



UNHCR/ Nather (13 Years)

CHILD PROTECTION

SYRIA CRISIS REGIONAL INTERAGENCY
WORKSHOP REPORT



UNHCR
The UN Refugee Agency
مفوضية الأمم المتحدة لشؤون اللاجئين

Child Protection Syria Crisis Regional Interagency Workshop Report

*A UNICEF-UNHCR regional initiative in consultation with child protection partners
Amman, 20-21 May 2015*

Background

As the Syria's crisis enters its fifth year, the conflict shows no sign of abating. Within Syria, child rights violations and the general humanitarian situation continue to worsen. Children are among those most affected by the conflict in Syria. Over half of the people displaced by the Syria crisis are children and every two minutes, another child from Syria becomes a refugee. Within Syria, the conflict continues to have a severe impact on children's well-being, with children facing violations of their rights on a daily basis including family separation, no access to education, physical and sexual violence, military recruitment, torture and kidnapping, limited access to basic services, lack of birth certificates and the resulting psychosocial distress. For refugees, access to international protection and protection space within a number of countries has become more restricted, and refugees are becoming increasingly economically and socially vulnerable. Large proportions of refugee children are not receiving education, and the longer they remain out of school, the more difficult it will be to resume their education.

All of these factors increase the protection risks for children affected by the Syria crisis – including family violence, child marriage, child labour, recruitment, family separation, abuse, violence, exploitation and discrimination. Although refugee children find safety from conflict and persecution when they arrive in host countries, they and their families often need continued support to overcome the difficulties that they have faced. In addition, during displacement separation from friends, families and neighbors, difficulties to access basic services and increased poverty make it more likely that children are exposed to violence in their homes, communities and schools, will marry early, have to work before the legal age and/or in dangerous and exploitative conditions and are unable to attend school. Refugee children also face risks of detention and other forms of exploitation during their displacement.

Within the Syria crisis, child protection has received significant levels of funding and expertise, although there are variations in the proportion of overall funding that has been provided to child protection across countries and between agencies¹. For instance in 2015, in 3 of the six countries the funding gap for child protection was less than that for the overall appeal (Syria, Lebanon and Iraq), while in the 3 other countries the funding gap for child protection was greater than the overall appeal (Turkey, Jordan and Egypt²). Child protection and education when combined are comparatively more underfunded (at only 42% funded) than the overall appeals (58% funded)³ primarily because the funding gap for education in all countries was substantially greater than the funding gap for the overall appeal. Varying levels of prioritization of child protection within the overall response combined with different child protection needs and operational contexts have resulted in significant variations in the scale and approach to child protection responses across the various countries affected by the Syria crisis.

¹ For instance, it is estimated that in Jordan, child protection received 5% of the total available funding, while in Egypt the subsector received only 2.5% of the total available funding.

² These figures reflect funding compiled at the regional level by UNICEF for the NLG compared to overall funding gaps reported for the countries for RRP6 and SHARP.

³ Figures reflect funding for both SHARP and RRP6.

The purpose of this workshop was to strengthen the response within the child protection sub-sector by sharing lessons learned, and identifying challenges and ways to address these challenges across countries in light of the protracted nature of the conflict and the continually changing context. The workshop was an initiative co-led by UNICEF and UNHCR Regional Offices, in close consultation with child protection actors and partners from each of the countries affected by the Syria crisis.

While the workshop included also a few participants from Syria, the focus was primarily on the refugee response due to the specificities of the context inside Syria. Hence the more frequent reference to the 3RP framework in this report. Most of the technical discussions were still very relevant to the Syria context and can inform future programming.

Specific objectives

1. To identify and examine lessons learned and good practices in selected child protection priority programmatic areas.
2. To identify and examine gaps and challenges in implementing the child protection plans outlined in the 3RP and SRP.
3. To examine the links between the humanitarian and resilience pillars of the response and how child protection actors are working on strengthening sustainable national child protection systems and services.
4. To improve predictability and quality of the child protection response across the countries in the region.
5. To agree on a set of specific, actionable and time-bound recommendations to strengthen the child protection response moving forward.

Participants

The workshop participants consisted of 40 people, including staff from UNHCR, UNICEF, INGOs and local NGOs. Participants included staff from Jordan, Lebanon, Iraq, Egypt, Turkey and Syria and the regional level and included child protection coordinators as well as child protection staff. For complete list of participants see Annex 1.

Workshop agenda

The workshop addressed both child protection strategic results and specific selected child protection issues. See Annex 2 for the full agenda.

Key child protection areas, based on the results included in the 3RP and SRP, discussed were: i) strengthening national child protection systems; ii) child protection specialized services iii) community-based PSS and child protection services; and iv) advocacy and knowledge management.

In addition, the following programmatic child protection issues were addressed:

- Unaccompanied and separated children;
- Child marriage;
- Child labour;
- Birth registration;
- Sexual violence; and
- Recruitment of children into armed groups and forces.

Workshop Outcomes

The workshop outcomes are organized according to the above four strategic results. Promising field practices⁴, challenges and recommendations for each strategic result, as identified by participants, are also described in this section. In addition, key recommendations for some of the specific programmatic issues are addressed throughout the report.

1. Strengthening National Formal⁵ Child Protection Systems

Strengthening national formal child protection systems to respond to protection needs of refugee and other children is a key element of the child protection response to the Syria crisis. States are primarily responsible for the protection of children by establishing child protection systems, delivering child protection services in accordance with their national and international obligations and ensuring non-discriminatory access to protection to all children under their jurisdiction. Formal national child protection systems include laws and policies, funding and resources, national prevention and response services, knowledge and data management systems and coordination mechanisms. Both government and national civil society actors are part of the system.

In Syria and 3RP countries national child protection systems that existed prior to the Syrian conflict varied in the degree to which the national laws and policies were aligned with international standards and how they were implemented, the quality and scale of national child protection services and the degree to which refugees had access to these national systems. Inside Syria, the formal child protection system was already rather weak prior to the conflict with services available primarily in Damascus and it is now under huge pressure. In the surrounding countries, the refugee influx has both increased the strain on existing national child protection systems and provided opportunities to reform and strengthen them. As such, the availability and quality of national child protection systems varies considerably across the various countries, and the degree to which refugees have access to these systems varies as well. None-the-less, national child protection actors are commonly responsible for child-sensitive police and legal procedures for custody, legal guardianship and protection of child victims of violence, delivery of child-sensitive social welfare services such as shelters for child survivors of violence and to some degree social work/case management services, national health services for child survivors of violence, birth registration services, and safe and supportive formal education.

As the displacement of Syrians becomes protracted, child protection partners have increasingly focused on strengthening national child protection formal systems through increasing the non-discriminatory access of refugee children to existing services, expanding the capacity of these services to respond to the increased number of children in their territories, and improving the quality of these services in line with international standards. This provides a dual benefit – providing protection to refugee children while strengthening sustainable systems that protect all children in a country, helping to address the impact of the crisis on local communities and governments.



UNHCR/ Mohammed (15 Years)

⁴ Note that good and promising practices in this report refer to practices that were identified by the participants as those that were effective or promising in their operation. As there are different understandings of these terms and the criteria for good or promising practices between different organisations, the term “promising field practices” is used to highlight practices that operations felt would be useful to share because they are innovative, have been cost effective, improved the quality and/or access of beneficiaries to services, improved partnerships or coordination and/or increased engagement of beneficiaries etc.

⁵ National child protection systems include both formal and informal aspects – the formal aspects of the child protection system are covered under this strategy, while the informal aspects are covered under community based child protection and psychosocial support strategy

Based on country level analysis of the availability of these systems including access of all children without discrimination including refugee children to these systems and their acceptability, affordability and quality, child protection partners involved in the Syria response have designed interventions to strengthen national formal child protection systems at the country level including:

- **Technical support** to improve the quality of these systems in line with international standards and ensure that they are able to respond appropriately to the age and gender specific risks faced by children, including the specific challenges faced by refugee children through training of front line service providers and tools development;
- **Financial support** to expand the capacity of governmental and civil society child protection institutions and service providers to respond to the increased number of children in need of protection services in specific regions particularly those who have received significant numbers of refugees; and
- **Advocacy** with authorities to increase the non-discriminatory access of refugee children to national child protection systems and remove barriers for refugee children to access these services including through reforms in laws, policy, procedures and practices.

