



Camp Committee Assessment - a tool for deciding how to work with camp committees

(Haiti, 2010)



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Developed in Haiti (2010) - available in English and French (with questions in Creole)

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A) Introduction

As a result of the 12th January 2010 earthquake 2.3 million people were displaced resulting in over 1300 camps, with 1.6 million residents¹. The camps vary in terms of size (from a few tents to up to 50,000 people); how they were formed (while some were planned the majority formed spontaneously after the earthquake); and level of support and management from NGOs and agencies (it is estimated that around 30% have camp management agencies). A factor common to many camps, however, is the presence of some form of camp committee, or as in the case of some camps, multiple camp committees.

As in all contexts, NGOs and aid agencies are accountable to a number of different stakeholders, but in particular to those women, men, girls and boys they are seeking to assist. In brief, accountability can be defined as the means through which power is used responsibly. It involves taking account of, and being held accountable by, those affected by the emergency. For humanitarian organisations, accountability to affected-people helps programmes to meet people's needs, and reduces the possibility of errors, abuse and corruption. This results in more effective and better quality programmes, and enables organisations themselves to perform better.

The HAP 2007 Standard in Humanitarian Accountability and Quality Management², was adopted in 2007 to define in more detail what accountability means in practice, and identifies what matters most in the way agencies work with affected-communities. In assessing how,

¹ Haiti 6 months after July 2010, UN

² The HAP 2007 Standard in Humanitarian Accountability and Quality Management is available in [English](#), [French](#) and [Creole](#) For more information about HAP see www.hapinternational.org

following the earthquake in Haiti, agencies could strengthen their accountability, the camp committees were identified as playing a key role.

B) The role of camp committees in camp management and the allocation of aid

Camp committees can play a key role in the management of camps, and in Haiti, frequently act as the primary interface between NGOs and the wider camp population. Significant decision-making power is often allocated to these committees, related, for example, to the type and distribution of aid, selection of beneficiaries, and assistance for more vulnerable groups. However, the roles and responsibilities of the committees and the expected code of conduct are often undefined, and unknown to the wider camp population. The structure, function, effectiveness and credibility of these committees therefore impacts significantly upon the capacity of NGOs to meet their humanitarian commitments. The committees may also play a role in NGO accountability, and so the quality of programmes.

When working well, camp committees can help to ensure a high level of participation in camp management and that aid reaches those who are most in need. An effective camp committees system should ideally provide access to local knowledge, facilitate the collection of accurate data for the provision of aid, foster community ownership and empowerment, enable more efficient programme delivery, and ensure that programmes are tailored to local needs and circumstances.

There are, however, numerous risks associated with reliance upon the camp committee system in the absence of appropriate assessment or sufficient checks and balances. For example, aid may not be distributed impartially; corruption, exploitation and abuse may occur; the needs of diverse groups (including women, men, children, elderly, disabled, and other groups) may not be identified; and the collaboration between an agency and a particular committee may alter local power structures in existence prior to the emergency in ways that are detrimental to some groups.

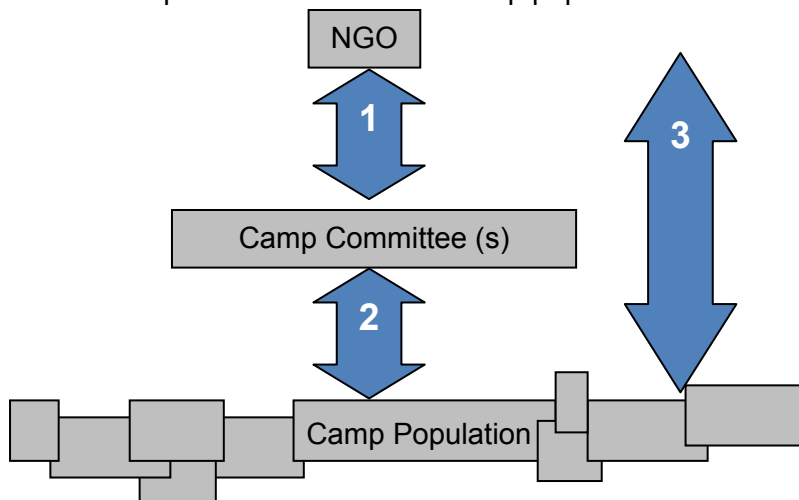
C) Purpose of this tool and key areas of focus

This tool aims to assist humanitarian agencies make an assessment of the current structure and role of the committees in the camps where they are working. Based on input from the committees themselves and the wider camp population, this tool will enable agencies to consider how best to work with both the committees and the wider camp population they are representing, with the ultimate aim of strengthening agency accountability to beneficiaries, and through this programme quality .

The camp committee assessment tool aims to:

- 1. Map existing committee(s)***
Including committee(s)' composition, election processes and relations between committees and pre-existing governance structures and local government authorities.
- 2. Understand current roles and functions of the committee(s)***
Including how they are working with the wider camp population, their role in ensuring beneficiary participation, sharing information and handling complaints linked to NGO activities.
- 3. Understand the extent to which the camp population feel the committee(s) are able to represent their views and needs***
Including whether different groups perceive the committee(s) as representing their needs.
- 4. Identify means by which the agency can improve ways of working with the committee and wider camp population.***
Including how the wider camp population would prefer to work with the camp committees and the NGOs, and how committees believe they could best represent their communities and work with the NGOs.

