



National Protection Working Group Meeting

<b>Time &amp; Location</b>	27 March, 2019 / UNHCR Country Office, Turkey
<b>Chaired by</b>	Sander van Niekerk- Senior Inter-Agency Protection Coordination Officer
<b>Participants</b>	UNHCR, WFP, UNICEF, UN Women, ASAM, Goc-Der, Save the Children, IOM, UNFPA,
<b>Meeting Agenda</b>	<ul style="list-style-type: none"> <li>• General Protection Update PRT Update (UNHCR)</li> <li>• General AAP/PSEA overview (IOM/UNFPA)</li> <li>• South East PSEA discussion outcomes</li> <li>• Discussion: current challenges, gaps and way forward</li> <li>• AOB (incl. overview UNCT PSEA process)</li> </ul>

<b>Agenda Point</b>	<b>Discussion</b>
<b>PSEA presentation / IOM</b>	<ul style="list-style-type: none"> <li>• The presentation included a general overview of the PSEA concept, IOM’s institutional approach towards PSEA and details on PSEA cross-border initiatives – see attached PPT for full presentation</li> <li>• Cross-border PSEA include establishing PSEA networks, capacity building activities, allocating dedicated PSEA focal points, contextualizing and mainstreaming awareness and efforts to agree on a unified PSEA code of conduct.</li> <li>• This last point has proven difficult to implement in practice as most agencies are currently abiding by their own individual code of conducts</li> <li>• Joint efforts are being explored to establish dedicated phone lines – updates to be shared at a later stage</li> <li>• PSEA complaints are channeled through the head of office and the investigation unit of IOM. The main challenge is that investigation procedures take a substantial amount of time.</li> <li>• Policy to protect the complainants is bound by IOM if the complaints happened among IOM staff and beneficiary.</li> </ul>
<b>UNFPA Presentation</b>	<ul style="list-style-type: none"> <li>• See attached PPT</li> <li>• UNFPA presented the Minimum of Standards as determined by IASC and steps taken by UNFPA so far.</li> <li>• Complaint boxes are established in numerous community centers and placed in more discreet settings (e.g. restroom) to further encourage people to lodge complaints in a private manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Efforts are being exerted to formally link PSEA mechanisms with the GBV reporting mechanism</li> </ul>
<p><b>SET Presentation</b></p>	<ul style="list-style-type: none"> <li>• A presentation was carried out by UNCHR on Safeguarding and PSEA in South East on behalf of the SET PWG. The presentation included an overview of safeguarding and PSEA related concerns and challenges in the South East, as raised by partners. Results of a small ad hoc survey were shared (highlighting that PWG partners have measures in place), but it was noted that PWG partners have Safeguarding and PSEA related concerns and see a need for improvement on prevention and response tailored to the South East context. In that regard lessons learnt and recommendations to PWG were also presented.</li> <li>• Main recommendations mentioned were:             <ul style="list-style-type: none"> <li>○ Develop and provide to PWG partners standardized and contextualized:                 <ul style="list-style-type: none"> <li>▪ Safeguarding &amp; PSEA risk assessment template, including M&amp;E checklist</li> <li>▪ Code of conduct; Focal point ToRs; SOPs – ensure linkages with Turkish national law</li> <li>▪ Minimum standards on communication on/access to complaints mechanisms</li> <li>▪ Training</li> </ul> </li> <li>○ Advocate with donors to fund safeguarding &amp; PSEA measures</li> <li>○ Explore opportunities, risks, and benefits of linkages with MOFLSS national family help line (183) and other government mechanisms</li> <li>○ UN to take initiative due to convening power in inter-agency landscape (including ESSN, various PDs, etc.)</li> </ul> </li> <li>• SET PWG partners have indicated that they would like to establish a network of safeguarding and PSEA focal points at operational to identify needs and gaps, exchange best practices, and harmonize approaches within the various SET provinces. It was remarked that PSEA actions taken should be in line with the UNCT led initiative in Ankara.</li> <li>• More efforts to strengthen the identification component have been discussed, this includes for example strengthening current IA referral pathways and providing standardized messaging/visibility on safeguarding and PSEA.</li> </ul>
<p><b>General Protection</b></p>	<ul style="list-style-type: none"> <li>• See attached PPT for full presentation</li> </ul>
<p><b>Discussions/AOB</b></p>	<ul style="list-style-type: none"> <li>• Discussions focused on the low number of PSEA complaints currently being received by (protection) agencies. Further efforts will be exerted to explore reasons for this, including lack of sufficient information, lack of trust in the current systems, barriers preventing reporting, confidentiality of the system, long waiting periods, etc.</li> <li>• While embarking on this process, attention must be paid to ensuring an inclusive comprehensive process, i.e. not just focusing on the major (UN) agencies and their PSEA obligations towards partners with a contractual relationship with one of these UN agencies</li> </ul>



Inter-Agency  
Coordination  
Turkey

- Members agreed that at minimum, the PWG will produce minimum guidance needed on what every agency needs to institute internally regarding PSEA systems and protocols
- Once the substance of this guidance has been approved by the PWG, further steps can be taken to further feed this into broader PSEA initiatives within the 3RP

#### **UNCT PSEA Process**

- PSEA Mapping Exercise Task Team set up by UNCT in late 2018, including WFP, UN Women, IOM and RCO providing support.
- Mapping has been completed and results being analysed.
- Dedicated consultant to come on mission to support analysis, present results to the UNHCR and brainstorm on next steps (dedicated ad hoc UNCT to be held on the 5th of April)
- All agency PSEA focal points (primary or secondary, whoever is available) have been invited to a workshop on the 4th April. This will be to present analysis from the survey, discuss and contextualize the results, and offer insights to the focal points on the global efforts on PSEA.

#### **Restructuring PWG**

- Current structure consists of thematic meetings, followed by a dedicated dashboard on the topic. The first three meetings focused on Gender, LGBTI and AAP/PSEA
- Proposal: after every 3 thematic meetings a general 'consolidation' PWG to take places, this to review follow-up on recommendations, outstanding action points and fine-tuning the overall proposed course of action
- Furthermore, a full day mid-year consultation to take place to review progress – to feed into upcoming 3RP planning process
- At the same time, a request went out to PWG members for greater feedback on dashboards/other products being produced and disseminated.

#### **Action Points**

- **Based on discussions in the PWG, 2-pager with minimum standards to be shared with larger PWG for comments**
- **PWG coordinator to present initial PSEA discussion outcomes to STF – next steps to be fed back to larger protection sector**