

# OXFAM GB – HELPLINE

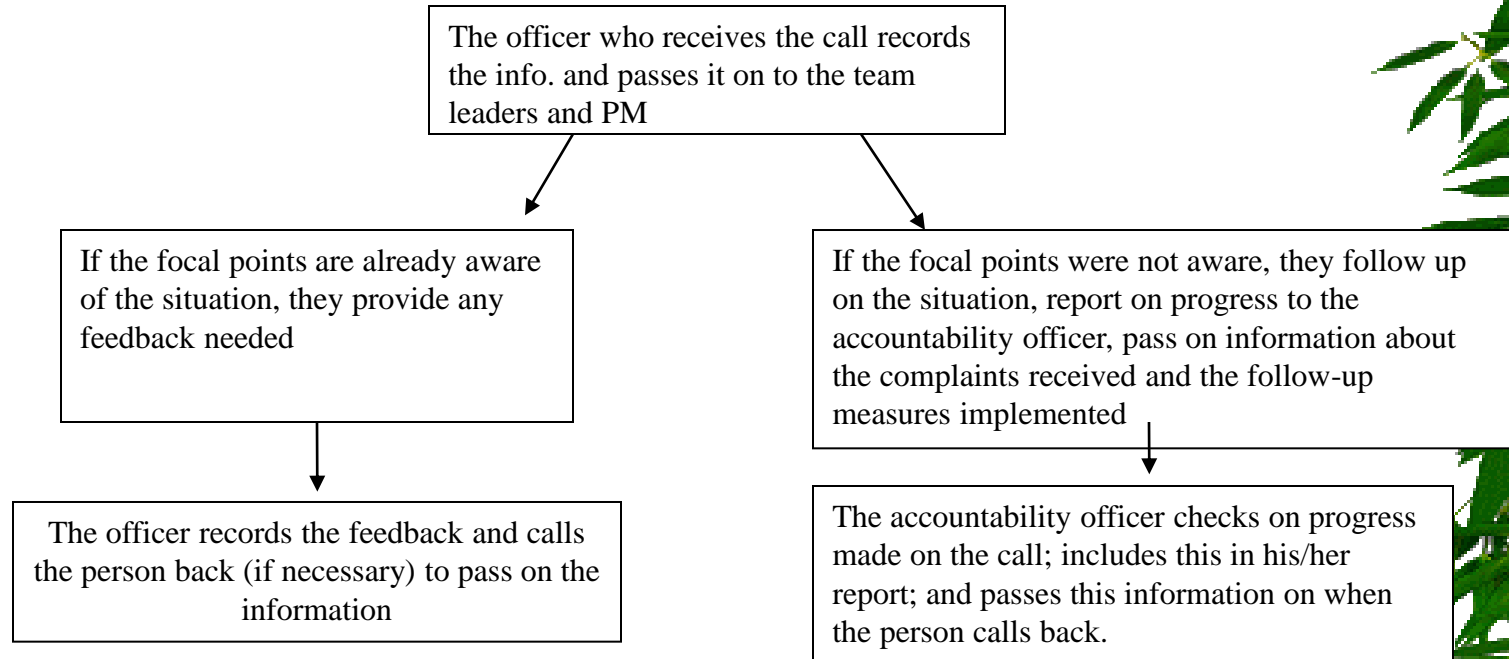
## “400”

A simple, accessible and easy-to-use channel through which Oxfam can communicate with aid recipients

### Aims:

- to gauge aid recipients’ perceptions (negative or positive)
- to receive “quick feedback” information about problems and shortcomings on the ground
- to provide fast, appropriate solutions
- to respond to questions about Oxfam GB’s actions and strategies in its emergency response
- to provide another way of recording complaints and grievances
- to act as a learning experience
- indirectly: to test the relevance of Oxfam’s actions and uncover any other needs that have not yet been identified.