Through seeking the opinions of different committee(s), and different groups within the camp (including women, men, children, elderly, disabled and others), this tool can provide important information for agencies in establishing the most effective and accountable means to work with the camp committees and the camp population as a whole.



This tool focuses on understanding the existing practice between the camp committees and camp population (2) – recognising that the camp population is made up of different groups of people who may have different views and needs.

And in doing so seeks to understand how the relationship between the NGO/agency and the committee (1), and the NGO/agency and the wider camp population (3) can be improved.

Who this tool is aimed at

The tool is designed to be used by NGOs and agencies working in camps with camp committees, whether as a camp managing agency, an existing service provider (in a managed or unmanaged camp), or in planning how to implement new projects in new camps.

Applicability to other settings

While this tool focuses in particular on the camp setting in Haiti, it could be adapted and applied to other settings in which NGOs are working with committees, or groups, as representatives of a larger affected community.

Links between this tool and the HAP 2007 Standard

This tool focuses in particular on benchmark 3 – participation - which states that “agencies shall enable beneficiaries and their representatives to participate in programme decisions and seek their informed consent”. In addition this tool also looks to explore the role the committees are currently playing as part of how agencies share basic information about the agency and the planned activities with the camp population (benchmark 2); and how agencies receive and respond to complaints from the camp population about the agency’s activities, including staff behaviour (benchmark 5).

Outside the scope of this tool

This tool does not specifically explore the agency’s policies, systems and approaches that guide their way of working with committees. The findings, however, can provide a basis for making an informed decision on how to work with the committees, and the level of decision making power to give to them, and upon which agencies can establish a more rigorous and comprehensive approach to accountability to affected communities.

Process of developing and testing this tool

This tool was initially developed and tested as part of work undertaken by HAP with ACTED, in a large, managed camp. Following an overwhelmingly positive response on the need for such a tool, IOM and HAP worked in collaboration to tested and further refine the tool, working with 17 IOM staff in three camps (both managed and unmanaged), with additional participation from Réseau National de Défense des Droits Humains (RNDDH) and Department of Civil Protection. The tool has been jointly launched by HAP and IOM.

D) Methodology

The methodology and questionnaires provide an example framework for exploring the four aims above, but will need to be adapted to the context of the individual camp and objectives of the NGO. The seven steps below cover preparation, through to collecting data, to analysing and using the findings.

a) Preparation

i. Refine the objectives and the assessment tool – to meet the needs of the agency

The tool will need to be adapted based on existing knowledge of camp structure and known committees. This may be gathered from NGO staff or other key informants working in the camps.

Points to consider:

- Ensure senior management commitment to using the findings from the camp committee assessment before starting.
- While mapping the camp structure and committees as part of this initial stage may provide a start to understanding existing committee(s), a more complete picture will be formed following the field work.
- There is often discussion on the most appropriate terms to use when talking about other committees in a camp who are not part of the central committees. Terms to date include 'sub', 'zone' or 'block' committee. As part of adapting the assessment tool, the terminology should also be considered.
- Each camp is different, so the approach will need to be adapted based on the context. Below are a few factors that will influence the approach and time needed:
 - + Camp size and complexity
 - + The existence of multiple committees (e.g. sectoral, central, zone committees).
 - + Which interest and sub groups to interview – ensuring gender, age and other factors such as disability are taken into account when selecting who to speak to.
 - + The level of crime and gang dominance



ii. Selecting the team and conduct ½ day training session to familiarise all with the tool

The assessment should be led by a designated staff member, working with other field staff in teams of two. The more people involved, the more data can be gathered.

Points to consider:

- It is assumed that all involved have skills applicable to conducting focus group discussions and semi-structured interviews.
- Involving staff from other camps or sectors may result in more objective findings and discussions, and can help to bring new perspectives on some of the challenges faced.



b) Collecting data (suggested time: 2-3 days depending upon number of committees and size of camp)

iii. Discussions with each of the committees

Depending on the camp this may include: central, zone/block, and/or sector committees. About 1-1½ hours should be allowed for each committee.

Tools: Camp Committee Questionnaire; Discussion Guide.

Points to consider:

- It is advisable to start with speaking to known existing committees, to understand how things are working from their perspective. Other committees may also be identified as a result of talking to the wider camp population.

- It is advisable for staff who do not normally work in direct contact with the camp committees to facilitate the discussions with them. If it is possible to speak with most of the camp committee it can be interesting to have several discussions in parallel with different members of the committee so the answers can be compared, and to allow quieter members to speak. This will depend on the time and number of teams available for the assessment.
- It may help the assessment teams with subsequent discussions if they all understand the role and main points arising from the discussion with the central committee. After the end of the interview with the central committee it is advisable to compare and consolidate all notes into one questionnaire.



iv. Discussions with the wider camp population – including groups that represent different community members based on gender, age and those who may have specific needs.

