

# RESILAC is listening

REGION / OCTOBER - DECEMBER 2021

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Results of surveys conducted between October and December 2021 among RESILAC stakeholders in Chad, Niger, Nigeria and Cameroon



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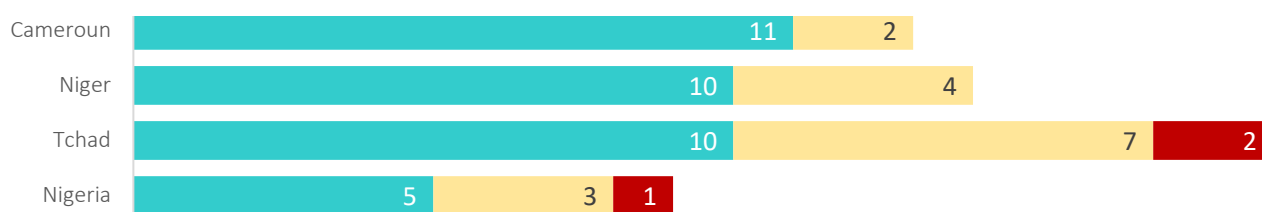
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## Feedback Day : introduction and methodology

A method halfway between Outcome Harvesting<sup>1</sup> and EIMS<sup>2</sup>, the "feedback day" initiative is part of a continuous learning process and complementary to the complaints management mechanism. The objective is to provide a framework for regular exchange with project stakeholders that allows us to trace the intended and unintended effects of the action, understand how the intervention contributed and what adjustments would be needed to improve quality<sup>3</sup>.

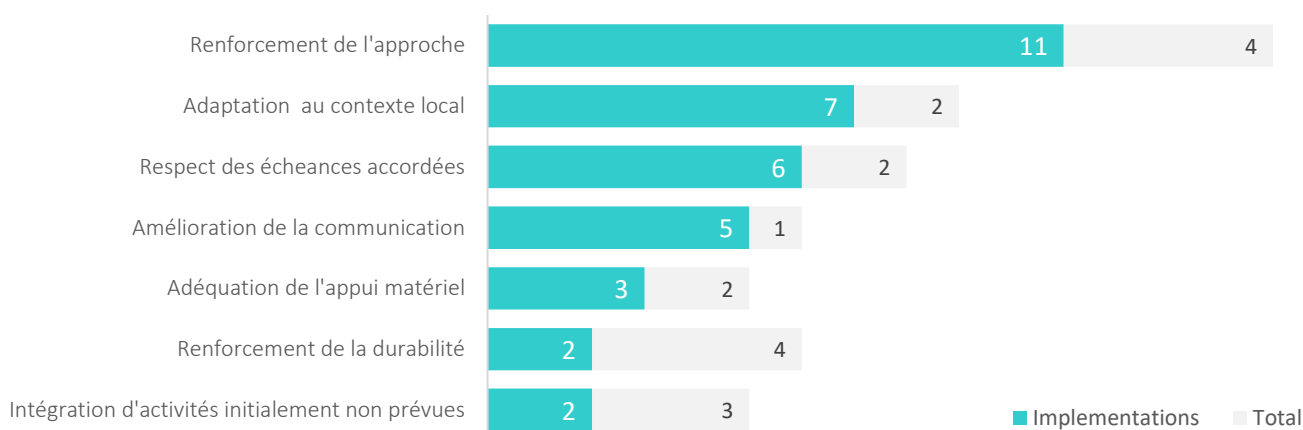
Since its launch in January 2020, the Feedback Day has enabled an average of 200 people to regularly contribute to adapting and improving RESILAC project practices. 21 surveys have been organized in the four countries of intervention and have identified 55 recommendations. Of these, 65% have already led to adjustments/improvements in practices, particularly in Cameroon and Niger. In Chad, the vacancy of certain key positions in the last quarter of 2021 was an obstacle to implementing adjustments, which should improve in the coming months.

Fig. 1: Status of recommendations by country



Most of the feedback concerned recurrent problems related to international solidarity actions: adaptation to the local context, respect of implementation deadlines, strengthening of the approach, improvement of communication and adequacy of material support.

Fig. 2 Status of recommendations by theme



<sup>1</sup> The central concept of *outcome harvesting* is based on defining an effect or outcome as an observable change in the behavior of individuals, groups, communities, organizations or institutions. The method consists of tracking this evidence of change and then analyzing the causal link to the policy/program being evaluated.

