

Draft Minutes of meeting Community Engagement/Accountability to Affected Population Working Group

Date: 25th October, 2017

Time: 2pm

Venue: OCHA Conference Hall, Maiduguri

Minutes drafted by (UNOCHA)



Attendees: UNICEF, UNFPA, OCHA, FAO, CRS, Min. of Information, SCI, WFP, CARE International and ZOA

Action Points

Agenda:

1. Update BRTV humanitarian programme
2. One – day humanitarian dialogue/Community Engagement with Religious leaders and the Humanitarian Community
3. Pulka Joint mission action points
4. Updates leaflet on humanitarian action for the Affected Population
5. Update on CE/AAP activities from Partners
6. AOB

Agenda item 1. Update on BRTV humanitarian programme

- OCHA informed the meeting that a google drive excel sheet for the BRTV was shared with all with all humanitarian partners to indicate their interest in taking part on the ongoing weekly 30mins free air humanitarian program offered by the BRTV.
- Peter Lundberg the DHC completed the first interview, Jorge Martinez, Health Sector coordinator, completed the second on cholera. UNICEF completed the third on how the crisis affects children and the fourth interview was completed this morning by WFP.
- The interview will run until second of December, 2017

Agenda item 2. One – day humanitarian dialogue/Community Engagement with Religious leaders and the Humanitarian Community

- The chair informed the meeting that the program is aimed establishing an integrated system of engaging with opinion leaders of the affected population and the international humanitarian community

in Brono, Yobe and Adamawa and also to have a comprehensive Community Engagement system that would assist stakeholders in mainstreaming the real needs and concerns of the affected communities into the planning process of humanitarian response.

- He further informed the meeting that the program is closely related to the Borno state radio & television 30-minutes program on the Humanitarian Response in the North East and also part of the Community Engagement program of providing information to the affected population.
- The program will be implemented using dialogue approach that is flexible enough to appropriately address the information needs across different groups of stakeholders, institutions and address a range of issues that cut across all communities. It will also enable reaching out, creating awareness and upgrading the understanding of the humanitarian response of a large number of targeted groups at various levels.
- Participants will be drawn from the Religious leaders of Jama'atul Nasirul Islam (JNI), Christian Association of Nigeria (CAN) and Izalatul Biddia in all the LGAs.
- Organizing committee comprising State Ministries of information, Religious Affairs, SEMA and OCHA was constitute to implement the program.

Agenda item 3. Pulka Joint mission action points

- In line with the working group TOR on supporting humanitarian partners to ensure there are mechanisms to provide timely and relevant feedback from IDP communities in camps, host communities and villages, and in turn to provide feedback back to the communities from the humanitarian stakeholders a joint field mission to Pulka to assess the complaints mechanism was carry out on the 28th September, 2017.
- The Pulka mission team informed the meeting that the aim of the mission was to carry out focus group discussions with IDP leaders (the Bulamas), Women groups/leaders, youths and the most vulnerable groups to discuss their feedback on the humanitarian response and how they access information to make informed decisions.
- Three separate FDGs was conducted for men, women and the vulnerable group. 35 men (IDP leader/Bulamas), 37 Women (Women leaders) and 18 Physically challenged people participated at the FGDs.

- In conclusion the FGDs reveal that no formal complaints and feedback mechanism exist in Pulka. Majority of the people who participated in the discussion indicated that providing suggestion boxes and Complaints and feedback help desk are their preferred choice. Mobile phone network is non-existent in Pulka, Radio and Humanitarian aid workers are the main source of information majority of the population listen to BRTV radio, BBC Hausa service and Dandalkura Radio. Firewood/fuel for cooking is the main need/concern for women while the immediate need for wheelchair are key concern the physically challenged persons' other priority needs are Food, Shelters and NFI especially clothes.

