# Minutes: CM Standards WG, 09.09.2019

**Attendance:** Niklas (DRC), Jennifer (IOM), Elena (Acted), Ingrid (IOM), Frank (IOM). Ibrahim (IOM), Alisa (UNHCR), Kathryn (IOM), Jorn (NORCAP), Markus (PHAP), Jo (NRC), Gebre (DRC), Wan (IOM).

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| **Agenda** | **Discussion** | **Action Point** |
| 1. On – line consultation with PHAP. | * PHAP agreement was signed following funding received from IOM for first online consultation. Agreement covers 1/online consultation (survey); 2/webinar to be conducted as part of the introduction to the survey; 3/analysis of the results; 4/presentation at the retreat. * Timeline for these events:   + Induction meeting with PHAP (2 September)   + Survey development (2-9 September)   + Survey launch (12 September)   + Webinar concept note (9-13 September)   + Pre-event survey launch and webinar (11 September)   + Webinar (23 September 15-16h30)   + Preliminary results from survey (28 September) * Goal of the webinar is to introduce the process of the CM standards, build awareness of CCCM and its standards development aims * Goal of the survey is to gather feedback on the overall aims, structure and content of the current draft (v2018) to help identify major concerns and help shape the rest of the drafting process.   *Discuss led by Markus from PHAP who elaborated the goals of the survey which will be shared with the PHAP membership of 50,000 persons. He elaborated how each Standard has now been broken down into Components and Sub-components which will lead to a greater consideration of how CCCM and other humanitarian practitioners perceive if there are gaps or overlaps in the CM Standards. He also explained the possibility for us to circulate the survey link to the CCCM partners list. NORCAP, DRC, IOM and ACTED expressed their interest in doing this. The Cluster will also post it to their mailing list along with an advertisement to the webinar.*  *The WG asked questions about the profile of the PHAP mailing list – which are widely considered to be humanitarian professionals, and noted how some non-traditional humanitarian actors (namely Military and Governments are also sometimes part of a CCCM framework.)*  *The working group members discussed also the format of the webinar and endorsed the idea of having a pre-recorded statement from the UNHCR High Commissioner (previously recorded); DG of IOM; and potentially from NRC SG who was Under Secretary of Humanitarian Affairs and Emergency Relief which launched the cluster system. Criteria for webinar speakers was discussed with those who have hosted an in-person consultation prioritized therefore nomination (and approval) of Gebre and Bruce as speakers on the Webinar. Kathryn was nominated as a second participant and this will be determined once the webinar concept note is developed (this week). Markus emphasized the webinar should be like an exciting “radio talk-show” and that the objective was to drive more interest in the CM Standards.*  *It is hoped that between 200-400 results could be expected from the survey, with Markus noting that Sphere had 800 respondents with 12,000 comments from one of their surveys as undertaken in the last revision process.*  *Finally, Markus explained the “piping” process which allows answers from respondents to be filtered based on their experience and professional backgrounds allowing for better analysis of the comments.* | **Jennifer to share survey with WG for comment. WG members to make comments on survey by COB (9.9.19)**  **Markus to share the link to specific focal points so they are able to circulate it within their CCCM networks.**  **Markus to revise survey based on feedback from WG members.**  **PHAP to launch survey 12.9.19 along with link to webinar.**  **PHAP (with inpust from WG) to develop concept note for webinar.**  **Jennifer to follow up with permissions for pre-recorded statements to accompany webinar.** |
| 1. Retreat session update | * Retreat session will take place on 3 October (day 2) at 9:30. Main speaker will be Markus who will present the preliminary results from the on-line consultation.   *Discussion – WG agreed to this approach and suggested there could also be more planning around session following the preliminary results.*  *Additional discussion on timeline for project overall, which is quite delayed and the need to flag this to the wider CM community/SAG so they are aware.*  *DRC agreed to formal partnership in Standards as proposed in concept note and take a formal role in working group.* | **WG members to make comment on document by 14.6.19** |
| 1. Update from in person consultation in Iraq | * Frank and Ibrahim shared a presentation about the in person consultations which took place in Erbil (5.8.19) and Baghdad (9.8.19). Highlighted how participants in these sessions wanted to make distinctions between what was “core” to CCCM and which was optional. They elaborated some of the main discussion areas which focused on the difficulty to implement REPRESENTATION and some of the steps that had been taken in Iraq to makes these positions have gender balance, be democratic, and transparent as well as the characteristics of those serving in the role being well spoken, having a good ethical character and “clean” background. Elaborated that the job of CM agency was to help guide these representatives through capacity building and ideally the exchange could go both ways with leading to a greater understanding of the group dynamics and situation on the ground. * Iraq consultations noted how some “components of standards” were not the exclusive responsibility of the CM – citing the examples of Feedback and Complaints mechanisms which depend on service providers, and participation of the population as well as Data Protection. Please see attached report for further details on Iraq consultations.   *Discussion and questions from WG focused on Data Protection, Referral Pathways, and Strategic Planning with a dynamic exchange on the role of “muktars” to represent the views of the community.* | **Frank to share breakdown of participants list and contacts for record keeping.**  **Jennifer to share report with WG.** |
| 1. AOB | Due to the length of the meeting there was no AOB noting that there will be a meeting called again this month given the tight timelines for the on-line consultations and upcoming retreat. | **Next meeting – later this month prior to retreat.** |

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