



**Inter-Agency
Coordination**
Lebanon

Minutes of INTER-AGENCY MEETING Beirut, 8 April 2016

Meeting Location	MoSA 7 th floor conference room	Meeting Time	10:00 A.M
Chair person	Aimee Karam- MoSA	Meeting Duration	2 h
Co-Chair person	Kerstin Karlstrom Senior Inter-Agency Coordinator Margunn Indreboe Alshaikh Senior Inter-Agency Coordinator		
Minutes Prepared by	Lara Techekirian – Inter-agency Coordination Associate		
Purpose of Meeting	<ul style="list-style-type: none">▪ Protection update▪ Accountability to Affected Populations<ul style="list-style-type: none">○ World Vision○ Solidarités International○ ACTED○ ACF▪ Service mapping in field locations – Tripoli example▪ AOB		

Summary of discussions and action points

1	Protection update (UNHCR)
	<ul style="list-style-type: none">▪ UNHCR Senior Protection Officer recapped developments since the introduction of visa requirements for Syrians to enter Turkey by air/sea (January 8th announcement).▪ On 30 March a conference was held in Geneva on the plight of Syrian refugees. States pledged modest increases in the number of

	<p>resettlement and humanitarian admission places, bringing the total to date to some 185,000. A number of States affirmed their commitment to family reunification, including willingness to ease procedures. Several Latin American and European countries announced new humanitarian visa programmes or the expansion of existing ones.¹³ states confirmed scholarships and student visas for Syrian refugees</p> <ul style="list-style-type: none"> ▪ For Lebanon, UNHCR planning on 19,000 submissions for resettlement and humanitarian admission, although not all pledges have been confirmed yet ▪ The roll out of the new Protection cash programme (PCAP) was presented, PCAP aims to address or mitigate protection incident that may lead to violence/protection concern (validity 3 to 12 month) targets a specific category of refugees it differs from the ECAP (as ECAP includes everyone) ▪ Findings of February-March thematic were highlighted ▪ Regarding the human trafficking ring arrested in Jounieh, UNHCR senior protection officer noted the response involving, among others, Caritas, Kafa, Intersos, IMC and UNHCR Mt. Lebanon, on safe shelter, case management, psychosocial support, medical and legal services/documentation.
2.	Accountability to Affected Populations
	<ul style="list-style-type: none"> ▪ 4 INGOs (World Vision (WVI)-Solidarités International (SI) –ACTED-ACF) presented their accountability to affected populations programmes. ▪ WVI Senior Accountability Officer outlined the four pillars of its accountability framework program and highlighted the channels and procedures to handle complaints. Complaints are collected through WVL accountability channels (Such as help lines, IS Committees, HH visits,

	<p>Referrals...) handled with confidentiality and processed to the relevant INGO depending on the nature and type of each complaint. Urgent and sensitive cases also referred immediately to the relevant INGO</p> <ul style="list-style-type: none"> ▪ The Livelihoods and Social Stability sectors coordinator raised a question on the number of complaints channeled It was noted that the hotlines receive around 100 complaints per day ▪ SI Monitoring, Evaluation, Accountability and Learning (MEAL) manager presented the complaints and response mechanisms (CRM) and the types of feedback and complaints received from beneficiaries ▪ ACTED focal person presented the four pillars of its accountability systems and noted that the mechanisms consists of 2 dedicated hotlines (first hotline for affected populations, second hotline for local authorities and other key stakeholders (government line department personnel, community representatives, community leaders, NGOs etc)) ▪ ACTED has developed a systematic process for data flow, to ensure complaints are handled in a timely, sensitive and accurate manner. ACTED's programming is largely based around targeting geographically restricted and highly vulnerable urban neighborhoods. ▪ ACF Deputy Country Director described ACF's Accountability Framework Logic Model which is designed to set out and establish a series of commitments to beneficiaries, staff, donors, and other stakeholders. Each commitment is designed to establish a level of accountability within the organization outlining the missions' vision, responsibilities, roles, feedback mechanisms to those it seeks to assist.
3.	Service mapping in field locations – Tripoli example (UNHCR)
	<ul style="list-style-type: none"> ▪ As part of UNHCR's coordination with its partners, a partner meeting was held to bring together the different partners funded through UNHCR and showcase the various facilities being funded for 2016. Out of this meeting and as a request by the Inter-Agency, an ad-hoc inter-sector

	<p>meeting was called to see whether other information could be added to this process, with the idea to visualize as much as possible information from various sectors in an easy digestible format. Draft visualization was created with various layers indicating data from different sectors, using the Google Earth Application. This was presented at the subsequent Inter-Agency meetings, and was well received by the IA as a way of making information available to all partners working in the North</p> <ul style="list-style-type: none"> ▪ For data capture and storage, ActivityInfo is being used. The system allows for the creation of an online database, linked to a geographic location, which makes capturing information on groups and ROVs for example easier to manage ▪ Sectors have been asked to contribute information that might be very sector specific, which can be useful also for other sectors. ▪ The use of Google Earth presents an easy user-interface for users to browse different layers on sector specific data. Also, the use of ActivityInfo for data capture lends itself to more standardized way of collecting information ▪ It was noted that none of the partners are asked to capture new data into ActivityInfo, this task will be done by the IMWG in the North. What is being asked is that they provide the sector specific information for wider dissemination <p>Next Step:</p> <ul style="list-style-type: none"> ▪ Google earth file should be available to all sectors (by the end of this month) ▪ Information to be collected on referrals pathways (The idea is to have a library where all the different ways of referring processes are captured and documented for future and current use) ▪ The first version will be released at the next Inter-Agency meeting for review.
4.	AOB
	<ul style="list-style-type: none"> ▪ OCHA presented an update on the Humanitarian Pooled Fund (HPF). The

	<p>HC advisory board selected 16 projects and implementation will start in the coming month.</p> <ul style="list-style-type: none"> ▪ UNDP Public Institutions Support Tracking (PIST) brochures are published and can be accessed on the web portal at: http://data.unhcr.org/syrianrefugees/download.php?id=10499 ▪ The next Inter-agency will be held on Friday, 13 May at 10:00 AM (MoSA).
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Attachments

Document	Location
IA Presentation	http://data.unhcr.org/syrianrefugees/admin/download.php?id=10696