# AAP/PSEA Task Team meeting note – 2 June 2014

## Welcome by John Abuya

John Abuya, AAP/PSEA Task Team co-chair welcomed those attending the meeting, and began by attending to the previous meeting’s action points.

## Update on March 31 Action Points – outstanding issues

* information, recordings and presentations from the meeting are available here - <http://www.alnap.org/engagement>
* Yasna Uberoi and Luc Ferran established an online support group for PSEA looking at human resource issues – no update possible, Luc unable to call in.
* Questionnaire on opinions regarding Pierro Calvi’s report on coordination of Cross-cutting issues XCI has been shared and due to a very limited number of responses, no clear Task Team position can be taken, and no endorsement of the recommendations possible. The Gender Reference Group are finalising their comments, and a joint report will be developed and shared.

## Work plan Activities update

Note: Each objective and/or activity lead organisation present in the meeting reported back to the Team. Where the lead organisation was absent, or there was no substantive progress to report, the activity has not been included in this report.

### Work Stream 1

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| **Work Stream 1 – AAP/PSEA Advocacy** | | | **Notes** |
| **Objective** **1: *Language Merger; establishing a common language for AAP and PSEA among organisations* – Lead WFP** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Papers outlining talking points on AAP and PSEA | Lead - WFP | End Feb 2014 | Two pager has been written, and a companion piece on CwC and AAP - to be shared with Task Team for comments with meeting minutes. |
| **Objective** **2 :*Advocacy with donors to support AAP/PSEA –* Lead Oxfam** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Review GHD self-assessment guide | Lead - Oxfam | Q1 2014 | Slow progress. Good preparatory meeting with Interaction and WFP among others. |
| One-pager on PSEA good practice for donors | Lead - Oxfam | Q1 2014 | Plans to send a one pager to donors by the end of the week. |
| **Objective 3: *Advocacy with staff* – Lead FAO** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| PSEA campaign (Disseminate DVD - “To serve with pride”) | Lead – DFS | Q1 2014 | Yasna Uberoi is now leading. Meeting held with Lausanne based PR firm - ideas have been drafted and will be reviewed. Launch date delayed - will not be until the end of the year. |
| **Objective #:** **4.** ***World Humanitarian Summit –* Lead – WFP** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Ensure inclusion of AAP on WHS agenda | Lead - WFP | End 2015 | No update, but at a recent WHS briefing on the Asia Consultations the Co-chair offered the support of the Task Team to help shape how AAP will be reflected in the regional consultations. WHS Secretariat welcomed this support and underlined the need to engage effectively with populations affected by humanitarian crises in the region. |
| Develop action to ensure a GA resolution on AAP | Lead – WFP/OCHA | End 2015 | OCHA advises colleagues advised to drop the ‘accountability’ language if pursuing a GA resolution. Certain member states have concerns with the terminology. Change it to a post GA resolution, or change language to ‘effectiveness’? Brian Lander (WFP and co-chair) would rather make sure that AAP is reflected in NYC political level discussions, in particular as part of any GA resolution that might follow the WHS. |
| **Objective #:** **5. *Advocacy with parliamentarians* - Lead Keystone** | | | |
| Engaging with IPU on AAP in April 2014 | Lead - Keystone | Beginning Q2 2014  (End April 2014) | Worked with the Sec. Gen. of the Inter-Parliamentary Union to include AAP on the agenda of their 2014 Annual Assembly and, to this end, they sent a delegation to Haiti a few months back to look at how this has played out in the humanitarian program there. Proposed that we work closely with the IPU as it begins to think through the role of its members in the WHS. Dialogue begun with the US Senate foreign appropriations sub-committee about tightening the language on beneficiary feedback in the next appropriations bill. The goal is to make seeking and responding to feedback obligatory rather than optional in all programs funded from US humanitarian budget lines. Advocacy with donors; organizing a panel during humanitarian segment of ECOSOC- that will include reps from several governments/ donors. Concept note for the ECOSOC session to be shared with Task Team. |

#### Action Points:

1. Matthew Serventy (Coordinator) to share AAP-PSEA and AAP-CwC notes with Task Team for comments.
2. Nick Van Praag (Keystone) to share ECOSOC concept note with Task Team.

