

Results Group 2 on Accountability and Inclusion 8 June Meeting Summary

Meeting co-chaired by: Meritxell Relano (UNICEF) & Bernadette Castel (UNHCR)
Online attendance: 81 participants

Time	Agenda item
3.00-3.20	Update on IASC OPAG meeting (21 May) (a) RCCE discussion (b) RG2 progress discussion
3.20-4.20	Updates on RG2 Deliverables •Results Tracker (15 mins) •Collective Accountability Framework (5 mins) •Global Platform and Service Directory (20 mins) •Separate PSEA workstream (15 mins)
4.20-4.50	Update on RCCE COVID-19 initiative (UNICEF, IFRC, WHO)
4.50-5.00	AOB

Update on IASC OPAG meeting (21 May)

a) Overview of RCCE

Key discussion points:

- ◆ General agreement that a collective service is needed
- ◆ Need to connect with localisation agenda
- ◆ Need to support existing structures; clusters, etc.
- ◆ Beyond pandemic - need to learn from lessons and embed in RG2
- ◆ Need to ensure marginalised groups are at forefront

Actions for RCCE and RG2

- Clarify how the RCCE Common Service will connect and build upon existing coordination structures at country level [Results Group 2]
- Ensure that, in addition to consultations with RG2, consultations with the GCCG, cluster lead agencies as well as the Grand Bargain workstream on Participation Revolution take place to ensure complementarity of efforts [IFRC, UNICEF]
- Share regular updates on the RCCE Common Service initiative with the OPAG, including on lessons learned to inform system wide RCCE efforts [Results Group 2]
- Following completion of Action Point 1 above, engage with the EDG to inform its operational decisions by providing concrete recommendations based on community feedback, perceptions and social insights [OPAG/RG 2]

(b) Overview of RG2 progress

Key discussion points:

- ◆ RG2's decision to continue with 2020 deliverables as planned during COVID was appreciated; general support for our ongoing deliverables
- ◆ Emphasis on continuing to link with relevant parties including initiatives on GBV, Youth, Persons with Disabilities, Grand Bargain Participation Revolution
- ◆ Recognition of the Results Tracker as a way to measure our collective progress over time; including for COVID
- ◆ Need to ensure solid 2-way comms between the 3 Thematic Expert Groups and the broader RG2 group to prevent silos
- ◆ RG2's work to adapt to COVID also appreciated
 - Mapping of COVID resources
 - COVID briefs and guidance
 - Link to RCCE and bridge between the health and humanitarian response

Presenter: Meritxell Relano (UNICEF/RG2 Co-Chair)

Discussion:

- UNICEF referred to CCEA WGs at the field level and asked if the common service was the same thing; are we trying to rename the WGs to 'Common Service' or are we looking at a new methodology for a common service; and encouraged the RCCE that it needs to also extend to the sub-national level. *Charles-Antoine agreed that CCEA needs to happen at sub-national level and that lessons. The message is clear; we should not re-invent the wheel; but to strengthen existing coordination mechanisms and bring a service to support countries; and that connections should be encouraged as much as possible. Tanya (RG2) explained that we are in the process of developing an FAQ based on the questions raised by RG2 members in the 13 May meeting and since then. Tanya and Stewart will be acting as 'links' between RCCE and RG2 so please feel free to contact them directly with any questions.*
- IOM curious if OPAG had questions back to the co-chairs around RG2 activities; and their sentiments on the work we are doing. *Co-Chair responded that the feedback was very positive; with no specific questions raised.*

Updates on RG2 Deliverables

Deliverable	Status	Lead	Due Date
Mapping of COVID resources	Completed	Tanya	May 2020
COVID briefs and guidance	In Progress	Stewart	June 2020
Link to RCCE and bridge between the health and humanitarian response	Planned	Stewart	July 2020

Next steps for Results Tracker

- Incorporate comments from 3 TEGs and share final document with all RG2 members for redline comments and clear instructions in the next week
- Work with working group members to start populating results against 2019 and 2020 indicators—with a view to completing first report by end of year (baseline)
- Towards end of 2020—work with WG members to look at gaps and plan for 2021

