

# MODULE CEA FOR HUMANITARIAN SERVICE POINTS (HSP)



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# 1. CONTEXT

The IFRC concept of Humanitarian Service Points refers to initiatives aiming to provide essential services to vulnerable migrants<sup>1</sup> during their journeys – irrespective of status – without fear of arrest or being reported to the authorities.

The Community Engagement and Accountability (CEA) approach is integrated into each and every activity carried out by the International Red Cross and Red Crescent Movement, according to the ‘Minimum Commitments’ signed at the statutory meetings by the Red Cross/Red Crescent National Societies, the ICRC and the IFRC, in December 2019. This approach ensures that communities are in the centre of the response and programming, allowing for ongoing communication and accountability mechanisms with the communities we serve.

# 2. AIM

As mentioned above, by signing the ‘Minimum Commitments’ the National Societies are bound to incorporate the CEA approach into every activity carried out by the International Red Cross and Red Crescent Movement. In this sense, this document aims to provide support to National Societies in the implementation of Humanitarian Service Points (HSPs) as part of the incorporation of the CEA approach.

# 3. KEY COMMUNITY MESSAGES

- The Red Cross Humanitarian Service Point is a space that offers a safe environment for migrants and host communities to access essential XXXX services.
- The Red Cross Humanitarian Service Point(s) in XXX provides the following services: XXXXX.
- The services provided by the Red Cross Humanitarian Service Point are free of charge and can be used by migrants and members of the host communities or nearby communities.
- People working at the Red Cross Humanitarian Service Point are Red Cross’ staff and volunteers guided by the seven Fundamental Principles of the Movement which are: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.
- The Red Cross provides assistance and protection to all migrants, regardless of their migration status, nationality, race, religious beliefs, class or political opinions.
- The Red Cross promotes a continuous dialogue with the communities they work with through a feedback mechanism to gather doubts, comments, questions and complaints.
- This continuous dialogue promotes the acceptance of Red Cross’ teams by the communities, which is one of the key pillars of safe access for our teams.
- This mechanism might be accessed through the following XXXX

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<sup>1</sup> In order to capture the full extent of humanitarian concerns related to migration, the IFRC description of migrants is deliberately broad: Migrants are persons who leave or flee their habitual residence to go to new places – usually abroad – to seek opportunities or safer and better prospects. Migration can be voluntary or involuntary, but most of the time a combination of choices and constraints are involved (IFRC Migration Policy, 2009). This includes, among others, labour migrants, stateless migrants, and migrants deemed irregular by public authorities. It also concerns refugees and asylum seekers, notwithstanding the fact that they constitute a special category under international law.

## 4. KEY STEPS

### a. Community Outreach

As a first step, before launching the HSP, it is recommended to carry out informative sessions with the migrant population, the host community and the authorities, in order to explain clearly the following points:

1. What is HSP?
2. Services provided
3. Who can access this service?
4. How to access this service
5. What are the requirements to access this service?
6. Nature of the service(s):
  - a. Are they free of charge?
  - b. With regards to RFL calls, How many can be made? And for how long? / Can I have access to the internet? / Can I denounce that someone is missing? etc.
  - c. With regards to health services and psychosocial support, What can I expect of them? Will I receive medication? Will I have to pay? What is psychosocial support?
  - d. How do you address confidential information?
  - e. How does the feedback mechanism work?

It is important to collect community feedback in this informative session in order to make adjustments and identify other existing needs or information gaps.

Due to the protection measures against COVID-19, these meetings should be held in small groups, allowing people to ask and answer questions and clarify doubts.

The questions mentioned above are only referential to help you define the type of information we need to provide to the community. This information should be presented in a simple and practical way (e.g., flipcharts with graphics or explanatory drawings.) The following are some of the resources that can be prepared:

- A presentation of the HPS (PPT for authorities, flipchart for communities).
- Posters that can be displayed at different points of the community and/or at information desks. Due to the COVID-19 pandemic, printed material should not be distributed; therefore, it is important to ensure there is HSP information at different points in the community.
- Banner stickers on the rear of the HSP vehicle with relevant information in different languages, if necessary.
- Car surface mounted speakers to spread pre-recorded audio messages in different languages.

### b. Feedback Mechanism

In line with the Community Engagement and Accountability (CEA) approach, a feedback mechanism should be set up to monitor migrants and the host community's level of satisfaction, suggestions or complaints, including the monitoring of actions and potential rumours and the early identification of potential risks. Every program receives feedback and complaints from the community. This must be seen as a positive way of helping us identify the areas to be improved

and built trust with communities. People are entitled to make complaints or give feedback on decisions that affect them. A complaints and feedback mechanism can prevent issues from escalating while promoting a culture of transparency and accountability.

To this end it is important to:

1. Implement a satisfaction survey aimed at the users of the service (see [Annex 1](#))
2. Develop an ongoing feedback mechanism

Understanding the context in which we are working is essential for implementing a feedback mechanism. Several aspects should be considered, including the characteristics of the HSP (mobile or fixed), the physical space available in the community, and the complexity of the flow of migrants to be assisted. It is important to consider cultural differences, the literacy rate and the languages of both the migrant population and the host population. It is also necessary to identify which channels the community uses to obtain information.

