

# UNHCR Annual Consultations with NGOs 2019 REPORT

On behalf of NGOs:

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Rapporteur

Chairman, Humanity First Canada

WORKING  
TOGETHER  
BETTER

GENEVA

3-5 JULY 2019





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I am thankful to all of my peers for their guidance and support to ensure the best possible documentation and reporting of the UNHCR Annual Consultations with NGOs.

With warm regards,

Dr. Aslam Daud  
Rapporteur, UNHCR Annual Consultations with NGOs 2019  
Chairman, Humanity First Canada

# 2019 AGENDA

UNHCR Annual Consultations with Non-Governmental Organizations  
International Conference Center Geneva (ICCG)



**UNHCR**  
The UN Refugee Agency



A GLOBAL NGO NETWORK  
FOR PRINCIPLED AND EFFECTIVE  
HUMANITARIAN ACTION

## Wednesday 3 July



08:30	ICCG Lobby UNHCR Welcome desk	Welcome coffee
10:00	Room 2 (A-E-F-S-R)	<b>OPENING PLENARY</b> Conversation with the High Commissioner
11:30	Room 2 (A-E-F-S)	Panel with the Assistant High Commissioner Protection
12:30	Room 2 (A-E-F-S)	Panel with the Assistant High Commissioner Protection
12:30-13:30	— BREAK	
13:30	Room 3	<b>SESSION (A-E-F-S)</b> Are standards the key to working together better?
15:30	Room 4	IDPs and data
	Room 5/6	Data protection
	Room 21	Information for risk analysis, early warning and preparedness
15:30-16:00	— COFFEE BREAK	
16:00	Room 3	<b>SESSION (A-E-F-S)</b> Statelessness Data and Evidence
18:00	Room 4	Enhancing Partnership Integrity
18:30-20:30	RECEPTION – UNHCR CAFETERIA	

## Thursday 4 July



09:00	Room 2 (A-E-F-S)	Panel with the Assistant High Commissioner Operations
10:30	Room 2 (A-E-F-S)	Panel with the Assistant High Commissioner Operations
10:30-11:00	— COFFEE BREAK	
11:00	Room 3	<b>WORKSHOPS (A-E-F-S)</b> Evidence for action
13:00	Room 4	Facilitating and measuring self-reliance and economic inclusion*
	Room 5/6	Urban crises: Can area-based data make a difference?
	Room 21	Our Joint Journey – preventing sexual misconduct
13:00-14:00	— BREAK	
14:00	Room 3	<b>WORKSHOPS [continued] (A-E-F-S)</b> Evidence for action
16:00	Room 4	Facilitating and measuring self-reliance and economic inclusion*
	Room 5/6	Urban crises: Can area-based data make a difference?
	Room 21	Protecting rights in mixed movements
18:00-18:30	— COFFEE BREAK	
16:30	Room 2 (A-E-F-S)	Panel with the Deputy High Commissioner on regionalisation
17:30	Room 2 (A-E-F-S)	Panel with the Deputy High Commissioner on regionalisation

\* Part of GLOBAL REFUGEE FORUM day

## Friday 5 July



09:00	Room 2 (A-E-F-S)	<b>OPENING PLENARY</b> with the Director for the Global Refugee Forum
10:30	Room 2 (A-E-F-S)	Introduction: Broadening the base of support
10:30-11:00	— COFFEE BREAK	
11:00	Room 2	<b>BROADENING THE BASE OF SUPPORT (A-E-F-S)</b> Cities and local authorities
12:30	Room 3	#BeyondFundraising: working together, better, with companies
	Room 4	Islamic social finance
	Room 5/6	Inclusion of refugees and other persons of concern
12:30-13:30	— BREAK	
13:30	Room 2	<b>THEMATIC CONVERSATIONS ON PLEDGING &amp; SHOWCASING (A-E-F-S)</b> Solutions
15:30	Room 3	Protection capacity
	Room 4	Energy and Infrastructure
	Room 5/6	Education
15:30-16:00	— COFFEE BREAK	
16:00	Room 2 (A-E-F-S-R)	<b>CLOSING PLENARY</b> with the Deputy High Commissioner
17:30	Room 2 (A-E-F-S-R)	<b>CLOSING PLENARY</b> with the Deputy High Commissioner



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## Introduction

The Annual Consultations between UNHCR and NGOs represent the largest global opportunity for NGOs to exchange views on forced displacement with UNHCR and partners. The 2019 meeting was held in Geneva, Switzerland from July 3 to 5 and was attended by 453 participants from 243 organisations and 76 countries.

The overall theme for this year's discussions was "Working together, better", with three main components: data and evidence, regionalization, and the Global Refugee Forum. Discussions on enhancing the use of data revolved around bridging gaps in data through collaboration, and using reliable data for preparedness, evidence-based planning, and evidence-informed action. The focus on regionalization was meant to shed light on UNHCR's ongoing process and exchange with NGOs on inherent partnership implications, how to improve coordination, minimize duplication, and cover gaps in refugee services through geographically relevant restructuring. Lastly, the Global Compact on Refugees provided an opportunity for NGOs to learn how they can contribute to and engage in the Global Refugee Forum (GRF) scheduled for December 2019 in Geneva.

The below report presents a synthesized overview of the rich discussions held and does not aim at being exhaustive or going into extensive details on all sessions. Such details can be found online, through each specific session's report, along with concept notes, PowerPoint presentations and additional background documentation. Readers interested in more details should consult the UNHCR-NGO Consultations webpage: <https://www.unhcr.org/ngo-consultations>.

Different perspectives and solutions were put forward in the discussions between UNHCR executives and staff, representatives of NGOs, and refugee representatives. Participants agreed on the importance of considering challenges faced by refugees due to local circumstances. Furthermore, partnerships between refugees, UNHCR, NGOs, and local authorities were viewed as essential.

There were consultations about how we work with Data and Evidence for informed response and collective outcomes. Timely, reliable and useable data is key for identification of risks, needs, vulnerabilities and capacities of affected people in displacement situations. The role of evidence is to ensure that our response is driven by this and by affected people's own assessment of their threat environment as opposed to pre-determined projects and generalized assumptions about people's vulnerabilities and needs.

Achievement of collective outcomes requires a shared understanding of the problems, and our respective responsibilities for solving them. Mindset and collaborative behaviour come first, and still needs further investing in – both across sectors and



across disciplines. Cross-organizational and multi-disciplinary collaboration on information management is the way forward. More emphasis must be put on partnering with governments to build a shared understanding of humanitarian and protection issues, while keeping a focus on local priorities and inclusion of refugees in national systems.

The value of the data which we collect and manage depends on the effective engagement with and involvement of the affected communities throughout the evidence process. Humanitarian organisations and affected communities must work in partnership, not only at the point of data collection, but also in the analysis, use and sharing of data to enhance the quality and relevance of the response.

The discussions on data and evidence illustrated that a lot of good practices for information management already exists. The task at hand is not necessarily to invest in development of new information management systems, frameworks and approaches, but rather to invest in improving and learning from collaborative approaches and in systematizing the ways in which we work.

The conversations also highlighted the importance of data protection. Data is more than just numbers. It is about people; it is about vulnerabilities, capacities and protection needs. Working to ensure protection outcomes, we must maintain a strong focus on safe, responsible and purposeful data sharing. We should not be so easily seduced by new technologies for collecting, storing and processing data, but keep an eye on the risks around how this data may be used and abused and kept safe. This is also in line with recently adopted EU General Data Protection Regulation.

Recommendations for overcoming data sharing challenges include:

- Reinforcing commitment to a collaborative approach to working with data and evidence to inform response,
- Safe, responsible and purposeful sharing, and
- A suggestion to establish and implement a neutral, independent entity to whom different organizations' data can be shared.

We also learned about challenges related to statelessness. For example, many countries do not report or are unable to accurately report about their stateless populations. It was also highlighted that it is not in governments' interest to deny rights and nationality to these groups of people.

States need to be supported to improve data collection, analysis and use related to statelessness, internally displaced persons (IDPs) and other vulnerable groups. The Data Collection could link to national censuses and be helped through online self-assessment tool to gather data on statelessness as well as international recommendations and operational guidance developed through the 60+ multi-stakeholder Expert Group on Refugee and IDPs Statistics (EGRIS).

This year's Consultations had a special significance due to the regionalization process, which will hopefully place resources and decision-makers closer to the field, enabling NGOs to partner with UNHCR in a more local and regional manner.

Regionalization is one of the most transformative changes UNHCR has undertaken, aiming at making our collective reaction to crises quicker and more effective. It should also lead to stronger and more efficient partnerships.

UNHCR-NGO partnerships come with both challenges and opportunities. In coming together to overcome challenges and explore opportunities, NGOs have transitioned from implementers to true "partners". Currently more than 3,000 partner organizations are registered on the UN Partner Portal. During consultations this year, an increased number of UNHCR staff engaged in discussions, including senior management, which will surely contribute to further strengthening partnerships.

We were also reminded of the need to prevent and address sexual misconduct for both staff, volunteers and persons of concern. It was recommended that all organisations must demonstrate clear commitment, with concrete messages that must clearly spell out consequences of sexual misconduct in the organisation's Code of Conduct.