Key Points:

- We will consult on the final draft with clear instructions: e.g. we can't change what is in the first 2 columns; as this is what currently exists. Any ideas/gaps can be included in the last 2 columns.
- We will then start bringing this together into a report; which should give us a baseline of how we are doing in terms of these issues. This will be complicated and the final outcome will depend on the data we are able to collect.
- Once this process starts, we hope to open up later in the year to start looking at the last 2 columns, to come up with a plan for 2021; how to improve on what we have; what do we need to advocate for.

Discussion:

- CHS Alliance noted that they were keen to pilot it in some countries later in the year. *Tanya explained that for 2020 we will work with the WG to figure this out assuming that some of the data will be populated as a matter of course; but where there are gaps etc.— we are very keen to explore ideas.*
- CARE International agreed are very happy to see this benchmarked against the CHS; but need to look at how WGs work at national level to contribute to this.
- LWF appreciated this being benchmarked against the CHS but acknowledged there will be always be gaps; and we need to have something that works for everyone; considering that the complexities need to be managed by National Organizations etc., therefore we should look at the minimum. *Tanya acknowledged that this was raised in the WG. And we agree that for now the list is long and imperfect so we would welcome that feedback. UNHCR reminded us that in the WG discussions we had agreed that for 2020 (at least) the data will be available at the global level - in that, we would not need to go to the field for extra reporting or data - as not to burden them further.*
- CAFOD raised that with a focus on Government leadership; have the links been looked at –including to the RG on Humanitarian and Development Nexus? *Tanya raised that we haven't done this yet but very open to hear ideas. CDAC raised that they are working on a framework of what 'success' looks like for national platforms on CCE/A as its now 10 years since the first effort and will be engaging with all on it.*
- CDAC raised that in terms of the RG2 deliverables, as part of their ongoing national platform CCE/A collective approach, and applying the CHS, building on the recent Burkina model, next week two National CEA Coordinators will take up positions in Sudan and Zimbabwe. They are senior national staff, hosted by OCHA in each country; funded as part of the H2H Fund/DFID as part of interface between ongoing CCEA work and the COVID response.

Deliverable 2 - A Collective Accountability Framework – UPDATE

- Work delayed around consultation with HCs/RCs.
First draft framework to be shared with HCs (date TBD)
Framework finalized by Q4 (dependent on consultations with HCs etc.)
- **Working Group:** A4EP, CDAC Network, GTS, ICVA, IFRC, Interaction, IOM, OCHA, UNICEF, UNHCR, WHO, WFP
- **Partners:** RG2 AAP, PSEA & Inclusion Thematic Expert Groups; IASC and non-IASC volunteers

Presenter: Stewart Davies (OCHA/RG2)

Key Points:

- There has been stalling on progress with this because of COVID.
- This is a tool that will lay out the steps for humanitarian leadership to up initiatives in CCEA and feed decision making.
- It will be linked to the Results Tracker.
- The work builds on an initial P2P workshop with HCs etc. and subsequent consultation with members of the WG.

Priority Area 2: Improve approaches and linkages on accountability and inclusion including protection from sexual exploitation and abuse and sexual harassment.

Next steps for Accountability Framework

- Work with OCHA's Humanitarian Leadership Support Section to re-initiate engagement with select HCs from the P2P workshop on Leadership and AAP.
- Working Group members to draft generic TOR for Community Engagement/AAP Working Groups – supporting broad structure/approach of the draft Collective AAP Framework
[ensure guidance/linkages with RCCE working groups given lessons learned from public health RCCE in humanitarian contexts]
- Share draft TOR with TEGs for first round consultation. Broader consultation with field and global partners to follow.

