Basic Needs Working Group
Meeting Minutes

Time& Location:	22 August 2019, UNHCR, Yıldız Kule, Meeting Room 1, Ankara
Chaired by:	Ahmet Ünver (UNHCR) and Hiba Hanano (WFP)
Participants:	Miray Yücel (WFP), Seda Nazzal (TRC), Ceylan Tunca (UNFPA), Lara Özügergin (UNHCR), Berivan Erbil (UNICEF), Kemal Ördek (UNFPA), Sevgi Kelly (UNHCR), Ceren Pınar Aydın Abedi (UNHCR), Özgür Savaşçıoğlu (UNHCR), Kemal Başpehlivanlı (IOM), Ayşenur Özcan (WFP), Gonca Savaş (WFP), Burak Çınar (ECHO), Anastasiya Stelmakh (ASAM), Ayman Saalawy Alhalb (TRC), Hanifi Kınacı (TRC)

Agenda:	1. Welcome & Introductions (5 min)
	2. Reviewing the agenda *(all partners)* (5 min)
	3. Reviewing action points from the previous meeting *(BN Coordinators)* (5 min)
	4. Achievements in Basic Needs Sector: Q2 Dashboard *(BN Coordinators)* (5 min)
	5. **Thematic Focus: Accountability to Affected Population**
	    a) Standards *(BN Coordinator)* (15 min)
	    b) PSEA *(UNHCR Focal Point)* (15 min)
	    c) WFP – AAP *(WFP Focal Point)* (15 min)
	    d) Discussions (10 min)
	6. Information sharing on "Alternative to Camps" *(BN Coordinator)* (5 min)
	7. Analysis of increasing winter costs *(BN Coordinators – IA IM Focal Point)* (10 min)
	8. AOB (5 min)

AGENDA POINT	DISCUSSION	ACTION POINTS
Reviewing the agenda	The meeting agenda was introduced, reviewed and accepted without changes.	
Reviewing action points from the	▪ Members nominate their organization for information sharing spot in BNWG meeting – *No nominations, action point dropped* ✘ ▪ Environment Next Steps– *Progressing – will be delivered via email at the end of August cycle* ▪ Coordinators work on comparative fact sheet on winter costs - *Done* ✔	

previous meeting	▪ Members ensure their organization and its partners all input data to ActivityInfo – *Continuous* ▪ Coordinators ensure economic updates are well received by donors – *Progressing, end of August cycle* ▪ Members to respond consultation questions on Environment and Basic Needs - *Done* ✓ ▪ Members to share outcomes and achievements of shelter programs - *Progressing, due October* **Donor Consultations – Takeaways for our Sector:** coordinators consolidated the discussions in previous cycle and presented it to members. Identifying gaps, analysis of current needs and programs, definition of how the program harmonizes with current interventions and how it contributes to transition and support self-reliance were some of the takeaways.
Achievements in Basic Needs Sector: Q2 Dashboard	Coordinators presented 2019 Q2 sector achievements. The sector has cumulatively reached 1.852.080 million refugees. 1.6 million refugees were supported through ESSN and 62.983 individuals benefited from other cash assistance programs. Food assistance support continued in TACs reaching 90.608 beneficiaries. CRI & Hygiene Kits distribution activities reached 13.110. Distribution of these itemsis below the targeted values aimed for in 2019. 10.244 refugees benefited from Shelter/WASH support in South East region.
Thematic Focus: Accountability to Affected Population	As set in the priority plan of Basic Needs Working Group, August cycle focused on Accountability to Affected Population (AAP). The AAP focus meeting intended to enhance the understanding of AAP, review key standards and commitments, mainstream AAP in all sectors, share essential guidance documents, and discuss sector specific AAP issues. Members were also free to share their organization's standards and procedures. **Standards** • Coordinators presented the change in the mindset of humanitarian organizations, in which people of concern were only the receivers of delivered services to an approach in which people of concern are the major stakeholder/ partner. • In the past organizations were only accountable to donors; however, today organization are accountable to all stakeholders including donors. • In its most common and simple definition, accountability to affected populations is an active commitment to **use power responsibly** by <u>taking account</u> of, <u>giving account</u> to and <u>being held to account</u> by the people humanitarian organizations seek to assist. In a brief summary: <table><tr><td>***Taking account* is** -**Listening** the needs and concerns of all affected people -**Ensuring participation** in decision making and be inclusive</td><td>***Giving account* is** -**Sharing information** effectively and transparently -Informing roles, responsibilities, entitlements and targets</td><td>***Being held to account* is** -**Evaluating** the appropriateness and satisfaction of your services -Monitoring and adjusting response</td></tr></table>

