



**RESULTS GROUP 2**  
**ACCOUNTABILITY AND INCLUSION**  
15 April 2021



# AGENDA

- **Introduction (10 minutes)**
- **Deep Dives (1 hour)**
  - Accountability Framework (Rachel Maher, OCHA)
  - Results Tracker (Gergey Pasztor, CHS Alliance)
  - Open for discussion
- **Updates on PSEA (15 minutes)**
- **AOB (5 minutes)**

# Collective AAP Framework

Results Group 2 – Accountability & Inclusion  
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# What is the Collective AAP Framework?

- The Framework outlines five Outcomes and related Actions aligned to the Humanitarian Programme Cycle (HPC).
- 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).
- It is based on core commitments and practical steps to make humanitarians accountable to people affected by crisis.
- It complements commitments and approaches to protection from sexual exploitation and abuse (PSEA), inclusion and other cross cutting issues.

# How does it work?

- The Framework is supplemented by background and approach, relevant standards and commitments.
- A step-by-step Guidance and a Template (Annexed) enables the development of a country-level AAP action plan that operationalises the Framework.
- It is the role of the Resident Coordinator, Humanitarian Coordinator and HCT 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.

# AAP Standards & Commitments

- The Framework links measurable outcomes to:
  - [Inter-Agency Standing Committee Commitments on AAP and PSEA](#)
  - [Core Humanitarian Standard](#) (CHS),
  - Grand Bargain [Participation Revolution commitments](#).
- The Framework operationalises AAP commitments and standards and links them to country-level approaches:
  - [IASC PSEA Acceleration Plan](#)
  - [PSEA Country-Level Framework](#)
  - [United Nations Disability Inclusion Strategy](#)
  - [Gender Accountability Framework](#)
  - [IASC Best Practice Guide, Inter-agency Community-Based Complaints Mechanisms](#).
- The AAP leadership role of the *Humanitarian Country Team (HCT)* is part of the [IASC Standard Terms of Reference](#) for HCTs.
- The AAP responsibilities of the Resident Coordinator, Humanitarian Coordinator and HCT is outlined in the [Leadership in Humanitarian Action](#) handbook.

# The Framework: five Outcomes

	<b>Collective AAP Outcomes</b>	<b>Relevant Stage of Programme Cycle</b>
<b>Outcome 1:</b>	Coordinated needs assessment and analysis reflects all affected community groups' information needs and communication preferences.	Needs Assessment and Analysis
<b>Outcome 2:</b>	Humanitarian response planning includes affected peoples' voices.	Strategic Planning
<b>Outcome 3:</b>	Funding and resources are in place to ensure a coordinated approach to information provision, community feedback systems and participation.	Resource Mobilisation
<b>Outcome 4:</b>	Funding Response implementation is coordinated and driven by informed community participation and feedback systems and is monitored and adjusted as needed.	Implementation and Monitoring
<b>Outcome 5:</b>	Evaluation and review of collective AAP actions and outcomes is coordinated, participatory and transparent to inform learning.	Operational Review and Evaluation

# Outcome 1: Evidence, perceptions, needs.

**Coordinated needs assessment and analysis reflects all affected community groups' information needs and communication preferences.**

**Action 1.1:** Collate evidence collected from community feedback, perceptions and participation in inter-sectoral needs assessments.

**Action 1.2:** Aggregate and consolidate the collated evidence of coordinated community feedback and participation in response-wide analysis, including in the Humanitarian Needs Overview.

**Program Cycle: Needs Assessment and Analysis**



# Outcome 2: Planning, participation, voices.

**Humanitarian response planning includes affected peoples' voices.**

**Action 2.1:** Integrate the evidence consolidated in Outcome 1 into sectoral and inter-sectoral planning, including in the HRP.

**Action 2.2:** Establish or adapt mechanisms for community feedback and information sharing to trigger adaptive programming.

