DFID Mid-term Report

Introduction

1. **Organisation and project name:**
Plan International, World Vision International, and International Organization for Migration and UNOCHA
Pamati Kita (Let's Listen Together) Project: An Accountability to Affected Populations and Communicating with Communities Common Services Project

2. **Type and date of review: [Mid-point or Final]:**
Final Report: 1st July 2014 – 28 February 2015

3. **Primary and secondary contact [name/email/phone number]:**
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4. **Length of project and start date [agreed and actual]:** 1st July 2014 to 28th of February 2015.

5. **Number of beneficiaries [expected and actual]:**
Please refer to Annex 3, Beneficiary Calculation sheet
Expected: Beneficiaries at proposal stage were calculated as 1) Organisations and 2) Individuals.
• 10 large agencies (with an average reach of 400,000 individuals)   • 10 small agencies (with an average reach of 20,000 individuals) to benefit from at least one outcome of this project.   We expect 50% of the affected population reach of these NGOs to benefit = 2,928,383 individuals
Calculating the beneficiaries reached accurately is challenging; the rationale applied to calculate the beneficiaries at the proposal stage was applied at the reporting stage.
Actual:
• 12 large agencies with average of 400,000 beneficiaries   • 19 small agencies with average of 20,000 beneficiaries   50% of the affected population reach of these NGOs to benefit = 3,468,383 individuals

6. **Geographic location(s):** Regions VI and VIII in the Philippines – Haiyan-affected areas in Samar, Tacloban, West Leyte, and Capiz

Output review (if possible at this stage of the project , you are encouraged to report against outcomes as well)

Effectiveness: *By this we mean measuring the extent to which the activities achieve their purpose, or are on track to achieve these.*
7. What results have been delivered? How is your organisation progressing against the activities, outputs and timeframe outlined in the agreed project documentation provided to DFID?

OUTCOME	Outcome Indicator 1.1	Key Results
1. Increased coordination of humanitarian agencies' community feedback mechanisms and responsiveness 2. Increased access by affected communities to information on the typhoon response	% of agencies using commonly documented feedback to report satisfaction and intention to be continued	1) Coordination was primarily through the Working Groups where agencies discussed and shared AAP/CWC method and tools including commonly documented feedback. A total of 37 agencies (3 UN agencies, 15 INGOs, and 19 local NGOs) participated in AAP-CWC Working Group meetings Tacloban, Ormoc, and Roxas hubs. The working group in Borongan was also re-established to support the Typhoon Hagupit/Ruby Response which Plan and WV led.

| | | The Working Groups led by Plan, World Vision, and IOM developed a uniform Community Feedback Form (CFF) template in which key issues were captured from the communities regarding their experience of the humanitarian response, recommendations on how to address the issues, and analysis on frequencies and trends. The consolidated feedbacks from agencies were discussed during WG meetings, and when applicable, comments are referred to concerned agencies.

Feedbacks collected by the agencies were also uploaded in the Community Response Map (CRM) website which allowed mapping of these feedbacks and further analysis.

2) The communication platforms used by the project aimed to increase access to information for affected populations on the Haiyan response and on AAP. The mechanisms used for impart information included the use of radio programmes, posters, comics, information boards, TV crawlers and community consultations. aimed to increase awareness of accountability mechanisms and further work on this will be invested in with Plan's next project. |
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| | **Outcome Indicator 1.2** | **Key Results** |
| | % of feedback and complaints responded in a timely and appropriate manner using the common platform | 97% of the 234 respondents interviewed in the three hubs said that their concerns were addressed. Feedback was received through a combination of different feedback mechanisms which included suggestion boxes, community meetings, helpdesks, and text messages.

