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

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| **Date/ Time & Venue** | 23 February 2022, 2.00 – 3.30 PM (via MS Teams) |
| **Chair / Co-chair** | **WFP** (Michelle Sanso), **Plan International** (Angelo Melencio) |
| **Participants** | 25 participants - attendance records stored by OCHA  |
| **Agenda items and summary of discussion** | **Action Points** |
| **1. Welcome** The AAP CE WG co-chairs presented the agenda for the meeting. |  |
| 1. **January meeting minutes**

The January 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. Co-chair also updated that the WG will have real-time interpretation service from Eng-MM in place by next month.  | **#OCHA to upload January meeting summary** |
| 1. **Member presentation: WFP**

In the first of a planned series of member presentations, WFP shared about their approach to AAP/CE in Myanmar. WFP implements AAP through their Community Engagement Mechanism (CEM) which covers the information provided to people, engagement with people and feedback and complaints received from people. WFP initially set up CFM in 2016 and there were 1,103 cases by 2018, and 2,168 cases by 2019. Since 2020, CFM was transformed into CEM based on the feedback from consultation with beneficiaries and has seen strong growth since then with 6,581 cases in 2020, and 9,456 cases in 2021. CEM is used not only for programme implementation but also for operations including supply chain, HR and admin. Visual, pictorial, audio and recording of key messages on hand speakers, home visits and inter-agency FAQs are used for information provision. Focus group discussions, interviews and meetings with beneficiaries including persons with disabilities are channels for community engagement and complemented by CEM focal points and field staff. Within CEM, helpdesks, decentralized helplines, SMS, Viber and e-mail are means of communication plus suggestion box which has been popular means for people to provide feedback and complaints. SOPs were also adjusted to reflect COVID-19 safety guidelines. A customer relationship management software (Sugar CRM) is currently used as corporate tool within WFP as well as Tableau dashboard. As next steps, interagency contacts are needed for cross-referral of cases, as well as GBV and Child Protection actors to keep referral pathways updated. Please refer to the WFP presentation slides for more information.  | **#Members are invited to express interest in sharing about their organization or cluster’s AAP work in coming meetings**  |
| 1. **Community Voices platform**

OCHA’s regional AAP adviser shared about planned work on a Community Voices Platform for Myanmar, using learnings from the [recently developed platform in Ethiopia](file:///C%3A/Users/Annie%20Ingram/AppData/Local/Packages/Microsoft.Office.Desktop_8wekyb3d8bbwe/AC/INetCache/Content.Outlook/0AKOD3BU/%E2%97%8F%09https%3A/www.humanitarianresponse.info/en/operations/ethiopia/inter-agency-aap). There has been discussion around such a platform on collective accountability for Myanmar since 2020. A harmonization platform bringing together organizational and cluster data on community feedback and complaints was one of the recommendations provided at the end of scoping mission by OCHA regional AAP advisor in January 2020 ([mission report can be found here](http://themimu.info/sites/themimu.info/files/aap_public/Mission_Report_Myanmar_13-24_Jan_2020_Final.pdf)). Work on a collective AAP platform began in 2020, with collaboration between OCHA, UNICEF and INGO forum but didn’t progress. Ethiopia’s Community Voices platform developed late 2021 provides an example of how this work could be picked back up to create a useful collective tool. Community Voices brings together common data points collected through different sources into one platform. It allows for better AAP analysis across the response. This approach is in line with the standards that are being put in place by global level. Based on the data, core recommendations are able to be provided to decision-makers. In Ethiopia, the platform was endorsed by HCT through the support of RC/HC. It is a collective effort supported by the working group, a small sub-group for data analysis and strong information management support in place.  |  |
| 1. **Key takeaways from HCT and ICCG retreats**

