

# Minutes of the IASC AAP PSEA Task Team Meeting, 7 June 2018

**Theme:** Stock-take of Global Collective AAP and PSEA Mechanisms

## 1. Introductory Remarks

*Preeti Law (Task Team co-chair)*

Very pleased to see so many people at the meeting today and happy that we have the chance to chair this jointly with OCHA. Today is about doing a stock-take of all collective AAP and PSEA work at the global level. We have a number of PSEA colleagues in the room; this is good as we have been looking at ways in which we can link work on AAP to effective protection from sexual exploitation and abuse. (To note: The Task Team had a donor meeting on the subject on Tuesday 5 June with the Good Humanitarian Donorship (GHD) group with excellent attendance of donors (approximately 20 donors) and members of the Task Team in which this was specifically raised as a priority.) We hope this meeting will be the start of how we can pull some areas of work together, align our messaging and as a result support teams and operations to be more effective, advance their work and create less confusion around AAP and PSEA.

*Meg Sattler (OCHA)*

A big thanks to all the speakers who will be presenting today. The fact that there are so many global initiatives working on this is indicative of the fact that this is no longer a few people pushing forward an agenda, but is more of a movement, supported by initiatives such as the Grand Bargain. This has so far spurred on some donor support and donor requirements which will hopefully help to give the initiatives the push they need. In Kenya last week, whilst working on collective communication and community engagement plans with 11 countries across Africa I took away one quote from someone in Chad: 'You all came up with the Grand Bargain globally and now we are being asked to implement locally and so you need to help us'. So from an OCHA perspective I was keen to convene this meeting because so much needs to be done to make this operational at field level. With so many global initiatives, it is a good time to pause, see what each initiative is focusing on and see perhaps where our efforts can be more complementary and better coordinated and ultimately as a collective see how we can better support the field initiatives.

Also want to take the opportunity to mention that OCHA is in the process of finalising a global mapping of field level AAP and Community Engagement (CE) initiatives. We are hoping to present this at the next Task Team meeting. Combined with this global level meeting, we should have a good picture of the coordination structures worldwide and their priorities. Beyond this, we need to look at the wider network and how we can bring in other stakeholders to ensure that mainstreaming really happens. AAP and CE still can be thought of as an 'add-on' so it would be good to move from this meeting to bring in others from different parts of our respective houses.

## 2. Grand Bargain Participation Revolution

*Kate Halff (Co-Convenor of Grand Bargain Participation Revolution and Executive Secretary of SCHR)*

What has been done to date?

- Agreed a definition of participation for the purposes of the workstream. This includes communications and community engagement all the way to decision making
- Agreed recommendations for action by different signatories (Aid Organisations and Donors) to process the Participation Revolution Commitments. These are quite specific and concrete and differentiate between recommendations for action at the organisational and collective levels.

What are we focusing on currently?

- Developing success indicators to measure progress against the recommendations for action. A small group will soon be convened to make proposals to the wider group.
- Promotion of the recommendations for action through advocacy and engagement with relevant fora – including the IASC AAP/PSEA Task Team and some of the other workstreams of the Grand Bargain and a number of different fora including the Humanitarian Programme Cycle Group.
- Provision of a platform for Grand Bargain Signatories to process and share the learning they are taking from the initiatives to support the implementation of the recommendations for action.

- Showcasing and promotion of relevant initiatives that are in support of collective action; we see there is a gap here.

What is the way forward?

- To a large extent the co-convenors see the bulk of the work of the workstream is complete. Obviously, there is a need to finalise the indicators and continue the advocacy work, but the focus should be on the implementation. On this, there is a very clear link with the Task Team and in lots of ways, the Task Team should become a natural extension of the work done by the Grand Bargain workstream. What is important is that we continue to make the link between the two and see the Task Team as a body that can tackle some of the challenges and implement. If the Task Team identifies areas that require mobilisation from a larger group, the Grand Bargain Group can be utilised. Any feedback and views would be very welcome.