During the baseline survey, 42% respondents stated their complaints/feedback in the Tacloban hub had been addressed, which increased to 99% by the end of the project. In Ormoc, there was a slight decrease in the number of respondents who stated their complaints had been addressed from 95% to 91%. In Roxas, 100% respondents said their concerns had been addressed, compared to 0% at the baseline survey.[1]

The waiting times vary. In Tacloban respondents who stated their concerns had been addressed within 1 day rose from 11.36% to 48.57% by the end of the project. For Ormoc, this increased from 19.05% to 70% by the end of the project. For Roxas, 100% of the responses were addressed within 1-3 weeks from the time the concerns were raised. Improvements in the response times, and level of satisfaction with the responses |

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[1] Page 55, Comparative Baseline and Endline Study of the Pamati Kita Project

	received could benefit from more investigation or researched further with on-going work on AAP at country level[2]
Outcome Indicator 2.1	**Key Results**
% of community members who used the Community Response Map as their primary feedback mechanism	The CRM website is accessible to all and shares feedback trends and mapping to the general public (see here: http://communityresponsemap.org/philippines-natural-disasters-response). The CRM has been used by Plan, World Vision and IOM for consolidating, mapping, and analyzing feedbacks gathered by the working group members using the CFFs. A dashboard was accessible to these organizations which presents analytics of the messages. The project, however, was not able to capture how many community members used the CRM due to time constraints. The community members, nevertheless, used various mechanisms (e.g. feedback boxes, feedback SMS numbers, radio programs, community consultations, etc.) established by the different humanitarian agencies in their communities to voice out their concerns and questions. This is further reported in the key results for Outcome Indicator 2.3.
Outcome Indicator 2.2	**Key Results**
% of people who were satisfied with the response to their feedback	During the baseline and endline surveys, respondents were asked to rate their degree of satisfaction on the feedback mechanisms in their areas. They were asked to a rating of 1 to 5, 1 being dissatisfied (negative) and 5 being satisfied (positive). During the baseline survey, the majority 63% of the responses scored 1-2 (1: 53%, 2: 10%) However, during the endline survey, this shifted with the majority 74% giving ratings of 4-5 (4: 38%, 5: 36%).[3] Aside from this, respondents also mentioned their interest in attending future community consultations which shows the communities' view of the usefulness and relevance of the community consultations.
Outcome Indicator 2.3	**Key Results**
% of families who are aware of accountability mechanisms in place.	68% of the 651 persons interviewed across the three hubs were aware of the accountability mechanisms in place in their communities[4]. This is a 22% increase from the baseline which shows only 46% of the 610 interviewed knew about them.

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[2] Pages 55-56 of the Comparative Baseline and Endline Study of the Pamati Kita Project.
[3] Pages 61-62 of the Comparative Baseline and Endline Study of the Pamati Kita Project.
[4] Page 38 of the Comparative Baseline and Endline Study of the Pamati Kita Project.

| | | A comparison as well of the baseline and endline data regarding "the types of feedback systems known" notes that more people now recognize community meetings as feedback mechanisms (from 37.33% to 83.41% in Tacloban, 46.08% to 46.95% in Ormoc, and 22.67% to 72.89% in Roxas).[5]

The communication platforms used by the project to inform communities about these mechanisms such as radio programmes, posters, stickers, comics, information boards, TV crawlers, and community consultations aimed to increase awareness of accountability mechanisms and further work on this will be invested in with Plan's next project. |
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| **OUTPUT 1** | **Output Indicator 1.1** | **Key Results** |
| Consolidation of a common basket of best practice practical tools for provision of information and CRM | A basket of available tools for the provision of information is provided to humanitarian agencies group | A total of 33 tools from 12 organizations are now in a "basket of tools" integrated in the CRM (see here: http://communityresponsemap.org/tools). These tools include documents and videos that present strategies, tools, case studies, and modules for information dissemination and feedback mechanisms which may be downloaded by humanitarian and government agencies. |
| | **Output Indicator 1.2** | **Key Results** |
| | A basket of available tools for feedback mechanisms is provided to humanitarian agencies group | As above, the basket contains tools both for information provision and feedback mechanisms and exists even after the implementation period of the project, available to humanitarian agencies.