**Program Cycle: Strategic Planning**

# Outcome 3: Financing, resource allocation.

**Funding and resources are in place to ensure a coordinated approach to information provision, community feedback systems and participation.**

**Action 3:** 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.

**Program Cycle: Resource Mobilisation**

# Outcome 4: Course correction, closing the loop.

**Response implementation is coordinated and driven by informed community participation and feedback systems and is monitored and adjusted as needed.**

**Action 4.1:** Ensure aggregated evidence included in the planning phase informs and adapts response implementation.

**Action 4.2:** 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.

**Program Cycle:** Implementation and monitoring

# Outcome 5: Learning, evaluation, system change.

**Evaluation and review of collective AAP actions and outcomes is coordinated, participatory and transparent to inform learning.**

**Action 5.1:** 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.

**Action 5.2:** Ensure evaluations and review are designed and implemented with the participation of communities.

**Program Cycle: Operational Review and Evaluation**

# Country-level AAP Action Plan: Guidance and Template

## Action 2.1: Integrate the evidence consolidated in Outcome 1 into sectoral and inter-sectoral planning, including in the HRP.

### Tasks:

- Specify information formats and media that promote accessibility. For example, consider the information needs of people who use minority languages, have low literacy rates or have physical, hearing, visual or intellectual impairments. Be aware that some people have difficulty accessing information via technology or in public spaces due to poverty, isolation, gender norms, stigma and discrimination.
- Access and use thematic expertise held by existing community engagement and accountability working groups or staff from organisations with dedicated community engagement programming.
- Engage appropriate partners early in the process through:
  - the Humanitarian Country Team to ensure overall leadership; and
  - the Inter-Cluster / Sector Coordination Group, to ensure there is a clear plan for integrating collective information into operations and referring upwards to the HCT.

### Remember to:

- Reflect the needs and priorities of people who experience humanitarian consequences differently due to age, gender, disability and other diversities.
- Coordinate planning to ensure complementarity and linkages across the following areas of focus: PSEA, AAP, discrimination, gender, age, inclusion of persons with disabilities and other diversities.
- Ensure all of the above supports the establishment, adaptation and continued operation of a collective complaints and feedback mechanism.

### Key resources:

- [AAP Guidance for Humanitarian Response Plans \(HRPs\)](#)
- [PSEA Guidance for HRPs](#)
- [PSEA Country-Level Framework](#)
- [IASC Guidance Note on COVID-19 and PSEA](#)
- [Guidance on strengthening disability inclusion in HRPs](#)
- [CDAC Network How-To Guide on Collective Communication and Community Engagement in humanitarian action](#) p.20
- [IASC Guidelines, Inclusion of Persons with Disabilities in Humanitarian Action, Chapter 7, page 44](#)
- [PSEAH Index](#)
  
- Other relevant policies, guidance, tools and case studies can be found in the [Accountability & Inclusion Portal](#)
- Relevant service providers can be found in the [Service Directory](#)
- Related indicators: Insert link to results tracker

# Next Steps, Workplan for 2021

Action	When
Reviewing and finetuning framework text and structure including consultations with technical working group; RG2.	February to April
Coordinate efforts to liaise with the HCs consulted on the AAP framework	May
Finalization of draft to share, for piloting at country level.	April
Identification of potential pilot countries.	April
Development of communication materials to present Framework.	April to June
Outreach to countries for piloting.	April to June
Piloting of the AAP Framework and analysis of lessons learned.	June to December
Finalization of the Framework.	December
Share outcomes, learning and revise Framework as needed. Align with learning and outcomes of the Results Tracker.	December – ongoing.

# IASC Results Tracker

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# What is the Results Tracker?

