



Inter-Agency
Coordination
Turkey

PROTECTION WORKING GROUP – Southeast Turkey

Meeting Minutes – February 8, 2017

Meeting subject:	Protection sector strategy development (workshop outcomes review and output development)
Time & location:	Wednesday February 8, 10:00-12:00 UNHCR Gaziantep
Chaired by:	Terra MacKinnon
Minutes prepared by:	Arda Kuran and Terra MacKinnon
Participants:	AAR Japan, ASAM, Basmeh & Zeitooneh, CARE International, Concern Worldwide, Diakonie Katastrophenhilfe, Gaziantep Bar Association, Gaziantep Metropolitan Municipality, GIZ, Global Communities, Handicap International, IBC, IMPR Humanitarian, International Rescue Committee, IOM, MSF OCBA/ CA, Refugee Rights Turkey/Mülteci Hakları Merkezi, Relief International, Save the Children, Support to Life, Syria Relief Network, Syrian Forum – Fener, Turkish Red Crescent, UNHCR, UNICEF, UOSSM, Welthungerhilfe (WHH), WFP, World Vision and YUVA Association.
Agenda:	<ol style="list-style-type: none">1. Welcome2. Administrative follow up (minutes, action points, announcements)3. Review draft strategy4. Revise and refine strategy5. Update on individual protection assistance (IPA)6. Create 2017 workplan for the PWG7. AoB

MEETING HIGH LEVEL ISSUES

- Members worked in groups to revise the strategy outputs and committed to providing feedback by email by the following Tuesday COB, due to time constraints within the meeting.
- Two new task forces were proposed and endorsed by group members. One for following up on best practices in overcoming obstacles in obtaining disability health reports and the other to create a common understanding of ‘individual protection assistance’.
- After the MoH presentation on the vaccination campaign, there was a positive and substantial expression of interest on behalf of WG members to support the campaign with their human and material resources.

AGENDA POINT	DISCUSSION
1. Administrative	<ul style="list-style-type: none">• The meeting minutes for December 2016 were endorsed.



follow up (minutes, action points, announcements)	<p>Announcements were shared for the following:</p> <ul style="list-style-type: none">• <u>MHPSS Sub-working Group held a workshop</u> in Ankara with government and humanitarian partners to discuss referral pathways. PWG members will be informed if any similar workshop is planned at sub-national level.• The <u>DGMM registration verification</u> project is continuing to roll out and has now started in some areas of the southeast. Appointments for verification are now being given in K.maras and Antakya (town only) as part of phase three. Phase four should start in mid/end of March and will include Osmaniye, Adana and the rest of Hatay province. Tentatively, phase V will include the rest of the southeast provinces, except Sanliurfa. Sanliurfa is planned to be covered in Phase VI. See attached map. Two information sessions for partners on the verification exercise will be held in February. One in Gaziantep on Thursday February 16 from 10:00-13:00 and the other in Hatay on Wednesday February 15 from 10:00-13:00. The announcement will be shared by email with instructions on how to register your interest in attending.• The Ministry of Health (in partnership with UNICEF and WHO) presented the details of its vital public health initiative, '<u>Vaccination Campaign of Syrian population in Turkey</u>', that will protect both refugee and host populations from outbreaks of communicable disease. The first round of the campaign will be carried out between February 15th and 28th all over Turkey. The MoH is taking great care to reach Syrians in the communities where they live and to ensure that all information about the vaccines is clearly communicated. Every immunization team will have minimum one Arabic speaker, preferably two. PWG members are encouraged to support the MoH with the knowledge and skills of their protection teams. Support needs include Arabic and Turkish speaking personnel, community guides, health promotion, transportation and more. Details on how to volunteer support will be shared by email. All members are encouraged to support by printing and sharing leaflets, Q&A factsheets and posters; sharing the email call to action with other organizations; and using the key message (in Turkish, Arabic and English) prepared by UNICEF to get the word out.• HI tabled a suggestion to create a guidance note on best practices to overcome challenges in obtaining a disability health report. Other group members agreed that this would be a useful resource and voiced their willingness to contribute to such a document. The <u>creation of a Disability Health Report Task Force</u> was endorsed by the group with the objective of completing this task and HI volunteered to lead the group. The group will be time bound, task oriented and will report to the PWG.• Action points were reviewed, with attention to the <u>red flagged actions</u>, including the common IA referral forms, ad hoc meeting on case management information management, contact information for gateway organization referrals and addition of a national NGO to the PWG core group.
2. Review draft strategy	<p>The outcomes of the protection sector strategy development workshop were reviewed along with the analysis process that resulted in a set of three 'high level' objectives. The 2017-2018 3RP M&E framework was also introduced as a reference point. Items reviewed include:</p>



