

UKRAINE REFUGEE EMERGENCY
REGIONAL PROTECTION WORKING GROUP (RPWG) MEETING
 Meeting Minutes

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| Time & location: | 24 June 2022 at 15:00-16:30, online |
| Participants: | EDF, ICVA, ILO, IOM, UNHCR, UNICEF, UNODC, UN Women, WHO |
| Agenda: | <ol style="list-style-type: none"> 1. Introduction 2. Debrief on USG PSEA Mission to Moldova and Poland (UNHCR) 3. Debrief by AAP Coordinator in Romania (UNHCR) 4. Update on Regional Call Centre (UNHCR) 5. Debrief from the Regional Gender TF (UN Women) 6. Debrief from the Regional Child Protection SWG (UNICEF) 7. Debrief from the Regional GBV SWG (UNHCR) 8. Debrief from the Regional Anti-Trafficking TF (UNODC) 9. Presentation on the UNHCR/UNICEF Blue Dots (UNHCR) 10. Presentation on TPD Best Practices (UNHCR) 11. AOB |
| AGENDA POINT | DISCUSSION |
| 2) Debrief on USG PSEA Mission to Moldova and Poland (UNHCR) | <p>UNHCR:</p> <ul style="list-style-type: none"> • USG Jane Holl Lute, UN Special Coordinator for PSEA visited Moldova, Poland and Ukraine on 14-19 June. From UNHCR, the mission was joined by the UNHCR Special Coordinator on SEA/SH Diane Goodman, her OCHA (IASC) counterpart Wendy Cue and Geraldine Salducci Petruccelli. • Main mission objective was to see how the UN and its partners are managing the PSEA response across the context of the Ukraine crisis. • Chisinau, Warsaw and Rzeszow were visited, meetings with PSEA Networks and UNCTs, visits to Blue Dots, cash enrollment centres and border crossing points took place and focus group discussions with the refugees were organised. From there, the delegation proceeded to Lviv and took part in a meeting of the PSEA Network in Ukraine, co-chaired by UNHCR and OCHA. • Overall, the USG was impressed with the response. No concerns in terms of addressing PSEA in a silo manner; SEA mitigation is mainstreamed across the sectors of the response. Important engagement of the refugees; challenges of operating in countries where the UN and the INGOs had not been operational before; involvement of volunteers and private citizens are praiseworthy |

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| | <p>but also bring risks - the UN is not accountable for these groups but plays a key role in providing information on mitigating the risks.</p> <ul style="list-style-type: none"> • The USG will be sharing her mission report with the UNSG. <p>UNICEF:</p> <ul style="list-style-type: none"> • It would be good to discuss coordination and victim-assistance in high-income countries at some point, referring to UN Protocol on Assistance to Victims of SEA (2019). |
| <p>3) Debrief by AAP Coordinator in Romania (UNHCR)</p> | <div style="text-align: center;">  AAP_UNHCR_Romani a.pptx </div> <p>UNHCR:</p> <ul style="list-style-type: none"> • Kim Hannuna - on a three-month mission in Romania; one month left as AAP Coordinator. • The AAP mechanism developed by the MFT in Romania is dopomoha.ro, which contains most important information for Ukrainian refugees; its content is detailed and constantly updated. • Working on AAP Strategy for Romania. • UNHCR general hotline is linked to email and WhatsApp. • Working on feedback and complaint form in cooperation with UNICEF; waiting for final validation (QR codes) to deploy. • Developed a Ukraine Telegram Chatbot, providing key messages and content in the Ukrainian language. Initially had planned to use the Telegram channel mainly for outward messaging, but now including feedback and questions option. Will also keep developing face-to face communication with refugees. • Instituted the AAP TF for Romania, co-chaired by UNHCR and UNICEF, which had its first meeting on 16th June; the next TF meeting is on 30th June; created a pool of shared mechanisms available to all the members of the TF, including the mapping mechanism. • Next steps for Romania: continue providing training on AAP and CwC to the authorities and all interested organisations, followed by the validation of the SoPs for CFMs and the SoPs for the Telegram. • Communication Tree: engaged 10 community leaders in order to improve the feedback and reach those living in private accommodation. • Working of Referral Pathways for PwSNs (incl LGBTIQ+ and persons with disabilities) – to be included in the communication platforms. |
| <p>4) Update on the Regional Call Centre (UNHCR)</p> | <div style="text-align: center;">  RCC.pptx </div> <p>UNHCR:</p> <ul style="list-style-type: none"> • Erman Aydin: on mission in Budapest, supporting the team establishing the Regional Call Centre. • Objective: refugees and other individuals can request assistance, provide feedback, manage cases. The regional call centre is to cover the Czech Republic, Hungary, Moldova, Poland, Romania and Slovakia. Services will be provided in the Ukrainian and many more languages in the future. Option to record messages is also available. • Provider of services is British Telecom, and the project is managed by the UNHCR. The regional call centre is one of the most |

