



National Protection Working Group Meeting

Time & Location	26 June, 2019 / UNHCR Country Office, Turkey
Chaired by	Lara Özügergin – Assistant Inter-Agency Coordination Officer
Participants	UNHCR, UNICEF, WFP, UNFPA, IFRC, TRC, GIZ, ASAM, HRDF.
Meeting Agenda	<ol style="list-style-type: none"> 1. General Protection Update 2. Local Initiatives Fund in Turkey (GIZ) 3. Operationalization of Transition for Protection Sector

Agenda Point	Discussion
General Protection Update	<ul style="list-style-type: none"> ▪ Highlights from UNHCR PDU on updated protection trends as of June 2019 were provided as below: ▪ Border trends; <ul style="list-style-type: none"> – As of June 23rd, more than 12k individuals were rescued/intercepted in 355 incidents. Top nationalities are Afghans (38%), Syrians (18%), Palestinians (14%), Congolese (9%), Iraqis (5%), Central African Republic nationals (4%) and others (12%). – As of June 23rd, more than 12k individuals crossed into Greece by sea. Approximately 18k individuals were apprehended at the Turkey – Greece land border. More than 5k individuals crossed into Greece through the land border in the mentioned period. – There is a 48% decrease with 221 individuals apprehended at the Turkey – Iraq land border, in comparison to the same period of 2018. The decrease is assumed to be due to harsh physical conditions at the border as well as tight security control. – A 49% increase with approximately 3500 individuals apprehended at the Turkey – Iran land border was observed, in comparison to last year. The number of crossings in April 2019 are significantly higher compared to other months, at 1700 individuals. It is also noted that a border wall is being constructed at the Turkey – Iran border, where according to media reports 60-70% of construction has been finalized. The aim is to complete the construction by the end of this year. – There is a significant increase in apprehensions from May – June 2019 in the Turkey-Syria land border.



- A fluctuating trend is observed in Palestinians intercepted by Turkish Coast Guard (TCG) in 2018 and the trend continues in the first six months of 2019.
- According to TCG, the increasing trend on Afghan rescues/interceptions at the sea border continues in 2019. More than 4500 Afghan nationals were intercepted as of June 23rd, 2019. The highest number of apprehensions has been recorded in June, within 2019.
- **Voluntary Repatriation and Eid Crossings;**
 - UNHCR continues to monitor interviews of persons conveying their wishes to return to Syria. Since 2016, a total of 61,185 individual interviews have been monitored. So far in 2019, more than 10,700 individuals have been monitored.
 - The most stated reason for return in May has been to join family members in Syria (55%). Other reasons include finding work in Syria (10%), to take care of dependent family members (8%) and because of challenges in finding work in Turkey (6%).
 - Intended locations of return, as informed in the interviews are Aleppo, Al-Raqqa, Idlib, Deir ez-Zor, Al-Hasakeh. There is no confirmation that persons actually return to the locations stated during the interviews.
 - Eid crossings are continuing, although there are no official statistics on the number of returns.
- **Social Tensions;**
 - In June, 4 social tension incidents have been identified. This represents an increase compared to previous months in 2019 (1 incident has been noted in February). Majority of incidents broke out because of individual problems, which escalated into group tensions.
 - All monitoring activities are carried out through the media, hence may not cover all criminal and social tension incidents.
- **Alternatives to Camps Process;**
 - Suruç and Ceylanpınar temporary accommodation centers (TAC) have been closed with all residents moving out/relocated as of June 21st.
 - Approximately 1000 individuals opted to be placed in Kilis-Elbeyli TAC. Most TAC residents chose to move to host communities, in Şanlıurfa, Gaziantep, Hatay, Adana, Kahramanmaraş and Mersin. The majority (50%) have opted to move to Şanlıurfa.
 - Transportation assistance has been provided to those wishing to reside in other TACs. One time financial assistance has been provided by UNHCR to those moving into host communities. So far, over 20k individuals have received assistance.
 - DGMM plans to decongest 8 other camps in the South East. Not all of these camps will be closed and DGMM is expected to make a decision based on the number of individuals preferring to remain in the camps. Accordingly, they may decide to combine some of the remaining camps.
- **Q & A;**
 - What procedures are followed by officials once persons are intercepted and how does UNHCR follow up the procedures implemented for apprehended individuals at the western borders? UNHCR field offices, in coordination with partners in the field, monitor procedures for persons who are intercepted. For Syrian nationals intercepted at the Western border, the general practice



