



## Basic Needs Working Group

### Meeting Minutes

<b>Time&amp;location:</b>	08 August 2019, UNHCR , Anatolia Meeting Room, Gaziantep
<b>Chaired by:</b>	Ahmet Ünver (UNHCR) and Faruk Acar (WFP)
<b>Participants:</b>	Hiba Hanano (WFP), Obada Kahil (WHH), Aya Zamli? (WHH), Chris Bender (UNHCR), Duaa Alsaeed (IhsanRD), Ali Aslan (GIZ), Mine Gültekin (UNHCR), Ayşe Afet Dinçer (Care), Rafeet Oflazoğlu (Care), Osama Alsabti (AAMS), Kadir Akgündüz (Maram), Marwa Eissa (Maram), Özgür Savaşçioğlu (UNHCR), Onur Özdemir (TRC), Ferah Fauzi (OliveBranch), Derya Cengiz (OliveBranch), Miray Yücel (WFP), Can Dağlıoğlu (TRC), Süleyman Demir (IOM), Haruko Kudo (UNHCR)
<b>Agenda:</b>	<ol style="list-style-type: none"> <li>1. Welcome &amp; Introductions (5 min)</li> <li>2. Reviewing the agenda (<i>all partners</i>) (5 min)</li> <li>3. Reviewing action points from the previous meeting (<i>BN Coordinators</i>) (5 min)</li> <li>4. Achievements in Basic Needs Sector: Q2 Dashboard (<i>BN Coordinators</i>) (5 min)</li> <li>5. <b>Thematic Focus: Accountability to Affected Population</b> <ol style="list-style-type: none"> <li>a) Standards (<i>BN Coordinator</i>) (15 min)</li> <li>b) PSEA (<i>UNHCR Focal Point</i>) (15 min)</li> <li>c) WFP – AAP (<i>WFP Focal Point</i>) (15 min)</li> <li>d) Discussions (10 min)</li> </ol> </li> <li>6. Information sharing on “Alternative to Camps” (<i>BN Coordinator</i>) (5 min)</li> <li>7. Analysis of increasing winter costs (<i>BN Coordinators – IA IM Focal Point</i>) (10 min)</li> <li>8. AOB (5 min)</li> </ol>

AGENDA POINT	DISCUSSION	ACTION POINTS
Reviewing the agenda	<ul style="list-style-type: none"> <li>▪ The meeting agenda was introduced, reviewed and accepted without changes.</li> </ul>	
Reviewing action points from the	<ul style="list-style-type: none"> <li>▪ Members nominate their organization for information sharing spot in BNWG meeting – <i>No nominations, action point dropped ✖</i></li> <li>▪ Environment Next Steps- <i>Progressing – will be delivered via email at the end of August cycle</i></li> <li>▪ Coordinators work on comparative fact sheet on winter costs - <i>Done ✓</i></li> </ul>	