The website also allows agencies to submit their own tools even beyond project period. |
	Output Indicator 1.3	**Key Results**
	Available (living) Tracking Tool updated with evidence-based highest impact / VfM for accountability mechanisms being currently used	The CRM became a fully inclusive tool for the project. The CRM website allows those who access the basket of tools to comment and rate the tools. It is expected that organizations and users provide feedback on these tools that have been relevant for their activities and operations, and offer practical guidelines, formats, and training resources available for future emergencies.
OUTPUT 2	**Output Indicator 2.1**	**Key Results**
New common tools and approaches implemented: 1) Promotion of existing hotlines 2) radio shows 3) Comics and educational materials	1 communication strategy in place to promote existing AAP tools such as hotlines	A Pamati Kita 'Project Communication Strategy' was finalized and is available to download as part of the basket of tools. The purpose of the strategy is to encourage communities to engage in dialogue about the Haiyan Response and to promote established feedback mechanisms to strengthen accountability. The strategy includes maximizing the existing AAP-CWC working

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[5] Page 50 of the Comparative Baseline and Endline Study of the Pamati Kita Project.

groups, providing uniformity and guidance in creating media platforms for the project, and also producing comics, radio programs, posters, newsletters, and TV crawlers.

Although the Memorandum of Agreement (MOA) of IOM with Bantay Bata 163 for the planned common hotline did not come through allowing for a centralized hotline Plan, World Vision, and IOM established three hotlines one for each hubs of the project. These hotlines were managed by feedback officers assigned in each hub who enter the messages in the CFF for referral, analysis, and entry to the CRM.

A local NGO, the Peace and Conflict Journalism Network (PECOJON), were commissioned to help produce a total of 48,000 (six different issues) newsletters which helped inform communities regarding updates on the response, informed about preparedness measures for upcoming disasters, and also disseminated information about the existing hotlines of various humanitarian and government agencies in Regions VI and VIII. The newsletters were printed in four dialects for the three hubs of the project – Waray for Tacloban and Borongan (two variations of Waray), Ormokanong Bisaya in Ormoc, and Hiligaynon in Roxas.

Output Indicator 2.2	Key Results
30 weekly radio shows and pre-recorded radio plays (PSAs) conducted	A total of 22 radio shows, 17 documentaries, and three pre-recorded blogs were aired from December 2014 until February 2015. The project also established a partnership with a local radio station in Tacloban, Radyo Abante, and trained their personnel on humanitarian accountability.
Output Indicator 2.3	**Key Results**
2 sets of comics and educational materials produced and (100,000) disseminated	2 sets of comics were produced and disseminated across the surrounding areas of Tacloban, Ormoc, and Roxas, in respective local languages (Waray, Ormokanong Bisaya, and Hiligaynon) and in English. Both comics tell stories of how feedback provided through different channels such as suggestion boxes, SMS, community consultations and radio programmes could be used to affect the humanitarian process. The back cover of the comics included the hotlines of each agency. A total of 100,600 comics were produced. In addition, a total of 10,000 posters and 3,320 stickers in local dialects were designed, produced, and posted in Haiyan affected areas in Regions VI and VIII. The comics are uploaded in the basket of

		tools which may be downloaded by humanitarian and government agencies and interested parties to be adapted and re-used for future emergencies.
	Output Indicator 2.4	**Key Results**
	# of TV crawlers (banners) during prime time shows promoting key AAP/CWC messages and existing feedback mechanisms	A total of 200 TV crawlers were broadcasted in local dialects during prime time shows of ABS-CBN local stations in Iloilo and Tacloban. Four key messages were disseminated through these spots: (1) You are not included in the beneficiary list? That's a Haiyan Problem, Let's Talk, please [contact info]; (2) Do you still feel fear when there is a storm? Let's Talk, please [contact info]; (3) Was your livelihood restored after Haiyan? [contact info]; and, (4) Do you have a comment or are you contented with the response of NGOs to Haiyan? [contact info]. The TV banners did lead to an increased the number of messages received through the hotlines of the respective organisation. While IOM's Roxas hotline was receiving an average of one text message per week in January, during February this increased to 19 text messages per day. Plan's Tacloban hotline messages increased from two messages received on 7th February to 210 on 20th February, which directly correlates to the days the TV banners were aired.
OUTPUT 3	**Output Indicator 3.1**	**Key Results**
Closing the Feedback Loop - use of IOM Community Response Map platform for recording, collating, consolidating, categorising and analysing feedback and referral for action to cluster / agency / government and tracking of action taken	# of agencies using IOM community response map platform to log, categorise and analyse feedback and complaints	The CFF was used to upload feedback in the CRM. Agencies from the working groups share community feedback during the meetings which were collected and recorded by Plan, World Vision, and IOM. The CFF were uploaded in the CRM. In total of 37 agencies (3 UN agencies, 15 INGOs, and 19 local NGOs) participated in AAP-CWC Working Group meetings in the project's Tacloban, Ormoc, and Roxas Hubs.
	Output Indicator 3.2	**Key Results**
	# communications recorded in Community Response Map	A total of 9,372 messages have been recorded and entered in the CRM. During the project implementation in February 2015, IOM carried out a separate pilot data study collecting community feedback in Ormoc, Roxas and Tacloban hubs. Most messages were related to shelter issues, mainly 'thank you' messages for the assistance received and questions on the beneficiary selection process. Another significant amount of messages expressed questions and concerns posed by community