# Organisation and communication of information and complaints received

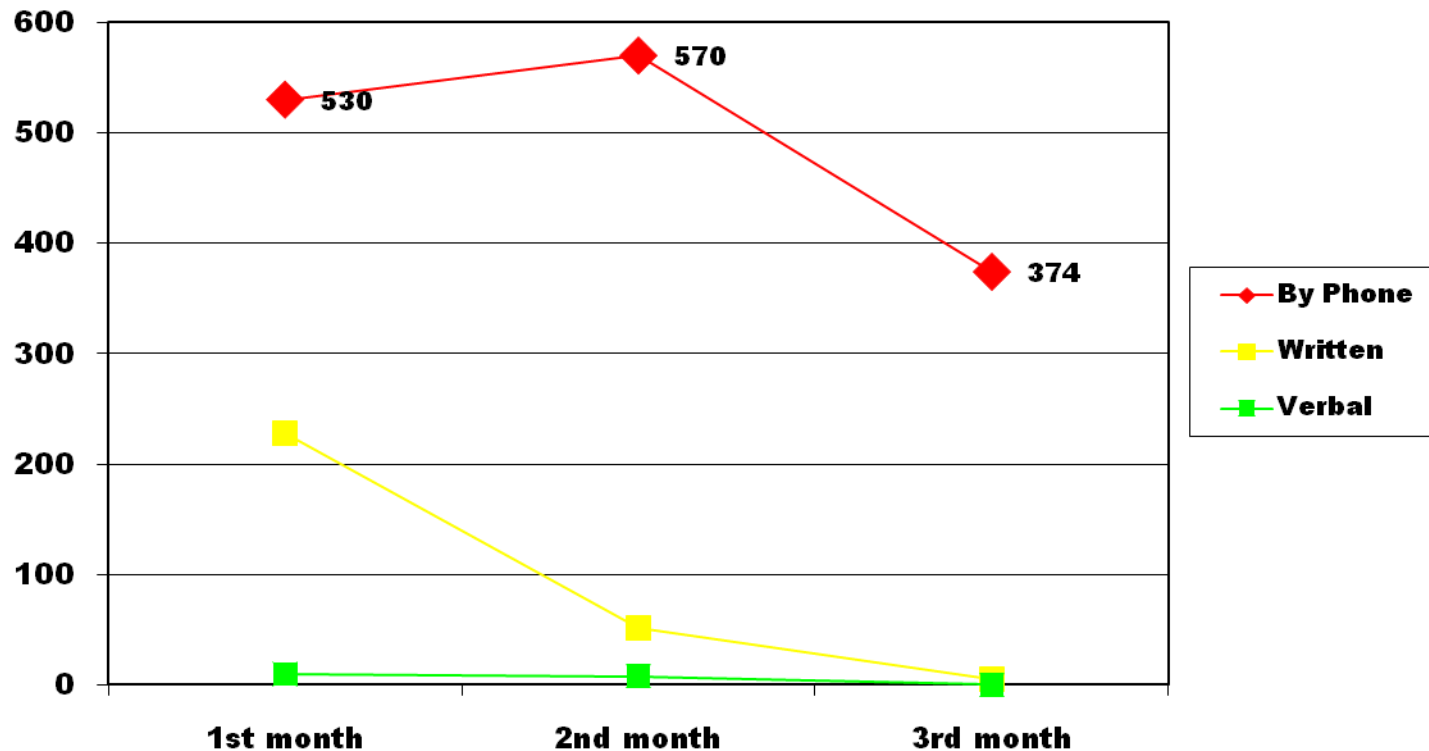


Information considered sensitive is passed directly to the programme managers and the protection co-ordinator, who decide how to follow up in line with Oxfam procedures.

# Number of calls received: March-May 2010

The number of phone calls received fell in the third month - possible reasons:

- technical problems with the mobile phone company
- slowdown in activities on the ground
- less promotion by agents on the ground
- less interest from aid recipients

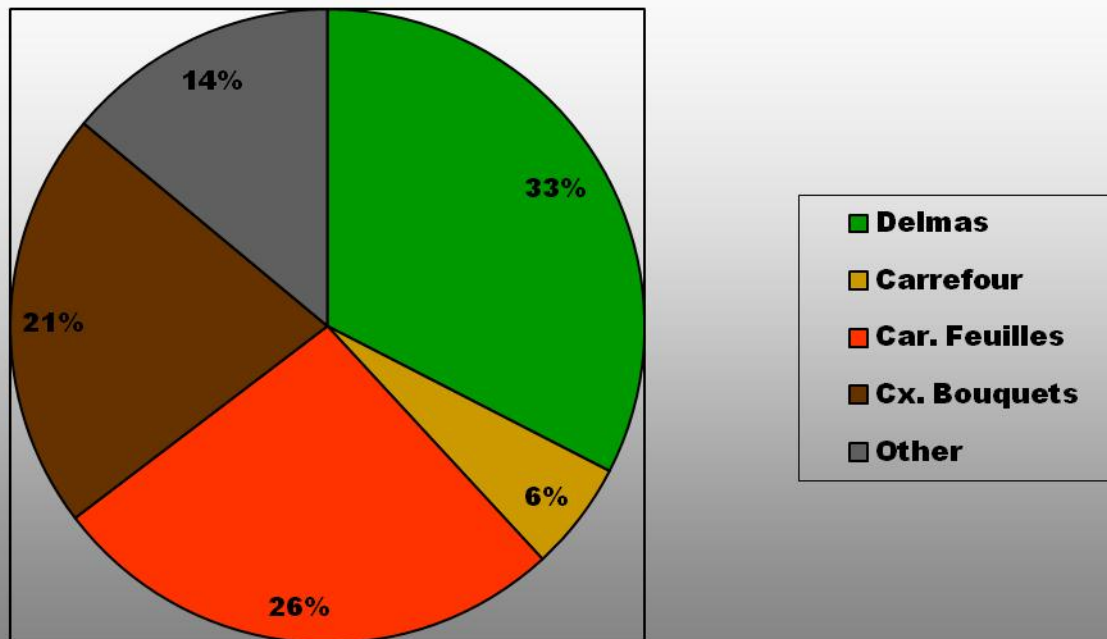


# Distribution of calls by area

32% of calls received came from Delmas .

