Context

HOF13 – Decide on the system
HOF14 – Set up the system
HOF15 – Document 2021-today requests (associated information, progress and updates)
HOF16 – Use of the system, review progress so far.

Submit request

- SPC Member sends an email or letter with the subject of the request, include fame_support@spc.int
- Include: Priority level, key information about the request, timeframe to action the support, focal points to liaise with.
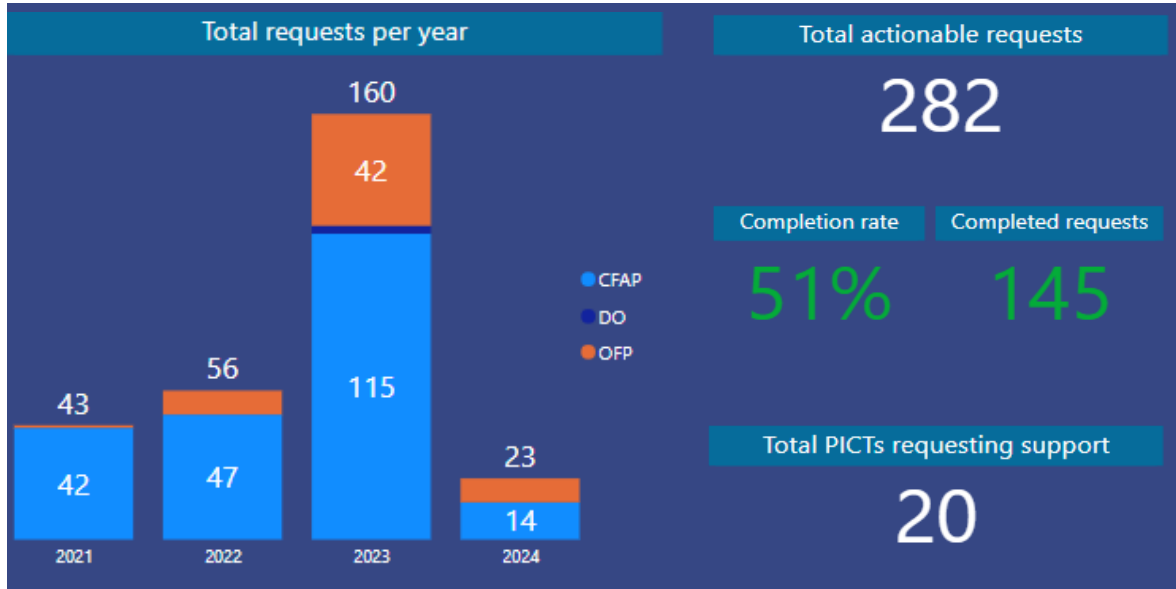
SPC review

- Consideration given to priority of the request, available expertise, funding and FAME capacity to respond to the request.
- Communication with the Member to inform about SPC actioning of support or needed review.

Actioning support

- Provision of a response to the request submitted by the Member
- Support provided: area of lessons learned to be discussed

Progress achieved (2021-2024)

Completion timeframe	Percentage of completed requests (N=134)
One month or less	74%
Two to six months	37%
Seven months to a year	10%
More than one year	16%

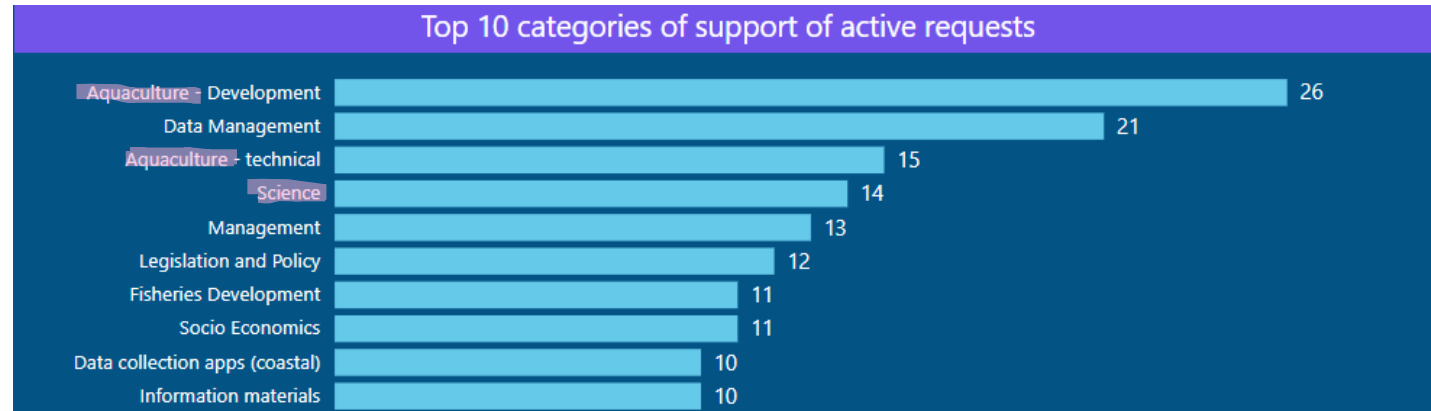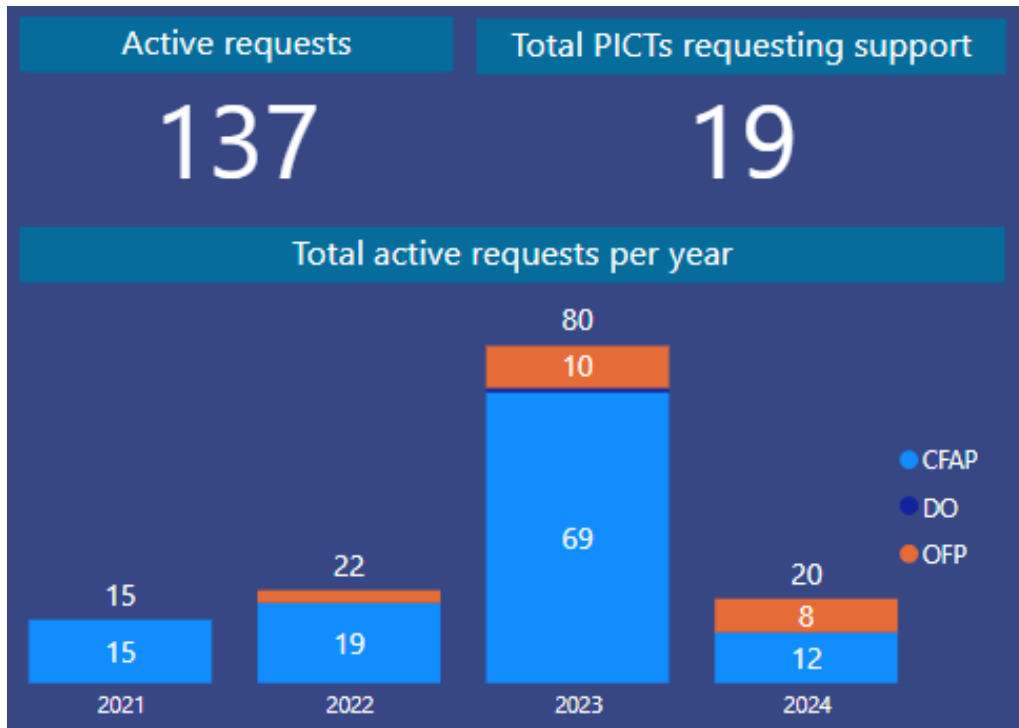**More than 90%** of total submitted requests by members have been actioned.

