**Cash-based Intervention Technical Working Group**

CBI TWG Monthly Meeting Minutes

Gaziantep

**29 November 2016**

Chaired by: WFP, UNHCR and CARE

Hosted by: WFP

(A full list of attendees can be found at the end of this document)

Agenda:

1. Welcome and round the table introductions
2. Presentation on Minimum Standards for Accountability to Affected Populations (AAP) during Cash-Based Interventions (CBIs)
3. CBI Information Management Updates, October 2016
4. Discussion on Technical Advisor Nomination Process
5. Validation of Terms of Reference
6. Validation of Work-Plan, Prioritization of Activities & Revision of Focal Points
7. AOB – Agency Updates & Closing Remarks

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| **Summary of Action Points**   * **Action Point #1:** Partners are requested to vote by emailing [vanessavita.bonsignore@wfp.org](mailto:vanessavita.bonsignore@wfp.org)   noting whether they arefor/against the nomination of Salah Hamwi, CARE as Technical Advisor between **1 and 5 December.** Outcome of the vote will be shared with partners on **6 December.**  **Action Point #2:** Partners to review the Work-Plan by **COB 15 December** and submit any changes to agency lead and support focal points as well as time-frames for deliverables.   * **Action Point #3:** Partners are requested to send their comments/feedback and Annexes on the AAP Guidelines to Sara ([sara.fowler@wfp.org)](mailto:sara.fowler@wfp.org)) by **COB 7 December.** * **Action Point #4:** Partners to submit their anonymized household survey datasets by **COB 15 December** to [simeon@unhcr.org](mailto:simeon@unhcr.org) for further basic needs and protection-focused analysis by UNHCR on behalf of the TWG in relation to the anticipated cash gaps linked to the ESSN. A more specific email outlining this request will be shared by Chloe. * **Action Point #5:** The following date has been confirmed for the Protection Training in CBIs in Gaziantep in January: **12 January**. Partners to send their expression of interest to Giuseppe Simeon, UNHCR ([simeon@unhcr.org)](mailto:simeon@unhcr.org)) ASAP. The language of the Training will be in English and no more than two people per agency should apply. * **Action Point #6:** Next CBI-TWG Meeting scheduled for **31 January 2017,** **11:00 to 13:00 at UNHCR.** |
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1. Welcome and round the table introductions

*Co-chairs introduction*

* The Co-Chairs welcomed participants to the meeting, noting that the focus of the discussion would be a thematic update on the AAP Guidelines deisgned by the Task Force as well as a brief overview of changes in the Terms of Reference and Work-Plan.
* Special thanks to WFP for hosting this meeting.

2. Presentation on Minimum Standards for Accountability to Affected Populations (AAP) during Cash-Based Interventions (CBIs) *please see attached Presentation*

* Sara Fowler, WFP AAP Advisor presented the Draft Guidelines developed by the AAP Task Force involving the following five agencies: WFP, NRC, IOM, CARE, Concern
* This piece of work was undertaken as part of Activity 18 of the 2016 Work-Plan: To Review existing accountability approaches and mechanisms and develop minimum standards/guidelines for accountability in CBI.

*The following points of concern were raised by partners:*

* Gender Sensitive Approaches Equity – Partners felt that gender sensitive communication approaches should be clearly highlighted in the guidelines including how to engage with men, women, boys and girls.
* Communication Modalities – Partners also requested further guidelines with how to deal with aggressive or emotional non-beneficiaries and felt that it would be helpful to hold trainings on beneficiary communication modalities and techniques for staff working in accountability and particularly those with hotline responsibilities.
* Staff Rotation – Partners noted that more field staff should perhaps be consulted as part of the final draft of the guidelines because they have direct first hand experience. The guidelines should also spell out the importance of staff rotation in the field especially when frequently exposed to distressed individuals.
* Hotlines – NRC noted that they are not using free phone lines but that people can send messages using whatsapp (which is only possible for those with internet packages) – none of the agencies present except kizilay seem to have been able to set up a free phone hotline and there was a request to Kizilay to support by providing some explanations on how to set one up.
* Text Messages – It was suggested that text messages should not include more than 160 characters and that should further information be required it would be preferable to include links to websites or social media platforms for further information. The latter can be considered best practice only in the event that the majority of affected individuals possess smart-phones.
* Social Media –Guidelines should note that it may not be entirely appropriate to share eligibility criteria on Facebook and other social media tools. While transparency is a key component of AAP, it is also important to try to avoid fraud, corruption and data manipulation.
* Serious & Sensitive Complaints – Partners noted that it would be advisable to promote an NGO Investigation Specialits Roster to look into serious and sensitive complaints and this could be included as good practice in the guidelines.
* ***Action Points:***
* Partners are requested to send their comments/feedback and Annexes on the AAP Guidelines to Sara ([sara.fowler@wfp.org)](mailto:sara.fowler@wfp.org)) by **COB 7 December.**

3. Information Management Updates, October 2017 *please see attached Maps*

* Rob Samupindi, iMMAP-seconded Information Management Officer provided an operational update on where Syrian beneficiaries are being most assisted in Turkey through cash-based interventions (e-vouchers and MPC). The following key figures were presented for October 2016:
  1. Total number of individuals reached with Food Security Assistance: **219,060**
  2. Number of individuals reached by WFP in-camp with Food Security assistance: **147,013**
  3. Number of individuals reached by WFP off-camp with Food Security assistance: **135,035**
  4. Number of individuals reached with CBIs (e-vouchers) for Basic Needs: **10,735**
* ***Action Points:***
  + All partners to submit their 4Ws and Outcome Monitoring Indicators on the **10th of every month** via ActivityInfo or excel spreadsheet if they have not yet received further training from the iMMAP Officer.
  + As discussed at the ISWG, agencies now working across multiple sectors should send to Levent Ekis ([eksi@unhcr.org)](mailto:eksi@unhcr.org)) with Coordinators in CC and the next deadline for 4Ws is now 9 December.