<p>previous meeting</p>	<ul style="list-style-type: none"> <li>▪ Members ensure their organization and its partners all input data to ActivityInfo – <i>Continuous</i></li> <li>▪ Coordinators ensure economic updates are well received by donors – <i>Progressing, end of August cycle</i></li> <li>▪ Members to respond consultation questions on Environment and Basic Needs - <i>Done ✓</i></li> <li>▪ Members to share outcomes and achievements of shelter programs - <i>Progressing, due October</i></li> </ul> <p><b>Donor Consultations – Takeaways for our Sector:</b> coordinators consolidated the discussions in previous cycle and presented it to members. Identifying gaps, analysis of current needs and programs, definition of how the program harmonizes with current interventions and how it contributes to transition and support self-reliance were some of the takeaways.</p>	
<p>Achievements in Basic Needs Sector: Q2 Dashboard</p>	<p>Coordinators presented the achievements in sector in the second quarter of 2019. The sector has cumulatively reached 1.852.080 million refugees in two quarters. 1.6 million refugees have benefited from ESSN and 62.983 individuals benefited from other cash assistance programs. Food assistance support continued in TACs and total number of beneficiaries reached is 90.608. CRI &amp; Hygiene Kits distribution continued and 13.110 refugees were received through this modality. Distribution of these items are implemented below the targeted values for 2019. Shelter/wash support are provided through partners in South East region and 10.244 refugees benefited from these services.</p>	
<p><b>Thematic Focus: Accountability to Affected Population</b></p>	<p>As it was decided by Coordinators and Basic Needs Working Group members in the 2019 Priority Plan, BNWG focused on Accountability to Affected Population (AAP) in August cycle of meetings. Coordinators presented the agenda of thematic focus and shared the objectives of focusing on AAP. The AAP focus was not formatted as a training; it aimed to enhance understanding on AAP, review key standards and commitments, mainstream AAP in all sectors, share essential guidance documents, and discuss sector specific AAP issues. Members were also invited to present on behalf of their organization yet, member there was no member nomination.</p> <p><b>Standards</b></p> <ul style="list-style-type: none"> <li>• Coordinators presented the change in the mindset of humanitarian organizations from the approach, in which people of concern are only the receivers of delivered services to an approach in which people of concern are the major stakeholder and partner.</li> <li>• In the past organizations were only accountable to donors; however, today organization are accountable to all stakeholders including donors.</li> </ul>	



- In its most common and simple definition, accountability to affected populations is an active commitment to **use power responsibly** by taking account of, giving account to and being held to account by the people humanitarian organizations seek to assist. In a brief summary:
 

<p><b>Taking account is</b></p> <ul style="list-style-type: none"> <li>-Listening the needs and concerns of all affected people</li> <li>-Ensuring participation in decision making and be inclusive</li> <li>-Establishing mechanisms to collect <b>individual feedback</b></li> </ul>	<p><b>Giving account is</b></p> <ul style="list-style-type: none"> <li>-Sharing information effectively and transparently</li> <li>-Informing roles, responsibilities, entitlements and targets</li> <li>-Communicating issues in an understandable and coherent way</li> </ul>	<p><b>Being held to account is</b></p> <ul style="list-style-type: none"> <li>-Evaluating the appropriateness and satisfaction of your services</li> <li>-Monitoring and adjusting response</li> <li>-Including affected population in monitoring</li> <li>-Preventing sexual abuse and exploitation</li> </ul>
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- Coordinators presented the five Commitments to Accountability to Affected Populations (CAAP) which was endorsed by Inter-Agency Standing Committee. These five commitments were (I) Leadership / Governance, (II) Transparency, (III) Feedback and Complaints, (IV) Participation and (V) Design, monitoring and evaluation
- Definitions of each commitment from the IASC CAAP were presented and Coordinators elaborated on them to enhance understanding of the content. Highlights of these points are summarized as below:
 

**Leadership / Governance**

  - Organisation are expected to have a publicly available statement of the AAP commitments and this should be accessible in formats suitable for different stakeholder groups. This statement should demonstrate that the organisation is aware of its stakeholders, and identifies the people it seeks to assist as key stakeholders.
  - Organisations should ensure that accountability to affected populations is integrated into relevant and key organisational processes and documentation such as HR, administration, program development, public relations etc.

**Transparency**

  - Organisation should commit to define and documents expectations and processes for sharing information with all stakeholders, including the people the organisation seeks to assist. The information shared should enclose goals and objectives, expected results, timeframe, summary of finances and evaluation/ progress reports.



- Transparency commitment requires that organisation disseminates information regarding people's rights and entitlements, processes that affect them (so that they can make informed decisions and choices), staff roles and responsibilities, criteria for selecting target groups,
- Organisation should provide information regarding how it can be held accountable for meeting its stated commitments.

**Feedback & Complaints**

- Organisations should actively seek the views of communities to increase effectiveness and efficiency of programs.
- Putting appropriate, functioning mechanisms in place for collecting feedback and complaints from people of concern should be a commitment of organisations
- Organisations should ensure that feedback and complaint mechanisms are accessible to all segments of PoC and information regarding how these mechanisms operate is shared with all stakeholders. Specifically, organisations should commit to establish appropriate and robust mechanisms to collect PSEA complaints.

