



IASC AAP / PSEA task team

Annual retreat report

Key highlights, priorities and action plan

Geneva, 22 January 2016



Content

1. Opening remarks.....	2
2. Taking stock.....	3
3. The role of the IASC and its subsidiary bodies.....	4
4. Focussing on our added value.....	5
5. Priorisation and action planning.....	6
Annex 1: Annual retreat’s agenda.....	10
Annex 2: List of participants.....	11
Annex 3: Annual retreat evaluation.....	12

1. Opening remarks

Preeta Law, co-chair of the Task Team welcome participants and introduced Mamadou Ndiaye, director of Senegal based OFADEC, and new co-chair of the Task Team.

Mamadou Ndiaye briefly introduced OFADEC’s commitment to AAP / PSEA :

OFADEC was part of:

- the ombudsman project of the British Red Cross
- the steering committee which created the HAP standards
- the first organisations which field tested the HAP standards
- the Joint Standards initiatives which led to the Core Humanitarian Standards

Mr Berk Baran, Minister-Counsellor at the permanent mission of Turkey, highlighted that Accountability to Affected Population has been central to his work back in 2013 as the head of the Department of humanitarian assistance and disaster, leading operations in Turkey, Somalia and Myanmar,

and remains central as his country hosts the world largest refugee population. Putting the people at the center of humanitarian action and leaving no one behind should be principles guiding our work. We should move from delivering aid to ending needs, addressing vulnerabilities, strengthening capacities and building resilience. Turkey for instance allows the work of “people in need of temporary protection” so that when they go back to Syria they should be equipped to contribute to the reconstruction of their country. Turkey is the co-chair of the Solution Alliance, which seeks to advance a partnership-oriented approach for addressing protracted displacement situations and preventing new situations from becoming protracted. Mr. Baran concluded that it is essential to listen to affected population, and ensure that beyond the provision of help, we contribute to restore hope. Political will and strong leadership are the key drivers of change towards accountable humanitarian action.



2. Taking stock

Participants reviewed the main achievements of the task team in 2015, as captured in the slide below. They discussed in group the challenges faced in achieving the task team objectives and explored what could have been done better, with the idea to derive lessons for 2016-

Key Achievements of the Task Team	
Work Stream 1 AAP/PSEA Advocacy	<ul style="list-style-type: none"> • Advocacy with partners and donors to highlight the essential linkages between AAP and PSEA, and increased collaboration at policy and field level. • Support proposed to the World Humanitarian Summit (WHS) Secretariat regarding AAP/PSEA and engagement of communities in the WHS consultations. • Brown bag lunch with donors on opportunities and challenges to deliver on our commitments on AAP PSEA
Work Stream 2 Operationalizing AAP/PSEA in country-level activities and provision of technical support	<ul style="list-style-type: none"> • Field missions to support operationalization of AAP /PSEA (DRC, Iraq, Niger) • Collaboration with the STAIT team after OPRs, and webinar on AAP • Increased collaboration between AAP/PSEA Task Team and Protection Mainstreaming Task Team, to capitalize on linkages between protection and AAP • Helpdesk set up to share good practices and respond to technical queries from partners. Technical support rapidly provided to the few requests. • AAP included in Disaster Risk Reduction strategies in multi-agency projects including local governments • Workshop with Global Cluster Coordinators and development of 2 papers on AAP and PSEA throughout the HPC. Collaboration with the Global Cluster on Early recovery technical working group on AAP. • Inclusion of AAP and PSEA into Humanitarian Coordinators (HC) compact, HC annual workshop, Humanitarian Country teams (HCT) self assessment indicators
Work Stream 3 PSEA activities	<ul style="list-style-type: none"> • Advocacy work through webinar and initial development of a PSEA campaign • Community Based Complaints Mechanisms : Workshop on lessons learned from the pilot in Ethiopia and DRC with participation of other countries. Evaluation almost finalized, and preparation of a Best Practice guide for establishing inter-agency CBCMs. Support to the global SOPs on inter agency cooperation in handling SEA related complaints. Common reporting platform. • Support on technical requests on PSEA through the helpdesk

Participants worked in groups to highlight various challenges and lessons learned, which are captured hereafter.

