

Introducing Loop



The opportunity

As a result of the technological revolution, there is an opportunity, like never before, to listen and learn from local people about the aid they receive, to increase its efficiency and effectiveness.



What is Loop?

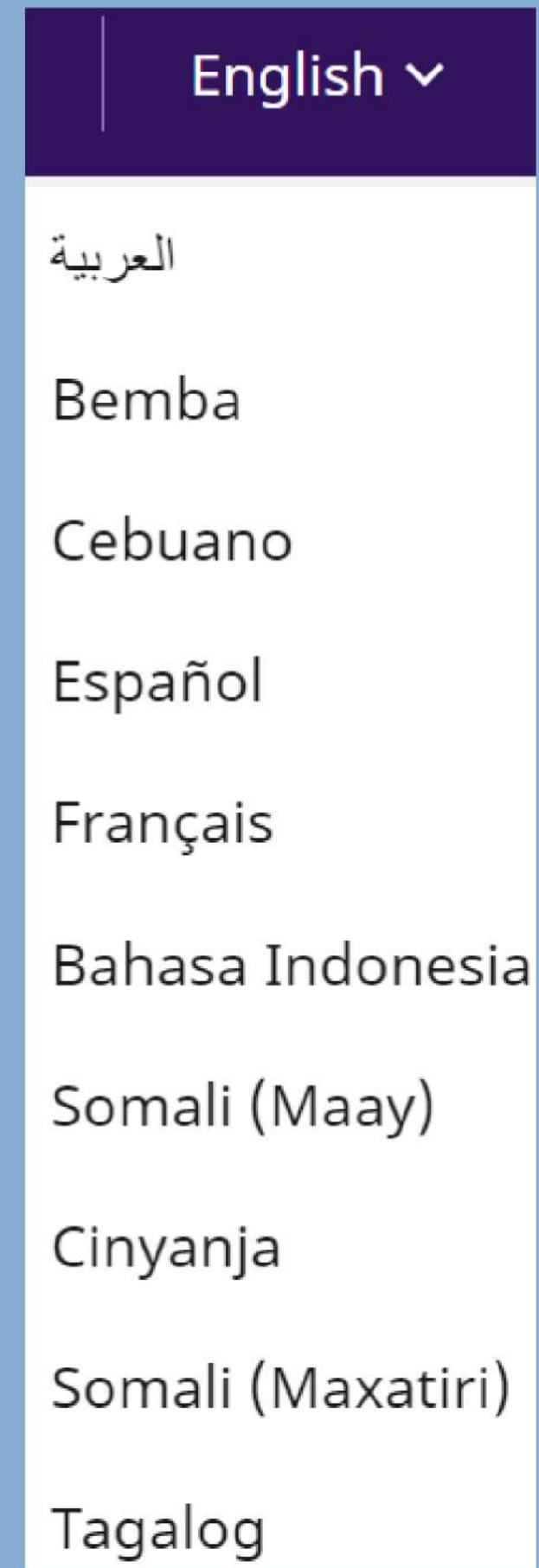
Loop is a safe and accessible global platform, enabling an independent, permanent and common service for feedback and complaints (including SEAH).



Submit across languages

Owned and adapted to the local context through multiple languages:

- All: English, Arabic, Spanish and French
- Philippines: Tagalog and Cebuano
- Somalia: Somali Maay and Somali Maxatiri (Benadir)
- Indonesia: Bahasa Indonesian
- Zambia: Nyanja, Bembe, Tonga, Lozi
- Ukraine Response: Ukrainian and Polish (Roma, Russian)
-plus 100s more possible

