

Loop Annual Report 2022: highlights



We have learnt that people and organisations use Loop for a variety of reasons:

Loop is being used by local people to:

1. get services they need
2. report where services are not being delivered and
3. report safely about abuse, fraud and misconduct

Information on Loop has been used by organisations to:

1. respond to people with relevant and timely information
2. course-correct implementation plans
3. keep people safe by letting them know about an independent anonymous reporting mechanism
4. celebrate their successes and impact
5. use the data to inform policy and
6. get additional funding



Imagine: a social media platform dedicated to helping people

Watch our three minute video featuring Loop team members and supporters from around the world to get a quick idea of what Loop is, what its impact can be, and why you should join us in moving forward to greater accountability in humanitarian and development aid.

talktoloop.org / Dec 8, 2022

Loop accessibility in 2022



Countries and languages where we are present:

- Philippines - Tagalog and Cebuano
- Indonesia - Bahasa Indonesian
- Zambia - Bembe, Nyanja, Tonga, Lozi
- Somalia - Somalia Maay, Somalia Maxatiri
- Ukraine - Ukrainian (can receive in Russian)
- Poland - Polish

- Global - English, French, Spanish, Arabic

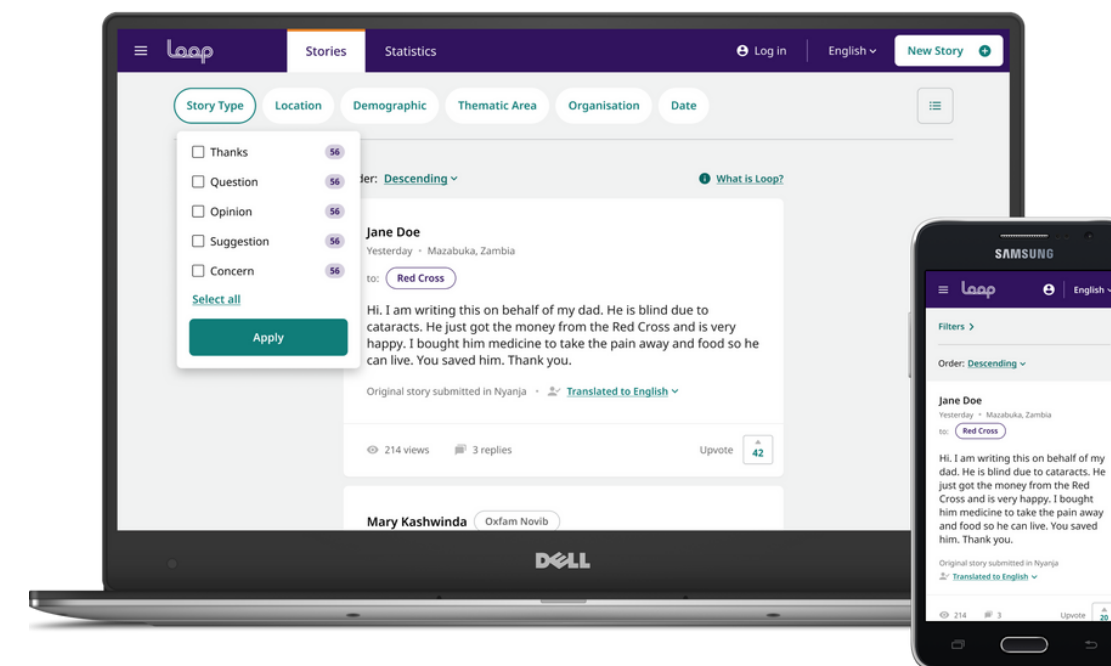
15 Languages and 3 scripts

Potential to scale to over 100 languages and all scripts



Input Channels:

- Web - www.talktoloop.org/stories
- WhatsApp
- Facebook Messenger
- Telegram
- SMS Text messaging
- IVRR - Interactive Voice Response and Reply

