MENA Accountability to Affected People (AAP) Toolkit Online Launch

UNHCR MENA REGIONAL BUREAU

Tuesday 24 September 2024

2:30-3:15 pm Amman time

UNHCR
The UN Refugee Agency

Welcome and Opening Remarks

Michelle Alfaro

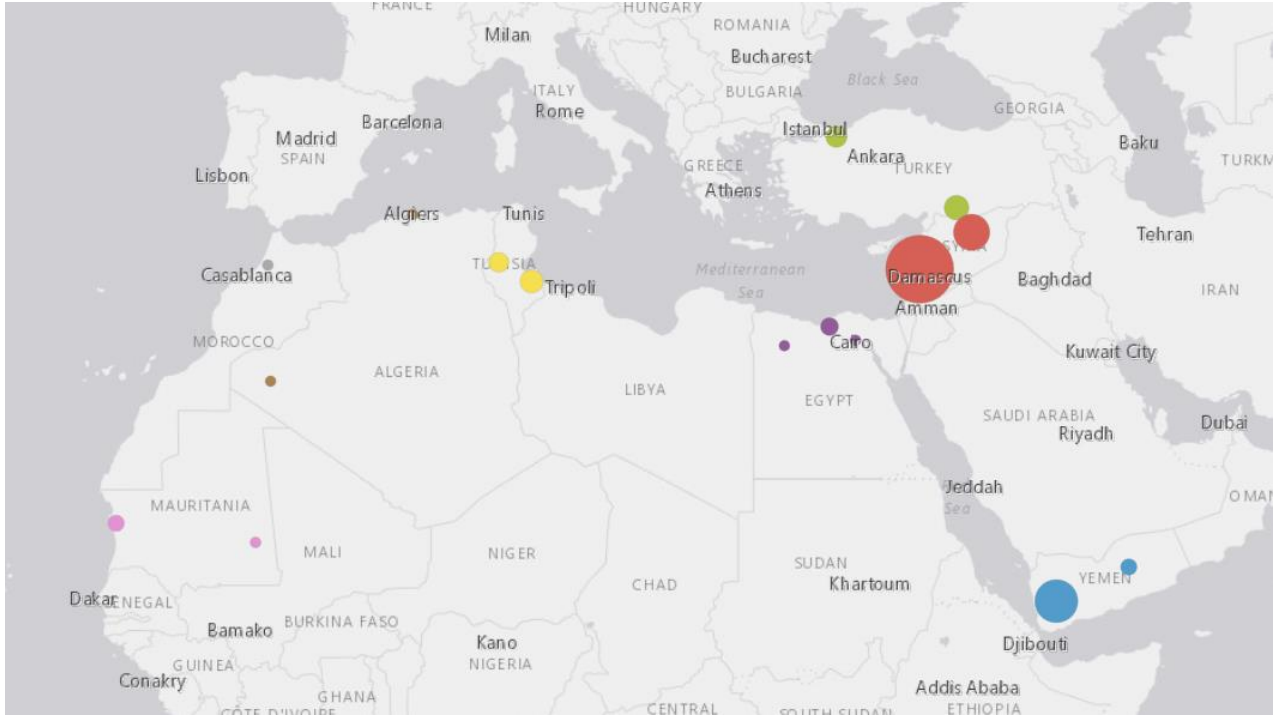
Head of Protection Service

UNHCR MENA Regional Bureau

Agenda

1. Welcome and opening remarks
2. Why a MENA AAP Toolkit?
3. Development of the MENA AAP Toolkit?
4. Overview of the MENA AAP Toolkit
5. Rollout of the MENA AAP Toolkit
6. Questions & Answers

