AAP Tools, Guidance and Case Studies - shortlist

February 2018

Background

The CDAC Network and the IASC AAP/PSEA Task Team identified a need to review existing resources around Accountability to Affected Populations (AAP) (including community engagement, communications and PSEA) with a view to consolidating and prioritising some key documents to help field practitioners and managers at both the organisational and collective levels.

This matrix is a result of a consultative process involving IASC and CDAC members and has been endorsed by both networks. It was developed in a workshop on November 30th 2017. Prior to this, members submitted documents for review during the one-day workshop. Time was limited, therefore, this is a living document that will be updated periodically.

For this matrix, resources were considered against agreed criteria and categorised according to the revised IASC AAP / PSEA commitments. It is intended for use at organisational level (organization specific) and collective use (country level interagency initiatives).

Matrix of preferred resources

	LEADERSHIP	
	Resources that can be adapted for both organisational and collective levels	
Tools and Guidance	**Core Humanitarian Standard (CHS)**: A standard (available in 22 languages) that sets out 9 commitments that can be used at the organizational and collective levels to improve the quality, effectiveness and accountability of a response. https://corehumanitarianstandard.org/the-standard **UNCHR, Participatory Assessment in Operations**: A tool that describes how to effectively participate with affected persons from the outset of a response for design of programmes that is inclusive of men, women, young and old and people from diverse backgrounds. http://www.unhcr.org/publications/legal/450e963f2/unhcr-tool-participatory-assessment-operations.html **IASC, The essential linkages between Accountability to Affected Populations (AAP) and Prevention of Sexual Exploitation and Abuse (PSEA):** A 2 page guidance note that explains the linkages between AAP and PSEA (needs updating). https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-23 **Global Protection Cluster, Protection Mainstreaming Toolkit:** A toolkit to help mainstream protection and other cross cutting issues, such as AAP. http://www.globalprotectioncluster.org/_assets/files/aors/protection_mainstreaming/gpc-pm_toolkit-2017.en.pdf	
	Organisational Resources	**Collective Resources**
	IASC / Emergency Directors Group, Protection and Accountability to Affected Populations in the Humanitarian Programme Cycle: A guidance note that sets out AAP and protection actions throughout the humanitarian program cycle (will be shortly updated) https://interagencystandingcommittee.org/system/files/edg_-aap_protection_guidance_note_2016.pdf **Peer to Peer, Understanding AAP video:** an animation that explains AAP and its importance for humanitarian programme. http://www.deliveraidbetter.org/videos/understanding-accountability-affected-people/	**IASC Accountability to Affected Populations (AAP):** A brief overview: a two-page note showing how to operationalise AAP and the IASC commitments (needs updating). https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-24 **OCHA, On Message – Community Engagement:** a two-page note describing OCHA's approach to community engagement and how this helps achieve AAP https://www.unocha.org/sites/unocha/files/OchaOnMessage_CommunityEngagement_Nov2015_0.pdf **Peer to Peer Guidance for HCs and HCTs on AAP**: A short note describing some practical steps for HCs and HCTs on how to operationalise AAP at the collective level. http://s3-us-west-2.amazonaws.com/deliveraidbetter-wp/wp-content/uploads/2017/08/29081657/P2P-Support-Collective-AAP-note.pdf

	Welthungerhilfe poster: A poster showing how the Welthungerhilfe integrates the nine CHS commitments in its and their partners' work; can be adapted to other organisations.	**IASC, Suggested Actions for cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle**: A brief note that provides suggested actions for cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf
	[PDF icon] Poster CHS at WHH Version May 16.pdf	**IASC, Suggested Actions for inter-cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle:** A brief note that provides suggested actions for inter-cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf
	CHS Alliance, PSEA Implementation Quick Reference Handbook: A handbook that provides a quick reference guide to implementing PSEA measures for organisations or projects. https://www.chsalliance.org/what-we-do/psea/psea-handbook	**CDAC, Platforms Policy Paper and Brief on collective platforms:** A brief paper describing the role of collective platforms, services and tools to support communication and community engagement in humanitarian action. http://www.cdacnetwork.org/tools-and-resources/i/20170531072915-3fs0r
		IASC Gender and Age Marker: A tool to help build programmes that show how people's gender and age is affected by emergencies; including accountability & participation as a key building block:
		[Word icon] GAM Overview_Final Draft_20171121.docx
		IASC Handbook for RCs and HCs on Emergency Preparedness and Response: Page 98-101 chapter on how to lead and coordinate efforts against sexual exploitation and abuse http://eird.org/publicaciones/Handbook.pdf

