

IASC Results Group 2 on Accountability and Inclusion

Progress Report (based on Work Plan 2021)

2020/2021 Priority Areas of Work

PRIORITY AREAS OF WORK	"ORIGINAL" CONCRETE DELIVERABLES	TIMELINES & STATUS (as per WP)	LEADS	STATUS As of November 2021
<p>Enable the humanitarian system to measure HOW WELL it is doing in terms of collective accountability and inclusion</p>	<p>Global Accountability and Inclusion Results Tracker refined and socialized with the field;</p> <p>Including:</p> <ul style="list-style-type: none"> • Collective indicators on preventing and responding to racism and all kind of discrimination towards affected people integrated. • PSEA indicators and guidance (as developed below) for the country-level framework integrated. 	<p>UPCOMING following finalization of 2020 activities.</p> <p>Pilot countries for 2021 for field support will be identified according to capacity and priorities; using the CHS as the entry-point; especially for stakeholders operating at country level (including Intl and Natl orgs)</p> <p>Refinements will continue throughout 2021.</p>	<p>CHS Alliance to lead Coordinators leading Existing Working Group comprising of:</p> <p>Gender Reference Group (GRG), Reference Group on Persons with Disabilities, MHPSS Reference Group, informal RG2 Race & Discrimination Focus group; informal RG2 focus group on age; RCCE Core Group; Global Protection Cluster (GPC), A4EP, ALNAP, CDAC Network, CHS Alliance, DFID, Edge Effect, GENCAP, Ground Truth Solutions (GTS), IMPACT, Interaction, IOM inter-agency PSEA, OCHA, SCHR, SPHERE, Translators without Borders; UNHCR, UNICEF, WFP</p>	<p>The Results Tracker is a tool to monitor collective AAP performance at country level. It has gone through a series of technical consultations to populate the series of indicators against the 9 CHS commitments.</p> <p>It relies primarily on data already collected in the humanitarian sector in order to minimize negative burden on field actors. Data are grouped in two categories: system-wide indicators (i.e. indicators which measure humanitarian processes) and community indicators (i.e. indicators which collect communities' perception of the humanitarian response).</p> <p>A workshop was held in June 2021 to reconvene with the global data sources to rationalise the indicators. This collaboration reduced the indicator set from over 70 to 46, removing duplicates. A further meeting was held in November 2021 to share back lessons learnt from the initial field testing and to get recommendations on the next steps. Throughout the Results Tracker development bi-lateral technical consultations have taken place with data sources to consider the most appropriate use of their data and</p>

				<p>results. These conversations have resulted in a richer understanding of the AAP data being collected across the system and identification of gaps in data across the system.</p>
<p>Enable field leaders to know WHAT to do to ensure collective responses are accountable and inclusive</p>	<p>Collective Accountability and Inclusion Framework for HCs/HCTs refined, socialized and its piloting in the field supported.</p> <p>Including:</p> <ul style="list-style-type: none"> • Prevention and response to racism and all kinds of discrimination of affected people integrated. • IASC PSEA Country-level framework integrated (as developed below) 	<p>UPCOMING following finalization of 2020 activities.</p> <p>Pilot countries for 2021 for field support will be identified according to capacity and priorities.</p> <p>Refinements will continue throughout 2021.</p>	<p>OCHA leading Existing Working Group comprising of:</p> <p>Reference Group (RG) on Persons with Disabilities, MHPSS Reference Group, Gender Reference Group; informal RG2 Race & Discrimination Focus group; informal RG2 focus group on age; RCCE Core Group; A4EP, CDAC Network, Edge Effect, Ground Truth Solutions, ICVA, IFRC, Interaction, IOM, IOM inter-agency PSEA UNICEF, UNHCR, WHO, WFP</p>	<p>The draft AAP Framework was presented and discussed at a workshop with seven HCs/RCs on 17 June 2021. At the workshop, it was agreed to undertake similar workshops with HCTs, taking the AAP Framework as a part of a ‘gold standard’ or ‘must have’ to deliver on AAP and adapting it as required by contextual realities. The workshop report with full list of recommendations is available here. The timing of these workshops was proposed at country-level, in alignment with the identified operational priorities and in particular alongside existing strategic and functional work in other operational areas. The countries represented were Syria-Damascus and Syria-cross border, Bangladesh, Lebanon, Somalia, Burkina Faso and Cameroon.</p> <p>The IASC co-facilitated the first of these AAP country-level events, through a series of training, workshops and consultations in Gaziantep from 1 to 3 November, with the focus on identifying challenges, opportunities and key actions for overcoming barriers to collective AAP in north west Syria. The workshop resulted in the development of a draft Collective AAP Action Plan that aims to enable the Humanitarian Liaison Group to strengthen response-wide efforts to meet the expressed needs and concerns of affected communities. It sets out steps to ensure better participation in response planning and monitoring; increase and strengthen the role of NGOs working with affected communities and to lay foundations for</p>

