JORDAN REFUGEE RESPONSE

Inter-Sector Working Group (ISWG)
WORK PLAN: JANUARY TO JUNE 2016

Background

Building on lessons learnt from 2012-2015 and the successes of the RRP and 3RP system, the following work-plan is intended to set out key areas of focus for the inter-agency refugee coordination structures in first half 2016. The focus is at the inter-sector level including common processes between sectors and location based fora, as well as capacity building activities. It will be updated throughout the period.

The ISWG reports to the heads of agencies involved in the refugee response in Jordan at the Inter-Agency Task Force (IATF), chaired by the UNHCR Representative. The ISWG is composed of sector chairs from UN agencies and NGOs, the INGO forum and the Snr Gender Capacity Advisor, chaired by the UNHCR Inter-Sector Coordinator.[1]

The work-plan reflects the complementary and supportive relationship between the refugee coordination and the Jordan Response Plan, in deference to the leadership of the Ministry of Planning and International Cooperation (MOPIC), the Syrian Refugee Affairs Directorate (SRAD), Line Ministries and local authorities.

2015 Lessons Learnt / Recommendations

The following recommendations for the orientation of the refugee sector system have been drawn from ISWG retreats, discussions at the IATF, coordination capacity trainings and sector performance surveys conducted in 2013, 2014 and 2015:

- Consolidate the number of coordination processes/meetings, prioritized.
- Continue to focus on key analysis processes, in particular the Vulnerability Assessment Framework. Refine the application of the minimum expenditure and other common analytical references. Develop tools for analysing gaps and overlaps against the Minimum Expenditure Basket/beneficiary needs/vulnerabilities.
- Confirm and pursue adherence to agreed standards in assessment and delivery, including winterization packages, compliance with information management systems and the needs assessment registry.
- Maintain transparent data collection and information management systems (Activityinfo). Shift to more sustainable inter-active infographics with a fixed format.
- Develop impact assessment / evaluation of the refugee response.
- ISWG ensure space for regular case-studies from each sector, focused on inter-sector linkages beyond information sharing.
- Strengthen Sector Gender Focal Points Network at field level, and implement/track gender equality measures.
- Continue capacity-building trainings of sector, urban and camp coordinators to ensure quality.
- Ensure effective NGO co-chairing arrangements.

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[1] For more information, please contact Yukiko Koyama, Inter-Sector Coordinator, koyama@unhcr.org; or visit http://data.unhcr.org/jordan. For the terms of reference of the Inter-Sector Working Group, please visit http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60

- Continue pro-active attempts to link refugee coordination to the JRP structures, and to resilience and development actors. Prepare quarterly updates on the refugee response by sector, for review by the relevant line ministry /JRP Task Force.
- Continue close engagement with MOPIC through monthly IATF-MOPIC-SRAD meetings

Common Processes in 2016

- Promotion of inter-sector linkages
- Consolidate Refugee Structures; Strengthen Capacity of Coordinators
- Continue NGO co-chairing arrangements of sectors/urban coordination
- Mainstreaming Gender
- Inter-agency strategy development / Contingency Planning
- Vulnerability Assessment Framework
- Impact Assessment
- Coordinated Needs Assessment System
- Referral Networks
- 4Ws; Activityinfo; Monitoring and Reporting
- Financial Tracking on inter-agency appeals
- Donor engagement at the sector/inter-sector level
- Advocacy
- *Ad hoc* Task Forces: Informal Tented Settlements; Winterization
- Prevention of Sexual Exploitation and Abuse

Areas considered crucial, but require further discussion before inclusion in work-plan:
- Community engagement at the sector, programme and project levels, as well as in specific location coordination fora.
- Clearer direction for engagement with JPR in general; including how the Needs Assessment for refugees will be developed for 2016

Promotion of Inter-sector linkages	Time Frame
• Sectors to develop work-plans for 2016. Maintain a light overview all sectors' milestones at the ISWG level, with the aim to ensure consistency and promote linkages between sectors. • Modify ISWG meeting format to included regular peer reviews by sector chairs, with the aim to foster inter-sector collaboration (bi or multilateral) • Participate in roll out of the IASC Guidelines for Integrating Gender-based Violence Interventions in Humanitarian Action in Jordan	By early March Every ISWG Meeting
Responsible: ISWG, Sectors	