2. Why a MENA AAP Toolkit?



AAP Commitments and Policy Guidance

IASC
Inter-Agency Standing Committee

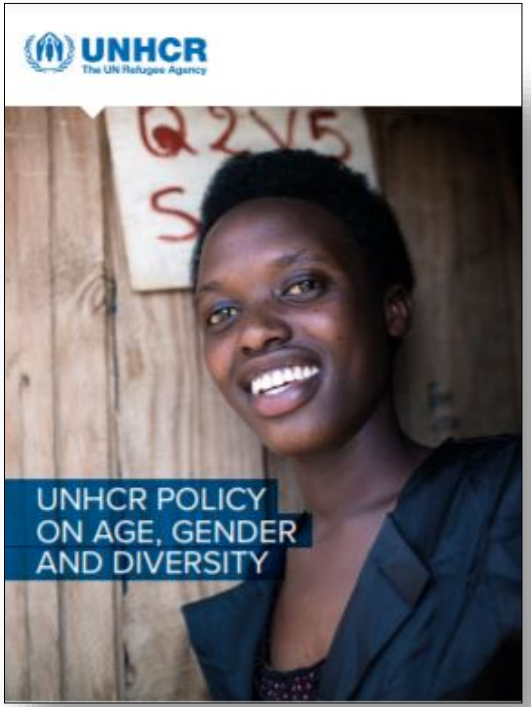
2017 IASC Commitments on Accountability to Affected People and Protection from Sexual Exploitation and Abuse

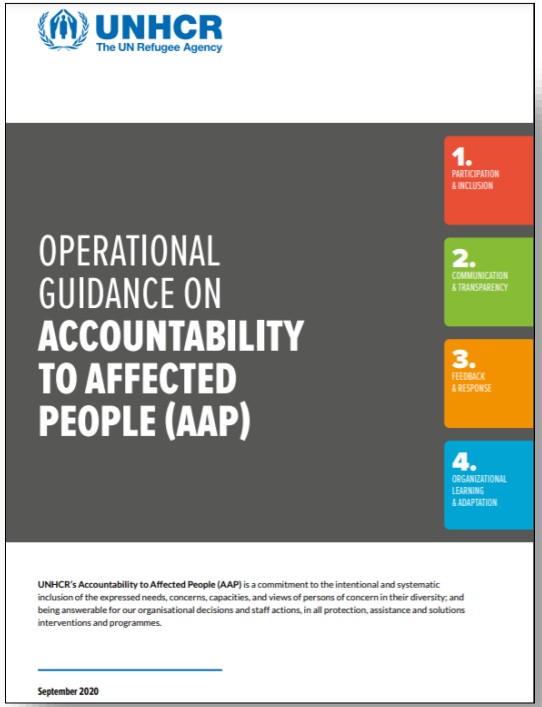
The IASC Principals commit to:

1. LEADERSHIP	Demonstrate their commitment to Accountability to Affected Populations (AAP) and Protection from Sexual Exploitation and Abuse (PSEA) by enforcing, institutionalising and integrating AAP approaches in the Humanitarian Program Cycle and strategic planning processes, at country level and by establishing appropriate management systems to solicit, hear and act upon the voices and priorities of affected people in a coordinated manner, including for SEA, before, during and after an emergency.
2. PARTICIPATION and PARTNERSHIP	Adopt agency mechanisms that feed into and support collective/coordinated people-centred approaches that enable women, girls, boys, men, including the most marginalised and at-risk people among affected communities, to participate in and play an active role in decisions that will impact their lives, well-being, dignity and protection. Adopt and sustain equitable partnerships with local actors to build upon their long-term relationships and trust with communities.
3. INFORMATION, FEEDBACK AND ACTION	Adopt agency mechanisms that feed into and support collective and participatory approaches that inform and listen to communities, address feedback and lead to corrective action. Establish and support the implementation of appropriate mechanisms for reporting and handling of SEA-related complaints. Plan, design and manage protection and assistance programmes that are responsive to the diversity and expressed views of affected communities.
4. RESULTS	Measure AAP and PSEA related results at the agency and collective level, including through standards such as the Core Humanitarian Standard and the Minimum Operating Standards on PSEA; the Best Practice Guide to establish Inter-Agency Community-Based Complaint Mechanisms (CBCM) and its accompanying Standard Operating Procedures.

