



National Protection Working Group

Meeting Minutes

Time & Location: Thursday, 12 August 2021, 09.30-12.30 hrs / Zoom

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

Participants: AAR Japan, CARE, Concern, DRC, Expertise France, GIZ, GOAL, IBC, ICMPD, IFRC, IGAMDER, IKGV, IOM, KADAV, Kırmızı Semsiyeye, Mavi Kalem, Maya Vakfı, MHD, MUDEM, Mülteci-Der, National Syrian Project for Prosthetic Limbs, REALS, RET, Sevgi ve Kardeşlik Vakfı, SGDD-ASAM, Small Projects Istanbul, Support to Life, Takaful Al-Sham, Turkish Red Crescent, UN Women, UNFPA, UNHCR, UNICEF, WALD, Welthungerhilfe, World Vision International, Yeryuzu Doktorları Derneği

Meeting Agenda:

- I. Introduction and Updates
- II. Mid-Year Review

Agenda Item #1: Introduction and Updates

- The new member of the Inter-Agency Coordination Unit, Gizem Ece Tığlıoğlu, was introduced to PwG members. Ms. Tığlıoğlu will be supporting the PwG in technical and administrative functions. Members are kindly asked to copy tigliogg@unhcr.org in emails when communicating with Lara Özügergin.
- Members agree for the meeting minutes to be translated into Turkish in summary format.
 - **Action Point:** As of August 2021, the Turkish executive summary of the PwG meeting minutes will be available.
- The PwG's mid-year review discussion will be informing the general 3RP planning process which is expected to start in a month or so.
- There will be a lighter review for 3RP 2022 (validating/updating 3RP 2021/22). The lighter review will allow a multi-year approach, reduce time on replanning and increased time for implementation and addressing gaps. The number of consultations will be reduced, and the planning process will focus more so on M&E. A guidance note on 3RP Planning Timeline will be shared with the members in due time.

Agenda Item #2: Mid-Year Review

- Currently, the 3RP is funded at 36% overall which is relatively low compared to previous years. The protection sector is also funded by 35%. Even though the sector is not fully funded, overall progress against indicators is quite good.
- Bilateral communication was made with appealing partners prior to the meeting due to the low progress in some of the indicators. It seems for most of these indicators, low progress is either related to reporting errors or due to funding gaps.



- **Action Point:** Excel sheets will be sent to appealing partners including an overview of their monthly progress against Protection Sector indicators. In case non-appealing partners are also interested to receive such sheets, they are kindly requested to contact the 3RP Protection Sector team.
- **Action Point:** Since 3RP is becoming more inclusive of individuals of nationalities other than Syrians, as of this year, the 3RP team will be reaching out to agencies who are implementing outside of the 3RP to potentially include their activities in the 3RP appeal process.
- Participants were requested to consider the following questions while analyzing progress against each indicator. The Protection Sector Dashboard (which includes appealing partners, non-appealing partners and partners that have appealed against the COVID response) is accessible from [here](#):
 1. Were you able to receive funds for the activities you appealed for under the 3RP Protection Sector 2021-22?
 2. If funds were indeed received, were you able to implement the activities you appealed against?
 3. If you were able to receive funds and implement activities, what are the reasons for not reporting under Activity Info?
 4. If you were able to receive funds but not implement activities, what were the main barriers?
 5. For indicators/activities you have not appealed for under the 3RP, but have implemented nonetheless, are there any specific reasons they are not included in the appeal you submitted?
- **Action Point:** Appealing and non-appealing partners are kindly asked to review their Activity Info entries against all indicators they report under. If any missing data or reporting issues exist, partners are requested to report retroactively under the relevant month. Partners are also asked to please keep in mind linked indicators while reporting. The Indicator Guidance Note for 3RP Protection Sector 2021-22 will be reshared via email for further reference on reporting.
- Below is a summary of discussions against each Protection Sector indicator.

Indicator 1.1.1 # of individuals trained on international protection, rights and services, and available assistance

- 1.1.1 is the umbrella training indicator which is linked to the following indicator **1.4.3, 2.5.2, 3.3.3, 4.4.1**. Appealing partners reporting under the above-mentioned indicators should also be reporting under indicator 1.1.1.

Key Discussion Points:

- The progress of this indicator shows that trainings have been adapted and/or continue to be adapted to be delivered remotely. Delivery of remote trainings enabled increased number of participants across different provinces. Progress over past few months may also indicate that targeted individuals are more acquainted to using digital platforms.