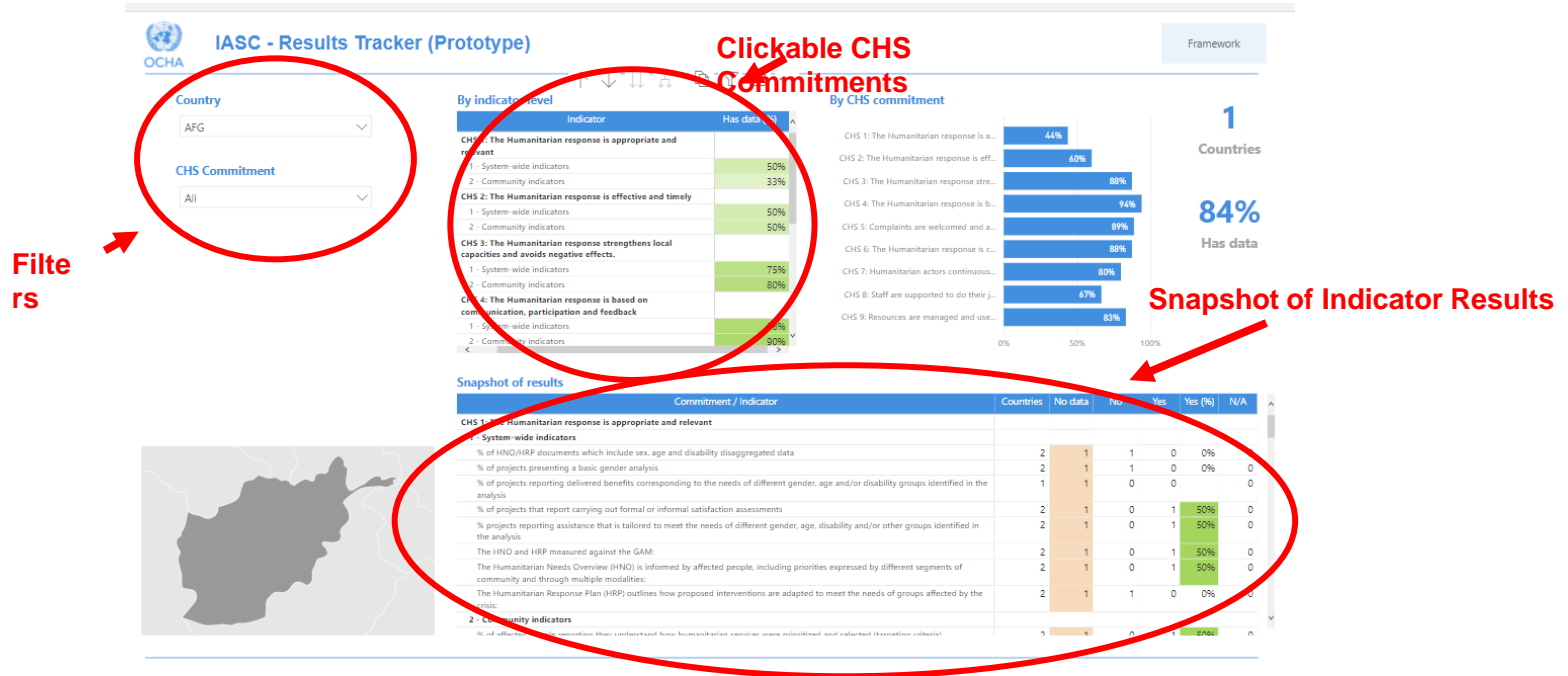
- The Results Tracker is an indicator set for monitoring performance at the collective level against the Nine Commitments of the [Core Humanitarian Standard](#).
- It relies mainly on indicators already monitored by the sector, with the intention being to leverage what already exists and the minimize burden on field actors.
- The data collected through the Results Tracker will be visible through a dedicated online PowerBi Dashboard with exportable reports (see Slides 4 & 5)
- The Results Tracker is central to monitoring Outcome 5 of the IASC Collective Accountability Framework (i.e. Evaluation and review of collective AAP actions and outcomes is coordinated, participatory and transparent to inform learning)



# Who should use it and how?

- The **primary users** for the Tracker
  - Country-level leaders (HCs, HCTs)
  - AAP technical actors (e.g. AAP Coordinators, AAP WG other AAP actors)
  - The Tracker will also provide a means of advocating to donors and global level actors to fill identified gaps.
- **How:** By viewing the Results Tracker data through the Dashboard, primary users will be able to assess gaps, trends, and areas for further investment at the collective level.
- **Action:** Other deliverables of RG2 – the portal and service directory – provide guidance and resources for further investment.