<sup>2</sup> Iterative Evaluation with Mini Seminar (IEMS) developed by Groupe URD and conducted annually as part of the RESILAC project.

<sup>3</sup> Exchanges are organized on a quarterly basis with the various project stakeholders (authorities, beneficiaries and non-beneficiaries, partners, etc.), with particular emphasis on the criteria of the Core Humanitarian Standard for Quality and Accountability (CHS)<sup>3</sup>. The quality and relevance of the exchanges are prioritized over the representativeness and/or size of the sample and the standardization of the collection. The results are the subject of an internal workshop, allowing for questioning and/or clarification of the information and joint identification of levers for change to improve the quality of the action.

This report presents the results of surveys covering the last quarter of 2021, conducted between October and December among 194 individuals in the 4 intervention countries:

- **Cameroon** (Dec. 21 - 30): 103 respondents in Mindif, Koza and Mora
- **Chad** (Dec. 1 - 3): 32 respondents in Nguéléa2 and Bol
- **Niger** (Jan. 11-13): 33 respondents in Chetimari and Diffa
- **Nigeria** (Jan. 11 - 13): 26 respondents in Jere

A summary of the status of recommendations and adjustments taken into account in previous evaluation exercises conducted since the beginning of the project is also presented at the end of this report.

## Key results

- **Exit strategy and sustainability of achievements:** the information collected shows that the communities appreciate the adjustments made and the actions undertaken in this final phase aimed at sustaining the achievements of the project. After several years of support, the ownership of local actors is strengthened to ensure the sustainability of the project's resilience actions.
- **Improved communication:** Team efforts are welcomed by stakeholders and beneficiaries in Niger, Cameroon and Nigeria. However, in Chad, it seems that key actions are not systematically relayed to the community, or are relayed too late.
- **Follow-up on recommendations:** Of all the people consulted, most feel reassured and appreciate the quarterly evaluation exercise, which allows them to be involved in adjusting implementation on the ground. In Chad, the vacancy of some key positions in the last quarter of 2021 has been an obstacle to implementing adjustments, which should improve in the coming months.

## Detailed analysis

This analysis is a synthesis of the results of the country reports, which are based on the responses and direct observations collected in the field and reviewed jointly with the program teams.

### Q.1. What are the elements of RESILAC that you like the most?

As a reminder, the results of the previous feedback highlighted the proximity accompaniment, the institutional support and the consideration of gender.

#### Exit Strategy and Sustainability

The information collected shows that the communities appreciate the adjustments made and the actions taken to ensure the sustainability of the project's achievements. After several years of support, the ownership of local actors is key to ensuring the sustainability of the project's resilience actions. For example: in Cameroon, community leaders congratulate the setting up of volunteer first aid committees trained in psychological first aid, which will allow them to accompany their community after the project and refer serious cases; in Niger, young people believe that the structuring of the AVEC and the strengthening of the CBOs will serve not only to strengthen their organization after the project but also to help each other and to exchange on topics of community interest; in Nigeria, the people who started their micro-project feel confident about the stability of their professional development after the project.

		Plan d'action					
Activité	Responsable	Durée	Coût	Impact	Indicateur	Terminé	Statut
...	...	...	...	...	...	...	...
...	...	...	...	...	...	...	...
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Figure 1 Action plan of a CBO supported by the RESILAC project, Niger

### Fighting climate change: from theory to practice

The results of the exchanges show the satisfaction of the populations with the activities related to the restoration of the land, integrating sensitization and training in agroecology. If the start of the activities had been marked by skepticism and/or lack of enthusiasm of some communities, today the beneficiaries particularly welcome this component of the intervention. Beneficiaries claim to have learned new theoretical knowledge and to have enjoyed the tangible effects of its application. As of the date of this report, RESILAC has supported more than 5,000 farmers in the rehabilitation of over 2,000 hectares of degraded land. Some limitations are still present and are being addressed by the project teams, in particular the lack of access to water, socio-cultural sensitivity to certain practices and the lack of clean plots.

However, among the respondents there is an increase in yields, improved soil moisture and products that also seem to be preserved over a longer period of time. The respondents also appreciate the fact that they are contributing to the fight against climate change.

## Q.2. Do you receive enough information about RESILAC?

*As a reminder, the results of the previous Feedback exercise indicated the need to strengthen communication in Chad, particularly with the most vulnerable populations.*

In **Cameroon and Nigeria**, the teams' efforts continue to be praised by respondents and appear to have improved significantly. In **Niger**, communities and stakeholders are very satisfied with the information received by the project teams.

