

Minutes of Istanbul Basic Needs Sector Working Group (WG) Meeting

November 21, 2017

Time & location:	21 November 2017, UNHCR FO Istanbul
Chaired by:	Hilary Bowman (UNHCR) and Dina Morad (WFP)
Participants:	UNHCR / WFP / UNDP / IOM / ECHO / ISKUR / Turkish Red Crescent / HRDF / Support to Life / Save The Children / Mavi Kalem / Builders of Future / Sevgi ve Kardeşlik Association

Agenda Item	Summary of Discussions	Action Point/Time Frame
Courtesy Greetings and Official Introductions	<ul style="list-style-type: none"> UNHCR welcomed participants and explained agenda points. 	
Shelter/WASH Assessment Report	<ul style="list-style-type: none"> IOM delivered a presentation on the Shelter and WASH Assessment Report, prepared by IOM with support of CARE, UNHCR, UNICEF, ASAM and WFP. The presentation includes their objectives, methodology, population demographics, findings and recommendations regarding (i) shelter, (ii) legal, (iii) WASH, (iv) solid waste management and (v) accountability. For more information, please refer to their presentation titled “WASH Shelter Report_21 Nov 2017”. Since the study was conducted and concluded several months ago, a discussion was held on the possibility of prospective changes in the findings that may occur in the coming months, especially in winter. UNDP added that the needs of the families may change in the coming seasons, thus it may be more useful to take into account the families’ future situations, their possible vulnerabilities in the winter season, rather than focusing on the current situations they are in. 	<ul style="list-style-type: none"> Currently, UNHCR Gaziantep Office is planning a guidance note with their partners, especially with respect to identifying and addressing the most vulnerable in the field. Whether such prospective guidance can be extended to Istanbul or whether other factors have to be taken into

	<ul style="list-style-type: none"> • IOM responded that most of the individuals interviewed had stayed in their respective shelters for more than two years. While collecting data, IOM explained that they did not only focus on the current challenges faced by families, rather they focused on all of the problems that families have experienced in the past two years, for the sake of acquiring more accurate information. Accordingly, the numbers in the report may increase over time, however the problems themselves are expected to remain the same. Furthermore, some problems may be the same in every season, such as lack of isolation in shelters causing problems both in summer and in winter. • IOM underlined that by “chronic illnesses”, they referred to illnesses requiring long term financial and humanitarian support in the report, such as diabetes or heart related diseases, which do not change over season. • A problem identified by IOM is that 21% of households do not register their property address with Provincial Directorates of Population Management (<i>commonly referred as Nüfus</i>) due to lack of documentation. In response, WFP contributed that sometimes families cannot register with Population Management not because they lacked documentation but because they lived in informal houses, such as garages or shops; places that should not have been shelters in the first place. How to register such shelters with the state authorities remains a major problem. • ECHO asked <i>(i)</i> what was meant by “transit family” and <i>(ii)</i> since the report was based on interviews conducted in Southeast Turkey (Gaziantep, Şanlıurfa, Kilis, Mardin and Hatay), whether the findings of the report could be similar to the situation in Istanbul. IOM stated that by “transit family”, they referred to those respondents who were not expecting to stay in Turkey. Some expected to reunify with their family abroad and some expected to return to Syria. The families self-identified themselves as “transit family”; this was not based on an official determination. IOM underlined that, while the report focused on Southeast Turkey, there may be some similarities with Istanbul as well. However, IOM would need another partner to support this kind of assessment in Istanbul. • UNDP inquired whether the report undertook a certain assessment to find out who were the most vulnerable among the respondents and what could be done about them. UNHCR Gaziantep Office responded that shelter is still not a very big sector; mostly IOM, UNHCR and CARE are involved in the shelter programs. They still have insufficient information on the ground, especially when it comes to developing humanitarian responses in the field. They are assessing how they can best respond to shelter problems; what the modalities are; how they can respond to legal issues; whether they can develop CSPs to respond to these problems and what these problems mean to refugees. As the second aspect of the problem, they are also looking into the vulnerability definition in Turkey and how to select 	<p>account is another aspect that must be paid heed to.</p> <ul style="list-style-type: none"> • With respect to the relevance of Shelter/WASH Assessment Report to Istanbul, UNHCR Gaziantep Office responded that it will be necessary to identify how this relates to Istanbul, whether it is applicable in Istanbul or whether the context is so different in Istanbul that a whole lot of new scope is necessary to be brought into the picture.
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	<p>beneficiaries that will identify those people in need. They are planning to soon come up with a guidance with their partners.</p>	
<p>Turkish Employment Agency's (ISKUR) Activities on Migration and Refugees</p>	<ul style="list-style-type: none"> • ISKUR delivered a presentation on their activities on migration and refugees in Turkey. Please refer to their presentation titled “3RP Basic Needs Istanbul Presentation_20 Nov 2017” for more information. You may also find further information on ISKUR’s guidance on finding employment in Turkey, under the guidebook titled “Uluslararası Koruma Altındakiler İçin İş Bulma Rehberi”, which has been disseminated in all 81 provincial directorates of ISKUR. • ISKUR summarised the projects they have been undertaking in Turkey for Syrians under Temporary Protection, namely <i>(i)</i> Employment Support Project for Syrians Under Temporary Protection Status, <i>(ii)</i> Developing ISKUR’s Institutional Capacity, <i>(iii)</i> Cash for Work Project, <i>(iv)</i> Employment and Skills Development Programme and <i>(v)</i> UNHCR-ISKUR Collaboration. • With respect to the Employment Support Project, ISKUR explained that this project has not yet been launched but it is to be launched before the end of the year. The pilot four provinces have not been selected yet but it is expected that the provinces hosting the most refugees will be selected, most probably in Southeast Turkey. Criteria for selecting these four provinces are still being negotiated. • There was a discussion on the method of placement of refugees to vocational training courses by ISKUR. ISKUR responded that they rely on information provided by the refugees regarding their background and education level. There is no database in Turkey in order to verify their education obtained in Syria, therefore ISKUR primarily relies on refugees’ statements. The placement also depends on the programmes open at a particular period. In accordance with this information, refugees are led to vocational courses. However, for certain vocations, such as dangerous works, ISKUR will request to see either national or international equivalency diplomas and will not rely merely on refugees’ statements (for example, if the refugee wants to work as a welder). • Support to Life asked what can be done with respect to refugees who wish to obtain certain certificates (such as certificate to practice as a hairdresser) to work. ISKUR explained that such refugees have to attend regular educational courses on the subject in order to obtain certificates and work either as an employer or an employee. Such specific works have been listed in their respective laws. • UNDP discussed that certain refugees attend courses on entrepreneurship and as per the nature of their work, they have to establish businesses in other places. In such case, it was discussed how these refugees can go to other provinces for the purposes of establishing businesses. In a similar understanding, UNDP brought fully booked courses into attention. In certain trainings, courses are full 	

