

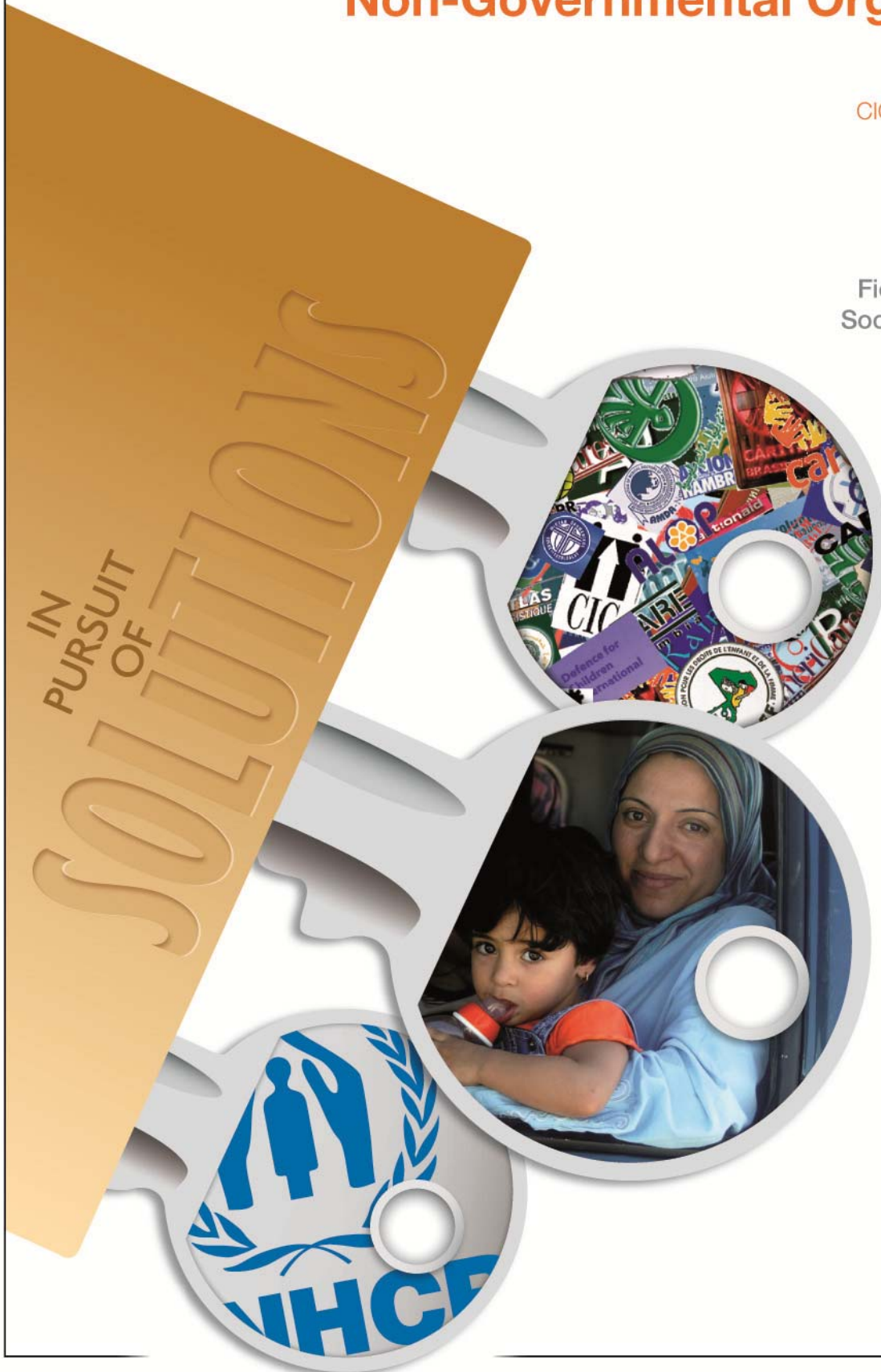
# Report

## on the Annual Consultations with Non-Governmental Organizations

1-3 July 2015

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# Report on UNHCR's Annual Consultations with Non-Governmental Organizations

**1 – 3 JULY 2015 - GENEVA, SWITZERLAND**

## Abstract

This report provides highlights of UNHCR's 2015 Annual Consultations with NGOs, which brought together some 500 representatives from around the world, representing 273 different NGOs, UN and international organizations from 86 different countries, of which 206 were national NGOs, 63 international NGOs and four UN agencies.

This year's main theme, *In Pursuit of Solutions*, guided much of the discussion. The best form of protection is a solution where displaced and stateless persons are no longer in need of international protection or assistance and can exercise their rights and participate fully in the community in which they live. The trio of traditional durable solutions - voluntary repatriation, local integration and resettlement - clearly face challenges in their execution.

The Consultations included five regional sessions and twelve thematic sessions covering: pursuing alternatives to camps, education, the World Humanitarian Summit, youth, partnerships, community-based protection, protection at sea, climate change, IDPs, delivering together in emergencies, statelessness and resettlement. Additional side events focused on protecting schools and universities from military use, the refugee coordination model, detention, mental health, the NGO Investigation Specialist Roster and the Solutions Alliance. The report provides overviews of each main session of the Consultation. It was prepared with the information provided by NGO and UNHCR sessions' focal points.

Social media for the 2015's Consultations was again successful, and showed itself to be an increasingly important part of the event<sup>1</sup>. Building on 2014's successes, there was a sense of momentum in terms of participant use of social media, and social media's role to encourage sharing inside and outside of the event. The platforms Twitter, Livestream/YouTube and Storify, allowed UNHCR and Consultation attendees, to share more of the event's comment and tone live with those not attending. As noted in the closing discussion there is potential to build on these successes next year, with greater sharing and participation through social media.

The key messages emerged from the Consultations include:

- 1) **Adopt a systemic and comprehensive approach to solutions that considers all available options.** This includes a shift to multi-year planning and an emphasis on freedom of movement, livelihoods, education and cash-based interventions. It also requires a more systematic approach to data collection, the promotion of alternative legal pathways to seek protection, preparations for climate change-induced displacement, and addressing root causes.

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<sup>1</sup> 5,798 #UNHCRNGOs uses (4,776 in 2014); 1458 mentions for @UNHCRPartners (800 in 2014); number one Twitter trend in Geneva on day three and in the top two trends for several hours; 124 tweeting attendees;

- 2) **Collectively address funding shortfalls that have hindered investments in solutions.** The impact of funding gaps is most acutely felt in Africa, where emphasis has necessarily been placed on saving lives rather than ending protracted displacement.
- 3) **Invest in strategic partnerships.** UNHCR and NGOs are currently updating their approach to project implementation. They are working together in campaigns to end statelessness, expand refugee resettlement opportunities, make schools safe from attack and promote alternatives to detention. More could be done by NGOs, UNHCR and donors to support local partner capacities and community-based protection. In addition, the humanitarian community should engage governments, civil society, non-western partners, private sector, human rights, and development actors, persons of concern and create new networks. The Solutions Alliance is a key vehicle for progress.
- 4) **Underpin all efforts with the principle of inclusivity.** Inclusion of persons of concern in national systems is the most sustainable response. As displacement affects a growing number of communities, awareness raising about persons in displacement's rights and potential contributions is crucial to combatting discrimination. Receiving communities should learn about solutions-related best practices experienced elsewhere.

The moment of truth has arrived as stated by the High Commissioner during his opening remarks. Just because something is not broken it does not mean that it should not be fixed.

Change must start now, before the World Humanitarian Summit culminates in 2016 in Istanbul, and it must continue beyond the Summit. The Summit provides an opportunity for creative and innovative solutions to the many challenges we are facing, but we should ensure that it is not the lowest common denominator that drives this agenda. The World Humanitarian Summit is an opportunity to reshape the humanitarian system, develop new partnership, and bring a variety of stakeholders together.

Let us be bold, let us be courageous in order to make strides forward. The solution is not to wait until the system is broken but to act now!

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# Rapporteur's Report

## UNHCR's Annual Consultations with NGOs

### 1-3 JULY 2015 - GENEVA, SWITZERLAND

#### A. INTRODUCTION

The Annual Consultations is an important forum for NGOs and UNHCR to exchange ideas, have an open honest dialogue, and present innovative solutions in today's challenging humanitarian world.

This year's main theme, *In Pursuit of Solutions*, guided much of the discussion. The best form of protection is a solution where displaced and stateless persons are no longer in need of international protection or assistance and can exercise their rights and participate fully in the community in which they live. The trio of traditional durable solutions – voluntary repatriation, local integration and resettlement – clearly face challenges in their execution.

The moment of truth has arrived as stated by the High Commissioner. Just because something is not broken it does not mean that it should not be fixed. The solution is not to wait until the system is broken but to act now.

In 2014, 42,500 persons were displaced every day. Old conflicts do not die and new conflicts cannot be addressed in a timely manner. We need to create a more strategic partnership that will bring relief and development solutions while maintaining the focus on rights based approach.

The humanitarian community is currently working in the traditional three durable solutions which clearly have challenges in their implementation. The discussion held in these past three days looked at a broader approach to solutions, including how to empower people of concern through partnership with host communities, governments, civil society, national and international NGOs and with persons of concern themselves. Solutions cannot be found without their inclusion.

#### B. OPENING SESSION

**The UN High Commissioner for Refugees, António Guterres**, in his welcome note to participants, wrote: *"For the next three days, we have an opportunity to advance our thinking on solutions... By solutions we are not only referring to the classic durable solutions of voluntary repatriation, resettlement and local integration, but also to the broader sense of enabling refugees and other persons of concern to improve their quality of life and to enjoy their human rights."* He added that NGOs are vital partners for UNHCR implementing programmes for refugees and internally displaced people in some of the world's most remote and difficult places.

The High Commissioner outlined major challenges facing his agency and the entire humanitarian community, warning that the *"moment of truth had arrived"* given the scale of current global challenges. He told the UNHCR-NGO Annual Consultations in Geneva that the current humanitarian system, facing the largest number of forcibly displaced since records began, is *"broke but not broken."*

The High Commissioner, in the opening session, stated: "*Dramatic problems in multiple regions are in contrast to decreasing support: in 2010, there were 11,000 newly displaced per day; in 2011, 14,000; in 2012, 23,000; in 2013, 32,000; in 2014, 42,500 per day,*" adding that in such a climate strategic partnerships could not be more important. While stressing that the humanitarian community need to explore the cost-effectiveness of current crisis responses, Guterres said that development actors must step forward to support countries and communities whose own development efforts have been devastated by the strain of hosting immense numbers of refugees.

**Daniel Endres, Director of the UNHCR Division of External Relations**, highlighted that with 59.5 million people currently forcibly displaced, the system is completely overstretched, and stressed on the importance of coping and finding solutions. He referred to the Structured Dialogue field missions taken together with ICVA and InterAction, and the Enhanced Framework for Implementation with Partners as processes to help strengthen the principles of working together. The Consultations are important for UNHCR to influence the way it works and refine its policies.

**Nan Buzard, Executive Director of ICVA**, was pleased to see that a record breaking number of people attended the Consultations. She emphasised the importance of partnerships, the need to sit and work together, persevere in finding solutions and seek an "out of the box" thinking, as we cope with an ever increasing number of persons in displacement and a shrinking asylum space. She thanked the outgoing Deputy High Commissioner for his commitment to the Consultations and discussion with NGOs, and suggested that UNHCR and NGOs do more planning, needs assessments and response programming together.

## C. REGIONAL SESSIONS

### 1. AFRICA

#### BACKGROUND

For the past 18 months, the humanitarian community, governments and donors have been responding to a heightened level of crises in Africa. At the time of writing six large-scale crises are ongoing. Unresolved conflicts remain in South Sudan, the Central African Republic, Nigeria, Yemen (affecting primarily Somalia and Djibouti in the Horn of Africa), Mali and more recently Burundi. Neighbouring countries are doubly affected by hosting refugees and experiencing conflict-related insecurity that has crossed borders and internal displacement.

UNHCR in Africa rarely receives beyond 30% of its overall funding needs; other humanitarian actors equally face serious funding shortages severely constraining humanitarian action.

These crises have used the bulk of UNHCR's resources dedicated to Africa – more than 70% of staff, funding and logistics available are absorbed in responding to life-saving activities. Consequently, UNHCR has had to scale back, and even delay progress on finding solutions in such situations as Togo and Zambia.

#### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

The Africa session focused on the many challenges facing the continent. At the time of the Consultations, UNHCR and its partners were working in a variety of situations:

- Protracted situations such as the Angolans in DRC, Liberians, Rwandans
- Continuous emergencies like DRC, CAR and South Sudan
- New emergencies, such as Nigeria and Burundi

One of the largest challenges facing UNHCR is the lack of funding to support all its activities. UNHCR is obliged to spend 70% of its funding for Africa on emergencies, which represent 30% of the population of concern. Conversely, only 30% of UNHCR's funding for Africa is available for the majority (70%) of refugees who are in protracted situations. Due to the lack of funding, UNHCR can only focus on life-saving activities and programs focused on sustainable solutions are not funded. On average emergencies appeals rarely reach 30% of the budget required:

- CAR – required USD 241 million but only USD 33 million (13%) is funded
- South Sudan – required USD 779.4 million, but only USD 168.2 million (22%) is funded
- Nigeria – required USD 114.5 million, but only USD 19.9 million (17%) is funded
- Burundian – required USD 152 million, but only USD 15 million (10%) is funded

## RECOMMENDATIONS/CONCLUSIONS

- From day one of an emergency, responders should include development partners, such as the World Bank, the African Development Bank, UNDP and the private sector, in shaping their interventions in order to facilitate a smoother transition from emergency assistance to longer-term self-reliance.
- The current range of available durable solutions does not do enough to solve the situations of the 70% of refugees in Africa who are in a protracted situation. A broader approach to solutions is needed and the following ideas were proposed: multiyear planning, promoting a legal framework for freedom of movement and the right to work, implementing UNHCR's alternatives to camps policy, livelihoods, education, cash-based interventions and more strategic partnerships with governments, local NGOs, community-based organizations, regional and international financial institutions, private sector initiatives and host communities.

## 2. AMERICAS

### BACKGROUND

This session detailed various traditional as well as innovative approaches to solutions in the Americas. Voluntary repatriation, local integration, solidarity resettlement, innovative labour mobility schemes with built-in protection safeguards and solutions for the reacquisition of nationality are among the multiple pathways that aim at one single goal: the promotion of a systemic and comprehensive approach to solutions that will look at all available options and context.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- Capacitating urban refugee communities on their rights in asylum is key to ensure their inclusion in the host society and enabling their integration (Example of orientation and legal counseling of Human Rights Support Points in Guayaquil, Ecuador – Comité Derechos Humanos)
- Refugee documentation shall be known by all sectors of the administration, otherwise is just a piece of paper that does not allow livelihoods (access to credit and finance, employment, vocational training) or access to services (health, education) and thus self-reliance towards integration (Sin Fronteras –Mexico)
- In Mexico, the legal and policy framework on international protection exists, however, the implementation of the integration process is weak because there are no public earmarked funds dedicated to it nor legislative harmonization that support such process. In response to this gap, the affected population, local governments and organizations have developed initiatives to address this issue, such as, access to employment and health.
- In the Dominican Republic, the arbitrary deprivation of nationality of tens of thousands Dominicans rendered stateless needed a coalition response under the network 'Dominicanos



por Derecho' focusing on community based rights, awareness raising on exclusion of the affected population, and advocacy to find solutions (Centro Bono – Dominican Republic).

- Labor Mobility scheme in Brazil can offer relocation opportunities to refugees from other MERCOSUR countries. The Civil Society can contribute to their smooth integration into the new reality and monitor their well-being. They work on humanitarian support and advocacy.

## RECOMMENDATIONS/CONCLUSIONS

- Solutions are a key feature in the Americas and a major pillar of the Brazil Plan of Action (BPA). The Civil Society shall be fully involved in the implementation of the BPA in its solutions components: Solidarity resettlement, cities of solidarity, Local Integration and Labor Mobility schemes
- UNHCR and the civil society should empower refugee networks to be self-reliant and thus favor their integration. Refugees can contribute to their own wellbeing much more than one would think.
- We know well the 'problems of solutions'. We can create a corridor between two countries with the labor mobility schemes to overcome barriers to effective solutions. UNHCR and countries in the region shall rally with the civil society to implement such 4<sup>th</sup> solution.

## 3. ASIA AND PACIFIC

### BACKGROUND

As of the end of 2014, the Asia and the Pacific region – encompassing 45 countries and territories – is hosting some 7.7 million persons of concern to UNHCR, including approximately 3.5 million refugees, 1.9 million internally displaced persons (IDPs), and 1.4 million stateless people. The majority of the refugee population originates from Afghanistan and Myanmar. Most countries and territories in the region continue to uphold their long tradition of hospitality to refugees and displaced persons, although only 20 among them have acceded to the 1951 Refugee Convention and 1967 Protocol.

UNHCR works with its partners towards safeguarding protection and asylum space in Asia. National and regional partnerships with civil society networks are being pursued and strengthened in order to improve monitoring, access to unsafe areas, provision of legal services, community outreach in urban contexts, livelihood development, and reintegration. One example of this joint approach is the Solutions Strategy for Afghan Refugees (SSAR), with a number of local and international partners, including civil society, taking part in the implementation of the strategy.