Inside Syria, work with national institutions in charge of child protection services is ongoing, mainly focusing on family tracing and psychosocial support services, though progress continues to be slow and limited in scale and geographical coverage. Some technical support is also being provided to inform legislative and policy reform namely in the child care and juvenile justice sectors.

In the workshop, participants analyzed their national child protection systems and the ability of these systems to respond to the Syria crisis and opportunities to strengthen them using the following elements (see Annex 3 for full tool).

An enabling “institutional” environment	Legal and policy frameworks
	Financial capacity/budget and expenditures for child protection services
	Coordination and management – at national and sub-national level
Adequate prevention and response services (supply & demand)	Availability
	Accessibility
	Affordability
	Acceptability - family and community practices and attitudes towards available services
	Quality – including human/staff capacities
Adequate investment in Knowledge and data generation and use	Information management systems
	Research assessments/evaluations
	Data routine monitoring

1.1 Promising Field Practices

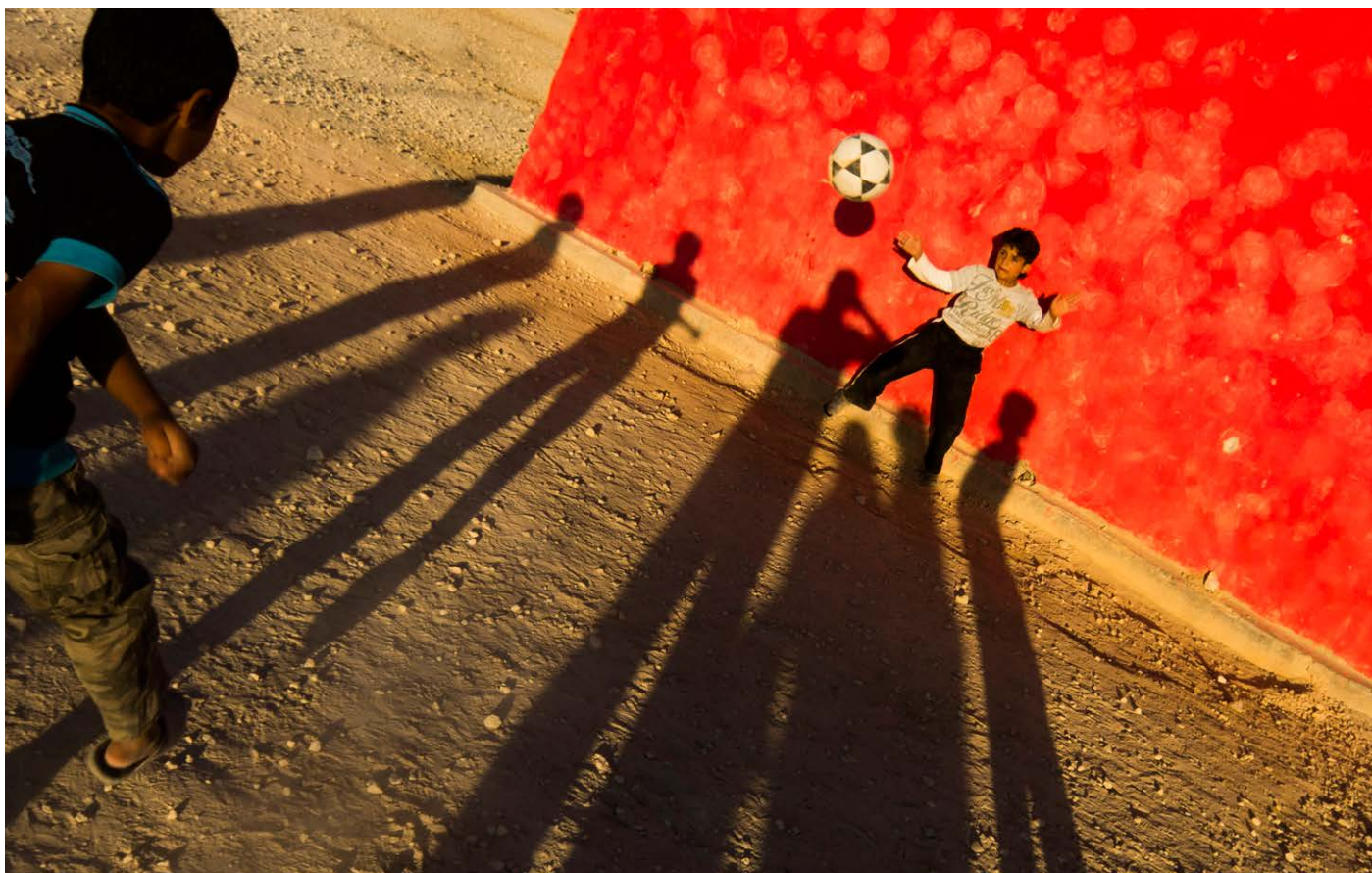
In **Jordan**, strengthening and supporting national child protection systems is the primary focus of the child protection response where collaboration between Jordanian authorities, UNICEF, UNHCR and other partners has resulted in a number of successful child protection initiatives. These include the establishment of a Juvenile Police Department in the main refugee camp at Zaatari to ensure that incidents involving children in conflict with the law are handled appropriately through child-sensitive systems. In addition to the Juvenile Police Department, a Shari’a Court and Civil Status Department Office have also been established in the camp, allowing the lawful registration of both marriages and births and increasing the protection of refugee children. A round table on child marriage involving Sharia court judges, training and advocacy has resulted in increased awareness among Sharia court judges on how to operationalize the Best Interests principle into the decisions on whether children under 18 should be authorized to marry. Discussions are underway to establish a review committee within the Sharia court for additional safeguards to determine if a marriage is in a child’s best interest. This innovative practice provides an important model of how Sharia court proceedings for child marriage can be more closely aligned with the principles outlined in the Convention on the Rights of the Child (CRC).

In **Iraq** UNICEF and IRC have worked closely to provide financial and technical support to Department of Labour and Social Affairs (DOLSA) to provide child protection services to refugees and displaced children in the Kurdistan Region of Iraq (KRI). This has included the establishment of Children's Protection Units within refugee and IDP camps that provide both psychosocial support and case management services. Discussions are ongoing with partners to review the appropriate role of DOLSA in managing child protection cases, particularly refugee cases, and establishing referral pathways that clarify the roles and responsibilities of DOLSA, UNHCR and NGOs providing case management services.

In **Lebanon** UNICEF has supported the Ministry of Social Affairs (MOSA) in close partnership with the Ministry of Justice and the Ministry of Interior with the support of non-government organizations to establish national standard operating procedures and harmonized tools for managing child protection cases, and build capacity among national service providers on child protection case management. UNHCR and INGOs working on the refugee response have also worked closely with UNICEF and MOSA to successfully develop the practical guidance for managing refugee children protection cases and advocate for its integration into the national procedures.

In **Egypt** partners provided technical inputs into the new policy on decentralised national child committees to ensure that refugee issues are adequately addressed. They are also exploring referral of refugee child protection cases to child protection committees in two locations where these protection committees are functioning.

In **Turkey**, the national child protection system has been mobilised to take primary responsibility for responding to the child protection issues among the Syrian refugees under the leadership of the Ministry of Family and Social Policies. This has included deployment of social workers to the camps and provision of different forms of care arrangements for Syrian refugee children including foster care. UNHCR, UNICEF and other partners have worked closely with the government to provide technical advice on relevant legislation, advocate for policies in line with children's best interest and build the capacity of the government partners on child protection issues including on the identification of Unaccompanied and Separated Children (UASC) and children at risk in the registration of Syrian refugees undertaken by the government and best interest assessment and case management for individual refugee children. Capacity building initiatives for national civil society partners on child marriage has also been undertaken, and similar capacity building is planned for government partners in 2015.



UNHCR/ Mohammed Naem (16 Years)

1.2 Challenges

A number of challenges were identified in terms of strengthening national child protection systems, some of which have been mentioned above. The challenges listed below (and throughout the report) are those that were common to most of the countries, although the specific challenges vary from country to country as noted above.