Key Points:

- The WG has supported getting the document to the technical level but senior leadership buy-in is needed to take it forward from here; and consultation with clusters and the field still needs to happen.
- But for now, we can start working on some of the areas; especially with the COVID response; to ensure collaboration with the RCCE and existing CCEA WGs at country-level. There isn't a generic TOR for these groups yet; but will start the process now. Learning from lessons of the last months, we need to ensure our language links with that of the Public Health response to ensure all work better together.

Priority Area 3: Provide better access to standards, guidance, tools and resources on accountability and inclusion including protection from sexual exploitation and abuse and sexual harassment.

Deliverable 4 - Global Platform and Service Directory - UPDATE

a) Global Platform - presentation of mock-up

- Any initial reaction/comment?
- What should be the role of the TEGs?
- How best to ensure effective helpdesk function?
- Next steps:
 - 1) Reaching out to TEGs
 - 2) Finalize service directory and helpdesk page
 - 3) Clarify curation of documents
 - 4) Upload documents

Presenter: Charles-Antoine Hofmann (UNICEF)

Key Points:

- Presented mock-up of the platform, noting there will still be a chance for inputs.
- ALNAP is hosting the portal on accountability and inclusion.
- Main intention: one stop-shop for practitioners where you can find all tools and resources, a helpdesk and link to the Service Directory.
- It will also include a rating function for the resources and a possibility to tweet; have some dynamic exchanges.
- Resources can be submitted by anyone.
- Helpdesk: We still have the old AAP/PSEA one but this will be revamped through the platform.
- We will develop a one-pager that explains this before launching it; and after the next steps.

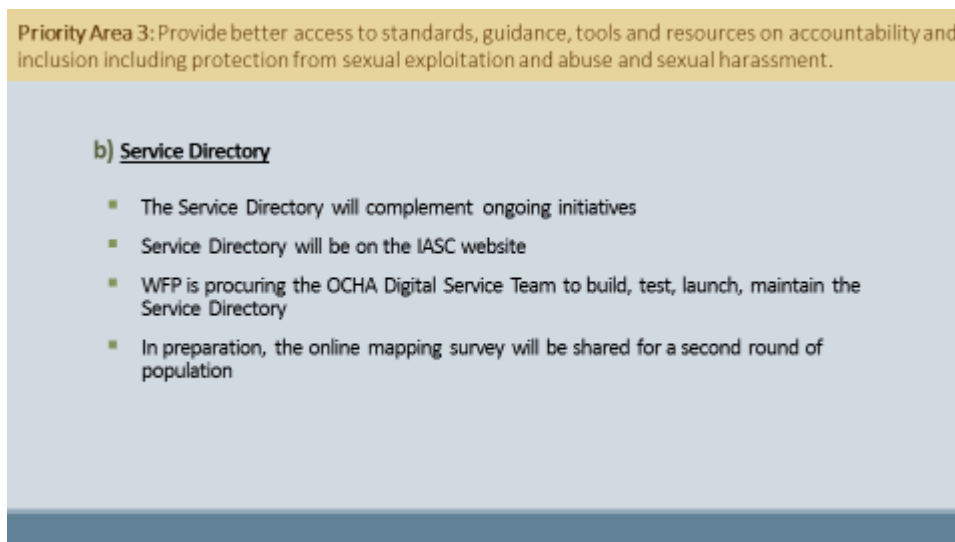
- For the next steps we will reach out to the TEGs for their inputs as they can play a critical role in this; vetting of documents and helpdesk management.
- We already have a list of documents (collected through the survey) so we will start uploading soon and follow with a proactive communication strategy.

