at the end of 2018 to 48% in 2019). Across the three regions, awareness of complaints mechanisms has decreased in refugee camps (-18%) and returnee sites (-13%), while it has increased among IDPs (+15%) and host communities (+2%).

In addition, of those who know how to make suggestions or file a complaint, 45% have already done so. However, only 24% of them received a response. Among respondents who have never made a complaint or suggestion, 55% believe that they would receive a response if they did so.

% of affected people who feel comfortable reporting instances of abuse, harassment, or mistreatment by:



Whether reporting abuse by humanitarian staff, community leaders, or government officials, affected people feel less comfortable doing so than at the end of 2018. This decline is most evident among IDPs and returnees in all three provinces. Individuals who do not feel comfortable reporting abuse, harassment, or mistreatment generally cite fear of reprisal and lack of knowledge about complaint management mechanisms.

Change in the proportion of people who think they know how to make suggestions and complaints (since the end of 2018):



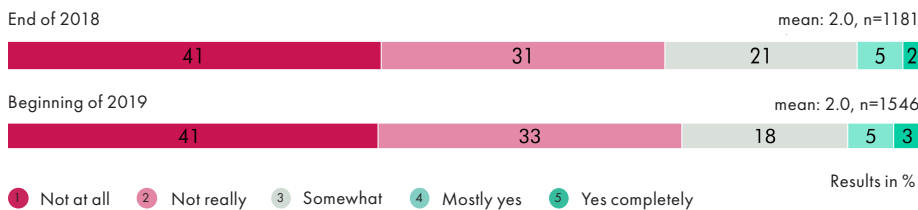
- Lac : +9%
- Ouaddaï : -9%
- Logone Oriental : -22%

Affected populations do not feel included in decision-making (CHS 4).

In general, affected people feel that their views are not taken into account when it comes to making decisions about the assistance they receive. No significant improvements were observed in any of the provinces in the six months between the end of 2018 and the beginning of 2019.

IDPs have the impression that they have become more involved in decision-making over the last six months, while host communities and returnees are less positive that humanitarian actors consider their views.

Do you think that your points of view are taken into account by aid providers regarding the assistance you receive?



On the other hand, those who know how to make suggestions or complaints are more likely to feel that their views regarding aid are taken into account than those who say they do not know how to provide feedback.

Summary of recommendations from the dialogue phase (June-August 2019)

1. Continuous information sharing between humanitarian actors and affected populations (local / regional level)

- Prioritise direct communication channels (community meetings, consultations) with the leaders
- Multiply and diversify information channels (community meetings, camp leaders, radio, hotlines, suggestion boxes)
- Organise frequent and predictable information meetings with affected populations, especially at key stages of the programming cycle, such as project closure, to raise awareness on different project components (goals, targeting, project evolution etc.).
- Map information flows from organisations to communities on the timing of distributions (*who should be informed when?*). In case of significant changes (*access constraints due to security, financial restrictions*), ensure that the community is informed by their focal points (*who is informed and how?*).
- Share technical information with affected populations that have been identified as relevant to the success of the programme, such as rainfall predictions and price mapping of key goods.
- Communicate in as many local languages as possible (e.g. posters, radio advertisements).

2. Re-evaluation of existing feedback and complaint mechanisms (regional / sectoral level)

- Improve the transparency and responsiveness of existing complaint mechanisms (suggestion boxes, hotlines, complaint management committees) and develop alternative mechanisms based on community preferences (which, according to their feedback, should prioritise face-to-face communication channels).
- Standardise complaint mechanisms at the sectoral level to mitigate the challenge of short-term projects and funding cycles.
- Involve the community in the management of complaints mechanisms and train committees on the various existing mechanisms and communication channels.
- Provide regular feedback on requests, complaints and suggestions to affected people.

3. Harmonisation of selection criteria and increased involvement of communities in the targeting process (local / regional level)

- Organise information sessions on targeting criteria with communities before assistance begins.
- Engage the affected population actively in defining beneficiary selection criteria (where relevant and feasible).
- **Lac region** – prioritise targeting based on vulnerability and not on displacement status for equity of assistance².

