Minutes
Protection Working Group meeting - 19 July 2022
Teams online

Agencies present: UNHCR, UNICEF, IOM, UNFPA, EUAA, REACH, ANES, IFRC, Norwegian Council for Refugees, Catholic Relief Services, Sensi Blu Foundation, Romanian Peace Institute (PATRIR), Medecins du Monde, Danish Refugee Council, Mercy Corps, Voice, World Vision International, ICRC, ICAR Foundation, SOS Children Villages, Diakonie Katastrophenhilfe, HIAS, Oxfam

Main topics discussed:

- Agenda presentation
- Ioana Bornaci, EUAA (EU Asylum Agency) briefing on Survey of Arriving Migrants from Ukraine
    - EUAA jointly with OECD launched a survey of arriving migrants from Ukraine in several countries, including Romania. 2,400 replies were received, indicating experiences thus far: Surveys of Arriving Migrants from Ukraine Factsheet 14 June 2022 | European Union Agency for Asylum (europa.eu)
    - Intention to increase effort through asylum support teams, together with partner support to ensure survey is widely disseminated and responded
    - There is concern among some POCs regarding anonymity of the responses, although this is ensured
    - Specific findings on Romania can be further improved:
        - About 1,000 entries from Poland and some 500 from Romania
        - Respondents usually come from medium to high education backgrounds, previously employed, with Romania for many not being the intended destination
        - There is a need to increase numbers and diversity of respondents, to ensure that the data be representative
        - There is a need to better understand the motivation of those who choose Ronmania as a destination country
    - EUAA in Romania works under a frame of activities provided by operational plan signed by GII through the Ministry of Internal Affairs).
    - Locations: ROMEXPO, main center of Tudor Bociu, Constanta, Cluj, Brasov, Iasi, Maramures, Galati. The geographical support based on statistics of where TP issuance need is higher. The peak for TP issuance was in the second half of May and first half of June, while now less TPs are being issued than at that time.

- Liliana Cioara, REACH: Refugee accommodation site monitoring
    - REACH were presenting the findings of a refugee accommodation site monitoring assessment they carried out on behalf of UNHCR, Document - Romania: Site Monitoring 29 June 2022 (unhcr.org).

- The site assessment provides information on needs and access of services in sites accommodating Ukrainian refugees all over Romania. The data were collected through 115 key informant interviews with managers of such sites between 17 May and 24 June.
- The average number of refugees per site was 35; over 50% of sites have 50 refugees or more.
- Over 41,000 places still available; stay duration longer than one week at 80% of sites
- Most Requested/Received items:
  - Most requested: food, hygiene items, adult clothing
  - Shortage of food and medical supplies
- Site information: type of building, site duration, specialized services
  - Hotel/hostel is the main type of site
  - Most sites will stay open for 3-12 months
- The baseline is being extended and new counties assessed, a new fact sheet will be produced at the end of the assessment
  - Many changes are expected in terms of access and needs due to the time that has based since the first interviews were carried out; the data is to be compared
- Are the sites able to provide specialized services (medical, MHPSS, GBV, education, legal)?
  - The assessment data covers several of these services and gives an indication of gaps in this regard, in particular in relation to CP and GBV cases and MHPSS services.
- Is there government support for private accommodation? Government providing limited support, but does not provide cash or cover basic needs, which is left to NGOs.
- The access to sexual and reproductive help services was not covered in the assessment, only GBV support services. Questions on sexual and reproductive help services can be considered – the questionnaire is modifiable.

- PWG updates

- Tabasum Noor Jamal, who was coordinating the PWG and GBV sub-working group on behalf of UNHCR during several weeks of the Ukraine emergency will leave Romania in 10 days. She will be replaced for GBV Sub-Working Group matters by Konstantina Loupeidou; Kim Hannuna (AAP/CwC chair person) leaves at the end of this week and will be replaced by Ana Grozea
- **GBV Sub-Working Group:** Members were asked to check details in the GBV referral pathways in case of oversight in contact info, etc. The GBV referral pathways have been validated and members were asked if they want to revalidate them in 3 months (end of October), in case there are changes
- **The AAP/CwC Task Force:** The Feedback and Complaint Form which was prepared jointly by UNHCR and Unicef was put online this week; UNHCR is finalizing its Telegram channel messaging plan;
- UNHCR also briefed about the launch of its Regional Contact Center in Hungary, Budapest:
  - Viewed as a digital platform to engage 2-way communication to provide information to POCs on assistance and seek their feedback and register any complaints
  - Can be accessed by all POCs in all regional languages

- Operators attending calls from 8 AM – 5 PM, afterwards through chat bot and messages
- It will only be a phone service for the moment, but an email is to be added and a WeChat to be inserted on the Help website or Facebook
- The contact centre will in the longer run also be accessible through WhatsApp, Viber, Telegram and other social media channels
- Referral mechanisms to be set up to refer people to appropriate services if they cannot be helped through the hotline alone
- Mainly intended to respond to queries regarding UNHCR services, most of which relate to cash assistance. Queries that cannot be responded to at the regional contact centre will be redirected to the existing country specific hotlines.

- PWG coordination matters:
  - Members asked to modify/confirm changes in protection sector indicators; feedback by COB tomorrow; if no feedback is given, indicators will be adopted as such
  - PWG Action Plan – aims to develop actions to achieved by the PWG by the end of the year; NGOs and members invited to be part of a core group of partners to work on the Action Plan; Partners were invited to indicate if they want to take part
  - Members were asked if they want to resume in person PWG meetings; members prefer hybrid
- **Participation summary**
  - **23 agencies in total: 4 UN agencies, 1 government agency, 3 local NGOs, 15 INGOs**