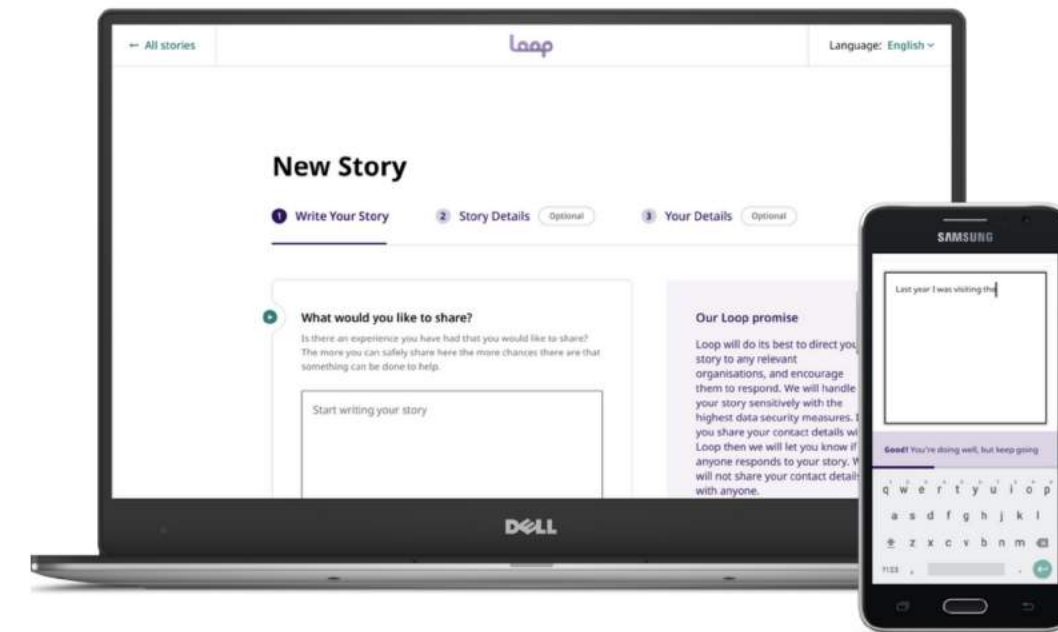


Submit across input channels

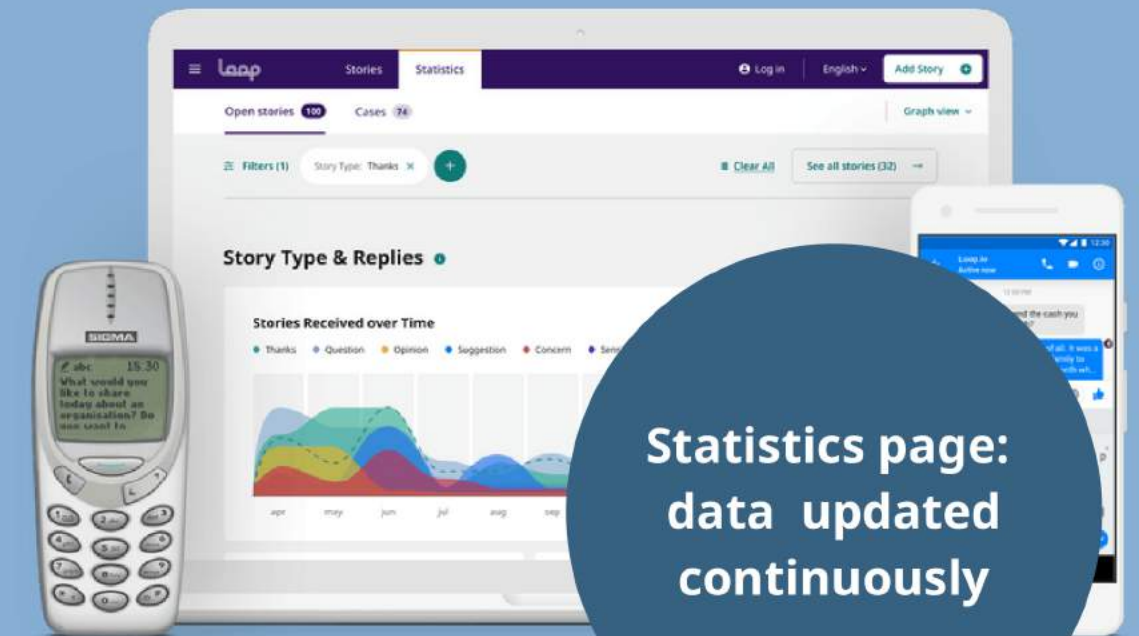
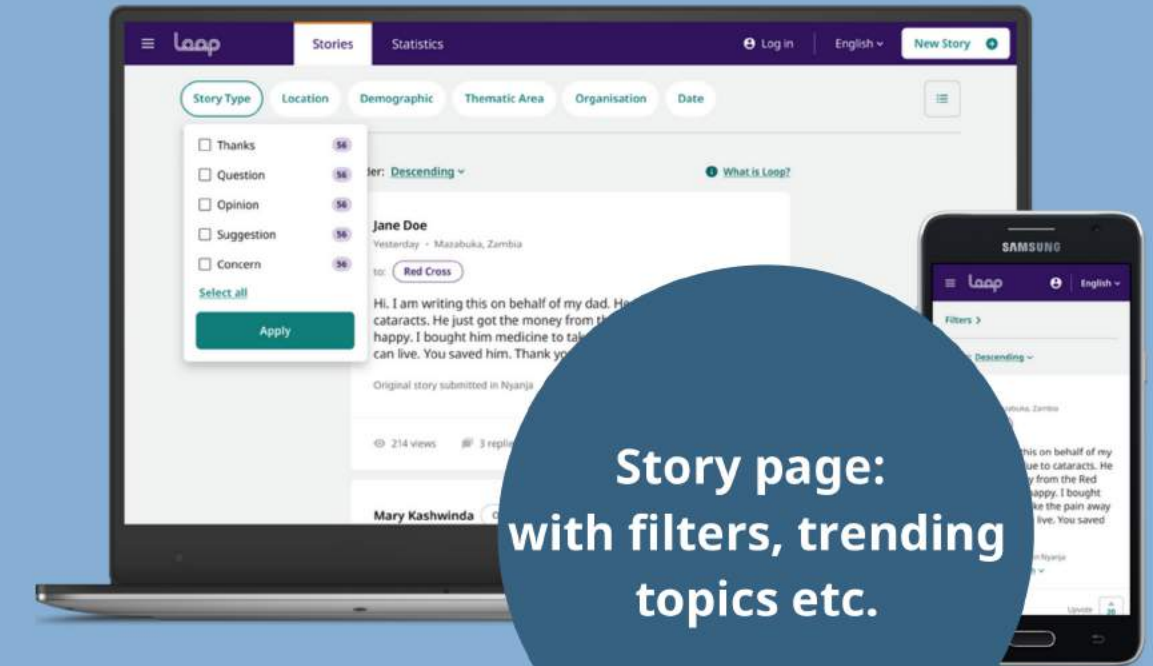