1.2.1. Limitations in the quality and scale of national child protection systems prior to the Syria crisis

Institutional Environment:

- National laws and policies sometimes not in line with international standards - for instance, laws and procedures related to child marriage;
- Uneven or weak implementation of existing laws or policies - for instance, bans on corporal punishment in schools not enforced;
- Gaps in key policies and government oversight - for instance, policies on foster care, or regulation of civil society actors providing child protection services;
- Fragmented child protection systems - for instance, responsibilities for coordinating child protection split among various government bodies;
- Limited funding for government services or unpredictable funding for civil society services, low pay for national staff particularly government staff.

Child Protection Services:

- Certain types of services do not exist - for instance, most government social welfare services focused on institutions and children in conflict with the law and do limited community outreach or family intervention;
- Unavailability of services— for instance, only available in large cities;
- Affordability of services— for instance, too costly legal services;
- Limited staff capacity – including lack of clear job descriptions and transparent selection procedures, high staff turnover, low morale, insufficient training and supervision;
- Limited ability to respond in timely manner to specific cases – for instance, limited emergency response capacity among some national partners.

Knowledge and Data

- Limited knowledge and data on child protection issues within national child protection systems, lack of consolidation and analysis of available information;
- Lack of age, gender and geographically disaggregated data;
- Data available but not appropriate used to inform policy or decision making.



UNHCR/ Mohammed Soleman (14 Years)

1.2.2 Challenges related to the refugee crisis

Institutional Environment:

- Government policy and/or practice does not always provide refugees access to national child protection systems/or services – for instance, refugees without legal documentation are increasingly unable to access basic national social services, including child protection services or national child labour systems may not accept refugees.
- In other situations, refugees have in principle access but significant barriers exist – for instance, while refugee hosting countries permit Syrian refugees to register children born on their territory, a variety of barriers exist for refugees to register birth. Complex and costly procedures and inability to provide the documents required to register births are among the main common barriers to birth registration among refugees.
- Increasingly restrictive government policy towards refugees' access to territory, documentation and services in some countries– particularly Jordan, Lebanon and Egypt.
- National child protection government and civil society services overwhelmed by scale of the child protection issues in the refugee response.
- Funding cycles too short to develop longer term programmes to build national child protection services/systems.
- Child Protection Working Groups (CPWGs) not sufficiently linked to national child protection coordination structures; national actors not sufficiently engaged in CPWGs.
- Insufficient commitment by some national child protection actors to engaging with and protecting refugees.

Child Protection Services

- Specific barriers for refugees to access national services - for instance, documentary requirements or financial barriers.
- Services not adapted to the needs of refugees – for instance, language constraints or not qualified to deal with the specific child protection issues facing refugees such as cross-border family separation.
- Refugees unable or unwilling to access services – for instance, due to lack of knowledge, unsafe to travel to services, discriminatory treatment at services.
- Creation of parallel child protection services or systems - for instance Standard Operating Procedures that do not outline relevant national laws, procedures or services.
- Insufficient investment in strengthening national child protection systems; lack of time and expertise to engage and advocate with government and national civil society for the refugee response among humanitarian partners.
- Difficulties to balance building longer term capacity with responding and providing immediate child protection services given limited time and funding.

Knowledge and Data

- National child protection data monitoring, where they exist, often do not allow disaggregated data on refugees.

1.3 Opportunities and Recommendations

As noted above, the Syrian response has provided opportunities for strengthening the national child protection systems and a range of good/promising practices are described above to do this. Key recommendations to further strengthen national systems include

Institutional environment: laws, policies, coordination and funding

- Use the humanitarian response as an entry point to mobilize resources for the sector, including to provide technical assistance and advocacy on legal and policy reform issues related to child protection.
- Use the humanitarian response to pilot approaches that can then be mainstreamed/integrated into the national systems – for instance, foster care in Lebanon or standards for case workers in Jordan.
- Ensure that refugee issues and actors working on the refugee response are systematically integrated into broader child protection systems strengthening initiatives – for instance programme to support MOSA in Lebanon.
- Increase the percentage of child protection funding that is allocated to support national governmental and civil society child protection actors to provide services.
- Build linkages with protection actors to advocate for a more favorable protection environment for all refugees including children.

Services and capacity building

- Develop capacity building and transition plans to gradually increase the capacity of national child protection actors to provide key child protection services such as case management.
- Strengthen linkages with education to provide safe and supportive education through the development of interagency plans with child protection and education to prevent and address violence in schools and establish forums for education and child protection to regularly review progress.
- Use current psychosocial programming in education as entry point to better integrate child protection issues within education, including through development of peace education, supporting government to establish and enforce bans on corporal punishment in schools, developing capacity to identify and refer child protection cases within schools and prevention of bullying and other forms of student violence.
- Provide opportunities for exchange of experience among governmental and national child protection actors working in the Syria response including through exchange visits between countries (for instance, between Turkey and Jordan on alternative care) or government led workshops/conferences (e.g. Family Protection Department in Jordan on domestic and sexual violence).
- Engage with university social work courses to integrate case management standards and training programmes developed for training case managers working in the refugee response into university social work curriculum.
- As part of the planning for 2016, review child protection national systems and develop interagency plans to strengthen this with clear roles and responsibilities using analytical tool in Annex 3.
- Explore opportunities for greater coordination of activities, including strategic advocacy and interventions, to ensure all Syrian refugee and IDP children begin life with a birth certificate that serves as proof of their identity, age, family composition and nationality.



2. Specialised Child Protection Services

Child protection partners provide specialised children protection services for children who are at risk of or victim of violence, neglect, abuse or exploitation in line with their best interest. Specialised services are provided to children who experience or are at risk of physical, emotional or sexual violence, child labour, early marriage, child recruitment and/or who are unaccompanied or separated.

The primary specialised child protection service provided is integrated case management services including Best Interests Assessments, referral to other multi-sectoral services including education, psychosocial, basic needs and livelihoods, health and legal/justice services, follow-up and where relevant Best Interests Determination. Other specialised child protection services may include: (1) family-based alternative care for unaccompanied children and others in need; (2) legal aid and counselling for children and families in need e.g. children in detention; (3) child sensitive refugee protection interventions including access to territory, registration, asylum procedures and documentation; (4) specialised services for at risk children such as unaccompanied children, children in conflict with the law or engaged in child labour (such as mentoring programmes) .

2.1 Promising Field Practices

Standard Operating Procedures (SOPs) for child protection outline the standards and roles and responsibilities for specialised child protection services including relevant national and international laws, policies/standards and services. Standard operating procedures for child protection case management have been developed in Jordan, Lebanon, Egypt and Iraq. In **Lebanon**, UNHCR and UNICEF worked with partners to develop a Practical Guidance on Child Protection to help standardize the response to individual child protection cases while also supporting the development of national procedures with the Ministry of Social Affairs. In **Jordan**, the child protection and SGBV SOPs were updated in 2014 and in 2015, responsibility for training on the SOPs was handed over to national partners, National Council for Family Affairs (NCFA) and Jordan River Foundation (JRF). The engagement of national actors and the reflection of national laws and policies in the SOPs has proved crucial in both Jordan and Lebanon, and the establishment of interagency committees to manage the process in Jordan was crucial in ensuring the ownership and sustainability of the process. Both **Egypt and Iraq** have developed SOPs, and are planning to update them and conduct training on them in 2015. In **Egypt**, inter-agency SOP on case management was developed by the CPWG in 2015 to ensure that all actors working with refugee children and families, including local community-based associations (CDA), are clear about the role each organisation plays as well as how and when to refer child protection cases to the specific services, such as case management, including monitoring and follow-up, and referral pathways to protection, education, health and financial assistance interventions (including cash grants) and specialized psychosocial support. The referral pathway in the SOPs also aims to engage existing Child Protection systems in Egypt, such as the Child Protection Committees.

Case management. In **Lebanon** IRC and UNHCR support an inter-agency child protection case management coaching program to ensure case managers are adequately trained and supported to provide quality case management services to vulnerable children and their families. The Coaching Program includes five elements: case management trainings for field level staff, case management systems training for managers, peer-to-peer support groups for caseworkers and social workers, safe identification and referral training for frontline workers and the roll out of the Practical Guidance on child protection case management. Refugee Outreach Volunteers are also engaged in trainings on safe identification and referral and monthly peer-to-peer groups.

