

COMMON SOCIAL ACCOUNTABILITY PLATFORM (CSAP):

Results and findings from citizen-led discussions on displacement and durable solutions in Somalia



Overview of content

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- Overview of dialogue and results
- Key findings and recommendations
- Emerging learning

Project aims



Design, test and evaluate an approach that uses digital media discussion spaces to build a broad-based platform for social accountability in Somalia and gather evidence on displaced population perspectives and aspirations

Build a dialogue that is valued by displacement-affected communities (DAC) as a common platform where these communities can discuss issues around displacement and consider collective solutions

Inform durable solutions programming and area-based planning in Mogadishu by generating insights on citizen perspectives about key displacement-related topics (such as their sense of identity, belonging, priorities and expectations) and disseminate these views to key stakeholders, especially decision makers

Motivate key stakeholders and actors working on durable solutions to contribute to and support a sustainable CSAP solution in Banadir and other key displacement-affected geographies in Somalia

COMMON SOCIAL ACCOUNTABILITY PLATFORM (CSAP)

Using media/digital technology to support social accountability

- ❑ Use interactive radio to build inclusive conversations at scale on displacement and durable solutions
- ❑ Bring the voice of DAC to decision-makers through analysis of citizen perspectives in discussion



The HOW? Consulting communities through media debates

- **Interactive radio debates** constitute participatory spaces where voices of DAC are heard in conversation with key stakeholders (BRA, UN CSOs)
- To involve audiences in radio questions, AVF sent out PSAs with **questions designed to solicit feedback** from audiences on key topics
- AVF used **specific techniques** to encourage participation from target groups -eg IDPs.
- All SMS are sent to a toll-free shortcode set-up by AVF - all participants are then sent **follow-up demographic surveys** (gender, age, location, displacement status, household language)

- ✓ **3,267 people** sent in a total of **14,391 SMS**
- ✓ **4 show series in Mogadishu** - weekly debate on displacement/durable solutions topics
- ✓ **Aired across 5 stations** (Risaala, Mustaqbal, Star FM, Kulmiye, Dalsan) covering entire city
- ✓ **Voices of DAC** throughout engagement at forefront of discussion and radio shows
- ✓ **Topics included citizen perspectives** on durable solutions, discrimination against IDPs, and forced evictions

Generating insight on citizen perspectives for programming

Stakeholder consultations led to following research framework:

Week	Engagement Topic	Research Question	Question aired on radio
1.	Solutions for the displaced	What are DAC perspectives on what constitutes a durable solution? How do they vary by group?	What do you think are the best solutions to support displaced people currently living in Mogadishu?
2.	Possibilities for integration of displaced groups	What are DAC perspectives on what constitutes a durable solution? How do they vary by group?	Do you think it's better for displaced people living in Mogadishu to be integrated into the community? Please reply yes or no. Please explain your answer
3.	Discrimination against displaced groups	To what extent do displaced groups perceive discrimination in Mogadishu? How do these perceptions vary by group?	Do you think displaced people face discrimination in Mogadishu? Yes or No? Please explain your answer.
4.	Eviction crisis	What are DAC perspectives on how to solve the current eviction crisis in Mogadishu? How do they vary by group?	What do you think is the best way to solve the eviction crisis happening in Mogadishu?

Generating insights on citizen perspectives

CSAP analyses citizen perspectives for:

- in-depth understanding of what people think about the key issues
- how perspectives vary by demographic group and geography (comparisons using odds ratio significant at 5% level)
- Question asked at collective level to enable group comparison
- approach does not assess prevalence of opinions, as not representative (groups in sample are not proportional to size in population, self-selected sample)

Aim to deliver actionable evidence and recommendations for programing and decision-making for a range of organisations