In **Chad**, the vacancy of several key positions reportedly hindered the sharing of key information. Also, respondents felt that they should be better and more quickly informed of adjustments made as a result of the feedback survey.

## Q.3. Did you have a problem with one of our interventions?

*As a reminder, the results of the previous Feedback exercise highlighted stakeholders' concerns about the sustainability of gains and some delays in implementation, particularly in Nigeria.*

### Socio-professional reintegration program

In **Cameroon**, the beneficiaries are very satisfied with the training they received. However, some expressed difficulties related to the length of the vocational training cycles (3 months) and wished to extend them by one month in order to better assimilate the lessons learned. In **Nigeria**, people once again raised the issue of the delay in the vocational literacy courses. Following administrative difficulties in identifying providers, the training should start in the next few weeks.

### Support for the structuring of civil society

In **Niger**, one of the CBOs supported in structuring experienced some obstacles following the trainings. One of the larger youth groups (52 members) excluded nearly 20 members because of a misunderstanding of the standard norms that the ideal number of participants is 30. In addition, the group excluded younger youth and those from Nigeria.

### Completed works

In **Chad**, the securing of material support and project works is underway. However, the slowness of the process is emphasized by the beneficiaries, who insist on the need to speed up the process to ensure the sustainability of the actions. This had already been the subject of a recommendation following the previous survey, but had not yet been taken into account at the time of this report. More specifically, this concerns material donations made by the project in the context of economic recovery activities (production, processing and marketing units, tools and materials) in order to avoid the monopolization of certain actors. The lack of clarification on the use and management of the same, in particular the role of the community, is an obstacle for their common understanding and commitment.



## Q.4. What could we do to improve the quality of our interventions?

Learning is an ongoing process and is part of the project's internal capitalization process. Thus, this section presents the recommendations retained by the national teams in order to make adjustments to improve the quality of the intervention. In order to monitor these changes, the implementation of the recommendations is evaluated from **one quarter to the next** and presented using a color code to identify: in **green** or **orange**, the recommendations from the previous quarter according to their current level of implementation; in **red**, the new recommendations formulated to be followed up in the next survey.

### NIGER - Follow-up of recommendations from the beginning of the project to December 2021

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| <b>#14</b> | <p><b>Consider a water point at the Kadjim Tilo site</b><br/> <i>(new recommendation)</i></p>  | <p>The water flow at the Kadjim Tilo borehole has decreased considerably, hampering watering activities. The project sent a Rural Engineering mission to carry out a diagnosis and evaluate the possibility of constructing a second borehole.</p>   |
| <b>#13</b> | <p><b>To accompany the AVEC from the CEP</b><br/> <i>(new recommendation)</i></p>  | <p>The AVEC created at the end of the CEP activities have important sums of money and goods (animals), but until now they have not made their first sharing. It was decided to accompany them in order to help them.</p>   |
| <b>#12</b> | <p><b>Provide advisory support to the "clotié" group</b><br/> <i>(new recommendation)</i></p>  | <p>Following the exclusion of some members within the cluster, a mission of Pillar 1.1 agents will support the reconciliation or creation of a second cluster.</p>   |
| <b>#11</b> | <p><b>Supporting the farmers of the Tattoukoutou and Liskidi market garden sites</b><br/> <i>(new recommendation)</i></p>                | <p>The farmers of the new market gardening sites of Liskidi and Tattoukoutou would like to have support in small working tools and seeds to prepare for the off-season cultivation. They also ask to better consolidate their collaboration with the technical services of agriculture for a proximity accompaniment even at the end of the project.</p> |
| <b>#10</b> | <p><b>Accelerate the installation of young laborers</b><br/> <i>(recommendation taken into account)</i></p>                              | <p>The young HIMO workers trained in poultry and market gardening wish to accelerate their installation in order to start their activities. This was a delay that has already been implemented.</p>  |
| <b>#9</b>  | <p><b>Anticipate programming with STDs</b><br/> <i>(recommendation taken into account)</i></p>   | <p>The STDs want to be informed in time about their participation in the project activities. It has already been agreed to use additional communication channels (whatsapp) before the physical receipt of correspondence.</p>   |
| <b>#8</b>  | <p><b>Dissemination of best practices and success stories of the RESILAC project</b><br/> <i>(recommendation taken into account)</i></p> | <p>The authorities recommend that the project engage more with the media to raise awareness of the project's results, in addition to the steering committee meetings that are publicized. Currently, all major activities are covered by the media.</p>  |
| <b>#7</b>  | <p><b>Accelerate the realization</b><br/> <i>(recommendation taken into account)</i></p>   | <p>In the framework of support to social cohesion, the process for actions to support the start-up of micro-projects is very advanced.</p>   |

