AAP Inter-Agency Task Team
Terms of Reference

Background

In the context of the Ugandan refugee response, Accountability to Affected Populations (AAP) can be understood as an active commitment by humanitarian actors to take account of, give account to and be held accountable by People of Concern (PoC)[1]. More broadly, it refers to responsible use of power by humanitarian actors combined with the responsibility of advocating for the empowerment and participation in decision-making of the people they seek to serve, and ensuring that outcomes are driven by their needs and preferences, while preserving their rights, safety and dignity. In practice, this means that PoCs have a say in decisions that affect their lives, receive timely, accessible and life-saving information they need to make informed decisions, have access to safe and responsive feedback and complaint mechanisms and have equitable access to assistance in proportion to their needs, priorities and preferences[2]. Putting people at the centre of humanitarian response is critical for ensuring effectiveness, consistency and appropriateness of the humanitarian response.

Purpose

The objectives of the AAP Task Team is to help facilitate a coordinated approach to AAP initiatives in the Ugandan Refugee Response, support the development of an inter-agency strategy, develop a common set of response-wide indicators to track progress made in terms of AAP from the perspectives of refugees, provide technical support to sectors and partners, and to support advocacy and resource mobilization among actors on related issues. During COVID-19 the Task Team will also support and coordinate COVID-19 risk communication to ensure that PoCs have access to accurate life-saving information in a timely manner.

The Task Team will maintain a community-centered and conflict-sensitive approach, guided by the do-no-harm and age, gender and diversity (AGD) principles in its work (which also addresses stigma and mitigates rumor mongering), while identifying and supporting outcomes that will deliver the best results for the affected population in the refugee response.

It is a prerequisite for the success of the AAP Task Team that members across agencies proactively work together to achieve shared objectives. Where possible, the Task Team will seek to delegate responsibilities and assign tasks to participating members with regards to strategies, sensitization, capacity building, technical support and related topics.

Key Functions

The AAP Task Team will seek to achieve the following key functions:

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[1] Inter-Agency Standing Committee (IASC): AAP: A brief overview. Available at:
https://interagencystandingcommittee.org/system/files/iasc_aap_psea_2_pager_for_hc.pdf
[2] UNICEF: Accountability to affected populations – a handbook for UNICEF and partners. Available at:
https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF_AAP_Handbook_EN.pdf

COVID-19 Communication with Communities (CwC)

- Coordinate the timely provision of accurate information related to COVID-19 to PoCs for risk communication and informed decision-making among affected communities.
- Take stock of existing and planned CwC initiatives in order to maximize available resources and prevent overlap and overloads of COVID-19 messages and channels. This includes updating the mapping of CwC / community engagement initiatives related to COVID-19 in the Uganda Refugee Response.
- Ensure that COVID-19 CwC initiatives take into account the varying needs of diverse groups within communities, including girls, boys, women, men, older persons, persons with disability, youth, and minority groups and promote the use of multiple and preferred communication channels to reach different groups
- Present monthly COVID-19 rumour trends submitted through the inter-agency rumour tracker initiative and discuss initiatives and recommendations to dispel rumours with verified information
- Support the sharing of lessons learned, good practices, and innovative ideas for risk communication and community engagement amongst partners in the Uganda refugee response during COVID-19
- Share and present COVID-19 assessment findings that are relevant for AAP and community engagement and support operationalization of recommendations to support advocacy effort, risk communication and community engagement initiatives

Feedback and Complaint Mechanisms

- Promote the use of effective, safety and accessible two-way feedback mechanisms across the Uganda refugee operation and timely feedback to queries and issues raised.
- Map existing community-based feedback and complaint mechanisms to promote increased coordination and streamlined follow-up and referral procedures and to assess whether communities' preferences, accessibility and safety are met
- Take stock of existing SOPs to better understand existing approaches and tools for handling feedback and complaints in the Uganda refugee operation
- Seek to develop common inter-agency minimum standards and indicators for feedback and complaint handling procedures and referrals
- Exchange trends/findings from community feedback and complaints and develop recommendations to address these (to be coordinated with the FRRM inter-agency coordination group)
- Complement the work achieved by the PSEA Stakeholder Network by assessing and analyzing community barriers to report SEA through existing mechanisms and provide recommendations to address these

Coordination and Learning

- Agree and clarify on a common taxonomy/understanding of AAP and related concepts amongst agencies in the Uganda Refugee Response to promote harmonized discussions and learnings
- Encourage agencies to designate an AAP focal point to participate in AAP Task Team meetings, and identify steps to grow and embed a network of AAP focal points
- Advocate that assessments are undertaken and findings shared in inter-agency manner to avoid duplications and assessment fatigue, in coordination with the Assessment Technical Working Group

- Identify and develop key indicators to measure and evaluate AAP initiatives, based on global standards and by involving affected communities, e.g. by developing key indicators to integrate into Activity Info reporting, promoting AGD breakdown in reporting, etc.
- Promote mainstreaming of AAP across sectors in the Uganda refugee operation, and coordinate with relevant working groups on issues related to their areas of focus
- Support the sharing of lessons learned, tools, good practices and innovative ideas of risk communication, information dissemination and community participation amongst partners in the Uganda refugee response
- Facilitate coordination of community sensitization and ensure that communication channels are age, gender and diversity sensitive. This may include mobilizing efforts and resources to strengthen community engagement and sensitization on AAP key topics of common concern to all actors in the Uganda Refugee Response, such as available feedback and complaint mechanisms and procedures, Code of Conduct and PSEA, complementing efforts by other relevant coordination structures.
- Facilitate dissemination of information to diverse stakeholders about structures for inclusion of refugee voices in national level decision-making, such as the Refugee Engagement Forum (REF)

Strategies and tools
- Develop an inter-agency AAP strategy and measure the progress with key indicators to ensure that AAP and community engagement, particularly, is systematic and meaningfully integrated into all sectors and project phases and to promote a common understanding of community participation
- Support development of recommendations and policy briefs to support advocacy relevant for AAP in the Uganda refugee response
- Contextualize or develop common AAP tools and approaches to ensure consistency, effectiveness and relevancy of AAP initiatives, e.g. innovative tools for reaching out to communities and analyzing feedback

Capacity building and resource mobilization
- Compile resource needs for effective AAP initiatives amongst partners and coordinate related capacity building initiatives and trainings, support resource mobilization and promote sharing of costs where appropriate
- Mobilize effort to support capacities and resources of governments, local authorities and community structures in their communication and community engagement efforts

Global commitments / humanitarian standards
- Support application of global commitments to accountability, including Core Humanitarian Standards (CHS), SDGs and the Sphere project etc.

Composition and Frequency of Meetings

The AAP Task Team is an inclusive cross-sectoral coordination forum that welcomes partners in the Ugandan refugee response, including relevant UN agencies, partners and GoU (OPM), who are engaged in AAP initiatives and wish to join the group. Agencies are encouraged to designate one or two AAP focal points to permanently participate in task team meetings as a matter of ensuring consistency and commitment. The Task Team will be co-chaired by UNHCR, and a partner organization that is an active member of the Task Team

on a 3-months rotational basis. The Task Team will meet on bi-monthly basis, every second week, and will convene ad hoc meetings to discuss specific issues if the need arises.

<u>Agendas, Records and Information Management</u>

The chair and/or co-chair will consult with members to agree on a draft agenda for meetings.
Draft minutes of meetings will be prepared by the chair/and or co-chair and reviewed by members prior to the next meeting before being endorsed as a true reflection of the meeting and circulated within 5 working days of the meeting. The chair will have standing authority to publish a summary of the meeting for public dissemination once agreed by members.