Through a combination of:

- a) Focus Group Discussions with different groups. About 1 – 1½ hours should be allowed per focus group.
- b) Individual and family interviews, randomly selected during a transit walk to different geographical zones, identifying people to speak to on route. About 10 – 30 minutes should be allowed per interview.

Tools: Camp Population Questionnaire; Discussion Guide.

Points to consider:

- It is important to reflect on who is setting up the Focus Group Discussions, if it is one of the committees it is likely they will select people who know them better, which may not represent wider views.
- As part of these discussions it is important to ensure that all relevant segments of the population are involved. In particular the discussions should seek the views of groups who may have specific needs such as disabled, women, pregnant women, elderly, young/children. It is also important to ensure discussions are held with people from different geographical zones of the camp.
- When in the camp it is important the assessment is presented in a manner that is not viewed as a threat to committees, but as a means for the agency to improve how they are working with the committee and camp population (see the discussion guide for suggestions on this).
- If several assessment teams are working in one camp daily debriefs can be used to share findings, themes and issues as they arise that need to be considered during the following day(s).
- After the end of each focus group discussion it is advisable to compare and consolidate all notes into one questionnaire.



c) Analysing data and using the results (suggested time: 1 day)

v. Analysing the results and identifying trends

The main findings can be identified either jointly with members of the assessment team, or by a lead person (based on the completed questionnaires).

Tools: Camp committee assessment analysis guide



vi. Identifying actions based on the findings

Based on the findings actions for improving ways of working should be identified. These may be a combination of actions suggested by the committee and camp population, and actions identified by the assessment team.

The findings and actions should be shared and jointly agreed with key stakeholders. This may include senior managers in the NGO, and other NGOs working in the same camp.

E) Using the results

Due to the diversity of camps and camp committees in Haiti, the findings from different locations are likely to be equally varied. Each camp will likely require different approaches and responses in order to strengthen practice. Below are some ideas for strengthening how NGOs are working with camp committees that could be considered in most camp settings, although the priority and approach needed will depend on the assessment findings. Below these there are additional suggestions that are camp specific. Which of these suggestions to apply, will depend on the assessment findings. It should be noted that these ideas are not exhaustive and need to be reviewed in light of the findings from each camp and adapted accordingly. The ideas are based on the current context in Haiti where dismantling an existing committee, or re-electing new members, is rarely an option.

1. *Build direct contact and collaboration between the NGO and wider camp population, in addition to contact via the committee* – in order to share key information directly with the population, and understand needs and views of different groups. Besides public meetings, this may include working with other pre-existing structures and/or setting up groups of people who may have specific needs (such as disabled people, pregnant women, elderly, and children).
2. *Establish on-going monitoring of the camp committees as part of project monitoring* – for example monitoring how decision making power is used in a way that is in line with the agency's commitments (for example commitment to impartiality), and verifying committees are working as agreed. This could entail a strong emphasis on involving the camp population in the monitoring efforts.
3. *Clarify roles, responsibilities and code of conduct of the committee* - including what the agency expects from the camp committee, and what the camp committee can expect from the agency. A joint working session with both representatives from the agency and committee could be used to understand expectations, and clarify roles and responsibilities, plus expected behaviour as a committee member. The results of this could be communicated in a Terms of Reference or a binding MoU or code of conduct, and should include: the role of the committee in sharing information, involving population in decision

making (including understanding the needs of specific groups), and handling of complaints; plus agreed modes of working and behaviour (including that aid should not be used for personal gain or exchanged for sexual favours). The roles, responsibilities and code of conduct should be shared with the camp population.

4. *Clearly communicate the roles and responsibilities of the committee to the camp population* – this may include who the committee members are; their role; and how the NGO will work with them, other groups and the wider camp population.
5. *Establish a complaints and response mechanism* – that enables camp population to safely raise complaints directly with the NGO so problems can be quickly identified and addressed. Complaints may be about the quality of aid, staff behaviour, or the role/behaviour of the committee.
6. *Develop guidelines for staff on how to work with committee(s)* – outlining, for example, what information to share with committee(s) and when, and how to involve the committees in various program phases. This would ensure that staff in all sectors and camp management would follow the same approach.

In addition to the above, below are further suggestions that focus on changing the capacity and amount of decision-making power that the committee has (either to increase or decrease the role the committee plays). The degree to which agencies seek to change the dynamics of the current committees will greatly depend on the context identified in the assessment, and will affect the approach needed. It should be noted that these suggestions are based on a context where dismantling and re-electing a committee may not be possible.

7. *Involve the committee more* - for example, in: sharing information; participating themselves in the project throughout (for example from design, implementation, to monitoring); ensuring needs and views of different groups are heard and involved in decision making; and receiving complaints.
8. *Reduce the amount of decision-making and/or allocation power given by the NGO to the camp committee* – This may involve the NGO staff having increased presence and working closely alongside the committee as part of beneficiary selection, the distribution of aid, and monitoring activities; and the NGO working more directly with other groups in the camp who are also involved in decision-making; increasing transparency to the wider camp population on the planned activities to reduce options for corruption; and ensuring a safe and accessible complaints and response mechanism that enables the camp population can raise complaints directly with the NGO.
9. *Build the capacity of the committee* so that they can better perform and meet expectations, and are able to better work as a committee and with the camp populations. This may

include capacity building on how to select beneficiaries, how to hold meetings, how to engage with different groups and identify specific needs, and more.