Owned and adapted to the local context through multiple channels:

- URL talktoloop.org
- Facebook messenger
- WhatsApp
- Telegram
- SMS
- IVRR (Interactive Voice Response and Reply) – voice



User flow



Interactive Voice Response & Reply*




*Pat. Pend. UK Patent Application No. 22 18446.9

Sensitive stories

Safely manage and refer on reports of:

- Sexual exploitation, Abuse and Harassment
- Protection
- Fraud and Corruption
- Other misconduct

Survivor-centred approach



1

Report


Author shares in their own language on their preferred channel...



2

Share anonymously

Author is prompted to choose 'sensitive' or not, and chooses what information to share.




3

Moderator identifies other Sensitive Reports

And sends sensitive stories to professional Loop Case Managers.

All data is removed from the Loop platform.



4

Referral to Case Manager

Loop Case Manager is alerted and reviews the Sensitive Stories on an encrypted Case Management tool.

They refer cases on to safe focal points only, for accountability and/or assistance.




5

Consent and follow up

If the author chose to share their contact details we ask for their consent to share personally identifiable information (PII) with specific organisational focal points.

Otherwise PII is not shared.




6

Action

Appropriate person receives sensitive story and takes accountable action according to their organisation's protocols.

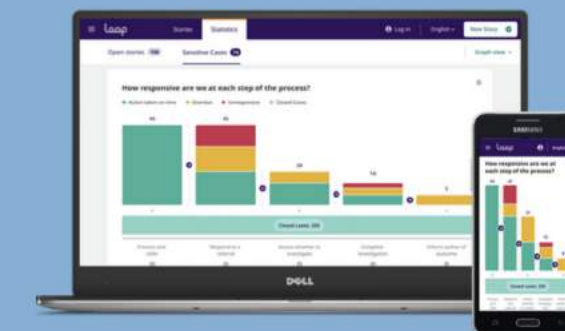
They are invited to update Loop on top line milestones only.



7

Aggregate anonymous statistics

Data posted only to sensitive statistics page. Organisations and Authors cannot be identified. But trends can help to improve the system.



Data Protection and Integration

Only contact people through the Loop platform and moderator.

Complement existing mechanisms and data

- 70% prefer face to face
- Combine with other data sources - PowerBI etc
- Due diligence requirements
- Complement face to face for ongoing remote engagement

Your stories are safe with Loop



Loop will never:



Sell your data



Share your data



Know your **exact location**



People can contact you through a **Loop moderator only**



www.talktoLoop.org 



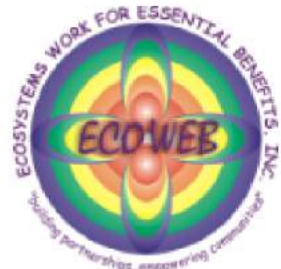
Moderation

Moderated by trained local people who speak the local languages.

