

Loop Reporting for Global Giving

Ukraine regional response.

Report for January to March 2023.

Executive Summary

This quarter has focused on the development and roll out of Telegram in Poland and Ukraine as well as adding value for organisations to try to increase the number of replies to feedback through the platform. As such, we have secured funds from McGovern to make improvements to the sign up flow, the thematic filtering process to render the data more useful and a data extraction feature for partner organisations to integrate with their other data sources.

In **Ukraine and Poland** we have focused on national networks in Poland and national philanthropic groups in Ukraine. We are working with a few INGOs (CARE, ADRA and NRC) and their partners to onboard more organisations.

January to March Ukraine Regional Response update 2023

In the first quarter of 2023, we have statistically seen a much higher interest in the platform in Ukraine. We received 208 feedbacks from the Poland/Ukraine region. Which is an increase of 25%.

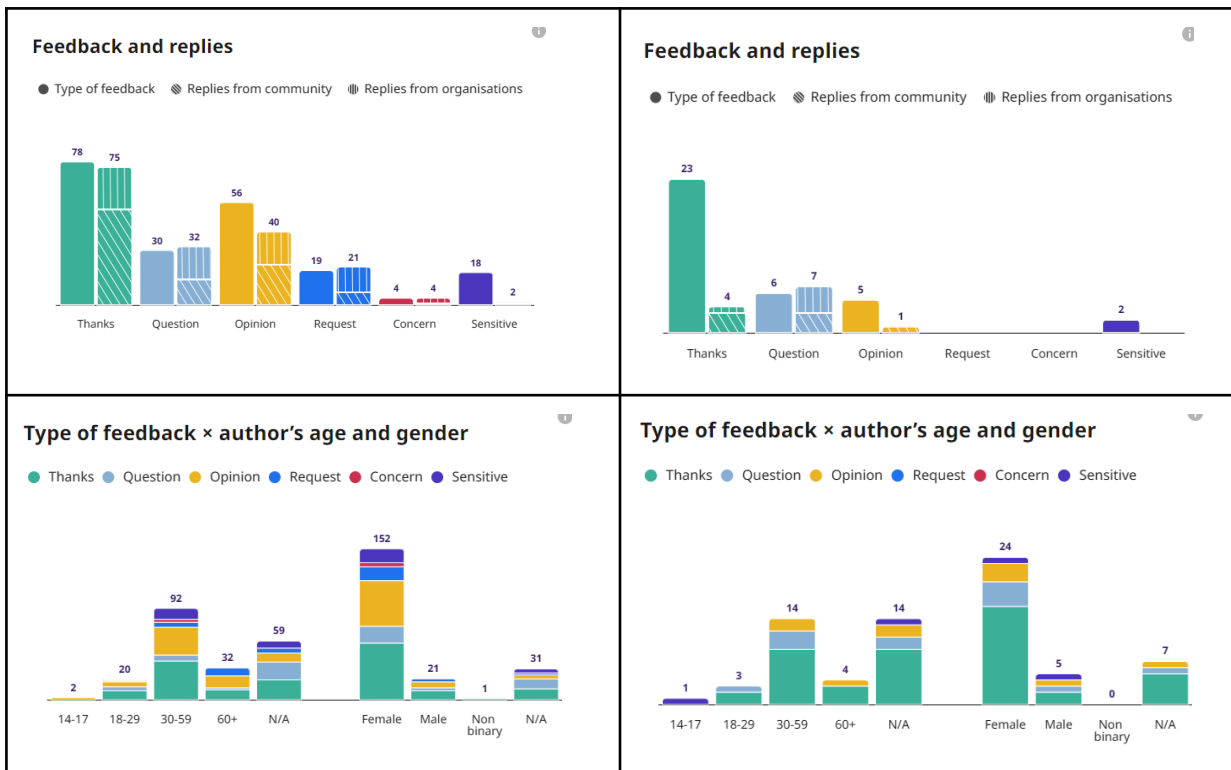
The sensitive feedback has primarily been about trafficking, reporting of fraud or gender based violence. There have been no SEAH reports from Ukraine or Poland.