This session comprised two parts: 1) solutions for the Afghan refugee situation, and 2) solutions for urban refugee populations in the region.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- Nearly 20% of Afghan refugees have returned since 2002. However, the rate of return has slowed considerably in recent years. The Islamic Republics of Iran and Pakistan continue to host approximately 96% of Afghan refugees. The governments in the region remain committed to the implementation of the Solutions Strategy for Afghan Refugees (SSAR).
- Although national NGOs are mostly involved with service provision it is clear that they must work more closely regionally and at the country-level in order to achieve durable solutions and strengthen civil society. NGOs look to UNHCR to assist in linking implementing partners and others (operational and advocacy NGOs), particularly at the regional level.
- With 74% of refugees outside of camp settings in Asia there is a need to refocus skill sets to address the situation of these communities. Working together to make a real difference in lives of urban refugees is the only way we will be able to find durable solutions.
- Urban settings provide opportunities (self-reliance, education and health facilities, access to civil society agencies, etc.) for refugee communities. However, major challenges remain, including threats faced by women and unaccompanied children. The challenge for civil society is often on protection monitoring mechanisms in overcrowded and often poor neighbourhoods.

## RECOMMENDATIONS/CONCLUSIONS

- The Islamic Republics of Iran and Pakistan are working closely with UNHCR to seek solutions for Afghans refugees. There is a need for increased financial support for national NGOs to support the implementation of the SSAR.
- Negative rhetoric surrounding refugees can only be tackled through awareness raising on the positive impact refugees can have on the host communities. UNHCR could work better with its partners to collect good examples and share regularly such positive voices.
- In many countries across the region there is a need to advocate for revision and improvements of related legal frameworks and promoting the inclusion of refugees and asylum seekers in national strategies and social programmes, such as long-term visas, access to bank accounts and education incentives.
- Documentation has as a positive impact on refugees' ability to combat and deter some state abuses or discrimination.

## 4. EUROPE

### Part 1: Establishing additional legal avenues for person in need of international protection

#### BACKGROUND

An increasing number of refugees and migrants are undertaking risky sea journeys across the Mediterranean in search of international protection. UNHCR has been calling on European countries to consider providing increased opportunities for safe and regular legal avenues and access to protection, which can offer viable alternatives for those considering undertaking such risky

journeys. This could be achieved through, for example, enhanced and expanded resettlement opportunities, community-based private sponsorship schemes, a flexible approach to family reunification, humanitarian visas, as well as student scholarship and labour migration schemes. NGOs have a critical role to play in this respect.

## MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- It is the lack of viable legal alternatives that is pushing refugees and migrants to undertake dangerous land and sea journeys. In tandem with addressing the root causes of what forces people to move in the first place, there is an urgent need to develop additional legal avenues. However, this approach also has to be seen in the broader context of non-refugee movements, e.g. the development of labour migration schemes.
- Family reunification is a right under EU asylum law, though in practice refugees face numerous difficulties. The procedural requirements can be very difficult, e.g. accessing an embassy, providing required documentation, etc. However, we need to ensure that those who do have that right can access it. There is also an opportunity to adopt a more flexible approach in the interpretation of the family and dependents, as shown by the Netherlands that amended its legislation (i.e. unmarried dependent adult children).
- Programmes developed in response to the Syrian refugee situation reflect what States can do within the limits of their legal frameworks. Such initiatives should be expanded to incorporate other refugee populations as well. In this regard, no matter which programme is developed, it must be supported by appropriate integration measures.
- While the case has been amply made on protection needs, the challenge is trying to translate public concern and empathy into concrete responses.

## RECOMMENDATIONS/CONCLUSIONS

- In Europe, we need to learn from the programmes that had a positive impact, share experiences, and use these as the template to promote and establish real solutions.
- Respect for the dignity of those we are seeking to protect should be a primary motivation, particularly as we strive to counter the negative narrative that has developed, which can lead to increased racism and xenophobia.

### Part 2: The Ukraine situation

#### BACKGROUND

More than a year into the conflict over 1.3 million people are registered as internally displaced persons (IDPs) in Ukraine, and the humanitarian situation continues to deteriorate. Despite a ceasefire agreed in February this year, an increase in hostilities has resulted in even greater hardship for people still living in conflict-affected areas. Whilst it is important to note the crucial role of Ukrainian civil society in responding to this emergency from the very onset, the humanitarian and protection needs of people in displacement are exacerbated by a worsening economic climate, and the restrictions on movement for people and access for humanitarian workers compound this

difficult situation. Outside Ukraine, displacement continues to increase and neighbouring countries face particular challenges in effectively integrating such large displaced communities.

## MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- There are a number of protection concerns related to IDPs in Ukraine ranging from freedom of movement to registration, social payments and lack of documentation – all of which prevent some IDPs from accessing their basic needs (especially healthcare). This is the unseen impact of the conflict. The extent of the needs in the non-government controlled areas (NGCAs) of Ukraine remains largely unknown, and the ability to meet these needs is limited as a result of the few organisations active in this area. Increasing legal and operational restrictions further complicate this fact.
- The situation in Ukraine has changed since the start of the conflict. Some IDPs are now experiencing discrimination – particularly in relation to employment and accommodation. As a result, many IDPs are struggling to integrate in their new place of residence.
- Civil society in Ukraine, despite being the first and most comprehensive providers of humanitarian assistance, is sometimes perceived as supporting the war effort despite trying to distance itself from the political aspects of the conflict.
- There may be a lack of political will by some governmental actors to work with civil society. The humanitarian response is also hindered by the unwillingness to acknowledge the full extent of the IDP situation in Ukraine. The importance of organisations relying on private funds or funds from states that do not have a political interest in the conflict was stressed given that much of the humanitarian impact is a result of politically imposed challenges rather than the conflict.
- Russia, as the country receiving the largest number of Ukrainian asylum-seekers, has taken a range of steps to provide legal avenues for Ukrainians to remain on their territory. NGOs play an important role in helping many Ukrainians to navigate through the legal framework. Ukrainians who have been relocated to remote part of Russia face problems in finding jobs, lack of community support and many would prefer to reside closer to the border with Ukraine.

## RECOMMENDATIONS/CONCLUSIONS

- It is important for organisations to operate on both sides of the conflict line and to develop the capacity to address the needs across them.
- Data is needed (especially in relation to needs) in non-government controlled areas, and should be prioritized (particular data related to IDPs in Crimea).
- Agreements are needed with the parties on humanitarian access. At present key humanitarian needs are being addressed externally to the conflict. A framework is needed that allows for improvements in the system (e.g. current labels such as “anti-terror” are crippling assistance). Whilst there was progress in the enactment of the IDP framework, subsequent resolutions have detracted from many of the assurances provided within.

## 5. MIDDLE EAST AND NORTH AFRICA (MENA)

### Investments for solutions in protracted displacement crises

#### BACKGROUND

The session highlighted the massive challenges across the MENA region, generated largely by armed and increasingly inter-connected conflicts, where growing humanitarian needs are likely to continue to exceed available resources. The Director noted that unprecedented crises require unprecedented responses, and that due to their sheer magnitude and complexity, the current crises have encouraged humanitarians to rethink the way protection and assistance are provided, changing the way we work and making technology an ally. Innovative approaches to humanitarian work should be expanded further to meet the challenges of the future and to ensure that interventions are as efficient and as effective as possible.

The session benefited from the presentations of partners in Egypt, Lebanon, Morocco, Qatar, Tunisia, Turkey and United Arab Emirates. Speakers highlighted the emerging role of humanitarian actors from the region and the need to strengthen their capacity to deliver and coordinate. Civil society in the Middle East has grown exponentially in the past years, providing a sounding board for governments and policy makers, but also, bringing additional actors and views to the table. It was noted that respective civil society strengths need to be enhanced.

The session also provided an opportunity to share good practices in responding to the mixed migration situations. North Africa is particularly affected by mixed migratory movements, including departures by sea. The rising number of deaths at sea, the use of detention following interception or rescue at sea, as well as trafficking and smuggling, remain of growing concern.

With regard to the Syria situation, it was noted that neighbouring countries remain at the forefront of the crisis and continue bearing the brunt of the spill overs of the conflict. They are the top donors to the Syria crisis and are providing a global public good which they should not bear alone. Lebanon now ranks first in the world in refugees per capita, hosting close to 1.2 million registered refugees. Almost one out of two Syrian refugees in the region is now hosted by Turkey.

Enhancing refugee child protection and self-reliance were also discussed. The session also provided an opportunity to follow-up on the “Investing in the Future” conference held in Sharjah, UAE in October, 2014, during which a number of key refugee child protection principles were identified as priorities, including education and birth registration. The discussion also highlighted the advantages of community-based protection and the increasing need to find innovative local solutions to needs which benefit refugees and host communities alike.

#### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- The importance of self-reliance across the region was highlighted throughout the session. Child protection and education are key to provide tools for the future generations to achieve solutions.
- With regard to mixed migration, participants highlighted the importance of addressing root causes.

- With regard to the situation of Syrian refugees, there is a need to ensure effective protection and continue to support host countries.
- With regard to partnerships, the establishment of a civil society displacement network in MENA including NGOs, think-tanks and academia aims to amplify the voice of each individual member, with a view to widening the protection space across the region.
- In Yemen, there is a need to maintain the protection gains for refugees while supporting IDPs.
- With the regard to the protection of minorities, the particular challenge of minorities becoming displaced and having nowhere to go and nowhere to return to was highlighted during the session.

## RECOMMENDATIONS/CONCLUSIONS

- Working together to strengthen the protection environment in refugee host countries is critical.
- National and local NGOs need to join forces in order to make their voices heard, particularly at a regional level.
- Throughout the region, advocacy is essential to finding long-term solutions, including for livelihoods. In particular, strengthening local capacities and their use of advocacy tools can play a major protection role.
- The humanitarian community should continue to pay attention to unresolved protracted displacement situations where efforts to find solutions need to be sustained.

## D. THEMATIC SESSIONS

### 1. ALTERNATIVES TO CAMPS: MAKING IT WORK

#### BACKGROUND

UNHCR released its Policy on Alternatives to Camps in July 2014 to move away from traditional camp-based operational responses and create possibilities for refugees to live lawfully, peacefully and independently in communities. Today, four out of ten refugees worldwide still live in camps, the majority of whom are in Africa. While one of the purposes of the Policy is to progressively decrease this number, it also aims to improve the way camps are being set up and managed. The Policy focuses on the ability to make choices, exercise rights and enable people to take care of themselves.

The key is to harness the opportunities of displacement and seek to maximize the skills, productivity, and experience displaced populations bring to their host communities. In this way, with resilience as the overarching framework, refugees will be better able to contribute to the local economy and development and overcome future challenges than if they had spent years depending on humanitarian assistance, whatever solutions are eventually available to them.

## Objectives of the session:

- 1) Increase the awareness and understanding of the opportunities and challenges posed in the implementation of the Policy;
- 2) Advance the discussion and share learning on good practice from the field on how UNHCR and NGOs can work together to make alternatives to camps work, and how to address some of the challenges.

## MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- The Alternatives to Camps policy is an important step in the right direction in the betterment of the lives of refugees. It is rights-based, progressive, and well-formulated. It has the potential to be transformational for the humanitarian and development sector. It can ultimately lead to long-term solutions for refugees. It offers numerous opportunities if systematically operationalized and implemented, including allowing refugees to lead normal lives and for greater sustainability and efficacy of interventions. Importantly, it represents UNHCR's commitment to meaningfully address the needs of refugees in non-camp settings, which is a significant change in the past 10 years.
- In order to achieve its full potential, operationalization of the policy is key. A number of important steps have already been taken in order to move from policy to practice, including:
  - Development and use of the UNHCR diagnostic tool, which serves as a traffic light report for the countries' implementation of the Alternatives to Camps policy. UNHCR is following up with Regional Bureaus on next steps based on the results of the tool.
  - A number of joint assessments have been carried out to look at the economic impact of refugees on local economies.
  - World Bank funding was secured for a number of non-camp based interventions.
  - UNHCR has adapted services delivery toward increased use of cash, integrating service delivery through national systems, greater investment in livelihoods programs, strengthening community-based protection, and employment of a "graduation approach."
- Key challenges are to be overcome in order to realize its full potential:
  - Buy-in from host governments is key. There are obstacles to securing their support, including security concerns, concerns that moving away from camps that are funded by the international community they will end up shouldering a much heavier financial burden of the response, real or perceived negative impact on the local economies, popular backlash.
  - The policy will only work if people have an ability to earn a living. This puts front and centre the need to advocate with governments on right to work and ensure it is based on data and evidence.
  - The mind-set of UNHCR and partners need to change. Camps should no longer be a default mechanism.
- The implementation of the policy should go hand in hand with the thinking about solutions. In many contexts, none of the three main durable solutions are available. Local policies might prevent integration and pursue of self-reliance; resettlement slots are still comparatively small

- A survey was conducted during the session where 115 people responded including a diverse representation of development, human rights, humanitarian (INGOs and national NGOs), highlighting that the implementation of this policy will rest on a diverse variety of actors. The results highlighted that while NGOs want UNHCR to play a leadership role in advocacy with host government, UNHCR sees their role as providing guidance and standard setting.

## RECOMMENDATIONS/CONCLUSIONS

- UNHCR, NGOs, and other actors should significantly increase investments in a series of researches to gather evidence and data needed to support interventions that work towards ensuring that they are rooted in a strong understanding of refugees' wants and preferences, understand the cost implications, and support advocacy with host governments. Strong and continued advocacy coupled with collection of empirical evidence is key.
- UNHCR in particular, but also NGOs, should invest in better conceptualization and implementation of interventions that support host communities, moving beyond an exclusively refugee-centric approach that necessitates continued discussion with development actors, financial institutions, banks, private sector. Donors should put their full weight behind the policy and provide sufficient funding for its implementation.
- Further revisions of the policy should include IDPs. To address the issue of buy-in from the host governments, more prosperous countries must increase the use of resettlement and open their borders. New ways should be found to continue working together as partners beyond this setting to jointly work on operationalizing the policy.

## 2. EDUCATION AND SOLUTIONS

### BACKGROUND

UNHCR and partner NGOs recognize the strong relationship between solutions and education. UNHCR's Education Strategy (2012-2016) emphasizes the importance of strong partnerships at the national level, including close collaboration with Ministries of Education in countries of asylum and countries of origin/return. It advocates for the provision of quality education by promoting access for refugees to national education systems, inclusion of refugee education in national development frameworks and ensuring recognition of previous learning and certification. The session explored how education (at all levels) contributes to finding solutions and breaks the cycle of dependency for refugees.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- Education creates opportunities for self-reliance for all possible solution scenarios, but for education to be able to contribute to solutions, it needs to be accessible to all on an equal basis, be adapted to specific needs, be offered in safe learning environments, and be of good quality ensuring retention to completion.



- Inclusion of refugees into national systems best promotes quality access to education, refugee protection, and self-reliance. In Uganda, the national education policy provides refugees access to education on an equal basis with nationals. The legal framework promotes refugee empowerment and mobilization and ensures their protection. Equal access also ensures that when students complete their education, their education is certified in the host county, enabling refugees to become self-reliant and contribute to the host community. Alternatively, a quality, certified education is a portable skill that refugees may bring with them when they return home, helping to rebuild their home country as well.
- Partnerships with the private sector, governments, civil society, and communities contribute to safe learning environments, strengthen the quality and access to education, and enhance community involvement. Private sector partnerships promote advocacy in the media and lobbying in community; partnerships with governments ensures that refugees are included in national systems and granted equal rights and access; partnerships with civil society empowers the community and invests them in their education; partnerships with NGOs capitalizes on the expertise and capacity of these organizations to lead to the best outcomes.

## RECOMMENDATIONS/CONCLUSIONS

- Programming should aim at seeing refugees as assets rather than burdens so that this changed perception eventually finds its way into public opinion. Refugees themselves also need to change their self-perceptions and understand that their status is not permanent and they can become positive actors of their own protection.
- Inclusion of refugees in national education systems ensures their protection and provides them with a more sustainable and quality service than any parallel system can offer and provides opportunities for social cohesion between host and refugee communities.
- Innovative partnerships between displacement affected communities, civil society, government authorities, local and international NGOs, UN agencies and the private sector can contribute to finding solutions.

### **3. SUPPORTING THE WORLD HUMANITARIAN SUMMIT TO PRODUCE SOLUTIONS TO PROTRACTED DISPLACEMENT**

#### BACKGROUND

UNHCR and its partners are currently facing humanitarian needs on a massive scale, with particular challenges in protracted crises. In our rapidly changing world, we must continually seek better ways to meet the needs of millions of people affected by conflicts and disasters. An initiative of UN Secretary-General Ban Ki-moon, managed by UN OCHA, the first World Humanitarian Summit (WHS) will bring together governments, humanitarian organizations, people affected by humanitarian crises and new partners, including the private sector, to propose solutions to our most pressing challenges and set an agenda to keep humanitarian action fit for the future. The Summit provides an opportunity for UNHCR and NGOs to utilise their partnership to help find better solutions to both short and long-term displacement. Although it has yet to be realised, the WHS

provides an opportunity to foster a step change in humanitarian response and, through partners, link into other global processes such as the SDG process, to support new approaches to forced displacement.

## MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- WHS is an opportunity to shape the humanitarian system, develop new partnerships, and bring a variety of stakeholders including local and national actors, the private sector, UN agencies, member states and national and international civil society organizations together. However, frustration has been expressed by some stakeholders regarding the more recent top-down leadership; the over-distillation of recommendations emerging from the field-level into overly-general points, resulting in only the lowest common denominator recommendations being reflected at the global level; and the limitations of discussions with some member state representatives not being humanitarian specialists.
- In the WHS consultations so far, there have been challenges regarding difficulties in building linkages between humanitarian relief and development; inadequate focus on urban resilience and psycho-social as well as gender aspects of humanitarian response; a lack of efforts to build resilience into communities before the onset of conflicts; and difficulties with localization of humanitarian response due to the nature of conflicts.
- The role of the local private sector as the primary provider of humanitarian goods has been significantly neglected throughout the WHS process, and there is a greater need to engage with those businesses that can potentially be the driving force to help those affected populations in displacement and conflicts.
- There is a tendency to put the Summit in Istanbul as an end of WHS process. Humanitarian actors should be encouraged both to continue discussion after the Summit and already begin the process of change based on emerging recommendations within their own organizations.

## RECOMMENDATIONS/CONCLUSIONS

- Humanitarian actors should collaborate with the private sector and local businesses together with national NGOs to promote holistic approaches to crisis management and encourage a greater role in supporting resilience building of IDPs and refugees within host communities ("refugee entrepreneurs"). In this sense, engaging local and national actors at the early stages of displacement encourages finding durable solutions in the long term.
- Humanitarian actors have a role to play in building the resilience of people and communities likely to be affected by conflict, particularly by harnessing lessons learned and best practices from other contexts.
- All stakeholders should improve opportunities for durable solutions for affected populations, including through establishment of coordination mechanisms to engage with local businesses and through development of livelihood strategies – i.e. to provide access to existing national services.

- NGOs and UNHCR should seek more opportunities for joint advocacy towards host governments on solutions. Different types of organizations have complementary roles to play and continuous, informal strategic discussions are key in articulating the role that each can play.

#### **4. DISCUSSION WITH REFUGEE YOUTH ON BUILDING THEIR FUTURE**

##### **BACKGROUND**

Adolescents and youth are at a pivotal stage of their development – transitioning from childhood into adulthood. Under normal circumstances, this is a stage of life when young people are starting to make plans for their future, a critical time for identity formation and when long-term adult relationships begin to be formed. This is also a time when young people begin to make important decisions about education, training, skills development and employment needs - decisions which can shape their futures. Yet, the future for forcibly displaced adolescents and youth is often much less certain, can appear bleak and often does not facilitate normal transitions. Access to secondary and tertiary education, training and skills development are extremely limited and there are few meaningful or safe wage-earning opportunities. Forcibly displaced young people must often assume adult roles and responsibilities, including caring for elderly and young family members and completing household tasks, often without the requisite skills and the opportunity to invest in and plan for their own future. They can be at increased risk of violence, sexual assault, abuse and exploitation which can endanger their lives, physical health and safety. With few alternative life opportunities, young men, in particular, may be at risk of forced conscription into armed forces or recruitment into gangs and criminal activities; while adolescent girls and young women may be forced into early marriage and face the challenges of early child birth with all its concomitant health risks. Young people also often lack access to appropriate health care, in particular access to sexual and reproductive health services and information that will help them to make informed choices about their futures, as well as mental health care and psychosocial support.

##### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- Youth, like children, are more vulnerable and less visible than adults during and after displacement. Young people need to be given opportunities to be heard, to participate and realise their rights.
- Each one of the speakers talked about the importance of dedicated services for youth - especially education and local languages - to find solutions. The difficulty in accessing education for youth was highlighted and it was also highlighted in the plenary that livelihoods interventions should specifically target youth.
- The theme of building trust with youth came up a number of times. It was suggested that this can be done better by utilising other youth in communities to reach out and help young people cope with what they are facing and find solutions.
- All the speakers felt that young refugees have their own solutions and can find their own empowerment. What they need is support to realise those solutions. Decisions about young people should not be made without them being consulted.

- It was highlighted a number of times that community-based approaches are the best way to work with displaced young people, again including other young people (peers and mentors) in this approach. Youth friendly and specific information to access services is essential.

## RECOMMENDATIONS/CONCLUSIONS

- Place more emphasis on working with youth in displacement settings, providing them with opportunities to work with and within their communities with other young people, especially as peer support workers and mentors.
- Dedicated services for youth are essential, including health, mental health, training, mentoring, social support, and employment.
- Education is essential for youth to find solutions - especially secondary and tertiary education - and this includes learning the language of their country of asylum.

## 5. PARTNERSHIP: THE NEW ENHANCED FRAMEWORK FOR IMPLEMENTING WITH PARTNERS

### BACKGROUND

UNHCR has long maintained strategic partnerships with NGOs to fulfil its mandate to provide protection and find durable solutions for refugees and other persons of concern. Collaboration has grown significantly in terms of substance and resources. In 2014, the funds UNHCR allocated for assistance and protection through joint partnerships surpassed US\$ 1.32 billion (40% of UNHCR's total annual expenditure of US\$ 3.33 billion). The number of partners playing a significant role in the quest for providing protection and durable solutions was 908 across the globe, of these, 543 were national/local NGOs and 175 were international NGOs. Since it was first discussed in the 2012 consultations, UNHCR has reviewed and revised its framework of cooperation and implementing with partners, including policies and procedures, types and formats of project partnership agreement between UNHCR and NGOs, terminology used, mechanisms for joint management of agreements, joint monitoring of projects and mutual establishment and review of the partnership, the launch of a web-based partner portal innovative facility -- all with the intention of enhancing partnerships and collaboration.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- A summary of the findings of a survey on the status of partnership with UNHCR undertaken in August 2014 by the US-based network, Interaction. Twenty-six (26) member organizations provided feedback from operations in 30 countries, including key elements of the Enhanced Framework rolled out in 2013. Both achievements and concerns were cited. The need to increase knowledge about the ongoing systems change as well as to address inconsistencies was underscored.

- A comparison of the results of a survey of NGOs undertaken by HIAS in June 2015, focused on the key elements of the Enhanced Framework, and those arising from a similar survey conducted a year earlier. For the 2015 survey, there were 213 NGOs respondents, representing both national and international NGOs, from operations in 58 countries. Also included in the presentation was limited data from a UNHCR survey on similar issues with 98 respondents from 95 country offices. NGOs reported significant progress vis-à-vis the implementation of the Enhanced Framework. They perceived it being followed and working well in most places. There is room for improvement—including greater clarity about some elements, such as Prequalification for Procurement. The survey also suggested untapped opportunities for NGOs, such as responding to UNHCR calls for Expressions of Interest.
- The importance of effective partnership for achieving solutions for refugees and other people of concern was discussed. An extensive update of progress on the major elements of the Enhanced Framework as well as elements still under discussion, such as UNHCR's policy on contributions towards partner personnel costs were shared. Some of the opportunities, dilemmas, and challenges associated with efforts to enhance the UNHCR/NGO partnership were cited. For example, balancing the expectations for greater operational flexibility and reduced reporting requirements at field level whilst simultaneously meeting the demands for increased accountability and improved audit findings.
- The importance of strengthening partnership and accountability so as to better achieve solutions with, and for, refugees and other persons of concern was noted.
- The progress over the last three years on issues of ethical conduct, procedures for investigations including joint investigations, the development of a roster of investigation specialists, and the production of a resource manual that includes tools developed by UNHCR and some of its Partners was reviewed.

## RECOMMENDATIONS/CONCLUSIONS

- There is evidence significant progress has been made on many of the major elements of the Enhanced Framework for Implementing with Partners.
- Implementation is perceived by NGOs to be strengthening the UNHCR/NGO partnership.
- More work needs to be done, inconsistencies need to be addressed, and greater investments in knowledge building are required.
- The ultimate outcome of the strengthened UNHCR/NGO partnership should be improved protection, assistance, and solutions for refugees and other persons of concern.

## 6. COMMUNITY-BASED PROTECTION-FROM RHETORIC AND REALITY

### BACKGROUND

People and communities impacted by crisis or displacement are the central actors in their own protection. Communities have the most at stake in achieving their own safety, dignity, and rights, and possess significant existing capacities to do so. As a result, the broad range of UNHCR and

NGO protection and assistance interventions should seek to understand and reinforce the protective roles of communities.

Drawing from a stream of collaboration among NGOs, UNHCR, and academics, this session was built on inspiring case examples, presented by representatives of four national and local civil society organizations from around the world. Commitments to community-based protection echoed throughout the session, while high-level officials affirmed UNHCR's position to ensuring community-based protection is central in its operations.

## MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

Community-based protection requires humility, listening and trust. All case examples demonstrated the highly relational nature of community-based protection. In all cases, the protective role grew, over time, as outside actors committed to supporting local community leadership.

- In self-protection, information and local strategies are utilized by community members as they teach each other how to prevent and respond to threats. As simple as digging fox holes, hiding from attacks, or knowing when to find other community members after a protection threat, self-protection strategies are particularly important for keeping people safe in situations of armed conflict.
- NGOs, particularly national NGOs, can play the important role of 'interlocutor' between UNHCR and local community organizations. The ability to fill this role benefits from a depth of experience working with refugee groups, understanding of dynamics within local community groups, and demonstrating consistency over time.
- Communities offer significant capacities to protect highly marginalized groups. Effectively supporting these efforts requires a sufficiently nuanced understanding of 'communities', including individuals who might be geographically spread, linked by a common identity rather than nationality, and/or inclusive of members of the host community.

## RECOMMENDATIONS/CONCLUSIONS

- NGOs should strengthen their capacities to play the role of 'interlocutor', including identifying and assessing protective community mechanisms, providing capacity building and training, and offering other tailored supports to community-led protection initiatives.
- UNHCR should complete the re-positioning of its workforce to strengthen community-based protection, and continue to provide practical guidance for UNHCR staff, with NGO input, for how to implement operational models that reflect the attitude and thinking of community-based protection.
- Donors should ensure sufficient funding modalities exist to meaningfully support community-based protection, and provide funding to pilot and sustain innovative community-based protection programming in various operational contexts.

## **7. TOWARDS EVIDENCE-INFORMED RESPONSES TO PROTECTION AT SEA – LOCAL, REGIONAL AND GLOBAL INITIATIVES**

### **BACKGROUND**

Today, over 59 million people are on the move, fleeing conflicts and persecution - the largest number since World War II. They are part of an increasing number of people moving in mixed migratory flows who are risking their lives at sea. Refugees and stateless persons often use the same routes and means of transport for access to asylum and protection.

Increasingly, state responses to mixed migration are viewed through a 'deterrence' lens, motivated by security, border control and law enforcement perspectives. With the increased number of conflicts globally, and growing numbers of protracted refugee situations, any tightening of migration policies places refugees at further risk. These risks include exposure to exploitation by smugglers, trafficking for labour or for sexual purposes, among others. The lack of adequate safe alternative pathways to access asylum and protection feeds the growing transnational criminal networks engaged in smuggling and trafficking in persons. It also puts further pressure on the protection systems and frameworks that were established for those in need of international protection.

The recent incidents on the Mediterranean Sea, as well as those reported from the Gulf of Aden, the Red Sea, and the Bay of Bengal/Andaman Sea, once again revealed the vulnerability of asylum-seekers, refugees and stateless persons. As discussions for comprehensive approaches and solutions to address the dangerous sea crossings gain momentum, the importance of data, information and evidence comes into play. As most of the onward refugee movements occur in mixed flows, the collection of data and its speedy analysis is made more difficult.

This session focused specifically on the issue of data and information collection regarding mixed migratory movements by sea, and its analysis, for the purpose of informing responses and solutions. In order to enable effective protection-sensitive responses, improved data, information and analysis is important.

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- Recent tragedies and on-going reports of incidents involving mixed migratory movements at sea raise concerns and call for Governments and the international community to take action. To do so, there is a need for data collection and evidence in order to understand the complexity of mixed migration, including sea-related movements and to find informed solutions. The lack of data or the poor quality of data as well as a lack of coordination and information sharing between stakeholders are amongst the main challenges.
- Data collection should look in particular at three areas of data: root causes, tracking trends and the scale/scope of mixed migration, including data on missing persons and deaths at sea. There is a need to look at the drivers of mixed migratory movements at sea and its root causes. Analysis and research need to look at where and why protection is breaking down; what routes people take; why do they take these routes; and to identify the changes in routes being used. Protection at sea starts and ends with protection on land and there is a need to look at the whole cycle of mixed migratory movements.

- Movements by sea are of mixed nature, with people requiring different forms of protection. Mischaracterization of this phenomenon, especially by the media, is problematic. The use of inaccurate and at times inappropriate terminology causes a dis-service to the mixed migration context, especially given its significant refugee nature and the protection needs. Also, while many of those travelling by boat have international protection needs, or experience exploitation, abuse or extreme hardship during their journey, characterising them as “boat people” or solely as “victims”, without also recognising their individual and complex trajectories, is problematic. Protection at Sea also needs to look at the economic aspect, which often is presented as a pull factor, and in this regard to consider alternative as well as the expansion of legal pathways for migration.
- There are concerns that there might also be competition in the already complex data collection and analysis of people on the move - it needs to be ensured that there is no duplication and there are no parallel processes. Due to deterrent measures by states, migration routes are shifting constantly, which represents a challenge in terms of data collection given the sensitive and complex context. There are several existing good practices including Task Forces on the national and regional levels and these provide the basis for operational responses. Ensuring a joined up approach is particularly important, not only in terms of data collection, but also with a view to finding solutions.
- There are also data collection gaps, including in understanding how traffickers/smugglers operate and data gaps regarding those missing at sea and those who have died at sea. There are gaps in disaggregated data that highlight the profiles and drivers of forced displacement of groups, such as women and children. Those groups face additional protection risks at sea, and we need more information also on the abuses committed on board. Acknowledging the complex environment in which mixed migration data is collected, innovative technologies and approaches could be further explored, such as mobile phone technology, social media, data gathering from community networks, crowd sourcing, satellite tracking, etc. while paying attention to the sensitivities of mixed migration data gathering, and to the difficulties of ensuring the reliability and accuracy of the information.

## RECOMMENDATIONS/CONCLUSIONS

- Data sharing between agencies on mixed migration movements, including by sea, needs to be strengthened. On-going and systematic data collection, as well as real-time information sharing on the rapidly changing trends and protection challenges is key to ensure speedy operational responses. Existing Task Forces on national and regional level are an excellent platform to allow for this exchange of information to happen.
- Although mixed migration is complex and the context is highly sensitive, finding solutions for refugees, asylum seekers, and migrants requires disaggregated quantitative and qualitative data that captures the protection needs of different groups, including women and children. Data collection also requires a people-centred approach that highlights the individual and puts protection at the core of the response and solutions.
- Data collection needs to look at mixed migratory movements as a cycle, beginning with the root causes and drivers in the country of origin but also focusing on the transit and destination countries. Responses need to take this into account and target conditions at root



causes and focus attention on where protection breaks down en route and forces people to move on.

## **8. CLIMATE CHANGE, DISASTERS AND DISPLACEMENT: ADDRESSING PROTECTION GAPS, IDENTIFYING SOLUTIONS**

### **BACKGROUND**

Around the world, more extreme weather and other climate change-related effects are playing an increasing role in driving both migration and displacement. IDMC estimates that between 2008 and 2013, 23 million people per year on average were newly displaced by acute, sudden-onset natural hazards, primarily floods and storms. Many others are forced from their homes by slowly unfolding or recurrent hazards like prolonged drought and seasonal flooding. According to the latest findings of the Intergovernmental Panel on Climate Change (IPCC), the increasing incidence and intensity of extreme weather events will result in higher levels of displacement over the course of this century. Other factors and trends, including poor land-use planning, rapid urbanization and the expansion of human settlements will increasingly exacerbate disaster displacement.

The goal of this session was to increase understanding of the relationship between extreme weather and other climate change-related effects and displacement. It also explored whether existing institutional and operational approaches are sufficient to protect vulnerable populations of concern to UNHCR and its partners. Finally, the session raised awareness of the state of progress of the Nansen Initiative on Disasters and Cross-border Displacement and work to develop guidance for States on planned relocation as a means to move populations out of harm's way and settle them permanently in a safe location.

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- Disaster displacement has devastating impacts on people and their communities, raises multiple protection concerns and undermines the development of many States. Disaster displacement puts communities at greater risk of impoverishment and discrimination and creates specific needs among affected populations. Moreover, displacement increases the risks associated with future natural hazards, while exacerbating pre-existing vulnerabilities. This is particularly true in situations of repeated and frequent displacement or prolonged and protracted displacement. People who are forced from their homes face heightened or particular protection risks, such as family separation and associated child protection challenges.
- There is a legal gap for the protection of people displaced across borders in the context of disasters and climate change as they are not being recognized as refugees.
- In the Pacific, communities have a strong connection to their land, culture and values, and will most of the time privilege adaptation strategies that enable them to remain where they live.
- In the Horn of Africa, pastoralist communities entirely depend on livestock for livelihood. Any extreme droughts or floods tamper with their normal lifestyles and forces them to move,

including across borders, in search of the water and pasture upon which their livestock depend. Due to the lack of clear legal frameworks displaced people, in most cases with the help of NGOs, work out local arrangements with host communities and local leaders through dialogue, after they have crossed the borders.