The IASC Principals agree to be held accountable for the progress on fulfilling these commitments.

Background: *In 2011, the IASC principals agreed to five Commitments on Accountability to Affected Populations (CAAP) as part of a framework for engagement with communities. The revised version was developed and endorsed by the IASC Principals on the 20th of November 2017 to reflect essential developments such as the Core Humanitarian Standard (CHS), the work done by the IASC on Inter-Agency community based complaints mechanisms including PSEA and the importance of meaningful collaboration with local stakeholders, which came out as a priority recommendation from the 2016 World Humanitarian Summit and in the Grand Bargain.*





UNHCR Strategic Directions 2022-26

Regional Research on AAP 2021

Findings:

- Limited outreach and participation of diverse communities
- Different access to knowledge and good practices on AAP
- Limited contextualization of Global Guidance
- Competing priorities in emergency setting limits AAP implementation

Recommendations:

- **Develop AAP Toolkit** to disseminate contextualized tools
- Support inclusive digital AAP
- Conduct learning initiatives to increase common AAP understanding
- Engage communities as partners through Grants and support to networks

Objectives of the MENA AAP Toolkit

Contribute	Increase	Enhance	Exchange
• to **achieve the IASC and UNHCR's AAP /AGD commitments and policies to** respond to diverse needs while respecting context sensitivities.	• Access to **contextualized AAP guidance and Tools** across UNHCR country operations, partners and communities to ensure timely responses	• **qualitative evidence-based programming** through AGD/AAP and area-based approaches, and prevent diversion of funds, fraud, corruption, and misconduct	• **Good practices** from Egypt, Libya, Mauritania, Morocco, Tunisia, Algeria, Jordan, Lebanon, Türkiye, Syria, Yemen, Iraq, GCC • IRC, WFP, IOM, UNICEF, CBOs

3. Development of the MENA AAP Toolkit

- PROSPECTS Partnership funds
- 16 AAP Reference Group meetings (incl. all country operations)
- Consultations with partners and community organizations
- 2 MENA AAP Summer Learning Series with 300 participants
- 1 MENA AAP Workshop
- 14 Grants for community and grassroot organizations

4. Overview of the MENA AAP Toolkit

6 Chapters

I. Introduction
II. Participation and Inclusion
III. Communication and Transparency
IV. Feedback and Response
V. Organizational Learning and Adaption
VI. Other resources

54 Tools & resources

- **Chapters II-V**: 26 Tools developed and tested in MENA between 2021-2023
- **Chapter VI-** Tools & resources developed elsewhere and adapted in MENA

Chapters II and III

SUMMARY OF TOOLS

Participation and Inclusion Tools

- **2.2.1** UNHCR MENA Digital Participatory Tool
- **2.2.2** UNHCR MENA Digital Participatory Tool User Guidance Note
- **2.2.3** UNHCR MENA Digital Participatory Tool Checklist

Communication and Transparency Tools

- **3.2.1** Handbook for Communication with Communities for UNHCR Libya and Tunisia Operations
- **3.2.2** Communication with Communities and Accountability to Affected People Survey – UNHCR Yemen
- **3.2.3** Information Board - Concept and Standard Operating Procedures – UNHCR Türkiye
- **3.2.4** MENA Multi-channel Communication Network Mapping
- **3.2.5** Dedicated Information and Communication Websites and Help.UNHCR.org in MENA
- **3.2.6** Engaging with Communities in MENA via 'WhatsApp Trees'

Chapters IV

Feedback and Response Tools

4.4.1 Feedback, Complaint and Response Mechanism SOP
- 4.4.1.1 UNHCR Yemen Feedback, Complaints and Response Mechanism SOP
- 4.4.1.2 UNHCR Jordan Feedback, Complaints and Response Mechanism SOP
- 4.4.1.3 UNHCR Iraq Multi-channel Feedback, Complaints and Response Mechanism SOP
- 4.4.1.4 UNHCR MENA Template Feedback, Complaints and Response Mechanisms SOP Template

