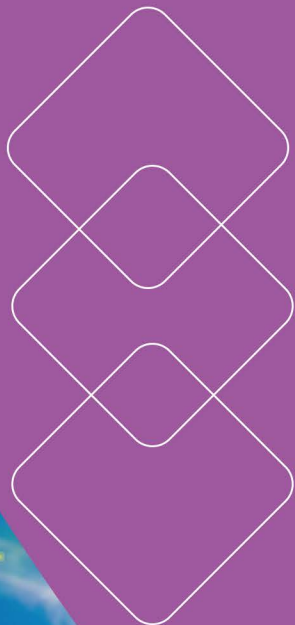


THE YOUTH CAFE

Programme Accountability Framework



version 2.0



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What is Programme Accountability?

The Youth Cafe seeks to be accountable to all of our stakeholders because we exist to benefit others: Our vision for every youth, life in all its fullness, Our prayer for every heart, and the will to make it so. Our partnership strategy is framed as a 'promise' to vulnerable youth that we maximise their well-being and to supporters that we are wise stewards of the resources they entrust to us. We also seek to be mutually accountable to all our partners as we collaborate for greater impact.

'Programme Accountability' (sometimes called 'accountability to affected populations' or 'downward accountability') describes how we seek to be accountable to the youth and communities we serve. They are often vulnerable, with their needs, rights, and ideas ignored by more powerful decision-makers, including NGOs. Program accountability covers how The Youth Cafe uses power responsibly and creates mechanisms that empower youth and communities to hold us to account.

Program Accountability includes four practices, sometimes referred to as 'pillars', that we commit to whenever we directly engage youth and communities across all types of programming.

1

Providing information so Youth and communities can make informed decisions, knowing what to expect from The Youth Cafe

2

Consulting with communities, including vulnerable youth and marginalized groups, so they are aware of, understand, and can influence key decisions related to our programming

3

Promoting participation so that Youth and communities are involved in and take ownership of the activities that affect their lives

4

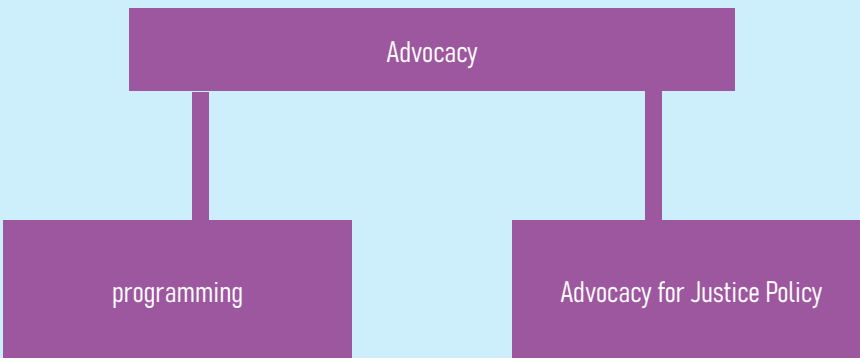
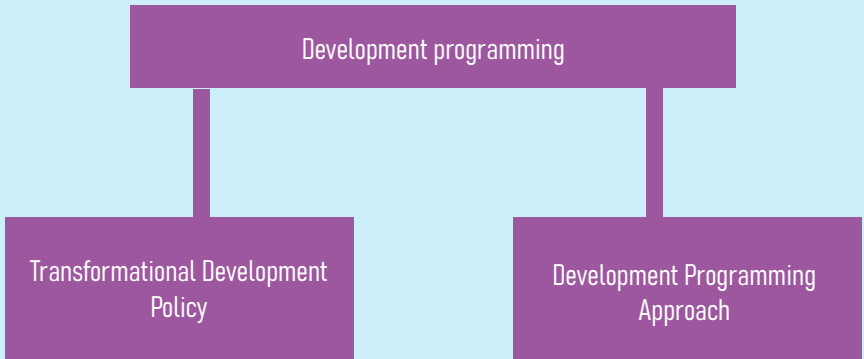
Consulting with communities, including vulnerable youth and marginalized groups, so they are aware of, understand, and can influence key decisions related to our programming

What is the basis for these Commitments

The Programme Accountability Framework (PAF) summarises existing commitments expressed in:

- a) International standards that The Youth Cafe has endorsed
- b) The Youth Cafe policies, standards, and approaches for our different types of programming.