10. *Adjust the gender balance and representation of groups of specific needs in the camp committee* - this may involve a combination of ensuring specific groups have representatives participating in the committee, and also that these representatives are able to play an active role and are listened to.

F) Assessment tools

1. Camp Committee Questions
2. Camp Population Questions
3. Discussion Guide
4. Analysis tool



1 - Camp committee questions (English)

1 - Kesyon pou komite kan an (Kreyòl)

Name of committee
Non komite a

Name of camp
Non kan an

Zone - block in the camp
Blòk – katye anndan kan an

Date
Dat

Interviewers
Moun k ap fè antrevi a

Observational Notes / Nòt dobsèvasyon

Committee members present / Manm komite ki prezan:

No. of participants
Kantite patisipan

Female
Kantite fi

Male
Kantite gason

Questions Kesyon yo

Section 1 - Mapping of committee structure Seksyon 1 - Enfòmasyon konsènan komite a

1a) How many committees are there in the camp?
Konbyen komite ki gen nan kan an?

Number / Kantite:

1b) If more than one: What is the difference between these committees?
Si gen plis pase youn: Ki diferans ki genyen ant diferan komite sa yo?

1c) Why are there several committees in this camp?
Poukisa gen plizyè komite nan kan sa a?

1d) How many members in your committee?
Konbyen manm ki nan komite paw la?

Number / Kantite:

1e) What date was your committee created?
Depi ki lè komite ou a fòme? Depi ki dat?

1f) How many female members are there in the committee?
Konbyen manm nan komite a ki se fi?

Number / Kantite:

1g) How are committee members selected?
Kijan yo chwazi manm komite yo?

Elected by all the population
Tout moun te chwazi yo

Elected by some
Kèk moun te chwazi yo

Self Chosen
Yo te chwazi tèt yo

1h) Are any government officials involved in the camp committee or in the camp management?
Eske gen ofisye gouvènman an ki enplike nan komite kan an oubyen nan jesyon kan an?

If yes, who...
Si ou te di wi, kiyès...

and how....
epi kijan yo enplike...

1i) Are any civil society organizations/social associations involved in the camp committee or in the camp management?
Eske gen òganizasyon sosyete sivil / asosyasyon sosyal ki enplike nan komite kan an oubyen nan jesyon kan an?

If yes, who
Si ou te di wi, kiyès...

and how...
epi kijan yo enplike...

Section 2 – Function and role of committee: in participation, information sharing and complaints handling

Seksyon 2 - Fonksyon ak wòl komite a: nan patisipasyon, pataj enfòmasyon e jesyon plent

2a) How often is your committee meeting with all the members?
Chak kilè komite a fè reyinyon avèk tout manm yo?

2b) Does your committee meet with the people living in the camp?
Eske komite paw la fè reyinyon ak moun yo kap viv nan kan an?

Yes / Wi

No / Non

i) How does the committee meet the people living in the camp, and how often?
Kijan komite a fè reyinyon ak moun k ap viv nan kan yo, epi chak kilè?

ii) How are public meetings announced?
Kijan nou anonse reyinyon piblik yo?

2c) Who are the more vulnerable groups in this camp?
Nan kan sa a, ki group moun ki pi vilnerab?

2d) How does the committee get to know the needs of these vulnerable groups?
Kijan komite a fè pou l konnen bezwen group moun vilnerab sa yo?

2e) How does the committee make decisions?
Kijan komite a pran desizyon?

Vote
Vòt

Several people
deciding
Kèk grenn moun
kap decide

One person
deciding
Yon mounkap
deside

Other
Lòt

2f) Can committee members be voted out if they don't perform well?
Eske yo ka vote pou yo retire fonksyon yon manm komite si li pa bay yon bon travay?

Yes / Wi

No / Non

2g) How much time is each committee member using per week for
committee work?
Ki kantite tan chak manm komite pase ap fè travay komite a chak
semèn?

Number of hours /
Kantite èdtan:

2h) In case there are more than one committee, how are the committees working together?
Si gen plis pase yon sèl komite, kijan komite yo travay ansanm?

2i) Have the NGOs shared their expectations on the roles and responsibilities of the committee?
Eske ONG yo te pataje atant yo nan zafè wòl ak responsabilite komite yo?

Yes / Wi

No / Non

2j) Do you feel you are informed about activities in the camp?
Eske ou panse ou byen enfòm sou aktivite kap fèt nan kan an?

Yes / Wi

No / Non

2k) Where do you get the information from?
Ki kote w jwenn enfòmasyon sa yo?

2l) Do you share this information with the population in the camp?
Eske ou pataje enfòmasyon sa yo ak moun yo k ap viv nan kan an?

Yes / Wi

No / Non

If yes, how...
Si ou te di wi, kijan...

2m) Do the people in the camp tell the committee about their complaints?
Eske moun yo k ap viv nan kan an pòte plent yo bay komite a?

Yes / Wi

No / Non

2n) In case you receive complaints, what do you do with them?
Lè ou resevwa plent, kisa ou fè ak plent sa yo?

