



INTER AGENCY COMMON FEEDBACK REPORT

DECEMBER 2015 FEEDBACK REPORT



THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys supported by:



Rumor tracking led and supported by:

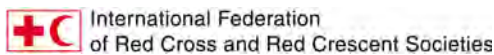


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ECARDS



Shakti Samuha



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KEY FINDINGS IN DECEMBER

In December, community perception surveys saw a positive increase on certain issues, such as winter preparedness, and stagnation on other issues. Overall perceptions on the progress of the earthquake response did see a positive change from the previous round. Increased winterization support will have influenced perceptions on response efforts.

This round marked an increase on positive perceptions for winter preparedness. This is likely a result of increased winterization support in December, particularly from the government cash distribution. As a result of these efforts, there was also an increase in positive perceptions of the government in earthquake response efforts. With increased winter-based distributions, there was a slight decrease in positive perceptions related to the fairness of aid distribution.

Feedback collected from 12 agencies in the field also highlight the issue of beneficiary selection and aid distribution, reconstruction, WASH and winter preparedness as a challenge. Issues, such as quality, access, eligibility and insufficient aid continue to be raised by communities. Feedback also highlight needs related to winter, such as provision of warm blankets and clothes or access to local health posts and WASH facilities such as clean water and latrines. Safe schools and adequate materials for children have also been raised as key issues communities would like to address.

Shelter and winter related issues remain the biggest concern for communities. Community feedback, from multiple channels, raise concerns and questions related to reconstruction support. In particular, communities are looking for answers to their concerns and questions around grant/loan support and guidance for reconstruction.

In December, the Common Feedback Project began an initiative to communicate back to communities through the organization of

community meetings in all 14 districts. These meetings focus on ensuring feedback collected is shared with those communities. These meetings bring together community members, local government stakeholders and humanitarian partners to discuss and clarify issues and address any related concerns.

In the first round of community meetings, the key issues include winterization support, particularly the cash distribution from the government and reconstruction plans. Communities clearly raised their concerns over the timeliness and fairness of distribution efforts and reconstruction plans. These community meetings provided a platform for local government to explain plans and address concerns related to fairness.

Key Recommendations for December:

- Continue to strengthen outreach and dialogue with communities to ensure communities have the information they need and are able to provide feedback to shape response efforts. In particular, ensure reconstruction plans and guidance is shared with communities through appropriate channels, such as radio, television and interpersonal.
- Continue winterization support to reach communities who have not yet received support while also ensuring effective monitoring and outreach to limit concerns over fairness and beneficiary selection.
- With the National Reconstruction Authority formed, government and agencies must ensure community feedback mechanisms and community outreach are prioritized to ensure reconstruction efforts meet the needs and concerns of communities.

LISTENING TO COMMUNITIES

'Affected people need to be kept informed to make choices necessary to develop their own strategies to recover and rebuild'

Engagement with and accountability to affected people is critical. People need to be kept informed about available services and aid while ensuring issues of gender quality and diversity of communities are addressed. Without access to reliable, timely, and accurate information, communities are unable to make the choices necessary to develop their own strategies to recover and rebuild after the earthquake.

It is essential that communication is a two way process. By asking and listening to people's needs, opinions, and suggestions, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

The Common Feedback Project (CFP) is structured as an inter-agency common service that builds on existing structures and partnerships. Working with partners, the CFP synthesizes and elevates community feedback received from multiple platforms. This feedback is shared with the entire humanitarian country team including all clusters and organizations, as well as civil society and other actors.

The December 2015 edition of the Community Feedback Report incorporates community feedback received from:

1. Household level perception surveys
2. Targeted perception surveys
3. Rumor tracking
4. Community feedback via partner feedback mechanisms
5. Communicating back to Communities

Household level perception surveys

Working with Accountability Lab and Local Interventions Group, community perception surveys are carried out across 14 earthquake affected districts.

Targeted perceptions surveys

In addition to household level perception surveys, the CFP works with partners in identifying target groups and areas to carry out perception surveys and 'drill down questions' to further identify concerns and issues arising from specific community groups.

Rumor Tracking

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Nepal project captures rumors and perceptions on the ground to eliminate information gaps between media, humanitarian agencies and communities.

Community feedback via partner feedback mechanisms

Listening to communities occurs across organizations and platforms. The Inter Agency Common Feedback Project works with partners to collect, synthesize, and analyze feedback received across different channels from communities.

Bringing together feedback received across organizations, channels, and districts can elevate community feedback and help identify key issues being raised that require attention and action.

Communicating back to Communities

The Common Feedback Project, with Accountability Lab and Local Interventions Group, began organizing community meetings. These meetings bring communities, government, and humanitarian partners together to discuss feedback collected from communities and address any concerns related to the earthquake response.

COMMUNITY PERCEPTION SURVEYS

'By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns'

Learning from major emergencies demonstrates the critical importance of two-way communications between communities and responders. By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases their ability to be stronger and more resilient after the crisis.

Funded by DFID and supported by the Inter Agency Common Feedback Project, Accountability Lab and Local Interventions Group are working together to collect and analyze feedback from communities.

The survey aims to gather representative results on a national basis, with the qualification that they will only be representative of some of the most affected districts and VDCs. Around 100 people per district are surveyed each month, for an aggregate sample size of 1,400 people. At the district level, results can be viewed as indicative rather than representative, due to the size of the sub-sample.

Responses in this analysis are reported as percentages of the total. In some cases, responses such as 'don't know and/or 'refused' are excluded from the calculations, thus total used for these analyses may be different than total number of respondents. For the purposes of this survey, Janajati is defined as a minority ethnic group other than Tamang, Gurung, or Newar, as these groups were separated because they have large populations across affected areas.