Consolidation of Refugee Coordination Structures; Strengthen capacity of coordinators	Time Frame
Continue 2015 process of merging and consolidating refugee structures, where there is are an efficiency and effectiveness gains. • Conduct performance survey for Mafraq and Irbid urban coordination; referral meetings. • Review frequency and number of meetings in camps. • Sectors to develop work plans for 2016. • Sectors to review ToRs and current state/usefulness of strategic advisory groups and sub-task forces. • Develop tailored coordination trainings for sector, urban and camp coordinators – including repeat of UNHCR Advanced Coordination course. • In June, conduct third sector performance survey.	By March By June
Responsible: ISWG, Sectors, Camp Coordination, Urban Coordination	

NGO Co-Chairing Arrangements	Time Frame
Based on approaches in 2014 - 2015, pursue NGO co-chairs for sectors at national level and camps, urban coordination and sub-working groups, where there are not already two UN co-chairs. • Individual discussions between ISGW, INGO Forum and sector chairs on way forward • Election of co-chairs, where nominations. • ToRs, divisions of responsibility, or clear, agreed arrangements for co-chairs.	By April
Responsible: Sector Chairs, with ISWG/INGO follow-up	

Mainstreaming Gender	Time Frame
The Sectors have committed to a range of initiatives that address the needs, preferences and agency of women, girls, boys and men. The IATF will be briefed on the progress of these initiatives and the results of the gender-disaggregated performance indicators (PIs). Processes include: • Discussions about how activities will be implemented and PIs measured • Quarterly reports to IATF on progress on PIs • Roll out of pilot gender monitoring exercise with selected partners. • Continue building capacity of the Sector Gender Focal Point Network, including filling existing vacancies and training for new focal points. Expand to include camp/field based focal points. • Ensuring the incorporation of gender into assessments and analysis (through coordination of needs assessments and training) • Building capacity of sectors to monitor gender equality measures through training and field visits (Gender Advisor).	Ongoing as part of regular ISWG meetings and processes
Responsible: Sector chairs, SGFPN, with support from Snr Gender Capacity Advisor	

Inter-Agency Strategy Development /Contingency Planning	Time Frame
• Update 2015 Contingency Planning document, for refugee influx – covering borders, Raba Sarhan, camps and urban, in a light manner, reflecting the likelihood of new major influxes, changing in context and new political decisions. • Support development of location specific or thematic strategies, such as the inter-agency Zaatari plan.	By April
Responsible: ISWG and Sectors, in support of camp and urban coordination, reporting to IATF	

Vulnerability Assessment Framework (VAF)	Time Frame
Building on the considerable work achieved in establishing a Steering Committee for the CAF and developing a VAF data collection tool, a VAF Welfare Model, a VAF Appeals Module in RAIS, a draft VAF Sector Levels Scoring and various VAF communication tools; in 2016 the VAF team will: • Transition to new Governance Structure (Advisory Board with oversight remit to replace the Steering Committee) • Enhance analysis of assistance gaps and complementarity – particularly against the Minimum Expenditure Basket (MEB) • Update VAF documentation • Enhance VAF-related training and feedback sessions (particularly among data collection organizations) • Update baseline • Review sector trees (applicability and future use) • Update welfare model • Update MEB • Comprehensive review of data collection form (VAF form) and process, leading to the roll-out of a new VAF form in 2016 • Quality control of assessment and baseline data • Finalize module in RAIS for direct access to VAF information by VAF partners • Revisit VAF relationship with gender analysis • Analyse PSEA risk through VAF (particularly as part of assessment process) • VAF data collection methodology to INGO partners • Enhance assistance delivery based on VAF through transparent reporting in RAIS • Enhance regular VAF updates to ISWG, VAF partners and other coordination groups/partners • Analysis of VAF data and trends • Review of VAF progress and develop workplan and strategy for 2016	Throughout 2016
Responsible: VAF team & Advisory Board[2]	

Impact Assessment	Time Frame
• Encourage sectors to organize impact assessments at sector levels • Organize a meeting on the Impact Assessment to discuss possible assessment methodology • Learn from other countries (e.g. Lebanon) on how inter-sector impact assessments were done	By April
Responsible: ISWG, Sectors	