## RECOMMENDATIONS/CONCLUSIONS

- Mitigating the adverse effects of climate change to prevent future climate and disaster displacement. The binding agreement on climate change to be adopted by 11 December 2015 in Paris should recognize that climate change is a threat to global security and human safety. All countries are encouraged to commit to greenhouse abatement to contain global average temperature rise below 1.5 degrees Celsius. It is essential to build and strengthen partnership to ensure there are adequate resources provided for climate adaptation and mitigation measures.
- Preventing and preparing for increased displacement in the future by stepping up and scaling up adaptation and disaster risk reduction efforts, such as migration and planned relocation and by anchoring commitment to such measures in future climate change negotiation agreements. We cannot impose “one size fits all” adaptation strategies. Local knowledge and traditions allow communities to be resilient during a disaster. Partnership with local organizations and with the people in the communities who are managing climate change adaptation is crucial to ensure durable solutions.
- Addressing the legal gap on disaster cross-border displacement. The State-led Nansen Initiative on Disaster-Induced Cross Border Displacement’s draft Protection Agenda consolidates effective practices by States and (sub-) regional organizations and presents a toolbox of potential policy options that includes: 1) preventing people from being displaced in the first place; 2) helping people move in a safe, regular and planned manner before disasters make forced movements inevitable; and 3) providing protection when displacement cannot be avoided and people are forced to move.
- Building partnerships between governments, development and humanitarian organization, regional and local non-state actors and communities for effective tailored adaptation, disaster risk reduction and for better assistance and protection of those displaced.

## 9. INTERNAL DISPLACEMENT: STILL WAITING FOR SOLUTIONS

### BACKGROUND

In 2014, a record-breaking 38 million people were displaced within their own country by conflict or violence – a 4.7 million increase compared to 2013. According to the Internal Displacement Monitoring Centre (IDMC), which compiles annual global figures for IDPs, people had been living in internal displacement for ten years or more in nearly 90 percent of the 60 countries and territories monitored in 2014. The Brookings-LSE Project on Internal Displacement has come out with a similar stark finding; they estimate that 80 per cent of the world’s IDPs have been displaced for more than five years. Protracted displacement, according to IDMC’s 2014 report, is largely linked to a failure to anchor solutions for IDPs, namely return, local integration or settlement elsewhere, into broader development and peace-building programmes. In one in five cases, governance failures by absent states are also a major factor.

In December 2013, the annual Dialogue on Protection hosted by the UN High Commissioner for Refugees focused on IDPs. This resulted in a number of commitments in relation to UNHCR's engagement in situations of internal displacement, including solutions for IDPs. Following the HC's Dialogue, UNHCR released its internal provisional guidance for its engagement in situations of internal displacement on 14 March 2014. Aiming to make UNHCR's operational response to IDPs within an inter-agency set-up more predictable, the guidance sets out areas to prioritize – areas where UNHCR has a particular expertise, experience and knowledge (the so-called 'IDP footprint'). Because all UNHCR operations with situations of internal displacement were instructed to adhere to the March 2014 guidance in designing their 2016 plans, this session was an opportunity for UNHCR to report back on progress achieved with the IDP footprint, including its impact on the strategic direction of operations and the investment in solutions.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- UNHCR is moving forward since the High Commissioner's Protection and Solutions of IDPs dialogue of 2013. Considered as a reaffirmation of its commitment to working and engaging with IDPs, UNHCR has updated its IDP policy with the provisional guidance on UNHCR's engagement in situations of internal displacement. This has ensured that UNHCR's policy on IDPs is now linked to UNHCR's results based framework outlining what UNHCR should be expected to program for from the onset of the crisis to the solutions.
- While the guidance was provisional, it was included in the instructions of the High Commissioner to operations and so operations dealing with IDPs looked to the provisional guidance to plan their own operations. The provisional guidance provided the organization with a better ability to look at where and how programs are operationalizing their IDP engagement, particularly in areas such as law and policy development or SGBV. The experience however revealed that the 'IDP footprint' has some gaps:
  - The provisional guidance and the IDP footprint do not reflect some of the critical areas of work such as civil documentation, which plays a critical role in solutions for internal displacement.
  - In its current format, the provisional guidance is not adapted to the different phases of an emergency/displacement cycle and where different responses are situated.
  - The provisional guidance will need to foresee greater engagement with other actors such as human rights actors, or in terms of solutions through working around the solutions alliance.
- Displacement is a critical issue that needs to remain on the international agenda. The huge scale of displacement and misery witnessed today cannot be resolved by humanitarian solutions but rather by addressing the root causes, which are essentially consequences of poor governance.
- Climate change, unplanned urban settlements, spontaneous settlements, unequal distribution of wealth, and poor governance are some of the most important root causes. It further showed that achieving lasting solutions is daunting and complex; it cannot be achieved by one entity alone but requires a collaborative effort.
- Enhancing solutions requires understanding the barriers to solutions and not applying a "one-size-fits-all" approach. To find solutions, we need to think more boldly and use the

tools we already know alongside an increased willingness to take risks. This, however, needs to be done in close collaboration with IDPs themselves.

## RECOMMENDATIONS/CONCLUSIONS

- More independent advocacy on IDPs' rights is vital – we need to push for a strengthened mandate of the UN Special Rapporteur of the Human Rights of IDPs on advocacy.
- Work is needed to strengthen legal frameworks to protect IDPs' rights, along with implementation of legal frameworks.
- Solutions for internal displacement are dependent on recognizing the complementarity of the roles of different agencies, and developing good links between them. It cannot just be UNHCR and humanitarian agencies involved when looking for solutions for IDPs.

## 10. DELIVERING TOGETHER IN EMERGENCIES

### BACKGROUND

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The succession of recent humanitarian crises has underscored once again the key role played by local and national NGOs, civil society actors and other local and national entities in responding to emergencies. Recent experiences in Mali, Syria, Nigeria, the Philippines and Ukraine have reinforced key findings emanating from earlier crises including the Haiti earthquake response and the succession of displacement emergencies in Pakistan: that it is invariably local and national actors who are in the forefront of the immediate response to crisis, and who remain as critical players throughout, drawing on their contextual knowledge, community links, networks, and presence.

Despite this, the international humanitarian response to emergencies still fails to adequately engage with and reinforce pre-existing local and national capacities, and more frequently than not, in major emergencies, these are side-lined and/or undermined, with potentially negative consequences.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- There was a consensus on the importance of the role of and the added value that the national and local organizations provide in terms of protection (even at the prevention level) and in delivering assistance to alleviate sufferings of the affected population, even prior to the arrival of the international community in emergency areas.
- Among the particular benefits identified in partnerships with local organizations are: a) knowledge about the local context and utilizing their strong network and links with the community; b) utilization of their presence for protection intervention or delivery of humanitarian assistance as they are already often established, well-organized and are working with and have strong influence to the community even prior to the emergency; and c) their eagerness to continue to implement projects even after the international community is gone after the end of emergency or after solutions are found.

- It is crucial to engage the local partners before, during and after the emergency, i.e., during the stages of preparedness, response and finding solutions. The need to pre-identify and map different local/national groups or institutions, including faith-based organizations, universities, etc., prior to the emergency that can support, complement or implement international humanitarian response has been raised several times. Involving the local organizations in the preparedness process would strengthen their capacity to respond in emergencies and would result in a more “seamless transition” when the international organizations leave after the emergency.
- Major challenges to strengthen partnerships with local organization include:
  - Looking into the “power-relationship” between the international community and local groups, particularly how to “shift power” to the local organizations;
  - Funding and support to local groups in order to sustain and improve their capacity;
  - Strengthening trust, respect and transparency between them and the international organizations;
  - Improving the exchange of information between them and the international community (which is a two way process);
  - Including them in a wider international response but also ensuring that the international humanitarian response process and standards do not negatively complicate the process or systems already established by local organizations. (Oftentimes, local organizations have to adapt to the international organizations’ humanitarian response architecture, instead of the other way around. There is a perception that international humanitarian actors tend to impose their standards, which diminishes the capacity of the local organizations); and Shifting the thinking of international community on the ways they are dealing with local partners.

## RECOMMENDATIONS/CONCLUSIONS

- Promote a culture of real and effective partnership between UNHCR/ international community and national/local groups or institutions from the onset of the emergency until durable solutions are found. In order to solidify this relationship, trust amongst each other must be strengthened, through exchange of information and transparency. Also, towards this end, UNHCR/ international community should ensure that:
  - National/local NGOs are included into the wider international humanitarian response;
  - International humanitarian response does not undermine the local organizations’ capacity; and,
  - Partnership focuses in strengthening of community resilience.
- Map and identify different local/national groups or institutions, including faith-based organizations, universities, etc., that can support, complement, and/or implement international humanitarian response. The process of mapping and identification should be undertaken even prior to the emergency. UNHCR/ international community should bear in mind that national/local groups or institutions, though established, oftentimes need funding, resources and training to sustain their activities.

## 11. STATELESSNESS: HOW CAN CIVIL SOCIETY HELP TO IMPLEMENT UNHCR'S GLOBAL ACTION PLAN?

### BACKGROUND

The theme of the 2015 UNHCR NGO Consultations "Solutions" was integral to UNHCR's recently launched Campaign to End Statelessness by 2024. The strategic framework for the achievement of the goals of the Campaign is set out in the Global Action Plan which is comprised of 10 Actions to address statelessness.

The goals of this Campaign can only be achieved with the full engagement of a strong network of stakeholders, including civil society actors. This session therefore provided a space to discuss opportunities on how civil society can successfully help to implement the Global Action Plan.

UNHCR's implementing partner in the Kyrgyz Republic is focusing on Action 1 (Resolve existing major situations of statelessness) by running mobile and stationary legal clinics to assist stateless and undocumented persons. In the Bahamas a coalition of advocates concentrates on Action 3 (Removing gender discrimination from nationality laws) and the idea of gender equality in the Bahamian Constitution through public education and advocacy. In the Middle East and North Africa UNHCR and civil society partners, including national and international NGOs, are collaborating to help ensure every refugee child begins life with a birth certificate serving as proof of its nationality and legal identity following Action 2 (Ensure that no child is born stateless) and Action 7 (Ensure birth registration for the prevention of statelessness). Over 300,000 informational pamphlets on birth registration have been distributed to Syrian refugees in Lebanon, Jordan, Iraq and Egypt.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- Civil society is playing a major role in finding and implementing solutions for stateless persons and to prevent future cases of statelessness. Grass-roots knowledge of history, politics and connections with affected communities are critical ingredients for success.
- Civil society has found innovative methods and tools adapted to the reality on the ground to address statelessness (e.g. mobile clinics, strategic litigation, building consensus in communities, advocacy with governments, and use of media). This is especially important in sensitive contexts where statelessness can be addressed indirectly (for example through birth registration).
- Political will is central to the resolution of major statelessness situations. States are the ones that grant nationality. We need to get the governments buy-in. More work needs to be done to explain to governments that it is in their own interest to resolve and prevent statelessness (regarding security, economics and development). Joined up and complementary efforts involving civil society, stateless communities, regional actors and the international community is the most effective way forward.

### RECOMMENDATIONS/CONCLUSIONS

- Advocacy with government on registration is vital to ending statelessness. States can quickly

recognise the need to preserve documents of displaced people both inside their countries as well as their own citizens stranded abroad, particularly when they learn from other country contexts.

- Examples of growth and success of Regional Networks on Statelessness was applauded and considered a vital way forward for information sharing, knowledge transfer and development of close collaboration. A recommendation of linking different regional networks prior to next year's consultation was supported from the floor. UNHCR to support grass root linkages at regional and global levels through identifying implementing partners with similar programmes.

## **12. NGO ENGAGEMENT AROUND RESETTLEMENT IDENTIFICATION: PRESENT AND FUTURE**

### **BACKGROUND**

With more than 13 million refugees and other persons of concern to UNHCR around the globe, the need to find durable solutions and expand solutions programming is constantly growing. Even as the concept of solutions evolves and expands, resettlement, although benefiting only a relatively small proportion of refugees, is often the only viable durable solution available in many situations and will continue to play a critical role.

To ensure that resettlement is used as effectively as possible requires proper identification of refugees for resettlement consideration. Given their strong presence in refugee communities, NGOs are well-situated to help to identify the most vulnerable refugees. Since resettlement is a partnership activity, it requires effective collaboration between UNHCR and partners (including NGOs). Thus, NGO involvement in the identification of vulnerable refugees for resettlement consideration is vital to the resettlement process.

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- More than 50 UNHCR offices around the world reported that their 2014 resettlement submissions included refugees referred to UNHCR by NGOs. Most reported that fewer than 10% of their resettlement cases were initially identified by NGOs, but some reported that most or even all of their resettlement cases were initially identified by NGOs.
- Panellists noted a number of best practices for any NGO engaging with UNHCR around the identification of refugees in need of resettlement:
  - Training is critical. Any NGO referring cases to UNHCR for resettlement consideration should understand the basics of UNHCR's resettlement system and criteria. To make this possible, UNHCR should develop standard training materials and host regular trainings for local partners.
  - Though challenging, it is necessary to manage the expectations of refugees in the resettlement process. This means providing clear, consistent messaging and disseminating that message as regularly and systematically as possible. One important form of managing expectations is providing psychosocial support to refugees in the resettlement process, to help them overcome previous traumas, navigate the long resettlement process, and understand what to expect after

resettlement. This is especially important in rejected resettlement cases. Online databases can also be used to allow refugees to look up the status of their case, simultaneously providing a clean form of direct communication and reducing the burden on UNHCR staff, who do not have to answer phone calls or respond to as many in-person enquiries.

- NGOs must be diligent about their intake procedures, both to ensure they reach the refugees most in need of resettlement and to ensure they screen those refugees thoroughly in order to safeguard the integrity of the resettlement process.
  - Constant and clean communication between resettlement partners is key. For example, it is essential that NGOs understand what UNHCR's resettlement priorities are, so that NGOs can identify cases that meet the prioritized criteria.
  - NGOs engaging in resettlement must be open and proactive about reporting any suspected fraud to UNHCR and resettlement country governments.
- Panellists also noted a number of challenges:
    - Core programs may be overwhelmed by refugees seeking access to UNHCR's resettlement program.
    - Proper due diligence is very labour intensive and can start to eat into an agency's limited resources.
    - Lengthy resettlement processing times lead to many frustrations, and NGOs must take a good amount of time to addressing these frustrations.
    - Because there are a limited number of resettlement slots available, resettlement can only be offered to a very small number of clients, which makes it difficult to prioritize which refugees to refer to UNHCR.
    - UNHCR policies and procedures are different in different offices, which make it hard for NGOs to understand local systems and priorities. Similarly, it is often hard for NGOs simply to identify the key contact persons within each UNHCR office.
  - It was noted that the referring relationship can be bilateral. Just as NGOs can and should refer refugees to UNHCR for resettlement consideration, UNHCR can and should refer refugees to NGOs to take advantage of the specific expertise of NGOs, for example an NGO that can help UNHCR appeal cases that have been denied by the resettlement country government.
  - Questions from participants in the audience focused on the difficulties of managing expectations, both expectations during the resettlement process and about what life may be like after resettlement. Panellists responded by providing additional examples of best practices for managing expectations, including electing refugees to a panel to act as community liaisons, hosting regular public forums with refugees, utilizing mass media, publishing information online and through social media, and distributing DVDs and other media about resettlement.
  - Many questions also focused on how long it takes a case to work its way through the resettlement process. UNHCR noted that there is currently a working group of states, NGOs, and UNHCR to explore how the resettlement process can be streamlined and simplified.
  - One point of discussion was on the importance of the language we use, in particular using terms like 'fraud' which have such a negative context. Rather than focusing on the negative, UNHCR noted that it is useful to focus on the positive and make the conversation about the importance of the 'integrity' of the process.



## RECOMMENDATIONS/CONCLUSIONS

- UNHCR and NGOs should continue to work together, both at the local and international levels, to encourage and systematize and expand resettlement partnerships, for example by developing common tools such as training materials, feedback systems, and harmonized communication strategies.
- UNHCR and NGOs note several common challenges that we must work together to try to overcome, including lengthy processing times, the difficulty of managing the expectations of refugees in the resettlement process, and finding the right balance between safeguarding the integrity of the resettlement system while also making the system as simple and streamlined as possible.
- One important way of expanding the impact of resettlement is increasing the number of available resettlement slots, and UNHCR and NGOs should continue to work together to advocate with states to provide additional opportunities for refugee resettlement.

## E. SIDE EVENTS

### 1. **PROTECTING CHILDREN AND PROTECTING SCHOOLS: “GUIDELINES FOR PROTECTING SCHOOLS AND UNIVERSITIES FROM MILITARY USE IN ARMED CONFLICT”**

#### BACKGROUND

Education provides critical protective benefits to children in conflict settings. It offers them a place of stability, a link to services, and an environment which is free from the perils of war. But these benefits disappear when the schools themselves are not a place of safety. The presence of military actors in schools can create the potential for sexual exploitation and abuse, recruitment, expose them to violence, and put them at risk of injury through the presence of weapons or remnants of war. The use of schools for military purposes can also result in infrastructure being damaged or destroyed and education materials lost, impacting the quality of education. It can lead to lower rates of enrolment and transition to higher grades, and increased teacher absenteeism. Students may drop out or experience interruptions to studies or may transfer to other schools, where they often cause overcrowding. Girls can be disproportionately affected as parents are often particularly wary of sending daughters to schools occupied by armed men. All of these things impact on the ability of students to gain meaningful education that allows them to find an eventual solution to their displacement. Perhaps most critically, however, the presence of military actors can also turn the school into a target for attack, greatly increasing the dangers of violence and death to students and teachers.

#### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- Military use of schools happens in areas affected by conflicts. It has been reported in 26 countries. It can be temporary or long-term. The practice is carried out by armed forces and non-state actors.

- It can turn schools into a military target, making schools and universities unsafe and undermining work to improve infrastructure.
- Education spaces are an important avenue for recovery and establishing social cohesion.
- International humanitarian law tells us that schools should be protected as civilian objects. But if they lose their status, they can be attacked.
- An initiative spearheaded by the Global Coalition to Protect Education from Attack (GCPEA) was finalized in 2014 under the leadership of Norway and Argentina. Guidelines were developed to suggest a set of clear practical guidance, to exercise restraint and mitigate risks. The guidelines are not to change the law, but to change behaviors. Guidelines are very simple and concrete and can be used to educate soldiers. They can assist officers and soldiers, commanders and military planners, Governments, international and national organizations.

## **2. QUESTIONS AND ANSWERS: PROTECTION AND SOLUTIONS IN THE REFUGEE COORDINATION MODEL**

### **BACKGROUND**

The Refugee Coordination Model (RCM) issued in December 2013 provides a framework for leading, coordinating and delivering refugee response and is applicable from the onset of an emergency until durable solutions are found. Under the overall leadership of the host government, partnership-based and inclusive coordination remains a cornerstone for effective refugee response and improved protection and solutions outcomes for refugees. Towards this end, the RCM encapsulates greater collaboration with humanitarian as well as development actors.

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- UNHCR's coordination function is enshrined in its statute and the Refugee Coordination Model (RCM) is rearticulating of how UNHCR leads and coordinates refugee operations and a clarification of the interface with other coordination systems. Shifts include, establishing a collective vision for the response, with partners being equal and valued stakeholders brought together through joint planning and implementation under the refugee response plans. The RCM is focused on complementarity and diversity and a quality response is best delivered by differentiated and specialized agencies. It also places great importance on recognition and visibility of all partners. On average, refugee operations last over 17 years, which require long- term approaches; how we move forward, the staying power and expertise of NGOs and funds available remain critical questions.
- Amongst the range of solutions outcomes, providing the best and quality asylum space for refugees is a key priority. UNHCR recognizes that it cannot find solutions alone, and platforms like the Solutions Alliance provide valuable avenues for partnering with others. Key points of UNHCR's solutions approach include using and strengthening existing systems; mainstreaming the displacement response in local and global development frameworks; better use of data and further analysis of impact of refugee operations on host communities and economies.

- The “3 Refugee Resilience Plan” is a collective vision and plan of key humanitarian, development and government actors. Given the scale and impact of the crisis, the fiscal costs have moved beyond grant-funding and discussions are underway with the World Bank for concessional loans and investment for the development needs of host countries.

## RECOMMENDATIONS/CONCLUSIONS

- Reach out to different actors through an inclusive approach for better programming and identifying progressive and durable solutions (i.e. “solution alliance” initiative). Promote better inclusion of displaced people (the “4 inclusion”) for better solutions.
- Promote better use of data/analysis/studies/research that can feed discussion around programming and solutions. Promote better RCM’s roll out and way for NGOs to engage constructively.
- Maximize the potential of refugees and promote better inclusion of refugees in programming and solutions. Identify ways that can promote refugees’ participation and added value to local economy, and advocate for their rights.
- Considering resources’ limitation, review the financial architecture of the humanitarian/refugees system to ensure sustainable funding (idea of loans to be considered). Ensure that RCM can support advocacy efforts towards political leaders and political power for reaching sustainable political solutions.

### 3. **COMMUNITY-BASED SUPPORT AND CARE: PROVIDING ALTERNATIVES TO THE DETENTION OF REFUGEE AND ASYLUM SEEKERS**

#### BACKGROUND

The use of immigration detention is a widespread and expanding feature of migration policies, and represents an important human rights challenge worldwide. Immigration detention practices have come under considerable scrutiny in recent years both on practical and human rights grounds. There have been growing litigation, public concern, and increasing recognition of the serious mental and physical health impacts of immigration detention, especially on children and other particularly vulnerable individuals. The continued use of immigration detention is especially troubling given that the latest empirical research demonstrates not even the most stringent detention policies deter irregular migration or discourage persons from seeking asylum.

#### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- When people are engaged through accompaniment and holistic case management (a social work approach, including referrals which result in legal aid and education), they are cared for, empowered and more likely to comply with their eventual migration status decision, as they feel they have been engaged in a fair and transparent process.

- Refugee/migrant engagement and community organisation constitute the basis of a successful programme and help to identify vulnerable individuals and increase capacity for successful (re)integration once their migration status is resolved. It is important to help people find and advocate for themselves in accessing available services in the community.
- Government engagement is important to earn trust at all levels. Successful advocacy may result in policy directives which give the mandate but local enforcement officers must also be sensitized. Both benefits and challenges when governments act as funders but this is necessary if UNHCR/NGO-funded pilots are to become sustainable in the long term.
- Community-based support and care is much more cost effective than detention. Also, people often have family and support in communities which alleviates some of the burden from the state. Long-term physical and mental health consequences of detention can cost governments dearly in post-detention support to recover from PTSD, etc. People's lives are ruined by prolonged stays in detention; they become damaged and dependent rather than educated with an enhanced capacity to contribute to society.
- It is the responsibility of advocates (NGOs & UNHCR) to change the conversation and provide positive examples of where mixed migration flows/refugee influxes can actually contribute to the local economy and development. This corresponds exactly with the "Solutions" conversation – Well-designed community-based alternatives to detention can generate jobs whilst increasing the protection space for asylum seekers and refugees. They can also prepare people to contribute to society, whilst/after migration status is resolved.

## RECOMMENDATIONS/CONCLUSIONS

- All alternatives to detention should be "designed with solutions in mind." Prolonged arbitrary, indefinite detention is universally acknowledged as damaging to individuals, especially children. Community-based alternatives to detention which focus on engagement rather than enforcement build the capacity of individuals to not only cope but also to thrive in their new living environment. By taking into account the local markets/labour context, well-designed alternatives may also create jobs and contribute to social and economic development.
- A people-centered approach should be taken because the many programmes and pilots around the world show that when a holistic case management (social work) approach is pursued, the care and empowerment provided lead to individuals having increased capacity to successfully (re)integrate once their migration status is resolved. Also, they are more likely to comply with the decision because they feel they have been engaged in a fair and transparent process.
- Building long-term trusting relationships with government authorities at all levels is extremely important, whether or not they are involved in initial community-based alternative pilot development and funding. Local enforcement officers must also be sensitized, as well as those at the policy level.

## **4. APPROACHES TO REHABILITATION SERVICES TO TORTURE VICTIMS**

### **BACKGROUND**

One side event focused on the continued torture and ill-treatment of refugees, asylum seekers and migrants in the Sinai desert, Western Egypt and along the migratory route from Sub-Saharan countries to Libya, as well as the lack of action on this issue. After releasing victims, torturers make sure they have just enough money left to pay for smugglers to cross the Mediterranean to Europe (mainly Italy and Greece), where there is a mass influx of new arrivals. There is a wide range of theories of rehabilitation around the world. Many of them provide psychotherapy in one-on-one consultations. Such treatments are common in countries where the number of new arrivals is low or where the state is funding such treatments. In Ecuador, for example, survivors who require it receive psychiatric care. The psychologist accompanies the patient through the public health system.

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- A 2014 UNHCR report found refugee mental health in a global crisis. Funding for mental health limited and narrow. Only a small proportion received treatment.
- Failure to prioritise this crisis leads to poorer health and a shorter lifespan, poverty, a spiral of disadvantage, and family and social breakdown.
- More well-planned research and knowledge is needed to help protect the vulnerable, and to scale up and disseminate acceptable, ethical and effective methods.

### **RECOMMENDATIONS/CONCLUSIONS**

- Make refugee mental health a priority. Learn from other global health campaigns e.g. HIV.
- More sharing of information/expertise is needed amongst organisations working in this area.
- Adopt a more global and systematic approach to mental health research, interventions and policy-making.

## **5. NGO INVESTIGATION SPECIALIST ROSTER (NGO-ISR)**

### **MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)**

- The Danish Refugee Council (DRC) and UNHCR have signed a partnership agreement to implement an Investigation Specialist Roster comprising persons with substantial and specialized investigative backgrounds and experience who are available at short notice to carry out investigations into allegations of staff misconduct.

- DRC administers the roster on UNHCR's behalf. It is available to UNHCR, UNHCR's NGO implementing partners and NGOs serving the humanitarian assistance community.
- Its objective is to ensure that allegations of misconduct are expeditiously pursued, and the necessary investigations carried out.
- The ISR is fully operational and consists of fifteen specialized investigators, including French, English and Arabic speakers. They are able to conduct investigations and travel to the field at short notice.
- All requests to the ISR for specialized investigators to conduct investigations into alleged misconduct by NGO staff or contractors should be submitted through the online request form.
- Complaints regarding possible misconduct by a UNHCR staff member can be reported to the Inspector General's Office of UNHCR at: [inspector@unhcr.org](mailto:inspector@unhcr.org).

## 6. SOLUTIONS ALLIANCE

### BACKGROUND

The Solutions Alliance was launched in April 2014 in Copenhagen to advance a partnership-oriented approach to addressing protracted displacement situations and preventing new displacement situations from becoming protracted. An inclusive forum, the Solutions Alliance acts as a catalyst for mobilizing development and humanitarian actors to work together to find voluntary solutions to displacement. Reflecting this approach, the membership includes donor and host governments, UN agencies, and multilateral financial institutions, civil society organizations, international NGOs, the private sector and academia. The Alliance wants to help shape the global policy agenda, including by interacting with development processes, such as the post-2015 development agenda and the New Deal process, to recognize displacement as a development challenge as well as a humanitarian and protection issue and to work with governments in affected countries toward the inclusion of displacement issues as a cross-cutting theme in national and local development plans.

### MAJOR POINTS ARISING FROM SPEAKERS AND DISCUSSIONS (TRENDS AND CHALLENGES)

- NGOs are already working on progressive solutions for the displaced. Engaging with the Solutions Alliance provides the opportunity to share learning. Field driven "loose" alliances mean NGOs can participate meaningfully. This is what happened in Somalia.
- For the World Bank (and development actors), the Solutions Alliance gives an opportunity to have increased impact (engagement with a limited number of actors; benefiting from experience of others).
- Finding durable solutions for the displaced has development challenges: e.g. livelihood restoration, service delivery, accountable governance (i.e. making sure that voice of displaced is adequately reflected in development plan).
- Solutions Alliance thematic groups can provide support to the field: Performance research and data management (sharing research and looking at advantages and disadvantages

where we can find opportunities and advantages – what gaps exist in trying to build evidence for greater inclusion in development plans); Private Sector and Rule of Law

- It is important to understand that behind the intent in the creation of the Solutions Alliance is to get coordination and network gains without creating yet another cumbersome coordination structure.

## RECOMMENDATIONS/CONCLUSIONS

- NGOs working on solutions should seize the opportunity afforded by the Alliance – engaging with the Secretariat is a good first step.
- A Forced Migration Review (FMR) will be dedicated to Solutions and Solutions Alliance. Deadline for submissions is 11 January 2016. NGOs need to make sure to submit their papers.
- The Solutions Alliance needs to be promoted to colleagues in the field, and with national NGOs in particular, as a vehicle to engage with the World Bank, UNDP and governments on issues of displacement.

## F. CLOSING SESSION

**Zainab Raza Jafri, Rapporteur to the Annual Consultations with NGOs** highlighted the major points discussed during the Annual consultations. She stated that the moment of truth has arrived as stated by the High Commissioner at the opening plenary session. Just because something is not broken it does not mean that it needs not to be fixed. The solution is not to wait until the system is broken but it is to act now. The traditional three durable solutions clearly have challenges in their execution. The Consultations also looked at the broader approaches to solutions, including how to empower people of concern through partnerships with host communities, governments, and civil society, national and international NGOs. The case studies shared illustrated that the more we are inclusive in our solutions by involving the person of concerns, the greater our success will be.

**Pakawat Srisukwattana, Rapporteur of the Executive Committee of High Commissioner's Programme (Thailand)** stated that this year's main topic "In pursuit of Solution" is very timely, taking into account the increasing number of complex protracted situations which humanitarian financing did not follow at the same pace. The number of displaced persons is also at its height since the end of Second World War. At UNHCR's Executive Committee the diversity of perspectives and experiences on the ground from NGOs continues to enrich discussions in search of strengthened protection measures and durable solutions for refugees and all persons of concern to the UNHCR.

**Volker Türk, Assistant High Commissioner for Protection** recalled values such as "live in peace as neighbours" and "remove the scourge of war" as important for humanity. Increasingly refugees' right to work is something to fight for. Freedom of movement is a fundamental human right. Detention criminalises and refugees are not criminals. Refugee youths' voices brought strengths and insights. Partnership is desperately needed to become a collective social movement for change to advance fundamental human rights.

**Najeeba Wazefadost, a refugee youth**, shared her life experience as a refugee with the participants. She said that her experience was long and traumatic. All refugees struggle to have a voice, but the voices of children and youth are heard less and they are even less visible. Refugees and refugee youth do not want to be and should not be treated as a burden but want to part of the solutions. She announced the overarching theme for the 2016 UNHCR-NGO consultations: “adolescents and youth”. The Consultation will conclude Global Refugee Youth Consultation process that will ensure that the voices of refugee youth are no longer silent.

**Daniel Endres, UNHCR’s Director of the Division of External Relations** said it takes more than just business skills and managerial skills to interact with communities. If we do not invest in education, then we will not allow people to have a future. He recalled that refugees are excluded from plans and that needs to change. Only half the population refugees have access to primary education and only a quarter, secondary. Youth of world must shape their own future. We need to give them a voice and education. It is essential to enable and empower refugee youth to find solutions that current politicians are unwilling/unable to solve.

**Nan Buzard, Executive Director ICVA** shared her enthusiasm for Youth theme for the 2016 NGO Consultations. She also confirmed learning something new, which is beneficial for networking and not business as usual. Business as usual is ready for a revolution and NGOs are that revolution. More social media is to be included in the youth theme for next year.

## G. NEXT ACTIONS

- The NGO Rapporteur of the 2015 UNHCR-NGO Annual Consultations will present the contents of this solutions-focused report to UNHCR’s Executive Committee in October 2015. NGOs are encouraged to learn about and get involved with the Solutions Alliance (<http://www.endingdisplacement.org/>). They can also contribute submissions to the Forced Migration Review (FMR) issue on solutions by the 11 January 2016 deadline (<http://www.fmreview.org/solutions>).
- Preparations for the 2016 UNHCR-NGO Consultations, focused on youth, are already underway. A UNHCR-NGO working group will develop guidance on how the overarching theme of youth can be incorporated into each session. Regional consultations of youth will be held to feed into the global theme. For more information, please contact Nick Sore, Adolescents and Youth Officer, UNHCR (email: [sore@unhcr.org](mailto:sore@unhcr.org)) and Rachael Reilly, Geneva Representative, Women’s Refugee Commission (email: [rachaelR@wrcommission.org](mailto:rachaelR@wrcommission.org)).
- The focus of the 2014 UNHCR-NGO Consultations was *Women’s Leadership and Participation*. Capitalizing on the theme and taking up the High Commissioner’s *Call to Action for Gender Equality*, NGOs called on UNHCR, Member States and partners to update the Five Commitments to Refugee Women and to create a time bound action plan and measurable goals to ensure the full implementation of the Five Commitments in the next five years:  
<http://www.unhcr.org/ngo-consultations/ngo-consultations-2014/Statement-NGO-Rapporteur-Report-to-EXCOM-October2014.pdf>.  
The Call to Action for Gender Equality was raised again at the 2015 Annual UNHCR-NGO Consultations, and NGOs requested an update from UNHCR on this important initiative. UNHCR has since informed partners that it is in the process of developing a preliminary road map to inform the process of updating UNHCR’s Five Commitments to Refugee Women. UNHCR will carry out a strategic review of gender equality practices in a



cross section of UNHCR's diverse operational settings with the aim of updating the Five Commitments based on information from the review, as well as through consultations with persons of concern and key stakeholders. It is hoped that this review will also assist UNHCR in strengthening the current gender equality guidance and enable UNHCR to identify key areas to enhance and strengthen UNHCR's programmatic interventions and research priorities.

# Annexes

- I. **Agenda of the Annual Consultations with the NGOs**
- II. **General Evaluation of the Annual Consultations with NGOs**
- III. **Summary of Social media Evaluation of Annual Consultations with NGOs**

# AGENDA

## Annual Consultations with Non-Governmental Organizations 1 – 3 JULY 2015

### Wednesday 1 July 2015 | International Conference Center Geneva

#### 10h30 – 12h00 Welcome coffee and Informal regional meetings

Informal regional meetings will be organized at the outset of this year's Annual Consultations, intended to give NGOs from each region the opportunity to meet with colleagues from the respective UNHCR Regional Bureau.

