Bi-Weekly National PWG Meeting Minutes

Theme: COVID-19 / SGBV

Time & Location: Thursday, 21 May 2020 / WebEx

Chair: Lara Özügergin – Assistant Inter-Agency Coordination Officer (UNHCR)

Participants: AAR Japan, ASAM, Charity and Solidarity Foundation (SEVKAR), ÇOGEL, Doctors of the World, DRC, Expertise France, GIZ, GOAL, HRDF, IBC, ICMC, IFRC, IOM, IGAM, KAOS GL, Mavi Kalem, MSYD – ASRA, MSYDD, MUDEM, Mülteci Destek Derneği, Mültecilerle Dayanışma Derneği, Pozitive Living Association, Refugee Rights Turkey, Relief International, Save the Children, Support to life, TRC, UNFPA, UNHCR, UNICEF, UN Women, WATAN, WHH, WFP, Yeryüzü Doktorları.

Meeting Agenda:

I. Introduction and Updates
II. Briefing on Outcomes of Survey to Compile Needs Assessment Findings
III. Regional Updates by SGBV Sub-Sector Coordinators
IV. Group Discussion: Current Practices around Service Provision through Public Institutions and Sector Members / Way Forward
V. AoB

Agenda Item #1: Introduction and Updates

- **Protection sector needs assessment tool:** The tool has been finalized and uploaded on Kobo in three languages (English, Arabic and Farsi). Turkish translation will also be uploaded soon. A total of 1000 individuals will be targeted (750 of Syrian nationality, 250 of other nationalities) across four zones in Turkey, to ensure representation is accurate. Each organization conducting phone interviews will be requested to designate a focal point to verify and validate data to be entered into the tool. Outcomes of the tool are expected to feed into several processes and will be shared in an upcoming national PWG meeting.
- **Assessment Registry:** Inter-Agency and Information Management units continue to receive assessment reports through partners which are uploaded on the assessment registry within UNHCR's Data Portal. Partners are encouraged to share reports with other sector members and regularly visit the Data Portal for updated reports.
- **Accountability to Affected Populations (AAP):** All workshop documents, including the workshop report, Terms of Reference and action plan of the AAP task team are uploaded in a dedicated Dropbox folder accessible to all sector members. Members are encouraged to review the Dropbox folder and especially the task team work plan, subsequently to share any and all resources (at the global level and those developed in Turkey) to support and contribute to the finalization of prioritized deliverables.

Agenda Item #2: Briefing on Outcomes of Survey to Compile Needs Assessment Findings

The presentation delivered during the meeting summarizing outcomes of the protection sector survey to compile needs assessment findings are shared via email. Highlights are as follows:

- The survey was developed to capture a general understanding of the impact of COVID-19 on various vulnerable groups and to systematize results of ongoing, planned, finalized needs and impact assessments, and to subsequently provide aggregated sectoral analysis on findings.
- 10 sector members responded to the survey, of which the majority provided inputs based on structured needs assessments. Others provided information based on observation through case management. The assessments/findings have country-wide coverage.
- The survey aimed to identify the highest specific needs/risk groups (for children, adults and elderly), the specific risks faced by these groups, as well as their level of access to services, including barriers. Lastly, up to date communication and information needs of refugee communities were explored.
- As it was indicated in the survey that information on COVID-19 prevention and response measures are amongst the highest identified need, partners requested further deliberation on the issue. This is in consideration that while individuals may perceive that they lack required information on COVID-19, this may not necessarily mean that they do not have this knowledge but rather are anxious about the situation which may have altered their response.
    - **Action Point:** In relation to the survey to compile needs assessment findings, the national protection coordinator will follow up on organization's responses to the question around communication and information needs of refugee communities. Clarification is required around whether refugees perceive/feel they lack information on various subjects or if they require additional information on thematic issues.

Agenda Item #3: Regional Updates by SGBV Sub-Working Group (SGBV sWG) Co-Chairs

Presentations delivered by the Marmara and Southeast regions' SGBV co-chairs are shared via email. Highlights are as follows:

Marmara Region

- Priorities of the SGBV sWG include continuous assessment and revision of SGBV referral pathways; development of key messages; provision of remote technical support; and, delivery of basic needs support to LGBTI & key refugee groups (KRG).
- The SGBV sWG regularly follows up on service provision through PDoFLSS, ŞÖNİM and law enforcement. Furthermore, the sWG continues to map business continuity plans and modalities of legal aid bureau as well as sexual and reproductive health services in Istanbul. The group is also following-up on guesthouses operated by SASF's at the district level.
- In particular, the group has developed quick identification and referral guidelines for SGBV cases in Istanbul. The document was developed through sectoral inputs and the contextualization of the GBV AoR Help Desk Guidance. The tool will be used for a temporary period as it is applicable for remote service provision.
    - **Action Point:** The Quick Identification and Referral Guidelines for SGBV Cases developed

by the Istanbul SGBV sWG was shared prior to the meeting. Sector members are encouraged to review the document and provide inputs to the Marmara SGBV co-chairs.

