



EMERGENCIES AND TRANSITIONS UNIT

Summary:

WFP Community Engagement Strategy for Accountability to Affected Populations 2021-2026

This strategy's objective is to make sure the communities WFP serves are at the centre of its interventions. It aims to reinforce the operationalization of the Protection and Accountability Policy (2020) and Disability Inclusion Road Map (2020–2021) through the identification of progressive result areas and activities that can contribute to better community engagement practices within WFP programming.



FOUR THINGS TO KNOW ABOUT THE STRATEGY

1. PARTICIPATORY DESIGN: The strategy was developed through a series of targeted and inclusive consultations with 241 people representing six diverse stakeholder interests at operational and strategic levels both internal and external to WFP, including collective fora and initiatives. Priority was given to the inclusion of affected people and representative organisations: Of the total number of people consulted, 73% were members of the affected population and / or their representatives.

2. PROCESSES NOT PRODUCTS: The strategy introduces a shift from the activity-focused key areas identified in the 2017-2021 WFP Strategy for Accountability to Affected Populations (AAP) to a more process-focused interpretation of these. The new focus areas of the AAP framework to ensure appropriate and relevant action are:

a. Inclusion: WFP must demonstrate that it interacts meaningfully with all segments of the affected population in a way that empowers them, through participation, to determine priorities and influence decisions throughout the programme cycle

b. Community feedback and response: WFP must demonstrate that it provides appropriate channel(s) for affected people to ask questions, voice complaints and provide feedback on areas relevant to operations, in a safe and dignified manner that is tailored to their diverse needs and preferences. A functional CFM is expected to consolidate information from diverse feedback channels, take action on issues raised and effectively close feedback loops, as well as contribute to joint and collective analyses

c. Information and knowledge management: WFP must demonstrate that it systematises and streamlines information management approaches to accountability practice and knowledge exchange, both internally across its activities and operations as well as externally with affected people and the collective response community.

3. ACTION, DOCUMENT, ARTICULATE, VALIDATE: Activities at country office, regional bureau and headquarter levels support continuous dialogue, feedback processes and the strategic use of information to improve effective community engagement. Documentation Proposed activities for the five-year period are mandatory but staged progressively for country offices in a manner that allows them to select their preferred order of implementation. This method was chosen to consider the diverse contexts and capacities of country offices and allow for flexible and appropriately resourced adaptation of interventions.

4. BETTER TOGETHER: It is the obligation of the different divisions and units at all levels within WFP to realise this strategy through coordination and collaboration.

The strategy and its supporting methodology document can be found on WFPGo's [Protection and Accountability page](#).