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| | <p>sophisticated digital platforms of the UNHCR, offering toll free lines through external service providers for the first-line countries, also digital channels. Queries which do not fall under UNHCR mandate will be referred to other call centres.</p> <ul style="list-style-type: none"> • Sharing of data with partners is one of the most important issues and consent will be asked for sharing the data with third parties. The CRM will capture data for processing and referral and all will be recorded. |
| <p>5) Debrief from the Regional Gender TF (UN Women)</p> | <p>UN Women:</p> <ul style="list-style-type: none"> • Last Regional Gender TF meeting took place on 22 June. The TF is moving swiftly on a Regional Rapid Gender Analysis (thinking of renaming it). The aim of the analysis is to inform the implementation of the RRP. Have the zero draft and looking at light validation, led by the TF, and through engagement of national women-led organisations. Expecting completion by 20 July. Planning dissemination of findings in August and exploring launch events, including in Geneva and Brussels, and in host countries. Would welcome suggestions for partners to be involved in the validation process. • The Gender in Humanitarian Action (GIHA) trainings are going ahead in Moldova. The first one took place on 13-15 June (face to face) and another one on 17 June (online, focused on Govt counterparts, 38 participants). Aiming to complete all trainings by August. Materials have been translated into Romanian and Russian. Will be exploring same trainings in other host countries. Other agencies were co-involved in the execution of the training. • RGTF is serving as reference group for the Moldova Gender Checklist, and the Moldova GTF is interested in adapting their Checklist for the GIHA training in Moldova. |
| <p>6) Debrief from the Regional Child Protection SWG (UNICEF)</p> | <p>UNICEF:</p> <ul style="list-style-type: none"> • Regional CP SWG last met on 20 June. Its attendance is growing. • Child Helpline International gave a presentation on the strengthening of the 116111 child line in Ukraine (with La Strada), also in Poland, Romania, Hungary and the Czech Republic. Some of the work includes improving and maintaining the capacity of existing helplines, raising awareness of the public (children and parents), ensuring inclusion, national and regional data collection. These are national helplines, networked with the national response services. Four main project activities include enhancement of counsellors and other staff, increasing of tech solutions (ensuring access to Ukrainian speakers), capacity-building and advocacy. • The topic of UASC children evacuated from residential care in Ukraine was decided upon as the feature of one of the upcoming meetings. • UNHCR and UNICEF continue to work to make the CP SWG a demand-driven forum and are looking at focusing more on cross-border movements of children, including those with specific needs. • Discussing moving the frequency of SWG meetings to once per month. |
| <p>7) Debrief from the Regional GBV SWG (UNHCR)</p> | <p>UNHCR:</p> <ul style="list-style-type: none"> • The Regional GBV SWG met on 21 June, co-Chaired by WAVE Network and the UNHCR. • It featured presentations by UNHCR and NANE (association of support to victims of domestic violence, focusing on training volunteers and interpreters). • A guest speaker from UNFPA Ukraine highlighted the challenges of providing GBV services inside Ukraine, introduction of mobile teams, the issue of CRSV and the highlights of a recent, related OHCHR report. |

