



Inter-Agency  
Coordination  
Turkey

**Protection Working Group Meeting  
Ankara  
16 May 2017**

Participants: UNFPA, GiZ, ASAM, ABA RoLI, STL, IOM, CARE, NRC, UNHCR, WFP, ECHO

**Agenda Item 1: Review and Update on the last meeting minutes/Action Points**

- *CARE to share their model for IPA and Case management:* document shared and will be circulated with the minutes
- *Invite ECHO to the next PWG:* ECHO present and will clarify some points about IPA and Case Management
- *Protection partners to inform about their wish for visibility or not on the sector dashboards:* done and February dashboard for the Protection sector has been published while the first quarterly dashboard is being finalized.
- *CARE, UNHCR and ASAM to share their model for outreach work to see if a common approach or minimum standards can be extracted from those:* only UNHCR shared its model so comparison can be done yet. Organizations are encouraged to share their own model so we can look into harmonization.
- *Link closely with CwC task force in Gaziantep about information dissemination and standardization of messages:* on-going
- *Look into the status of Refugee Outreach Volunteers:* linked to previous recommendation. Need to have models from various organizations to be able to look into the status of ROVs.

**Agenda Item 2: Q&A with ECHO on Individual Protection Assistance (IPA)**

- ECHO Protection strategy has 5 pillars: Protection monitoring and advocacy, awareness-raising, referrals to existing services, legal assistance and access to documentation, provision of specialized services.
- IPA and case management are tools to support the response strategy
- ECHO presented their model differentiating between cases needing to receive one-off intervention to meet their protection needs (support in accessing registration; accessing civil documentation, etc) and cases needing a longer term support through case management and its 6 steps.
- ECHO notes that psychosocial support needs to be given by a professional expert and any type of medical support needs to be provided by a NGO with medical expertise
- Special Needs Fund (SNF) is no longer supported by ECHO
- Other donors show willingness in continuing to fund SNF
- CARE leads a task force on IPA/CM: CARE has developed their own SOPs to support their proposal to ECHO and is working through the task force to see if a standardized SOP can be adopted by partners applying to ECHO funds
- The work of this task force can be useful for partners outside of SE so needs to be shared with Izmir and Istanbul
- Cash can be used as a tool to meet protection needs; for other needs (basic needs), this falls into ESSN.
- A Q&A is also being developed to share with ECHO to form the basis for some guidance on when to use IPA and when to use case management



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#### Action points:

- Re-circulate link to the Service Provision Feedback on-line tool to document obstacles in accessing services and follow up
- Work of the IPA/CM task force needs to be shared with Izmir and Istanbul PWGs

#### **Agenda Item 3: Operational consequences of the suspension of some partners**

- Current situation is worry some, with direct consequences for refugees benefitting from services provided by NGOs that have suspended their activities and indirect consequences for staff of these organizations, especially Syrians
- Work permits are tied to organizations so some Syrian staff are stuck
- Abrupt closure of some services meant that refugees have not been informed; serious consequences for individuals benefitting from structured protection services (case management, PSS) with no handover of caseload possible
- Internal organization planning is key with some contingency for worst case scenario: it should include information to beneficiaries and proposed alternatives for continued care, including to state services
- TRC could be an alternative thanks to their network of community centers
- Municipalities and provincial directorates can be supportive
- More information about exact locations where services have been closed or suspended is needed and with the caseload affected
- Communication with the NGOs affected is key to understand what steps they have taken to handover the most urgent individual cases
- In the absence of data sharing protocols between organizations, it is difficult to handover individual cases
- Some concrete steps to recommend:
  - o Increase outreach to persons of concern about other services available in the area
  - o Suspended NGOs should share information about alternatives for continuous support with their beneficiaries, if possible
  - o Discuss the issue of handing over individual cases with MoFSP at the central level and locally
  - o Transition plan to be prepared, could be inter-sectoral; donor engagement to be sought

#### Action points:

- If possible, engage directly with suspended organizations to understand the steps they have taken to hand over some of their activities
- Analyze the impact of the suspension/closure of activities based on available information
- Each organization to internally prepare and make linkages with other organizations or state services for a responsible handover of the most vulnerable or urgent individual cases
- Linked to the on-going discussion on transition and longer term perspective, protection sector to work out a possible transition plan looking at realistic alternatives

#### **Agenda item 4: Strategy documents**

- Following the strategic workshop held on 4 April 2017 and based on a decision from the Syria Task Force (STF) of 20 April, each sector has been asked to develop 2 strategic papers



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(internal and external) aiming to outline the longer-term strategy for each sector and the steps to get there.

- In addition, the purpose of the papers is to develop some thinking on the positioning of the 3RP alongside other actors making it clear how 3RP actors collectively engage with actors outside of 3RP (such as the GoT, EU FRIT, World Bank and other International Financial Institutions) and how these actors best engage with the 3RP actors and finally to define how the 3RP is complementary to other plans of interventions in Turkey.
- These papers will also reflect *how* partners within the sectors are working to achieve the objectives set out in the 3RP and how interventions contribute towards reaching the long-term vision.
- Based on the sector strategic documents, the STF will develop an inter-sectoral narrative that captures an analysis of the general situation, defines common objectives and highlights key inter-sectoral linkages and cross cutting thematic areas.
- After clearance by the Syria Response Group (SRG), the papers will be presented and discussed with senior government officials by SRG members.
- These documents can also help articulate a more detailed transition plan in case the operational space for humanitarian partners continue to shrink
- Draft documents have been shared before the meeting and comments are welcome until 19 May.

Action point:

- Protection sector members to provide comments by 19 May

**Agenda item 5: AOB**

- In line with the set-up of a Child Labour Technical Group, a series of training on Child Labor will be delivered by PLAN international, with support of UNICEF. The first training will be inter-sectoral. The first two are planned to take place in Istanbul and Gaziantep. PLAN International will come back in September for Ankara and izmir.
- **Monday 19 June & Tuesday 20 June: workshop in Istanbul** (30 to 40 people from Education, Protection/Child Protection, Livelihoods and Basic Needs sectors)
- **Wednesday 21 & Thursday 22 June: workshop in Gaziantep** (30 to 40 people from Education, Protection/Child Protection, Livelihoods and Basic Needs sectors)
- These workshops are for 30-40. Since space is limited, priority will be given to organizations active in the area of child labour. The level of participation should be at least programme manager (or those who take role in programme design and influence the programmes of these institutions).
- There will other rounds of trainings/discussions to target case managers, community center managers.
- Provide suggested names to Iraz Oyku Soyalp ([iosoyalp@unicef.org](mailto:iosoyalp@unicef.org)) or Christine Goyer ([goyer@unhcr.org](mailto:goyer@unhcr.org)) by **end of May**. We will look at the lists and compare to avoid duplication and get back to you if we have any room left for additional participants.
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Next meeting: **Tuesday 20 June**, 14:00, at UNHCR office (Cinnah).