Communication With Community-Sector Achievements Dashboard

TARGETED POPULATION

Top 6 arrival nationalities in April

- Pakistan 1%
- Iran 4%
- Afghanistan 7%
- Iraq 16%
- Others 33%
- Syrian 39%

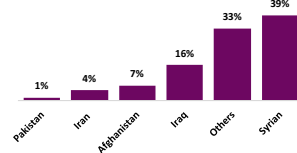**42,623**
Estimated # of Persons of Concern (POCs) in Greece as of 30 April 2016
Source of data: UNHCR Estimation Figures

4
# of communication tools distributed and disseminated
Source of data: Activityinfo 2017

55
Total # of POC participating in the production/ distribution of information
Source of data: Activityinfo 2017

% Of gender and age of POC provided with information
Source of data: Activityinfo 2017

- 48%
- 38%
- 9%
- 5%

SECTOR HIGHLIGHTS

In January, extensive support was provided for the dissemination of information about the updated schedule of registration appointments at the Asylum Service. Support included processing the rescheduled full-lodging appointment data from the Asylum Service; to dispatch individualised SMS messages to all POC whose appointments were brought forward; preparation of suitable updated lists for the online Search Tool which is successfully used by many POC; and the provision of data for the scheduling of transportation by UNHCR; liaison with the Asylum Service and CWC partners to ensure that updated information was widely distributed through information networks, including through the production of online information and Q&As, and via social media networks. By the end of March the majority of those POC who pre-registered in the exercise of June-July 2016 were fully registered.

In January through March, UNHCR implemented the distribution in formal sites and urban accommodation locations on the mainland of 15,000 mini-lexicons that were produced by the Swiss Embassy with UNHCR, MetaDrasi and EADAP. The mini-lexicon tool facilitates day-to-day communication between refugees and migrants who are in Greece, with native Greek or English-speaking persons, including service providers and is complemented by a folder of corresponding instruction to service providers (100 in total). It was produced in Arabic, Farsi, Sorani, Kurmanji, Urdu and French. In March, UNHCR arranged for a reprint in order to extend the distribution to the islands and to the Greek Asylum Service who requested multiple copies.

In April, UNHCR launched a Help website to provide information to refugees and asylum seekers in Greece. Translation of all content for UNHCR's official help web platform was completed in March. After extensive language accuracy checks and verification, the HELP site was launched in English, Arabic, Farsi, French and Greek. It provides extensive, up to date and accurate information about legal procedures, rights and obligations for refugees and asylum seekers in Greece, as well as advice about living in Greece.

SECTOR KEY FIGURES

27 (18 Sites, 5 Urban Areas and 4 Accommodation)
# of sites covered by CWC Sector
Source of data: Activityinfo

8 # of partners reported under CWC Sector
Source of data: Activityinfo

123
Total # of forums where feedback or complaints are collected from PoCs
Source of data: Activityinfo

28 Total # of interpreters and translators working with PoCs (recommended minimum 1 per 25 PoCs)
Source of data: Activityinfo

55 Total # POC participating in the production/ distribution of information
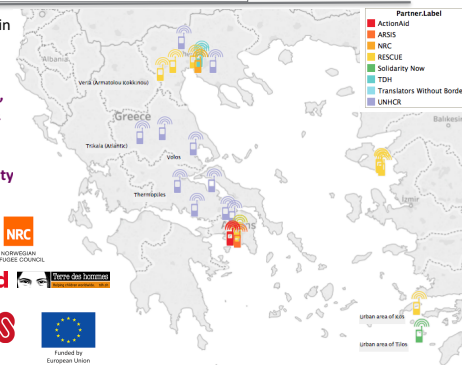Source of data: Activityinfo

41 Total # of staff conducting information sessions,in a site/urban/accommodation
Source of data: Activityinfo

3W-CWC

The achievements described in this dashboard is a collective work of **8** organizations:

NRC, UNHCR, Solidarity Now, TDH, ARSIS, IRC, ActionAid & Translators Without Borders

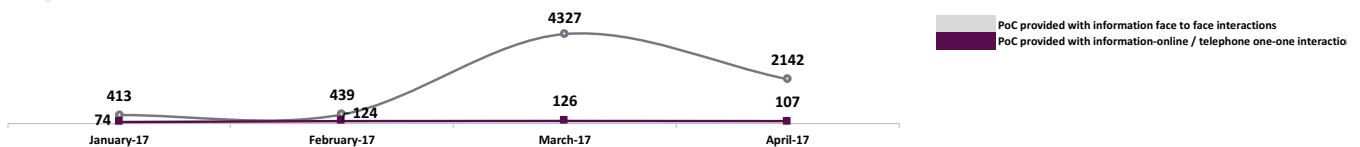**Donors: ECHO ,Swiss Solidarity UNHCR & Action Aid**

Partner.Label
- ActionAid
- ARSIS
- NRC
- RESCUE
- Solidarity Now
- TDH
- Translators Without Borders
- UNHCR

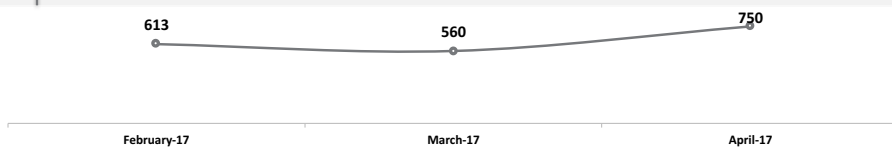## SECTOR PROGRESS PER TOP FOUR INDICATORS

Objective 1 : PoCs have access to accurate & updated information

Indicator 1&2 [INFORMATION] Total #PoC provided with information face to face interactions /with information-online-telephone one-one interactions

- PoC provided with information face to face interactions
- PoC provided with information-online / telephone one-one interactio

	January-17	February-17	March-17	April-17
face to face	413	439	4327	2142
online/telephone	74	124	126	107

Objective 2 : PoCs have the opportunity to ask questions and raise concerns

Indicator 3 [FEEDBACK] # PoC sharing feedback or complaints -- face to face

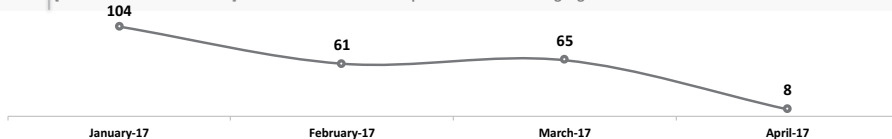| February-17	March-17	April-17
613	560	750

Objective 1 : PoCs have access to accurate & updated information

Indicator 2 [INFORMATION SESSION] # of information sessions conducted in a site/urban/accommodation

January-17	February-17	March-17	April-17
74	124	126	107

Objective 1 : PoCs have access to accurate & updated information

Indicator 5 [INFORMATION MATERIALS] # of information materials produced in native languages

January-17	February-17	March-17	April-17
104	61	65	8

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