



Inter-Agency
Coordination
Turkey

National Protection Working Group

Meeting Minutes

Time & Location: Thursday, 29 April 2021 / Zoom

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

Participants: AMAL, ASAM, CARE, Concern, DRC, Dünya Doktorlari, Dünya Evimiz, Expertise France, FAO, GDD, GIZ, Hope Revival, HRDF, IBC, ICMC, ICMPD, IDA, IFRC, IGAM, IOM, MSYD, Multeci Haklari Derneği, Multeci-Der, Relief International, SEVKAR, STL, TRC, UN Women, UNFPA, UNHCR, UNICEF, WALD, WHH, World Vision International, YYD.

Meeting Agenda:

- I. Introduction and Updates
- II. Regional Approaches to Provincial Coordination: Aegean, Marmara and SET
- III. Update on Inter-Sector Municipal Support Tracker
- IV. AoB

Agenda Item #1: Introduction and Updates

- **3RP PSEA Survey:** PSEA survey was rolled-out across 3RP sectors with the intention to map the landscape and identify the challenges and gaps in relation to PSEA mechanisms, policies, and procedures, subsequent to which these gaps would be addressed through different activities and coordination fora. Preliminary analysis will be shared in the upcoming PSEA Network meeting (to UN focal points) as well as in the upcoming STF meeting. A short two-pager will be prepared on the anonymous results of the survey, which will also be shared with PWG partners. If there is a particular request to present in a future PWG, members are requested to inform the coordinator.
- **National CP and GBV Sub-Working Groups (sWG):** Focal points were requested for CP and GBV national sub-working groups reviving at the Ankara level. The CP group have had pre-meetings to shape their first meetings for which information will be shared in the coming days. An email will be shared on the GBV sWG in the coming days as well.
- **Inter-Agency Referral Form (IARF) Training:** Through a survey conducted through the National PWG, it is understood that the IARF is used quite frequently and widely by protection partners country wide. An inter-sectoral workshop is being planned for end of May – beginning of June to expand use of the existing mechanism at the inter-sectoral level.
- **Protection Needs Assessment Rounds 3 and 4:** The round 3 report was sent to UNHCR for clearance and will be shared with members in the coming weeks. The report is more comprehensive this time around. 10 municipalities were engaged in round 3, and the feedback received from them has been very positive, and hopefully will allow for strengthened, continued and practical collaboration. Many stakeholders – including donors, are increasingly interested in the results of all three rounds. The results are also being used by different sectoral working groups and UN agencies towards advocacy

efforts at the central and sub-national levels. Towards mid-end of May, Round 4 preparation will be initiated.

- **In consideration of the lockdown measures PWG members agreed to postpone the briefing on the Protection Sector Needs Assessment Round 3.** An ad hoc meeting will be organized on May 7th 10-11.30 to share the findings from Round 3 and to have a collective discussion on ways to improve for Round 4.

Agenda Item #2: Regional Approaches to Provincial Coordination: Aegean, Marmara and SET

Aegean Region

- UNHCR's Izmir office covers 10 provinces in the Aegean. There are three inter-agency coordination platforms including the Inter-Sector Working Group (co-chaired with IOM), the Education Working Group (co-chaired with UNICEF) and the Aegean Protection Working Group.
- Government led coordination platforms are currently not active due to the pandemic, however there are provincial migration boards and district coordination boards that were active previous to the pandemic.
- Inter-agency meetings were held on a monthly basis between 2017-18, but since 2019 they are being held bi-monthly. Regular participants include NGOs, municipalities, public institutions and UN agencies. Participating public institutions include PDMM, PDoNE and PDoH.
- The Inter-Sector Working Group has been held 34 times with participation of these institutions. Each public institution delivered presentations in relation to the dedicated theme of the meetings and led discussions.
- With the pandemic, the Protection Core Group was established last year due to increased protection need, including NGOs as well. The meetings were taking place bi-weekly, with occasional presence of dedicated state institutions towards discussing coordination matters. Eventually the group evolved into a Protection Working Group.
- Two examples of regional coordination with municipalities:
 - Buca Municipality and Buca Social Service Center: Buca Municipality in Izmir established an effective referral system with the Buca SSC. Following the increased referrals and needs of applicants, there were UNHCR-supported refugee desks provided to Buca SSC to address rising needs, through providing interpretation.
 - Yunusemre Municipality and Manisa PDMM: Strong communication and referral system was established between the refugee support desk (in the municipality) and PDMM particularly for legal aid and registration.

