

| | | | | |
|---------------------------------------|---|---------------------------------|---------------------------------|--------------|
| Requesting Organization : | Internews Network | | | |
| Allocation Type : | 1st Round Standard Allocation | | | |
| Primary Cluster | Sub Cluster | Percentage | | |
| CAMP COORDINATION AND CAMP MANAGEMENT | | 100.00 | | |
| | | 100 | | |
| Project Title : | Support information-based decision-making by affected populations and humanitarian responders in the UN PoCs through Communications with Communities: Support for Boda Boda Talk Talk project in the UN House PoC. | | | |
| Allocation Type Category : | | | | |
| OPS Details | | | | |
| Project Code : | | Fund Project Code : | SSD-17/HSS10/SA1/CCCM/INGO/5088 | |
| Cluster : | | Project Budget in US\$: | 145,030.00 | |
| Planned project duration : | 10 months | Priority: | | |
| Planned Start Date : | 01/03/2017 | Planned End Date : | 31/12/2017 | |
| Actual Start Date: | 01/03/2017 | Actual End Date: | 31/12/2017 | |
| Project Summary : | <p>This project seeks to support the CCCM cluster by addressing communities' need for better access to information, and to have a stronger voice and better accountability in the humanitarian response. It does this through supporting humanitarian agencies across all clusters and sectors to build stronger Communications With Communities (CC-CWC) and Accountability Strategies. The project is built on Internews' best practice and lessons learnt from last three years' humanitarian response in South Sudan, supporting the Camp Coordination and Camp Management Cluster (CCCM).</p> <p>The project aims to ensure the most vulnerable communities (particularly women, children, elderly and socially excluded) affected by the conflict, have better access to reliable, accurate, timely and effective information so that they can: make informed decisions about their own lives; have a stronger voice to demand accountability to services delivered by humanitarian actors (through multiple channels of communication to deliver feedback); and are more engaged in the humanitarian response and service delivery as partners and decision makers with humanitarian actors.</p> <p>The primary purpose of this project will be to support the ongoing Boda Boda Talk Talk (BBTT) service in UN House POC. In May 2014 Internews launched BBTT in the UN House Protection of Civilian (PoC) sites in Juba (PoC 1 and PoC 2), to provide people affected by the conflict with lifesaving and life enhancing information. The project was rolled out following the success of the first BBTT project in Tong Ping, which was launched earlier in the year in February 2014. Internews used its many years of experience and expertise in responding to the information needs of people affected by crisis to study and document the good practices and lessons learnt. The project will therefore draw from the learning and experience from the existing Humanitarian Information Services projects in the PoCs (Juba, Bor, Bentiu and Malakal) and will continue to support the ongoing project in the UN House PoC by developing practical/durable tools and solutions to improve the disaster preparedness mechanism and resilience frameworks.</p> <p>The UN House PoC has a total of approximately 38,942 population and this project aims to reach at least 60% (23,365 people) of the total population. The PoCs are generally characterized by lack of adequate information about services and the humanitarian response mechanisms. Hence, despite the various coordination efforts by humanitarian organizations, misinformation and rumors have often delayed the response and little or no attention has been given to community feedback. BBTT, a Humanitarian Information Service (HIS) intervention, provides critical information that can inform, protect and empower affected communities and also facilitates a two-way communication between affected communities and humanitarian organizations.</p> <p>BBTT is an audio production program, with well-trained community correspondents and information officers who produce audio programs and gather feedback from the communities and humanitarian organizations. The audio programs are broadcast at listening stops and through listening groups where the local population has the opportunity to discuss and provide feedback. The BBTT project in UN House is a 30 minutes program produced 3 times a week and distributed using standing speakers and rotating listening stops in PoC 1 and PoC 3. The team also manages around 100 listening groups in the POC, which are consulted on a weekly basis to provide feedback and comments about important issues affecting the community. With a current team of 12 community correspondents, mobile feedback officers and communication with communities' officers, it has continued to broadcast essential lifesaving information to the PoC community. Its programming has been an essential and integral part of the humanitarian response system for the past three years.</p> | | | |
| Direct beneficiaries : | | | | |
| Men | Women | Boys | Girls | Total |
| 9,346 | 14,019 | 0 | 0 | 23,365 |

Other Beneficiaries :

| Beneficiary name | Men | Women | Boys | Girls | Total |
|-----------------------------|-------|--------|------|-------|--------|
| Internally Displaced People | 9,346 | 14,019 | 0 | 0 | 23,365 |
| Aid Agencies | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 |

Indirect Beneficiaries :

The indirect beneficiaries for this project are the more than 20 humanitarian actors operating within the UN House PoC. These include ACTED, IMC, THESO, Magna, UNHCR, IRC, Handicap International, NP, CINA, Street children Aids, TDH, CRO, JACRA, Red Cross, World vision, Concern worldwide, SAADO, NRC, INTERSOS, DMI, and CEPO. They will receive information, complaints and feedbacks from the community from Internews Boda Boda Talk Talk mobile feedback officers and Information officers. Depending on the nature of the humanitarian response, they will respond to the complaints and feedbacks received from the community.

Catchment Population:**Link with allocation strategy :**

Internews has also partnered with UNOCHA during the Humanitarian Response Plan (HRP) and Humanitarian Needs Overview (HNO) process for the past two years, to allow the largest number of affected persons to directly interact with the HNO and HRP process. In October/November 2016 BBTT projects used 79 Listening Groups, totaling almost 800 people, to ask beneficiaries about their specific needs and their understanding of the humanitarian response, and their contributions were featured in the HNO.

This project falls directly under HRP Strategy 6, which is focused on putting “communities at the center of humanitarian action.” Specifically, the BBTT project contributes to the overall strategy which states “humanitarians will take further steps to place communities at the center of humanitarian action and decision-making. This will include: ensuring effective and transparent communication to enable informed decisions by affected communities; using feedback mechanisms to strengthen accountability and inform adjustments in the response, including for the Prevention of Sexual Exploitation and Abuse (PSEA); providing meaningful opportunities for community participation in humanitarian action; and engaging local knowledge and resources to promote self-reliance and ownership.”

