

# Minutes of the IASC AAP PSEA Task Team Meeting, 13<sup>th</sup> of May 2016

## 1. Updating the IASC CAAP.

Further to suggestions made at the annual retreat, and subsequent follow-up with the IASC Secretariat, the IASC AAP PSEA TT is ready to go ahead with the revision of the 2011 IASC AAP commitments (CAAP) to reflect subsequent developments, including for example the lessons learned through the pilot on PSEA Community-Based Complaints Mechanisms, and the development of the Core Humanitarian Standards.

The revision of the CAAP should:

- Focus on commitments that would contribute to strengthening the effectiveness of AAP and PSEA mechanisms in operational contexts
- Emphasize the importance of sustainable and meaningful involvement of local actors in AAP and PSEA, contributing to increased outreach and cooperation, in line with the IASC WG Workplan Priority on Inclusivity
- Underline the role of donors to develop incentives towards increased accountability, including better feedback loops resulting in course corrections, in line with the IASC WG Workplan Priority on Humanitarian Financing.

### Actions

- ✓ *Need to form a small group of 3-5 TT members to support the initial review effort.* ALNAP, UNHCR, IRD (suggested by Mamadou); CHS Alliance, IRC and CDA participants expressed their initial interest to contribute to the initial revision, to be confirmed after discussion with their organisations.
- ✓ *The draft revision will then be reviewed by a Field Reference Group*
- ✓ *The revision of the document focusing on tools would come at a later stage once we have developed and agreed on the revised commitments.*

## 2. Update on the workplan

Our workplan has been slightly edited to better reflect the commitments included in the IASC Principals Dec 2015 Statement on PSEA and the updated version is attached to these minutes.

### **Objective 1.1 Provision of remote technical support**

Most of the queries received by the helpdesk focus on PSEA and specifically on how to set up a PSEA network at country level. We also receive messages from Interaction helpdesk. Most requests are responded to within 48 hours.

- ✓ *TT members are encouraged to continue and disseminate the helpdesk address : [helpdesk-aap-psea@unhcr.org](mailto:helpdesk-aap-psea@unhcr.org)*

### **Objective 1.2 Generate evidence on impact of AAP and PSEA**

A small group met to discuss how to generate evidence data on the use and application of AAP PSEA commitments in field operations. The intention is to explore 4 self-assessment tools and create options to gather evidence using each of the tools, instead of creating yet another tool.

- CHS Self-Assessment Tool
- IASC Gender & Age Marker (piloted)
- IASC CAAP Self-Assessment Tool (to be revised)
- Protection Mainstreaming Tool (upcoming)

A summary from the small group meeting is to be found in annex. Mamadou Ndiaye insisted on the importance to focus on what can really help the field implement AAP and PSEA, facilitating operational stakeholders' work and not adding additional burdens.

### **Objective 1.3 Maintain a user-friendly and updated information repository**

#### **1.3.1 : Ensure the IASC Website is updated :**

Each of the documents circulated within the task team is uploaded onto the IASC Website.

- ✓ *Each participant is encouraged to create a Humanitarian ID to access the TT documents on the IASC website.*
- ✓ *Volunteers are needed to redraft the introduction on our subsidiary body front page, and revise the TOR of the TT*

- ✓ *A helpdesk button should be included on our page*
- ✓ *A link to the PSEA taskforce website should be established*
- ✓ *Need to be able to categorize documents that are relevant to both AAP and PSEA*

#### Maintenance of the PSEA task force website:

Several members demanded that the PSEA task force website be maintained: Some arguments mentioned are:

- It is referenced in many documents on PSEA
- It is better referenced in Google search than the IASC website, i.e. it automatically pops up when looking up for PSEA related documents
- Its interface is more user friendly and it includes tools for different types of visitors
- It should remain as a depository of PSEA related material while the IASC AAP PSEA TT is time bound.

The maintenance of the site is currently paid for by Interaction until December 2016. Only a few documents have been uploaded recently.

- ✓ *Need to ensure the links with the IASC AAP PSEA website are clear.*
- ✓ *Need to find a budget to resume the use of the page (i.e. creating rotating banner highlighting new documents etc. which has a cost implication)*

### **1.3.2 : Help disseminate best practices/ share latest information on AAP/PSEA**

#### IRC Client responsive humanitarian Action Learning Exchange:

The IRC hosted the Client Responsive Humanitarian Action Learning Exchange on March 17 and 18, 2016 in Geneva funded by DFID, which brought together field & HQ staff from IRC and other INGOs with specialists in feedback and listening to affected populations and donors particularly focused on AAP (PRM, OFDA, DFID).

