

## COLLECTIVE AAP FRAMEWORK

**What is it?** The Collective AAP Framework (the Framework) outlines five Outcomes and related Actions aligned to the Humanitarian Programme Cycle (HPC). It is based on core commitments and practical steps to make humanitarians accountable to people affected by crisis. It is a tool to enable humanitarian leaders to develop, implement, monitor and evaluate collective preparedness and response plans that address accountability to affected people (AAP).

The Framework enables improvements in the quality, accountability and effectiveness of the humanitarian architecture in support of local and national systems, to deliver a more responsive and people-centred approach to humanitarian action. It complements commitments and approaches to protection from sexual exploitation and abuse (PSEA), inclusion and other cross cutting issues.

The Framework is supplemented by background and approach, relevant standards and commitments, as well as by a step-by-step Guidance and a Template (Annexed) to develop a country-level AAP action plan that operationalises the Framework.

**How does it work?** The Framework promotes joint efforts on community participation and engagement, analysis, resourcing, feedback and ensuring information is received and understood, to improve the overall response. A country-level AAP action plan outlines the key actions, timelines and responsibilities required to coordinate between humanitarian actors, and other country-level commitments and approaches. Together, the Framework, Guidance and Template form a set of tools to be adapted to specific contexts and provide a basis for working collaboratively across each stage of the humanitarian programme cycle. They can be used in disasters, public health crises, conflict or mixed response contexts, as well as being a key tool in emergency preparedness.

**Who is it for?** It is the role of the Resident Coordinator, Humanitarian Coordinator and Humanitarian Country Team to lead this process. The Guidance and Template can be used by inter-cluster coordinators, AAP practitioners, working groups or a designated focal point to develop and support a country-level AAP Action Plan.

### The Framework:

**Objective:** *To improve the quality, accountability and effectiveness of the humanitarian architecture in support of local and national systems, to deliver a more responsive and people-centred approach to humanitarian action.*

<b>Collective AAP Outcomes</b>		<b>Relevant Stage of Programme Cycle</b>
<b>Outcome 1:</b>	<p><b>Coordinated needs assessment and analysis reflects all affected community groups' information needs and communication preferences.</b></p> <p><b>Action 1.1:</b> Collate evidence collected from community feedback, perceptions and participation in inter-sectoral needs assessments.</p> <p><b>Action 1.2:</b> Aggregate and consolidate the collated evidence of coordinated community feedback and participation in response-wide analysis, including in the Humanitarian Needs Overview.</p>	Needs Assessment and Analysis

<p><b>Outcome 2:</b></p>	<p><b>Humanitarian response planning includes affected peoples' voices.</b>  <b>Action 2.1:</b> Integrate the evidence consolidated in Outcome 1 into sectoral and inter-sectoral planning, including in the HRP.  <b>Action 2.2:</b> Establish or adapt mechanisms for community feedback and information sharing to trigger adaptive programming.</p>	<p>Strategic Planning</p>
<p><b>Outcome 3:</b></p>	<p><b>Funding and resources are in place to ensure a coordinated approach to information provision, community feedback systems and participation.</b>  <b>Action 3:</b> Ensure appropriate financial and human resourcing is available to support coordinated information provision, community feedback systems and participation, with a particular focus on inter-agency coordination and information management capacity.</p>	<p>Resource Mobilisation</p>
<p><b>Outcome 4:</b></p>	<p><b>Response implementation is coordinated and driven by informed community participation and feedback systems and is monitored and adjusted as needed.</b>  <b>Action 4.1:</b> Ensure aggregated evidence included in the planning phase informs and adapts response implementation.  <b>Action 4.2:</b> Ensure that decisions on actions taken or not taken are communicated with communities, to 'close the feedback loop', as part of a continuous engagement and dialogue.</p>	<p>Implementation and Monitoring</p>
<p><b>Outcome 5:</b></p>	<p><b>Evaluation and review of collective AAP actions and outcomes is coordinated, participatory and transparent to inform learning.</b>  <b>Action 5.1:</b> Evaluate and review collective performance at the country level against the outcomes of the AAP framework to be accountable and inform future planning and learning.  <b>Action 5.2:</b> Ensure evaluations and review are designed and implemented with the participation of communities.</p>	<p>Operational Review and Evaluation</p>

## Background

AAP is the active commitment of humanitarians to use their power responsibly, by taking account of, giving account to and being held to account by communities.