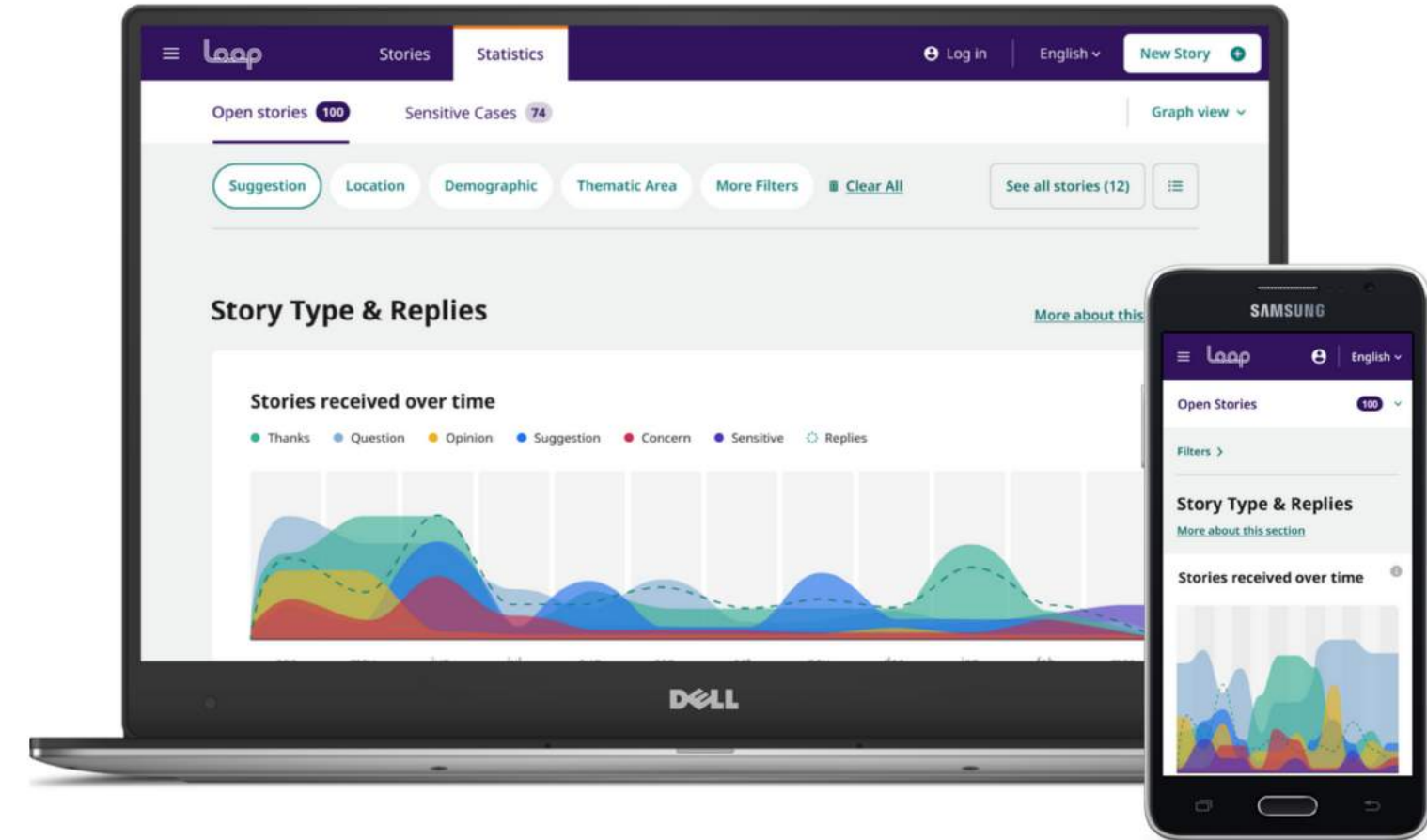
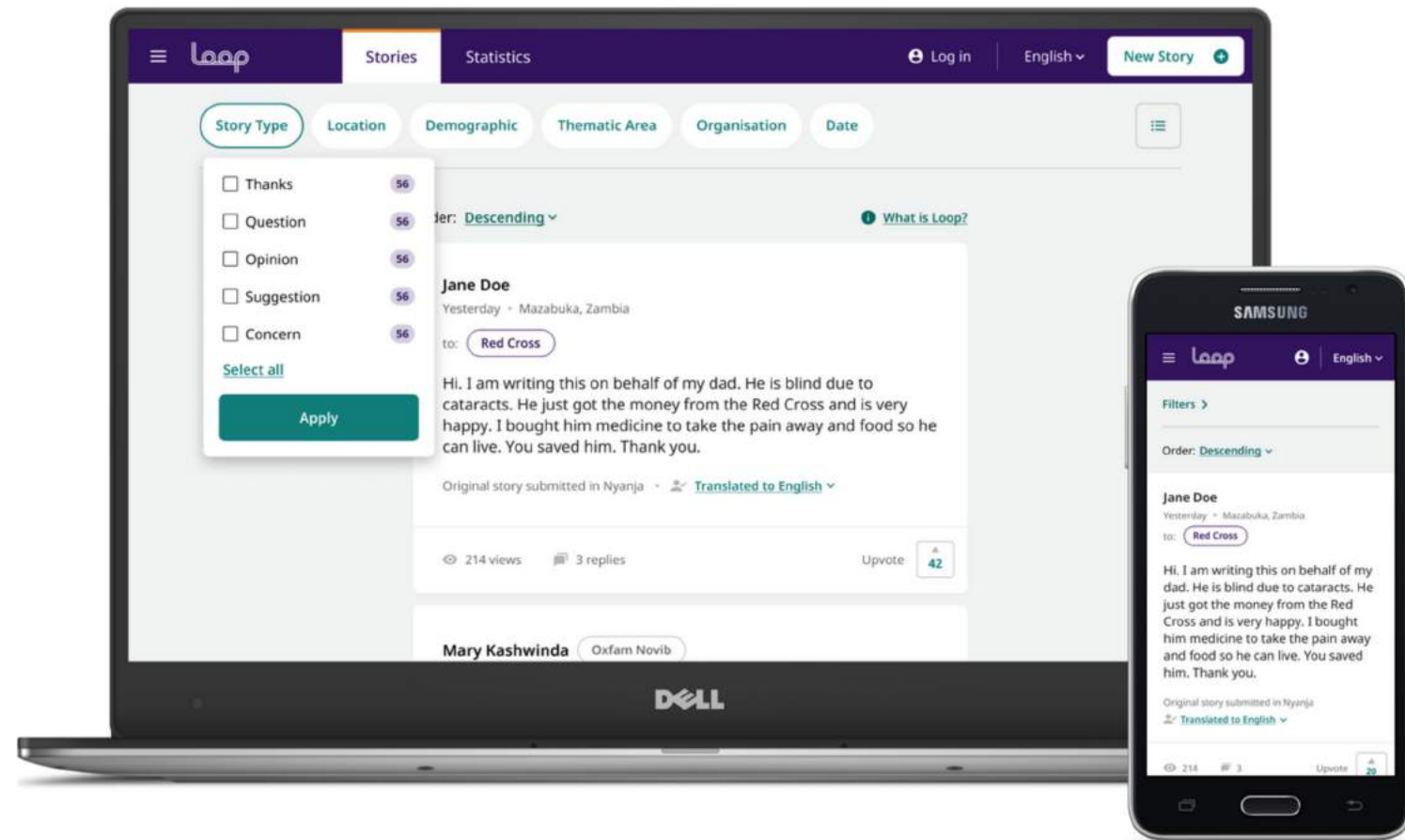
They follow consistent Community Guidelines and Moderation Protocols.

