

Guide on the integration of AAP and PSEA in the activities for the RMRP 2022

What is the R4V and what is the RMRP 2022?

In April 2018, the UN Secretary-General provided direction for IOM and UNHCR to lead and coordinate the regional response to the situation of refugees and migrants from Venezuela seeking access to basic rights and services, protection, as well as self-reliance and socio-economic integration. Further to this direction, the Regional Inter-Agency Coordination Platform (R4V) was established as a forum to coordinate the response efforts across 17 countries of Latin America and the Caribbean, with a particular focus on achieving coherency and consistency throughout the response. At national and sub-regional levels, the Regional Platform is complemented by local coordination mechanisms. Such coordination platforms are in place in Brazil, Chile, Colombia, Ecuador and Peru - at national levels - and in the Caribbean, Central America & Mexico and Southern Cone - at sub-regional levels. Their configuration is based on each situational context and the operational capacities of governments and RMRP partners, taking into account existing coordination structures.

The RMRP is a strategic response plan and an advocacy tool for the Regional Inter-Agency Coordination Platform (R4V) to support country and sub-regional operations and to ensure the most pressing needs of refugees and migrants from Venezuela as well as those of host communities, are met. It seeks to do so in coordination with and through the provision of technical support to host governments and regional responses/initiatives, including the Quito Process. The new RMRP will cover immediate support by the national and international community for existing and estimated needs for 2022.¹

What is AAP?

According to the understanding of the Inter-Agency Standing Committee (IASC), Accountability to Affected Populations (AAP)² is “an active commitment by humanitarian actors to use power responsibly by **taking account of, giving account to and being held to account by the people they seek to assist**”. It ensures that communities are meaningfully involved in decisions that impact their lives and recognizes their dignity, capacity, and ability to be independent.

To adopt this approach in practice means to implement activities that foster the participation of the affected populations in all stages of the response: during needs assessments, in planning processes, when implementing activities and in monitoring and evaluation exercises. By giving centrality to communities and collaborating with them, humanitarian actors can build trust, be more accountable and work towards a response that respects the culture, priorities, and preferences of affected people without posing any risk to them.

At the programme or agency level, AAP is an essential part of good humanitarian programming. Because of its transversal nature, it is not the responsibility of a single team or organization, it is instead a shared responsibility of all actors and staff involved in the R4V response.

What is PSEA?

PSEA (Protection from Sexual Exploitation and Abuse)³ is a term used by the UN and NGO community to refer to measures taken to protect vulnerable people from sexual exploitation and abuse by their own staff and associated personnel.

Sexual exploitation and abuse (SEA) is a form of gender-based violence (GBV) committed by aid workers, including humanitarian, development and peacebuilding actors. These include all persons with a contractual relationship with an organization, including UN, International and National NGO staff and implementing partners, working in the context of R4V.

When personnel of R4V member organizations commit acts of sexual exploitation and abuse against the affected population who look for protection and assistance, the values and principles of the response are betrayed, and the trust and the credibility of the entire system is undermined. It is one of the most basic failures of accountability to the people whom the humanitarian system is supposed to protect. Therefore, it is critical for humanitarian leaders to be at the forefront of the protection and response to SEA. In the context of the R4V work, it is everyone’s responsibility to undertake PSEA activities and make them coherent, systematic and integrated into the regional response.

1) For more information, please see RMRP Planning Resources <https://www.r4v.info/en/keyresources>

2) For more IASC resources on AAP please visit <https://aap-inclusion-psea.alnap.org/> and https://interagencystandingcommittee.org/system/files/iasc_aap_psea_2_pager_for_hc.pdf

3) For more resources on PSEA: [IASC PSEA Basics](#), [IASC PSEA Core Principles](#), [IASC PSEA Minimum Operating Standards](#), [Fact sheet on the Secretary-General’s initiatives to prevent and respond to sexual exploitation and abuse](#), [CHS Alliance PSEAH Implementation Quick Reference Handbook](#).