In **Jordan** Save the Children, IRC and JRF with the support of UNHCR and UNICEF implemented an interagency case management training for case managers working on SGBV and child protection cases. This training included 3 modules of training over a period of 3 months, plus individual supervision sessions for 20 participants in each round of training. Since 2013, over 100 case managers from local and international NGOs, government and UNHCR have been trained resulting in common understanding of case management, improved collaboration and referral among organisations and strengthened capacity to manage cases. More advanced trainings on specific topics have also been organized including dealing with child survivors of sexual violence and persons with disabilities who are survivors of violence including SGBV. An interagency case management taskforce was also established which developed case prioritization table and case management standards and also reviewed challenges related to case management, promoted case conferences and identified and addressed gaps or duplications in services.

Alternative Care. In **Lebanon** Save the Children together with UNICEF, UNHCR and key NGO partners has advocated with government authorities including the Ministry of Social Affairs to allow family-based care for refugee children who are separated from their parents or in need of alternative care arrangements due to abuse or neglect. Advocacy has resulted in the agreement of authorities to allow family based alternative care for refugees, and a series of tools have been developed by Save the Children with the input of all relevant actors to identify and place children in foster care and supported independent living. These tools will be piloted in the second half of 2015.

Building on this work, an initiative to engage community volunteers in supporting families caring for separated children (as well as children living independently) will be piloted in the second half of 2015 in order to build on the existing community-based child protection volunteers, to improve the quality of support provided to separated children and increase the efficiency of the response to better address the specific needs of large numbers of separated children.



UNHCR/ Bannan- September 2009

UNHCR, Save the Children International, UNICEF and the Government of **Jordan** have also jointly developed procedures to formalize alternative care arrangements for unaccompanied and separated refugee children in the country. Jordan has developed interagency alternative care guidelines as part of the UASC SOPs, and as part of this process, the need to ensure that temporary placements were authorized by the Jordanian Judiciary (MOJ) and Ministry of Social Development (MOSD) was identified. Save the Children, UNICEF and UNHCR developed a Procedure for the Formalisation of Alternative Care for Refugee Unaccompanied and Separated Children with MOSD that outlined the key procedures to be followed when placing children in alternative care, in particular formal foster care and supervised group living. UNICEF and UNHCR have provided financial to the MOSD and technical support including training to the MOSD and MOJ to operatize the system and the first placement was made in mid-2015.

The operationalization of this procedure will continue in second half of 2015 through the monitoring and where needed refinement of the process and ongoing capacity building. Alternative care procedures have also been developed by IRC in KRI, Iraq which need to be further operationalized, while in Turkey UNHCR and UNICEF are supporting the review of the alternative care procedures and policies for refugees with the national authorities including through organizing exchange visits between the governments of Turkey and Jordan.

2.2 Challenges

Key challenges related to specialized services include:

- Development and maintenance of quality case management services is labour intensive and takes time. The limited capacity in this field prior to the Syrian crisis in all countries in the region, combined with the high staff turnover has proved challenging in developing and ensuring the capacity of these services;
- The large number of cases that have been identified has overwhelmed capacity and challenged organisations to develop more sophisticated case prioritization procedures than in other operations. This remains a challenge especially in relation to the large numbers of child labour cases and separated children, and more effectively providing services to these children;
- Ensuring that specialized services respond to the specific issues facing different types of child protection cases remains a challenge in some operations – for instance, ensuring that specialized child protection programmes are able to effectively respond to domestic violence, child labour, early marriage or child recruitment continue to be a challenge given that many of these issues cannot be addressed by case management alone;
- Balancing the need for ensuring that quality specialized child protection services are available for all children in need, while at the same time investing in the development of more sustainable national services has been challenging given limitations in staffing and funding as well as short funding cycles;
- In most countries, specialized child protection services including case management is relatively new and are

mostly provided by civil society. There has been lack of trust and collaboration between government and civil society organisations in this field in many countries and systems to accredit and monitor civil society organisations working on social welfare/case management are not well developed in most countries;

- Very limited capacity in alternative care, and a lack of national procedures or policies for establishing family based care, combined with focus on institutionalization in some countries has significantly delayed the actual establishment of family-based alternative care for unaccompanied refugee children.

2.3 Recommendations

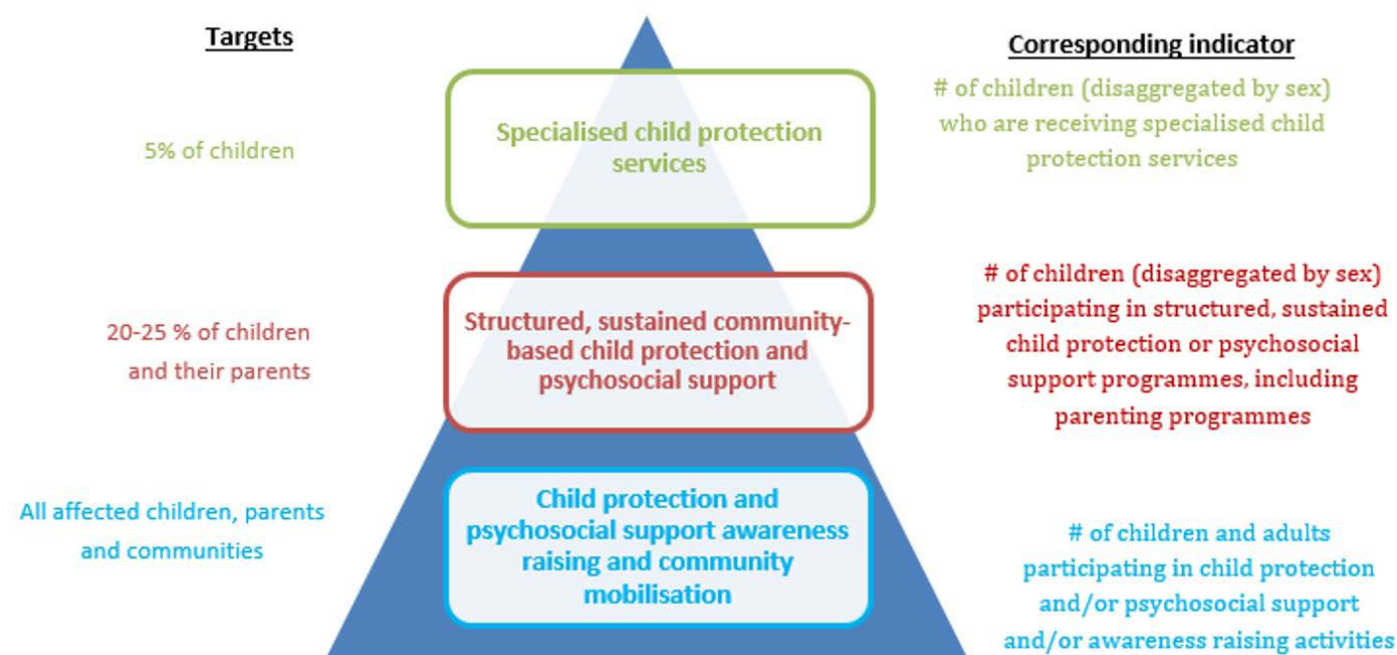
- CPWGs should develop and regularly update interagency child protection SOPs that meet minimum standards, including having referral pathways, reflecting relevant national and international laws and standards, outlining refugee specific services, include case prioritisation, and standards for case managers.
- Develop and fund capacity building plans to train other sectors and actors working on community-based child protection on identification and referral of child protection and child protection actors on SOPs. Identify steps to ensure organisations are accountable for implementation of the SOPs, including through the development of checklists on how the SOPS should be institutionalized and complaint mechanisms.
- Establish national case management taskforces to systematically review case management capacities, challenges (together with SGBV cases). Case management taskforces should also conduct interagency analysis of number of case workers/population disaggregated by geographical region and develop plans to address gaps and duplications in services.
- Develop and regularly conduct interagency training for case managers to standardize and harmonise approaches across organisations and ensure efficient use of resources that reflects both CPWG Case Management Standards and UNHCR BID procedures. Develop and implement advanced trainings for case managers to respond to specific child protection issues such as recruitment, children with disabilities etc.
- Develop interagency plan with dedicated lead organisations for developing alternative care, including policy development/reform, capacity building of front line service providers including case managers and support to families currently caring for UASC, as well as identification and support to formal foster families.
- Ensure specialised service providers are available and included in the referral pathways who are trained in to provide SGBV case management services for children in line with minimum standards
- Develop Information Sharing Protocols for child protection among all organisations managing child protection cases that outline how information should be shared on individual cases as well as how information should be collated for reporting on child protection cases and the response
- Develop specialized services other than case management to respond to the specific child protection issues such as child labour, early marriage and child recruitment – for instance, mentoring programmes, drop-in centers, support groups that include child protection as well as other services such as non-formal education.