This round of micro surveys collected data from 1400 respondents across 14 affected districts (100 surveys per district +/- 5). While surveys offer national level representation, logistical barriers make it hard to capture perceptions from people in some of the most affected areas, particularly mountainous regions. Data collection in some of these locations is therefore limited.

For each of the questions asked, citizens were asked to respond on a scale of 1 to 5, where each number shows how much the respondent agrees with the question:

An answer of 1 means 'not at all'

An answer of 2 means 'not very much'

An answer of 3 means 'neutral'

An answer of 4 means 'mostly yes'

An answer of 5 means 'completely yes'

For many questions, those choosing a negative or neutral response (1, 2, or 3) received follow-up questions to identify their most significant needs and challenges.

While the programme level perception surveys are being conducted by Accountability Lab and Local Interventions Group, the project aims to expand partnerships with organizations to conduct surveys at specific points of service, such as distribution points, and for targeted groups.

Organizations interested in participating should contact Giovanni Congi at giovanni.congi@one.un.org

household perception surveys

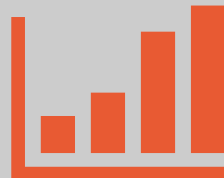
DECEMBER- DEMOGRAPHICS



districts

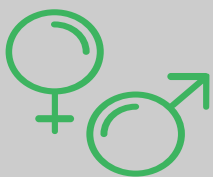
Dolakha
Gorkha
Bhaktapur
Dhading
Kavrepalanchowk
Lalitpur
Okhaldhunga

Ramechhap
Rasuwa
Sindhuli
Kathmandu
Makawanpur
Nuwakot
Sindhupalchowk



sample size

A total of 1400 surveys
carried out



gender distribution



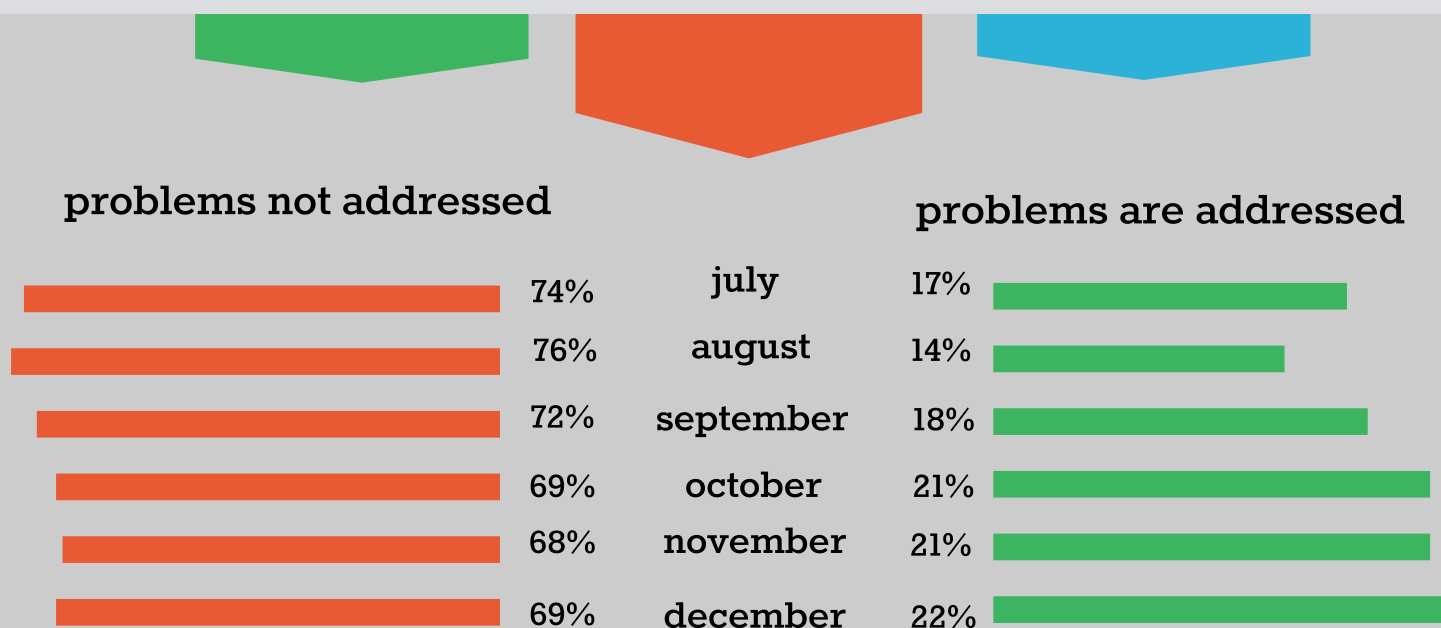
63%



37%

household perception surveys

ARE YOUR MAIN PROBLEMS BEING ADDRESSED?



In December, 69 percent of respondents stated that their main needs have not been addressed while only 22 percent believe their main problems have been addressed.

Perceptions on unmet needs have remained stagnant, which has been expected given the main unmet need (over 80%) are reconstruction related. Other unmet needs include financial support, healthcare, livelihoods, and clean water.

main unmet needs



long term shelter



financial support

household perception surveys

SATISFACTION WITH GOVERNMENT IN EARTHQUAKE RESPONSE



not satisfied



satisfied



In December, 48 percent of respondents were not satisfied with the government in relation to the earthquake response while 44 percent were satisfied. This is a positive increase from the previous month.

