

RG2 Core Deliverables Purpose and Parameters

April 2021

This document sets out the purpose and parameters for each of its core deliverables approved by OPAG in 2020; The AAP Framework, Results Tracker, Portal and Service Directory.

PURPOSE OF RG2 CORE DELIVERABLES

AAP FRAMEWORK – a tool to help field leaders know **WHAT** to do to ensure collective responses are accountable and inclusive

ACCOUNTABILITY AND INCLUSION PORTAL – a go-to place for practitioners to better understand **HOW** to ensure responses are accountable and inclusive by making tools, guidance, policy, standards and advice more accessible

SERVICE DIRECTORY – a tool for practitioners and leaders to better know **WHO** can provide support for collective accountability and inclusion efforts and **WHERE**

RESULTS TRACKER – a tool to measure **HOW WELL** the system is doing in terms of collective accountability and inclusion

These are intended to form a complementary suite of tools that will enable leaders and practitioners to operationalise collective Accountability to Affected Populations (AAP) and deliver and measure results. While all tools are designed with the leaders and practitioners as the primary audience; the main focus is to ensure that affected people are at the heart and centre of humanitarian action and that we are accountable to them, inclusive of their diversities (gender, age, disability, ethnicity etc).

In 2020, the foundations for the tools were discussed and agreed upon at the global level. RG2 will finalise, socialise and pilot these tools in selected countries throughout 2021; the ultimate goal being that they are practical and used by leaders and practitioners in the field. They are all 'living documents' and will evolve over time.

In addition, as part of its 2021 workplan, RG2 will lead a new workstream on collective complaints and feedback mechanisms and start to integrate anti-racism and discrimination into the core deliverables, as is already the case for PSEA. RG2 will also continue to lead separate PSEA deliverables (outside of the scope of this document).

PARAMETERS OF RG2 CORE DELIVERABLES

AAP Framework

This product has been designed around the following parameters:

1. The Framework aims to address some of the barriers to implementing collective AAP identified by leaders during a P2P workshop in December 2019; namely:
 - a. The need for consistent, systematic and integrated AAP at all levels, including in planning processes
 - b. The need for effective and consistent communication about what we are trying to achieve on AAP
 - c. The need for tools to create the needed culture change around AAP

2. The Framework sets out key outcomes and actions that need to be undertaken by leaders and Inter-Cluster/Sector Groups throughout the humanitarian programme cycle. The Framework enables humanitarian leadership to operationalise their commitment on AAP, through a country level-action plan with guidance for practitioners. This guidance aims to be instructive, while non-prescriptive, allowing country-level operations the flexibility to develop their plans according to the country context.
3. In recognition that not all elements of AAP can be captured in the phases of the HPC; such as handling sensitive complaints; the Framework refers to the imperative of acting immediately in such cases.
4. OCHA is leading the development of this tool. Given the normative nature of the RGs and uncertainty about their future, this ensures that the tool will be embedded in the humanitarian response system and therefore sustainable.
5. The goal of the Framework is to ensure that our collective responses are accountable to all affected people, inclusive of their diversities. The Framework makes links to relevant gender, disability and age guidance and resources to ensure that all AAP mechanisms are designed to encourage, listen to and act on all people's voices and provide information that will help them make informed decisions about their own lives.
6. The Framework also sets out guidance on how to ensure breaches of accountability such as, discrimination, racism, SEA, are heard, known about and acted upon.
7. The Framework directly links to RG2's other tools - by ensuring that those who develop the country-level action plan:
 - a. have access to other tools, guidance, policies and case studies - through the Accountability and Inclusion Portal
 - b. are able to know who is able to provide services on accountability and inclusion - through the Service Directory
 - c. are able to identify indicators to develop a monitoring framework - through the Results Tracker
8. The Framework provides guidance on the integration of collective feedback mechanisms in an overall action plan and provides limited guidance on the establishment and implementation of CFMs. However, this is a specific area of work while detailed guidance is still being developed, more tools will be available at a later date.
9. The Framework provides guidance on how to build on and support the work of existing local networks and national actors; recognising that they are often best placed to lead on AAP efforts due to their being trusted by communities.
10. The Framework is primarily intended for use in humanitarian responses; but seeks to incorporate complementarities across the nexus, public health emergencies, and can be adapted for use in refugee contexts.
11. The Framework has benefited from extensive consultation within RG2 including through a dedicated Working Group and will be field tested throughout the second half of 2021 in consultation with leaders and those responsible for developing the country-level action plan. Following this pilot phase and evaluation, the Framework will be further refined.

