

Summary Note on Accountability to Affected Populations/Community Engagement Working Group Meeting (July 2022)

Date/ Time & Venue	24 August 2022, 2.00 – 3.00 PM (via Zoom)	
Chair / Co-chair	WFP (Michelle Sanson), Plan International (Angelo ‘Enan’ Melencio)	
Participants	Attendance records stored by OCHA.	
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 and welcomed new members to the group – MRCS, ACTED, and HI.</p>		
<p>2. Member presentation: MRCS</p> <p>MRCS presented on its Community Engagement and Accountability (CEA) Framework, approach, CFM as well as achievements and lesson learned. MRCS developed minimum standards, guideline, procedure and reporting template of CEA and appointed focal points in HQ and all states and regions as well as provided information to communities through awareness sessions, hotlines, social media communications. The CFM collects complaints and feedback face-to-face as well as through hotlines, messaging apps, help desks and suggestion boxes. The CEA is conducted via trained Red Cross volunteers. Data protection procedures and systematic case handovers are in place to ensure data security. For more information, please refer to attached presentation.</p> <p>It was noted that services are provided for child exploitation and violence against children and referral made to the Department of Social Welfare, and that the top five needs people raised so far through MRCS CEA mechanism are 1) ambulance service 2) family tracing 3) first aid assistance 4) hospital referrals and 5) basic needs.</p>		
<p>2. July meeting minutes and action points</p> <p>The July 2022 meeting summary was approved without further suggestions/feedback from the WG members. The co-chairs updated on the action point from July:</p> <ul style="list-style-type: none"> • Co-chairs to follow up with the Protection Cluster on referral details (Co-chairs agreed to follow up with the Protection Cluster for a condensed referral list and share it with WG members) <p>This has been done, and Protection Cluster is preparing.</p>	<p>#OCHA to upload July meeting summary</p>	
<p>3. Updates: Member updates; Relevant updates from related groups and sub-national</p> <p>The following updates were provided on ongoing workstreams:</p> <ul style="list-style-type: none"> • AAP self-paced online course in Myanmar language: The learning period for the first batch of self-paced AAP online course has been completed and the second batch has now been enrolled. There were over 100 people registered for the course from Food Security Cluster, and Health cluster partners are signing up to attend in near future. Almost 800 people expressed interests for inter-agency AAP training in early 2022 and only 160 people were able to attend. Clusters and member organizations are encouraged to disseminate information about the course and to reach out to Michelle if interested fund the course for staff and partners. • Update on cluster meetings: To strengthen AAP at cluster level, co-chairs were invited by several clusters (Education, Nutrition, Health, GBV, and Food Security) and sub- 		

<p>national ICCGs (Sittwe, Kachin, and Southeast) to hold presentations. The co-chairs are open for invitations from other clusters and networks not mentioned.</p> <ul style="list-style-type: none"> • AAP Mapping: The AAP Advisor for the Protection Cluster, Gil Francis Gabuan Arevalo, noted to support the AAP mapping process, that is indicated in the WG’s workplan. Gil will be reaching out to members to have bilateral discussions to discover type of interventions partners have been carrying out to date. The survey link will also be shared with members to capture the information needed to feed into an infographic dashboard. <p>For the very first time, the southeast ICCG invited thematic groups to be presented in ICCG meeting including AAP/CE WG. The next ICCG is hoped to dive into the workarounds with thematic areas. An interagency distribution is planned in Shan South and will include a common feedback mechanism as a pilot, hosted from UNHCR, which will be capturing all feedback from beneficiaries.</p> <p>WASH Cluster: In collaboration with the Global Wash Cluster (GWC) and the Global Accountability and Quality Assurance (AQA) Working Group, the WASH Cluster in Rakhine is piloting an AQA initiative approach in Rakhine. AQAWG is currently identifying and compiling key indicators used by WASH partners, with focus on Water in August. The indicators, once available, will be put into database for monitoring AQA.</p> <p>Rakhine ICCG is exploring with cluster partners to provide more concrete details on their AAP work and will be able to provide more details on upcoming AAP meeting from ICCG perspective.</p> <p>GiHA CoP: has finalized the tools for data collection for Gender Profile which will be able to share with the WG in due course. Data collection will also include two AAP indicators.</p> <p>Child Protection: is providing partners M&E training in line with indicators and qualitative data, cross-cutting issues such as gender sensitive reporting. CP AoR is also coordinating with NGO partners to get focal points from different organizations to strengthen reporting.</p>	
<p>4. Member presentation: ACTED</p> <p>ACTED presented its on approach to AAP. ACTED developed a country-level organizational strategy for AAP which focuses on the complaints and response mechanism for beneficiaries and target communities. The AAP focal point is based in Yangon with sub-roles in bases, however, no dedicated AAP specialist staff appointed so far. Information sharing/awareness raising are conducted through visuals, community, complaint/information desk at activities, partners and ToTs. Channels for complaints and feedback are a free hotline number, complaint boxes and desk, face-to-face and via community focal points. While complaint boxes are a preferred channel by affected people, there is low use of hotline due to lack of services and trust on telecommunication. Feedback and complaints are responded to within 15 days, and online case management system is used across all ACTED missions. For more information, please refer to attached presentation.</p> <p>It was noted that the approach is focused mainly on complaints and response mechanisms and that CE mechanisms will need to improve further. The most common requests from community is for assistance (cash, income generating activities and livelihood opportunities) which are often used for internal planning purposes.</p>	
<p>5. AAP in HNO</p> <p>OCHA is currently seeking existing AAP inputs that could be reflected in the upcoming Humanitarian Needs Overview and is interested to explore data and assessments related to</p>	

AAP. Please share any existing data and information (GiHA tools, MSNA data, Inter-agency MIRA, PDM data, assessment reports) with myo.thidaswe@un.org and patricia.freels@un.org.

In an effort to understand more data and inputs around AAP, OCHA is also seeking partners' capacity to conduct focus group discussions (FGDs), which will be region-based around AAP indicators using open-ended questions to reflect overall experience, feedback on response and suggestions on how it could be approved. OCHA will provide support with questionnaire and KOBO tool. Interested partners who would like to support FGDs are encouraged to contact myo.thidaswe@un.org and patricia.freels@un.org for further discussion.

6. AOB

Members were invited to present on their CFM and AAP practices in upcoming WG meetings. A template for a presentation has been developed, both in English and Myanmar, to facilitate information sharing.

BBC Media Action is conducting a "Lifeline Communications Training Workshop" to improve CE and how CSO, INGOs and media can work closely for humanitarian response and planning. INGO's who have local Burmese speaking (or ethnic languages) field-based staff are encouraged to reach out to BBC Media Action to join the 5 x ½ day workshops that will be held online in late August and September. Please refer to attached flyer for more details.

Useful links

- AAP MIMU Page <http://themimu.info/sector/accountability-affected-people-aap>
- AAP English – Myanmar AAP glossary [http://themimu.info/sites/themimu.info/files/aap_public/Myanmar AAP CE Glossary ENG MM.pdf](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)
- Link for expression of interest in the self-paced online Myanmar language training on AAP: [link](#)
- 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](http://themimu.info/sites/themimu.info/files/aap_public/Log_of_Myanmar_Language_Interagency_Training_Materials.pdf)