COVID-19 Interagency community feedback sub-working group

Terms of Reference

June 2021

1. Context

Novel Coronavirus (COVID-19) outbreak was first reported in Wuhan China at the end of 2019. Since then, cases have soared globally affecting all continents. As of June 2021, the Africa Region has registered 3,962,827 cases and 94, 634 deaths[1].

At the start of March 2020, WHO convened emergency partnership meetings to discuss how to jointly respond to the COVID-19 virus outbreak. Meetings were held concurrently in Nairobi, Kenya (covering East and Southern Africa) and Dakar, Senegal (covering West and Central Africa). Participants in both meetings agreed to establish a series of interagency technical working groups to improve coordination.

The East and Southern Africa Risk Communication and Community Engagement (RCCE) technical working group is co-chaired by UNICEF and IFRC. The overall objectives of this group are to:

- Improve RCCE coordination and collaboration between agencies responding to COVID-19 in Eastern and Southern Africa.
- Identify and share common approaches for addressing regional RCCE issues and challenges including contextualizing shared resources and guidance for country level response actions.
- Support compilation and analysis of behavioural insights, community feedback and social science data to support RCCE and cross pillar decision making and interventions.

To address the priority action on community feedback, a sub-working group was established to strengthen the use of community feedback in the East and Southern Africa region.

2. Objective

The community feedback sub-working group helps to ensure that the overall COVID-19 response is guided by the needs, priorities and concerns of communities across East and Southern Africa by analysing, sharing and encouraging action on the most frequent trends in community feedback collected across different agencies.

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[1] World Health Organisation (WHO) COVID-19 Daily Situation Update: 29 June, 2021

3. Key Tasks

- Collect and prioritize the main trends arising out of community feedback data collected by different partners across East and Southern Africa

- Collate, analyse and discuss the most frequent and pressing issues arising from community feedback and recommend actions based on the main trends in community feedback

- Present the key findings and discuss recommended actions to respond and act on the feedback data with the broader response, including other technical working groups and leadership

- Produce information products to share key findings with response agencies and country-level RCCE working groups to help close the loop by responding to and acting on key trends in community feedback data at the country level. These products include:
    - A monthly Community Feedback Report which highlights the key trends shared by partners and recommendations discussed to address the findings
    - A joint monthly social listening and community feedback brief which combines key insights and recommendations from the Community Feedback Sub-Working Group, UNICEF social listening reports, ESACREDT Vaccine Demand Working Group and the Africa Infodemic Response Alliance (AIRA)
    - An online dashboard with the community feedback data submitted by partners

- Provide technical support at country-level to support the adoption of community feedback data in to National COVID-19 response plans through trainings, guidance notes and sharing tools for collecting, analysing and reporting on community feedback

- Identify thematic areas and questions for social science research that can be formulated to probe deeper on the findings

- Organise deep dives to showcase best practices and lessons learnt at country level, examples from partners of implementing the recommendations identified, and exchange tools and approaches for listening to and acting on community feedback

4. Process of sharing community feedback priorities

This working group collects and prioritizes the main trends in community feedback from agencies and then collate and share this data, including recommending what action should be taken and by whom.

The following process is followed to identify most common priorities to inform our discussion and follow-up action:

1. This Kobo form is completed by each partner agency by the 5th of every month to share the most common or important community feedback trends (rumours/observations/beliefs, questions, complaints or suggestions) identified in their data

2. The RCCE Collective Service[2] will provide support to analyse the data and prepare the presentation used to discuss the feedback priorities during the meeting. Instructions and materials for how to do the analysis can be found here.

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[2] Collaborative partnership between the International Federation of Red Cross and Red Crescent Societies (IFRC), United Nations Children's Fund (UNICEF), the World Health Organisation (WHO), with support from the Global Outbreak Alert and Response Network (GOARN), and key stakeholders from the public health and humanitarian sectors

3. Most common community feedback priorities are presented and discussed during the community feedback sub-working group meetings, which take place once a month.

4. The feedback trends and recommendations are shared with regional Technical Working Groups such as RCCE, Case Management, Surveillance, MHPSS, ACREDT, Cash, etc. and country-level RCCE Technical Working Groups and other relevant Working Groups.

5. Meetings

Meetings are currently held online via Microsoft Teams every third Tuesday of the month at 12pm East Africa Time (EAT), co-chaired by WHO and IFRC. To be invited please contact the co-chairs, Susan Nyawade (nyawades@who.int) or Elisabeth Ganter Restrepo (Elisabeth.Ganter@ifrc.org).

5. Members

The list of members of the community feedback working group can be accessed here. Please add your contact details to the tab 'Members of RCCE sub-working group' if you would like to become a member or your details have not been added yet.

6. Resources

All resources including meeting minutes, presentations and feedback reports can be accessed on the Ready platform under the community feedback channel - https://community.ready-initiative.org/t/community-feedback/259

All recommendations and actions on the priority trends are recorded in an online tracking table, which can be access here - https://docs.google.com/spreadsheets/d/1Ba311NTLBdJbCyY19PLfFmyvWd1Qi15seD02D8_WdZ8/edit#gid=1355664898