*Questions:*

**How widely has the work been communicated? One of the challenges on the ground is that people do not know about such initiatives.**

What's important is that we don't send too many different viewpoints on AAP to the field; therefore the focus has been on disseminating information at the level of the Signatories and the Task Team. It is then promoted through various mechanisms such as the Inter-cluster coordination groups (for HPC work including needs assessments) and through fora that work on cash-based programming. This is to ensure we are not sending multiple guidance notes to the field. This is where the links to the Task Team are important.

### **3. Communication and Community Engagement Initiative (CCEI)**

*Charles-Antoine Hofmann (UNICEF)*

This is a good opportunity for a conversation and explore critical complementarities and alignment between the initiatives.

The CCEI Initiative:

- Started in January 2017 following a consultation process triggered by the CDAC network building on a number of country experiences over a couple of years. This is very much aligned to the Grand Bargain Commitments and the collective recommendations for action.
- Goal of the CCEI: support and trigger more timely approaches to communication and community engagement.
- This is a partnership of IFRC, OCHA, UNICEF and many other NGO partners; under the auspices of the CDAC network.
- Measures of success: See slide 8. Need to emphasize the importance of using feedback to adjust programmes: this is an area in which we need to make more efforts and should be a strong focus for us.

Priorities:

- Nairobi workshop just completed – 'Words to Action' (co-organised by OCHA, IFRC, UNICEF and the CDAC network). About 60 participants attended from across Africa. The workshop entailed intensive and practical work and a concrete outcome was reached: each country completed a plan of action (not necessarily new activities). One key theme that emerged was how to better engage leadership to generate support for this. The CCEI initiative will now provide support to the countries. There was enthusiasm and agreement to set up a regional community of practice.
- Planning further similar regional workshops; hopefully for the Americas at the end of this year and a potential one in the Middle-East.
- As real-time evaluation of communications with Communities (CwC) work in the Rohingya response has just been finalised; this should be available shortly.
- Online searchable resource platform; this has been previously discussed with the IASC AAP/PSEA Task Team.
- Documenting lessons learnt.
- Support from global level around leadership issue. Need to contribute to this especially around the capacity to deliver at country level. Also need to ensure the collective approaches are embedded within coordinated response mechanisms and not an additional layer.
- Advocate around the need for more predictable and flexible funding.

Questions:

**Interested to hear about collective CCEI – is it clear on the ground how this can be operationalised and how do you do this specifically in relation to PSEA?**

There are many practical experiences out there; we are not advocating a ‘one-size fits all’ approach; but looking at integrated approaches/collective services that are context-specific. There is a strong link between these mechanisms and PSEA but the clarity of the link depends on the context. From the CCEI perspective the intention is to strengthen the connections.

**Recognition that support from the global level is needed; in addition - how will the CCEI influence the global level to support the priorities at the country/regional level?**

The initiative will not deliver these things alone; other initiatives are very engaged (e.g. Task Team and CDAC).

On the leadership level, from OCHA's perspective, there are a couple of things:

- As articulated at the IASC AAP/PSEA Task Team donor meeting on 5 June, there is the need to have a standing agenda item in HCT meetings on community issues; it is hoped this will trickle down to the working level.
- One challenge is that in most coordination structures the rhetoric and narrative around participation and AAP and CE has been faster than our systems; our systems need to be better structured to enable these areas to be fully embedded at country level. OCHA has been updating HNO, HRP processes, trainings to HCTs etc. to include AAP and CE but it needs to be more systematised at the collective and not just at agency levels.

**Clarification on plans of action developed for the countries; who are the stakeholders and who will follow up; how will this link to already established CE and AAP plans of action?**

This is happening in different ways; some countries already have plans of action so these were built upon in other countries – this triggered some interest to move forward and come up with new actions. The idea is to go back to the countries and have more in-depth discussions and move forward together. The keys to all of this are (a) resources and (b) provision of additional support as required to the countries.

#### 4. CDAC Network

*Marian Casey-Maslen (CDAC Network)*

At the moment there are lots of different platforms including pre-positioned multi-stakeholder platforms at the national level (preparedness stage). In terms of coordination, as members we need to go beyond this to collaboration; for this to happen it's about having system-wide collaboration which is about doing things together; and going beyond our usual comfort zone and giving the power to affected people and organisations. Our mind-set needs to be about collaboration.