Discussion:

- IOM asked if there will be a message setting out quality criteria for vetting the resources; and if any user experience tracing will feed into this; and will the feedback be structured in terms of functionality or general comments. *UNICEF explained that the selection of documents will be done manually and someone will monitor this and some documents can be pinned. The structure of the portal may not allow for all feedback/suggestions as it is based on the ALNAP portal structure.*
- CARE explained that they had a few experiences with the ALNAP portal: as there are different people authorized to upload documents from the same organization there can be duplications of the same document with different titles/tags in the list. That calls for linking authorization for uploading documents with designation of specific people to specific organizations. This is especially important if uploading and vetting takes time. *Charles-Antoine explained that we will work on a protocol and with the TEGs to define the tags for categories etc.*
- HIAS asked if there would be a test version available to explore before it goes live. *Charles-Antoine agreed that could share the link and password for the mock-up for any inputs. This was confirmed by ALNAP.*

Please send any feedback you have on the mock-up to Charles-Antoine (chofmann@unicef.org) and Giulia (gboo@unicef.org).

Visit: <http://alnap-iasc.mrmdev2.co.uk/>
Login: mrm
Password: mrmdev



Presenter: Charlie Lancaster (WFP)

Key Points:

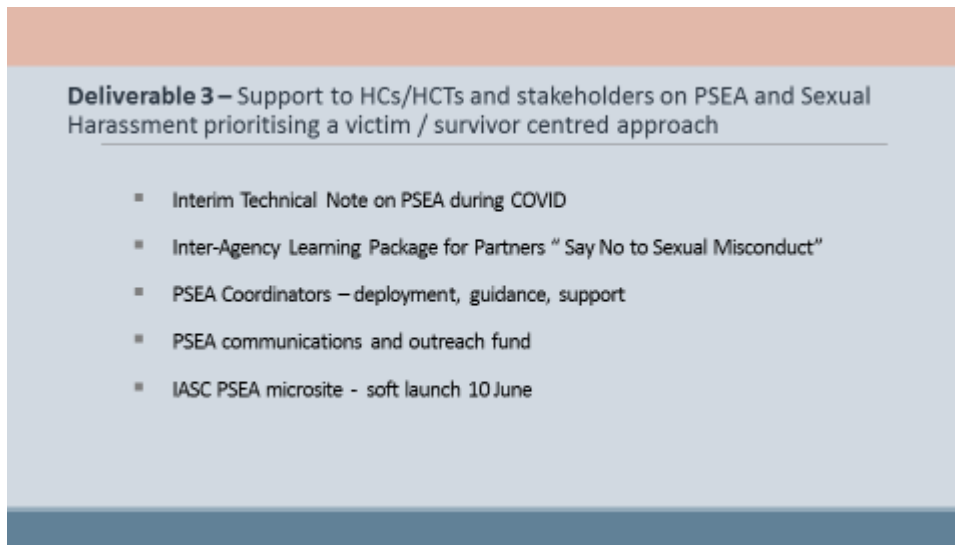
- This is a tool to help us identify who is doing what and where on accountability and inclusion at a global level as part of efforts to build collective responses at the country level.
- To do this, we are looking for any organizations that work within the programme cycle to support the collective: e.g. those that collect specialized data, provide third party monitoring, conduct needs assessments, information needs assessments, specialize in information management systems; deliver information campaigns, advocacy fundraising etc.
- We have conducted a first round of mapping; the project is slightly delayed as we had to identify where it will be hosted. It will now be hosted by the IASC Secretariat with a link on the Global Platform.
- WFP is in the process of procuring OCHA’s digital service team and are talking with others (PSEA, RCCE etc.) to avoid duplication.
- We will be in contact once ready to solicit inputs for the second round of the mapping process and to help design the tool to ensure its accessibility and test the tool.

Discussion:

- A participant asked if it would include support services for those who experience SEA and SH and legal, health, psychosocial support. *Charlie replied that it would and we are working now to see which services should be included. We would like this to be a template for the services at country level over time.*

- Loop asked how organizations should share information. *Charlie explained that we would circulate the link to the survey again; within the next month; this will also be shared with others – RG1, GPC and others.*

Please feel to contact Charlie directly if you have any questions: charlotte.lancaster@wfp.org.