	<p>is to release upon interception. This practice is also applied for Palestinians. Previously, they were being referred to camps however this practice has been discontinued. Other nationalities, in general, are referred to removal centers depending on capacity. If the capacities are overwhelmed, they may also be released and if they have pre-existing IP registration, they would be referred to their cities of registration.</p> <ul style="list-style-type: none">– Does UNHCR have access to removal centers or apprehension points to monitor persons with specific needs? UNHCR field offices and implementing partners undertake missions to apprehension points to monitor needs of persons of concern and refer to service providers. UNHCR has access to removal centers accross the country through agreed modalities with DGMM.– Many of the people who were moved to Kilis-Elbeyli TAC were identified to be vulnerable. They are expected to be moved once again due to the ongoing decongestion processes. How do we make sure that they are not moved multiple times and that they receive necessary protection services? There is currently no decision towards closure of Kilis-Elbeyli TAC, but rather decongestion is ongoing. As UNHCR, we will continue to observe the preferences of camp residents (i.e. to move or stay), based on which DGMM will make a decision. We will continue to advocate for persons of concerns' access to rights and services. We also met with MoNE and DGMM to ensure that children have access to education without facing challenges. Meetings between Provincial Directorates of National Education and Migration Mnaagement will take place to identify challenges and way forward on the local level.– If individuals opt to leave the TACs and reside in host communities, based on which they would receive cash assistance, will they have the option to return to a TAC one day? Once individuals have made their preference to live in host communities and receive cash, as per DGMM's decision they will not be able to return back to TACs.
Local Initiative Fund in Turkey - LIFT (GIZ)	<ul style="list-style-type: none">▪ LIFT is a funding scheme for which non-profit actors (registered in Turkey as a legal entity) may apply to receive technical and financial support to enhance projects which aim to improve access to and provision of services to vulnerable groups amongst refugees, especially including communities residing in underserved areas. The scheme is co-financed by ECHO and BMZ, and is implemented by GIZ.▪ Under LIFT, GIZ identifies and provides financial support in the form of grants and local subsidies to localized assistance interventions in Turkey.▪ The rationale behind the scheme is to ensure that no one is left behind, especially in consideration that particular groups of refugees may be unable or unwilling to access national services. The added value of NGOs and Community Based Organizations (CBOs) is therefore emphasized as delivering localized and tailored responses to such groups.▪ In order to designate target groups for the project, GIZ developed a detailed vulnerability criteria risk. These include working children, seasonal migrants, non-registered asylum seekers, persons with disabilities, single parents, elderly persons at risk, persons with specific legal and physical protection needs, victims of human trafficking, victims of torture, LGBTI individuals, and survivors or persons



at risk of SGBV. Approximately 40k vulnerable individuals are expected to be reached and provided with protection services through the fund.

- Expected results and impact include increased access to services provided by state and non-state actors; improved quality and quantity of services provided; reduced negative coping mechanisms; increased knowledge of actors in the field; mitigated social tensions; and inclusion of most vulnerable in humanitarian assistance mechanisms.
- There are two funding streams under the larger scheme, including LIFT Small and LIFT Large:
 - LIFT Small will provide financial assistance for initiatives implemented between 4-8 months with budgets between 15-50k Euros.
 - LIFT Large will provide financial assistance for initiatives implemented between 6-12 months with budgets between 50-500k Euros.
- Approximately 10-15 projects will receive financial assistance through each funding scheme. Both funds are applicable for country-wide initiatives that have a specific focus on neglected and underserved areas.
- Call for proposals for both funding schemes have passed, however LIFT Large may be reopened in the future until funds are exhausted.
 - **Action Point:** In case LIFT call for applications is reopened, GIZ will disseminate information to the sector.
- A governance structure was established with regards to the assessment of submissions as well as implementation of accepted proposals. Further information may be found in the presentation.
- **Q & A;**
 - Due to the established criteria some individuals fall outside of ESSN assistance. In that regard, extra financial assistance modalities exist, for example using IPA tools, do you use the IPA tool? GIZ is currently not familiar with or is using the IPA tool, however stated willingness to invest in it and expand knowledge and understanding of organizations that they fund on the IPA modality.
 - As public institutions are also included in the Governance structure, do they have the authority to reject a project based on the partner? Do you identify any risks in engaging public institutions in the consultation process (especially considering ongoing approval procedures through Provincial Directorates of Family, Labor and Social Services - PDoFLSS)? We receive feedback through public institutions on the projects, however the final decision for approval lies with GIZ. Risk for applying NGOs is also minimized as public institutions will require project based approvals only. This may also benefit ongoing approval procedures of PDoFLSS and efforts to establish structured referral mechanisms between NGOs and PDoFLSS/Social Service Centers.
 - Transitioning towards an increasingly state owned response will also require the sector to better understand (through data and evidence, ideally) which individuals/groups are able to access national services, and which ones are unable or unwilling to do so. This would support a clear division of labor between public institutions and NGOs in delivering protection services in a complementary manner. As it is mentioned that vulnerability assessment criteria have been developed for LIFT. Do you have an external assessment on which groups are not captured by national services, how and why there is limited/no access? The criteria developed is based on an (internal) analysis more than an assessment, as references were made to available resources including



