Collective Service
For a community-led response

Global Call
Tuesday 26 September 2023

Collective service |

AGENDA

1. Disability inclusion in RCCE- update and presentation featuring stories from ESAR and Nepal (30mn)

- Kristel Juriloo (UNICEF ESARO) and Obindra Chand (SSHAP)

2. El Niño preparedness update followed by group discussion (15mn)

- Rachel James (Regional Interagency coordinator, CS, ESARO)

3. Collective Service update & external evaluation process (10mn)

- Diane Le Corvec, Global CS coordinator

4. Group discussion on upcoming global calls & AOB (5mn)

- All participants

Disability Inclusive Risk Communication & Community Engagement

Kristel Juriloo, Programme Officer (Children with Disabilities), UNICEF Eastern and Southern Africa Regional Office: kjuriloo@unicef.org

Global Call- Collective Service
26 September 2023

Agenda

1. What is disability

2. Why disability inclusion

3. Increased risks experienced by persons with disabilities during emergencies

4. Good practices

5. Minimum actions in preparedness and response

6. Resources

What is disability?

Why disability inclusive RCCE

- 15 % of the population
- Convention on the Rights of Persons with Disabilities CRPD Article 11 Situations of risk and humanitarian emergencies
- IASC Guidelines Inclusion of Persons with Disabilities in Humanitarian Action
- UNICEF Core Commitments for Children in Humanitarian Action

Increased risk during emergencies

- Barriers to access essential services; lack of accessible public transit systems; limited capacity of health workers to communicate and work with persons with disabilities; high costs of health care

- Interrupted home, community and social services and supports, including personal assistance

- Inaccessible information and communication = persons with hearing, visual, intellectual or physical disabilities may not receive key information about prevention and assistance

- Prejudices, stigma, and discrimination

- Lack of disaggregated data = inability of surveillance systems to determine the impact on persons with disabilities

- Less likely to be prioritized in resource allocation and priority setting

COVAX uptake in Tanzania among the deaf community

- Misinformation, lack of trust in the health care system

- Health care workers lack communication skills

- UNICEF partnered with CHAVITA (association of the deaf) to manage misinformation at local level

- UNICEF support MoH to develop inclusive RCCE SOPs, guidelines, PSS tools, AAP, mass messaging through media, communities, Internet of Good Things –platform and SMS

- Result: 44% increase in vaccination coverage

Malaria Mass Drug Administration in Uganda

- National EVD task force recommended Malaria Mass Drug Administration (MDA) along with nets and SBC to prevent Malaria in EVD outbreak districts
- People did not seek treatment for fear of EVD
- UNICEF supported distribution in two districts targeting all
- Door-to-door approach created a chance for the 406 persons with disabilities to benefit from interpersonal communication on EVD, Malaria and the importance of MDA
- Health messages delivered through community engagements, trainings, community radios, and radio talk shows emphasized involvement of persons with disabilities and other vulnerable groups in MDA

In your opinion, how disability inclusive is your RCCE work?

Minimum Actions: preparedness

01

Include "disability and inclusion indicators" in existing partnerships

02

Build capacity of existing partners

03

Collaborate/partner with Organizations of Persons with Disabilities

Public

Minimum Actions: response

01
Provide life- saving information in appropriate multiple and accessible formats

02
Provide safe and accessible feedback mechanisms

03
Engage persons with disabilities as agents of change

04
Ensure that messages are disability inclusive

05
Collect disability disaggregated data using the CFM (children) and the WGSS (adults)

What resources are you missing to enable you to be more inclusive in your work?

Resources

- [IASC Guidelines, Inclusion of Persons with Disabilities in Humanitarian Action](#)
- [UNICEF: Including children with disabilities in humanitarian action](#)
- [UNICEF: Disability Inclusive Humanitarian Action Toolkit](#)
- [UN Disability Inclusive Communication Guidelines](#)
- [UN Guidelines on Consulting with Persons with Disabilities](#)
- [UNICEF, Social and Behavioural Change Interventions to Strengthen Disability-Inclusive Programming (2020)](#)
- [UNICEF Accessibility Toolkit: accessible events](#)
- UNICEF Disability Inclusive SBC Toolkit (forthcoming in Q4)