- Alyoscia D'Onofrio presented some of the main findings focusing on the incentives and barriers to use of client perspective (see attached visual support)
- ✓ *The report will be out soon and disseminated to TT members*
- Mamadou Ndiaye TT co-chair insisted on the importance to act upon what we have listened to.
- Isabella Jean from CDA asked TT members to document good management practices around AAP
- Elie Gasagara from WVI highlighted the importance of involving the government in feedback systems.

#### Beneficiary feedback mechanism pilots:

Carla Benham (World Vision) presented the Learning event organized in London by a consortium led by World vision, including DFID, Intrac, Social Impact Lab and CDA, to address following questions: what makes a good beneficiary feedback system work? Does it improve accountability to communities and the delivery of projects? Is it worth the investment?

The one-day event gathering 70 participants followed learning events in Ethiopia, Somalia, Nepal and Pakistan were pilots were carried out from 2014-2016. Most of the pilots involved national civil society NGOs.

- ✓ *TT Members are encouraged to watch the clip and read the case studies available on [feedbackmechanisms.org](http://feedbackmechanisms.org)*

#### Sharing good practices Early Recovery AAP Technical Working Group :

Carmen de Maesschalk from UNDP circulated a small collection of cases from four different countries, which illustrate AAP in Early Recovery. The paper is a living document and colleagues working with ER should continue sharing their experiences and good practices on how to strengthen accountability to the affected population.

### **Objective 2.1 Provide direct technical assistance on AAP/PSEA**

#### Common Service Platform

Massimo Nicoletti Altimari (UNICEF) provided an overview of the consultation process which led to the organization of a workshop on strengthening Communication with Community, Community Engagement and Social Mobilization attended by 60 people, UN, Donors, INGOs, Global Cluster, IFRC. The initial workshop report received a lot of comments, demonstrating both the level of complexity and the high interest of the various stakeholders in the process. UNICEF will proceed to the recruitment of a coordinator to continue the inter agency discussion. The importance of localization and proximity were highlighted as indispensable to meaningful community engagement, including building on established trust and reinforcing local capacities and adapting services to local contexts.

Workshop participants also agreed on the fact that civil society organisations are at the forefront of community engagement.

### Putting people at the center- WHS

Alexandra Sicotte Levesque is coordinating this special session; The Special Sessions respond to the specific calls made during the consultation process for the World Humanitarian Summit.

Specific commitments are proposed for this session:

- Stakeholders adopt the Core Humanitarian Standard and International Aid Transparency Initiative Standard.
- Donors commit to make sustained funding conditional on the systematic collection of feedback from affected people.
- Humanitarian agencies establish a common approach to provide information to affected people and collect/analyse feedback.
- Individual agencies adopt the IASC statement on the Prevention of Sexual Exploitation and Abuse.

Organizations can suggest additional commitments for this session.

The special session will last 1h, from 14.30 – 15.30 on 24 May 2016 in Beyazit Hall and will be broadcasted live The speakers are:

- Winnie Byanyima Executive Director, Oxfam International
- Manu Gupta Chair, Asia Disaster Risk Reduction & Response Network
- Anthony Lake Executive Director, UNICEF
- Isabella Lövin Minister for International Development Cooperation, Sweden
- William Ruto Deputy President, Kenya
- Kaan Terzioğlu Chief Executive Officer, Turkcell

## **Objective 2.2 Provide direct technical assistance on AAP/PSEA**

### **2.2.1 : Mapping of AAP/PSEA initiatives**

Judith Greenwood from CHS alliance presented the Global Standard for CSO accountability, which is an initiative of eight well-established civil society accountability networks from around the world aiming to strengthen the effectiveness of CSOs worldwide.

The CHS alliance is in contact with the Global Standard which should be aligned with the CHS. Alice Olbrecht from ALNAP explained her initial mapping for the INGO Accountability Charter, which initiated the Global Standard. The initial focus was more on financial accountability, and the aspects of community engagement are more rudimentary than in the CHS. The “H” in the CHS (Humanitarian) might have encouraged development stakeholders to develop an additional standard.