The top reasons respondents provided for being unsatisfied with government are promises of relief support not provided, government plans unclear and reconstruction processes taking too long.

reasons for dissatisfaction



promised relief but never
received



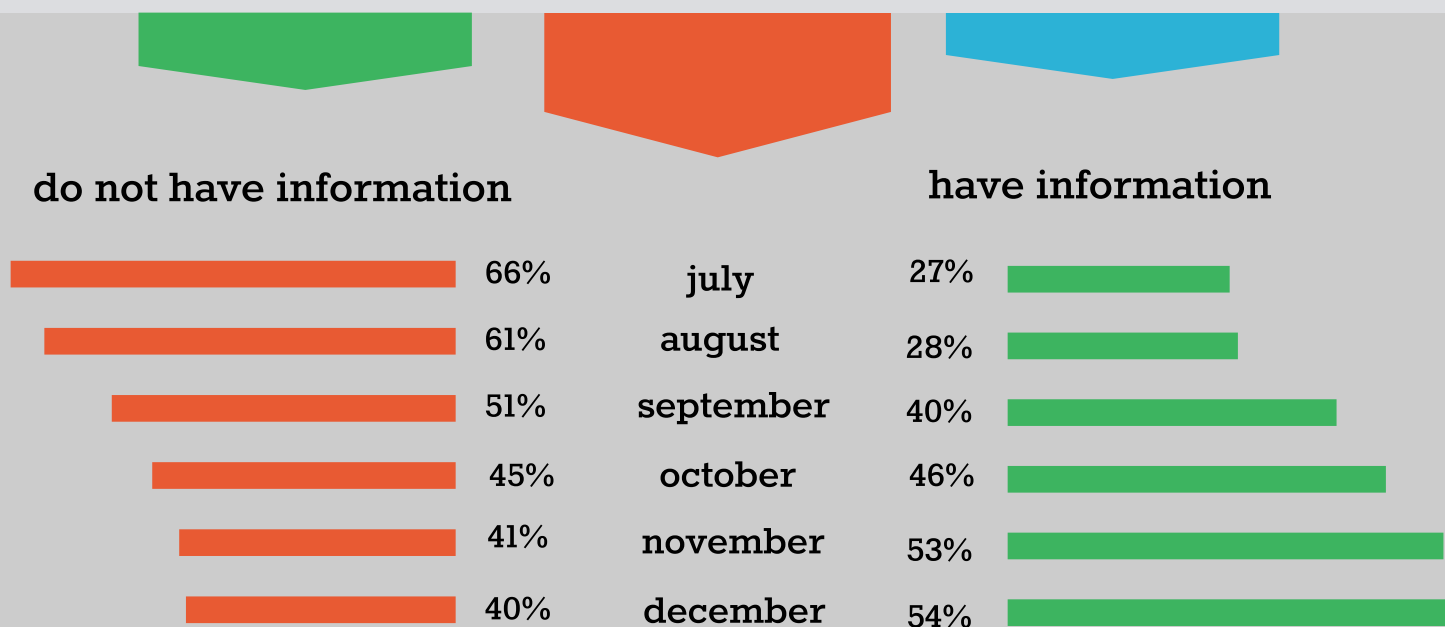
government plans
unclear



reconstruction taking
too long

household perception surveys

ARE INFORMATION NEEDS ON RELIEF AND SUPPORT BEING MET?



In December, 40 percent of respondents did not have the information they needed whereas 54 percent did have the information they needed. Perceptions on information needs has stagnated in the past month, indicating a need for government and humanitarian partners to continue strengthening community outreach and dialogue efforts.

The top information needs for respondents continues to be news on government decisions and how to access shelter materials and register for relief support.

