

IASC RESULTS GROUP 2 – ACCOUNTABILITY AND INCLUSION

2019 Priority Areas of Work

CO-CHAIRS: UNHCR, UNICEF						
PRIORITY AREAS OF WORK	CONCRETE DELIVERABLES	LEADS	CONTACTS OF LEADS	TIMELINE	SYNERGIES WITH OTHER PRIORITY AREAS/RESULTS GROUPS	NON-IASC BODIES TO ENGAGE WITH (MUST)
<p>Humanitarian responses continuously informed & adapted through active participation of affected populations¹</p> <p>Responses to be informed by the feedback, perceptions, views and priorities of all affected people (taking into account gender, age, disability and diversity) through HNOs, HRP; ensuring all people feel they are informed and able to participate in decision making processes and can feedback/complain on any issues including SEA</p>	<p>More evidence exists to prove that HNOs and HRPs in all response countries have been informed by the feedback, perceptions, views and priorities of affected populations, including those of men, women, boys, girls, people with disabilities, ethno-linguistic groups etc. This is supported by information as to how community input leads to action</p> <p>Related activities:</p>				<p>Clear links to priority area 5 on international standards on AAP.</p> <p>Clear links to priority 3 actors to ensure that all feedback and complaint mechanisms (AAP) and are designed in a way that facilitates safe and accessible reporting for SEA and other sensitive issues</p> <p>Clear links with Results Group 1 priority 4 on strengthened and better supported humanitarian leadership; specifically on review and strengthened collective accountability framework between HC, RC and HCT on 4</p>	
	<p>1. Integrate questions around satisfaction and feedback about the response & behavior of aid workers in multi-sector and sectoral needs assessments as standard (as per agreed IASC/REACH menu of questions); ensuring that data on all groups is disaggregated by sex, age and disability status and other relevant factors like, ethnicity, language, and religion (in alignment with the HNO/HRP guidance for 2020 HPC cycle)</p>	<p>REACH supported by CCEI partners² including Ground Truth Solutions</p>	<p>Katie Rickard (katie.rickard@reach-initiative.org)</p>			<p>CHS Alliance</p>
	<p>2. Conduct perception surveys in six countries (5000 respondents) and make data available to all relevant actors at country and global level</p>	<p>Ground Truth Solutions</p>	<p>TBD</p>			<p>CHS Alliance</p>

¹ It is envisaged that over the course of 2020, the 2019 deliverables will become standardised and systematised through HCT processes and national preparedness and response platforms

² The Communications and Community Engagement Initiative (CCEI) was formed in 2017 to promote communications, community engagement and accountability (CCEI/A) more widely in the sector as a systematic approach. It is convened by the CDAC Network, with participation from CDAC, CHS Alliance, IASC RG2; SCHR, Near Network and any other network/alliance that wishes to further the approach. In terms of CDAC Member participation, the Steering Group has representation from the following CDAC Members: Ground Truth Solutions, IFRC, IOM, Internews, OCHA, UNICEF, UNHCR, WFP, WHO, and WVI.

A CCEI Core Group of UNICEF, OCHA, IFRC and CDAC Secretariat leads the initiative from day to day.