Plans for next 6 months:

- CDAC tries to promote national leadership in all platforms in countries; rolling AAP and community engagement into one. We try to promote national leadership on the topic through work with National Disaster Management Organisations. This is not about the international community having the information they want, but our number one priority is that communities have the information they want and need to make decisions about their own lives. See link to policy paper on collectives; with recommendations:  
<http://www.cdacnetwork.org/tools-and-resources/i/20170531072915-3fs0r>
- NORCAP and CDAC will be meeting in Geneva in the coming months to see how some of the recommendations can be rolled out in terms of surge capacity. See link to report and recommendations to take forward:  
<http://www.cdacnetwork.org/tools-and-resources/i/20180606142127-nosxi>
- Developed a new module on CCE for senior managers and will try to roll this out with Stand-by partners at Geneva level. This is part of a larger package of CCE trainings.
- Provide CCE Coordinator capacity in the event of an emergency where no platform exists or needs strengthening.
- Launch and disseminate How to CCE and CCE Training Package.

- 2 learning reports are coming out soon; Dominica and Cox's Bazaar; these will be shared in due course.
- Over the last year or two CDAC has been working on DEPP programme evaluation. See report with recommendations: <http://www.cdacnetwork.org/tools-and-resources/i/20180430115942-c8457>
- Next year the CDAC global event will be on CCE and Innovation; tools specific to CCE and innovation will also be shared.

*Questions:*

**Would CDAC develop separate platforms at country-level or use existing ones?**

CDAC definitely aims to work with existing platforms – e.g. Shongjog in Bangladesh. The same applies in the Philippines; the platform emerged out of a technical working group.

## 5. CHS Alliance

*Bonaventure Sokpoh (CHS Alliance)*

Priorities:

- The CHS Alliance is continuing to support its members for self-assessments and peer reviews against the CHS. See link to website that shows trends in terms of CHS verification data: <https://www.chsalliance.org/what-we-do/verification/chs-verification-data>
  - From this, we can see where the strengths and weaknesses are in the sector; it is evident that commitment 5 on *access to safe and responsive mechanisms to handle complaints* is the weakest area. The PSEA index also shows that PSEA is weak in the sector.
  - In collaboration with the Ground Truth Solutions and the AAP Steering Committee in Chad, the CHS Alliance is working to strengthen the collective accountability. This includes a perception survey. Interesting differences have been found between the perceptions of people on the ground and the organisational verifications. They are supporting and engaging with clusters and NGOs to do perception surveys (using the same questionnaire).
  - Development of Humanitarian Accountability Report (HAR 2018). This is looking at how over the last 20 years, humanitarian organisations have changed; how we can learn from this and propose a new way of working. The report will be launched on 20 September.
  - Upcoming learning events: the CHS Alliance took the data from the verifications to see where the weaknesses are. From this they have seen that despite organisational commitments, the translation of these into practise can be a challenge. The upcoming learning events will therefore be: "From Policies, Guidelines and Procedures to Practises" with sub-topics of:
    - Implementing and maintaining an effective feedback and complaints mechanism
    - Improving the role of crisis-affected people in the humanitarian decision-making process
    - Reinforcing the Protection against Sexual Exploitation and Abuse (PSEA)
- Europe event: Geneva or London: November 2018  
Regional event: Amman, Jordan: First quarter 2019
- Trainings are continuing. Due to increased demand, 5 PSEA workshops on PSEA are planned for this year. See website for details: <https://www.chsalliance.org/what-we-do/training>
  - Recently have developed concept – 'member of the month'. Every month or two a member will show what they are doing in the areas of quality and accountability.
  - Reminder of resources on the website: PSEA Handbook and Investigations.
  - The ED has attended high level meetings on PSEA since the scandal including: 8 May 2018: House of Commons: International Development Committee: Oral evidence: Sexual abuse in the aid sector and will be representing the CHS Alliance at the 22 June 2018 High Level Good Humanitarian Donorship (GHD) meeting.