3. Community-Based Child Protection and Psychosocial Support

Community-Based Child Protection and Psychosocial Support (PSS) aims to strengthen the capacity of children, families and communities to overcome the effects of conflict and displacement, and protect children from further violence, abuse and exploitation. This is based on the principle that communities themselves are best positioned to identify protection threats and find solutions themselves. It also recognises that most child protection issues are managed at the community level without the support of formal service providers and working from within communities offers the best opportunities for sustainable change including increased utilization of formal services where appropriate.

The crisis in Syria has significantly impacted the emotional and social wellbeing and development of children. Exposure to violence, displacement, accumulation of stress, loss of or separation from family members and friends, deterioration in living conditions, divisions in communities, as well as a lack of access to essential services all have immediate and long-term consequences for children, their families and communities. A priority of the child protection sector over the past five years, both inside Syria and in refugees hosting countries, has been to minimize the effects of the crisis on children through community-based child protection and psychosocial support (CBCP-PSS) responses. Examples of interventions across the region include the engagement of community advocates and refugee outreach workers; the establishment of child protection committees; the delivery of structured parenting and child resiliency programmes; the setting up of child friendly spaces; and communication and social mobilization campaigns on child protection and psychosocial support.

Programmes within this pillar have featured strongly within the sector in terms of financial and human investment, results and visibility. In 3RP countries in 2013 the child protection sector reached 69% of its target on psychosocial support – providing some 396,000 children with PSS. In 2014 the sector reached 784,333 children, or 105% of the target. Studies of refugee children, including adolescents' mental health and psychosocial distress, have shown that for most children the main stressors are increasingly related to displacement and less to conflict related violence⁶. Similarly many of the child protection concerns are related to protracted displacement, limited access to livelihoods and education for children and restricted access to documentation and basic services in countries of asylum. Community-based child protection and psychosocial programmes need to evolve to respond to these changing needs.



⁶ See for instance, Mental Health/Psychosocial Support and Child Protection for Syrian Adolescent Refugees in Jordan, UNICEF and IMC, 2014.



UNHCR/ Israa (13 Years)

During the workshop participants discussed the following four key issues in order to elicit good practices, challenges and recommendations for strengthening community-based child protection, including PSS interventions:

1. Integrating/mainstreaming child protection in other sectors, with a specific focus on education
2. Awareness raising and social mobilization interventions on child protection and PSS
3. Community-based child protection and PSS level 2 interventions including mainstreaming in broader protection
4. Specialised PSS services including level 3 PSS services

3.1 Promising Field Practices

In **Turkey** UNICEF and the Ministry of Family and Social Policies (MoFSP) adapted a national 'Parenting Programme' in consultation with Syrian representatives in order to support the coping mechanisms and skills of Syrian parents to respond to the basic psychosocial needs of their children and prevent additional risks and stressors. The programme has been gradually expanded to all camps where the stability of the population ensures the continuity of the course and peer support throughout the 8 weeks of course and beyond. The facilitators are trained Syrian volunteers, supported and supervised by MoFSP staff. 6000 parents have benefited of this programme since the beginning of 2015. After the refugee influx from Kobane in September 2014, the programme was adapted so that 'First Aid' Family Briefing Sessions of a few of hours could be delivered by 5 teams of Turkish/Kurdish facilitators, reaching over 2,000 parents in 46 villages out of 86 in the Suruç District. Supporting leaflets and direct contact with the authorities were also shared with parents. Through the Child Friendly Cities initiative, the parenting programme is also being adapted and rolled out in interested municipalities, where it will benefit parents from host communities in cities most affected by the Syrian crisis, such as Adana and Urfa. Addressing common child protection concerns and positive parenting needs from both the Turkish and the Syrian communities' perspectives contributes also to social cohesion efforts. UNHCR has also worked to ensure that child protection is integrated effectively in broader refugee protection efforts, including through supporting the establishment of child committees in some refugee camps in which refugee volunteers conduct awareness-raising on key child protection issues. UNHCR has also developed Child Marriage leaflets which provide information on rights, relevant laws, entitlements and the locations and contact details for multi-sector assistance for survivors and those at risk of child marriages.

In **Iraq and Jordan** Save the Children introduced the Children's Resilience Programme that recognizes the key role of parents and other caregivers, teachers and community providers and seeks to equip them in the care and protection of the children in their communities through a series of structured sessions. The programme also includes structured sessions on resiliency and self-protection skills. The programme takes a holistic approach, based on the principle that long-lasting, effective improvement in children's lives can only be achieved with the full participation of children, their caregivers and others within the communities in which they live.

In **Lebanon and Iraq** IRC adapted its evidence-based parenting programme that uses behavioural skills training to reduce harsh punishment, improve parenting practices and improve child development. The Families Make a Difference program consists of 10 weekly group sessions with a maximum of 20 caregivers. The focus is on coping strategies for parents, child development, nurturing parenting practices and providing support to children with psychosocial needs. The programme has shifted the focus from only raising awareness or sensitization activities to include structured skills building interventions that equip caregivers with concrete techniques they can use to manage their children's behaviors without the use of violence.

In **Egypt**, PSTIC (Psycho Social Training and Services Institute) is a community-based local NGO operating in Greater Cairo, Alexandria and Damietta that provides a range of specialised services to refugee families and children, including unaccompanied and separated children (UASC) and children with disabilities. Members from the various refugee communities are trained by PSTIC on community work and psycho-social support and then operate as psycho-social workers in their respective communities. The assistance is provided on a 24/7 basis and include psycho-social support and counselling, secondary and tertiary care for mental health cases, housing, including safe housing and relocation, and accompaniment. Within the framework of the inter-agency Child Protection Working Group (CPWG), co-chaired by UNHCR and UNICEF, PSTIC's services are included in the referral pathway of the inter-agency SOP on case management (see above for details).

3.2 Challenges

Operating context

- Dispersed populations in both urban and rural contexts has made access to children more challenging;
- Hampered access to communities, including due to security concerns has limited response in some countries such as Lebanon and Iraq;
- Among community members, some attitudes and practices relating to protection of children have contributed to and/or condoned violence against and exploitation of children such as acceptance of physical punishment of children, child labour or early marriage

Responses

- Focus in first years of the response on psychosocial programming and rapidly scaling up this component of the response may have detracted from investment in broader and more comprehensive child protection programming at the community level.
- The disproportionate focus on psychosocial support in comparison to other elements of child protection programming in previous crises in the region meant there was limited expertise on key aspects of community-based child protection to respond quickly at scale (for instance, many community-based child protection tools did not exist in Arabic and few Arabic speaking staff were trained on them).
- Focus on scale in early years of the response, the large numbers of refugee arrivals and the limited capacity on community-based child protection programming meant psychosocial programmes were largely focused on recreational activities through child friendly spaces.
- Limited skills and knowledge of community workers to conduct social mobilization and to facilitate community dialogue related to sensitive child protection programming is likely to reduce the effectiveness of some of the interventions (e.g. use of top-down approaches, focus on stopping negative practices rather than promoting positive alternatives in many countries)
- Proliferation of community-based child protection and psychosocial tools, approaches and training packages

among organisations and between countries contributed to inefficiencies and uneven quality of community-based child protection and PSS programmes.