Overview of dialogue and results



The dialogue

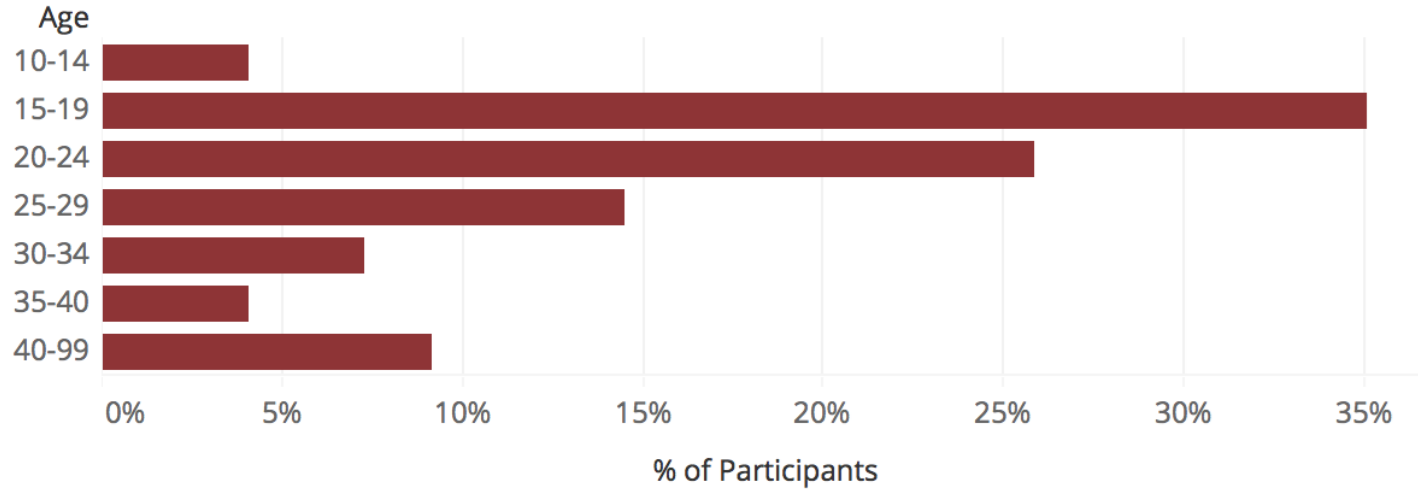
- ❑ The platform received contributions via SMS from **3,267** people across just four weeks - **51%** were displaced, **40%** were women
- ❑ **78%** of participants reported the consultation made them feel included in decision-making
- ❑ **93%** of participants felt that such a consultation should be repeated

“Yes, I feel involved because community consultation is always the best thing to do and I personally believe that I am part of the decisions in the community and we appreciate a lot those who made this safe spaces to talk like the radio presenters, the leaders involved and those aid organizations who are involved as well.” Female

The dialogue



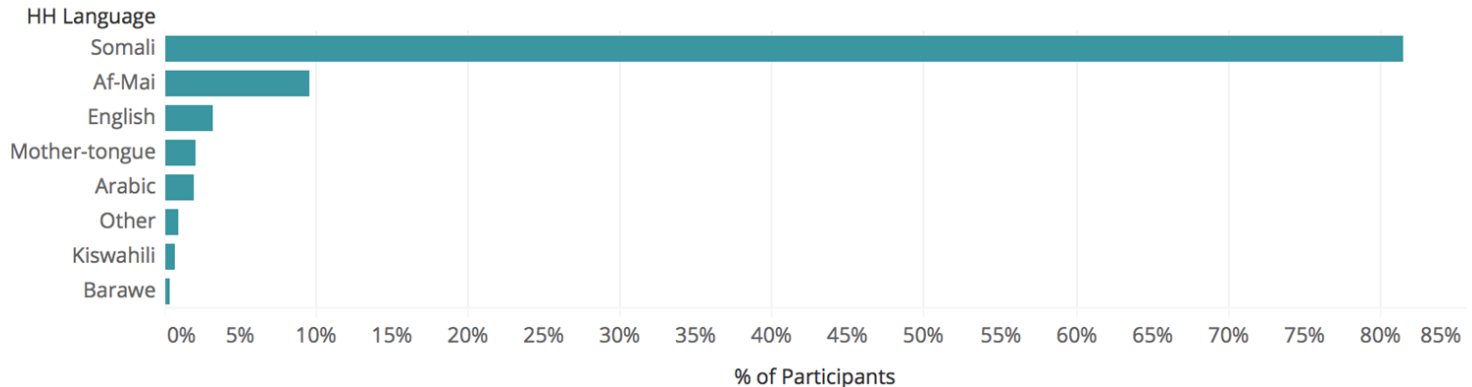
The dialogue



- ❑ Majority of participants **under 30**, in line with Somalia's youth bulge
- ❑ Female participants were more likely to be younger