4.4.2 Contact Centre SOPs
- 4.4.2.1 Helpline SOP – UNHCR Jordan
- 4.4.2.2 Contact Centre - Iraq Information Centre Process Flow

4.4.3 Feedback, Complaints and Response Mechanisms Guidance – UNHCR Syria

4.4.4 Satisfaction or Feedback Surveys and Forms in MENA
- 4.4.4.1 Community Center Satisfaction Survey – UNHCR Syria
- 4.4.4.2 Feedback Form/ Survey for Help Websites – UNHCR Türkiye

4.4.5 Feedback, Complaints and Response Mechanism Digital Forms
- 4.4.5.1 Help Website Feedback and Complaints Form – UNHCR Jordan
- 4.4.5.2 MENA Digital Complaints Response and Feedback Form

4.4.6 Standard Operating Procedures Template for Addressing Fraud Committed by Forcibly Displaced and Stateless Persons

4.4.7 Jordan Inter-Agency Protection from Sexual Exploitation and Abuse Community-Based Complaint Referral Mechanism

4.4.8 MENA Digital Feedback, Complaint and Response Mechanism Map

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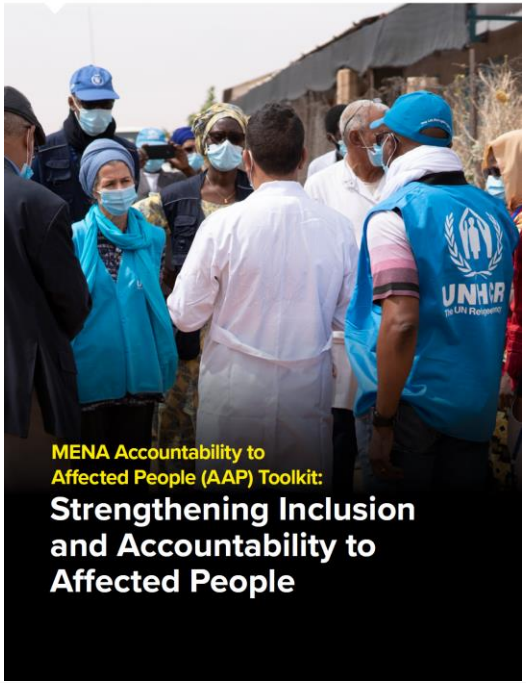


Chapters V and VI

Organizational Learning and Adaptation Tools

- **5.1.1** MENA AAP Reference Group
- **5.1.2** MENA AAP Learning Series
- **5.1.3** MENA AAP Grant for Community and Grassroots Organizations

Additional Key AAP Resources

- **6.1** Participation and Inclusion Tools
- **6.2** Communication and Transparency Tools
- **6.3** Feedback and Response Tools
- **6.4** Organizational Learning and Adaptation Tools