<p>Examples of AAP activities are:</p> <ul style="list-style-type: none"> • Activities to provide information to affected people include communications in digital and social media platforms or information leaflets. • Involvement of communities in defining the priority for an activity, selection criteria and assistance delivery modalities. • The establishment of complaints and feedback mechanisms such as telephone hotlines. • The involvement of the community in monitoring and evaluating the response or programmes. 	<p>What conduct is prohibited for R4V member organizations' personnel?</p> <ul style="list-style-type: none"> • Any sexual activity with a child (any person under 18 years old). • Any exchange of money, food, employment, goods, assistance or services for sex or sexual favours, including with sex workers. • Any relationship with a person benefiting from assistance and protection that involves improper use of rank or position. • Any sexual activity that is forced upon another individual. • Any use of a child or adult to procure sex for others. <p>Obligations of all R4V member organizations' personnel:</p> <ul style="list-style-type: none"> • To know the standards of conduct on sexual exploitation and abuse. • To comply with the standards. • To report sexual exploitation and abuse by personnel in the response. • To cooperate with investigations into sexual exploitation and abuse by personnel in the response.
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Why are AAP and PSEA important for the RMRP2022?

- **AAP and PSEA are core commitments of the R4V response**, as indicated in the RMRP. This means that all partners must commit to mainstreaming these themes across their sectoral responses and ensure they deliver assistance that is safe, relevant and timely.
- **It is a shared responsibility**. While technical experts can guide the technical work, AAP and PSEA activities must be mainstreamed across the work of all sectors and working groups and every member of staff is accountable to the members of the affected communities.
- **AAP and PSEA are essential to good programming**. Ultimately, understanding the preferences and priorities of affected communities will help R4V partners to be more efficient and effective, maximizing resources and ensuring address priority needs of the different population groups. Building trust and ensuring risks are mitigated will also help us fulfil our mandate to promote the safety, dignity and wellbeing of refugees and migrants from Venezuela.

How are AAP and PSEA interlinked?

AAP and PSEA are linked in many ways. In fact, SEA constitutes one of the most serious breaches of AAP.⁴

AAP is an active commitment to use power responsibly while SEA of affected people by anyone associated with the provision of aid constitutes one of the most serious breaches of accountability. While at the field level AAP and PSEA might be often distinct and separated, close links should be maintained between the two areas.

SEA frequently occurs when the essential needs of those most at-risk in communities are not adequately met. Issues of lack of accountability and of SEA are derived from asymmetries of power. SEA is also a serious protection concern and erodes the confidence and trust of refugees and migrants and the affected host population in all those providing protection and integration and humanitarian assistance. To be accountable to the people they serve and communities they work in, R4V member organizations must, for example, establish complaints and feedback mechanisms that can collect both programmatic and serious complaints, such as SEA and fraud allegations. Moreover, adopting an AAP approach to PSEA processes means risks of SEA are understood and mitigated; feedback and complaint mechanisms are trusted and used by everyone; affected communities understand the behaviour they should expect from all those working under the R4V response; and affected communities inform and understand SEA victim assistance entitlements and options.

4) For more information see IASC Plan for Accelerating PSEA in Humanitarian Response at country-level <https://www.unocha.org/sites/unocha/files/IASC%20Plan%20for%20Accelerating%20PSEA%20in%20Humanitarian%20Response.pdf>; and <https://interagencystandingcommittee.org/iasc-task-team-accountability-affected-populations-and-protection-sexual-exploitation-and-abuse-2>

National and sub-regional Platforms must ensure AAP and PSEA strategies, networks/groups and reporting mechanisms are strongly linked and build upon their respective added value. In the case of collective or joint up activities, it is important to ensure that both areas are considered when developing initiatives, SOPs or referral systems.

AAP and PSEA collective approaches

A collective approach to AAP or to PSEA is a multi-actor, multi-service initiative that encompasses the whole response in a given geographic location rather than a single agency or programme.