OCHA AAP CE Specialist updated on key take aways relevant to AAP. *HCT retreat 2-3 February*The HCT retreat was held from 2-3 February 2022 in a virtual format. The aim of the retreat was to reflect upon key priority areas of HCT work in 2022, to set the team’s strategic direction and approach to the necessary scale-up of the response, explore HCT effectiveness and management issues, and look at ways to strengthen integration of mandatory areas of responsibility and cross-cutting issues.AAP CE WG co-chair from WFP updated the HCT on interagency AAP work and facilitated a breakout room discussion. Key takeaways: * Consideration of a task force on inclusion and diversity under the HCT to propose ways to strengthen mainstreaming of cross-cutting areas into HCT’s work
* More regular reporting to the HCT and donors on cross-cutting issues in a coherent way

*ICCG retreat 15-16 February* The ICCG retreat was held in a virtual format from 15-16 February 2022. The retreat aimed to reflect upon key priority areas in 2022, discuss the necessary scale-up of cluster coordination and coverage in new areas, explore ICCG effectiveness, and look at ways to strengthen the integration of localisation and cross-cutting issues. OCHA AAP CE Specialist provided an update on interagency AAP to the retreat. Key takeaways:* More discussions in ICCG meetings dedicated to cross-cutting issues and ensure progress is tracked
* Further discussions to explore more practical approaches, such as sub-national task forces, advocacy notes for donors on cross-cutting issues, gaps and funding priorities.
* Explore opportunities for joint approaches across multiple or all cross-cutting issues to maximize effectiveness
* Cross-cutting issues focal points should consider producing fact sheets/ info notes explaining 10 things donors can do to support their specific topic.
* Production of a cross-cutting issues glossary of terms.

Some points already in motion in line with the above: * An English – Myanmar AAP glossary is available and MIMU link will be shared with members shortly.
* WFP is contributing funding for the AAP CE WG to be held with simultaneous interpretation and translation of key documents.
 | **#OCHA to share MIMU link to Myanmar AAP Glossary (see below)** |
| 1. **Interagency AAP Training- updates and way forward**

Interagency Basic AAP Training Over 800 expressions of interests received for inter-agency AAP training which was held throughout February 2022. The training was delivered by national consultant in Myanmar language for maximum of 160 participants across 4 groups. Participants from Chin, Rakhine, Kayin, Northern Shan and Kachin States attended the training to strengthen their understanding of AAP. [The Interagency AAP training materials](http://themimu.info/sites/themimu.info/files/aap_public/Log_of_Myanmar_Language_Interagency_Training_Materials.pdf) that were developed and translated into Burmese under this funding is now available on MIMU for anyone who would like to use for training. Organisations are welcome to adapt or translate the training into other languages as they see fit. Members discussed how to continue to deliver the training sessions going forward, noting that around 700 people who expressed interest weren’t able to participate in this round. GiHA and INGO Forum shared about the AAP related training they are running. INGO Forum has engaged World Vision to deliver Do No Harm training and is looking to contract Local Resource Centre (LRC) to run more training. Those interested in running the AAP training with the developed materials may like to contact LRC – as a Myanmar local training organization – to discuss what they can offer. Other options discussed were AAP CE WG members being able to share or deliver and demonstrating the importance to donors. | **#OCHA to share MIMU link to interagency AAP Myanmar language training resources (see below)** |
| 1. **Updates on workplan, related groups, sub-national AAP**

*Workplan** Collective AAP: Development of community voices platform and common data points were discussed during the meeting.
* Training and capacity strengthening: Updates on capacity strengthening activities (inter-agency AAP training) was also provided.
* Referral pathways: 22 organisations have already provided central point of contacts for inter-agency AAP referrals.

*Subnational AAP mapping*OCHA Southeast coordinator presented the results of AAP survey based on the response from 16 partner organisations covering across Kayin, Kayah, Bago East and Mon state. Most of the organisations had some community feedback and complaints mechanism, and for those who don’t, the reasons are lack of expertise in staff and resource challenges. For more information on the survey, please reach out to Jason Spierings at jason.spierings@un.org.  |  |
| 1. **AOB**

Rakhine ICCG will be held at second week of March and will be discussing with cluster coordinators on how to use the available training materials for local partners in Rakhine for AAP. |  |
| **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>
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