The number of organisations that responded to feedback on Loop has also increased from 15 to 24. We are strengthening our presence at community points in Poland by supporting local teams with training related to the platform, providing promotional materials, and informing them about changes in the platform or new tools.

In Ukraine, the platform has been actively used by partner organisations such as the National Network of Local Philanthropy Development since the beginning of the year. The program involved delivering humanitarian packages to people in need.

During this implementation period, partners in Ukraine used the Loop platform to obtain feedback on whether the program reflects the needs of its beneficiaries. The platform was implemented by 17 organisations across different regions of Ukraine: Vinnytsia, Kyiv, Chernihiv, and Ivano-Frankivsk.

Poland	Ukraine
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The main feedback group continues to be women aged 30-59 in both countries. One non binary person and over 32 over the age of 60. This is good to see as other reporting mechanisms are seeing an under representation of elderly people.

During this quarter, ten sensitive cases were reported relating to protection issues. No SEAH cases were reported.

Strengthening the position of Loop in the country (NGO Advice Border / TAG)

The main task that the Loop Poland/Ukraine team has set for itself in 2023 is to strengthen the platform's position as a feedback tool, but also to understand that it is a tool that can also support existing mechanisms. An additional goal is to build trust and a general understanding of the importance of feedback.

By working together with local organisations to raise awareness of humanitarian aid principles, we have become a member of the "Advisory Board" of Polish NGOs. This advisory group was initiated by the NGO Forum "Together" to increase openness to decision-making by local organisations and builds on the Ukraine and Poland Open Letter in relation to shifting power in the system. Within this group, we discuss topics related to donors, resource building, and local NGO cooperation with government institutions. In addition to Talk to Loop, this group includes the Ukraine Foundation, CARE, PFM, and many other partners.

As a member of "Our Ombudsman" Initiative, we work to promote changes in the government's approach to crisis-affected people. On January 24th, representatives of non-governmental organisations and the Ombudsman's Office met, during which members of the Loop Poland/Ukraine team proposed changes in communication with government institutions and beneficiaries, as well as drew attention to very important problems faced by refugees.

An important aspect of our strategy is to involve and encourage the Roma community to use the platform. Through market research, the team is trying to obtain as much information as possible about the Roma community to understand their needs. In Q1 2023, the first Workshop dedicated to the Roma community was held in Rzeszów, using brainstorming techniques to understand the needs and problems faced by the Roma. Members of the Loop team actively participated in this event, which was attended by organisations such as Talk to Loop, CORE Response, UNHCR, and IOM.

We are looking for partnerships with Roma organisations so that they can lead on the extension of Loop services to their communities if they see value in this tool. This is currently ongoing work.

In the first quarter of 2023, we conducted training for local organisations aimed at presenting the operation and capabilities of the platform, as well as encouraging them to integrate the platform into their existing feedback mechanisms.

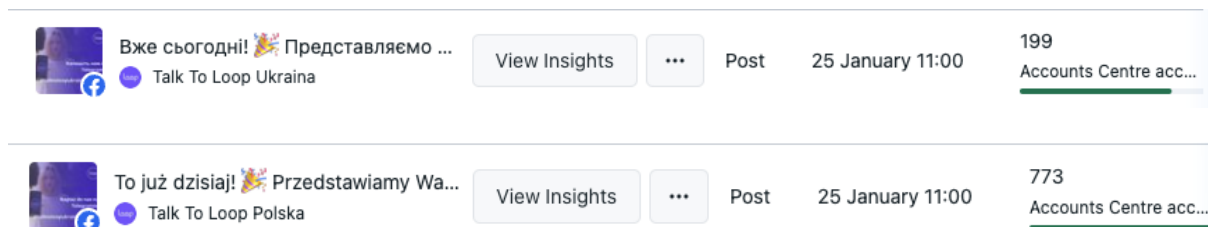
In this quarter, our team was trained in Safeguarding 2 and 3 modules from RSH, Safeguarding Essentials organised by Kaya, as well as badges from RedR UK in areas such as GVB, PSEA, and minimum humanitarian aid standards.

Marketing strategy in Poland and Ukraine:

Our communication in social media was based on showing Loop's accountability, employee qualifications and compliance with Data Protection principles. We created posts that clearly show that Loop is a safe tool that puts user safety first.