The Africa region will meet in Room 5 (3<sup>rd</sup> floor). Other Bureaux will have their own dedicated areas in the lobby.

12h00 – 13h00 LUNCH (*free*) – DÉJEUNER (*libre*)

#### 12h00 – 13h00 SIDE EVENTS (*interpretation in English-French-Spanish*)

##### Room 5

#### Protecting children and protecting schools: “Guidelines for Protecting Schools and Universities from Military Use in Armed Conflict”

Education fulfills a critical protection role for children and adolescents during crises, and paves the way for eventual solutions. When schools are used for military purposes, the benefits of education are broken down. Not only can a school or university become a target of attack, but remnants of war can lead to the school being inaccessible long after the conflict has ended.

At the end of May 2015, 37 States gathered in Oslo and endorsed a “Safe Schools Declaration” which offers them a formal basis to express their commitment to implement the new Guidelines. The Declaration is a critical step in working to solve the problem of military use of and attacks on educational facilities.

This side event will introduce the “Safe Schools Declaration” and the Guidelines as tools that can be used in advocacy by NGOs and UNHCR staff to prevent military use of education facilities. Participants will discuss the impact of the military use of schools and students, the importance of education for protection and solutions, and will offer ways the Declaration and Guidelines can be used to hold states and non-state armed actors accountable for their actions.

**Moderator:** Maureen MAGEE, *Norwegian Refugee Council*

**Speakers:** Anita BAY, *Save the Children*  
Filipa SCHMITZ GUINOTE, *Global Coalition to Protect Education from Attack*

##### Room 6

#### Questions and answers: Protection and solutions in the Refugee Coordination Model

The session will provide an overview of the Refugee Coordination Model (RCM), with highlights from UNHCR's Solutions work and the Regional Refugee and Resilience Plan for Syrian Refugees and host communities (known as the 3RP). It provides an opportunity for interested NGOs to ask questions on the RCM and discuss implications of UNHCR's coordination structures for protection and solutions.

The RCM provides a framework for leading, coordinating and delivering refugee operations and is applicable from the onset of an emergency until solutions are found. Under the overall leadership of the host government, partnership based and inclusive coordination remains a cornerstone for effective refugee response and improved protection and solutions outcomes for refugees. Towards this end, the RCM encapsulates greater collaboration with humanitarian as well as development actors. Highlights on solutions efforts through the SEEDS initiative and the Refugee and Resilience Plan for Syrian Refugees (3RP) will be shared during this session as well.

**Moderator:** Stephan MAURER, *Danish Refugee Council*

**Speakers:** Arafat JAMAL, *Head, Inter-Agency Coordination Service, UNHCR*  
Betsy LIPPMAN, *Chief, Operations Solutions and Transitions Section, UNHCR*  
Ayman GHARAIBEH, *Head, MENA Middle East Unit, UNHCR*

## 13h00 – 14h45 **PLENARY SESSION** *(interpretation in Arabic-English-French-Russian-Spanish)*

### **Room 2** **OPENING**

Johan CELS, *Head, Governance and Partnership Service, UNHCR*  
Daniel ENDRES, *Director, Division of External Relations, UNHCR*  
Nan BUZARD, *Executive Director, International Council of Voluntary Agencies*

#### **OPENING REMARKS AND PLENARY DISCUSSION**

António GUTERRES, *High Commissioner for Refugees*

## 15h00 – 16h30 **THEMATIC SESSIONS** *(interpretation in English-French-Spanish)*

### **Room 2** **Alternatives to camps: making it work**

UNHCR released its *Policy on Alternatives to Camps* in July 2014 to move away from traditional camp-based operational responses and create possibilities for refugees to live lawfully, peacefully and independently in communities. The policy, however, is only as good as its implementation, and its implementation has legal, political and humanitarian implications. This session, therefore, will consider both the opportunities and challenges posed in the implementation of this new policy.

**Introduction:** George OKOTH-OBBO, *Assistant High Commissioner for Operations, UNHCR*

#### **Session I – Policy**

UNHCR will present the policy and efforts to implement it, including a short film discussing how nomad refugees have been accommodated in Niger. Two NGOs will then consider the opportunities and challenges for implementing the policy from legal, political and humanitarian perspectives with one presentation focused on Iraq. Participants will also take part in a “click survey” of attitudes/knowledge towards the new policy.

**Moderator:** Lucy HOVIL, *International Refugee Rights Initiative*

**Speakers:** Steven CORLISS, *Director, Division of Programme Support and Management, UNHCR*  
Jeff CRISP, *Refugees International*  
Melanie TEFF, *International Rescue Committee*

### **Room 3** **Education and solutions**

The future security of individuals and societies is inextricably connected to transferable skills, knowledge and capacities that are developed through education. Yet, many refugees still do not have access to education.

The session will explore how education contributes to finding solutions in the broadest sense, what good practices exist and what strategic approaches are necessary to move forward. Participants will have the opportunity to discuss good practice examples of how education contributes to increased levels of empowerment through refugees' access to basic services, access to and enjoyment of basic rights and improved self-reliance and how it impacts on conflict resolution, social cohesion, community resilience and sustainable development. Key educational challenges that prevent the realisation of solutions and how to overcome these barriers will be factored in throughout the session.

**Moderator:** Ita SHEEHY, *Senior Education Officer, Division of International Protection, UNHCR*

**Speakers:** Kasukaali METHUSELAH, *Windle Trust*  
Scholastica NASINYAMA, *InterAid Uganda*  
Foni Joyce VUNI, *DAFI Kenya Students Organization*

## Room 4

### Supporting the World Humanitarian Summit to produce solutions to protracted displacement

Have you been following the World Humanitarian Summit? How can we ensure it creates real change for affected people? How can it contribute toward addressing protracted displacement situations?

This session will help answer those questions. Focused on partners and on the summit's contribution to providing solutions, the session is designed to provide an active forum for participants to share ideas and messages, drawing on your experience and how the WHS might improve humanitarian response. UNHCR and other key actors will be actively listening as we come into the final months of the Consultative process and prepare for the Geneva Global Consultation in October 2015. The session aims to generate some common messaging and positioning.

Amel Association, Islamic Relief, Oxfam and UNHCR will provide brief perspectives to launch the discussion.

**Moderator:** Reza KASRAÏ, *International Council of Voluntary Agencies*

**Speakers:** Imran MADDEN, *Islamic Relief Worldwide*  
Virginie LEFEVRE, *AMEL Association*  
Gareth PRICE-JONES, *OXFAM*  
Johan CELS, *Head, Governance and Partnership Service, UNHCR*

16h30 – 17h00 COFFEE BREAK – PAUSE CAFÉ

17h00 – 18h30 **THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

## Room 2

### Alternatives to camps: making it work (*continued*)

#### Session II – Practice

The second session will further consider the field realities in implementing the policy. *Refugee Law Project* will speak to human rights aspects of the policy. UNHCR Livelihood Officer will outline the importance of sustainable livelihoods drawing on experiences in Egypt and Costa Rica. *ADRA* will show the links between this policy and assisting refugees to attend public schools in Rwanda.

Throughout the session, participants will be encouraged to ask questions, raise concerns and make suggestions around implementation of this policy.

**Moderator:** Lucy HOVIL, *International Refugee Rights Initiative*

**Speakers:** Ziad AYOUBI, *Livelihoods Officer, Division of Programme Support and Management, UNHCR*  
Chris DOLAN, *Refugee Law Project*  
Sonia GOMEZ, *Education Consultant, Division of International Protection, UNHCR*  
*CARE Canada* will present the results of the "Click Survey", organized together with *CartONG*

## Room 3

### Discussion with refugee youth on building their future

Refugee youth face daunting challenges in fulfilling their futures. Opportunities to access continuing education, training and skills development are extremely limited. Few meaningful and safe wage-earning opportunities exist. Young people often lack access to appropriate health care, in particular sexual and reproductive health services, and mental health care and support. The consequences can be devastating - psychological, emotional and developmental – leaving some young refugees to live in a perpetual state of limbo.

With refugee youth leading this session, it is an opportunity to discuss the unique challenges they face in identifying the support, services and assistance needed to strengthen resilience, map out important life decisions, and build viable and meaningful futures. Participants will hear first-hand what young refugees consider solutions to be and explore together how these solutions can be realized.

Four break-out sessions will discuss 1) education and skills training; 2) economic strengthening and livelihoods; 3) protection, violence prevention, access to sexual and reproductive health information and services and mental health care; and 4) integration of youth and adolescents into host, return and resettlement communities, as solutions for young people. The importance of youth participation in seeking youth-led solutions will be an over-arching theme for the whole session.

**Moderator:** Farah ABDI, *Refugee Youth*

**Speakers:** Aime KALANGWA, *Refugee Youth*  
Foni Joyce VUNI, *Refugee Youth & DAFI Kenya Students Organization*  
Najeeba WAZEFADOST, *Refugee Youth*

## Room 4

### Partnership: the new Enhanced Framework for Implementing with Partners

Collaboration between NGOs and UNHCR has grown significantly. In 2014, the funds UNHCR allocated for assistance and protection through joint partnerships had risen by 17% over the past year and surpassed US\$ 1.32 billion (40% of UNHCR's total annual expenditure). The number of partners in 2014 increased to 908, 543 of which were national NGOs and 175 were international NGOs.

Since the 2012 Annual Consultations, UNHCR has widely consulted with NGO partners through field and network reference groups to review the policies and how UNHCR collaborates with funded partners resulting in The Enhanced Framework for Implementing with Partners. The Framework covers policies and procedures, types and formats of project partnership agreements, use of terminology, mechanisms for joint management and monitoring of agreements as well as, mutual establishment and review of the partnership. A complementary web-based Partner Portal was launched in April 2015.

With an eye toward fulfilling our shared mandates of finding solutions for populations of concern, this year's session will focus on the roll-out and application of the new Framework. Participants will consider surveys of international and national NGOs as well as UNHCR country offices on the successes and challenges of implementing the new Framework. Participants will review inclusion of NGOs in the formulation of UNHCR operational plans, and approaches to UNHCR contribution towards partner personnel costs. Cooperation between UNHCR and NGOs to uphold standards of ethical conduct, such as through the new NGO Investigation Specialist Roster, will also be discussed.

Participants are strongly encouraged to read the background materials for this session and to bring constructive ideas on how to ensure a smooth roll-out of the Enhanced Framework for Implementing with Partners.

**Moderator:** Mark HETFIELD, *HIAS*

**Speakers:** Gregory HILL, *Save the Children*  
Mengesha KEBEDE, *Inspector General, UNHCR*  
Fatima SHERIF-NOR, *Head, Implementing Partnership Management Service, UNHCR*

**19h00 - 20h30** **RECEPTION – UNHCR Cafeteria,**  
**UNHCR main building (94, rue de Montbrillant)**

## Thursday 2 July 2015 | International Conference Center

### Room 2 Questions and answers with Mr. Volker Türk Assistant High Commissioner for Protection

**08h00 – 09h00** In February 2015 the High Commissioner announced the appointment of Volker Türk as the new Assistant High Commissioner (AHC) for Protection. The session aims to enhance communication between our NGO partners and senior UNHCR leadership. The AHC for Protection will open the Q&A with a brief statement on his vision for his new role with a focus on partnership with NGOs. Participants will then have an opportunity to ask questions.

**Moderator:** Maureen MAGEE, *Norwegian Refugee Council*

**09h00 – 10h45** **THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

### Room 2 Community-based protection – from rhetoric to reality

Community members themselves are the most active and interested agents of change to promote their own safety, dignity, and rights. This is especially true when communities face immediate and severe threats to their physical security.

This session aims to further explore how external actors, including UNHCR, NGOs, and others can better understand and support community based protection. Participants will explore the alignment and tension between home-grown and external interventions with a critical eye on the impacts of the external structures, processes and mechanisms, as well as their underlying assumptions.

The first half of the session will break into groups to examine three distinct, yet related issues. Case studies, presented by civil society leaders themselves, will demonstrate how they have worked with their communities to achieve protection outcomes:

- Self-protection in situations of armed conflict | Sudan case example: women taking practical and concrete measures to protect their communities during armed conflict.
- Interlocutors: linking UNHCR with local community structures to achieve protection outcomes | India case example: a rights-based initiative in a protracted urban refugee context without a domestic legal refugee protection framework - refugee outreach workers monitor the protection of their community members, working within project teams with national counterparts that liaise directly with UNHCR for a complementary, comprehensive approach to protection.
- Community-based protection among highly marginalized groups | Dominican Republic case example one: cutting-edge community organizing, monitoring and advocacy among stateless populations across the Dominican Republic. | Kenya case example two: community-based support mechanisms and scattered safe housing among LGBT minority refugees.

Drawing on the breakout group discussions, participants will return to plenary for an interactive dialogue facilitated by a leading thinker in community-based protection. The plenary discussion will explore: *What protection outcomes have communities achieved? How have national or international NGOs and/or UNHCR constructively supported these protection outcomes? What operational models or systems shifts are required? What are the most important investments that UNHCR and NGOs can make to move our discussion of community-based protection beyond rhetoric into reality?*

**Moderator:** Mark CANAVERA, *CPC Learning Network*

**Speakers:** Volker TÜRK, *Assistant High Commissioner for Protection, UNHCR*  
Carol BATCHELOR, *Director, Division of International Protection, UNHCR*  
Doris Justus KAWIRA, *HIAS Trust Kenya*  
Nagwa KONDA, *Nuba Relief, Rehabilitation and Development Organisation*

Selin MATHEWS, *Bosco Organisation for Social Concern and Operation*  
Mario SERRANO, *Centro Bono*

### Room 3

#### Towards evidence-informed responses to protection at sea – Local, regional and global initiatives

Protection at sea starts and ends with protection on land. Millions of people continue to flee conflicts and persecution. They are part of an even larger and increasing number of mixed migrants, who are risking their lives at sea. To understand the complexity of protection at sea, we need solid data on the drivers, root causes and trends of mixed movements. We need to understand the scale and scope of people risking their lives in precarious journeys by sea. Search for solutions at the various steps of the journey needs to be based on real time information and its analysis for a more effective response.

Drawing on the expertise of practitioners, the session will examine and share lessons from civil society responses at local, regional and global levels. Specific attention will be given to reviewing how we can strengthen the gathering, analysis and use of data on drivers and trends of mixed movements by sea, with a view to ensure an evidence-informed approach to the design of comprehensive and effective solutions.

**Moderator:** Kathrine STARUP, *Danish Refugee Council*

**Speakers:** Chris LEWA, *Arakan Project*  
Melissa PHILLIPS, *Regional Mixed Migration Secretariat*  
Sumbul RIZVI, *Head, Asylum Migration Unit, Division of International Protection, UNHCR*

### Room 4

#### Climate Change, disasters and displacement: addressing protection gaps, identifying solutions

Each year millions of people across the globe are displaced in the context of disasters and the impacts of climate change. This is anticipated to increase over the course of the 21<sup>st</sup> century. Since 2008, UNHCR has warned of the increasing role climate change is likely to play in driving displacement, especially of vulnerable groups. Cognizant that climate change increases food insecurity and poverty, can lead to a loss of livelihoods, and exacerbates pre-existing tensions and discontent within States, UNHCR and its partners have been at the forefront of research, policy development, and advocacy efforts to identify solutions for those displaced by disasters and climate change-related effects. The end goal is to look beyond traditional humanitarian approaches and address gaps in the legal, institutional, and operational frameworks for protecting those displaced in the context of disasters and climate change.

The session will discuss identified gaps and solutions being pursued for those displaced as well as those at risk of displacement. Participants will reflect on whether these solutions are sufficient to address the negative effects of climate change on human mobility. Solutions to address the needs of those who may be displaced across borders will also be explored.

**Moderator:** Anoop SUKUMARAN, *Asia Pacific Refugee Rights Network*

**Speakers:** Pelenise ALOFA, *Kiribati Climate Action Network*  
Samira BAVAND, *Norwegian Refugee Council Iran*  
Sylvia KAPELLO ATUGONZA, *Riamiriam Civil Society Network Karamoja*  
Atle SOLBERG, *The Nansen Initiative Secretariat*

10h45 – 11h15 COFFEE BREAK – PAUSE CAFÉ

11h15 – 13h00 **THEMATIC SESSIONS** *(interpretation in English-French-Spanish)*



## Room 2

### Community-based protection – from rhetoric to reality (*continued*)

The session continues.

## Room 3

### Internal displacement: still waiting for solutions

The High Commissioner's Dialogue on Protection of IDPs in December 2013 made a number of commitments concerning solutions for IDPs. This session will consider the progress made thus far, and how UNHCR and NGOs can develop a joint approach to solutions for IDPs. The aim of the session is to propose joint initiatives and agree upon those to be prioritized.

UNHCR will open the session with an update on follow-up to the Dialogue on Protection of IDPs including current and expected future impact of UNHCR's guidance note on its engagement with internal displacement (in planning for 2016 Country Operational Plans etc.) Two NGOs engaged in operational work or in research concerning solutions for IDPs will present their experiences. *MIDFEHOPS* will consider what solutions mean for IDPs in the DRC context and its relevance globally. *Internal Displacement Monitoring Centre* will share findings from recent research on solutions reflecting on how the commitments from the Dialogue can be turned into reality. A plenary will follow providing participants an opportunity to discuss what interventions have been successful in achieving solutions for IDPs.