# Results Tracker Dashboard (PowerBi)



*This presentation includes sample and dummy data*

# Results Tracker Report (PowerBi PDF Export)

Community		Indicator: [Of those who received aid in the past x period] % of Households (HHs) who were satisfied with the aid they received (2019 MSNAs: Bangladesh, Iraq, Libya, Syria, Yemen)	
Source: <u>REACH through MSNAs</u>		2019	2020
Total		See above	See above
Afghanistan		No data	No data yet
<a href="#">More info</a>			
Burkina Faso		No data	Non-displaced (75%) IDPs (50%)
<a href="#">More info</a>			
Iraq		67% (IDP in camp) 71% (IDP out of camp) 89% (Returnee)	IDP in camp(76%) IDP out of camp (66%) Returnee (97%)
<a href="#">More info</a>			
LBY (Libyan population)		78%	78%
LBY (Refugee & Migrant population)		No data	68%
Niger		z_NoData	79%
<a href="#">More info</a>			
Nigeria		No data	58%
<a href="#">More info</a>			
Somalia		No data	84%
<a href="#">More info</a>			

**Data Source**

**Hyperlink to more detailed / disaggregated data from data source**

*This presentation includes sample and dummy data*

# Afghanistan

	2019	2020
<b>CHS1 The Humanitarian response is appropriate and relevant</b>		
<b>System-wide indicators</b>		
Indicator: <b>HNO is informed by affected people, including priorities expressed by different segments of community and through multiple modalities:</b>	z_NoData	z_NoData
<b>Community indicators</b>		
Indicator: <b>Most commonly reported modalities of assistance that Households would prefer to receive in the future</b>	Cash (74%) <a href="#">More info</a>	No data yet

*This presentation includes sample and dummy data*

# Link to source (more info for indicator)



# Next Steps / Workplan 2021

- **Refining the Results Tracker Indicator Set**

- January to March: Consultancy to review the indicator set in line with the CHS Commitments and what data is already monitored by the sector
- April to December: Two more rounds of indicator set revision, involving the Results Tracker Working Group & learning from the pilots (see below).
- December: Finalization of the Results Tracker

- **Piloting the Results Tracker**

- January to March: Design of the Pilot ToRs, Identification of potential pilot countries. Initial round of data collection using the PowerBi Dashboard.
- April to June: Development of communication materials and outreach to countries
- July to December: Piloting of the results tracker and analysis of lessons learned.

# Next Steps / Workplan 2021

Action	When
<b>Refining the Results Tracker Indicator Set</b>	
Consultancy to review the indicator set in line with the CHS Commitments and what data is already monitored by the sector	January to March
Two more rounds of indicator set revision, involving the Results Tracker Working Group & learning from the pilots (see below).	April to December
Finalization of the Results Tracker	December
<b>Piloting the Results Tracker</b>	
Design of the Pilot ToRs, Identification of potential pilot countries. Initial round of data collection using the PowerBi Dashboard.	January to March
Development of communication materials and outreach to countries	April to June
Piloting of the results tracker and analysis of lessons learned.	July to December

# Q&A / Discussion



## Topics

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IASC External  
Review

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PSEA related  
RG2 Deliverables

# IASC PSEAH External Review Terms of Reference 2021

## Main objectives of the external review:



Assess the status of findings of 2010 key/ challenges/ gaps/ needs across agencies in the IASC and identify new findings to promote learning.



Assess accountability using the 2010 review as a baseline

The extent to which PSEA obligations have been implemented

How the IASC has taken on the 2010 recommendations.



Assess how well the system as a whole (including the UN, I/NGOs, Red Cross/ Red Crescent Movement) is addressing PSEAH



Provide recommendations for improvement that are applicable across agencies.

## Deliverables

- An inception report (incl. final methodology, tools...)
- A desk review of the 2010 findings a (incl. recommendations and the current status of PSEAH)
- A global review report (incl. findings & recommendations)
- Presentation of initial findings at workshop (September)

Our Commitment to Protection from Sexual Exploitation and Abuse

**Resources:** IASC website <https://psea.interagencystandingcommittee.org>

# PSEA related RG2 Deliverables

Support stakeholders to prevent and respond to sexual exploitation and abuse and harassment (RG2 PSEAH deliverables).

- **IASC PSEA Field Support** remote and in countries mission to support to HCs/HCTs and PSEA networks
  - **Field support missions: DRC & CAR**
  - **Mapping exercise to update the Global Dashboard** – result expected in June 2021
  - Remote support

Inter-agency CBCM Best Practice Guide updated

- IOM

Community outreach and Communications Fund

- UNHCR/ICVA

Support organizations in the aid sector to stop perpetrators of SEAH from working in the aid sector via more and better criminal records and reference checks on staff

- Further adoption of the Misconduct Disclosure Scheme (SCHR)

