IASC | Inter-Agency Standing Committee

Framework

COLLECTIVE ACCOUNTABILITY TO AFFECTED PEOPLE (AAP)

IASC Task Force 2 on
Accountability to Affected People

December 2023

COLLECTIVE AAP FRAMEWORK

IASC Inter-Agency Standing Committee

What is it?

The Collective Accountability to Affected People (AAP) Framework (the Framework) is a tool developed by the IASC to enable Resident/Humanitarian Coordinators (RC/HCs), Humanitarian Country Teams (HCTs) and UN Country Teams (UNCTs) to prioritize actions to strengthen response-wide AAP. The Framework outlines six outcomes and related actions to inclusively seek out, hear and act upon the voices and priorities of affected communities. It is a tool to enable responsive and people-centred humanitarian action in support of local and national systems. The Framework promotes a coordinated approach to community engagement and participation, emphasising inclusion of affected people in decision making, implementation and evaluation in all phases of the response.

Reference to affected people in the Framework is understood to mean people directly affected by crisis, in their diversities and including those who are not in positions of influence or power; communities is understood to mean crisis-affected communities, including host communities.

Who is it for?

This tool is developed for humanitarian and response-wide operational leadership to facilitate efforts to prioritize and take action on AAP. Resident/Humanitarian Coordinators lead this process with the strategic coordination mechanisms in place and in coordination with national governments, donors, development actors and other key stakeholders in a spirit of mutual accountability.

How does it work?

The Framework guides the HCT/UNCT in the development, implementation and monitoring of an operational country-specific AAP action plan or set of actions supporting an AAP strategy. The implementation of the actions is led by the RC/HC and HCT members, with the support of key actors and existing structures (including clusters/sectors, inter-cluster/sector coordination groups, AAP working groups or their equivalent), and existing coordination mechanisms for public health interventions, or their equivalent. The action plan outlines key actions, timelines and roles and responsibilities required to coordinate collective and response-wide AAP.

Objective: Improve the quality, accountability and effectiveness of the humanitarian response, in support of local and national systems, to deliver a more responsive and people-centred action.

Collective AAP Outcomes	Relevant Stage of Programme Cycle *(where applicable)*	Responsible entities

OUTCOME 1

Systematically and continuously engage diverse community groups, and local actors on preparedness, including through pre-crisis assessments and collective planning, to better understand and validate capacities, vulnerabilities and risks, and preferences for assistance, communication and engagement.

Action 1.1 Collaborate with local and national humanitarian and development actors to develop readiness plans with communities to scale up collective AAP systems, map capacities and identify and agree on processes that enable affected people to influence decisions.

Action 1.2 Use existing humanitarian and development programmes to triangulate existing data to inform pre-crisis analysis; avoid implementing stand-alone community surveys.

Action 1.3 In pre-crisis analysis, include identification of existing systems for feedback and complaints, and community mechanisms for early warning, pre-emptive evacuation, and community response capacity.

Action 1.4 Establish an AAP coordination mechanism with Humanitarian, Peace and Development actors, including government, NGOs, CSOs, WLOs and other community-based networks, in accordance with the IASC guidance on localisation.[1]

Contingency Planning and Preparedness

RC/HC/HCT/UNCT

with the support of Clusters/Sectors, ICCG/ISCG, and/or AAP-WG

OUTCOME 2

Coordinated needs assessment and analysis reflects all affected community groups' capacities, information needs and communication preferences.

Action 2.1 Collate evidence representing the views of all sectors of the affected population collected from community feedback, perceptions and participation in inter-sectoral needs assessments.

Action 2.2 Aggregate and consolidate the collated evidence of coordinated community feedback and participation in response-wide analysis, including in the Humanitarian Needs Overview (HNO) and other needs assessment activities and documents.

Action 2.3 Engage affected people in undertaking the needs assessments and share and validate evidence with them.

Needs Assessment and Analysis

HC/HCT/UNCT

with the support of Clusters/sectors, ICCG, ISCG, and/or AAP-WG

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1. IASC Guidance on Strengthening Participation, Representation and Leadership of Local and National Actors in IASC Humanitarian Coordination Mechanisms | IASC (interagencystandingcommittee.org)