### Work Stream 2

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| **Work Stream 2 – COUNTRY-LEVEL / CBCMs / TECHNICAL SUPPORT** | | | **Notes** |
| **Objective 1:** ***Provide support to Inter-Agency AAP missions* – Lead WFP** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Develop criteria, frameworks, lessons learned | Lead - WFP | Q1 2014 continuous | No concrete progress, but some conversations begun with Myanmar, Chad and Pakistan based on requests for support from field-level colleagues. OPRs suggested more AAP in preparedness phase. |
| **Objective 2: *Community Based Complaint Mechanism Pilots* – Lead IOM/UNHCR** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Carry out planned PSEA pilots, ensure emphasis on communities, expand into AAP generally (subject to funding provision) | Lead - IOM/UNHCR | End 2014 | Project received partial funding from PRM (refugee specific funding). Earmarked only for Ethiopia, over 3000 people have received PSEA messaging. Lack of communication inside government caused temporary suspension of activities. Now looking for focal points for PSEA investigation training, and a draft set of standard operating procedures will be distributed to participating agencies soon. Funding; last of four submissions met the ECHO criteria so anticipate funding shortly. Structural changes, Save the Children taking over from UNHCR in DRC, Operations moving from South to North Kivu. Haiti is no longer included as part of the pilots, as the target population were mobile during the prolonged fundraising period, resulting in continual shifts in the target areas. Development of manual will take place last quarter of 2015 after compilation of “lessons learnt”. Request from CARE to see final ECHO proposals, IOM to share. |
| **Objective 3:** ***Technical support/help desk function* on AAP/PSEA – Lead HAP** (note: seeking a co-lead) | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Develop concept note - clarify scope of helpdesk function | Lead - HAP | Q1 2014 | Survey conducted in April - compiled in May. To be shared with Task Team. Not enough PSEA focus in the survey questions. Findings include - Sources currently used for AAP info: HAP, colleagues, web, AAP/PSEA TT, ECD project. 2/3 said this info met their needs. Other 1/3 require: support on case handling, joint accountability issues.  Rather than a lack of guidance some respondents feel the lack is in prioritising and incentivising AAP approaches. At field level many have never heard of AAP – huge work to be done on raising awareness. Most appropriate support is via a website, however with HAP and PSEA websites there should be enough. Donors will be unlikely to fund. Practical advice issue – good PSEA model of FAQs could be followed. Need for sector based AAP tools (AAP for Food, WASH, etc) Still considering a group of volunteers to provide advice. |
| Source funding for helpdesk | Lead - HAP | Q2 2014 | Developing a concept note to seek funding |
| **Objective 4: *Joint Preparedness/Community awareness of AAP –* Lead ActionAid** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Include AAP in DRR planning within communities and in CBCM pilots | Lead – ActionAid | Q2 2014 | Slow progress so far. UNICEF and WFP confirmed. OXFAM might be interested. UNHCR and WVI tbd. Next step is to develop key messages and awareness training. Possible pilots in - Haiti, Kenya, Pakistan, Myanmar and Philippines. Two pager to be developed summarising current thinking. Will share for feedback. Funding: need to link it to existing preparedness initiatives – e.g. START |
| **Objective 5:** ***Inclusion of civil society /NNGOs/Implementing partners in AAP* – Lead ActionAid/Oxfam GB** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| Awareness raising of AAP among CBOs, NNGOs, IPs | Lead – ActionAid/ Oxfam GB | Q2 2014 | Action Aid is seeking a co-lead for this activity. |

#### Action Points:

1. Tristan Burnett (IOM) to share final ECHO proposals
2. Matthew Serventy (Coordinator) to share survey summary with Task Team.
3. Rosie Oglesby (Action Aid) to share two pager on AAP/DRR when developed.
4. Rosie Oglesby (Action Aid) to contact Vicki Mercer at Christian Aid to join

