



## Inter-Sector Working Group (ISWG) WORK PLAN: 2018

### Background

Building on lessons learnt from 2012-2017 and the successes of the RRP and 3RP system, the following work plan is intended to set out key areas of focus for the inter-agency refugee coordination structures in 2017. The focus is at the inter-sector level including common processes between sectors and location based fora, as well as capacity building activities. It will be updated throughout the period.

The ISWG is composed of Sector Coordinators from UN agencies and NGOs and the INGO forum, chaired by the UNHCR Inter-Sector Coordinator.<sup>1</sup> The ISWG reports to the UNHCR Representatives and shares information with heads of agencies involved in the refugee response in Jordan and donors at the Humanitarian Partners Forum.

The work plan reflects the complementary and supportive relationship between the refugee coordination and the Jordan Response Plan, in deference to the leadership of the Ministry of Planning and International Cooperation (MOPIC), the Syrian Refugee Affairs Directorate (SRAD), Line Ministries and local authorities.

### 2017 Lessons Learnt / Recommendations

The following recommendations for the orientation of the refugee sector system have been drawn from ISWG retreats, discussions at the Inter-Agency Task Force<sup>2</sup>, coordination capacity trainings and sector performance surveys conducted in 2013, 2014, 2015, 2016 and 2017:

- Consolidate the number of coordination processes/meetings, prioritized.
- Continue to focus on key analysis processes, in particular the Vulnerability Assessment Framework. Refine the application of the minimum expenditure and other common analytical references. Develop tools for analyzing gaps and overlaps against the Minimum Expenditure Basket/beneficiary needs/vulnerabilities.
- Confirm and pursue adherence to agreed standards in assessment and delivery, including winterization packages, compliance with information management systems and the needs assessment registry.
- Maintain transparent data collection and information management systems (ActivityInfo). Continue data analysis on a regular basis for coordination, gap analysis and planning.
- ISWG ensures space for regular case-studies from each sector, focused on inter-sector linkages beyond information sharing.
- Strengthen the Sector Gender Focal Points Network at field level, and implement/track gender equality measures.
- Continue capacity-building trainings of sector, urban and camp coordinators to ensure quality.
- Ensure effective NGO co-chairing arrangements.

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<sup>1</sup> For more information, please contact Susana Boudon, Inter-Sector Coordinator, [boudon@unhcr.org](mailto:boudon@unhcr.org); or visit <http://data.unhcr.org/jordan>. For the terms of reference of the Inter-Sector Working Group, please visit [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=60](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)

<sup>2</sup> The Inter-Agency Task Force was composed of the heads of agencies involved in the refugee response in Jordan, chaired by the UNHCR Representative. In April 2017 the Inter-Agency Task Force and the Humanitarian Country Team were merged into the Humanitarian Partners Forum, co-chaired by the UNHCR Representative and the UN Resident Coordinator/Humanitarian Coordinator.



# JORDAN REFUGEE RESPONSE

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- Continue proactive attempts to link refugee coordination to the JRP structures, and to resilience and development actors. Prepare quarterly updates on the refugee response by sector, for review by the relevant line ministry /JRP Task Force.
- Continue close engagement with MOPIC

## Common Processes in 2018

- Promotion of inter-sector linkages
- Consolidate Refugee Structures; Strengthen Capacity of Coordinators
- Continue NGO co-chairing arrangements of sectors/urban coordination
- Mainstreaming Gender
- Vulnerability Assessment Framework
- Coordinated Needs Assessment System
- Services Advisor: online mapping of services
- ActivityInfo: Monitoring and Reporting
- Financial Tracking on inter-agency appeals
- Information sharing and advocacy with donors and the government
- Data Analysis
- Prevention of Sexual Exploitation and Abuse
- Inter-agency strategy development / Contingency Planning, when relevant

Areas considered crucial, but require further discussion before inclusion in work-plan:

- Community engagement at the sector, programme and project levels, as well as in specific location coordination fora.
- Clearer direction for engagement with JRP in general
- Continue attempt to link refugee coordination with resilience and development actors



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Promotion of Inter-sector linkages	Time Frame
<ul style="list-style-type: none"> <li>Sectors to develop work plans for 2018 including activities related to inter-sector linkages</li> <li>Maintain a mid-year and end-year sectors' achievements at the ISWG level, with the aim to ensure consistency and promote linkages between sectors.</li> </ul>	<p>By early March</p> <p>By June and by December</p>
<b>Responsible:</b> ISWG, Sectors	

