

## Athens CWC Working Group Meeting

<b>Date:</b>	4th May 2016	
<b>Participants:</b>	Timo Luege UNHCR CwC + Alexandra Zavvos (SolidarityNow); Elena ( Greek Forum of Refugees) + Miguel Barba (IFRC) + Emily Carlsson(Salvation Army) Rose Foran and Rachel Maher (Internews )+ Maria from Caritas Hellas, Janus Laursen (EASO) + Translators without Borders (Marta Zaccagnini) + Rahim Amir (Baroness in house of lords)	
<b>Chair:</b>	UNHCR & Solidarity Now	
<b>Agenda</b>	<b>Action points</b>	
<b>Agenda</b>	<b>Discussions</b>	<b>Action points</b>
<b>Review of last meeting's minutes / action points</b>	<ul style="list-style-type: none"> <li>• Use of large screens in camps to screen Olympic Games and UEFA and communication for key CwC messages to PoC. Potential mobilization of Hellenic Olympic Committee or Football association to provide screens.</li> <li>• Solidarity Now still to follow up with Q&amp;As from refugees and asylum-seekers (ongoing).</li> <li>• UNHCR –suggestion to Organize Short Security Training for CWC Focal Points.</li> <li>• SoPs for information delivery in different camps/sites.</li> </ul>	<p><b>ACTION: IFRC and Solidarity Now to check their connections. Identify most relevant stakeholder to undertake coordination for placement of screen.</b></p> <p><b>ACTION: Solidarity Now and any other actors on the ground to finalize and share FAQs</b></p> <p><b>ACTION: Briefing cancelled for time being.</b></p> <p><b>ACTION: UNHCR to follow up.</b></p>
<b>Urban Refugee/</b>	<ul style="list-style-type: none"> <li>• Need identified to plan ahead for increasing caseload of urban refugees. After pre-registration exercise and obtainment of legal documents (asylum card) + increase of CASH programmes, there is an expectation that camp dwellers will leave camp settlements and choose to live in urban centres. In this case, information sharing will take a different shape and CwC must be prepared.</li> <li>• Victoria Sq WG to start group and task force for mapping of urban dwellers.</li> <li>• Organization of a parallel meeting with all interested actors to strategize on outreach to urban caseload residing in Athens/Thess. First meeting scheduled Thursday 12<sup>th</sup></li> <li>• Salvation Army very eager to participate in these talks. Internews as well. Solidarity Now, Anglican, Society for</li> </ul>	<p><b>ACTION: Emily (Salvation Army) to communicate initiative to Victoria Square WG.</b></p>

	Dev and Creative Occupation of Children, and Save the Children as well. TIMO will organize this discussion.	
<b>Feedback on proposed CwC WG Indicators + Objectives</b>	<ul style="list-style-type: none"> <li>• UNHCR (Timo) received Feedback from two organizations for the objectives and indicators. Considered final.</li> <li>• Additional most relevant indicators fed into regional response plan (RRMRP). Percentage of camps with connectivity hubs and number of quarterly assessments that evaluate understanding of key legal &amp; asylum issues by target audiences. Original objectives limited and indicators not appropriate. Reviewed by protection group.</li> </ul>	<i><b>ACTION: UNHCR to share final indicators/objectives</b></i>
<b>Forum for Translators and Interpreters</b>	<ul style="list-style-type: none"> <li>• We should have specific forum for translators and interpreters as a sub group.</li> <li>• TwB developed ToR, Marta (TwB) will be leading the group, 1st meeting week of the 15<sup>th</sup> of May.</li> <li>• Purpose and activities of Sub Group: Share best practices, report on info gaps, and standardize glossaries in some of the key languages.</li> <li>• Is group restricted to interpreters and translators or can it incorporate cultural mediators? (InterNews questions) What about Refugee liaison officers, one of their tools is interpretation but overall more broad? TwB answers restriction is not in place but self-assessment as to whether it useful for them, would they benefit from these trainings: self-signup. Is training embedded in this Sub-Group?</li> <li>• IFRC asks whether one of the Forum's activities will be to provide interpreters for different projects. TwB makes distinction between different tasks: main task to provide translation and interpretation support to orgs working in field + coordination through the sub-WG. The sub-WG does not provide translation services directly.</li> <li>• UNHCR highlights outreach→how to reach actors in these meetings in order to ensure wider audience, cannot be restricted to Metadrasi/Action and TwB. →Time of meeting important (SA), need to avoid field work hours to ensure high participation, evening hours prioritized.</li> <li>• GRC raised protection point about intercultural mediation-raising awareness in sites regarding protection side of interpretation and intercultural mediators.</li> </ul>	<p><i><b>ACTION: all interested encouraged to sign up to sub-WG via <a href="mailto:marta@translatorswithoutborder.org">marta@translatorswithoutborder.org</a>.</b></i></p> <p><i><b>ACTION: UNHCR to share ToRs</b></i></p>