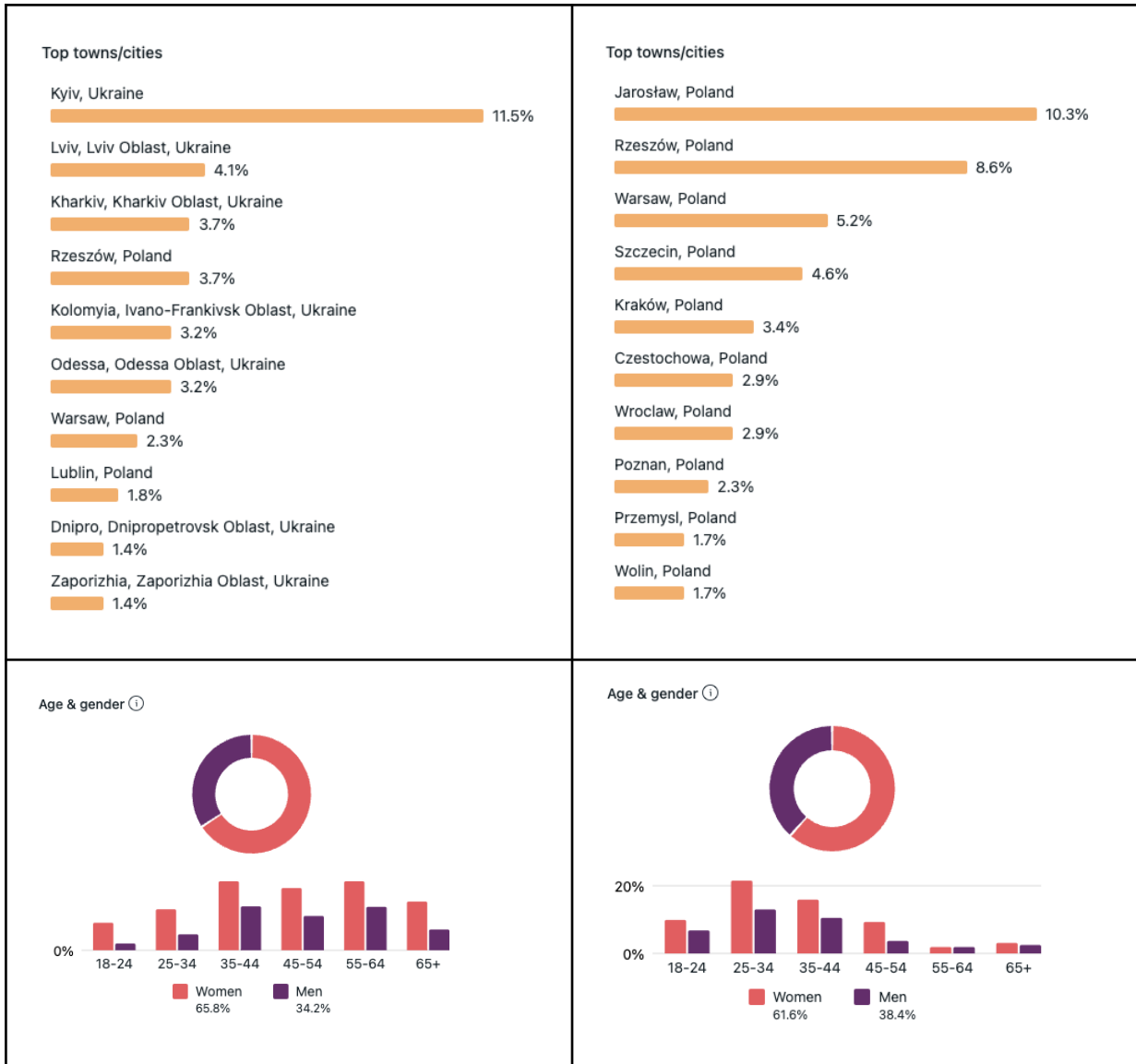
Introduction of Telegram as another communication channel:

On January 25, 2023, we opened a new communication channel - Telegram. The bot that allows adding feedback was created for the Ukrainian population, for whom Telegram is the main channel of interpersonal communication.