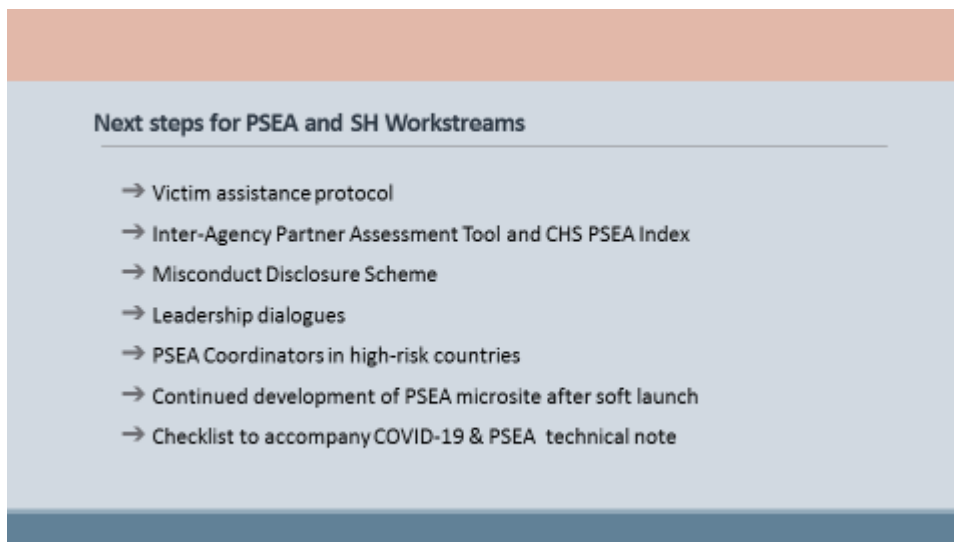
Presenter: Wendy Cue (OCHA/IASC)

Key Points:

- Due to COVID, the PSEA group reprioritized 3 deliverables (a) supporting country teams with good practice, guidance, training, webinars etc. (b) deploying and building capacity for dedicated inter-agency coordinators; (c) delivering a learning package for partners on sexual misconduct. These are already being worked on in addition to producing a specific guidance note on COVID and hosting a webinar on the guidance to try to promote what can be done given the constraints and heightened risks associated with the current context.
- There have also been a series of webinars on the inter-agency learning package for partners which was launched and there will be a separate webinar on this (tomorrow) for PSEA Coordinators.
- For the IASC strategy, there are 3 areas:
 - Promotion of a speak-up culture which includes community-based complaint mechanisms (workstream led by IOM through revising the Best Practice Guide). This includes the UNHCR and ICVA communications and outreach fund.
 - Victim Assistance and services including roll-out of UN Victim Assistance protocol and guidance.
 - Investigations capacity; which includes the investigations fund and work by partners (CHS, etc.) on investigations guidance. Also looking to link with the DFID Safeguarding hub.
- Through mapping of HRP countries there are PSEA networks; IOM is leading a project on support to PSEA Coordinators.
- The PSEA microsite is also being developed. Mock-up was shared; but the soft launch will be delayed by approx. one week. This will include access to IASC guidance, with cross reference to the Global Platform and DFID site; a dashboard to show how monitoring results on PSEA (linked to Results Tracker) and a COVID page.

Discussion:

- UNHCR reminded us that the High Commissioner is currently Champion on PSEA and SH and that one of his priorities is around useful respect of authority through organizational culture change. Nadia is leading the work on this to take stock of good practice and has been in touch with some of the members. If any organizations still have any examples they would like to share, please contact her directly at: abuamr@unhcr.org



Key Points:

- The slide shows some of the other deliverables. The leadership point also refers to the culture change piece (UNHCR).
- Some face to face meetings will have to be postponed.