main information needs



news on
government
decisions



how to get
shelter materials



how to register/access
for support



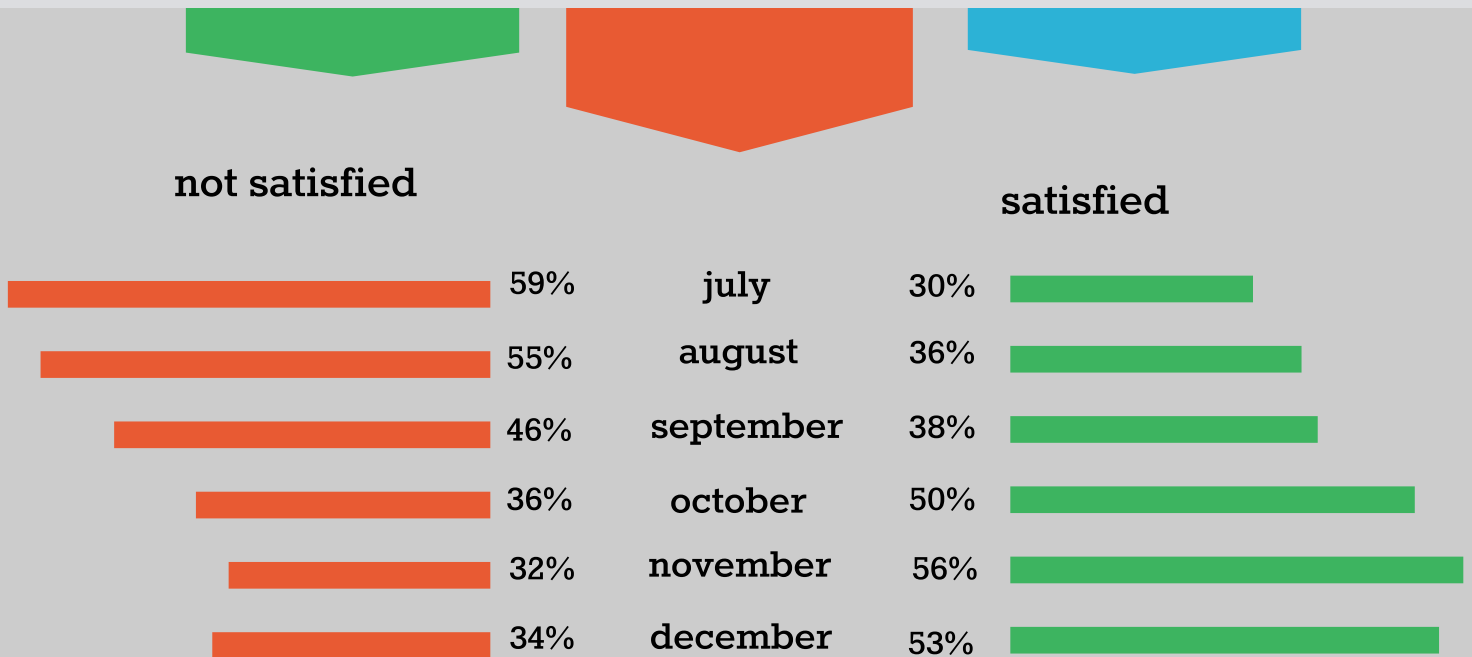
healthcare /
psycho-social
support



how to replace
personal
documentation

household perception surveys

SATISFACTION WITH NGOs IN EARTHQUAKE RESPONSE



In December, 34 percent of respondents were not satisfied with NGOs in response efforts whereas 53 percent of respondents were satisfied. Perceptions in December indicate a slight decrease in positive perceptions since November.

Reasons for dissatisfaction include unclear plans from NGOs, promised relief that was not provided, and reconstruction taking too long.

reasons for dissatisfaction



promised relief
but never
received



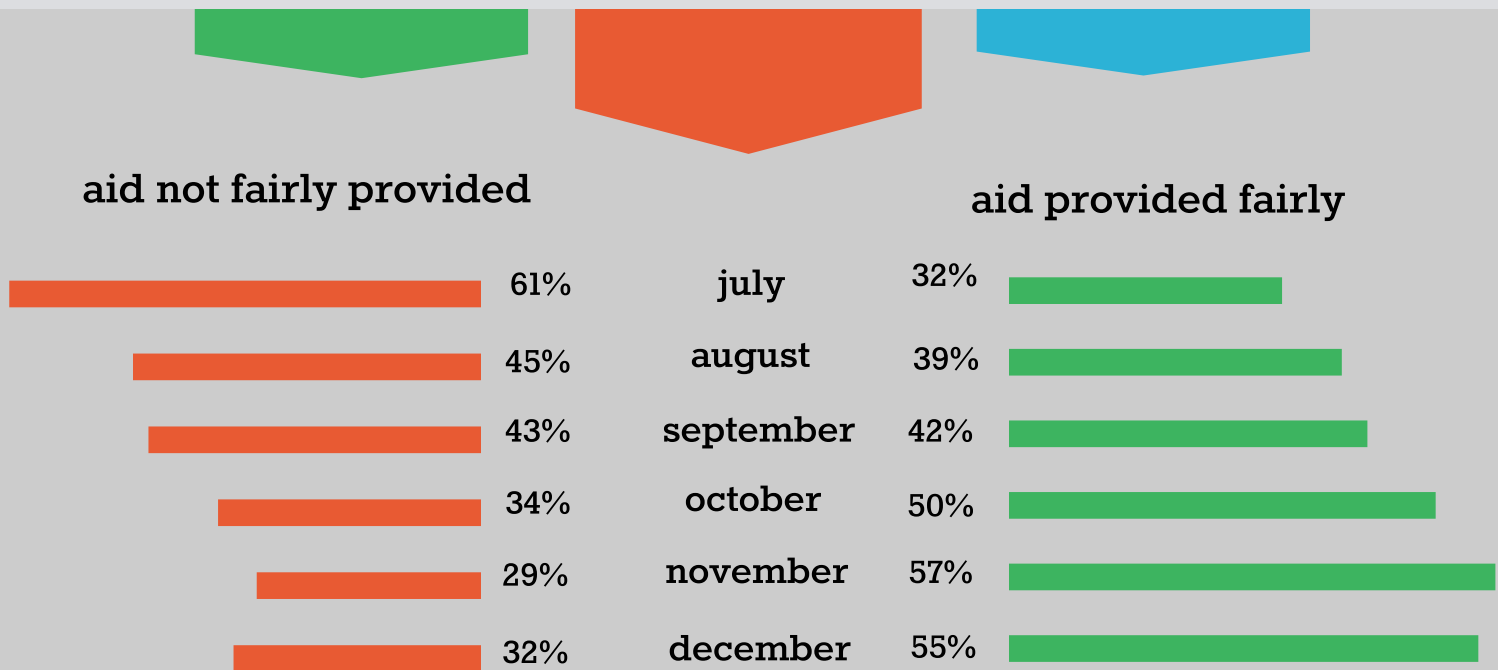
NGO plans
unclear



reconstruction
taking too long

household perception surveys

DO YOU FEEL AID IS PROVIDED FAIRLY?



In December, 32 percent of respondents did not feel aid was provided fairly while 55 percent did feel aid was fairly provided. This is a slight increase in negative perceptions, which may reflect increased winterization based distributions and resulting perceptions on fairness.

Respondents who perceive aid as unfairly provided believe aid was provided on first come first serve basis or was based on networks (political parties and caste system) or distance from the main road.