	<p>and refugees have to wait for a long term. An offered solution by refugees is to attend courses in other provinces. However, due to travel restrictions out of registration cities, attending these courses are not easily possible. ISKUR explained that if the refugee is under temporary protection, they will have to follow to relevant procedures to change their satellite cities. ISKUR explained that, since education and health services are being provided free of charge, there are certain regulatory requirements in place for refugees, such as having to stay in their designated registration cities and being registered with ISKUR in said respective cities. This being said, ISKUR underlined that they do not request for such expansion and relocation to other provinces as part of their courses. Refugees may wait for an available course in their satellite city.</p> <ul style="list-style-type: none"> • Regarding ISKUR’s Cash for Work programme in private sector, ISKUR underlined that no further benefits will be provided after the end of five months. • A user-friendly mobile application is being developed by ISKUR, which will also show the locations of jobs. 	
<p>IM Update</p>	<ul style="list-style-type: none"> • UNHCR delivered a presentation on Services Advisor Platform. This platform is designed to find services nearby. Reporting is done by the partners. • UNHCR provided tentative statistics on the platform after the soft launch. 7000 users have been using the platform. More than 60 organisations are reporting to the platform and more than 5000 service locations related to all sectors are displayed on the platform. Most of the information refugees would need in urban life are available on the platform. • UNHCR explained its plan to launch an SMS campaign with Turkcell. UNHCR previously did a campaign with WHO in the previous months, using the platform for providing information on vaccination centres. • UNHCR also explained another platform which is in development phase. Both refugees and partners will be able to contribute to this platform. • IOM inquired whether there were any feedback from refugees regarding Services Advisor Platform. UNHCR responded that with the soft launch, a pilot group have been used the platform and provided feedback, which has accordingly leads UNHCR to develop the platform and make it user-friendlier. 	
<p>Basic Needs Beneficiary Cross-Check</p>	<ul style="list-style-type: none"> • UNHCR explained their prospective basic needs beneficiary cross-check system, which will enable basic needs actors to cross-check their beneficiaries with other programmes in order to identify duplication. • Currently, this system is used by UNHCR in Ankara, for the winter support program to avoid duplication among its implementing partners. UNHCR is looking how such a programme may work for the sector with the sharing of anonymous beneficiary data. • UNHCR will soon share a template for such data sharing. 	<ul style="list-style-type: none"> • UNHCR will share their updates in the coming weeks.

<p>Update on Transitional Cash/Stop-Gap Assistance</p>	<ul style="list-style-type: none"> • UNHCR Inter-Agency Coordinator Officer gave updates on transitional cash/stop-gap assistance and explained the challenges faced to-date. • Southeast colleagues underlined that people faced challenges in getting into the ESSN system. • How to target and support vulnerable people in basic needs until they receive support in the ESSN system was discussed. • It was highlighted that the recommendations of inter-agency coordination were drafted and shared with different actors and governmental departments. Once draft is agreed upon, they will discuss these with different working groups from other sectors in order to assess how these can be implemented (i.e. Inputs for Protection working groups or livelihoods working groups) • A structured guidance note is expected to be put in place to support agencies and NGOs who support highly vulnerable people out of the cash programmes. • Regarding the stop-gap assistance, WFP stated that they are currently working with the Winterization Task Force. 194 families from different provinces have requested for additional winter support through the ESSN 168 call centre. These families will be either provided with winter support or stop-gap assistance, for the purposes of resolution of the issues with duplicate support. 	<ul style="list-style-type: none"> • Simplified 4Ws for winterization will be sent.
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