Section 3 – Possible improvements **Seksyon 3 - Amelyorasyon posib**

3a) How would you improve the way your committee is working with the camp population?
Kijan ou tap fè pou amelyore fason komite yo ap travay ak moun k ap viv nan kan an?

3b) How would you improve the way your committee is working with the NGOs?
Kijan ou tap fè pou amelyore fason komite paw la ap travay ak ONG yo?

2 - Camp population questions - for focus groups and individual/family discussions (English)

2 - Kesyon pou popilasyon kan an – pou diskisyon avèk gwoup “fokis” e avèk endividi / fanmi (Kreyòl)

Name of camp:
Non kan an:

Zone - block in the camp:
Blòk – katye anndan kan an:

Date:
Dat:

Interviewers
Moun k ap fè antrevi a

Participants' data / Enfòmasyon patisipan

- For Group Session / Pou sesyon gwoup

No. of participants
Kantite patisipan

Female
Kantite fi

Male
Kantite gason

- For Individual Session / Pou sesyon endividyèl

Age
Laj

Gender
Fi oubyen gason

Notes on characteristic / Enfòmasyon sou karakteristik:

Disabled Moun enfim

Pregnant woman Fanm ansent

Other: Lòt:

Questions / Kesyon yo

Section 1 – Mapping of committee structure

Seksyon 1 - Enfòmasyon sou komite a

1a) Is there a committee in the camp?

Eske gen yon komite nan kan an?

Yes / Wi

No / Non

1b) How many committees are there in the camp?

Konbyen komite ki gen nan kan an?

Number / Kantite:

1c) If more than one: What is the difference between these committees?

Si gen plis pase youn: Ki diferans ki genyen ant diferan komite sa yo?

1d) How many members are there in the in Central Committee?

Konbyen manm ki genyen nan komite santral la?

Number / Kantite:

1e) How many members are there in your Sub-Committee?

Konbyen manm ki genyen nan sou komite ou a?

Number / Kantite:

1f) Can you tell me the names of the members?

Eske w ka di m non manm yo?

Central Committee / Komite santral:

Sub-Committee / Sou komite:

1g) Are all the members of the Central Committee living in the camp?
 Eske tout manm komite santral la ap viv nan kan an?

Yes / Wi

No / Non

1h) How where the central committee members chosen?
 Kijan yo te chwazi manm komite santral la?

Elected by all
 the population
 Tout moun te
 chwazi yo

Elected by some
 Kèk moun te
 chwazi yo

Self Chosen
 Yo te chwazi tèt yo

Other / Lòt:

1i) How where the Sub-Committee members chosen?
 Kijan yo te chwazi manm sou komite ou a?

Elected by all
 the population
 Tout moun te
 chwazi yo

Elected by some
 Kèk moun te
 chwazi yo

Self Chosen
 Yo te chwazi tèt yo

Other / Lòt:

1j) Please give more information on how they were chosen:

Eske ou ka ba m plis enfòmasyon sou kijan yo te chwazi yo:

Description, Central Committee / Deskripsyon, komite santral Description, Sub-Committee / Deskripsyon, sou komite
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Section 2 – Function and role of committee: in participation, information sharing and complaints handling

Seksyon 2 - Fonksyon ak wòl komite a: nan patisipasyon, pataj enfòmasyon e jesyon plent

2a) What is the role of the Central Committee?
Ki wòl komite santral la?

*Can you give an example of what the Central Committee does?
Eske ou kapab bay kèk egzanp de sa komite santral la fè?*

2b) Do you meet with members of the Central Committee?
Eske nou konn gen reyinyon ak komite santral la?

Yes / Wi

No / Non

i. How often
Chak kilè

ii. How do you meet
Kijan nou reyini

Group
An gwoup

Individually
Endividyèlman

iii. If formal meetings, how do you hear about them?
Lè pral gen reyinyon, kijan nou fè konnen?

2c) Do you meet with the members of your Sub-Committee?
Eske nou konn gen reyinyon avèk sou komite ou a?

Yes / Wi

No / Non

ii) How often
Chak kilè

iii) How do you meet
Kijan nou reyini:

Group
Gwoup

Individually
Endividyèlman

iv) If formal meetings, how do you hear
about them?
Lè pral gen reyinyon, kijan nou fè
konnen?

2d) Which committee do you feel more comfortable to talk with about views and needs?
Ak ki komite ou santi w pi alèz pou pale?

Central Committee
Komite Santral la

Sub-Committee
Sou komite ou a

Neither
Okenn nan yo

2e) Do you think the committee listen to you?
Eske nou panse komite a tande nou?

Yes
Wi

No
Non

I don't know
M pa konnen

2f) Do you feel that the committee tells the NGO what your needs are?
Eske nou panse komite a di ONG yo ki bezwen nou genyen?

Yes
Wi

No
Non

I don't know
M pa konnen

2g) Are there other groups or people who you tell your needs to?
Eske nou gen lòt gwoup moun nou di bezwen nou yo?

Yes
Wi

No
Non

I don't know
M pa konnen

Who and why.....
Kiyès e poukisa....

2h) Are you informed about activities in the camp?
Eske yo fè ou konnen lè gen aktivite nan kan an?