*Questions*

**How will the CHS Alliance work in the context of the New Way of Working and the humanitarian-development nexus?**

What the CHS Alliance is trying to achieve is collective accountability. From the SCHR perspective, the CHS is about 'how' we work with communities and the commitments stand regardless of the context; there should be no reason why the CHS should not remain as a benchmark in terms of what we are trying to

achieve for participation. However, most of our advocacy work is around the humanitarian side; we probably need to start some outreach work on this.

## 6. Peer 2 Peer Support

*Alice Chatelet (Peer 2 Peer Support)*

The team was formerly known as the STAIT (Senior Transformative Agenda Implementation Team). The objective of the team is to strengthen the effectiveness of quality humanitarian response in the field; through support to humanitarian leaders, especially HCs and HCTs through missions and learning events. This year, the focus is on coordination and leadership related to collective action and strategic decision-making. AAP and PSEA are 2 of the non-negotiable areas for leadership to prioritise (the other 2 being the centrality of protection and GBV).

Work to date on PSEA:

- 2 webinars: in French and English. HCs were interviewed to share practical steps and actions that they tried to put into place in their operations. Plus sharing of good practices with other HCs and HCTs.
- See link to website for webinars: <http://www.deliveraidbetter.org/webinars/sexual-exploitation-and-abuse/>
- HCT terms of reference: The 4 non-negotiable areas are included.

Current work on PSEA:

- In process of developing a guidance note on practical actions for HCs and HCTs on PSEA in collaboration with the IASC AAP/PSEA Task Team. The aim is to show some practical actions that can be taken by the leadership to ensure PSEA is prioritised in humanitarian operations and put into practice.

Work to date on AAP:

- A guidance note on AAP. <http://s3-us-west-2.amazonaws.com/deliveraidbetter-wp/wp-content/uploads/2017/08/29081657/P2P-Support-Collective-AAP-note.pdf>
- Case study from learning mission to Iraq on the collective call centre to identify good practises and replicate in other operations: <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>
- 3 webinars on collective AAP mechanisms and how to act on the feedback received:
  - <http://www.deliveraidbetter.org/webinars/collective-accountability-affected-people/>
  - <http://www.deliveraidbetter.org/webinars/accountability-to-affected-people/>
  - <http://www.deliveraidbetter.org/webinars/redevabilite-envers-les-populations-affectees/>

P2P Missions to date:

- The P2P project has carried out 23 Operational Peer Reviews (OPRs) and Peer Support Missions since its inception at the end of 2013
- AAP was reported as the main issue in 19 out of the 23 missions; specifically the lack of a collective approach.
- PSEA was reported as a major gap in 7 missions out of the 23. However, this doesn't necessarily reflect the realities, as PSEA is a more recent addition to the objectives of the team. It is clear that there is a major gap; there are no common reporting mechanisms in place in a lot of operations.
- Based on the findings from the missions the team supports the HCT to develop an action plan; this usually includes specific measures for prioritising AAP and PSEA. Some examples:
  - AAP in Iraq (OPR 2015): defined need to develop an overall AAP framework. In 2016 the call centre was launched with a feedback tracking system and regular updates to the HCT.
  - AAP in Somalia 2016: defined need for action points to consolidate feedback from all clusters to provide a common picture for the HCT. In 2017, the HCT developed a concept note on a collective approach to AAP and developed a Common Feedback project managed by OCHA.

- PSEA in CAR 2015: defined need for action points to develop and inter-agency PSEA network and a common reporting mechanisms. In 2016, sixty PSEA focal points were identified and trained. PSEA SOPs were finalised.
- PSEA in Pakistan 2016: defined need for action points to adopt an operational PSEA approach to ensure prevention and support. In 2016, an inter-agency network was established under the auspices of the RC/HC as the primary body for coordination and oversight.
- Much of the work of the team is directly with HCs and HCTs and the direct link for other collective initiatives would be through the IASC AAP/PSEA Task Team.

Clear from today's presentations that leadership is an issue. If there is anyone who is going out on missions to bolster leadership; please include/inform the P2P team. In addition, if members wish to join learning missions please get in touch with the P2P team.

