

IASC Task Team on
Accountability to
Affected Populations
and Protection from
sexual Exploitation and
Abuse (AAP/PSEA)

IASC AAP PSEA Task Team Meeting.

22 June 2017

Agenda

Introduction of the new coordinator

- **Update on the Grand Bargain participation revolution (Kate Half) (2.2)**
- **Debrief on the CDAC Bangkok conference and new CDAC policy (Marian Casey-Maslen) (2.1)**
- **Update on the Common Service (Charles-Antoine Hofmann) (2.1)**
- **Update on the roll out of the CBCM training (Alexandra Hileman) (3.4)**
- **AOB**

Update on the Grand Bargain Participation Revolution

Kate Halff

IFRC

The Grand Bargain –

A Shared Commitment to Better Serve People in Need



Istanbul, Turkey

23 May 2016

Debrief on the CDAC Bangkok conference

Marian
Casey-
Maslen

CDAC



communicating with disaster affected communities



Outcome of CDAC-SCHR Global Forum on *the Authenticity Challenge to the Participation Revolution*

Deeply committed, but not participation ready. "Willing" and "trying" is not good enough. Big international agencies in particular struggle to define and understand communities.

We need to reactivate: old principles (participation and accountability); **new institutions** (institutions and first responders close to the ground, giving them their rightful role as independent and resilient actors in their own right); and, **new tools** (factoring in technology).

Preparedness and engaging communities systematically in non-crisis phase is critical. The importance of linking up with established community information and feedback mechanisms.

The private sector as powerful enablers of participation. Calls for a 'Participation Revolution' may not have happened but for the changes brought about by digital technology and connectivity. Standing relationships with the private sector not yet systematized.

We need to engage at a deeper level, and in different ways. Community philanthropy, e.g., has much to offer to turn the current aid system on its head and to shift power closer to ground to give people greater control over their destiny.

We must know and support local ecosystems to enable communication between communities. There is need to enable communities to return to the communication systems they are familiar with in immediate aftermath. To do this, practitioners must know the community influencers and enablers to engage with.

The current donor-agency relationship is too much like "cartel" and we need to "shift this status quo to help agencies to do better".

Debrief on the CDAC Bangkok conference

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Incentives for change

Unleash new leadership models: any change toward a truly participatory approach would involve humanitarian leaders welcoming both positive and negative feedback from communities and taking action in response to this feedback. It would also require regular links between frontline staff and senior response managers and ensuring findings are shared with the right people at the right time.

Accepted standards such as the CHS must be applied to the context: The current accountability model to donors does not work for communities in terms of enabling a Participation Revolution. Application of the CHS can address this gap.

Donors could be 'market regulators' for change in the sector. They should: scrutinise proposals with a participation lens and call out those who give lip service or a half-hearted response; have funding flexibility to allow for adaptation based on feedback; put money into participation and oblige organisations to invest in community engagement

Undertake third-party quality assurance to demonstrate the application of an internationally recognised standard. This would further help equalise the NGO playing field and put people affected by crisis as central to the quality assurance process.

We need to go beyond seeing 'media' simply as a way of pushing out messages. They are already active in the revolution. They also have established feedback loops and relationships with government, business and civil society and should be a valuable knowledge source.