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| <b>#6</b> | <b>Repairing defective mills</b><br><i>(recommendation taken into account)</i>  | All mills were repaired and two millers per village were trained in the proper use and small maintenance of the mills.   |
| <b>#5</b> | <b>Identify alternative supports for the groups</b><br><i>(recommendation taken into account)</i>   | Following a diagnosis of the needs in all the intervention villages, training sessions on associative life, savings management, business plan development, advocacy, etc. were organized to support the groups whose microproject applications were not selected.              |
| <b>#4</b> | <b>To provide the market garden site of Yambal with adequate equipment</b><br><i>(recommendation taken into account)</i>                      | The beneficiaries of the developed site had requested additional materials. After an identification mission in collaboration with the Rural Engineering and the Departmental Direction of Agriculture, all the materials requested were provided to the farmers of the site.   |
| <b>#3</b> | <b>Organize refresher sessions</b><br><i>(recommendation taken into account)</i>  | Given the delay between the end of the training and the provision of kits for the start of their activity, refresher sessions were organized when the beneficiaries were installed.  |
| <b>#2</b> | <b>Respecting the agreed deadlines</b><br><i>(recommendation taken into account)</i>  | With the lifting of certain restrictions related to the COVID-19 health crisis, precautions have been taken to ensure payments and other agreed-upon deadlines.  |
| <b>#1</b> | <b>Adapt the programming of agricultural work to the periods and needs of the beneficiaries</b><br><i>(recommendation taken into account)</i> | Adjustments were made on the labour-based work sites (reduction of the man/day standard by adjusting the time and distribution of tasks between men and women) to allow young labour-based workers to spend less time on the sites, particularly during the field work period. |

## CAMEROON - Follow-up of recommendations from the beginning of the project to December 2021

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| <b>#13</b> | <b>Extension of the duration of professional training</b><br><i>(new recommendation)</i> | Increase by one month the duration of training for learners to ensure that they properly complete the modules in their curricula.   |
| <b>#12</b> | <b>Difficulty in legalizing CBOs</b><br><i>(recommendation taken into account)</i>       | Advocate with the administrative authorities to facilitate and facilitate the legalization of the CBOs supported by the project. Several bottlenecks have been removed with the administrative authorities and some CBOs have already started the legalization process. |

**#11** **Functional Literacy Programming**  
*(recommendation taken into account)*

This recommendation has been taken into account. The next functional literacy cycle is scheduled to begin in January 2022 because during this period the beneficiaries are not **busy** with field activities.

**#10** **Frequency of payments**  
*(recommendation taken into account)*

The sites are finalized so there are no more payments to be made but this recommendation has been capitalized for future cash for work deadlines.

**#9** **Securing the works**  
*(recommendation taken into account)*

The Dargala fish pond and the Mémé pond have been secured with fences.

**#8** **Delayed job placement**  
*(recommendation to follow)*

Vocational training was launched in November 2021 for masons and seamstresses. However, the beneficiaries in fish farming are still waiting for their training to start.

**#7** **Precarious security situation**  
*(recommendation taken into account)*

This recommendation was taken into account when profiling the beneficiaries, adapting the microprojects to possible mobility situations.

**#6** **Replacement of resigning TICOM employees**  
*(recommendation taken into account)*

At the time of the new work sites, sensitizations were made to the beneficiaries and the lists of beneficiaries were finalized with probable replacements in the household.

**#5** **Improve the communication system with the beneficiaries**  
*(recommendation taken into account)*

The communication channel has been improved, so that beneficiaries now receive information directly from the implementer.

**#4** **Respecting distribution deadlines**  
*(recommendation taken into account)*

During the last rainfed RWH season, delays in seed distribution were mitigated and logistical arrangements were made. Thus, seed distribution arrived on time.

**#3** **Consideration of seasonal price changes in the market**  
*(recommendation taken into account)*

The release of the beneficiaries' savings was done taking into account the period of low prices in the markets in order to optimize the start-up kits and the profits that will be generated.

**#2** **Support local initiatives**  
*(recommendation taken into account)*

The initiatives proposed by the community are studied and supported as much as possible as long as they are in line with its strategy. Two AVEC from the community have already been set up and six other groups are being assisted in their constitution.