	members on the government's cash assistance (known as Emergency Shelter Assistance - ESA), its requisites and times. For more details of the entered messages, please see the following link: Login: IOM Donor Password: testpass http://communityresponsemap.org/user/login
Output Indicator 3.3	**Key Results**
Action Tracking Mechanism of referral pathway (urgency level and cluster / agency / government level) showing % feedback / concerns satisfactorily actioned and timeframe	The project team designed a work flow to encode, enter, refer and answer feedback messages. The work flow established feedback officers as responsible for consolidating feedback messages into the CFFs, with the assessment of the regional coordinators. Regional coordinators were also responsible for referring messages to concerned agencies, for sharing feedback's trends to the AAP-WGs and answering messages concerning their organization. Protocols were also set in place to classify the priority of messages through five codes: 0) Basic request for information and response to communications campaign/identification of key messages/thank you messages; 1) Request for assistance; 2) Minor dissatisfaction with IOM/partner organization kits or other program activities; 3) Major dissatisfaction with IOM/partner organizations program activities; 4) Critical issues - Requires immediate response; 4a) Report of inappropriate behavior (gender based violence); 4b) Notification of cases of abuse, drug trafficking, or other illegal and/or threatening behavior; 4c) Security issues. For protection issues, the procedures established led to Protection Officers of each organization being informed of the concern. The CFF included this priority field, as well as a status of the response set as solved/referred/unsettled options. These fields were incorporated into the CRM, allowing monitoring of messages which had not been settled as well as including a field for additional comments per entry, detailing how a particular message was solved or referred.
Output Indicator 3.4	**Key Results**
# of active working groups in the three hubs coordinated through IOM, Plan, and World Vision	As per reporting period, four AAP-CWC Working Groups are active and meet regularly in Tacloban, Borongan, Ormoc, and Roxas. The working groups continue to meet after

		project end date (every month) except for the Roxas Working Group which phased out together with the ending of the response and recovery projects of the member agencies.
OUTPUT 4	**Output Indicator 4.1**	**Key Results**
Strengthening the capacities of 10 local NGOs to integrate accountability and introduce PSEA into their programming	# of agencies trained in beneficiary accountability by Plan and World Vision	A total of 21 agencies (8 INGOs, 12 LNGOs, and one government agency) in the Tacloban and Ormoc hubs were trained on Beneficiary Accountability and Community Feedback Management. These trainings were facilitated by Plan and World Vision with support from UNOCHA. Representatives from 17 local and international NGOs, and government offices also attended three PSEA Orientations led by Plan and IOM in the Tacloban, Ormoc, and Roxas hubs. These orientations aimed to raise awareness on PSEA, discuss related concepts and policies, and strengthen the capacities of agencies in reporting and dealing with PSEA cases.
	Output Indicator 4.2	**Key Results**
	Work plan available showing scheduled training Plan will conduct after the project has finished on AAP to LNGOs and INGOs.	A planning workshop was conducted by the AAP-CWC Working Group in Tacloban. The drafted plan consisted of capacity building activities for humanitarian and government agencies on AAP-CWC and Feedback Management. Plan has included these inputs in their two-year work plan for Accountability with a total funding of USD 200,000. Please see attached plan Annex 4 for more information.
	Output Indicator 4.3	**Key Results**
	6 community consultations conducted by agencies alongside Plan/World Vision	A total of 22 community consultations were conducted (eight in Tacloban hub, eight in Ormoc hub, and six in Roxas hub) across Regions VI and VIII during the course of the project implementation. With the intention of inspiring discussions and conversations about community consultations, 600 coffee table books were produced by the project and distributed to working group members and local government units. Research showed community consultations are considered to be one of the best practices for AAP-CWC.
	Output Indicator 4.4	**Key Results**
	Action plan available at the end of the project, committing Plan's work on AAP-CWC over the next two years	This is part of the work plan mentioned in the key results of output indicator 4.3. Please see Annex 4.

