

# JORDAN REFUGEE RESPONSE Inter-Sector Working Group

**Meeting Minutes & Action Points**  
3<sup>rd</sup> May 2015 • UNHCR Office, Amman



## Agenda

Inter-Sector Linkages: Basic Needs (40 Minutes)

Review of Action Points

Community Gatherings: Zaatari

Presentation by INGO Forum

Common Advocacy Messages / Priorities

2<sup>nd</sup> Half of 2015: Needs Assessments; Mid-Year Reviews; 2016

One Minute Updates:

- ISWG Update April: Points for IATF
- SGFPN / Gender Training
- Coordination Training (May 26-28)
- Contingency Planning
- VAF Launch: 11<sup>th</sup> May

Action Points from previous meeting	RESPONSIBLE	Status
Sectors should discuss 'Advocacy' common theme at next Sector meeting and draft Common Messages. Results of discussions should be sent to Alex Tyler before next ISWG meeting in early May.	Sector Chairs	Done by Health and Protection only.
Sector Chairs should look at VAF findings and perform a data check for their sector.	Sector Chairs	Completed
Remaining sectors to identify and invite government counterparts.	Food Security	Pending
The sector chairs to revert through the ISWG, to OCHA to provide their urgent sector priorities (one or two priorities) in order to include it in the call for proposal. Calls for proposals will be launched in the last week of April.	Sector Chairs	Complete
Sector chairs need to review their targets and do a sense check on the caps inserted by the Coordination unit are reasonable.	Sector Chairs	Done by some

## 1. Inter-Sector Linkages: Basic Needs.

The presentation began with a brief description of the structure of the Basic Needs Working Group (BN WG). It was formed recently from the merging of the Cash Working Group (CWG) and Non Food Items Working Group (NFI WG). This merger also brought a second merger: that of camp and non-camp management as the CWG and NFI WG previously split along the camp/non-camp line. So far, the main projects/issues that the BN WG has dealt with are: Winterization, MEB, RAIS, Vulnerability, and Livelihoods.

The presentation also included a brief outline of the BN Workplan for 2015. It included:

- VAF Operationalization
- Reporting
- Internal Procedures: these are mainly finished but there will be continuous reviews.
- Operational Support: this is very strong in both Cash and Non-Food Items.

Further details are available in the attached powerpoint presentation.

### Group Discussion: inter-sector nature of cash and vouchers

Inter-sector nature of cash and vouchers remains a continuous challenge, particularly unconditional cash, and forms the topic for group discussion. It was decided that the issue of unconditional cash was inherently inter-sectorial and therefore appropriate for group discussion.

The main two questions presented to the Sector Chairs for discussions were:

1. What are the C&V (cash & vouchers) related issues that come up in your sector? How much technical input/exchange would you like to see?
2. Is your sector using/considering C&V? What is the scope for technical collaboration? What are the limits of monetization of assistance?

The below table shows the results of the inter-sector linkages discussion.

Group Discussions – ISWG – 3 May 2015 C&V by Sector – Scope and Possible Inter-Sector Linkages					
Protection	Education	Health	Food Security	Shelter	WASH
PRT Sector currently engaged in discussions on sizing (level of assistance). Per capita or per HH approach vs.	C&V are not prioritized by the sector, but any such intervention should be accompanied by awareness raising about	On-going discussions about a programme to offset the cost of access to health services. Discussions touch upon	C&V are used across the board in the Food Security sector and the interest in having a deep collaboration on technical	Continued need (though limited interest for ownership) on rental impact assessment/EMMA.	C&V is only a marginal issue for the sector. Two issues that are important to the sector are (a) how to get good

needs-based approach.	school attendance.	issues of conditionalities and monitoring.	issues on C&V is high.		expenditure assessment data and (b) how to do M&E.
PRT grappling with and wanting to explore further the connections between cash and protection risks (and their mitigation).		On-going discussions (at Nutrition SWG level) on the use of complementary C&V for fruit and vegetables to address issue of lacking micro nutrients.		Winterization and emergency shelter coordination is requested (especially when using C&V)	
Points for further collaboration with Basic Needs Sector					
Collaboration on sizing and work on protection impact through cash assistance.		Collaboration with health on roll-out of cash to offset access to health costs – particularly regarding monitoring.	Explore either a differentiated section in sector meetings or a joint technical support group (similar to the Zaatari model)	Continued collaboration on winterization.	Closer collaboration on data sharing (incl. PDM)

The next inter-sector linkages presentation will be made by Education at the June meeting

## 2. Review of Action Points

Action Points from last meeting:

1. Sectors should discuss 'Advocacy' common theme at next Sector meeting and draft Common Messages. Results of discussions should be sent to Alex Tyler before next ISWG meeting in early May.