Challenges	Lessons learned
Participation	<ul style="list-style-type: none"> • While the task team mailing list has 165 members who all confirmed their interest to remain on the list, only few members have been actively involved throughout the year 2015. • Members are lacking ability to follow through or commit to work plans due to time constraints.
Participation	<ul style="list-style-type: none"> • Need to structure better the membership (without being too formal): for instance, need to clarify per organization who has the responsibility and institutional weight to actively participates to task team meetings (general meetings and PSEA focused discussions), and who wants to remain in the task team mailing list for information purpose only. • Need to ensure participants to the task team have the buy in from their organization and the necessary resources to attend and contribute to collective achievements: time should be included in their job description and resources allocated for instance to support field operationalization of AAP and PSEA)
Participation	<ul style="list-style-type: none"> • Lack of NGO participation/ francophone NGOs, NRC • Need to reach out to NGOs and ensure their participation both for AAP and PSEA. This would imply communicating on the benefit of investing time and resources in this forum. Communication needs to be strengthened in order to build inclusivity and reach local organizations.

Scope	<ul style="list-style-type: none"> • Need to clarify who our audience is • Too many activities in the work plan: the task team should be more focused on its added value 	<ul style="list-style-type: none"> • Ensure the 2016 work plan is demand driven and focusses on our audience needs and added value
Structure	<ul style="list-style-type: none"> • Ensure PSEA is not forgotten in the discussion. PSEA needs a dedicated platform and should remain highly visible due to its importance 	<ul style="list-style-type: none"> • Keep a specific space for PSEA related discussions and ensure PSEA is also discussed in the general AAP PSEA TT meeting/ and in field missions to promote the linkages between AAP and PSEA- • Discuss at a later stage if this forum should rather be a reference group to allow more flexibility in terms of work plan. At the same time, some groups highlighted that Having a work plan helps structuring the work within the TT, whereas before it was harder.
Content	<ul style="list-style-type: none"> • Fragmentation of initiatives, both for AAP and PSEA at global but also regional and country level 	<ul style="list-style-type: none"> • Mapping AAP and PSEA existing initiatives (CHS, CDAC, Common Service Platform, PSEA task force etc.) to better link and coordinate with them.
Content	<ul style="list-style-type: none"> • The helpdesk helps understand better the need of the field. Members need to reflect on how to adapt its format to ensure higher number of requests 	<ul style="list-style-type: none"> • Ensure members are committed to promote the helpdesk, while finding alternative channels to gather information on what the fields are needing in terms of support.

3. The role of the IASC and its subsidiary bodies

The new IASC WG Workplan for 2016-2017



Tanja Schuemer from the IASC Secretariat presented the IASC as the primary coordination forum for inter-agency coordination, including NGO consortia and major humanitarian agencies. She provided an overview of the new IASC Working Group work plan for 2016-2017, with the objective to frame the work of the rest of the day:

- The Task team priorities should indeed contribute to the outputs captured in the IASC Working Group Work plan.
- The Task team work plan should match the requirements from field staff, bridge the gap between global and regional/country level, to make sure that the work at the global level is

relevant and fully understood by field missions.

- The Task team should review its Terms of Reference to ensure clarity and effectiveness. There should be a closer link with the IASC Working Group this year: after the task team develop its detailed work plan it should bring it to the IASC Working G for feedback and revision: there should be a dialogue

- Task Team should define its own benchmark and practical indicators to identify when milestones are achieved and so they can be reported against. Reporting will be every six months, in a collective report to the IASC



Working Group.

<p>What is the difference between a Task team and a reference group?</p>	<ul style="list-style-type: none"> - the IASC Working Group will task directly the task team, who should deliver on a clear workplan with specific outputs. Task teams are time bound. - Reference Groups are longer term, more independent, and not directly tasked by the working Group. They however have also an action plan. - Task team can ask to become Reference Groups when deemed appropriate
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4. Focussing on our added value

Participants brainstormed on the opportunities to advance AAP and PSEA in 2016 and proposed different areas of focus for the year, which were then grouped into a few priorities:

- Capturing and Sharing Good Practices on AAP and PSEA
- Support to operationalisation of AAP and PSEA
- Advocacy on AAP/PSEA including voices from the field
- Interagency collaboration on PSEA
- AAP/PSEA in Human Resources and Performance Appraisal

