RESULTS GROUP 2
ACCOUNTABILITY AND INCLUSION
17 June 2021
AGENDA

- **Intro and general updates** (10 mins)
- **Updates on RG2 Deliverables** (50 mins)
  - Results Tracker
  - Accountability Framework
  - Global Platform and Service Directory
  - Complaints and Feedback Mechanism workstream
  - Anti-racism and discrimination workstream
  - PSEA workstream
- **Update on Piloting Plan** (10 mins)
- **Presentation: Running an accessible meeting – lessons learned** (Ricardo Pla Cordero) (15 mins)
- **AOB**
OPAG meeting 19 May

- **Objectives:** Reflect on the ICVIC proposal and discuss what more the IASC can do collectively to address AAP
- **Discussion with members:** General agreement about the diagnosis but concerns about the proposal itself
- **Outcomes:**
  - Build on existing structures and efforts to strengthen AAP including for the IASC to consider better utilizing Inter-agency Humanitarian Evaluations (IAHEs) and joint needs assessments to support monitoring and evaluation of humanitarian response to better capture the needs of the affected populations [OCHA with the support of relevant OPAG members; IAHE Steering Group].
  - Create a time-bound taskforce (1-2 months) to develop a proposal for the IASC to be more collectively responsive to the feedback of affected people. Taskforce to include local representative(s) [WFP in collaboration with IASC members and with the support of the IASC secretariat]
Results Tracker
(CHS Alliance)

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RESULTS TRACKER

Where are we now?

All data for 2020 uploaded into Power Bi

Lessons Learnt

- Can be used to identify gaps in data at the country level
- Elements of RT needs to be contextualised at a country level to draw conclusions and identify areas for prioritisation
- Not useful for global level for comparison, yet

Plans until end 2021

- Working Group agrees on set of revised set of indicators for piloting by end of June
- Pilots with field colleagues to analyse usefulness and suggest changes
- Data used by country offices to inform their AAP action plans
Collective AAP Framework
(OCHA)

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The draft presented in April by RG2 was presented to OPAG and was welcomed (minor changes suggested).

RG2 co-chairs have reviewed a consolidated version post OPAG.

An HC workshop on AAP is convened today where the AAP Framework is presented and discussed - further changes may be suggested.

End of June the final version will be ready to be rolled out.

The AAP Framework will be shared during the pilot phases.
Portal and Service Directory (UNICEF and WFP)

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June 2021
A total of 834 users with over 2,863 page views.

5 new resources added to the library

Top 5 downloaded documents:

1. *Inter-agency standing committee policy on gender equality and empowerment of women and girls in humanitarian action* (IASC)
2. *Core Humanitarian Standard on Quality and Accountability* (CHS, Sphere, Groupe URD)
3. *Commitments on accountability to affected people and protection from sexual exploitation and abuse* (IASC Task team on AAP and PSEA)
4. *Post Distribution Monitoring for Shelter Programming – Guidance to inclusive Programming* (Global Shelter Cluster)

Top 5 countries:

1. France
2. Switzerland
3. United States
4. United Kingdom
5. Netherlands
Portal and Service Directory

- RATING SYSTEM – PLEASE USE!
- BLOGS – PLEASE SUBMIT!
- NEW BUTTONS ON HPC - UPDATE
Complaints and Feedback Mechanisms Workstream (IFRC and IOM)

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### CFM substreams

<table>
<thead>
<tr>
<th>Sub 1</th>
<th>CDAC UNHCR</th>
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<tbody>
<tr>
<td>● Reviewing and analyzing the 10 REACH MSNA AAP questions</td>
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<tr>
<td>● Share with the CFM group proposal for review and comments</td>
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<tr>
<td>● Develop and refine set of questions then investigate guidance on how to ask the questions and/or how to use data</td>
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<thead>
<tr>
<th>Sub 2</th>
<th>CHS</th>
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<tbody>
<tr>
<td>A tool to ensure anyone knows what to do when receiving sensitive complaints from community members</td>
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<td>● Work in progress</td>
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<tr>
<th>Sub 3</th>
<th>WFP IFRC</th>
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<tr>
<td>● Set up various targeted and in smaller groups consultations</td>
<td></td>
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<tr>
<td>● Mapped common practices and collected key resources on collecting and managing feedback + feedback datasets</td>
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<tr>
<td>● Development of an <strong>initial architecture of content</strong> to be produced and drafts of <strong>intermediary content</strong></td>
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Anti-Racism and Discrimination Workstream

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PSEA Workstream

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IASC PSEA Updates

Analysis and validation of the 2021 IASC PSEA mapping exercise underway – Dashboard update expected in July 2021

The IASC PSEA independent review is underway – report expected in September 2021
Pilot Plan  
(Field testing, feedback and support)

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Pilot Objectives:

Work with x countries to:

1. Review country-level data collected through the Results Tracker, assess its usefulness and usability and take-away any recommendations for the final product

2. Ensure they have the tools they need to develop a country-level action plan by:
   a. Raising awareness on the Accountability Framework (HCs)
   b. Ensuring relevant country-level stakeholders are able to use the baseline data from the Results Tracker to inform their action planning
   c. Raising awareness on how the Portal can support the development of the plan (guidance and best practices)
   d. Raising awareness on how the Service Directory can help them identify partners to support the implementation of the plan
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<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>When</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>Finalise Results Tracker indicators for piloting in the field</td>
<td>End of June</td>
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<td>Step 2</td>
<td>Agree on final list of countries for piloting</td>
<td>ASAP</td>
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<td>Step 3</td>
<td>Develop relevant comms materials</td>
<td>End of June</td>
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<td>Step 4</td>
<td><strong>Pilot Phase 1</strong> - Field testing, feedback and support</td>
<td>July onwards</td>
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<td>Step 5</td>
<td><strong>Pilot Phase 2</strong> – Share findings with RG2</td>
<td>October</td>
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<td>Step 6</td>
<td><strong>Pilot Phase 3</strong> – Finalise Results Tracker based on feedback from the field</td>
<td>End of October</td>
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<td>Step 7</td>
<td>Share final Results Tracker and findings from Pilot Phases with OPAG</td>
<td>Start of November</td>
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Making Meetings More Accessible

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