Relevance: By which we mean *assessing whether the project is remains in line with local needs and*

priorities or whether change is required as a result of changes on the ground.

8. Has the operating environment and needs of those affected chanegd substantially since the initial needs assessment and project proposal? If so how? Does the business case and activities need to change to reflect this?

9. Have you identified a need to substantially change components of your programming (either what you do or hwo you do it) as a result of this change?

Following the initial project concept being developed for Pamati Kita, the Haiyan response moved from the emergency phase firmly into the recovery phase, which was officially declared in August 2014. Both the government and the UN recognized that the country entered the recovery phase earlier than expected. During the implementation the government took the lead in the recovery efforts of Yolanda-hit areas and humanitarian clusters were replaced by the Philippine Government's OPARR clusters. In line the needs for communities evolved, and this reflected in changes from the interventions of agencies moving to recovery interventions and close out. Despite the change of context, AAP and CwC was still important as the recovery phase witnessed a significant investment from the international community and the multiplicity of projects in the recovery phase still warranted a coordinated approach from humanitarian agencies to guarantee an effective and pertinent response. However, the change in the operating environment led to the project being revised several times to adapt and shift to changing contexts, as well as to response to the range of challenges the project was experiencing. The flexibility given in adapting the project enabled the action to still contribute to AAP/CWC promotion efforts and remain relevant.

One of the major changes of the project was the removal from the original plan of establishing one common hotline. During implementation, it was discovered that short code hotlines could take up significant time to set up in the Philippines and efforts to use a pre-existing hotline 'Bantay Bata' was not possible after several negotiations. However, due to the changing context and multiple feedback mechanisms currently co-existing, the relevance of having a common hotline at this point of the recovery phase was also put in question. In the year since the typhoon struck, many different agencies established their own accountability mechanisms, including locally owned accountability mechanisms such as [Radyo Abante](#) in Tacloban (a "humanitarian radio station" which broadcast programmes on the humanitarian response and has its own hotline and talk shows) to [eMPATHY](#) (a government website that lists the budgets of all projects undertaken in response to the typhoon at the Barangay level, of approximately 2,500 projects with a collective budget of over US$500m).

In this context, Pamati Kita had to re-evaluate how it could maximise its contribution to increasing beneficiary accountability of the humanitarian community to Haiyan's affected populations. The project evaluated its contribution and its added value lay in the promotion of AAP and CwC through use of existing AAP/CwC mechanisms and best practices including established hotlines, community feedback forms and community consultations. Creating new tools and mechanisms was no longer needed, but instead identifying existing best practices and promoting them for greater AAP/CwC efforts was identified as the best way for the project to make a sound contribution. Therefore, a common communication strategy was developed to promote the existing AAP tools and practices.

A significant contribution of the consortium was taking over the 4 AAP/CwC Working Groups, following UNOCHA's departure from the Philippines. UNOCHA handed over the leadership of the AAP/CwC working groups to Plan International in Tacloban, IOM in Roxas, WV in Ormoc and to both Plan/WV (co-leading) in Borongan. This guaranteed access to NGOs on a regular basis and supported coordination needed for the common communication strategy and promoting existing AAP tools.

The IOM "Starting the Conversation", CDAC reviews and research within the project also influenced the revisions. The emerging research showed that people's preferred method of engagement with agencies is through face-to-face dialogue, such as community consultations. As a result, community consultations and face-to-face interactions were emphasised as much as possible in the project. In addition during the roll-out of the project, the role of local NGOs became increasingly important as many INGOs left and clusters were no longer led by the UN. Local NGOs were playing a more active role in voicing and representing affected communities through APP/CwC and as Pamati Kita was able to lead the AAP/CwC working groups it was in the optimal position to engage and support local NGOs to promote AAP/CWC.

