

**AAP Task Team – Minutes of Meeting on 06/12/2021**

**Participants: UNICEF, ICRC, UNHCR, LWF, GTS, UNFPA, Alight, UNHCR, DRC / RINGO, U-Learn, IRC, MTI**

Main Points of Discussion	Action Points
<p><b>Agenda</b></p> <ol style="list-style-type: none"> <li>1. Review of draft minutes of previous meeting</li> <li>2. Discussion on timeframes for indicator “# of feedback/complaints received which have been responded to within the appropriate timeframe”</li> <li>3. Presentation on climate change AAP poll results (UNICEF)</li> <li>4. AOB</li> </ol>	
<p><b>1. Review of draft minutes of previous meeting</b></p> <ul style="list-style-type: none"> <li>• Ms. Lydia Bakumpe (lydia.bakumpe@lutheranworld.org) to be the co-chair of the AAP Task Team for six months</li> <li>• Integrate the FRRM Coordination Group into the AAP task team from January 2022.</li> <li>• FRRM team to share monthly updates on call trends and complaints received through the FRRM helpline, as well as any other key updates related to the FRRM (e.g. outbound activities such as post-distribution monitoring) during the AAP Task Team meeting.</li> <li>• Partners may use the <a href="#">FRRM dashboard</a> for details on call trends</li> <li>• Members can reach out to Harrison / FRRM Coordinator (<a href="mailto:LANIGANC@unhcr.org">LANIGANC@unhcr.org</a>) if they have suggestions on specific themes for FRRM updates that they would like to receive during the AAP Task Team meetings.</li> <li>• GTS to share presentation on the AAP indicators with the Task team by email.</li> <li>• Yoko (<a href="mailto:iwasa@unhcr.org">iwasa@unhcr.org</a>) to share draft key messages on COVID-19 vaccines by email for comments and feedback by members and to arrange a separate meeting to discuss the mobilization.</li> </ul>	
<p><b>2. Discussion on timeframes for indicator “# of feedback/complaints received which have been responded to within the appropriate timeframe”</b></p> <p>As members will recall, the AAP log frame for the RRP 2022-23 was developed by the AAP Task Team on the basis of the theory of change. One of the indicators in the logframe was “# of feedback/complaints</p>	

<p>received which have been responded to within the appropriate timeframe”, to be tracked on a quarterly basis. It is proposed to track this through Activity Info, which has been used for partners to report on a similar indicator “# of feedback and complaints addressed through effective feedback mechanisms” under the 2019-21 RRP. Before we enter 2022, it would be useful to agree on the timeframes that will be used for reporting under the indicator, to allow for smooth and consistent reporting from the start of 2022.</p> <p>As a basis for discussion, the categorization of feedback / complaints under the FRRM helpline and timeframes were introduced, which could also be considered for feedback and response channels more broadly (going beyond the FRRM helpline). It was reiterated that the timeframes were for initiation of follow-up and initial feedback to the caller, and not for resolution of the issues / concerns raised.</p> <p>Overall, members were generally in agreement to maintain the categories of feedback / complaints and the timeframe for initial response, however it was recommended to have further discussion with the participation of the FRRM team on the timeframe of response taking into consideration the challenges that focal points face in the process and how they are addressed.</p> <p>There is also need for further reflection on the application of the indicator to mechanisms for feedback and response beyond the interagency FRRM.</p>	<ul style="list-style-type: none"> <li>• Agreed to have a follow-up discussion with FRRM team to finalize discussion on the same. Proposed date is 13 December, UNHCR co-chair to follow up with FRRM team and confirm.</li> </ul>
<p><b>3. Presentation on climate change AAP poll results (UNICEF)</b></p> <p>Presentation was done by UNICEF on its Climate Change Thematic Poll conducted in October 2021 in 112 districts in Uganda with 39,269 respondents. Survey questions included questions related to extreme weather changes experienced by respondents, impact of such changes on community, practices such as burning charcoal and scorching earth, effects of climate change, alternative solutions to reduce risks of climate change and its impact on communities, etc.</p> <p>Due to shortage of time, members were requested to review and share feedback or any comments by email with UNICEF.</p>	<ul style="list-style-type: none"> <li>• Co-chairs to share presentation by email to the Task Team members for review and comments.</li> <li>• Members to share any questions / comments with Irene from UNICEF (<a href="mailto:ibabelle@unicef.org">ibabelle@unicef.org</a>)</li> </ul>

<b>4. AOB</b> <ul style="list-style-type: none"><li>• Appreciation to organizations that have shared updates for the AAP Task Team contact list (including whether the organization had a AAP focal point in 2020), and member organizations that have not yet done so were kindly requested to share updates by COB 6 December.</li></ul>	

AAP Task Team TOR, endorsed meeting minutes, inter-agency rumour tracking bulletin, resources for COVID-19 risk communication, 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>