**Participation**

- Organisations should develop and evolve their systems to Enable affected populations to play an active role in the decision-making process.
- Organisations should commit to ensure that systems of community representation are fair and representative, and that the most marginalised, vulnerable and affected have a voice.
- People of concern should be able to participate in and influence initial assessment, project design, deliverables, criteria for selecting target groups and the selection process, project implementation, and monitoring and evaluation

**Design, Monitoring & Evaluation**

- Programme and project proposal and design documents should incorporate AAP into their indicators.
- Organisation should regularly monitor its performance, including in relation to accountability commitments and quality management systems, and communicates findings and progress reports to stakeholders, including the people it seeks to assist. Organisation should establish means to continuously learn from its practices and improves commitment to AAP.
- Coordinators touched upon nine commitments of Core Humanitarian Standard and quality criterion against each commitment. Members were referred to CHS resources for further review of these commitments.
- Coordinators shared a list of essential guidance documents on AAP for further review of members.



### Protection From Sexual Exploitation and Abuse

- Presentation reviewed basic definitions and core principles of PSEA, and also introduce the guidance documents and draft IA guidance note on PSEA.
- Terms of Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Sexual and Gender-Based Violence (SGBV) are commonly in the place of another. However, each term is different and should not be used interchangeably.
- In the humanitarian context:
  - **SEA:** Humanitarian staff is the perpetrator, and members of the affected population is the survivor
  - **SH:** Humanitarian staff is the perpetrator, another staff is the survivor
  - **SGBV:** This is an umbrella term, but most commonly used in the operational context when affected population (POCs) are the victims/survivors and the perpetrators are not staff.
- SEA are almost always linked to the abuse of power; therefore, understanding issues of power is critical in understanding the problem of SEA
- As a result of SEA scandals in past decades, many actions were taken by organizations that front face affected populations. Inter-Agency Standing Committee (IASC) established the taskforce and prioritized the issues of SEA and adopted the Six Core Principles of standards of behavior in 2002.
- Below points were highlighted in presentation of these six principles:
  - SEA is a very serious misconduct of humanitarian workers and it results in failure of protection for PoC and termination of contract for staff.
  - Regardless of age of majority or consent locally, IASC commitments to PSEA prohibits sexual activity with children
  - Regardless of the local legal framework, using services for sex or other forms of humiliating, degrading or exploitative behavior is prohibited
  - Humanitarian worker must report concerns regarding PSEA. Investigation of reported concerns is not the responsibility of the reporter, provision of hard evidence in reporting is not required.
- UNHCR Focal Point presented the four pillars of the Minimum Operating Standards for PSEA: (I) Management and Coordination, (II) Engagement with and support of local community population, (III) Prevention and (IV) Response.
- Essential guidance documents for PSEA are introduced for further understanding.
- UNHCR Focal Point presented IA Guidance Note on PSEA, and shared the steps forward.

