

Summary Note on Accountability to Affected Population/Community Engagement Working Group Meeting (February 2022)

Date/ Time & Venue	23 March 2022, 2.00 – 3.30 PM (via MS Teams)	
Chair / Co-chair	WFP (Michelle Sanson), Plan International (Angelo ‘Enan’ Melencio)	
Participants	Attendance records stored by OCHA. 26 People attended the meeting.	
Agenda items and summary of discussion	Action Points	
<p>1. Welcome</p> <p>The AAP CE WG co-chairs presented the agenda for the meeting.</p> <p>For the first time the WG has real-time translation between Myanmar and English, with thanks to translator Lawrence.</p>		
<p>2. February meeting minutes</p> <p>The February 2022 meeting summary was approved without further suggestions/feedback from the WG members. The summary will be uploaded to MIMU, and the link will be share with WG members.</p> <p>Co-chair invited members to express their interest in sharing organizations or cluster’s AAP work in coming meetings.</p>	<p>#OCHA to upload February meeting summary</p> <p># Members to express interest for sharing AAP practices.</p>	
<p>3. Member presentation: Plan International</p> <p>As a second of a planned series of member presentations, Plan International shared about their approach to AAP/CE in Myanmar.</p> <p>Plan International’s AAP design and implementation involves feedback channels, feedback categorization, data collection and recording, training of staff, and response and follow-up mechanisms. Feedback is collected through help desks, community meetings, community volunteers, Plan mailbox, Email, SMS, child-friendly focus group discussions, and through LINE application. For more information on LINE application, please follow the link here. Plan and implementing partners have developed feedback vinyl which are available in Myanmar and some local languages.</p> <p>Children, young people, and community are informed when designing a feedback system as a key step in the process. In order to keep the confidentiality, Plan keep separate database of feedback depending on the level of confidentiality and sensitivity, and use the password protected file to share with concerned person within the feedback response flow.</p> <p>Please refer to the Plan International presentation slides for more information.</p>		
<p>4. AAP Training, including update on FSC and next steps</p> <p>Over 800 expressions of interests received for inter-agency AAP training which was held in February 2022 and only 160 people were selected to participate. The resources were developed and translated into Burmese by the national consultant and are available on MIMU and adaptable for use by any other agencies for AAP training.</p> <p>Discussion has been ongoing within Food Security cluster (FSC) to identify which FSC cluster members were amongst those who expressed interest but missed out. This has been cross-checked and FSC could offer just one training and reach them (approximately 40 also including women CSOs).</p>	<p>#AAP/CE WG to share the list of organisations applied for AAP Training to WG members for cross-checking with partner list.</p> <p>#Co-chairs to explore simple hosting sample for self-paced</p>	