Marmara Region



- A Protection Core Group (PCG) was established under the Protection Working Group (PWG) covering the Marmara area of responsibility. This is in consideration that the PWG is a large group and is useful towards collective action, whereas the PCG consists of elected members that meet more frequently for dedicated discussions and undertaking targeted activities to meet sector members' and refugees' needs, including in relation to advocacy efforts.
- Other protection coordination platforms include Child Protection and GBV sub working groups, as well as the Key Refugee Groups coordination group. A new platform is being piloted, namely the Community Based Protection (CBP) and Social Cohesion Task Force which will aim to mainstream CBP approach in coordination work and will hence be a dedicated group working with communities, on information dissemination, and collaboration towards support to access to services.
- Provincial GBV and CP coordination platforms also exist under the Istanbul Governorate, focusing on the national response. UNHCR participates in these meetings on behalf of the protection sector to mainstream refugee issues in discussions. District based coordination platforms with municipalities focus on refugee issues.
- Istanbul PDoFLSS – NGO coordination platform is currently not active.
- A specific municipal coordination platform also exists which aims to increase inclusion of municipalities in coordination around protection, livelihoods and social cohesion activities for refugees. Furthermore, while municipalities have an important role in coordination within the Marmara region, the capacities of municipal service provision differ across the region. In this light, this platform aims to promote the institutionalization and mainstreaming of municipal service provision to refugees (not only in terms of physical infrastructure but also social services), encourage refugee participation, advocacy for municipalities' access to different financial opportunities. This platform has an inter-sectoral approach with emphasis on social protection, social cohesion and livelihoods through annual meetings. One outcome of this platform is the Istanbul Declaration which is a commitment document that functions as an advocacy tool. The platform aims to establish linkages with the Global Compact for Refugees and networks with 3RP and non-3RP actors.
- Existing coordination platforms are utilized to bring stakeholders together, including public institutions and local authorities, for collaborative action. The main aim is to achieve complementarity between stakeholders. Another objective of this multi-stakeholder engagement is to facilitate referrals. For example, Istanbul PDMM participates in the PCG meetings for information sharing purposes and Q&A sessions. These meetings facilitate referrals as well as operational partnerships. PWG and Istanbul Metropolitan Municipality also coordinated basic needs distributions at the onset of the pandemic.
- Platforms aim to mobilize technical capacity of all stakeholders through the provision of common tools such as the risk assessment matrices and child marriage guidance document developed in partnership with Istanbul PDoFLSS.



- Data collected via Activity Info on CP and GBV is also shared with the coordination platforms under the Istanbul Governorate.
- Currently there are two main forms of district level coordination with municipalities and district governorates. Municipalities are service oriented and work through local initiatives, by focusing on needs and challenges around service provision. An advantage of municipalities is that they have access to mukhtars, which helps us reach out the right community leaders and service providers in a targeted manner. District governorates coordinate at a more central level, with participation of focal points at manager level, which allows for mainstreaming protection perspectives towards advocacy efforts. The Istanbul coordination team has been advocating for merging these structures for increased coordination administered through one platform.