AAP collective services focus on two-way communication: they can provide information to affected populations, help gather information from communities via complaint feedback mechanisms, and help close the feedback loop by informing communities as to how their input is has been considered. Collective approaches to AAP can put people, rather than projects, at the centre of accountability, focusing on the R4V response as a whole and its impact on addressing people’s needs.

Joint action is essential for the R4V to deliver on its PSEA commitments effectively. Where even a single agency scales up action to strengthen PSEA at the field level, the interventions put in place – whether it be a PSEA training, a hotline, or legal support – help the R4V to go one step further towards realizing their collective PSEA and broader accountability commitments. Whenever possible, this should build on efforts at the national level to strengthen R4V collective approaches to accountability, particularly around complaints mechanisms.

AAP and PSEA commitments

The close link between the two areas has been recognised at the policy level through the establishment of joint commitments for AAP and PSEA by the IASC.⁵ The four AAP and PSEA commitments are:

Leadership - Demonstrate commitment to AAP and PSEA by enforcing, institutionalising and integrating participatory approaches in the R4V Program Cycle and strategic planning processes.

Participation and Partnerships - Adopt 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, to participate in and play an active role in decisions that will affect them directly.

Information, Feedback and Action - Adopt mechanisms that feed into and support collective and participatory approaches that inform and listen to communities, address feedback and lead to corrective action.

Results - Measure AAP and PSEA related results at the agency and collective level.⁶

PSEA Minimum Operating Standards

PSEA is one of the 4 non-negotiables in a crisis response (along with AAP, GBV and centrality of protection).

PSEA work of R4V organizations should respond to the following pillars:

Management and leadership: documented policies, strategies and guidance are to prevent SEA; Cooperative arrangements with implementing partners include SEA; dedicated focal points committed to PSEA.

Engagement with and support of local community population: Information provided to communities covers R4V partners’ commitments and expected staff behaviours in relation to PSEA; R4V partners have an information-sharing policy that addresses PSEA; Communities and affected people are consulted on how the complaints handling process will accommodate SEA.

Prevention: Effective and comprehensive mechanisms to ensure awareness-raising on SEA amongst personnel; effective recruitment and performance management.

Response: organizational complaints and investigation procedures are in place.

5) For more information: <https://interagencystandingcommittee.org/system/files/2020-11/IASC%20Revised%20AAP%20Commitments%20endorsed%20November%202017.pdf>
 6) Standards that can be used include: 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.

Why should I integrate AAP and PSEA in the RMRP 2022?

AAP and PSEA are RMRP commitments: As a shared responsibility of all R4V partners and personnel, and as crucial elements to “good programming”, it is recommended that national/sub-regional operations include AAP and PSEA as underpinning elements of their strategy for the response. This can be followed by mainstreaming AAP and PSEA activities in relevant sector sub-chapters.

Commitments need to translate in RMRP 2022 strategies and activities: You can work with the regional AAP focal point and the regional PSEA focal points (find contact details below), or national/sub-regional focal point if there is one, to include AAP and PSEA-specific activity lines within the appealing organizations’ submission at the regional, national/sub-regional level for the RMRP 2022 (see examples of activities below). Another option is to include coordinated AAP/PSEA engagement reflected as a percentage of an overall response.

Commitments need to be measured: What isn’t measured doesn’t get done. To ensure the response delivers on plans and activities for AAP and PSEA, you can include indicators that specifically measure AAP and/or PSEA progress. Regional core indicators may be used by national platforms/partners. See the indicators section for more information.

What collective AAP initiative can I include in the RMRP2022?

Different AAP activities can be included in the RMRP 2022 as part of the commitment of the platform towards its collective accountability.

Leadership

- Ensure that R4V partners have an AAP focal point.
- Identify an inter-agency AAP focal point and support platform partners in establishing an AAP coordination mechanism if it does not exist.
- Plan for capacity building which can strengthen AAP knowledge among partners. Encourage involvement from focal points from all sectors to make sure training is open to all personnel that implements AAP activities.
- Include a short session on AAP during capacity building activities in all sectorial training.