- Support to other AAP and PSEA initiatives
- AAP and PSEA in humanitarian and development contexts
- AAP/PSEA in preparedness

Participants mapped out the various stakeholders or initiatives to link up with in order to achieve these priorities:

- NGO's: International/ national
- Clusters and Interclusters
- STAIT and OPR teams
- IASC bodies and subgroups
- Community engagement/ Communication with Communities organisation
- Quality and Accountability initiatives including CHS
- World Humanitarian Summit
- PSEA networks/ platforms/ existing groups



5. Priorisation and action planning

Participants selected 4 priorities and explored further in groups how they can be translated into an action plan for the task team. 3 priorities focussed on specific actions (Capturing and sharing good practices on AAP/PSEA; Support to operationalisation of AAP/PSEA, Interagency collaboration on AAP/PSEA), while the 4th group focussed on an approach to deliver on the workplan, ie. through the support to other AAP/PSEA initiatives. The workplan below integrates directly the key points which came out in the 4th group in each of the 3 priorities.

Members will have time to review the workplan and fill in the last column. Members need to ensure they have the commitment of their organisation and the necessary time and resources when they decide to work on a specific task.

Priority	actions	activities	Expected output	indicators	resources needed	Members/ agencies commitment
1. Capturing/ Sharing Good Practice on AAP and PSEA	1.1 Provision of remote technical support	<ul style="list-style-type: none"> -maintain a system to respond to questions raised by the field or direct requests to specific experts through the helpdesk or other channels - organisation of webinars on AAP and PSEA, as the task team and in collaboration with the STAIT team - provide support to task team members projects related to AAP and PSEA (<i>ie. participation of the task team to the board of Transparency international project</i>) 	timely and qualitative responses to requests raised	<ul style="list-style-type: none"> -Existence of the helpdesk and other channels to raise requests for technical support on AAP and PSEA -# of requests received -leadtime before response -satisfaction with response - #of webinar organised /supported by the TT on AAP and PSEA 	-Members' time for remote provision of technical support+ TT coordinator	-IASC AAP PSEA TT Coordinator- CHS David Locquercio -IOM Tristan Burnet -...
	1.2 Generate evidence on impact of AAP and PSEA	<ul style="list-style-type: none"> -agree on a methodology to collect and analyse this information - members to submit examples - results of the evidence generation to inform next steps and underpin advocacy 	additional evidence on the impact of AAP and PSEA	<ul style="list-style-type: none"> -methodology agreed by task team members - # of TT members contributing to the evidence collection 	Time from Task Team Coordinator + sectors/ agency focal points	'-?
		<ul style="list-style-type: none"> -convene a small group to reflect on an AAP/ PSEA marker -take into account the lessons learned from the Gender marker and the information already collected for other markers. - Ensure the "marker" or suggested alternative is used beyond the proposal stage. 	Recommendation on the feasibility and utility of having an AAP/PSEA marker + suggestion of a pilot if appropriate	<ul style="list-style-type: none"> -minutes from the small group reflections - minutes from the task team meeting during which the recommendations are discussed and next steps agreed upon 	Time from Task Team Co-chairs + small group of task team members	-?
	1.3 Maintain a user friendly and updated information repository	<ul style="list-style-type: none"> -Ensure the IASC website is updated -Improve the linkages with the former PSEA Task Force website - Help ensure dissemination of best practices and standards to all relevant stakeholders, in relevant languages, and in a contextually and culturally appropriate manner - test a wiki approach to contribute to learning and sharing latest information on AAP PSEA 	<ul style="list-style-type: none"> -updated and user friendly website - best practices disseminated and lessons learned are captured 	<ul style="list-style-type: none"> - # of page viewed - # of downloads of documents posted on the TT website 	Time from Task team coordinator with input from members	IASC AAP PSEA TT Astrid de Valon