	<p>publications, reports, information from Services Advisor, innovation labs conducted throughout the planning process and bilateral meetings with authorities as well as partners.</p>
Operationalization of Transition for Protection Sector	<ul style="list-style-type: none">▪ On July 14th, a mid-year protection consultations meeting was facilitated through the participation of sector members (both national and field levels) as well as donors. Thematic discussions were held around transitioning into an increasingly state owned response, with the following objectives:<ul style="list-style-type: none">I. To take stock on current situation, challenges/gaps, achievements and recommendations related to transitioning response;II. To identify elements of a protection centralized system for the sector, in light of transition;III. To develop contours of a concrete roadmap for the sector towards transition, including through identification of key benchmarks within the process;IV. To inform 3RP planning season, which is expected to be initiated September onwards.▪ A comprehensive report, including outcomes of discussions is currently being drafted and will be shared once finalized.<ul style="list-style-type: none">➤ Action Point: Comprehensive mid-year protection consultations report to be sent to sector once finalized.▪ Building on the results of the consultations discussions, activity-level suggestions for the sector to prioritize, with regards to operationalizing the transition were identified. The activities, based on suggestions of sector members and donors, including their objectives and intended impacts are listed below. Sector members are expected to share opinions as to whether the activity should be prioritized by the sector, whether it should be initiated on the national or field level, as well as other specific issues related to each activity.<ul style="list-style-type: none">I. Development of thematic risk assessment and case prioritization matrices:<ul style="list-style-type: none">– <i>Description/Objective:</i> With regards to the establishment of structured and protection-sensitive referral mechanisms with/between public institutions, and specifically with Provincial Directorates of Family, Labour and Social Services (as well as their Social Service Centers), participants stated that they observe non-standardized response to individual cases with the same needs, vulnerabilities and risk levels. The activity was suggested with the aim of improving coherence and harmonization of individual case response and to support timely and effective management of cases. The activity would aim to identify main vulnerable groups and develop risk assessment/case prioritization matrices for each vulnerable group (i.e. child protection, SGBV, persons with medical conditions, persons with disabilities, elderly etc.).– <i>Impact:</i> Strengthened referrals between CSOs and public institutions as well as between public service providers; support protection mainstreaming through engagement and capacity development of non-protection actors; improvements in timely and effective response based on needs and identified risk levels.II. Desk review on national legal framework:<ul style="list-style-type: none">– <i>Description/Objective:</i> Participants suggested that a thorough desk review on national legal framework is required with regards to the following elements of refugee response: 1) clarification of mandates of different public institutions in relation to their engagement/roles in refugee response; 2) clarification of public institutions' leadership, roles and responsibilities specifically



in coordinating refugee response (and how different efforts would complement each other), and 3) to strengthen the sector's understanding on areas of potential collaboration between CSOs and public institutions.

- *Impact:* Especially with regards to clarifying areas of potential collaboration between CSOs and public institutions, the activity would **not** aim to limit CSO engagement with public institutions, but would rather aim to expand our perceptions and perspectives on how to collaborate in a more effective manner. The activity would be expected to benefit advocacy efforts on both the national level and even more so on the local level.

III. Technical guidance on 'counseling' and information provision for social workers in public institutions:

- *Description/Objective:* Participants shared that they observe counseling and information dissemination is not facilitated to asylum seekers and refugees through public institutions in a systematic manner. Furthermore, the sector does not have a comprehensive understanding of the content of counseling provided (including whether they are coherent with each other, especially on sensitive issues such as child marriages). Furthermore, field based colleagues shared that through their engagement with social workers in public institutions they have received ad hoc requests on support related to information dissemination through individual and group based engagements. The activity would aim to develop standardized guidance related to counseling/information dissemination on thematic issues for social workers in public institutions as well as CSOs.
- *Impact:* The activity would support harmonization of counseling practices; strengthen refugees' access to information on available rights and services; as well as support standardization of referral practices (especially on the intra-governmental level).