Following analysis of the data collected in March / April 2019, Ground Truth Solutions carried out consultations in three provinces (Ouaddaï, Lake District, Logone Oriental) and N'Djamena to inform humanitarian actors and affected populations of the latest survey results. As part of the feedback process, the Ground Truth Solutions team had the opportunity to discuss with the various actors how to strengthen accountability to affected people.

The recommendations were collected during discussions following the presentation of the results of the survey, concluded in April 2019. The discussion sessions were conducted with the various actors present such as humanitarian field staff, members of clusters and the AAP working group in N'Djamena as well as the community leaders of the affected populations (displaced persons, refugees and returnees). Women's leaders were also invited to comment on the humanitarian response in their respective regions.

² According to community leaders, some individuals in the host community present themselves as IDPs or returnees in order to be considered beneficiaries, when in fact they may not meet vulnerability criteria.

4. Increased involvement of community leaders in humanitarian decision-making processes (local / regional level)

- Include community leaders, committee representatives or community focal points in local coordination meetings and sub-cluster meetings.
- Train community leaders, committee representatives or community focal points on their rights and responsibilities in the provision of humanitarian assistance (for example, by organising workshops).
- Develop mechanisms with community leaders, committee representatives or community focal points (e.g. informal meetings) for more consistent information sharing.
- Promote the recruitment of local individuals for certain positions (such as community facilitators).
- Build capacity and transfer skills to community leaders and local actors to facilitate a successful transition after the closure of humanitarian programmes.
- **Ouaddaï region** – Strengthen social cohesion activities between displaced groups and host communities by integrating community leaders in mediation sessions.

5. Enhance and strengthen PSEA standards (national level)

- Incorporate accountability criteria into the UN HPC programme sheets, according to the AAP committee's action plan.

General recommendations for the response (national level)

The following recommendations for improving the humanitarian response and co-ordination in Chad more broadly also emerged during the consultations. They are included here in order to add affected people's feedback to the ongoing efforts to strengthen the accountability of humanitarian assistance in the three regions.

- Improve accountability coordination at the sectoral level by mapping humanitarian services, organising workshops on accountability and developing perceptions surveys at the cluster or sector level.
- Integrate accountability issues into monitoring and evaluation tools at the organisational level.
- Share information (for example, on targeting) between humanitarian actors to enable them to take into account ongoing projects in the region, for better complementarity.
- Conduct an in-depth, inter-agency analysis of the impact of reductions in assistance on the affected populations (impoverishment, return to insecure areas, mobilisation of people towards armed groups, etc.).

Examples of ongoing accountability activities reported by humanitarian actors and affected populations

The following activities are a non-exhaustive list of accountability actions collected by Ground Truth Solutions through meetings with humanitarian and community actors. Other accountability activities are currently underway at national and regional levels.



Lake

- CARE - Development of direct communication channels with affected communities to share information. Development of a radio station covering 70 villages.
- IRC - Designation of a focal point for accountability in the Lac region and diversification of communication channels with the affected populations.



Logone Oriental

- WFP / IOM - Returning community leaders particularly appreciated the hybrid project targeting process of WFP and IOM. They reported having participated in the development of targeting criteria and the selection of vulnerable populations.



National initiatives

- Protection Cluster - Lac level services mapping to inform humanitarian actors (and potentially affected populations) about ongoing actions, as an example of sector-wide mapping adapted to emergency contexts.
- Food Security Cluster - Harmonisation of targeting criteria for food security projects (which includes IRC, OXFAM, ACF, CARE).



Ground Truth Solutions

For more information about the Ground Truth Solutions surveys in Chad, please contact Serge Madjou (serge@groundtruthsolutions.org) or Pierrot Allayam (pierrot@groundtruthsolutions.org).

Visit us at groundtruthsolutions.org