The dialogue

- ❑ **51.2%** of participants were displaced
 - 31.0% were living in camps
 - 41.9% displaced in last year
- ❑ Association between language spoken and displacement status - **70.9%** of participants who were Af-Mai speakers living in Mogadishu were recently displaced as opposed to **38.8%** of Af-Mahitri speakers.



Key findings and recommendations

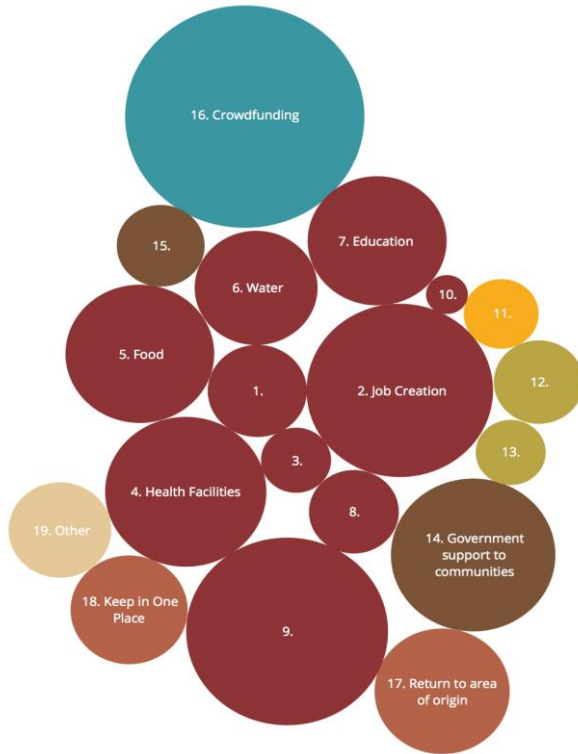


1. Link current programming support to crowdfunding

Crowdfunding most **common idea** in response to: What do you think are the best solutions to support displaced people currently living in Mogadishu?

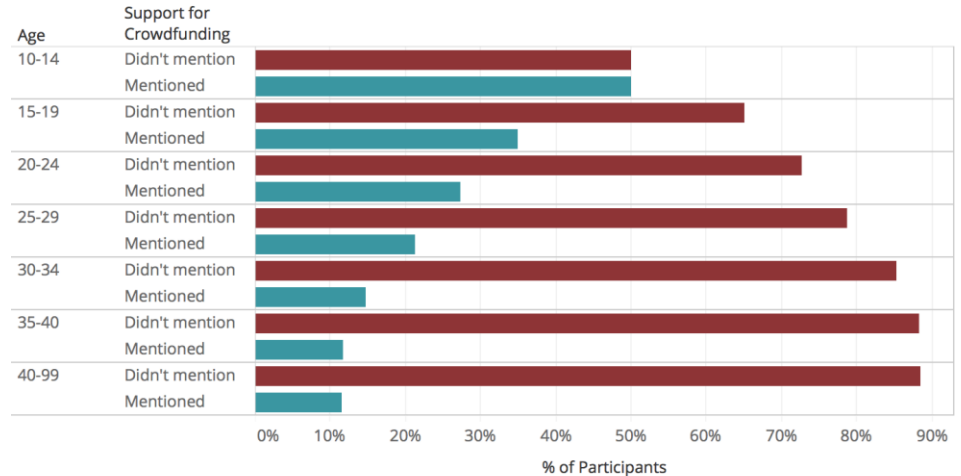
“They can overcome this situation if they get assistance from people with money like business people and those who are in a position to and the whole Somali community.” Male 26 years, IDP, Dayinle.