### WFP – Accountability to Affected Populations



	<ul style="list-style-type: none"> <li>• WFP AAP strategy is driven out from IASC AAP Commitments and it focuses on three main issues: Information Provisions, Consultation, Complaint and Feedback Mechanisms (CFMs)</li> <li>• WFP puts these AAP commitments in practice in proposal stage of programs, establishing and evolving communication channels and program updates.</li> <li>• WFP has developed several channels of communication in order to disseminate information on program criteria, details regarding provided assistance, eligibility to program etc.</li> <li>• Means of communication which have been used in programs are SMSs, FB, and official website of the program.</li> <li>• WFP involves people of concern in monitoring through FGDs, CFMs &amp; PDMs</li> <li>• Complaints and/or Feedback have been receiving through all communication channels. Calls/messages/comments categorized &amp; recorded and referrals are done to relevant actors.</li> <li>• WFP evolved its program with an AAP approach since September 2016 (announcement of ESSN).             <ul style="list-style-type: none"> <li>○ For example, in 2017, the ESSN Taskforce commissioned a survey of the needs of those living with disability. The findings were discussed by the taskforce and have influenced ESSN modifications.</li> <li>○ Another example is the communication preferences survey which brought out needs for provision of support in additional languages like Farsi/Pashto</li> <li>○ Currently call center supports ESSN and CTE programs in five languages. Social media platforms are effectively used to disseminate information and respond to questions from PoC</li> <li>○ Printed materials such as information leaflets and brochures are distributed, total number reached to 2.9M. SMS platform is effectively used to inform beneficiaries in their respective language</li> </ul> </li> <li>• Mainstreaming AAP approach to programing and communication made it possible to increase access both ways (beneficiary and service provider). Complaints and feedback is collected from all segments of beneficiaries.</li> </ul>	
<p><b>AAP Discussions</b></p>	<ul style="list-style-type: none"> <li>• Members discussed that revising and rehashing guideline materials and commitments is very effective and also necessary and WG can be the platform for to undertake this responsibility. Further efforts can be taken to increase awareness of and compliance to commitments in AAP.</li> <li>• Compliant and feedback mechanisms should be well-structured, inclusive of and accessible to all segments or PoC.</li> <li>• Members identified reaching out to people who survived SEA. Members raised the importance of establishing PSEA mechanisms, and disseminate the information on its operation clearly with all segments of PoC. Embedding PSEA in Code of Conduct is necessary but not enough.</li> </ul>	



	<ul style="list-style-type: none"> <li>Members raised that, there is a gap in understanding of AP and PSEA between management (or HQ level) and field level. Field workers, and supporting staff such as drivers, cleaners etc. has limited or no knowledge regarding commitments and standards.</li> <li>Some members raised the issue that although committing to AAP requires identifying baseline, assessing the needs and ensuring participation of refugees in program design: calls for proposals by donors limits the implementation to certain criteria</li> </ul>	
<p>Information sharing on “Alternative to Camps”</p>	<ul style="list-style-type: none"> <li>Coordinators briefed members on Alternative to Camps process, shared numbers of refugees moved to live within the host community and transferred to other camps.</li> <li>UNHCR implemented AtC for two tented camps Suruç and Ceylanpınar upon request from DGMM. DGMM approached to UNHCR to progress further with TAC decongestions and closures.</li> <li>In the first phase of this year Suruç and Ceylanpınar TACs were closed. Nizip, Öncüpınar, Harran and Malatya Beydağ TACs will be closed. Adana, Hatay Altınözü, Kahramanmaraş and Kilis Elbeyli TACs are decongested.</li> <li>One-time cash assistance to all PoC moving out of TACs was provided by UNHCR.</li> <li>Coordinators highlighted the below issues for all members of the BNWG <ul style="list-style-type: none"> <li>Organisations should keep your services up to date on services advisor, since refugees are informed of this tool and will be using to access information of provided services.</li> <li>PoC departed from camps will be absorbed by currently available services. Therefore, organisations are expected to sensitize their services for the incoming population.</li> </ul> </li> </ul>	<p>↗ <i>Members ensure</i> that their organizations are informed of the AtC process, and that their services are sensitized to absorb the incoming population.</p> <p>↗ <i>Members keep</i> their services up to date on services advisor</p>
<p>Winter Conditions and Increasing Costs</p>	<ul style="list-style-type: none"> <li>Discussions following the donor consultations focus in the previous cycle led to a need for reviewing the increasing costs of living for refugees in Turkey, severity of winter and increasing winter costs. IA IM and WFP VAM provided inputs to review the increasing winter costs.</li> <li>Accumulated Winter Season Severity Index can calculate the severity of the winter conditions in a location with using the weather data like temperature, downfall days, precipitation etc. This index shows that harshest winter conditions: Ardahan, Erzurum, Hakkari, Kars and Ağrı.</li> <li>AtC Post Relocation Monitoring reports brought out that 50% of the affected population (from the AtC) currently lives in structurally sound but damaged (leaking roof, unsecure windows etc) and 11% living in houses that are unsafe for habitation and structurally damaged. Even though these findings indicate the situation for PoC moved to live within the host community, and they exclude other refugees; considering the sample size, it solidly indicates that shelter conditions for refugees in urban context are challenging.</li> </ul>	