Under discussions on the Global Refugee Forum theme, the focus remained largely on how to ensure refugee-centred processes.

One key recommendation was to equally integrate host communities into economic inclusion programming, and to solicit their cooperation in providing refugees access to local markets and industries.

Alongside advocating for refugee self-reliance, it is important to highlight the positive impact refugees can have on local economies when they are able to contribute their own revenues back into their local contexts.

Finally, the role of NGOs in broadening the base of support was also discussed. NGOs can leverage existing local partnerships with a wide range of stakeholders, as well as more easily establish new ones, that can contribute to meeting the objectives of the Global Compact on Refugees and the Global Refugee Forum.

Working together better is not just a theme for this consultation but it is an ongoing journey of putting humanity first, and continuously improving our ways of working effectively.



## Recommendations and Conclusions

- There is a need for more systematic and collaborative approaches to safe, responsible and purposeful work with data and evidence. It is essential for our ability to collaborate on evidence that all partners possess a shared understanding and common reference to shared fundamental principles, competencies, processes and systems.
- UNHCR and NGOs partners should promote a common conceptual framework for how we work with data and evidence to inform collective outcomes. Cross-organizational and multi-disciplinary collaboration on information management is the way forward.
- Further leadership and investment are needed for ensuring that humanitarian organisations collectively award affected communities a seat at the table when information needs are defined, information management systems are designed, and collected, data analysed and decision-making based on the generated evidence is done.
- A critical part of providing humanitarian assistance is improving safety and guarding the dignity of refugees. In dealing with forced displacement, protection must be carried out through partnerships: with NGOs, local authorities, UNHCR and affected communities. Humanitarian organisations and affected communities must work in partnership, not only at the point of data collection, but also in the analysis, use and sharing of data to enhance the quality and relevance of the response.
- Regionalization is an opportunity to intensify UNHCR and civil society advocacy, and to strengthen the efficiency and effectiveness of the refugee response. The goal of regionalization is to move resources and capacities as close as possible to the field, which will assist NGOs as well as refugees in addressing crises.
- The Global Refugee Forum will provide the basis for a better response to refugee crises and will offer concrete solutions to refugees by involving a variety of stakeholders and partners, including NGOs.
- The Global Refugee Forum will focus on developing solutions to ease pressures on host countries; enhance refugee self-reliance; expand access to third-country solutions; and support conditions in countries of origin for return in safety and dignity.



## Opening Plenary: Conversation with the High Commissioner



High Commissioner Filippo Grandi opened the NGO Consultations with a conversation with Mr. Guled Mire, a former refugee and present refugee rights activist. This dialogue highlighted that refugees should be seen as advocates for themselves and must be actively involved in helping resolve problems of forced displacement. The High Commissioner acknowledged that misinformation and hate speech are increasing challenges that we must overcome as politicizing humanitarian issues is dangerous for society.

Mr. Grandi said that success is not possible without conveying our response to a refugee crisis, or forced displacement, in a manner that is more organized, efficient, better resourced and better coordinated. When the pressure increases, the sophisticated systems designed for small numbers are not adequate.

The High Commissioner pointed out that UNHCR is in a process of transformation through regionalization. This has been the result of observation and listening to stakeholders, whereby it became clear that unnecessary bureaucracy, excessive distance, and delays in taking decisions have created burdens on the organization.



Participants were in agreement that reform should be geared towards improving partnership among all stakeholders. The High Commissioner said that regionalization should be seen as an opportunity to intensify UNHCR and civil society advocacy.

The Global Refugee Forum will provide the basis for a better response to refugee crises and will work with new stakeholders to offer concrete solutions. In this perspective, NGOs pointed out that there is a need to provide a moral and strategic stand, and a need to convey this in an appropriate manner.

The High Commissioner mentioned that the Compact will not respond to all challenges, yet it will offer concrete ways to engage for Member States, NGOs, Academics and other actors. Nearly 90% of refugees are currently hosted in developing countries. He called on all stakeholders to make commitments at the GRF to improve the international response towards refugee crises.

### Recommendations and Conclusions

- UNHCR is mandated to work together with partners, including NGOs and refugees, engaging in a carefully balanced approach for improved public advocacy alongside more discrete negotiations.
- Refugees have to be seen as advocates for themselves and must have a voice in the conversations that form the basis of the response to refugee crises.
- Regionalization is an opportunity to intensify UNHCR and civil society advocacy, and to strengthen the efficiency and effectiveness of the refugee response.
- The Global Refugee Forum will provide the basis for a better response to refugee crises and will offer concrete solutions to refugees by involving many stakeholders and partners.

# Panel with the Assistant High Commissioner for Protection

This panel with the Assistant High Commissioner for Protection, Volker Türk, was his last public engagement in this capacity, as he was set to move on to a new role as UN Assistant Secretary-General for Strategic Coordination. Mr. Türk highlighted several key messages during his final session with NGOs.



He reminded the audience that protection is a matter of improving safety and guarding the dignity of refugees – simply providing humanitarian assistance is not enough. Mr. Türk highlighted the importance of partnerships in addressing forced displacement.

Participants discussed refugee law and agreed that it should be instrumental in identifying who is in need of international protection. Participants recognized that the 1951 Refugee Convention definition was meant to be inclusive, covering all in need, as opposed to being dissected through a rigorous legal framework. The Assistant High Commissioner for Protection recognized that there is a need to make sure that the public at large understands that this is about people and their fate.

Volker Türk also noted that a protection-centred approach should ensure the participation of refugees in decision-making processes that affect them. This includes group discussions that are inclusive and account for the diversity within refugee populations, such as individuals with disabilities or members of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) community.

“I hope you will bear in mind that optimism, despite the doom and gloom, can be kept alive. If you believe in what we are doing, we can achieve something” said Mr. Türk.

In the end, Mr. Türk described the Global Compact on Refugees as an initiative that will strengthen protection.

## Recommendations and Conclusions

- A critical part of providing humanitarian assistance is improving safety and safeguarding the dignity of refugees.
- Partnerships are key to address forced displacement.
- Protection means participation by refugees in decisions that affect them.

# Panel with the Assistant High Commissioner for Operations



"Is there a closer comrade in arms with whom we work than NGOs?"

I don't know of one"

-@GeorgeOkothObbo Assistant High Commissioner for Operations @Refugees

#UNHCRNGOs #AskAHCO

✓ This panel with the Assistant High Commissioner for Operations, Mr. George Okoth-Obbo, covered various pertinent topics linked to data and evidence.

The Assistant High Commissioner stressed that the imperative and urgency to act must remain

primary and called for all work with data and information to be done for action, outcomes, results, processes and systems.

A safe, responsible and meaningful approach to work with data and evidence, requires us to establish what data is needed and for what purpose, and assessing the broader information landscape and what data may already be available – before embarking on any data collection exercise.

We already have ample data, but we need to make better use of it and turning it into evidence that can inform our response, including through a culture of responsible data-sharing.

The risks of sharing, and the risks of not sharing the data, must always be kept in mind – in line with fundamental principles such as ‘do no harm’, ‘informed consent and confidentiality’ and ‘data responsibility and protection’.

Working truly collaboratively on data collection and analysis will ensure better and more use of data, turning it into evidence which we can use for informed response, thereby minimizing overlaps and maximizing sharing. This can contribute to joint objectives, such as using evidence for advocacy, informing long-term programming and adjusting response.

We tend to professionalize the data area, without identifying the importance of the data for the affected communities.





Humanitarian organisation and other responders should not only involve affected people at the point of data collection and analysis – but should also involve affected people when making decisions based on the resulting analysis. We must be accountable and must not confuse data collection with communication with communities.

The Assistant High Commissioner acknowledged that a source of concern has been that NGOs feel that they often cannot share information with UNHCR, due to data protection considerations. He said that the UNHCR is focused on creating an environment of trust for NGOs because “if there is a closer comrade in arms with whom we work than NGOs, I don’t know of it”.

He highlighted that our collaboration on data and evidence will reduce the volume of data collected unnecessarily. This will reduce the pressure on affected communities to provide data time and again to inform various parties attempting to document needs, without this documentation translating into outcomes – in terms of positive changes in refugee’s lives.

### **Recommendations and Conclusions**

- In the face of today’s complex data landscape, we can no longer sustain a culture where each actor collects its own data, but must instead create an ecosystem in which everyone has a space – we have to find a way to share our data safely and responsibly in line with protection information management principles.
- A shared conceptual framework is needed for how we work with data and evidence to inform collective outcomes. It is essential for our ability to collaborate on evidence that all partners – including donors, and across information management and technical sector disciplines – possess a shared understanding and common reference to shared fundamental principles, competencies, processes and approaches.
- In follow-up to these consultations, we must find a mechanism and put in place a process to systematize the continuation of the conversation about action-oriented and meaningful and responsible collaboration on data and evidence, including data protection – in a way that enables concrete follow-up and results in action and outcomes for displacement affected persons.

# Thematic Sessions

## Theme 1 - Data and Evidence

Timely, reliable and useable data is key for identification of risks, needs, vulnerabilities and capacities of affected people in displacement situations. The role of evidence is to ensure that our response is driven by this and by people's own assessment of their threat environment.