Yes / Wi

No / Non

2i) How do you find out about what's going on in the camp?
Kouman nou fè pou nou aprann sa k ap pase nan kan an?

2j) If you want to know more information what do you do (who do you ask)?
Si ou bezwen plis enfòmasyon, kisa ou fè (kimoun ou mande)?

2k) If you have a complaint about the NGO activities or staff behavior do you share it with the committee(s)?
Si ou gen yon problem ak aktivite yo oubyen yon manm ONG, eske ou di komite (yo) sa?

Yes / Wi

No / Non

2l If yes, what has been your experience with this?
Si ou te di wi, ki kalite eksperyans ou gen avèk sa a?

If no, why not?
Si ou te di non, poukisa ou pa fè sa?

Section 3 – Improvements **Seksyon 3 - Amelyorasyon**

3a) What would be a good way for the NGOs to know your needs and feedback?
Kijan ONG ta kapab konnen bezwen e remak nou yo?

3b) How can the committees work better in the camp?
Kijan nou panse komite yo ta ka travay pi byen nan kan an?

3c) What is the best way for you to find out the information about camp activities?
Ki pi bon mwayen pou nou ta jwenn enfòmasyon sou aktivite ki genyen nan kan an?

3d) If you have a complaint (about an NGO's activity, or their staff) who would you prefer to tell?
Si w gen yon plent (kont aktivite yon ONG oubyen staf li) kiyès nou ta pito di sa?

NGO / ONG

Central
Committee /
Komite santral la

Sub-Committee /
Sou komite ou a

Other / Lòt:

3e) If you have a problem with one of the members of the (Central or Sub-) Committee, who would you prefer to tell?

Si ou ta gen yon problem avèk yon manm komite santral oubyen avèk yon manm sou komite ou a, kiyès ou ta pito di sa?

NGO / ONG

Central Committee Komite santral la

Sub-Committee / Sou komite ou a

Other / Lòt:

Observational Notes / Nòt dobsèvasyon



3 - Discussion guide (camp committee and population)

Target group: Camp committee and camp population covering different areas/zones in the camp, and including members from specific groups (men, women, children, elderly, disabled and others who may have specific needs or be more marginalised).

Discussion Format: The discussions (whether focus group or individual/family interview) should be held in an informal and relaxed manner. The building of trust is crucial in gaining the needed information. The interviewer should aim to speak as little as possible, only asking and clarifying the questions. If the interviewee brings up a relevant issues this should be followed up by the interview teams. Care should be taken to ensure the discussion is closely linked to the main questions.

A few Do's and Don'ts of good interviewing

DO:

- Be courteous, objective and professional
- Ask direct and simple questions
- Regularly confirm information provided by the interviewee
- Ask the interviewee to clarify ambiguous terms or information
- Give the interviewees time to think and to answer questions without interruption

DON'T:

- Use vague language, jargon, acronyms or euphemisms
- Use long or leading questions
- Give feedback on the interviewees responses, even unintentionally through face expressions and voice inflexions
- Make promises you cannot keep

Location: If possible the discussions should take place in an area which is as quiet as possible and that you create a safe space: i.e. not a place where people come in and go out; or in public where others join and listen on the side.

Explaining the purpose of the assessment: Clear explanation on the purpose of the questions is key to ensuring people understand this is not a needs assessment and so keeping the discussion focused. It is also important to ensure the explanation given does not make the committee feel threatened by the assessment. For example:

“We want to learn how our NGO can improve the way we work in this camp with the committee and the camp population. This will help us to better inform you about our activities, to better understand and meet the different needs of different people in the camp, and to better hear your complaints if we make a mistake”

- **Introduce the assessment team and the purpose of assessment.**
- **Reassure participants that the confidentiality of information shared will be respected. No names will be taken.**
- **Explain how the interview will progress, not forgetting to explain what will happen with the information collected and how you are going to record what you are told.**
- **Stress that everyone's opinion is important and that there are no right or wrong answers. This is an opportunity to improve *how* NGOs are working in the camp.**

