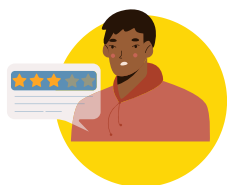




# ALL ABOUT ACCOUNTABILITY TO AFFECTED PEOPLE (AAP)

THE TERM 'ACCOUNTABILITY TO AFFECTED PEOPLE' (AAP) IS WIDELY USED IN THE HUMANITARIAN COMMUNITY. HERE IS A FACTSHEET TO HELP YOU UNDERSTAND THE IMPORTANCE OF ACCOUNTABILITY AND HOW TO IMPLEMENT IT IN THE FIELD.



## WHAT IS AAP ?

- Accountability to affected people" (AAP) refers to the commitments and mechanisms that humanitarian agencies put in place to ensure that communities are meaningfully and continuously involved in decisions that directly impact on their lives.
- Accountability refers to the responsible use of power by humanitarian actors, combined with effective and quality programming that recognises the dignity and capacity for independence of a community.
- As an international humanitarian organization with a protection function at its core, UNHCR is committed to "putting people first" and to building on the experiences, capacities and aspirations of refugee, displaced and stateless women, men, girls and boys.
- UNHCR is committed to being accountable to the people it serves by listening and responding to their needs and priorities.



UNHCR's AAP framework and these values are outlined in UNHCR's Age, Gender and Diversity Policy and define the key elements of accountability. These include:

1. Participation and inclusion
2. communication and transparency
3. feedback and response
4. organisational learning and adaptation

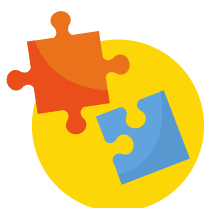


## FACTSHEET



### WHEN AND FOR WHAT PURPOSE

- UNHCR is accountable to people of concern from the outset of an emergency until durable solutions are found.
- This requires direct and continuous work with the communities concerned throughout their displacement, to ensure that they are able to participate meaningfully in decisions that affect them.
- Strong accountability mechanisms lead to more effective and efficient programming.
- Accountability is not a vague or moralistic concept: it is rooted in programming, to which it should contribute and improve. AAP is therefore an essential element of quality assurance in all activities of an operation. The humanitarian system as a whole has made itself accountable to the people affected.



### HOW TO IMPLEMENT THIS AT FIELD LEVEL?

#### 1. Participation and inclusion.

Women, men, boys and girls of diverse backgrounds are able to engage meaningfully and are consulted on protection, assistance, and solutions.

- Establish arrangements that permit meaningful participation at all stages of the operation's management cycle (assessment, planning, design, implementation, monitoring and evaluation). The arrangements should be accessible to all groups in a community. In particular, ensure that potentially marginalized groups are included, such as minorities, people with disabilities, and people with diverse sexual orientations and gender identities.
- Ensure that all persons of concern have equal and non-discriminatory access to protection, assistance and solutions. Act in a manner that enables forcibly displaced and stateless women, men, girls and boys to be resilient and achieve self-reliance.
- Identify the capacities and priorities of all persons of concern and develop protection, assistance and solutions programmes that accord with them.

 **FACTSHEET**



## 2. Communication and transparency.

Women, men, boys and girls of diverse backgrounds in all operations have access to timely, accurate, and relevant information on (i) their rights and entitlements, and (ii) the programmes of UNHCR and its partners.

- Facilitate communication and dialogue between UNHCR, its partners, and persons of concern at key stages throughout the operation's management cycle.
- Share information and communicate in languages, formats, and media that are culturally appropriate for, and accessible to, all groups in a community.



## 4. Feedback and response.

Formal and informal feedback from persons of concern is systematically received and responded to, and corrective action taken when appropriate.

- Establish and maintain effective feedback systems (including comments, suggestions, and complaints), using a variety of communication channels that are accessible to all persons of concern and that are appropriate for both sensitive and non-sensitive feedback.
- Allocate human and financial resources to ensure that feedback from persons of concern is systematically collected, acknowledged, assessed, referred, and responded to in a timely, confidential, and effective manner.
- Collaborate with partners in feedback referral and response processes (wherever appropriate).



## 4. Organizational learning and adaptation.

Interventions, planning, priority setting, course corrections, and evaluation are informed on an ongoing basis by the views of persons of concern.

- Learn from continuous engagement with communities of concern and adapt interventions and programmes in response to new knowledge gained through community participation and feedback, both in the short and long-term.
- Measure and improve accountability to all persons of concern through assessments of organizational performance on accountability.
- Include persons of concern as partners throughout the operation's management cycle, inter alia by reporting the results of assessments and follow up actions to them.