

Accountability and Inclusion Global Platform SOP

aap-inclusion-psea.alnap.org

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This document aims to provide guidance on how to use the following:

- A. Resource library
- B. Service directory
- C. Blog page
- D. Helpdesk

A. Resource library

The resource library features documents on Accountability and Inclusion, and linked sub-thematic areas.

Criteria

The criteria for a resource to be featured in the library are the following:

- relevant to thematic areas (AAP, PSEA and SH, gender and age, persons with disabilities, persons with other diversities, MHPSS)
- applicable and/or adaptable to any organization
- published after year 2000.

Publication

The library will include a collection of documents and resource repositories submitted by users and members of RG2.

- before launch - upload of a collection of resources from the following:
 - 2018 resource list developed by former AAP/PSEA Task Team and CDAC
 - resources indicated in responses to the WFP-led survey
 - COVID-19 list on IASC site
 - resources circulated through IASC RG2 general information mailing list.
- after launch – resources are uploaded:
 - by users (including RG2 members), directly on the portal, through “Upload Resource” button
 - by focal point (UNICEF focal point), directly on the portal, when submitted by email

Publication process

All resources uploaded to the portal undergo a process of revision.

- Resources uploaded to the portal are not published immediately – their publication is pending until revision and approval based on criteria and applicability
- All resources uploaded to the portal are revised and approved by ALNAP focal point for resource library management (system in place for all ALNAP portals)
- ALNAP focal point reviews: relevancy, applicability, publishing year, metadata of the document (title and tags). ALNAP focal point approves and publishes documents if compliant
- UNICEF focal point receives a monthly summary of all the resources uploaded. Reviews resources, tags and asks for modifications if needed. In case of doubt, consults with relevant RG2 Thematic Expert Group
- RG2 members review new resources through the monthly list of uploads and contact focal points for modifications if needed.

Communication

- A mail is circulated monthly with a list of new resources.

Rules of the game

- **Share resources that have affected people's voices at the core and/or enhance inclusion and empowerment of marginalised groups**
- **Be generous:** share anything you think may help others
- **Be accountable to RG2:** think about RG2 vision and how your resource fits the bigger picture
- **Break down siloes:** prioritize resources that help implement people-centered responses and crosscut all thematic areas
- **Ensure data privacy:** don't share documents with any information that might put someone at risk

B. Service directory

- The Service Directory is hosted on the IASC website and accessible at <https://interagencystandingcommittee.org/results-group-2-accountability-and-inclusion/service-directory>
- Queries on the service directory are submitted through an online form accessible from the site. Forms are automatically sent to the RG2 helpdesk email address and automatically forwarded to the Service Directory focal point.

C. Blog page

The Accountability and Inclusion portal includes a page that can feature short written pieces (blogs, articles).

Planning process

- RG2 coordinator coordinates submissions for the blog through call for submissions to RG2 members
- Written pieces are published monthly (or per supply), so as to maintain a regular level of activity on the portal and attract new users
- If needed, RG2 coordinator and focal point assign dates for publications based on priorities
- RG2 members who wish to contribute will express their interest by indicating: name of author (and co-author), title/topic for the short article, preferred date of publication

Publication process

- All written pieces need to include: title, subtitle, main body text organized into short paragraphs, content-related picture (if possible), name, title and organization of the author/co-author, and photo of author and co-author
- Written pieces should have a length of minimum 500 and maximum 1000 words, based on the outline of the blog page
- All written pieces are reviewed by RG2 coordinator to ensure coherence with RG2 vision
- All written pieces are reviewed by UNICEF focal point to ensure compliance with blog format (title, date, length, structure, etc.)
- Pieces are submitted at least 7 days in advance of the date agreed for publication to IASC RG Coordinator
- UNICEF focal point is responsible for publishing the articles on the blog page on the portal.

Type of blog/articles

- Blogs must be relevant to all organizations and contribute to the promotion of collective efforts on Accountability and Inclusion
- Contributions from affected people, local actors and/or front-line responders will be highly encouraged and prioritized
- Blogs can feature both original content and content that has been published on other pages. It is mandatory to reference existing pieces with name of organization and URL
- They can cover short opinion/analysis pieces, interviews, pieces highlighting a new publication, study, guidance, etc.