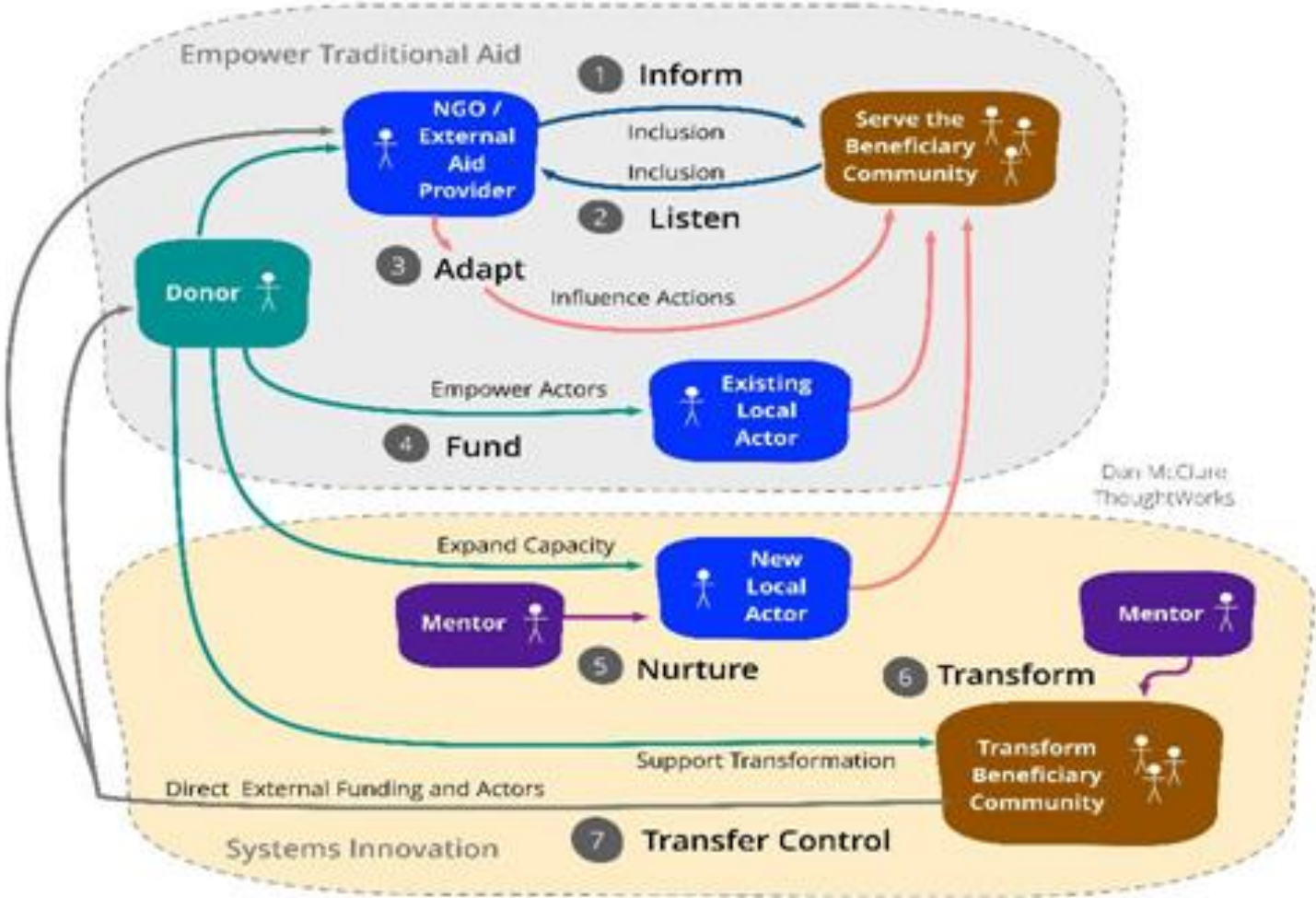
Use collective models to achieve a common purpose: Providing collective platforms to support participation within a humanitarian response has clear benefits for the purpose of independent needs assessment, common language platforms or collaborative models on communication and community engagement.

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Seven Strategies for Fostering a Participation Revolution



New CDAC policy

Marian
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CDAC



Policy Paper: The Role of Collective Platforms, Services and Tools to support Communication and Community Engagement in Humanitarian Action

The Problem: Broad agreement that communication and community engagement contributes to greater effectiveness and value for money. Despite commitments, action to make this happen is not undertaken systematically.

Findings: An independent review confirms the need for a sustainable, collective strategy to support individual institutional and agency efforts:

a) A **National Mechanism** that leads as a collaborative platform on services and tools. The Mechanism should at a minimum:

- Undertake preparedness actions to ensure that response actors are well-placed to integrate communication and community engagement in a response.
- Ensure the coordination of information to the people affected and the collection and analysis of overall feedback data, including data collected and shared by individual organisations or clusters, in order to highlight trends to inform activities.
- Act as a service to existing and emerging humanitarian architecture, particularly those that support government-led and localised responses.

b) A **Global Service** that supports national mechanisms in gathering and disseminating good practice, developing tools and providing guidance.