Consolidation of Refugee Coordination Structures; Strengthen capacity of coordinators	Time Frame
<p>Continue 2015-2017 process of merging and consolidating refugee structures, where there is an efficiency and effectiveness gains.</p> <ul style="list-style-type: none"> <li>Continue to support Mafraq, Irbid and Amman/South urban coordination; strengthen urban focal points network established in 2016</li> <li>Sectors/camp/urban coordination mechanisms to develop work plans for 2018 and upload it to the portal site</li> <li>Sectors/camp/urban coordination mechanisms to review ToRs and current state/usefulness of strategic advisory groups and sub-task forces.</li> <li>Develop tailored coordination trainings for sector, urban and camp coordinators – including repeat of UNHCR Coordination Skills course.</li> <li>Conduct the annual sector performance survey.</li> </ul>	<p>By March</p> <p>By April</p> <p>By June</p> <p>By August</p>
<b>Responsible:</b> ISWG, Sectors, Camp Coordination, Urban Coordination	

NGO Co-Chairing Arrangements	Time Frame
<p>Based on approaches in 2014 - 2017, pursue NGO co-chairs for sectors at national level and camps, urban coordination and sub-working groups, where there are not already two UN co-chairs.</p> <ul style="list-style-type: none"> <li>Election of co-chairs on a yearly basis, where nominations.</li> <li>Develop ToRs, divisions of responsibility, or clear, agreed arrangements for co-chairs at the sector level</li> </ul>	<p>By April</p>
<b>Responsible:</b> Sector Coordinators	



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Mainstreaming Gender	Time Frame
<p>The Sectors have committed to a range of initiatives that address the needs of women, girls, boys and men.</p> <ul style="list-style-type: none"> <li>• Continue building capacity of the Sector Gender Focal Point Network, including filling existing vacancies and training for focal points. Expand to include camp/field based focal points.</li> <li>• Ensuring the incorporation of gender into assessments and analysis (through coordination of needs assessments and training)</li> <li>• Building capacity of sectors to monitor gender equality measures through training</li> </ul> <p>The ISWG will be briefed on the progress of these initiatives and the results of the sex and age disaggregated indicators</p>	<p>Ongoing as part of regular Sector Gender Focal Points Network meetings</p>
<p><b>Responsible:</b> Sector Coordinators, Sector Gender Focal Points Network</p>	

Vulnerability Assessment Framework (VAF)	Time Frame
<p>Building on the considerable work achieved in establishing the Advisory Board for the VAF and developing a VAF data collection tool, a VAF Welfare Model, a VAF Appeals Module in RAIS, a draft VAF Sector Levels Scoring and various VAF communication tools; in 2018 the VAF team will:</p> <ul style="list-style-type: none"> <li>• Enhance analysis of assistance gaps and complementarity – particularly against the Minimum Expenditure Basket (MEB)</li> <li>• Update VAF documentation (*)</li> <li>• Enhance VAF-related training and feedback sessions (particularly among data collection organizations)</li> <li>• Update baseline</li> <li>• Review sector trees (applicability and future use)</li> <li>• Update welfare model</li> <li>• Update MEB</li> <li>• Comprehensive review of data collection form (VAF form) and process, leading to the roll-out of a new VAF form in 2018</li> <li>• Quality control of assessment and baseline data</li> <li>• Finalize module in RAIS for direct access to VAF information by VAF partners</li> <li>• Revisit VAF relationship with gender analysis</li> <li>• Analyse PSEA risk through VAF (particularly as part of assessment process)</li> <li>• VAF data collection methodology to INGO partners</li> <li>• Enhance assistance delivery based on VAF through transparent reporting in RAIS</li> <li>• Enhance regular VAF updates to ISWG, VAF partners and other coordination groups/partners</li> <li>• Analysis of VAF data and trends</li> <li>• Review of VAF progress and develop work plan and strategy for 2018</li> </ul>	<p>(*) By June (before the JRP Comprehensive Vulnerability Assessment phase starts)</p>
<p><b>Responsible:</b> VAF team &amp; VAF Advisory Board<sup>3</sup></p>	

<sup>3</sup> For more information see:

[http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=69](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=69)



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Coordinated Needs Assessments	Time Frame
<p>A process to ensure better coordination of needs assessments, from accessible inventories of existing assessments; a registry for new assessments; a 'review' process at the sector or inter-sectoral level, with donor support.</p> <p>Key elements for 2018 include:</p> <ul style="list-style-type: none"> <li>• Continue to monitor the information available at the Coordinated Needs Assessment Registry. Review usage and compliance with Needs Assessment Registry.</li> <li>• When needed, update the existing SOPs</li> <li>• Organize training session for sectors and location based groups to sensitize the procedures for planning and coordinating assessments.</li> <li>• Renew advocacy with donors, camps and urban coordination for compliance.</li> </ul>	<p>Ongoing</p> <p>March-April</p> <p>Ongoing</p>
<p><b>Responsible:</b> ISWG; Sector Coordinators; Donors</p>	