Thank you.

unicef ♦ | for every child

GOARN Collective Service Call
ESAR RCCE TWG Updates
September 26, 2023

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RCCE Coordination: El Nino Preparedness

RCCE TWG Meeting Sept 13

- Key issues for El Nino in ESAR
  - Impacts of El Nino layered on widespread cholera outbreaks, fragile health systems, zero dose communiti and conflict/humanitarian crises

- Request to collect community perceptions, insights, and behaviours related to El Nino preparedness and response i the region

- Collection of tools, guidance, lessons learned, best practice (for repository or presenting on the RCCE TWG)

- Coordination of regional/national partner RCCE preparedness and response activities

Public Health Situation Analysis

El Niño

Global Climate Event

Covering July-September 2023

Population: El Niño affected countries
Reporting period: July-Sep 2023
Start date of crisis: July 2023
Typology of crisis: Heatwaves, drought, wildfires, floods, landslides, food insecurity, infectious diseases, cyclones

This living document was prepared by the Department of Alert and Response Coordination with inputs from relevant technical experts within WHO and partners. It may be updated periodically based on changes in the situation and availability of new data.

World Health Organization

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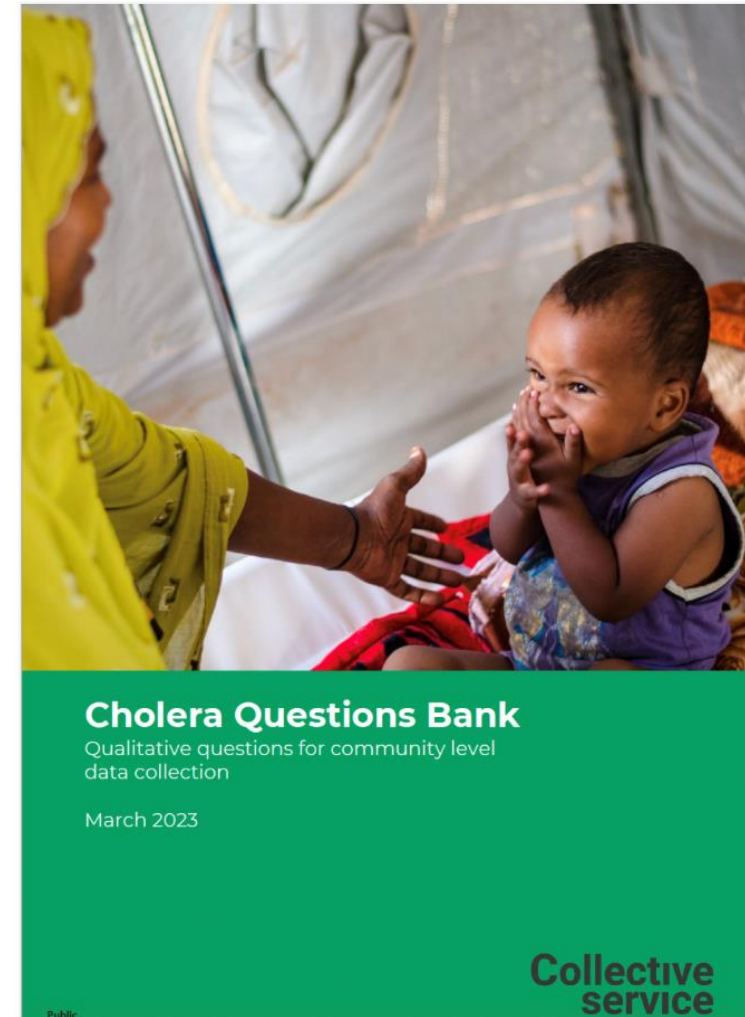
Community Feedback and Social Science SWG

Community Feedback

- **Community Feedback Report:** Analysis of community feedback and development of interagency community feedback reports on community perception, insights and behaviours related to El Nino preparedness and response activities

- **Remote trainings/webinars** on request for collection, analysis and responding to community feedback

- Strengthening on **national and subnational interagency community feedback** mechanisms

- **In-country and remote support** through the Collective Service (for RCCE Coordination, Community Feedback, Social Science)

- **Media Taskforce:** Request for media dialogue(s) to address concerns from the community feedback related to El Nino