Fragile Contexts Programming Approach

Policies that relate to all types of programming including the Youth and Adult Safeguarding Management Policy, The Youth Cafe Programme Quality Approach & LEAP 3.1 (Learning through Evaluation, Accountability, and Planning)

How do we use the Programme Accountability Framework?

The Programme Accountability Framework (PAF) is a practical tool to guide the implementation of The Youth Cafe's accountability commitments. The table on pages 2 to 3 is structured in the following way:

1. Minimum standards – the outcomes of the four practices we have committed to in all programming
2. Implementation levels – what is required for different types of programming and the timeline for moving through the levels. Each level builds on what has been achieved in the previous level(s).

Resources to support the implementation of the framework for different programming types.



MINIMUM STANDARDS

These minimum standards cover The Youth Cafe's relationship with the youth, families, and communities we work with.

Where contractors act directly on behalf of The Youth Cafe, we expect them to meet the same standards.

When collaborating with partners, we use this as a basis for agreeing on common standards

Practice	Providing Information	Consulting with Communities	Promoting Participation	Collecting and Acting on Feedback and Complaints
What we are trying to achieve	Communities (particularly vulnerable youth and marginalised groups). Partners are provided with relevant, timely, accessible, accurate programs and context information.	Communities (particularly vulnerable youth and marginalised groups) are aware of, understand and can influence key decisions related to our programming activities.	Communities (particularly vulnerable youth and marginalised groups) meaningfully participate in programs.	Communities (particularly vulnerable youth and marginalised groups) can safely access feedback and complaints mechanisms that are effective and responsive.

IMPLEMENTATION STEPS

All programming using the Development Programme Approach should operate at level 3 from the beginning of the program.

As detailed below, disaster management and fragile contexts programming starts at level 1 and progresses towards level 3.

<p>Level 1</p> <p>This is the starting level for Disaster Management and needs to be achieved in the first 90 days</p>	<p>We inform communities about:</p> <ul style="list-style-type: none"> - Our mandate, core values & role - Expected behaviours of our staff and affiliates and their right to complain if we don't fulfil them - Planned activities including start and end dates - Targeted 'beneficiaries' (including targeting criteria) <p>We give communities important contextual information in a disaster.</p>	<p>We tell communities about their right to be consulted about key project decisions.</p> <p>We consult with communities on project activities through community meetings and program assessments.</p> <p>We inform communities about how their input will be used to shape our programs.</p>	<p>We ensure that communities participate in developing targeting/ beneficiary selection criteria and processes.</p> <p>We identify community capacities through assessment and planning processes.</p> <p>We enable communities to contribute project inputs, such as labour, skills, or materials.</p>	<p>We inform communities about their right to provide feedback and to complain.</p> <p>We put feedback and complaints mechanisms in place.</p> <p>We acknowledge, record, analyse, and appropriately action feedback and complaints (in line with safeguarding and other relevant policies).</p> <p>We inform communities of our response to their feedback and complaints</p>
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<p>Level 2</p> <p>(In addition to Level 1 activities)</p> <p>This level should be achieved within the first 12 months of all Disaster Management programs.</p>	<p>We inform communities about:</p> <ul style="list-style-type: none"> - Project time-frame, goals, and objectives - Our Code of Conduct and (in emergencies) the Red Cross/Crescent and NGO Code of Conduct - Summary financial information (subject to security considerations) - How complaints are handled <p>We adjust the methods used to share information based on community feedback.</p>	<p>We consult communities on design and implementation through focus group discussions, surveys, and other methods.</p> <p>We document their input and inform them of critical findings.</p> <p>We work community organisations or structures (such as program committees) as a vehicle for community consultation, decision-making, and information sharing with beneficiaries and communities.</p>	<p>We establish or strengthen community organisations and structures (such as program committees) to facilitate improved community participation and consultation.</p> <p>We build the capacity of community organisations and structures so they can better participate in the program.</p> <p>We identify and put in place other avenues to enable youth and communities to participate.</p>	<p>We allow communities to identify their preferred methods for collecting and responding to feedback and complaints.</p> <p>We have clear feedback and complaints response guidelines that appropriately deal with sensitive complaints and are accessible to communities.</p> <p>We train staff and communities on the feedback and complaints handling guidelines.</p> <p>We identify and address barriers to giving feedback and complaints.</p>
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<p>Level 3</p> <p>(In addition to Level 1 and Level 2 activities)</p> <p>This should be attained within 24 months of an emergency response, food assistance, or Fragile Context Programme.</p> <p>These are the minimum standards for all Area Programmes using the Development Programme Approach.</p>	<p>We inform communities about all plans, activities, and relevant financial information throughout the entire project cycle through agreed multiple methods.</p> <p>We provide communities with relevant progress reports, updates, and key findings from monitoring and evaluation that are communicated appropriately.</p>	<p>We document consultation outcomes, use them to influence program design and implementation, and regularly share them with communities.</p> <p>We jointly convene project meetings with community committees, with chairing taking place on a rotational basis.</p> <p>We identify and address barriers to equitable consultation.</p>	<p>We ensure youths and communities play a significant decision-making role in the entire LEAP cycle (assessments, design, implementation, monitoring, evaluation, reflection, and learning).</p> <p>We ensure participation is gender equal and actively includes the vulnerable and marginalised.</p>	<p>We integrate collecting and acting on feedback and complaints into the overall office system, including consideration at senior management meetings.</p> <p>We use program-related feedback and complaints to adapt and improve program delivery.</p> <p>We monitor our feedback and complaints mechanisms to ensure they are being used by a range of community members and to understand whether communities (particularly vulnerable youths and marginalised groups) are satisfied with the system.</p>
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Legal Frameworks on Youth Issues