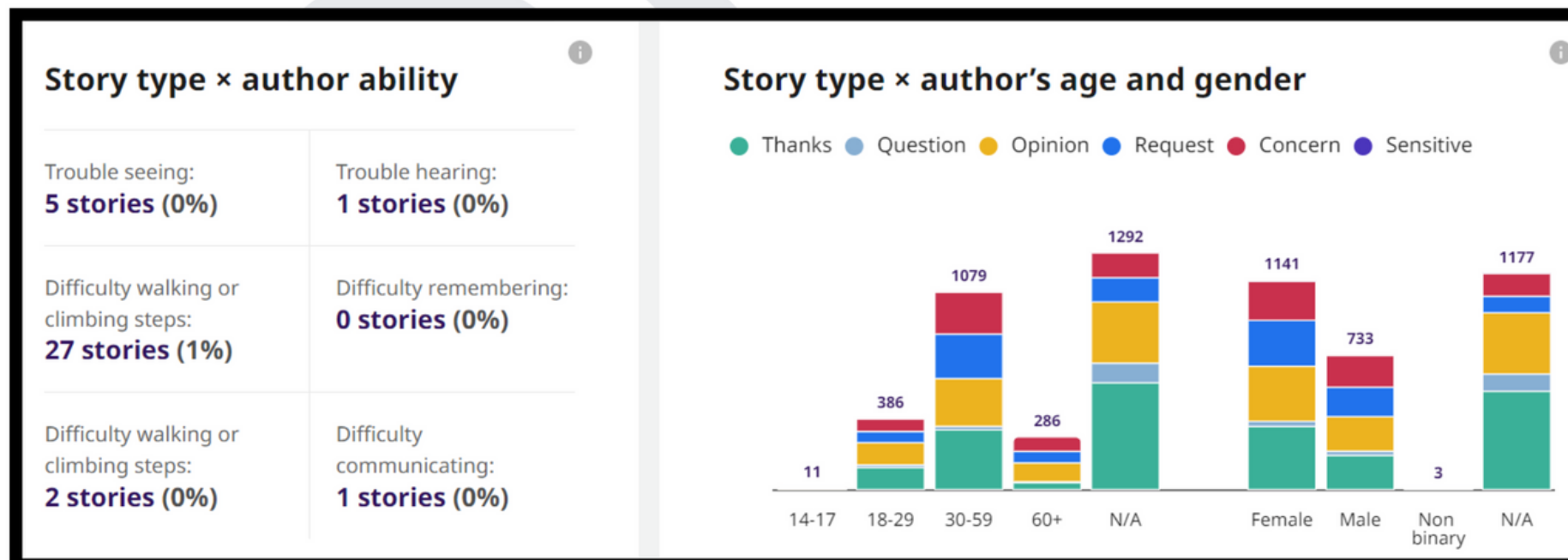
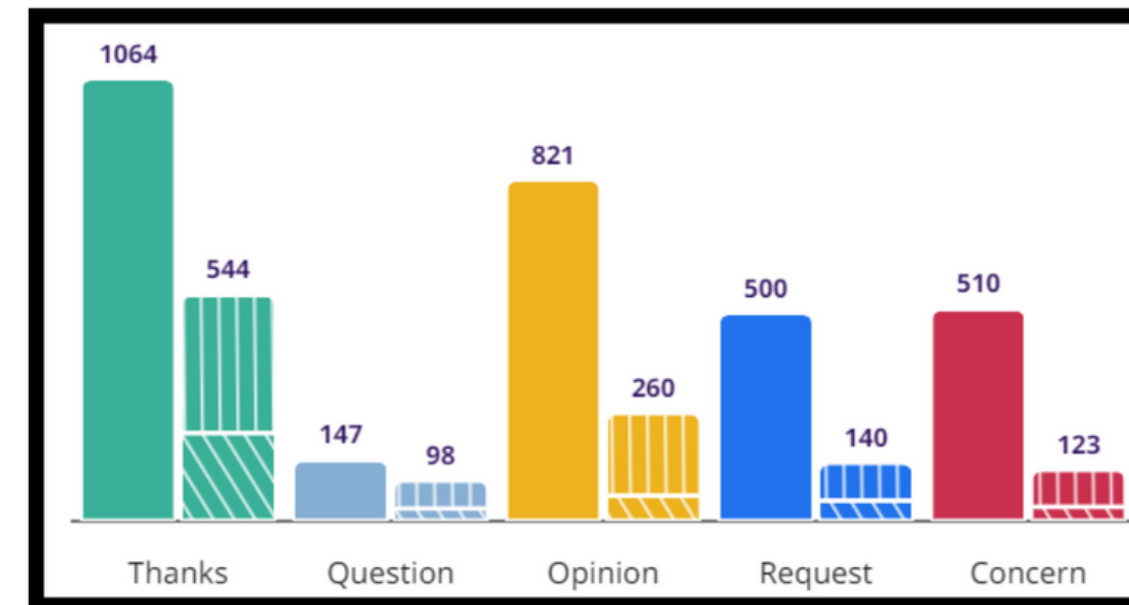
