Tools for collecting beneficiary feedback and their specific contribution to enhancing forward accountability

(giving influential voice to the people we seek to help)

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Prompting questions

- Do our beneficiaries have the power to influence how we work with them?

- How can we give **influential voice** to those whose life we seek to improve?

- How do we measure these **routine** and **systematic** voice from project beneficiaries and act on them to improve project effectiveness and maximize impact.
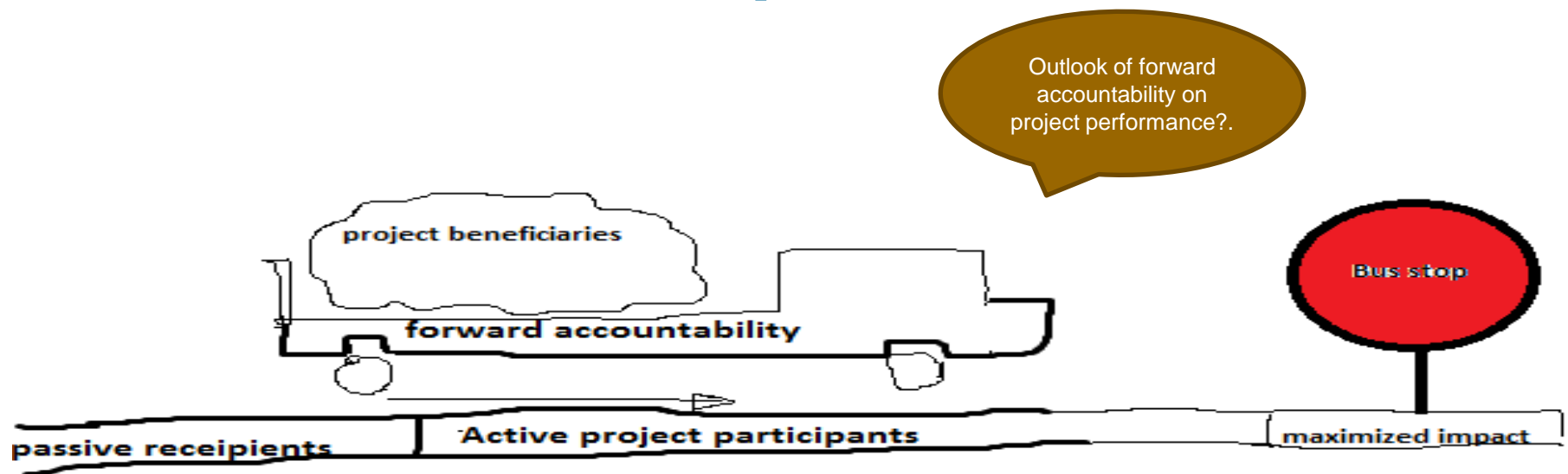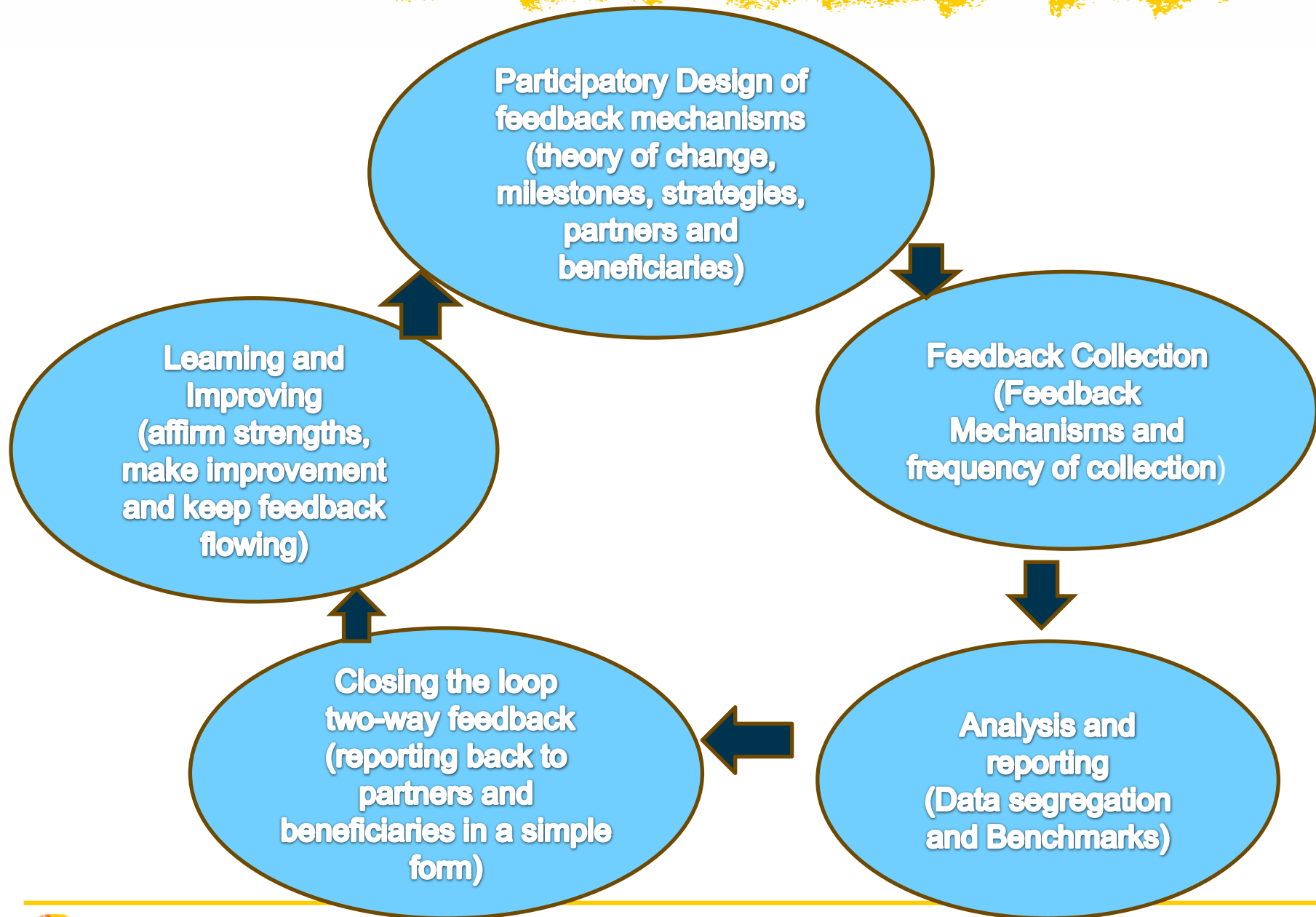
The forward accountability journey

