

**COVID-19 CwC Task Team – Minutes of Meeting on 29/06/2020**

Main Points of Discussion	Action Points
<p><b>1. Age and Sex Disaggregation of RRP Indicator</b></p> <ul style="list-style-type: none"> <li>• Age and sex disaggregation of the reporting on the indicator “# of complaints addressed through effective feedback mechanisms” was discussed during the previous meeting on 22 June. While the total target figures would be maintained in the results framework, it was agreed that partners should generally disaggregate by age and sex in their reporting on this indicator in Activity Info, with some exceptions where this is not feasible (e.g. group feedback, anonymous complaints through complaints and suggestion boxes, etc). This will start from Q3.</li> <li>• The issue was discussed with the Information Management (IM) team who manages the Activity Info portal to see what is possible within the portal. The response was that the sex and age disaggregation can be easily done in the portal. All that is needed is for the CwC Task Team to communicate the requirements to the IM team.</li> <li>• The issue for discussion is the age groups. During the previous CwC meeting, it was recommended to align the age groups as much as possible with that used in the FRRM helpline. The age brackets used in the FRRM are mainly five years. Do members think it is possible to align the age related data of feedback collected through other feedback channels with the age brackets of the FRRM helpline?</li> </ul>	<ul style="list-style-type: none"> <li>• Members to consult within their organizations about the proposed age brackets used in the FRRM and share feedback.</li> </ul>
<p><b>2. Development of one pager on tools/resources of CwC Task Team</b></p> <ul style="list-style-type: none"> <li>• It was agreed during the previous meeting to develop a one pager with tools and resources developed by the CwC Task Team to increase the visibility of the Task Team and its products, given that other sectors may not necessarily be aware of what the Task Team is doing and the resources available.</li> <li>• Draft was shared with members through the mailing list. Inputs from members are most welcome. Once finalized, it can be shared with sectoral working groups and partners.</li> </ul>	<ul style="list-style-type: none"> <li>• Members to share their input on the draft one pager by 3 July.</li> </ul>
<p><b>3. MoH sign language translated videos (HI)</b></p>	

<ul style="list-style-type: none"> <li>• MoH requested HI some time ago to do sign language translations of its videos. While the translated videos were not used by MoH in the end due to issues related to the deadline, HI received authorization from MoH to use the sign language translations. The advantage is that much of the refugee population in Uganda use a very similar sign language for Ugandan languages.</li> <li>• If members have videos that they want translated into sign language, they can reach out to HI which has the funds and capacity to conduct more sign language translations and edit videos.</li> <li>• The sign language translated videos can be shown at health centres, and HI is also exploring other ways to share the video. Members suggested to share the video through WhatsApp and social media.</li> <li>• Reference was made to another sign language video that was produced by Light for the World (<a href="https://drive.google.com/file/d/146m8H1RyTSdqMz1PF2SYGs3kwyau1RrV/view">https://drive.google.com/file/d/146m8H1RyTSdqMz1PF2SYGs3kwyau1RrV/view</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• HI to share the link for members to access the sign language translated videos.</li> </ul>
<p><b>4. FRRM COVID-19 Dashboard (FRRM Coordinator)</b></p> <ul style="list-style-type: none"> <li>• The COVID-19 FRRM Dashboard is now complete and can be accessed at the following link: <a href="https://ifrm.technobrainbpo.com/covid-19/dashboard.php">https://ifrm.technobrainbpo.com/covid-19/dashboard.php</a></li> <li>• The Dashboard provides insight into experiences of PoCs who have called the FRRM. It shows the narratives related to individual calls, and the questions and issues that have been asked and reported. The information displayed on the dashboard has been reviewed and redacted to remove any personally identifiable and confidential information. As this is a manual process and human errors can arise, please notify the FRRM Coordinator immediately if you see any confidential information mentioned in the narrative.</li> <li>• The data can be filtered by keyword, settlement, sector, age, sex, dates, etc. The Dashboard is still being refined to show the total number of calls, analysis of calls, etc.</li> </ul>	
<p><b>5. Co-Chair for July</b></p> <ul style="list-style-type: none"> <li>• DRC to confirm whether it can take up the co-chair for July.</li> </ul>	
<p><b>6. AOB</b></p> <ul style="list-style-type: none"> <li>• Reminder to continue updating the mapping of CwC activities for continuous updating of the CwC mapping.</li> <li>• Next meeting: 6 July at 11:30-12:30.</li> </ul>	<ul style="list-style-type: none"> <li>• Members to inform Ann (<a href="mailto:ann.mbeiza@rescue.org">ann.mbeiza@rescue.org</a>) of any updates to the CwC mapping</li> </ul>