Recent trends in a humanitarian program implementation recognize the increasing role of Communications with Communities (CWC) as a critical lifesaving and life-enhancing element. Information that amplifies the humanitarian response effort by enabling communities to better understand and access services effectively and efficiently is of paramount importance to both the affected communities and humanitarians actors in general and CCCM cluster in particular.

According to the CCCM cluster, information management and CwC activities are now more than ever needed to inform decision-making of individuals and humanitarian responders for all 1.73m displaced persons. Local partners working in the PoC sites agree that there is a need for feeding information to communities staying in the PoC or collective centers about the status of their homes/areas of origin as well as how to access services outside and inside of sites.

CWC is being increasingly acknowledged as a critical life protection and life-enhancing element of programming – particularly in a humanitarian context. The use CWC strategies is complementary to the CCCM approach by facilitating transitional/durable solutions for IDPs. Increased CwC will at least enable IDPs to make an informed decision on whether to return or not and what areas to avoid for their own safety. Currently, humanitarian workers do not have access to many areas outside of PoCs, and as such, CwC activities expanded outside town may become increasingly relevant in the incoming year.

Delivering information to those who are excluded from traditional mechanisms e.g., women, youth, children - due to cultural, political and social barriers - is a strength of BBTT. This project strengthens humanitarian information flows – providing a platform between CCCM cluster and communities to empower affected communities both in POCs and settlement areas, particularly reaching the most vulnerable populations with information access. The project provides access to essential life-saving and life-enhancing information that informs, protects, empowers, facilitates dialogue and affects behavior change in affected populations of South Sudan and to amplify the humanitarian protection effort by enabling communities to better understand and access services and support. It will continue to use information as a life saving and life enhancing tool to improve the quality of humanitarian response in the UN house PoCs.

Sub-Grants to Implementing Partners :

| Partner Name | Partner Type | Budget in US\$ |
|--------------|--------------|----------------|
| | | |

Other funding secured for the same project (to date) :

| Other Funding Source | Other Funding Amount |
|----------------------|----------------------|
| | |

Organization focal point :

| Name | Title | Email | Phone |
|-----------------|-----------------------|--------------------------|---------------|
| Deborah Ensor | Chief of Party | densor@internews.org | +211922486983 |
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BACKGROUND**1. Humanitarian context analysis**

According to the Humanitarian Response Plan (HRP), new clashes have left one in four people uprooted. Civilians continue to face violations, including widespread sexual violence and rape, committed by all parties to the conflict. Hunger and malnutrition have also reached historic levels where more than one in three people are estimated to be severely food insecure. Therefore, to save lives and alleviate the suffering of those most in need of assistance and protection, humanitarian partners' commitment to good programming, conflict sensitivity, and upholding the core principle of do no harm, including through meaningful two-way communication with communities affected by the crisis will have a paramount importance to reduce excess death, injury and disease.

This project will be implemented in the UN House PoCs, where Internews has been operating its Boda Boda Talk Talk project for almost three years. The UNMISS Protection of Civilians (PoC) Sites, including the UN house POC were established in early 2014 following the outbreak of violence. More than 20 humanitarian agencies responded to the crisis. Despite the continuous and growing information need from the population, Internews remained as the only humanitarian information service provider.

While agencies have been working to improve conditions in the UN House PoC, the environment and people's temporary shelters are congested. There are ongoing risks for serious illnesses including Cholera, malaria, severe watery diarrhea and respiratory infections, particularly with a protracted rainy season. Moreover, there are complex community representation and leadership issues – with people displaced away from their normal clans, protective social structures have become broken. With many people unemployed and with former combatants also reported to be living in the sites, tension can easily flare up. The concentration of people in the site can translate into tension, violence, and growing, largely untreated, psychosocial needs.

In the past months, there have been significant levels of insecurity in almost all the areas around PoCs, especially when women leave the PoC sites, including UN House in Juba. As a result of the growing insecurity, service disruption and displacement has been reported. Compared to other PoCs (Bentiu, Bor and Malakal), the UN House PoC has relatively good access to service providers and humanitarian actors however, the levels of insecurity and the range and severity of health and protection issues are significant. The humanitarian needs, including the information needs, of the displaced population in Juba are higher – despite having good access to radio and mobile phones. People need a localized information that is shared in the context of insecurity, for example for women leaving the site to grind their sorghum. Communities also lack the medium to effectively and peacefully air their concerns and frustrations without an effective accountability and communications mechanism that gives them the right to get reply from service providers. Little has been done to meet these growing needs through information sharing and communications. Therefore, enhancing people's ability to access humanitarian information, assistance and protection in safety and dignity are critical to understand the unique needs and vulnerable population groups, particularly women and children.

2. Needs assessment

According to the baseline study conducted with the objective of identifying information needs and gaps of the humanitarian community and the affected populations, 50% of the organizations operating in South Sudan have shown a willingness to collaborate through information sharing and highlighted that two-way CwC is a top priority for them to be more effective, transparent and accountable. This will enable communities to better understand humanitarian aid operations, access relief services and communicate with each other and aid providers. The same study also found out that if local communities living within the PoCs have access to verified and reliable information and messages, it will help them to make an informed decision on whether to return or not and what areas to avoid for their own safety. A total of 19 focus group discussions were held at UN House to understand community needs and service delivery of humanitarian organizations. It is found from the discussions that the needs of UN House PoC residents are consistent across all discussion groups. Food, Charcoal, Shelter, water, health services, protection and education are the main needs identified by the participants. The needs of other residents outlined by the participants are similar with their own needs except that provision of non-food items is mentioned as an additional request.

The focus group participants recommended that humanitarian organizations conduct regular surveys and talk to residents to identify the needs of the community. An encouraging response gathered from the participants is that, majority of them do feel that they can communicate with humanitarian organizations. One participant from UN house PoC said that, "my relationship with humanitarian organizations is that they are my step fathers because they do provide food, protection, health care, water, everything," However, a significant proportion of the participants indicated that they are not involved in the decision making processes of humanitarian organizations. Conducting regular surveys, talking to residents about the humanitarian response and involving the community in decision making are identified as gaps in the needs and relationships with humanitarian organizations. Therefore, building on existing successes and improving on the above will highly benefit the UN House PoC community. Moreover, providing regular information about camp management, protection, peace building, health, hygiene, psychosocial health and education can transform peoples' lives.

