



Protection  
Working Group

## Meeting Minutes 09.01.2018

# Protection Working Group Jordan

Agencies present: ACTED, ARDD-Legal Aid, APS, AVSI, ARCS, CARE, CVT, DRC, FCA, FPSC, GIZ, ICMC, ICRC, IMC, INTERSOS, IOM, IRD, IRAP, JIF, JRS, Johanniter International, LWF, MC, MPDL, NEF, IFH, NRC, PU-AMI, OXFAM, Questscope, SC, TDHL, UNFPA, UNHCR, UNICEF, UNWOMEN, WFP and Plan International.

**Next Meeting: 06 February 2018, 9-11 am, UNHCR Khalda, EMOPS Room**

### AGENDA:

- **Agency Updates** - New Projects, Developments, Announcements
- **Standing Updates** - Urban Verification Exercise/Documentation, Northeastern Border/berm, Movements (deportation, returns)
- **Case Management for Child Protection and SGBV:** A Refresher & Jordan Structures
- **Sector Gender Analysis Report** (*Rescheduled to February meeting*)
- **Identifying Themes for 2018**
- **AoB**

### 1. PWG members updates and announcements:

- **ICMC:** ICMC has recently completed a pilot project for Syrian and Jordanian youth in Mafraq based on Photovoice methodology, an innovative approach to working with young people using the medium of digital photography. The project aims to empower young people as active participants in their communities and provide a platform for young people's voices to be heard. During the pilot, participants learnt basic photography skills as well as developed their creativity, self-expression, and critical analysis skills.

ICMC will be holding an exhibition that showcases a powerful collection of photos and stories from the young artists. The exhibition will be held in early February, and all members of the protection working group are invited to attend. Exact date, location, and timing will be announced soon.

- **ICRC:** ICRC will start conducting a family needs assessment for families that have missing members in Syria, Lebanon and Jordan.

ICRC is releasing in early 2018 the Third Edition of Professional Standards for Protection Work carried out by humanitarian and human rights actors in armed conflict and other situations of violence. It is a set of minimum but essential standards aiming to ensure that protection work carried out by human rights and humanitarian actors in armed conflict and other situations of violence is safe and effective. A public launching event will be announced and shared with the PWG once confirmed by ICRC.

### **Main areas of revision:**

- ✓ Applicability for humanitarian and human rights actors
  - ✓ Managing data and information for protection outcomes
  - ✓ Managing protection strategies and results based management (M&E)
  - ✓ Engaging UN peace operations and other internationally-mandated military and police forces
  - ✓ Impact of counter-terrorism legislation on principled protection work
- **INTERSOS:** Protection Advisor Ms. Monica Matarazzo announced that she finished her current assignment, and introduced her replacement Ms. Carlee Schwarz.
  
  - **IOM:** IOM is starting a new project on trafficking. The project is a regional project involving IOM in Syria, Jordan, Lebanon, Turkey and Iraq, and it has several components of research, direct assistance, training and awareness to combat human trafficking in the context of crisis. Here below you can find some of the activities that we are going to be implemented and that are related to protection. The project is starting now, in January and will last for 20 months:
    - ✓ Development of a regional awareness strategy on community dialogue to prevent Trafficking in Persons
    - ✓ Facilitation of local level prevention efforts through community dialogue sessions
    - ✓ Build the capacity of front line actors (GVT, CSO, humanitarian) to respond to trafficking in crisis contexts across the region
    - ✓ Promote a unified and protective response across the region through the development of a model SOP for crisis- sensitive anti-trafficking responses including code of conduct
    - ✓ Pilot the integration of anti-trafficking efforts into the emergency response/ humanitarian architecture
    - ✓ Map regional responders and services (anti-trafficking and anti-trafficking related)
    - ✓ Implement one regional rapid assistance fund (20 to 25 VOT per country)
    - ✓ Country-specific trend analysis report

## **2. Standing Updates - Urban Verification Exercise/MOI Cards, Deportations, Returns, and work permits.**

- **MOI Card/Urban verification exercise:** As of end of December, a total of 435,242 MOI cards have been issued. Out of these, 403,332 MOI cards issued for individuals registered with UNHCR. Detailed monthly/governorate numbers attached; trends stable and slow.

Discussions continue on regularization options for those out of camp without authorization. This will not be applicable for refugees residing currently in the camp or leaving camp in future, but only to specific refugees that left the camp before 1<sup>st</sup> of July 2017. PWG to share further details as confirmed.

- **Deportation:** A delay on December deportations official numbers was not shared however it is in line with the recent months trends (40-45 individuals).
  
- **Spontaneous Returns:** NOTE: following review of data for 2017, spontaneous return figures were adjusted up slightly, to 375 for December, and a total of 8,037 for all of 2017 – this figure is an increase of around 11% on 2016 spontaneous return figures (7,272).