*Questions:*

### **Upcoming P2P missions?**

Somalia: July 2018

Decisions on missions are communicated directly to the EDG. If anyone has questions please get in touch with the P2P team.

### **Has the team noticed any change/progress in terms with leadership realising the importance of collective AAP and PSEA?**

To note: The work the team does is perception-based but can be relatively accurate (although not scientific). In terms of progress, yes, progress has been made but HCs and HCTs admit that it is not enough. This is indicative of the fact that they know the importance of doing it; as AAP and PSEA is now in the HC and HCT's TORs, it is known that this is a priority, In short: positive trends in the recognition of its importance but negative trends in terms of collective action. Any initiative needs to be embedded into the coordination structures. The ultimate outcome is how feedback is influencing strategic decisions etc. – this needs to be collective; it will not work at the organisational levels. Resources continue to be an issue.

## **7. IOM's Interagency PSEA initiatives**

*Tanya Axisa (IASC AAP PSEA) on behalf of Alexandra Hileman (IOM)*

With apologies from Alexandra Hileman who is leading the CBCM initiative and is currently conducting a training in Ethiopia.

Core activities – HQ PSEA Team

- Technical assistance to HCTs and PSEA Networks on how to implement PSEA; including establishment of CBCMs (on direct request or supporting the IASC AAP/PSEA Task Team Helpdesk)
- Roll-out of the IASC 2016 PSEA Toolkit through inter-agency CBCM trainings and ToTs
- Deployments to support and/or establish PSEA in-country Networks

CBCM Project: Progress Made

- Pilot initiative 2013-2015: Established CBCMs in two locations – Melkadida, Ethiopia and North Kivu, DRC. Pulled lessons learned and identified challenges and solutions, developed the 2016 IASC PSEA Toolkit
- CBCM in-country Trainings 2016-2017: Developed the CBCM Training and rolled out in: Iraq, Malawi, Yemen, Chad, Nigeria, Turkey (Refugee Response), Turkey (Cross-Border Syria Response) and Lebanon. Raised challenges and lessons learned to IASC Task Team, used lessons to target responses to requests for technical support.
- CBCM Regional Training of Trainers 2018: Capacitate PSEA Network Co-Chairs and Coordinators to roll out the CBCM Training: East Africa, MENA and (potentially) Francophone Africa.
- Many trained Networks now have (or have strengthened) SOPs on complaint referral, Network and Focal Point TORs, and PSEA/CBCM Action Plans
- Some trained countries report improved engagement with community and NGOs

- Some trained countries report observable change in the quality of reporting from the community (e.g. more actionable complaints, less rumors)

But:

- Sustainability is still a major issue
- Measuring CBCMs and the accountability of Networks remains a challenge

Priorities for the rest of the year:

- Pull lessons from last 4+ years of implementation and refine guidance
- Complete the CBCM ToT Project

*Note from Coordinator:* One of the reasons for having this meeting today was to make sure the collective AAP initiatives were aware of this project and to ultimately bring them together to ensure that any collective mechanisms on the ground are able to cope with sensitive complaints such as SEA.

Comments:

**The guidance is extremely useful and should be used when developing any feedback and complaints mechanisms:**

See: <https://interagencystandingcommittee.org/node/17836>

(Note: this is also available in French and Spanish on the IASC AAP/PSEA website)

**It would be good if a mapping of all initiatives could be completed.**

OCHA has almost completed this through speaking to focal points in all countries. The mapping of the global initiatives will be added to this.

## 8. IASC AAP/PSEA Task Team

*Tanya Axisa (IASC AAP PSEA)*

In the current tenure of the Task Team (which runs until December 2018) our priorities:

- Share key Task Team messages on PSEA and Accountability with Donors and in other fora. On 5 June Members of the Task Team presented our key messages to the GHD Geneva group. These will be taken up to the 22 June High Level GHD meeting in New York. The messages are being fed into other fora as appropriate – e.g. at the IASC level etc.
- Continue to work with OCHA and REACH to mainstream AAP and PSEA into 2019 HPC process through MSNAs in: Afghanistan, CAR, Chad, Iraq, Nigeria, Somalia, Ukraine, Yemen and Libya.
- Continue work with Translators Without Borders (TWB) to translate IASC 6 Core Principles on PSEA into 100 languages for sharing at field level.
- Continued support to UN and NGOs on AAP and PSEA through HELPDESK and ad hoc requests. Demand has risen significantly from a number of sources.
- Continued collection and sharing of best practices.
- Bringing together PSEA actors to share challenges and identify solutions.
- Work with GHD donors to input into collective donor requirements around PSEA.

