



National Protection Working Group Meeting

Time & Location	28 May, 2019 / UNHCR Country Office, Turkey
Chaired by	Sander van Niekerk – Senior Inter-Agency Protection Coordination Officer
Participants	UNHCR, UNICEF, UN Women, WFP, IOM, UNFPA, IFRC, TRC, Concern Worldwide,
Meeting Agenda	<ol style="list-style-type: none"> 1. General Protection Update 2. Discussion on Communications with Communities 3. Services Advisor 4. Communication with Communities and Accountability to Affected Populations 5. AOB

Agenda Point	Discussion
General Protection Update	<ul style="list-style-type: none"> ▪ Highlights from UNHCR PDU on updated protection trends as of May 2019 were provided as below. ▪ Border trends; <ul style="list-style-type: none"> – According to TCG official statistics; 8,986 individuals were intercepted through 261 incidents between 1 January - 24 May 2019. Highest number of interceptions according to nationality are Afghans, followed by Syrians and Palestinians. – A drastic increase in interception of Palestinians by TCG in 2018 was observed, with this trend continuing in the first five months of 2019. As of 24 May 2019, a total of 1,470 Palestinian nationals were apprehended by TCG at the western sea borders while within the same period of the previous year, only 6 Palestinians were intercepted. They generally come with their passports via Egypt. – Until 24 May 2019, a total of 3,293 Afghans were apprehended by TCG at the western sea borders while within the same period of the previous year, only 528 Afghans were intercepted.



- Based on UNHCR's data portal, sea arrivals to Greece per nationality are as follows: Afghans (39.8%), Syrians (13.5%), Iraqis (13.1%) followed by Palestinians and Congolese nationals. This nationality breakdown is based on the period between 1 January and 19 May 2019.
- Compared to the same period of last year, a 56% decrease is observed at the Turkey – Syria land border with 59,620 individuals apprehended (1 January - 25 May 2019).
- Compared to the same period of last year, a 33% decrease is observed at the Turkey – Iraq land border, with 220 individuals apprehended (1 January - 25 May 2019).
- At the Turkey – Iran land border, a 50% increase was identified with 2,978 individuals apprehended in comparison to the same period last year (1 January and 25 May 2019).
- As of 30 April 2019, with regards to voluntary repatriation to Syria, 58,271 individuals have been monitored by UNHCR since 2016.
- Regarding Eid crossing in 2019, UNHCR stated the below:
 - Practice of facilitating border crossings of TP beneficiaries between Turkey and Syria for Eid, without waiving their TP status continues;
 - The Governorates of Gaziantep, Hatay and Kilis are the authorities in charge for crossings;
 - No official declaration on the number of departures have been made so far.
- Suruç and Ceylanpınar temporary accommodation centers (TAC) will be closed. Residents are given two options; transfer to another TAC or live amongst host community. Residents are expected to approach camp management until 21st of June to register their choices.
- The relocation package is available to those who prefer to live amongst host community, through one installment via prepaid PTT cards.
- Currently;
 - **Suruç:** 12,150 individuals (as of 24 May 2019)
 - **Ceylanpınar:** 14,669 individuals (as of 24 May 2019) registered their choices.
 - 93% of the individuals in Suruc TAC and 98% of the individuals of Ceylanpınar TAC prefer to live amongst host community.
 - 11,308 individuals from Suruç and 10,577 individuals from Ceylanpınar left as of 24 May 2019.
 - Relation between closure of camps and border movement have been discussed.
 - **Action Point:** UNHCR PDU to deliver a presentation on alternatives to camps processes in the next PWG.