- ✓ *Judith is in contact with SIDA who actually funds both the CHS and the Global Standards, to discuss on the best way to avoid duplication and fragmentation*
- ✓ *IOM will also circulate the mapping of PSEA initiatives when ready.*

## **3. Update on PSEA work**

**Global SOPs on inter agency PSEA CBCM:** The final meeting was held on March 23rd and the Global SOPs have been circulated for final red flag review before May 24th. The document will be sent to the IASC Principals on 27 May for review and endorsement at their meeting on 07 June

**CBCM Inter-Agency Best Practice Guide:** The Guide is capturing key operational guidance to set up interagency CBCMs. A copy will be forward to the PSEA workstream members to enable them to insert additional key tools or annexes before it is sent to the IASC principals along with the Global SOPs

**WHS PSEA side event – “Protection from Sexual Exploitation and Abuse: A Shared Responsibility to Restore Humanity”** hosted by IOM and InterAction

The side event will focus on :

- How to translate PSEA commitments into concrete action in order to invoke true change.
- Address the impediments to collective PSEA action, and solutions underway
- How our current commitments – in light of recent events - affect the roles and responsibilities of all humanitarian actors (not just peacekeeper issue) and the necessary coordination of prevention and

responses, to ensure that adequate safeguards are in place in all emergency response operations (Noting the unique role of the IASC)

Panel:

- IOM /IASC Champion on PSEA (Director General Amb. William Lacy Swing)
- InterAction (Patricia McIlreavy, Vice President, Humanitarian Policy and Practice)
- Government of Canada (Ms. Karina Gould, Parliamentary Secretary to the Minister of International Development )
- ECHO (Leonor Nieto Leon, Head of Strategy, Coordination and Inter-institutional Relations)
- U.S. Government (Representative TBC)
- OHCHR (Peggy Hicks, Director of Research and Right to Development Division)
- (Unfortunately, UNSC Jane Holl Lute not attending summit)

✓ *TT members to circulate the flyer developed by IOM and InterAction for the event*

**PSEA Coordinator position for Gaziantep (cross-border operation):** The position which will report to DHC with contract provided by IOM has not been funded yet. It is an essential position given the HCs' new responsibilities on PSEA, which will be hashed out at the Humanitarian Coordinators annual Retreat (31 May in Montreux), which both DG Swing and UNSC Jane Holl Lute will attend.

✓ *TT members to share potential fundraising tips regarding this position.*

#### **PSEA Webinar with the STAIT team**

376 people attended the PSEA webinar with 2 speakers: IASC PSEA Champion IOM DG Swing and Mohammed Fall (Humanitarian Country Team Focal Point on PSEA and UNICEF Representative for the Central African Republic (CAR)). The webinar aimed at :

- Providing participants (HCs & HCT members) with a better understanding of their own role in preventing and responding to SEA
- Informing participants how the humanitarian community in CAR is addressing PSEA
- Conveying to participants the importance of humanitarian workers working collectively to prevent and address SEA throughout humanitarian operations – from policy formulation to practice in the field

✓ *The questions raised by webinar participants will support our FAQ for the helpdesk*

✓ *The link to the registered webinar and resources will be circulated to task team members.*

#### **Objective 3.5 Interagency awareness campaign**

Nemia Temporal (UNHCR) explained that a first step towards this objective should be to share what agencies already have developed internally in terms of communication material towards staff and communities. For instance UNHCR will be finalizing the facilitator's manual for PSEA training that could be made available to TT members. Nemia also mentioned meeting with a private sector company <http://www.compliancewave.com/> proposing comprehensive communication packages in 30 languages, and which could tweak messages to include PSEA content.

✓ *TT members to share with Astrid their available material, which will be uploaded on the IASC/ PSEA taskforce websites*

✓ *Discussion on the involvement of compliance wave to be pursued during the PSEA focused TT meeting on June 10<sup>th</sup> 3 PM Geneva time*

## **4. AOB**

#### **Guidance Note on AAP and Protection in the Humanitarian Programme Cycle**

The Guidance note was developed by a drafting group including several humanitarian agencies, UN and NGOs with the aim of providing practical guidance on the complementarities between AAP and Protection.