Service Advisors (online mapping of service providers)	Time Frame
<ul style="list-style-type: none"> <li>• Maintain partner data in <a href="http://jordan.servicesadvisor.org/#/">http://jordan.servicesadvisor.org/#/</a> through coordination mechanisms</li> <li>• Expand referrals discussions with case workers</li> <li>• Expand users to refugees</li> </ul>	<p>Ongoing</p>
<p><b>Responsible:</b> UN agencies and NGOs in coordination mechanisms</p>	

ActivityInfo	Time Frame
<ul style="list-style-type: none"> <li>• Roll-out of 2018 inter-agency monitoring database, with the aim to facilitate operational coordination.</li> <li>• Generation of inter-active dashboards by sectors, including outputs and gaps.</li> <li>• Generation of governorate and camp location analysis, to support location-based coordination.</li> <li>• Thematic analysis at the sector level, and for Youth Task Force, using Activityinfo data and other sources.</li> <li>• Regular analysis of data errors; non-reporting; non-use of specific indicators.</li> <li>• Partner reporting online by 8<sup>th</sup> of each month.</li> <li>• Focus on capacity building of the IM officers, to ensure optimal use of IM tools for sectors</li> </ul>	<p>By January</p> <p>By February</p> <p>Every month</p> <p>Ongoing</p> <p>By March</p>
<p><b>Responsible:</b> Inter-Agency Information Management; based on agreement with Sector Coordinators</p>	



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<b>Financial Tracking on Inter-Agency Appeal</b>	<b>Time Frame</b>
Information will be collected from partners on funds received against the 3RP Inter-Agency appeal every quarter. Data will be collected by partner/sector and be analysed on a quarterly basis	Every quarter
<b>Responsible:</b> ISWG and Sector Coordinators	

<b>Data Analysis</b>	<b>Time Frame</b>
<ul style="list-style-type: none"> <li>Continue Quarterly Sector Analysis, including progresses for key indicators, achievements, challenges and foreseen gaps</li> <li>Promote usage of the Sector Dashboard for analysis at the sector, Sector Gender Focal Points Network and area-based coordination mechanisms</li> <li>Use of the existing data for planning, programming and gap analysis</li> </ul>	Every quarter
	Every quarter
	Ongoing
<b>Responsible:</b> ISWG and Sector Coordinators	

<b>Information sharing and advocacy with donors and government</b>	<b>Time Frame</b>
Continuing from 2014, donors have requested to have greater involvement at the strategic and technical level of the refugee response. Some donors already attend some sector meetings and the Humanitarian Partners Forum. Some are also part of several common processes (e.g. VAF Advisory Board). <ul style="list-style-type: none"> <li>Continue to provide updates from the ISWG and Protection Sector Working Group as regular agenda items for the monthly Humanitarian Partners Forum meetings; give other relevant updates by Sector Coordinators on specific themes (such as Livelihoods, Basic Needs and Winterization) as needed.</li> <li>Continuing from 2015-2017, prepare sector priorities documents to be used for resource mobilization, such as Jordan Humanitarian Fund</li> <li>Share common messages and advocacy products with ISWG members, donors and government counterparts, when relevant</li> </ul>	Monthly basis
	Every six months
<b>Responsible:</b> ISWG; Sector Coordinators	

<b>Prevention of Sexual Exploitation and Abuse (PSEA)</b>	<b>Time Frame</b>
<ul style="list-style-type: none"> <li>Ensure that members of sectors incorporate measures for PSEA in their programmes</li> <li>Support the development of a multisectoral SEA focal points network</li> <li>Maintain the established PSEA Focal Points Network</li> <li>Strengthen the inter-agency SEA complaint-referral mechanisms</li> </ul>	Quarterly basis
<b>Responsible:</b> PSEA Focal Points Network and Sector Coordinators	



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Inter-Agency Strategy Development / Contingency Planning	Time Frame
<ul style="list-style-type: none"><li>• When relevant, update the Contingency Planning document, for refugee influx – covering borders, Raba Sarhan, camps and urban, in a light manner, reflecting the likelihood of new major influxes, changing in context and new political decisions.</li><li>• When relevant, support development of location specific or thematic strategies</li></ul>	When relevant
<b>Responsible:</b> ISWG and Sectors, in support of camp and urban coordination	