Participation and partnerships

- Plan for participatory exercises to involve the community in the response: needs assessments, planning, monitoring and evaluation exercises on the R4V. Ensure the exercises are inclusive (including people from all ages, genders, people living with disabilities and other hard-to-reach groups).

Information, Feedback and Action

- Agree on a collective approach or system to information sharing (Example: UReport).

What collective PSEA initiative can I include in the RMRP2022?

The following suggested activities are based on the IASC Minimum Operating Standards for PSEA (MOS – PSEA) which should inform collective PSEA activities as well as internal organizational-level PSEA initiatives for individual R4V partners:

Management and Coordination

- Support every R4V partner to have an effective policy on PSEA – Standards of conduct, whistle-blower protection policies, mandatory training, reporting, survivor assistance and investigations - and a work plan to implement the policy.
- Undertake mandatory PSEA training for all personnel involved in R4V activities. Training should include a reference to definitions of SEA, a clear and unambiguous statement that any form of SEA is prohibited for all personnel, the requirement that any allegation of SEA must be promptly reported, and the requirement that alleged victims of SEA shall be referred for professional victim assistance.
- Ensure that every R4V partner has a dedicated PSEA focal point.

Engagement with and support of local community population

- Within sectoral and organizational activities, raise awareness on the rights of the affected population including information on the R4V’s zero-tolerance policy and the organization’s standards of conduct and reporting mechanisms.
- Develop common messaging to convey to the affected population in collaboration with PSEA Focal Points/group/network, the Communication with Communities and/or AAPs working groups.

What collective AAP initiative can I include in the RMRP2022?

- Agree on minimum standards for all organizations to follow on what information must be guaranteed to affected populations (context-specific information, access to services, data collection and management policies, standards of conduct of humanitarian personnel).
- Consult communities on their preferred ways to provide feedback, who they trust to receive information from and how to report complaints and how they wish to be involved in shaping the response.
- Set up a collective complaint and feedback system, or strengthen existing ones, to monitor the relevance and effectiveness of the response, identify concerns, needs, and trends, including SEA risks. Ensure SOPs and referral pathways are disseminated among all participating partners.
- Build joint spaces for sharing community feedback among partners and commit to adapting the response based on feedback.
- Organise spaces to engage with communities highlighting what feedback you are receiving and how you plan to adapt the response based on it.

Results

- Plan a perception collection exercise to help you identify the perception that affected populations have of the R4V overall response. You can also run these exercises regularly to monitor progress.
- Adopt AAP specific indicators to monitor the progress of activities.
- Encourage sectors to adopt qualitative indicators where possible that can be measured through Feedback collection and engagement with communities.

What collective PSEA initiative can I include in the RMRP2022?

- Obtain feedback from beneficiaries on the appropriateness and effectiveness of R4V activities, including PSEA activities.

Prevention of SEA

- Identify SEA risks within R4V activities and develop and implement risk mitigation measures.
- Support organizations in conducting effective recruitment and performance management processes, i.e., signing of Code of Conduct, system of reference checking and vetting for former misconduct; supervision and performance appraisals should include adherence to Code of Conduct; etc.
- When working with implementing partners, vendors and contractors, ensure adequate safeguards are in place and appropriate action is taken related to sexual exploitation and abuse – e.g., screening, cooperative arrangements, monitoring, and termination of arrangements.
- Integrate PSEA in all sectoral and organizational activities. For instance, incorporate a short session on PSEA during training and capacity building activities, incorporate SEA messaging in community engagement activities for your organization.
- Ensure that a PSEA “lens” is continually embedded in activity design, implementation, monitoring and evaluation, as well as beneficiaries are respected, dignified and protected.

Response

- Establish complaints and feedback mechanisms (CFMs) internal to the organization or strengthen existing ones. Ensure these are safe and accessible reporting channels for victims of sexual exploitation and abuse and that they link to interagency complaints mechanisms.
- Support organizations in developing written procedures on complaints/reports handling from staff members or beneficiaries. Ensure personnel is informed on a regular basis on how to file a complaint/ report and the procedures for handling these.
- Ensure all service delivery points have clear information on how to prevent and report incidents of SEA. Each R4V organization might be one of the entry points for reporting SEA either by their own personnel or that of another organisation.