- Lack of consistency in the approaches to setting community-based child protection and PSS targets for interventions due to the lack of an agreed formula to calculate the number of children needing support, beyond the WHO estimates for MHPSS distress;
- Lack of common conceptual framework on community-based child protection and PSS across the region to guide planning and targeting of programming;
- Focus on programming for primary-school aged children and challenges in addressing the specific needs of younger children and adolescents.
- Difficulties to adapt approaches to the specific context of ongoing conflict in Syria - for example protection committees.

3.3. Recommendations

The sector has made tremendous gains in scaling up psychosocial support interventions over the past few years but needs to continue to evolve to better address the changing context, the new stressors and the related protection and psychosocial needs of children, caregivers and communities at large. The sector will need to address issues of sustainability in light of the protracted nature of the crisis and dwindling funding. Having multilayered interventions that include quality awareness raising programmes that go to scale complemented by more targeted community-based child protection and psychosocial programming for children and their families most in need will help balance the need for scale and quality. Key recommendations to achieve this are outlined below.

Programme design and implementation

- Recalibrate the investment towards more holistic community-based child protection programming that considers the range of interventions needed to protect children from violence, abuse, neglect and exploitation at the community-level, beyond only Child Friendly Space (CFS)-type interventions.
- Strengthen emphasis on advocacy and collaboration with other sectors to address some of the underlying causes of psychosocial distress and protection concerns among children and their families including lack of schooling and other opportunities, poverty and increasing policy restrictions on refugees' access to livelihood, civil documentation and basic services.
- Evolve beyond CFS focused primarily on recreational activities towards more integrated community/family centres that address current drivers of psychosocial distress and child protection concerns including education and livelihoods through integrated programming on education (particularly non-formal education), livelihoods and child protection at the community level.
- Greater investment in focused psychosocial and community-based child protection programmes for children and their families addressing positive-discipline and parenting for parents and conflict resolution and self-protection skills for children.
- Scale up access to programmes specifically for men and adolescent boys that prevent family violence including anger-management, conflict resolution and psychosocial programmes.
- Improved targeting of these programmes to focus on the most vulnerable (rather than general recreational programmes provided for all children).
- Develop models of programming adapted to the specific needs, interests and capacities of adolescents – for instance, programmes that integrate non-formal education, child protection and livelihood skills adapted to the specific needs and availability of working boys and girls
- Decentralise approaches to bring child protection interventions closer to the communities in which we are working – for instance, engaging community child protection outreach workers or further expanding mobile child protection activities
- Find effective and meaningful ways to engage refugees in programme implementation e.g. through child protection refugee outreach volunteers or where possible recruiting refugees as child protection staff, community mobilizers etc.
- Improve access to communities by more systematically engaging local actors from the early stages of programme design and implementation e.g. establishing partnerships between international and national NGOs or CBOS for community-based child protection and psychosocial programming.

Capacity and tools

- Offer training and mentoring to build the sector's capacity to design and implement quality community-based child protection and psychosocial support programming, particularly with regards to social mobilisation approaches
- Share and consolidate tools and wherever possible agree upon interagency tools to maximise efficiencies and coherence in the sector.

Monitoring and Evaluation

- Ensure that country level indicators systematically capture both community-based child protection as well as psychosocial programming.
- Strengthen the coherency of indicators for community-based child protection and psychosocial programming across countries and their definition and associated targeting through development of regional guidance on this issue
- Move towards measurements of impact of community-based psychosocial and child protection interventions at the country level. Review and consolidate guidance on how to measure impact of community-based interventions on children, families and communities.



UNHCR/ Raghda (14 Years)

4. Advocacy and knowledge management

Humanitarian advocacy that can contribute to saving and protecting children's lives and promoting their development remains a priority for all child protection agencies working on the Syria response. "Humanitarian advocacy is generally understood to constitute deliberate efforts, based on demonstrated evidence, aimed at persuading decision-makers to adopt policies and take actions to promote and protect the rights of children and women in humanitarian situations"⁷.

Like advocacy in any other situations, humanitarian advocacy can be public or private – or a combination of both. It is understood that in the current Syria context, most of the humanitarian advocacy might need to be "behind the scenes" given the sensitivity of some of the protection issues at stake. However, there may be circumstances when the lack of public advocacy may have negative reputational repercussions - for instance, when major public issues around grave child rights violations occur within Syria. A solid and continuous risk analysis must thus remain central to all advocacy efforts and be at the basis of each and every advocacy action. Advocacy must also be focused on evidence and ensure a balanced approach to child protection issues, highlighting less high profile issues such as domestic violence against children and providing clear consistent messages on sensitive issues such as child recruitment or early marriage.

With the notable exception of the No Lost Generation Initiative (NLG), there has been limited efforts among Child Protection actors working on the Syria crisis to harmonize advocacy strategies and messages. At the country level, CPWGs have developed some interagency advocacy initiatives to respond to the specific issues they face. For instance, in some countries, child protection actors have been actively engaged in ensuring child protection issues are effectively reflected in broader protection advocacy. Given the impact that broader protection trends can have on the specific protection of children – for instance, reductions in protection space, limitations in accessing territory and remaining legally in some countries, restrictions on services and encampment policies in some countries, and increasing spontaneous returns - it is important that child protection specific issues are effectively integrated in the broader protection agenda. Given the changing policy environment in many countries, advocacy on child protection issues at the country level will be increasingly an important priority going forward, along with ensuring coherency of advocacy messages across countries to amplify the impact at the regional and where relevant global level.

Continuous investment in knowledge generation on child protection issues is also a critical priority for the sector, especially in the context of the protracted and complex Syrian crisis. In refugee settings, child protection actors have produced a wealth of primarily qualitative knowledge that has resulted in increasingly stronger evidence-based programming and advocacy over the years – especially in relation to early marriage, child labour, psychosocial distress, physical and psychological violence against children and separated and unaccompanied children.

Moreover, through the implementation of the UN Security Council mandated Monitoring and Reporting Mechanism (MRM) a strong body of data and analysis has been generated on trends and patterns of grave violations of children's rights inside Syria. This includes: killing and maiming of children, child recruitment, attacks on schools and hospitals, abductions, rape and other forms of sexual violence against children and denial of humanitarian access. This information has proved critical to inform advocacy and programming efforts. More knowledge is needed on some of the most sensitive issues such as sexual violence against children or worst forms of child labour, including on possible effective advocacy and programming responses. In general there is substantial information on the child protection issues faced by children within Syria and within surrounding countries, and much less evidence on effective advocacy and programming responses to these issues.

Substantive progress has also been registered within the sector in terms of progressive harmonization of child protection data collection tools, monitoring and evaluation and reporting frameworks across child protection actors at country level as well as across different country operations. This progress is very notable when comparing RRP/3RP child Protection sector data and indicators and has resulted in a much more coherent programming and results framework across countries in the region.

⁷ UNICEF Advocacy toolkit

4.1 Promising Field Practices

No Lost Generation Initiative was launched in October 2013 backed by donors, governments and NGOs, spearheaded by UNICEF. The NLG, has contributed to a dialogue about the need for more sustainable investments into national service delivery systems that bridge immediate and longer term response plans – for instance in Lebanon, Turkey and Jordan. The NLG has been successful in advocating for critical interventions for children and youth in education and child protection – putting education and child protection front and centre of the Syria Crisis response. It has also generated attention to and funding for sectors that are traditionally underfunded.

