

**Zaatari Protection Working Group
Minutes of Meeting
20 March 2014**

Agenda:

- UNHCR updates
- CP-GBV updates
- WFP updates
- Safety audit
- ToRs/WG running matters (mailing list and focal points)
- AOB
 - o NRC Psycho-social programming
 - o District teams
 - o Information sessions on verification in UN-Women oases/women's service spots

Agencies present: UNHCR, UNICEF, NRC, UN-Women, IMC, WFP

1. UNHCR updates

UNHCR new arrivals' registration updates (9-15 March)

- 2,058 individual processed in Raba during the reporting period which is a decrease of 50 % compared to previous week.
- 93% new arrival and 7% re-entry.
- 56.2% are minors.
- 96 % entered Jordan through eastern border crossings (80% entered to Jordan through the crossing at Ruwaished - Hadallat and 16% through Al Rogoban - Sub Rogoban).
- Area of origin: 28 % from Dar'a, 31.4% from rural Damascus, 12% from Homs and 10% from Aleppo Governorates. To be highlighted: increasing number of AS coming from Rural Damascus compared to previous week (50% more compared to previous week)
- 28,613 individuals cumulative processed in Raba since the opening date (29 December 2013); 89% new-arrivals and 11% re-entry.

Other updates

- 253 government organised returns
- 519 birth certificates (cumulative figure for Zaatari)

Verification updates (cumulative statistics until 17 March 2014)

- A total of 28,887 individuals has been processed so far.
- 25,382 are active and 3,505 individuals have been totally inactivated since the starting date. This makes so far 12.1% of verified inactivations (multiple registration, returns, deaths, etc.). In addition to this, 2,919 have been so far inactivated as they did not show up after 10 days from the initial scheduled interview and their documents have been sent back to Raba. This brings the total cumulative inactivations to 22.2%.
- As of today, 3,607 individuals are on hold, pending inactivation, which happens 10 days after the initial no-show date.
- 58% of the active individuals are minors.

- 5,061 (19.9%) under 5 years old cumulative processed.
- Planning:
 - 1,900 individuals have been called for 18 March. In addition to this 400 individuals processed last week by UNHCR have been re-scheduled to collect their Service Card.
 - Due to high and continuously increasing number of individuals who are still waiting to be issued with Service Cards, no new individuals have been called in on Sunday March 23 (except a few families with newborn babies and exceptional cases).

UN Women: Marriage-related issues arising out of the verification process

Now, where married couples do not have marriage certificates, UNHCR is merging cases in the UNHCR database, following a marriage assessment. This does not substitute formal documentation. Also some cases without marriage certificates have been able to get 'fixing' certificates with the Shariah Court in Mafraq. UNHCR is finalizing agreement to secure presence of Sharia courts' Judges in the camp. Procedures for the mobile courts to be finalized shortly.

2. CP/SGBV - not present

3. WFP updates

- School feeding Programme is ongoing with no major issues, the highest number of distribution in both shifts during the reporting period was 12855
- WFP Voucher distribution for the 1st cycle of March ended on the 13th and reached a total of 90,951 beneficiaries
- The 2nd cycle of March Started on the 18th March 2014 to cover around 120,936 according UNHCR manifest
- WFP is no longer providing dry food ration but had increased the voucher value to 10JD's
- A generous donation of Dates from KSA is being distributed in the 2nd cycle of March
- WFP bread quantity is 22.5MT to cover the needs of the camp however it is subject to change due population number changing.
- WFP has started a nutrition Programme "blanket distributing " in Za'atri camp to provide supplementary feeding to malnourished children, pregnant women, lactating women,
- WFP had improved its welcoming meal distribution as follows
 - Welcome meal package will be distributed in Roba Al Sarhan reception center
 - Date Bars will be distributed once they arrive to Za'atri camp reception area.