### Work Stream 3

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| **Work Stream 3 - Embedding AAP and PSEA in Humanitarian Processes** | | | **Notes** |
| **Objective 1: Ensure *PSEA as part of AAP is incorporated into the fabric of organisations’ recruitments; in recruitment policies, performance appraisals* *and recruitment processes* – Lead - UNICEF** | | | |
| ***Activities*** | ***Focal Points*** | ***Timeframe*** |  |
| AAP/PSEA in staff performance | Lead – UNICEF/IRC | March 2014 | Having discussions with chief of performance management to move forward on the incorporation of an accountability criteria into performance evaluations. There will need to be an interagency consensus on the issue as the performance evaluations are designed and maintained on an interagency basis. Discussions are still on-going having PSEA language added to all Terms of Reference and job descriptions as an SOP. Developed a 12 month internal action plan and budget that includes several of the activities from the interagency workplan. Once the plan is approved and resources are disbursed we expect to move much faster. |
| **Objective 3: *AAP/PSEA incorporated into Training and related guidance for RC/HCs* – Lead – OCHA & UNDP** | | | |
| **Activities** | **Focal Points** | **Timeframe** |  |
| AAP/PSEA incorporated into training and material developed for RC/HCs | Lead – UNDP/  OCHA | Was 2013 – now on-going | OCHA: HC retreat in Montreux included session on AAP, very popular with HCs – encouraging sign. Upcoming RC workshop in June - sessions on crisis and response including good humanitarian programming principles will include AAP. Messaging and handbook- still in progress. Launch of handbook will be late 2014. AAP included but messages need to be written. Task Team able to provide input to process.  UNDP: revised early recovery note - important messaging available on AAP/PSEA in there. |
| **Objective 4: *To embed AAP/PSEA as an essential component of organisational and inter-organisational processes and policies* - Lead – Oxfam GB (tbc)** | | | |
| **Activities** | **Focal Points** | **Timeframe** |  |
| AAP/PSEA as part of a Corporate Risk Register | Lead - Oxfam | Q2 2014 | Positive experiences that Oxfam are able to share but not able to take on leadership role. |
| AAP/PSEA in OPRs | Lead - WFP | Q2 2014 | AAP already included in first 2 OPRs, as part of self-assessments and reporting - South Sudan OPR planned in near future. |
| AAP/PSEA in annual reports |  |  | Activity deleted as no lead and no support. |
| AAP/PSEA in Strategic Response Plan and all related processes | Lead - OCHA | Continuous until end 2014 | HPC guidance review in progress: AAP ‘info box’ submitted for inclusion by Task Team Coordinator |
| Ensure inclusion of AAP/PSEA in Cluster TORs & Plans | Lead - OCHA  Support – Cluster Leads | Q2 2014 | Cluster responsibility and not OCHA, OCHA can consolidate Cluster positions. Task Team coordinator has initiated discussions with clusters on AAP. Will be a long process with all clusters going through their own procedures and guidance internally. |
| AAP/PSEA in HC Compacts | Lead - OCHA | March 2014 | AAP is now an option for HC compacts. Half of those compacts which have been returned decided to include AAP as a responsibility, very encouraging. At least 12 of possibly 24 compacts. Inclusion of AAP in compacts will mean more HCs needing advice, guidance can be provided for HCs by the Task Team and HAP. |

#### Action Points:

1. David Murphy (OCHA) to request clusters to follow up on AAP in Cluster planning activity.

### General Comments on Work Plan

It was agreed that we will collect contact details for a focal point for each objective lead. There has been some confusion between PSEA and AAP in various activities, as a result of the retreat in 2013 putting AAP onto PSEA activities and vice versa in a spirit of combining the two task forces. It is ok for activities to focus on one or the other, not all need to incorporate both. It is OK to subtract activities as necessary due to lack of support, or add activities due to changing needs. A compiled report will be developed as an output of the meeting for the IASC working group.

#### Action Points:

1. Matthew Serventy (Coordinator) to compile and share contact details for lead person on each activity.
2. Matthew Serventy (Coordinator) to prepare a report for the IASC Working Group as an update on the Work Plan – draft ready by June 6.

## Discussion – “What constitutes Practical Advice on AAP?”

Matthew Serventy (Coordinator) initiated the discussion with the observation that there are fairly constant requests made for more “practical guidance” on AAP. There is a difficult balance between providing brief enough information that people will take time to read it, but providing sufficient detail for people to feel really informed. These requests come from all over, but have been increasing as there is a growing interest in AAP as a collective issue, and so HCs, HCTs, Clusters and Inter-cluster fora are demanding more guidance. There is a wealth of material existing in various places, including detailed ‘how to’ instructions, yet much of this is directed at individual organisations or programmes. People are not skilled at extracting guidance and re-imagining it to suit their own issues or contexts. There is a serious gap in guidance on AAP as a ‘collective responsibility’.

Barb Wigley (WFP) supported this statement, reiterating that more thinking needed to be done on AAP at the ‘systems level’. The Core Humanitarian Standard currently in development should reflect this type of collective thinking. The Food Security Cluster is working on cluster collective accountability but there are few good resources, and Barb wondered if there was a role for HAP in collecting new systems level thinking.