This means ensuring affected communities are listened to, included and informed, and can participate in planning processes, so they can influence response decisions as well as assess the conduct and performance of humanitarians. For example, the community should be able to report possible cases of sexual exploitation and abuse, fraud, discrimination (including racism), corruption and other sensitive matters.

## Commitments and Standards

The Framework links measurable outcomes to the [Inter-Agency Standing Committee Commitments on AAP and PSEA](#), the [Core Humanitarian Standard \(CHS\)](#), the Grand Bargain [Participation Revolution commitments](#). The IASC Principals agreed to be held accountable for their progress on fulfilling the following commitments:

- Leadership
- Participation and partnership
- Information, feedback and action
- Results.

The AAP leadership role of the humanitarian country team is made explicit in the *Humanitarian Country Team (HCT) Compact*, which is part of the [IASC Standard Terms of Reference](#) for HCTs. Under the HCT Compact, HCTs are responsible for specific areas of accountability. This includes four non-negotiable priorities: centrality of protection, PSEA, gender-based violence and collective AAP.

The [Leadership in Humanitarian Action](#) handbook outlines the AAP responsibilities of the Resident Coordinator, Humanitarian Coordinator and HCT. It sets out the commitment to a framework to operationalise a collective humanitarian approach to AAP. In practical terms the handbook guides HCTs on engaging with, giving feedback to and adjusting the response based on the views of affected people.

The Framework operationalises AAP commitments and standards and links them to country-level approaches. Approaches include the [IASC PSEA Acceleration Plan](#), the inter-agency [PSEA Country-Level Framework](#), the [United Nations Disability Inclusion Strategy](#), the [Gender Accountability Framework](#) and the [IASC Best Practice Guide, Inter-agency Community-Based Complaints Mechanisms](#).

## Approach of the Framework

The Framework promotes a coordinated approach to community engagement and participation, emphasising inclusion of affected people, supported by a working group that shares and analyses data to strengthen decision-making, improve transparency and accountability and avoid duplication. The Framework aims to ensure overall response course correction is validated by individuals and groups in the communities we work with and is in line with their voices and needs. Above all, it sets out steps to ensure humanitarians comply with the commitments and standards established to prevent, and respond to breaches of accountability to affected people.

Within this Framework, the term ‘affected people’ includes all people, regardless of their gender, age, disability status and other diversities. This implies a need for processes and mechanisms to engage communities in their own languages. Those processes must be accessible to all people, including those with low literacy or physical, hearing, visual or intellectual impairments. They must also be accessible to people who may have difficulty accessing technology or public spaces due to poverty, isolation, gender norms, or stigma and discrimination. Because humanitarians are accountable to all affected people, mechanisms must be in place to respond to any form of discrimination against any person.

Many factors affect a person’s ability to engage with and receive support from humanitarian action. Humanitarians should consider the multiple factors that influence engagement with people and communities and may be barriers to inclusive accountability. Contextual factors such as racial, ethnic identity and a person’s gender, legal status, ability, religion, education, age, language, nationality, gender identity and sexual orientation may affect their access to assistance and protection.

Collective approaches, especially those that are localised or nationalised, are critical for Humanitarian Coordinators and HCTs to understand the overall needs and preferences of affected people across the response. A collective approach is essential to identifying gaps and guiding

resource priorities. The Framework provides a basis for such a collective approach. It helps humanitarian actors to work better together and ensure assistance is delivered to those people most affected by crisis, regardless of their diversities.

The Framework sets out steps to ensure humanitarians comply with the commitments and standards, including to address breaches of accountability. The five Outcomes relate to the phases of the programme cycle, leading to direct improvements in the response itself. This includes collecting feedback through needs assessments, including it in the analysis, and ensuring course correction. However, some elements of a country-level AAP action plan extend beyond the individual stages of the programme cycle. An example of this is the receipt of, referral of and response to sensitive complaints.

The scope of AAP can vary from expert to expert, and organisation to organisation. In its broadest sense, AAP is an umbrella for how we implement an entire response and act as aid workers towards affected people. This Framework limits itself to the functions and outcomes that can realistically be achieved by AAP practitioners; and does not refer to the accountability of the response in its entirety. It does however, aim to bring communities' perspectives of the entire response into question, especially through the review and evaluation processes in Outcome 5, and the use of the Results Tracker tool.