



Protection Working Group Jordan Meeting Minutes 3rd March 2016

Agencies present: CARE, CVT, DRC, Finn Church Aid, HI, INTERSOS, IOM, JCLA, NRC, Questscope, UNHCR and Legal Aid, UNFPA, IFH, UN Women, ICMC, Medair, Oxfam, WVI, FPSC

AGENDA:

- 1) Cash & Protection
- 2) Service Advisor
- 3) Finalization of PWG strategy 2016
- 4) Updates:
 - Urban Verification
 - Situation at the border
 - Distribution of printed copies of SGBV/CP SOP.
- 5) AOB:
 - INTERSOS – Mass communication tool(News Paper)
 - Distribution of

1. Cash & Protection:

The Basic Needs Sector proposed a joint discussion between Protection and Cash assistance actors to strengthen coordination of protection and cash assistance interventions, ensuring complementarity and effectiveness.

The meeting will be reviewing current urgent and emergency assistance systems, including criteria and levels of assistance, and implementation processes. Following the initial discussion, the interested partners will determine the specific activities to be carried out together.

CARE international, International Rescue Committee and Danish Refugee Council supported the proposal.

Action Point:

The focal points for the above mentioned agencies will be invited for a meeting with cash actors and will inform the rest of the members of further developments.

2. Service Advisor:

UNHCR Information Management officer gave a presentation about the new version of the service advisor that will be ready within April. The Services Advisor is a simple, intuitive web app for agencies providing services to refugees and the different sectors through which the Syrian response is coordinated (Refugee Coordination Structure). The service advisor aims to provide up-to-date information on availability of services in the different geographical areas of Jordan, including camps and urban settings.

The UNHCR coordination unit is currently configuring the system in consultation with sector leads and will facilitate a discussion with members of different sectors once the first version of the system is published. The configuration will be followed by a training for agencies' focal points, who will be responsible for updating their agency's information in the system.

Action Points:

PWG members to share with the Coordination/IM Unit any 4Ws templates they use for their mapping exercises to:
Ghassan Shehadeh – Coordination Associate (shehadeh@unhcr.org)

Next Steps:

PWG members to assign a focal point for Service Advisor;
UNHCR coordination unit to provide a training for focal points and field staff of agencies providing services to refugees.

3. Finalization of PWG strategy 2016:

PWG members reviewed the last draft of the PWG strategy for 2016. Following the discussion, the members agreed to incorporate a few additional comments but endorsed the objectives and activities presented.

Action Point:

PWG coordinators will share the updated draft by email for final comments. The last draft will be shared with the minutes of this meeting.

4. Updates:

- Urban verification exercise:

UNHCR urban verification focal point updated members on the on-going work for MOI cards issuance and Syrian documents return through police stations. UNHCR mobile missions in the South will continue until the completion of the exercise likely to happen in August 2016. Following the discussion the members suggested that a more in depth briefing on bailout procedures take place.

Action Point: UNHCR will provide a briefing on bailout procedures.

- **Situation at the border:** Updated figures and scaling up of assistance and protection delivery was presented.
- **Distribution of printed copies of SGBV/CP SOP.**

Action Point:

Members to contact Ghassan Shehadeh (shehadeh@unhcr.org) to request the needed copies of SGBV/CP SOPs.

5. AOB

- INTERSOS – Mass communication tool(News Paper):

INTERsos is currently creating a mass communication tool aimed at enhancing information dissemination on available services and relevant news for refugees and hosting communities. The project is currently being implemented only in the governorate of Irbid (outside camps). The tool will consist of a newspaper presenting all

services available in the governorate that will be published and distributed monthly in 3000 copies at least. As the newspaper will present services at all levels, i.e. from UN Agencies down to small CBOs, INTERSOS is currently conducting a mapping of services aimed at identified all services. In order to properly conduct this mapping INTERSOS is asking the support and the cooperation of all organizations in filling up the Service Identification Form that INTERSOS developed and circulated. All data retrieved will be dealt with according to the conditions expressed by the organizations. The exercise will be linked to the nationwide Service Advisor.

Action Point:

Organizations that want to support distribution to contact Luc Sangalli (INTERsos) - pm.irbid.jordan@intersos.org

Luca Sangalli from Intersos to liaise with UNHCR coordination unit to link up the exercise with the Service Advisor.

- **Distribution of Handicap international newsletter for FEB.**

The next meeting will take place on Wednesday 6th April 2016.