	<p>3. Support HCs/HCTs to collate and analyse all data on community feedback, perceptions and views for inclusion in HNOs ensuring that data on all groups is disaggregated by sex, age, disability status and other relevant factors like ethnicity, language, and religion</p>	<p>CCEI partners, led by OCHA</p>	<p>Stewart Davies, OCHA; (Davies1@un.org)</p>		<p>mandatory areas including PSEA and AAP.(link TBC IOM AHileman and OCHA SDavies)</p>	
<p>4. Support HCs/HCTs to include collective approach/service in HRP that will improve the way in which community information is provided and feedback is received (including for sensitive issues) so that humanitarian responses are delivered in line with information on community feedback, perceptions, views and priorities analysed in the HNOs (40% by 2019, 50% by 2020)</p>	<p>CCEI partners, led by OCHA</p>	<p>Stewart Davies, OCHA; (Davies1@un.org)</p>				
<p>Evidence exists to show that affected populations feel they are able to participate in decision making processes around the humanitarian response in the relevant languages, formats and channels, know their rights, and that they can do so via means appropriate to their diverse participation needs</p> <p>Related activities:</p>						
<p>5. Integrate questions into multi-sectoral and sectoral needs assessments to identify information, communication, and language support needs, preferred formats and channels of communication and engagement; including for sensitive issues as per existing agreed menus of questions (IASC/REACH, CDAC) as contextually appropriate and adjust AAP mechanisms accordingly</p>	<p>REACH supported by CCEI partners and TWB</p>	<p>Katie Rickard (katie.rickard@reach-initiative.org) Ellie Kemp for TWB (ellie@translatorswithoutborders.org)</p>				
<p>6. Create feedback data standards and simple innovative systems (ex: IFRC's feedback starter-kit) so that feedback data can be shared between organizations (or a central inter-agency mechanism), and be collectively aggregated, analysed and responded to at the community level in a timely manner</p>	<p>IFRC, OCHA, HIAS, Ground Truth Solutions</p>	<p>Alexandra Sicotte-Levesque; (Alexandra.SICOTTEL EVESQUE@ifrc.org)</p>				
<p>7. Consolidate and share learning from implementation of accessible and inclusive feedback and complaints mechanisms including on reporting on sensitive issues such as SEA</p>	<p>IOM and TWB</p>	<p>Christie Bacal (cbacal@iom.int)</p>		<p>CHS Alliance</p>		
<p>8. Implement a global program to boost surge capacity, to increase the quality and predictability of response-wide community engagement in disaster management. Lead CDAC Network, in cooperation with UNICEF, OCHA and IFRC</p>	<p>CDAC Network, supported by OCHA, IFRC and UNICEF</p>	<p>Marian Casey Maslen: (marian.casey-maslen@cdacnetwork.org)</p>				
<p>9. Building on existing lessons and ongoing operational research, develop evidence on the added-value of collective approaches to community engagement and accountability</p>	<p>CCEI core group (OCHA, IFRC, UNICEF, CDAC) supported by CCEI partners</p>	<p>Charles-Antoine Hofmann (chofmann@unicef.org)</p>				

	10. Countries receive technical support to develop plans of action for collective approaches/services (through regional workshops and direct support)	CCEI core group (OCHA, IFRC, UNICEF, CDAC) supported by CCEI partners	Charles-Antoine Hofmann (chofmann@unicef.org)			
	11. Agreement on way forward reached by the IASC on how to ensure more systematic and predictable collective approaches to community engagement and accountability	CCEI core group (OCHA, IFRC, UNICEF, CDAC) supported by CCEI partners	Charles-Antoine Hofmann (chofmann@unicef.org)			
	12. National preparedness and response platforms on communication, community engagement and accountability are operating in an increased number of high-risk countries, in line with Grand Bargain participation revolution indicators and principles	The CDAC Network will oversee this area of work, with support from CCEI partners	Marian Casey-Maslen (marian.casey-maslen@cdacnetwork.org)			
<p>Existing regional/national networks linked to global efforts on accountability and inclusion</p> <p>to bring regional and national voices to global debates, share good practices across regional contexts; and encourage regional communities of practices with a particular focus on strengthening the links between AAP and PSEA</p>	<p>Connections made between RG2 and a minimum of 5 non-IASC active local/national CSO entities; including women-led networks already working on accountability and inclusion so that:</p> <p>RG2 understands why and how regional coordination on accountability and inclusion would be helpful for local actors and how it would add value to what already exists, for further deliverables in 2020.</p>	<p>Charter 4 Change, AE4P, ICVA, CHS Alliance, CDAC</p>	<p>Smruti Patel (spatel@gmentor.org)</p> <p>Tanya Wood: (twood@chsalliance.org) to represent CHS Alliance</p>		<p>Clear links to all priority areas of RG2 to ensure that over time, national and regional actors are kept informed about developments at global level on accountability and inclusion issues and that where possible field level linkages are common place.</p> <p>Links to Results Group 3 on collective advocacy over time; to ensure the voices of regional and national actors inform global advocacy messages.</p> <p>Links to results Group 5 on humanitarian financing; as above.</p> <p>Links to Grand Bargain Localisation workstream (TBD)</p>	