Loretta Hieber-Girardet (OCHA) agreed that at the field level people are asking ‘what is AAP?’ In particular there is confusion whether it is a new discipline requiring specialist skills and knowledge, or whether it is simply quality programming. There is a need for more strategic level thinking on AAP as opposed to the individual operational level, and a need for guidance on how HCTs and ICCGs can do better. OCHA doesn’t see a need for more new experts in AAP, but feels that it should be an inter-cluster function. Lori highlighted that OCHA is currently looking for a senior AAP specialist to be seconded by an INGO or UN agency to look into AAP from an inter-agency coordination perspective. TORs have been developed, but the position remains open.

Rosie Oglesby (Action Aid) suggested a diagram should be developed of what should happen at each level of the ‘system’. This could provide clear examples to get people thinking, and give them links to existing guidance. Vicki Mercer (Christian Aid) highlighted the useful work by ALNAP in ‘closing the loop’ on feedback mechanisms. Christian Aid also has compilations of existing guidance, and focus their work through partners using a carrot rather than stick approach to encourage implementers. John Abuya (Action Aid and co-chair) suggested that field level experience should be filtered up to the global level. Anne Davies (UNDP) suggested a mapping of existing processes, and prioritisation of the issues to develop guidance – perhaps in the form of an FAQ document on AAP. Victoria Murtagh (Christian Aid) pointed out that Church World Service in Pakistan and Afghanistan has a small handbook available in hard copy from [shaprograms@cespa.org.pk](mailto:shaprograms@cespa.org.pk) which is a quick reference tool to allow practitioners to find relevant documents and guidance, there are also links to resources [available here](http://www.cwspa.org/resources/publications). Nick Van Praag (Groundtruth) highlighted that they had a well-tested approach, with links to HAP, CDA and CDAC and they are continuing to track how programmes are managed. Nick feels there is a need for a common practical model, bringing together all the pieces of the puzzle.

David Loqercio (HAP) warns of over complicating the issue – that humanitarians, including HCT and Cluster representatives simply need to get out and talk to people. There needs to be a structured way to answer simple questions, with a matrix for different stages of the HPC, providing concrete examples to give good ideas to people. It is not rocket science and good examples should be enough. Rosie commented that the inter-agency processes are the real gap, and the Task Team should focus on that.

Joseph Ashmore (Shelter Cluster) admits that many decisions made by the cluster cause exclusion, simply by selecting beneficiaries. There needs to be more accountability in coordination advice and procedures. Programmatic and geographic coverage decisions need to be accountable. Elie Gasagara (WVI) pointed out that there are lots of documents already, but there is poor adoption at the field level, with low awareness and implementation of AAP.

John Abuya suggested a small team of volunteers come together to take the issue forward, develop a timeline and plan for their approach and feedback to the team. This was agreed and the members will be;

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| **Organisation** |  |  | **email** | **Note** |
| OCHA | David | Murphy | [murphyd@un.org](mailto:murphyd@un.org) | convener |
| Action Aid | Rosie | Oglesby | Rosie.Oglesby@actionaid.org |  |
| Ground Truth | Nick | Van Praag | [nvanpraag@gmail.com](mailto:nvanpraag@gmail.com) |  |
| CARE | Uwe | Korus | [korus@careinternational.org](mailto:korus@careinternational.org) |  |
| World Vision | Elie | Gasagara | [elie\_gasagara@wvi.org](mailto:elie_gasagara@wvi.org) |  |
| WFP | Barb | Wigley | [barb.wigley@wfp.org](mailto:barb.wigley@wfp.org) | Part-time |
| FAO | Sultan | Ahmed | Sultan.Ahmed@fao.org | to be confirmed |
| HAP | David | Loquercio | [DLOQUERCIO@hapinternational.org](mailto:DLOQUERCIO@hapinternational.org) |  |
| Christian Aid | Vicki | Mercer | No contact |  |

#### Action Points:

1. David Murphy to convene a first meeting of the ‘practical advice’ group.
2. David Murphy to share the TOR for the OCHA position.

## Any Other Business

### Departure of Task Team Coordinator

Matthew Serventy (Coordinator) is completing his contract on June 20th, and as there is no replacement in the near future, the Task Team discussed how to carry on his tasks. Matthew briefly outlined his key activities; secretariat responsibilities (emails, meetings, minutes, etc), global processes (indicators and monitoring groups, SRP revision), inter-agency issues (OPR development, inter-cluster training and advice, HC events and documents), cluster guidance, field support to emergencies and AAP preparedness, donor relations.

