#### Arsal Meeting

***Minutes of meeting***

Date: 12.09.2019

Place: Arsal Municipality

Participants: UNHCR, WFP, NRC, ACF, ICRC, LRC, Medair, Amel, URDA, IRC, RI, PCPM, HI, LOST, EDA, Qussayr Committee, Qalamoun Committee, Voice of Refugees.

Food security:

* There are 13 contracted shops present in Arsal. The expression of interest was announced of which will be followed by analysis and scoring. Monitoring of existing shops is still ongoing of which on the 12th, 6 contracted shops received a verbal warning from WFP for a number of breaches.
* WFP aims to always contract shops that meet the standard of dignified and suitable service for refugees and highlights that the process is not so simple specifically in Arsal where there is absence of shops that follow the standards required by WFP.
* Committees expressed interest for WFP to conduct meetings with committees, OVs and shawishes and answer their inquiries.
* Committees mentioned a fraud incident of which shop owners are requested to pay an amount of $10,000 and in return they receive a POS machine which in their view is leading to increase of prices for refugees. They called for the need to increase the number of POS machines present in Arsal.

Education

* There are four schools present in Arsal. Education sector is still advocating for MEHE to identify more schools. The preparation for the upcoming school year is still ongoing in coordination with MEHE.
* IRC are still outreaching and advocating for children to attend formal education programs, noting that second shifts are still in place.
* Amel states that they are continuously advocating with governments in the Region (Lebanon, Turkey and Jordan) to have the informal education certified by the ministries.
* EDA conducted an analysis in Arsal with regards to education, a document of the assessment can be shared upon request:
* Students in Informal Education: Around 3,911
* Students in Formal Education: Around 3,119
* Students not registered and/or enrolled: Around 4,710
* Around 60% of the students (6,212) can be seen as dropouts and/or unregistered or enrolled in education. Following informal discussions refugees seem to believe that drop out is due to financial constraints.

Protection

* UNHCR confirms that data for families who returned to Syria through organized return by GSO, their data is being shared by UNHCR for inactivation purposes this aims to be complemented by physical verification.
* As families who voluntary return to Syria it would be appreciated if lists are shared by refugees so verification is conducted.
* Protection agencies in the field are still conducting continuums outreaching and providing counselling and psychosocial support and aiming to enhance psychosocial support specifically to men in the field. In addition, through case management possible referral for protection cash assistance is being implemented for cases suffering from protection concerns.
* A communication plan was set for all sectors that includes set of training and info sessions to be provided for refugees.
* Committees claim the outreach volunteers are in need to be re-assessed.

WASH:

* ACF and LOST are still conducting the WASH activities in field through its partners. These activities include dislodging and provision of water tanks and water trucking.
* Refugees claimed that the quantity received by ACF (26.5 L/person) is not sufficient for refugee families.
* URDA confirmed that they are complementing water trucking activities by providing drinkable water to 90% of informal settlements in Arsal. MoSA confirms as well that in case these quantities were to increase that would cause to flooding of the pits.
* Syrian Committees stated that they are sometimes receiving unwanted water tanks from donors and would appreciate if the money spent on procuring them is utilized for items the refugees are in need of.

Basic assistance:

* Under basic assistance, winter planning proposal for 2019-2020 is to be sent by BO to Amman for approval and funding. The proposal states that UNHCR intends to assist eligible Syrian refugee families living below the poverty line (Severely and Highly Vulnerable), specifically prioritizing severely vulnerable households that are not receiving MCAP and/or Food as well as families that scored highly vulnerable, during the five winter months, November 2019 to March 2020. UNHCR will provide winter cash assistance at a rate of USD 75 per family per month, aiming to deliver a 375 USD winter cash package. In lieu to funding availability and prioritization of resources, Syrian refugee families who are food assisted only will be primarily prioritized followed by MCAP and Food beneficiaries. All families are targeted based on the desk formula. In addition, complementary core relief items will provided on a case-by-case basis and based on the needs.
* As such agencies are encouraged to coordinate with UNHCR on their cash assistance programs including winter, and advocate for winter assistance to cover MCAP and/or Food beneficiaries in Arsal (Around 6,000 cases)
* In Arsal in specific, UNHCR is planning on shifting the restricted winter assistance done through gas stations in Arsal to unrestricted cash being redeemed from ATM machines in neighbouring areas. Distribution of cards and validation will take place of which refugees will be informed through SMS.
* Relief International will continue to provide MCAP assistance to their caseload 170 cases.
* ACF is advocating for funds for winter assistance as well as they will be working with UNICEF on providing winter clothing to children under age of 15 in informal settlements following assessments.
* Grievance Redress Mechanism was rolled out following disconsolation SMS sent on the 10th of September. GRM aims to re-assess cases for Food and MCAP assistance. As such referrals are welcomed by all frontliners up until the end of November as data will be analysed in December and eligible families will receive SMS if eligible in January. As such agencies are encouraged to create a Kobo account following below instructions and refer claims seen in the field:
* Create an account using this link: [https://kobo.unhcr.org/accounts/register/#/](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fkobo.unhcr.org%2Faccounts%2Fregister%2F%23%2F&data=02%7C01%7CATALLAHY%40unhcr.org%7C2eb4420a1fcb4527b02208d735bfad0d%7Ce5c37981666441348a0c6543d2af80be%7C0%7C0%7C637036969740953400&sdata=v2C6kAmGSWA2yhoLiejoqTDkaX5QBs%2B2EuEd0h4JBB4%3D&reserved=0).
* After creating account and then fill in the needed information on the google link below, as access is to be granted by BO
* <https://docs.google.com/spreadsheets/d/1r5wiQGHPqhdPJj4WhPI9QfUx29om7lw6J45EgBDqGeI/edit?usp=sharing>
* Start collecting claims!
* Refugees are mainly encouraged to also contact the call center at 01594250
* One claim is sufficient (call center and/or KoBo)
* Committees raised the following concerns:
* Validation process needs to be re-assessed as families are entering Arsal for validation and going back to Syria. According to them it would take refugees ten minutes by car.
* Recommendation to decrease amount provided and outreach to more families in need.
* Allocate some activities conducted and funded that refugees are not in need of to cash assistance to families in need.