-Establishing mechanisms to collect **individual feedback**	-**Communicating issues** in an understandable and coherent way	-Including affected population in monitoring -**Preventing sexual abuse and exploitation**

- Coordinators presented the five Commitments to Accountability to Affected Populations (CAAP) which was endorsed by Inter-Agency Standing Committee. These five commitments were (I) Leadership / Governance, (II) Transparency, (III) Feedback and Complaints, (IV) Participation and (V) Design, monitoring and evaluation
- Definitions of each commitment from the IASC CAAP were presented and Coordinators elaborated on them to enhance understanding of the content. Highlights of these points are summarized as below:

Leadership / Governance
  o Organisation are expected to have a publicly available statement of the AAP commitments and this should be accessible in formats suitable for different stakeholder groups. This statement should demonstrate that the organisation is aware of its stakeholders, and identifies the people it seeks to assist as key stakeholders.
  o Organisations should ensure that accountability to affected populations is integrated into relevant and key organisational processes and documentation such as HR, administration, program development, public relations etc.

Transparency
  o Organisation should commit to define and documents expectations and processes for sharing information with all stakeholders, including the people the organisation seeks to assist. The information shared should enclose goals and objectives, expected results, timeframe, summary of finances and evaluation/ progress reports.
  o Transparency commitment requires that organisation disseminates information regarding people's rights and entitlements, processes that affect them (so that they can make informed decisions and choices), staff roles and responsibilities, criteria for selecting target groups,
  o Organisation should provide information regarding how it can be held accountable for meeting its stated commitments.

Feedback & Complaints
  o Organisations should actively seek the views of communities to increase effectiveness and efficiency of programs.
  o Putting appropriate, functioning mechanisms in place for collecting feedback and complaints from people of concern should be a commitment of organisations
  o Organisations should ensure that feedback and complaint mechanisms are accessible to all segments of PoC and information regarding how these mechanisms operate is shared with all stakeholders. Specifically, organisations should commit to establish appropriate and robust mechanisms to collect PSEA complaints.

Participation
- o Organisations should develop and evolve their systems to Enable affected populations to play an active role in the decision-making process.
- o Organisations should commit to ensure that systems of community representation are fair and representative, and that the most marginalised, vulnerable and affected have a voice.
- o PoC should be able to participate in and influence initial assessment, project design, deliverables, criteria for selecting target groups and the selection process, project implementation, and monitoring and evaluation

Design, Monitoring & Evaluation
- o Programme and project proposal and design documents should incorporate AAP into their indicators.
- o Organisation should regularly monitor its performance, including in relation to accountability commitments and quality management systems, and communicates findings and progress reports to stakeholders, including the people it seeks to assist. Organisation should establish means to continuously learn from its practices and improves commitment to AAP.

- Coordinators touched upon nine commitments of Core Humanitarian Standard and quality criterion against each commitment. Members were referred to CHS resources for further review of these commitments.
- Coordinators shared a list of essential guidance documents on AAP for further review of members.

Protection From Sexual Exploitation and Abuse

- Presentation reviewed basic definitions and core principles of PSEA, introduced global guidance documents and the draft IA guidance note on PSEA developed by the national Protection Working Group.
- Terms of Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Sexual and Gender-Based Violence (SGBV) have clear distinctions from each other and should therefore not be used interchangeably.
- In the humanitarian context:
  - o **SEA:** Humanitarian staff is the perpetrator, and members of the affected population is the survivor
  - o **SH:** Humanitarian staff is the perpetrator, another staff is the survivor
  - o **SGBV:** This is an umbrella term, but most commonly used in the operational context when affected population (POCs) are the victims/survivors and the perpetrators are not staff.
- SEA are almost always linked to the abuse of power; therefore, understanding issues of power is critical in understanding the problem of SEA
- As a result of SEA scandals in past decades, many actions were taken by organizations that front face affected populations. Inter-Agency Standing Committee (IASC) established a taskforce and prioritized the issues of SEA by adopting the Six Core Principles of standards of behavior in 2002.
- Below points were highlighted in presentation of these six principles:

- o SEA is a very serious misconduct of humanitarian workers and it results in failure of protection for PoC and termination of contract for staff.
  - o Regardless of age of majority or consent locally, IASC commitments to PSEA prohibits sexual activity with children
  - o Regardless of the local legal framework, using services for sex or other forms of humiliating, degrading or exploitative behavior is prohibited
  - o Humanitarian worker must report concerns regarding PSEA. Investigation of reported concerns is not the responsibility of the reporter, provision of hard evidence in reporting in not required.
- UNHCR Focal Point presented the four pillars of the Minimum Operating Standards for PSEA: (I) Management and Coordination, (II) Engagement with and support of local community population, (III) Prevention and (IV) Response.
- Essential guidance documents for PSEA are introduced for further understanding.
- UNHCR Focal Point presented IA Guidance Note on PSEA, and shared the steps forward.