After discussion it was agreed that OCHA could provide secretariat support as per the support provided to other task teams. The other teams are provided P level (UN professional) staff to provide a secretariat function. This has already been raised with Kyung-Wha Kang, chair of the IASC working group. Given that many of the processes are within OCHA’s area, it is hoped that the staff member planned can be found ASAP to carry these on. Loretta provided further details regarding the planned post, that it would support the field as well as influence inter-agency issues at global and system levels. For AAP support in preparedness and with donor relations this will fall under Brian Lander within WFP. Clusters will need to liaise directly with members with the requisite AAP skills on their specific issues, with OCHA leading on Inter-Agency issues. Barb Wigley proposed and the co-chairs formally thanked Matthew for his work for the Task Team.

#### Action Points

1. IASC Secretariat and OCHA to liaise to provide secretariat support to Task Team.

### Field support for AAP

Loretta Hieber-Girardet asked if there was a ‘pool’ of AAP experts existing to provide field level advice on AAP. The general feeling was that while there are many people experienced in AAP, most are employed within NGOs, and may not have detailed inter-agency experience. Barb Wigley expressed concern that by simply employing stand-by partners or others with limited experience we would risk undermining both AAP efforts at the field level, and the people who do have specific AAP experience. Barb suggested this should be a point for further discussion; do people need AAP expertise to advise them, or should we be embedding it into practice? And do we undermine existing expertise and weaken the message by simply ‘mainstreaming’?

#### Action Points

1. Co-chairs to include the issue of AAP expertise in the next meeting agenda.

### PSEA Reporting Guidance

Guillaume Simonian (WHO) asked if there were any existing guidance on how agencies should report back to the IASC Principals on PSEA internal efforts. NO guidance appears to have been developed, and this should be discussed at the next meeting. There was a point of clarification, although PSEA is an integral part of AAP, when we say ‘AAP’ does this automatically include ‘PSEA’? No – PSEA is an organisational commitment, with its own required reporting lines.

#### Action Points

1. Next meeting Agenda to include PSEA reporting guidance

### AAP positions currently vacant

There is a global AAP position currently vacant in OCHA headquarters. There is also a vacant position in C.A.R.

## Next Meeting

The next meeting will be held on Monday 28th July at 3pm. This meeting has been brought forward to avoid the summer holidays in the northern hemisphere.

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| **Meeting Attendance** | | | |
|  | **Online or In person** | **Name** | **Organisation** |
| 1 | In person | David Loquercio | HAP |
| 2 | Online | Rosie Oglesby | Action Aid |
| 3 | Online | Jaqueline Carlson | UNDP |
| 4 | Online | John Abuya | Action Aid |
| 5 | Online | Barb Wigley | WFP |
| 6 | Online | Vicki Mercer | Christian Aid |
| 7 | In person | Luc BRANDT | UNHCR |
| 8 | Online | Alexandra Warner | ALNAP |
| 9 | Online | Christine Nichols | Interaction |
| 10 | Online | Hannah Reichardt | SAVE |
| 11 | Online | Uwe Korus | Care |
| 12 | Online | Nicki Bailey | CDAC |
| 13 | Online | Elisabeth Bellardo | Interaction |
| 14 | Online | Kariane Peek-Cabrera | UNICEF |
| 15 | Online | Lilliana Zoldi | IMC |
| 16 | Online | Elie Gasagara | WVI |
| 17 | Online | Sophie Martin-Simpson | Save the Children |
| 18 | In person | Manish Thomas | IASC |
| 19 | In person | Karen Glisson | HAP |
| 20 | In person | Ester Dross | Independent |
| 21 | In person | Massimo Nicoletti | HAP |
| 22 | In person | Brian Lander | WFP |
| 23 | In person | Etienne Lacombe-Kishibe | World Vision |
| 24 | In person | Lucy Heaven Taylor | Independent |
| 25 | In person | Tristan Burnett | IOM |
| 26 | In person | Matthew Serventy | AAP/PSEA Task Team |
| 27 | In person | Carl Hennung | WFP |
| 28 | In person | Anne Davies | UNDP |
| 29 | In person | Astrid Van Genderen Stort | IASC Secretariat |
| 30 | In person | Joel Parsan | IASC Secretariat |
| 31 | In person | Sonia Munoz | UNHCR |
| 32 | In person | Alma Alic | WHO |
| 34 | In person | Guillame Simonian | WHO |
| 35 | In person | David Murphy | OCHA |
| 36 | In person | Loretta Hieber-Girardet | OCHA |
| 37 | In person | Joseph Ashmore | Shelter Cluster |
| 38 | In person | Aninia Nadig | Sphere |
| 39 | Online | Nick Van Praag | Keystone |