Carrefour has shown the lowest use of the hotline (6%). Possible reasons: doubts among the team/difficulties in accessing the phone line.

The “other” category consists of calls originating from areas where Oxfam GB is not working, but where other Oxfam entities are present, such as Petit-Goâve.

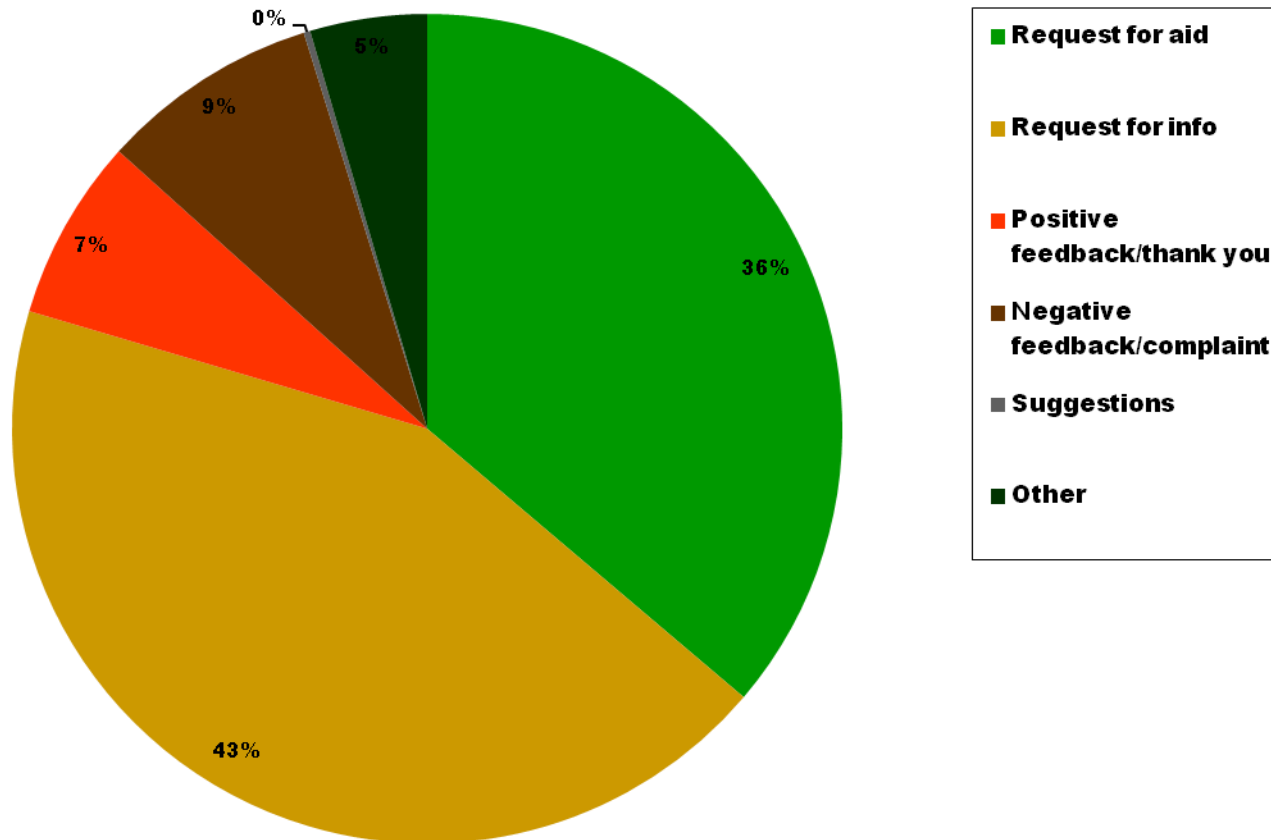


# Reasons for calls over the period:

The two main subjects of calls are:

- \* requests for information about Oxfam and its activities (43%)
- \* requests for intervention by Oxfam in other areas or in other fields (36%)