A range of different communication channels should be used to collect feedback and field teams should receive training in data collection. This will ensure that all people (migrants and members of the host community) have access to the feedback mechanisms and understand how to use them. The following are some feedback mechanisms that can be implemented:

- a. Suggestion boxes: They can be located near the HSP. The location should be accessible and safe. Pencils or pens should be placed next to the feedback sheets. Boxes should be regularly checked.
- b. Information point/desk: It is a desk or designated place operated at set times/days by staff/volunteers to provide information, answer questions or complaints, and collect feedback on the program. This information should be registered on a specific log sheet (see Annex 2). The desk may be located outside the HSP or at any other point within the community and should be open at set times/days. Ideally, it should be located close to where the programme activities take place. It is important to inform the community about the opening hours.
- c. Volunteers walking along the line or in the waiting room: One or more volunteers can walk along the waiting line or around the waiting room to engage people, deliver information and listen to what they need to say.

The setting up of a feedback mechanism requires an ongoing planning process of how to provide feedback to the community. This process should cover the complete feedback cycle.

For more information about how to set up and run a feedback and complaints mechanism, please refer to the tool developed by the IFRC: <https://media.ifrc.org/ifrc/document/tool-15-feedback-starter-kit/>

## 5. BASIC STEPS TO ANSWERING TO FEEDBACK AND COMPLAINTS

- Listen carefully to what the person needs to say and recognize the problem.
- Fill out the feedback/complaints log sheet.
- Offer an informal response. Most of the feedback can be answered immediately with information about the project/services. It is a good practice to complete the feedback/complaints log sheet even though the issue is solved right away. The answer or solution should also be registered.
- Inform the person about the next steps to be followed.
  - Be clear about the time frame for the response (within 30 days maximum). Depending on the nature of the issue (for example, sexual exploitation and abuse), it is essential to inform the person that the National Society has a zero-tolerance policy for this type of behaviour and that a confidential internal audit will be carried out at management levels.
  - For any other issues, coordinate with the relevant National Society' teams or other partners. If it is not possible to find a solution to the problem, contact the person who provided the feedback and let him/her know about it.
  - Thank the person who shared the feedback/complaint and explain that the issue will be taken into consideration and that we will do our best to solve the problem.
  - Neither make false promises nor create false expectations.
- If you receive sensitive feedback or a serious complaint, contact the protection officer or follow the National Society's guidelines.
- Enter the information in the Feedback Log Sheet ([use this template](#)) and record feedback/complaints in the [feedback database system](#). For sensitive feedback, it is essential to protect the person's identity and ensure data protection. It is key to preserve the confidentiality of the data provided. Only the staff working in the process of solving the complaint should have access to feedback files or take part in the discussions.
- Referrals - If the NS/IFRC cannot resolve the feedback issue, a referral must be made to the relevant authority. In case of sensitive feedback or protection concerns, such as gender-based violence or child protection, you must refer the case immediately to the relevant management.
- Develop a frequently asked questions (FAQ) document. This document needs to be continuously updated when new feedback is received or there are information changes. The FAQ document is a key tool for the HSP team and for other areas working in the programme/operation.

## 6. ADDITIONAL TOOLS

The HSP offers the possibility of gathering migrant population and host community members. It is a space where you can implement additional tools to collect feedback and offer practical solutions to share information with the community. The following tools are explained in other documents. We offer a brief overview as part of the suggestions for National Societies on collecting feedback.

- **Red Data** (name to be defined): Temporal access to data / Internet can be offered at the HSP to provide migrants and host community members with this service. To be able to enter this Red Cross network, the user will be given access to a home web page where he/she can learn relevant information, provide feedback and get contact information of relevant services or organizations. For more information, please refer to the specific Red Data document.
- **'I want to tell my story' Audio Booth:** This booth can be set up next to the HSP, where migrant persons or host community members can record an audio message, story or feedback. The idea is to collect feedback but also life stories that will help to raise awareness on the situation of both migrants and the transit and host communities. For more information, please refer to the specific document.



# ANNEX 1: SATISFACTION SURVEY TEMPLATE

## XXX Red Cross

Place:
Date:
Name of volunteer/staff member:

***This is an anonymous survey about your level of satisfaction regarding our services. The results will help us to improve our services and provide a better assistance. Please ask the potential respondents if they could take a few minutes to answer the following questions.***

One of every 10 people assisted at the HSP should be interviewed. Please consider the following points before starting the survey:

- a) Find out which services have been provided to the respondent. Make sure that the respondent has received at least one humanitarian service.

- ☐ XXXXX  
☐ XXXX  
☐ XXXXXX  
☐ XXXXX  
☐ XXXXX  
☐ Otro

- b) Please ask the person if he/she could take a few minutes to answer the following questions.