Shelter:

* Document attached was discussed.
* On 18th confirmation will be received from URDA on shelter kits.
* PCPM will finalize assessment first week of October and initiate procurement process mid-October.
* Multiple complaints raised by committees with regards to provision of fire extinguishers and specifically training as they believe first and foremost it is important to conduct fire prevention sessions and raise awareness and train refugees on the usage of the fire extinguishers. PCPM confirms that they conducted fire extinguisher distribution as well as training to all informal settlements in Arsal.
* Committees also claim that plastic sheet quality needs to be re-assessed.

Health:

* Two field hospitals remain in operation in Arsal: Medical centre of Arsal supported by URDA and Arsal Medical Center Field Hospital. In addition, MSF-ch is running a “Maternal and Child Care Centre” and admits free of charge normal delivery cases. Moreover, the Islamic Medical association has a delivery facility and ambulances for the transportation of patients from and within Arsal.
* Lifesaving cases in need for specialized secondary health care are being transferred to the Hospitals within UNHCR network of contracted Hospitals
* Six Health Centers are providing primary health care services in Arsal with the support of national and internal NGOs: Amel, Al Arshad “MSF”, New Arsal, Al Amal (RI), Arsal Medical Centre, and Medical centre of Arsal. Two centers (El Amal and Amel) are within YMCA network, where chronic medication is available at a subsidized cost for both host community and refugees.
* Mental Health and Psycho Social Support (MHPSS) services are available at Al Amal clinic supported by RI/UNHCR, Amel clinic and at Al Arshad Clinic supported by MSF. In addition, RI, ICRC and MSF do have a network of outreach health volunteers who support in the detection and referral of cases in need for health and MHPSS interventions.

General Updates:

* As a health response to the demolishing emergency, Health and mental health awareness sessions are being conducted by the Health Outreach volunteers (MSF,RI,ICRC) targeting all the sites of Type 2 and 3 affected by demolishing of concrete structure, during which detection and referral of cases in need for MHPSS is taking place.
* HI (Humanity and Inclusion) started a partnership with New Aarsal dispensary to provide some specialized services that include (Physiotherapy, Occupational therapy, Psychological consultancy, Speech therapy (To be starting once identifying staff) and social workers responsible of referrals and rehabilitation. In addition, some assistive devices shall be provided to persons in need within the project timeline.
* Qussayr Committee stated that they had created a donation box (1,000 LBP) to assist health cases in need for support when it comes to the patients share for Secondary health care admissions. Health stresses the need to assist vulnerable cases un able to cover the patient share by coordinating with nextcare delegates at the hospital level 3

***Action points***

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| Action | Who |
| Shelter plan to be finalized and translated to Arabic and shared with refugees for consultation | Shelter Sector |
| WFP to follow up on contracted shops tender process and fraud claim | WFP |
| Info sessions to be provided by all sectors to shawishes, committees and OVs (updated through communication plan) | All agencies |
| Create a KoBo account for claim collection for GRM | Frontliners |
| Share lists of lice referrals with Health | MoSA |
| Coordination on cash assistance and winter assistance with BA | All agencies |
| Humanity and Inclusion to set a bilateral meeting with health sector lead for updates | HI/Health |
| Emergency preparedness meeting postponed | UNHCR |