International Framework

Year	Intervention	Status and achievement
1994	International Conference on Population and Development (ICPD) Programme of Action (1994-2014) and ICPD Beyond 2014	The conference articulates the relationships between population development and individual wellbeing. A 20-year Programme of Action that was extended in 2010 continues to serve as a guide to people-centred development progress. The Programme of Action recognises reproductive health and rights, women empowerment, and gender equality as cornerstones of population and development programmes.
1995	World Program of Action for youth to the year 2000 and beyond	Consistent with the Millennium Development Goals, the Program identified interventions for youth development and empowerment.
1998	Lisbon Declaration, 2007	Ensuring that Kenya Youth Development Policy (2019) formulation, implementation, and follow-up processes are appropriate. Developing national youth policies and operational programmes at appropriate levels to implement the World Programme of Action for Youth to the Year 2000 and Beyond, taking into account the national priorities, realities, and limitations arising from different socio-economic and cultural development contexts; Establishing the necessary policies and programmes by the year 2000 to improve living standards for young women and young men and to permit the effective implementation of national youth policies, of an inter-sectoral nature, foreseen, among others, in the Programme of Action.

2001	Dakar Declaration on Youth Empowerment, 2000	The Dakar World Youth Forum is “a splendid example of young people coming together to work out their own agenda, without waiting for governments to tell them what to do.” The Forum adopted the Dakar Youth Empowerment Strategy, which includes concrete recommendations, strategies, and tools to empower young people to participate in decision-making and in the evaluation of policies and programmes on key youth issues to ensure action at the local and national, regional and international levels.
2006	African Youth Charter 2006	Was established to ensure the constructive involvement of Youth in the development agenda of Africa and their effective participation in the debates and decision-making processes in the continent's development. The Charter sets a framework to enable policymakers to mainstream Youth issues in all development policies and programmes. It thus provides a legal basis for ensuring Youth presence and participation in government structures and forums at national, regional, and continental levels.
2013	East African Youth Policy	Focuses on youth development and empowerment within the East African Countries
2015- 2017	Commonwealth Plan of Action for youth empowerment, 2006	The plan contains strategies and tools to empower young people to effectively participate in social, economic, political, and cultural spheres of life both in their countries and internationally
2018	United Nations Youth Strategy, 2030	The Strategy aims to enhance the impact and expand the action to address the needs, build the agency and advance the rights of young people globally. The Strategy aims to ensure youth are engaged and participate in the implementation, review, and follow-up of the global agendas and frameworks, including the 2030 agenda for Sustainable Development