PARTNERSHIPS AND PARTICIPATION

Resources that can be adapted for both organisational and collective levels

Core Humanitarian Standard (CHS) Commitments 3,4,5: Standards that reduce the negative effects of humanitarian action (3) ensure communities are aware of their rights, have access to information and participate in decisions (4) and ensure there is access to safe and responsive mechanisms to handle complaints. https://corehumanitarianstandard.org/the-standard and associated training modules: https://www.chsalliance.org/news/latest-news/training-manual

IASC Gender and Age Marker; gender equality measure G: A gender equality measure that measures how decisions are influenced by affected persons.

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UNHCR, A community based approach in UNHCR operations: A manual that can support staff in implementing a community based approach in their operations to ensure that people of concern are placed at the centre of all decisions affecting their lives. http://www.unhcr.org/publications/legal/47ed0e212/community-based-approach-unhcr-operations.html

	Organisational Resources	Collective Resources
Tools and Guidance	**ALNAP and Groupe URD's, Participation Handbook**: A handbook for field workers that describes ways to optimise the participation of crisis-affected people in humanitarian action. https://www.alnap.org/system/files/content/resource/files/main/alnap-groupe-urd-participation-handbook-2009.pdf **ECB, Good Enough Guide:** A pocket guide aimed at humanitarian practitioners for putting impact measurement and accountability into practice throughout the life of a project. https://policy-practice.oxfam.org.uk/publications/impact-measurement-and-accountability-in-emergencies-the-good-enough-guide-115510 f **COMPAS, Quality and Accountability tool:** A quality and accountability management method for aid projects specifically designed to help apply the core humanitarian standard in the field. http://www.urd.org/The-Quality-and-Accountability **RCRC Movement, Community Engagement and Accountability Toolkit and Guidance:** A toolkit / guidance that can help organisations assess, design, implement, monitor and evaluate community engagement and accountability activities. http://media.ifrc.org/ifrc/what-we-do/community-engagement/ **CAFOD partner guide:** A guide for CAFOD staff to accompany partner organisations to set up complaints handling mechanisms within international programme activities (being updated). https://www.chsalliance.org/files/files/Complaints%20Handling%20Guide%20for%20Partners_CAFOD.pdf	**UNCHR, Participatory Assessment in Operations:** A tool that describes how to effectively participate with affected persons from the outset of a response for design of programmes that is inclusive of men, women, young and old and people from diverse backgrounds. http://www.unhcr.org/publications/legal/450e963f2/unhcr-tool-participatory-assessment-operations.html **CDAC Network, How to Guide**: A handbook that focuses on communication and community engagement and will help practitioners, leaders and inter-agency collective efforts to integrate this into their work (2018). www.cdacnetwork.org/tools-and-resources/how-to-guide
Case Studies	"Act Collectively" (2017): Videos created by global Food Security Cluster and Welthungerhilfe for local actors to get involved in coordination: https://www.youtube.com/results?search_query=act+collectively (3 videos in total, case studies in Bangladesh, Mali and Iraq) * This video is copyrighted by Welthungerhilfe/gFSC and must only be used in a humanitarian context	

INFORMATION, FEEDBACK AND ACTION

Resources that can be adapted for both organisational and collective levels

CDAC Network, Assessing Communication and Information Needs in an Emergency: A one-page guide on how to assess communication and information needs in rapid assessments. http://www.cdacnetwork.org/i/20140722094741-52pna