The studies also led to the introduction of radios and TV crawlers in the project. Research available indicated radio and TVs are most preferred source of information for communities in accessing information and weather updates. IOM's "Starting the Conversation" report explains 'Radio (81%) and television (77%) are the preferred media channels as source of information' (page 15). Radio and TV had the benefit of disseminating information to large numbers of people and represented preferred mediums for receiving information.

A total of 2,724 radios were purchased and distributed by the project. The radios were distributed to community-based civil society organizations, including schools and the Barangay Disaster Risk Reduction and Management Committees (BDRRMC) and Municipal Disaster Risk Reduction and Management Councils (MDRRMCs) which used radios for both preparedness and response. Some radios were also distributed to specifically identified 'community focal point' households. These households take the lead role in the community to share disaster related information and response updates to all members in the community. This has the benefit of ensuring the radios can be used for future responses and preparedness measures as well.

A total of 200 TV crawlers were broadcasted in local dialects during prime time shows of ABS-CBN local stations in Iloilo and Tacloban. The TV banners led to an increase in the number of messages received through the hotlines of the respective organisation. While IOM's Roxas hotline was receiving an average of one text message per week in January, during February this increased to 19 text messages per day. Plan's Tacloban hotline messages increased from two messages received on 7th February to 210 on 20th February, which directly correlates to the days the TV banners were aired.

Input Cost : By which we mean the cost of the input you are providing divided by the population or number of units being provided (eg by unit of delivery – NFI kits/ shelter etc, or by beneficiary). DFID does not expect a detailed breakdown of overall costs at this stage of the reporting process.

10. What are your **input** unit cost of operation (for example cost of what you are providing – shelter kit, education etc.

N/A – The project does not provide direct input (items / supplies) to beneficiaries.

Connectedness, Sustainability and Resilience: *By which we mean the need to ensure that activities of a short-term emergency nature are carried out in a context that takes longer-term and interconnected problems into account.*

11. To what degree was resilience built-into the project design and implementation? Where are the challenges?

The project coordinated closely with key stakeholders in order to gain buy-in and promote sustainability of the project. As the consortiums took over the working groups, following UNOCHA's departure from the Philippines, access to different NGOS and partners on a regular basis was guaranteed. Leading these working groups promoted connectedness, sustainability and resilience. The three agencies also worked directly with the local populations to raise awareness on accountability to promote AAP-CwC principles.

21 agencies (8 INGOs, 12 LNGOs, and one government agency) received trainings on AAP-CwC through the project, building the capacities of agencies to understand and implement AAP-CwC initiatives during emergencies or longer term projects. Representatives from 17 local and international NGOs and government offices also attended three preventing sexual exploitation and abuse (PSEA) training led by Plan and IOM in the Tacloban, Ormoc, and Roxas hubs. A total of 22 multi-actor consultations were conducted directly at community level (across Regions VI and VIII) which also supported connectedness, sustainability and resilience through working directly with NGOs, communities and stakeholders to raise awareness on AAP/CWC and give opportunities for feedback.

Although there are examples of government agencies being part of the project, for example officials attending the AAP/CWC trainings and community consultations, the project would have liked to engage more comprehensively with the Office of the Presidential Assistant on Rehabilitation and Recovery (OPARR). Department for Social Welfare (DSWD) and Philippines Information Agency (PIA) to promote sustainability upon the project closing. However, other priorities of the government led to limited availability and engagement. In terms of wider stakeholders, the project worked closely with existing networks of international and local NGOs in the country (such as PINGON and ASAP), that are deeply rooted in areas in the country but not necessarily working in the typhoon Haiyan affected-areas. They were also invited to share AAP and CwC tools to the basket of common tools. Several of these agencies attended the 'Best Practices Showcase' of the Pamati Kita project to share learning and encourage other agencies to invest in AAP/CWC in the longer-term.

To promote sustainability and build on the work of Pamati Kita, Plan Philippines has committed 200,000 USD using Plan's own funding, for AAP/CwC programming over the next 2 years. Plan Philippines aims to build the capacity of its own staff on AAP/CWC to streamline this into all projects as well as work with communities, government and WG partners to strengthen AAP practices. A summary of these plans is attached as Annex 4 of this report.