National Framework

Year	Intervention	Status and achievement
1964	National Youth Service Act	Train young citizens to serve by integrating them in nation building
2006	Youth Enterprise and Development Fund Order, 2007	It created the enabling framework for increasing youth employment opportunities through entrepreneurship development in the informal sector in the country.
2007	National Youth Policy, Sessional no. 2 of 2007	It was the first policy on youth development in Kenya, which provided information on youth development programs and intervention in the country. It has been implemented over the years and is currently being reviewed.
2007	Women Enterprise Development Fund, 2007	The initiative targets all women, youth, and adults.
2009	National Youth Council Act, 2009	This was established as a legal instrument to actualise youth voice nationally and advocate, lobby for the youth and facilitate the representation of youth, and promote the implementation of coordination of youth servicing was also mandated to provide research advisory services on youth organisations nationally. Currently to be amended in line with the Constitution of Kenya, 2010.
2010	Constitution of Kenya (2010)	was Promulgated in 2010 and gives a platform for the implementation of the national agenda, including the youth matters
2012	Medium and Small Enterprise Act 2012,	Established to formulate and coordinate policies and harmonise public and private sector initiatives for the promotion of micro and small enterprises. Its implementation is currently ongoing.

2013	Technical and Vocational Education and Training Act of 2013	To establish a technical and vocational training system. This is currently under implementation to expand the youth skills capacity for self-employment and employable skills.
2014	2014 Uwezo Fund (Public Finance Management Act, 2014)	It was established as an affirmative intervention to provide technical and financial support to Youth, Women, and Persons with Disabilities in Enterprise development
2015	Public Procurement and Asset Disposal Act, of 2015	Access to Government Procurement Opportunities (AGPO) is currently under implementation to ensure that the youth, women and marginalised groups get the 30 percent procurement opportunities.
2015	Employment Policy and Strategy for Kenya Sessional Paper No. 4 of 2013	It has been implemented and reviewed
2016	National Government Affirmative Action Fund (Public Finance Management Act, 2012).	It was created to address the plight of vulnerable groups, and it's meant to provide access to financial facilities to women, youth, and persons with disabilities.
2016	National Employment Authority Act, 2016	This established the National Employment Authority, which provides a comprehensive institutional framework for employment management, increasing employment by the youth, minorities, and marginalised groups.
2018	National Youth Service Act, 2018	The Act established NYS as a State Corporation.

Resources

	For Disaster Management Programmes	For Development Programmes	For Advocacy Programmes
How to set up and maintain accountability practices	<ul style="list-style-type: none"> • Humanitarian accountability assessment tool • Information provision template • Feedback and complaint handling process example • Humanitarian accountability consultation overview • Monthly humanitarian accountability report template 	<ul style="list-style-type: none"> • Development Programming Approach • Fragile Context Programme Approach • Programme Quality Approach/Standards (especially standards 7-8), LEAP 3.1 particularly the TP • Design Guidance/Template (section 5), National Office CESP guidance and Template and Area Programme Plan (section A-5) and respective Quality Assurance Frameworks • Community feedback and response system field guide • Annual community review and planning tool. 	<ul style="list-style-type: none"> • Local advocacy approaches including Citizen Voice and Action and Youth Protection & Advocacy model are integral elements of The Youth Cafe. • Development Programme Approach • One Voice gives guidance on consultation in the development of local/national and international policy positions. • Youth's participation in policy processes • Youth's participation in advocacy (a set of reports on child participation in research, campaigning and global engagements)

<p>How to measure progress in establishing and effectiveness of accountability practices</p>	<ul style="list-style-type: none"> • PAF and CHS humanitarian accountability self-assessment • Humanitarian accountability implementation tracking by sector & location • Horizon compendium of indicators (listed under Community Engagement/Accountability) 	<ul style="list-style-type: none"> • Programme quality self-review tool (Annex 1) • Community feedback and response system field guide (phase 4) • Horizon compendium of indicators (listed under Community Engagement/Accountability) • Youth friendly accountability tool (for measuring child consultation and participation) 	<ul style="list-style-type: none"> • Advocacy Strategic Measure no. 2 (Number of programmes where The Youth Cafe supports communities to advocate)
<p>How to measure and build staff capacity for implementing accountability practices</p>	<p>E-learning modules on Humanitarian Accountability</p>	<p>E-learning modules on Programme Accountability, Community Feedback and Response Systems</p>	

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