**#1** **Strengthen communication, particularly with the authorities**  
*(recommendation taken into account)*

This recommendation was welcomed by the authorities and has been taken into account through the systematic monthly sharing of a brief narrative report, accompanied by a schedule of key upcoming activities.

## CHAD - Follow-up of recommendations from the beginning of the project to December 2021

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| <b>#18</b> | <b>Support for the development, dissemination and popularization of conventions</b><br><i>(recommendation to follow)</i> | Organize a wide dissemination of the local conventions signed around natural resources, among the communities and all the villages. This will be done by the main actors in order to ensure the relay and the appropriation of the action and to avoid future tensions.   |
| <b>#17</b> | <b>Capacity building and networking</b><br><i>(recommendation to follow)</i>   | To put the women paralegals in contact with the customary, administrative and judicial authorities for a reactive work and to reinforce their capacities in means of communication and transport to be able to cover all the villages of the cantons and to reinforce them on the prevention and sensitization against violence.  |
| <b>#16</b> | <b>Review the strategy for identifying experimental sites</b><br><i>(recommendation to follow)</i>                       | Re-accommodate participants from existing sites in agreement with the community. For the next three sites, review the strategy for identifying learners based on lessons learned: on the one hand, reduce the number of participants and on the other, target individuals who are experienced producers, come from the community close to the site, own plots of land, and are motivated by a formal commitment, etc. |
| <b>#15</b> | <b>Securing material supports</b><br><i>(recommendation to follow)</i>   | Formalize with legal documents, the use and responsibilities by providing each member with a copy of the regulations for use to secure the material and avoid any risk of individual monopolization in the exit strategy.   |
| <b>#14</b> | <b>Reinforce the follow-up of the AVEC</b><br><i>(recommendation taken into account)</i>                                 | The groups and the AVEC had raised their concern about the weak presence of the teams, and wished to be more supported on the networking. This recommendation was translated by an increase and reorganization of the monitoring agents, as well as an additional reinforcement of the monitoring agents on their accompaniment capacities.   |
| <b>#13</b> | <b>Streamline external communication</b><br><i>(recommendation taken into account)</i>                                   | The authorities wanted to be more regularly informed of the project's progress. Today, the national coordination has established a regular flow of information to the CPA (Provincial Action Committee), which is better informed, key in this phase of sustainability of the action.   |
| <b>#12</b> | <b>Development of polders</b><br><i>(recommendation not accepted)</i>  | The proposal to build small water retention dikes in the polders occupied by water to allow farmers to carry out and popularize their agricultural techniques is not feasible at this stage because of the limited resources that would have to be mobilized. However, producers will be sensitized to try to develop the already existing developed spaces that are not exploited, by promoting their access.        |



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| <b>#11</b> | <p><b>Ensure the maintenance of reforested plants</b><br/> <i>(recommendation taken into account)</i></p> | <p>The reforested seedlings in the ouaddis and polder require maintenance by the community to avoid the perishing of these seedlings. To this end, the project has set up village plant maintenance committees formed by young people to ensure the sustainability of the achievements.</p>  |
| <b>#10</b> | <p><b>Extension of the SMPS reinforcement</b><br/> <i>(recommendation not accepted)</i></p>               | <p>The implementation of this recommendation could not be effective due to budgetary reasons. The activity was finalized in June 2021. However, a re-planning was done to integrate the unaccompanied SMPS beneficiaries in the economic and institutional recovery activities.</p>  |
| <b>#9</b>  | <p><b>Continuity of support to farmers</b><br/> <i>(recommendation to follow)</i></p>                     | <p>Need to continue strengthening production equipment and the need to identify a perennial water source in the sites for sustainable action with producers with new access to land.</p>   |
| <b>#8</b>  | <p><b>Follow-up of HIMO youth</b><br/> <i>(recommendation to follow)</i></p>                              | <p>Establishment of a financing or IGA support system for young laborers who have not participated in the development of their business plans. These are young people whose accumulated savings do not allow them to start a promising project.</p>  |
| <b>#7</b>  | <p><b>Support for local initiatives</b><br/> <i>(recommendation to follow)</i></p>                        | <p>Strengthen, where possible, existing community initiatives to build community ownership and accountability. This recommendation should be incorporated when value chain activities begin in the coming months.</p>  |
| <b>#6</b>  | <p><b>Increase in micro-projects for women</b><br/> <i>(recommendation to follow)</i></p>                 | <p>Increasing the number of micro-projects aimed at integrating more women who have participated in psychosocial support should be facilitated by integrating the Gender Project (DFID). This recommendation will therefore be followed up in the next survey.</p>   |
| <b>#5</b>  | <p><b>Promoting local expertise</b><br/> <i>(recommendation taken into account)</i></p>                   | <p>The identification of community facilitators for the promotion of agricultural techniques and village agents to accompany the AVEC is based on local expertise and competence to promote the replication of experience between communities.</p>   |
| <b>#4</b>  | <p><b>Adapting training materials</b><br/> <i>(recommendation taken into account)</i></p>                 | <p>The trainings are facilitated with physical and illustrated materials, combined with practical guidance, which facilitates active participation and learning. In addition, the pre- and post-tests are adapted for people who cannot read and/or write.</p>   |
| <b>#3</b>  | <p><b>Respecting the agreed deadlines</b><br/> <i>(recommendation taken into account)</i></p>             | <p>The involvement of the support teams in the planning of activities has improved the understanding of procedures and facilitated their follow-up, making it possible to respect the deadlines agreed upon with the beneficiaries. This recommendation, which was followed up by the teams, was finally taken into account in a satisfactory manner according to the respondents.</p> |