Positive / negative feedback represents around 20% of reasons for calls

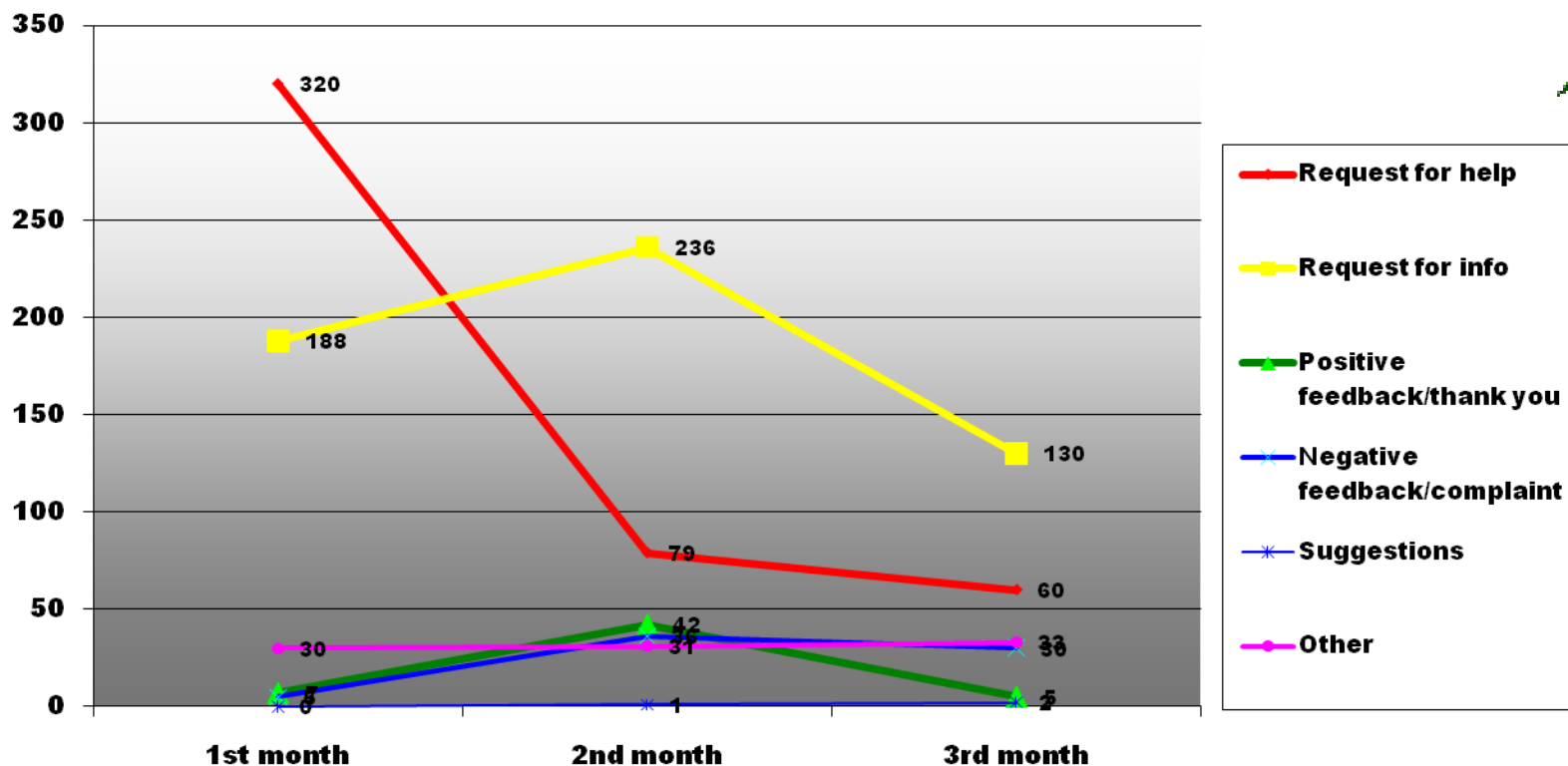


## Change in reasons for calls over the period:

The number of calls to request aid gradually reduced, while from the second month onwards aid recipients began to better understand their right to give feedback on the assistance provided.

Aid recipients wanted a great deal of information and clarification about Oxfam's presence in their areas.

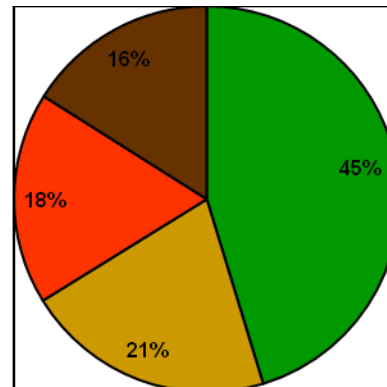
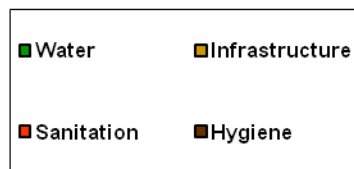
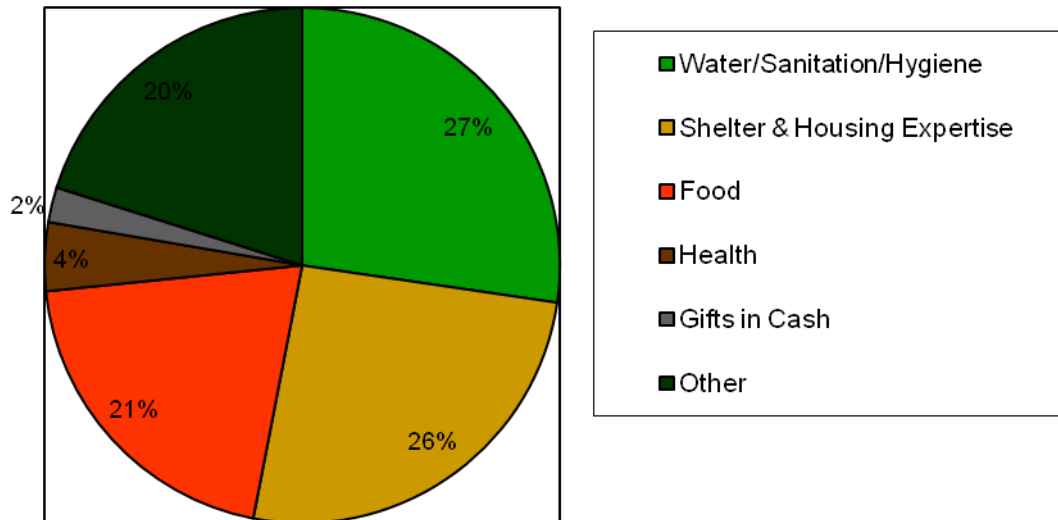
The decline in positive feedback may be linked to the slowdown in activities (mainly distribution activities) on the ground in May.