The following statistics from the last quarter show to which audience both Facebook pages reach (@talktoloopukraina and @talktolooppolska). We can conclude from this that the majority of people interested in Loop are women, which is also reflected in the statistics from the platform. Both pages also reach the right audience in terms of residence. People following our profiles live in large cities - in Poland they correspond to cities where refugee assistance centres are located, while in Ukraine these are the main large cities in war zones.

@talktoloopukraina	@talktolooppolska
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Based on the lessons learned from previous quarters and the new strategy, on social media we showed things like:

- We've added posts about Data Protection

	Dla nas najważniejsze jest to, abyści... Talk To Loop Polska	View Insights	...	Post	13 January 12:00	490 Accounts Centre acc...
	Zapytaliśmy użytkowników Loopa o i... Talk To Loop Polska	View Insights	...	Post	1 February 11:00	782 Accounts Centre acc...

- We've added posts about Qualified Loop staff and their certifications

	Nasza Moderatorka, Natalia Boyko, ... Talk To Loop Polska	View Insights	...	Post	11 January 12:00	420 Accounts Centre acc...
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View Insights ... Post 11 January 12:00 Accounts Centre acc...

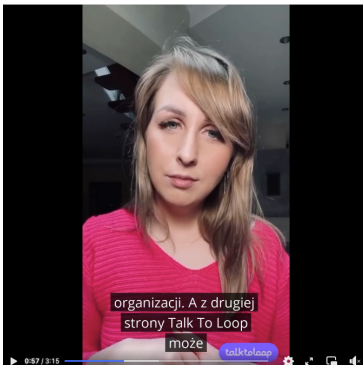
View Insights ... Post 7 February 11:00 Accounts Centre acc...

- We showed events in which our representatives took part

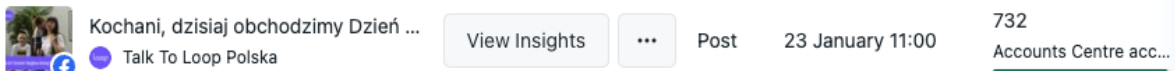
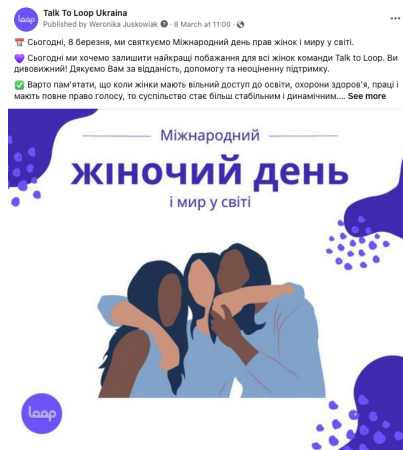
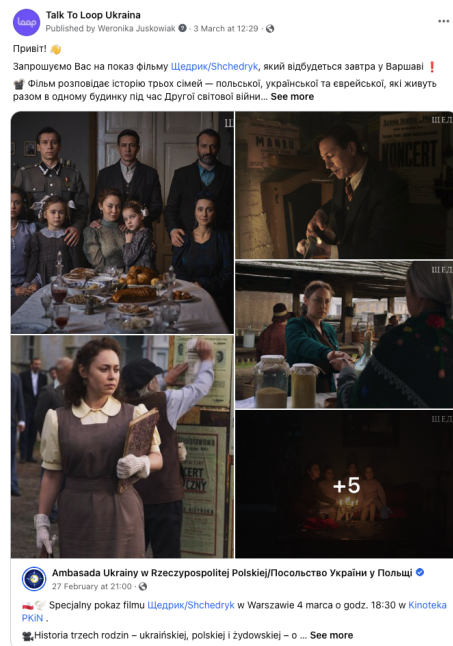
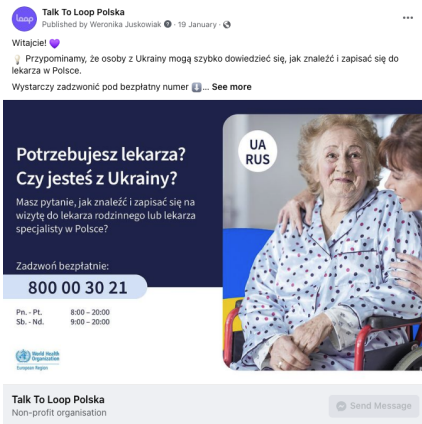
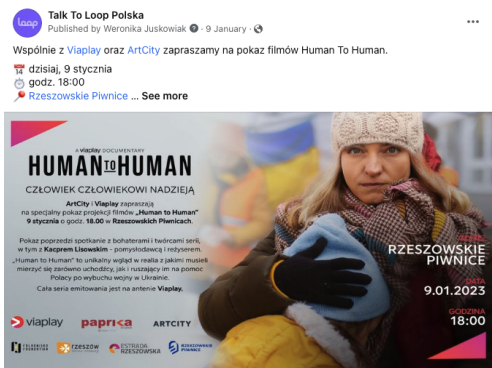