How can sectors support the integration of AAP and PSEA in the RMRP?

Mainstreaming AAP and PSEA across the response and implementing some of the above activities is only possible if sectors participate in the effort through their work. Based on conversations with regional coordinators of different technical sectors and working groups we include a set of practical recommendations that can be translated into activities for the different sectors/subsectors/working groups.

Education

- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.
 - Participate in/undertake SEA risk assessment – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of education activities.
- Map sector members' policies that cover SEA/safeguarding and prevention strategies of education sector organizations, including codes of conduct, information campaigns, training of personnel.
- Integrate AAP and PSEA into regional and national capacity building curricula.
- Integrate AAP and PSEA outcomes into outreach efforts, including the Education Sector's regional campaign.

Food Security

- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.
 - Participate in/undertake SEA risk assessment – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of food security interventions.
- Standardize post-distribution monitoring exercises (e.g., for food kits) to include an evaluation of the appropriateness, relevance, and safety of assistance, including exposure to SEA risks.
- Support sector members in implementing complaints and feedback mechanisms so that they are appropriate and inclusive for different groups of the affected communities. Feedback is analysed to be used in adapting activities.
 - Strengthen sector member's implementation of confidential complaint mechanisms that can specifically accommodate SEA reports (confidential complaint box, PSEA reporting hotline, and others), including operating procedures for handling and monitoring complaints, based on the needs and preferences of different groups of the affected community.
- Integrate AAP and PSEA into capacity building curricula at the regional and national levels.

Health

- Hold regular consultations with community members about specific topics (e.g., COVID-19 vaccination, access to health, quality of service). Use such feedback to draft evidence-based reports that can be used to engage in policy conversations with local authorities/governments.
- Collaborate with CwC/C4D groups, AAP networks (or AAP focal points) to agree on common messages, information materials that can be used by all partners collectively.
- Strengthen sector members' implementation of complaints and feedback mechanisms to be appropriate and inclusive for different groups of the affected communities. Feedback is analysed to be used in adapting activities.
- Strengthen sector member's implementation of confidential complaint mechanisms that can specifically accommodate SEA reports (confidential complaint box, PSEA reporting hotline, and others), including operating procedures for handling and monitoring complaints, based on the needs and preferences of different groups of the affected community.
- Integrate AAP and PSEA into capacity building curricula at the regional and national levels.

Humanitarian Transportation

- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.

- Establish minimum standards of participation of affected communities in activities. For example, determine standards of how, how often and when communities must be informed and consulted during activity planning, implementation, monitoring and evaluation.
- Participate in /undertake SEA risk assessments – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of humanitarian transportation activities.
- Integrate AAP and PSEA into capacity building curricula at the regional and national levels.

Integration

- Review the Regional Integration Strategy to include AAP and PSEA outcomes and tools for its practical application.
- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.
 - Participate in/undertake SEA risk assessment – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of regularization and integration activities.
- Establish methodologies, spaces and systems to involve different groups in the community in the definition of vocational training, social cohesion activities that consider their preferences and capacities, and empower the community members to lead on some activities.
- Conduct capacity building with the private sector and local governments on participatory approaches and community empowerment, PSEA, refugees' and migrants' rights and participatory advocacy.
- Support sector members in implementing complaints and feedback mechanisms so that they are appropriate and inclusive for different groups of the affected communities. Feedback is analysed to be used in adapting activities.
 - Strengthen sector members' implementation of confidential complaint mechanisms that can specifically accommodate SEA reports (confidential complaint box, PSEA reporting hotline, and others), including operating procedures for handling and monitoring complaints, based on the needs and preferences of different groups of the affected community.

Nutrition

- Conduct an assessment of the knowledge, attitudes and practices (KAP) of different groups of the population about nutrition behaviours and shape your programmes accordingly.
- Support the establishment of complaints and feedback mechanisms to shape activities and adapt ongoing assistance according to trends, context changes. Utilize feedback to shape activities and ongoing response and to document priorities and needs that can be addressed at the local policy and programme level.