IV. Identification and documentation of good practices:

- *Description/Objective:* Through continuous engagement with sector members in the field, it is fully recognized that good practices exist in relation to establishment of referral mechanisms, local coordination mechanisms, capacity development efforts, facilitation of joint activities/programmes with public institutions etc. As the perspective on transition is mainly defined through field-driven approaches that are tailored to needs identified on the local level, systematic identification and documentation of good practices related to transition would be crucial support for national level humanitarian actors to advocate with central level authorities. Ongoing activities to identify good practices already exist through agency-specific efforts, therefore the activity would aim to complement ongoing efforts and avoid duplication.
- *Impact:* Many good practices exist both through agency specific efforts as well as those driven through inter-agency platforms. Sector members are undertaking similar processes and procedures across provinces. Although field-driven, tailored approaches addressing local dynamics and needs are deemed most effective, we should also be working towards national coherence and seek opportunities to learn from each other. The activity would be beneficial in terms of replicating good practices across the country as well as support advocacy efforts on the local level.

V. Development of key messaging on the complementary role of Civil Society Organizations



- *Description/Objective:* As clearly articulated in the 3RP Turkey 2019 – 2020, the strategic direction and response of the Protection sector is firmly anchored in sustaining support to the Government of Turkey and its primary role in provision of protection and assistance to persons of concern. To this end, while continuing to ensure those most vulnerable and at risk are identified, referred and/or when needed, provided with direct humanitarian/specialized protection services through civil society organizations, significant efforts have also been exerted to enhance the expertise, staffing resources and institutional absorption capacity of national and provincial public institutions. Nevertheless, the sector strongly recognizes and emphasizes that in any well-defined social safety net system, there will always be a critical complementary role for civil society including in strengthening national systems, facilitating access to national and local services and providing technical expertise. In consideration of ongoing discussions both on the national and local level on transition, participants suggested to develop key messages on the complementary role of civil society. The activity would aim to produce a one-pager based on results of field consultations, the mid-year protection consultations meeting and national legal framework. The activity is inter-linked with the desk review on national legal framework.
- *Impact:* Standardized messaging on complementary role of and added-value in working with civil society organizations, to be utilized during advocacy efforts.

VI. Development of thematic communications package:

- *Description/Objective:* As humanitarian actors, we are engaged in ad hoc, agency specific information dissemination efforts. In recognizing our responsibilities towards ensuring accountability towards affected populations, disseminating information with harmonized content and messaging should be prioritized, especially with regards to sensitive issues such as SGBV and child marriages. The activity would aim to consolidate standardized communications packages (with differing format, such as powerpoint presentations and/or information products) on thematic issues. As this would be a significant undertaking, the sector could propose to select one thematic issue to pilot efforts. During the protection consultations, participants had designated thematic issues for the sector to prioritize for communication efforts already, hence the activity would aim to build on suggestions. This activity would also fit well in the transition process in the mid to long term, as authorities also could also be willing to receive support on harmonized content for information dissemination efforts.
- *Impact:* Strengthened accountability to affected populations; addressing information gaps within refugee communities in a systematic manner; and, support to public institutions in facilitating information dissemination activities.

VII. Complaint and feedback mechanisms:

- *Description/Objective:* The absence of complaint and feedback mechanisms in service providers results in limited opportunities for refugees to meaningfully engage in decision making processes as well as provide suggestions towards improving effectiveness of programming. Good practices related to establishing structured complaint and feedback mechanisms within civil society organizations exist on the local level. Activities related to improving such mechanisms could include development



	<p>of inter-agency SOPs on establishment and operation of these mechanisms, or, could aim to identify and document the good practices which would then be contextualized and replicated on the agency level.</p> <ul style="list-style-type: none"> – <i>Impact:</i> Strengthened accountability towards affected population; improved efforts to ensure meaningful engagement of refugees in decision-making processes; in the mid to long term, efforts could support local level advocacy for potential to establish feedback mechanisms in public institutions. <p>VIII. Depository for resources related to case management and other elements of refugee response</p> <ul style="list-style-type: none"> – <i>Description/Objective:</i> Throughout the mid-year protection consultations, on numerous occasions participants stated that social workers in public institutions require technical capacity development support on refugee case management as well as other elements of refugee response. Complementary to ongoing training efforts targeting public institutions, participants suggested that the sector should support public institutions through the development of a repository to include SOPs, minimum standards and technical guidance on case management and refugee response. This would be a mid to long term activity, however in the short term the sector could support the consolidation of technical guidance produced on the global level and in Turkey, in a single database that would be accessible externally. – <i>Impact:</i> Harmonized approaches to refugee response; and, technical capacity development for social workers (including public institutions in the mid to long term). ➤ Action Point: Due to time limitations, it was agreed for feedback on prioritized activities towards operationalization of transition to be collected from sector members through an online survey.
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Action Points	Focal Point
In case LIFT call for applications is reopened, GIZ will disseminate information to the sector.	Protection coordinator / GIZ
Comprehensive mid-year protection consultations report to be sent to sector once finalized.	Protection coordinator
Due to time limitations, it was agreed for feedback on prioritized activities towards operationalization of transition to be collected from sector members through an online survey.	All members