CDAC Network, Communication and Community Engagement Technical Training Guide: A training toolkit on communication and community engagement with guidance notes and course materials for facilitators (2018). http://www.cdacnetwork.org/learning-centre/training-guide

ALNAP / CDA, Closing the loop: Effective feedback in humanitarian context: A guidance note intended for people designing and/or implementing feedback mechanisms. https://www.alnap.org/system/files/content/resource/files/main/closing-the-loop-alnap-cda-guidance.pdf

CHS Alliance, PSEA Implementation Quick Reference Handbook: A handbook that provides a quick reference guide to implementing PSEA measures for organisations or projects. https://www.chsalliance.org/what-we-do/psea/psea-handbook

CHS alliance, Guidelines for Investigation: A guide for humanitarian organisations on receiving and investigating allegations of abuse, exploitation, fraud or corruption by their own staff (in English, Arabic, French and Spanish) https://www.chsalliance.org/news/latest-news/resource-revised-guidelines-for-investigations-now-available-in-english-french-and-spanish

IASC Gender and Age Marker; gender equality measures H and I: Two gender equality measure that measure how people get to complain and be heard (H) and how people get the information they need (I).

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Organisational Resources	Collective Resources
Tools and Guidance (row label)	

Organisational Resources	Collective Resources
Core Humanitarian Standard (CHS) Commitments 4,5: Standards that ensure communities are aware of their rights, have access to information and participate in decisions (4) and ensure there is access to safe and responsive mechanisms to handle complaints (5). https://corehumanitarianstandard.org/the-standard	**IASC, Global Standard Operating Procedures for PSEA (page 35) from Best Practice Guide, Inter-Agency Community-Based Complaint Mechanisms**: Living document including operational guidance on how to set-up and run an inter-agency community-based complaints mechanisms with a special focus on SEA complaints. https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse/documents-50
RCRC Movement, Community Engagement and Accountability Toolkit and Guidance: A toolkit / guidance that can help organisations assess, design, implement, monitor and evaluate community engagement and accountability activities. http://media.ifrc.org/ifrc/what-we-do/community-engagement/	**CDAC, Message Library**: An online searchable database of messages that acts as a reference for those wanting to disseminate critical information to affected populations in an emergency (needs updating). http://www.cdacnetwork.org/tools-and-resources/message-library/
Shongjog /ACF, Toolkit for mainstreaming Communicating with Communities (CwC): A toolkit that aims to guide policy actors and practitioners to adapt CwC through the programme cycle and for policy and practise. https://drive.google.com/file/d/0B2vgUHW4FNz2TGc0OV82QlJETkE/view	**IASC, Suggested Actions for cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle**: A brief note that provides suggested actions for cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf
Niche areas: **UNHCR, effective and respectful communication in forced displacement:** http://www.refworld.org/docid/573d5cef4.html **BRAC/Shongjog**, Volunteer CWC training – facilitator guide **BDRCS/Shongjog**, Working with radio guidelines	**IASC, Suggested Actions for inter-cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle:** A brief note that provides suggested actions for inter-cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf

