

Event report

Participation in Practice: Examples of inclusive action for a “Participation Revolution”



26 March 2020
14:00 - 15:30 (CET)

The Grand Bargain
Workstream 6
Participation Revolution

PHAP

SCHR
Steering Committee for
Humanitarian Response

Participation in Practice and the Grand Bargain:

Examples of inclusive action for a
“Participation Revolution”

Photo: World Bank / Vincent Tremeau

On 26 March 2020, PHAP organized a webinar together with the Steering Committee for Humanitarian Response, which took stock of the progress to date on workstream six of the Grand Bargain and included success stories from four practitioners in order to help agencies achieve a sustained change in how they design and deliver their programs.

Further information about the event, as well as a video recording and audio podcast, is available at <https://phap.org/26mar2020>

This report focuses on the pre-event survey questions and the event polls, and also provides event registration and participation statistics, as well as a full event transcript.

Table of contents

Registration statistics	4
Participation statistics	5
Pre-event survey responses	6
Event polls	7
Enabling and preventing factors	7
Change following session	8
Annex 1: Enabling and preventing factors – Free-text responses	10
Annex 2: Webinar transcript	44

Registration statistics

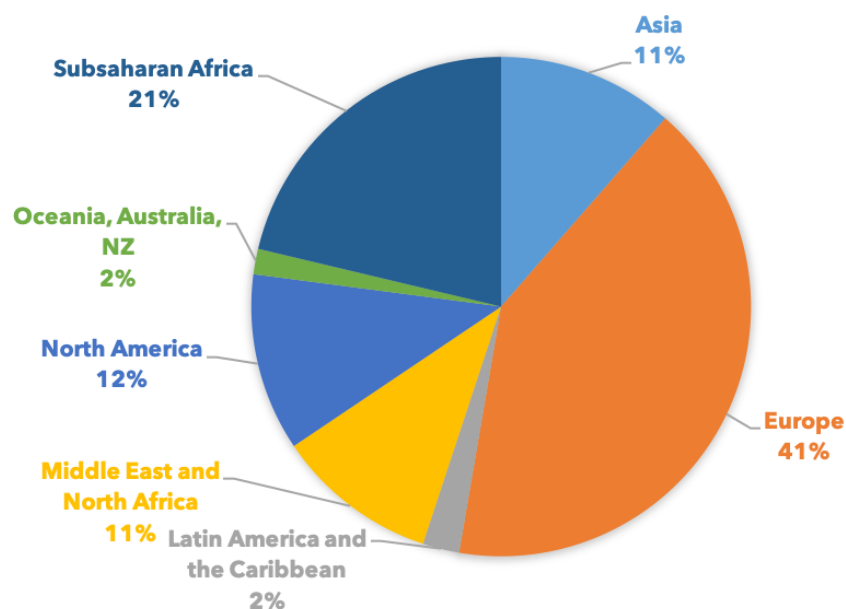
Total registrations: 1097

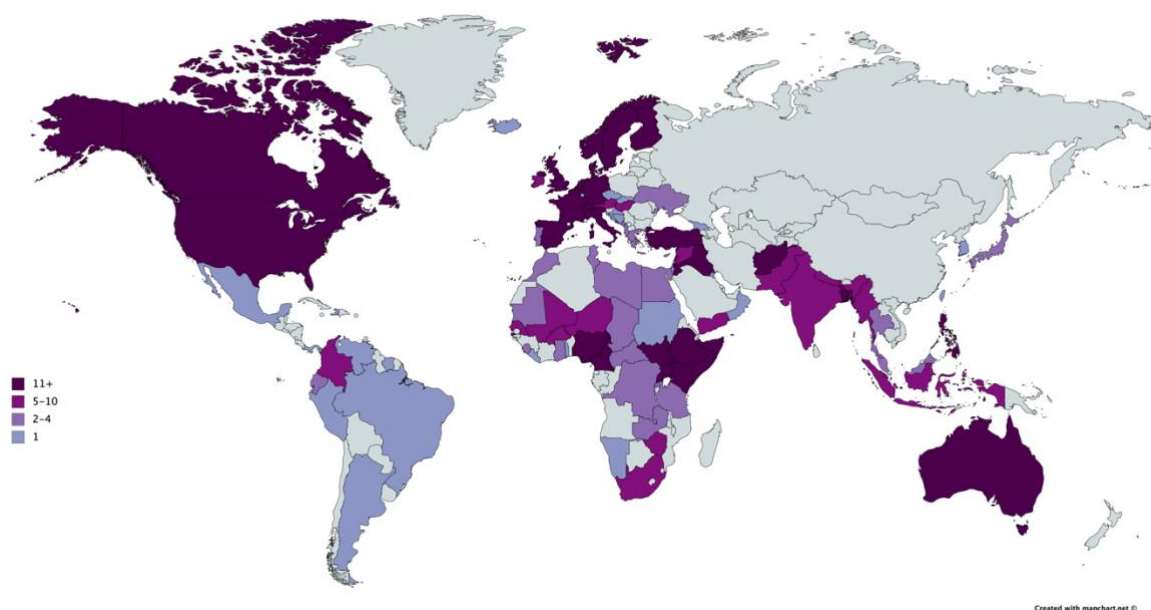
Countries with registrants: 103

Top 10 countries:

UNITED KINGDOM	109
UNITED STATES	105
SWITZERLAND	87
SOMALIA	36
GERMANY	35
BANGLADESH	31
KENYA	31
PHILIPPINES	30
CAMEROON	29
ITALY	28

REGION BASED IN





Participation statistics

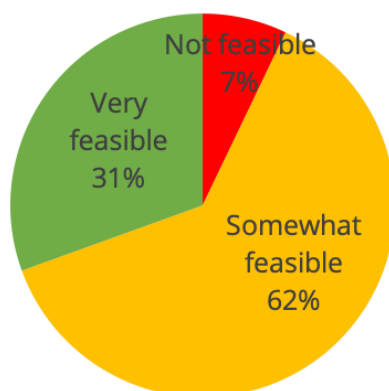
Note: Participation figures should not be equated to the number of individuals participating in the event. There is some overlap between those joining in the webinar platform and those following the livestreams. On the other hand, there are also normally groups sharing the same connection for the live event.

Total participation:	541
In webinar platform (Adobe Connect):	373
Following video livestream:	131
Following audio-only livestream:	37
Live event participation rate:	49.3%

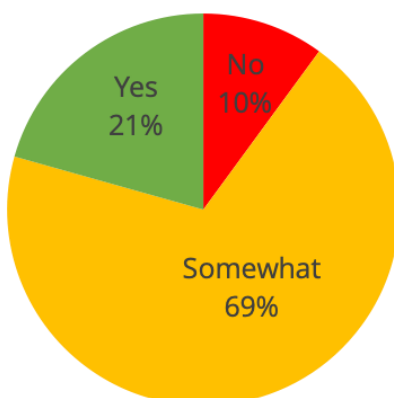
Pre-event survey responses

Registrants were asked additional questions as part of the registration process and in the lobby ahead of the live event to participants. Answering the questions was not mandatory in order to register.

Question 1: We all agree that participation is both desirable and, in theory, possible. Given existing resources and ways of working, is the active participation of affected people currently feasible in your response context? (n=426)



Question 2: In your experience, is active participation already happening? (n=426)



Participants were asked two free-text questions.

Question 3: In your response context, what do you think is the most important factor enabling participation in practice?

Question 4: In your response context, what do you think is the most important factor preventing participation in practice?

The anonymized responses to these questions can be found in *Annex 1*.

Event polls

Enabling and preventing factors

Participants were asked to prioritize among the enabling and preventing factors for active participation that had been identified from the pre-event responses.

Poll 1: In your context, which are the most important enablers for participation? (select max 3) (n=149)

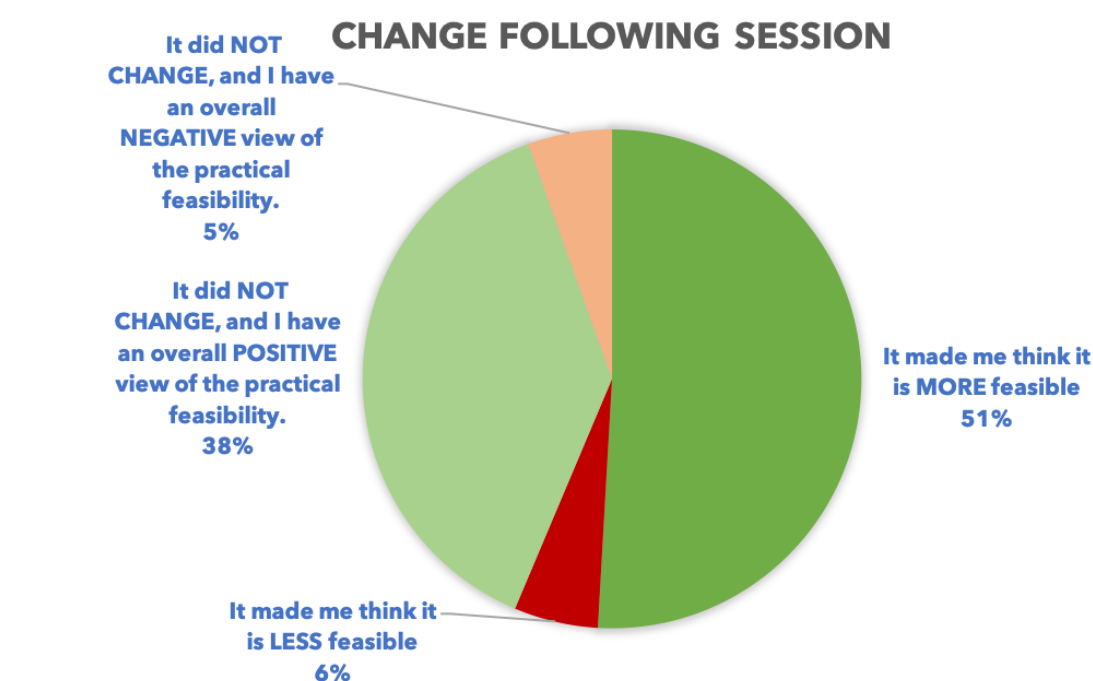


Poll 2: In your context, which are the most important obstacles to participation? (select max 3) (n=143)



Change following session

Poll 3: Did the session change your view of the practical feasibility of inclusive affected persons and communities in humanitarian response? (n=55)



Poll 4: Was there anything in particular discussed during the event that inspired you or might lead you to take follow-up actions?

