

## South-East Turkey: Inter-Sector Working Group (ISWG) 2017 Operational priorities and Work-Plan

### Background to the response:

With over 2,75 million Syrian refugees, an estimated 260,000 non-Syrian asylum seekers and refugees Turkey hosts the largest refugee population in the world. It is estimated that around 59% of the Syrian Refugees live in ten provinces in the South-East of Turkey: 10% residing in 22 refugee camps while the remaining 90% living among and being hosted by the Turkish communities.

As of date there are over 35 national and international actors working across eight areas of the response, including protection, shelter, NFIs, multi-purpose cash, education, livelihoods, food security and support to public infrastructure and municipalities. And it also includes some 88 multi-purpose community centres.

**Objective:** In line with the 3RP the objective, and, under the leadership of the Government of Turkey, the operational response in the south-east of turkey is to:

- Ensure a coordinated approach to the provision of protection and assistance to refugees and asylum-seekers, particularly those living in urban-per-urban and rural areas; and
- Strengthen national capacity to ensure sustainability and national ownership of interventions.

**South-east turkey area of operation:** Adana, Adiyaman, Gaziantep, Hatay, K. Maras, Kilis, Malatya, Mardin, Osmaniye, Sanliurfa.

**2017 operational priorities:** To meet these objectives the South-East Inter-Sector working group has identified five core inter-sector working group operational priorities areas for 2017. These are:

- Strengthen urban outreach and urban response through a coordinated, multi-sector approach to referrals, mapping of services and communication with communities/AAP;
- Promote a coordinated, common approach to gaps and needs analysis to support evidence-based planning and decision-making;
- Ensure technical-level emergency preparedness, including contingency planning if necessary;
- Strengthen coordination mechanisms and capacities to maximise service delivery;
- Improve monitoring and reporting.

**2017 Work-Plan:** The following work-plan is intended to provide a detailed account on how the inter-sector working group aims to meet operational priorities. The work-plan is based on an initial six-month period. The work-plan will be revised and updated to cover the remaining six-month in July 2017.

### Additional Remarks:

- Activities assume a close and complementary relationship with the South-East Inter-Agency Task force, the Syria Task Force, and the provincial level coordination structures.
- Activities included in the work-plan are specific to the ISWG only. Activities specific to information-management are and will be included in the IM work-plan.

<b>Priority one: Strengthen urban outreach/ response through a coordinated, multi-sector approach to referrals, mapping of services and communication with communities/AAP</b>	<b>Time-frame</b>
<ul style="list-style-type: none"> <li>○ Conduct a CwC mission to identify information gaps and needs and recommend immediate next steps;</li> <li>○ Set-up a light inter-agency urban task-force to focus on an integrated approach to service mapping, outreach, referrals and CwC;</li> <li>○ Develop a CwC/AAP plan – including basic communication information packages, messages, feedback mechanisms and roll-out plans;</li> <li>○ Identify data collection points at the provincial level to collect information on available services;</li> <li>○ Roll-out the service mapping (implement the information dissemination plan).</li> </ul>	<p>Jan.</p> <p>Feb. – March</p> <p>March – April</p> <p>March – April</p> <p>May – June</p>
<b>Responsible:</b> UNHCR CwC / ISWG Coord / IA Urban TF/ Service Mapping FP (IMO).	

<b>Priority Two: Promote a coordinated, common approach to gaps and needs analysis to support evidence-based planning and decision-making;</b>	<b>Time-frame</b>
<ul style="list-style-type: none"> <li>○ Collect &amp; update assessments to populate the assessment registry;</li> <li>○ Review existing refugee-related information and data collection tools and recommend a way to collect and analyse it.</li> <li>○ Conduct a secondary desk review (SDR) to analyse existing information and identify primary data collection needs (if and as applicable).</li> </ul>	<p>Feb. - Dec. (monthly)</p> <p>March-May</p> <p>Aug. – Dec. 2017</p> <p>May - July</p>
<b>Responsible:</b> ISWG / IMO	

<b>Priority Three: Ensure technical-level emergency preparedness</b>	<b>Time-frame</b>
<ul style="list-style-type: none"> <li>○ Conduct a risk analysis and based on findings support coordinated technical preparedness actions</li> <li>○ Develop and maintain a contingency stock and resources database</li> <li>○ Identify emergency referral focal points to support emergency preparedness actions</li> </ul>	<p>Apr./Aug./Dec.</p> <p>Jan – Dec. (monthly)</p> <p>Jan. – Feb.</p>
<b>Responsible:</b> ISWG Coord.	

<b>Priority four: Strengthen coordination mechanisms and capacities to maximise service delivery;</b>	<b>Time-frame</b>
<ul style="list-style-type: none"> <li>○ Establish and strengthen IA coordination structures at the sub-national and provincial level;</li> <li>○ Roll-out coordination orientation sessions;</li> <li>○ Roll-out coordination skills trainings;</li> </ul>	<p>Jan. – Dec.</p> <p>Jan. /March – April</p> <p>April</p>

<ul style="list-style-type: none"> <li>○ Conduct IA coordination mission at the provincial level to review existing coordination mechanisms and set-up IA coordination structures</li> <li>○ Conduct regular Coordination Monitoring Performance (CMP) surveys and based on findings promote actions to improve coordination</li> </ul>	<p>Jan. /March - April</p> <p>Regular (monthly)</p> <p>Jan. / June / Dec.</p>
<p><b>Responsible:</b> ISWG Coord.</p>	

<p><b>Priority Five: Improve monitoring and reporting</b></p>	<p><b>Time-frame</b></p>
<ul style="list-style-type: none"> <li>○ Agree on monitoring / reporting products and timeline</li> <li>○ Produce and disseminate quarterly monitoring dashboards and narratives</li> <li>○ Conduct a mid- and end-of-year review to monitor progress and achievements and promote corrective actions.</li> </ul>	<p>Feb.</p> <p>April / Aug. / Dec.</p> <p>June / Dec.</p>
<p><b>Responsible:</b> ISWG / IMO / All sectors</p>	