

WFP-CFRM PROJECT SUMMARY (AUGUST 2020 – JULY 2021)

Project Title	Integrated Community Feedback & Response Mechanisms for WFP Programmes
Beneficiaries	Food insecure households (beneficiaries across all WFP programmes)
Objectives	<ul style="list-style-type: none"> a) Increase community knowledge on existing mechanisms for reporting complaints and providing feedback pertaining to WFP and other development partners' humanitarian response programmes in Malawi b) Provide diverse confidential and harmonized channels for providing feedback relating to WFP and other humanitarian response programmes in Malawi. c) Increase participation of individual, community, district, and national level stakeholders in reducing exploitation and abuse against WFP and other humanitarian response beneficiaries. d) Analyze and engage WFP and other humanitarian response organizations on emerging issues affecting beneficiaries for decision making, leading to alterations in respective programme design.
Outcomes	<p>Outcome 1: Increased community confidence in WFP interventions through deployment of a watertight and effective CFRM system.</p> <p>Outcome 2: Enhanced safeguarding and protection of affected populations in humanitarian and development work.</p> <p>Outcome 3: Implementation of WFP interventions that respond to the needs of the affected populations while preserving their dignity.</p> <p>Outcome 4: Enhanced gender equality, women empowerment and social inclusion.</p> <p>Outcome 5: Stakeholders have increased capacity to respond to the CFRM issues and reduce the vulnerability of affected populations.</p>
Results & Achievements	<ul style="list-style-type: none"> a. Over 2,500 complaints lodged through YONECO toll-free lines, help desk, and community structures such as community theatre groups. b. 92% cases successfully resolved with support from WFP, Cooperating Partners, and government district stakeholders i.e. Police, Social Welfare, District Education Manager's (DEM) office. c. Excess of 17 Million Kwacha and at least 85 bags of maize (weighing 50 kgs) recovered from perpetrators and returned to rightful beneficiaries.
Case Study	<p>Taking Accountability in WFP Programmes to New Heights</p> <p>Amidst a sombre atmosphere across the warm heart of Africa over the past 12 months, courtesy of the COVID-19 status quo, rare smiles of men and women in Malawi's rural settings were being captured as Youth Net and Counselling (YONECO) accumulatively</p>

retrieved over 17 million Kwacha from perpetrators and returned it to the rightful, vulnerable owners.

For the last 4 years, YONECO has been in a partnership with World Food Programme (WFP), whereby the former has been managing an Integrated Community Feedback and Response Mechanism, with the aim of ensuring accountability to beneficiaries in all WFP programmes.

With the partnership yielding great results over the years, the last 12 months between August 2020 and July 2021 have been particularly busy as YONECO – together with government district departments and other organizations implementing various WFP programmes – fought tooth and nail to retrieve at least **K17,135,200** in cash and over **4,260** kilograms of maize, which was taken from WFP beneficiaries. Protagonists in this uncivilized act were village headmen, group village headmen, Village Development Committee (VDC) members, and primary school teachers in the 11 districts where the project is being implemented: Salima, Neno, Blantyre, Balaka, Nsanje, Chikwawa, Phalombe, Zomba, Machinga, Mangochi, and Dedza.

In the quest to deal with food insecurity in Malawi, WFP is implementing various programmes such as **Lean Season Response, Livelihoods, and School Meals** – with YONECO managing the complaints and feedback received across these programmes. YONECO mainly uses toll-free lines such as **116, 5600, and 5800** to get feedback from WFP beneficiaries or whistle blowers. Other mechanisms deployed by YONECO include community feedback sessions, theatre for development and face-to-face interactions with complainants.