The most vulnerable communities (particularly women, children, elderly and socially excluded) affected by the conflict often do not have access to reliable, accurate, timely and effective information to make informed decisions about their own lives. Internews therefore aims at building a strong accountability mechanism whereby communities have a stronger voice to demand accountability to services delivered by humanitarian actors through the collection, analysis and dissemination of feedback and the application of multiple channels of communications. Doing so will not only improve the living standards of IDPs but will also strengthen accountable service delivery.

3. Description Of Beneficiaries

The UNMISS Protection of Civilians (PoC) Sites were established in early 2014 following the outbreak of violence. In the past months, there have been significant levels of insecurity in almost all the areas around POCs sites. At the end of 2016, there are 1.73m displaced people in South Sudan of whom nearly 400,000 are living in camps or camp-like settings. The population of the UN Protection of Civilians (PoC) sites at the end of 2016 was more than 210,000. In addition, some 235,000 people living in host communities in close proximity to IDP camps are in need of enhanced information-sharing supported by CCCM partners. In 2016, renewed and expanded conflict has resulted in new displacement and creation of a new POC and collective centers in Western Bahr el Ghazal and Central Equatoria, with violence in Eastern Equatoria, Upper Nile, and Unity states of concern as a continued driver of displacement. Total population of the POC sites, nearly 205,000, is higher than at the same time in 2015, and, entering their fourth year of existence, achieving a healthy, safe, and dignified living environment in the sites remains a priority.

PoCs are located within the bases of the United Nations Mission in South Sudan (UNMISS), where the IDP population has sought physical safety as a result of armed actions. The existing PoC sites are not intended for, nor equipped to accommodate large populations for a protracted period of time. However, because of the continuing insecurities, more IDPs are seeking protection inside PoCs leading to the expansion of existing PoC areas.

The UN House PoC has a total of approximately 38,942 population out of which some 19,174 are men and 19,768 are women. Out of the total population PoC 3 hosts about 30,623 population making it the most congested PoC and hence difficulties in coordinating services and humanitarian response will have a paramount importance. Therefore, improving site conditions, working together to enhance service quality and accountability, and advocacy around site expansion and communication with communities have been prioritized by the CCCM cluster. The beneficiary population at UN House has unique and specific needs. BBTT works with partners and the IDP population to listen to their growing needs, collect and report their feedbacks to humanitarian organizations using CWC methodologies. At UNHouse, there are 58 Listening Groups consisting of 612 members. Between January 2016 and October 2016, BBTT UN House collected around 250 unique feedbacks, the majority of issues are related to the Food Security and Livelihoods (FSL) Cluster (17%) with a focus of responses about the food voucher system; followed by the WASH Cluster with feedback about the status of the latrines (14%); the Health cluster and the Protection cluster. Understanding the needs of the population is critical to the response.

4. Grant Request Justification

CWC is being increasingly acknowledged as a critical life protection and life-enhancing element of programming – particularly in a humanitarian context. According to the CCCM cluster, information management and CwC activities are now more than ever needed to inform decision-making of individuals and humanitarian responders.

While humanitarian organizations in South Sudan are increasingly adopting more communication means to interact with the communities they serve, many of the communication means commonly adopted are in fact one-way: systems that allow the community to raise their concerns, but that rarely are able to provide them with a detailed response or further information about the way humanitarian organizations work. The lack of a dialogue, as opposed to a question and answer system is affecting the ability of organizations to manage expectations from their beneficiaries. Often the frustrations and feedback from communities relate to the little understanding they have about the constraints, mandates, and procedures that humanitarian organizations adhere to when delivering services.

When specific projects are discussed with the community, they seem to come to the same resolutions humanitarian organizations have implemented, however, the sense of ownership and the understanding of the decision-making process behind these actions makes a huge difference in the way they regard that same outcome. This project therefore take into account their views and concerns of the people so that the decision making process and communications activities of humanitarian agencies are owned and supported by the IDPs living in the UN House PoC, making it easy for CCCM actors to easily coordinate and interact based on agreed principles of communications.

From 2014-2016, Internews conducted 13 studies in 8 locations with a total of 6,836 respondents, assessing people's need for and trust in information. In UN House, the data revealed that the popularity and trustworthiness of Boda Boda Talk Talk rivalled that of radio with near universal weekly listenership (97% in POC 1 and 100% in POC 2). Personal safety remains a major worry for IDPs at UN House PoC, with seven out of ten respondents described themselves as being 'very concerned' about their safety. The same study also revealed that 95% of those aware of BBTT listen to it at least once week and 92% of BBTT listeners find the content "very helpful."

"I remember the time we first came here there was no communication between the community and the NGOs [non-governmental organizations], but today we have an easy way of communicating." – BBTT Listener at UN House PoC.

The BBTT project produces three 30-minute programs per week – for, about and by the community themselves – which are distributed throughout the camp through speakers on the back of quad bikes, at static listening locations like health centers and water points, or through dedicated Listening Groups. Internews confirms that the support costs are sufficient to run the program based off of previous average monthly expenditures for operating over the past three years in UN House. Internews is not budgeting for an array of personnel who will provide support to this project, which are directly funded under its USAID i-stream awards. These include both expatriate and local positions. Expatriate positions who will provide support to this project but because of co-funding not bill against the award, include Internews Chief of Party, Deputy Chief of Party, Security Director and Finance Director. An array of local positions will also provide support and be co-funded through Internews USAID-funded iSTREAM project such the local HR, finance and operations officers. Finally Internews general costs for operating in country, such as their office in Hai Cinema will be supported through other sources of funding.

5. Complementarity

This project is built on Internews' history of working in South Sudan since 2006, good practices and lessons learnt from last year's humanitarian response in South Sudan to directly support all clusters in general and CCCM cluster in particular. It is implementing similar projects in the UN PoCs and will draw from the learning and experience from its existing Humanitarian Information Services in the PoCs (Juba, Bor, Bentiu and Malakal). Through Internews' work in the Protection of Civilian (PoC) sites across the country, Internews projects have been harnessing the power of the radio as a means for community dialogue, awareness raising and education.