Hosted by a national CSO within a network of organisations (Charitable Franchise concept).

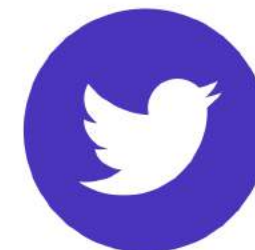
Thus a trusted, permanent, part of national ecosystem.



Qual and Quant data



<http://talktoloop.org>



@TalkToLoop

Annexes



To use Loop...



Zambia



Through these channels:

- SMS and IVRR on 4343 for free
- Facebook: @TalktoLoopZambia
- WhatsApp:
<https://wa.me/260976256521>
- Or www.talktoloop.org

And in these languages:

English, Bembe, Nyanja, Tonga with Lozi coming

Zambian Governance Foundation lead on Loop in Zambia and can be contacted by emailing: subilo@talktoloop.org

The Philippines



Through these channels:

- SMS 2158-0002 (on Globe) or
- 22565-0002 (on Cross-Telco)
- Facebook: @TalktoLoopPhilippines

And in these languages:

English, Tagalog, Cebuano

ECOWEB leads on Loop in the Philippines and can be contacted by emailing: bryan@talktoloop.org

Somalia



Through these channels:

- 6464 for free on all Mobile Networks
- Or www.talktoloop.org

And in these languages:

Somali Maay and Somali Maxatiri dialects

CPD lead on Loop in Somalia and can be contacted by emailing: fatma@talktoloop.org

To use Loop...



Indonesia



Through these channels:

- WhatsApp: (+)62 811-2365-555
- Or www.talktoloop.org

And in these languages:

English and Bahasa Indonesia

MPBI lead on Loop in Indonesia and can be contacted by emailing: avianto@talktoloop.org or avianto.amri@gmail.com

Ukraine Regional Response



Through these channels:

- WhatsApp: +48 88888 0017
- Facebook Messenger - TalktoLoop Ukraine & TalktoLoop Polska
- Telegram TalktoLoopUkrainaBot
- Or talktoloop.org

And in these languages:

Polish and Ukrainian (with Russian and Roma coming soon)

Elite Crew lead on Loop in Poland and Ukraine and can be contacted by emailing: nataliak@talktoloop.org

Loop Central Contacts



Through these channels:

- WhatsApp: +3197010286886
- Facebook Messenger - TalkToLoop
- Phone: +44 7725 205493
- Email: hello@talktoloop.org
- Or talktoloop.org



Whats next?



New Countries:

Bangladesh
Myanmar
Yemen
Palestine
Democratic Republic of Congo
Uganda
Kenya
other?

Requires funding for 2+ years

Lets build a project together:

What locations?
Which organisations?
What time frame?
What scale of feedback do you envision?
What scale of support do partners require?

- Communications
- Training
- Data Analytics
- Report writing

alex@talktoloop.org

Annual Report 2022: highlights



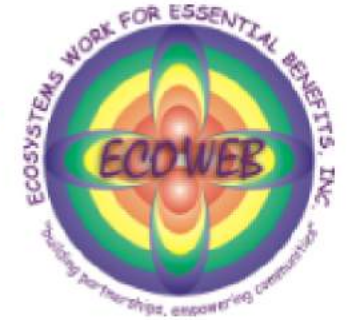
People use Loop to:

- get services
- report where services are not delivered
- report safely about abuse, fraud, misconduct

Organisations use Loop to:

- respond to people with relevant/timely info
- course-correct implementation
- keep people safe through an independent anonymous reporting mechanism
- celebrate successes and impact
- use data to inform policy and apply for additional funding
- capacity building of local partners

Case study: Disaster Management Cycle



People use Loop before, during and after a crisis

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

Story information

Story type
[Request](#)

