



**Protection**  
Working Group

**Meeting Minutes 06.11.2017**

## **Protection Working Group Jordan**

**Agencies present:** ACTED, APS, BPRM, Collateral Repair, CARE, CVT, DRC, ICMC, IMC, INTERSOS, IOCC, IOM, IRAP, Jif, JCLA, LWF, MPDL, NRC, OXFAM, PU-AMI, Questscope, Reclaim Childhood, TDHL, UNFPA, UNHCR, UPP, Vision Hope, A UNICEF and UNWOMEN

**Next Meeting:** 05 December 2017, 9-11 am, UNHCR Khalda, EMOPS Room

### **AGENDA:**

- **Agency Updates**
- **Northeastern Border, Urban Verification Exercise/Documentation, Returns, Deportations**
- **Northeastern Border/Rukban Rapid Assessment Child Protection results - UNICEF**
- **Assessment and Discussion of Urban Refugee Information Consumption Practices – REACH/NRC**
- **Nominations for PWG Co-Lead in 2018**
- **Planning for 2018 PWG Workplan and Activities**
- **AoB: Release of UNHCR International Protection Considerations for Syria Update/UNHCR; Planning for Session on Responsibly Engaging Refugees in Communications Activities/NRC-UNHCR**

#### **1. PWG members updates and announcements: N/A**

#### **2. Standing Updates - Northeastern Border situation (addressed below, point 3, UNICEF); Urban Verification Exercise/MOI Cards, Deportations, Returns**

- **MOI Card/Urban verification exercise:** As of end of May 429,992 MOI cards were issued. Out of those documents 398,530 MOI cards issued for individuals registered with UNHCR. The trends shows that 1500-3000 MOI cards are issued each month, with a general decline through the year from over 3,000 in January, to 1,800 currently. Detailed monthly/governorate numbers attached.

UNHCR noted tentative possibility of expanded criteria to allow Syrian refugees out of camp with no bailout to obtain MOI cards. This will not be applicable for refugees residing currently in the camp or leaving camp in the coming days, but only to specific refugees under criteria still to be confirmed. No public announcement has been made; all is tentative at present.

Once criteria is confirmed, PWG members will be approached for participation in a focused Task Force on outreach, etc, concerning this registration and documentation effort.

- **Protection Sector Performance Survey:**

Sector Coordinators expressed thanks to members that participated in the Protection Sector Performance Survey conducted recently. Constructive suggestions from the survey included a more action-oriented PWG, with less focus as PWG as info-sharing forum. Protection WG ToRs and work plan will be updated for 2018 with aim of setting out concrete objectives and structures for engaging members in protection coordination efforts – including improved referral monitoring/accountability mechanisms, reliable 4Ws, joint assessment work, and other areas to be identified by members.

Members will be asked to participate in a small group to develop updated TOR and 2018 Workplan upon election of NGO co-lead in December.

- **Detention and Deportation:** UNHCR notes a sustained decline in the number of refugees deported in August, September and October; numbers for each of these months were lower than in any prior month this year. Sustained advocacy by diverse actors appears to have produced a positive result.
- Sector coordinator shared the hotline numbers available with members for refugees or refugee families detained, at risk of detention, or with deportation concerns:
  - ✓ UNHCR Detention Hotline, working hours: **079-674-2200**
  - ✓ ARDD Legal Aid Hotline, 24 hours/7 days: **077-738-7221**

For NGO STAFF with detention/deportation concerns about refugees, please contact the UNHCR Protection staff in UNHCR's regional/camp offices in Mafraq, Amman (including South), Irbid, Azraq, or Zaatari. While there has been some confusion concerning focal points (centralized in Amman, or at field level) UNHCR confirmed that NGOs should contact field-level protection staff.

To reduce risks of arrest or detention and improve registration status, members to refer the following cases who have never been registered (or who are registered under false identities/documents) to UNHCR for counseling on possible regularization of status through Special Committee:

- ✓ If members encounter refugees who are not registered and who were smuggled into the country, have no documents, or are military deserters members to refer to UNHCR legal Unit or local Protection Staff
- ✓ If members encounter refugees who are registered under false identity/fake documents, please REFER!

Special Committee work is still ongoing to look into cases that have protection concerns. UNHCR Legal Officer emphasized on the need of the full members cooperation on sharing information about any encountered cases (smuggled, using forged document, false family composition) in order for cases to be solved and refugees can obtain MOI card.