reason why aid not fairly provided



based on first come, first
serve



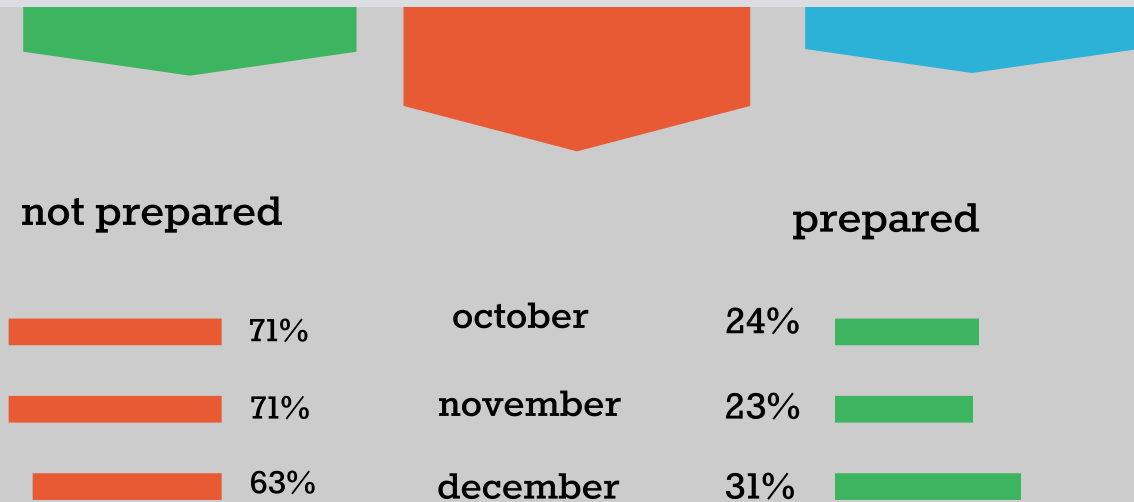
based on networks (political
parties, caste system)



based on distance from
main road

household perception surveys

ARE YOU PREPARED FOR WINTER?



In December, 63 percent of respondents do not feel prepared for winter with 31 percent of respondents feeling prepared. This is an improvement from the previous round, which is likely a result of the increased distribution of winter support, particularly the government cash support. The main needs for respondents to prepare for winter include shelter to protect against cold, warm blankets/clothing and fuel.

main needs for winter preparedness



shelter that protects
against cold



warm blankets
and clothing



fuel/gas

household perception surveys

PROBLEMS RELATED TO CHILDREN IN POST EARTHQUAKE PERIOD



have problems



do not have problems



In December, a total of 40 percent of respondents stated they do have problems related to children in their household.

The main concerns raised by respondents were winter preparedness (clothing and housing), school safety and healthcare.

main problems for children



not prepared for
winter (schools,
shelter, clothing, etc.)



Structural safety
of schools and
home



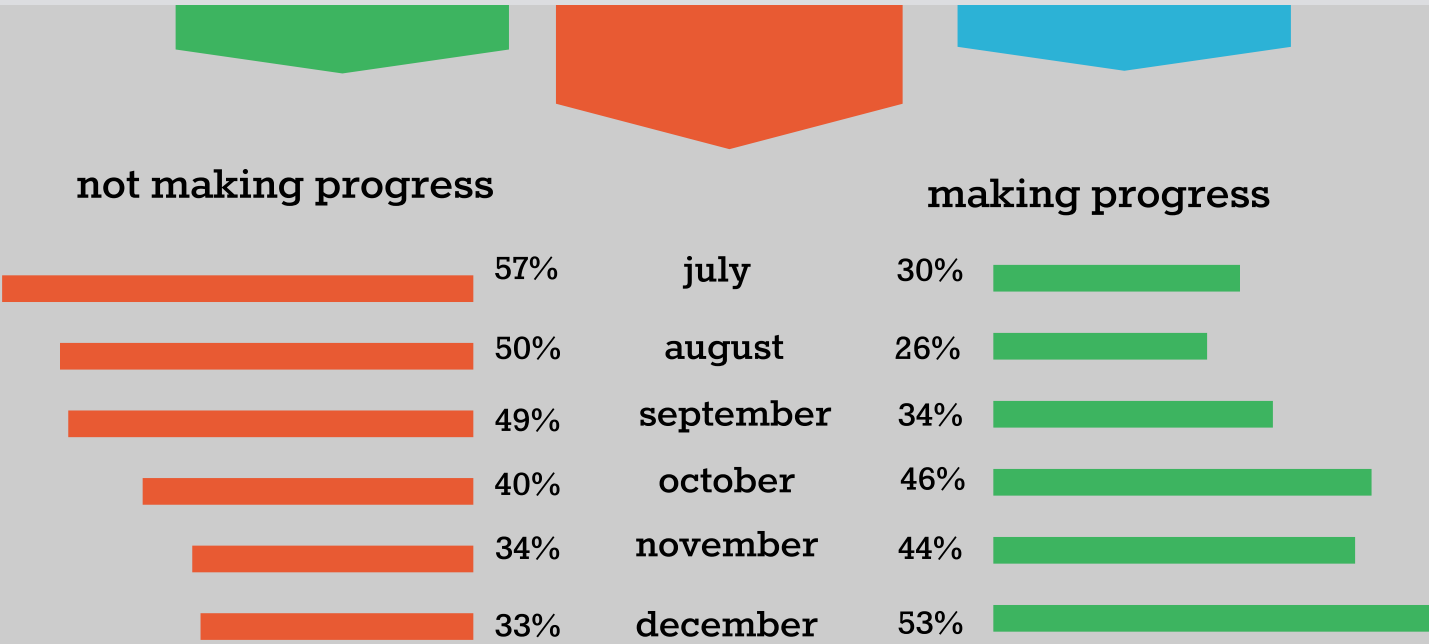
access to education
(due to closure)



healthcare

household perception surveys

IS POST EARTHQUAKE RELIEF EFFORT MAKING
PROGRESS?