Introductions

During the discussion

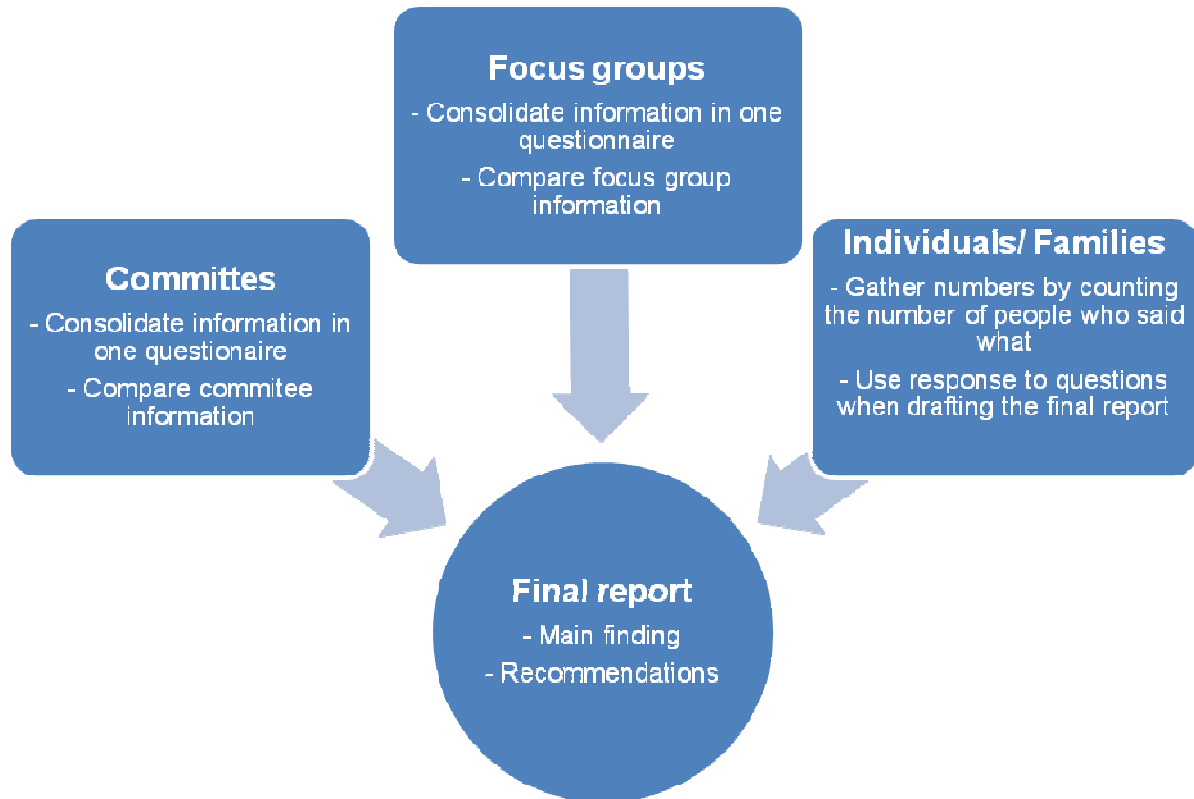
- **Try to get through all of the questions, but do not rush the participants.**
- **Avoid any judgement of the statements of the interviewee**
- **Allow the interviewee to guide the discussion if they want to tell you a story that is relevant.**
- **If an answer is not clear, please ask the respondent to clarify the response.**
- **Make sure the answers are recorded clearly and in as much details as possible. Have one person asking questions and the other taking notes/record answers.**
- **If a person declines to answer a question, please note it down.**

- **Thank participants for their time.**
- **Restate the purpose of the discussion and how the information will be used.**
- **Ask if participants have any questions for the team.**

Finishing

4 - Analytical guidelines – analyzing the questionnaires

Overview of the analysis process



Following the interviews with the camp committees and camp population, the analytical step aims to consolidate findings into one report that maps: the committee(s); their structure; how they are perceived by the population; and possible recommendations for improvements. To achieve this, the following documents are needed:

1. The completed questions. Each set of questions used to capture the views of the committees, focus groups and individual/families.
2. Final report template. This is used to consolidate and summarise the findings.

i) Bringing together the different sources of information

The committee interview(s)

If several interviewers were present during an interview with a committee, it was suggested during the field visit to take time after ended interview to compare and consolidate all notes into one committee questionnaire. As such, for camps with one committee this step has already taken place during the field visit.

In camps with several committees, the team should compare the findings from each committee. In particular comparing similarities, differences and contradictory information and views expressed by different committees.

The focus group discussions with special interest groups

As with the committee interviews, it was suggested during the field visit to take time after the focus group discussion to compare and consolidate notes into one focus group questionnaire. As such, this step has already taken place during the field visit.

Individual/family interviews

The answers to the camp population questions include a combination of qualitative and quantitative information. Once counted the quantitative data can be expressed as percentages as part of the final report, to complement the answers to the open-ended questions. Annex 1 “Camp population interviews – numerical data” can be used to pull together the quantitative data as a basis for calculating percentages³.

The qualitative data does not need to be summarized separately but forms a key part, alongside the data from other sources, of the final report. During the analysis of findings the lead person should ensure the teams actively refer to the completed questions.

ii) Options for analyzing findings

The findings from the camp committee(s), focus group discussions and individual/family interviews can then be analyzed using different approaches, depending on the number of field facilitators who were part of the process, the degree of reporting needed by the agency, and the preferences of the lead person. Below are two possible options:

Option 1: Workshop to collectively analyze findings (1/2-1 day with all interview teams)

Based on the completed questionnaires the teams collectively discuss and summarise the findings from the assessment, and recommendations based on this. Discussion could either take place with all teams together, or each team could work to summarise and present their findings which could be used as the basis for discussion. The final reporting template (see Annex 2) can be used to guide discussion. The main discussion sessions during the workshop can be based on the sections in the final report, which reflects the four main aims of the camp committee assessment tool.

³ Note on numerical data: To simplify the process, although several people may have been present (and expressed their opinions) during one interview, each questionnaire should be regarded as one person. As such, when the answers to the questions are tallied each questionnaire will count as one person.