Will definitely take the point on the need for sustained and cross-agency approaches into conversations with Donors (INGO, Switzerland)

I'm very pleased to hear of the work being done by Seda Kuzucu and her team in Kakuma. I wasn't aware of the KASI system and it makes me very hopeful of replicating such a platform for participation in the human rights sector, where I work, as well. (Government, Kenya)

UNHCR's efforts to promote transparency, accountability, and access to services (Independent, Israel)

Monitoring by beneficiary/ refugees to service provider is the best for me. (INGO, Nepal)

It is important to ensure feedback mechanisms as they help build trust and enforce accountability (INGO, United Kingdom)

I am happy to see UNHCR have introduced a way for refugees to evaluate performance of staff and organisations in the field (Academia, Denmark)

Advocating for changes in the way that donors provide funding, the timelines they demand, and the way they measure success (INGO, United States)

It's good to see that practical issues were discussed, and experiences were shared (UN agency, Pakistan)

Web-based solutions to ensure participation and accountability (UN agency, Turkey)

Participatory monitoring of aid and the importance to include host communities, local-national authorities, and donors in participatory processes. (Local NGO, Lebanon)

Participation as approach (Other intergovernmental agency, Luxembourg)

Ensuring mutual trust (Local NGO, Cameroon)

Learnt a lot on the practicalities of participation especially in Humanitarian settings. (UN agency, Bangladesh)

Monitoring by beneficiary (INGO, Italy)

Centering affected communities in aid processes instead of using participation as an add-on (INGO, United States)

Trust local NGOs and local communities, they need just to know how, with strong protection analyses. (Government, Cameroon)

The staff and partner in opposition against the proposed change, I think this is general a first reaction, people feel attacked; however, it is important to get to the change. (UN agency, Cameroon)

Annex 1: Enabling and preventing factors – Free-text responses

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Turkey	Information sharing and enabling possibilities for participation.	Time pressure to implement, geographical location of target groups, political restrictions to implement and to engage with target group.
Independent/Consultant, Ghana	Consultation with stakeholders including beneficiaries.	Program designers and implementors
RCRC Movement, Switzerland	Inclusive community engagement	Tyranny of the urgent
INGO, Sweden	Dedicated field staff.	Lack of predictability in donor structure, where opportunities come with short deadlines for proposals, hindering meaningful participation at early stages in the planning.
INGO, Germany	Shifting humanitarian discourse	Donor agendas
INGO, Sierra Leone	Hard work	Laggardness or laziness
Local NGO, Nigeria	Contributing during the event.	Limited resource.
INGO, Denmark	More comprehensive requirements from donors, with the necessary resources (time and money) attached.	It is not yet enough mainstreamed into the way humanitarian aid works - structurally and mentally, and from both donors and international responders.
Independent/Consultant, Argentina	Building on common grounds	Not having the same goals, as local authorities - for example

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
UN agency and other intergovernmental, Philippines	I believe accessibility to technology and other resources is very important for participation. At the moment, I'm leading the communication response support to the government for COVID-19 and because the two major regions are on lockdown, accessibility has become central in participation.	Bureaucracy and politicking.
Academia, Spain	Having brokerage platforms where civil society and the state can converge.	Political distrust towards the government.
Academia, Canada	Affected communities' consistent calls for more control over humanitarian action, and their demonstrated ability to articulate and address local needs.	The needs of humanitarian donors and actors to control the process and meet their own agendas. And, at times, a paternalistic attitude that affected communities don't know what's best for themselves.
Academia, Philippines	An organizational system, processes and governance that is flexible enough to allow participation in practice. Government systems especially are very rigid. Somehow, this has to be relaxed and made more agile.	Rigidity of organizational processes and systems brought about by a bureaucratic culture (in the case of governments).
UN agency and other intergovernmental, Kenya	Use of NNGOs; policy requirement.	Lack of access; security; competing priorities.
UN agency and other intergovernmental, Switzerland	Knowledge of staff	Accessibility

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Bangladesh	Will on the part of practitioners	Lack of time to both plan and implement.
UN agency and other intergovernmental, Sudan	Language (for appropriate interaction) and addressing of root causes (e.g. of displacement) so that participants feel that their engagement goes beyond an activity	Several partners intervening on similar issues; lack of a coordinated and structured response/addressing of root causes (which must be done on a political level)
Other, United Kingdom	Good will	Speed of program implementation, security, tech availability
INGO, Germany	Empowerment of all people including vulnerable groups (includes access to information, good understanding of rights, identification of invisible groups in advance, transparency and open communication.	Socio-cultural barriers, intransparencies, unequal power relations, unequal access, lack of understanding of rights, lack of means to claim rights, untrained staff.
UN agency and other intergovernmental, Somalia	Including the community during project planning and implementation to include their desired need and priority.	Poor consultation or not engaging the community in the planning phase to map out what works well in the context.
INGO, United States	Understanding the population	Lack of time and resources
Local NGO, Cameroon	Sensitization and education	Ignorance and lack of access
INGO, Cameroon	Safe access to the communities	Rigidity of programs makes participation pointless
Local NGO, Cameroon	The use of a community-based approach in most instances facilitates the participation of the community during response interventions.	Access into some communities still stands a great challenge. Hence making it hard sometimes

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
		hard to reach targeted persons.
INGO, Myanmar	Genuine creation of space by those who have the decision-making power (INGO and UN agencies)	Power let-go by international and power buy-in by local
Local NGO, Cameroon	Lack of tools or kit, to assist others in protection	I think the proper education how to use kits and how to apply them
RCRC Movement, Iraq	Having time; having resources; prioritizing it	Lack of awareness on its importance; lack of capacity to operationalize it
UN agency and other intergovernmental, Cameroon	Community inclusion in decision making that affect their lives	Difficult access to the community due to insecurity challenges
UN agency and other intergovernmental, Switzerland	Proximity to people - government buy-in	Gender inequality - marginalization of some groups in the community - insecurity
UN agency and other intergovernmental, South Sudan		(In)Security issues & economic pressures.
UN agency and other intergovernmental, Myanmar	Localized emergency response in armed conflict.	Limited capacity of CBO.
Local NGO, Cameroon	Knowledge about the present context in which you are operating	Insecurity Inadequate information Inadequate resources for sensitization and awareness raising on the different humanitarian activities in the context of discuss

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Local NGO, Cameroon	Information on what is happening in the ground	Lack of information
UN agency and other intergovernmental, Mali	Access to information	Insecurity
Local NGO, Cameroon	When practice materials are available at their disposal.	When language used for communication is not simple and clear enough.
INGO, Uganda	Communication with the most vulnerable	Means of information and coordination
Academia, Jordan	Focus	Disrupted focus because of many variables
Local NGO, Nigeria	Full inclusiveness and embracing all along with reasonable accommodation. Take different level of audience into consideration.	Inaccessible due to network from one's country and unexpected schedules came in last minutes
INGO, Philippines	Involving affected people at the early stages so they can also shape how they want to participate. In cases of needed to attend F2F workshops, supporting them with passports and visa procurement and giving them enough briefings and dry run so they can participate effectively.	Sometimes events and workshops are designed more for Westerners...language and approach and they get lost.
INGO, Spain	In our local culture, we are still not ready to take part and give opinions. We don't have experience in this field, and we need the room for that.	Talking about child participation there is an adult-centric way of managing. We, the adults, have to grow up on this.

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Local NGO, Pakistan	Because person with disabilities is the person with different approach	Mobility
INGO, France	Civil society	Knowledge
INGO, Italy	Proper design of the intervention to enable participation	Insufficient budget for enabling participation (number of staff/partners, of staff/partners for enabling participation)
INGO, Netherlands	Conscious staff, physical access	Output driven work, physical access
Private sector, United Kingdom	Communication, dialogue, empowerment	Fear, lack of awareness, empowerment
UN agency and other intergovernmental, Rwanda	Political and Social Goodwill, Cultural awareness, Financial resources and a mindset change.	Cultural belief systems.
UN agency and other intergovernmental, Kenya	Organization of affected persons into communities led by elected leaders enables participation through elected leaders whom humanitarian actors target instead of targeting the whole population. Information then trickle down from the leadership to the governed persons.	Huge number of affected persons means that consultations may not practically reach each and every member of the population,
Government, Philippines	Consultation	Time constraint and bureaucratic process to observe.
Local NGO, Somalia	1) Early information sharing 2) proper contact with the local leadership 3) planning with the beneficiaries,	Insecurity politics access to areas people not understanding about their rights

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	4) etc.	
Independent/Consultant, Kenya	Incorporating participatory approaches in routine M and E activities.	Fear of changing organizational program models based on feedback from communities.
UN agency and other intergovernmental, Nigeria	Desire to fill in gaps and take decisions	Payment of community member to do little works on site
INGO, Norway	Supporting communities to be organized, improve their participation skills, and providing space for participation.	
INGO, Uganda	It should be on the premises of PoC and information is key	When it becomes a tick-off-the-box exercise
INGO, Lebanon	Information sharing and capacity building	The means that allow the affected population to practice (financial and human resources)
Local NGO, Slovakia	The will to participate and allow participation mechanisms to work - all actors and stakeholders.	Exclusive feeling of some stakeholders that only they can decide.
INGO, South Sudan	Having better FCRM systems	Laxity in policy implementation and policy communication.
INGO, Switzerland	Involving the affected people from the beginning of the design of the project but be very transparent about potential limitations of the project.	Pressure of time implementing the project and therefore not taking enough time to assess which stakeholders are absolutely crucial to involve.
Other, France	Community based approach and long-term capacity building	Donor regulation and risk management approach

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Austria	Inclusion of affected persons in designing participation process	Non accessible settings, e.g. no sign language interpretation, no ramps to access meeting space etc.
RCRC Movement, Lebanon	Working in Partnership with Host National Societies	Lack of practice
Local NGO, Pakistan	Inclusion of every race and diversity	
INGO, France	Knowledge by staff about inclusive participation mechanisms	Community attitudes, environmental barriers, staff attitudes
UN agency and other intergovernmental, Switzerland	Systematically reflecting on how it can be done	Short minded thinking
UN agency and other intergovernmental, Ukraine	Training of community members with examples of how they can participate	Myths and stereotypes
INGO, South Sudan	Staffing	Time pressures and the need to implement quickly.
RCRC Movement, Taiwan	Change of words, mind, communication	Donor bias. traditional give/take mind set
Academia, Philippines	Enough grounding of practitioners and leaders, the presence of a plethora of tools and mechanisms for people to participate.	How is civic participation, in general, being taught, disempowerment prevents people from voicing out, would entail many different methods from practitioners to be more creative in doing so.
Independent/Consultant, South Africa	Resources to ensure that participation is meaningfully linked to tangible, sustainable change	Insecurity, lack of capacity, lack of resources beyond the initial response

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, France	Security. In areas occupied by armed groups or threatened by them, participation is not possible or likely to happen if there is a clear risk.	Security risks, the most important one. Then lack of political willingness.
INGO, Uganda	Donor will power	Donor inflexibility
UN agency and other intergovernmental, Ethiopia	The affected population is used to participate through their representatives. They are informed whenever new partners are coming on board and they are consulted with all missions coming in refugee camps. Therefore, representatives complain whenever there are activities going on and they are not informed.	The understanding of participation from the humanitarian actors. Most humanitarian actors limit participation to information and don't go beyond. Besides, participation is limited to representatives only.
INGO, Germany	Local/national partner organizations and staff, who are well trained and know/understand local context of affected people	Back donors that do not allow flexible adjustments of activities. active participation needs trust, and implementing partners need time and flexibility to establish trustful cooperation with affected people.
Independent/Consultant, Germany	In any context ... time, relevance/connectedness and understanding	In any context ... time, relevance/connectedness and understanding
Other, Niger	The response itself	Conflict for everyone and for women and girls tradition, beliefs and social norms
UN agency and other intergovernmental, Italy	Leadership commitment and investment in enumerators/those of the ground who are best placed to	Insufficient analysis; donor pressure to get the job done (and leadership

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	facilitate participation (and accountability at HCT or other level when they do not - so good analysis)	responding to that). Sorry two factors!
INGO, Denmark	Current way of working, especially in designing and implementing our humanitarian responses	UN, INGOs and Donors that are not ready to change their way of working to shift to a more participatory response that is meaningfully collaborating with AAP and local responders
INGO, Jordan	<p>I can answer this from an organization wide perspective, as I don't work on a specific response and context, rather I support an organization to make an organizational wide shift that is more enabling for meaningful local civil society engagement.</p> <p>Enabling factors at that level include senior management support and "champions" for change; organizational systems and programmatic approaches that facilitate rather than limit meaningful participation; and buy in across the organization from HQ and across field operations in order to put policy into practice on meaningful participation.</p>	<p>I can answer this from an organization wide perspective, as I don't work on a specific response and context, rather I support an organization to make an organizational wide shift that is more enabling for meaningful local civil society engagement.</p> <p>Disabling factors at that level include absence of senior management in order to make systematic change throughout the organization; internal systems and programmatic approaches that inadvertently limit meaningful participation; and a lack of buy in across the organization from HQ and across field operations in order to put policy into practice on meaningful participation.</p>

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Independent/Consultant, Kenya	NGO actors taking the time to engage with reflections of the people they are working with. This requires that operational actors slow down and engage in a meaningful manner with these people.	Donors and managers pushing for quantitative outputs as opposed to focusing on more meaningful change at the level of outcomes and impact
INGO, Netherlands	Sharing information in a structural way, asking input in project design and planning and welcoming feedback and complaints	First of all, awareness of staff of importance of sharing information and participation, and secondly, consequently planning time and resources for communication and participation in programming.
Local NGO, Uganda	The favorable government policies and the security environment. Our context is refugee influx and Uganda's Refugee Policy 2016 enables participation but also other government policies. The political situation is stable, and this means security is fairly guaranteed in operation. The approaches we use as an organization promote participation and so we have growing involvement in different ways. Project design, implementation, and M&E. We also work with Refugee Led organizations.	
Government, United Kingdom	Prioritization in light of competing demands	Pressure to move at pace and desire for certain visibility both which can limit space for participation
INGO, Uganda	The local community actors are the first responders whenever a	The lack of core funding limits the continued ability