# Categories of requests received:

Requests relating to drinking water and sanitation were in the lead, representing 28% of calls

The “other” category (20%) comprises requests relating to housing construction / school-fee subsidies / school construction / electricity / sewerage etc.



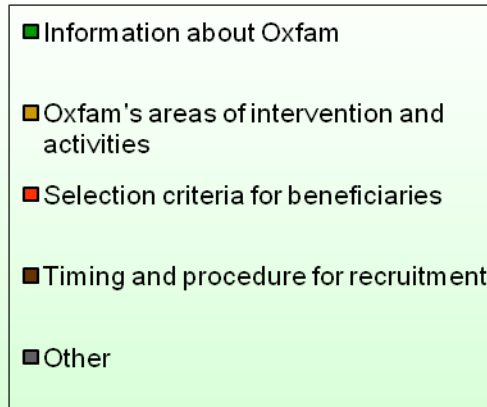
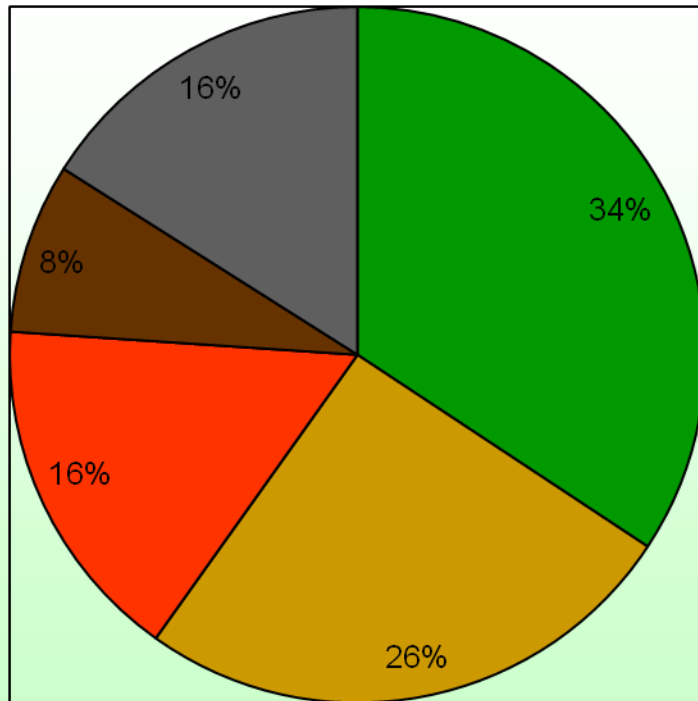
Within the WASH category, a large number of requests related to drinking water, accounting for more than 45% of calls. These requests increased considerably in mid-April



## Most-requested information:

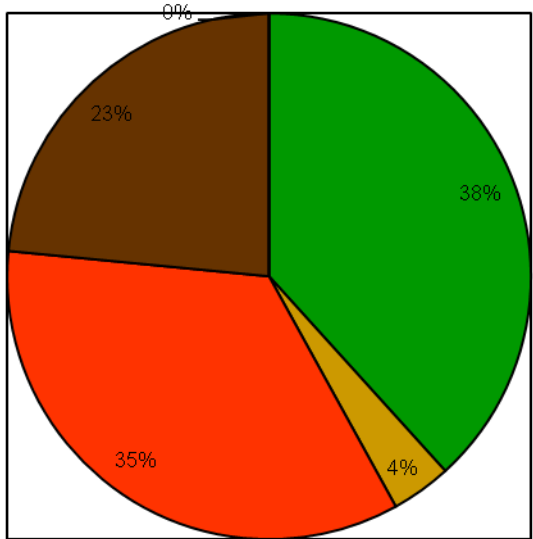
There are four types of information that were requested the most:

- General information about Oxfam
- Areas in which Oxfam is active and its current programmes
- Selection criteria for aid recipients (mainly for canteens and cash aid)
- Human resources openings and recruitment procedures