Southeast Region

- The Southeast (SET) Coordination structure is very similar to the national one. Under the Protection sector, SET includes the GBV sub-working group - which now has a dedicated Key Refugee Groups platform operating within it, as well as the Legal Counselors Group, the Child Protection sub-working group, and the Communication with Communities Task Team.
- The SET region covers Adana, Hatay, Gaziantep, Kilis, Osmaniye, Kahramanmaraş, Malatya, Adiyaman, Mardin and Sanliurfa, and includes regular and active participation of NGOs in coordination meetings. In addition to the 3RP coordination fora, there are also Case Management Groups which are essential coordination groups that are not linked to the 3RP structure in Gaziantep, Kilis, Hatay, Urfa and Mardin, which are established and led by NGOs. The PWG in SET aims towards increased inclusion of focal points from these groups to other fora. In Mardin, the chair role of the CMG has transitioned from an NGO to PDMM.
- In Sanliurfa, coordination meetings were undertaken by AFAD, until the responsibilities were handed over to DGMM. In addition an inter-agency coordination group was established by UNHCR in 2017, with buy-in from relevant stakeholders. Following AFAD's hand-over to PDMM, these two groups were merged into Coordination platform led by PDMM, with secretarial support from UNHCR – which included civil society representation in 2018. Eventually this platform transitioned into the Provincial Migration Board in Sanliurfa, chaired by the deputy governor/governor, and with PDMM as the secretariat. Provincial Migration Board meetings are ongoing.
- In April 2021, a Provincial Migration Board was established with the support of UNHCR. The Board is chaired by the deputy governor/governor, with the PDMM as secretariat, which has recently met in April to create a Provincial Harmonization Action Plan with participation of multiple stakeholders. PDMM is currently chairing the Case Management Group in Mardin, and PDFSS has been active in discussions.



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- The objectives of provincial coordination efforts in Southeast Turkey are to build trust, share information, carry out needs and gap analyses, and build a joint response planning across the numerous and different active stakeholders. These stakeholders include government partners – and increasing number of municipalities, with thanks to the Protection Needs Assessment as well.
- Once trust and understanding between partners have been established, coordination efforts will be built on the ability to use existing tools and CSOs' capacity meaningfully. In this process, it is vital to provide partners with dedicated protection sensitive tools.
- Currently there are two functioning platforms in Sanliurfa and Mardin. After June, UNHCR will approach Kahramanmaras and Gaziantep PDMs to establish two more. Specific tools are developed according to the needs of each province.

Agenda Item #3: Mapping of Municipal Support (led by Basic Needs Sector)

- Municipalities provide a wide range of services and work with multiple stakeholders across all sectors. Refugees are included in some of their services and this collaboration leads to sustainable and localized solutions.
- Majority of Basic Needs sectors' resilience indicators focus on collaboration with municipalities.
- An initial mapping of municipal support by partners was done in 2019, capturing all programs between 2014 and 2019 – which included over 200 programs by 3RP partners. This mapping exercise provides information on program description, categories and budget.
- The exercise has been revived in 2021 to cover new programs that have emerged since 2019. The new exercise will include IFI support to municipalities as well to have a wider coverage. The new exercise will identify the increasing information needs of partners and improve upon the categories defined in the previous exercise for increased use.
- Once finalized the tool will be useful for IA coordinators for increased information that will feed into analysis and coordination. The outcomes will be useful for colleagues developing new programs and projects to support municipalities, for liaison activities, for donors and possibilities of increased funding, and finally for municipalities themselves.
- The process was initiated mid-April and is currently ongoing. Focal points from agencies have been trained on completing the exercise and the final inputs are expected by 7 May. The public dashboards will be published in the following days and a dedicated presentation will be delivered during the June STF. The preliminary findings will be shared with agencies and donors through the STF.

Agenda Item #4: AoB



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- Members agree to continue with this theme in the next monthly meeting, which will be focused on group discussions to identify areas of work and collaboration on the theme of complementarity and provincial coordination.
- The next monthly meeting will be held on Thursday, May 27th between 14.00 – 16.00.