Discussion on Communications with Communities

- UNHCR delivered a presentation on Communications with Communities (CwC). Findings from the UNHCR CwC survey were presented accordingly.
- In humanitarian response, CwC corresponds to meeting the information and communication needs of people affected by crisis. The purposes of CwC range as below:
 - To raise awareness on policies and processes;
 - To support the delivery of services;
 - To influence attitudes and behaviors;
 - To increase our accountability and transparency;
 - To encourage the participation of refugees, and;
 - To enhance social cohesion with host communities.
- A dedicated CwC survey was carried out by UNHCR between September - November 2018. In total, 4,978 participants (2,498 male and 2,471 female) responded to the survey. A total of 2,726 Syrian nationals and 2,252 from other nationalities (765 Iranians, 749 Afghans and 738 Iraqis) participated.
- The majority of the respondents (approximately 65%) answered that they felt uninformed about their rights, obligations and the assistance available to them in Turkey. Of the four nationality groups, Afghans felt the most uninformed, followed by Syrians, Iranians and Iraqis.
- Respondents noted that they receive most information through friends, family and neighbors whom they know in person (38.6%) and online groups of refugees (20.1%). On the other hand, they trust UN agencies and NGOs (38.7%) as well as Government and public institutions (19.5%) the most, in providing accurate information.
- Compared to the results of the inter-agency CwC survey carried out in December 2017 where partners reported that leaflets, outreach workers and group information sessions were the top three channels and tools which they use to provide information and communicate with refugees, it is noted that through the 2018 survey, the refugee respondents indicated they would like to receive information from UNHCR and partners through formal one-to-one counseling/advice via telephone (37.6%), text message/SMS (18.5%) and formal one-to-one counseling/advice in person (17.6%).
- A CwC technical taskforce was established to provide technical support to the 3RP sectors on CwC to ensure that efforts are coordinated, duplication is minimized, gaps in reach and scope are prevented, and information dissemination is optimized. The task force aims to maintain an overview of the range of CwC-related activities, channels and tools including through up to date directories of the focal points of partners who coordinate relevant activities.
- Discussion Points:



	<ul style="list-style-type: none">▪ A Community Engagement and Accountability (CEA) assessment was jointly conducted by TRC and IFRC in 2018, as part of the TRC Community Center Programme. The assessment provides analysis of information needs of refugees and host community members in Turkey, their levels of access to communication channels, as well as their preferred mechanism to raise concerns and share feedback.<ul style="list-style-type: none">➤ Action Point: TRC and IFRC to share CEA assessment with participants.▪ A CwC Materials Library and CwC Guiding Documents Library is available and accessible to all. The importance of keeping both libraries up to date was emphasized.<ul style="list-style-type: none">➤ Action Point: Sector members to support updating both CwC libraries once information is received from UNHCR CwC unit.▪ It was noted that a CwC strategy for the Syria crisis is currently being incorporated into the protection strategy.▪ In terms of protection sector support to the CwC task force, it was agreed that the PWG could assist in developing key messages (targeting different audiences and stakeholders on various thematic issues), as well as joint information products.<ul style="list-style-type: none">➤ Action Point: Sector to assist CwC task force in developing key messages (targeting different audiences and stakeholders on various thematic issues), as well as joint information products.
Services Advisor and ActivityInfo	<ul style="list-style-type: none">▪ Video created by UNHCR to strengthen access to and use of Services Advisor will be made public very soon.▪ Participants were reminded on the necessity of keeping services within the platform up to date, as it will be critical in ensuring effective and timely referrals.▪ Three main indicators related to CwC are included within the protection sector:<ul style="list-style-type: none">– 2.2.1 # of individuals reached through information campaigns and awareness-raising on rights, entitlements, services and assistance;– 1.4.2 # of individuals reached through information tools on civil documentation, rights and remedial mechanisms;– 3.2.1 # of individuals reached through community-based initiatives with GBV-related information campaigns and activities to raise public awareness on rights, entitlements and assistance for mitigation and prevention of GBV.▪ According to data reported until April 2019, approximately 60% of targets have been reached, similar to progress in the same period of last year.▪ Information and awareness campaigns mostly conducted as GBV specific (at 4%). Information campaigns and awareness raising on rights, entitlements, services and assistance remains quite low (at 1%) compared to GBV-specific information campaigns.