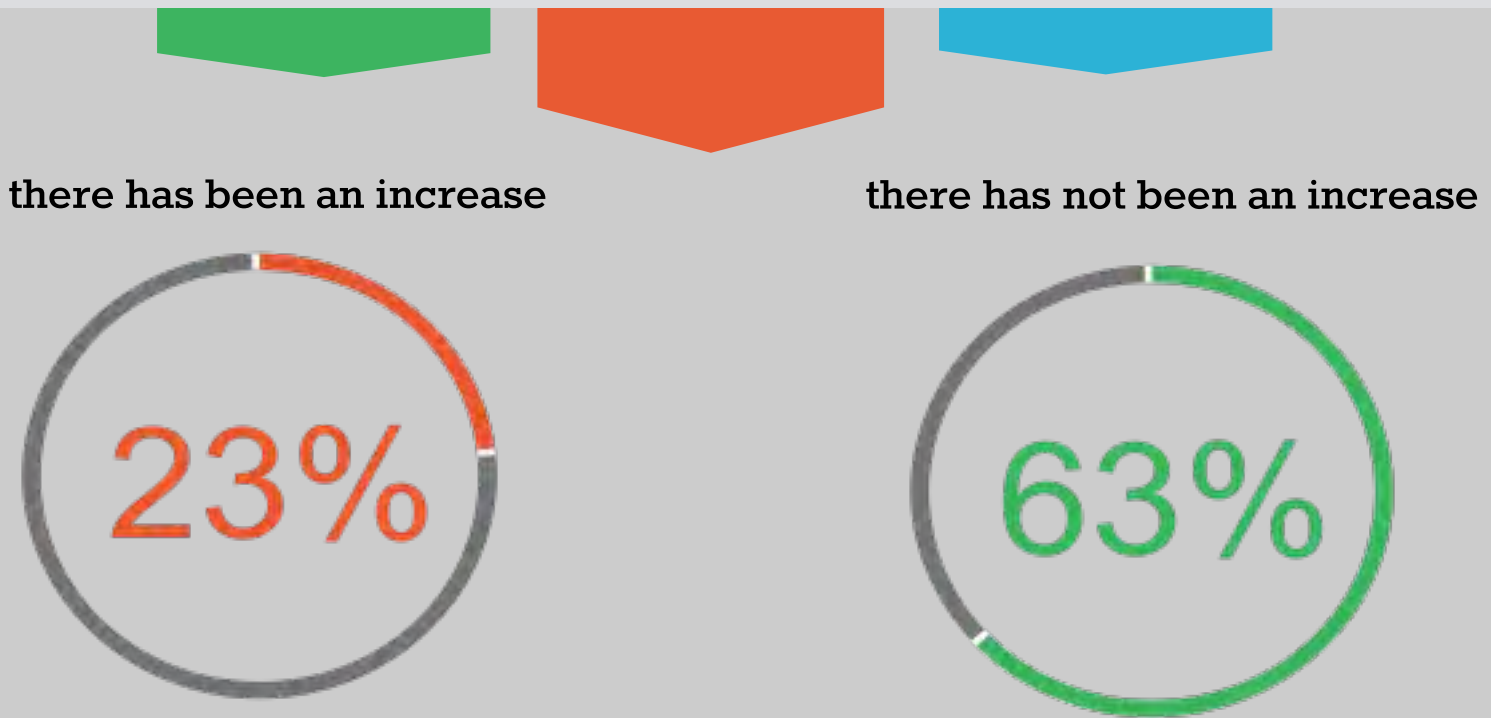
In December, 33 percent of respondents did not believe the earthquake relief has made any progress whereas 53 percent of respondents did see progress. This is a improvement in positive perceptions since the last round.

It should be noted that this issue relates to response and relief and may not take into account perceptions on reconstruction progress.

While the overall improvement in perceptions is positive, serious concerns around winter preparedness and reconstruction remain.

household perception surveys

INCREASE IN TENSION OR RISK OF VIOLENCE OR HARASSMENT SINCE THE EARTHQUAKE



In December, all respondents (male and female) were asked about tensions since the earthquake. A total of 23 percent of respondents (21 percent female and 23 percent male) believe there has been an increase in tensions or the risk of violence or harassment.

The main sources of this include community members, and strangers.

sources of tension, violence or harassment



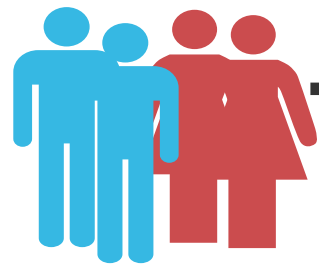
strangers
community members

TARGETED PERCEPTION SURVEYS

In December, the Common Feedback Project conducted another round of targeted perception surveys for Education, Shelter and Early Recovery. These questions were also asked in the October round of perception surveys.

The December round of targeted surveys highlight a continued perception among communities that reconstruction of homes will rely on the support provided by the government through grants and loans.

A majority of respondents also believe that their community has not recovered from the earthquake. The key needs identified for community recovery include repairing community infrastructure, livelihood training, school recovery, safe spaces for women and children and investing in disaster risk reduction.



TARGETED PERCEPTION SURVEYS

In December, the Common Feedback Project worked with the Education, Early Recovery and Shelter clusters to gain insight on community perceptions on specific themes. These questions were also asked in October. A total of 1400 surveys across 14 districts were carried out.

do you feel that children in your family are in a safe place while attending school?



34 percent of respondents do not believe the children in their family are in a safe place while attending school. This is compared to 47 percent in October.



do you need to rebuild, repair or retrofit your home because of damage caused by earthquakes?

87 percent of respondents need to rebuild, repair or retrofit their home due to damages caused by earthquakes. This is compared to 84 percent in October.



where do you plan to get resources or funds to rebuild, repair or retrofit?



62%

60 percent of respondents plan on receiving a government grant to rebuild, repair or retrofit their home.

23%

23 percent of respondents plan on receiving a government loan to rebuild, repair or retrofit their home.



what factors do you base your decision to rebuild, repair or retrofit?

24 percent of respondents are waiting to rebuild, repair or retrofit their home until they are confident in government support.

24%

16%

16 percent of respondents will base their decision to rebuild, repair or retrofit their home on building guidelines released by the government and the availability of financial support.

12 percent of respondents will base their decision to rebuild their home on being able to gather resources to rebuild at once.