The primary purpose of this project is therefore, to support the on-going projects in UN House PoCs. Internews has an established audio production program running in UN House PoC, with well-trained community correspondents and information officers who produce audio programs and gather feedback from the communities and humanitarian organizations. The audio programs are broadcast at listening stops and through listening groups where the local population has the opportunity to discuss and provide feedback. This funding will allow the UN House BBTT to continue this activity for another year.

BBTT programming has been an essential and integral part of the humanitarian response system for the past three years. So far it has broadcast over 240 programs and reported thousands of feedbacks to humanitarian agencies operating within the PoC. This project will therefore will strengthen existing structures for Internews to be able to collect and report complaints and feedback from more than 60 percent of the IDP population and report them to humanitarian organizations. Moreover, Internews is able to engage 100% of community leaders and humanitarian agencies, CCCM partners, and local authorities through active CwC engagement tools. It is anticipated that this processes will strengthen the complementarity and coordination between humanitarian actors and will increase the number of humanitarians actors informed about CCCM procedures and policies.

This project will work towards ensuring that partners develop more strategic, well-coordinated communications with the communities they work with – giving them the technical skills and practical experience to deliver this effectively. Moreover, this project will not only compliment with previous project activities but will also enhance the participation and interaction of humanitarian actors within the PoC and help them to regularly responds to community needs and allow them to speed up the response mechanism, address challenges in a coordinated manner, and advance the assistance provided within the PoC.

LOGICAL FRAMEWORK

Overall project objective

The project will assist the humanitarian community to be more effective, transparent and accountable by enabling communities to better understand aid operations, access relief services and communicate with each other and aid providers. The project will also support the CCCM cluster in providing life-saving services and engaging the community in service delivery within the camps.

CAMP COORDINATION AND CAMP MANAGEMENT

| Cluster objectives | Strategic Response Plan (SRP) objectives | Percentage of activities |
|---|---|--------------------------|
| Support information-based decision-making by affected populations and humanitarian responders | SO3: Support at-risk communities to sustain their capacity to cope with significant threats | 100 |

Contribution to Cluster/Sector Objectives : The primary focus of the project is to support core camp management services in the PoC sites in Juba. This includes making sure the community is aware and participates in the planning of activities like improving site conditions, working to enhance service quality and accountability, and continuing to advocate for major improvement works such as site expansion to meet minimum humanitarian standards. Within this framework, the Internews project will support informed decision-making of displaced populations on transitional solutions.

As a member of both CCCM and Protection clusters, Internews will continue joint advocacy with both clusters to ensure that displaced people are protected against physical harm and enjoy freedom of movement. Internews will also improve prevention and response with the GBV sub-Cluster; support contingency planning, emergency response and site improvement with the WASH Cluster; incorporate risk management measures into shelter programs with the with the ES/NFI Cluster; and ensure appropriate health services information with the Health Cluster. Internews will also continue to work with the cluster to engage with UNMISS to improve security of the PoC sites and provide people with the correct information to keep themselves safe.

The BBTT project will also continue to strengthen complaints and feedback mechanisms and encourage all actors to prioritize communication with communities (CwC) as a core component of all programming. While the projects main backbone is information collection and sharing, Internews will continue to support communities to take informed decisions. In this regard, Internews will continue to work with the cluster to support and strengthens mechanisms for PSEA and to focus on implementing gender minimum requirements to ensure that the specific information needs of women, girls, boys and men of all ages, abilities and ethnicities are identified and addressed. Internews CwC activities has been designed to be cross-cutting, supporting messaging of all sectors. Issues in the sites are often linked to cultural and traditional habits and often it is difficult for humanitarian agencies to discuss them directly with the community. Internews Listening Groups facilitate such discussions about sensitive and important topics such as GBV, mine awareness, child protection, education, health etc. with CwC local staff collecting information and feedback to share with all sectorial partners.

Internews' experience has generated clear evidence that when information flows between aid providers and recipients is robust, the overall effectiveness of the humanitarian response is improved. Established communications channels play a critical role in this flow of information, whether they are local media outlets or community leadership structures. This project therefore contributes to support the delivery of essential lifesaving services.

Outcome 1

To ensure that the most vulnerable communities affected by the conflict have better access to reliable, accurate, timely and effective humanitarian information to make informed decisions about their own lives, have access and channels to deliver feedback, and are engaged in the humanitarian action.

Output 1.1

Description

Improved provision of relevant and regular humanitarian information using Boda Boda Talk audio programs created by and for IDPs and feedbacks collected from communities. Increased number of UN House residents that listen to and provide feedback and complaints to humanitarian agencies through the Boda Boda Talk humanitarian information service.

Assumptions & Risks

Theft or destruction of BBTT station by armed forces or government;
Civil unrest within the PoC;
Camp closure

Indicators

| Code | Cluster | Indicator | End cycle beneficiaries | | | | End cycle |
|-----------------|---------------------------------------|-------------------------------|-------------------------|-------|------|-------|-----------|
| | | | Men | Women | Boys | Girls | Target |
| Indicator 1.1.1 | CAMP COORDINATION AND CAMP MANAGEMENT | # of audio equipment procured | | | | | 4 |

Means of Verification : # of audio broadcast speakers procured
of audio recorders procured

| | | | | | | | |
|-----------------|---------------------------------------|---|--|--|--|--|--------|
| Indicator 1.1.2 | CAMP COORDINATION AND CAMP MANAGEMENT | % of the population reached with BBTT programming | | | | | 23,365 |
|-----------------|---------------------------------------|---|--|--|--|--|--------|

Means of Verification : Key Informant Interviews (KIIS) and/or a questionnaire will be deployed at the listening posts to verify programmatic reach of BBTT.

| | | | | | | | |
|-----------------|---------------------------------------|---|--|--|--|--|----|
| Indicator 1.1.3 | CAMP COORDINATION AND CAMP MANAGEMENT | % of complaints and feedback received or feedback mechanisms responded to | | | | | 50 |
|-----------------|---------------------------------------|---|--|--|--|--|----|