WFP – Accountability to Affected Populations

- WFP AAP strategy is driven out from IASC AAP Commitments and it focuses on three main issues: Information Provisions, Consultation, Complaint and Feedback Mechanisms (CFMs)
- WFP puts these AAP commitments in practice in proposal stage of programs, establishing and evolving communication channels and program updates.
- WFP has developed several channels of communication in order to disseminate information on program criteria, details regarding provided assistance, eligibility to program etc.
- Means of communication which have been used in programs are SMSs, FB, official website of the program, call centre and printed materials.
- WFP involves people of concern in monitoring through FGDs, CFMs & PDMs
- Complaints and/or Feedback have been receiving through all communication channels. Calls/messages/comments are categorized & recorded, referrals are done by relevant actors.
- WFP evolved its program with an AAP approach since September 2016 (announcement of ESSN) since then:
  - o task force implemented the six different AAP tools.
  - o Taskforce commissioned a survey of the needs of those living with disability. The findings were discussed by the taskforce and have influenced ESSN modifications. Such as inclusion of disability additional support.
  - o Another example is the communication preferences survey which brought out needs for provision of support in additional languages like Farsi/Pashto
  - o Currently call center supports ESSN and CCTE programs in five languages. Social media platforms are effectively used to disseminate information and respond to questions from PoC.

	o SMS platform is effectively used to inform beneficiaries in their respective language of any available updates. • Mainstreaming AAP approach to programing and communication made it possible to increase access both ways (beneficiary and service provider). Complaints and feedback is collected from all segments of beneficiaries. **IOM Hotline** • IOM adapts its internal systems to all IASC commitments and expects all its staff to understand SEA, and ensure prevention of it. IOM regularly trains it staff for PSEA. An online platform is in place named "we are all in" which can be accessed from here. o As part of introduction, IOM Turkey sensitize its new staff in PSEA, while older staff have to undergo session once a year. There are PSEA focal points installed mission wide to carry out sensitization. • PSEA and related complaints have been built into the IOM Turkey AAP Framework that is charged under the MEAL team. AAP of IOM Turkey has 3 pillars: Information provision, Consultation & Participation, Feedback Mechanisms. • IOM Turkey commits to continuous learning and reflection and this commitment is put into practice with, consultation with stakeholders, designing AAP mechanisms on consultation results, capacity building of staff in AAP approach, getting feedback and ensuring feedback mechanisms are effectively operating. • AAP Feedback Mechanism of IOM Turkey is composed of Hotline, SMS System, Suggestion Box and through IOM Staff. • IOM Focal Point presented the hotline system flowchart which describes the steps in collecting feedback, processing it, solving the case and closing. • Feedback mechanisms of IOM receive about 2K inquiries/complaints or other general feedback per year. • Giving reference to zero reporting so far, IOM Focal Point raised some challenges related with PSEA reporting whether this was a good sign that there was nothing to report or is this an indicator that system is not effectively collecting SEA incidents for reasons such as not being known to PoC or luck of trust in system. • IOM Hotline can be reached out through 0850 532 8218 for providing any feedback or complaint.
AAP Discussions	• Members discussed that revising and rehashing guideline materials and commitments is very effective and also necessary and WG can be the platform for to undertake this responsibility. Further efforts can be taken to increase awareness of and compliance to commitments in AAP, such as regular sessions on PSEA. o Some partners also raised that IA mechanisms on SEA should be in place to follow up agencies response to reported incidents and IA should share lessons learned on AAP. • Different languages and cultural backgrounds of refugees from several different nationalities challenge components of AAP such as information dissemination, participation, consultation and collecting feedbacks & Complaints. • Members proposed that SEA POC should be mapped and coordination in this area should be increased. • Compliant and feedback mechanisms should be well-structured, inclusive of and accessible to all segments or PoC.