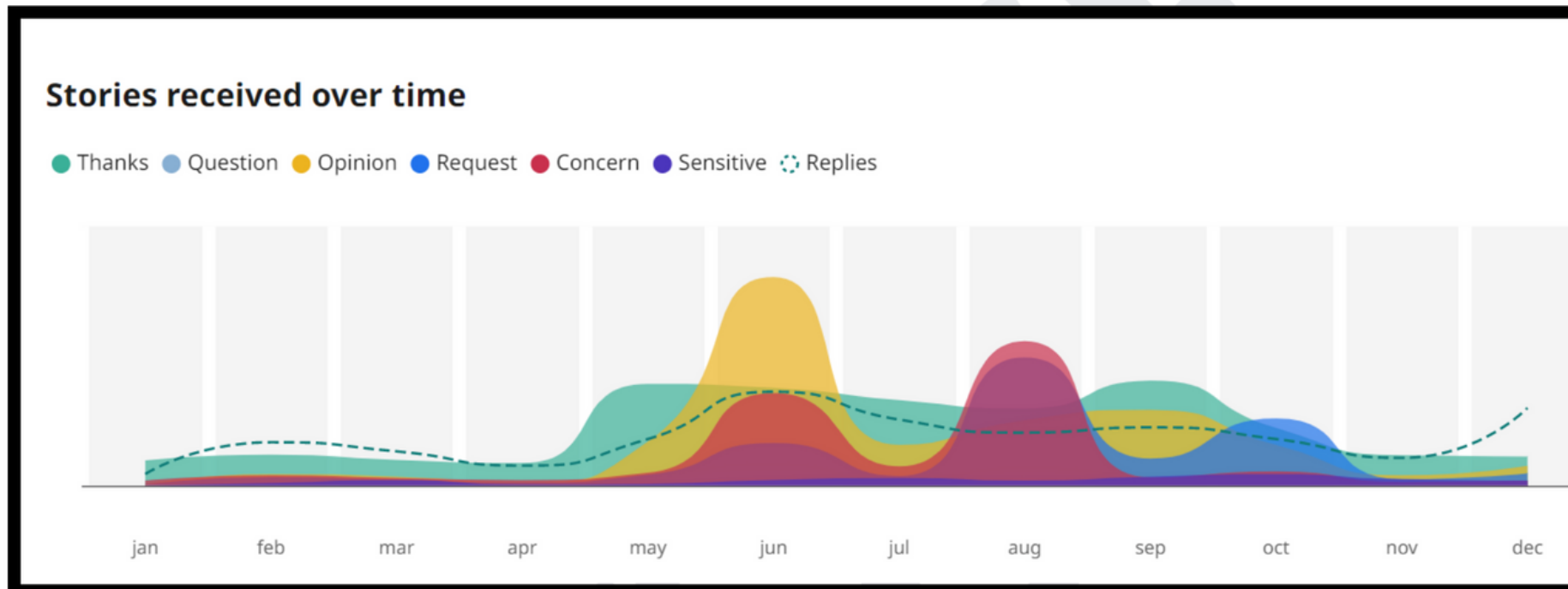


