

Ground Truth Solutions and the International Red Cross and Red Crescent Movement



Ground Truth Solutions (GTS) is an international nongovernmental organisation dedicated to supporting humanitarian actors understand the views of people affected by crisis in order to increase accountability and improve programme quality. Drawing on experience working with the perceptions and journeys of people on the move, internally displaced persons, and disaster-affected communities, GTS has collaborated with the International Red Cross and Red Crescent Movement in numerous humanitarian contexts since 2016.

Our collaborations with the IFRC, ICRC, and national societies focus on establishing feedback systems, to more systematically gather and act on views of crisis-affected people; strengthening capacity and understanding of perceptual data within the Movement; and jointly developing resources to support Red Cross and Red Crescent staff globally to institutionalise people-centred humanitarian action.

The partnership between GTS and the Movement is grounded in a shared commitment to community engagement and accountability in humanitarian responses. To realise this shared commitment, Ground Truth Solutions engages with a variety of actors within the Movement on key elements of accountability to and engagement of affected people, including the:



Migration

British Red Cross and the **National Societies of Burkina Faso and Niger** to support the development of community feedback mechanisms for migrants on the route through West and North Africa for the *Action for Migrants: Route Based Assistance Programme* (ongoing since 2019).



Integration

Croatian and Bulgarian Red Cross as part of the IFRC project *Action of Red Cross on Integration of Relocated and Resettled Persons*, to introduce the national societies to GTS' approach to the feedback cycle through workshops and remote support (ongoing since 2019).



Refugees and host community

Bangladesh Red Crescent Society to conduct qualitative and quantitative trainings, as well as support staff with Rohingya refugee and host community surveys and focus group discussions in camps around Cox's Bazar (ongoing since 2019).



Conflict

ICRC delegation in Afghanistan to better understand the perceptions of people who receive assistance, as well as the larger communities affected by crisis, and train staff on integrating regular perception surveys into programme management (2017-2019).



Regional workshops

IFRC European Regional Office by contributing to the IFRC Community Engagement and Accountability (CEA) workshop in Budapest for Red Cross National Societies, holding sessions on the feedback cycle and facilitating activities to assess existing feedback practices (2018).



Conflict

ICRC delegation in the Philippines to survey internally displaced persons supported by ICRC in Zamboanga City, Mindanao in order to optimise service quality and understand people's experience with and expectations of the ICRC (2017).



Family reunification

Austrian Red Cross' Restoring Family Links team to design and implement two survey tools, one for asylum seekers hoping to bring family members to Austria, and one for staff, to better understand their stress levels and improve internal processes (2017).



Migration

Italian Red Cross to engage with migrants and asylum seekers in a systematic way and track their views over time by designing and implementing a survey tool at reception centres and safe points in Turin, Rome and Catania (2016-2017).



Resources

IFRC to jointly develop guide on [How to Establish and Manage a Systematic Community Feedback Mechanism](#) to contribute to better and more accountable programming and help establish structures where people's opinions are listened to and acted on, especially when making decisions that directly affect them.