THE SECRET TO MEASURING PARTICIPATION
22nd June 2021

In this session, participants will be engaged in a dialogue about the challenges with 'Measuring Participation,' where the Participation in Displacement Working Group co-chairs will be interviewing a panel of humanitarian practitioners and experts in the field of M&E, to speak on the challenges of measuring participation through their experience of working with mixed methods M&E tools in camp contexts, lessons learnt with implementing these tools and ways forward on how to advocate for longer-term programming and the importance of measuring qualitative terminology, with donors. This session will also advise the Working Group on ways forward and how to integrate this important aspect in the workplans and 5-year Global CCCM Cluster strategy.

Tools highlighted during this session:

A. ACTED TOOLKIT:

This toolkit offers a means to <u>assess</u>, <u>support</u>, <u>set-up</u>, <u>monitor and evaluate</u> community participation within camps.

Step 1: Assessment
In this stage the base-line conditions of the camp are assessed, and data regarding the perception and barriers of participation are collated. The collection methods include, Rapid Site Assessment (RSA),Focus Group Discussions (FGD) and Key informant Interviews (KII) to assesses the level of participation in governance and participation across stakeholder groups which includes Camp Administrators, Humanitarian partners, Committee Representatives and Representative of formal or informal women`s group). Additionally, CCCM are responsible for assessing local context, determining the constitution of FDG's and upholding protection measures across all sessions.

Step 2: Support
Following the assessment stage, the MCCCM team will determine appropriate plan to support existing structures and/or set up (**Step 3**) additional community governance and participation. Within the support step The expansion committee membership can be done through election or selection but must ensure inclusivity, independence, security, and transparency. Newly indoctrinated members must be supported through: Knowledge support (Formal training, coaching, and meeting guidance) and structural support through the redevelopment of terms of reference (ToR) and Code of Conducts (CoC) and in-kind support committee activities and the provision/construction of meeting spaces. A minimum support standard is to train committee members in the following programs: Humanitarian Principles and code of conduct, Camp Management framework, Protection mainstreaming, Community participation, Leadership and ToRs, Coordination and Information Management and CWC/Complaints and Feedback Mechanisms.

Step 3: Set-up
In the instance of significant participatory gaps which are not addressed in **step 2**, CCCM ought to establish indirect/direct participatory mechanisms based on feasibility amidst local contexts such as feedback mechanisms, community governance structures or offer supplementary instruments (mobilisation activities or SMS messaging).

Step 4: Monitor and Evaluate (M&E)
Quality data collection through a variety of methods (HH's, FGD and KII) can support the AME. M&E activities should focus on ascertaining data on participation involvement, awareness, and inclusivity.

If interested in these tools, kindly contact Ellie Goldney at ellie.goldney@acted.org

B. OXFAM COMMUNITY ENGAGEMENT TOOLS

Tool A: Spidergram Measuring Community Participation
The objective of this tool is to explore issues more in-depth, understand what people really think about it, identify information gaps and establish a starting point to explore possible solutions together with the community.

Step 1: Introduction
- Introduce the exercise to the participants, divide into groups
- It is important to highlight that there are no wrong impressions, views and ideas and everything they have to say is important.
- Start with something easy to get people at ease & share updates according to the last meeting's action points

Step 2: Process of the Exercise

- Show them a picture of a water point,
  ask them what they see, make sure that everyone understands the same. Proceed to ask where they currently ger the water from, and more detailed questions on this, to allow the participants to share freely, what is good and what is bad about it.
- Explain that there will be a small voting exercise to understand better whether there is a need to change aspects of the topic being discussed in the future.
- Draw a line and explain that one end represents a very unhappy *feeling* and the other end represents a very happy feeling and explain that there are feelings in between. Proceed to ask participants how we could illustrate the feeling between "very happy", "very unhappy" and "in-between"
- Show the boxes with the 5 smileys, explain what the different smileys are standing for and mean to them. Proceed to distribute one token per person and explain that each one will place the token according to their level of "happiness" with the topic being discussed
- Invite the first person to vote and ask why they chose to vote that to make sure that the vote is representing the reality – record the explanations given.
- Collect all the boxes and open them in front of the participants: count the number of tokens. Mark the result, conclude on the results and feedback, discuss more on it. Ideally, this activity would be to do this over the next months to properly evaluate their perceptions and improve accessibility and address challenges and look for solutions together.
- Continue with the next topic until you have finished