“The solution is for people to come together and help one another and then God will be on their side make things easier for them.” Female, 20 years, IDP, Banadir



RELATIVE FREQUENCY OF THEMES IN CONVERSATION

- ❑ Raised by host and displaced community - **21.4%** of the recently displaced raised the idea compared with **29.5%** of the host community, although this difference was not statistically significant.
- ❑ **Younger people** (under 25) were significantly more likely to call for crowdfunding
- ❑ Support to crowdfunding was also stronger in the **eastern districts of Mogadishu**. In the districts of Yashid, Heliw, Karaan, Shibiss and Karaan, 36.4% of participants called for crowdfunding in contrast to 22.2% in the rest of the city.
- ❑ **Women** were significantly more likely to call for crowdfunding than men



2. Disrupt negative misconceptions of displaced groups

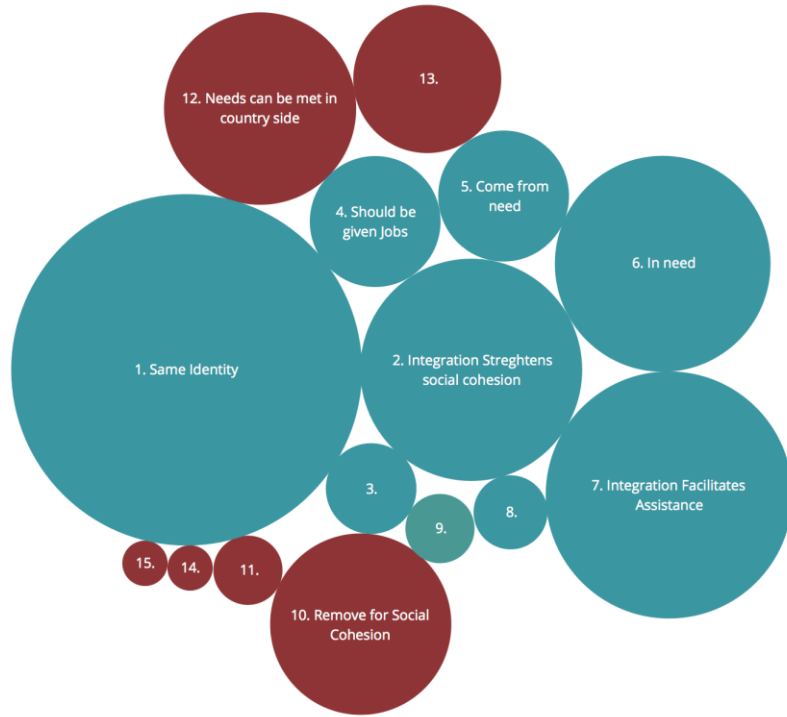
- ❑ Reconciliation programming needs to bridge divides and attitudes that frame displaced groups as “other communities”
- ❑ Citizens referred to the notion that IDPs “belonged” in these areas as their farming (and pastoralist) livelihood rooted them there
- ❑ Perception that displaced groups are unhealthy needs to be carefully managed

“No, the displaced persons and the other communities are not the same and are not equal economically and cannot cope with the people in Mogadishu.” Male, Yaqshid.

“No, they have homes and farms in those locations and play a critical role for society. They should go back to their locations so that they can continue farming and have their normal lives back.” Female, Heliwa.

“There are some of the displaced persons who are not healthy, mingling with healthy people is not a good idea.” NA

3. Build on a common sense of identity



“Yes because Somalis are people who love each other.” Male, Host, Yaqshid.