Discussion:

- ICVA briefed on the UNHCR/ICVA communications and outreach fund (that aims to support, primarily, local organizations in developing accessible outreach and communications strategies and tools on PSEA); so far there have been over 1,200 applications for 9-12 grants. The interest is overwhelming, but they are on track and hope to give more grants by the end of 2020 mainly for national NGOs. The interest shows the needs on the ground.
- SCHR updated on the misconduct disclosure scheme. They now have approx. 30 signatories and are talking with country colleagues to encourage demand. SCHR is also working on a concept note on culture change; due to COVID this will probably happen next year.
- Wendy introduced Penelope who is being seconded from UNICEF to support the IASC on many of these issues.
- UNICEF updated that in Dec 2019, the UN HLSG endorsed a protocol for survivors of SEA. They are working with some RG2 members and a consultant to develop guidance based on the protocol. This came from the UN side but is relevant to the IASC; as they look to harmonize they would like to pull examples from the NGO community too. If you have any questions please reach out to Katie directly: kwepplo@unicef.org

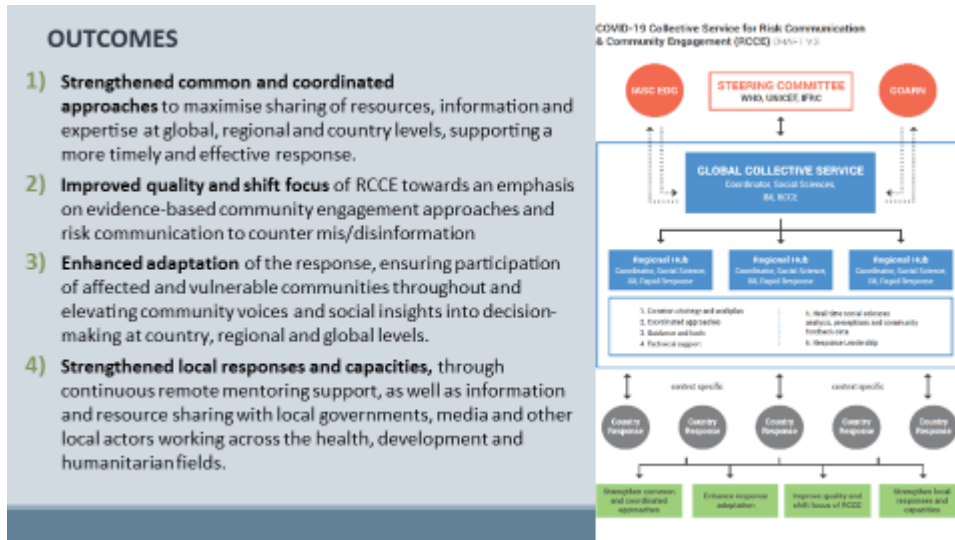


Presenter: Stewart Davies (OCHA)

Key Points:

- This update follows our promise to keep RG2 updated; and reflect on the links between the RCCE and RG2.
- RG2 members have received the minutes of the briefing on 13 May.

- Working with Katherine from UNHCR to look at linkages between the RCCE and the clusters and humanitarian architecture; by doing this many of the questions RG2 members have been asking should be addressed. E.g. on localization, collective service beyond the pandemic, marginalized groups, links to existing structures etc.



Key Points:

- The RCCE aims to strengthen existing and active groups at regional level; we will be sharing contacts for the regional level.
- At global level, RG2 members can join the sub-groups (details shared previously by Tanya).
- Partners are also encouraged to engage at country level.

KEY ACHIEVEMENTS & MILESTONES

OUTPUT 1.1: Common strategy and workplan

- Temporary staff and recruitment process
- RCCE global strategy and workplan

OUTPUT 1.2: Coordinated approaches

- Regional mapping of existing RCCE coordination systems
- Global coordination system (governance, working modalities, knowledge management)

OUTPUT 2.1: Real-time social sciences analysis, perceptions and community feedback

- Leveraging approaches and tools from previous epidemics
- Connecting with key partners for generating, collating and analyzing social and behavioral data
- Perceptions, misinformation and rumor tracking (online and offline)

Key Points:

- The service will receive funds; with 2 regions in Africa as the pilots. The full-time staff have not been recruited yet (e.g. OCHA/Stewart supporting in the short-term).
- Mapping is ongoing at regional level to identify what support is required.