5. Rollout of the MENA AAP Toolkit

September

Online Launch 24 September

October

4 Regional webinars for dissemination

November

Operational support: single and multi-country events

Evaluation and recommendations

December

Further dissemination and additions

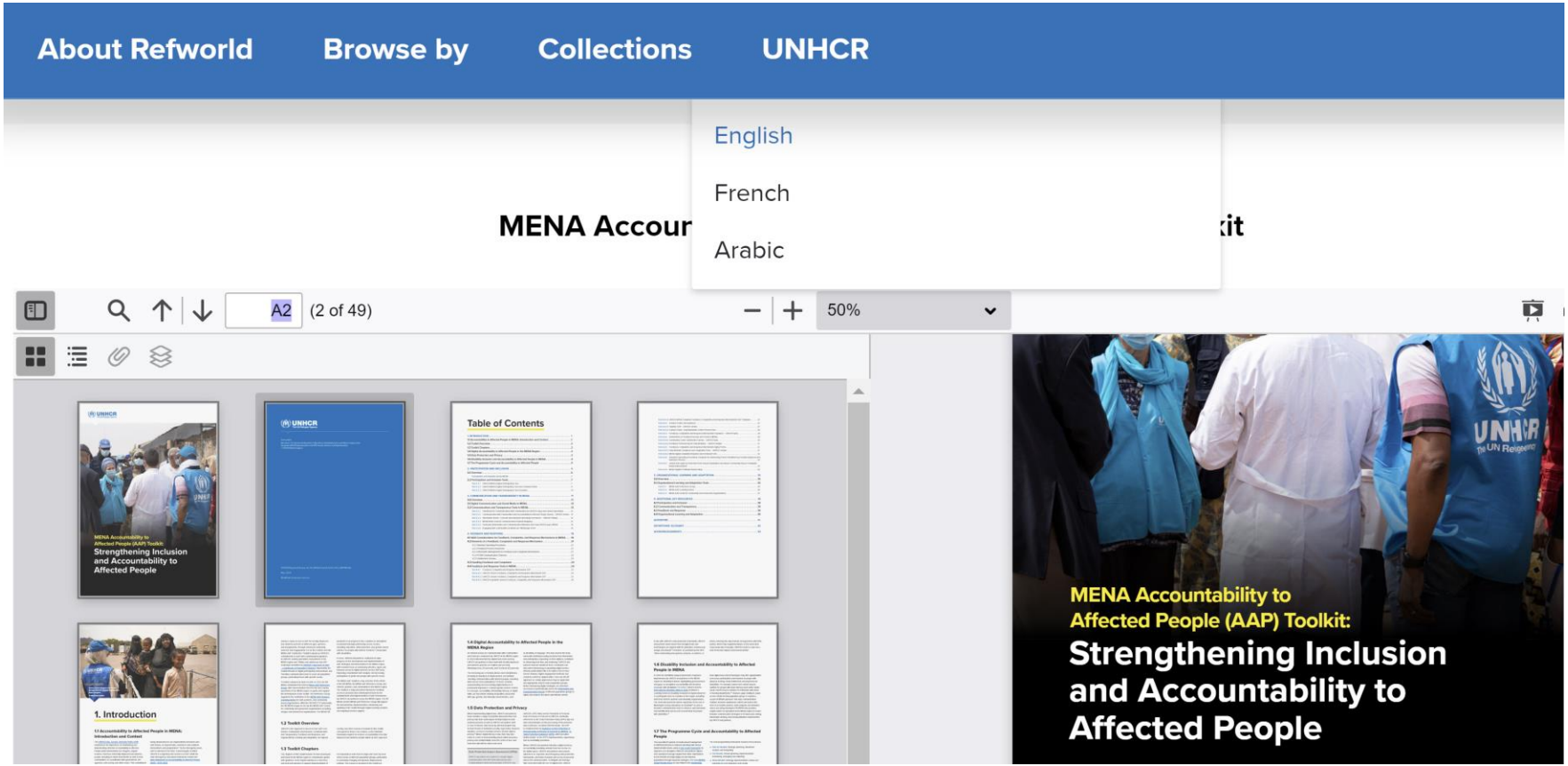
2025

Upcoming MENA AAP Toolkit Webinars

- **1 October** - Participation & Inclusion
- **15 October -** Communication & Transparency
- **29 October -** Feedback &Response
- **6 November -** Organizational Learning & Adaptation

How to access the MENA AAP Toolkit

https://www.refworld.org/policy/opguidance/unhcr/2024/en/148027



Questions & Answers

UNHCR MENA Accountability to Affected People (AAP) Toolkit

For more information:

- Ana Belén Anguita Arjona,
  UNHCR MENA Regional Bureau
  Senior Community-Based Protection Officer
  anguita@unhcr.org

- Stefanie Gross
  UNHCR MENA Regional Bureau
  Senior Protection Coordinator
  gross@unhcr.org

MENA Regional Bureau
Community-Based Protection Unit Mailbox
jorammenacbp@unhcr.org

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