- In some cases, prior to delivery of trainings, sessions on how to platforms were also facilitated for participants.
- With regards to assessing the quality and impact of trainings, some organizations noted to undertake pre and post-tests. Participants agree that it would be very beneficial to develop either a question bank, or sample pre and post-test tools as this would allow for sector partners to assess impact in a similar way and according to common standards.
 - **Action Point:** A common pre and post-test tool (or a question bank) to be created to assess impact of trainings. If externally available, PwG members are kindly asked to share existing pre and post-test templates or question banks for reference of Information Management colleagues.

Identified Challenges:

- Managing sessions on sensitive issues such as GBV and MHPSS remains challenging. Participants of trainings feel reluctant to share feedback via pre and post-tests. Difficult to measure behavioral changes after trainings as this requires quite structured approach (i.e. to carry out post-tests multiple times in subsequent months). Challenges also observed in obtaining quality 'post' assessment results, including due to overstretched capacity, workload, etc.
- Public institutions still prefer face-to-face trainings even though partners mostly prefer remote trainings due to COVID-19 circumstances. A pre-test example of WALD for cooperative trainings to municipal staff is available [here](#).
- Members share that participants of trainings are usually digitally literate, but participation is also affected by availability of equipment, which becomes a challenge.

Indicator 1.1.2 # of protection monitoring missions and visits conducted

- The overall achievement is very low due to COVID-19, since many of the missions and visits are conducted physically (which has not been possible so far).
- Per the indicator guidance, enumeration under this indicator will change on a case-by-case basis. For example, if a mission is conducted with one overarching purpose/towards one specific incident (such as a Western border mission to a few provinces but for the same purpose), then this should be counted as 1 visit. However, if for example, a mission is conducted to a number of provinces to visit Temporary Accommodation Centers, this can be counted more than once. It will depend on the particular missions.
- Data collection activities carried out in the field for protection monitoring and reporting purposes **cannot** be counted under this indicator.



- **Action Point:** IA/IM Protection to share a follow-up email with regards to this indicator, including scope and different modalities of protection monitoring missions/visits that can be counted under this indicator.

Indicator 1.4.1 # of refugees/vulnerable host community members provided with individual legal support (legal aid and counsel)

Key Discussion Points:

- (Southeast Turkey) Legal Counselors Group has a dedicated, comprehensive dashboard to monitor legal needs and assistance provided to refugee communities.
- Questions around access to legal aid and the assistance received were included in [Round 3 of the Inter-Agency Protection Needs Assessment](#) (IAPNA). Findings from Round 3 Protection Needs Assessment on access to legal aid indicate that across respondents, **10% report the need for legal support and of these, approximately 83% have not received any legal support.** Of the 17% that have received support, 9% mention assistance through NGOs, 4% through lawyers, 3% through Bar Associations and other entities. The main legal areas where support is needed are identified as Temporary Protection ID related matters (12%), psychological violence (11%) and employee rights (9%). For women in particular, divorce (12%) and citizenship are identified as additional areas where legal support is required. In relation to the type of legal support they received, respondents indicated assistance (37%), counsel (21%) and referral (13%) amongst others.
- Per the above-mentioned results of the IAPNA suggest that sector needs to increase capacity to provide legal assistance (whether it be direct, or through referrals) as there seems to be a gap in terms of demand/need of communities versus available capacity within sector. This should be considered in the upcoming 3RP planning period.

Indicator 1.4.2 # individuals reached through information tools on civil documentation, rights, and remedial mechanisms

- Progress against indicator seems very low. This indicator is also linked with **Indicator 2.2.1.**
- Scope of indicator includes efforts to convey information in order to increase the level of knowledge on civil documentation, rights, entitlements, and relevant remedial mechanisms in Turkey. These include leaflet distribution, posters, public figures (Imams/Mukhtars), information via websites, etc. The information is not tailored to an individual through individual consultation, rather is developed for general use. To be counted for this indicator, information campaigns and activities should be focused on civil documentation, rights, and remedial mechanisms.
 - **Action Point:** Similar to the agreement on creating pre and post-tests for training sessions, participants agree it would be useful to have a similar



template for raising awareness activities targeting refugee and host communities.

- **Action Point:** After receiving different tools, a short discussion on experiences will be held on how to administer these tools. To note, the tools are expected to be prepared at inter-sectoral level and will be relevant to all sectors including Protection.