				<p>more sustained engagement, durable solutions and anticipatory action. It is anticipated that the second of these will be held in Lebanon in early December, with future workshops planned for Ethiopia, Somalia and Bangladesh.</p> <p>The interim assessment of the function and utility of the tools is that it is a useful guidance and would be considered helpful in terms of ensuring that AAP is strengthened in the HPC; offering guidance and a departure point and reference to global standards.</p> <p>Given the limited opportunity to test the tool itself, more insight is required regarding its sustained utility, the need for adaptation, while recognising that every context is very specific. The current version is anticipated to assist multiple contexts and commended <i>for provisional release</i>, with anticipated extended testing and use of the tool at the country level over the coming 12 months.</p>
<p>Enable practitioners to better understand HOW to ensure responses are accountable and inclusive and WHO and WHERE they can get support from</p>	<p>Accountability & Inclusion Portal and Service Directory refined, socialized and its operationalization with the field supported.</p> <p>Including:</p> <ul style="list-style-type: none"> • Localization resources, learning from local/regional actors 	<p>UPCOMING following finalization of 2020 activities</p> <p>Pilot countries for 2021 for the service directory will be identified according to capacity and priorities.</p>	<p>Lead for A&I Portal: UNICEF, ALNAP</p> <p>Lead for Service Directory: WFP</p> <p>Lead for COVID-19 resources: IASC Secretariat</p>	<p>The Accountability and Inclusion portal has been up and running for a year. So far:</p> <ul style="list-style-type: none"> - Over 9,000 individuals have accessed the portal - 450 resources have been uploaded - 11 blogs have been posted <p>The portal includes the service directory which brings together services offered by 73 organizations. A new</p>

	<p>(case studies etc.) and local services integrated.</p> <ul style="list-style-type: none"> Resources and services on racism and all kinds of discrimination (in the workplace and for affected people) integrated. Resources and services on PSEAH integrated; including with linkages to the IASC PSEA microsite. <p>The <u>dedicated webpage</u> for COVID-19 accountability and inclusion related resources maintained and updated.</p>	<p>Refinements will continue throughout 2021.</p>		<p>round for entries in the service directory is planned for end 2021/early 2022.</p> <p>The portal also includes a Help Desk function (rg2advice@un.org) for any query on the following areas: Accountability to Affected Populations (AAP), Protection from Sexual Exploitation and Abuse (PSEA), gender, age, persons with disabilities and other diversities.</p>
<p>Enable practitioners to better roll-out safe, accessible and inclusive collective complaints and feedback mechanisms (CFMs)</p>	<p>Cross-cutting tools developed based on:</p> <ol style="list-style-type: none"> Minimum operational requirements for including communities in the design of CFMs Simple referral tool for sensitive complaints Common standards and principles for collecting, sharing and actioning feedback and complaints data (including for sensitive complaints such as SEA, racism etc.) 	<p>Pilot countries for 2021 will be identified according to capacity and priorities.</p>	<p>Lead for (a): CDAC and UNHCR</p> <p>Lead for (b): CHS Alliance</p> <p>Lead for (c): WFP and IFRC</p> <p>Leads to work with technical working groups and consult with: Reference Group on Persons with Disabilities, MHPSS Reference Group, Gender Reference Group, informal RG2 Focus Group on race &</p>	<p>The following progress has taken place on the three sub-components of this area of work:</p> <ol style="list-style-type: none"> Minimum operational requirement for including communities in the design of CFMs. The MSNA questions for increasing participation in the design of CFMs have been finalised. Those were revised to be used as a minimum but also to support more in-depth participatory design processes for CFMs. Complementary guidance was also developed on how to use those questions as well as a page of resources from partner organisations who have developed participatory design tools which are available for immediate use as well.

