
KEY OBJECTIVE:
Create a system-wide “culture of accountability”: institutionalization of AAP, including PSEA, in function and resourcing within each humanitarian organization alongside system level cohesion, coordination, and learning.

The Task Team undertook four main tasks, namely (1) to pilot inter-agency community-based complaints mechanisms (CBCMs); (2) work with, and support, Humanitarian Country Teams to institutionalise AAP & PSEA at a collective level, and enhance integration across the sector; (3) engage with donors to develop their role in advancing the AAP/PSEA agenda, including the strengthening of requirements for funding recipients to demonstrate AAP & PSEA; and (4) develop a broader advocacy strategy to ensure that all humanitarian service providers are aware of their roles and responsibilities with regard to the implementation of AAP & PSEA, and establish a sector-wide knowledge management resource to build and complement good practices on AAP & PSEA across the sector.

TOP ACHIEVEMENTS SINCE EARLY 2014:

Support provided to Humanitarian Country Teams

- Deployed WFP and Humanitarian Accountability Partnership (HAP) staff to support L3 emergencies in Philippines and CAR, including developing AAP Action Plans on behalf of the Emergency Directors Group.
- Supported field operations with AAP/PSEA guidance and advice, including Myanmar, CAR, Philippines, among others.
- Supported global clusters in highlighting AAP and PSEA in policy, guidance and training.
- AAP and PSEA experts participated in the STAIT webinar on accountability with 450 participants from 60 countries.
- AAP has been referenced or included in SRP and HNO guidance, Indicator Registry, Response Monitoring, Operational Peer Review and Humanitarian Coordinator training and guidance.
- HC Retreat in Montreux included a session on AAP.
- RC’s training in June included AAP as part of session on crisis response and early recovery.
- AAP is included in the Humanitarian Coordinators’ Compacts.
- PSEA DVD - “To serve with pride” has been successfully disseminated.
- Meeting of PSEA focal points was convened by PSEA Champion William Swing in April 2015.

Engagement with WHS

- Support provided to WHS Secretariat on how to better advance AAP/PSEA and engage communities in the WHS consultations

Inter-agency community-based complaints mechanisms (CBCMs)

- Over 23,000 people have received PSEA messaging in the Ethiopia CBCM pilot, leading to 76 complaints, 6 of them related to SEA
- The project in the DRC started in October in a context of prevailing insecurity

Promoting awareness and good practices

- Efforts are underway to include AAP/PSEA in Humanitarian Coordinator’s Handbook.
- ERC and AAP Champion request to IASC Principals for update on efforts.
- Note prepared to disseminate key messages on AAP & PSEA

COMPOSITION

Engagement with donors

- Meetings have been held with donors bilaterally as well as with Inter-Parliamentary Union about tightening the language on beneficiary feedback in the next appropriations bill.
- Donor meeting planned to discuss role of donors in advancing the operationalisation of AAP & PSEA

PLANNED ACTIVITIES UNTIL THE END OF 2015:

- Development of community-based complaints mechanisms manual will continue throughout the last quarter of 2015 after compilation of lessons learnt. Global level agreement on SOPs for interagency CBCMs would help replication of the Ethiopia and DRC CBCM pilots
- Identify experts for additional STAIT webinars on PSEA and AAP, including in French.
- Help-desk developed by HAP and Sphere Project and launched by the Task Team to provide technical guidance, support and expert advice remotely to staff in operations.
- Operationalizing AAP/PSEA at country-level and provision of technical support in Lebanon and DRC and additional missions to respond to requests.
- Capitalize on synergies between Protection and AAP/PSEA, in training and advocacy; avoid fragmentation of essentially linked areas of work for greater and more sustainable impact.
- Greater participation in Task Team by local actors.
- Further efforts will be made to include AAP/PSEA in Humanitarian Coordinator’s Handbook.
- A series of good practice notes on collective accountability are being prepared for submission to the WHS Secretariat.

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