Indicator 1.4.3 # of individuals trained on strengthening legal aid mechanisms for refugees (bar association and other stakeholders)

- Training on Strengthening Legal Aid Mechanisms: Trainings under this indicator only target Ministry of Justice legal staff, Bar Associations, judges, and/or lawyers. Content should be related to ensuring access to justice for asylum seekers and refugees (3RP).
- Target for 2021 almost achieved; by year end may even overachieve target.

Indicator 2.1.1 # individuals benefitting from protection services

- Overall progress is higher than 50% at mid-year, indicating sector is on track.

Key Discussion Points:

- In general, it would be good to have a discussion in terms of how individuals are counted (if unique or overall monthly), to create a common understanding and as this may be resulting in misreporting.
- After the COVID-19 lockdowns lifted, many individuals approached field offices and centers in person, which could explain the high numbers in May and June.

Identified Challenges:

- The number of individuals reached is quite high per availability of remote and digital services, however partners share that many underlying protection risks and concerns may have remained invisible as individuals sometimes do not feel safe or comfortable in sharing some of their concerns during virtual engagement.

Indicator 2.1.2 # individuals with specific needs/vulnerabilities assessed and identified with protection needs

- To compare with Indicator 2.1.3: # of individuals with specific needs/ vulnerabilities **referred** to specialized services is quite higher than the 2.1.2. Meaning, the number of referrals of individuals is higher than the number of individuals identified.

Identified Challenges:

- Identifying new cases is a challenge while working remotely and due to absence of field and outreach activities. Therefore, some organizations focused on the existing database to meet the needs of already identified individuals.
- There has been a push to switch to face-to-face working modality; however, it is now posing a challenge since the COVID-19 cases are on an upward trend.



Indicator 2.1.4 # individuals receiving material or cash assistance to meet their protection needs

- Progress is quite low compared to targets, especially considering that some partners did have material and/or cash programmes during COVID-19.

Identified Challenges:

- Partners share that funding for cash for protection programmes has been quite scarce. Further, pre-paid vouchers may have been distributed which may not necessarily have been reported under this indicator. Cash programmes may have had basic needs focus rather than protection. On the latter however, during the Basic needs Working Group meeting focused on mid-year review, severe under programming and under-funding for CBI in general was discussed.

Indicator 2.1.5 # of individuals receiving psycho-social support

- This is one of the main needs, both at individual and community level, identified through the IAPNA.

Identified Challenges:

- Lack of space and privacy in households hinders delivery of structured psycho-social support via remote modalities. Identification is an issue due to many different factors, including the difficulties to identify MHPSS needs over digital platforms. Absence of digital equipment poses another challenge.
- Partners also emphasize that dedicated funding for staff welfare does not exist, which may be resulting in burnout for frontline workers such as psychologists.

Indicator 2.2.1 # of individuals reached through information campaigns and awareness-raising on rights, entitlements, services, and assistance

- Mid-year target overachieved already which is expected as throughout COVID-19 information dissemination on many different matters related to the pandemic was one of the focus areas of sector.
- This indicator is also linked to the discussion on inter-sectoral efforts to better understand impact of information campaigns and awareness raising efforts through pre and post-tests.

Indicator 2.3.1 # of individuals engaged in community mobilization efforts and empowerment programmes

- The indicator compared to its target is quite underreported.
- Per partners' requests, the definitions of community mobilization and empowerment programmes as included in the Indicator Guidance Note was shared.

Identified Challenges:

- Establishing new links and rapport with new community members to mobilize them towards supporting outreach efforts has been quite difficult due to COVID-19



circumstances. Community members who were previously trained in past projects have been more invested in and encourage those to be more active outreach focal points.

Indicator 2.4.1 # of feedback, complaints, and response mechanisms established and/or maintained

- Feedback and complaints received through PSEA channels contribute/should be accounted under this indicator too.

Key Discussion Points:

- The vast majority of calls received through CFM lines are from those seeking in-kind and/or cash assistance.
- Partners suggest introducing two disaggregation's for this indicator, one being number of feedback received, and second, those responded to. Further discussions to be held on the topic during 3RP planning period.

Identified Challenges:

- In-house resolved feedback may not be counted/reported under the indicator; not many complaints received which could be a cultural barrier.
 - **Action Point:** More elaboration on the scope of the feedback, complaints and response indicator is requested by partners.

Indicator 2.5.2 # of persons participating in events organized for both refugee and host communities to improve peaceful co-existence

- Progress against both indicators dedicated to social cohesion (# of service providers supported to undertake peaceful co-existence interventions and indicator 2.5.1) are very low. It is unclear whether this is a reporting error, whether funding was not received for these activities or if programmes could not be implemented due to COVID-19 or other reasons.