*Questions:*

**Would be interesting to get an understanding of the nature of requests the Task Team receives.**

**Action:** Task Team Coordinator in next few months to produce an overview of trends etc.

**Reaction from Donors in GHD meeting?**

Overall positive; the donors will be taking our messages up to the New York meeting on 22 June. We had some strong messaging – especially around the importance of linking AAP and PSEA.

**How do the IASC, CDAC and CHS Alliance initiatives etc. fit together at the field level? How do we align what we do/communicate?**

e.g. of Chad in which a few initiatives are operating together on the ground.

**Final note from Co-Chair:** This is an important question and comes up when we meet affected people. In addition to creating levels of confusion in the communities, this can diminish trust (as many people

come to communities to ask similar questions). This can worsen when we are not seen to deliver on the feedback we receive. Communities tell us that we keep doing this; they tell us what they want and don't want and what their risks and problems are but they don't see any changes. On our part this is also indicative of our lack of appreciation of the sophistication of communities we work with. We see them in different ways; their frustration rises, they look for their own solutions and can become more open to exploitation. The issue of collective ownership of AAP and PSEA is critical to address these situations. The proliferation of actors on AAP is a problem and we risk doing harm. These issues have pushed the Task Team to work with other collective initiatives to bring us together to discuss how we do this; we need to look at systemic solutions in order to address this fundamental question.

## 9. AOB

- Welcome to JIPS (joint IDP Profiling Services) who recently joined the Task Team and have been active in looking at community engagement. Please see:
  - [JIPS roadmap on mainstreaming CE](#) in displacement profiling
  - Their Durable Solutions Guide that includes a section on CE (page 30): <https://inform-durablesolutions-idp.org/wp-content/uploads/2018/01/Durable-Solutions-Analysis-Guide-Apr2018.pdf>
- Please be aware of the revised Gender and Age Marker Tool which will be launched at the ECOSOC in New York on 21 June. This has a significant AAP component and is extremely relevant to all our work.
- Please see recent correspondence about an extension of the consultation period for the development of the youth guidelines until 18 June. The Youth Compact Task Force are every interested in feedback from the Task Team, especially giving the strong focus on participation.

## 10. Next Meetings

- PSEA-focused meeting: Thursday 5 July 2018
- AAP/PSEA meeting: Thursday 9 August 2018

## List of Participants

Organisation	Name
IASC AAP PSEA TT Co-Chair	Preeta Law
IASC AAP PSEA TT Co-Chair	Mamadou Ndiaye
IASC AAP PSEA	Tanya Axisa
IASC	Katja Laurila
ARC	Colleen Striegel
CDAC	Sarah Mace
CDAC	Marian Casey-Maslen
CDAC	Angela Rouse
CHS Alliance	Bonaventure Sokpoh
CHS Alliance	Genevieve Cyvoct
CWS	Shama Mall
DFID	Andy Wheatley
European Interagency Security Forum	Adelicia Fairbanks
Global Food Security Cluster	Andrea Duechting
Global Mentoring Initiative	Smruti Patel
ICRC	Hanen Aidoudi
IMC	Mary Pack
JIPS	Jonas Schelhorn
MedAir	Mariam Haidara
OCHA	Meg Sattler
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UNICEF	Charles-Antoine Hofmann
UN Women	Theresia Thylin
UN Women	Maria Novelo
URD	Michael Carrier
WHO	
WHO	Alma Alic
World Bank	Diana Arango

*Apologies for any mistakes in the above table. We are aware that many more joined this meeting than are represented here. Please inform the Coordinator at [axisa@unhcr.org](mailto:axisa@unhcr.org) so that the minutes can be adjusted accordingly.*