BIP.BRPO.GOV.PL
Spotkanie RPO z koordynatorkami i koordynatorami Inicjatywy "Nasz Rzecznik"
 W Biurze RPO odbyło się spotkanie rzecznika praw obywatelskich Marcina Wiącka z koordynator...

- We continue the series of videos explaining how the platform works and the value it brings to organizations and people



- We continued to spread awareness about initiatives for refugee communities (in general and Ukrainians) organized in Poland



- New leaflets, stickers and posters were designed

Based on feedback from the organizations we work with, we changed the communication on our printed advertising materials. This is what our new stickers and posters look like:

- Tiktok

This quarter we also opened our TikTok profiles, one for Poland and one for Ukraine. We post videos on how to add feedback through the channels available

Share your feedback about the work of this organization!

- Describe:**
- What help did you receive?
 - Details about the point's work, staff and your visit
 - Your opinion on the work of this organization
 - An anonymous complaint about Human Rights violations

Поділіться своєю думкою, щодо роботи цієї організації!

- Що можна написати:**
- Яку допомогу ви отримали?
 - Деталі, щодо пункту, персоналу та вашого візиту
 - Вашу думку про роботу цієї організації
 - анонімну скаргу, щодо порушення прав людини

in Loop, initiatives for refugees, Loop activities and everything from Facebook and Instagram. We are seeing a lot of interest, which shows that video materials are working. By showing our activities on TikTok, we reach a larger audience with our platform.

Poland:



	Cześć! W weekend nasza moderatorka Natalia Boyko pojechała do Warszawy, aby uczestniczyć w święcie aktywistów i aktywistek działających na rzecz praw człowieka. Wydarzenie było zorganizowane przez @OFOP oraz Biuro Rzecznika Praw Obywatelskich. Trzy dni bardzo ciekawych ludzi, wciągających dyskusji oraz interesujących filmów dokumentalnych. Wszystko po to, aby wspólnie świętować obchody Międzynarodowego Dnia Praw Człowieka. Dobrze było tam być! #wespeakonloop #talktooop #loopolska #loopukraina #humanrights #humanrightstoday #warsaw #worldhumanrightstoday #ofop #ngo #nonprofit	+8 Views
	Premiera filmu dokumentalnego o poszkodowanych społecznościach w Somali i Filipinach już 20 marca! #dlaciebie #film #filmdokumentalny #loop #talktooop #somalia #filipiny #philippines #nonprofit #ngo #feedback	+4 Views
	Dzisiaj obchodzimy Światowy Dzień Walki z Rakiem. Z tej okazji wyrażamy swoją głęboką solidarność z chorymi. Rak to straszna choroba, dlatego życzymy siły oraz szybkiego powrotu do zdrowia wszystkim chorym. Jednocześnie chcemy zwrócić uwagę na to, aby dbać o swoje zdrowie i przypomnieć o regularnych badaniach, dzięki którym choroba będzie wcześniej zdiagnozowana. Zgłoś się do nas, jeśli jesteś chorym i potrzebujesz pomocy. Znajdziemy dla Ciebie fundację, która Cię wspomnie w tym, czego potrzebujesz. Pamiętaj, że nie jesteś sam! Napisz do nas: na platformie https://www.talktooop.org/ poprzez numer WhatsApp PL tel:+48888880017 / UA tel:+380997222736 na Facebook (Messenger): Talk To Loop Ukraina / Talk To Loop Polska na Telegramie: @talktooopukrainabot #foryou #dlaciebie	+1 View
	#dlaciebie #talktooop #ngo #filipiny #somalia #premiere	+1 View