	<p><i>These outputs will directly feed and complement and the CBCM Best Practice Guide Update (as below).</i></p>		<p>discrimination; informal RG2 focus group on age; RCCE Core Group; Global Protection Cluster, Global CCCM Cluster A4EP, CDAC Network, CHS Alliance, CR Juris Consulte, Edge Effect, FCDO, GTS, GOAL, HIAS, ICRC, IFRC, Internews, IOM, IOM inter-agency PSEA; Loop, NRC, OCHA, OHCHR, Oxfam, Plan International, REACH/IMPACT, Save the Children, Sphere Project, Translators without Borders, UNHCR, UNICEF, UNFPA, WFP, World Vision,</p>	<p>b. A simple referral tool. This tool as originally envisaged requires major changes in the way sensitive complaints are referred at country level, implying a single referral pathway for all complaints, which is far beyond the remit of RG2. One option which will require further consultations with RG2 members is to focus on a simple pocket card for field workers which will contain some tailored information when confronted to sensitive cases, with the referral aspects to be adapted in each context.</p> <p>c. A data standards package was developed and organised around 5 main steps of the feedback cycle. It provides the minimum requirements to enable the sharing and aggregation of feedback data, but also provides additional guidance and resources for those who need it. The 5 main steps are:</p> <ul style="list-style-type: none"> • Design of data system • Receipt of feedback data • Triage and initial response • Preparation and sharing of feedback data • Using community feedback <p>The finalisation of the Data standard package described above will be completed before the end of the year and will be field tested in 2022 and are planned to be endorsed during that same year.</p>
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<p>Support organisations to prevent racism and all kinds of discrimination for affected people.</p> <p><i>For other IASC racism and discrimination deliverables see annex (pending).</i></p>	<p>Anti-racism and all kinds of anti-discrimination mainstreamed in the deliverables above</p> <p>Set of IASC principles developed on racism and discrimination that can complement the IASC Principals Statement specifically for what concerns affected people; support what individual IASC members and other entities are doing internally (HR, etc.); and be used to raise awareness amongst communities</p>	<p>Pilot countries for 2021 will be identified according to capacity and priorities.</p>	<p>Lead for IASC Principles: GPC</p> <p>Lead to consult with Internal RG2 consultation group (already established) comprising of: A4EP, CARE International, CDAC Network, CHS Alliance, CRJuris Consulte, Edge Effect, FAO, Global Protection Cluster, ICVA IOM, OCHA, Oxfam GB, Plan International UNHCR, UNFPA, WFP</p>	<p>Two consultations held with informal group of 15 volunteers to inform the Draft Action Plan that RG2 was tasked to draft for OPAG and to discuss impact of Action Plan on RG2's work.</p> <p>Draft Action Plan submitted to OPAG as agreed for their 3 February discussion on anti-racism and was welcomed by OPAG members. RG2 was not involved in subsequent discussions at the Deputies level, during which the draft Action Plan underwent substantial changes, which only partly correspond to RG2's deliverables. Two calls were then made in the June and October RG2 meetings for volunteers to continue this discussion but did not result in any progress.</p> <p>RG2 has worked over 2021 to make all its deliverables accessible and inclusive of all kinds of discriminations.</p> <p>NB: The IASC Action Plan does not contain indication of need to develop IASC Principles</p>
<p>Support stakeholders to prevent and respond to sexual exploitation and abuse and harassment (RG2 PSEAH deliverables).</p>	<p>a. PSEA and SH mainstreamed in the deliverables above</p> <p>b. IASC PSEA Field Support provides remote and deployable support to</p>	<p>IASC PSEA priority countries (countries with Humanitarian Response</p>	<p>IASC PSEA Field Support Team members</p>	<p>The Joint HCT/UNCT Action Plan Model Framework and indicators was launched in June/July this year and is being rolled out as a requirement globally.</p> <p>IASC Field Support Team missions took place to DRC in late 2020 and CAR in early 2021. A mission also took place in person to Haiti as part of the IASC External Review. Ongoing technical support continues to be</p>