Collective AAP Outcomes	Relevant Stage of Programme Cycle *(where applicable)*	Responsible entities
OUTCOME 3		
Preparedness, humanitarian response and recovery planning includes affected peoples' voices and recognizes their capacities.	Strategic Planning	**HC/HCT/UNCT** *with the support of Clusters/Sectors, ICCG/ISCG, and/ or AAP-WG, UNCT and Government (as applicable)*
Action 3.1 Integrate the evidence and community feedback consolidated in Outcomes 1 and 2, into sectoral and inter-sectoral response planning and programming, including in the Humanitarian Response Plan (HRP) and Flash Appeals, and in contingency and response plans for sudden-and slow-onset disasters.		
Action 3.2 Engage and empower community-based organizations and community representatives in preparedness, response and recovery planning efforts to inform long-term solutions.		
Action 3.3 Facilitate engagement with local actors and governments in response, preparedness, and recovery planning based on community feedback.		
Action 3.4 Validate planning priorities with affected people and communities.		
Action 3.5 Develop collective data management and standard operating procedures for all AAP activities that require management of affected people's data; implement Information Sharing Protocols and Data Sharing Agreements to govern the ethical and safe sharing of affected people's information between humanitarian partners.		
OUTCOME 4		
Funding and resources are in place to ensure a coordinated approach to collective AAP, including information provision, community feedback systems and participation.	Resource Mobilisation	**HC/HCT/UNCT** *with the support of Clusters/Sectors, ICCG/ISCG, and/or AAP-WG*
Action 4.1 Ensure appropriate financial and human resourcing is available to support regular and meaningful engagement with affected people as part of quality programming; resourcing should have a particular focus on inter-agency coordination and information management capacity, taking into consideration data responsibility and privacy.		
Action 4.2 Seek opportunities to resource activities and actions agreed under other outcomes, including by using the Regional and Country Based Pooled Funds, and the Central Emergency Response Fund (CERF).		
Action: 4.3 Advocate with donors and funding partners to support collective and interagency AAP approaches and mechanisms.		

Collective AAP Outcomes	Relevant Stage of Programme Cycle *(where applicable)*	Responsible entities

OUTCOME 5

Response implementation is coordinated and driven by informed community participation and feedback systems and is monitored and adjusted accordingly.

Implementation and Monitoring

HC/HCT/UNCT

with the support of Clusters/Sectors, ICCG/ISCG, and/or AAP-WG

Action 5.1 Establish coordinated ways for communities to participate in decision-making, including through the HCT/UNCT and alternative coordination structures.

Action 5.2 Using feedback obtained through actions in Outcome 2, deploy a broad range of information provision systems, leveraging localized collective approaches and using appropriate language and communication channels, to ensure that communities are aware of the objectives of the humanitarian response, its actors, programmes and targeting criteria, as well as where to go to find additional information or to provide feedback and submit complaints.

Action 5.3 Coordinate collective community feedback and complaints mechanisms within interagency referral systems, to include programme adaptation and course correction in programme response.

Action 5.4 Manage feedback and complaints, including sensitive ones, such as sexual exploitation and abuse (SEA), in line with IASC inter-agency guidance, including the SEA referral procedures (SEARP).

Action 5.5 Aggregate feedback and community perceptions and insights and present them to humanitarian leadership (Donors/HAC/HCT/ICCG or equivalent) in a regular, systematic and coordinated manner to enable decision-makers to act upon them, and course correct and adapt the response accordingly.

Action 5.6 Communicate decisions on actions taken or not taken with affected people and communities, to 'close the feedback loop', as part of continuous engagement and dialogue.

Collective AAP Outcomes	Relevant Stage of Programme Cycle *(where applicable)*	Responsible entities
OUTCOME 6 **Evaluation and review of collective AAP actions and outcomes is coordinated, participatory and transparent to inform learning, action and adaptation.** **Action 6.1** Assess response-wide performance and progress on AAP to strengthen accountability to affected people and promote learning and course correction. Consider the use of the IASC **Results Tracker**[2] to evaluate and review collective performance at the country level against the outcomes of the AAP framework/country-specific action plan. **Action 6.2** Facilitate a participatory process for evaluating, verifying and learning from response operations, informed by community feedback and perceptions and validated by affected people and communities. **Action 6.3** Share evaluation findings and lessons learned with affected people and communities and other stakeholders at sub-national, national and regional levels. **Action 6.4** Ensure evaluation findings inform other response-wide strategies and future action on planning, implementing and monitoring at all levels.	Operational Review and Evaluation	**HC/HCT/UNCT** *with the support of Clusters/Sectors, ICCG/ISCG, and/or AAP-WG*

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2. The IASC Results Tracker is a tool being developed by the IASC to monitor the performance at the collective level against the Nine Commitments of the CHS. The data collected through the Results Tracker will be visible through an online Dashboard available to HCs and HCT members.