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Community Feedback and Social Science SWG

Social Science

- Request for **data synthesis on lessons learned/best practices** for El Nino response in ESAR with operational recommendations

- **El Nino Question Bank**
  - Quantitative and Qualitative questions and context analysis to support data collection for El Nino

- **El Nino Thematic Kit:** Document repository on CS website

- **Technical Support** for regional/country partners undertaking data collection
  - Coordination of data collection efforts
  - Triangulation of results across countries and partners

Cholera Questions Bank
Qualitative questions for community level data collection

March 2023

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Public

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Next Steps

- Advocacy paper on importance of RCCE coordination, collection and use of community feedback and social science data, in light of ESAR vulnerabilities
    - Expansion of RCCE activities to support disaster management structures

- 4Ws regional partner mapping of RCCE activities
    - Tracking of data collection activities

- Development of El Nino Thematic Kit, Data synthesis on El Nino and post El Nino lessons learned and best practices and El Nino Questions Bank

- Strengthening of community feedback systems/partner capacities and development of CF report

- Media Dialogue(s) as relevant

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Requests to Partners

- Provide **updates** on who is doing what where at regional and country level on RCCE through **coordination** mechanism

- Share any **tools, guidance and resources** for SSHAP and Collective Service to include in El Nino Thematic Kit for country partners to use (or presenting lessons learned/best practice)

- Organisations collecting **community feedback** at regional or country level to please share

  - Partners can request support for collection, analysis and utilisation of community feedback

- Share **plans and outputs** for **social science data collection** at regional and country level for triangulation

- Offers for **remote technical support** for social science needs at country level, including review of El Nino question bank

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Collective Service update
& CS external evaluation
process

External evaluation of the Collective Service

Brief update

Purpose of the evaluation

→ **To assess the Collective Service's contribution to the overarching goal of RCCE systems-strengthening** in the public health and humanitarian responses to the COVID-19 pandemic, and

→ **To make proposals for the Service partners' decision-makers regarding the future strategy, vision, and coordination model** based on evidence of RCCE good practices and lessons learned from Collective Service implementation and beyond.

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External evaluation of the Collective Service

Brief update

Outline of the evaluation

- Evaluation timelines:
  - January- July 2023
- Evaluation governance and management:
  - Jointly managed by IFRC-UNICEF-WHO- with external evaluators team
  - Supported by Focal Points from each entity and Collective Service
  - Reference Group supports in advisory capacity

- Evaluation period: 2020-2022
  - In practice, 2023 has also been considered

- Evaluation scope:
  - COVID-19, plus other PHE
  - HQ, regional and country levels
  - RCCE supported by the Collective Service, and RCCE beyond the CS

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External evaluation of the Collective Service

Brief update

Indicative timelines and next steps

- **Final evaluation report is currently under completion-** and should be shared by mid-October with all relevant CS stakeholders

- Final step: **Management response** to be filled by those to whom the recommendations are addressed (mainly core partners: IFRC, WHO and UNICEF leadership)

- Further **communication and dissemination activities** are being planned and your suggestions are welcome

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Future CS priorities

Under consideration by CS leadership

❖ Increasing capacity to support growing demand from Ministries of Health that are responding to public health emergencies

❖ Pioneering an innovative RCCE vision of country-led, demand-driven, collective support in public health emergencies

❖ Leading systemic change in the public health (and humanitarian) domain

❖ Advocating for more collaborative and community-centred RCCE approaches

❖ Enhancing and increasing capacity for on-demand, remote RCCE support

❖ Consolidating and sustaining gains & critical, inter-agency capacity at global, country and regional levels

❖ Spearheading and expanding the Data for Action approach at the country level

❖ Strengthening RCCE surge mechanisms

❖ Sustain the CS Helpdesk function

❖ Developing and implementing standardized tools for data collection, analysis, interpretation and use

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Collective Service global calls

➢ Would you like to share any **key updates** from your organisation/institution?

➢ What **themes/issues** would you like to be featured in the upcoming calls?

➢ What **format** would you prefer: webinar, deep dive, operational updates, discussion on common strategic areas of interest?

➢ Please share any suggestions with Diane (diane.lecorvec@ifrc.org)