Growth in size and variety of feedback



2,500 individual instances of feedback received.

Vast majority of feedback was positive.



Many people still choose not to identify their age or gender.

For the first 6 months this was primarily due to feedback on Facebook being significantly quicker if the user chose not to complete this information. We then adapted the process to make it just as easy to choose one's gender, disability and age range as it was to skip this step if you prefer not to share this data. We expect the data on gender and age to be more robust in 2023.

Case study: Disaster Management Cycle



Evidence that people use Loop before, during and after a crisis, through into recovery phases.

Loop has been used in sudden onset crises in the Philippines and Indonesia, to help with every step of the Disaster Management cycle including: early warning, response, recovery.

We hope to integrate it into Anticipatory Action in 2023.



After being used in the early warning, needs identification phases of the crisis, Loop was then used by the same communities to report their gratitude for the outpouring of help and to identify ongoing unmet needs through the response and into the recovery phase. For example, after shelters were built in the Philippines people then asked for lighting because the electricity was still not connected. As a result, ECOWEB raised funds and distributed solar lighting.

Joseph Marquez Aquino
Sep 26, 2022 • Caloocan City, Metro Manila, Philippines

To: Samahan ng Responsableng Anak ng Nayon, Inc. (SARANAY) ECOWEB +2

September 26, 2022, 2:00 a.m. the wind and rain are gusting. However, the strength of wind movement with rainwater is not continuous. There is no news yet to be alarmed in our area in DSWD property, Barangay 178, Camarin, North Caloocan City, where around 3,000 families live. BDRRMC does not have proper announcements or adequate notice of preparations for families in our area, especially for those living near the creek. Families who are close to creeks and rivers are expected to continue to prepare and stand by and are always flooded in...

Original story submitted in Tagalog • Translated to English

4 views 0 replies Upvote 0

Story information

Story type

Opinion Request

Age
Between 30 and 59

Gender
Male

Disability
-

Sent by
SMS

Ana virador
Oct 23, 2022 • Garcia Hernandez, Bohol, Philippines

To: CSO One Gaher One Gaher +1

Good evening. I wish there was a solar street light on our provincial road because it's very dark at night even if its done step by step or slowly, so that we won't be scared at night. from boundary to boundary. Thank you very much. Abijilan Garcia Hernandez Bohol. Philippines. Women's association

Original story submitted in Cebuano • Translated to English

14 views 1 replies Upvote

Your reply 0 /

Story information

Story type

Request

Age
Between 30 and 59

Nanette
May 9, 2022 •

Hello. Thanks for the feedback and happy to know that the solar lamp really helped. Also thankful to LDS charities for the donation. If you have any other concerns that you would like to share with ECOWEB, please do not hesitate to share them through Talk to Loop.

