



PSEA Focal Points Network Meeting Minutes, 13 November 2019

Date: 13 November 2019, 9-11 pm, UNHCR-EMOPS room

Agencies present: UNHCR, INTERSOS, CVT, Collateral Repair Project, DRC, Blumont, IOCC, JRS, Reclaim Childhood, UNRWA, UNFPA, WFP, Oxfam, IRW.

AGENDA:

- Coordination updates (trainings, others)
- Overview of SoPs
- Global tool presentation: IASC PSEA minimum standards
- Good practice presentation: Complaint mechanisms (DRC)

Agenda item	Discussion points	Action point
Update on coordination tools	<p>MoM: members agreed that MoM will be uploaded on the webportal. If members share any information during the meeting that they wish to redact from the MoM, they should immediately notify the Chairs.</p> <p>Draft ToRs: were presented to the network. They would need to be further refined once CBCM is updated.</p> <p>Communication with communities: network members were informed that more PSEA posters for staff and communities were available at UNHCR. They agreed on the need to develop additional communication materials such as videos.</p> <p>Training matrix: template was presented to the group. Members agreed that an online data collection tool was the best option to collect data on target reached through trainings.</p>	<p>Members to share comments on ToRs by 17th of December</p> <p>Chair to follow-up on development of online tool to consolidate trainings target</p>
Overview of CBCM and role of PSEA focal point	<p>Overview CBCM:</p> <ol style="list-style-type: none"> 1. Roles and Responsibilities 2. Guiding Principles 3. Receiving Complaints and Reports 4. Inter-Agency Referral Pathway 5. Investigations 6. Supporting the needs of Survivors, Complainants, Whistle Blowers and Witnesses 7. Mandatory Reporting 	<p>CBCM TF to finalize review of CBCM by end of December 2019</p>

	<p>8. Recording and Reporting SEA Complaints with the PSEA Network</p> <p>Role of the PSEA focal point (as per current CBCM):</p> <ul style="list-style-type: none"> • Represent organization at network • Ensuring that appropriate response systems are established and implemented within their organization • Ensuring that refugees and host communities are engaged in the prevention and response to complaints • Support the implementation of the Secretary-General’s Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13) and Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel (2006). To facilitate this, he/she supports the implementation of the Inter-Agency SEA Community-Based Complaint Mechanism (CBCRM) • PSEA Focal Points facilitate the implementation of appropriate actions to respond to the received complaints in line with the agency’s internal procedures and investigative body affiliated with their agency. <p>Members acknowledged the need for trainings on Psychological First Aid (PFA) and SGBV Safe referrals. English speaking PFA training from John Hopkins University is available online (free): https://www.coursera.org/learn/psychological-first-aid</p>	<p>Co-chairs to follow-up on training logistics</p>
<p>IASC PSEA minimum standards</p>	<p>IASC minimum standards on PSEA: https://interagencystandingcommittee.org/system/files/3_minimum_operating_standards_mos-psea.pdf</p> <p>Key aspects:</p> <ul style="list-style-type: none"> • Effective Policy Development and Implementation • Cooperative Arrangements • Dedicated department / Focal Point • Effective and comprehensive communication from HQ to the field on expectations regarding raising beneficiary awareness on PSEA • Effective community-based complaints mechanisms (CBCM), including victim assistance • Effective recruitment and performance management • Effective and comprehensive mechanisms established to ensure awareness raising on SEA • Internal complaints and investigation procedures in place 	<p>Members to review own compliance with MOS</p>
<p>Good practice presentation by DRC – Complaint mechanisms</p>	<p>Presentation attached. Diversity of entry points: Accountability Tools</p> <ul style="list-style-type: none"> • Hotlines: (North, South, Cash for Work) • Complaint Boxes (All DRC Community Centres and Cash for Work Sites) 	<p>Co-chair to share presentation</p>

	<ul style="list-style-type: none"> • Suggestion Boards (Community Centres) • In-Person Complaints (recently piloted in Karak and Azraq). • Accountability cards (given to everyone registering for a DRC activity). • Accountability talks in all activity cycles to remind beneficiaries of their right to provide feedback (and our desire to hear it!) <p>Good practices (see presentation for more details):</p> <p>Lessons Learnt: Signage</p> <p>Lessons Learnt: Hotlines</p> <p>Lessons Learnt: In Person Complaints</p> <p>Lessons Learnt: Child Friendly Complaints Mechanism</p>	
--	--	--