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	disaster strikes. They have a deep understanding of the context and the needs of the communities with insights, information, knowledge and know-how that is likely to contribute to a more appropriate, efficient and effective emergency response.	of the communities to actively deliver the humanitarian work.
Local NGO, Somalia	Technology-internet made participation effective and many people can have access to it.	Lack of awareness of people concerned
INGO, United Kingdom	Evolving attitudes and education of staff.	Pressure on speed of emergency response programmes and the view that participation will "slow the response down".
RCRC Movement, Switzerland	Make sure to include all the persons (minorities, persons with disabilities, etc.) in the programming and the reflection process	Access to information and location
RCRC Movement, Bangladesh	Education	Social, economy and institutional capacities
INGO, Jordan	The humanitarian agency's culture and drive	The humanitarian agency's culture and drive
Other, Switzerland	Language :-)	Language :-(
INGO, Syria	Implement the community participatory tools	Cultural barriers and security situation
UN agency and other intergovernmental, Italy	WFP's strong community presence; work through partners at local level with often very deep knowledge on cultural factors, community dynamics; food assistance can facilitate that people free up time to attend	Cost. Evaluations become very expensive when having (we use external) evaluators staying long in communities. Also, affected population are only one of stakeholders

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	instances where their opinions and knowledge can be gauged.	consulted through evaluations. Other stakeholders often seem to be more vocal and prepared to convey feedback, thus overruling voices of affected populations.
INGO, Myanmar	Reaching the communities at the time of their convenience and timing; place of consultations to be suitable for their participation	Time and resources; technical capacities; design of programs/schemes
RCRC Movement, Switzerland	Acceptance by senior leadership of organizations of this participation within organizational planning and programming	Lack of localized systems to allow for easy, ongoing communication/participation by communities and/or disaggregated groups within the community
UN agency and other intergovernmental, Cameroon	Considering affected people as right-holders and ensuring their participation at all levels including decision-making	Poor planning
INGO, United Kingdom	Accountability to affected people offers the potential to better measure and understand programme outcomes and help determine whether collectively we are effectively providing the assistance and protection crisis-affected people need.	Unless participation is built into the way humanitarian action is designed, monitored, and evaluated, humanitarian country teams and the sectoral clusters are unlikely to follow through on their high-level commitments. Organisations need to adapt, funders need to adapt
Other, France	Giving empowerment tool and valorising already existent knowledge and ways of handling crises proper to the population affected	Internal struggles within the community, personal interest trumping that of the community

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Government, Mali	It depends the type of project and sector in which the organisation is working. Having said that I think there is enough theoretical frames to put in practice participating approaches on humanitarian and development contexts but there are few people trained on this. I think the most important factors are identifying which are the cultural drivers able to boost appropriation, good and trustful communication and collaboration with the communities in need of help.	Administrative burden; lack of access to vulnerable groups in long-standing and conflict crisis and lack of well trained and experienced staff in hardship duty stations.
UN agency and other intergovernmental, Italy	Leadership with a comprehensive understanding of all stakeholders to whom humanitarians are accountable to.	Leadership is driven by other incentives.
INGO, Finland	Field presence of staff; implementing the Program partly through representatives of right-holders; organising meetings for the purpose of understanding the views of the right-holders	Tight implementation schedule
INGO, South Sudan	The structure of the society	Fatigue from protracted conflict Inclusion of the different groups due to family, social norms
INGO, Italy	Capacity building of front line/ field staff and set up of different adapted channels	Cultural appropriateness of the channels put in place, lack of timing on programme management in emergency contexts and lack of capacity

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Bangladesh		Prioritising the time for participation and structures on how to enable it
Local NGO, Indonesia	Acceptance of our intervention working with the targeted community.	Gap in language and culture.
UN agency and other intergovernmental, South Africa	Awareness of management	Lack of understanding of right to agency
INGO, Palestine		The constant changing in the context
UN agency and other intergovernmental, Somalia	Allocate time and more resource to ensure participation of affected populations. It actually takes time and energy.	
Academia, Finland	Perception of added value for decision-making	Lack of resources
UN agency and other intergovernmental, Burkina Faso	High-level leadership commitment	Limited response capacity and financing, restricting agencies' abilities to come together around common services that need to be funded outside of their programmes.
Local NGO, Bangladesh	Keen interest	If not relevant
Independent/Consultant, United Kingdom	Knowledge and trust in systems put in place for feedback, and one common point of contact - not 700	Trust in organisations systems/ individuals/ tools on the part of affected people, and weak/ irrelevant/halfhearted attempts at establishing systems, seemingly designed to show

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
		something exists, not actually use it
INGO, Switzerland	Communication and access for people to engage in whatever process is taking place	Organizations not planning effectively to enable and invite participation
INGO, United Kingdom	A commitment to putting participation of communities at the heart of our responses (where possible). A desire from staff to ensure participation is enacted in reality, and not just discussed at a conceptual level.	Capacity of international teams and local partners that we often work with to ensure participatory practices are seen as essential and not just a 'nice to have' option. Often time pressures of responding in emergency settings means the focus is on getting aid out the door as quickly as possible, with participation often being an afterthought. Need to ensure that participation doesn't just become tokenistic.
INGO, Germany	Inclusion, communication, trust, listening	Time, limited resources
INGO, Italy	Include OPD and persons with disabilities in the humanitarian team training OPD and persons with disabilities in the humanitarian action	Stigma and medical model of disability hinder participation of persons with disabilities and OPD
UN agency and other intergovernmental, Uganda	Involvement across all levels of program management	High illiteracy levels and lack of transparent leaders
INGO, Netherlands	Inclusion; those affected need to be included in the coming up with the solutions believe would help them	Low capacity (knowledge and awareness of response) and security restrictions.

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Academia, Spain	The brokerage role the International Organizations are enabling.	Institutional distrust
Independent/Consultant, Colombia	Facebook and Instagram	Conference by internet and campaigns
UN agency and other intergovernmental, United States	Access to internet, education and project designing	Lack of education, ignorance and attitude, resources
INGO, Finland	When communities co-designing of projects, are represented at the implementation, monitoring and evaluation.	The hierarchy of power present in different cultures and within project implementation
Government, United States	Being connected with others	Lack of information
RCRC Movement, Canada	Localization through capacity building	Often the tasks to be accomplished are done by expatriates when local resources are perfectly capable of doing them
Local NGO, Uganda	Robust engagement of the communities concerned is key.	Flawed decision making that leaves gaps in policies.
INGO, Senegal	More flexible funding to adapt programming to changing needs and beneficiary feedback	Rigid timeline to proposal development and program implementation
INGO, Finland	When communities co-designing of projects, are represented at the implementation, monitoring and evaluation.	The hierarchy of power present in different cultures and within project implementation
UN agency and other intergovernmental, Bangladesh	Willingness	Uncooperative environment
Private sector, Malaysia	Safe spaces to share without fear	Language difficulties

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, United Kingdom	Willing proactive engagement of local governments/ community leaders	Education - it is a challenge to engineer prevailing cultural norms and attitudes re these issues in communities who have been deprived of education
INGO, Lebanon	Type of resources	Lack of information
INGO, Norway	Most local actors are very weak and/or new organisations. To be able to participate to the professional humanitarian response, they need technical skills, but also the right language. Also access to information might be limited.	Access to information and prevailing non-inclusive policies and practices, e.g. language barriers
Independent/Consultant, United Kingdom		It's not a political or organisational priority
INGO, Colombia	I'll say that gain the trust of the community or target audience, when this happens, the audience immediately tells their needs, opinions and what is happening to them.	Security, many do not participate through retaliation or that their names will be made public, so they prefer not to comment or participate knowing that they have much to say
INGO, United Kingdom	Culture of practice - examples shared and expectations set at the inter-organizational level	Lack of expectation
UN agency and other intergovernmental, Congo, Democratic Republic of the	Taking it seriously, and not just as a matter of talk.	The conceptual level: Participation as a context is often misunderstood and hence not applied.
Local NGO, Mauritania	The general means are an effective guarantee of participation	The lack of means is an unavoidable handicap

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
		which necessarily prevents participation
INGO, Kenya		Organisational cultures and attitudes where the value of participation is not understood, donor inflexibility or proposal deadlines that do not enable participation in planning phase of projects
Local NGO, Kenya	Making participants feel like their opinions are valued and that they have the power to cause change.	Segregation and discrimination
Local NGO, Ethiopia		Poor internet networks in Ethiopia
INGO, United Kingdom	Strong community presence prior to the emergency	Existing stigma and discrimination towards specific social groups.
INGO, United States	Information sharing from the design phase	Inadequate induction/orientation of field staff
Local NGO, Zimbabwe	The existing legislation that promote the inclusion and active participation of previously marginalised	Long standing cultural barriers, myths and misconceptions
INGO, Nigeria	Shared adversity	Additional work burden and current engagement
INGO, United States	Leadership commitment (via clear deliverables and indicators to measure performance)	Business as usual and government resistance
Independent/Consultant, United States	Perceived value of the topic or issue that participation seeks to focus on	Addressing individual barriers to participation

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Government, Canada	The attitude of the practitioner. I do feel that participation by the affected persons needs to be considered in a flexible way. My experience is that in the immediate crisis phase that the affected persons are most likely to be focused on their needs and the needs of their families to survive the crisis. Once this phase starts to normalize and the shock subsides it becomes not only possible but beneficial for the affected persons to be participating.	Interoperability that is impacted by factors such as language, education, culture and the time sensitivity that constrains the ability to bridge these issues.
UN agency and other intergovernmental, Switzerland	Involving affected people from the design through the implementation and evaluation, i.e. ensuring that the participation is planned for from the beginning and that there is genuine willingness to change/adapt the project based on this interaction.	Tight deadlines and access issues.
INGO, United Kingdom	Attitudes and mindsets of humanitarian agency staff	Donor blueprint programming that does not allow adaptability and does not resource maximum participation and sectoral trend toward valuing haste above quality
INGO, United States	Necessity - with insecurity affecting access in places like Syria, participation just has to happen, so it does, and we are obliged to change the way we work in order to access populations in need.	Capacity

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Other, United States	Time for training, community resources to enable the time for training (childcare, etc.)	Time sensitivity of response & training time needed to enable community participation
UN agency and other intergovernmental, Cameroon	We, the experts, need to have the courage to listen more and better for people to feel empowered to participate and tell what they need, what is their priority	Experts thinking to know it all and not needing the participation - the standard box to be applied to all, finding out later in time that the standard does not apply to all. A second reason is the earmarked funding that does not always allow to respond as per needs, because activities defined in the project document or donor contracts do not allow to do what is not identified in the document.
INGO, Colombia	Access to information and to affected people (physically)	Exclusion of relevant actors due to the existing humanitarian system. Participation is too often limited to a certain "elite" of actors in the humanitarian sector.
UN agency and other intergovernmental, Lebanon	Resources (money and HR) dedicated to it	Time constraints
Private sector, United Kingdom	Transparency and effectiveness of governance and coordination, and practicality of means of participation.	No leveled access to resources / means of participation.
Independent/Consultant, Spain	Horizontal way of working	Business as usual in the humanitarian world

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, United States	If the humanitarian organization is already present in the community or relatively nearby.	
INGO, Ethiopia	Empowerment and inclusive approach	Time in case of emergency responses
INGO, Norway	Understanding the objective of participation	Having the right tools and methods to engage people
Academia, United Kingdom	Commitment from local governments and networked spaces/platforms where representatives from multiple key actors can truly have a say in decision-making processes.	Lack of spaces where people can actively intervene in decision-making and implementation of relevant projects and programmes. Lack of deliverables that are meaningful to participating actors resulting from participatory experiences. In short, lack of proven effectiveness of participatory experiences.
Independent/Consultant, United States	Culturally sensitive personnel	Culturally boorish personnel
INGO, United States	Prioritizing community participation, ensuring resources dedicated for intentional participation	Limited time/funding allocated to participatory research and skills/guidance on engaging hard to reach individuals (e.g., married girls, LGBTI+, people living with disabilities).
UN agency and other intergovernmental, Kenya	<ul style="list-style-type: none"> - Staff with PRA training background - DP budget line with longer project duration and capacity building involving local participation objective 	<ul style="list-style-type: none"> - Tight DDL - short project duration - accountability Mechanisms still not mainstreamed/ mandatory