For larger numbers this data can be expressed as a percentage, and used as the basis for graphs. For example, Question 2d in the questionnaire for the population poses the question: “Do you think the committee listens to you?” If 14 of the questionnaires are marked “Yes” and 34 of the questionnaires are marked “No” and there was a total of 48 questionnaires, it would be possible to include in the final report that 29% (14/48 X 100 = 29%) of the individual/family asked had said that they think the committee listens to them, and 71% did not think that the committee listens to them.

Option 2: Interview teams each write reports for lead person to synthesis in final report

Each interview-team writes up their findings and sends it to a designated lead person, who writes the final report incorporating all the data. See Annex 2 for suggested final report template.

iii) Final reporting

The final reporting template provides a structure to summarise all the information captured from the committee interview(s), the focus group(s) and the individual/family interviews. In writing the final report it is advisable to distinguish which findings are from the committee interview(s), focus group(s) and individual/family interviews, with reference to gender, age and other characteristics. It is suggested to emphasize when the information and opinions expressed were similar, different and contradictory. For the final report, a template is suggested in Annex 2.

ANNEX 1: Camp population interviews – Numerical data template

1b) How many committees are there in the camp?

<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1d) How many members are there in the in Central-Committee?

<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1e) How many members are there in your Sub-Committee?

<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Number who replied “ ”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2b) Do you meet with members of the Central Committee?

<i>Number who replied “Yes”</i>	<i>Number who replied “No”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>

2c) Do you meet with the members of your Sub-Committee?

<i>Number who replied “Yes”</i>	<i>Number who replied “No”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>

2d) Which committee do you feel more comfortable to talk with about views and needs?

<i>Number who replied “Central committee”</i>	<i>Number who replied “Sub-committee”</i>	<i>Number who replied “Neither”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2e) Do you think the committee listen to you?

<i>Number who replied “Yes”</i>	<i>Number who replied “No”</i>	<i>Number who replied “Don’t know”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2f) Do you feel that the committee tells the NGO what your needs are?

<i>Number who replied “Yes”</i>	<i>Number who replied “No”</i>	<i>Number who replied “Don’t know”</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2h) Are you informed about activities in the camp?

<i>Number who replied "Yes"</i>	<i>Number who replied "No"</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>

2k) If you have a complaint about the NGO activities or staff behavior do you share it with the committee(s)?

<i>Number who replied "Yes"</i>	<i>Number who replied "No"</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>

3d) If you have a complaint (about an NGO's activity, or their staff) who would you prefer to tell?

<i>Number who replied "NGO"</i>	<i>Number who replied "Central Committee"</i>	<i>Number who replied "Sub-committee"</i>	<i>Number who replied "Other"</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3e) If you have a problem with one of the members of the (Central or Sub-) Committee, who would you prefer to tell?

<i>Number who replied "NGO"</i>	<i>Number who replied "Central Committee"</i>	<i>Number who replied "Sub-committee"</i>	<i>Number who replied "Other"</i>	<i>Total number</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

ANNEX 2: Camp Committee Report – Final report template

Name and address of camp:

Date for camp committee assessment:

Methodology and numbers of camp participants:

Questions	Number conducted	Number of participants	Number of men	Number of women
Camp committee questionnaire				
Individual/family questionnaires				
Focus group discussions				
<i>TOTAL</i>				

Assessment team:

SUMMARY OF FINDINGS – questions to be answered as part of the final report

Aim one: Mapping the committee(s)

- i. Committee composition (date of creation, number of members, how many women etc)?
- ii. Election process (how was the committee and members elected etc.)?
- iii. If more committees, what are the relations between them?
- iv. Are any local authorities, social associations or other influential group present in the camp?
- v. Remarks – any differences in the above questions between how committees and population described/depicted it?

Aim two: Roles and functions of the committee(s)

- i. Functioning of committee(s) (how often they meet internally, how often they meet with population, how meetings are announced, do they meet with the vulnerable groups, how are they taking decisions etc)
- ii. What is the role of the committee?
- iii. Does the committee share information with the population?
- iv. Does the committee receive complaints (how do they handle the complaints)?

Aim three: How does the population view the committee(s)

- i. Do the population meet with the committee(s) (how often, how are the meetings announced etc).
- ii. How does the population perceive the committee(s) (do they feel comfortable talking with committee(s) about their views and needs, do they think they listen to them, do they think that the committee tells the NGOs about their needs etc)?
- iii. Are there any other people/groups the population shares their needs with?
- iv. Does the population feel informed about camp activities (how do they find out etc)?
- v. How do the population complain?
- vi. Do the vulnerable groups feel represented in the camp by the committee(s)?

Aim four – improvements/suggestions from committee(s) and population

- i. How can committee(s) improve their role in the camp (from committee perspective and population perspective)
- ii. Which changes could be made to improve the information sharing in the camp (from committee perspective and population perspective)?
- iii. Which changes could be made to improve participation in the camp (from committee perspective and population perspective)?
- iv. Which changes could be made to improve the ways to complain and to handle the complaints in the camp (from committee perspective and population perspective)?
- v. How can the NGOs improve the way they work with the committee(s) and camp population?

Aim four – further suggestions from camp assessment team for improvements

- i. Additional suggestions from the camp assessment team(s)