

## Uganda – Refugee Child Protection Sub-Working Group Meeting Minutes



<b>Date</b>	8 April 2021	<b>Location</b>	Teams meeting
<b>Chair</b>	Sophie Etzold, CP Officer, UNHCR Lisa Zimmermann, CP Specialist, UNICEF	<b>Minutes prepared by</b>	Lisa Zimmermann & Sophie Etzold
<b>Participating organizations</b>	Teams Meeting: UNICEF, UNHCR, WV, Child Fund, SCI, CAFOMI, Alight, URCS, ECHO, NRC, Street Child, ICRC, DRC, WCH, LWF, AAR Japan,		
<b>Agenda</b>	<ul style="list-style-type: none"> <li>- Overview on FRRM sector analysis for CP</li> <li>- Activity Info: Confirmation on final changes to the Q1 reporting/ Q&amp;A on Q1 reporting</li> <li>- Thematic discussion on CPC reporting and development of a standard framework on community engagement on CP</li> <li>- AOB (including agreeing on thematic topics for 2021)</li> </ul>		

### DISCUSSIONS

By Agenda Item	Main Points and Decisions from Discussions	Agreed Action	Responsibility
<b>FRRM Sector Analysis for CP</b>	<ul style="list-style-type: none"> <li>• Analysis of the results and challenges related to the FRRM for CP was presented. The presentation will be shared with all partners.</li> <li>• One of the challenges identified is the long resolution time (average 71 days) for child protection issues reported through the FRRM.</li> <li>• Partners shared the concern that FRRM is limited to those with access to phones, as such mainly children cannot access this feedback and complaint mechanism. Helpdesks, CPCs, etc. need to continue to be available to allow for multiple reporting channels</li> <li>• Network challenges also impact on children’s ability to use this mechanism; children normally use other systems, mainly CPCs to raise concerns</li> </ul>	<p>Agencies to ensure proper monitoring of FRRM cases under their responsibilities.</p> <p>UNHCR to circulate the FRRM focal point list and agencies agreed to update and revert to UNHCR co-chair</p> <p>UNHCR will further send a short analysis of the FRRM outcome by agency for agency-specific follow up on achievements</p>	<p>ALL agencies</p> <p>UNHCR</p> <p>UNHCR and members for follow up</p>
<b>Activity Info Q1 reporting</b>	<p>Co-chairs provided feedback on changes made from the ActivityInfo reporting</p> <p>Deadline was shared by 19 April</p> <p>Changes:</p>	<p>All members to update ActivityInfo</p> <p>- Co-chairs mentioned to support any</p>	

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	<p>- only indicator that changed significantly is the second indicator on children receiving case management services (now reflected under # of BIAs). Each case worker should enter his/her current case load in January, including already opened cases that s/he is still actively working on, and as of February, case workers should only reflect the # of BIAs for each month that were conducted.</p> <p>- Another change refers to considering all staff who undertake full case management as case workers (cannot be refugee volunteers)</p>	<p>agency should they require support on the new indicator's calculation</p>	
<p><b>Case management gap analysis 2021</b></p>	<p>Short presentation of the assessment of case management staffing and resources for all CPSWG members.</p> <p>Case ratio was again discussed and shared with all CPSWG members; considering the decision taken in 2020, the sector agreed to a 75 case ratio for 1 case worker in a year; this is based on the assumption that a case worker should have no more than 25 cases open at a given time; considering case closures, prioritization criteria and high needs in Uganda, CPSWG agreed to 75 cases for one year.</p> <p>It is to note that not all members have used a 75 case ratio.</p> <p>Results included in the PPT</p>	<p>Share PPT</p> <p>Partners were asked to undertake a review for 2021 to assess whether 75 is a reasonable and achievable case worker ratio and to provide feedback at the end of 2021</p>	<p>Co-chairs</p> <p>All members</p>
<p><b>Thematic discussion on CPC including reporting</b></p>	<p>The main thematic discussion covered the reporting and alignment of CPCs in settlements and with the national system of para-social workers supporting case management. The background of this discussion is based on previous discussion around the need to harmonize the procedures, tasks and responsibilities of CPCs. In addition, partners shared challenges to account for CPCs on ActivityInfo. Further, in the national system para-social workers are supporting case management process and staff in the host communities based on which a discussion was required to understand the different levels of engagements or</p> <p>Mentimeter polling was conducted with 4 questions:</p>	<p>PowerPoint to be shared with main discussion points and findings</p> <ul style="list-style-type: none"> <li>- summarize findings on CPCs in next meeting</li> <li>- reflect on current process and develop TORs, SOPs on community engagement through CPCs and potentially other structures</li> <li>- review material at national level, i.e. para-social worker curriculum and to</li> </ul>	<p>UNICEF</p> <p>Co-chairs</p> <p>Co-chairs Co-chairs with selected task Force on community engagement</p>

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	<ul style="list-style-type: none"> <li>• What aspects of the CPC work are partners currently supporting?</li> <li>• What are the challenges with regard to work with community structures (specifically CPCs and para-socials)?</li> <li>• How are partners engaging with para-social workers?</li> <li>• What steps could be taken to align CPCs with the government structure of para-social workers?</li> </ul> <p>Results are included in the PowerPoint presentation.</p>	<p>see how to align profiles, tasks, TORs, etc.</p> <p>- for CPCs, it was suggested that field coordinators report on total numbers and a more detailed discussion would follow at field level to ensure that CPC structures are well coordinated in the field.</p>	<p>All field coordinators with members</p>
<b>AOB</b>			
<b>Next Meeting</b>			
<b>Date</b>	Tentative 13 May 2021	<b>Location</b>	Teams Meeting
<b>Chair</b>	UNHCR/ UNICEF		