In **Lebanon, Egypt and Jordan**, UNHCR's and partners' advocacy efforts on addressing the challenges related to the civil registration of refugee births have been particularly effective – with Lebanon simplifying registration requirements and Jordan waiving certain deadlines and fines and establishing mobile birth registration services that have vastly increased the issuance of birth certificates to Syrian refugees residing in camps. In **Egypt**, legal aid partners counsel Syrian refugees on birth registration procedures, and assist mothers in registering new births in difficult cases, such as those involving children born out of wedlock. These efforts have resulted in over 90% of Syrian refugee births being successfully registered in the country. Similar advocacy efforts are underway in **Turkey**, where UNHCR advocates both with refugee communities and relevant government counterparts to emphasize the importance of timely and comprehensive birth registration, and specifically supports local authorities in promoting consistent application of the relevant law, which contains a number of protective and positive provisions. In **Iraq**, UNHCR's advocacy for access to legal documentation for refugee girls and boys led to a more coherent procedure, whereby all Syrian refugee children above 12 years old enjoy access to residency documents. UNHCR and partners are also providing legal aid and support to help internally displaced and conflict-affected families in **Iraq and Syria** replace their identity documentation which in many instances has been lost or destroyed in the conflict, thus enhancing their immediate protection and freedom of movement, while also making it possible to register any subsequent births. Collectively, these efforts strengthen the evidentiary basis for child tracing and family reunification in cases of possible separation, and also lay the foundation for greater enjoyment of key child rights such as health, education and protection risks faced during adolescence including early marriage, child labour, prosecution as adults, and child recruitment into armed forces and armed groups. Moreover, by providing legal evidence of a child's age, biodata, identity and parentage, birth registration also helps to prove a child's nationality and prevent statelessness—a matter of particular concern as Syrian children acquire nationality exclusively through their fathers, but one-fourth of Syrian refugee households do not have fathers to attest to their children's nationality, leaving birth registration as the sole means of proving paternity and thus nationality in many instances.

In **Jordan**. Advocacy on government policy related to refugees' access to territory, non-refoulement and family unity has also been an important priority in late 2015. This has resulted in agreement with border authorities to monitor the return of unaccompanied and separated children to Syria and refer any cases to UNHCR for verification and best interest assessment, with the in principle agreement that unaccompanied children will not be authorized by Jordanian authorities to return to Syria.

4.2 Challenges

The following challenges were identified by participants:

- Information Management technical capacities within Child Protection agencies remain insufficient in most countries;
- While Child Protection Information Management Systems exist in most operations there are still challenges in relation to how data should be shared, the consolidation and harmonization of data (at both the country and regional level) and the lack of Information Sharing Protocols for child protection;
- Lack of dedicated capacity for and/or expertise on advocacy has resulted in de-prioritization of this component of the response and/or initiatives focused on specific issues without a coherent and strategic plan for child protection advocacy;
- Advocacy results not clearly articulated and hence difficult to measure;
- Lack of a coherent and comprehensive advocacy strategy among Child Protection actors at country level. Lack of common messages, consolidated data and advocacy plans on child protection at regional level, beyond the basic messages included in NLG initiative.

- Child protection advocacy priorities not systematically integrated in the broader protection advocacy agenda and limited inter-agency advocacy on core protection challenges with a significant impact on protection of children such as, for instance, access to territory, freedom of movement, border policy restrictions etc.



UNHCR/ Bannon- August 2014

4.3 Recommendations

The following key opportunities to improve delivery against this pillar were identified by participants. Opportunities are presented in the form of recommendations to facilitate follow-up at regional and country level, as relevant.

Advocacy

- Make use of the “2nd generation” of the NLG initiative (under discussion) to strengthen the advocacy efforts by defining a core set of common advocacy priorities, strategies, and benchmarks
- Consider the possibility of developing thematic briefs on specific Child Protection issues that are relevant to all countries affected by the Syria crisis and promote their use and dissemination – Regional level.
- Develop a coordinated advocacy agenda to address critical policy and legislative gaps that impact the ability of refugee children and vulnerable host community children to access basic child protection services
- Strengthen the advocacy agenda inside Syria with a focus on preventing and halting grave violations against children in line with parties’ obligations under international law.
- Advocate for dedicated human and financial resources at the regional and country level for child protection advocacy agenda, including within the NLG framework.
- Explore joint advocacy opportunities around key issues such as child labour and children’s best interest principles – Regional and country level.
- Ensure that child protection actors are engaged with broader protection advocacy particularly as it relates the specific impact and needs of children in relation to access to territory, family unity, documentation etc.
- Further invest in concerted advocacy efforts on issues related to civil documentation, including birth registration.

Information management and knowledge generation

- Make use of available information management systems such as CPIMS, GBVIMS, and CPIM(RAIS) to further strengthen data collection, management and analysis. Where multiple systems are in use strengthen linkages to avoid duplication and to ensure coherence.
- Attempt to unify IDP and refugee reporting through Activity Info in countries where this is relevant
- Need for the sector to strengthen information management capacity at the national and regional level to ensure that CP sector data is adequately and systematically collated and info graphics produced to support programme planning, resource mobilization and advocacy efforts.
- Conduct comprehensive assessments on refugee child protection needs and responses including the specific needs of boys, girls, adolescents and youth at least once a year through inter-agency process and regular updates will be provided on new developments at country level.
- Increase focus on evidence of effective programming including through supporting documentation of most promising field practices
- Provide increased opportunity to share experiences across countries including sharing of good practices and tools across countries to strengthen effectiveness and efficiency of the response through: development of webinars on specific subjects; collating and sharing tools in central repository for all countries; facilitating information sharing between countries working on similar issues; conducting technical meetings on specific child protection issues such as recruitment, sexual violence against children, child labour etc.

Monitoring and Evaluation

- Continue to strengthen the harmonization, collation and dissemination of child protection information across countries.
- Further refine set of core child protection indicators and strive for greater harmonization across different operations to allow for more coherent aggregation and analysis at the regional level.
- Regional indicators guidance note to be further revised for accuracy and completeness and circulated among countries.
- CPWG at country level to review indicators with view to streamlining and strengthening coherency of country framework to regional monitoring and evaluation information note.

5. Further information

Further information on child protection resources for the Syria response are available at the following websites:

Syria refugee response portal

<http://data.unhcr.org/syrianrefugees/regional.php>

Whole of Syria portal

<https://www.humanitarianresponse.info/en/operations/whole-of-syria>

Child Protection Working Group Arabic resources

<http://cpwg.net/tools-resources/arabic-resources/>

Additional information on specific country practices

For more information on specific country practices, please either contact directly the child protection working group coordinators in the respective country or the UNHCR and UNICEF regional child protection staff:

Amanda Melville (melville@unhcr.org), UNHCR Regional Bureau

Isabella Castrogiovanni (icastrogiovanni@unicef.org)

or Susan Andrew (sandrew@unicef.org), UNICEF Regional Office



UNHCR/ Mohammed (15 Years)

Annexes

Annex 1: Participants list

Country	Organisation	Name	Title
Jordan	UNHCR	Bertrand Blanc	Protection Officer (CP/ SGBV)/CPWG Coordinator
	UNICEF	Maha Homs	Chief Child Protection
	UNICEF	Muhammad Rafiq Khan	Child Protection Specialist/ CPWG Coordinator
	IMC	Steinunn Bjorgvinsdottir	Child Protection Advisor
	STI	Hamida Jahamah	Child Protection Specialist
	NHF	Esraa Shaqbouaa	Project Manager
Lebanon	UNHCR	Francesca Vigagni	Protection Officer
	UNICEF	Yuko Osawa	Child Protection Manager
	UNICEF	Abir Abikhalil	Child Protection Officer
	CPWG Coordinator	Layal Sarrouh	CPWG Coordinator
	Mouvement Social	Charlotte Tanios	Project Manager
Iraq	UNHCR	Jacqueline Parlevliet	Senior Protection Advisor
	UNICEF	William Kollie	Child Protection Specialist
	SCI	Marianna Narhi	CPWG Coordinator
	ACTED	Clare Back	Child Protection Manager
	SCI	Paola Franchi	Child Protection Manager
Turkey	UNHCR	Ms. Asli Velieceoglu	Assistant Protection Officer, Ankara
	UNHCR	Gizem Ulic	Assistant Protection Officer, Ankara
	UNICEF	Séverine Jacomy-Vité	Child Protection Chief
	ASAM	Gizem Demirci Al Kadah	Project Manager
	Support To Life	Mujen Sencan	Protection Program Manager
Egypt	UNHCR	Elizabeth Morrissey	Associate Protection Officer
	UNICEF	Elisa Calpona	Child Protection Specialist
	Plan International	Arjimand Hussain	Emergency Response Manager
	SCI	Heba Al Azzazy	Child Protection Manager
Syria	UNHCR	Ramsey Bryant	Child Protection officer
	UNICEF	Susanna Balbo	Child Protection Manager