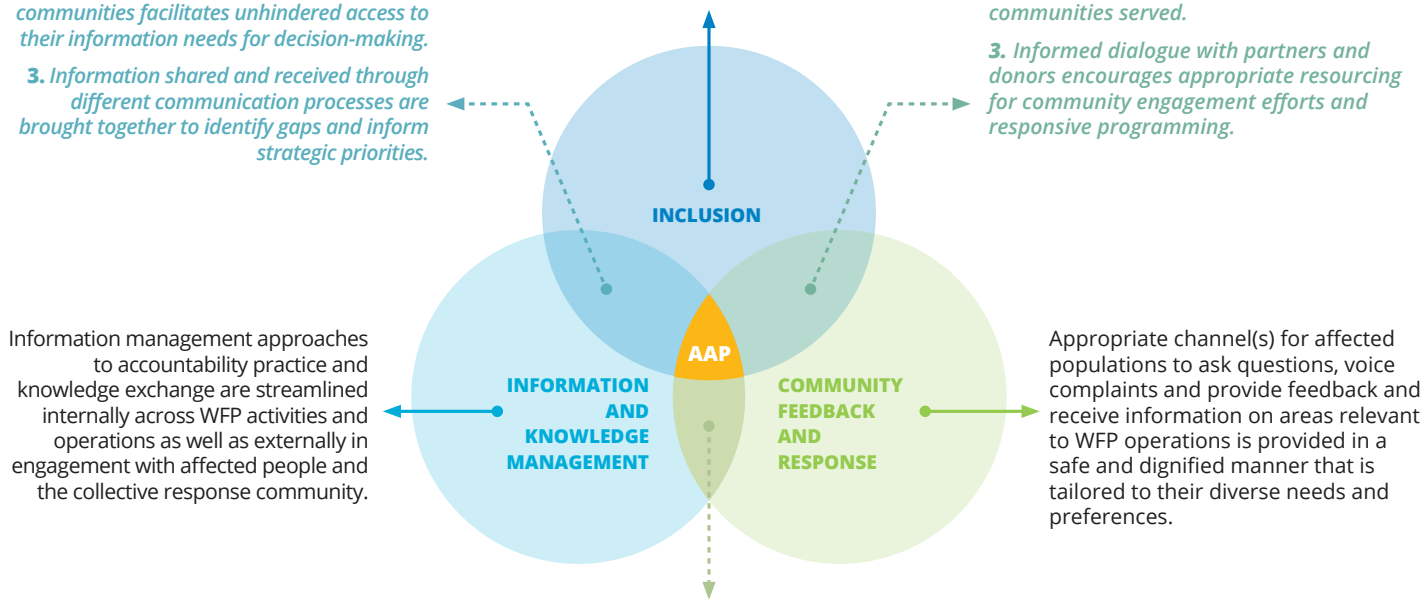


A SUMMARY OF WFP'S REVISED AAP FRAMEWORK:

1. *Better collaboration with key community-trusted stakeholders at the local level (OPDs, IPOs, local government, CP, etc.) leads to improved knowledge on the inclusion of marginalised groups in consultation processes.*
2. *Consistency and timeliness of accessible and appropriate information communication with communities facilitates unhindered access to their information needs for decision-making.*
3. *Information shared and received through different communication processes are brought together to identify gaps and inform strategic priorities.*

All segments of the affected population are empowered to interact with WFP and influence each stage of its project cycles through diverse communication pathways that are accessible, appropriate, relevant and sensitive to the local context.

1. *Communication channels with affected people are designed by them and reflect the diversity of preferences and needs within communities.*
2. *Programming is flexible and responsive to community feedback, with demonstrated improvements being validated by communities served.*
3. *Informed dialogue with partners and donors encourages appropriate resourcing for community engagement efforts and responsive programming.*



Information management approaches to accountability practice and knowledge exchange are streamlined internally across WFP activities and operations as well as externally in engagement with affected people and the collective response community.

Appropriate channel(s) for affected populations to ask questions, voice complaints and provide feedback and receive information on areas relevant to WFP operations is provided in a safe and dignified manner that is tailored to their diverse needs and preferences.

1. *Evidence of the efforts to engage the community and respond to feedback appropriately builds an environment of trust and transparency between WFP and the people it serves.*
2. *Information from diverse feedback channels is consolidated into a single functional community feedback mechanism (CFM) that is used to inform programmatic change and contributes to joint and collective analysis and response.*
3. *Standardisation of approaches to, and better documentation of, good practice will optimise knowledge exchange within WFP and with key partners and donors.*



A SUMMARY OF THE STRATEGY'S ACTIVITIES:

Within the AAP framework, the strategy identified three core results areas linked to empowerment, partnerships and results-based engagement. Within those three areas, the strategy identified nine priority statements that represent the Strategy's outcomes.

➔ Over a five-year period, the strategy requires the CO to progressively deliver on a total of nine activities. By the mid-point of the strategy (mid-2023), COs are expected to complete a total of five of these activities, two of which are mandatory for this period with the other three being selected based on the preferences of each CO. The remaining four activities, whatever they may be, should be then completed from 2023-2026. Aside from the two mandatory activities, which include an action plan on community engagement and alignment with the CFM Standardisation initiative, the CO may prioritise the order of their activities based on their preferences. Please note that all of the activities are interlinked and contribute to the goals of the strategy; it is expected that for many COs, many of these activities have been or are currently being undertaken as part of their respective agendas.

➔ Over the five-year period, the regional bureaux (RBx) and headquarters (HQ) must progressively deliver on 10 activities to support the COs for the duration of this Strategy. Of these activities, seven will be co-implemented between the RBx and HQ and three will be implemented by HQ.

The strategy and its supporting methodology document can be found on WFPGo's [Protection and Accountability page](#). For further information, please contact: HQ.Protection@wfp.org