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Academia, Sweden	Real sense of ownership from beginning of project and the process	Engaging people too late in the process
INGO, Canada	Trained staff	Mindset of leadership.
INGO, United Kingdom	Good knowledge of the context and good needs assessment	Poor knowledge of the context, poor needs assessment
INGO, United States	The safety of those involved	The unknowns of the context.
INGO, Malaysia	Safety, or perceptions of safety. In Southeast Asia, the vast majority of refugees have no legal status and constantly fear arrest and detention, so visibility that comes from many types of participation immediately puts them at risk	
UN agency and other intergovernmental, Bangladesh	The Camp Coordination and Camp Management has facilitated the formation of community leadership who collaborate with the respective sector leads in engaging the community.	The Status of the Rohingya remains a gray conversation. There are still issues around whether or not they are refugees or not.
INGO, Palestine	Empowering affected people throughout the PCM. Empowering people means to raise their knowledge firstly and support them with the required tools. By doing this, we grant them not only participation, but we give them the chance to make a decision about which level they want to participate.	It's a good question! Lack of information and time. Lack of clarity of the scope of work or/ and size of the intervention. Lack of supporting tools to give effected people to have participated in a legal and protected way. Lack of skills with a team that are working to get participation from affected people. sometimes, the organization's policy is not

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
		supporting enough to have active participation not only from effected population but also from the community and other stakeholders.
Academia, Australia	Policies	Socio-cultural practices
Government, Bangladesh	The role of the UN and I/NGOS as they have started to engage them in the decision-making process	There are some social norms which is restricting the women to participate. But there are some initiatives through which some women are now participating in a lot of ways.
INGO, South Sudan	Interest	Poor internet connectivity
INGO, Turkey	Community acceptance	Complex context, needs outweigh resources and/or capacity to respond
INGO, Lebanon	Outreach and communication	Fear of being persecuted; fear of arrest
UN agency and other intergovernmental, Denmark	- Mechanisms to express opinions that are accessible to the public (stakeholders) - transparency and information - legal framework	- Lack of communication and awareness of the opportunity to participate - lack of transportation and infrastructures - cost - schedules - safety
INGO, Netherlands	Make inclusivity a deliberate action	There is just not enough thought gone into inclusivity. It just needs to be a deliberate act as mentioned above.
UN agency and other intergovernmental, Bangladesh	Proper information	Improper information

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Kenya	Cultural context	Narratives linked to previous experience with humanitarian agencies
INGO, Indonesia	Having a local contact of Organisations of Persons with Disabilities (OPDs) and then conduct a crash course to humanitarian response to them. OPDs that are interested can then conduct joint response with us.	Attitude (from donors, fellow response organisations) that want to short cut meaningful participation process or just see this as an 'add on' or cosmetics.
INGO, Somalia	Engaging the different stakeholder specially the most important which the target population at all levels of program design up to evaluation while giving direct quota to the disadvantaged youth and women.	Cultural, educational and poor governance system are the main factors preventing the target population to go with the desired participation.
Local NGO, Somalia	Delivering the Humanitarian services both the prevention and response programs to the LNGOs to support their local communities with no further interruption.	Strengthen the coordination of LNGOs and Build local strong cluster system controlled by the Local Authorities and CSOs.
INGO, Nepal	Coordination, and localisation of the resources	Lack of information, coordination loopholes, and resource restrictions
Private sector, Burkina Faso	The elements that enable active participation in the discussions is the quality of the connection of the platform and also the quality of the panelists.	The most important factor preventing participation in practice is often language.
INGO, Senegal	Common interest in finding a solution to a problem that affects society or a community Alternative to develop solutions	Social Norms, legislation, civic space restriction

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	to structural problems in society and obtain concrete results in communities, as part of the solution	
UN agency and other intergovernmental, Nigeria	Behavioral Change in Humanitarian Response.	
Other, Niger	Knowledge, awareness, and security enabled environment.	Continuous conflicts in which the already poor population isn't even aware of underlying causes; is the main factor. In continuous Insecurity environment people mind and struggle mainly for the survival and seeing the next day, so they wouldn't get engaged in length sometimes theoretical processes not knowing what will tomorrow be holding for them.
INGO, Sweden	Community-based and community-led responses, putting in place structures for diverse segments of the community to be represented	Time - it's faster for agencies to decide on the response within their office, draw up log frames and project plans, than to do extensive consultations with the communities / affected populations
INGO, Germany	Actively involving and engaging local actors plan things from Bottom up, from the local perspective	Staying in institutional boxes and being restricted by donor requirements and institutional interests power and Access to funding. Who takes decisions?

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Germany	Giving affected people a voice in e.g. planning meetings	The usual barriers, plus distance, funding and time.
Government, Switzerland		Urgency mode, often a pretext for avoiding complex consultation processes
Local NGO, Brazil	Knowledge and learning how to	
Independent/Consultant, Ghana	Consultations	Lack of consultations
Academia, United States	Creating space for community participation and leadership at every stage of the response.	Approaches where participation is seen as a component instead of a prerequisite for all activity.
Independent/Consultant, United Kingdom	Taking specific measures to reach out to people most marginalised	Failure to ensure accessibility - in its various formats - for full and effective participation, including accountability
INGO, United Kingdom	Organisational commitment to re-think the way we work and truly engage communities	Organisational reluctance / individuals thinking they know it all
UN agency and other intergovernmental, Switzerland	Trust in the feedback and complaints systems, formal and informal. Trust that there is a genuine interest in their opinions and suggestions and that it is not only a tick a box exercise	When people have contributed with their ideas but never see any of them actually turning into reality, through programs being adapted or service being improved.
INGO, Sweden	To reverse our thinking from asking if the affected group has been a part of planning the intervention to: what do the affected group want? What are their priorities?	That we do not trust the people we serve!

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, United States	My background is in city planning, and in an urban context, I think the most enabling factor is an explicit mandate by the implementing organization to target and elevate the needs of marginalized communities by including their participation in every step of the process, from problem-setting through decision-making and implementation.	An inability and unwillingness to address power disparities because of the desire to remain objective and neutral as an institution. Often, cities will talk about equity in their planning and participation methods, but in practice this looks like a diversity in sectoral participation, as opposed to participation of marginalized communities. Enabling participation requires a willingness to prioritize the needs and agency of the excluded over the already-empowered.
INGO, Denmark	Time, local ownership, influence, flexibility depending on context	Donor-driven, donor perceptions, one-time event participation workshop/survey
Other, Canada	Trust - trusting local partners enough to fund locally led responses and support the enhancement of local capacity where needed	Lack of trust - either seeing affected populations solely as recipients of aid or as incapable of handling funds or effectively responding
INGO, Syria	Strengthening MEAL outreach capacity which has helped to incorporate population's views through more participatory multi-sector needs assessments at programme design level	Restrictions imposed by duty-bearers to carried out consultation at programme design level
INGO, United Kingdom	Excellent knowledge of the context where you work.	Time

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
INGO, Colombia	Organization & community engagement	Time and economic resources
Local NGO, Niger	Promote people to share their view and concern	Limited space and lacking to promote people to share their view
INGO, Italy	Understanding and awareness on the discussed issues/ neutrality and impartiality/trusting environment/ accountability	Understanding and awareness on the discussed issues/ neutrality and impartiality/trusting environment/ accountability
RCRC Movement, Hong Kong	Economic & social status, and people's awareness on certain issues	Social instability
UN agency and other intergovernmental, Pakistan	Some of the following points are enabling the participation in practice 1. Social Cohesion: As already the local communities have more bonding and hence it is easy to get participation in practice 2. Most of the people are labor hard worker and high vulnerability, so their needs are fulfilled at their doorstep due to project activities 3. Also due to communal schemes, they are benefited at all levels i.e. In Job creation and also their livelihood resources created or recreated, which are more sustainable	The following points are somehow affecting the project activities 1. The current crises of COVID-19, as both of the districts are bordering IRAN and also all the Immigrants coming in through these border check points 2. Huge geographical area with less scattered population 3. Some social norms of the locality are restricting the project activities
Other, Niger	The most important fact is accountability to the affected population	Sometime the donors think they know better than the local population
UN agency and other intergovernmental, Kenya	- Communicating clearly with affected people and this includes using local languages	Barriers may include: - lack of information on what is going on

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	- Consciously working to include affected people in discussions, activities, decisions	- language barriers as these people may not know English or French which are the dominant languages used by humanitarian workers - lack of confidence-speaking with international humanitarian workers who seem so confident - use of acronyms/jargon by international aid workers
INGO, United States	Staff who believe in it.	Staff resistance.
INGO, United Kingdom	Trust, and working with local groups	Limited time, not understanding the context well enough
Local NGO, Cameroon	Commitment	Ignorance/denial by some members of the community
Local NGO, Yemen	Involve those affected in all stages of the project	Opacity in presenting project events
INGO, Afghanistan	The individual staff members' motivation to enable it.	Unnecessary speed required in proposal development even in protracted crises situations.
UN agency and other intergovernmental, Switzerland	Clear thresholds for making participation inclusive and legitimate	Lack of knowledge in terms of WHO should represent groups and HOW s/he should be selected + lack of adequate structures to enable this participation
UN agency and other intergovernmental, Turkey	Designing from the beginning	Emergency situations Government partner reluctance

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
Independent/Consultant, Senegal	Organisation will and commitment	Organisation will and commitment
Local NGO, Philippines	Intentional and purposeful policies (to participate) of organisations, government units;	Unwillingness to let go or share 'power' with the affected people
Government, Niger	To be more relevant by involving all stakeholders	Difference between actors
INGO, Kenya	Deliberate efforts to engage communities through direct funding and co-creation with communities, strengthening accountability to communities	Weak accountability to communities
Local NGO, Philippines	The most important factor enabling participation in practice is giving the opportunity for the communities to also enable long-term actions and decide on their own processes of change and development. In our organizations, ECOWEB, has been executing and realizing the Survivor and Community-Led Response (sclr) approach which gives the utmost trust to the communities in terms of decision-making, building partnerships and coordination with other communities and local government and further their capacities in trusting their skills and capabilities to do, to learn and to think. In our responses, what we think makes this an enabling environment for our communities especially involving vulnerable sectors, persons in position and other societal sectors, is that we engage them from beginning to finish	The most important factors preventing participation in practice is simply the distrust and taking control on what should not be in our control. This just needs brief explanation because as we course through our actions as developmental and humanitarian organizations, if do not build trust within our communities and partners capacities and power to think and move, then projects and programs will not be as successful as how we perceived it. Also, if we take all the control because we think we have the authority to do so, then participation is right in front, debunked. The idea of it is getting the communities to fully engage and course through participatory action

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	considering points on sustainability and supporting their ideas as they can be their own movers of change.	learning and lead their own plans.
UN agency and other intergovernmental, Turkey		Donor requests and views
INGO, Somalia	Agency commitment to tackle barriers to participation	Security concerns for communities and aid workers
INGO, Switzerland	Funding staff positions and activity costs; appropriate delineation of roles, responsibilities and accountability between staff; leadership prioritisation and incentivisation (in addition to having high quality communication channels in place)	Competing priorities at the country level; lack of capacity to collect and aggregate actionable feedback; lack of confidence in knowing how to deal with multiple contradictory viewpoints between clients; resistance to the time and effort involved in seeking donor approval to adapt projects; donor funding calls too restrictive / specific (not allowing responsiveness to people's priorities and preferences)
INGO, Switzerland	Having appropriate mechanisms but also taking the time to listen and be flexible enough to adapt with feedback received	Time pressure
INGO, Croatia		Organizational culture, lack of clear roles and responsibilities at the headquarters Director/VP level to drive movement organization wide
Independent/Consultant, United Kingdom	The external aid system's recognition of the role and	External aid's prescriptive methodologies, it's abuse

