

## MEETING MINUTES

<b>National Sector Working Group:</b>	Site Management Support (SMS)
<b>Date:</b>	05 May 2016
<b>Venue:</b>	UNHCR Office - 91 Michalakopoulou (Athens)
<b>Chair:</b>	Carolina Mansur (National SMS SWG Coordinator)
<b>Participants:</b>	
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### Agenda:

1. Review of action points from previous meetings
2. Presentation on refugee coordination information management tools
3. Update on capacity building initiatives
4. Presentation of draft Terms of Reference for national SMS SWG
5. Updates on Idomeni
6. AOB

### 1. Review of action points from previous meetings

None

### 2. Presentation on refugee coordination info management tools

- a. **Current IM tools available** (all accessible on UNHCR webportal: <http://data.unhcr.org/mediterranean/country.php?id=83>)
  - Daily registration updates
  - Daily estimates per location
  - Greece data snapshots
  - Site profiles
  - Factsheets with Syrian and Afghan new arrivals profiling – joint initiative with JIPS ([file:///C:/Users/owner/Downloads/Factsheet\\_Syrians\\_february\\_v2.pdf](file:///C:/Users/owner/Downloads/Factsheet_Syrians_february_v2.pdf))
    - ➔ *Action Point: UNHCR to share the profiling tool used to collect data with SMS partners.*
- b. **Future IM tools in the pipeline**
  - *Online 3W/4W and gap analysis*
    - ➔ *Action Point: Knut/Francesco to circulate 3W template to SWG members and set a deadline for input (general deadline for final submission to IS Coordination Unit: 18 May)*
  - *ActivityInfo: online database* ➔ twofold function:

For clarification on the content of these minutes, please contact:

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1. Enable organizations to report activities and achievements on a regular basis and consolidate information for coordination purposes.
2. Enable agencies with limited IM capacity to access and make use of basic IM tools (e.g. creating charts, pivot tables, etc)

As soon as AI is up and running UNHCR will roll out a cycle of trainings in various locations across the country to train humanitarian personnel on how to use the system. Organizations will have focal points who will be given a username and granted access to upload info.

➔ *Action Point: SMS SWG will need to create standard indicators to measure progress on AI. Francesco/Knut to come up with draft indicators and share with SWG members for feedback.*

- *Assessment registry:* online database containing all the assessments which have been conducted across Greece with either links to the assessment reports or contact person to liaise with to get the report.

### 3. Update on capacity building initiatives

- Prior to phase-in of the current refugee coordination structure, there was no platform to design a common CB strategy between agencies doing SMS. A few actors doing CB activities independently: UNHCR, NRC, DRC, NORCAP.
- New Refugee Coordination Structure → CB for government officials and volunteers and creation of a pool of trainers is one of three strategic objectives in the SMS section of the RRM RP. Creation of CB Taskforce under SMS SWG.
- UNHCR's plan to bring in a dedicated CB specialist for SMS to oversee the works of the taskforce and harmonize CB approach, contents and methodologies.
- SMS SWG planning a ToT which will most likely be rolled out in the second half of 2016.

*Q: How does the ToT relate to the UNHCR Coordination Workshops which will take place in late May?*

*A: The UNHCR Workshop is organized by the inter-sector coordination unit and it is not sector specific. It aims at providing participants with an understanding of the Refugee Coordination Model.*

### 4. Presentation of draft Terms of Reference for national SMS SWG

Presentation of the first draft of the National SMS SWG ToR. Number of issues brought to members' attention for discussion and decision:

- a. Does the SMS SWG look at both formal (government approved) and informal (spontaneous/no government approval) settlements or not?
  - Yes, it does, but with different levels of engagement. In formal sites the SWG will look at a broad range of activities, ranging from service monitoring and advocacy to service provision, while in informal settlements the SWG will mostly focus on monitoring and advocacy because government authorities are generally not in favor of extending service provision to informal settlements.
- b. Is the SMS SWG also looking at off-site urban displacement?
  - Yes, the SWG is also supposed to monitor and advocate for rights of displaced population outside sites and strive to suggest potential alternative options to encampment which is and should remain the option of last resort.
- c. Why in the ToR it is mentioned that settlements are those where there are at least ten displaced households or twenty-five individuals living in the site?
  - Arbitrary figure needed to establish a common semantics around what a settlement is and what it is not.
- d. Is there a need to mention CWC in the SMS SWG ToR?