Priority	actions	activities	Expected output	indicators	resources needed	Members/ agencies commitment
2. Support to operationalisation of AAP and PSEA	2.1 Provide technical assistance on AAP/PSEA	<ul style="list-style-type: none"> - field missions upon request, during emergencies. - proactive support to field during preparedness - accompaniment of Operational Peer Review teams 	<ul style="list-style-type: none"> - Best practices and standards shared, including global SOPs on interagency referral of complaints - challenges and needs are brought back to global level, to inform and prioritise future support 	<ul style="list-style-type: none"> -% of requests for technical support missions coming out from the field which resulted in a mission - qualitative review of what has actually changed as a result of a TT support mission -# of case studies documented as result from proactive support during preparedness - # of OPRs accompanied/ followed up by TT joint mission to support HCT on AAP/PSEA 	-Members time and financial resources for joint missions	-?
	2.2 Apprise IASC decision makers of progress and challenges around AAP and PSEA	<ul style="list-style-type: none"> - provide update to the IASC Working Group and the Senior Focal points on PSEA 	<ul style="list-style-type: none"> -update provided to inform decision makers 	<ul style="list-style-type: none"> -#of updates to the IASC WG and or Senior Focal Points on PSEA 	-Members time to gather updated	-?
	2.3 provide recommendations on AAP/PSEA placement within the humanitarian architecture	<ul style="list-style-type: none"> - Map AAP and PSEA task forces/ networks already existing at country level, highlight gaps/challenges and opportunities of the different approaches and derive recommendations towards systemisation if appropriate 	<ul style="list-style-type: none"> - report on challenges and opportunities linked with the different ways to link AAP and PSEA within the humanitarian architecture 	<ul style="list-style-type: none"> -report on the mapping exercise and recommendations - minutes of TT meeting discussing possible recommendations on systematisation as well as identifications of gaps 	-Members time to connect with their focal points in various countries, small group of TT members to draft the report	-?
	2.4 incorporate lessons learned from the PSEA CBCM pilot project into the IASC Accountability to Affected Populations Operational Framework	<ul style="list-style-type: none"> -review the lessons learned from the PSEA CBCM pilot. - advise on changes to be brought to the IASC AAP framework (<i>and to the CHS ?</i>) based on the lessons learned 	<ul style="list-style-type: none"> - updated IASC AAP operational framework presented to the senior focal points on PSEA 	<ul style="list-style-type: none"> - lessons learned from PSEA CBCM incorporated into IASC AAP operational framework 	-Members time + TT coordinator to compile inputs	-?

Priority	actions	activities	Expected output	indicators	resources needed	Members/ agencies commitment
3. Inter-agency collaboration on PSEA	3.1 Ensure the PSEA workstream complements other PSEA-related initiatives	<ul style="list-style-type: none"> -map out PSEA related initiatives - define the scope of the PSEA workstream to complement these initiatives. - advocate on the unique nature of the PSEA group (technical and inter agency, tasked by the IASC WG) to reach out to NGOs, with a revised statement on the group purpose 	<ul style="list-style-type: none"> - mapping of existing PSEA initiatives - revised statement on the group purpose 	<ul style="list-style-type: none"> -report on the mapping including recommendations on engagement/ coordination with other initiatives - statement disseminated to TT and potential additional members -#of additional NGOs actively contributing to the PSEA workstream 	<ul style="list-style-type: none"> -members time - availability of participants to other PSEA forums to share information with the PSEA workstream of the TT 	-?
	3.2 Use the MOS PSEA as a framework for discussion	<ul style="list-style-type: none"> - Structure the sharing of information and best practices/ new initiatives using the MOS on PSEA - update the IASC AAP PSEA website to include documents from the old PSEA task force site 	<ul style="list-style-type: none"> - the PSEA group plays its role as a platform fostering experts collaboration on PSEA, investigations, CBCM, awareness campaign, inclusion of PSEA in HR systems including recruitment and performance appraisal 	<ul style="list-style-type: none"> -# of instances of interagency collaboration on subjects related to the MOS PSEA 	<ul style="list-style-type: none"> - members time and financial resources 	<ul style="list-style-type: none"> - ? - UNHCR lead on the interagency awareness campaign