Achievement of collective outcomes requires a shared understanding of the problems, and our respective responsibilities for solving them. Mindset and collaborative behaviour come first, and still need further investing in – both across sectors and across disciplines. Experience from coordination fora show that the introduction of common conceptual frameworks outlining shared principles and approaches, can serve as a solid platform for framing collaboration on evidence for collective outcomes.

Several good practices for information management exist and the task at hand is not necessarily to invest in development of new information management systems, frameworks and approaches, but rather to invest in improving and learning from collaborative approaches and in systematizing the ways in which we work.

Working to ensure protection outcomes, we must maintain a strong focus on safe, responsible and purposeful data sharing. Across the humanitarian sector, too much data is collected which is never used.

In order to ensure that collected information feeds into actual decision-making, we must never embark on data collection without first having clearly identified and defined the exact purpose and information needs – this will enable us to use resources effectively, including to identify whether the data required to meet an identified information need, may already exist or has been collected by another actor. Humanitarian coordination fora have a key role to play to ensure that responsibility is collectively assumed for collaboration on data and evidence.

The value of the data which we collect and manage depends on the effective engagement with and involvement of the affected communities throughout the evidence process. Working meaningfully with affected communities on data and evidence is the responsibility of humanitarian organisations.

Humanitarian organisations and affected communities must work in partnership, not only at the point of data collection, but also in the analysis, use and sharing of data to enhance the quality and relevance of the response. Feeding information back into the community is not only nice to do – it is a must.

In order to maintain trust between humanitarian organisations and affected communities and in line with data ethics, we must never disregard the importance of obtaining consent from the individuals whose data is collected, not only for the data collection itself, but also for our storage and later use/s.

In order for affected people to share their actual concerns with humanitarian responders, trust must be built. This requires basing our work on genuine interest in understanding the perspectives and needs of the people whom we serve; recruitment of local staff with local expertise; diverse teams which can create rapport with the affected community across diversity factors; and managing expectations in terms of what we can deliver.



There is a significant gap in terms of data and evidence on statelessness, including on population data and poverty. The known stateless population as reported in the 2019 Global Trends report is 3.9 million, but the actual number of stateless

persons is believed to be much higher. Only 78 countries report data on statelessness, and among them, data is incomplete, inaccurate, and inconclusive in many cases.

Some challenges facing the collection and use of robust data are that there is a clear lack of guidance for States on how to record statelessness data, and that identifying statelessness among populations that are marginalized and already excluded is complicated. Pursuant to a directive from the UN Secretary-General to improve data on statelessness UNFPA and UNHCR are co-leading a subgroup to improve data on statelessness.

Furthermore, there is a need to build awareness at all levels so that staff of humanitarian organizations and persons of concern understand the importance of data protection. Data protection must be guided by the principles of purpose specification, informed consent and 'need to know' in order to ensure 'do no harm'.

Risk analysis tools enable early data availability, which aims to promote early action to save lives.

Better harmonization and improved linkages between data systems are needed to strengthen the use of data and overcome current challenges in collecting data on particularly vulnerable groups, such as internally displaced persons (IDPs). Improvements are also needed to address data gaps for early warning and preparedness, protection analysis, as well as adequate data to inform durable solutions for displaced persons.

The good practice examples included UNHCR-IOM Data Sharing Agreement and related Data Sharing Protocol currently being developed by OCHA in Afghanistan, as

well as the early warning – early action dashboard developed by FSNAU to share data in Somalia.

### **Recommendations and Conclusions**

- A shared conceptual framework is needed for how we work with data and evidence to inform collective outcomes. It is essential for our ability to collaborate on evidence, that all partners possess a shared understanding and common reference to shared fundamental principles, competencies, processes and systems. The Protection Information Management (PIM) Conceptual Framework developed jointly by the UN agencies and NGO partners offers this and should be promoted further, including to foster a culture of safe, responsible and purposeful sharing of data.
- UNHCR and NGOs, in partnership, should convene regional level dialogue meetings on collaborative approaches to working with data and evidence to inform collective outcomes, involving UN, NGO, donors and importantly governments.
- Organisations and agencies responding to displacement are a collective, and in order to advance on our collective commitment to evidence-based work, coordination fora must take the lead (across of all sectors). Donors and governments also have a key role to play in reinforcing the commitment to a collaborative approach to working with data and evidence to inform response.
- We must work with affected communities not only as informants but as partners, and they must have a seat at the table when information needs are defined, information management systems are designed, and collected data analysed and decision-making based on the generated evidence is done.
- Meaningful and impactful community engagement, including CBOs, requires for communication to take place in the right language and format and the employment of diverse local teams which can create rapport with the affected community across diversity factors. Language must be a key consideration in development of e.g. multi-sector needs assessments and other standard formats and be considered throughout the programme cycle.
- UNHCR should work with partners to develop a common analysis framework to make data useful for all stakeholders. In addition, UNHCR should enhance its efforts to work with governments to inform statistics on displaced populations and inclusion in national development plans, in addition to strengthening mutual capacity on data collection, analysis and use for collective outcomes.
- Implementation of data protection and other protection information management principles to bridge global policies and field level practices, require investment in building of capacity on fundamental principles and approaches, including from field-level to decision-making staff.

## Theme 2 - Regionalization

The second main theme of this year's consultations looked at the regionalization process that UNHCR is currently going through. Although one of the three main themes, it was mainly discussed in the plenary session with UNHCR Deputy High Commissioner.

### Panel with Deputy High Commissioner

Ms. Kelly Clements, Deputy High Commissioner for Refugees led a discussion on the regionalization process moderated by Mr. Themba Lewis of APRRN. Together with Ms. Daisy Dell (Director of Change Management) and Mr. Indrika Ratwatte (Director of the Regional Bureau for Asia and the Pacific), Ms. Clements explained that regionalization and decentralization aimed at moving resources and capacities as close as possible to the field.

Seen as a transformation necessary to form stronger and more efficient partnerships with local authorities, NGOs, and most importantly refugees, this effort is also linked to the broader objectives of the Global Compact on Refugees (GCR), which is discussed later in this report.

When coming into office, in 2016, High-Commissioner Grandi realized that UNHCR needed to be more nimble, with a strong country presence and clear division of responsibility. Past efforts at regionalization failed because authority was not devolved and empowered properly.

However, with the current process, efforts are being undertaken to strengthen country offices, regional bureaus and regional headquarters so that they specialize in their given area of responsibility. The main message to NGOs was that regionalization would help in strengthening partnerships and their capacity to carry out efforts moving forward.

Regionalization will enable country offices to engage more directly with refugees, through the field offices. Seven new regional bureaus will be created to support and monitor country offices – in a contextualized manner – and ensure that the right financial and human resources are available.

One of the driving forces behind the regionalization effort was that decision makers, influencers and policymakers must know the impact of their work on affected populations.

Through a dedicated session, there was an important discussion on enhancing partnership integrity. In this context, some NGOs raised concerns about how large-scale, multiple country emergencies will be addressed if the regionalization process leads to the splitting of the current Africa Bureau into three new separate regional

bureaus in Africa, each responsible for specific countries. NGOs were reassured with an explanation highlighting better coordination and focused responses, moving forward.

### Recommendations and Conclusions

- Regionalization is meant to meet the need for UNHCR to be more efficient and effective, through stronger country presence and clearer division of responsibility when addressing forced displacement around the globe.
- The goal of regionalization is to move resources and capacities as close as possible to the field. This is seen as a transformation necessary to form stronger and more efficient partnerships.
- UNHCR Regional bureaus will now be able to engage with partners with a response that is more tailored to the given political, institutional and population outlook in each regional context.

## Theme 3 - Global Refugee Forum



In the opening plenary on the third day, the UNHCR Director for the Global Refugee Forum, Daniel Endres, talked about the first Forum, which will take place in Geneva on 17 and 18 December 2019. He gave an overview of the objectives, structure and key focus areas of the Forum; along with an explanation of how NGOs can contribute, including by announcing pledges and contributions and exchanging good practices.

In this session, the role of NGOs in broadening the base of support was highlighted and how NGOs can leverage existing partnerships with a wide range of

stakeholders, as well as establish new ones, to contribute to meeting the objectives of the Global Compact on Refugees and the Global Refugee Forum.

The Forum seeks to translate the principles of increased solidarity and burden- and responsibility-sharing into concrete action. It will involve the participation of a wide range of stakeholders, including local authorities, NGOs, international organizations, the private sector, and refugees themselves.



There are six areas of focus for the GRF: arrangements for burden- and responsibility-sharing, education, jobs and livelihoods, energy and infrastructure, solutions (including repatriation, local integration, and resettlement),

and enhancing efforts to strengthen protection capacity of member states. Each of the six areas of focus has a co-sponsorship group comprising of member states, NGOs and the private sector to support these areas.

One major objective is to broaden the base of support for refugees. Presently, only 40-50 member states would support these efforts. As part of the GCR, we need to move away from refugee camps in isolation and enable them to live with host communities.

Recently the World Bank has stepped up with over \$2billion in support, half loan, half grant. Some indicators and metrics for the outcomes of the GRF will be more financial support for host countries, more resettlement commitments, and more refugees attending school. A high-level meeting will take place every two years which will allow for follow-up and review.