Protection

- Integrate AAP and PSEA into regional and national capacity building curricula.
- Develop community-based and participatory methodologies and tools for interagency community consultation and systematic participation that allows for designing and/or adapting the response across all platforms. Ensure that these practices are harmonized and implemented in the different countries of the response in a manner that recognizes the preferences of different groups of the affected population and with special emphasis on action without harm.
 - Jointly support/carry out SEA risk assessments, either as a stand-alone risk assessment or by integrating the SEA into broader exercises. Evaluate and adapt interventions to mitigate SEA/GBV risks and ensure that SEA/GBV risks are not being created or exacerbated through the implementation of response activities.

- Support sector members in implementing complaints and feedback mechanisms so that they are appropriate and inclusive for different groups of the affected communities. Feedback is analysed to be used in adapting activities.
 - Support especially confidential interagency reporting systems that can specifically accommodate allegations of staff misconduct. For example, support the development of SOPs and inter-agency pathways to ensure an appropriate and safe response to allegations.
- Support other sectors in ensuring that staff appropriately contextualise and share information with communities about the expected standards of staff behaviour and commitments on PSEA, staff code of conduct, affected populations' rights and selection criteria of assistance implemented.
- Conduct joint advocacy to highlight AAP and PSEA commitments in the Centrality of Protection initiatives and amplify the voice of affected communities regarding emerging needs, perceptions, and recommendations so that this information systematically informs the response.

Gender Based Violence

- Include SEA pathways within the standard operating procedures to address GBV
- Conduct joint mapping and consultation on access and availability of multi-sectoral services for GBV survivors.
 - Jointly conduct advocacy for the establishment/scaling of services where gaps exist.
- Conduct joint GBV/SEA risk assessments.
- Include PSEA considerations within sub-sector training initiatives.
- Support the technical advice to non-specialist personnel on GBV and PSEA risk mitigation.

Human Trafficking and Smuggling

- Include SEA pathways within the standard operating procedures to respond to human trafficking
- Conduct joint mapping and consultation on access and availability of multi-sectoral services for human trafficking survivors.
 - Conduct joint advocacy for the establishment/scaling of services where gaps exist.
- Include PSEA considerations within sub-sector training initiatives.

Child Protection

- Conduct joint GBV/SEA risk assessments.
- Support the adaptation of methodologies for the participation of children and adolescents in community participation mechanisms.
- Technically support the establishment of child-friendly complaint mechanisms and two-way communication channels for children in general - including mechanisms and channels for SEA.
- Include SEA pathways within the standard operating procedures of child protection
- Conduct joint mapping and consultation on access and availability of multi-sectoral services for child protection.
 - Conduct joint advocacy for the establishment/scaling of services where gaps exist.
- Include PSEA considerations within sub-sector training initiatives.

Shelter

- Establish minimum standards of participation of affected communities in shelter activities. For example, determine standards of how, how often and when communities must be informed and consulted during activity planning, implementation, monitoring and evaluation.
- Participate in/undertake SEA risk assessments – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of Shelter activities.
- Design pilot projects to test, learn from and document community participation involvement strategies, including for SEA risk mitigation—for example, community-led rehabilitation of community centres or collective shelter solutions, community committees in sites etc.
- Standardize post-distribution monitoring exercises to evaluate the appropriateness, relevance, and safety of assistance, including exposure to SEA risks.
- Integrate AAP and PSEA into capacity building curricula at the regional and national levels.

WASH

- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.
- Undertake SEA risk assessment – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA/GBV risks and ensure SEA/GBV risks are not created or exacerbated through the implementation of WASH interventions.
- Standardize post-distribution monitoring exercises (e.g.: for hygiene kits) to include an evaluation of the appropriateness, relevance, and safety of assistance, including exposure to SEA risks.
- Integrate AAP and PSEA into regional and national capacity building curricula.
- Design pilot projects to test, learn from and document community participation involvement strategies, including for SEA risk mitigation. For example, community-led rehabilitation of community centres or collective shelter solutions, community committees in sites etc.