4. Discussion on Technical Advisor Nomination Process

* The Co-Coordinators noted that only Salah Hamwi from CARE International expressed an interest in the Technical Advisor position and submitted his Motivation Letter.
* Salah provided a brief speech outlining the following reasons why he would be the best candidate for the position:
  + His extensive experience in cash-based programming with NGOs;
  + His engagement in numerous activities of the CBI-TWG 2016 Work-Plan;
  + Pro-active disposition
    - *For more info, please read the attached Motivation Letter*
* Action Points:
  + Partners are requested to vote by emailing [vanessavita.bonsignore@wfp.org](mailto:vanessavita.bonsignore@wfp.org)

noting whether they arefor/against the nomination of Salah Hamwi, CARE as Technical Advisor between **1 and 5 December.**

* Outcome of the vote will be shared with partners on **6 December.**

5. Validation of Terms of Reference

* The Co-Coordinators presented the final ToRs for validation by the group.
* It was noted that while the CBI-TWG will be based in Gaziantep, it will have a country-wide focus and provide technical guidance in support to and upon request of Sector Leads.
* Action Points:
* The ToRs were endorsed by all actors in the room.

6. Validation of Work-Plan, Prioritization of Activities & Revision of Focal Points

* Partners identified the following eight out of twenty-nine activities that require concrete deliverables:
  + Activity 13 (January to March) – Undertake a review of gender, protection and inclusion issues relating to CBI for refugees in Turkey and develop recommendations on improvements to CBI programme design.
  + Activity 15 (January to March) – Adapt existing modality decision trees for use in the Turkish context.
  + Activity 16 (October) – Periodically review Survival and Minimum Expenditure Basket Guidelines and collect evidence informing changes in agency transfer value and lessons learned.
  + Activity 17 (January) – Review existing price monitoring/tracking tools and methodologies and seek opportunities for harmonization.
  + Activity 18 (April to May) – Review existing CBI post-distribution (PDM) tools and methodologies and seek opportunities for harmonization.
  + Activity 21 (March to April) – Analyse agency capacity needs and review TWG member resources for capacity building on CBI (in-country; regionally; globally).
  + Activity 22 (May to June) – Develop a capacity building plan for TWG members.
  + Activity 28 (May to August) - Develop standard operating procedures (SOPs) and terms of reference (ToRs) for impact evaluation (defining indicators).
* Other activities, especially under Pillar 1 (Information Sharing & Knowledge Management) and Pillar 4 (Technical Support to Advocacy) will be regularly undertaken throughout the year.
* Action Points:
* Activities in the Work-Plan were endorsed by partners in the room.
* Partners to review the Work-Plan by COB 15 December and submit any changes to agency lead and support focal points as well as time-frames for deliverables.

7. AOB – Agency Updates and Closing Remarks

* CARE provided a brief update on issues around basic needs and protection cash gaps in the changing cash context with the launch of the ESSN.
* CARE will send out a message requesting partners to submit their anonymized household survey datasets by COB 15 December for further analysis by UNHCR on behalf of the group.
* The UNHCR Analysis should be completed on 21 December and the Final Report shared in the new year.
* *Next CBI TWG:* ***Tuesday, 31 January 2017*** *11:00 am to 13:00pm@UNHCR, GZT.*

***PARTICIPANTS:***

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| --- | --- | --- | --- |
| Agency | Name | Title | Duty Station |
| 1. ACTED | Nathan Stevens | Area Coordinator, Syria | Gaziantep |
| 1. ASAM | Tolga Konakoyali | ERP Project Coordinator | Sanliurfa |
| 1. CARE | Salah Hamwi | Project Manager | Gaziantep |
| 1. CARE | Chloe Day | Programme Manager | Gaziantep |
| 1. Diakonie Katastrophenhilfe (DKH) | Elodie Ho | Program | Gaziantep |
| 1. GIZ | Sandra Langenbach | Project Advisor | Gaziantep |
| 1. Global Communities | Rola Hbeichi | Program | Gaziantep |
| 1. HANDICAP INTERNATIONAL | Muge Kalender | Inclusion Officer | Gaziantep |
| 1. IMC | Mohannad Talas | Program Coordinator | Hatay |
| 1. iMMAP | Alexander Reigber | IMO | Gaziantep |
| 1. IMPR | Fatih Sanli | Livelihoods Coordinator | Gaziantep |
| 1. KHAYR | Mohammad Bakkar | Project Coordinator | Gaziantep |
| 1. Kizilay | Ali Eren Karadeniz | Team Leader | Gaziantep |
| 1. MERCY CORPS | [Asma Dahdah](mailto:adahdah@rs.mercycorps.org) | Program | Gaziantep |
| 1. NRC | Figen Kelemer | Livelihoods Coordinator | Ankara |
| 1. SAVE THE CHILDREN | Baris Yalcinkaya | Program | Gaziantep |
| 1. WELTHUNGERHILFE | Marc Herzog | Program | Gaziantep |
| 1. WFP | Robert SAMUPINDI | IMO | Gaziantep |
| 1. WFP | Dina Morad | Basic Needs Coordination | Ankara |
| 1. WFP | Ahmad Nachad | IMO | Gaziantep |
| 1. WFP | Vanessa Bonsignore | Program- Coordination | Gaziantep |