12%



do you feel your community has recovered from the earthquake?

63 percent of respondents do not believe their community has recovered. This is compared to 69 percent in October.



what are the main needs for your community to recovery?



Repair/rebuild community infrastructure



Reconstruction advice/training and livelihoods training



Reconstruction/repair of schools



Reduce risk of future disasters



Safe spaces for women and children

RUMOR TRACKING

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Project captures rumors and perceptions on the ground to eliminate information gaps between the media, humanitarian agencies and local people.

By providing local media and outreach workers with facts, Open Mic aims to create a better understanding of the needs of the earthquake affected communities and to debunk rumors before they can do harm.

Rumor tracking bulletins are issued every week to allow quick action from media and humanitarian agencies. Organizations and individuals interested in receiving weekly rumor tracking updates should contact Indu Nepal at indu@internews.org or Giovanni Congi at

giovanni.congi@one.un.org

In December 2015, the following rumors, concerns and questions were raised and tracked in affected communities:

- Concerns and questions around reconstruction plans and accessing support and guidelines to rebuild.
- Questions and concerns related to winterization support.
- Concerns related to health during winter/cold, particularly for women and children.

The collection of rumors, concerns and questions is only one element of the Open Mic Project. In addition, partnerships are being strengthened with media and humanitarian organizations to address these concerns raised by communities. For example, Oxfam is supporting Radio Sindhu in broadcasting information related to rumor tracking. Radio Gorkha has also voluntarily begun broadcasting weekly programs using rumor tracking information to reach communities. Additional partnerships are encouraged to ensure communities receive factual and timely information.

View all Rumor Tracking reports here:

<http://www.quakehelpdesk.org/openmic.php>

COMMUNITY FEEDBACK VIA PARTNER MECHANISMS

As part of the response and recovery efforts, humanitarian partners have been collecting feedback from the communities they serve. Working with these partners, the Inter Agency Common Feedback Project (CFP) has collected, collated and analyzed feedback received from multiple platforms to identify key themes and issues being raised by communities.

Each month, the CFP requests organizations complete a Common Feedback Form. The aim of this process is to capture and collate feedback received by implementing agencies.

By collecting feedback across channels, the CFP can elevate feedback from communities to all humanitarian partners to support adaptive programming in ensuring concerns and issues of communities are being addressed.

For the December 2015 report, the following feedback mechanisms were used to collect feedback:

- Feedback Desk
- Community Meetings
- Volunteer Monitoring Visit
- Toll free Number
- Suggestion Box
- Email
- Focus Group Discussions
- Radio Stations
- Local Journalists

It should be noted that the fuel crisis has added challenges in collecting feedback from communities through some of the above channels.



DISTRICTS FEEDBACK COLLECTED

Dolakha

Gorkha

Makwanpur

Sindhupalchowk



FREQUENCY

approximately

238

PEOPLE RAISED THIS ISSUE

? ISSUE - INSUFFICIENT AID DISTRIBUTION

Communities have made complaints regarding insufficient aid distributions, particularly cash aid, CGI sheets, construction materials, food items and basic commodities. Some beneficiaries have also raised concerns over the quality of aid due to improper storage.



ACTIONS TAKEN

In some areas, agencies have increased monitoring of aid distributions and storage to ensure quality of aid.



ACTIONS REQUIRED

Strengthened coordination amongst government and agencies to identify and target vulnerable communities, particularly in relation to vulnerability during winter.



"Due to the earthquake, my house was totally collapsed. I have one disabled son and two daughters who I cannot send to school. I hope to receive some support."

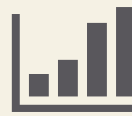


DISTRICTS FEEDBACK COLLECTED

Dolakha

Sindhupalchowk

Makwanpur



FREQUENCY

approximately

235

PEOPLE RAISED THIS ISSUE

? ISSUE - WINTER PREPAREDNESS

Communities have raised concerns over their difficulties during the winter, particularly in relation to coldness in temporary shelters. Communities are requesting winterization aid support, mainly for elderly and children.



ACTIONS TAKEN

Agencies and government have begun distribution of winterization kits, which includes warm clothes and blankets.



ACTIONS REQUIRED

There is a need to continue winterization support/aid distribution to ensure communities affected by the cold receive the necessary support. In particular, support should target vulnerable groups such as elderly and children.



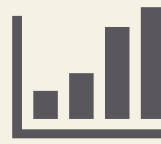
DISTRICTS FEEDBACK COLLECTED

Dolakha

Makwanpur

Sindhupalchowk

Sindhuli



FREQUENCY

approximately

220

PEOPLE RAISED THIS ISSUE

? ISSUE - RECONSTRUCTION SUPPORT

Communities have requested reconstruction support for long term shelters, suspension bridges, and schools.



ACTIONS TAKEN

Assessments are being carried out to determine support to be provided. Many agencies are providing technical guidance for reconstruction efforts.



ACTIONS REQUIRED

With the National Reconstruction Authority established, government and agencies must scale up and coordinate reconstruction efforts.



"Our house is fully damaged by earthquake. We are hoping to receive cash support for reconstruction."



DISTRICTS FEEDBACK COLLECTED

Dolakha

Sindhupalchowk



FREQUENCY

approximately

215

PEOPLE RAISED THIS ISSUE

? ISSUE - BENEFICIARY SELECTION

Communities have raised concerns over beneficiary selection and the fairness and timeliness of aid distributions. Individuals have complained over being excluded on beneficiary lists, due to political influence.



ACTIONS TAKEN

Government and agencies investigate complaints related to fairness and beneficiary selection to determine necessary resolution.



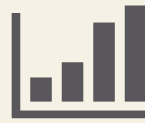
ACTIONS REQUIRED

Government and agencies need to continue formation and operation of investigation committees to ensure complaints and concerns over fairness are addressed.



