

AGENDA

Peer Support Group Meeting

Hosted by Muslim Aid
12 December 2008, London (UK)

09:00 – 09:30	Participants Arrive (Coffee and tea available)		
09:30 – 10:15	Introduction <ul style="list-style-type: none"> Welcome: Saif Ahmad, CEO, Muslim Aid Updates from the HAP Secretariat and overview of the day, Monica Blagescu, HAP 		
10:20 – 11:20	Block I: Quality and accountability in emergencies Guiding questions for presenters and for the group discussion: <ul style="list-style-type: none"> Accountability measures put in place after the emergency, noting context specific interventions Enabling factors for such accountability measures Some of the perceived benefits, if any Key learning points 		
	Session 1: Cyclone Nargis Response <i>Presenters:</i> Jock Baker, Care International Meri Ghorkhmazyan, SCUK <i>Facilitator:</i> Richard Cobb, Merlin	Session 2: Liberia & Cyclone Sidr Response <i>Presenters:</i> Kate Bowen & Amy Rowlands, Tearfund Hamid Azad, Muslim Aid UK <i>Facilitator:</i> Alex Jacobs, MANGO	
11:20 – 11:45	COFFEE BREAK		
11:45 – 12:45	Block II: Tools and approaches to improving quality and accountability Questions for the group discussions: <ul style="list-style-type: none"> When approaching the topics below, what foundations did you built (or could build on) in your organisation? What new practices did (or will) you have to initiate? Where applicable, what have been the key learning points and perceived benefits? 		
	Session 3: Promoting Relevant Staff Attitudes and Behaviours <i>Presenters:</i> Jonathan Potter, People in Aid Toireas Ni Bhriain & Robyn Wilford, Concern <i>Facilitator:</i> Sheryl Haw, HAP	Session 4: Complaints processes for agencies working through partners <i>Facilitator:</i> Smruti Patel, HAP	Session 5: Complaints handling by agencies that are directly operational <i>Facilitator:</i> Julian Srodecki, World Vision International
12:45 – 13:45	LUNCH		
13:45 – 14:45	Block III: Working Groups		
	Session 6: The HAP Standard <ul style="list-style-type: none"> How have you used the Standard? What did you find most useful about it? What aspects of the Standard would you change/ what would you add? <i>Facilitator:</i> Monica Blagescu, HAP	Session 7: Certification: where to? <ul style="list-style-type: none"> What is the experience of agencies engaging with the certification process? What factors are affecting decisions regarding certification? <i>Facilitator:</i> David Bainbridge, Tearfund	
14:45 – 15:15	COFFEE BREAK		
15:15 – 15:45	Open space feedback <ul style="list-style-type: none"> Open space for participants to review key points from all sessions 		
15:45 – 16:30	Closing panel discussion <ul style="list-style-type: none"> Panellists reflect on the day's discussions; questions/comments from participants <ul style="list-style-type: none"> Manzoor Ahmed Awan, Sungi Development Foundation David Bainbridge, Tearfund Alex Jacobs (MANGO) Sheryl Haw, HAP International 		
16:30 – 17:30	Outstanding issues: Members only		