How can working groups support the integration of AAP and PSEA in the RMRP?

Cash and Voucher Assistance (CVA)

- Conduct an impartial assessment of needs and risks and design interventions based on inclusive consultations about the priorities and preferences of different groups.
 - Participate in/undertake SEA risk assessment – either as a standalone risk assessment or integration of SEA into broader exercises. Assess and adapt interventions to mitigate SEA risks and ensure SEA risks are not created or exacerbated through the implementation of cash and voucher-based interventions.
- Map WG members' policies that cover SEA/safeguarding and prevention strategies of education sector organizations, including codes of conduct, information campaigns, training of personnel.
- Build spaces and systems to collectively share, discuss, and analyse community feedback to inform CVA activities and overall response.
- Support WG members in implementing complaints and feedback mechanisms so that they are appropriate and inclusive for different groups of the affected communities. Feedback is analysed to be used in adapting activities.
 - Strengthen WG member's implementation of confidential complaint mechanisms that can specifically accommodate SEA reports (confidential complaint box, PSEA reporting hotline, and others), including operating procedures for the handling and monitoring of complaints, based on the needs and preferences of different groups of the affected community.
- Integrate AAP and PSEA into regional and national capacity building curricula.

Communication with Communities /Communication 4 Development

- Develop guidance on how to work with communities to co-create information materials, test the result with different groups of the population, and disseminate it through community-based channels.
- Develop materials with communities on refugees' and migrants' rights (right to complaints, comment, ask questions and provide feedback on the assistance).
- Develop materials with communities about the expected standards of staff behaviour and commitments on PSEA, tailoring materials for different groups of the population.
- Support technical sectors and working groups in consulting communities to understand information needs (regarding programmes and context-specific), favourite and trusted communication channels to receive information and provide feedback so that they can develop an engagement strategy that allows the participation of different groups of the affected population.
- Support members of the working group in integrating regular feedback collection and analysis in the development or use of information provision tools. Support initiatives to "close the feedback loop" and inform communities about how their input is used to adapt the R4V response.
- Support the implementation of complaints and feedback mechanisms and other AAP mechanisms.

Core regional indicators

Outcome indicator

The main novelty in this year RMRP is the inclusion of outcome indicators that allow for better measurement of the actual impact of the work of the Platform partners. An accountable response means a response that is perceived as safe, relevant and accessible by the affected communities. For this reason, we suggest a joint AAP/PSEA outcome indicator that will help measure the collective and overall response in this sense:

Outcome indicator AAP/PSEA: *The majority of the affected populations perceive the collective response implemented by R4V partners as safe, relevant and accessible.*

To help measure this indicator, a regional perception study that will help evaluate what affected populations think of the response will be included at the regional level in the planning for 2022.

The following indicators are considered Core Regional Indicators for the RMRP 2022:

- # of complaint and feedback mechanisms available to populations of concern. (AAP/PSEA)
- # Individuals accessing two-way communication mechanisms to voice their needs/concerns/feedback. (AAP)
- # of inter-agency initiatives that foster participation and information of affected populations. (AAP)
- % of partner organizations that have PSEA integrated into their codes of conduct, signed by their personnel. (PSEA)
- # PSEA risk assessments conducted. (PSEA)

Next Steps

Regional and national sectors/sub-sectors:

- During the technical consultations and planning meetings, ensure space is allocated to the discussion of AAP and PSEA with your partners.
- Ensure the implementation of participatory activities is prioritized, and support members in including them in their planning exercises. Make sure this is reflected in the sector chapters in the RMRP2022.
- Prioritize identification of SEA risks within programmes and integration of PSEA measures in sector strategies, and ensure this is reflected within the RMRP sector chapter.

Appealing organizations:

- Plan for AAP and PSEA initiatives to be included in the RMRP 2022 –in assessments, activity planning processes, implementation and monitoring and evaluation. For M&E, please see suggested indicators to measure collective progress.

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