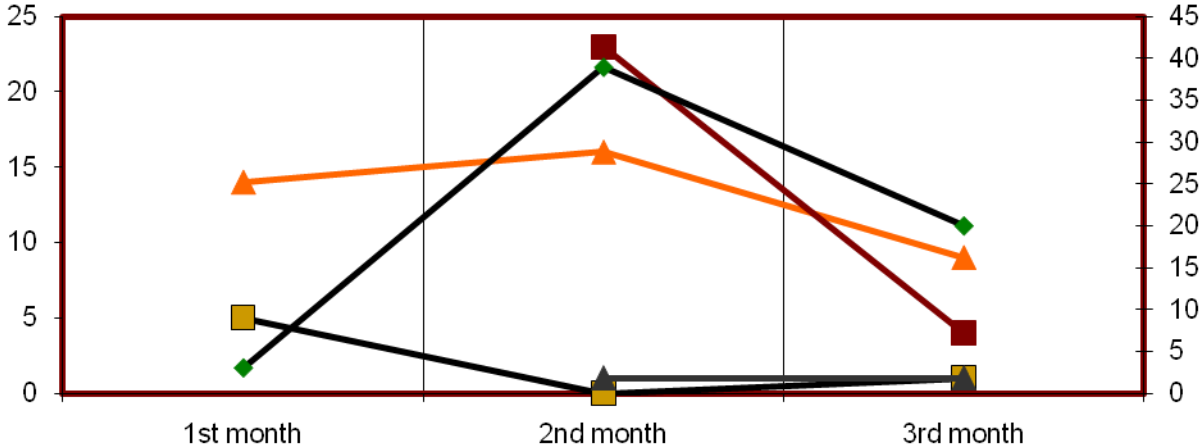




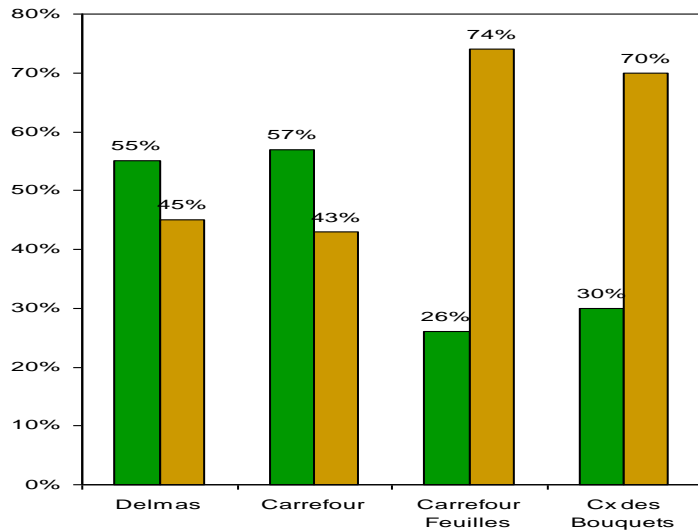
# Feedback received by area over the period



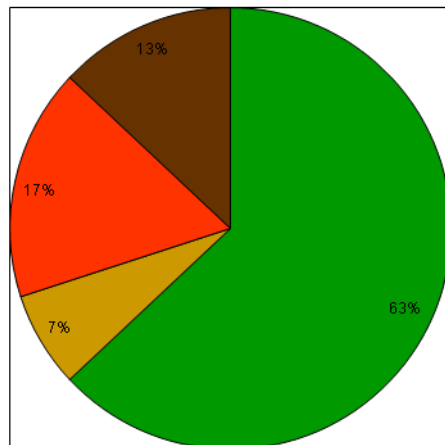
- 73% of feedback came from Delmas and Carrefour-Feuilles. These 2 areas had the highest feedback rate in the second month, but fell off in May
- The feedback rate from Carrefour was only 4%
- No feedback was received via the hotline from Corailles



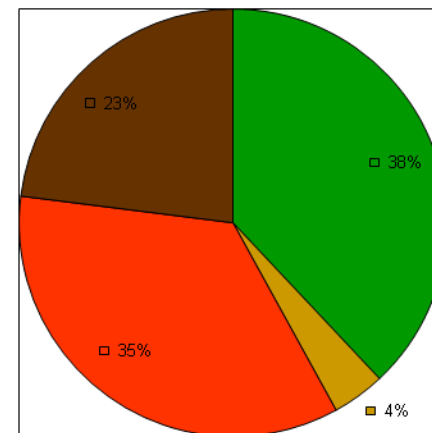
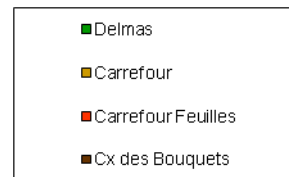
# Positive and negative feedback by area



- 26% of feedback received from Carrefour-Feuilles was positive, compared with 74% negative feedback (Fig. 1)
- 68% of positive feedback received came from Delmas (Fig. 2)
- 23% of negative calls received came from Cx des Bouquets (Fig. 3)



