

## Dadaab Accountability and Quality Working Group Terms of Reference (TOR)

### I. Introduction

Following Humanitarian Accountability Partnership (HAP) 3 month deployment to Dadaab, a workshop on Introduction to Humanitarian Accountability was held on 28-29th July which was attended by 26 participants from 12 agencies working in Ifo camp. This was followed by a mapping exercise in which a diverse set of stakeholders were consulted for their views on the current accountability practices of information provision, participation and having safe and effective avenues for beneficiaries to raise concerns/ complaints in the ongoing humanitarian response.

Appreciation for the joint effort to strengthen the accountability and quality of the ongoing response and sharing of experiences and challenges was seen to be particularly useful and as one participant stated *'We started working as a humanitarian group and not as single entities, we shared gaps and proposed joint solutions, we have a shared commitment for a way forward'* while another one stated that *'establishing common ground for all agencies to start seeing our work with an accountability lens'*. In order build upon this and enhance staff capacity to undertake joint action in a coordinated manner we now propose to establish the *Accountability and Quality Working Group (AQWG)*.

### II. Aim, outcomes and Activities

**Overall aim of the AQWG:** To be an agent of change and a resource to strengthen quality and accountability of the Dadaab humanitarian operations.

The terms of reference (TOR) have been developed with the inputs from agency staff who have participated in the mapping exercise and a preliminary meeting of interested agencies held on 2<sup>nd</sup> September during which three heads of agencies (IOM, WFP, UNHCR) were also present.

#### Priority Areas: (as identified during the meeting on 2<sup>nd</sup> September, 2010)

- a) Develop context-specific information and complaints handling guidelines for the agency.
- b) Dissemination of timely, effective and relevant information to agency staff (including incentive workers), refugees and host community through accessible and jointly decided means and mediums.
- c) Establish effective, safe and accessible complaints and response mechanisms for refugees and host community at agency-specific and inter-agency levels.

#### Other Activities of the AQWG:

- Identify challenges and opportunities to strengthen humanitarian accountability in the prevailing context.
- Develop a plan for piloting joint activities in selected sites.
- Promote an understanding of quality and accountability issues and highlight the needs and benefits of being accountable to disaster affected populations, at all levels within an agency and as a collective.
- Support and encourage agencies operational in Dadaab to strengthen accountability and quality within their operations through various ways: agency-specific activities, regular AQWG meetings, trainings etc.
- Exchange experiences and good practices through different learning sessions around the application of quality and accountability.
- Create a common "toolkit" of materials and best practices from different agencies for implementation of quality and accountability standards.
- Identify additional specialised support needed and follow-up activities.

### III. Composition of AQWG

1. The AQWG will comprise of two persons from each of the participating agency. This will contribute towards consistency and continuity in case of staff turnover and absence.
2. Agencies will appoint staff to the AQWG who has been delegated authority to represent the agency, draft guidelines, bring about change in practice and are authorised and can undertake joint activities.

3. Agencies that are unable to dedicate staff for the working group will be updated via the Head of Agency (HoA) meetings and will still be able to benefit from the activities of the working group.

#### **IV. Roles and Responsibilities of the AQWG Members**

4. Attend the meeting of the AQWG meetings which will be held fortnightly, at least two days before the heads of agencies meeting. The meetings will last an hour at the minimum.
5. Each agency will coordinate, host and chair the AQWG meetings which will be held on a rotational basis.
6. Update the head of agency on the discussions, recommendations and activities of the AQWG prior to the fortnightly heads of agencies meetings.
7. Report progress, present action points and recommendations during the Heads of agencies meeting through a representative as nominated by the AQWG. In case feedback or sufficient progress on recommendations is delayed, the AQWG will raise the issue with the three heads of IOM, WFP and UNHCR ( who participated in the initial meeting).
8. Organise and undertake action to address the prioritised areas and other activities.
9. Undertake joint activities, in the spirit of inter-agency collaboration and ensure that the AQWG's agreed action points are followed up within the agency and at an inter-agency level.
10. The sessions will include a capacity building element followed by planning and undertaking inter-agency activities.
11. Review the achievements of the AQWG after six months.

#### **V. Roles and Responsibilities of the Heads of Agencies**

12. Express clear commitment to the AQWG in and support and encourage participation of staff.
13. Follow-up recommendations and actions points of the AQWG within the agency.
14. Support the inter-agency efforts of the AQWG.
15. Provide feedback to the AQWG of the progress and actions decided and undertaken in the heads of agencies meeting.
16. Include the activities and progress of the AQWG as a regular agenda point in the heads of agencies meeting.
17. Heads of UNHCR, IOM and WFP to provide further support in case the AQWG raises issues of concern or insufficient progress on points raised in the heads of agencies meetings.
18. UNHCR HSO to meet the group periodically to discuss progress and provide support needed.

#### **VI. Participating agencies (September 2010)**

- ADEO
- CARE
- DRC
- Film Aid
- Handicap International
- IOM
- LWF
- NRC
- Oxfam GB
- Save the Children
- UNHCR
- WFP