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	capacity of survivors and first responders in crises, and making the space for local ownership, action, decision making, and resource management.	of power, and creation of competition (for space, voices, and resources).
INGO, United Kingdom	Enabling national CSOs/NNGO and national and sub-national authorities to lead	Too many international agencies on the ground during peacetime
INGO, Germany	Risks haring and Risk management Dialogue Information management Funding	
Local NGO, Philippines	Trust in their capacity of the survivors of disasters.	Top-down programming and budgeting. Survivors do not have enough space to decide on what aid they want.
RCRC Movement, Nepal	Making affected people realize that this is for them and should be led by them, and they can do it.	The culture of dependency to the donors and government, lack of practice o putting them at first. Limited to presence, not to the level of meaningful participation.
INGO, Bangladesh	Having community volunteers who have a great deal of trust established with the communities	Social norms which keep women indoors
INGO, United Kingdom	Access, understanding of context and contextual analysis, comprehensive actor mapping	Understanding context and counterparts and security restrictions
INGO, Denmark	A change in mindset	Lack of awareness among staff

Respondent	Most important factor enabling participation in practice	Most important factor preventing participation in practice
	Attention to detail in planning and budgeting context specific approach	Lack of financial priority Lack of physical presence of staff in the field
Local NGO, Philippines	Trust in the capacity of the survivors.	Top-down approach in planning the response
UN agency and other intergovernmental, Switzerland	Institutional will	Most likely the same: Institutional will
Academia, Canada	Finding technologies to be implemented in homeless shelter more for enabling participation	Funding lack of preparation
INGO, Australia	Two-way communication in the right language and format, safety	Two-way communication in the right language and format
Local NGO, Turkey	Include fieldwork teams in decision-making Good management of work teams, especially remotely Effective communication	Remote management Lack of communication
INGO, Italy	To enable people to really understand the project	Some bureaucratic rules, the lack of time

Annex 2: Webinar transcript

NOTE: This transcript may contain inaccuracies. For a complete recording of the webinar, please visit <https://phap.org/26mar2020>

PARTICIPATION IN PRACTICE: EXAMPLES OF INCLUSIVE ACTION FOR A
"PARTICIPATION REVOLUTION"
GENEVA, SWITZERLAND
26 MARCH 2020

>> ANGHARAD LAING: Hello, everyone, and welcome. Good morning, good afternoon or good evening to you, depending on where you are connecting from today from around the world. My name is Angharad, Laing. I'm the Executive Director of PHAP the international association of professionals and humanitarian assistance and protection. I am absolutely delighted to be welcoming all of you and serving as your cohost for this webinar. Participation in practice and the grand bargain. Organized by the steering committee for humanitarian response and PHAP. I would like to introduce my cohost, Gareth Price-Jones. Executive Secretary for the steering committee for humanitarian response. It focuses on bringing about this participation revolution and including people receiving aid in making the.

>> GARETH PRICE-JONES: Welcome, everyone, delighted at the level of interest today.

>> GARETH PRICE-JONES: Thank you. Sorry about that.

Yes, so this has always been a really important topic but even more so in this time whether the active participation of affected people in the response.

>> GARETH PRICE-JONES: Then we can't turn the active engagement of communities into change in the way that we deliver the assistance that they need. We are hearing today, but there are many more on the webinar who are already making this happen in practice, so do please share experiences in the chat box and we will be happy to capture those. This webinar is really important for us as well as co-conveners in that it gives us a bit of a sense of the progress at the field level.

It's all very well having these things in place at the global level, but what really counts is the change at the field level. Please do participate in the polls. We will share them back with the work stream members. I will leave it at that. Really keen to hear from the practitioners. Thank you to those staying up very, very late to join us today, so thank you, everyone. Thanks to everyone on the webinar who is making this happen in practice.

It's your work that makes this a revolution rather than a gradual change in how we plan, how we fund and how we deliver

humanitarian response. Thanks. Over to you, Angharad.

>> ANGHARAD LAING: Thanks a lot, Gareth. There really has been a tremendous amount of interest in this session. Many of you already providing examples of your own experience of improving active participation, providing that through the pre-event survey.

Please do continue to share your experiences through the chat as Gareth mentioned so we can compile that.

>> ANGHARAD LAING: We are going to be processing those now live in real time so we can share the preliminary results with you towards the end of today's session and in particular, our team behind the scenes here is going to consolidate your responses regarding the preventing factors and enabling factors, and then at the end of the session today we will ask you to vote as to which factors are the most important in your context. That will really help to prioritize the inputs that are coming out of today's event.

So thank you very much for your participation so far, and also anticipating your participation in this exercise that we will have at the end of the session. So now, without further ado, I would like to introduce our guest panelists. We will be joined by five speakers. Four will be presenting examples of what they have been doing in their work to strengthen participation. First of all, I'm happy to welcome Mai Jarrar, Director of the Women's Development Programme, East Jerusalem YMCA. Welcome, Mai, glad you could join us today.

I think Mai's connection is still in progress, but a big welcome to you, Mai, and we will be hearing from you very soon in any case. We would also like to welcome Seda Kuzucu who is connecting today from Kenya. Seda is senior protection coordinator for Kakuma with UNHCR and welcome to you. Seda, do I have you on the line?

>> SEDA KUZUCU: Yes, I'm on the line. Welcome to everybody and I'm happy to be connected and presenting what is happening in Kakuma. Thank you.

>> ANGHARAD LAING: Thank you for being with us, Seda. Next we welcome Nanette Antequisa. She is holding relevant positions including sectoral representative as well as co-convenor of the Community-led Emergency Action Response Network. Terrific to have you on the line, Nanette.

>> NANETTE ANTEQUISA: Thank you. Good evening. Thank you for inviting us here, and good evening to all from the Philippines and welcome.

>> ANGHARAD LAING: Wonderful! Thanks so much for being with us. I know it's getting late there now.

And then we have with us as well, we would like to welcome Charlotte Lancaster connecting from Italy, Global Accountability to Affected Populations Advisor with the World Food Program. Big welcome to you, Charlotte.

>> CHARLOTTE LANCASTER: Thank you very much. Happy to be here and looking forward to the discussions. Thank you.

>> ANGHARAD LAING: Terrific, thanks. We are happy to have Meg Sattler. She is connecting from Australia. She is senior program manager with Ground Truth Solutions and she will be coming in towards the end of the session from providing her perspectives from having worked worldwide on ways to help people affected by crisis, influence the design and implementation of humanitarian aid. So glad you could join us today, Meg.

>> MEG SATTLEZ: Thank you so much, I'm glad to see this is not a Manel, so that's great.

>> ANGHARAD LAING: Yes, that's true. I would like to quickly check the connection of Mai. Mai are you on the line?

>> MAI JARRAR: Can you hear me?

>> ANGHARAD LAING: Yes, we hear you loud and clear. That's terrific. Thanks so much, Mai. I would like to turn to you first, Mai. You have been using different approaches for community participation in your programmes at the East Jerusalem YMCA. Could you tell us what you are currently doing in this area? Over to you, Mai.

>> MAI JARRAR: Thank you. Actually we have started new approaches, and now we have been working through those approaches for nine, almost nine years. Our approach is called ability capacity assessment. From the name, we basically work on people's capacities not only vulnerabilities. The idea is that we work with people, so we try to build on the capacities that they have. I want just to give a little brief of what we do.

Is that in any community we work with, we approach everyone in the community, all groups. Men, women, youngsters, elderly, people who are working people, employed, unemployed. Women staying at home. We include everyone in the community. And with all of those people, we give the training in how to analyze their capacities and their vulnerabilities.

And based on those capacities and vulnerabilities, we ask each group of them to do their own Action Plan to those vulnerabilities they have based on the capacity, and if they do not have enough capacity, we ask them to, if they need experts, they need more training, et cetera, to help them tackle those vulnerabilities. After we have a plan from each view, we gather all of the Action Plans from all vital groups and we have one Action Plan and the community will vote on the priority.

After that, we give the community the other approach that we start to use almost now five years ago with the help of our partners is that we try to give the community cash exempt. We started to give the money to the community because in each community, we have what we call protection group. The protection group is representing all of the societal group, and they take the responsibility to lead the implementation and response to the Action Plan.

This protection group is open. Anyone can, from the community, can enter in anything. So we give them the money. So they start to respond. The money that we give them, they used to get -- have some experts that came into the communities and they develop together with the community the way they want to implement those cash advance. So in each community we give eye maximum of \$5,000 for people for their, who start with establishing implementation committee, the one who keep the check and they will start to implement, and another committee which is accountability committee whose responsibility is to look for those who are implementing to make sure that everything is implemented.

So our role becomes mobilized, community mobilizer and not an implementer. In this approach, we were able to do a lot of work with the communities. If I may, I can add that this is what we do in the (Silence on audio. Please stand by).

>> ANGHARAD LAING: Okay. So it seems we have lost the Internet connection with Mai. We are going to try and bring her in on the phone. We will give that a moment, and if it doesn't work, then Seda, you are up next, but we will give this a try with Mai on the phone.

We will be coming back to Mai. Unfortunately, we have lost the connection with Mai. If I may turn to you, Seda, I hope you are with us on the line. I believe you have an example.

>> SEDA KUZUCU: Yes, I'm with you.

>> ANGHARAD LAING: I believe you have an example you can share with us with working with UNHCR working in the refugee camp. What was the situation you were trying to address in this context, and how did you identify it? Over to you.

>> SEDA KUZUCU: Thank you very much. Kakuma refugee camp are hosting 194,000 refugees from 20 nationalities. So during our traditional assessments of refugees, we highlighted that communication and no feedback especially to the protection are the key issues. We need to find a new way to complement the existing counseling and complaint mechanisms. We want to include a two-way communication with refugees, especially by giving time to feedback and expand to monitor services everywhere. And to have a predictable timeline for service delivery.

We understand we need to spend the dollars to support more transparency back systems. How can we do this? By working with refugee communities as they are (?) of change, and keep in mind that 50 percent of the population is used and we want to keep the refugees as the key player as the design and interest implementation and monitoring our intervention hello? Over to you?

>> ANGHARAD LAING: Oh, yes, thank you. I'm sorry. I was afraid we lost you there. Excellent, Seda, thank you for that. Could you tell us a bit more about the solution you put

in place?

>> SEDA KUZUCU: Sure. We locally develop an online service system called CASAI. It uses open source platforms and it's protected by two-way authentication and biometrics. With the introduction of these tools, refugees first time allowed to have access to key information of their UNHCR file, like photos. Update on the refugee status determination and documents.

And secondly, it provides flexibility to refugees to seek appointment for various UNHCR services. The appointment schedule is opening three weeks morning and afternoon in four locations in the camp. And in every location we have two or three kiosks mainly the laptop. And thirdly, we removed barriers in accessing information and services. They don't need a third person or an entity like refugee leader or partner in the UNHCR staff to access this information.

It's an individualized feedback system and it's transparent. Fourthly, the session for the managers is managing the resources and work force to identify areas of intervention and solution. When we do the analysis, we have more evidence base, like in the first year when we roll out, we find that the refugee complaints are mainly high level activities like they need to know results on refugee resettlement or status determination.

When we look at the second year, the figures they understand that they get the action directly from CASAI, they began to bring their daily problems to us. And we began to refocus our programmes on feedback mechanism on this areas, like not only building the shelter but like a customer service how we can do the repairs and within a time limit we should do this. We started to have more response target mechanism and this is more becoming cost effective. Over to you.

>> ANGHARAD LAING: Perfect. Thank you. I have another follow-up question for you, but first, just a quick note to our captioner, if you could please reconnect to the captioning pod now. Thank you so much. I also assist about him on the connection part. Both of us are legal background.

S women have equal access to mobile phones, 50%. There is a good 3G Internet coverage, connectivity, so we can do event based solution. 70 percent of the refugees have no Email addresses so we need to focus on this system. And where this within a whole month period we do the first version of the tool, and we use an agile system and we want to make sure that it's designed in a way that people do not need computer skills. And we are now in the version 5 of the six months from the first rollout with the feedback from the refugees we have the latest version, version 5, and it is working fully now, and it is in ten languages.