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- Although CWC in the Greece response is categorized as a Protection Sub-Sector, SMS agencies have been doing CWC activities in their respective sites. Therefore the importance of CWC and need for close cooperation with the Protection SWG on this will be reflected in the amended draft.
- e. SMS SWG sub-national structure:
- National level: UNHCR Coordinator/NRC Co-coordinator.
  - Attica and Thessaloniki: The SWG will try to establish two sub-national SWGs (in Attica led by DRC and in Thessaloniki led by NRC). The S-SWG in Attica should hold the first meeting shortly, whereas in Thessaloniki NRC/UNHCR are still negotiating the green light from MoM. When constituted, the two S-SWG will create their own ToR.
  - West and Islands: given the relatively small number of sites, instead of setting up S-SWGs, there will be SMS Focal Points whose role will be to monitor the situation in the sites and facilitate information sharing with Athens.

*Q: instead of a structure based on geographical regions, why do not we shift to a model based on country-wide thematic WGs?*

*R: Apart from the logistical constraints which this system would create with WG members scattered around the country, the government administrative structures we are supposed to coordinate with are geographically organized. If relevant, the National SWG is supposed to identify common issues across regions and promote info sharing. However, if there are particularly important cross-regional issues, SMS SWG members are more than welcome to suggest the creation of TWGs at Athens level which will look at specific issues.*

*→ Action Point: Francesco to share revised version of the ToR with SWG members by the end of the week for review. Objective: endorsement of the final version at next week's meeting.*

*→ Action Point: OXFAM to share with SWG members list of advocacy concerns/questions submitted to Alexandra Krause in regards to sites in the West.*

## 5. Updates on Idomeni

- MoM called for a meeting with UNHCR and NGOs working in Idomeni and communicated that Idomeni will close by the end of May and refugees will be relocated to other sites. At the moment, people relocating from Idomeni are accommodated in Lagadikia (currently used both for relocation from Idomeni and for asylum-seekers which have got into the EU relocation scheme).
- The government is currently setting up three sites in the Thessaloniki area whose capacity should be around 3,000 people. They will make more space available as the relocation starts, so as to be able to move also the rest of the caseload.
- After relocation is complete, NGOs will no longer be allowed to provide services in Idomeni
- MoM will extend the validity of the papers of those moving to Idomeni and will facilitate access to the asylum process.
- About 100 people are reported having left Idomeni yesterday and being transported to Lagadikia. Stated intention by the authorities: moving 1,500 people/week.

## 6. AOB

### a. Pre-registration exercise

The Greek Asylum Service is planning to carry out a pre-registration exercise targeting all the refugees/migrants currently on the mainland as a first step to streamline the asylum-seeking process. UNHCR has committed to supporting the exercise, mostly manpower and expertise.

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As per the plan which is under discussion, 10-12 "pre-registration hubs" will be set up around the country and people will have to move from the sites to the hubs and back. The initial phase of the exercise aims to pre-register all the refugees living in government-approved formal settlements, while the second phase will focus on what is expected to be the residual caseload in informal settlements (e.g. Idomeni). As per GAS, the exercise should tentatively start within the next month and continue for the following several months.

UNHCR is planning to pay incentives to volunteers selected from the refugee community. This could be potentially harmful, as it will create a precedent in a response system which has so far been based on free commitment by volunteers + risk of affecting large number of volunteer-reliant services at the sites by draining manpower.

**b. Ramadan coming up**

Ramadan will come up in early June. There is a need to have an inter-sectoral discussion around preparations, especially in terms of food provision, etc. in the sites.

➔ *Action Point: Knut to bring up the issue at upcoming ISWG and inquire what preparatory steps other working groups are taking.*

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