Currently received from Health and Protection. Deadline in next few days: will be submitted to IATF (heads of agencies and donors).

2. Sector Chairs should look at VAF findings and perform a data check for their sector.

All sectors have been contacted by Kate Washington. Not all have reviewed/ given feedback yet e.g. Food Security: need to give feedback in next few days as it will be used by Wednesday.

3. Remaining sectors to identify and invite government counterparts.

Still waiting on Food Security: they are unsure exactly who to invite as there is no normal line ministry. The issue is being dealt with but not yet settled.

4. *The sector chairs to revert through the ISWG, to OCHA to provide their urgent sector priorities (one or two priorities) in order to include it in the call for proposal. Calls for proposals will be launched in the last week of April.*

All sectors have done this.

5. *Sector chairs need to review their targets and do a sense check on the caps inserted by the Coordination unit are reasonable.*

There has been more engagement from some sectors than others.

**Action Point:** People agree that it would be useful for Kaleem to contact all sectors chairs and go through data with them.

### 3. Community Gatherings: Zaatari

The purpose of sharing info on Community Gatherings at the ISWG meeting is ensure that national sectors are aware of the initiative, as issues raised at the community gatherings have implications for different sectors. Most sectors are represented at camp level and should be in principle aware.

Please see the attached PowerPoint presentation.

They defined the community gatherings as such:

“The community gatherings represent a platform for broad-based and voluntary participation of refugees in planning and monitoring of humanitarian assistance programs in Zaatari. The gatherings will also provide the venue for refugee’s participation in decision making. In addition, the gatherings will ensure regular information sharing and exchange between refugees and humanitarian partners”.

Who, when, where:

The community gatherings take place every two weeks, on a Tuesday (12.30-1.30pm) in the Buffer Zone. The gatherings are led by the Community Mobilization Working Group. It is chaired and co-chaired by UNHCR / IRD which report back to the Protection Working Group. Refugees from all districts participate, as do all partner organizations. The gatherings are split into ‘Men’ and ‘Women’ subcategories.

Objectives of the gatherings:

- Involving refugees in problem-solving and decision-making processes
- Developing refugees’ capacities, resources, and community leadership
- Ensuring diverse representation: gender, age, socio-economic status, background, etc.
- Providing an opportunity for organizations to answer questions/concerns and hear feedback on assistance and service systems
- Strengthening communication between organizations and the refugee community

Reviewed by ISWG 120515

The gatherings went through a pilot phase: October-November 2014. The idea was to start small and then expand the programme to the whole camp. It was piloted in districts 3, 7 and 10. [It should be noted that needs within the camp are very district-specific.]

The pilot phase targeted the following categories: men, young men, and women. Each meeting had approximately 20-40 refugees. The meetings in the pilot phases occurred weekly.

The table below shows what was discussed at these pilot meetings:

<b>October 2014 (location)</b>	<b>Week 1</b>	<b>Week 2</b>	<b>Week 3</b>
<b>District 3 – Questscope &amp; Oasis Centers</b>	<b>Men</b> <i>Cash for Work</i>	<b>Young Men</b> <i>Cash for Work</i>	<b>Women</b> <i>Electrical wiring</i>
<b>District 7 – OXFAM Center</b>	<b>Men</b> <i>Education</i>	<b>Young Men</b> <i>Cash for Work</i>	<b>Women</b> <i>Health Services</i>
<b>District 10 – IRD Community Center</b>	<b>Men</b> <i>Caravans</i>	<b>Young Men</b> <i>Cash for Work</i>	<b>Women</b> <i>Cash for Work</i>

The presentation then discussed some of the findings from the community gatherings held so far. It was often the case that their findings confirmed previous assessments. For example, Cash to Work was an issue that many refugees wished to discuss. For women there was the extra concern about the nature of the opportunities on offer: many felt they were not appropriate activities and therefore could not engage. A lot of complaints related to a lack of information or confusion about the current systems and procedures in the camp.