Judith Greenwood from the CHS alliance highlighted that the CHS should have been referenced in the guidance : while it had been included in the comments provided by the TT to the drafting group, it had been lost in the lengthy drafting and review process and should definitely be included in the next version of the Guidance

## List of Participants

Organisation	Name
IASC AAP PSEA TT Co –chair / OFADEC	Mamadou Ndiaye
IASC AAP PSEA	Astrid de Valon
ALNAP	Alice Obrecht
Caritas Internationalis	Floriana Polito
CDA	Isabella Jean
CHS alliance	Judith Greenwood
CHS alliance	Genevieve Cyvoct
Community World Service	Shama Mall
IASC Secretariat	Nadine Gray
Independent consultant	Lucy Heaven Taylor
International Medical Corps	Michael Gall
IOM	Alexandra Hilleman
IOM	Amy Rhoades
IRC	Alyoscia d’Onofrio
Lutheran World Federation	Petra Feil
OCHA	Gabrielle De Gaudenzi
OCHA	Alexandra Sicotte Levesque
Protection Mainstreaming Task Team	Adrien Muratet
Save the Children	Maria Perez
The Sphere Project	Aninia Nadig
UNDP	Carmen De Maesschalck
UNDP	Jaqueline Carleson
UNHCR	Nemia Temporal
UNHCR	Julianne di Nenna
UNHCR	Michelle Ndhlovu
UNICEF	Kariane Peek Cabrera
UNICEF	Sibi Lawson Marriott
UNICEF	Ayano Suzumura
UNICEF	Massimo Nicoletti Altimari
WFP	Sarah Mace
WFP	Christine Ouellette
WHO	Evan Drake
World Vision International	Elie Gasagara
World Vision International	Carla Benham

## ***Annex : Generating data on the use of AAP PSEA commitments***

A small working group last week discussed the possibilities for generating data on the use of AAP principles and core commitments in humanitarian action. Four self-assessment tools were discussed: the CHS Self-Assessment Tool, the IASC CAAP, the (future) Protection Mainstreaming Tool (using lessons learnt from IRC Protection Mainstreaming Monitoring & Evaluation tool), and the IASC Gender & Age Marker. Each performs different functions:

- The CHS, CAAP and Protection Mainstreaming tools all focus on whether or not an organization's policies reflect the core humanitarian standards/accountability to affected populations. The CHS and CAAP tools are used to assess the whole of organization, while the Protection Mainstreaming tool is pitched at operations of the organization at the country level (not projects). The IASC Gender & Age Marker (GAM) uses indicators consistent with AAP commitments in each humanitarian project (whether or not women, girls, boys and men in different age groups are involved in design, implementation and review, participate in decisions influencing the project, have appropriate feedback and complaints mechanisms, the degree of transparency, and whether actions tailored to distinct needs bring about the desired changes. The Monitoring Phase emphasizes learning from the available evidence and reviewing actions accordingly). The CHS Alliance, GenCap and IRC are looking towards developing tool(s) that can be applied to cluster performance.
- The CHS tool suggests 2-3 country operations are used to verify the application of the coded policies. The IASC GAM requires descriptions of how each measure is implemented in each project and a means of verification (and donors will be encouraged to do spot-checks).
- The CHS self-assessment tool is one of the requirements for membership in the Alliance. Performance is confidential unless otherwise stated. The IASC GAM is compulsory in humanitarian funding appeals. Results from the GAM are public and are used by agencies, clusters, HCTs and global mechanisms to monitor and improve performance. It is expected the Protection Mainstreaming tool will support country operations to review performance and enhance mainstreaming of protection principles into the programs of assistance implemented. Results are confidential.
- The CHS tool requires staff, operating partners and those assisted are interviewed to determine the impact of the policies. And so does the PM tool. Interviewing people on impact is a useful practice. The GAM requires that women, girls, boys and men influence decision making, as well as state their levels of satisfaction, benefits, barriers and harmful effects (if any). Processes for determining impacts of the programming are yet to be developed by GenCap.
- Both the CHS and IASC GAM (Design and Monitoring) are being piloted this year and will be revised according to lessons learned. The CAAP will be reviewed this year. The Protection Mainstreaming Tool is being developed this year on behalf of the Global Protection Cluster, and using various models developed last year (e.g. the IRC ProMMS, and the South Sudan Protection Mainstreaming Toolkit).

Clearly the tools have different audiences as well as advantages for different purposes. The working group will explore the tools further in order to create a menu of options for evidence from each of the tools that will be useful for the AAP/PSEA Task Team. This is method is preferred to developing an AAP Marker.