**Moderator:** Melanie TEFF, *International Rescue Committee*

**Speakers:** Louise AUBIN, *Deputy Director, Division of International Protection, UNHCR*  
Isidore KALIMIRA, *MIDFEHOPS*  
Alfredo ZAMUDIO, *Internal Displacement Monitoring Centre/Norwegian Refugee Council*

13h00 – 14h30 LUNCH (*free*) – *DÉJEUNER (libre)*

13h00 – 14h30 **SIDE EVENTS** (*interpretation in English-French-Spanish*)

## Room 5

### Community-based support and care: providing alternatives to the detention of refugee and asylum seekers

Immigration detention continues to affect thousands of men, women and children of concern to UNHCR. It often falls below international standards, may lack adequate due process safeguards, and be for prolonged periods. International law clearly provides that the detention of refugees and asylum seekers should be a measure of last resort, and that states are obliged to consider and implement less intrusive alternatives prior to any decision to detain. In the context of children, the UN Committee on the Rights of the Child has made clear that immigration detention is never in the best interests of the child, and that states have an obligation to end the immigration detention of children and families consistent with their rights to liberty and family life.

Globally, there is a growing consensus on the need to explore, develop and implement alternatives to detention (ATD). Yet, there is little guidance for how to do this. There is a particular need for better research to understand the elements of successful ATD models. A key finding of UNHCR's global research is that there are a variety of mechanisms currently in use that prevent unnecessary detention and can effectively manage populations in the community without the resort to detention. More than 50 types of ATD are currently being used across the world, which showcase a number of effective screening mechanisms and community-based care models: everything from intensive case management of unaccompanied minor children, through to minimal reporting requirements for families or individual refugees and asylum seekers.

This side event will provide a platform for leading NGO practitioners to discuss successful ATD sharing insights on how to build and maintain successful community-based ATD programmes. These programmes will be considered against UNHCR's new 5-year Global Detention Strategy (2014). Participants will be invited to share examples from their own regional or domestic contexts and to help identify positive practices with regard to community-based ATD.

**Moderator:** Eiri OHTANI, *The Detention Forum*

**Speakers:** Ariel RIVA, *Legal Officer, Division of International Protection, UNHCR*  
Jamila HAMMAMI, *Queer Detainee Empowerment Project*  
Ben LEWIS, *International Detention Coalition*  
Nathalie LUMMERT, *US Conference of Catholic Bishops*

## Room 6

### Approaches to rehabilitation services to torture victims

This side event aims to contribute to the discussion on mental health and psychological treatment of torture victims. It will discuss different approaches to the challenge of providing treatment to large numbers of new arrivals and will further address the issue of access to support services, relating to psychological and physical health.

The panelists will speak about their experience of treating torture victims, especially focusing on services to large numbers of new arrivals. A researcher from *University of Haifa* will provide first insights into a study that aims to develop a model for the effective rehabilitation of torture survivors at national level.

Participants are invited to share their specific experience of providing mental health treatment to torture victims and to take part in an exchange on challenges and solutions.

**Moderator:** Ran GOLDSTEIN, *Physician for Human Rights*

**Speakers:** Alberto BARBIERI, *Medici per i Diritti Umani*  
Sabrina LUSTGARTEN, *HIAS Ecuador*  
Kim YUVAL, *University of Haifa*

## Room 18

### NGO Investigation Specialist Roster (NGO-ISR)

In 2012 the Inspector General's Office (IGO) initiated a project to strengthen the capacity of UNHCR's NGO partners to investigate allegations of misconduct of their staff. The most recent initiative under this project is a partnership with the Danish Refugee Council to implement an NGO Investigation Specialist Roster (NGO-ISR). The Roster, which was officially activated in December 2014, aims to strengthen UNHCR/NGO cooperation in third party investigations, as well as to reinforce the accountability and quality of performance of partners. The Roster is expected to improve implementing partners' own investigation procedures and capacity. It is available to UNHCR's NGO partners to ensure that allegations of misconduct of NGO staff in cases such as sexual exploitation and abuse, fraud, corruption, programme management and procurement, are expeditiously pursued, and the necessary investigations are carried out.

Other initiatives, by the IGO, under this NGO project include the 1) compilation of a Resource Manual, 2) inclusion in the Standard Partnership Agreement of detailed provisions relating to investigations and standards of misconduct, 3) development and distribution to NGO partners of Standard Operating Procedures on the Referral of Cases of Possible Misconduct and the Sharing of Sensitive Materials and Case Information between UNHCR and NGOs, and 4) the holding of a series of Regional Investigation Workshops for local partners around the world, aimed at building their capacity to prevent and address misconduct.

This session will provide further details about the NGO Investigation Specialist Roster, notably how it can be accessed and by whom, as well as responding to any queries on other initiatives under this project.

**Moderator:** Selin MATHEWS, *Bosco Organization for Social Concern and Operation*

**Speakers:** Mengesha KEBEDE, *Inspector General, UNHCR*  
Susanne BROKMOSE, *Danish Refugee Council*  
Luc FERRAN, *International Rescue Committee*

## 14h30 – 16h15 REGIONAL SESSIONS

## Room 2

### Bureau for AFRICA (*interpretation in English-French*)

The Africa region provides fertile ground for rethinking solutions. In 2014 Africa suffered an enormous spike in emergencies – political, environmental, and epidemiological. UNHCR, NGOs, Governments and communities have been struggling to cope with massive flows of populations out of CAR, South Sudan, Nigeria, Yemen, and now Burundi. With the humanitarian community engaged in emergency action, limited space has been available for addressing protracted situations (Angolans, Burundians, Central Africans, Chadians, Congolese, Rwandans, and South Sudanese). For even the most publicized emergencies, UNHCR rarely reaches more than 30% of requested funding for Africa.

The new Director will open the session outlining the challenges and opportunities. This opening will then be followed by two discussions. First, the participants will discuss emergencies in the region – the coordination of major efforts, key strategies and issues. Participants will examine how to incorporate solution strategies from the start of the emergency, and be asked to put forth innovative thinking on galvanizing support for refugee self-sufficiency.

**Moderator:** Ann ENCONTRE, *Deputy Director, East and Horn of Africa, Regional Refugee Coordinator, South Sudan Situation, UNHCR*

**Speakers:** Valentin TAPSOBA, *Director, Regional Bureau for Africa, UNHCR*  
Aminata GUEYE, *Deputy Director, West and Central Africa, UNHCR*  
Noriko YOSHIDA, *Deputy Director, Southern Africa, UNHCR*

**Continued in following time slot 16h45 – 18h30**

### Room 3

**Bureau for MENA** (*interpretation in Arabic- English-French-Spanish*)

#### Investments for solutions in protracted displacement crises

##### Session I – Overview and general discussion

This session will aim to highlight the massive challenges across the MENA region, generated largely by armed and increasingly inter-connected conflicts. Noting that growing humanitarian needs are likely to continue to exceed available resources where refugees settle in urban, peri-urban and rural communities, it will discuss how responses can increasingly become more sustainable and centered around persons of concerns' holistic needs, as well as those of their host communities, as displacement persists.

**Moderator:** Amin AWAD, *Director, Regional Bureau for MENA, UNHCR*

**Speakers:** Khaled DIAB, *Qatar Red Crescent Society*  
Bruno ATIEH, *Caritas Lebanon*  
Ramy SALHI, *Tunisia Euro-Mediterranean Human Rights Network*

**Continued in following time slot 16h45 – 18h30**

### Room 4

**Bureau for ASIA and the Pacific** (*interpretation in English-French*)

In line with UNHCR's strategic priorities in the Asia and Pacific region, this session will primarily focus on two main areas: solutions for the Afghan refugee situation and protection and assistance response for the urban refugee populations in the region. The main objective is to secure stronger partnerships with the NGO community and grassroots networks to support ongoing efforts towards these solutions.

The first part of the session will focus on the largest protracted refugee situation in the world – the Afghan situation. Some of the following questions may spark off the debate:

- How can UNHCR and civil society expand on their cooperation in the implementation of the Solutions Strategy, both in countries of asylum and in Afghanistan?
- How can civil society contribute to prepare and empower refugees for their return to Afghanistan and enhance their prospects of sustainable reintegration, e.g. through skills/vocational training and education?

**Moderator:** Zainab RAZA JAFRI, *SHARP*

**Speakers:** Fatemeh ASHRAFI, *Association for Protection of Refugee Women and Children*

Aziz Ahmad JAMI, *Coordination of Rehabilitation and Development Services for Afghanistan*

**Continued in following time slot 16h45 – 18h30**

## Room 5

**Bureau for EUROPE** (*interpretation in English-French-Russian*)

### Session I - Establishing additional legal avenues for persons in need of international protection

An increasing number of refugees and migrants undertake risky sea journeys across the Mediterranean in search of protection and economic opportunities. In 2014, approximately 219,000 persons arrived, while some 89,500 persons have already arrived in 2015. Despite extensive search and rescue activities in 2014, over 3,500 persons died at sea. So far in 2015, some 1,850 refugees and migrants are estimated to have died or to be missing.

UNHCR and NGOs have been calling on European countries to provide increased opportunities for safe and regular legal avenues of migration and access to protection through, for example, resettlement, community-based private sponsorship schemes, a flexible approach to family reunification, humanitarian visas, as well as student scholarship and labour migration schemes. Such programmes potentially offer viable alternatives for those considering undertaking such risky journeys.

This session will examine *ad hoc* legal avenues developed by European States in response to the Syrian refugee situation and the extent to which they could offer sustainable solutions over time. It will also explore whether and how Canada's private sponsorship and student refugee programmes could be adapted to the European context. In addition, participants will discuss cooperation between NGOs and UNHCR in the development and, where appropriate, implementation of such programmes.

**Moderator:** Leon PROP, *Red Cross EU Office*

**Speakers:** Philippa CANDLER, *Head, Policy and Legal Support Unit, Regional Bureau for Europe, UNHCR*  
Johanna HEIL, *Caritas Friedland Germany*  
Bruce SCOFFIELD, *Permanent Mission of Canada to the UN Geneva*

**Continued in following time slot 16h45 – 18h30**

## Room 6

**Bureau for AMERICAS** (*interpretation in English-French-Spanish*)

### Differentiated approach: multiple pathways to solutions in the Americas

In December 2014, states in the Americas adopted the 2014 Brazil Declaration and Plan of Action renewing their political will to protect and find solutions for persons of concern to UNHCR. Drawing on various approaches to solutions in the Americas, this session will examine how to fully utilize the set of solutions programmes contained in the Plan. The goal is to promote a systemic and comprehensive approach to solutions using multiple pathways including: voluntary repatriation, local integration, solidarity resettlement, innovative labour mobility schemes with built-in protection safeguards and solutions for the reacquisition of nationality are multiple pathways.

Three partners will provide successful examples of these different pathways. *Comité Permanente por la Defensa de los Derechos Humanos* will present a livelihoods project that is enabling local integration for refugees in rural areas in Ecuador. *Jesuit Social Centres* will discuss the challenges to nationality in the Dominican Republic. *Caritas Arquidiocesana* will explain how refugees can start a new life through protection-sensitive migration channels in Brazil. This session will not only showcase good practice but will also explore how NGOs and UNHCR can improve cooperation to reach and assist persons in finding solutions.

**Moderator:** Renata DUBINI, *Director, Regional Bureau for the Americas, UNHCR*

**Speakers:** Larissa LEITE, *Caritas Arquidiocesana de Sao Paulo*  
Bill NAVARRETE, *Comité Permanente por la Defensa de los Derechos Humanos Ecuador*  
Nancy PEREZ, *Sin Fronteras Mexico*  
Mario SERRANO, *Jesuit Social Centres Dominican Republic*

16h15 – 16h45 COFFEE BREAK – PAUSE CAFÉ

## 16h45 – 18h30 REGIONAL SESSIONS *(continued)*

### Room 2

#### **Bureau for AFRICA *(continued)*** *(interpretation in English-French)*

Following the coffee break, two NGO partners will outline livelihoods, energy and education project that are showing promise for finding solutions for refugees. Participants will consider the role of development actors and governments assessing the existing collaboration and areas needing strengthening. Drawing on lessons from these projects the session will aim to agree upon a few action points to build upon current progress.

**Moderator:** Noriko YOSHIDA, *Deputy Director, Southern Africa, UNHCR*

**Speakers:** Valentin TAPSOBA, *Director, Regional Bureau for Africa, UNHCR*  
Ann ENCONTRE, *Deputy Director, East and Horn of Africa, Regional Refugee Coordinator, South Sudan Situation, UNHCR*  
Aminata GUEYE, *Deputy Director, West and Central Africa, UNHCR*

*NGO Representative:*

Augustin KAPIKA, *Association pour le développement social et la sauvegarde de l'environnement (ADSSE), Democratic Republic of Congo*

### Room 3

#### **Bureau for MENA *(continued)*** *(interpretation in Arabic-English-French-Spanish)*

#### **Investments for solutions in protracted displacement crises**

##### **Session II – Specific discussions**

This session will provide an opportunity to share best practices in ensuring refugee child protection as well as to follow-up on the *Investing in the Future Conference* held in Sharjah, UAE, in October 2014, during which a number of key refugee child protection principles were identified as priorities, including education and birth registration. As highlighted in Sharjah, investing in child protection enables the next generation to better contribute to the reconstruction and rehabilitation of their country of origin when conditions become conducive for voluntary repatriation.

The discussion will also highlight the advantages of community-based protection and the increasing need to find innovative local solutions to needs which would benefit refugees and host communities alike. Participants will be encouraged to share good practices in relation to fostering opportunities for self-reliance, as well as discussing avenues for economic empowerment within frameworks and contexts which address national economic priorities of host countries.

**Moderator:** Amin AWAD, *Director, Regional Bureau for MENA, UNHCR*

A. Refugee child protection across the region as an investment in the future and for eventual solutions

**Speakers:** Rachid BADOULI, *Morocco Foundation Orient Occident*  
Shaden KHALLAF, *Senior Policy Officer, UNHCR*

B. Fostering self-reliance: enabling refugees and their communities

**Speakers:** Christopher EADES, *St Andrew's Refugee Services Egypt*  
Sema Genel KARAOSMANOGLU, *Support to Life Turkey*

## Room 4

### Bureau for ASIA and the Pacific (*continued*) (interpretation in English-French)

The second part of the session will focus on identifying solutions for the urban refugee population in Asia. NGO participants are encouraged to share inspiring projects that have made a real difference to people of concern in their country and region. Issues that may lead the discussion are:

- How we improve outreach to refugees in urban settings to determine their needs and identify the most vulnerable amongst them, and to facilitate their access to services;
- What measures can be taken to strengthen partnerships with Government and civil society to ensure the inclusion of refugees and asylum-seekers in national strategies and programmes for health, education and other services;
- How can civil society support efforts of urban refugees to become self-reliant, in particular through advocacy designed to remove any legal barriers to self-reliance, and supported by vocational training, skills development and language programmes.

**Moderator:** Julia MAYERHOFER, *Asia Pacific Refugee Rights Network Secretariat*

**Speakers:** Dilorom ATABAEVA, *Consortium of Initiatives*  
Selin MATHEWS, *Bosco Organisation for Social Concern and Operation*

During the third part of the session, a general debate on other topics in the Asia Region will take place. It will be an opportunity for participants to discuss issues which were not raised in the first two sessions.

**Speakers:** Daisy DELL, *Director, Regional Bureau for Asia and the Pacific, UNHCR*  
Bart LEERSCHOOL, *Senior Policy Advisor, Regional Bureau for Asia and the Pacific, UNHCR*

## Room 5

### Bureau for EUROPE (*continued*) (interpretation in English-French-Russian)

#### Session II – The Ukraine situation

The humanitarian situation in eastern Ukraine is worsening. More than 1.3 million IDPs are currently registered. Humanitarian and protection needs are growing compounded by restrictions on movement for people and access for humanitarian workers. Increasing numbers of Ukrainians have left the country. While neighbouring countries have shown solidarity in welcoming some 867,100 Ukrainians, their status is usually of temporary nature.

This panel brings together representatives of UNHCR and NGOs working to assist IDPs in Ukraine as well as Ukrainians outside of Ukraine. Panelists will share their experiences of the response to the conflict and explore areas for enhanced coordination (including advocacy) among all stakeholders, and the need to work within and with existing systems. Discussions will also address the need to strengthen protection monitoring capacity in the East of Ukraine and legal aid and judicial engagement in the EU.

**Moderator:** Diane GOODMAN, *Deputy Director, Regional Bureau for Europe, UNHCR*

**Speakers:** Alexander GALKIN, *The Right to Protection (R2P) Ukraine*  
Marina LEKSINA, *Civic Assistance Committee/Memorial Russia*  
Bruno JOCHUM, *Doctors without Borders Switzerland*

## Friday 3 July 2015 | International Conference Center

### Room 2 Questions and answers with Mr. George Okoth-Obbo Assistant High Commissioner for Operations

**08h00 – 09h00** In February 2015, the High Commissioner announced the appointment of George Okoth-Obbo as the new Assistant High Commissioner (AHC) for Operations. The session aims to enhance communication between NGO partners and senior UNHCR leadership. The AHC for Operations will open the Q&A with a brief statement on his vision for his new role with a focus on partnership with NGOs. Participants will then have an opportunity to raise questions.