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| 8) Debrief from the Regional Anti-Trafficking TF (UNODC) | <p>UNODC:</p> <ul style="list-style-type: none"> • The Regional AT TF started to develop a data collection tool on the numbers of victims of trafficking and the forms of exploitation. The collection form/tool is anonymized, and the TF hopes to deploy it soon. • The Guidance on the Vetting of Volunteers, developed by the UNHCR, is very valuable to the AT TF, which intends to make it an interagency tool available for use by third parties. |
| 9) Presentation on UNHCR/UNICEF Blue Dots (UNHCR) | <div style="text-align: center;">  <p>Blue Dot PPT (1).pptx</p> </div> <p>UNHCR:</p> <ul style="list-style-type: none"> • Richard Sollom: previously Blue Dots Roving Coordinator, currently in Rzeszow, Poland, assigned as Senior Protection Officer. • Blue Dots are a joint initiative of UNHR and UNICEF, formerly launched in Greece in 2016, now adapted to the Ukraine Response. They are conceived as a One Stop Shop, with six main types of services: info and advice, identification and referral, psychological first aid, child-friendly spaces, legal assistance and RFL; the available services differ between “light” and “full” Blue Dots. • Country operations are now doing much better with providing legal assistance in the Blue Dots, since they have partnerships in place with the national legal associations. • The Blue Dots Concept Note, developed jointly by UNHCR and UNICEF, outlines the various services and different types of furnishing in the different types of Blue Dots. UNHCR and UNICEF recently also agreed on joint visibility guidelines. • Conservative nature of concerned host-societies, data protection and involvement of volunteers, TCNs and referral pathways for appropriate care are some of the challenges. The Roma face additional challenges and discrimination. Knowing the location of refugees remains difficult, along with their demographics. • Persons with disabilities are usually detected by cash enrollers, are entered into proGres V4 and referred to Blue Dots. • Blue Dots, including those connected to Cash Enrollment sites, use a joint monitoring tool of UNHCR and a one-pager checklist on Blue Dots’ accessibility. NGOs who specialize in working with persons with disabilities (members of EDF) are operational in some of the Blue Dots. • Incidences of SEA are mainly linked to centres run by volunteers who are not necessarily linked to either the UN or the INGOs. |
| 10) Presentation on TPD Best Practices (UNHCR) | <p>UNHCR:</p> <ul style="list-style-type: none"> • UNHCR issued THE EU TEMPORARY PROTECTION DIRECTIVE IN PRACTICE 2022 Report. • The reason for this research is the fact that the Temporary Protection has been enacted for the first time and serves to take stock of its implementation now three months into the practice. • The Report looks into the scope of implementation; UNHCR has witnessed some good examples where states take an inclusive approach, as per UNHCR’s recommendations (Germany, Slovenia and Ireland for example). • Some states have been able to set up huge registration systems, some apply mobile registration teams and increasingly digitalised registration. • Ireland and Portugal accept any personal documents that refugees can present. • In a number of countries, refugees can access rights and assistance immediately upon arrival (e.g. in Spain). |

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| | <ul style="list-style-type: none"> • Main recommendations from the Report: applying the same terms to asylum systems and applications by nationals of other countries; to learn lessons from these quick procedures and extend them to national asylum procedures. |
| 11) AOB | UNHCR: <ul style="list-style-type: none"> • RPWG members reached consensus to meet on a monthly basis from now on and have ad hoc meetings if necessary. • Planning an ad hoc meeting on the Intentions Survey. An invitation will follow. |

| No. | Action point | FP | Status |
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| 1. | Place Assistance to Victims of SEA in accordance with 2019 UN Protocol on agenda of Regional PSEA Network once established. | upcoming PSEA Regional Coordinator (P5) | pending |
| 2. | Regional AT TF to share the external version of the Guidance on Vetting of Volunteers and Volunteer Organisations, once it becomes available. | IOM/UNODC | pending |
| 3. | UNHCR to share the mockup of Regional Interagency Protection Update for inputs by RPWG members once ready. | Geraldine/Vera | pending |