	o Some members raised the need for coordinated support in developing complaint mechanisms
Information sharing on "Alternative to Camps"	- Coordinators briefed members on Alternative to Camps process, shared numbers of refugees who moved to live within the host community or were transferred to other camps. - UNHCR implemented AtC for two tented camps Suruç and Ceylanpınar upon request from DGMM. DGMM approached to UNHCR to progress further with TAC decongestions and closures. - In the first phase of this year Suruç and Ceylanpınar TACs were closed. Nizip, Öncüpınar, Harran and Malatya Beydağ TACs will be closed. Adana, Hatay Altınözü, Kahramanmaraş and Kilis Elbeyli TACs are decongested. - One-time cash assistance to all PoC moving out of TACs was provided by UNHCR. - Coordinators highlighted the below issues for all members of the BNWG - Organisations should keep your services up to date on services advisor, since refugees are informed of this tool and will be using to access information of provided services. - PoC departed from camps will be absorbed by currently available services. Therefore, organisations are expected to sensitize their services for the incoming population. ↗*Action Point:* Members ensure that their organizations are informed of the AtC process, and that their services are sensitized to absorb the incoming population. ↗*Action Point:* Members keep their services up to date on services advisor
Winter Conditions and Increasing Costs	- Discussions following the donor consultations focus in the previous cycle led to a need for reviewing the increasing costs of living for refugees in Turkey, severity of winter and increasing winter costs. IA IM and WFP VAM provided inputs to review the increasing winter costs. - Accumulated Winter Season Severity Index can calculate the severity of the winter conditions in a location with using the weather data like temperature, downfall days, precipitation etc. This index shows that harshest winter conditions: Ardahan, Erzurum, Hakkari, Kars and Ağrı. - AtC Post Relocation Monitoring reports brought out that 50% of the affected population (from the AtC) currently lives in structurally sound but damaged (leaking roof, unsecure windows etc) and 11% living in houses that are unsafe for habitation and structurally damaged. Even though these findings indicate the situation for PoC moved to live within the host community, and they exclude other refugees; considering the sample size, it solidly indicates that shelter conditions for refugees in urban context are challenging. - In addition, Inter-Agency Shelter and Wash Assessment Report from 2017 shows that Syrians are living in partially damaged houses. Approximately 20% of the respondents of the assessment reported that they lack protection from cold weather and 65% were staying in partially damaged households.

7

	• Also, CVME (which was carried out during Mar-Aug 2018 with 1301 HHs) brings out that 66% of the refugees are living in houses that **do not need minimum humanitarian standards.** • Considering the findings state above regarding housing conditions, it can be presumed that refugees do not have access to shelter conditions that are favorable, and therefore in result, winter will worsen these conditions. • On the other hand, current economic figures of inflation rate, costs of winter items, MEB, and livelihood opportunities provides input for understanding the severity of current situation for refugee households. • Prices of winter items increased dramatically btw August 2018 and December 2018. Increase in the prices of the winter items is significantly larger than inflation during this period. In 2019, % change in the prices of winter items and inflation decreased, however prices are still expensive due to the huge increase in the last half of 2018. As a result covering the winter needs become harder for refugees during this period. • The economy contracted, two quarters in a row. This resulted in less income and livelihood opportunities for refugee and host community. Unemployment peaked in Q1 and it affected the most sectors that refugees find employment such as construction, manufacture and services. More competition between host community and refugee population is expected. Economic situation affects especially the youth. • VAM analysis bring out Minimum Expenditure Basket cost increased to 339 TRY and income produce per individual is decreased to 134 TRY. Gap between MEB, and combined ESSN support & income has increased to 71 TRY. • In addition, MEB Cost per Region data provided by VAM brings out MEB changed drastically in metropolitan areas. • **Considering all of the above mentioned facts: the severity of winter specifically in South East cities, unfavorable shelter conditions again predominantly in South East cities, and high costs of winter items nationally: working group draw the conclusion that in order to mitigate possible negative impacts, seasonal support should be provided to most vulnerable PoC. Lack of timely and effective seasonal support might result in refugee families resorting to negative coping mechanisms.** • Coordinators will forward this conclusion to donors. Members may benefit from IM and VAM outputs in rationalizing their proposals and activities to identify and address the needs for seasonal support. ↗*Action Point:* Coordinators share the conclusion with donor organization and share responses with members, if any.
AOB	Coordinators informed members that in the beginning of September, there will be an ad-hoc meeting for 3RP sector pre-planning. Meeting date will be announced in coming days.
Next meeting	**Ankara -TBD**