Protection from and response to sexual exploitation and abuse (SEA) and sexual harassment (SH) is improved³				Clear links to priority area 1 to ensure that AAP feedback and complaints mechanisms can deal with complaints about sensitive cases, such as SEA.	
Harmonised Policy and Guidance	<p>1. Inter-Agency self-reporting tool to measure and monitor progress</p> <p>Related Activities:</p> <ul style="list-style-type: none"> Biannual surveys to be sent by ERC to Humanitarian Coordinators, supported by PSEA Coordinators, to provide self-reporting updates Creation of online 'dashboard' against the IASC Plan for Accelerating PSEA in Humanitarian Response 	UNICEF and OCHA	<p>Katie Wepplo (kwepplo@unicef.org)</p> <p>Wendy Cue for OCHA (cue@un.org)</p>	<p>Clear link between PSEA site and priority area 4; global platform 'houses' PSEA site.</p> <p>Clear link to priority 5 on international standards on PSEA.</p> <p>Clear links to GPC, GBV and Gender Reference Group for victim assistance.</p>	
	<p>2. PSEA Coordinator capacity building</p> <ul style="list-style-type: none"> TORs for dedicated inter-agency PSEA Coordinators are created and circulated to HCs to harmonize the role and support in-country PSEA implementation following good practice Develop and deliver a PSEA Coordinator training to begin creating a talent pool of individuals with a consistent knowledge of good practices and understanding of the Coordinator role 	IOM supported by TWB on language element in training and capacity building resources (possibly including plain language editing, terminology support, translation)	Alexandra Hileman (ahileman@iom.int)		
	<p>3. Convene an inter-agency PSEA technical team to support country-level implementation of PSEA</p>	UNICEF	Katie Wepplo (kwepplo@unicef.org)		
	<p>4. Curated PSEA portal to provide multilingual updated policy, guidance, access to training and good practice documents; linked to Global Platform (see Priority 4)</p>	UNICEF	Katie Wepplo (kwepplo@unicef.org)		

³ NB. On methodology and way of working: the group discussed the role of the lead agency or agencies as akin to an idea incubator or research and design phase. The initial lead agency/ small group would pilot the 'product' until it is ready to go to the wider RG2 group for consideration. Focal points for the PSEA workstream should be the agency PSEA focal point (and ensure involvements of other agency focal points as necessary, ie investigators, human resources, legal, gender, or information management). However, all products, once ready, would be circulated to the wider RG2 constituency for endorsement.

	<p>5. IASC Partner Risk Assessment Questionnaire and IASC Partner Capacity toolkit</p> <p>Related Activities:</p> <ul style="list-style-type: none"> Pilot at country/regional level 	UNICEF/ CHS Alliance	<p>Katie Wepplo (kwepplo@unicef.org)</p> <p>Miranda Brown (mbrown@chsalliance.org) to represent CHS Alliance</p>		UNHCR activities will also feature as part of the IASC Championship
	<p>6. Country-level interagency partner training on PSEA</p>	IOM, UNHCR, WFP	Theodora Suter (tsuter@iom.int)		
	<p>7. Training film on PSEA produced to accompany training for staff partners and contractors, with localization of content and translation guidance</p>	Interaction supported by TWB	Anna Jaffe (AJaffe@interaction.org)		
	<p>8. Establishing an interagency fund to support culturally appropriate, country-specific community awareness-raising materials</p>	UNHCR	Amit Sen (sena@unhcr.org)		
	<p>9. Learning materials on attitudes, behaviour and organisational culture</p>	UNHCR	Amit Sen (sena@unhcr.org)		
	<p>10. Creation and dissemination of Generic TORs based on IASC guidance</p> <ul style="list-style-type: none"> For PSEA Focal Points, to support organizations without internal role description For PSEA Networks, to support in-country leavership to establish accountable in-country technical teams 	IOM	Alexandra Hileman (ahileman@iom.int)		
	<p>11. Missions by IASC PSEA specialists to support PSEA leadership in-country</p>	IOM	Alexandra Hileman (ahileman@iom.int)		
	<p>12. Guidance on how to apply and contextualise The Global SOPs on inter-agency Cooperation in CBCMs is developed and disseminated as guidance for PSEA Networks and HCTs</p>	IOM	Alexandra Hileman (ahileman@iom.int)		
<p>Encouraging survivors/victims to come forward and a speak up culture</p>	<p>1. One hundred translations of the (updated) 6 IASC Principles developed and shared with operational actors to raise awareness in communities and staff about behavior to expect from aid workers</p>	TWB	Ellie Kemp (ellie@translatorswithoutborders.org)		

