

## CWC MEETING MINUTES

<b>CwC Meeting</b>	
<b>Meeting Subject</b>	National CwC Working Group Meeting
<b>Date, Time &amp; place of meeting</b>	22/02/2017, UNHCR Athens Office
<b>Meeting Chair</b>	Rachel Maher (UNHCR)
<b>Minutes/notes prepared by</b>	Alexandra Zavvos + Rachel Maher
<b>Present organizations</b>	UNHCR, IRC, Internews, DRC, Save the Children, HRC, Advocates Abroad, SolidarityNow

### 1. Review of previous meetings/matters arising

Point/details	Details/Going forward	Suggested Actions
	The Chair asked the attendees to provide their comments with respect to the minutes of the previous meeting. No comments were made. The minutes were approved.	

### 2. Connectivity

Connectivity	<p>UNHCR is coordinating connectivity, which includes wifi/internet, under a global programme.</p> <p>Since December, almost all official sites have some degree of connectivity, but not all of them up to standard. The connectivity coordinator along with partners are working to improve level of connectivity. The connectivity project is implemented by operational partners NetHope, and GRNet while UNHCR has the overall coordination. The process is lengthy as many actors are involved, and takes 1 to 3 months of planning and to secure the resources e.g. Planning started in October for the 11 sites in which connectivity was installed in December. The UNHCR Connectivity Coordinator confirmed that islands, in particular Moria in Lesvos, presents the biggest challenge in terms of connectivity. Internet service provision is not part of the agreement in UNHCR accommodation/hotels apartments to which Connectivity FP asked whether the WG was interested in suggesting a change in the terms of agreement in order to ensure connectivity is covered for that segment of the population.</p> <p>In the aim of improving connectivity, feedback was asked to be provided by the partners in the WG, who are based in sites or are in direct contact with PoC. Urban refugees are of particular concern, as they comprise a group of PoC left behind in terms of connectivity; it is important to explore ways to cover the gap that is created when PoC leave official camps and move to urban accommodation, when the quality of connectivity tends to drop.</p> <p>Partners expressed concern about low quality of WIFI in sites in Attica that where they have a presence, i.e. Skaramangas or Elliniko.</p> <p>In Moria, Lesvos, the DRC are working on a project to improve connectivity.</p> <p>IRC brought up a gender issue, stating that as connectivity points in camps often attract large crowds of men who congregate around the point, this may act as a disincentive for women; in Kara Tepe the connectivity point is located next to women's bathroom creating a further point of discomfort. Therefore it is important to place connectivity points strategically or find other systems of connectivity.</p> <p>The WG discussed the status of individual connectivity and the possibility to fund phone data. Phone data in Greece is expensive, especially so for prepaid SIM cards and it is important to keep in mind POC only use prepaid cards since to get contracts/packages they have to through a complex procedure. New interesting packages have come out such as one provided by 'Wind' provider, which provides 5GB per month (with no talk time or SMS which have to be paid extra)</p>	Working group to share any other feedback from sites to connectivity focal point, including gaps, suggestions for improvement.
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	<p>for 15 euro per month as pre-paid cards. The issue that arises from this is some PoCs' reluctance to changing phone numbers due to many official documents and asylum procedures being linked to their phone number.</p> <p>Cash transfer amounts include an amount for 'basic communications', which amount to a rough 10 euros thus not sufficient to cover phone data/internet.</p> <p>Nikolas Kourtzis   Connectivity focal point is coordinating this activity and can provide further information; <a href="mailto:kourtzis@unhcr.org">kourtzis@unhcr.org</a></p>	
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### 3. ActivityInfo

ActivityInfo	<p>ActivityInfo database developed by IM following the 4Ws, and allowing partners and sectors to report on specific indicators across the country has been updated. Each sector including CwC, which is under the protection sector, had agreed on objectives and corresponding indicators that all CwC partners can use to report their activities. Each sector the opportunity to review its objectives and indicators in order to ensure they apply to activities and reflect CwC achievements as best as possible.</p> <p>Chair asks WG to agree together on new draft indicators which were discussed and redrafts were agreed upon. The new current indicators are more realistic and reflect actual achievements and progress, without creating further obstacles to reporting. Indicators adapted to reflect more accurately communication mechanisms and tools, especially to demonstrate increasing online interaction with PoC and agencies who work mainly through online platforms i.e. distinguishing between face to face interactions and online interactions. PoC feedback brought forward.</p>	<p>Co-Chairs to incorporate feedback from CWC WG into new indicators. A training is planned for WG by IM focal point in the following week to learn how to use V.2 of ActivityInfo.</p>
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### 4. Save the Children CWC with Children Assessment presentation

	<p>Save the Children conducted a CWC child assessment (12-17 years old) and shared results with the CwC WG, to engage in a discussion on how best to use findings.</p> <p>The assessment sought to reveal what children understand and observe as information gaps and how they would prefer information to be communicated to them. Various considerations informed the choice of methodology, such as children responding to their peers differently to adults, and inquiring about information needs and assumptions that children know their rights and it included warm-up games necessary for children. Findings showed amongst other things, that children must trust their source of information and tend to trust Save the Children staff more than perhaps other sources; though this was not exhaustive research. Other findings:</p> <p>Notice boards are not a child friendly approach to information sharing; welcome or information packs should be prepared in a child friendly format; use of multi-media and phones or tablets is useful for older children in particular; a toolbox of different methods with staff trained to access these tools is better than having one cross-country solution, such a unique information platform; children are a major channel of information to/from parents but don't see themselves as such; there is less of a difference between nationality and gender in the way that children understand and respond to information but age does play an important role.</p> <p>A report will summarize the findings with conclusions and will be shared to the WG . It will also be available in a child -friendly format.</p>	<p>STC to share report with WG when finalized. Any suggestion on use of findings to be shared with STC.</p>
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### 5. Updates / AOB

	<ol style="list-style-type: none"> <li>1. Chair informed that a new UNHCR CWC officer in Larissa to work in sites.</li> <li>2. IRC updated WG on increased arrivals through land borders, through Bulgaria - and increased need for information re where to stay and how to access camps.</li> <li>3. Cash; UNHCR is currently developing information responding to questions specifically for people who have been transferred from formal sites to UNHCR accommodation; who are still eligible for cash but the provider may change, so must inform both agencies in charge. Amount provided may change according to site, especially if cooking facilities are available (more cash available to absence of food catering).</li> </ol> <p>Many questions regarding financial support for transportation and transfers to asylum or other appointments: currently establishing correct information regarding which agencies provide tickets / transportation to and from appointments and eligibility.</p> <p>WG raised concerns that PoC complain about need for more money to cover needs and ongoing lack of clarity about amounts and what is covered. Chair shared details from MEB. Tickets for children to go to school or diapers for example, which are very expensive and are only provided up to a certain age limit. Inconsistency of services and NFIs covered across sites and areas in Greece is highlighted.</p>	<p>UNHCR to establish correct information regarding which agencies provide tickets / transportation to and from appointments and eligibility; share with CWC partners for dissemination.</p>
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