POLAND NATIONAL ACCOUNTABILITY TO AFFECTED PEOPLE MEETING

Meeting Minutes – 18 March 2022

Meeting subject:	First meeting for the AAP working group
Time & location:	10am, online meeting
Chaired by:	Tamar Joanian, UNHCR
Minutes prepared by:	Tamar Joanian, UNHCR
Participants:	Alex Ross (Loop), Mariana Palavra (UNICEF), Subhashis Roy (Corus International), Uwe Korus (Care Intl.), Marion Abboud (CRS), Eline Severijnen (Save the Children), Raissa Azzalini (Oxfam), Alvaro Carmona (Together Intl.), Cristina Balata (IFRC), Camile Davis (Care), Marilena Ioannidou (Faros Elpidas), Joanna Kucharczyk-Jurgielewicz (PAH), Nina Mocior (PAH), Laurence Vandenborre (Red Pencil), Nadia Abu Amr (UNHCR), Dominik Berło Berliński (Open dialogue foundation), Aga (Clear Global), Alyssa Boulares (Translators Without Borders), Molgorzata Markert (Welthungerhilfe), Nicholas Njoroge (PLAN Intl.), Pantelis Demetriou (Faros Elpidas), Stijn Aelbers (Internews), Tomasz Kiersnowski (Fundacja Dokładam się), Tamar Joanian (UNHCR)
Agenda:	1) Introduction of the WG and the members 2) Exchanging on key priorities for the working group 3) Collaboration on information and communication needs assessment 4) Coordinated approach to feedback and response mechanism 5) Synergies and alignment of messaging
AGENDA POINT	**DISCUSSION**
Introductions and Overview	Participants were welcomed to the first weekly meeting for the Accountability to Affected People Working Group (AAP WG) for the Refugee Response on Poland. Among others, the AAP working group will provide technical and coordinated support country-wide to promote integration of accountability, community engagement and two-way communication between affected people and the actors leading the response. Members of the AAP WG presented themselves (see list of attendees above).

Agenda point 2	**Defining key priorities for the working group:**
	- The AAP actors highlighted the priority areas where a coordinated approach would prevent duplication and promote synergies. These include collaboration on information and communication needs assessment, coordinated feedback and response mechanisms, establishing synergies and align messaging. In all those areas, the AAP working groups will ensure national capacities are supported and will build on existing systems to avoid duplication.
	- Collaboration with local actors includes a component of data sharing and data security that requires putting protocols on data protection in place. The AAP WG can provide technical guidance and best practices on data protection protocols.
	- Linkages need to be established between the AAP working group and all sectors. Particularly, the connections with the Protection sector and the PSEA Network are of essence. AAP is included as a standing agenda point on the weekly protection sector meeting. The PSEA Network met for the first time on Friday 18 March. Actors interested to join the PSEA working group can reach out to Nadia Abu Amr abuamr@unhcr.org .
Agenda point 3	**Collaboration on information and communication needs assessment:**
	There is limited understanding of the information gaps and the preferred and accessible channels for two-way communication with refugees, and capacity of partners to carry out comprehensive assessment is limited. The AAP WG can support a coordinated approach to communication and information needs assessments and joint analysis of findings.
	⇨ The AAP WG will look into a standardized minimum set of questions to include in any assessment and facilitate joint analysis of needs and trends. RICAA is used and known in many places with 8 essential questions that we should ask in any assessment about information needs and preferred channels. https://www.cdacnetwork.org/checklists/rapid-information-communications-accountability-assessment-ricaa
Agenda point 4	**Coordinated approach to feedback and response mechanism**

	The working group can play a role in mapping existing feedback and complaint mechanisms to enhance linkages and referral among those channels (e.g through guidelines and SOPs setting up clear referral to other channels), consolidate analysis and jointly identify trends.
	⇨ The WG will support the mapping of existing AAP activities, processes and systems, including feedback and complaint mechanisms, through a basic mapping (i.e. who is planning what, on what platform).
Agenda point 5	**Synergies and alignment of messaging** Significant efforts have been made so far to ensure that refugees from Ukraine have access to information about accommodation, basic needs, onward movements, status and trafficking. The AAP WG will facilitate better coordination on the development and dissemination of key messages and communication material keeping in mind the need for adapted messages to children and person with disability ⇨ The AAP WG will establish a shared online repository to share resources, and approved messages developed by partners in the context of the response.
AOB	▪ The next AAP WG meeting will take place on 25 March at 10am.

ACTION POINTS SUMMARY				
No.	**Action**	**Responsible**	**Deadline**	**Status**
1.	Review and agree on a minimum set of questions on information and communication needs to be integrated in all assessments	All members	25 Mar	Pending
2.	Develop a 3W mapping tools for AAP related activities (who does what, when, through what platform)	UNHCR	24 Mar	Pending
3.	Establish a shared online repository for all AAP actors to upload approved messages	UNHCR	25 Mar	Pending