This portion of the annual consultations with NGOs intended to jointly explore opportunities to increase the base of support and to contribute to the areas of focus. The consultations aimed at generating momentum among NGOs to partner with UNHCR and other actors towards the Forum, either through complementary advocacy, working towards individual or collective pledges.

The consultations also aimed to contribute to this process through information-sharing and increased understanding of the GRF process and objectives. Specific sessions were devoted to broadening the base of support and to each area of focus.

Private Sector will be an important part of the GRF. A workshop titled #BeyondFundraising held valuable discussions on increasing contributions towards refugee responses. Based on the findings of an initial study conducted by the Danish Refugee Council in Uganda and showcased at the consultations, if the private sector can effectively be engaged, the cost of humanitarian could be lowered. It is important to take a closer look at unlocking impact investment opportunities to help improve our humanitarian system and yield more productive results for our beneficiaries.

Yet, upholding humanitarian principles must remain the focus, and there should be a consideration of the risks involved with portraying refugees as consumers and entrepreneurs rather than just persons in need of protection as they flee persecution and conflict.



One path to ensure the GRF success is to bring together host countries to share good practices, particularly countries from the global south. Sharing of expertise could be incredibly valuable for vulnerable populations.

Similarly, partnerships and synergies focused on, contingency planning, capacity building, mobilizing resources, strategic litigation and direct engagement with the host governments are crucial to the success of the GRF. It was also pointed out that supporting government-to-government exchanges of good practices, as well as exchanging practices among NGOs and CSOs is important for future endeavours to assist refugees.

One example of such a good practice is a multi-stakeholder initiative in Athens, which uses a bottom up participatory approach with a space provided where city representatives and service providers can meet and develop synergies with NGOs, international organizations, service providers and community organizations. What started as a small project has now been recognized as best practice at national and regional levels. Based on this and countless other examples, it is important for humanitarian actors to engage with urban authorities, from the needs assessment and planning stage to the implementation, and take time to understand each other and to sympathise with each other's constituencies.

There were also important conversations, on improving self-reliance, economic inclusion, and an overview of Islamic social finance. Participants agreed that the first step in handling financial matters is trust, confidence and transparency. This includes building trust with Muslim donors such that they are confident their funds are truly being used towards "Zakat" (refer to page 28).

In terms of improving self-reliance, participants reiterated the importance of involving refugees in planning and programming in addition to developing creative ideas to help us connect with refugees. This would enable actors to gain trust and ensure effective communication.

NGOs stressed the importance for UNHCR to collaborate with governments at the country level as they can help tremendously with coordination efforts, as well as long term sustainability of programs, enhancing refugee self-reliance.

NGOs will have to adapt to the market but have a lot to offer to the private sector since they have knowledge of refugees and circumstances, can talk to local governments. They can verify and accredit refugees when they are seeking private services.

### **Recommendations and Conclusions**

- A key promise of the Global Compact on Refugees is to promote the inclusion of refugees to live with host communities. Financing and expertise should be provided by the international community, and the 3-

year strategy on resettlement and complementary pathways should also be supported.

- In messaging about the GRF, a language that lay-people, including refugees, can understand must be used so that we can encourage deep engagement with civil society. This is going to take strong communication strategy that civil society can utilize to explain the process and engage with governments.
- There is a need to build on strategies that civil society actors are using and can use to increase protection capacity: government trainings, mobilization of law firms, academic partnerships, exchanges between NGOs, government placements and partnerships, civil society led advocacy, government-to-government sharing, and good practice sharing.
- It is important to explore the different means to support refugee response. The private sector will be an important part of the GRF. If the private sector can effectively be engaged, the price of doing humanitarian work would be lowered and the base of support for refugees will be broadened. Yet, upholding humanitarian principles must remain the focus, and we must beware of risks, conflicts, and optics.

## Broadening the Base of Support:

### Report of Selected Sub-topics

#### Cities and Local Authorities



"Area-based approaches are cheaper than doing several assessments that would give the same result, and save lives much quicker."

Isabel MARQUEZ, Deputy Director of [@ACNURamericas](#), answering questions at Part II of our session on the value of area-based approaches. [#UNHCRNGOs](#)



With 60 per cent of the world's 25.4 million refugees living in urban areas, cities are increasingly on the frontlines of the global refugee response. Mayors and local authorities, together with civil society, service providers and private sector partners, play an increasingly important role in welcoming and protecting displaced people who arrive in cities and in fostering social cohesion.

Representatives from local authorities, NGOs, city networks and UNHCR demonstrated the positive impact of strong engagement between local authorities and NGOs to effectively support refugees in urban areas and enhance their self-reliance.

Short-term and project-based funding remain key challenges to sustain successful initiatives as the local authorities, often already under-resourced, struggle to continue to meet increased needs with less resources.

For big cities, mass-migration can be a challenge but also a resilience opportunity to rethink and invest in urban social housing, strengthening the environmental aspects, explore new ways of co-housing – cities can use one entry point to act on other stress factors such as collaboration with banks to access unbanked people.

**Recommendations and Conclusions**

- It is important to strengthen support to middle sized/secondary cities, often overlooked in the humanitarian response that focuses on the main cities. All stakeholders should ensure to engage with both formal and informal community structures and build upon and complement existing structures.
- Humanitarian agencies must be more flexible and able to respond to the requests from cities, and reform systems and institutions to ensure these are agile and nimble to respond to the needs of cities in times of crisis.
- National delegations should strive to involve representatives from city councils to a higher extent or at least brief them before and after meetings. The High Commissioner could engage with governments on this idea of bringing in local governments and city councils.
- The GRF was mentioned as a first step where to share best practices in urban areas and to inspire other cities, and to also include actors from the private sector in tackling urban crises.

## #BeyondFundraising: Working Together, Better, with Companies



Jaime Bourbon de Parme, UNHCR Senior Advisor on Private Sector Partnerships spoke of the enormous untapped market potential in refugee settings, \$56 million in Kakuma, Kenya, alone, according to IFC.

Participants from Mercy Corps and DRC showcased three models for NGO-private sector collaboration: at the level of local markets; with large multinational companies; and through for-profit social impact investments.

In an audience vote, participants were broadly supportive of the increasing collaboration between NGOs and the private sector in refugee response.

In order to inform the engagement of private sector at the Global Refugee Forum and catalyse business engagement towards the Global Compact on Refugees (GCR), this session invited speakers and participants to answer:

- easy questions of why humanitarian actors should partner with private sector companies,
- complex questions of how shared value partnerships become successful,
- tough questions around what added value UNHCR and NGOs can bring to partnerships with companies that seek to solve refugee-problems through business models.

Fundamentally, there are four ways in which companies can engage with refugees either directly or through humanitarian organizations:

1. sell products or services to refugees or humanitarian organizations,
2. buy products or services from refugees,
3. employ refugees directly or indirectly through their value chain,
4. advocate on policy change on a refugee issue that aligns with their business interest.



UNHCR and NGO partners, in the context of the GCR, have a role to play in increasing the amount of engagement by the private sector in refugee contexts through these four ways as well as to facilitate the necessary financing.

With more than 70 million displaced people, there is not one agency or one country that can tackle this issue alone, but the response must include development actors as well as the private sector.

The humanitarian organizations should work with the private sector to scale up funding and influence. The private sector brings a lot of benefits to make our interventions more sustainable and reach more people.

UNHCR and NGO partners can better engage and facilitate partnerships with the private sector by understanding each other more, and represent refugees in all manners possible, whether that is in a humanitarian context or a business context.

Three themes of the GRF are particularly relevant to the private sector:

1. Education
2. Jobs and livelihoods
3. Energy and infrastructure

It is important to separate the role of NGOs from the private sector when discussing private sector partnerships. NGOs are principled organizations that advocate and are guided by human rights standards and international engagement in human rights affairs – NGOs are not service providers and the private sector cannot replace them—we need to ensure that these roles are clearly defined when thinking of private sector partnerships.

## Islamic Social Finance

The mobilization of additional, timely, predictable, and sustainable financial resources is key to the successful implementation of the Global Compact on Refugees. The Global Refugee Forum will serve as an opportunity to make progress towards this objective and expand the base of financing beyond traditional donors, including in the area of Islamic social finance. As a source of innovative and alternative aid, Islamic social finance has become a key area of focus in discussions on how to broaden the base of support for refugees and host communities. The diversity of its instruments, combined with its huge financial potential – the current Zakat market alone stands at \$76 billion, according to UNHCR’s 2019 launch report on its Zakat Program.

 Nathan McGibney  
@McGibneyNathan

.@IRWorldwide @MERCYMalaysia & @Refugees outlining the increasing role/importance of #Islamic Social Financing in #humanitarian response @ #UNHCRNGOs This system has existed for 1400 years #Zakat has raised tens of millions of \$ in 2019 & assisted thousands of #Refugees @k8\_wig



Islamic philanthropy can be a critical opportunity to galvanize additional support for refugees and host communities. Case studies were presented on how international organizations approach Islamic philanthropy in terms of fundraising and implementation (such as the launch of the Refugee Zakat Fund by UNHCR in 2019), and the positive impact of funds raised for refugees and host communities.