Annex 1: Annual retreat's agenda

		22 January 2016, UNHCR Geneva MBT 04
Morning	9.30- 10.00	<p>Welcome: <i>Preeta Law, Co-Chair</i></p> <p>Opening words: <i>Berk Baran, Turkish Mission.</i></p>
	10.00- 11.15	<p>Taking stock:</p> <ul style="list-style-type: none"> • What did we achieve in 2015? • What challenges did we face in achieving task team objectives? • What could we have done better? What lessons shall we derive for 2016
	15' break	
	11.30 – 13.00	<p>Focussing on our added value</p> <ul style="list-style-type: none"> • The role of the IASC and its subsidiary bodies (<i>IASC Secretariat</i>) • Plenary discussion: <ul style="list-style-type: none"> ○ What should our focus be? ○ Who should we closely link with? ○ What are the opportunities in 2016 to advance AAP and PSEA
13.00 to 14.00		Lunch (covered by participants)
Afternoon	14.00 – 15.00	<p>Prioritisation and action planning</p> <p>key areas mentioned by participants during the morning session are prioritised and discussed in subgroups led by members to start action planning.</p>
	15' break	
	15.15- 17.00	<p>Presentation of priorities action plans</p> <p><i>(with remote participation from additional members)</i></p> <p>Each subgroup presents draft action plan, including responsibilities and expected output at collective level, and let other participants comment/ input</p> <p>Wrap up and next steps: (<i>Preeta Law</i>)</p> <p>Evaluation</p>

Annex 2: List of participants

	Organisation	Name	Surname	Attendance
1	Turkish Mission	Berk	Baran	Opening Statement
2	IASC AAP PSEA TT co-chair	Preeta	Law	organizing team
3	IASC AAP PSEA TT	Astrid	de Valon	organizing team
4	Care International	Heather	Van Sice	on site
5	CHS Alliance	Genevieve	Cyvoct	on site
6	CHS Alliance	Karen	Glisson	on site
7	CHS Alliance	David	Locquercio	on site
8	DFID	Andy	Wheatley	on site
9	IASC	Mirja	Peters	on site
10	IASC	Tanja	Schuemer	on site
11	ICVA	Melissa	Pilotti	on site
12	independent	Ester	Dross	on site
13	independent	Jock	Baker	on site
14	IOM	Tristan	Burnett	on site
15	IOM	Joseph	Ashmore	on site
16	IOM	Alberto	Piccioli	on site/ notes taking
17	Impact Initiatives	Gaia	Van Der Esch	on site
18	IRC	Alyoscia	D'Onofiro	on site
19	IRC	Chloe	Whitley	on site
20	IRC	Adrien	Muratet	on site
21	OCHA	Rene	Nijenhuis	on site
22	OCHA	Janette	Moritz	on site
23	OFADDEC	Mamadou	Ndiaye	on site
24	The Sphere Project	Aninia	Nadig	on site
25	UNDP	Jaqueline	Carleson	on site
26	UNDP	Carmen	de Maesschalck	on site
27	UNDP	Rekha	Daas	on site
28	UNHCR	Coralie	Colson	on site
29	UNHCR	Aurelie	Martin	on site
30	UNHCR	Michelle	Ndhlovu	on site
31	UNHCR	Nemia	Temporal	on site
32	UNICEF	Sibi	Lawson Mariott	on site
33	UNICEF	Maria Luisa	Olavarria	on site
34	UNICEF	Philip	Tamminga	on site
35	WFP	Sarah	Mace	on site
36	UNICEF	Merrin	Waterhouse	on site
37	WHO	Evan	Drakee	on site
38	Caritas Australia, Catholic Relief Services, CAFOD and Trocaire	Cat	Cowley	call in last session
39	CWS	Shama	Mall	call in last session
40	Groundtruth	Nick	Van Praag	call in last session

41	Interaction	Liz	Bloomfield	call in last session
42	The Start Network	Kat	Reichel	call in last session
43	WFP	Cristine	Ouelette	call in last session
44	WVI	Shirley	Lo	call in last session

Annex 3: Annual retreat evaluation

- Good discussion, interaction with colleagues. There is still work needed to wrap it up in a concrete workplan since some suggestions might be a bit aspirational in their current state. Do less and well
- The retreat was well structured and well organised. It is important to quickly capture key actions emerging and begin revitalizing the group along the lines discussed
- Tip top
- Good agenda and good discussions. It will be important to follow up on commitments
- Very interactive participation
- Pace of the program, content and Background material digestible, well done !
- excellent facilitation

A special thanks to Alberto Piccioli for his support and note taking throughout the day