Key Discussion Points:

- As Social Cohesion was identified as a priority thematic issue for 2021 National PWG, a dedicated meeting to be scheduled soon. UNHCR's Inter-Agency Coordination Unit has been working with INGEV to develop a toolkit which is expected to provide theoretical and practical insights on designing, implementing, and monitoring social cohesion interventions. National PWG to be sequenced after dedicated Syria Task Force discussion and once the INGEV-UNHCR toolkit is finalized.

Identified Challenges:

- Host community members especially in recent periods are reluctant to participate in social cohesion activities with refugees.

Indicator 2.6.1 # of service providers trained on support to persons with specific needs (from both refugee and host communities)



Key Discussion Points:

- Indicator progress for service providers and individuals trained on support to persons with specific needs is slightly underachieved. This may be due to reporting errors, considering that reporting against other training indicators is relatively on track.
- This indicator is also linked to the discussion on inter-sectoral efforts to better understand impact of trainings through pFpsre and post-tests.

Indicator 3.1.1 # of individual Gender-Based Violence (GBV) survivors and those at risk assessed

- All indicators targeting individual GBV survivors and those at risk have already overachieved targets for 2021. Across the GBV objective many of the indicators have either reached mid-year or year-end targets, with exception of those measuring “programming support” on GBV and PSEA to institutions.

Key Discussion Points:

- Partners report that the number of GBV survivors and domestic violence increased due to COVID-19 lockdowns.
- It has been observed that again with the lifting of the curfews, GBV cases are more easily identified through offices rather than via remote counseling/support. IA portion of GBV survivors could not reach offices comfortably when services were provided remotely, as they mostly live with their perpetrators in the same household.

Indicator 3.3.1 # of governmental and non-governmental institutions supported with GBV-specific activity programming; Indicator 3.3.2 # of governmental and non-governmental institutions supported with PSEA-specific activity programming; Indicator 3.3.3 # of individuals reached through capacity building initiatives for strengthening GBV and SEA prevention and response (government and humanitarian staff).

- **Action Point:** Considering time limitations, detailed discussion with regards to low progress against GBV/PSEA programming and capacity building initiatives will be held via the National GBV SwG platform.

Indicator 4.1.1 # of children assessed for protection needs; Indicator 4.2.1 # children participating in structured, sustained child protection or psycho-social support programmes (individuals and in groups)

- With exception of positive parenting programmes (which is almost at mid-year target), all child protection indicators under Objective 4 have either reached mid-year or year-end target. Due to time considerations, detailed discussions on Objective 4 could not be facilitated however National CPsWG will have follow up, dedicated discussions on progress against Objective 4 indicators.

Key Discussion Points:



- National CPsWG coordinators shared that they are tentatively proposing for a pre and post-test tool to be developed for MHPSS activities.

Indicator 4.2.2 # of individuals reached with positive parenting programmes

Key Discussion Points:

- Partners shared that while schools were closed (physically) during COVID-19, parents proactively reached out to organizations to participate in positive parenting programmes.

Indicator 4.3.1 # of individuals trained on child protection mechanisms and PSS in emergencies (government, non-government actors, including refugee communities)

- While progress has been low until May, a sudden shift is observed in the month of June.

Action Points

- As of August 2021, the Turkish executive summary of the PwG meeting minutes will be available.
- Excel sheets will be sent to appealing partners including an overview of their monthly progress against Protection Sector indicators. In case non-appealing partners are also interested to receive such sheets, they are kindly requested to contact the 3RP Protection Sector team.
- Since 3RP is becoming more inclusive of individuals of nationalities other than Syrians, as of this year, the 3RP team will be reaching out to agencies who are implementing outside of the 3RP to potentially include their activities in the 3RP appeal process.
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- IA/IM Protection to share a follow-up email with regards to this indicator, including scope and different modalities of protection monitoring missions/visits that can be counted under this indicator.
- Similar to the agreement on creating pre and post-tests for training sessions, participants agree it would be useful to have a similar template for raising awareness activities targeting refugee and host communities.
- After receiving different tools, a short discussion on experiences will be held on how to administer these tools. To note, the tools are expected to be prepared at inter-sectoral level and will be relevant to all sectors including Protection.
- More elaboration on the scope of the feedback, complaints and response indicator is requested by partners.



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- Considering time limitations, detailed discussion with regards to low progress against GBV/PSEA programming and capacity building initiatives will be held via the National GBV SwG platform