It is also for the persons with disabilities, we have also a system that the UNHCR staff can assist, but we find this population, they find their solution bringing their

younger children or the youth system like the blind person especially. Now, the Government of Kenya is using this tool to have appointments to issue documents. And the SMS system is actually like a feedback system. Whenever you have an appointment, whenever you have a modification or a cancellation, you receive an SMS. And this is not replacing the existing traditional. We are telling to people, if you haven't accessions the mobile phones please use CAISI. When you first introduce to our own staff, we got so much negative. They really understand that they will get the information, it will be a transparent and it's happening the first time. So I think, and it's cost effective also for us.

>> This system working Kakuma after we did the analysis of the context. So everybody has to look at their own context and decide if it's applicable in their context or not. This is because we received so many questions, we have the system in other operations and UNHCR headquarters is already thinking to have this tool as a corporate tool, but we are always saying please look at your own context and then.

>> ANGHARAD LAING: Thanks so much. Really important takeaways and really happy to take note of that for the ongoing work here. I would like to turn next to Nanette, in your work on crisis response in the Philippines, you have been working several year improve the approach to participatory response. Over to you, Nanette. We have even observed now that it was a common occurrence while depriving others. Humanitarian responses were still a big help, and continues to be one, but participatory response approach was generally lacking in the process. Places affected were mainly considered.

>> ANGHARAD LAING: Yes, thank you for that. And so could you tell us about then the approach that you followed? So given that baseline then how did you begin to move forward? What was the approach? Back to you.

>> SEDA KUZUCU: Thanks.

Approach, yes, we ensured that, yes, the people receiving aid participate in making decisions affecting their lives is what we aim in the community response approach. Prioritization with our partners was able to apply the SLW approach in the context in of the last three years in the Philippines, in flash floods, earthquake, armed conflict. In those high access communities, and now we apply the same principles in our initial response, not to COVID. They say our approach, we could explain this normally, this maximizes the role of crisis affected communities to lead and implement their own response through their self-help groups, existing or newly organized based on their own participatory assessment, prioritization, planning and budgeting.

The approach makes use of the existing capacities and enhance its rather necessary, it's self-help group designated leaders so make sure that one is a woman, if not all. SLR

approach makes facilitators of action, rather than implementer. It informs the community the role of international agencies. The approach on recognition on the importance of Working Group local structures, community leaders and local volunteers advocates and supports for a genuine holistic responses that allow all sectors. Are, advocacy among others that demonstrate humanitarian next us that help address vulnerabilities.

It also recognizes that affected communities, not homogenous and that response to be more effective has to be socially inclusive or more vulnerable persons and families. The SLR approach enables affected communities with vulnerabilities as well. And budget. Vulnerabilities identified include families who are elderly, persons with disabilities, small children, women and female headed. Health conditions, marginalize the size of family and others. It promotes the use of cash programming that enabled flexibility is aiding the aid recipients individually or as a collective to address the needs with dignity. It's response to needs assesses culture sensibility and recognizes strengthening community position is critical to local resilience.

Accountability groups and community leaders to the members of their group and communities and wide to the donors. This is tackled in the orientation and training in the implementation. It enables affected communities through the designated representatives with support from the local humanitarian actors to advocate and influence Government as well. So to uphold protection of rights of the affected in their programming and policies. It encourages networking and partnership. Such as possible representation in coordinating (?) building resources and ensuring information. It advocates the changing institutional roles to relationships and systems. While we aim to include the agency and become the subject of the humanitarian response and not the aid itself. Back to you, Angharad.

>> ANGHARAD LAING: Thank you. You said you have now followed this approach for three years throughout the Philippines. Was it equally successful everywhere, did you find or were there factors that made it more successful or less successful in certain situations? Back to you.

>> Yes, it's not that everywhere is the same level of success. There are actually varying factors that also affects the success of all of the initiatives S. but in various crisis settings where we have implemented involving different people of ethnicity, culture and faith we learn that other areas like common factor that make it successful, the availability of funding that is more flexible, timeliness, and I would say it happened and it was made possible because there was this trust between us and our funding partner because without it, yes, it would be hard for us to implement this approach.

Because we said trust is a factor, not only between us

and a partner, but trust as a facilitator with community partners.

So the trust that they help themselves and that we have capacity to plan, design, manage and implement. So this is an important factor that we see as very important. The same factor and that trust that we as local actors consider as important factor for (?) that we were advocating.

And inclusive only material size as we are staying and advocating if we believe it's the right thing to do and acknowledge that we need to change to make change happen. It cannot be done by expressing commitment, only by action and trusting that survivors is one such of those actions that we are actually seeing as an important factor.

But as I said, without trust, it is somewhat intangible but making the flexibility of funding provided by the partner is the specific action of trust that we are seeing as important factor and, of course, timeliness of the funding as well. Back to you.

>> ANGHARAD LAING: Thank you very much Nanette. I hope we will be able to come back to you later in this session. I see that we have a number of questions coming in, and I know that there is more to discuss, but in the interest of time now I'm going to move on and really pick up on the theme of trust that you raised. You have really highlighted the importance of trust and I would like all of us to keep this in mind as we turn to our next panelist, Charlotte.

One of the projects you have been working on with WFP have been a partnership with UNFPA and with UNFPA implementing partners in coordination with the Ministry of Health in Nigeria on enhancing food and nutrition security outcomes through integration of sexual and integration and reproductive health and rights and gender-based violence protection. This is an area I would expected trust to play an important role. Could you tell us about your approach in this project. Over to you, Charlotte.

>> CHARLOTTE LANCASTER: Hi, yes, thanks very much. So, yes, trust is a very important component of participation, and you can't have one without the other. And this project that we implemented in Nigeria speaks to that when you go into a conservative community to discuss issues around links in reproduction and rights and GBB, you are accessing a sensitive and commonly hidden part of any community. And to be granted access, WFP work closely with UNFPA and its partners as well as the Ministry of Health.

There is a belief that women have not left their house for a number of days following delivery which, of course, prevents a woman's access to healthcare and nutritional supplements. We also learned through this consultative practice that 50 percent of women in the area do not have a form of employment outside the house. This combines with low literacy rates in the area. It means that women generally do

not enjoy movement in the public sphere further restricting access to healthcare and services.

Of the women who do access healthcare services, only 2% do so for nutrition reasons. We learned through the consultations that the community responded well to story boards and pictorial messaging so WFP and UNFPA expanded our communications approach to fully embrace this communication medium. We also learned that we had to expand our linguistic reach by translating communication products into Arabic moving beyond English and Halsa to languages in which the original communications products had been produced in. And we also had to increase the linguistic diversity of our volunteers so ensure we were able to communicate with a wide section of the population including minority speakers who are commonly the most at risk in a community.

And what was interesting about engaging with male community volunteers is it allowed us to facilitate a discussion with men about the role of men in nutrition and the home. And the male volunteers was crucial to allow safe space, about the role they can, and to talk candidly about how as men they can better respect their partners. And these discussions were framed in a way to reinforce masculinities and the role men can play regarding food and the home.

And to ensure the longevity of the project, we also replicated this engagement with the Ministry of Health working with them to identify health centers in host communities where we could attach women and girl friendly spaces and basically offer women a safe area where they could access maternal and nutrition services, could be referred to specialized support services and they could find a support network among peers and all of these steps that have contributed to strengthening the local ownership of the project, the sustainability of the project and the transformation of attitudes around nutrition, sexual reproduction and maternal health as well as helping to combat GBD. While it's hard to measure impacts of a 12 month project, by building a relationship with the community, we documented improvement in a number of referrals to GBB services and improvements in the number of referrals from the women and girlfriendly spaces to WFP and partner nutrition programmes.

We there is received evidence that community volunteers, especially the women community volunteers felt empowers with their role. And they associated access to knowledge and information, which allowed them to play a different role in their community and allowed them to participate in the public sphere in a way they hadn't been able to previously.

And crucially we learned from the process too. The project launched an improved integration of pro protection-related messaging within all of WFP's social behavior exchange communication including messaging on gender-based violence and sexual, reproductive and maternal

health and it improved coordination between nutrition programmes and GBB services in areas where WFP and respective GBB actors are working to promote safe and confidential referrals.

So going back to your initial point, I agree that trust leads to access and that leads to participation. These are three areas which in my view are mutually reinforcing. Thank you.

>> ANGHARAD LAING: Thank you Charlotte. Was there any opposition by any actor or were there any other challenges that you encountered?

>> CHARLOTTE LANCASTER: I wouldn't say we experienced opposition as such, and perhaps this was in part because of the way that we engaged with the communities and the authorities. But I would say that a challenge we faced was the short implementation time frame for a project that was new to us, and we really didn't have much experience in before. In order to explore the linkages between nutrition and gender-based violence, it requires that you can gain a level of access and trust, level of access to and trust with communities to encourage them to speak up, challenge beliefs, to challenge the way that they would approach a situation to open themselves up to a different way of thinking.

And, of course, this takes time to achieve. I think we achieved a great amount in 12 months and sowed the seeds for improvement in future. But the time for implementation was a challenge.

>> ANGHARAD LAING: Thanks. One more question before we move on, what would be your key take away for people working in other contexts? What could they, what could they learn from your experience? Back to you.

>> CHARLOTTE LANCASTER: Great question. It I am probably not going to say anything too original here, but really just get the basics right. Really understand the community you are serving, understand the sub communities, the different segments of the communities to really understand what the needs are, their beliefs, fears, stigmas to understand how far you can work best with them and fundamentally get the language right. We see time and again we are using the wrong language to communicate with people. It means we are blocking, we are actually blocking ourselves and being able to access certain communities. If we can't communicate in the right language then really we are not communicating.

So I would say the fundamental message to me is get the basics right which commonly we don't do. Thank you.

>> ANGHARAD LAING: Excellent, very good point, Charlotte, thank you so much for sharing with us and for distilling that message at the end, getting the basics right, very valuable indeed. I would like to turn back to meg, could I check if we have an audio connection with you, are you there

Mai. You might need to click on the phone symbol. No. Okay. We will give that one more try, Mai. I hope we can come back to you before we wrap up the session, but now, I would like to turn to Meg, Meg Sattler, senior program manager with Ground Truth Solutions.

We have now heard going through our panel of practitioners are about the approaches followed in four different context to ensure a participatory response are.

You have condition working with Ground Truth Solutions to help people affected by crisis. Could I ask what are your own reflections on these examples that we have heard today, and what do you think that we can all take away and learn from them? Over to you, meg.

>> MEG SATTLERZ: Thank you so much. I hope you can all hear me. Tell me if you can't. And first of all, thank you so much to Mai, Seda, Nanette and Charlie. There is talk in the participation space which isn't always the most practical so hearing really clear and real examples is a breath of fresh air. I will echoes Charlie's urging to get the basics right, and I think these are great examples of that. I'm currently working with Ground Truth Solutions leading on both our humanitarian reform work and now also the response to the COVID crisis.

And listening to these presentations in the midst of these unprecedented crisis has given me quite a lot to think about as regards both. So I have probably got five main reflections from what we have just heard. The first one would probably be just a recognition of how far we have come. There are many people on this webinar. For example, Charlie, Gareth and I who have been in many, many of the same meetings and calls and workshops over many years where we have been pushing for participation in humanitarian aid to even be taken seriously at all.

And it seems we have been able to move from this idea that we should be more console stative to pushing more informal structures to having policy changes and progress. Not just the fact that participation is happening, but how and to really look at the inclusion element that came out from all of the examples, the need to tailor approaches to different groups, and the recognition that this isn't an end in itself, but rather needs to be linked to decision making.

I think often we measure grand bargain success, and I'm guilty of this too now that I work globally, but we measure success in terms of frameworks and matrixes, and I prefer the approach of looking at good examples from countries where we work. I think it's obviously easy to take the microphone and promote community engagement and quote Jeremy, and all of the things we are guilty of doing, but the real work is in showing how it can be done.

So I think first off the bat, that's a real positive. The second reflection for me is that all of the examples, and

I was taking notes when I was listening to them, at least begin to touch on fundamental principles of dignity and power. And these examples of participation not as a programmatic area that's siloed, but rather as a means to shake up the systems that we know and are conducive to community empowerment.