### Recommendations and Conclusions

- Trust, confidence and transparency are important for donors who like to know where their money is going. As organizations using Zakat funds are working on behalf of donors, the organization should stick to a conservative approach with the discretion to the principles guidelines of Zakat, which are well known under the Islamic law.
- Zakat is based on certain principles, guidelines including when and by whom the Zakat money should be paid, from which goods and to whom (the categories specified in the holy book of Quraan) therefore one must have open mind to the faith, guidelines and the community of people who would like to give their Zakat to a specific cause or organization.
- Work with Islamic Finance experts to find/fund alternative microfinance products that assure the Muslim community that their funds are used accordingly to Zakat/ Muslim principles.

- As a large organization, UNHCR should be working closely with faith-based organizations which largely depend on ISF in order to complement each other and not to compete with each other.
- ISF is inclusive rather than exclusive. Anyone can participate, faith-based or not and the funds are actually for any humanitarian purpose.

## Inclusion of Refugees and Other Persons of Concern



Lois Abena Bentsiwaa Duncan  
@abena\_lois

Meaningful inclusion of refugees means refugees are part of the design and implementation of programs, and decision-making processes!

[#UNHCRNGOs @Refugees](#)  
[#HumanRights #ByRefugees4Refugees](#)

and decision-making processes that affect their lives. This results in policies and programs that fall short of addressing the needs and aspirations of refugees effectively. NGOs play a key role in shaping international policies and programs as well as safeguarding the civic space in international fora. In view of this, it is essential that NGOs work in collaboration with refugee representatives and their organizations to enhance their inclusion in decision-making spaces.

Inclusion of refugees is multi-dimensional including physical, educational, social, economic and psycho-social aspects. Refugees should receive education in the same classroom as host communities, making friends with host communities. Psycho-social support should be there to build mutual trust as well.

A good practice program could explore new approaches to empower refugees. With a call for proposals, the program would look at identifying and empowering refugee self-initiated associations through providing managerial skill training, communication channels and networking opportunities. Key outcomes would include:

- Refugee association become the point of references at refugee reception centre, e.g. for LGBTI groups;
- Increased capacity of refugee-led CBOs in funding and fundraising to ensure they are self-sustaining. There is a related INTERSOS program in partnership with UNHCR in Italy.

Toxic narrative is a problem and the absence of refugee organizations can reinforce such narratives. This points to the need to invest in refugees and give refugees the opportunity to be social entrepreneurs, to take action and leadership roles in the host community. Allowing refugees to organize themselves in leadership roles will help changing perceptions as well.

### Recommendations and Conclusions

- Invest in refugee leadership and management capacity. Give refugees the opportunity to be social entrepreneurs, to take action and leadership roles and they will give back to the host community. There will be multiplying effects for their social and economic inclusion.

- For youth organizations specifically, the best way for refugee inclusion is to create opportunities for them to work together.
- Recognize more refugee-led initiatives and make more support available, especially when there are favourable policies in the country.
- UNHCR and NGOs must adopt a strength-based approach, instead of purely needs-based approach.
- Share more good examples to change the narrative and labels on refugees. People, from the host communities, need psychosocial support to be comfortable about refugee inclusion and to be able to accept better what is different than what they are used to.
- Consider setting up Refugee Initiative Awards.

## Thematic Conversations on Pledging and Showcasing

The Annual Consultations was a key milestone for UNHCR and NGOs to take stock of civil society engagement in the lead-up to the Forum, and collectively strategize around potential pledges and contributions that NGOs could either lead or support.

### Solutions

One of the primary objectives of the Global Compact on Refugees (GCR) is to facilitate access to solutions, including by planning for solutions from the outset of refugee situations.

The Global Refugee Forum represents a unique opportunity to work towards the progressive achievement of this goal through increased international cooperation, solidarity, and support, particularly for safe, dignified, and sustainable voluntary repatriation, local integration, and local solutions and resettlement and complementary pathways.

As multi-stakeholder collaboration throughout planning and implementation processes and collective leadership achieves the strongest results, NGOs have an important role to play in building capacity and can bring the flexibility and innovation needed to test and pilot new approaches.

Complementary pathways for refugees can increase refugee self-reliance by offering refugees the freedom to work and study and build their own futures.

### Recommendations and Conclusions

- Multi-stakeholder collaboration will be essential to the GRF success.
- The GRF is a platform to galvanize support for the Three-Year Strategy on Resettlement and Complementary Pathways through more places, more partners and better quality third country solutions.
- Capacity building of stakeholders on solutions will be important to facilitate the GCR implementation.
- There is a need to increase refugee access to complementary pathways, and to make passports, travel documents and other forms of documentation and certification available to refugees – for all solutions and pathways – we need internationally agreed upon documents and certification to allow refugees to find solutions.
- Programmes should include protection safeguards in accordance with UNHCR’s Key Considerations on Complementary Pathways.



## Protection Capacity



Partnership and Coordination Service (PCS)  
@UNHCRPartners

Brian Barbour of [@actforpeace](#) in  
#protectioncapacity panel:

"One innovation of the GCR is the whole of society approach....not just state capacity. It must include every actor providing a service to a refugee or asylum within their reach."

#

#UNHCRNGOs #RefugeeForum



Innovative ideas were discussed on how NGOs can be engaged in supporting protection capacity related pledges and contributions at the Global Refugee Forum by showcasing civil society initiatives from different geographic regions. The GRF is indeed an opportunity for civil society to engage with protection capacity, looking at how we engage and strategize to increase government protection capacity.

Regarding the Asylum Capacity Support Group (ACSG), civil society actors have a real opportunity to engage with states in the context of a

whole of society approach. Moreover, age, gender and diversity approaches are great examples of important areas where the ACSG can be used to increase protection in every case including cases with various characteristics or vulnerabilities. Academics and practitioners can also work to train government personnel to build protection capacity, such as public defenders/defence attorneys, judges, and immigration prosecutors.

NGOs should not and cannot provide what the State should be providing, but civil society can 1) advocate for assistance to refugees as improving processes, 2) work directly with people in the government, and 3) work with various parts of the government to improve protection.

### Recommendations and Conclusions

- Civil society actors should strategize to increase protection capacity through:
  - government agents' trainings on refugee protection,
  - mobilization of law firms to provide legal protection to refugees,
  - academic partnerships,
  - exchanges between NGOs, government placements and partnerships,
  - civil society led advocacy,
  - government-to-government sharing, and
  - good practice sharing.



- One path forward is to bring together host countries to share good practices, particularly countries of the global south.
- Refugees need to participate in the process, and government ministries should be encouraged to listen to and involve refugees directly.

## Unlocking the Potential for Refugees and Host Communities through Energy and Infrastructure



Marie Gertz Schlundt  
@MarieGS\_88

"If you live in a home, please sit down". We need to be integrated in the way we respond - If we start thinking of a home instead of shelter, this will bring more opportunities, more efficiency and effectiveness  
#EnergyInInfrastructure #UNHCRNGOs



- v The provision of energy and infrastructure support to refugees and host communities can be fundamental to survival, provides employment and educational opportunities, facilitates productivity and can significantly enhance social cohesion.

### Recommendations and Conclusions

- UNHCR should rethink how best to strategize operations, some camps have been around for 20 years, so we need a longer budgeting and planning structure.
- **Directed to UNHCR:**
  - Energy and Infrastructure need to be sustainable.
  - The assistance we provide for refugees should not be an emergency response, as many refugees find themselves in protracted situations.
  - We need to transform our programming to ensure that the protracted nature of many refugee contexts is taken into account, whether that means reconsidering our budget/strategic planning.
- **Directed to everyone:**
  - It is extremely important to engage nationals into all programming targeting infrastructure and energy relating to refugees as it will promote efficient integration.
  - Additionally, many governments would be interested in supporting such programs for their nationals as well, so it is essential to engage these partners.
  - Alone we will not be able to cope with the millions of displaced human beings, we must bring governments and the private sector to the front lines to help us in our initiative.

## Education: Building Bridges to Inclusion and Quality



In this important discussion on the topic of education, there was a recognition and confirmation of the idea that education is a key pillar in supporting resilience and solutions that are tied to the Global Compact on Refugees (GCR). For example, the GCR highlights the importance of including refugees in national systems, including national education systems, as a means to achieve greater self-reliance and solutions for refugees. Partners recognized that this is an immense contribution that the governments and civil societies make to support refugees who seek safety in their countries.

Inclusion is premised on the notion of responsibility sharing and the fact that the international community must contribute

to the immense resource investment required to ensure that refugees are not only safe but also have the opportunity to thrive.

There was an acknowledgement of challenges such as shifting donor focus, and that available funding impacts multi-year education planning; it is important for this purpose too, to explore private sector partnerships.

Again, refugees can contribute an invaluable perspective about experiencing and utilizing education systems, and should inform education programming.

### Recommendations and Conclusions:

- UNHCR and NGOs: Leverage civil society to call for pledges to respond to educational needs and ensure that national stakeholders own this responsibility. A global plan of action may need to be outlined for this purpose.
- Host governments and civil societies: Pledges should reflect meaningful inclusion of refugees in the national system; this means providing a quality of education resulting in good learning outcomes and a robust accountability system.
- The transition to national systems must be adapted to different contexts in consultation with refugees, civil societies, and host governments. The Global Refugee Forum can address opportunities which support progress towards inclusion.