Age

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



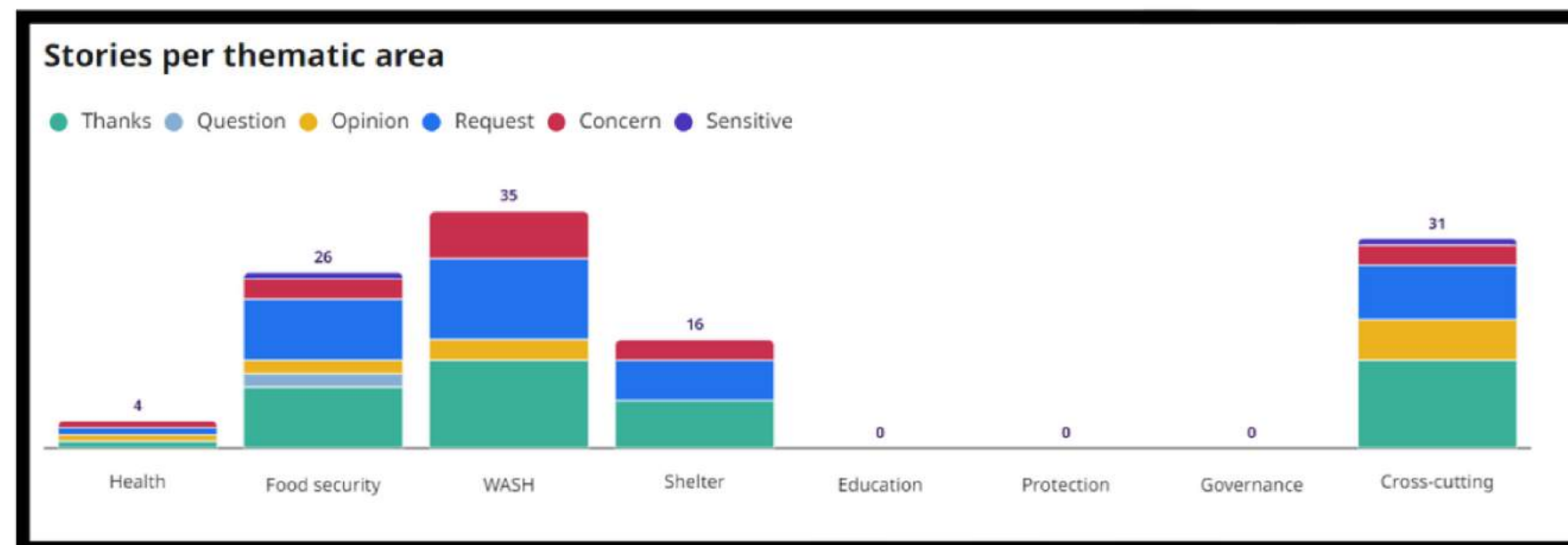
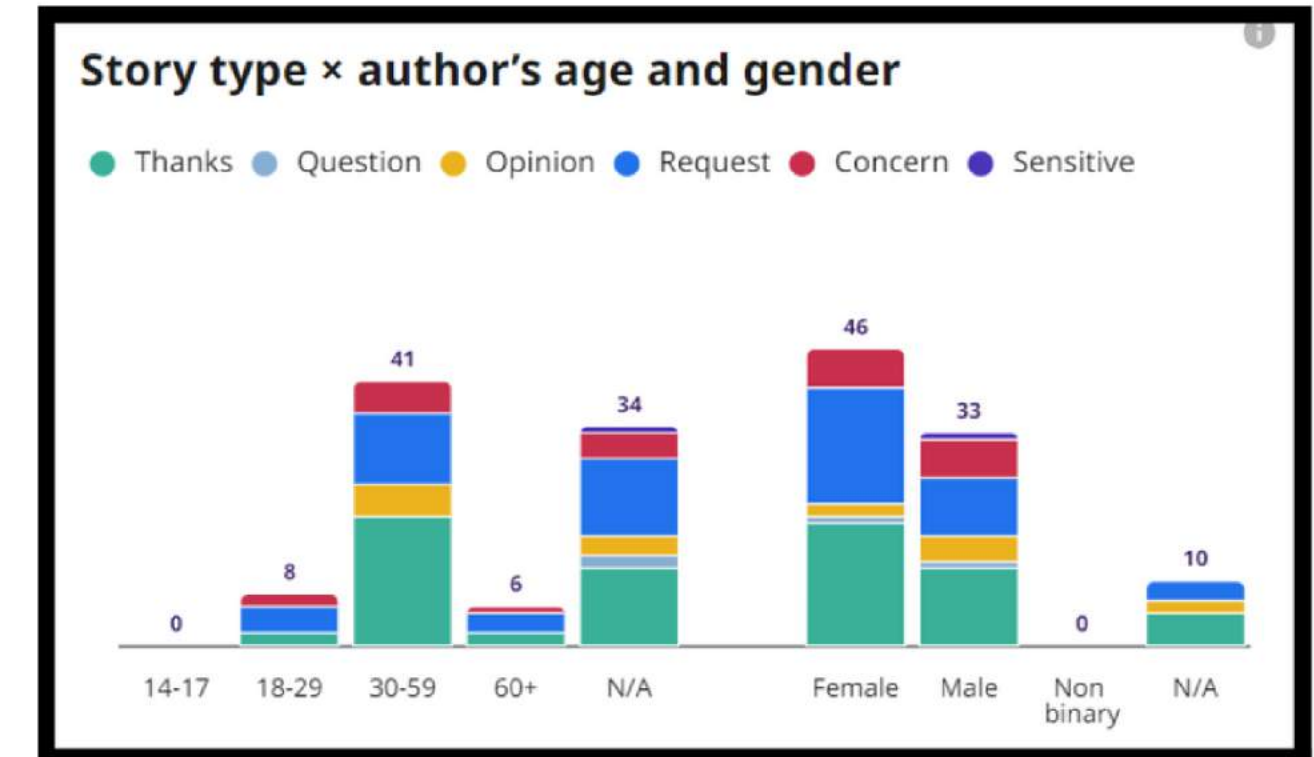
Drought in Somalia - early warning and ongoing needs

