Communication with Beneficiaries Technical Working Group (CwB WG)
Syrian, African and Iraqi Refugee Response in Egypt
Meeting minutes (First Meeting)

Date: 21st May 2015
Time: 10:00 am-12:00 pm
Venue: UNHCR Cairo- Zamalek Office, Conference Room

Chair: Ragnhild Ek- **UNHCR Senior External Relations Officer**

Participants:

(Sandrine Magdy) - **Caritas Egypt;** (Lama Ghazal), (Arwa Alsaboni), (Emtethal Taliemat), (Rana Kalaleeb) – **Souriyat Association;** (Nancy Baron), (Yagoub Hamda) -**PSTIC;** (Hala Abu Khatwa)- **UNICEF** (Amina Al Korey) – **WFP;** (Ragnhild Ek.), (Marihame Hanna), (Marwa Hashem), (Jessica Gulhane), (Amr Osman)- **UNHCR**

Agenda:

1. Presentation on the need to form the Communication with Beneficiaries Working Group (CwB WG);

2. Discuss the Terms of References of the Working Group, activities and potential contribution to the overall coordination in response;

3. Updates by partners on CwB issues on coordination to be discussed;

4. A.O.B.

Summary of the Minutes:

1. **Presentation on the need to form the Communication with Beneficiaries Working Group (CwB WG);**

   Ragnhild Ek, UNHCR External Relations Officer delivered a presentation on the value of a unified strategy and collective inter-sector communication channel (presentation attached).

   - The presentation includes proposed objectives, goals, enabling factors and existing communication channels. It highlighted the potential activities and the rationale behind establishing this working group, to provide a joint platform with more effective and efficient dissemination of messages to those beneficiaries.

2. Discuss the Terms of References of the Working Group, activities and potential contribution to the overall coordination in response

Strategy
- Through the collective identification of the key issues, a standard action for communication can be created and a communication toolkit can be developed through the CwB WG. It is vital that we understand the functions behind our communications and how to reach the most vulnerable members of community.
- *Hala Abu Khatwa, UNICEF Head of Communications* believed the main issue is to understand the needs and what are the main priorities related to the people we are targeting and how can we reflect and address their issues. Hala suggested the World Refugee Day would be a good way to launch this activity. The cross-cutting activity should encompass what priorities other sectors are working on. Hala highlighted that either we should work on rotation or to establish a system to share minutes on sector messages/key priorities from other sectors. There is potential to agree on holding larger meetings with other partners and ensure the technical aspect is accomplished through the attendance of relevant staff.
- *Amina Al Korey, WFP Communications Officer* believes we need to collectively establish what communications channels are missing.
- It was agreed that the information for CwB WG is to be fed in from the bottom upwards and not just across agencies, stressing the requirement for outreach and membership on different levels including beneficiaries and Community Based Organisations (CBOs). We should ensure the TORs include information sources and to decide on a mechanism on obtaining this information through a consultative and regular approach.
- A consultative process with beneficiaries to analyze the issues concerning them and ensuring the best methods to communicate and implement concrete solutions and assistance is applied, in a unified voice from partners, is the ultimate goal.

Membership

- *Ragnhild Ek, UNHCR External Relations Officer* stressed that we require this to be a more technical WG and ensure information is included from all sectors. CwB WG will aim to ensure a two-way process of communications and simultaneously gathering information to understand how best to address present issues.
- *Nancy Baron, PSTIC Director* stated that the purpose of the CwB WG and the terms of membership are important areas to define. We need to be clear on the purpose of the group in order to ensure the right members are involved. The inclusion of both partners and beneficiaries is important with a technical and practical connection with CBOs.
- *Amr Osman, UNHCR Coordination Support Officer* highlighted that the communications WG is as important as other sectors such as health, education, and protection and Food security. Members would play the communications role of ISWG and will be a part of the discussion and contribute to the Inter-sectors coordination work plan. It touches cross-cutting issues across sectors, through a consultative process that includes both partners and beneficiaries. The

suggestion of focal points on rotation could be a means of ensuring a larger outreach across beneficiaries. However, it is vital that a sufficient mechanism is established to achieve this.

Amr stated that people of concern need to have basic information about the assistance and services planned and provided for them. They also need to be able to give feedback on the quality and relevance of that assistance and those services, including being involved in decision-making processes.

- All present agreed on the need to identify a mechanism on membership selection criteria and inclusion of both partners and beneficiaries.

3. Updates by partners on CwB issues on coordination to be discussed;

- Next meeting's discussion will include Social Support, Food Cuts and Mixed Migration.
- We need to ask other WGs to highlight and provide their inputs related to the CwB WG. WGs meetings should ensure if a message including proposed actions to be taken is sent to the CwB WG secretariat for discussion and implementation.
- Need to ensure community leaders are included and that we direct our messages towards the most vulnerable members of society who may not be reached at present.

4. A.O.B: Summary of Action points:

Action	Lead Organisation/ Person	Deadline

- Members need to provide written feedback on the TORs, with focus on the:
   - Membership criteria– the issue of representation by CBOs. (Membership & Secretariat);
   - Information flow mechanisms;
   - Milestones;
   - Objectives.
	UNHCR to compile (Ragnhild, Amr)	1th August 2015

- Please highlight additions, changes or eliminations to be made to TORs. Final agreement on the TORs should be given in feedback.	UNHCR to compile (Ragnhild, Amr)	
- Ideas on functioning of the WG and for implementation should be proposed.	CwB Members	15th July 2015

Other:

Next CwB WG meeting will convene on: *Date, Time & Venue:* To Be Determined.