Means of Verification : - Of the total complaints logged during the listener groups, humanitarian organization will respond to 50% of the complaints and feedbacks from the community;

- Listening group trackers
- weekly reports
- observation records

Activities

Activity 1.1.1

maintain and expand a mobile audio broadcasting equipment

Activity 1.1.2

Produce and broadcast 40 audio thematic programs in collaboration with humanitarian agencies and community members in appropriate languages to ensure accurate, life-enhancing and lifesaving information is shared with the populations

Activity 1.1.3

Facilitate and strengthen listening groups, and gather and analyze feedback, to improve programming on CCCM issues

Activity 1.1.4

HIS Community Correspondents regularly attend NGO update and coordination meetings and report back to HIS to strengthen program content

Output 1.2

Description

Improve Communications with Communities through training and mentoring of local reporters, editors and correspondents in community audio program production on CCCM issues. Four thematic trainings and 500 hours of mentoring aimed at the inclusion and mainstreaming of communication with communities approaches in the BBTT program production cycle and humanitarian response system conducted. Improved quality of BBTT program content, communities' and humanitarian organizations' understanding of CwC and Camp Management processes.

Assumptions & Risks

The security environment of the PoC allows for continued programming.

Indicators

| Code | Cluster | Indicator | End cycle beneficiaries | | | | End cycle |
|---|---------------------------------------|--|-------------------------|-------|------|-------|-----------|
| | | | Men | Women | Boys | Girls | Target |
| Indicator 1.2.1 | CAMP COORDINATION AND CAMP MANAGEMENT | # of trainings conducted | | | | | 4 |
| <p>Means of Verification : Training records Attendance sheet Training and mentoring reports - The humanitarian journalism trainer will organise and conduct 4 thematic trainings on humanitarian reporting and mainstreaming CwC in Boda Boda Talk talk reporting.</p> | | | | | | | |
| Indicator 1.2.2 | CAMP COORDINATION AND CAMP MANAGEMENT | Number of individuals from camp management agencies, humanitarian agencies, community leadership, local actors, local authorities receiving training on CCCM | 6 | 4 | | | 10 |

Means of Verification : - Training records
- Attendance sheet
- Internews will train 10 community leaders and humanitarian agency representatives, INGO/NNGO camp management, and local authority staff and will train them on CCCM procedures and policies so that they actively engage and participate in BBTT programming and act as focal points and respond to community complaints on weekly basis. Training will include topics such as CCCN tools, handling issues in camp management, community engagement and participation, and feedback mechanisms.

Activities

Activity 1.2.1

Train and mentor local reporters, editors and community correspondents in humanitarian information production on CCCM and conflict sensitive journalism-related issues.

Activity 1.2.2

10 community leaders and humanitarian agency, INGO/NNGO camp management, and local authority staff informed about CCCM procedures and policies.

Additional Targets :

M & R

Monitoring & Reporting plan

Internews in South Sudan has a Monitoring and Evaluation (M&E) team located at in Juba. The M&E team maintains a tracking system aligned with indicators and requires weekly reporting and regularly assist in coordination and collection of information. An information needs assessment of the community at UN House has been conducted to determine how people currently get information, what sources they trust, when and how they would like to get information, what their primary concerns are, language preferences etc. Internews will employ continuous monitoring of the project implementation through the deployment of communication with communities officers, information officers, mobile feedback officers and M&E officers who will on daily basis collect, analyze and disseminate information about the humanitarian response in the PoC and feedbacks from the community members. The UN house project has dedicated Information Officers and mobile feedback officers who are trained in basic listening skills, output monitoring and support the Community Centered Communications With Communities approach. They will collect the complaints and feedbacks from the community and humanitarian organizations on daily basis and report it on a weekly basis to the M&E team. The M&E team will then analyze the data on a weekly basis, and this data will be shared with humanitarian organizations for further actions. The Humanitarian Project Manager is responsible for collecting, recording, reporting activities. This information will be used to continuously analyze community complaints and feedbacks and hence will be shared with the CCCM cluster and other partners as a collective feedback mechanism. The humanitarian journalism trainer will mentor the BBTT staff on daily basis and will make sure that feedbacks and complaints from the community are responded to and depending on the need will train staff of humanitarian agencies in Communication with Communities approaches. Community listening group meetings and feedback and complaints from the community will be documented on regular basis to adequately measure the targeted communities are reached through information dissemination and response mechanisms. The project also listens to the feedback from the Listening Groups who are active in giving input to the language and technical content - ensuring that BBTT reach the most vulnerable groups (women and children in particular), and ensuring that information is timely, relevant, accurate and of a good quality. Internews will submit interim project narrative and financial reports as required.

Workplan

| Activitydescription | Year | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|--|------|---|---|---|---|---|---|---|---|---|----|----|----|
| Activity 1.1.1: maintain and expand a mobile audio broadcasting equipment | 2017 | | | X | | | | | X | | | | |
| Activity 1.1.2: Produce and broadcast 40 audio thematic programs in collaboration with humanitarian agencies and community members in appropriate languages to ensure accurate, life-enhancing and lifesaving information is shared with the populations | 2017 | | | X | X | X | X | X | X | X | X | X | X |
| Activity 1.1.3: Facilitate and strengthen listening groups, and gather and analyze feedback, to improve programming on CCCM issues | 2017 | | | X | X | X | X | X | X | X | X | X | X |
| Activity 1.1.4: HIS Community Correspondents regularly attend NGO update and coordination meetings and report back to HIS to strengthen program content | 2017 | | | X | X | X | X | X | X | X | X | X | X |
| Activity 1.2.1: Train and mentor local reporters, editors and community correspondents in humanitarian information production on CCCM and conflict sensitive journalism-related issues. | 2017 | | | X | X | X | X | X | X | X | X | X | X |
| Activity 1.2.2: 10 community leaders and humanitarian agency, INGO/NNGO camp management, and local authority staff informed about CCCM procedures and policies. | 2017 | | | X | X | X | X | X | X | X | X | X | X |

OTHER INFO

Accountability to Affected Populations

Greater and more consistent attention to AAP and CwC can strongly improve the quality of the response in the future. Involvement of affected people in all stages of the response project cycle is still minimal and their expressed priorities (e.g. for education) often overlooked. Considering the latest reputational problems in South Sudan, the ability of the humanitarian responders to incorporate the IAHE recommendations suggests that the Humanitarian Community in South Sudan should promote good practice in AAP and CwC through a formal network of AAP focal points or champions sitting within agencies, in clusters and in key hubs, and able to document, share and promote good practices. The IAHE recommends to scale up and expand upon existing models of good practice in CwC, such as the work of Internews.