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 study: Anonymity and Independence



People are reporting to get around systems which are failing them

People have reported in to Loop in every country when:

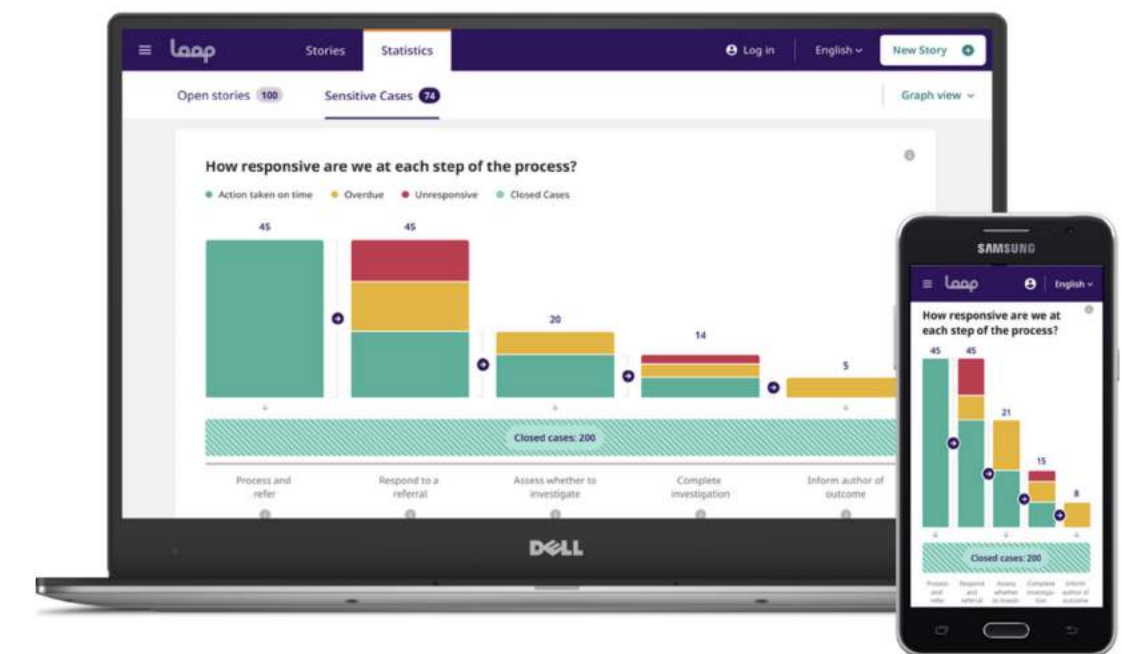
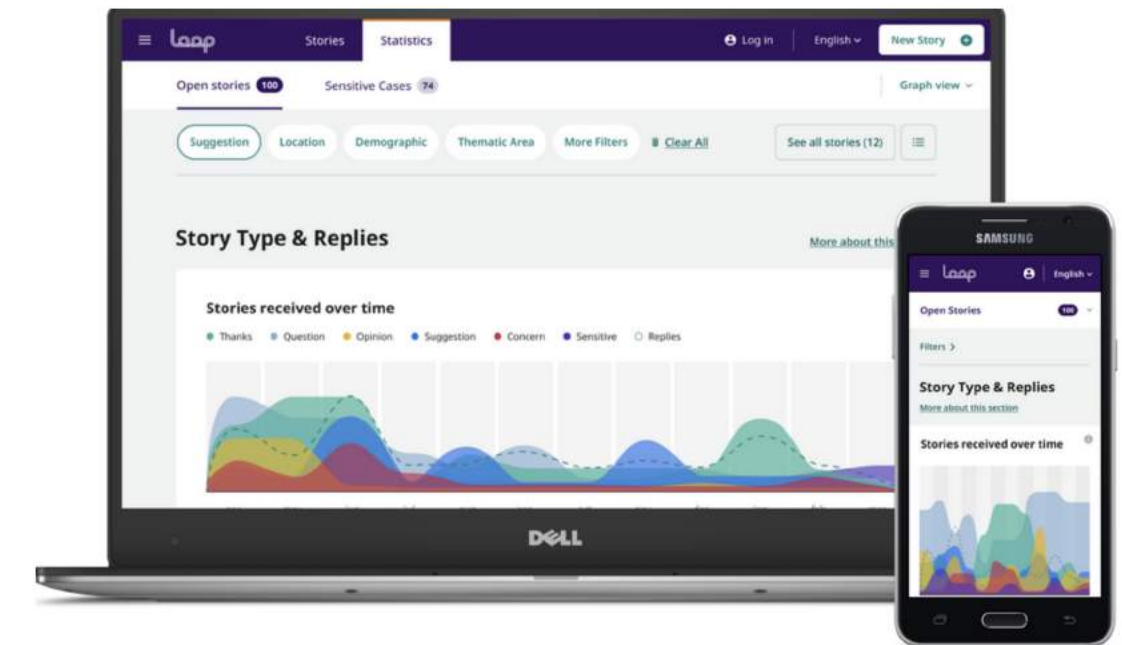
- an official reporting mechanism is not being answered
- those responsible for responding are not trusted or may harm the author
- reports have been made but no further action was taken/ it was blocked.
- where no existing safe reporting mechanism is available, known or accessible for the author