Requests per FAME section:
- **CFAP:** 77% (218 out of 282)
- **OFP:** 22% (61 out of 282)
- **DO:** 1% (3 out of 282)

Initial response: 42% of requests have been provided an initial response the same day they have been submitted (93 out of 224) and 28% between two to seven days (62 out of 224).
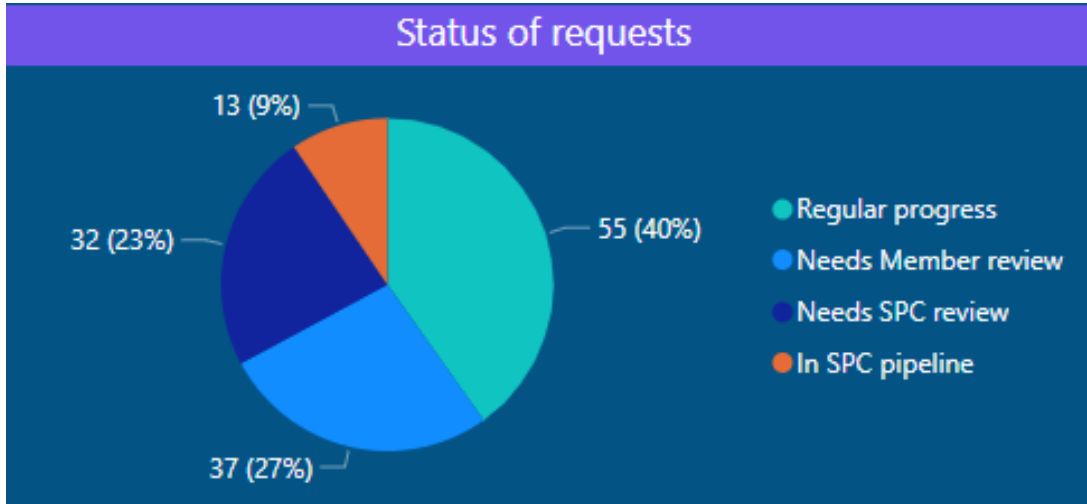
Current stage – Active requests

Active requests

137

Total PICTs requesting support

19

Total active requests per year

Year	CFAP	OFP	Total
2021	15		15
2022	19		22
2023	69	10	80
2024	12	8	20

- CFAP
- DO
- OFP

Top 10 categories of support of active requests

Category	Value
Aquaculture - Development	26
Data Management	21
Aquaculture - technical	15
Science	14
Management	13
Legislation and Policy	12
Fisheries Development	11
Socio Economics	11
Data collection apps (coastal)	10
Information materials	10

Assigned staff for member requests:

115 active coastal fisheries requests covered by **24** staff

21 active oceanic fisheries requests covered by **15** staff

Work in progress – Areas of improvement

MEMBERS REVIEW
- To provide key information of the request
- Type of SPC engagement in the area of support
- Focal point to action and follow up on the request
- Information about other partners working on the same request.
- Communicate on the review of the support provided.

SPC REVIEW
- Maintain and document requests' progress and relevant updates.
- Provide a report platform on the status of requests for members to consult.

SPC FAME and Members to review requests together and provide relevant information about progress achieved to keep our system updated!

For any inquiry about SPC Member Requests please contact us at fame_support@spc.int

Thank you!