Communicating With Communities (CWC) is essential for a humanitarian intervention to be effective. Humanitarian organizations have a wealth of information to share in an emergency - they spend millions of dollars in activities designed to change knowledge, attitudes and practice, and to build community engagement and mobilization. Ensuring this information is shared effectively is critical to accountability. Additionally, agencies need information from local communities in order to effectively target their work, improve the impact of their interventions, deliver transparency and accountability to communities, and respond to and meet the real needs of people. Strengthened Communications With Communities means better accountability to communities.

Internews has established a strong initiative in mainstreaming AAP into its programming and implementation of projects in all its field locations. The Humanitarian Information Services projects which are set up specifically following the conflict in South Sudan employ Communications With Communities tools that provide a voice for communities and serve as a platform for discussion between all actors. This approach so far has been recognized as integral tool for humanitarian agencies to deliver better impact - reaching those without access to vital information. It uses multiple channels of communication, and puts the community's need for information at the center of a conversation. It ensures a two-way dialogue with a wide representation of people affected by the crisis. Not only is there an exchange of information, but agencies also tailor their interventions based on the feedback they receive from communities. The conversation shifts from an NGO-led need to share information, to an information exchange driven by peoples' need for information.

Strengthening humanitarian agencies' CWC strategy and tools ensures actionable and useful information is delivered in a timely, reliable and useful way. Internews South Sudan has developed A Community Centered Approach to CWC and Accountability. The 5 Star Rating helps to move CWC strategies from a 'NGO conversation' to a 'Conversation with Communities' using multiple channels of communication that reinforce each other. Moreover, it helps agencies to use the information they gather from people to strengthen the impact of their interventions.

As part of the CwC working group platform, Internews has recruited a CWC Project Manager who is taking a lead on building the capacity of partner NGOs operating in the various humanitarian contexts. Internews has led advocacy and coordination amongst NGOs and UN agencies on CWC and accountability with communities and will use these experience and expertise to improve the quality of implementation in the UN house PoC.

Implementation Plan

The project will be implemented under the leadership of the Chief of Party and Humanitarian Director, with daily oversight by the humanitarian project manager and journalism trainer. The BBTT has a team of 12 community correspondents, Information officers and mobile feedback officers, who will participate in regular training and mentoring. The BBTT team will also regularly monitor the PoC, conduct listening group meetings and attend humanitarian coordination and camp management meetings within the PoC. The humanitarian journalism trainer will support the team ensure that the responses of humanitarian actors are included and addressed. She/he will also train the team on CCCM issues and policies to ensure coherent messaging and coordination at the PoC levels. The team will be further supported from the Internews Juba office, which will provide logistical, financial, security and programmatic support, and administrative needs. All activities will be implemented at UN House level, and the project team will work in very close partnership with the CCCM cluster in particular and protection and other clusters in general, INGOs, UN agencies, civil society and local camp leadership.

Coordination with other Organizations in project area

| Name of the organization | Areas/activities of collaboration and rationale |
|---------------------------------------|--|
| ACTED | Camp Coordination and Camp Management |
| IMC | health information communication and dissemination |
| Handicap International, HelpAge | Protection of Disabilities right and elders and vulnerable people |
| WFP, World Vision, Concern, and SAADO | Food distribution information and dissemination |
| NRC and Intersos | Education information, awareness raising campaigns and advocacy |
| THESO | Education, information and awareness raising on Water, Hygiene and Sanitation issues |
| UNHCR | General protection issues in the PoC |
| TDH, CRO and JACRA | Child protection, child education and awareness raising activities |
| Red Cross | family reunification and integration |

Environment Marker Of The Project

Gender Marker Of The Project

2b-The principal purpose of the project is to advance gender equality

Justify Chosen Gender Marker Code

Internews experience from project implementation in the PoCs in Bor, Juba, Malakal and Bentiu last year demonstrate that men dominate PoC management structures and decision-making processes and the representation of women in service delivery is very low. The leaders do not adequately reflect the views of the wider community and do not effectively relay information back to their communities, particularly the women. Ongoing leadership struggles add to the rumor, conjecture and often unrest and hence disruption of services has been witnessed in all sites.

This project therefore, will engage women so that they participate in all phases of the humanitarian response/action and contribute to gender equality through the regular collection of feedbacks, voicing their concerns in audio programming and asking humanitarian actors to respond to the growing social, political and economic needs of PoC women. Moreover, the Internews approach to CwC will contribute to the overall empowerment of women and gender equality.

The Internews project in UN House POC has illustrated how women, youth, and children are excluded from decision-making processes and lack information to make informed choices in their lives. BBTT has delivered information to those who are excluded from traditional mechanisms e.g., women, youth, children - due to cultural, political and social barriers. The BBTT team in the POC have dedicated women staff that make sure that voices from women in the community are taken into consideration and that they have a way to voice their concerns in a private and sensitive way

Targeted actions aiming at reducing the barriers encountered to access or exercise women's rights, responsibilities and opportunities will be implemented, including: partnerships with UNWOMEN to create dedicated women's programs based on priorities; dedicated programs that specifically address women voices from the community; dedicated staff in the BBTT trained and mentored on how to report about women issues; conflict sensitive training and mentoring (already implemented) that support community correspondents ability to report and tackle gender related issues.

The patriarchal culture means women and girls are often left out of consultations with communities and in decision-making – and even the leaders nominated – sometimes by the NGOs – do not reflect the views of the wider population generally and women in particular. Currently, most agency partners work through the various community leadership structures to deliver information and messages. These are largely male dominated groups with the occasional women in attendance – largely not visible or vocal. The complex backdrop of broken social structures means that messages to key groups such as women – who are the primary care givers and health caretakers do not receive vital information through these existing communications fallback mechanisms. For this reason Internews has specific and dedicated women's listening groups that allows the team to constantly gather their views and voices and report them on a weekly basis to NGOs providing services to the community.