**Moderator:** Vladimir HERNANDEZ, *Community and Family Services International*

**09h00 – 10h45 THEMATIC SESSIONS** (*interpretation in English-French-Spanish*)

### Room 2 Delivering together in emergencies

The international humanitarian system is currently being seriously tested by the number and dimensions of the today's humanitarian crises. The gravest responsibilities are nonetheless shouldered by the communities receiving those fleeing from conflict within or across borders, amongst whom solidarity and generosity have invariably prevailed. It is critical that any international humanitarian emergency response builds on and reinforces the extraordinary generosity and capacity of hosting communities and states, as a key element in working towards solutions from the onset of a crisis.

In this context, strong collaboration between local, national and international civil society actors, NGOs and UN agencies is vital, but presents many challenges. This session will explore the role of local and national NGOs and civil society organizations in responding to emergencies, in particular in situations where complex emergencies unfold in locations in which local actors have pre-existing development or peacebuilding programmes. The panel will consider how, when such emergencies occur, international humanitarian agencies and NGOs can best engage in a manner that reinforces, rather than undermines, existing capacities.

Panelists from an international NGO, a national civil society organization in Nigeria, and UNHCR will share their recommendations in this regard. NGOs are invited to contribute with their experience on how the engagement of local and national actors in emergency preparedness and response can best pave the ground for eventual solutions.

**Moderator:** George OKOTH-OBBO, *Assistant High Commissioner for Operations, UNHCR*

**Speakers:** Felipe CAMARGO, *Principal Emergency Coordinator, Division of Emergency Security and Supply, UNHCR*

Margee ENSIGN, *American University of Nigeria/Adamawa Peace Initiative Nigeria*

Bishop Steven MAMZA, *Adamawa Peace Initiative Nigeria*

Imam Dauda BELLO, *Adamawa Peace Initiative Nigeria*

Unni KRISHNAN, *Plan International*

### Room 3 How can civil society help to implement UNHCR's Global Action Plan?

The theme of the 2015 UNHCR NGO Consultations "Solutions" is integral to UNHCR's recently launched *Campaign to End Statelessness by 2024*. The strategic framework for the achievement of the goals of the Campaign is set out in the *Global Action Plan* which is comprised of 10 Actions to address statelessness.

The goals of this Campaign can only be achieved with the full engagement of a strong network of stakeholders, including civil society actors. This session will therefore provide a space to discuss opportunities on how civil society can successfully help to implement the Global Action Plan.

Examples of initiatives by NGOs from three regions will be the focus of the discussion. *Ferghana Lawyers without Borders*, an NGO in the Kyrgyz Republic, will outline their efforts to resolve a protracted situation of statelessness primarily affecting citizens of the former Soviet Union (Action 1 of the Global Action Plan). *The Bahamas Crisis Centre* will speak about how it is contributing to efforts by a coalition of civil society actors to remove gender discrimination from the Constitution (Action 3). UNHCR's Regional Protection Officer for Statelessness in the Middle East and North Africa will give an overview of how NGOs and UNHCR are working together to ensure that no child is born stateless (Action 2) and to promote birth registration for the prevention of statelessness (Action 7).

**Moderator:** Radha GOVIL, Consultant, *Statelessness Unit*

**Speakers:** Azizbek ASHUROV, *Ferghana Valley Lawyers without Borders*  
Sandra DEAN PATTERSON, *Bahamas Crisis Center*  
Amit SEN, *Regional Protection Officer Statelessness MENA, UNHCR*

## Room 4

### NGO engagement around resettlement identification: present and future

With refugee numbers at an all-time high, proper identification of refugees for resettlement consideration has become more vital than ever. Collaboration between UNHCR and NGOs is playing an increasingly key role in this process, resulting in a more robust and equitable resettlement system.

Based on a recent global mapping exercise, this session will begin by laying out the current landscape of UNHCR-NGO collaboration around identification of refugees for resettlement consideration, noting benefits and challenges identified by UNHCR and NGO staff around the world. The programmes and best practices of three NGOs actively engaged in referring to UNHCR vulnerable refugees identified through their own programs and activities will then be shared. Drawing on the discussions, UNHCR will conclude with thoughts on how NGOs and UNHCR can continue to improve and build upon this important partnership.

**Moderators:** Aurvasi PATEL, *Senior Resettlement Coordinator, Division of International Protection, UNHCR*  
Johanna BABB, *Solutions Consultant to UNHCR/RefugePoint*

**Speakers:** Enrique BURBINSKI, *HIAS Latin America*  
Betsy FISHER, *Iraqi Refugee Assistance Project*  
Lucy KIAMA, *Refugee Consortium Kenya*

10h45 – 11h15 COFFEE BREAK – PAUSE CAFÉ

11h15 – 13h00 **PLENARY SESSION** (interpretation in Arabic-English-French-Russian-Spanish)

## Room 2

### CONCLUDING REMARKS AND PLENARY DISCUSSION

Volker TÜRK, *Assistant High Commissioner for Protection*  
George OKOTH-OBBO, *Assistant High Commissioner for Operations*  
Daniel ENDRES, *Director, Division of External Relations, UNHCR*  
Tammi SHARPE, *Chief, Partnership Section, UNHCR*  
Nan BUZARD, *Executive Director, International Council of Voluntary Agencies*  
Najeeba WAZEFADOST, *Refugee Youth*

### Report back on the NGO Consultations

Zainab RAZA JAFRI, *Rapporteur to the Annual Consultations with NGOs*  
Pakawat SRISUKWATTANA, *Rapporteur of the Executive Committee of the High Commissioner's Programme (Thailand)*



13h00 – 14h30 LUNCH (*free*) – DÉJEUNER (*libre*)

13h00 – 14h30 **SIDE EVENTS** (*interpretation in English-French-Spanish*)

## Room 5

### Solutions Alliance

The Solutions Alliance brings together an inclusive range of humanitarian organizations, development actors, affected states, donors, academics, the private sector, civil society and other institutions. Co-chaired by an NGO, together with UN agencies, a donor and an affected State, the Alliance is driven by a clear purpose and commitment to rethink how displacement is managed, enable the transition for displaced persons away from dependency towards increased resilience, self-reliance, and realize durable solutions.

Partnerships between NGOs, UNHCR and development actors are vital to assist displaced communities to rebuild their lives in dignity. In addition, NGOs can help shape the global policy agenda (including the post-2015 development agenda and the New Deal process) to recognize displacement as a development challenge and not just as a humanitarian and protection issue.

The side event is expected to raise awareness of the Solutions Alliance amongst NGOs and promote an understanding of the ways civil society can get involved. The Solutions Alliance Somalia, launched in March 2015, will be highlighted as a positive example of NGO engagement. The session will explore the challenges of including the displaced in the development agenda, and foster a discussion around the opportunities for greater civil society engagement in solutions programming and advocacy.

**Moderator:** Alyoscia D'ONOFRIO, *International Rescue Committee*

**Speakers:** Yonatan Yehdego ARAYA, *World Bank*  
Rikke JOHANNESSEN, *Danish Refugee Council*  
Jackie KEEGAN, *Head, Comprehensive Solutions Unit, Division of International Protection, UNHCR*

## Room 6

### Resettlement: questions and answers

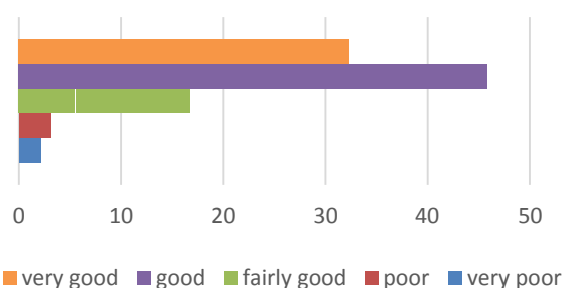
The objective of this informal side event is to give participants an opportunity to ask the Resettlement Service questions on subjects including but not limited to processing, quotas, individual cases and policies. The session will be largely dedicated to Q & A and is intended to clarify any questions pertaining to general resettlement processes.

**Speaker:** Aurvasi PATEL, *Senior Resettlement Coordinator, Division of International Protection, UNHCR*

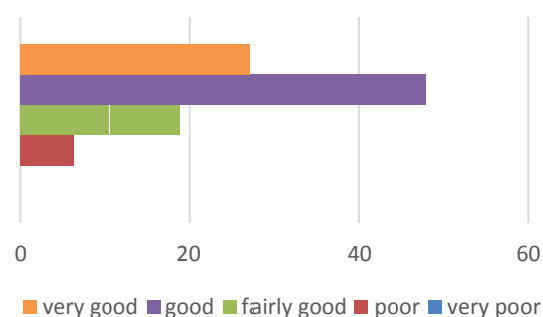
## GENERAL EVALUATION OF THE 2015 ANNUAL CONSULTATIONS WITH NGOS

This document shows the results of the general evaluations participants were invited to complete at the end of the 2015 Annual Consultations. The first part of the questionnaire focuses on the general evaluation of the Consultations, the second part summarises the comments we received. About a fourth of the participants completed the general evaluation.

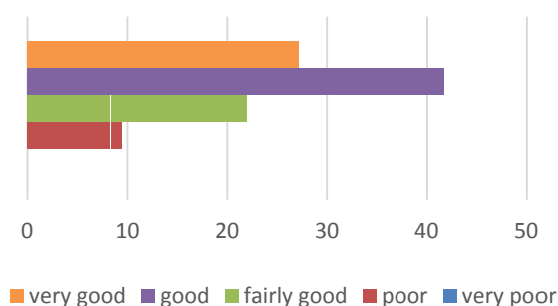
Relevance of topics to area of work - %



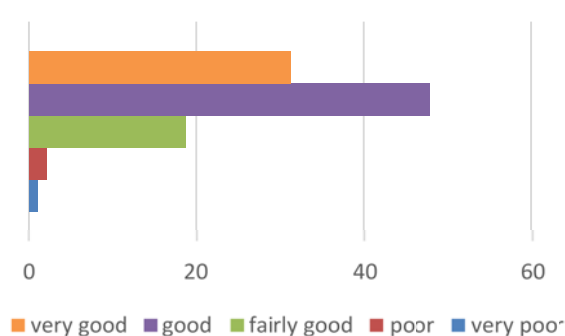
Overall quality of the agenda - %



Overall quality of the speakers/presenters - %

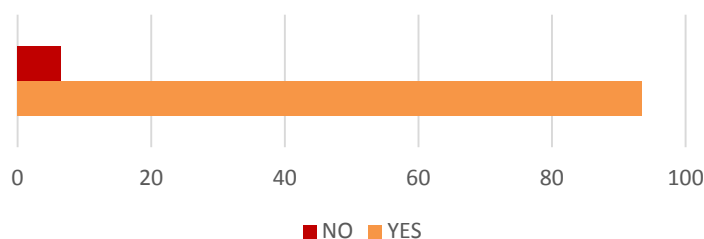


Opportunity to network - %



A majority of respondents (70.1%) attended more than 5 sessions, which demonstrates a strong interest and engagement from the participants. Further to this result, 45.8% felt that the relevance of the topics to their area of work was good and 32.3% felt that it was very good. A majority of respondents evaluate the quality of speakers/presenters during the Consultations as good (41.7% good, 27.1% very good). More than 2/3 of respondents (78.3%) consider that the opportunities to network during the Consultations were either good or very good. The majority of respondents evaluate the overall quality of the consultations as either good (50%) or very good (27.1%).

### Do you plan to attend the Consultations next year? - %



Finally, **93.5%** of respondents are planning to attend the 2016 Annual Consultations.

- **General online comments**

- **Follow-up** with actions from the previous consultations.
- **Lack of clear output**, need for concrete actionable recommendations.
- Time limitation – (re)introduce the **yellow card/red card system**.
- Q&As with AHCs were particularly appreciated.
- Need for a **short break at noon** (30min) to have lunch without missing the side events.
- Unanimous opinion that **regional sessions need a change in format and/or length** and should not be occurring all at the same time.

- **What did you like the least about the consultations?**

One of the biggest issue mentioned by the respondents was the **general lack of link between the theme and the presentations** offered during the varied sessions. Many respondents felt frustrated that there was no strategic discussions on solutions, no clear output or practical way forward given out from the presentations.

The second biggest issue is that of **planning**. A significant number of participants complained about sessions overlapping with lunch or sessions occurring at the same time (i.e. for NGOs working across more than one region, competing regional sessions are an issue). The lack of break between sessions (especially at lunch, when side events start right after the end of thematic sessions) was a frequently mentioned issue.

The **regional sessions were the least appreciated**, mostly because they were too long and not interactive. Some respondents suggested to adapt these regional sessions into a Q&A format.

Some respondents felt that **some sessions were more presentations than actual consultations** (i.e. some felt it was more about talking about an affected population than talking with them or with an NGO that is directly involved with them).

Finally, some mentioned that the **panels could be more balanced** – as often the same people were moderators, note takers and/or presenters –, and that the representation of national NGOs could be improved.

- **What did you like the most about the consultations?**

As of the previous years, respondents value the **networking opportunities** offered by the Consultations. Our NGOs colleagues appreciate to have a platform where they can share their experiences and views about very diverse topics and issues.

The **interactivity** of this year's Consultations, **especially through the new Q&A sessions with the AHCs**, was greatly appreciated. Participants also welcomed the opportunity for informal dialogue with UNHCR staff.

Participants generally agree that the **topics and issues tackled during this year Consultations were interesting** and relevant to their area of work (with special mentions to Statelessness, IDPs and youth sessions). They also greatly appreciated to hear **refugee voices**.

Many also mentioned their interest in the **new partner portal**.

- ***How can the preparation of the Annual Consultations with NGOs be improved?***
  - Prepare a **guidance note for NGOs interventions**. Many complained that some interventions were too long and off-topic (lengthy statements rather than questions on the presentation). Useful to know how to prepare your question and/or intervention and set a time limit.
  - **Involve representatives of refugee community associations** and/or **selective NGOs** to identify themes and formats.
  - More **consultations with the NGO** on the **agenda preparation**.
  - Use **social medias** to advertise the background papers for each session.
  - Encourage an active style of moderation to stimulate dialogue.
  - **Coordination between speakers in thematic session** and work ahead to ensure their session is coherent and sticks to the topic.
  
- ***What kind of topics would you like to be included in future consultations?***
  - Livelihood/economic empowerment
  - Community approaches
  - Refugee Status Determination
  - IDPs
  - Unaccompanied minors/youth
  - Updates on 2015 topics (i.e. how the conclusions/recommendations from 2015 have been implemented in terms of finding/working towards solutions)
  - Integration and intercultural issues (Social cohesion - facilitating bridging capital between refugees and hosts)
  - Role of faith-based organizations
  - Youth and women empowerment
  - Funding gaps - advocacy strategies for donors and governments

# SUMMARY OF SOCIAL MEDIA EVALUATION OF THE 2015 ANNUAL CONSULTATIONS WITH NGOS

Social media for the 2015's Consultations was again successful, and showed itself to be an increasingly important part of the event. Building on 2014's successes, there was a sense of momentum in terms of participant use of social media, and social media's role to encourage sharing inside and outside of the event.

The platforms Twitter, Livestream/YouTube and Storify, allowed UNHCR and Consultation attendees, to share more of the event's comment and tone live with those not attending. As noted in the closing discussions there's potential to build on these successes next year, with greater sharing and participation through social media.

**Highlight numbers during the Consultations** (last updated: 6 July 2015):

- 5,798 #UNHCRNGOs uses (2014 = 4,776 #UNHCRNGOs mentions)
- 1,458 mentions for @UNHCRPartners (2014 = 800 mentions)
- Number one twitter trend in Geneva on day three, and in the top two trends for several hours
- 124 tweeting attendees
- 32 Instagram posts

The community of @UNHCRPartners is continuously growing. Since June 1<sup>st</sup>, the Partnership Section Twitter account mobilised its community in view of the preparation of the Consultations and in doing so, attracted about 350 new followers. @UNHCRPartners now counts 1363 followers in total.

### Bio word cloud of UNHCRPartners's followers

To help make sense of the "biography" field of each Twitter user, we've assembled this word cloud which shows you the most frequently occurring words.

rights – own – humanitarian – refugees –  
human – refugee – unhcr – views – international –  
tweets – development – world – officer – global – endorsement – working – social –  
migration – africa – aid – people – asylum – director – advocate – protection – law

(last updated: 06 August 2015).

**Top Tweet** earned 15.1K impressions

"Moment of truth" has arrived @Refugees' High Commissioner António Guterres tells #UNHCRNGOs [unhcr.org/559404216.html](http://unhcr.org/559404216.html) [pic.twitter.com/TeERF2OkRG](https://pic.twitter.com/TeERF2OkRG)



↩ 1   ↻ 52   ★ 25

**Top media Tweet** earned 1,037 impressions

.@Refugees' newest Goodwill Ambassador @GerDuany with our youth panel @Nwadefadost @vuni07 @aime1226 at #UNHCRNGOs [pic.twitter.com/XmgHSqs7QI](https://pic.twitter.com/XmgHSqs7QI)



↩ 1   ↻ 6   ★ 6

**Top Follower** followed by 165K people



**Ulrich J van Vuuren**

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2015 UNHCR NGO Consultations  
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