- Another initiative by the group was to develop an SGBV key messages framework that is available in Turkish, Arabic and Farsi. The framework includes suggested target audience, guiding questions and key considerations. Currently, the document does not provide key messages however these will be developed in the coming weeks, including through consultations with refugees.
- In collaboration with Istanbul Metropolitan Municipality, 136 physical self-care packs have been distributed to LGBTI & KRG. Another 100 packs are planned to be distributed in the coming weeks.
- Lastly, an inter-agency survey was facilitated amongst SGBV sWG members to identify newly emerging trends, referrals to service providers, general challenges and limitations at referred service providers. Key outcomes of the survey are included within the presentation.

Southeast Region

- The Southeast SGBV sWG has been focusing on COVID-19 impact in the past two monthly meetings. Meetings aimed to identify changes in service modalities, specifically on remote SGBV services.
- Challenges identified by sector members include refugees' access to remote/phone-based services, difficulties in reaching out to new cases and limitations in phone-based SGBV case management.
- The sWG continues to strengthen capacity of members, including through dissemination of global and Turkey level guidance.
- Furthermore, they developed a remote SGBV service and hotline mapping to support humanitarian actors in the region to quickly understand the available services and to refer/share information. Mapping includes basic information and phone numbers, types of services, organizations providing these services and hotlines. Key messages and brochures are also being disseminated to members.

Agenda Item #4: Group Discussion – Current Practices around Service Provision through Public Institutions and Sector Members / Way Forward

- SGBV sWG co-chairs shared their thoughts on SGBV priorities in the coming period as follows: increased outreach, enhanced communication and dissemination of accurate information, strengthened capacity of remote SGBV case management, updates to SGBV referral pathways, guidance on SGBV service provision (alternatives to hotlines and phone-based service delivery).
    - **Action Point:** UNICEF developed global guidance on alternatives to phone/hotline SGBV service provision that is currently being translated into Turkish. Once the translation is finalized, UNICEF to share this guidance via the protection coordinator and SGBV co-chairs with sector members.
- Sector members highlighted the need for provision of capacity development support on SGBV

related issues, including legal framework, working with men and boys, protection mainstreaming (etc.) not only within the sector, but more importantly for non-protection actors.

- **Action Point:** National SGBV co-chairs to facilitate an exercise to identify capacity development needs of sector members and partners from other sectors. Subsequently, capacity to provide potential trainings will be identified within the protection sector, and possibly through bringing in external expertise.

- Partners highlighted various challenges around SGBV service provision, not only through their own organizations but more so around legal services, sexual and reproductive health services (especially on abortion and regular check-ups for pregnant women). Partners suggest that the national PWG should therefore undertake a service mapping on sexual and reproductive health services, municipalities, Vefa Service Groups etc. Any effort should be complementary to the Services Advisor platform.

  - **Action Point:** Protection coordinator and SGBV co-chairs to follow up on partners' request to undertake SGBV specific service mapping and further consult with partners on the process.

- UN Women recently developed "My Safety Plan" which is an easy to use guideline for women on how to protect themselves, navigate the system of service provision and exercise their rights. Written and audio versions are available in Turkish, Arabic and English. The document has been complemented with distribution guidance in consideration of the do no harm principle.

  - **Action Point:** Protection coordinator and SGBV co-chairs to share UN Women's My Safety Plan and its complementary distribution guidance with sector members once received.

- Self-disclosure numbers are reportedly decreasing, with the underlying cause that survivors are facing difficulties to seek assistance when perpetrators still have access to survivors. A dedicated discussion is required to brainstorm around alternative methods, such as silent reporting mechanisms, for which codes may be established for an indirect ask for support by survivors. It is noted that any such mechanism should be in line with national legislation.

AoB

The next national PWG meeting will take place on Thursday, June 4th between 14.00 – 16.00 with a focus on child protection.

Action Points

- In relation to the survey to compile needs assessment findings, the national protection coordinator will follow up on organization's responses to the question around communication and information needs of refugee communities. Clarification is required around whether refugees perceive/feel they lack information on various subjects or if they require additional information on thematic issues.

- The Quick Identification and Referral Guidelines for SGBV Cases developed by the Istanbul SGBV sWG was shared prior to the meeting. Sector members are encouraged to review the document and provide inputs to the Marmara SGBV co-chairs.

- UNICEF developed global guidance on alternatives to phone/hotline SGBV service provision that is currently being translated into Turkish. Once the translation is finalized, UNICEF to share this guidance via the protection coordinator and SGBV co-chairs with sector members.
- National SGBV co-chairs to facilitate an exercise to identify capacity development needs of sector members and partners from other sectors. Subsequently, capacity to provide potential trainings will be identified within the protection sector, and possibly through bringing in external expertise.
- Protection coordinator and SGBV co-chairs to follow up on partners' request to undertake SGBV specific service mapping and further consult with partners on the process.
- Protection coordinator and SGBV co-chairs to share UN Women's My Safety Plan and its complementary distribution guidance with sector members once received.