General Recommendations and Action Points:

1. **Provision of Suggestion Boxes and complaints and feedback help desk in strategic locations** in the Pulka.
 2. Provision of regular and timely feedback on complaints
 3. **Strengthening lifesaving information sharing through BBC Hausa service, BRTV radio and Dandalkura Radio.**
 4. Provision of Radios to women and vulnerable group for easy access to information.
 5. Provision of Firewood/fuel for cooking, Food, Shelters, NFI especially clothes.
 6. Provision of wheelchairs and crouches to the physically challenged person
 7. The Director Borno state Ministry of Information informed the meeting that the programme has started with an interview with DHC last Saturday and programme will continue on weekly basis.
- It was agreed that secretariat to follow up with CCCM, ISWG and OHCT on the implementation of the recommendations

Auwal/Secretariat to follow up with CCCM, ISWG and OHCT on the implementation of the Pulka mission report recommendations by 11/11/2017

Agenda item 4. Updates leaflet on humanitarian action for the Affected Population

- OCHA presented the second draft of the leaflet on humanitarian action in Nigeria comments and suggestion was taken and it was agreed that all the comments will be incorporated and shared with the working group in a week's time. The leaflet will also be presented at the communication working group meeting.
- Members also discussed the suitability for the use of the leaflet for IDPs in camps and host communities and consensus was reached that posters will be more appropriate for IDPs while the leaflet should use for opinion leaders of the communities.

Samantha to incorporate comments on the leaflet and shared with the working group before COB Wednesday 1st November, 2017

Agenda item 5. Update on CE/AAP activities from Partners

a) Borno Ministry of Information

- The Director information from Borno Ministry of information chaired today's he informed the meeting that the Ministry is partnering with NEIRI to provide radio transmitter in northern Borno and Potiskum in Yobe state and also the distribution of 4000 radio sets to Nigerian refugee in the Diffa region in Niger Republic and 1000 radio set to the community hosting the refugees.
- The Ministry will also look into the possibility of providing radio sets to women in Pulka base on the recommendations of the Pulka mission report.

b) UNICEF

- UNICEF gave update on the rumors going on about immunisation in schools and possibilities of dispelling the rumour option of using the BRTV 30 minutes' free air time for humanitarian was considered and it was agreed that UNICEF will discuss and revert back with a date to go on air.

c) WFP

- WFP informed the meeting that there implementing partners are handling the onsite Complaint desk established in different location in Borno state
- Monthly community meetings on ongoing.
- Functional Toll free hotline for complaint and feedback for service provision for the affected population the number is 4046?

d) UNFPA

- UNFPA informed the meeting that capacity building on GBV for handlers of complaints and feedback mechanisms will commenced on the 27th October, 2017.

e) CRS

- Functional Toll free hotline for complaint and feedback for service provision for the affected population covering Borno, Yobe and Adamawa state.
- Monthly community meetings at Muna, Dalti, Simari, Kaga, Benisheik and Busari ongoing.

f) ZOA

- ZOA informed the meeting that they are facilitating the coordination of WASH activities in Old Maiduguri they also reported that two of there boreholes and 2 borehole belonging to NRC was vandalise

David to follow with Ministry of information on the provision of radios to the affected population in Pulka and revert back to the working group.

Vincent/UNICEF to confirm date for BRTV program on immunization before COB 30th October, 2017.

<p>Agenda item 6. AOB</p> <ul style="list-style-type: none"> • CE/AAP working group next meeting 29th November, 2017. • Tentative date for next joint field to Dikwa on the 7th November, 2017 secretariat to re-share the FGDs guiding questions for more inputs. 	<p><i>Secretariat to re-share the FGDs guiding questions for more inputs before COB Monday 6th November, 2017</i></p>
<p>Action Points</p> <ol style="list-style-type: none"> 1. <i>Auwal/Secretariat to follow up with CCCM, ISWG and OHCT on the implementation of the Pulka mission report recommendations by 11/11/2017.</i> 2. <i>Samantha to incorporated comments on the leaflet and shared with the working group before COB Wednesday 1st November, 2017.</i> 3. <i>David to follow with Ministry of information on the provision of radios to the affected population in Pulka and revert back to the working group.</i> 4. <i>Vincent/UNICEF to confirm date for BRTV program on immunization before COB 30th October, 2017.</i> 5. <i>Secretariat to re-share the FGDs guiding questions for more inputs before COB Monday 6th November, 2017</i> 	