- ☐ Yes ☐ No

### Which is your level of satisfaction with the service provided?

- ☐ Very dissatisfied ☐ Moderately dissatisfied  
☐ Neither satisfied nor dissatisfied ☐ Satisfied  
☐ Very satisfied

### Do we need to improve our services?

- ☐ Yes ☐ No

If the answer is yes, Is there anything we could improve? (this is an open question, don't read the options)

- ☐ The friendliness of our staff  
☐ Services  
☐ Information received  
☐ Cleanliness  
☐ Waiting time  
☐ Other \_\_\_\_\_

On a scale of 1 to 5, How would you rate the quality of our XXXX services? 1 (Very poor, 2 Poor, 3 Average, 4 Good, 5 Excellent)

Understanding your health problem and advising on care/treatment

1 2 3 4 5

Privacy during the medical consultation or diagnosis

☐ ☐ ☐ ☐ ☐

Support from our medical staff for your health concerns

☐ ☐ ☐ ☐ ☐

<b>Gender:</b> <input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> ND
Age:

**Are the HSP service hours comfortable for you?**

☐ No    ☐ a little    ☐ Yes

**In case the response is 'No' or 'a little', Which would be the best schedule?**

**Service hours**

☐ Am    ☐ pm    ☐ noon

**On a scale of 1 to 10, considering your overall experience, would you recommend our services to a member of your family, friend, acquaintance and/or other persons?**

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5  
☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ 10

**What are your preferred channels to receive information?**

☐ WhatsApp  
☐ Facebook  
☐ Radio  
☐ TV

**What type of information would you like to receive?**

☐ Information on the journey  
☐ COVID-19  
☐ Information about other illnesses  
☐ Information about legal procedures  
☐ Information about how to stay in Panama  
☐ Other \_\_\_\_\_

## ANNEX 2: FEEDBACK LOG SHEET TEMPLATE

(insert logo here)	<b>Feedback Log Sheet</b>	
	Name of volunteer/staff member:	
Place:	Date:	Feedback number:

Name of community member:	
Gender:	Cell phone number:
Age group:	(any other information you consider necessary)
Community feedback:	
(make sure to answer the following questions: Who? What? When? Where?)	
Is it a sensitive feedback (protection, fraud, etc.)? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Answer Yes or No: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Expected actions / e.g. an internal referral is needed	
Referral to any other ONG / UN Agency (indicate which one) Yes <input type="checkbox"/> Referral to:	

## ANNEX 3: FEEDBACK ANALYSIS AND DOCUMENTATION TEMPLATE

Is it a sensitive case or a serious complaint?	Type of feedback (rumour, suggestion, question, complaint)	Topic of feedback /complaint (e.g. HPS activities, sanitation activities, staff/ volunteer behaviour, etc.)	Sector	Action carried out/ response given	Status	Who will be in charge of following-up? (name and email)	Date of final response	Time frame to respond	Other relevant information
No: 1 week	Question	Services	WASH	The latrine unit will do a follow-up and we will inform when the latrines can be fixed.	Open		30/03/2019	151	
Yes: 24 hours	Question	Unacceptance of vaccine	Aid	Information on the protection programme and available assistance was provided. The person was taken to a women friendly space for follow-up.	Open		31/10/2019	366	

### Feedback Dashboard

Total Number of Feedback Received so far: **22**

Timeline: Works in Excel 2013 or higher. Do not move or resize.

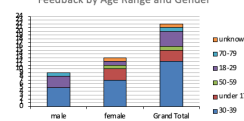
Feedback by Type



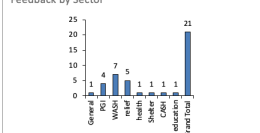
Feedback by Day



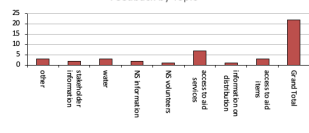
Feedback by Age Range and Gender



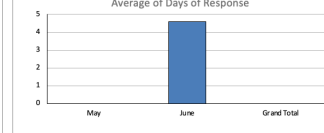
Feedback by Sector



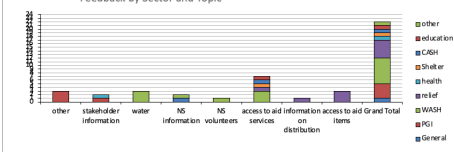
Feedback by Topic



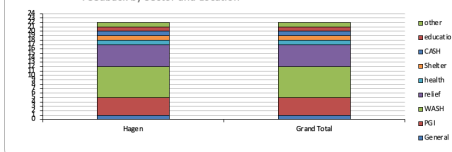
Average of Days of Response



Feedback by Sector and Topic



Feedback by Sector and Location





# **THE FUNDAMENTAL PRINCIPLES OF THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT**

## **Humanity**

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

## **Impartiality**

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

## **Neutrality**

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

## **Independence**

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

## **Voluntary service**

It is a voluntary relief movement not prompted in any manner by desire for gain.

## **Unity**

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

## **Universality**

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



**The International Federation of Red Cross and Red Crescent Societies (IFRC)** is the world's largest humanitarian network, with 192 National Red Cross and Red Crescent Societies and around 14 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

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