KEY ACHIEVEMENTS & MILESTONES

OUTPUT 3.1: Responsive Leadership:

Decision-makers in the regions and in selected countries better understand the importance and know how to use and respond to community feedback

- weekly RCCE updates
- key insights and feedback to TWGs, country level RCCE WGs and leadership

OUTPUT 4.1: Guidance and tools: Improved quality of participatory RCCE through guidance, minimum standards, tools

- CE and physical distancing /movement restrictions & post-lock down
- RCCE and CHW in low resource settings
- RCCE and migrants/refugees & informal settlements

OUTPUT 4.2: Technical support: Coordinated capacity building, timely advice, dedicated services and technical support for specific needs

Key Points:

- There are some good examples of output 3.1. in which country teams are feeding community insights to the regional level. With more capacity this will become more systematic.
- With so many affected countries covered by the regions, it will be almost impossible to resource all completely so there will need to be prioritization. The regional contacts will shortly be shared if you want to learn more.

REGIONAL UPDATES AND COUNTRIES

- RCCE Regional TOR and workplans
- Different experiences of how country RCCE colleagues interact with regional WGs - both from sharing information as well as requesting/receiving technical assistance.
- Adhoc interaction reported in Africa, more structured approaches reported in Asia and the Pacific.
- Some ad hoc virtual meetings organised with country focal points (inter-agency RCCE coordinators) to disseminate guidelines, resources & identify areas of support
- Some regional co-chairs extend support through joining country level coordination mechanism to advance technical support and ensure guidance, tools etc/build synergies with the regional platform.
- Some tailored support is provided to countries based on requests, ie establishing/strengthening RCCE collective platforms – this includes reviewing ToRs, work plans and adapted toolkits, community perception surveying.

Key Points:

- The more engagement from RG2 members; the better; this will help support the linkages between the public health and humanitarian responses.

Discussion:

- CHS Alliance asked if there was a website for the RCCE. *IFRC responded that this is not yet in place but they will be developing a two-pager on how the RCCE works that will be presented with the FAQ RG2 is working on.*
- UNICEF asked how this all works at the local level given the existence of CCEA WGs; and that we need to also look at sub-national level; and learn lessons from high-resource settings such as Europe and the US especially when discussing migrants on the move etc. GMI agreed, and suggested also including Greece. *Stewart referenced the sub-group on low-resources and acknowledged the work that needs to be done at sub-national level (in some cases this is happening and some not). Charles-Antoine reiterated that this is still a work in progress and the tracker could help us with this and link with the RCCE tracking.*
- CARE asked about the RCCE and feedback mechanisms and if they are using the same channels - any trends - how often, how efficient? *Charles-Antoine explained that this depends on the context; but have seen a lot of existing mechanisms being used. As this is an important question – all will be kept informed.*
- UNICEF explained that they are encouraging partners to engage in the RCCE calls (for more information, please contact Charles-Antoine at chofmann@unicef.org); the RCCE initiative co-leads will be having a retreat this week to lay down an action plan. This will be shared with RG2 for contributions.
- CDAC raised that they are developing a CCE lessons paper on COVID reflecting on the response to date including Europe and past pandemics/epidemics.
- IFRC explained that the collective service is meant to support what already exists and provide extra capacity to the regions based on demand; this will in turn support ongoing work in countries.

Additional questions and info (NOTE: Others questions will be addressed in the upcoming FAQ)

- Do we have data (gathered through assessment of coordination or as a result of discussions through coordination meetings) identifying the gaps at regional level and how RG2 members can support the RCCE global collective service efforts at regional level?
- For RG2 members engaged in the RCCE coordination subgroups, are there any expected concrete outputs in their engagements in the RCCE?
- CAFOD and other partners in Caritas and other FBO networks have fed into the RCCE Covid19 guidance on engaging faith leaders etc. In some contexts, there is good partnership, but it is inconsistent across contexts. So we are working with ACT Alliance, EU-CORD and Islamic Relief Worldwide on a meeting with international actors, including WB and EU, to discuss ways forward. Representation from those involved in the global RCCE effort, and specifically UNICEF, in this would be welcome in particular to help identify ways to strengthen partnerships and make these more consistent - The webinar/meeting is June 24th 15.00-16.30 CET.