Country	Organisation	Name	Title
Regional	UNICEF	Isabella Castrogiovanni	Senior Child Protection Specialist
	UNICEF	Susan Andrew	Child Protection Specialist
	UNICEF	Laurent Chapuis	Regional Advisor Child Protection
	UNHCR	Amanda Melville	Senior Protection Advisor (Child)
	UNHCR	Lachin Hasanova	Senior Regional Protection Officer (SGBV)
	IMC	Suzanne Pike	Regional Advisor Child Protection
	UNFPA	Jennifer Miquel	Regional GBV Specialist
	Save The Children	Jumanah Zubadah	Regional Child Protection Advisor
	World Vision	Francis Charles	
	Syria Response Advocacy Manager		
	IRC	Sandra Maignant	Child Protection Technical Advisor
	UNRWA	Ozlem Eskiocak	Human Rights Education Programme Coordinator
	Mercy Corps	Jane Mcphail	Director of Youth Programming

Annex 2: Agenda

Day One	
8.30-9.00	Registration, welcome and opening remarks
9.00-11.15	<p>Session 1: Overview of Child Protection</p> <p>This session will focus on providing an overview of the evolution of the child protection sector response since the beginning of the Syria crisis and reviewing progress against the 3RP/SRP child protection strategic pillars and programmatic areas.</p>
11.15-11.30	Coffee break
11.30-13.15	<p>Session 2: Community-based Psychosocial Support and Child Protection Interventions.</p> <p>This session will focus on innovative models of psychosocial support and community-based child protection programming, strengths, challenges and opportunities for moving forward.</p>
13.15-14.15	Lunch break
14.15-15.45	<p>Session 3: Market Place</p> <p>In this session participants will be invited to share good practices and tools from their respective operations.</p>
16.00-15.45	Coffee break
18.00-16.00	<p>Session 4: Child Protection Systems Strengthening</p> <p>In this session participants will analyse existing child protection services, barriers for refugees and other affected populations to access these services and opportunities for strengthening the national child protection systems in each country context.</p>

Day Two	
8.30-8.45	Presentation of key recommendations from Day 1
8.45-10.45	<p>Session 5: Specialised Child Protection Services</p> <p>Countries/agencies will present on strengthening child protection case management (UNICEF Lebanon); Standard Operating Procedures, information sharing protocols and referrals (SCI, Jordan); Case management in refugee settings (UNHCR MENA Bureau); and alternative care (SCI Lebanon). Participants will identify good practices, challenges and recommendations across countries.</p>
10.45-11.00	Coffee break
11.00-11.45	Session 5: Specialised Child Protection Services (cont.)
11.45-13.15	<p>Session 6: Strengthening Action around Specific Child Protection Programmatic Areas</p> <p>This session will examine specific child protection topics to deepen the collective reflection and discussion. Subject matter experts will present on child labour (Nick Grisewald, independent consultant), birth registration (Amit Sen, UNHCR) and sexual violence (Melanie Megevand, IRC). This will be followed by a panel Q&A on child marriage.</p>
13.15-14.15	Lunch break
15.15-16.15	<p>Session 6: Strengthening Action around Specific Child Protection Programmatic Areas (cont.)</p> <p>Subject matter expert (Sylvie Bodineau, independent consultant) will present on child recruitment, this will be followed by a plenary discussion.</p>
15.15-16.15	<p>Session 7: Working Together</p> <p>This session will focus on key elements of coordination, including advocacy and funding, capacity building and strengthening evidence and results frameworks.</p>
16.40-16.15	Coffee break
18.00-16.40	<p>Session 8: Wrap-up</p> <p>This session will wrap-up the 2 day workshop by summarising key issues requiring further attention, identifying key priorities and specific recommendations to be taken at country and regional level.</p>

Annex 3: Child protection systems: An analytical tool for the Syria response

Rating:

Green – on track

Yellow – work to be done

Red – significant challenges

Group work:

For each of the 3 elements:

1. Identify current good practices

2. Recommend 3-2 actions to be prioritized moving forward

3. Identify key challenges risks

Key determinants for analyzing child protection systems for the Syria response	
An enabling “institutional” environment	Legal and Policy Framework <ul style="list-style-type: none"> - To what degree is the national legal and policy framework on child protection in line with international standards? - To what extent does the applicable national policy and legal framework ensure that refugee children have the same rights to protection as other children under the jurisdiction of the state? - To what degree are the national legal and policy frameworks on child protection implemented consistently? - In the implementation of relevant child protection laws and policies do refugees receive non-discriminatory treatment? - To what extent does the broader refugee laws and policies of the government contribute to or undermine the protection of refugee children? - Has the refugee situation provided opportunities for reform or strengthening of the national policy and legal framework for child protection? Or has any specific policy and/or legislative change been taken in response to the refugee crisis that has a direct negative impact on children’s ability to access child protection services? - To what degree have standard operating procedures developed for the refugee response reflected national child protection laws, policies and services?
	Financial capacity/Budget and expenditures for child protection services <ul style="list-style-type: none"> - To what degree have national child protection services or actors received increased funding to address the increased demand for services as a result of the refugee situation? - Has any of the increase for expenditures on national child protection services come from national budgets?
	Coordination and management – at national and sub-national level <ul style="list-style-type: none"> - Is there an established national child protection coordination mechanism on child protection in the country? If yes, does it integrate response to the refugee situation? - Do the child protection coordination mechanisms established for response involve the government and national partners as active members in the coordination? - Does the government play active role in coordinating the response to the refugee situation? - If there are separate government led child protection coordination mechanisms and child protection working groups is there appropriate information sharing and coordination between these groups?

Adequate prevention and response services (supply & demand)	<p>Availability</p> <ul style="list-style-type: none"> - Are the full range of child protection services available by national service providers (government and civil society actors)? - Are there any key services needed that are not available by national child protection actors (government and civil society)? - Do national child protection services adequately address both prevention and response? - To what degree are key services required for the refugee response provided by national child protection actors? - To what extent has there been investment in increasing the availability and capacity of national child protection services? - To what extent are key national child protection services available in communities where refugees and other affected populations are concentrated?
	<p>Accessibility</p> <ul style="list-style-type: none"> - To what extent do refugees have access to national child protection services (for instance, do they face barriers related to procedures or practices in child protection services) - To what extent do other groups of children have access to national child protection services e.g. are there specific groups of other children that face procedural or operational barriers to access national child protection services?
	<p>Affordability</p> <ul style="list-style-type: none"> - To what degree are key child protection services free for all children in the country? - Are there any hidden costs that act as a barrier for access to child protection services for all children in the country? - Are there any additional costs for refugees to access child protection services?
	<p>Acceptability - Family and community practices and attitudes towards available services</p> <ul style="list-style-type: none"> - Do families and communities know about the child protection services? - Do families and communities accept or agree to access key child protection services? - Are the child protection services acceptable to refugees' families and communities (language, attitudes etc.)? - Do refugees face particular challenges in knowing about available child protection services or relevant laws or policies?
	<p>Quality – including human/staff capacities</p> <ul style="list-style-type: none"> - To what degree are national child protection services in line with international standards including the Best Interest of the Child? - To what degree do staff in national child protection services have appropriate skills to provide quality child protection services? - Do staff in national child protection services have appropriate knowledge and skills to provide services to refugee children? - To what degree do child protection front line national child protection service providers involved in the refugee response have systematic access to capacity development opportunities? - To what degree has national level capacity development initiatives for national child protection services been undertaken as part of the refugee response?

Adequate investment in Knowledge and data generation and use	Information management systems <ul style="list-style-type: none"> - To what degree is data on key child protection issues systematically collated across organisations involved in the refugee response? - To what degree is the data management systems used by national child protection actors harmonized or linked to the data management systems used as part of the child protection response to the refugee situation?
	Research assessments/evaluations <ul style="list-style-type: none"> - Do ongoing national child protection assessments/evaluations conducted include issues related to refugee child protection? - Are child protection issues systematically adequately addressed as part of broader assessment related to refugee issues in the country? - Do child protection assessments for the refugee response routinely collect information on national child protection systems and services?
	Data routine monitoring <ul style="list-style-type: none"> - To what degree is data on child protection issues available through national routine data monitoring systems? - Do these routine data systems allow for disaggregation of information about refugees and other affected populations?