	<p>2. Development and circulation of:</p> <ul style="list-style-type: none"> Update to the Best Practice Guide on Inter-Agency Community Based Complaint Mechanisms with examples of country practice Lessons Learned report from 2 years of rolling out the Guide 	IOM	Alexandra Hileman (ahileman@iom.int)			
<p>Global platform developed</p> <p>through which national and international aid organizations can access direct support, guidance and best practice around accountability and inclusion, through a help desk function; and a one-stop shop virtual multi-lingual and interactive platform for dissemination of tools, resource, best practices on AAP, PSEAH, gender equality including GBV, disability, diversity and MHPSS.</p>	<p>1. RG2 understands how: current resource platforms are used; what information is needed by practitioners and in which languages, formats, and channels; gaps in resources and use of technology</p> <p>Related activities:</p> <ul style="list-style-type: none"> Disseminate global survey Consult with private sector 	ALNAP, ICRC, UNICEF, TWB, CDAC, CHS Alliance	Charles-Antoine Hofmann (chofmann@unicef.org)		<p>Clear links with all RG2 priority areas:</p> <p>P1 – to headline best practises and case studies on AAP</p> <p>P2 – to share with regional/national actors</p> <p>P3 – to headline best practise and case studies on PSEA and SH</p> <p>P5– to headline all accountability and inclusion global standards</p>	
	<p>2. Design of global platform finalised and agreed</p> <p>Related activities:</p> <ul style="list-style-type: none"> Use results from survey and private sector consultations to inform road-map for global design List core documents for the reference library where the results from survey strongly indicate a need, translations, editing and/or changes of format will also be made at this stage 	ALNAP, ICRC, UNICEF, TWB, CDAC, CHS Alliance	Charles-Antoine Hofmann (chofmann@unicef.org)			
	<p>3. Thematic focal points for helpdesk agreed</p> <p>Related activities:</p> <ul style="list-style-type: none"> Consult with AAP, PSEA, SH, Disability, MHPSS and Gender RG2 members 	RG2 Coordinator	Tanya Axisa (axisa@unhcr.org)			
	<p>4. Global platform launched</p>	ALNAP, ICRC, UNICEF, TWB, CDAC, CHS Alliance with RG2	Charles-Antoine Hofmann (chofmann@unicef.org)			
			Tanya Wood: (twood@chsalliance.org) to represent CHS Alliance			

<p>International standards on accountability and inclusion applied in full</p>		<p>CHS Alliance and Sphere to lead priority area</p>	<p>Bonaventure Sokpoh (bsokpoh@chsalliance.org) to represent the CHA Alliance and co-lead with Aninia Nadig from Sphere (aninia.nadig@sphereproject.org)</p>			
	<p>1. Humanitarian actors are aware of global standards on AAP, PSEA, Persons with Disabilities, Young People, MHPSS and Gender</p>				<p>This priority area is considered to be overarching for all RG2 priority areas; setting the scene for all accountability and inclusion deliverables. Over time, and in line with IASC priorities and demands from the sector; other thematic areas may be included.</p>	
<p>AAP</p>	<p>IASC AAP Commitments shared at key HC/HCT events</p> <p>Core Humanitarian Standard promoted as primary tool for organisations to measure their accountability to affected people</p> <p>Language guidance and support provided to communicate about the CHS with affected populations in relevant formats and with appropriate terminology, to ensure they understand the commitments and can hold organizations accountable to them</p> <p>Quality and accountability ToT and workshops for the Syria response</p>	<p>IASC Secretariat</p> <p>CHS Alliance, RG2 actors, IASC Secretariat</p> <p>TWB in close collaboration with CHS Alliance, and CDAC</p> <p>CHS Alliance</p>	<p>TBD</p> <p>Bonaventure Sokpoh (bsokpoh@chsalliance.org)</p> <p>Ellie Kemp (ellie@translatorswithoutborders.org)</p> <p>Bonaventure Sokpoh (bsokpoh@chsalliance.org)</p>		<p>Clear link to RG2 priority 5; all standards will be clearly visible and accessible in the global platform.</p> <p>Clear link to RG2 priority 2; all standards will be promoted through regional platforms.</p>	
<p>PSEA</p>	<p>Detail TBD - IASC Minimum Operating Standards and/or guidance updated, shared and promoted (as per priority 3)</p> <p>Core Humanitarian Standard promoted as key tool for organisations to prevent and protect people from SEA</p> <p>Develop short guidance on how to use the Sphere Handbook when working on PSEA and GBV and how PSEA and GBV are reflected in the Handbook. In consultation with key RG2 PSEA actors</p>	<p>IASC Secretariat</p> <p>CHS Alliance, RG2 actors, IASC Secretariat</p> <p>Sphere</p>	<p>TBD</p> <p>Miranda Brown (mbrown@chsalliance.org)</p> <p>Aninia Nadig (aninia.nadig@sphereproject.org)</p>			
<p>Persons with Disabilities</p>	<p>Launch IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action (September 2019)</p>	<p>Co-Chairs of IASC Persons with Disabilities Task Team</p>	<p>Gopal Mitra (gmitra@unicef.org) Georgia Dominik (gdominik@ida-secretariat.org) Ulrike Last (u.last@hi.org)</p>			