Ukraine:



	#dlavas #ngo #nonprofit #ukraine #talktooop #feedbackmechanizm #feedback #mechanizm	+213 Views
	Сьогодні ми відзначаємо Боснійський день боротьби з раком. З нагоди цього дня, висловлюємо глибоку солідарність з хворими. Рак – страшна хвороба, тому всім кого торкнулась ця страшна хвороба бажаво сил та найвищидшого одужання. Боротьба хочемо звернути увагу на дбайливе ставлення до свого здоров'я та нагадати про регулярні обстеження, завдяки яким захворювання буде діагностовано раніше. Зв'яжіться з нами, якщо ви хворі та потребуєте допомоги. Ми знайдемо для вас фонд, який допоможе вам у тому, що вам потрібно. Пам'ятайте, що ви не самотні! Напишіть нам: на платформі https://www.talktooop.org/ через WhatsApp PL tel:+48888880017 / UA tel:+380997222736 у Facebook (Messenger): Talk To Loop Україна та Talk To Loop Польща в Telegram: @talktooopukrainabot #dlavas	+3 Views
	Трейлер документального фільму про постраждалих громади в Сомалі та Філіппінах Прем'єра: 20 березня! #dlavas #ngo #philippines #philipinestiktok #talktooop #film #documentary #somalia #somaliatiktok #feedback	+1 View

Plans:

- Develop activities in Ukraine
- Advertising Telegram - we want to reach more recipients in Ukraine and encourage them to use this opportunity to add feedback. We started emailing organizations asking them to advertise our channel on their Telegram channels.
- Finding contacts and engaging the Roma community to use Loop

- Engaging with “NGO influencers” on a country level, not regional.
- Integrating Loop into organizational structures and approved processes
- Continuing to support the Ukrainian community, but also to spread Loop to other areas (domestic violence, etc.)
- Training of local organizations to raise awareness of accountability to vulnerable sections of society and their right to report abuses anonymously and safely.
- Risk assessments for the sector on reporting mechanisms and communities perceived risks - we are developing a global approach to interactive sessions and reporting on findings and preferred reporting mechanisms.

Summary:

Feedback and accountability are new concepts for Poland and Ukraine. SEAH is a new term with little existing awareness or systems in place to reduce its prevalence. GBV has been rampant and entrenched in both contexts from before the invasion of Ukraine with numerous CSOs working on women's rights and support services for many years.

The Talk to Loop team has been building trust among the community and humanitarian organizations since the very beginning. However, this is quite a challenge, as the Polish and Ukrainian communities are not accustomed to giving feedback and there are trust issues.

Considering that Poland and Ukraine have never been in contact with large natural disasters such as earthquakes, hurricanes or famines, unlike other Loop contexts such as Indonesia, Somalia, Zambia, or the Philippines, we must take into account that organizations operate here in a completely different way. In the above-mentioned countries, humanitarian organizations have been operating for many years, while the crisis caused by the war in Ukraine has triggered an unprecedented mobilization of organizations from around the world to Poland and Ukraine, which are responding at s

Talk to Loop remains permanent in each country, as a platform, we are starting to reach out to all people in need of help in various areas such as domestic violence, harassment, suicide attempts, etc as this is and will be an ongoing need. We believe that the Talk to Loop platform has great potential in these areas and that our actions will raise awareness among both society and organizations providing help for these people.

Key Coordination activities for Ukraine Regional Response Jan - March 2023

We have remained active members of the Poland and Ukraine SEAH, AAP, IM and RCCE groups. We see a very low number of national actors attending these meetings and find low levels of uptake in Poland specifically from key UN actors.

As a result we have spent more time and investment engaging with Ukrainian Philanthropic networks who are using Loop across their partnerships, as well as be an active member of the Polish NGO forum and sub working groups on strategy.

We continue to engage in discussions led by Polish and Ukrainian organisations on the Open Letter.