Tools for collecting beneficiary feedback

Feedback tools	What measured	Freq. of collection
Touch-point micro survey tool (activity evaluation)	Participants impression of an activity	After every activity/event
Partnership Health survey tool	a. Quality of programme delivery b. Relationship	Quarterly
Structured independent survey (Household level)	Immediate benefits/impact of intervention on beneficiaries	Annually
Systematic unsolicited feedback through a. Feedback journal b. Toll free line	General feedback and complaints from beneficiary communities, other stakeholders and collaborators/partners	Open (all times)

Operationalizing beneficiary feedback collection

Participatory Design of feedback mechanisms (theory of change, milestones, strategies, partners and beneficiaries)

Feedback Collection (Feedback Mechanisms and frequency of collection)

Analysis and reporting (Data segregation and Benchmarks)

Closing the loop two-way feedback (reporting back to partners and beneficiaries in a simple form)

Learning and Improving (affirm strengths, make improvement and keep feedback flowing)

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Contribution to forward accountability

In sum, these beneficiary feedback tools allows the Cocoa Life project to collect systematic quantifiable perception from beneficiaries and partners on 3 performance dimensions namely;

- Service Quality and Relevance
- Relationship quality
- Perceived contribution to outcomes

The attached document highlights contributions of the respective beneficiary feedback tools to the promotion of forward accountability in the Cocoa Life project.

Microsoft Office
Word Document

Follow link for more information: Strengthening accountability relations with beneficiaries through GALI

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