I liked what Nanette said particularly about changing institutional roles, relationships and systems until aid recipients become the centre of the response. But at ground truth, our surveys along various lines of questioning find that the very human elements of whether people feel that they are heard in humanitarian situations and whether they feel positive about their prospects for the future actually remain very low in almost every humanitarian situation in which we work.

And so I think we do have to pause, and I guess admit that we are kidding ourselves if we think that the answer to this is limiting ourselves to a few programmatic tweaks or adding questions to needs assessments or setting up a hot line or those sorts of things.

What I love about these examples is that many agencies still think participation is having a mechanism for feedback and even at that most basic level, the vast majority of people that we survey say they don't in fact even know how to ask a question or provide a complaint threat alone to participate. And so I think it's good to focus on examples like the ones we have today, and then also take them a step further to think about where their systematic links are. Are they linked to decision making. Are they linked to funding? Are they linked to who does what in a response? These more systematic issues are what we need to be linking every project and idea on accountability or participation to. I'm actually hoping that this current crisis bears that along a bit.

I also wanted to pick up on a point that I liked from Seda in terms of this idea that we would shift aid workers from being implementers to being community mobilizers. And obviously in Palestine there are a number of examples of these. It definitely isn't the norm worldwide. So let's just be positive and imagine for a moment that this could be our role in every response, and in the conversation quite dramatically shifts from what we know as traditional aid systems. The questions become less what do people need, what do we need to provide, but more is there sufficient access to resources within this community for what they want and need to do within their own systems and structures and if not, where do we as an international system fill those gaps or try to help bolster those systems and structures themselves.

This is where localization and participation start to go hand in hand. I think cash programming presents an amazing opportunity to this. But we definitely need to continue looking to our great field colleagues for examples that we may be able to scale. In some ways this may not be comfortable

for a lot of aid agencies because I think at some point it does start to Trump Sustainable Development role or methodology in some ways and does make the humanitarian contribution a bit less or at least a bit different.

Another thing I'm thinking about is how we can take some of these good examples and make them such more systematic. And I can't highlight enough the role that donors can play in that and what is particularly great about the participation revolution work stream is how much donor engagement there has been and will continue to be. I think there is a number of things that we can be doing now in terms of what donors could be asking for. So demanding kind of reports on participatory processes that focus on outcomes and not just activities or outputs. How were programmes led by communities? How were they changed based on community feedback, rather than just what structures were in place.

I think it's also good to look at how these participation methodologies start to trickle across an entire response and I think donors also have a great level of influence in that regard. And I know I don't have all day, even though I could talk all day, but the last thing I want to mention is the big elephant in the room, and the elephant is wearing a face mask and aggressively washing his hands, and I think that the COVID response has really thrown a lot of challenges to us as humanitarians.

And examples of humanitarian good practice and participation are perhaps all challenged by the COVID response, especially if the response is not being fully conducted within communities and by local actors.

I think it's showing us a lot of our claims about localization and the level to which communities are involved, it's become quite clear that because agencies are now panicking about both how to deliver aid to and communicate with affected populations, we have probably not done as well as we could have in the past.

And as countries respond to this and travel bans take hold and we start to retreat to nationalism, perhaps this is going to be an extreme way on the localization agenda so it's a great opportunity to learn from the incredibly innovative work that's been happening in besieged areas in participatory programmes for years and how humanitarian actors have or have not been able to support community-led efforts from a bit of a difference and I think that all of the grand bargain objectives would hope that we are heading in that way so hopefully we will get there soon.

Just a final note, because trust came up, we have done some analysis on trust a couple of months ago for the Red Cross, and in trolling through all of our data found that 70 percent of everyone we have ever surveyed said that they trust aid actors to act in their best interest, which is an incredible amount of goodwill, and much higher than if you

look at across the board statistics about people trusting their authorities, for example, or some of their other systems.

And so I think it is a great opportunity for us to make sure that we are being good stewards, I guess, of that trust and doing the most that we can towards this participation agenda. So I will stop there. But thanks for giving me the chance to reflect.

>> ANGHARAD LAING: Wonderful. Thank you so much Meg. It's been helpful to have your reflections. We may have time to come back to you during Q and A, if we don't and this goes to all of our panelists today, I hope you might be willing to work with us to look at some of the questions that have come in and perhaps even provide brief responses in writing so that we can continue the conversation after our short hour and a half today.

So thanks again, Meg. I would like to once again try to come back to Mai. I think we have got you on the line now, could I test that, Mai? Are you there?

>> MAI JARRAR: Hello.

>> ANGHARAD LAING: Great. I think we have you back now, Mai. So thankfully we were able to hear you for all of your presentation of the approaches you are using currently for community participation in your programmes with the East Jerusalem YMCA. I wonder if I could skip ahead to that essential kind of last follow-up question and ask you what would be the main take-away from your experience with East Jerusalem YMCA that you would want to highlight especially for others in other context when it comes to participation? Over to you, Mai.

>> MAI JARRAR: Thank you. Actually I would like to say that we should look at participation as our approach. It's not just we use participation like rapid assessment or et cetera. It's about how we do our work because at the end of the day, we all are doing the same thing, the same output, but the most important thing is how we do it.

This is where we should concentrate. This is the most important part. So it's an approach. It's not just a tool. This is one thing. One other thing I would like to tell our international NGOs partners, that we need to prepare and offer a solid alternative to our donors.

It's not about, because usually we say we want to change our approaches, but they don't know how. We don't ask, we don't give alternatives. We do not give -- they should think about if they want to change their approaches, we should tell them how. This is our job and our international partners' job.

That was a lot of talk, I heard a lot of talk about trust, and it was one of my points to talk about trust. If it is about trusting from the international NGOs to that local NGOs, we need to trust each other. We should have a room to

fail. Because without failing, we need to try. Without trying, we don't know how to improve.

And one other important thing I say to local partners, that if you are trusted from your international partners, please trust the communities, because at the end of the day, we are working for those people. Make sure not to hold the board. We are asking our international partners not to hold the power. We should trust that people can do much with their own resources, they can have leverage. They can access their own communities, they can access the private sectors if they know how and if we trust them.

At the end, I want to make sure that we should always remember it is not about what we do. It's about how we do it. Thank you.

>> ANGHARAD LAING: Thank you very much, Mai, and I'm so glad we are able to reconnect with you. Those were some very powerful take away points and I'm so glad we had the opportunity to hear those from you. I would now like to move on to the exercise that I mentioned at the beginning of our session. We would like everyone on the line to participate. So as you will recall, we asked you in the registration for today's event what you thought about whether active participation was feasible or not in your context. And we have combined those results, we have put together the preliminary results and we see that about a third of you thought that active participation was very feasible, almost two-thirds found it somewhat feasible, only 7% did not think it was feasible at all.

We also asked is participation actually currently happening? And it was encouraging to see that there was still only a small percentage, now 10% found it was not happening at all. However, we did see a smaller percent of people very optimistic that it is both feasible and currently clearly happening. We see a lot more people in that somewhat happening area. So there is clearly room for improvement according to these results, and I hope that some of the examples presented today will have provided ideas for how this can be improved practically speaking.

You were also asked about what you found to be the most important enablers and blockages in your context, and we have received some very rich results here. We have been processing them live during the last hour. And we are going to be providing the full data to Gareth so that it can feed into work stream 6 continued work, but in order to get a more global view and also to help prioritize issues you are all facing, we have done a preliminary quick categorization. I see a lot of people in the chat have been Chairing throughout the last hour some of the experiences, the lessons that they have from their work. Please do continue to share in the chat and comment as you would like once you have finished with the exercise.

So just in the background here as we give you some time, I will read a few examples that came in. So examples of preventing factors or blockages, we heard from Carolina in Sweden, a lack of predictability in donor structure where opportunities come with short deadlines for proposals, hindering meaningful participation at early stages in the planning.

We heard from Nadungus in Cameroon, the great challenge and this makes it hard to reach the targeted person.

Important point from Mohamed connecting from Somalia, he wrote that people are not understanding their rights and that in itself is a major preventing factor. We heard from Andrew connecting from Kenya about fear of changing organizational program models based on feedback from communities that links back to some of what we heard from Seda about the challenges of change management and how that can be a major barrier.

An important point from Sarah connecting from South Africa, of course, a lack of resources beyond the initial response. So a challenge of sustainability there when resources dry up after the initial response. And from Dismus in Ethiopia, the challenge of understanding participation on the part of the humanitarian actors themselves, most humanitarian limit information to information and don't go beyond that. And in addition participation is limited to representatives only.

So it looks like we are doing pretty well here with the response numbers. Okay. Great. So it looks like almost everyone has responded. If you haven't, I see a few more responses coming in. Okay. Very good. So I think we have got a critical mass there on the responses, so I'm going to move on.

Gareth, could I turn to you for your reflections on the results that we have seen coming in?

>> GARETH PRICE-JONES: So the first point was the importance of sustained engagement. As we were discussing in the chat box, it does take time to build the trust with affected people. We know that it's often negative to start with. We know that. So we need to ensure that longer term engagement, and that's often difficult when you have limited funding, limited duration kind of programmes and projects. The point from Charlotte on effect of language. We know that, but it takes time and resources, so we really continued effort on that and I know it's difficult.

One of the other points that was quite new for me was the point that we may need top cost response approaches it's not enough if one NGO builds trust with the community for another agency that is working with the community to then not respond and engage. And that trust once it's earned is easily lost. So as I think some of the other speakers said, you have to get the basics right, but we need to be consistent on that across our whole community, and then the last point I wanted

to highlight was the piece about donor engagement.

We really do have that within the work stream. This is where the grand bargain is great because it does include donors as well, and it does provide space for them to discuss. So we have had one donor conversation about this. We are planning more. So I think that's where we really get the donor support that makes this possible. I think that's, that was all of the points I wanted to highlight, but really just to hear from others. Over.

>> ANGHARAD LAING: Do we have you on the line, Meg.

>> MEG SATTLERZ: Yes, can you still hear me?

>> ANGHARAD LAING: Yes, loud and clear.

>> MEG SATTLERZ: I guess it's less of a reflection and maybe more of a question for further thought from all of us, but given that if I saw it correctly before it disappeared, the top two answers were about donor engagement and about how to encourage donors to be both more flexible and sort of more generous in supporting some of these initiatives.

Often we assume that they are not going to be, so we don't ask them for certain adjustments, but also what we can work on together to unlock some of the potential that we have if donors fully embrace the kind of participation revolution agenda. And I know that a lot of different donor agencies, you know, the U.K. particularly and the U.S. and Australia are really looking at this agenda.

So what I would hope is that they were getting together and looking at this together to see, you know, what are we sort of aiming for as a humanitarian community with participation and how is that, perhaps, changed because of the COVID response.

And what are maybe the top three things that donors could together aim to achieve by the end of the year. I think that that would spur a lot of change across the whole system.

>> ANGHARAD LAING: Thanks, meg. And for any other panelists, if you would like to come in and comment on the exercise often some of what you saw coming out of the inputs from today's participants, please make a quick note in the presenter chat, and we will jump over to you.

In the meantime, we have a few questions that have come in. I would like to go back to a few of you. So, first of all, this is a question to Seda coming in from Wendy. You had mentioned, Seda in your remarks that in your context with the solution that was put in place, it was received very well by the affected people, but that there was actually a negative reaction from staff and partners.

And Wendy is wondering whether that was the case and if you could elaborate a bit more on that dynamic. Can we try going over to Seda.

>> SEDA KUZUCU: Okay. Thank you very much. Actually, we looked at the issue. It's the first time staff performance and partners' performance are monitored by the refugees. And

they started to put in place because we put 15 days limit for partners to give feedback for each complaint mechanism because it's going directly to the partners, and it's become a project monitoring when we are insisting that no response comes, we are coming back to them.

So refugees understand that is a restricted time that they are very happy on that front, but the partners when you first send the connections to them, they come up with us, you know, it's lack of funding, we didn't take action or they didn't plan it well. So the first year there is a bit of a reaction because as I said, it's the behavioral change. Partners never get used to being monitored by the refugees and even our stuff never gets used to be monitor by the refugees. You only receive sometimes complaint emails.