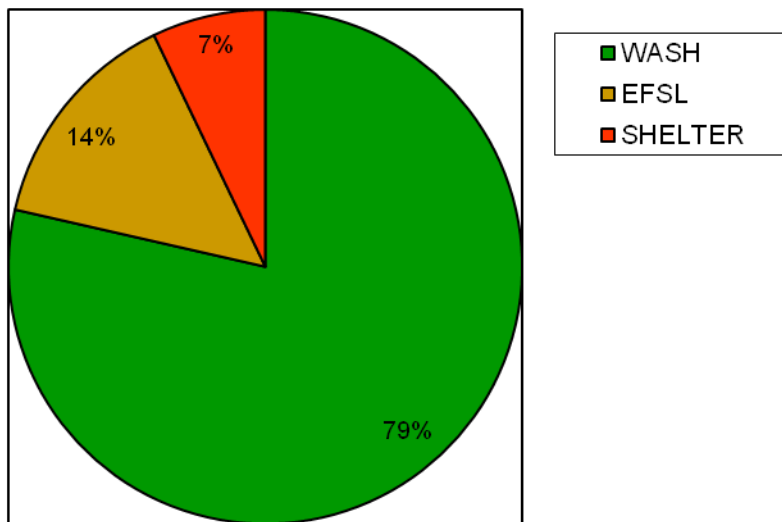
Positive feedback



Negative feedback



# Distribution of positive feedback by area and sector



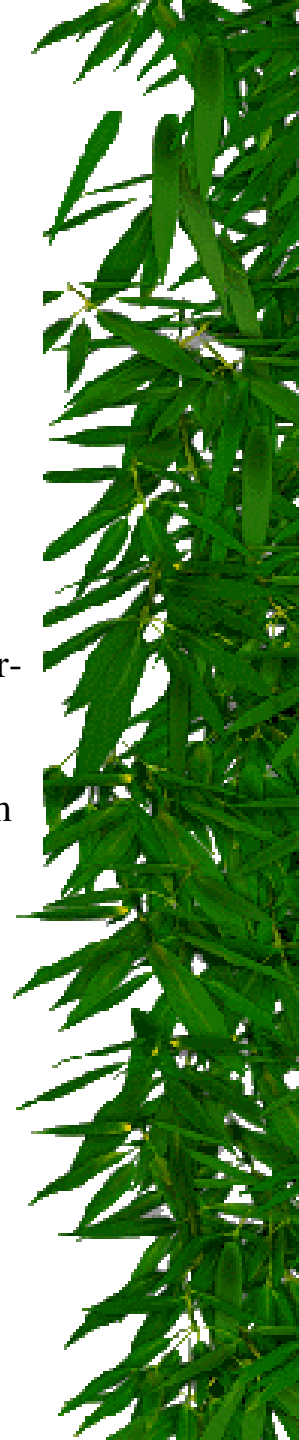
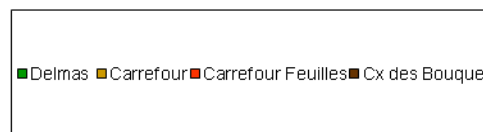
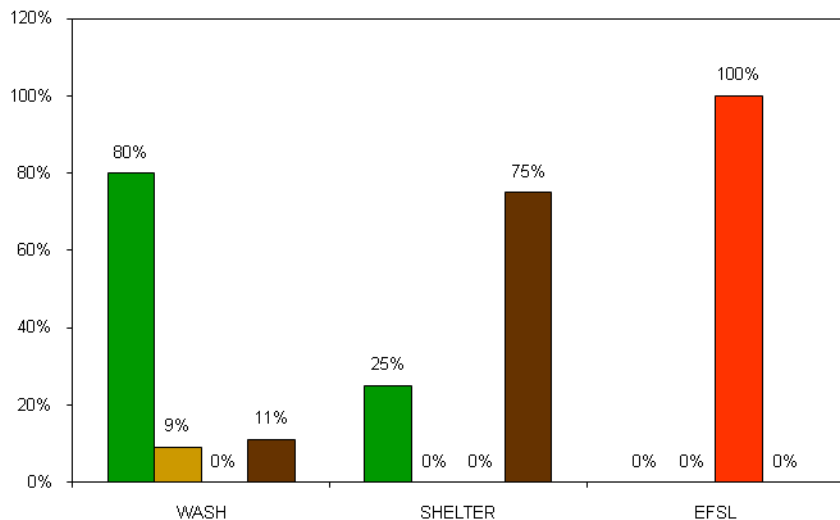
- 79% of positive feedback and congratulations related to our WASH activities

- Usefulness and suitability for the population's needs (60%)
- Good quality of service (32%)