Prioritized list of key protection issues

Rank	Issue	Sector	Score
1	Syrian refugees not registered with the Turkish government (TP) (including pre-registration status) Inform	Protection	118
2	Child labour	Child Protection	51
3	Access to Justice (trust, info, implementation), including legal aid & counseling	Protection	35
4	Child marriage	Child Protection	32
5	Exploitation in the labour market (especially women and children)	Protection	27
6	Bullying & harassment of children in schools (by students/teachers), including to/from school and in con	Child Protection	24
7	Social cohesion between refugee/host, intra-Syrian and Syrian/non-Syrian refugee communities	Protection	20
9	Forced marriage	SGBV	19
10	Unaccompanied and separated children (care and cross-border separation)	Child Protection	16
12	Poor psychosocial well-being and social isolation	Protection	15
13	Intimate partner violence	SGBV	15
14	Detention	Protection	14
15	Unsatisfactor and undignified access to services	Protection	14
16	Child abuse (within the home)	Child Protection	13
17	Harassment of refugee women and girls in public spaces	SGBV	13
18	Public perceptions & social norms / Lack of respect & discrimination	Protection	9
19	Safety of LGBTI individuals (including identification and referral)	SGBV	9
20	Child recruitment	Child Protection	7
21	Antisocial behaviour by children/youth/adolescents (ex. substance abuse)	Child Protection	7
22	Trafficking and human smuggling	Protection	7
23	Second marriage	SGBV	7
24	Refolement and access to territory	Protection	6
25	Protection of older persons	Protection	4
26	Limited capacity to accommodate non-turkish in women's shelters	SGBV	3
27	Restrictions on freedom of movement (linked to residence registration)	Protection	1
28	Psychological well-being of men	Protection	1
29	Breakdown of child/parent roles within the family (ex. children acting as interpreters)	Child Protection	0
30	Harassment by landlords	Protection	0
31	Intra-family domestic violence	Protection	0
32	Scams/fraud/corruption targeting refugees	Protection	0
33	Unidentified protection needs/vulnerable individuals	Protection	0
34	Informed and voluntary return	Protection	0
35	Silencing of SGBV survivors	SGBV	0

Summary of causal analysis and protection risk analysis

Summary of causes:

Financial and physical insecurity combined with limited information. For example, unable to pay for transport to access services



or to pay for the services themselves, unaware of rights and entitlements and fearful of claiming rights or even being in the public domain.

Exploitation of vulnerability combined with maladaptive coping mechanisms, which disproportionately impact persons with specific needs. *For example, employer preferences for women and children, household decisions that put immediate needs over long term gains and the pervasive impact of language barriers for both refugees and service staff.*

Attitudes and beliefs (which influence coping mechanisms) rooted in social/cultural norms, education level and personal experience. *For example, the role of males and females in society and the family, level of trust in law enforcement and authority figures, level of hope or despair and negative inter-communal perceptions.*

Summary of risks:

Family, national authorities and host community members are the main sources of both perpetrators and duty-bearers.

Family members including husbands, parents, siblings and extended family are important sources of both help and harm, as are government service officials (governors, DGMM/PDMM staff, MoFSP staff, police, etc.) and host community members, such as neighbours and employers.

Language ability, economic insecurity, mental health status and social isolation are key individual vulnerability factors, in addition to the typically considered ‘age, gender and diversity’.

Inability to speak Turkish, poverty, poor mental health and social isolation appeared as top level vulnerability factors, followed by caretaking burden, education level/literacy level, family fragmentation and self-esteem. These factors are in addition to the more typically considered, and very pervasive, factors of age (very young or old), gender (female) and diversity (disability, LGBTI, ethnicity, nationality, legal status, etc.).

The environmental vulnerability factors revolve around the themes of networks and perceptions.

Displacement has caused the loss of protective family and social networks, with many people now living in unfamiliar and even hostile communities. There is a high level of mistrust, misperception and negative perceptions between refugees and host community members as well as between refugees and national authorities.

Law, language, psychosocial well-being and a supportive family, community and civil society are key resources for protection.

In addition to enjoying the protection of Turkish and international law and the support of civil society, a refugee’s protection risks are further reduced when they are able to speak Turkish, are aware of their rights, have good mental health and mental ability and have strong family and community social bonds.



Top three general protection issues with issue specific objectives

Issue 1: Many Syrian refugees are not registered with the Turkish government

Objective 1.1: Urgent and extremely vulnerable cases have priority access to registration (including all new-borns)

Objective 1.2: Registration offices meet a minimum standard for inclusion (ex. physical, linguistic, information)

Objective 1.3: Rural areas have transportation facilities for registration available to all, free of charge (i.e. Mukhtar/PDMM collaboration)

Issue 2: Refugees have limited access to justice, including legal aid & counselling

Objective 2.1: To achieve full (or at least improved) understanding of rights of refugees for officers in public institutions

Objective 2.2: To educate vulnerable refugees on their rights, entitlements and procedures for accessing justice (including cooperation between state and civil society)

Objective 2.3: To increase accessibility of the institutions of justice (police, courts, etc.)