	<ul style="list-style-type: none">▪ CwC-related activities are ongoing in 16 provinces through 14 partners.<ul style="list-style-type: none">– Provinces include Adana, Ankara, Bursa, Düzce, Gaziantep, Hatay, Istanbul, Izmir, Kilis, Kocaeli, Konya, Mardin, Ordu, Sakarya, Şanlıurfa and Yalova.– Partners include AAR Japan, ASAM, Care International, HRDF, IBC, IOM, KADAV, Mavi Kalem, MSYD, Multeciler Derneği, Save the Children, STL, UNHCR and WALD.▪ It was noted that data on gender non-conforming individuals reached through GBV related information campaign activities are at 0%. However, it is noted that some partners particularly engage with mentioned groups. Some reasons for this was indicated as the delay in initiating CwC related activities targeting KRG, as well as technical difficulties in obtaining accurate gender breakdown in mass campaigns.
South East Turkey Perspectives on CwC	<ul style="list-style-type: none">▪ The Protection Coordinator in the South East (SET) delivered a briefing on SET perspectives on CwC:▪ CwC is an essential element of Accountability to Affected Populations (AAP).▪ There are three SET coordination specific issues related to CwC/AAP;<ul style="list-style-type: none">– Community engagement, feedback and empowerment;– Information provision / dissemination to communities;– Engagement between refugee communities and authorities (as well as host community members).▪ Engagement, feedback and empowerment: It is noted that communities are engaged predominantly through committees as well as structured and informal discussions. Feedback is communicated by communities through complaint mechanisms, including hotlines. However, based on discussions with PWG member organizations in SET, it is unclear whether these engagements lead to adjustments in programme design and especially to adjustments during implementation. Further, Community Based Protection (CBP) programming is not fully adopted across agencies, although increasingly present in discourse. Underutilized opportunities to access and engage meaningfully with communities found to be through Turkish / Syrian NGOs (large number), as well as in a structured manner through mukhtars and imams.<ul style="list-style-type: none">▪ Suggested actions for the PWG in addressing the mentioned issues include advocating to donors on making AAP/CwC obligatory in project proposals, further strengthening coordination with Turkish / Syrian NGOs, conducting trainings on CBP, delivering practical guidance and trainings on the issue to field and project staff, as well as developing a standardized feedback mechanism for focus group discussions which would enable information collected with communities to be aggregated and compared across the sector.▪ Information dissemination: It is noted that information on a wide variety of topics is provided through various channels (which is a core element of current civil society engagement). Practical challenges include limited tailoring of messaging



	<p>in consideration of age, gender and diversity; as well as differences observed in content on messaging related to the same key issues.</p> <ul style="list-style-type: none">▪ Suggested action for the sector includes to develop Turkey and protection specific training and communication packages on relevant topics, as well as mapping of information dissemination pathways in high refugee hosting provinces.▪ With regards to engagement between refugee communities and authorities, it is noted that various efforts were carried out and are ongoing. These include workshops with mukhtars (between UN & NGOs) as well as engagement of the District Governor with male-group refugee representatives. Practical challenges include reluctance on behalf of officials to formally and structurally engage, as well as lack of agreed upon PWG approach.<ul style="list-style-type: none">▪ Suggested support through the sector includes the development of a strategic framework for facilitating engagement between refugee communities and state officials and capacity development efforts targeting state officials.
AOB	<ul style="list-style-type: none">▪ The current protection coordinator, Sander Van Niekerk officially announced that he would be leaving the Turkey operation within the coming days and introduced the new protection coordinator who will be taking over, Lara Özügergin. She can be reached through ozugergi@unhcr.org.▪ The coordinators announced that on June 14th, a mid-year protection consultations workshop would take place through the participation of protection sector members (national and field) and donors. Content of the workshop will revolve around transitioning service delivery to national and provincial authorities, where the objective will be to take stock on current situation, to identify elements of a protection centralized system for the sector and to develop contours of a concrete roadmap for the sector towards transition of response. An invitation email is to come within the next few days and sector members are highly encouraged to participate.



Action Points

Focal

UNHCR PDU to deliver a presentation on alternatives to camps processes in the next PWG.	UNHCR PDU
TRC and IFRC to share CEA assessment with participants	TRC & IFRC
Sector members to support updating both CwC libraries once information is received from UNHCR CwC unit.	UNHCR CwC & Sector Members
Sector to assist CwC task force in developing key messages (targeting different audiences and stakeholders on various thematic issues), as well as joint information products.	CwC Task Force & Sector Members