- **Azraq Camp:** Concerns continue regarding the high number of refugees involuntarily transferred to camp, and in particular, cases that are placed in Village 5. More than 5,000 2016 berm entrants remain in Village 5 more than 18 months after entry, without clarity on exit date. The decline in V5 population achieved through clearance to other locations in camp has been countered by high numbers of new cases placed in Village 5. Total entrants in Azraq in November and December were somewhat higher than the monthly average over the year (around 1,200 and 925 in Nov/Dec, compared to 825 average). Proportion of voluntary to involuntary returns to Azraq remain broadly steady, with around two-thirds of returns voluntary and one-third involuntary (ie, returned by authorities or transferred from Raba al Sarhan to Azraq).
- **Northeastern Border/berm:** Following GoJ approval on 21 December 2017 for an exceptional distribution of humanitarian assistance to persons living in Rukban along the north-eastern border of Jordan with Syria, and intensive operational preparations over the past two weeks, delivery of winterization kits, essential food items and family food parcels began on Monday, 8 January 2018. The delivery was undertaken using a truck-to-truck delivery, facilitated by cranes to increase delivery capacity of “jumbo bags” of food and non-food items containing family hygiene kits including jerry cans and solar lamps, children's winter clothing, dignity kits, bread stoves, blankets and plastics sheets, as well as family food parcels for a total of 1,400 households, with a projected total reach of 8,000 to 10,000 households by Saturday, 13 January 2018. [NB: Completed as planned].

The delivery of assistance is being undertaken with community support, having carried out a sensitization campaign through community representatives, teachers, and community health workers, delivering the assistance relying on community representatives' support for onward distribution and crowd management, and mobilizing community health workers for post-distribution monitoring.

3. **Case Management for Child Protection and SGBV:** UNHCR SGBV and Child Protection officer gave a detailed refresher on Case Management (Definition, services, aim and guiding principles). A brief detailed explanation was provided on the steps that should be taken by case managers for both SGBV and CP cases, as well as Information Management Systems used to support data consolidation and/or case management processes. The presentation is shared with members; organizations are encouraged to review Case Management guidelines and minimum standards available online for CP and SGBV for further information on the issue.

Discussion following the presentation touched on a number of topics of importance:

**Mandatory Reporting:** Members shared their concerns on mandatory reporting requirements in Jordan, with a request made for Coordination bodies to provide clarification and guidance on the standards applicable to the actors in the inter-agency response.

**ACTION:** Coordinators to provide clarification on mandatory reporting requirements in Jordan, as they relate to Protection service providers. UNHCR noted that they have

recently undertaken an analysis of the issue, and will share the resulting interpretation with PWG members.

**Referrals and Follow-Up:** It was noted that there is a lack of clarity about organizations' roles when it comes to referrals – a situation noted was where a referral has been made and accepted, but where action has either not occurred, or where action may have taken place but the receiving organization is unwilling to share updated information. The importance of respecting confidentiality was emphasized, as well as the possibility of overcoming confidentiality concerns by obtaining consent from the client to share limited information with the referring organization (ie, that the service provision is ongoing, that assistance is being provided, etc).

The UNHCR SGBV and CP co-leads referred to the Inter-agency SOPs requirements for agencies to acknowledge and accept or reject referrals, as an initial step – and the opportunity in referrals to establish agreed info-sharing in future, with consent. It was proposed that information on the various steps undertaken within the process of the case (without specific information about the beneficiary) should be shared with referring agencies.

It was also noted that quality service provision, including the taking of action on referrals within a reasonable timeframe, is a responsibility of agencies and of coordinators to monitor. Agencies encountering issues with referral responsiveness and communication issues are encouraged to communicate with their Coordinators to assist in addressing issues, to ensure confidentiality is not used as a shield to hide inaction or incompetent service provision.

**4. Identifying Themes for 2018:** Sector Coordinators started a discussion with PWG members on way forward to complement the current very useful information sharing platform role of the PWG with some more action oriented initiatives in the up-coming 11 meetings of 2018. PWG members were encouraged to suggest thematic areas on which PWG members can focus on for each meeting. Some of the suggested topics were on:

- ✓ Legal Status and Documentation
- ✓ Refugees from other Nationalities (non-Syrian)
- ✓ Advocacy Messages
- ✓ Coordination with local partners
- ✓ Community-Based protection responses
- ✓ Referrals and information management, including Service Advisor

**Action Point:** Members to share with sector coordinators any thematic area that is needed more focus and follow up from Protection WG before next February meeting.

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**Annex 1: MOI Card Issuance – by month**

	<b>UNHCR Registered</b>	<b>Non-UNHCR</b>	<b>Total</b>	<b>Issued During Month</b>
<b>January</b>	380,672	29,008	409,680	3,152
<b>February</b>	382,847	29,341	412,188	2,508
<b>March</b>	385,492	29,651	415,143	2,955
<b>April</b>	388,136	29,927	418,063	2,920
<b>May</b>	390,216	30,194	420,410	2,347
<b>June</b>	390,999	30,370	421,369	959
<b>July</b>	393,340	30,609	423,949	2,580
<b>August</b>	395,239	30,905	426,144	2,195
<b>September</b>	396,963	31,202	428,165	2,021
<b>October</b>	398,530	31,462	429,992	1,827
<b>November</b>	400,803	31,719	432,522	2,530
<b>December</b>	<b>403,332</b>	<b>31,910</b>	<b>435,242</b>	<b>2,720</b>
<b>Total</b>				<b>28,714</b>

**Annex 2: Percentage of UNHCR-Registered Refugees Issued MOI Cards –01 December 2017**