Objective 2.4: To mainstream rights promotion in all sectoral responses (ex. community-based security through police/community relations committee that could carry out security assessments or safety campaigns)

Issue 3: Exploitation in the labour market, especially of women and children

Objective 3.1: People are aware of labour rights and exploitation

Objective 3.2: A 'pushing mechanism' is established

Objective 3.3: The work environment is improved

Suggested high level objectives (with outputs formed from workshop issue specific objectives)

High level objective 1: Refugees are well informed about their rights and responsibilities in Turkey and in relation to durable solutions

Refugees have information in an easily understandable format (including for those with specific needs), and which allows for two way communication, on their rights, entitlements and responsibilities. Target areas for awareness are guided by the top protection concerns identified by the Protection Working Group members, including: the Temporary Protection Regulation and registration; pathways and assistance to access justice; labour law; third country resettlement; and voluntary repatriation, including for those in detention.

Output 1.1: To educate vulnerable refugees on their rights, entitlements and procedures for accessing justice (including cooperation between state and civil society)

Output 1.2: To mainstream rights promotion in all sector responses (ex. community-based security through police/community relations committee that could carry out security assessments or safety campaigns)



	<p>Output 1.3: People are aware of labour rights and exploitation</p> <p>High level objective 2: Municipalities and national service providers are better able to accommodate and serve a refugee caseload and work complementarily with humanitarian actors.</p> <p><i>The national systems, which are open to refugees, must ensure their officers are tolerant of diversity, non-discriminatory and provide services in an inclusive and gender-sensitive manner. Laws and policies must be consistently applied. Humanitarian actors must ensure that their services support national actors, filling technical or capacity gaps in a complimentary manner. State and humanitarian actors must work together to ensure that their respective services connect as one integrated system.</i></p> <p>Output 2. 1: Urgent and extremely vulnerable cases have priority access to registration (including all new-borns)</p> <p>Output 2.2: Registration offices meet a minimum standard for inclusion (ex. physical, linguistic, information)</p> <p>Output 2.3: To achieve full (or at least improved) understanding of rights of refugees for officers in public institutions</p> <p>Output 2.4: To increase accessibility of the institutions of justice (police, courts, etc.)</p> <p>Output 2.5: Rural areas have transportation facilities for registration available to all, free of charge (i.e. Mukhtar/PDMM collaboration)</p> <p>High level objective 3: Refugees, especially youth, are a valued part of the communities where they live and actively work to identify and support the most vulnerable community members.</p> <p><i>Individual and community attitudes and beliefs about themselves, their communities and the communities of others are underlying and root causes common to many protection concerns. Attitudes and beliefs around age, gender and diversity also have a wide ranging impact. Likewise, strong social ties with family and community can be protective factors, just as social isolation and psychosocial distress are critical vulnerability factors. Social interaction and engagement, community mobilization, building social networks and developing public goods can help bridge and bond communities and change attitudes and beliefs. Community building encourages social and linguistic integration.</i></p> <p>Output 3.1: A 'pushing mechanism' is established</p> <p>Output 3.2: The work environment is improved</p>
3. Revise and refine strategy	<p>PWG members worked in groups to review the proposed high level objectives and outputs, creating suggestions for revisions, additions and deletions. Due to time constraints, the group agreed to submit feedback by email by COB Tuesday February 14. This also allows for more time to reflect and discuss with colleagues. All handouts and guidance to be shared by email. The PWG core group will review and revise during their meeting the following week.</p>
4. Update on individual protection	<p>CARE International tabled the challenge of organizing a PWG common approach to changes in ECHO funded programming. Questions were raised about how to define case management in relation to the new 'individual protection assistance' programme and how to distinguish cash for protection from cash for basic needs. PWG members agreed that there is need for a common</p>



assistance (IPA)	position, so the group endorsed the creation of a Protection Assistance Task Force and CARE volunteered to lead. Invitation to join will be shared by email.
5. Create 2017 workplan for the PWG	Due to time constraints, the WG workplan creation will be postponed to the March meeting when the strategy is finalized.
6. Next meeting	In response to WG member requests, the March meeting date will be rescheduled as it falls on International Women's Day and members will be busy with commemorative events. New date will be suggested by email with the circulation of the minutes.