Original story submitted in Tagalog • Translated to English

Case study: Complex, slow onset crisis



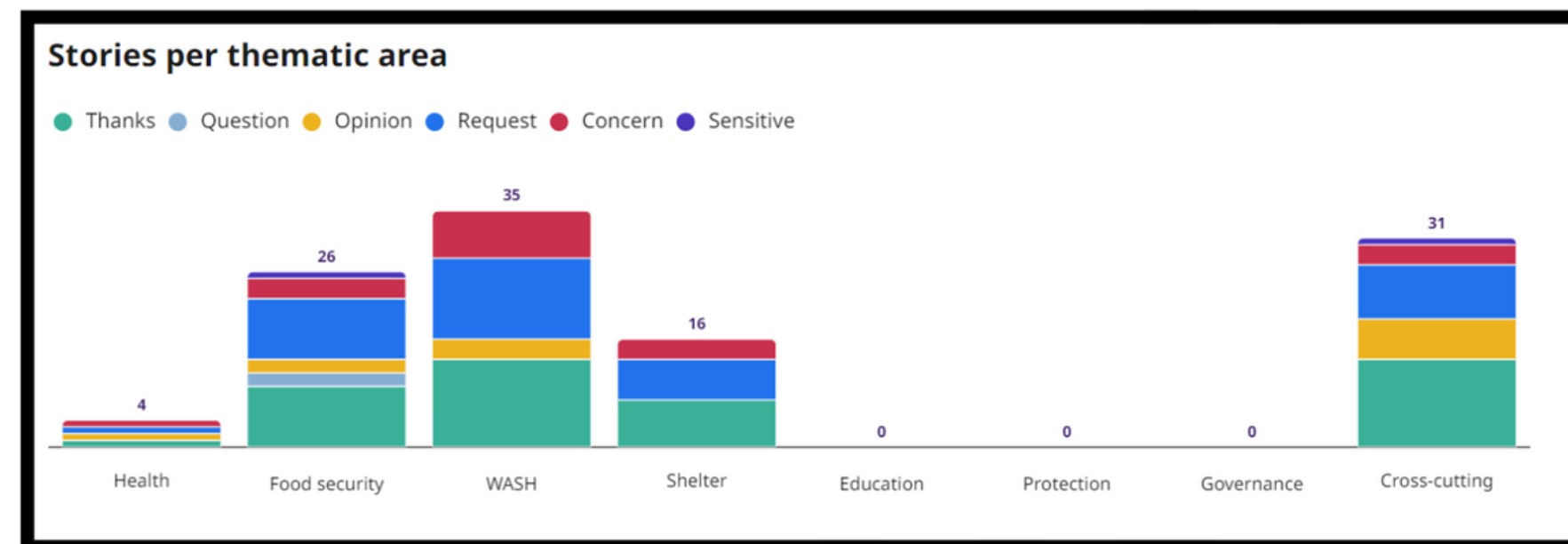
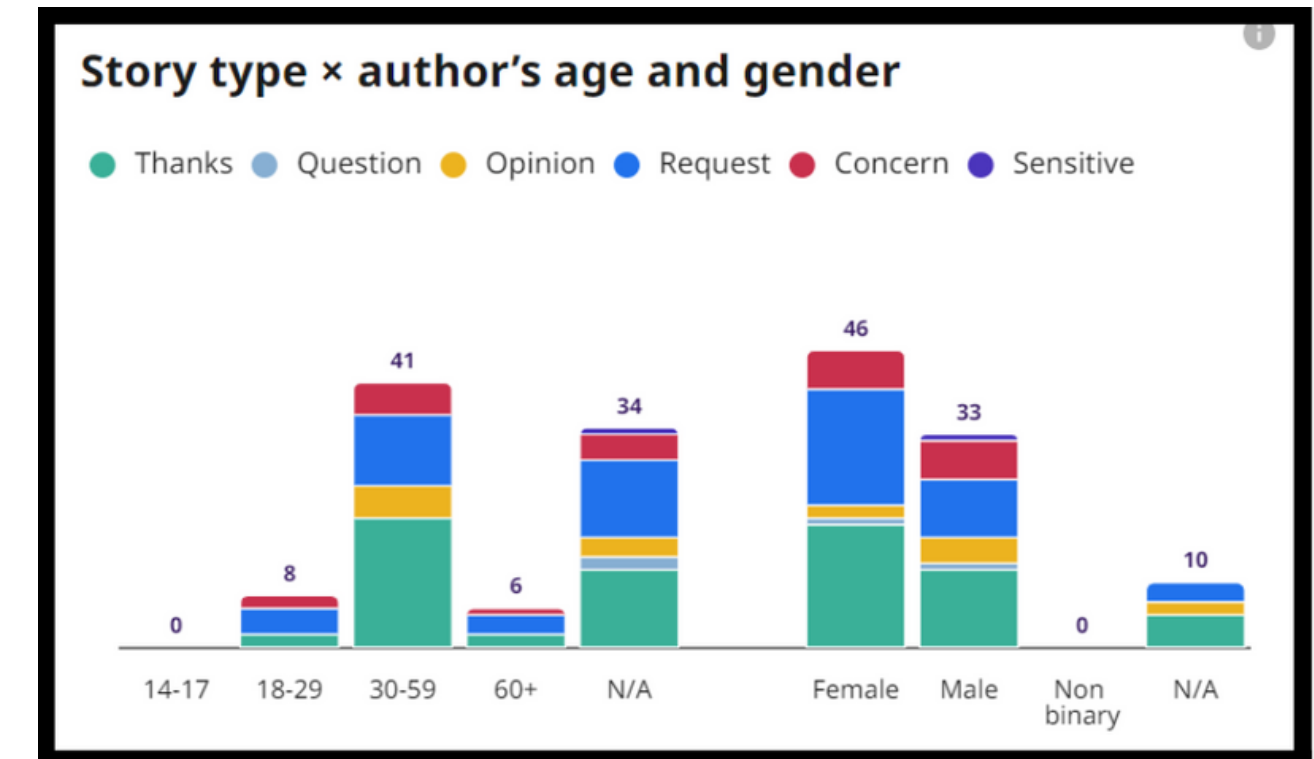
Drought in Somalia - early warning and ongoing needs

During our prototyping in October 2021, a large percentage of the feedback was about thirst and hunger. Over 20% had words like 'thirsty' or 'hungry' in them. Now, a year later, the feedback through voice (IVRR) is predominantly requests for support in food security, WASH and shelter. Many are from areas where there are few humanitarian actors.