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[2] For more information see:
http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=69

Coordinated Needs Assessments	Time Frame
A process to ensure better coordination of needs assessments, from accessible inventories of existing assessments; a registry for new assessments; a 'review' process at the sector or inter-sectoral level, with donor support. Development of common methodologies. Key elements include: • Sectors to provide a list of planned needs assessments in standardized templates • Review usage and compliance with Needs Assessment Registry • Renew advocacy with donors, camps and urban coordination for compliance. • Building on the 4 Coordinated Needs Assessment trainings in 2014, consider location based groups (e.g. camps) to plan and coordinate assessments, linked to a specific operational framework (e.g. Zaatari plan) • Renew offer to MoPIC for linking of needs assessment registry to Jrpsc.org	By February Ongoing
Responsible: ISWG; Sector Chairs; Donors	

Referral Networks	Time Frame
• Updating of Chid Protection/SGBV SOPs and referral pathways • Maintain partner data in http://data.unhcr.org/jordan/services-advisor/ through the urban coordination mechanisms • Expand referrals discussions with case workers to specific fora for south and central, within expanded urban coordination.	Ongoing
Responsible: UN agencies and NGOS operating in urban areas; facilitated by UNHCR urban	

4W and Activity Info Development	Time Frame
• Roll-out of 2016 inter-agency monitoring database, with the aim to facilitate operational coordination. • Generation of inter-active dashboards by sectors, including outputs and gaps. • Generation of governorate and camp location analysis, to support location-based coordination. • Thematic analysis at the sector level, and for Youth Task Force, using Activityinfo data and other sources. • Regular analysis of data errors; non-reporting; non-use of specific indicators. • Partner reporting online by 8th of each month. • Focus on capacity building of the IM officers, to ensure optimal use of IM tools for sectors	By January By February Every month Ongoing
Responsible: Inter-Agency Information Management ; based on agreement with Sector Chairs	

Financial Tracking on inter-agency appeals	Time Frame
Information will be collected from partners on funds received against the 3RP appeal every quarter. Data will be collected by partner/sector. ISWG will examine whether this is possible at the objective/output level.	Every quarter
Responsible: ISWG	

Organize regular donor engagement at sector level	Time Frame
Continuing from 2014, donors have requested to have greater involvement at the strategic and technical level of the refugee response. Donors already attend some sector meetings, are invited to the IATF and HCT meetings, and are part of several common processes (e.g. VAF Steering Committee). In addition, based on agreement with the informal donors group, updates will be provided by Sector Chairs and other fora on specific themes. Recent examples include on the VAF, the Child Protection/GBV SOPs and Protection. Engagement with Gulf States Partners on a periodic basis, building on 2014 Gulf partner conference. Continuing from 2015, prepare sector priorities documents to be used for resource mobilization.	Every 2nd month
Responsible: ISWG; Sector Chairs, in collaboration with the informal donors group	

Advocacy	Time Frame
• Develop common messages and inter-agency advocacy products through advocacy body. Consider integrating into a specific ISWG meeting every 3 months	Quarterly basis
Responsible: Advocacy Working Group, reporting to IATF	

Ad hoc Task Forces: Informal Tented Settlements ; Winterization	Time Frame
• Maintain ITS task force, at a frequency relative to the risk of evictions; continue to ensure access to protection and other services. • Promote key messages to ITS residents on evictions • Maintain monitoring and trends analysis in ITS (UNICEF/REACH) • Advocacy with Governors' offices on standards during evictions • Training of security forces potentially involved in IS evictions • Define Winterization packages by summer, to allow for planning and project approval in line with standardised packages	Ongoing By June
Responsible: ITS Task Force, Winterization Task Force	

Prevention of Sexual Exploitation and Abuse (PSEA)	Time Frame
• Ensure that members of sectors incorporate measures for PSEA in their programmes • Support the development of a multisectoral SEA focal points network • Maintain the established PSEA Focal Points Network • Strengthen the inter-agency SEA complaint-referral mechanisms	From February
Responsible: PSEA Focal Points Network and Sector Leads	