“Yes because they are Somali fathers and mothers, the displaced somalis should be welcomed.” NA

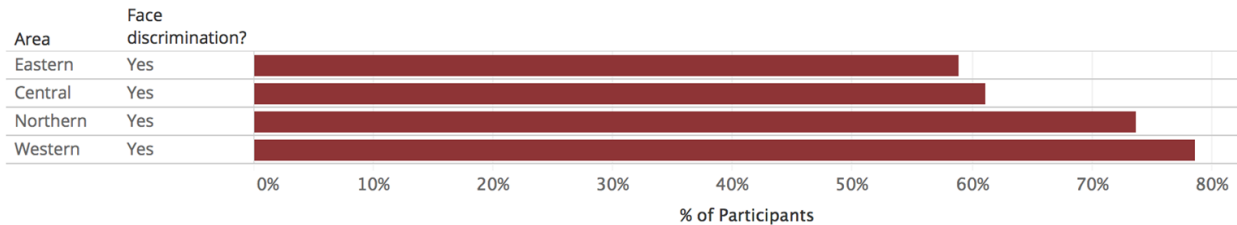
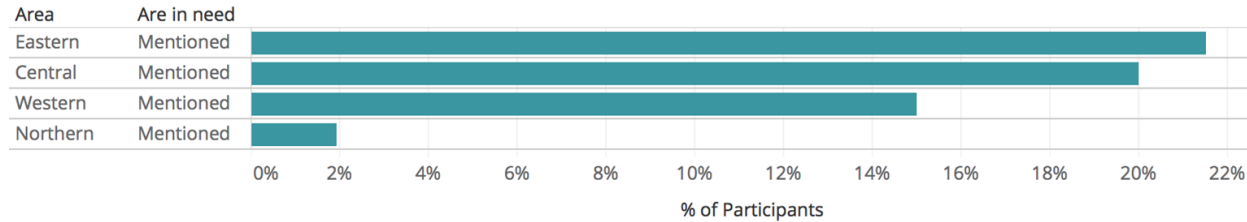
“Yes because Allah commands us to help each other.” Male, Host, Yaqshid.

“Yes because it's said that a Muslim doesn't suffer among Muslims.” NA

RELATIVE FREQUENCY: THE VALUE OF RETURN VERSUS (RE)INTEGRATION

4. Target social cohesion programming based on geographical/social variations

- ❑ Build momentum and learn from increased sympathy for displaced groups in the eastern parts of the city
- ❑ Prioritise social cohesion programming in northern parts (Daynile, Kaxda) where sympathy is far lower, but caseload higher
- ❑ Support inclusion of women and youth who are more likely to express sympathy for IPD needs



5. Enable intermingling between host/IDPs

Citizens highlight how lack of interaction between host and IDPs breeds distance, distrust and discrimination - carefully creating shared spaces and loci of interaction can counter this

“Yes [IDPs] are discriminated against because they are not given the necessary respect by the community members and so no one cares about them and there is less interaction between host and IDP.” Male, Karaan

“Yes I believe they are discriminated against because there is no mingling of the host community and the displaced and so this brings about discrimination.” Female

“Yes they are discriminated, keeping people in one place and feeding them and not interacting with them is bad. Human beings are nothing without interactions.” NA

6. Establish structures and policies to harmonise and enhance accountability and participation

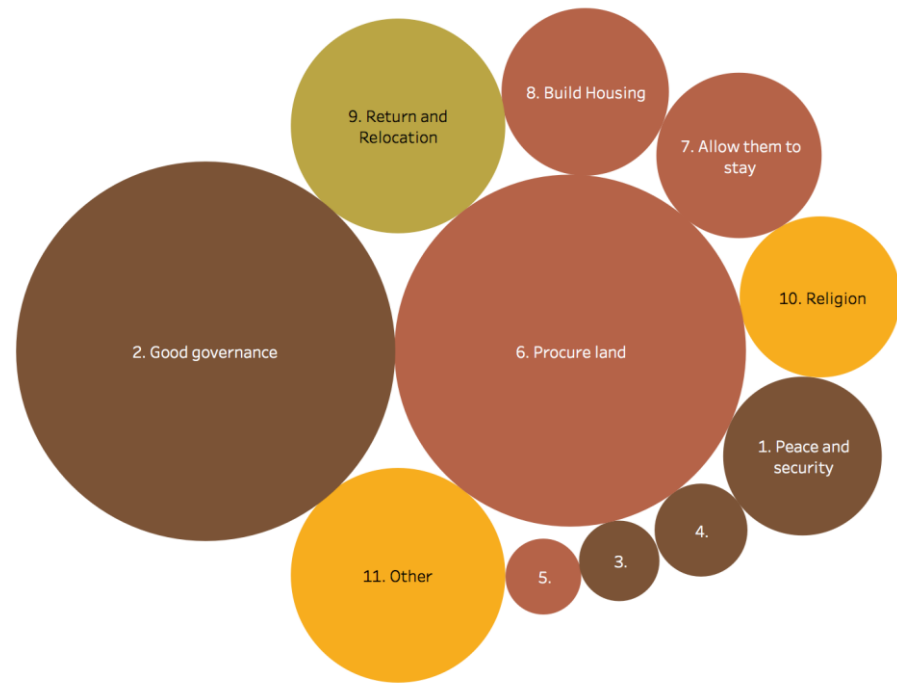
- ❑ **Committees** inclusive of host and IDPs, gender and women can support transparent management and monitoring of aid, and early warning round evictions
- ❑ Government should be at **the forefront of programming**, but ensure policies are established for transparency and accountability , to counteract perceptions of corruption
- ❑ Aid actors need to **respond to citizen lack of trust** in their transparency and integrity, by revising and enhancing their accountability systems