A larger percentage of feedback comes from women.

Highly vulnerable women are reporting about sensitive issues and have been referred and received assistance as a result.

The Minority Rights Report on Somalia October 2022, and the IASC PSEA Risk Assessment Identify gaps which Loop and CPD could help to address.



Feedback received September 2021

Hello! I live in Awaq'geed, there's lack of water in our area and we need assistance. The family I am with right now are 30 members and the other families can be more or less than mine. In my family, there are 65 members and there's no water and we are requesting immediate assistance from the organizations. Bye.

Case studies: Anonymity and Independence



Anonymity and Independence have led to people reporting things to - get around systems which are failing them

People have reported in to Loop in every country when:

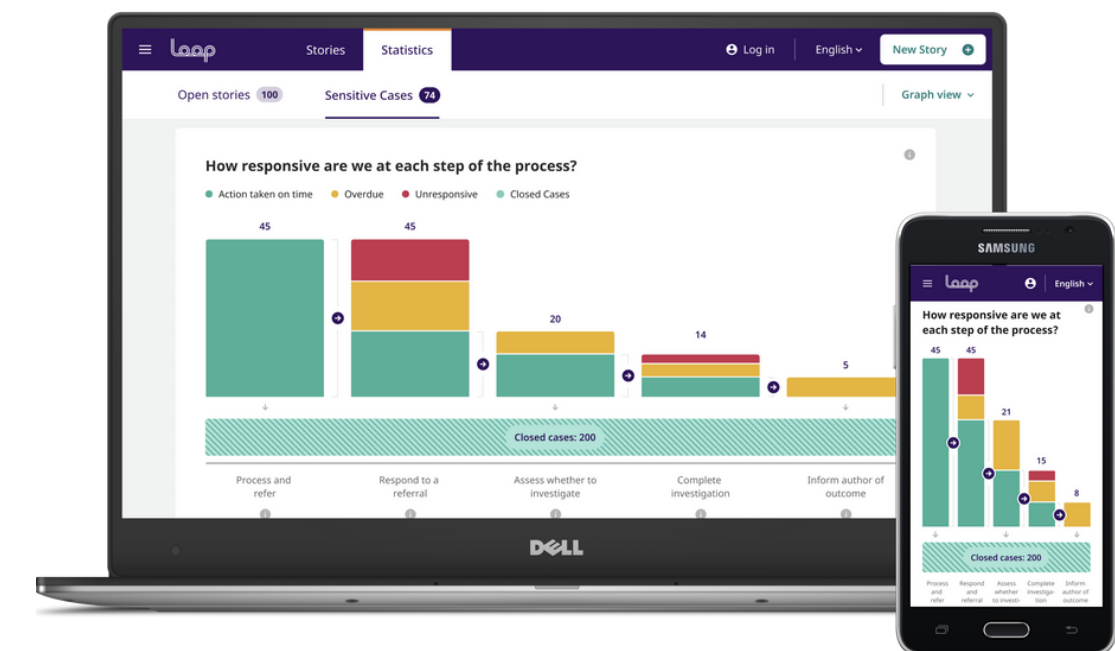
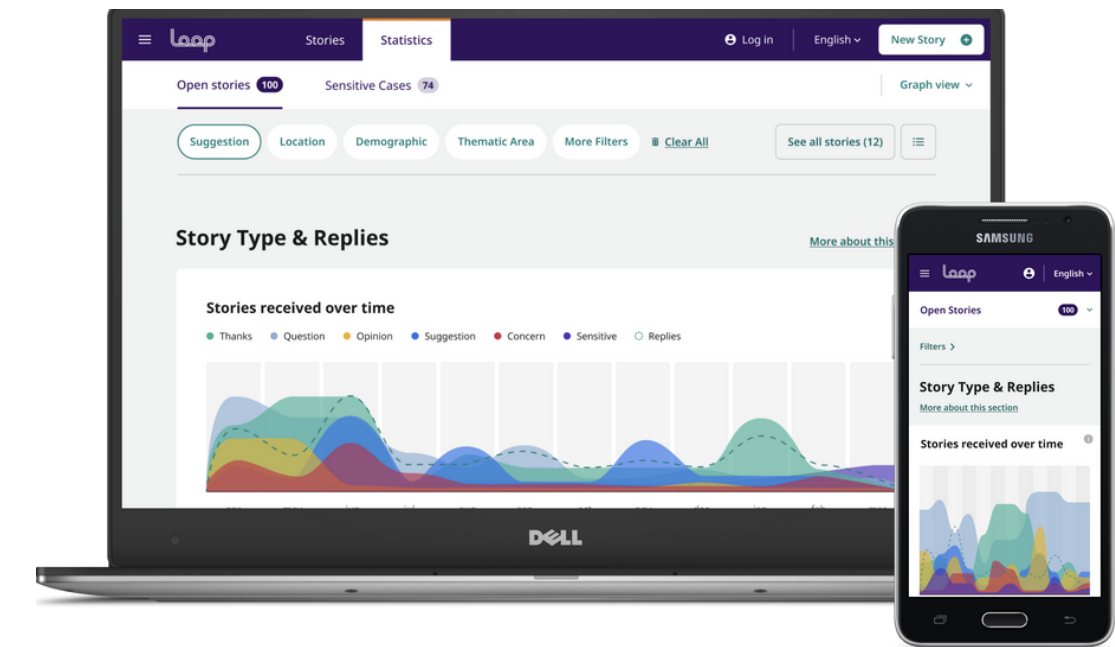
- an official reporting mechanism is not being answered
- those responsible for responding are not trusted or may harm the author
- reports have been made but no further action was taken/ it was blocked.
- where no existing safe reporting mechanism is available, known or accessible for the author