## Facilitating and Measuring Self-Reliance and Economic Inclusion

Self-reliance of refugees is the social and economic ability to meet their social and economic needs in an efficient manner. The discussions on this subject highlighted that when we measure the self-reliance of refugees and the impact of our programming, we must take into account all of the different factors and stakeholders who have an impact on the self-reliance of refugees.

Many of the crucial indicators go beyond program level so we must discuss methods to help us track all relevant factors. We must take into account the more vulnerable refugee populations such as women, youth and the disabled.

Self-reliance varies depending on the individual and it is easier to suggest that able bodied men would be self-reliant in respect to certain indicators that would not signify the self-reliance of other refugee populations.

Growth is more efficient for tackling poverty than economic redistribution. 1% per capital growth contributes to a 1% increase of the economic situation for the poor.

### Recommendations and Conclusions

- **Directed to UNHCR:**
  - It is essential that host community members are equally integrated into economic inclusion programming to ensure their cooperation in providing refugees access into local markets and industries.
  - It is important to highlight the impact refugees can have on local economies when they are able to contribute their own economic revenue back into their local contexts.
- **Directed at UNHCR and NGO's:**
  - Underlining the importance of working with governments in all programming at country level as they can help tremendously with coordination efforts as well as long term sustainability of programs, enhancing refugee self-reliance.
- **Directed at all participants:**
  - Reiterating the importance of involving refugees in all of our planning and programming, in addition to developing creative ideas to help us connect with refugees on a peer to peer level to gain trust and ensure effective communication - only then can we



Ziad Ayoubi  
@ziadayoubi

Eleven NGOs have just launched the Poverty Alleviation Coalition. This initiative will be a great effort to reduce poverty in many countries, targeting refugees and host communities. [alleviate-poverty.org](https://alleviate-poverty.org)  
#UNHCRNGOs



be certain that our programs are targeting the necessary beneficiaries with the most relevant programming.

## Other Themes

### Enhancing Partnership Integrity

In the discussion about enhancing partnership integrity, various valuable lessons learned were shared by NGOs and UNHCR representatives. UNHCR Controller Hans Baritt spoke of the complex environment in which the UNHCR-NGO partnership exists. He emphasized that the views of partners will continue to play an important role in UNHCR decision making. Fatima Sherif-Nor, who ended her term as the Head of IPMS presented key trends from 2010-2018, noting that the expenditures of UNHCR through partners have doubled, that more than 3000 partners have registered on the UN Partner Portal and that the transition from viewing NGOs as “implementing partners” to “true partners” is well underway.

NGOs commented on various issues, such as strategies to work better on risk management issues such as reporting and investigating, building better relationships with local governments, and external auditing.

Based on the UNHCR-NGO Partnership Survey of 2018, it was noted that 75% of respondents perceived the UNHCR-NGO partnership to be excellent, and 70% reported that their views were considered by UNHCR country operations planning processors.

NGOs also raised important questions about how large-scale, multiple country emergencies will be addressed if there are multiple regional offices with unique geographical focuses.

#### Recommendations and Conclusions:

- **NGO Partners:**
  - Continue to build on Country Operations Planning (COP) processes as a meaningful joint planning and coordination mechanism.
- **UNHCR:**
  - UNHCR has made progress in, and should engage with NGOs more actively, on regionalization. There should be open communications about the status of this initiative.
  - Capitalize on high Partner Portal Interest by expanding functionality, accessibility and resources.

## Preventing Sexual Misconduct



An important conversation on preventing sexual misconduct and protection rights was held between NGOs and the UNHCR. Participants agreed that gender and power dynamics in our own organizational cultures need to be examined and addressed.

They acknowledged that vigilance is needed on everyone's part to prevent and address sexual misconduct. This involves looking critically at our organizational cultures, with a view to create working environments that are respectful and safe.

Beyond the workplace, this requires engaging with all members of society, including men, to explore how patriarchal norms contribute to violence and inequality, and raise awareness about costs of imbalance and inequality in society.

Most participants of this session were of the view that in many cultures, refugees face gender inequality and that men have more say and power than women. It was highlighted that research has shown that 90% of allegations about sexual exploitation and abuse are true. It was also pointed out that there are many challenges with investigation of sexual misconduct such as impunity and victim-centred approach.

### Recommendations and Conclusions

- We must develop strategies to engage men to challenge norms and raise awareness about costs of imbalance.
- We must establish organizational cultures enabling reporting and addressing grievances regarding all types of sexual misconduct. All staff should be treated with dignity and respect along with organization's willingness to accept failure and conflict.



## Protecting Rights in Mixed Movements



A discussion on protecting the rights in mixed movements addressed the links between the two global compacts and how we can work together on issues such as:

- Alternatives to detention, highlighting that detention of children, in particular, is always a violation of rights,
- Regular and complementary pathways,
- Safe and dignified return and reintegration of refugees and migrants.

Looking at the implication of implementation of these compacts in mixed movements, participants reflected on how we should deal with all the management of protection needs. Regions such as the Asia-Pacific seem to be fertile ground to think about how the compacts can reinforce each other, given the number of international migrants it hosts, issues such as trafficking it faces and the fact that many of its States are still not signatory to the refugee convention.

## **Recommendations and Conclusions**

- It is important to have proper coordination with the different actors to implement both compacts and to look at the opportunities to make a difference on the ground.
- It is important that States find meaning in some parts of the compacts and apply them into their national framework.
- On the two compacts, it is important to craft the narrative so that compacts are understood.

## Closing Plenary



Reflections in the closing plenary centred on the unique opportunity that the UNHCR-NGO consultations bring, and the role they play in bringing to Geneva the voices of the displaced.

In the concluding session, there were discussions about bringing more stakeholders and new partners in the refugee response. The importance of refugee participation and inclusion was also reemphasized.

It is important to identify good practices showing that the compact is already working. There were sessions on

broadening the base of support and the role of NGOs in doing so. Focus was on importance of being flexible. We also saw how cities are at forefront of refugee response.

With reference to regionalization, it was highlighted to not to lose energy at global level as UNCHR regionalizes and decentralizes. At the same time, it is important to have consultations with the field on where to focus efforts and identify areas in need of support.

The relationship between UNHCR and NGOs is meant to be deep, solid, honest and fruitful in every way possible. Engagement of the private sector was discussed, with the goal of contributing to enhanced self-reliance. More pledges and contributions that will have a lasting impact for refugees are needed.

UNHCR does not take this relationship for granted. UNHCR respects traditional NGO space and the experience that it brings. NGOs heard that we need to draw on our commonalities to achieve progress.

UNHCR is also looking into decentralizing the consultations, giving latitude to regions, with context based discussions with the Bureaus. UNHCR will maintain a Geneva



consultation, but smaller and possibly push it back to end of year to coincide and/or feed into the High Commissioner’s Dialogue. There will be some way of feeding the regional consultations into that to bring the regional perspective to the global level. UNHCR will brainstorm with ICVA and regional directors to discuss the future of these consultations.

Deputy UN High Commissioner for Refugees Kelly Clements brought the three-day annual UNHCR-NGO session to a formal close.



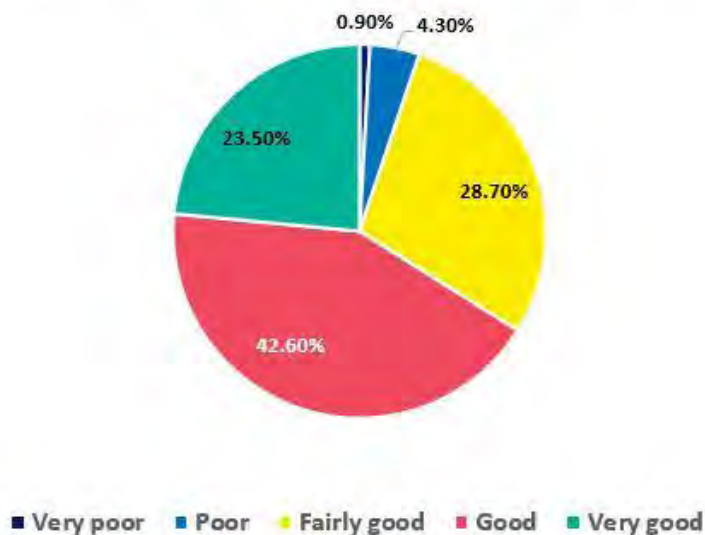
# Annex 1 - General evaluation 2019 Annual Consultations with NGOs

This annex summarizes the results of the online evaluation participants were invited to fill at the end of the Consultations.

**About the respondents:** from over 450 participants, **115 people** - approximately **25% of participants** - have responded the online survey available soon after the 2019 Consultations.