Mass information: There is now a feedback loop, to answer questions and issues raised by refugees during the gatherings. A monthly 'Communique' is issued in English and Arabic, after discussion with the sectors in Zaatari. This requires commitment at the sector level.

**Action Point:** Zaatari Camp Management would like all partners to participate in the CMC forums in order that the refugees' concerns are addressed and that refugees are provided with a unified response. If partners wish to be added to the distribution list please contact, Irene Omondi [omondii@unhcr.org](mailto:omondii@unhcr.org).

Reviewed by ISWG 120515

It is hoped that in the future these community gatherings will expand to include other forums in the camp e.g. district meetings.

Alex will start forwarding communiques from Zaatari to all sectors.

#### **4. Presentation by INGO Forum**

A brief summary of the work done by INGO Forum was made by its coordinator, Sarah Ferris [sarah.ferris@jordaningoforum.org](mailto:sarah.ferris@jordaningoforum.org). Please see the attached document for more details.

The Forum was established in 2012 and has expanded rapidly since. According to its own definition:

“The Jordan INGO Forum (JIF) is a network of 42 international non-governmental organizations (INGOs) implementing humanitarian and development programs to crisis-affected communities in Jordan, including to both Jordanian and refugee populations in official camps and throughout Jordan. The main goal of the Forum is to serve the needs of its members and to act in their interest for the betterment of serving beneficiaries in Jordan. JIF does this primarily through coordination, information-sharing and advocacy.”

The Forum originally focused solely on humanitarian issues but has now incorporated development issues as well. Meetings are held once a month and there is a high attendance. The Forum is run by a Steering Committee made up of the Country Directors from each of the following 5 organisations:

CARE, ACTED, Oxfam, World Vision and Save the Children. The Forum is also directed by a Chairperson, which is currently filled by Mr. Petr Kostohryz, Country Director of the Norwegian Refugee Council (NRC).

The committee has four working groups: Human Resources; Advocacy; Government Liaisons; Cross Border.

The Advocacy Working Group is a recent addition, it started last November.

The Government Liaisons Working Group mainly deals with project approvals. There has been a lot of success in this area and most projects are moving through very quickly, according to Country Directors. The only projects currently being held up are Shelter projects. This is because of a recent decision made by the Ministry of Interior to halt all shelter projects outside of the camps. Mohammed Abdel-Al, from Shelter, says that he is having a meeting with the Ministry today (03/05/15). He says it is going to be a long process to get the projects approved again.

Despite project approvals moving quickly, other problems have since arisen e.g. at the governorate level, where projects have been approved but they haven't been coordinated with the governor. All this slows down implementation.

Note: The Forum is creating a new set of terms of reference to use. They will soon be discarding the old terms of reference.

#### **5. Common Advocacy Messages / Priorities**

Heads of agencies are asking for common advocacy messages. These messages will be shown to visiting dignitaries, donors, and in particular the government. Key themes need to be agreed upon which can

then be developed into common advocacy messages. Sector chairs need to discuss this at their sector meetings and then draft bullet points to send to Alex Tyler A.S.A.P. An initial draft will be submitted to the Heads of Agencies by next Monday / IATF.

Besides a list of advocacy messages, a list of programmatic priorities (both on a sector and inter-sector level) have been drawn up. These could feed into mid-year review plans by MoPIC under the JRP.

Concerns were raised on linkages with the JRP process, and the need for clarity in this regard, before embarking on a process at the refugee sector level.

Ann Burton from Health adds that it is important to keep the mid-year review as light as possible, given that the situation has not changed that much.

**Action Point:** Do a review of the sector priorities in two weeks' time. A review of the inter-sector priorities will be available at a later date.