In many of the cases, the safe referrals helped the survivor(s) get the support that was needed.

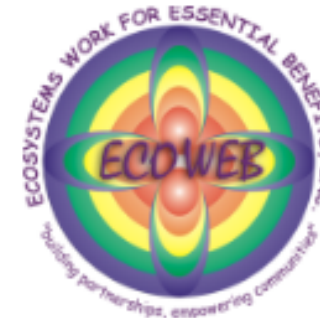
- through collective mediation where the reporting individual(s) were not identifiable or
- through referring the survivor for assistance

We only received one report of SEAH, because INGOs are not yet promoting Loop as a possible reporting mechanism. We did receive reports of, among others:

- gender based violence (especially from vulnerable groups)
- child protection issues
- trafficking
- organisational misconduct
- beneficiary list manipulation
- private sector disputes



Case studies: Clusters of Red flags



Aggregate data helped to identify clusters of issues which can then be followed up on.

Loop technology enables aggregate data to identify clusters of red flags around key issues. This data can then be acted on or used to inform Policy and Funding decisions.

Case study: the Philippines COVID assessment

The Philippines national government used Loop to gather information from people about the COVID response to help inform a COVID People's Response Plan. The information shared by the communities was quite consistent and reinforced data on the scale of the COVID outbreak in different geographic areas.

However, an unplanned outcome was that in one geographic area there was a cluster of reporting, by different authors, of vague accusations of beneficiary list manipulation.

Each story did not name a perpetrator, and did not have sufficient detail to follow up on it on its own. However, collectively there was enough independent information for national authorities to decide to investigate the specific office further. In a second location, there was a pattern of anonymised reporting of child sexual abuse, which was also followed up on by specialists.

There were numerous other examples, leading to policy recommendations, funding applications and further investigations etc. This suggests that Loop could be useful to identify and act on, in real time, Sexual Exploitation and Abuse.



Can we add value to your work in 2023?



 alex@talktoloop.org

 <http://talktoloop.org>

 @talktoloop

 @talktoloop