## I. Overall, how would you rate your experience at the Annual Consultations with NGOs?

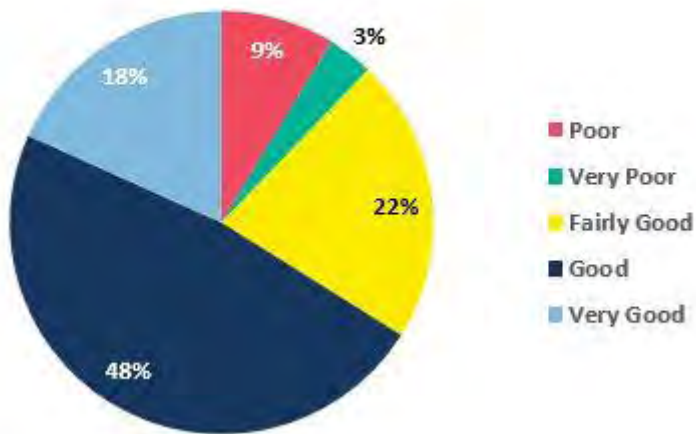
### Overall experience at the Consultations



The majority of the respondents (66%) rated their overall experience at the event as either *good* or *very good*. Further, 29% of respondents rated their experience as *fairly good* and only 5% answered *poor* or *very poor*.

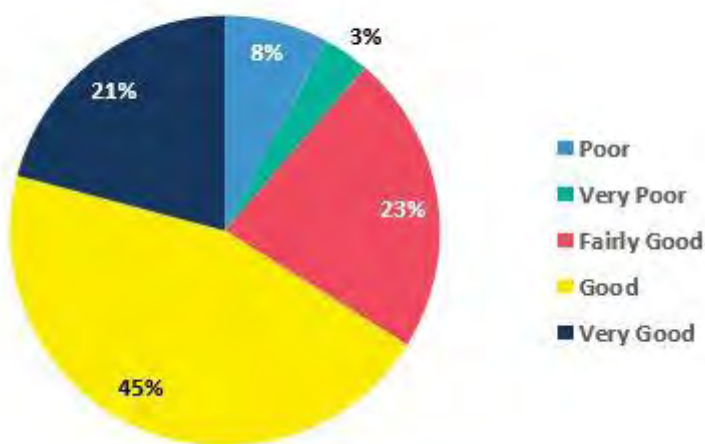
The most positive comments highlighted that the Consultations were a great opportunity to **network** and **learn new things**. Participants appreciated the variety of topics covered and the opportunity to share experience. On the less positive end, participants mentioned that the meeting felt **more like a conference than a consultation**. Some regretted that a few speakers were not well-prepared, and that the theme felt repetitive.

**Overall quality of the agenda**



A majority of participants judged the overall quality of the agenda as either *good* (48 %) or *very good* (18%).

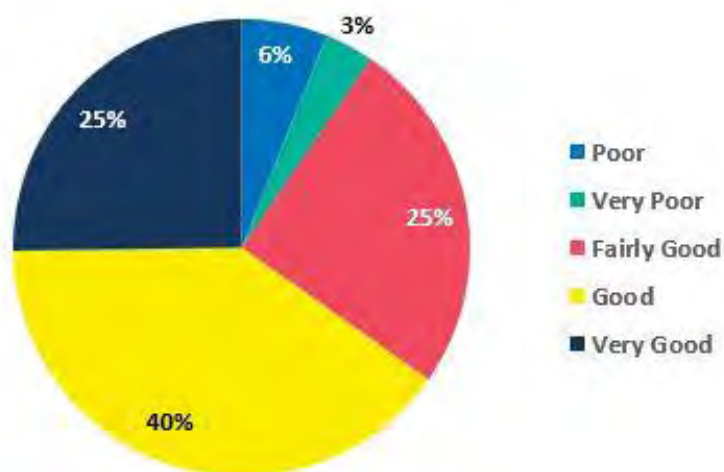
**Overall quality of the speakers**



45 % of the respondents judged the speakers as *good*, 21% as *very good*

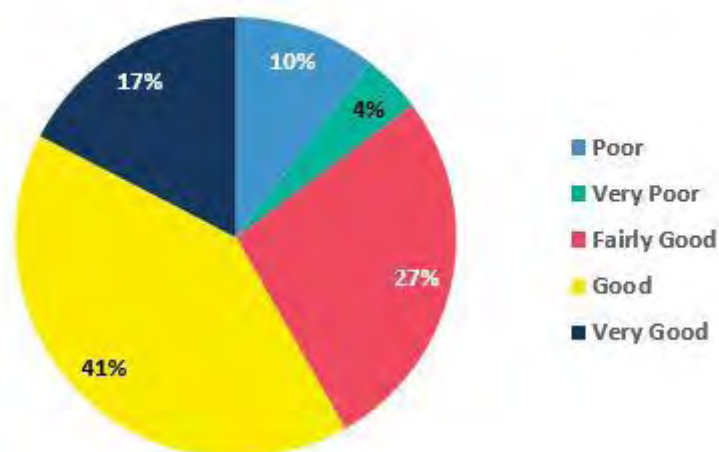


### Relevance of the topics



In the same line, the majority of respondents estimated that the topics discussed during the Consultations were relevant to their work (40% thought the relevance of the topics was *good*, 25% was *very good*).

### Overall quality of the consultations



Finally, more than half of the respondents judged the Consultations was *good* (41%) or *very good* (17%).

## II. Which session did you like the best/least and why?

**Sessions favored by the respondents** to the online survey were the **Opening plenary** with the High Commissioner and Guled Mire, Co-founder of Third Culture Minds and Community advocate. Participants noted that this session set the tone for the entire Consultations, and appreciated the frank discussion between the High Commissioner and Mr. Mire as well as the Q&A session.

Respondents also highlighted their appreciation of **inclusive sessions**, which used participatory methodologies and workshop formats. Finally, at a time when **refugee**



**participation and inclusion** in decision-making processes and global meetings such as the Global Refugee Forum are an important issue, respondents reaffirmed that they highly value the inputs and stories shared by our ever more numerous refugee participants, speakers and moderators.

**Sessions that were least appreciated** were the ones which were a bit too technical and not practical enough. Some respondents felt frustrated that some speakers or moderators were not prepared enough, and that as a result, the discussions were not as productive as they could have been.

### III. Topics to include in future Consultations and further comments

Finally, regarding respondents' expectations for future consultations, the topic they most wanted included was regarding **UNHCR's regionalization and decentralization**, followed by **issues related to partnerships**. Further, a wide range of topics were raised more than a few times, themes such as climate change, mental health, amongst many others. Some of the more frequently cited topics include:

- Regionalization and decentralization
- Partnership
- Climate Change
- Child protection
- Education
- Partnering with Private Sector/Governments
- Preventing fraud
- Health/Mental health
- Field work
- WASH
- Protection
- Global Compact
- Advocacy

When asked for further comments or suggestions about this year's Consultations, a great part of the respondents regretted the absence of regional sessions. Many participants highlighted the **importance to create a link between the future Global Consultations and the regional ones**, to further **strengthen the proximity with the field** and reinforce **the complementarity of the two types of Consultations**.

Lastly, some issues regarding the logistical organization of the event were raised, such as a necessity of a better time management for some sessions and the constraint of having to go to the Palais to get their badges. Interestingly, some participants would like the Consultations to be a more IT savvy event with more video conferences, and perhaps an online application that helps connect all the participants.

## Annex 2 - Social media impact report

Social media are an indispensable tool for the Annual Consultations. In addition to enabling the event's key messages and proceedings to reach a larger audience than the participants in the room, they also enhance remote participation and allow a more inclusive and interactive discussion.

**A few figures for the 2019 Annual Consultations:** a total of **2'584 unique tweets using the #UNHCRNGOs hashtag** have been posted over the three days of meeting, coming from **963 unique users**. This demonstrates that the audience for the Consultations is far bigger than the one present in the meeting rooms, and that the messages that come out from the discussions go much farther than Geneva.

In 2019, the Annual Consultations official hashtag #UNHCRNGOs has been **trending** in Switzerland for almost three days - that is to say almost the entirety of the meeting.

Finally, social media provide a unique source of quotes, comments and impressions, photos and videos from our participants. They are a precious resource for our reporting and for our archives. Social media summaries of the current and past editions of the Annual Consultations can be consulted [online](#).

## Annex 3 - Follow-up of recommendations of NGO Consultations 2018 themed « Putting people first »

### RECOMMENDATION

**Collective efforts** from a wide range of actors are needed to address displacement. This requires **effective collaboration** between governments at the local and central level, NGOs, refugee-led organizations, host communities, UNHCR/other UN Agencies and the private sector.



### FOLLOW-UP

- The Comprehensive Refugee Response Framework (CRRF) has been useful for both humanitarian and development actors, and has provided a structure and space for conversations between UN agencies, donors, government stakeholders and NGOs to achieve collective outcomes for refugees. The CRRF can also create the forum for various actors to align to and support government initiatives: in the examples of both Ethiopia and Uganda, the use of CRRF Secretariats as a forum has enabled government agencies to work more coherently across line ministries and with multiple humanitarian and development partners.
- The Organisation of American States (OAS) commissioned itself to follow up on the progress of the [MIRPS](#) (CRRF for Central America) and to encourage the exchange of experiences and good practices implemented by member states, with the support and technical collaboration of UNHCR. For more info [see CRRF 2 year evaluation](#)
- For forward looking action, involvement in the multi-stakeholder co-sponsorship groups for the GRF provides a good opportunity for further global engagement.

UNHCR and NGOs should **increase their engagement with the academic sector in order to change negative public perceptions of displaced communities**. Such activities could include collating data and reporting on the positive contributions that refugees have made to host communities.