Results Tracker

This product has been designed around the following parameters:

1. The Tracker aims to address the gap in evidence of our collective performance on AAP in the humanitarian system.
2. The Tracker will measure progress on how accountable our collective responses are to affected people. Data will be collected so that we can assess gaps, trends and areas for further investment. This is not intended to spotlight failures or compare countries or initiatives; but rather incite a discussion on how we can collectively progress work around AAP.
3. The tool is designed to build on existing structures and indicators so as not to place additional burden on country level capacity. It is therefore based on existing collective indicators already being collected at the global level. However, it will allow for additional sources of data to be incorporated when gaps are identified.
4. The tool is not intended to recommend organisations or initiatives to fill gaps where identified in the data collection; as this needs to be led from the country, based on who is best placed to lead in their context. The Service Directory will help country leaders identify relevant service providers.
5. The primary users for the Tracker will be country-level leaders (HCs, HCTs), AAP technical actors (AAP Coordinators and working groups). The tool will also provide a means of advocating to donors and global level actors to fill identified gaps.
6. The Tracker has benefitted from extensive consultation in RG2 through a working group comprising of those leading on collective initiatives including the Disability Reference Group, the Gender Reference Group, the CDAC Network, The CHS Alliance, REACH, OCHA, Ground Truth Solutions, the Global Protection Cluster and representatives of the IASC PSEA Thematic Expert Group, amongst others.
7. The Tracker is designed around the Core Humanitarian Standard 9 Commitments adapted to the collective level. This decision was unanimously taken by the Working Group and also supports HC's requests raised during the P2P workshop in December 2019 for us to better align with the CHS.
8. Since January 2021, as a core member of RG2, the CHS Alliance has been heading the development of the Tracker. This was very welcomed and provides key advantages. Notably, the CHS Alliance is the owner of the CHS Verification Scheme, framing how humanitarian organisations are verified against the Core Humanitarian Standard. In addition, given the normative nature of the RGs and uncertainty about their future, this ensures sustainability for future development and operationalisation of the tool.
9. The Tracker sets out 2 level of indicators for each CHS commitment:
 - a. How the system is working based on already established means of verification
 - b. Community perceptions of how the system is working
10. Visualization of the data collected through the first phase will be shared in Q2 2021. RG2 has analysed what did and didn't work well through this stage and use these findings to refine the tool throughout 2021; including the addition of new indicators if required. This refinement process will

include consultations and field testing in Q3 and Q4 with the primary users at country and global levels.

Portal and Service Directory (shared with OPAG on 23 March 2021)

[IASC Accountability and Inclusion Resources Portal | Home \(alnap.org\)](#)

[Accountability and Inclusion Service Directory | IASC \(interagencystandingcommittee.org\)](#)

These products have been designed around the following parameters:

1. To achieve results on the ground we need to be as inclusive as possible; our Service Directory (led by WFP) and Portal (led by UNICEF and hosted by ALNAP) therefore aim to bring together resources from both IASC and non-IASC members.
2. These tools are intended for use by leaders and practitioners who are aiming to deliver people-centred approaches at country-level. They will encompass policies, guidance, case studies, tools and services covering a variety of themes including: those that enable inclusive accountability, and relevant aspects of gender, age, disability, MHPSS, racism, LBGTQI and other diversities.
3. As the IASC cannot be responsible for vetting all non-IASC resources; the responsibility for inputs will remain with the contributing organisation and practitioners will be able to rate the usefulness of the documents provided.