Accountability to Affected Populations and Community Engagement
Working Group, Myanmar
ဘေးဒဏ်ခံလူထုအား တာဝန်ခံယူခြင်းနှင့်
ရပ်ရွာလူထုနှင့်လက်တွဲလုပ်ဆောင်ရေး လုပ်ငန်းအဖွဲ့

2023 Work Plan

This work plan has been structured around the Accountability to Affected Populations and Community Engagement Working Group Terms of Reference (AAP/CE WG ToR). It is intended to be revisited and revised as needs change, or resources become available/active in 2023. It provides a guiding document to focus the work on AAP/CE in 2023 and produce tangible outcomes.

The Community Voices Platform included in this work plan is modelled on a mechanism that was developed in Ethiopia. This platform and its application in Myanmar was discussed in detail in 2022. It would bring together existing data to form a more comprehensive picture of AAP/CE across the operation. This could then be developed into a common Complaints Response Mechanism (CRM), if feasible, in the future.

Alignment with ToR	Work Area	Activity	Lead/Contributors	Timeline	Status/ Comment	Priority (1-3)
1. Collective Accountability	1.1 Establishment of a Community Voices Platform (common data point system) that collates data and presents the feedback gathered	1.1.1 Establish a Community Voices Platform and promote its utilization among humanitarian organizations (including AAP/CE WG). Identify and agree upon common data points for AAP/CE based on what organizations and clusters are already collecting. This common system will support the delivery of feedback, complaints and PSEA reporting.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer, AAP/CE WG members	Q2-Q3		1
		1.1.2 Provide technical support and capacity strengthening training to humanitarian organizations on accountability mechanisms (in particular, local partners who are working closely with communities) so that they can understand and participate in the Community Voices Platform.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q2-Q4 onwards		1
		1.1.3 Develop a simple Power BI system that can generate data in visual formats, and use this to produce a monthly fact sheet for sharing.	Lead: AAP Specialist	Q2 onwards		1

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Alignment with ToR	Work Area	Activity	Lead/Contributors	Timeline	Status/ Comment	Priority (1-3)
			Contributors: National AAP Coordinator, IM Officer			
	1.2 Ongoing use and improvement of collective data sources	1.2.1 Support monthly collation of the common data points from participating organizations to be fed into the Community Voices Platform	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q3 onwards		1
		1.2.2 Review the Community Voices Platform quarterly and discuss its progress with the AAP/CE WG	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q3 onwards		2
		1.2.3 Review collective data trends on an ongoing basis and share these with relevant stakeholders (including ICCG/HCT)	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Ongoing		2
	1.3 Central point of contact to support collective approach	1.3.1 Maintain a central point of contact to receive relevant interagency AAP resources, and share these via MIMU and AAP/CE WG meetings. Resources can include useful data trends, datasets, assessments, reports, and documents that have not already been captured by the Community Voices Platform.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Ongoing		1
2. Coordination and Collaboration	2.1 Mapping of existing agency AAP mechanisms and how they are used, then	2.1.1 Continue mapping of Community Feedback Mechanisms (CFMs) in use. Build on the 2017 and 2020 national surveys, and lessons learned from the 2022 experience.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q2 onwards		2

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	building on these to create more collective accountability.	2.1.2 Review and analyze the AAP mapping that was conducted in Rakhine and establish a model that could be applied in other areas	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q2 onwards		2
		2.1.3 Carry out AAP mapping in the Northwest, Northeast and Southeast using the new model	Lead: AAP Specialist Contributors: Area Leads, National AAP Coordinator	Q2 onwards		2
	2.2 Referrals	2.2.1 Identify AAP focal points for every cluster	Lead: AAP Specialist Contributors: AAP/CE WG Co-Chairs	Q2	Six clusters confirmed March 2023	1
	2.3 Ongoing AAP/CE WG meetings and representation in related fora	2.3.1 Hold monthly AAP/CE WG meetings. Agenda to be set by co-chairs, administration to be carried out by OCHA (sending invites, taking minutes, uploading documentation to MIMU)	Lead: AAP/CE WG Co-chairs, OCHA Contributors: National AAP Coordinator, IM Officer	Monthly		1
		2.3.2 Representative from AAP/CE WG to participate in related coordination bodies. Invite representatives from these groups to attend the AAP/CE WG and provide updates. Encourage member organizations to share experiences and lessons relating to AAP/CE.	PSEA Network, GiHA, Protection, ALWG, ERP WG, HCG, RCCE, Rakhine CwC, Regional AAP, TAG on Disability Inclusion	As held		2
3. Collective Information Creation	3.1 Communicating with communities/	3.1.1 Develop joint key messages for affected people in specific locations/responses, and evaluate the reception of these messages	Lead: AAP Specialist Contributors: HCG	As needed		2