If the **Cluster System** is activated, the collective mechanism should sit at the inter-cluster level.

Funding: Short term: seed funding for set-up of Global Service; longer term, to ensure that the mechanism is fully integrated into the humanitarian architecture, all funding for the mechanism would be sourced through reallocation from operations across the system.

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Eight recommendations

- 1.** International humanitarian organisations should recognise and use existing local and national mechanisms for collective communication and community engagement mechanisms.
- 2.** All humanitarian actors should understand and analyse local communications contexts and stakeholders to prepare for or pre-position context-specific platforms at the national level with support through a global service until fully integrated into the humanitarian architecture.
- 3.** All NGO, UN and Red Cross entities should integrate communication and community engagement throughout their organisational humanitarian programme cycle as well as in collaborative processes such as the Inter-Agency Standing Committee (IASC) Humanitarian Programme Cycle (HPC) and Emergency Response Preparedness (ERP) Plans.
- 4.** All humanitarian actors should promote, operationalise and strictly adhere to organisational and system-wide commitments and principles on quality and accountability.
- 5.** Donor agencies need to meet their commitment to improved communication and community engagement through increased and flexible humanitarian financing.
- 6.** All humanitarian organisations should integrate collective actions on communication and community engagement into emergency preparedness.
- 7.** The CDAC Network should consolidate and disseminate good practice on communication and community engagement.
- 8.** Humanitarian organisations should include communications technologies and media actors in communication and community engagement fora both nationally and globally, including in key coordination or inter-agency initiatives in a response.

Charles-
Antoine
Hofmann

UNICEF

Communication and Community Engagement Initiative

Towards a collective service for more effective humanitarian responses

IASC AAP/PSEA Task Team

22 June 2017



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WHAT IS IT?

- Goal: more timely, predictable, and coordinated approaches to communication and community engagement in ALL humanitarian responses
- Significant field experiences to build upon: Haiti in 2010, Philippines, Nepal, Ebola response, Somalia, etc
- Partnership between CDAC Network, IFRC, OCHA, UNICEF and several other partners
- Guided by a Steering Group
- Time-limited
- Strongly connected with Grand Bargain participation revolution, Peer 2 Peer Support (ex STAIT), IASC, CDAC CoP, CHS...

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UNICEF



CHALLENGES WE WANT TO ADDRESS

- Communities are not provided with the information they need to make informed decisions and gain control over their lives
- Humanitarian program design insufficiently informed by the views and feedback of affected communities
- Lack of coordination of multiple AAP/community engagement approaches
- Local and national responders, who work very closely with affected communities, are often left aside
- Collective approaches not considered in preparedness activities

Update on the Common Service

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KEY MILESTONES

- Aug 2012: CDAC community of practice established
- Oct 2015: first multi-stakeholder «common services» CDAC workshop
- Jan-Apr 2016: multi-stakeholder consultation which culminated in a workshop (OCHA, UNICEF and the IFRC with several partners)
- Jan 2017: start of the initiative with Steering Group established
- Jun 2017: CDAC Policy Paper on collective platforms

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KEY FUNCTIONS OF THE COLLECTIVE SERVICE



Update on the Common Service

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NEXT STEPS

- Engage with 6 countries to test and validate the collective approach (building on existing experiences)
- Support learning across different contexts & disseminate good practices
- Ensure more systematic technical support
- Work on pre-agreements to minimize waste of time
- Integrate approaches in preparedness
- Ensure high-level buy-in

In conclusion: we have been talking about this for the last two years: **let's focus on how to deliver!**



Alexandra
Hileman

IOM

CBCM Training Module: Inter-Agency Coordination in Community-Based Complaint Mechanisms

Next Steps:

- 4-5 more Networks by Sept 2017
- Continued collaboration with UNICEF
- Exploring a TOT



CHS

AAP/PSEA

- Update on GENCAPS
- Update on IASC commitments
- Update on AAP/PSEA helpdesk
- Request from Whole of Syria for good practise of incorporating AAP into joint needs assessments
- IASC Gender Reference Group – need for core group for interview next week
- Next meeting date – 3 August. Summer?
- Next month agenda ideas