		<b><i>ACTION: Meeting to be scheduled at 18:00 or 19:00 at the end of working day.</i></b>
<b>Pre-registration exercise</b>	<ul style="list-style-type: none"> <li>● Pre-registration for people on the mainland exercise will start place at the end of the month. Date to be confirmed.</li> <li>● Pre-registration exercise is the answer to the Skype-system being overloaded. Asylum Service (AS) capacity over-stretched cannot in short time register all asylums claim properly. The pre ensures biographical data is registered and asylum interview set for a later date (full claim submission) -the final stage is the reception of a decision.</li> <li>● 1st step: mainland: before 20th March, who have a police notice (can be expired). 2 large teams of ~80 people, Greek Asylum Service supported by UNHCR and EASO. Operation to start simultaneously in north plus south in charge of pre. Start in formal sites. Within 6 weeks to 8 weeks all will be registered.</li> <li>● 2nd step: if still people in informal sites: will be addressed during 2nd step. 3rd step in urban areas.</li> <li>● IFRC: After the pre-registration - where will the interviews for lodging the asylum claim take place (new offices set up?) We do not know, probably in main cities.</li> <li>● UNHCR stresses must manage to communicate to communities now regarding pre, tell them why they're pre-registering and how they will benefit. Otherwise risk of no sign-ups. It has been reported in media but dates not fixed.</li> <li>● Schedules for pre to be published? Yes. Not sure where.</li> <li>● General guidelines to share with communities: PoC should not leave their site to another one. If people in site hears that pre-registration had started in another, will be anxious and leave, need to prevent mass influx from one camp to next. As EVERYBODY will be registered.</li> <li>● Team deployed: ~80 in each. First the big team will go to one site altogether. After two smaller teams on smaller sites. Not every site will be visited, as it includes setting up a whole infrastructure (rub halls with computers). So if 4 or 5 sites are nearby, then people will be bussed in from around the area.</li> <li>● Rahim Amir: Would it not be more helpful to be more flexible in order to avoid a tiny timeframe, where people may miss their opportunity (sleeping schedules, and fasting-getting up at dawn-great time for communication -to reach out for communication messages at dawn where all get up and eat together-so TV screens would be ideal for this point). UNHCR says, that's why it's a</li> </ul>	<b><i>ACTION: Please share that PoC should stay put in camp of current residence.</i></b>