“They can be supported by people coming together and then creating a committee responsible on issues to do with displacement and how to assist them.” Female, Host, Hodan

“Yes they are discriminated against by the NGOs who when they come to the areas they give aid to the district administrators and everyone else except the IDPs.” Female, Yaqshid

“I believe the best solution to assist the displaced is to create jobs for them and to distribute the aid provided by the NGOs in a transparent manner.” Male, Host, Hodan

7. Align with public sympathy for those who face forced evictions



SOLUTIONS TO EVICTION CRISIS IN MOGADISHU

- ❑ Very clear sympathy amongst citizens for those facing forced evictions, especially among women
- ❑ Many calling for the procurement of land and building of houses
- ❑ The most frequent idea (200 people) was that good governance was required to stop evictions
- ❑ Some people (64) argued that displaced groups should be returned to their regions of origin to avoid forced eviction
- ❑ A handful spoke about the need to set up committees to monitor and escalate eviction incidents
- ❑ Calls for pressure on private landlords

What do you think is the best way to solve the eviction crisis happening in Mogadishu?

“The solution is for the government or the business people to procure them land and settle the displaced people there in.” Female, Hodan

“The solution is for the government to take responsibility for its people because the displaced people are citizens and the government should care for its people by procuring big land for them and building houses for people to live in.” Male, Heliwa

“No, the IDPs owned houses, farms and they had a huge impact in the community so they should be returned back to their districts so that they can do their farming and go back to their previous lives.”
Female, Heliwa



8. Take an integrated approach to delivery of services

Do you think it's better for displaced people living in Mogadishu to be integrated into the community? Please reply yes or no. Please explain your answer

- ❑ Many citizen voices rejected the notion that handling IDPs through a separate stream of assistance, in camps, via NGOs was not appropriate
- ❑ The notion that delivery of services and assistance in an integrated approach was a better approach was significantly more likely to be raised by younger people.

“Yes they should because they have become people who need to become like the rest of society they should not wait for NGOs to come to their rescue. The Somali people should help their own.” NA

“Yes, because if they are not integrated back to society they will always be living as refugees.” Male, Host.

“Yes because they will feel like they have a support system hence it will breed love and brotherhood.” Male, Host.

Emerging learning on the use of CSAP

- ❑ Able to **build sustained conversations**, including with vulnerable groups (over 50% were displaced, 40% were women)
- ❑ This type of consultation is **clearly valued and demanded by citizens**
- ❑ Able to deliver **relevant and actionable insight** for decision-makers
- ❑ Need to find engagement tactics to **improve data quality and overcome** operational challenges
- ❑ **Data disaggregated by social identity** can provide a lot of insight - further research needed to understand how to gather
- ❑ ReDDS successfully supported and convened an approach based on **broad-based platform** rather than a **single programme**, and this model can be emulated further
- ❑ Better **planning and coordination** required for media management