Protection Mainstreaming

The BBTT project at UN house has disseminated and addressed a number of protection issues ranging from the safety and security of communities to raising awareness on the principles of protection of civilians. These broadcasts have demonstrated that when people have relevant, accurate and timely information, tensions can be reduced. CCCM and camp managers within the UN House PoC have repeatedly requested from Internews that the programs be played during times when tensions are high such as during food distribution and registration. All Community Correspondents have received a conflict sensitive journalism training, and under this project Internews plans to conduct another training using practical examples from CCCM and protection issues in the PoC. The project operates through a do no harm lens and correspondents are given training to help them see themselves as mediators in the site. Internews will work with CCCM and Protection Cluster partners to ensure existing community groups have access to relevant information affecting their lives. It will work with partners specializing in protection so that Internews programming address the needs of vulnerable and excluded groups especially women and youth. The project has made a conscious effort to recruit women and young people. In addition segments on the program ensure that using the CWC approach a range of voices and opinions are always gathered. Regular Round table discussion are produced where efforts are made to bring youth and women to the table to put their concerns, issues and question on difficult issues directly to the respective NGO. The UN House project itself began in Tong Ping at the invitation of the Protection Cluster. The project began with a focus on helping NGOs to disseminate their information in simple local language that would mean everyone would have access to the same information. The programs were played on speakers at locations where people would be able to listen in their own time (this included at dedicated Listening Stops at Water distribution points, health clinics etc.). The dedicated locations meant everyone - but particularly girls and women who were often absent from community meetings would be able to hear critical information about life in the sites. Information was also contained within the PoCs which supported women's protection. Programming content will be shared on the speakers but it will be carefully edited with the knowledge that some information will not be appropriate from a protection view point to broadcast (for example giving information to women about protecting themselves when leaving the PoC to access the markets etc.). The project has evolved to have a stronger Community Centered Communication focus that puts people's actual need for information at the heart of conversations.

Country Specific Information

Safety and Security

The Internews Security Director will provide overall security and safety protection to the team in the form of practical training, briefing and inductions. The team will be continuously updated on security risks, and threats affecting the operation of the project. The BBTT project is located inside the PoC and all the project team members are from the UN house itself. They belong to the same community, know and understand the challenges and security threats and hence will give due attention to the needs of the community live and work with, and to the safety and security issues.

Access

The POC is currently accessible and safe to operate in and having the protection of working in the hub will provide the project the safety for staff that it needs. Staff will be largely be recruited locally from the PoC (mainly Nuer and Shilluk) to ensure access to communities. The project manager, and director will pay regular monitoring visits and address challenges.

BUDGET

| Code | Budget Line Description | D / S | Quantity | Unit cost | Duration Recurran ce | % charged to CHF | Total Cost |
|------|--|-------|----------|-----------|----------------------|------------------|------------|
| 1.1 | Humanitarian Director | D | 1 | 8,458.48 | 10 | 5.00 | 4,229.24 |
| | <i>This position will provide management support to the UNHouse Team Leader and provide support on logistic, finance and budgeting, HR and security matters. The Humanitarian Director will also be responsible for the overall strategic direction of the project and for liaising with the funder. This position has been budgeted at a LoE of 5% over the course of 10 months. Breakdown: 8,458.48 x 10 months x 5% = 4,229.24.</i> | | | | | | |
| 1.2 | Fringe Benefits - Regular | S | 1 | 1,945.00 | 1 | 100.00 | 1,945.00 |
| | <i>Fringe benefits are calculated at 45.99% for US payroll staff. Rates are budgeted in accordance with Internews Network's Negotiated Indirect Cost Rate Agreement (NICRA)</i> | | | | | | |
| 1.3 | Humanitarian Liasion Officer | D | 1 | 2,396.57 | 10 | 25.00 | 5,991.43 |
| | <i>This position will assist with training the community correspondents to strengthen the impact of their programming and ensure that the program through a Communicating With Communities (CwC) approach is coordinating and collaborating with humanitarian organizations and connected to the community. This position has been budgeted at a LoE of 25% for 10 months. Breakdown: 2,396.57 x 10 months x 25% = 5,991.43</i> | | | | | | |
| 1.4 | UNHouse Team Leader | D | 1 | 916.34 | 10 | 100.00 | 9,163.40 |
| | <i>The Team Leader will report to the Humanitarian Director and is responsible for the management of the 5 Community Correspondents, the 3 Mobile Feedback Officers, and the 4 Custodians/Security Guards. This position has been budgeted at a LoE of 100% for 10 months. Breakdown: 916.34 x 10 months x 100% = 9,163.40.</i> | | | | | | |
| 1.5 | UNHouse Community Correspondents (5) | D | 5 | 831.75 | 10 | 100.00 | 41,587.50 |
| | <i>The Community Correspondents are responsible for engaging with the community, writing and broadcasting stories that meet the information needs of the community. The Community Correspondents will organize participatory programming provide information to communities through dramas, boda-boda talk-talk, and other formats. These positions have been budgeted at a LoE of 100% for 10 months. Breakdown: 831.75 x 5 positions x 10 months x 100% = 41,587.50.</i> | | | | | | |
| 1.6 | UNHouse Mobile Feedback Officers (3) | D | 3 | 528.65 | 10 | 100.00 | 15,859.50 |