ACTION POINTS SUMMARY				
No.	Action	Responsible	Deadline	Status
1.	Share update on registration verification and invitation for information session by email.	PWG Coordinator	Feb 10	Completed
2.	Share announcement of two task forces and contact details for TF leaders	PWG Coordinator	Feb 10	Completed
3.	Finalize information in gateway organization referral matrix	PWG Coordinator	Feb 28	
4.	Share information on vaccination campaign, including on how to get involved	PWG Coordinator, WHO and UNICEF	Feb 10	Completed
5.	New TF leads to organize participants and call first meetings	HI and CARE	Feb 28	Completed
6.	Share links for provincial service mapping template where individual organization service mapping information can be compiled and create a new template for Mardin	PWG Coordinator	Feb 28	Pending
7.	Share all strategy development info and guidance on how to provide inputs on outputs with all PWG members	PWG Coordinator	Feb 10	Completed
8.	Request an information product on border gate population movements from UNHCR	PWG Coordinator	Feb 28	Ongoing
9.	Share individual organization service mapping information for Gaziantep, Sanliurfa and Mardin	All members	Feb 28	
10.				



December Action Point Status

FROM	ACTION POINT	DESCRIPTION	STATUS
PWG 2016.12	Standardized IA case management forms	National PWG to create a standardized inter-agency referral form, protection assessment form and heightened risk identification tool. IA referral form samples collected by the Hatay Case Management Group have been shared with the national PWG for reference.	
PWG 2016.12	Sharing guidance with national group	Case Management Task Force to share with the national PWG guidance on protection assessment form content and risk identification for reference.	
PWG 2016.12	Service mapping	Collecting existing service mappings for the three main hubs (Gaziantep, Sanliurfa and Hatay) is requested from the respective case management groups. Support for collating will be sought from the IMWG.	
PWG 2016.12	Confidentiality SOPs	Creation of confidentiality SOPs for the case management groups. Draft to be shared on Dec. 19 with PWG for feedback.	
PWG 2016.12	Case management IMS meeting	An ad hoc meeting on the utility/necessity/legality of a system to manage information and whether or not the group wants to pursue creating this (including UNHCR Sr. Data Manager, Case Management Task Force, PWG members, UNICEF).	
PWG 2016.12	Legal actors meeting	Ad hoc meeting of legal actors to explore best ways to manage the legal cases across hubs (including UNHCR, ABA ROLI, UNICEF and the Gaziantep Bar Association).	
PWG 2016.12	Health/protection meeting	An ad hoc meeting between the PWG and Health WG chairs to explore how to manage medical cases	
PWG 2016.12	Desk review	PWG members to share info so a desk review can be completed in advance of January workshop. Info collection plan to be created by PWG core group.	
PWG 2016.12	National system referrals how-to	Creation of local level information sheet on how to refer to local national services.	



Ad-hoc Legal 2016.12	Proposal, joint UN action with UTBA	Propose to UNHCR Ankara (Nese and Christine) the idea of a joint UN proposal (UNICEF, UNDP and UNHCR) to UTBA/MoJ for providing support for legal counseling through bar associations or clinics. To be followed up at national level.	
Ad-hoc Legal 2016.12	Proposal, legal counselling	Propose to UNHCR Ankara (Nese, Christine, Hanno and Paolo/Luca) the idea of DGMM, UNHCR and UTBA could form a partnership focused on registration and legal counseling, using the 'pre-registration' window (or verification process) as a point where all newly registered refugees would receive legal counseling as part of their orientation to life in Turkey. To be followed up at national level.	
Ad-hoc Legal 2016.12	Contact details for lawyers	Email all protection sector actors to acquire contact information for their in house/contracted lawyers	
Ad-hoc Legal 2016.12	UNICEF Mukhtar list	UNICEF to share with Terra the list of Muhktars/Imam already counseled or planned to be counseled as part of the child marriage project (Terra to share with UNHCR)	
Ad-hoc Legal 2016.12	UNHCR & GBA Mukhtar list	UNHCR and Gaziantep Bar Association to share with Terra the Muhktar/Imam lists of those already counseled and those planned	
Ad-hoc Legal 2016.12	March 8 Women's Symposium	UNHCR and Gaziantep Bar Association to coordinate regarding March 8 Women's Day symposium and have UNHCR's Reporting Officer cover the event	
Ad-hoc Legal 2016.12	Outreach tracking system	Create a system for tracking outreach to Imam and Muhktars in the southeast and share info/system with the group members	
PWG CG 2016.12	Additional national member of core group	Approach national NGO PWG members to join the PWG core group, prioritizing according to geographical scope of activities, until an organization is found to hold the newly created designated national NGO seat	
PWG CG	Desk review	Send email requesting data from protection sector members with timeline	



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2016.12			
PWG CG 2017.01	Confidentiality SOPs	SOPs are finalized and ready to be shared back with the CMGs for their adoption	
PWG CG 2017.01	CMG ToRs	First draft needs to be revised and shared with sector members for feedback and finalization and to be shared with the CMGs for their adoption	