<p>For other IASC PSEA deliverables see annex.</p>	<p>HCs/HCTs and PSEA networks to scale up PSEA within humanitarian response.</p> <p>Including: IASC PSEA Country Level Frameworks outputs and outcomes are monitored.</p> <p>IASC PSEA Indicator Guidance is finalized and rolled out across all countries with a humanitarian response, to support PSEA integration in all HRPs and ongoing PSEA network activities.</p> <p>c. Global Dashboard updated and maintained</p>	<p>Plan or similar and COVID-19 EDG prioritized countries).</p> <p>IASC Secretariat, UNICEF, IOM, Oxfam, InterAction, UNHCR, UNFPA, UNDP, WFP</p> <p>IASC Secretariat, UNICEF</p> <p>Consultations throughout 2021 (continued from 2020)</p> <p>Biannually collect in-countries data on PSEA implementation to track progress, and address gap as they arise.</p>	<p>UNICEF/IASC Sec</p>	<p>provided to priority countries by the IASC Field Support team to priority humanitarian crisis context. Support also provided through the deployment of PSEA Coordinators to priority contexts.</p> <p>Country Level model frameworks and indicators for HCT/IASC PSEA Action Plans were launched in June 2021 as a requirement for all HCTs/UNCTs globally. A set of minimum actions on PSEA to guide the Action Plans were also disseminated. Support was provided to countries in developing their action plans.</p> <p>The IASC FST, led by UNICEF, have worked with priority humanitarian crises and contexts (35 in total) to collect data on agreed indicators for the IASC PSEA Global Dashboard and country pages. Once the data is ready, the updated Dashboard will be launched.</p> <p>The indicator guidance has been revised to reflect the updated model templates and indicators. Work to finalize the revised guidance in consultation with the IASC PSEA FST and other stakeholders is ongoing.</p> <p>Work on updating the Inter-Agency CBCM guidance is ongoing.</p>
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	<p>d. Minimum Standards Operating Procedure for PSEA (MOS – PSEA) updated and disseminated</p> <p>Including:</p> <p>Robust vertical and horizontal coordination and harmonization with CHS Standards</p> <p>e. Inter-agency CBCM Best Practice Guide updated (resource for PSEA stakeholders)</p> <p>f. Community outreach and Communications Fund</p>	<p>Review started in 2020 and to be finalised in 2021</p> <p>Support to selected organisations that received communication fund in 2020 to continue through 2021 and sustained by a group of PSEA experts.</p>	<p>IOM inter-agency PSEA</p> <p>UNHCR/ICVA</p>	
<p>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</p>	<p>Further adoption of the Misconduct Disclosure Scheme</p>		<p>SCHR</p>	<p>The Misconduct Disclosure scheme is now being implemented in part or full by some 101 organisations across the sector, including private sector actors.</p> <p>Conversations with UN agencies and OneHR (a collective UN HR/Referencing Team), which supports 10 UN agencies with recruitment and referencing processes, has identified a potential way forward to</p>

				<p>support individual UN agencies to implement the Scheme.</p> <p>Several briefings have been scheduled, including Norwegian Network of NGOs and Southwest International Development Network. This led to tangible actions. In addition to this, in September the Scheme has been presented during the Core Humanitarian Standard Alliance Exchange.</p> <p>Legal worries about the scheme have been further addressed with supportive advice from a specialist London QC with extensive experience in the prevention of abuse.</p> <p>Representatives from more than 50 Implementing Organisations joined biannual implementation peer-learning calls in September to discuss how implementation of the scheme is progressing and share good practice.</p> <p>Planning for focused roll out of the scheme in particular high-risk contexts continues with the active engagement of national PSEA forums in Syria, Greece and Ethiopia.</p>
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