| | | | | | | | |
|---|---|---|----|-----------|----|--------|-------------------|
| | <i>The Mobile Feedback Officers support the collection and distribution of information in the PoCs, including the Community Correspondents as they collect stories and carry out their reporting and broadcasting responsibilities. These positions have been budgeted at a LoE of 100% for 10 months. Breakdown: 528.65 x 3 positions x 10 months x 100% = 15,859.50.</i> | | | | | | |
| 1.7 | UNHouse Custodians/Security Guard (4) | D | 4 | 281.95 | 10 | 100.00 | 11,278.00 |
| | <i>The Custodian/Security Guards will provided critical protection at Internews office, and ensure the cleanliness of the office space. These positions have been budgeted at a LoE of 100% for 10 months. Breakdown: 281.95 x 4 positions x 10 months x 100% = 11,278.</i> | | | | | | |
| 1.8 | 13 Month Pay | D | 1 | 6,990.00 | 1 | 100.00 | 6,990.00 |
| | <i>As a part of all employment agreements a 13th month payment is provided to employees. This amount has been calculated for all local employees that have been budgeted and is prorated based upon the LoE of staff.</i> | | | | | | |
| 1.9 | Local Payroll and Social Taxes (NSIF) | D | 1 | 14,259.59 | 1 | 100.00 | 14,259.59 |
| | <i>According to South Sudan's law, all employers contribute 17% to the employee's pension. NSIF is offered to all local employees and has been prorated based upon the LoE of staff. Breakdown: 14,259.59 total</i> | | | | | | |
| | Section Total | | | | | | 111,303.66 |
| Supplies, Commodities, Materials | | | | | | | |
| 2.1 | Audio Speakers and Sound Equipment | D | 5 | 774.81 | 1 | 100.00 | 3,874.05 |
| | <i>Internews will place speakers in strategic locations throughout the camp to broadcast content to the community. The 5 speakers will also be used at other events hosted by Internews that seek to increase access to information and improve coordination among camp stakeholders. Breakdown: 5 Qty x 774.81 = 3,874.05</i> | | | | | | |
| 2.2 | Office Stationary and Training Supplies | D | 10 | 103.31 | 1 | 100.00 | 1,033.10 |
| | <i>Consists of post-it boards and notes, stationary, pens and markers, and notebooks, as well as computer printing paper, toner and laser printer, and other small consumable items to support program implementation. Breakdown: 103.31 / month x 10 months = 1,033.10</i> | | | | | | |
| 2.3 | Laptops | D | 3 | 2,066.17 | 1 | 100.00 | 6,198.51 |
| | <i>Laptops will be used by project personnel for various project management purposes. Laptops have been budgeted in the middle of the project to replace aging equipment due to the harsh environmental conditions. Breakdown: 2,066.17 x 3 laptops = 6,198.51</i> | | | | | | |
| | Section Total | | | | | | 11,105.66 |
| General Operating and Other Direct Costs | | | | | | | |
| 7.1 | Danger Pay | D | 1 | 1,084.74 | 1 | 100.00 | 1,084.74 |
| | <i>Internews will provide a Danger Pay allowance as additional compensation above the basic compensation to employees. The employees are allowed danger pay at the rate of 35% of the basic compensation. Danger Pay Allowance is part of Internews' personnel compensation practices and policies which is consistently applied to all donors and programs. Breakdown: 35% x 3,099.25 = 1,084.74</i> | | | | | | |
| 7.2 | SAT and mobile phone Credit | D | 1 | 223.38 | 10 | 100.00 | 2,233.80 |
| | <i>The rates budgeted (\$223.38/month) are based on the average current monthly SAT and mobile phone costs. Breakdown: 223.38 / month x 10 months = 2,233.80</i> | | | | | | |
| 7.3 | Generator Fuel | D | 1 | 516.54 | 10 | 100.00 | 5,165.40 |
| | <i>This has been budgeted at \$516.54/month to support office operations and program implementation at UNHouse. This estimate reflects similar expenses that Internews pays for operating at other POC sites in South Sudan. Breakdown: 516.54 / month x 10 months = 5,165.40</i> | | | | | | |
| 7.4 | Bank Charges | D | 1 | 51.65 | 10 | 100.00 | 516.50 |
| | <i>Based on monthly banking service fees for transfers and exchanges, Internews estimates \$52/month. These costs support payments such as wire frees when transferring money to vendors, and service charge for the delivery of payments. Breakdown: 51.65 / month x 10 months = 516.5</i> | | | | | | |
| 7.5 | Local Transportation | D | 1 | 103.31 | 10 | 100.00 | 1,033.10 |

| | <i>Supports the petrol fueling of Boda Bodas and the distribution of programs throughout the PoC. This has been budgeted \$103/month. This estimate reflects similar expenses that Internews pays for operating at other POC sites in South Sudan. Breakdown: 103.31 / month x 10 months =1,033.10</i> | | | | | | |
|------------------------------|--|---|--------|--|-------|--------|---|
| 7.6 | Meals-Staff | D | 1 | 154.96 | 10 | 100.00 | 1,549.60 |
| | <i>Internews has budgeted for the cost of small beverage and food items, such as coffee, tea and water, at the office in UN house. Breakdown: 154.96 / month x 10 months =1,549.60</i> | | | | | | |
| 7.7 | Repairs & Maintenance | D | 1 | 154.96 | 10 | 100.00 | 1,549.60 |
| | <i>Internews has budgeted \$154.96/month for office repairs and maintenance to bodas and other programmatic equipment. Breakdown: 154.96 / month x 10 months =1,549.60</i> | | | | | | |
| | Section Total | | | | | | 13,132.74 |
| SubTotal | | | 43.00 | | | | 135,542.06 |
| Direct | | | | | | | 133,597.06 |
| Support | | | | | | | 1,945.00 |
| PSC Cost | | | | | | | |
| PSC Cost Percent | | | | | | | 7.00 |
| PSC Amount | | | | | | | 9,487.94 |
| Total Cost | | | | | | | 145,030.00 |
| Project Locations | | | | | | | |
| Location | Estimated percentage of budget for each location | Estimated number of beneficiaries for each location | | | | | Activity Name |
| | | Men | Women | Boys | Girls | Total | |
| Central Equatoria -> Juba | 100 | 9,346 | 14,019 | | | 23,365 | Activity 1.1.2 : Produce and broadcast 40 audio thematic programs in collaboration with humanitarian agencies and community members in appropriate languages to ensure accurate, life-enhancing and lifesaving information is shared with the populations |
| Documents | | | | | | | |
| Category Name | | | | Document Description | | | |
| Project Supporting Documents | | | | BeneficiariesFeedbackReport_Internews_2017.pdf | | | |