Heads of Agencies/IATF will be asked to provide clarity on the JRP schedule, which will most likely require input from the refugee sectors.

Deadlines: We want to submit on an Inter-sector level by next Monday. Sector-level messages have until next Thursday. After the IATF, sectors can review a finalized document including all the messages.

Not all points on the agenda were covered in this meeting. Points not covered will be sent around by email:

- ISWG Update April: Points for IATF
- SGFPN / Gender Training
- Coordination Training (May 26-28)
- Contingency Planning
- VAF Launch: 11<sup>th</sup> May

ACTION POINT	RESPONSIBLE	By When?
Sectors should ensure they are represented at the Zaatari CMC and subscribe to Zaatari distribution list. Alex Tyler to send around communiqués on community gatherings.	Sector Chairs	Zaatari CMC is every other Tuesday. The next one is: 19.05.15.
Sectors to do a review of the sector-level priorities, to be shared as a compiled list by Inter-Sector Coordination.	Sector Chairs	Two weeks from now.
Inter-Sector coordination to raise need for clarity on JRP schedule at the IATF	Inter-Sector	By Monday 11 <sup>th</sup> May
Remaining sectors to identify and invite government counterparts.	Food Security	ASAP.
Sector chairs to go through the data on their monthly dashboards with Kaleem Ur Rehman.	Sector Chairs	ASAP.

List of Participants:

Name	Sector / Position	Email
Alex Tyler	Inter Sector	<a href="mailto:Tyler@unhcr.org">Tyler@unhcr.org</a>
Volker Schimmel	Basic Needs	<a href="mailto:schimmel@unhcr.org">schimmel@unhcr.org</a>
Jennifer Gulbrandson	Protection	<a href="mailto:Jennifer.gulbrandson@drc-jordan.org">Jennifer.gulbrandson@drc-jordan.org</a>
Irene Omondi	Community Security Officer	<a href="mailto:omondii@unhcr.org">omondii@unhcr.org</a>
Ann Burton	Health	<a href="mailto:burton@unhcr.org">burton@unhcr.org</a>
Roger Dean	Basic Needs	<a href="mailto:Roger.dean@nrc.no">Roger.dean@nrc.no</a>
Katherine Dunn	Associate Field Officer Irbid	<a href="mailto:dunnk@unhcr.org">dunnk@unhcr.org</a>
Jamal al Shah	WASH	<a href="mailto:jshah@unicef.org">jshah@unicef.org</a>
Sarah Ferris	JIF Coordinator	<a href="mailto:Sarah.ferris@jordaningoforum.org">Sarah.ferris@jordaningoforum.org</a>
Kaleem ur Rehman	Coordination	<a href="mailto:rehmank@unhcr.org">rehmank@unhcr.org</a>
Sarah Martin	GENCAP	<a href="mailto:martinsa@unhcr.org">martinsa@unhcr.org</a>
Mohammed Abdel-Al	Shelter	<a href="mailto:abdelal@unhcr.org">abdelal@unhcr.org</a>
Faeza Abo Al Jalo	Health	<a href="mailto:Abual-jalo@unfpa.org">Abual-jalo@unfpa.org</a>
Karen Whiting	Protection	<a href="mailto:whiting@unhcr.org">whiting@unhcr.org</a>
N. Touaibia	PI / Mass Communication	<a href="mailto:touaibia@unhcr.org">touaibia@unhcr.org</a>
M. Al Hamwan	Humanitarian Officer	<a href="mailto:malhamwan@unicef.org">malhamwan@unicef.org</a>
Farrukh Mirza	Education	<a href="mailto:fmirza@unicef.org">fmirza@unicef.org</a>
Midori Sato	Chief Health & Nutrition	<a href="mailto:msato@unicef.org">msato@unicef.org</a>
Ban Al-Rashdan	WFP Programme Officer	<a href="mailto:ban.alrashan@wfp.org">ban.alrashan@wfp.org</a>
Dorte Jessen	Head of Programme - WFP	<a href="mailto:dorte.jessen@wfp.org">dorte.jessen@wfp.org</a>
Philip Mann	Public Health Consultant	<a href="mailto:mannp@who.int">mannp@who.int</a>