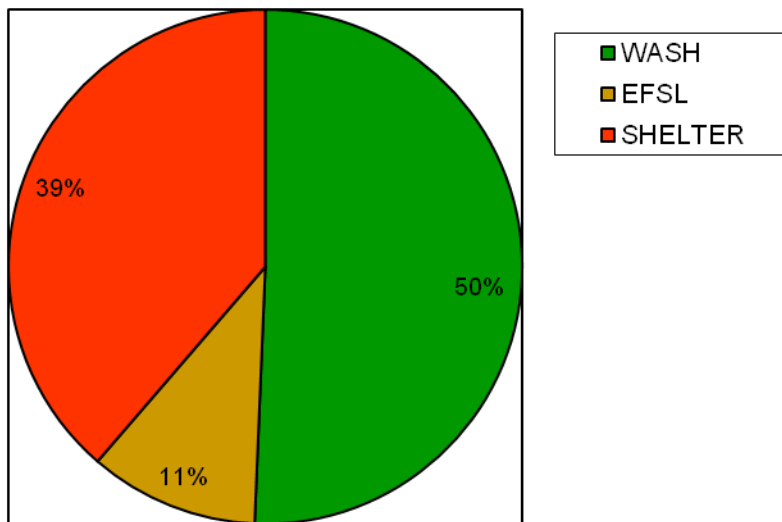
- 85% of WASH calls came from Delmas, mainly from 2 camps: Terrain de Golf and Hâte.

- 100% of EFSL calls came from Carrefour-Feuilles and related mainly to our canteen activities.

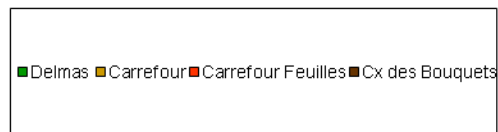
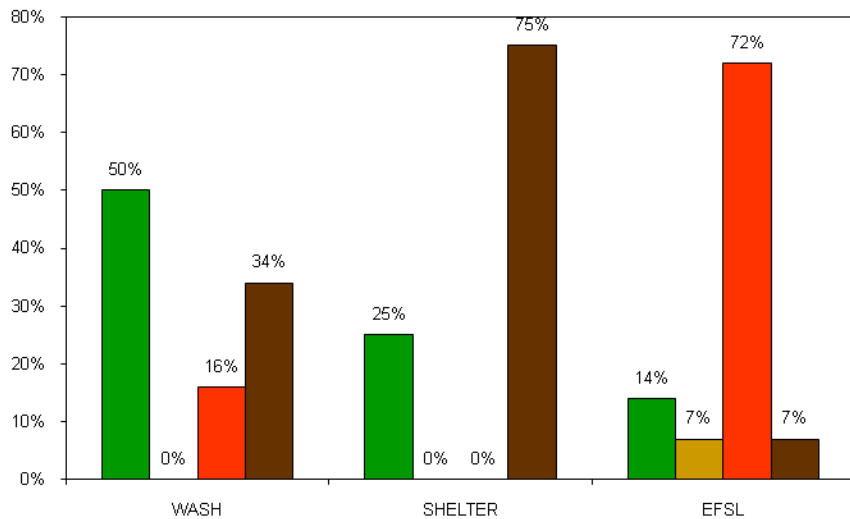
- The lowest feedback rate (7%) came from Carrefour and related to WASH activities.



# Distribution of negative feedback by area and sector



- 50% of negative feedback related to our WASH activities
- 72% of negative EFSL feedback came from Carrefour-Feuilles and 75% of negative feedback on shelter came from Cx des Bouquets
- The negative feedback from Carrefour all related to EFSL activities



# Subjects of negative feedback and complaints

## 1. Relating to WASH

- Poor quality of water in water bladders (mainly Delmas)
- Not enough water (Delmas and Cx des Bouquets)
- Showers and latrines not being cleaned
- Broken promises (mainly Cx des Bouquets)
- Infrastructure not suitable for pregnant women and disabled people

## 2. Relating to EFSL

- Lack of impartiality when choosing aid recipients (mainly canteen in Carrefour-Feuilles and CFW )
- Late payment for CFW activities (all areas)
- Requests for percentage of canteen activities, cash for work, cash grants by partner organisations and agents;
- Inappropriate strategy for targeting canteen and CFW recipients in Carrefour
- Requests for sexual favours (2 cases)

## 3. Relating to shelter

- Mainly broken promises

## 4. OTHER information

1. Cases of GBV/domestic violence (Delmas and Carrefour)
2. Widespread fear of rape, calls to request resources to strengthen the security system.



# Complaint resolution

- 📁 All complaints received were referred to the focal points and the programme managers.
- 📁 Of the 71 complaints and instances of feedback received, 41 have been resolved and/or clarifications have been provided.
- 📁 Follow-up measures are being carried out in around 10 cases
- 📁 The other cases relate to the intervention strategy of the programmes; the focal points have been informed.



# Challenges – Limits

- 📄 The hotline is the main channel of communication with aid recipients, which means that the subjects of the calls vary greatly and do not really involve “feedback” on the programme interventions;
  - 📄 Because the line is anonymous, it is sometimes very difficult to verify the information received;
  - 📄 The number of people who call is still very small as a percentage of the aid-recipient population. The report provides only a trend and should be analysed together with the other follow-up reports from each sector;
  - 📄 The hotline is not an appropriate means of detecting cases of exploitation and sexual abuse. It should be used in conjunction with other sources of information;
  - 📄 Negative perception of the hotline by staff. Need to continue internal awareness-raising regarding principles of accountability;
  - 📄 Improvements in recording calls and data so as to make analysis and report production simpler.
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