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

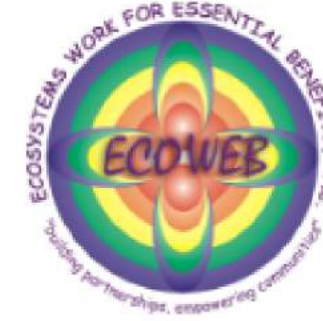
- through collective mediation where the reporting individual(s) were not identifiable or
- through referring the survivor for assistance

We only received one report of SEAH. 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 study: Clusters of Red flags



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

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.

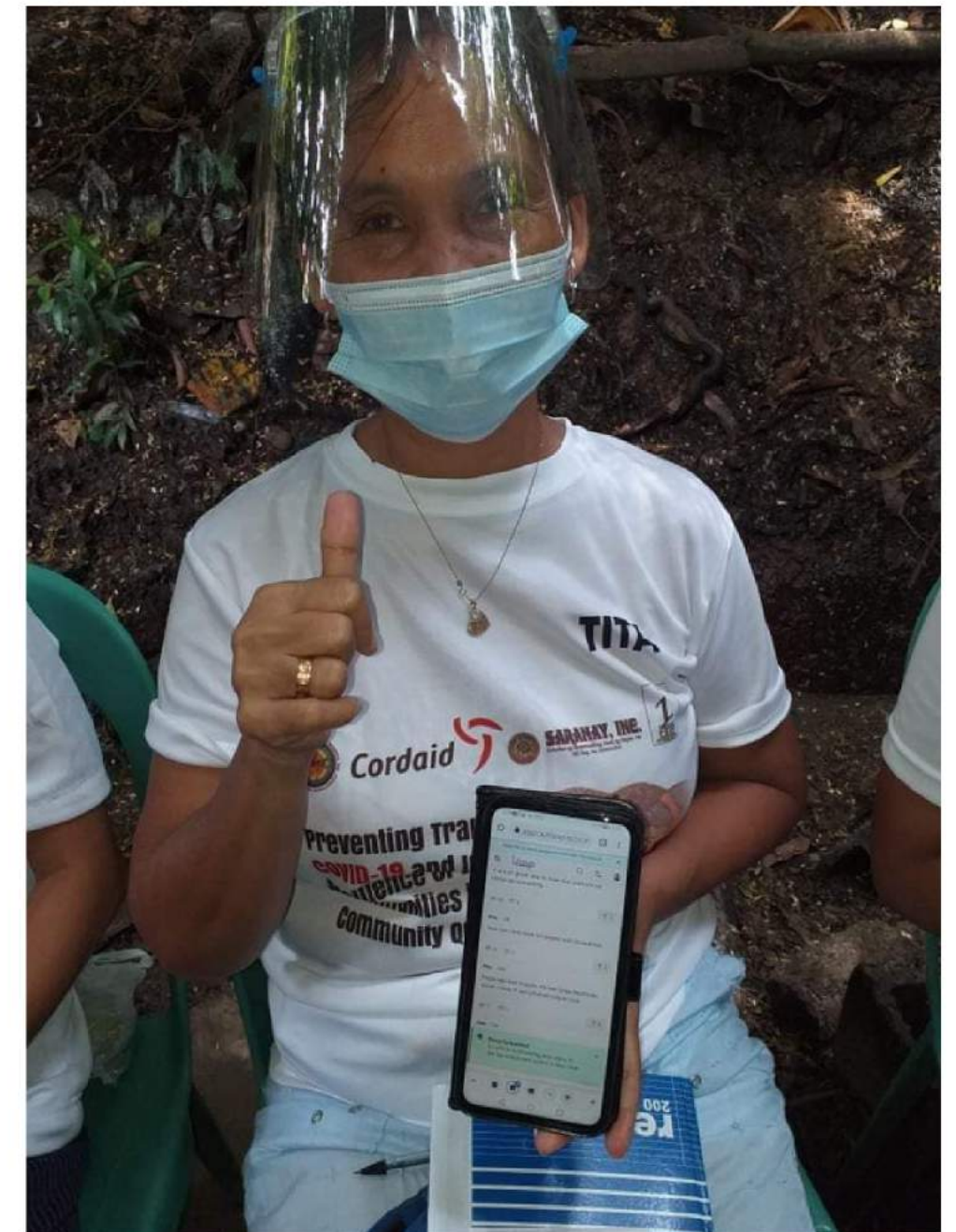
Case study: the Philippines COVID assessment

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.



More information on Loop

Imagine Video



Still want to learn more?

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Can we add value to your work in 2023?



alex@talktoloop.org



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