	<p>comms challenge, to get through to community in such small timeframe. It will be hard explaining in all languages on time (in approx. 3 weeks) and getting thru to all</p> <ul style="list-style-type: none"> <li>• Rose (Internews) suggestion: CwC interagency task force for this→ for this exercise particularly-urgent and practical. It is important to engage volunteer groups. UNHCR plus other partners agrees.</li> <li>• Pre has been announced in Greek media so we can share this information. Rachel (Internews): questions will start coming now so a pre-statement is important. Rose brought up fact that a lot of people are still asking about skype: Timo confirms skype will remain in parallel; Emily (SA): confirms skype is unreliable but works: family of 11 got a skype call.</li> <li>• How long does it take: 30 min/45 /1 hour-quite fast. Will free up capacity (urban areas) as others in camps will be serviced so won't need skype.</li> <li>• Other channels for non-eligible or semi-eligible populations: Miguel (IFRC) all nationalities will be pre-registered? Answer: Yes.</li> <li>• There will also be a desk for voluntary return.</li> <li>• PoC with valid police note who do not want to get registered, but do want to access assistance; this is feasible, will be a separate line for it.</li> <li>• Important to get info out as pre is also pathway for family reunification and resettlement. → All steps to be explained for PoC i.e. Step 1: you arrive at site, step 2: wristband checked. We need to start with step –(minus) 1.</li> <li>• Authority in charge of these CwC messages, and signing off these messages, is the asylum service, we just support them.</li> </ul>	<p><b><i>ACTION: UNHCR+ EASO to meet asylum service for mass information campaign and agree on content and strategy of info dissemination</i></b></p> <p><b><i>ACTION: form and mobilize CwC task force.</i></b></p>
<p><b>Lightning Talks on CwC Best Practice</b></p>	<ul style="list-style-type: none"> <li>• Concept: Organizations or individuals volunteer to speak about a CWC project they are either doing or want to do for 5 minutes.</li> <li>• SolidarityNow (SN) presented Hosting/Filoxenia project, funded by UNHCR in context of 20 000 places to be created in Athens +Thessaloniki for asylum seekers 'stranded' in Greece and awaiting relocation. The Hosting Scheme is an initiative to support access to accommodation/shelter of asylum seeking population (700 places) with the addition of a holistic package of support services including food vouchers, frequent visits of case-workers, access to the Athens Solidarity Center(medical, legal, psychosocial, family support, job-searching services free of charge); however it also seeks</li> </ul>	<p><b><i>ACTION: Solidarity Now: to share details of Hosting Scheme</i></b></p>

	<p>to create the basis for solidarity and channels of communication and interaction between local and newly arrived communities in order to create a best-practice and ensure a positive impact comes out of this crisis. Case-workers ensure matching between hosting family and family hosted on a case by case basis: eligibility, matching criteria. Visits every household and conducts in-depth interview and assessment of case and conditions. Stay is temporary but not short (around 3 months: upon request).</p> <ul style="list-style-type: none"> <li>• Questions about beneficiaries: must be pre-registered (for asylum), priority to vulnerable families , no UAC, UNHCR provides beneficiaries to program (they are pre-selected by UNHCR and places filled by SN's Filoxenia team. More details on access to program through Hosting personnel. Alexandra will share info.</li> <li>• Internews volunteered to speak next.</li> </ul>	<p><i><b>ACTION: Internews to present next.</b></i></p>
<p><b>AoB</b></p>	<ul style="list-style-type: none"> <li>• Internews working on “In the Loop” which gives a weekly snapshot of interactions from refugee liaison officer in field, deriving trends (etc.) directly updated to database. Primary audience is the humanitarian community. Serves as an accountability mechanism too. Rolled out in about a month.</li> <li>• Internews would like to host focus group; most beneficial to humanitarian community (what they would want). Hosting one in Athens and Lesvos: will share invitation.</li> <li>• Miguel: asks about contact of a graphic designer. Rachel suggested The Cube (Exarchia) as well connected and friendly.</li> <li>• Timo (UNHCR) suggested contacting School of Arts: students to contribute with cartoons and other for communications. Whether there is a way to work. Timo thinks there are genuine learning opportunities there.</li> <li>• Rahim Amir: offers her help, can make recommendations to any org interested.</li> <li>• RRM RP → Timo explains no final version of it yet.</li> </ul>	<p><i><b>ACTION: Internews to start focus group.</b></i></p>
<p>The next meeting will be held on: <b>18<sup>th</sup> May 2016, 14:00 at the UNHCR office in Michalakopoulou 91</b></p>		