But now it's actively real time. They are monitored by the refugees. So in is the way, and it took almost one year for partners and also this year's staff to get used to it and the second year that's also why all of the refugees, their focus has changed because their partners there is started response more effectively. I hope answered the question of Wendy.

>> ANGHARAD LAING: Thank you so much for that. I have a question now coming from Sarah. This is a question for Charlotte. And it's regarding the risks associated to participation. So in many cases, and I think Charlotte surely in the context where you have been working, there are risks associated to participation on the part of affected people.

I wonder if you could elaborate a bit on how those risks were proactively identified and mitigated on your part. Over to you, Charlotte.

>> CHARLOTTE LANCASTER: Thanks very much for that.

So, yes, obviously when working with communities, you have to be very, we have to make sure their safety is first and foremost, and understand that going back to understanding the communities and understanding who you are working with, conducting, ensuring that you have done a thorough context analysis with a strong protection analysis. That will help you understand what are the risks that face any given community and bearing in mind the risks will vary from subgroup to subgroup, for men to women to children.

So really having that thorough understanding of the risk in that area by consulting with people who have the local knowledge and the experts, by leaning on existing materials conducted in that desk review. Once you get the broader picture of your protection analysis, it can really help to inform your programming from design to evaluation and making sure that we are putting in the needs and the security and safety of the people that we are here to serve first.

I think it's always important to keep an eye on it especially if you are operating in a rapidly evolving context to keep an eye on that protection analysis to see whether

situations will change as you move forward with programming. We really try to embed strong protection analysis that feeds into context analysis into your program design. Thank you.

>> ANGHARAD LAING: Thank you.

A question for Meg, this is coming in from Donatella, wondering about the balance between participatory versus expert decision-making processes. And I wonder if you could reflect a big, Meg, is this a versus situation? Is it participatory approach versus expert decision making process we are talking about here? Or how can we think about the relationship, sort of the positive relationship between participatory approaches and expert driven decision-making processes. Do you have any reflections on that that you can share with Donatella? Over to you, Meg.

>> MEG SATTLERZ: Yes. Thank you.

I guess all of these conversations have to happen within individual context S. and I think participation as we know is kind of on a scale and can be impacted by certain factors including types of crisis, et cetera. From what we have seen just looking at the data that ground truth has, there is definitely a link that we have found. It's a little overwhelming link, but by people who feel their opinion it is taken into account in a humanitarian situation and those people's positive prospects for the future. So I think it's interesting that, you know, expertise in decision making from my understanding is very much informed by community input, and the point that Charlotte made about understanding of the context.

So I think that participation definitely doesn't need to be, you know, a collaborative process where a whole community has to decide on something for it to be approved and obviously humanitarian certain skills sometimes they come from the outside, sometimes they come from within a community. There are various ways we can approach participation, but I think that the most expert decision makers in humanitarianism and policy would agree that those decisions would be very much informed by the view perspectives and actions of disaster affected people.

And so I think it's more of an and then an or in my humble opinion.

>> ANGHARAD LAING: Perfect. Thank you so much for that, Meg. And I think a really excellent question that came in and I see there is some discussion on that now in the chat as well. So I have another question that's come in for Seda. This is coming in from Melanie. Has this more in depth, enhanced input from refugees, from the community made a difference in your ability to advocate effectively with the host Government? Great question, Melanie, and let me send that over to Seda, over to you.

>> SEDA KUZUCU: Thank you very much, it is really a great question. It definitely changed our relationship with

the host community. One of the things is actually the host community and the Government of Kenya, they started to use the tool, because they understand the effectiveness of the tool, and instead of their receiving complaints they want to be part of this tool, and they want also their services to be monitored by the refugees. So I think in that respect there is a great participation in that one.

Nowadays, we are also talking the host community, they want to be also part of the services, and we are in discussion with the county officials in the Turkana region, house they can use the service which is only designed for refugees but we can extend for the host community because they think that the self-service and online is already happening in Kenya, which is the Huduma centers. Is it possible that they can link with the centers, and it will be also used by the county and by the national authorities.

This came up in the second year. It was not in the first year. I have to mention because we need to see the impact and we need to do a lot of community awareness and explanation, and in that part, the refugees are the key to extend this also to our Government partners. Over to you.

>> ANGHARAD LAING: Thank you very much, Seda. So we are going to allow ourselves to go just a little bit over time here since we had a couple of interruptions today. I think it would be terrific to go once more around the virtual table here and ask each of our panelists for reflections on any of the questions that have come up today or the results of the exercise or indeed any of the rich discussion in the chat.

I would like to turn first to Mai. We will check the connection with you, Mai, hopefully we have you there. Are you on the line? Okay. We are going to come back to you Mai, let me go to Nanette. Do you have any reflections that you would like to share as final thoughts from your side following the rich discussion today over to you.

>> NANETTE ANTEQUISA: Thank you.

Yes, I'm just happy that the issue of trust has been taken and given attention and in the overall discussion because we really feel that it is very important, of course, with trust also accountability as to what we are promoting with the SCR and accountability is like multidimensional top down welcome, but I think that it's really what we are aiming to see is like accountability because now we have more like asking accountability from our local partners, the donors, but what we are hoping to see is more accountability to the people on the ground that are crisis affected. So one day we can really see that the aid recipient would be the centre not of humanitarian response, and focusing on the aid itself, and that would require, a core systems change and role change. Thank you.

>> ANGHARAD LAING: Thank you Nanette. It was terrific to have you on the line today and to hear from your

experience. Thank you to much for taking the time to share with us. I think we do have Mai. Could I give you another try, Mai, for your closing remarks? No. Okay. Sorry about that, everyone. We will perhaps give it one more try before we close. For now, Charlotte, can I turn to you. First of all, thanks so much for being with us, and could I ask you, Charlotte, for your own reflections on the discussions today, anything you would like to leave us with? Over to Charlotte.

>> CHARLOTTE LANCASTER: Hi, yes.

Thanks very much for having me. It's been super interesting and a privilege to be a part of this panel. In I think that I saw a couple of questions about the participation and especially with persons with disabilities, and I think that that's a topic that we weren't able to get into today. I think when we think about participation, I like the phrase that persons with disabilities use, which is "Nothing About Us Without Us."

And this really means if you want to engage, engage with the people directly, and engage directly with persons with disabilities, and or their representatives of their organisations. So I think that this is a really, it's a nice approach and something we should put in the back of our mind that we should really be putting people ahead of what we do and this "Nothing About Us Without Us" is a way we should move forward to ensure that participation. And UN Women is hosting a series of webinars on gender responsive disability inclusion. I will be happy to share the link, but it's, it frames the conversation nicely because we also have through the DPOs we have this structure we can tap into that can help us understand the various elements of society and going back to the risk question earlier.

If we want to understand the risks of engaging with persons with disabilities, for example, then let's go to the DPOs themselves and ask them what they think. Thank you.

>> ANGHARAD LAING: Thank you very much, Charlotte, and thanks for sharing those points with us. And very interesting resources, I think, for everyone to follow up and thanks to you also for taking the time to join us today. We will give it another try. Mai, are you there.

>> MAI JARRAR: Yes, can you hear me.

>> ANGHARAD LAING: We hear you very well, Mai. I'm glad to have you back on the line. Could you share with us some thoughts, hopefully you have had a chance to read a bit of the data and see what's going on in the event. What would you like to leave with us today as final thoughts.

>> MAI JARRAR: I would like to say something a lot of talk about is the nexus. Humanitarian and development and peace and participation is very, very important to lead to nexus. So encouraging everyone, not only to think when that crisis happens there is a lot of preparedness to change the culture, not only of that good news, but also the local

organisations, international organisation and the communities themselves because until now, people are looking at themselves as -- they are waiting for the donors or the people to help them. Let us together start by participation changing this culture. Thank you. Over.

>> ANGHARAD LAING: Thank you, Mai, and thanks to you for taking the time to be with us. We really appreciate your inputs and your reflections. I would like to turn to Seda. Seda, what would you like to share with us as we wrap up today? Over to you.

>> SEDA KUZUCU: I have two things to say, the first thing is the transparency came up in several preparations in the comments from the chat box. And the second thing is the sustainability of these things. So we really need to give a chance toward people that they are resourceful and they have to feel the ownership. They can definitely bring the solution if you give them the chances. So we need to identify their resources, their skills. And then aid organisations, whether international or national, we try to give them a chance to show their skills so that they will own this process. They will not wait for things coming from the organisations. Thank you very much.

>> ANGHARAD LAING: Thank you, Seda. And thanks for being with us today. To all of our participants, before I turn to Meg and then Gareth, I would like to point out we have an important final set of polls here. We are hoping to get inputs, first of all, on the question of whether this session has actually changed your own perspective on the practical feasibility of including affected persons and communities in humanitarian response. And then also, if you can share with us once again anything in particular that's been discussed during the event that inspired you or might lead you to take follow-up actions. That would be tremendously helpful if you can provide your inputs there as this discussion moves forward.

Now, I would like to turn to you, Meg. What would you like to leave the group with today, final thoughts? Over to you.

>> MEG SATTLEZ: Yes, thank you so much, and thanks again for having me. It's been super interesting and I'm happy to have been invited. I am going to end on something I have just been reading the fascinating chat in the side panel, and I think the point that Darlia has raised about our ideas of participation and accountability as international actors and just keeping checks on those, and Sally's idea to start from an idea of what exists already and what how do you support that. And I would echo the comment as well that this is going to be completely vital in the way that we respond to COVID.

So I think it's a great opportunity for us to look at the great examples from today, and see how we can take those

further and scale them a bit more across the board. And I think that there is a lot that we could achieve.

>> ANGHARAD LAING: Thank you very much, meg, and last but not least, Gareth. I would like to hand the floor back to you for your own concluding remarks and reflections on the session. Over go you, Gareth.

>> GARETH PRICE-JONES: Thank you very much. So for me, this is important for those flexible enabling approaches at the global level. One thing I would say is you do push your local donor representatives. I think the flexibility is there if we push for it, if we use it, and I think that's really important for making that, to make participation happen in practice.

Also just in terms of follow-ups, if anyone would like to join the work stream, please do send me your contact details. It's SCHR.org, and also we will be following up on this through the work stream mailing list, also through the grand bargain updates that you can find on the grand bargain IST website, and the grand bar gauge annual reports as well. Please keep doing what you are doing, it's inspiring to hear the work that's been happening in the field with so many of you. I know we were trying to discuss how many speakers we could fit on the call because we know how many examples there are, or how many great examples there are happening. I am delighted to see the high number of you saying that this webinar has made you feel that participation and practice is more feasible. That's exactly what we wanted from this.

And please do, yes, keep doing what you are doing. Thank you so much, everyone, for bearing with us. Thanks for getting us back up in a tough online environment.

>> ANGHARAD LAING: Yes, Gareth, that's a first to have the entire Adobe platform crash, but thankfully we were all able to come back and really got a lot of value out of this event. I echo that, Gareth, it's really rewarding to see how many people online today feel that it's more feasible now participatory approaches than they felt at the beginning.

That's really terrific and there is much more work to be done. In the meantime, we will just wrap up with our usual technical notes regarding the event. So there will be a recording of the entire session today. We will perhaps cut out the messy points in the middle when we lost everybody, but there will be the recording both in video and audio only podcast format. That will be available on the event page in the coming days you will receive an email about that so that you can share that with your colleagues, refer back to it.

You will be able to see the whole chat, and all of that in the recording.

So you can use that as a resource. We would also like to invite you to join us next week. We have an event coming up on the 2nd of April. This is a webinar organized together with the camp coordination and camp management cluster, the CCM

cluster on how to operationalize technical standards in camp settings when faced with COVID-19. If you are interested in learning more, you can read more about that on the event page. There is a link there on the PowerPoint slide at the top of the screen, and you can already register there.

So with that I would like to thank everyone. It's been terrific to have you on the line, really engaging event, and as we said, plenty of follow-up work to do. We posted your email, Gareth in the chat there, so hopefully you will be hearing from people interested in joining the work stream and following the work from this point. So with that, I would like to thank everyone, both panelists, participants, and to the team behind the scenes here for making this a reality. Many thanks to you, and we look forward to seeing you again in the online sphere in the very near future. This is Angharad signing off from Geneva.
