

## AAP Task Team – Minutes of Meeting on 22/2/2021

Participants: AHA, CECI, DCA, IRC, U-Learn, UNFPA, UNHCR, UNICEF, YSAT

Main Points of Discussion	Action Points
<p><b>1. Review of previous minutes</b></p> <p><b>Action Point:</b></p> <ul style="list-style-type: none"> <li>• Yoko to book the slot for the AAP Task Team in the calendar for the working group meetings. (Yoko to follow up)</li> <li>• Co-chair to send out the online survey to members to gather feedback on priorities. Members to provide input. (Done)</li> <li>• Partners willing to be co-chair for first 3 months to contact UNHCR (<a href="mailto:iwasa@unhcr.org">iwasa@unhcr.org</a>), UNHCR will send email on this. (Done – IRC will be co-chair for the next quarter. Appreciation to IRC for taking on the role, and to DRC for having co-chaired in the previous months)</li> </ul> <p>Minutes endorsed</p>	<p>Yoko to book the slot for the AAP Task Team</p>
<p><b>2. Discussion on 2021 priorities and workplan for AAP Task Team</b></p> <ul style="list-style-type: none"> <li>• 8 responses were received to the online survey on the priority areas for the Task Team in 2021. On a scale of 1 (not needed at all) to 5 (very much needed), the key topics were rated on average as follows: <ul style="list-style-type: none"> <li>○ Identify and develop key indicators to measure and evaluate AAP initiatives: <b>4.625</b></li> <li>○ Common minimum standards and indicators for feedback and complaint handling and referrals: <b>4.625</b></li> <li>○ Take stock of existing SOPs for handling feedback and complaints to better understand existing approaches and tools: <b>4.5</b></li> <li>○ Mapping of existing feedback and complaints mechanisms: <b>4.5</b></li> <li>○ Agree on a common taxonomy / understanding of AAP and related concepts: <b>4.375</b></li> <li>○ Inter-agency AAP strategy: <b>4.125</b></li> <li>○ Share good and innovative AAP practices across the Uganda refugee response: <b>4.125</b></li> <li>○ Support PSEA community sensitization: <b>3.875</b></li> </ul> </li> <li>• Suggestions from respondents on other possible key topics / tools / documents were:</li> </ul>	<p>Co-chairs to circulate the survey results</p>

<ul style="list-style-type: none"> <li>○ Integration of agency CRMs with UNHCR's FRRM</li> <li>○ Potential to scale up on already existing AAP systems for inter-agency approach and support</li> <li>○ AAP training course to strengthen the community of practice</li> </ul> <ul style="list-style-type: none"> <li>● As the number of responses received through the online survey were not very high, members were invited to suggest any other areas that were not covered in the discussions.</li> <li>● A proposed template for the workplan of the Task Team was presented (attached) and comments sought from members. Members generally agreed with the template and to use it for the AAP Task Team workplan.</li> <li>● It was agreed that the co-chairs will insert actions / activities based on the results of the survey as well as other relevant activities from the Task Team TOR into the workplan template, and will circulate as a draft to members for comments as well as inputs on activities where organizations wish to contribute and/or take lead.</li> <li>● It was noted that some activities will be continuous, while some activities will require sequencing in the timeline. This will be taken into account by the co-chairs when developing the draft and indicating the timelines of the respective activities.</li> <li>● Rumour tracking should also be included in the workplan as a continuous activity.</li> </ul>	<p>Co-chairs to share the draft workplan with activities to Task Team members for input.</p> <p>Members to share back comments and input with co-chairs.</p>
<p><b>3. AOB</b></p> <ul style="list-style-type: none"> <li>● Next meeting on Monday, 15 March 2021.</li> </ul>	

Endorsed meeting minutes and other key documents from the AAP Task Team can be accessed on the Uganda refugee response portal at: <https://ugandarefugees.org/en/working-group/253?sv=0&geo=220>