	Disseminate IASC Guidance on Persons with Disabilities to NGOs	ICVA	Alon Plato (Alon.Plato@icvanetw ork.org)			
	Promote and operationalise UN disability inclusion strategy/accountability framework	TBD	TBD			
	Support the creation of a Reference Group on the inclusion of Persons with Disabilities in humanitarian action	TBD	TBD			
Gender	Operationalise gender policy and framework through: <ul style="list-style-type: none"> Raising awareness and disseminating Establishing targets Ensuring tools developed in Gender are included in portal (Priority Area 4) Face to face training on gender tools 	Gender Reference Group/UN Women	Hiba Qasas (hiba.qasas@unwomen.org) , and Julie Lafreniere: julie.lafreniere@oxfam.org			
Young People (covering adolescents 10-19, and youth 15-24)	Launch and disseminate Guidelines for Young People in Humanitarian Settings Finalization by Sept/Oct 2019, dissemination from October 2019 onwards	UNICEF/NRC as leads under the Global Compact for Young People in Humanitarian Action (global co-chairs of Compact are IFRC/UNFPA)	Priya Marwah (pmarwah@unicef.org) and Sophia Kousiakis (sophia.kousiakis@nrc.no)			Core Management Team/Reference group that advises on the guidelines (full list is available if needed).
MHPSS	Disseminate and promote IASC MHPSS in Emergencies Guidelines and IASC MHPSS Common Monitoring and Evaluation Framework	MHPSS Reference Group	Fahmy Hanna (hannaf@who.int)			
All Standards	Share all standards, as above, on IASC RG2 website and in global platform Link Sphere online Handbook portal to Global Platform/IASC RG website	RG2 Coordinator Sphere, RG2 Coordinator	Tanya Axisa (axisa@unhcr.org) Aninia Nadig (aninia.nadig@sphereproject.org) and Tanya Axisa (axisa@unhcr.org)			
	2. Global standards on AAP, PSEA, Persons with Disabilities, Young People, MHPSS and Gender are upheld in humanitarian responses					

AAP and PSEA	Increased number of organisations verified against the Core Humanitarian Standard	CHS Alliance	Bonaventure Sokpoh (bsokpoh@chsalliance.org)			
Gender	Policy and framework monitored and implemented	Gender Reference Group/UN Women	Hiba Qasas (hiba.qasas@unwomen.org), and Julie Lafreniere: (julie.lafreniere@oxfam.org)			
	80% of humanitarian projects report on the Gender with Age Marker (GAM); data analysed and shared	GENCAP	Deborah Clifton (clifton@un.org) Emily Walker (walker5@un.org)			
All standards	Detail TBD - Protection clusters include accountability and inclusion standards in country-level protection strategies (detail TBD)	Global Protection Cluster	Yasmine Elbehery (elbehier@unhcr.org)			

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