Tool B: Listening Groups

This tool instructs on how to establish a Listening group (LG) which is a feedback channel comprised of 8-10 individuals of similar characteristics. LGs are unique from a FDG as they aim to dissociate the facilitator (listener) from the organisation in order to establish connection, commitment and equip attending team member with listening skills and information sharing capacities. It aims to actively involve individuals / groups who have difficulties being heard such as: female latrine user group members, adolescent girls, adolescent boys, and the elderly.

Step 1: Facilitating listening group members

- Identifying listening group members through foot survey or community/stakeholder mapping
- Set objectives, understand mutual expectations and establishing responsibilities
- Organize the group records: establish contact detail and codes for attending groups e.g., elderly men= EM
- Train Staff in facilitation and listening skills, ensuring they are capable of encouraging communication within team

STEP 2: Design the methodology

- Weekly discussions
- Discussions before starting a new project / activity
- Post-activity discussion
- Feedback on staff and programme
- Information needs – mini monthly survey

STEP 3: Monitor the groups

- Assign staff to each group to manage and supervise
- Standardise Feedback management tools and implement multimedia feedback methods

STEP 4: Closing the feedback loop

- Collect information and act upon it. Ensure to close the loop within the Listening groups

C. IOM – UN Migration Agency: Women's Participation Project

Pre/Mid/Post Implementation Survey, piloted in South Sudan

The tool is a quantitative survey, developed by the Global Women's Participation Project (WPP) team at IOM HQ, to address the gap and challenge of monitoring activites and evaluating the project effectively and as an addition to the Women's Participation Toolkit. This survey was designed is to be administered before and after implementation of project activities in order to measure the impact of the project during a specific period. This tool was developed based on existing M&E products such as the Women's Empowerment Index (OXFAM) that were adapted to reflect WPP project activities. While the data obtained through the use of this tool can be triangulated for various programming purposes, the primary objective of the tool is to measure the effects of WPP-supported activities in increasing and improving perceptions of self-esteem, representation in governance, women leadership, safety and GBV among

women who take part in the activities. The questionnaire is to be administered with the same group of beneficiaries before and after the activities take place and results should be compared across time to evaluate the results of the project

D. NRC – Community Coordination Toolbox

There are two key tools in the NRC Community Coordination Toolbox (CCT) for measuring participation. They have been used in displacement settings in Lebanon, Afghanistan, Iraq and Nigeria. Both tools are created in downloadable excel formats that can easily be adapted to different settings and needs.

Tool AT.1.2. Community Participation Baseline

This is a survey that aims to provide an understanding of the level of participation by the different community groups in the humanitarian response. It should include survey respondents from all the demographics within the community, and asks questions around whether they have been asked by humanitarian agencies for input recently, how certain they are they will receive a response to their questions or complaints about the response, etc. The survey should be used as a baseline before designing community engagement activities, and in the middle and end of project activities to assess impact and provide the agencies with a chance to adapt and improve.

Tool AT.2.10 Committee Survey

This survey is designed to provide information about the level of participation and influence of the displaced committee members on the humanitarian response. Survey respondents should include male and female committee members. It should ideally be conducted at least at two points in time of the project to be able to measure potential changes in the individual committee members' participation levels, and to allow the agencies to review and change their activities to increase committee members' participation and influence levels.

Links to Resources

1. NRC Community Coordination Toolbox: https://cct.nrc.no/
2. Women in Displacement Platform: https://womenindisplacement.org/toolkit
3. OXFAM Community Engagement: https://www.oxfamwash.org/communities/community-engagement
4. OXFAM Community Perception Tracking Tool: https://www.oxfamwash.org/communities/community-perception-tracker
5. OXFAM Research Tools and Publications: https://policy-practice.oxfam.org/research-at-oxfam/
6. OXFAM An Introduction to Community Engagement in WASH: https://policy-practice.oxfam.org/resources/an-introduction-to-community-engagement-in-wash-620611/
7. If you are interested in the ACTED tools, kindly contact Ellie Goldney at *ellie.goldney@acted.org*