Co-Chairs recap:

- The requests to keep members updated is noted.
- We have shared contact details of the Global RCCE groups.
- We will share an FAQ shortly, based on all your questions.
- We will continue to work on linkages with the RCCE; please contact Stewart and Tanya with any questions (davies1@un.org; axisa@unhcr.org)

AOB

RG2 COVID Older Persons Group

Isabelle De Muysers-Boucher (OCHA/IASC)

- An email from the co-chairs had been shared calling for interest of RG2 members to form a small focus group to ensure we prioritize older persons in the COVID response.
- 10 members have submitted interest: CRJuris Consulte, HelpAge, Humanitarian HR, ICRC, IFRC, IOM, NRC, OCHA, OHCHR, UNHCR. The Inter-agency group on Aging (led by UNDESA) also showed interest.
- This will be an informal group that will provide space for coordination and technical discussion on the topic.
- This will also contribute to the work of the already established Thematic Expert Group on Inclusion.
- At the start, it will focus on older persons in COVID; especially in light of the recent UN SG brief; but it may then also look at the inclusion of older persons overall.
- The first meeting will be called next week and will be used to define the TOR as well as possible links with other groups.

This is still open to members. **If you would like to join, please contact Isabelle directly: demuyser-boucher@un.org**

RG2 COVID Resource list:

Isabelle De Muysers-Boucher (OCHA/IASC)

<https://interagencystandingcommittee.org/covid-19-resources-relating-accountability-and-inclusion>

- This was created at the start of the pandemic, when we agreed RG2's added value would be to collect, collate and disseminate related resources.
- This links directly to our work to improve access to tools and resources.
- You can find the link on the RG2 website: <https://interagencystandingcommittee.org/results-group-2-accountability-and-inclusion>
- This is continuously updated and so far, there are over 160 resources on AAP, PSEA and SH, Persons with Disabilities, age, gender, older persons, children, youth and intersectional resources covering links between several of these areas.
- New resources are still welcome so please contact Isabelle and Tanya directly.
- To keep the number of emails to a minimum, we will update the website and send you an update once a week of new resources.

Grand Bargain Participation Revolution (GB PR) Update:

Gareth Price-Jones (SCHR) and David Di Giovanna (BPRM) (co-conveners)

- Gareth briefed on the GBPR meeting last month; of relevance to the RG is that there was discussion on where decision making needs to take place to allow participation, accountability and engagement with affected people. There is also a piece that links to participation at the country level which could be useful and links to a lot of what was discussed today.
- Next May, the GB will have concrete targets to show how far they have come. The PR is committed to working closely with the RG so as not to duplicate indicators.
- There will be an annual meeting on 25 June to discuss the future of the GB. Participation and AAP are likely to stay on the agenda; RG2 may want to stay connected on this.
- There is also an update to the workstream plan – please contact Gareth if you would like to connect on any of this. schr@ifrc.org
- David thanked RG2 for allowing them to participate today, given so much is critical to their workstream; empowering people, providing tools to implement the commitments etc. RG2's work is advancing this and we continue to try to work closely to support us and integrate into their workstream.

WFP Community Engagement (CE) Strategy

Charlie Lancaster (WFP)

WFP is developing a CE Strategy (title to be determined later) to support the operationalisation of the 2020 Protection & Accountability Policy, to be sent to the board for endorsement later this year. The strategy will be developed in a participatory manner, with more than 20 profiles representing different interests (incl within RG2) helping to design the consultation questions. The consultation period will start in the coming weeks, and we will invite RG2 members to take part in a survey, with key profiles being selected for KIIs, to identify barriers and enablers for meaningful participation and accountability to affected populations.

Next RG2 Meeting: October 5; 3-5 GVA time