Rules of the game

- **Make sure affected people's voices are at the core**
- **Be accountable to RG2:** think about RG2 vision and how your contribution fits the bigger picture
- **Make links where you can:** remember we're all about people-centered responses
- **Be ambitious:** think about what change you want to bring about
- **Ensure data privacy:** don't use individual's names, photos or any information that might put someone at risk
- **Be clear and concise**

C. Helpdesk

The helpdesk function is featured on the Accountability and Inclusion portal.

Operational pillars

The helpdesk operates through:

- One email address to receive and respond to any queries: rg2advice@gmail.com
- Two designated focal points (RG2 coordinator and UNICEF focal point) and a back-up person from the IASC Secretariat to receive and manage queries
- Referral protocols specific to members of each Thematic Expert Group (AAP, PSEA)
- Thematic advisors (members of the RG2 who represent an affiliated organization, associated entity or reference group) who will answer technical queries when consulted.

Receiving queries

The helpdesk focal points are responsible for receiving queries.

- The designated focal points monitor the mailbox daily. Focal points need to designate a back-up when both unavailable at the same time. In the event that no one can be identified, an out-of-office message will specify date of response
- Each query received is immediately replied to with a message acknowledging receipt and confirming an answer will be given within 48 hours.

Managing and responding to queries

The helpdesk focal points are responsible for managing the queries and ensuring the loop is closed. Thematic experts are responsible to reply to queries on their thematic area that are directed to them.

- Simple requests for information (e.g. requests for contact details, documents, resources, etc.) are directly answered to by the focal points with the help of a FAQs document within 48 hours
- Thematic queries are referred to thematic advisors according to referral system established by each thematic group (see below)
- Queries that go beyond one thematic area (e.g. how to make needs assessments people-centred) will be answered by focal points in collaboration with experts as needed
- Thematic experts reply to the person directly by email with their organizational email address within 48 hours, copying the RG2 Helpdesk email address
- Focal points ensure timely responses by sending reminders and re-directing queries if needed, and can intervene and support as required to ensure helpdesk users satisfaction.

Recording queries and responses

- The helpdesk focal points are responsible for recording and monitoring queries and responses
- Queries, responses and next steps are recorded in a logbook (Excel spreadsheet)
- An anonymized monthly trends report is compiled by the focal points and shared with RG2 co-chairs
- An anonymized trends analysis is shared in RG2 update meetings and with OPAG according to the reporting schedule.

Referral protocols

- **For PSEA queries**
 - The helpdesk focal point forwards the email to the PSEA RG designated person or back-up person
 - The PSEA focal point acknowledges receipt and confirms availability to reply
 - The PSEA focal point consults with the most relevant colleague from the field support team and provides an answer directly to user within 48 hours
 - PSEA focal point copies RG2 Helpdesk email address in the reply.
- **For AAP queries**
 - The helpdesk focal point forwards the email to the Inter-Agency CCE Coordinator
 - The AAP/CCE focal point acknowledges receipt and confirms availability to reply
 - The AAP/CCE focal point consults with the most relevant colleague from the AAP Thematic Expert Group and provide an answer directly to user within 48 hours
 - AAP/CCE focal point copies RG2 Helpdesk email address in the reply.

- *For Inclusion queries*
 - *Persons with disabilities*: The helpdesk focal point forwards the email to the 3 co-chairs of the Reference Group on Inclusion of Persons with Disabilities in Humanitarian Action
The focal points copy RG2 Helpdesk email address in the reply.
 - *MHPSS*: The helpdesk focal point forwards the email to the co-chair of the Reference Group on MHPSS
The focal point copies RG2 Helpdesk email address in the reply.
 - *Gender*: The helpdesk focal point forwards the email to the co-chairs of the Reference Group on Gender and Humanitarian Action
The focal points copy RG2 Helpdesk email address in the reply.
 - *Age*: TBD
 - *Racism and discrimination*: TBD
 - *Other diversities*: TBD
- *For crosscutting queries*
 - Focal points reach out to relevant experts as required, compile response and reply within 48 hours.

Rules of the game

- **Ensure data privacy**: don't share the user's and their organization's name with others
- **Respect the timeframe**: reply within 48 hours, even if you don't have the full answer
- **Be accountable** to RG2: think about our vision (*see annex*)
- **Make links where you can**: remember we're all about people-centered responses and inclusion of marginalized groups
- **Be clear and concise** in your responses, and acknowledge your limits
- **Lean on others**: seek support from other RG2 members whilst maintaining the confidentiality of the user