World Vision and IOM Philippines have also expressed their willingness to continue working on AAP/CwC beyond the Yolanda response. IOM will continue to work with the government with the aim of improving coordination and responses to emergencies in Tacloban, Guiuan, Ormoc and Roxas throughout 2015. IOM also plans to continue to

work on capacity building and advocacy for CWC and promote the Community Response Map.

World Vision has will continue working on AAP/CwC in Region VIII and impart learning within the Working Groups they are leading or co-leading in. World Vision also aims to allocate funds to building the capacity of local NGOs with an emphasis on promoting frontline SMS and strengthening referral pathways.

Coordination : *By which we mean the systematic use of policy instruments and structures to deliver humanitarian assistance in a cohesive and effective manner.*

Plan, World Vision, and IOM had regular team meetings and Advisory Committee meetings took place during the project duration.

Interagency coordination was predominantly through the AAP-CwC Working Groups in Tacloban, Ormoc, Roxas and later Borongan, which met every 2 weeks composed of local NGOs and INGOS. Coordination was also facilitated through the Philippine INGO Network (PINGON), which met in Plan International's office in Manila monthly. These networks have facilitated coordination efforts since they existed before the project start date. The project also involved UNHCR in the Advisory Committee in recognition of their global role to lead the Protection Cluster in humanitarian action.

The project positioned itself to coordinate with the Office of the Presidential Assistant on Rehabilitation and Recovery (OPARR). The WGs continually invited and encouraged the involvement of Department for Social Welfare (DSWD), Philippines Information Agency (PIA), and OPARR but due to other commitments prioritised by the government agencies, the engagement was not to the level the project would have liked. That being said the project also acknowledge DSWD initiatives in strengthening AAP-CwC work, including their work in establishing hotlines and referral mechanisms, and with the Ruby response, they worked with Plan on receiving community feedback with the help of the AAP-CwC WG in Borongan. Also in Region VI, DSWD and OPARR representatives attended the AAP-CwC Working Group meetings, while in Region VIII, specifically in the province of East Samar, the Office of the Governor hosted the AAP-CwC WG meetings. Other local government units were encouraged to do the same in their jurisdiction, utilizing their Local Disaster Risk Reduction and Management Fund (by virtue of the Philippine Disaster Risk Reduction and Management Act of 2010 or RA 10121) in promoting accountability principles to the humanitarian actors and government agencies.

Accountability : *By which we mean the tailoring of humanitarian activities to local needs, ie increasing ownership, accountability and ideally cost-effectiveness accordingly.*

12. To what extent have disaster-affected populations been involved in the design and/or implementation and/or monitoring of the assistance programme? Was this as initially envisaged in your original proposal?
13. What feedback and complaints mechanisms do you have in place to ensure intended beneficiaries and end users are able to share their concerns?

The project, in its entirety, has been dedicated to promoting accountability and communicating with disaster affected communities. All components focused on strengthening the accountability of humanitarian agencies for the Yolanda response and future responses.

Recommendations for DFID or partners emerging from this activity (if any at this stage)

14. What would you like to see done differently in a similar project in future to ensure more effective programming ?

Lesson learning was heavily invested in with a detailed L&D study of the project being conducted by external consultants. The L&D component has reviewed the Pamati Kita project roll-out and captured wider learning from humanitarian agencies' efforts to be accountable to affected communities in the Haiyan response. The L&D report will be shared with DFID (May 2015) and made publically available, in an effort to champion the importance of future AAP/CWC work. It is hoped the learning and research can be shared through the World Humanitarian Summit in 2016.

In addition to the detailed L&D report, on the top-level it can be said there were inevitable complexities with this being a pilot project and AAP-CWC being relatively new to many agencies. Challenges were discovered in real-time which also links to the changing context of moving from emergency to recovery phase, as previous examples of a similar project would have allowed us to understand and frame this consideration better from the initial stage, when the project was jointly signed off. The flexibility demonstrated by the donor, allowing addendums to be submitted and project adapted helped the project to remain relevant and allowed for 100% project expenditure.

An investment in time from the outset to gain buy-in of stakeholders (already preoccupied with large scale response/recovery work) and for actors to understand/visualise AAP-CWC would have also be beneficial. Establishing partner relations sufficiently beforehand to define expectations and common ways of working would also be a recommendation for future initiatives.