E-vouchers

From September 2013, paper voucher programme has been in place, which started with a gradual transition (initially started with 3 JD vouchers). First cycle of March 2014, in kind food assistance has been stopped and is completely paper-voucher based. Currently WFP distributing paper vouchers for 10JD per person; 18 retailers currently present in the camp. Next step is to start pilot of e-voucher system from **15 April**. WFP will distribute e-vouchers to some cases for value of 10 JD per person; install machines for retailers (machines will take 2 weeks). The process for redemption is that the retailer submits the receipts and vouchers to WFP and IPs within 20 days. The physical voucher will be distributed once and then will be automatically updated for every cycle. WFP has regulation of relevant retailers.

Question raised as to whether vouchers are made available to both spouses in the household?

Currently not possible to distribute separately to male and female adults in a household, but WFP has found that usually women go shopping.

Some protection concerns raised: increased risk of exploitation and theft, mugging. Possible solutions:

- use district field teams to monitor situation on the ground;
- possible links to community mobilization;
- talk to women's groups to conduct awareness and monitor any difficulties arising;
- WFP briefings for district teams;
- Prepare a questionnaire for monitoring of this process, to guide focus group discussions to be held with various groups in the camp (men, women, girls and boys) in different districts.
- ZPSWG recommended to WFP to formulate a strategy for monitoring and responding to protection incidents arising from the use of e-voucher. WFP is recruiting a new international protection officer to deal with this issue.
- WFP to bring to the sector meeting the key messages already prepared for urban to get sector group feedback to adjust them to the Zaatari context.

4. Cash for work update

Cash for work meetings take place regularly in Zaatari. All agencies/NGOs who have an interest in this issue are represented. Focal points should bring particular questions to the meetings. Currently draft SOPs in circulation – SAG has reviewed and CFW group is reviewing. UNHCR currently piloting partners who operate cash for work programmes inputted into RAIS. Currently different agencies have inconsistent rates of payment.

5. Zaatari Protection Sector Working Group - Key themes

Participants were invited to contribute to the list of key themes to be discussed in future ZPSWG.

Future Protection meetings will be dedicated to prioritized themes.

6. District teams

District teams are operational and invite linkages. They are a good ground level resource with knowledge of the districts. Both issues arising in the field can be communicated to the working group and in the other direction. Agencies invited to brief district teams to raise their awareness of available services etc. Contact: Hester Clark, UNHCR, clarkh@unhcr.org.

Suggestion to include training on Code of Conduct and discrimination at District team level.

Suggestion also to ask district teams to compile lists of protection issues, and ZPSWG to provide guidance back to the teams. District focal point (Hester, UNHCR) to bring back to each ZPSWG the key protection issues raised in the 2 weeks prior to the meeting.

7. AOB

Request from UN-Women to provide information sessions for women in oases and other service spots.

NRC psycho-social programming

NRC is requesting input from partners on areas for focus for children with disabilities and psycho-social assistance. Require particular advice on how to identify children with particular needs and target assistance.

Suggestions:

- Approach women's groups to assist in identification of children with specific needs.
- Some info may also be available from verification data. NRC to clarify what data is needed to help them with identification for their programming.
- Suggestion for NRC to share an outline of the project in order for partners to better advise.

Action point	Responsible agency
UN-Women to submit to UNHCR proposal for info sessions on verifications in oases and other women's service spots	UN-Women
WFP to share sample communication materials for e-vouchers	WFP, through Majida
WFP to share strategy for awareness and monitoring for protection risks of e-voucher system; WFP Protection officer to attend next meeting and brief group	WFP
Circulate the CFW SOPs	Irene (UNHCR), through Majida
UNHCR field team to share Post Distribution Monitoring (PDM) form	UNHCR (Hester)
Chair to circulate ZPSWG ToRs; Partners to provide comments	Chairs/ Partners
Partners with inputs on psycho-social programming within education to communicate with NRC	Partners (contact Martha.mellum@nrc.no)
NRC to share outline of project	NRC