	CDAC Network, Rumour has it: A practice guide to working with rumours http://www.cdacnetwork.org/tools-and-resources/i/20170613105104-5v7pb **Red Cross Movement, How to Use Social Media to Better Engage People Affected by Crises** http://media.ifrc.org/ifrc/document/use-social-media-better-engage-people-affected-crises/ **HelpAge International, Older Citizens Monitoring**: http://www.helpage.org/what-we-do/older-citizen-monitoring/	**CDAC, Media landscape guides (general):** Country-specific guides on the media and communication landscapes for use by practitioners when designing information and complaints mechanisms. http://www.cdacnetwork.org/search/?q=&x=0&y=0&type=CdacResource&rtype=media-landscape-guide **ECB, Good Enough Guide:** A pocket guide aimed at humanitarian practitioners for putting impact measurement and accountability into practice throughout the life of a project. https://policy-practice.oxfam.org.uk/publications/impact-measurement-and-accountability-in-emergencies-the-good-enough-guide-115510
Case Studies	**RCRC Movement, case study booklet:** A brochure with examples of community engagement and accountability initiatives being implemented by the Movement in both emergency and longer-term context. Shttp://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2017/10/CEA-Movement-Good-Practices-Booklet-LR-compressed-0611.pdf **Shongjog, Message Library:** example of the Bangladesh message library. http://www.shongjog.org.bd/tools/message-library/ **Internews, South Sudan Communication with communities gaps and needs analysis**. https://www.internews.org/resource/south-sudan-communication-communities-gaps-and-needs-analysis **Peer 2 Peer, Iraq case study:** Case study on the collective call-centre in Iraq. http://s3-us-west-2.amazonaws.com/deliveraidbetter-wp/wp-content/uploads/2017/08/10122923/P2P-Support-Iraq-Collective-accountability-to-affected-people-Information-Call-Centre.pdf **UNHCR, Community Centres - UNHCR Community-Based Protection in Action**: http://www.refworld.org/docid/573d5bc64.html **IOM**, Feedback and the Art of Active Listening – case studies from the field. **UNHCR, Macedonia Feedback Mechanisms**, http://www.unhcr.org/innovation/wp-content/uploads/2017/02/UNHCR_fYR_Macedonia_Feedback_CaseStudy-1.pdf **Johanniter International Assistance, Putting People First, an example of use of methodology from DRC,** http://www.johanniter.de/die-johanniter/johanniter-unfall-hilfe/start/news/putting-people-first-community-engagement-in-humanitarian-practice/	

RESULTS		
	Resources that can be adapted for both organisational and collective levels	
	CHS Guidance notes and indicators (available in 9 languages): A note that provides clarification on the Key Actions and Organisational Responsibilities laid out in the CHS and examines some of the practical challenges that may arise when applying the CHS. It explains why each of the Nine Commitments of the CHS is important and provides indicators and guiding questions to promote measurement of progress towards meeting the standard and drive continuous learning and improvement. https://corehumanitarianstandard.org/resources/chs-guidance-notes-and-indicators **CHS Self-Assessment tool (available in English, French, Spanish**): A self-assessment tool that provides guidance and advice on how to measure performance against the standard, as well as templates allowing readers to collect information, document evidence, and present results. https://www.chsalliance.org/self-assessment	
	Organisational Resources	**Collective Resources**
Tools and Guidance	**Keeping Children Safe, self-assessment tool**: A tool to measure organisation's ability to keep children safe. https://www.keepingchildrensafe.org.uk/how-we-keep-children-safe/accountability/self-audit **CHS alliance, Listen, Learn, Act training course**: An innovative and practical methodology for monitoring quality and accountability to affected people. It enables an organisation to measure their performance against its quality and accountability commitments, such as Sphere and the Core Humanitarian Standard. https://actlearn.org/enrol/index.php?id=210 **COMPAS, Quality and Accountability tool:** A quality and accountability management method for aid projects specifically designed to help apply the core humanitarian standard in the field. http://www.urd.org/The-Quality-and-Accountability	**IOM**, **Community Response Map**: An online feedback platform that facilitates online tracking, compilation and visual mapping of communications received by target communities. http://communityresponsemap.org/ **IASC, Suggested Actions for cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle**: A brief note that provides suggested actions for cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf **IASC, Suggested Actions for inter-cluster coordination groups to strengthen Accountability to Affected Populations and Protection in the Humanitarian Programme Cycle:** A brief note that provides suggested actions for inter-cluster coordination groups to fulfil AAP commitments and to ensure that protection is central to humanitarian response. https://interagencystandingcommittee.org/system/files/suggested_actions_to_strenghten_aap_and_protection_for_intercluster_final_02092016.pdf
Case Studies	**Shongjog/InsightShare, Participatory Monitoring & Evaluation Participatory video manual and full toolkit**: A participatory approach to monitoring, evaluation and learning that amplifies the voices of participants and helps organisations to better understand and improve their programmes. http://insightshare.org/resources/participatory-video-and-the-most-significant-change/	