DISTRICTS FEEDBACK COLLECTED

Dhading	Makwanpur
Dolakha	Nuwakot
Gorkha	Sindhupalchowk



FREQUENCY

approximately

210

PEOPLE RAISED THIS ISSUE

? ISSUE - WASH AND HEALTH

Communities have requested support in building latrines and repairing infrastructure to access clean water and adequate health care.



ACTIONS TAKEN

Government and agencies have begun to construct and repair latrines and pipelines. In addition, health posts are being repaired with training for health workers underway.



ACTIONS REQUIRED

Adequate and periodic monitoring and maintenance is required to ensure pipelines and latrines remain functional.



DISTRICTS FEEDBACK COLLECTED

Dolakha

Nuwakot

Sindhupalchowk

Sindhuli



FREQUENCY

approximately

100

PEOPLE RAISED THIS ISSUE

? ISSUE - FUNCTIONING AND SAFE SCHOOLS

Communities have requested support to ensure schools are safe and functional. The use of TLCs has become difficult in winter, resulting in lower school attendance. Communities have requested schools to be constructed or repaired and materials to be provided for children.



ACTIONS TAKEN

In some districts, agencies have provided education materials. Assessments are also underway to determine necessary structural support required for schools.



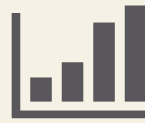
ACTIONS REQUIRED

There is a need to ensure school reconstruction is scaled up to ensure children have safe schools to attend.



DISTRICTS FEEDBACK COLLECTED

Dolakha



FREQUENCY

approximately

80

PEOPLE RAISED THIS ISSUE

? ISSUE - LACK OF INFORMATION

Communities have requested additional and timely information from government and agencies. In particular, communities seek information on upcoming or planned distributions, winter preparedness, and reconstruction support.



ACTIONS TAKEN

Agencies have engaged in different programs to share information with communities. This includes radio, community meetings, and street drama.



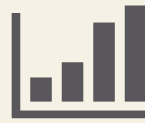
ACTIONS REQUIRED

Government and agencies must commit to continued and more effective information sharing with communities, particularly with reconstruction support beginning.



DISTRICTS FEEDBACK COLLECTED

Sindhupalchowk



FREQUENCY

approximately

45

PEOPLE RAISED THIS ISSUE

? ISSUE - LIVELIHOODS

Communities have requested support in livelihood support, particularly job assistance and capacity building.



ACTIONS TAKEN

Agencies are providing support with livelihood and vocational training.



ACTIONS REQUIRED

There is a need for scale up of early recovery based activities to support sustained income generation and capacity building.

COMMUNITY MEETINGS

December marked the first month of the Common Feedback Project's communications campaign, centered on interpersonal communications through community meetings. These community meetings are designed to "close the information loop."

They give affected people a chance to make their voices heard to relevant government authorities and representatives of I/NGOs working in their communities. The meetings also provide an opportunity for community people to interact directly with government stakeholders and I/NGO representatives to get clear answers to their questions, concerns and queries raised through Open Mic rumor tracking and Community Perception Surveys.

NUMBER OF MEETINGS

In December and early January, a total of 58 community meetings were held across 14 priority districts.



PEOPLE REACHED

A total of 2314 people participated and were directly reached through these community meetings. In addition, radio broadcasts have been aired in all 14 districts.

KEY ISSUES RAISED IN COMMUNITY MEETINGS

1 Fairness in distribution of victim ID card and winterization support.

In the community meetings, participants questioned why winter support was only provided to red card holders. In addition, people felt they were not adequately informed of timelines to obtain a card which has excluded them from additional support.

2 Confusion about reconstruction support plans/timeline, policies and entitlements.

The issue of reconstruction support was raised throughout community meetings. Questions and concerns raised related to grant support (and how current financial support fits within the overall scheme), guidance for reconstruction and timeline for support.

3 Suffering from cold due to delays in winterization support.

Participants in community meetings raised concerns over cold, particularly for elderly and children. Communities requested for immediate winterization support, particularly the cash support from the government.

ACTIONS AND SUCCESS STORIES

1 Fairness in distribution of victim ID card and winterization support.

VDC and Ward Secretaries were able to explain winterization support policies and beneficiary selection processes. During a community meeting in Mangaltar (Kavrepalanchowk), several community members raised concerns that they had not received the Rs. 15,000. The following day, the VDC Secretary called a meeting of government stakeholders at ward level to arrange cash distribution to those who did not receive it.

2 Confusion about reconstruction support plans/timeline, policies and entitlements.

Local government stakeholders (VDC and Ward Secretaries) and humanitarian agencies were able to explain reconstruction policies and plans and clarify entitlement support for communities.

3 Suffering from cold due to delays in winterization support.

After a local journalist published a short article on a community meeting in Pipaldanda (Sindhupalchowk) about cold weather concerns, a women's group, Sunaulo Bikalpa, brought warm clothing to the Dalit community in Pipaldanda.

Concerns raised in a community meeting near Ramechhap Bazaar were broadcast on a local radio program. As a result, local NGO White Zone committed to support 100 households with CGI sheets and food items.

KEY INFORMATION MATERIALS

The feedback received across mechanisms highlights the need for government and humanitarian partners to strengthen its communications with communities.

The Communicating with Communities (CwC) Working Group has been working with humanitarian partners and media to ensure key information reaches affected communities. This includes collecting key messages and materials for communications.

Organizations are encouraged to work with the CwC and share relevant materials that can be used to reach affected communities.



Link to DropBox folder for common materials:

<https://www.dropbox.com/sh/s1h9zisnpziowk0/AAC4wElMwPKQQ73ZtzlVetExa?dl=0>.



Any comments on this issue of the Common Feedback Report are welcome. Please contact Giovanni Congi at giovanni.congi@one.un.org