- **Return Movement:** Sector coordinator presented the trends of voluntary spontaneous returns from January 2016 through September 2017. The trends shows that there has been

an increase in returns during July, August and September, considered to result from reduced armed conflict in the Deraa region, to which most refugees return. The total numbers of return is currently 12,832 from Jan 2016-September 2017; see attached for monthly chart.

### **3. Berm Rapid Assessment – Child Protection-specific results - UNICEF**

UNICEF presented the protection-specific findings of two Rapid Assessments at al Rukban that were conducted in June/July and August/September. Some 6380 respondents were reached through a number of UNICEF trained community members who conducted the assessments using KoBo (an online-offline data collection tool). This was complemented by 3 focus group discussions with teachers, community-health workers, and community leaders. The assessment looked at a number of sectors, including health, WASH, and education. The results presented focused on protection issues related to children associated with armed conflict, children with disabilities, unaccompanied and separated children, and psychosocial issues. Report will be shared will all shortly.

UNHCR noted access to population is still restricted with no improvement in the latest period. Some services are still provided such as water, and health through the clinic (where admissions have increased in recent months), along with very limited temporary admissions to Jordan for life-threatening health issues. Main advocacy has been for hand-to-hand distribution to a fully-registered population, with distribution monitoring in place; however, feasible outcomes are considered to more likely be either distribution via crane or from the Syria side; advocacy continues.

### **4. Presentation – Assessment and Discussion of Urban Refugee Information Consumption Practices – REACH/NRC**

REACH presented the finding of the REACH Jordan, DFID and NRC assessment of information consumption among Syrian refugees living in the country. The primary research objectives of this assessment were to:

- ✓ Map information dissemination mechanisms used and evaluate their perceived accuracy and reliability, focusing on the primary informal and formal sources accessed by refugees, and the means used to do so;
- ✓ Evaluate the effectiveness of particular information dissemination mechanisms used by humanitarian and governmental actors;
- ✓ Highlight gaps in knowledge and understanding and the specific information needs of Syrians living in Jordan's host communities.

The methodology of the assessment consisted of 34 focus group discussions with male and female Syrian refugees across multiple governorates and population profiles. This was carried out between 12 April and 11 May 2017. The sample covered the general population of Syrian refugees across multiple northern and central governorates, as well as assessing populations not reached by, or that have limited access to, information mechanisms. These groups are referred to as 'hard to reach', and also captured the unregistered Syrian refugee population.

The findings of the assessments were highlighted to include Informal and formal Communication Mechanisms, Efficacy of Information Dissemination Mechanisms and Preferred Channels and Information Gaps.

**Action Point:** Members to share their comments on the previously shared (and attached) report by **16 November (earlier if possible)**, comments to REACH at [samuel.brett@reach-initiative.org](mailto:samuel.brett@reach-initiative.org). The report will be shared with PWG members once finalized.

5. **Nominations for PWG Co-Lead in 2018:** Sector Coordinator announced that PWG will be electing a new Co-Lead of the Protection Working Group at next month's meeting.

**Action Point:** For agencies that are interested in serving as Co-Lead for 2018, please inform Douglas and Ghassan of their nomination ([disalvo@unhcr.org](mailto:disalvo@unhcr.org) & [shehadeg@unhcr.org](mailto:shehadeg@unhcr.org)), including a paragraph or two about your organization's qualification or experience to aid PWG members in their voting. Sector Coordinator will share the slate of nominees prior to the December meeting, and vote at the meeting.

6. **Planning for 2018 PWG Workplan and Activities:** The Protection Working Group will be going through development of the 2018 workplan and ToR. Small workgroup will be voluntary nominated to do focus discussions on the PWG 2018 workplan, ToR and activities (4Ws, Service Advisor, Advocacy). The outcomes will be shared with PWG members for further discussions and endorsement. Invites to help coming soon!

7. **AoB:**

- **Update on International Protection Considerations for Syria (IPCs):** UNHCR provided a short summary of the newly-released Update V to the UNHCR International Protection Considerations for Syria; summary of presentation, see attached. Document is available at <http://www.refworld.org/country/SYR.html>.
- **Planning for Responsibly Engaging Refugees in Communications Activities:** NRC noted plans are underway for a session at the December PWG on engaging responsibly with refugees in communications/PI/external relations activities; organizations with PI or communications units and strategy may wish to have a staff member attend this session at the PWG, which is also expected to be developed further into a longer session for organizations beyond the Protection sector.

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