The [MENA Civil Society Network](#) is collaborating with academia, including think tanks, research centers, and universities, to harness their potential to contribute to a better understanding of displacement crises, as well as to generate evidence-based solutions and influence policies. Several roundtable with academic institutions have taken place and a MOU was signed with the Columbia Middle East University Centre in Amman, in 2018.

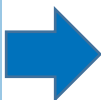
**RECOMMENDATION**

**Statelessness** - Tools such as the Statelessness Index by the European Network on Statelessness (ENS), and the new practitioner's guide on community-based programmes to support access to citizenship documentation and other forms of proof of legal identity developed by Namati and Open Society Justice Initiative need to be translated in local languages, so that they can be accessed by grassroots initiatives.

**FOLLOW-UP**

The new practitioner's guide on community-based programmes has been translated to Spanish. Regarding the Statelessness Index from ENS, the profiles of the following countries have been translated into local languages: France, Germany, Moldova, Netherlands, Poland, Serbia, Slovenia, Switzerland (German) and Ukraine.

**Data collection on different AGD groups needs to be strengthened and made available.** Improved data will support participation, programme design, monitoring, reporting, and building the existing capacities of persons of concern.



- As part of the AGD Policy roll-out, five operations were supported in 2018 to identify good practices and gaps related to the implementation of the AGD Policy. The AGD policy consists of 10 core actions including core action 1 on AGD inclusive programming and data disaggregation by age, sex and disability as well as other diversity considerations where appropriate. All five operations developed action plans to further progress on AGD Policy implementation including on enhancing AGD sensitive data practices
- In 2019 all operations in the Americas benefitted from capacity building on AGD Policy implementation where AGD sensitive data practices and AGD inclusive programming were at the forefront. Actions included to ensure that a regional action plan referred to the systematic collection of disaggregated data by age, sex disability and other diversity characteristics and the development of a regional information management strategy as well as strengthening the development of targeted programming as needed.
- Work is underway to finalize guidance on strengthening identification of persons with disabilities at registration, based on the Washington Group question sets on disability. This work is aligned with a commitment UNHCR made at the Global Disability Summit to integrate the Washington Group questions into continuous registration processes.

## RECOMMENDATION

Persons of concern should be at the center of **innovation**.



## FOLLOW-UP

- The UNHCR NGO Innovation Award 2018 distinguished [SINA Loketa](#), a refugee-led organization that empowers youth to self-actualize in a Ugandan refugee camp, and [Artemisszió](#), a foundation that is creating an inclusive community space in Hungary.
- [The 2019 Innovation Award](#) will distinguish novel approaches to inclusive partnerships, and [refugee connectivity](#).
- In Sydney, Australia, Settlement Services International proposes a [community innovation fund](#) which asks the local community, including former refugees to propose ideas that support newly arrived refugees. The Fund is designed to remove burdensome grant structures and resource community members with innovative ideas, such as setting up peer-to-peer support for disabled refugees. Those who receive funding are offered tailored support to implement projects.
- The [FabLab](#) is a project operated in the Community Centre of Ioannina, Greece, by *Terre des hommes*, with the support of a large number of partners, including UNHCR, UNICEF, various regional and local governments, private sector sponsors and foundations. The FabLab is based on the philosophy of “Do it Yourself”. It aims to be both a workspace with advanced digital manufacturing technologies for innovators and entrepreneurs, as well as an innovative informal education tool for youth refugees to provide them with practical digital skills. Workshops are offered regularly in the space to help youth learn technical skills and enhance their creativity. Most of these workshops are organized in collaboration with the University of Ioannina.

UNHCR and NGOs should **facilitate and support IDP participation and access** to decision making processes.



- UNHCR facilitated consultations of IDPs in the law development process in Niger, which in December 2018 became the first country in Africa to adopt a national law for the protection and assistance of Internally Displaced Persons
- The Protection Cluster in Iraq [facilitated IDPs’ electoral participation in 2018](#)
- UNHCR research on the participation of internally displaced women and girls in humanitarian processes in Niger and South Sudan ([report](#))
- As a key channel for UNHCR to consult and engage its Persons of Concern, UNHCR Global Youth Advisory Council 2019 has welcomed an IDP youth from Colombia, among other new members, after a rigorous selection process with the support from youth networks and NGO partners.

## RECOMMENDATION

An **incentivised hosting structure** should be developed to indicate the benefits and incentives for a host country **to strengthen their national systems to incorporate access for displaced persons.**



The [World Bank's IDA 18 funds](#) provide resources to countries, hosting refugees, to address the socio-economic impacts of forced displacement on refugees and host communities. These funds can be used to develop infrastructure and services in refugee-hosting zones, an investment that will remain beyond the refugee crisis.

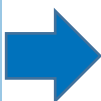
[See more information here.](#)

UNHCR and INGOs need to **strengthen partnerships and coordination with national and local NGOs** in order to better understand the challenges and solutions from those who are internally displaced.



The diaspora organization Qandil, with support from UNHCR, is working together with the Ministry of Interior to provide civil documentation to internally displaced people in Northern Iraq. They carry out needs assessments and deliver documents through mobile clinics, so that the displaced don't have to travel far distances to get their papers.

**International NGOs, local actors, refugee-led organizations and UNHCR need to collaborate to develop participatory models.** This could support the sharing of resources on capacity building and facilitate the development of a model of co-management for participation in refugee response.



- In Uganda, UNHCR created a national platform to bring together refugees and to inform the CRRF Steering Group in all decisions that affect refugees. The Refugee Engagement Forum (REF) was based on the existing refugee leadership structures and created as representative as possible of nationality, gender, and age groups in the refugee settlements. The purpose of the REF is to ensure refugee engagement in the work of the CRRF Steering Group; two seats on the Steering Group are reserved for refugees.
- The [Global Refugee Forum](#) Coordination Team has been in close contact with the [Global Refugee-led Network](#) and UNHCR's [Global Youth Advisory Council](#) to ensure refugees' active engagement in the preparation of the Forum, including the various preparatory meetings in the regions and in Geneva.
- In 2019, UNHCR, in partnership with Women's Refugee Commission, is supporting Global Youth Advisory Council to field test an "Empower Youth!" model at country level. The "Empower youth!" model is comprised of a training package for youth, other key actors such as NGOs and UNHCR, and action planning workshops. The objective is to support refugee youth leaders to participate and network at all levels from global to local. This initiative is part of GYAC's pledges to Global Refugee Forum, in anticipation of contributions from other actors to support youth engagement in refugee-hosting areas.

**RECOMMENDATION**

**NGOs and UNHCR could strengthen their support for local initiatives developed by refugee and host communities, and mainstream collaboration with refugee-led organizations into their annual programs.**

**FOLLOW-UP**

Based on the annual global survey of UNHCR livelihoods and economic inclusion programs, 45 UNHCR country operations are working with refugee groups/organizations in various areas of livelihoods and economic inclusion.

- In **Malawi, There is Hope** (<http://thereishopemalawi.org/>), an organization founded by a refugee, is a partner in providing vocational skills training and small business interventions to refugees. In **Kenya, ABC**, a refugee construction company in Kakuma grew its business offering construction services to recipients of UNHCR cash based intervention for shelter. ABC has now expanded its customer base to include NGOs, host community and refugees.
- In **Ecuador, HIAS** supported **Women from the Pacific**, a refugee women group engaged in food business and running their own saving group to support its members.
- In **South Sudan**, UNHCR facilitated and supported the formation of **joint peace committees** that bring together refugees, host community as well as ‘Falatas’ – nomadic pastoralists and Arabs from Sudan – with the goal to mitigate conflict between communities and establish a more conducive environment for livelihoods and economic inclusion.
- In **Melkadida, Ethiopia agriculture cooperatives** with both host and refugee membership have been established with support from UNHCR and NGOs.

UNHCR in collaboration with UNCTAD and IOM, developed the [Policy Guide on Entrepreneurship for Migrants and Refugees](#) which provides recommendations on policies and programmes that can be adopted by governments and other stakeholders to support entrepreneurial activities benefiting refugees and migrants.



## Annex 4 – List of abbreviations

- ACSG – Asylum Capacity Support Group
- CBO – Community-based organization
- DRC – Danish Refugee Council
- FSNAU – Food security and Nutrition Analysis Unit
- GCR – Global Compact on Refugees
- GRF – Global Refugee Forum
- ICVA - International Council of Voluntary Agencies
- IDPs – Internally displaced persons
- IFC – International Finance Corporation
- IOM – International Organization for Migration
- ISF – Islamic Social Finance
- LGBTQ - Lesbian, Gay, Bisexual, Transgender and Queer
- NGO – Non-governmental organization
- OCHA – United Nation Office for the Coordination of Humanitarian Affairs
- PIM – Protection Information Management
- UNFPA – United Nations Population Fund
- UNHCR – United Nations High Commissioner for Refugees





A stylized world map is the background, overlaid with four large, semi-transparent circles in blue, red, green, and orange. These circles are interconnected by a network of thin white lines that form a geometric pattern across the map. The text is positioned in the upper left quadrant, within the blue circle.

# UNHCR Annual Consultations with NGOs 2019 REPORT

3-5 JULY 2019

CICG / GENEVA, SWITZERLAND