<p>Protection Cluster is getting an AAP Advisor and could perhaps provide the AAP training for Protection Cluster members.</p> <p>A suggestion was made, instead of rolling out additional training by and with each cluster, it would be more sustainable and affordable to convert the interagency AAP training into a simple self-paced learning programme in Myanmar language. PSEA network agreed to share the sample costing model for self-paced learning programme. WG co-chairs agreed to explore the options and to discuss further in next meeting.</p> <p>In terms of communication between AAP training participants from February 2022, it had been agreed at the trainings to use a Viber group. Members discussed whether this should be all members or only training participants, and it was preferred to be for training participants. Members discussed whether it was better to have separate Viber group for AAP or combined AAP/PSEA group, and majority felt it would be better to keep them separate. Issues were raised about what phone numbers people would use for the Viber (personal or work) and who would support the administration of it (can have many admins), to moderate discussions and help with resources in response to queries. If a Viber group were created the invitation link could be shared and nobody would be automatically added to the group. Co-chairs will develop one pager with ideas for creating Viber community and share with members. Discussion to be continued at the next WG meeting.</p>	<p>learning programme suggested by PSEA coordinator</p> <p># Co-chairs to develop one pager with pros/cons for creating Viber community and share with members. The discussion to be continued at the next WG meeting.</p>
<p>5. Linkage between AAP and PSEA – presentation by PSEA Network</p> <p>PSEA coordinator presented on the linkages between AAP and PSEA.</p> <p>UN, INGO and NNGOs are responsible to raise awareness on PSEA and rights of the beneficiary to receive aid, training of staff to understand six core principles of Inter-agency Standing Committee and assign PSEA focal person for sharing information and reporting. PSEA toolkit on MIMU has abundant of resource and training materials for reference.</p> <p>Inter-agency PSEA helpline and email were established which refers the complaints to relevant focal person of the organization and is a good practice for developing CBCM. In terms of coordination, national PSEA network reports regular updates to the Humanitarian Country Team, while sub-national PSEA networks meet monthly under ICCG or cluster lead/Community of Practice model. At the field level, the practical agenda is to promote inter-agency complaint mechanism at field level through connecting trained AAP participant to the field networks. PSEA network also invited national organisations who would like to lead AAP/PSEA in Kachin or other networks and offered structured technical support to those willing to lead the initiative.</p> <p>The PSEA sub-national structures include Kayin/SE (MI/NRC lead), central Rakhine under Protection Cluster (UNHCR lead) northern Rakhine COP model (UNHCR lead) and Kachin there have been several attempts and perhaps a group will be established with Metta and WVI as co-leads.</p> <p>The majority of members agreed it would be useful to have AAP and PSEA together at sub-national level, but that it would be appropriate for each sub-national coordination structure to decide what is best for their context. It is recognized that lead agencies need to provide structured technical support at the sub-national level. A one-pager concept note will be developed and shared with sub-national coordination to encourage linking AAP and PSEA at sub-national level.</p>	<p># Co-chairs to develop a one-pager concept note and share within sub-national coordination structure.</p>

6. Updates

Collective AAP: Development of community voices platform and common data points were discussed during the last month's meeting. OCHA AAP regional advisor briefed on plans for having small task force of WG members to initiate discussion for establishing the community voices platform. The group will meet on the following week and discuss the way forward, including objectives, conceptualization, and operation of the platform. The concept note will be developed based on the task force discussion and will later share with member of working group for feedback.

WASH: The Global WASH cluster is developing an Accountability and Quality Assurance Guidance Framework and are looking for countries to participate in the piloting of the framework. It was UNICEF, SI, OXFAM and WASH cluster joint initiative and Myanmar WASH cluster will be meeting to discuss potential participation at national level in the pilot project or perhaps just in Rakhine State to start.

GiHA CoP: GiHA is arranging annual review of the Gender Profile, the national level gender analysis taking place every year. Specific section on AAP was included in last year's review and was well received, and GiHA will continue the practice this year. The details on the process will be shared with the group in the form of presentation in the next WG meeting, commencing with presenting what was in the Gender Profile for 2021 on AAP

#OCHA AAP advisor to develop concept note for platform

Concept note to be shared with members of WG for feedback

GiHA to present gender profile from 2021 to WG members in April WG meeting

Useful links

- AAP MIMU Page <http://themimu.info/sector/accountability-affected-people-aap>
- Ethiopia Community Voices Platform <https://www.humanitarianresponse.info/en/operations/ethiopia/inter-agency-aap>
- OCHA AAP Mission Report and recommendations January 2020 http://themimu.info/sites/themimu.info/files/aap_public/Mission_Report_Myanmar_13-24_Jan_2020_Final.pdf
- January 2022 meeting minutes http://themimu.info/sites/themimu.info/files/aap_public/January_2022_AAPCEWG_Meeting_Summary.pdf
- January 2022 AAP CE WG meeting slides http://themimu.info/sites/themimu.info/files/aap_public/AAP_CE_WG_January_2022_meeting_slides_Translated.pdf
- AAP English – Myanmar AAP glossary http://themimu.info/sites/themimu.info/files/aap_public/Myanmar_AAP_CE_Glossary_ENG_MM.pdf
- Interagency Myanmar language AAP training package <http://themimu.info/sector/accountability-affected-people-aap> (under the heading Interagency AAP Training Package)
- Log of interagency Myanmar language AAP training resources http://themimu.info/sites/themimu.info/files/aap_public/Log_of_Myanmar_Language_Interagency_Training_Materials.pdf