

CWC MEETING MINUTES

CwC Meeting	
Meeting Subject	National CwC Working Group Meeting
Date, Time & place of meeting	22/02/2017, UNHCR Athens Office
Meeting Chair	Rachel Maher (UNHCR)
Minutes/notes prepared by	Alexandra Zavvos + Rachel Maher
Present organizations	UNHCR, TWB, Internews, Save the Children, SolidarityNow, DRC, Oxfam, METAdrasi

1. Review of previous meetings/matters arising

Point/details	Details/Going forward	Suggested Actions
	The Chair asked the attendees to provide their comments with respect to the minutes of the previous meeting. No comments were made. The minutes were approved.	

2. Connectivity (Matters Arising)

Connectivity	UNHCR is coordinating connectivity, through the Connectivity for Refugees programme, designed to deliver Wifi/internet to the population in Greece, under a global programme. Currently Connectivity Co-ordinator is finalising a strategy for Greece for the year, to also include Wifi / connectivity in urban areas and would like to consult specific working group members who can share feedback, especially re social media usage, including gaps, suggestions for improvement.	Connectivity Co-ordinator to liaise with Chair for contacts of WG members
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3. ActivityInfo

ActivityInfo	<p>ActivityInfo – training in how to you use the new portal for CWC Working Group members was conducted on Thursday March 2.</p> <p>Both the system and the indicators have been reviewed to ensure that they are useful, comprehensive, relevant to the RRM RP outputs) and the upgrade of the ActivityInfo IM tool. The new CWC indicators have been developed and agreed on by the CWC Working Group to properly reflect our activities; Indicators for CWC reporting in 2017 were developed by CWC WG and approved at the last meeting. They have been disseminated to CWC WG members, with guidance on how to report.</p> <p>Anyone who still needs training, and needs to identify the focal points from their organisation should notify the Chair and Information Management focal point at UNHCR by Friday 10 March.</p>	Chair to confirm with the IM manager about the reporting deadlines for FEB / MARCH reporting.
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4. Translators Without Borders presentation – research on language needs, practices and patterns

	<p>TWB representative attended the meeting to present results of recent research (still ongoing) regarding language barriers and how they impact whether and how POC access information. Sociological and comprehension studies undertaken in partnership with Save the Children; the latter with the Mixed Migration Platform as well.</p> <p>Methodology includes a 'language research game'; research surveys; focus groups and semi structured group discussions.</p>	Chair to share a summary of the presentation by TWB with the CWC WG.
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	<p>Rationale is that information should be provided in the language and format that people can understand. Question – is information accessible? Putting information on a notice board for example – will people go and read it? Are people literate? Can they read? Can they understand it? Can they use it? Will they use it?</p> <p>Cultural awareness still needs to be more developed. Training would be a result; language and how it affects communication. Fact Sheets are in production to explain some of the cultural differences that are inherent within languages and their usage in the field. Research will continue through the end April, with fact sheets envisaged for delivery in May.</p>	
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5. METAdrasi; letter on Community Interpreting in Greece

Community Interpreters	<p>METAdrasi representative attended the meeting to provide some background on concerns that were outlined in a letter to the CWC WG.</p> <p>Key concerns are about the need for more trained and professionally supported and supervised interpreters. METAdrasi has made an open call for more interpreters and is requesting that agencies refer suitable candidates.</p> <p>Other concerns relate to INGOs offering higher salaries to METAdrasi staff, which creates a drain on capacity but also a disparity in salaries between interpreters and other staff (such as social workers) and ultimately an economically unsustainable situation. The third concern is about the standards of specialised interpreters, who may be giving medical advice for example.</p> <p>TWB to take the letter back to the staff that are responsible for the pool; and connect with METAdrasi on the question of salary standards.</p>	<p>Chair to share the letter from METAdrasi with the CWC WG; look into finding HR guidance re standards for INGOs, regarding salaries and caps offered in Greece.</p>
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6. Updates

	<ol style="list-style-type: none"> 1. CASH ASSISTANCE FOR TRANSPORTATION Chair will seek update from Accommodation Scheme team and share via WhatsApp. Which transportation needs are covered or not will also be contained in informational messages that have been developed to respond specifically to questions from people who have been transferred from formal sites to UNHCR accommodation. Many questions regarding financial support for transportation and transfers to asylum or other appointments: the correct information will be finalised shortly and shared. 2. CASH ASSISTANCE IN SUPPORTED ACCOMMODATION WG raised concerns that PoC complain about need for more money to cover needs and ongoing lack of clarity about amounts and what is covered. Chair shared details from MEB. Tickets for children to go to school or diapers for example, which are very expensive and are only provided up to a certain age limit? Inconsistency of services and NFIs covered across sites and areas in Greece was brought up. 3. IRREGULAR MOVEMENT FROM ISLANDS TO MAINLAND: CWC WG members asked whether about POC who have escaped the islands without 'permission' or the lifting of geographical restriction, and who then present to the Asylum Service. Are they told to follow a certain procedure? i.e to return to the island, or are they returned automatically or 	<p>UNHCR to establish correct information regarding which agencies provide tickets / transportation to and from appointments and eligibility; share with CWC partners for dissemination.</p> <p>Chair to follow up with AS on advice to POC who irregularly move from Islands to mainland.</p>
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	arrested / detained? Need for information on what to advise people re risks of irregular movement.	
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