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	information dissemination	3.1.2 Produce appropriate messages in formats that take a diverse range of capacities and abilities into consideration.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	As needed		2
		3.1.3 Support humanitarian assistance in 'newly affected areas' by ensuring that populations with limited prior engagement of humanitarian actors are aware of their rights and know how to provide feedback on the assistance received	Lead/Contributors: AAP/CE WG members	As needed		2
		3.1.4 Support small agencies (NGOs/CSOs) to strengthen AAP systems within their organizations, and empower representatives to become AAP leaders	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	As needed		3
	3.2 Creation and maintenance of interagency resources	3.2.1 Review the existing AAP/CE material on MIMU and ensure it is relevant and up to date. Continue to upload key information to MIMU in both English and Myanmar languages.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q2		2
	3.3 Documenting examples	3.3.1 Identify and document good practice stories for sharing. Support development of content that promotes improved community engagement.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Ongoing		2

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4. Provision of Technical Expertise	4.1 Responding to AAP/CE needs and requests of the humanitarian operation	4.1.1 Respond to AAP/CE requests. WG members to provide technical advice and inputs.	Lead: AAP Specialist Support: National AAP Coordinator, IM Officer, AAP/CE WG members	As needed		2
5. Capacity Strengthening	5.1 Ongoing capacity strengthening and training	5.1.1 Support the AAP National Coordinator and IM Officer to undertake the following tasks: • Review the existing AAP/CE interagency training materials and ensure they are relevant • Assess the skills/knowledge gaps and learning needs of partners and develop appropriate capacity strengthening solutions • Support and empower partners to improve AAP/CE within their organizations • Deliver training for the use of the Community Voices Platform	Leads: AAP Specialist Contributors: National AAP Coordinator, IM Officer	After recruitment	In recruitment phase as of March 2023	1
		5.1.2 Work with AAP/CE WG members to rollout ongoing capacity strengthening, including supporting the delivery of interagency AAP training in high priority areas throughout Myanmar	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer, AAP/CE WG members	Q2		2
		5.1.3 Using the 2020 survey, develop priority topics for AAP/CE capacity strengthening in 2023. This can include workshopping and peer support on issues arising from AAP implementation.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Q2		2

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		5.1.4 Ensure that all AAP/CE mechanisms are appropriate and tailored to the needs of people that may not be able to advocate for themselves such as children or those with disabilities	Lead: AAP Specialist Contributors: Child Protection AoR, TAG on Disability Inclusion, National AAP Coordinator	Q2		1
6. Tools and Indicators	6.1 Humanitarian Program Cycle	6.1.1 Develop a simple methodology for monitoring AAP indicators, and present this as a quick reference guide for dissemination to the humanitarian community	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Mid-2023		1
		6.1.2 Provide inputs to HPC reporting processes. Consolidate, review and provide AAP inputs to the HRP 2023 mid-term report, HNO and HRP 2024.	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Mid-2023		2
7. Coordination of Joint Assessments	7.1 Inputs into existing interagency assessments	7.1.1 Provide AAP/CE inputs to interagency and/or individual agency needs assessment and monitoring processes. Ensure AAP/CE is consistently reflected in their assessment reporting.	Lead/Contributors: AAP/CE WG members / HRP partner organizations	As needed		3
		7.1.2 Contribute qualitative data to assessments by conducting community consultations	Lead/Contributors: AAP/CE WG members, HRP partner organizations	As needed		3
	7.2 MSNA and perception surveys	7.2.1 Interagency perception surveys – prepare tool, implement, share report	Lead /Contributors: AAP/CE WG members, HRP partner organizations	As needed		2

Alignment with ToR	Work Area	Activity	Lead/Contributors	Timeline	Status/ Comment	Priority (1-3)
		7.2.2 Advise on the inclusion of AAP related questions in the 2023 MSNA	Lead: AAP Specialist Contributors: AAP/CE WG members	Q1	Meeting 24/3	2
8. Advocacy and Influence	8.1 Advocating for collective accountability systems	8.1.1 Provide updates to the HCT/UNCT as required with key advocacy recommendations	Lead: OCHA Contributors: AAP Specialist	As needed		3
		8.1.2 Advocate for better integration of AAP/CE into existing interagency advocacy efforts	Lead: OCHA Contributors: INGO Forum's Humanitarian and Advocacy Workstreams, partner NGO's local networks	Long-term objective		3
		8.1.3 Apply the ISP (Information Sharing Protocol) to all AAP/CE related information sharing across the humanitarian operation	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Long-term objective		3
		8.1.4 Support the HC to adopt and implement the Global IASC AAP Collective Framework and Results Tracker in 2023	Lead: AAP Specialist Contributors: National AAP Coordinator, IM Officer	Long-term objective		3