- In addition, Inter-Agency Shelter and Wash Assessment Report from 2017 shows that Syrians are living in partially damaged houses. Approximately 20% of the respondents of the assessment reported that they lack protection from cold weather and 65% were staying in partially damaged households.
- Also, CVME (which was carried out during Mar-Aug 2018 with 1301 HHs) brings out that 66% of the refugees are living in houses that **do not need minimum humanitarian standards**.
- Considering the findings state above regarding housing conditions, it can be presumed that refugees do not have access to shelter conditions that are favorable, and therefore in result, winter will worsen these conditions.
- On the other hand, current economic figures of inflation rate, costs of winter items, MEB, and livelihood opportunities provides input for understanding the severity of current situation for refugee households.
- Prices of winter items increased dramatically btw August 2018 and December 2018. Increase in the prices of the winter items is significantly larger than inflation during this period. In 2019, % change in the prices of winter items and inflation decreased, however prices are still expensive due to the huge increase in the last half of 2018. As a result covering the winter needs become harder for refugees during this period.
- The economy contracted, two quarters in a row. This resulted in less income and livelihood opportunities for refugee and host community. Unemployment peaked in Q1 and it affected the most sectors that refugees find employment such as construction, manufacture and services. More competition between host community and refugee population is expected in informal sectors following the economic crisis also hitting the host community and especially the youth.
- VAM analysis bring out that Minimum Expenditure Basket cost increased to 339 TRY and income produce per individual is decreased to 134 TRY. Gap between MEB and combined ESSN support and income has increased to 71 TRY.
- In addition, MEB Cost per Region data provided by VAM brings out that MEB changed drastically in metropolitan areas.
- **Considering all of the above mentioned facts: the severity of winter specifically in South East cities, unfavorable shelter conditions again predominantly in South East cities, and high costs of winter items nationally: working group draw the conclusion that in order to mitigate possible negative impacts, seasonal support should be provided to most vulnerable PoC. Lack of timely and effective seasonal support might result in refugee families resorting to negative coping mechanisms.**
- Coordinators will forward this conclusion to donors. Members may benefit from IM and VAM outputs in rationalizing their proposals and activities to identify and address the needs for seasonal support.





<p>Back To School Campaign</p>	<ul style="list-style-type: none"> <li>• Back to School campaign aims to increase access to education of refugees from all nationalities. This process provides tools to identify challenges that refugees encounter, and refer effectively to help find solutions.</li> <li>• Key messages of BTS is Sensitize, Inform and Incentivize. General advocacy on the importance of education falls under Sensitize. Detailed and concrete information about school enrollment and available services to refugees falls under Inform and information related with available supports fall under Incentivize.</li> <li>• The guidance document packs a robust FAQ section which will be useful in supporting refugees in enrollment process.</li> <li>• Two forms are created to facilitate this process (details are shared via email with members): BTS Survey and Problem Log.</li> <li>• BTS Survey aims to identify key barriers to access education for out-of-school children and registration and/or enrolment for 2019-2020 Academic Year to be used for advocacy with the relevant government authorities. Focal points of organisations are expected to reach out to <i>Mohamad Yaman</i> at <a href="mailto:ysammani@unicef.org">ysammani@unicef.org</a></li> <li>• Other form is a more sophisticated problem survey for members to report real-time cases. The tool has been made online in this link <a href="https://enketo.unhcr.org/x/#4bvtf65l">https://enketo.unhcr.org/x/#4bvtf65l</a>.</li> <li>• Collected information will make it possible to identify challenges and work with related actors to solve problems related with enrollment.</li> <li>• This campaign continues through August and September. In addition to contributing this process through these two tools, members are kindly invited to disseminate information regarding this campaign and if they availability support families with interpreters where there is need. For coordination of these efforts, SE Education Working Group should be contacted.</li> </ul>	
<p>Next meeting</p>	<p><b>Gaziantep -TBD</b></p>	