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| <b>#2</b> | <b>Take into account the endogenous practices of communities</b><br><i>(recommendation taken into account)</i> | This recommendation was used to improve and adapt to endogenous practices the methodology used in the development of the land use plan, as well as the identification of suitable agroecological practices.   |
| <b>#1</b> | <b>Involve all social strata</b><br><i>(recommendation taken into account)</i>                                 | Welcomed by the community, this recommendation was taken into account in the deployment phase of the project, through the following adjustments: the establishment of inclusive criteria in the trainings organized by the different components, the integration of the different social strata and gender criteria in the THIMO worksites, the formalization of community consultation frameworks. |

## NIGERIA - Follow-up of recommendations from the beginning of the project to December 2021

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| <b>#9</b> | <b>Increase the number of beneficiaries</b><br><i>(new recommendation)</i>   | Communities have expressed the need to increase the number of project beneficiaries, especially on the vocational training component. The project team will assess the possibilities based on available resources and time.   |
| <b>#8</b> | <b>Accelerate the launch of functional literacy</b><br><i>(recommendation to follow)</i>   | The community requested that the literacy program start immediately to help them keep records, manage income and expenses. The activity was put on hold while the national functional literacy program was finalized. Currently, the memoranda of understanding with the trainers are being signed and the activity should be implemented soon. |
| <b>#7</b> | <b>Requests AAH to expand partnership with CSOs</b><br><i>(recommendation taken into account)</i>                                      | CSOs supported by RESILAC are asking AAH to consider providing a grant for future AAH-led projects. The RESILAC project team will encourage partnership, depending on the specific needs of future projects.  |
| <b>#6</b> | <b>To guide the selection process of RESILAC beneficiaries</b><br><i>(recommendation not accepted)</i>                                 | In order to maintain consistency of approach, the selection process for project beneficiaries will remain open to all communities.  |
| <b>#5</b> | <b>Distribute animals and seeds to lead farmers before the end of the training cycle</b><br><i>(recommendation taken into account)</i> | Government stakeholders suggested distributing seeds and animals to farmers after the training cycle. The project team included more than 200 of the lead farmers in the reintegration mechanism, including income-generating activities.   |
| <b>#4</b> | <b>Anticipate the distribution of Seeds</b><br><i>(recommendation taken into account)</i>  | The team will work on revising the supply planning so as not to cause delays that impact seed distribution.   |

**#3** Follow up on the distribution of materials  
*(recommendation taken into account)*

The sensitization meetings clarified procedures with beneficiaries and local authorities. Results revealed that youth in the communities of Kiribi and Gongulong have more information about the HLI item usage and access register. In addition, youth are now using HLI items to drill tube wells for others in need.

**#2** Strengthen the awareness and information campaign  
*(recommendation taken into account)*

An inter-pillar sensitization session was organized with partners and beneficiaries to clarify the project's approach and set-up. They welcomed the initiative and admitted to having a better understanding. Joint communications will be maintained.

**#1** Diversify sports and cultural activities  
*(recommendation taken into account)*

This recommendation was taken into account through the introduction of new themes and/or events during activities related to Pillar 1 (traditional dance, etc.).