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***As agreed by participants at the 2019 HLP AoR Retreat, held in Bangkok from 20 – 24 May 2019, key action points and notes were prepared from the sessions held. Below is a summary of the HLP AoR retreat and participation in the GPC Conference; the priority areas for focus of the HLP AoR; and overall action points at country and global levels. In Annex 1 are notes from the Retreat - please refer to the agenda (Annex 2) for details of the sessions held.***

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## **1. HLP AoR retreat and participation in the 2019 GPC Conference**

- **20 to 22 May 2019: HLP AoR Retreat** with participants from DRC, Ethiopia, Iraq, Myanmar, South Sudan Syria, Ukraine and Yemen. The overall theme was on HLP coordination and response – strengthening and operationalising HLP together.
- **22 May 2019: Informal HLP event** presenting on the [Secretary's General Note on Land and Conflict](#) and the HLP AoR [Guidance note on HLP integration at all phases of a response](#).
- **23 – 24 May 2019: GPC Conference** with introductory and closing HLP AoR presentations; participation of the HLP AoR Coordinator on the winning side in a debate on whether the humanitarian community is achieving collective protection outcomes; and two sessions on security of tenure in practice. The two security of tenure sessions included an overview of the new Sphere standard on security of tenure; a presentation on the experiences of women's security of tenure; and country examples using exercises and role plays to experiment with how best to strengthen understanding of security of tenure. Feedback from these sessions included constructive comments about how best to convey issues to consider when working with communities and gathering information to understand risks of eviction and barriers to accessing HLP. Having interactive methods, using a variety of terminology and including all actors (regardless of sector/cluster affiliation) in the process proved to be very well received.

## **2. PRIORITY HLP AoR AREAS**

From the discussions and experiences throughout the HLP AoR retreat and the GPC conference some areas emerged as priorities for the HLP AoR. These areas (listed below) already form part of the existing HLP AoR Strategy and are based on experiences, lessons learned and initial implementation of the HLP AoR 2019 workplan, which will be updated to reflect the iterations of these priority areas. The action points below provide more details on activities and commitments for working on these priority areas.

- **Country support:** strengthen effective ways to support strengthening of coordination and response in countries with a more formal helpdesk; community of practice; remote support (webinars; regular calls; meetings to facilitate programme development); country to country interaction; as well as timely missions.
- **HLP in assessments:** develop initial HLP questions for standalone or multi-sector assessments and support customisation and integration of these at country level.
- **Training and resource materials:** review existing HLP training materials and use these to develop a modular approach to HLP/security of tenure in practice, using existing resources as part of the process.



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- **Communications and advocacy:** prepare a communications plan and accompanying advocacy and communications materials for all sectors on key HLP issues, including security of tenure; how to identify and analysis HLP risks; and build HLP response into any activity related to housing or land.

### 3. OVERALL ACTION POINTS

**Global Level** – these are some main action points for the HLP AoR, which will be included in an updated version of the HLP AoR workplan.

| ACTION POINT   | FOCAL POINT   | TIMELINE/Next steps  |
|--|---|--|
| Webinar on compensation for damage to with country examples  | Dalia, Jamila   | Aim to hold in last quarter of 2019.   |
| Facilitate regular follow-up with countries<br><br>Women's HLP – provide country support and exchange of experiences | Dalia<br><br>Kirstie and team                                     | Community of Practice – renewed Slack trial<br>Volunteers to support: Anne, Dalia, Leeanne, Nicholas, Alison, Naomi, Jose, Ombretta, Kirstie   |
| Helpdesk, connect with specialists/countries   | Dalia/Kirstie   | Prepare list of Helpdesk Team and agree on next steps together<br>Include WHLP expertise – experiences from range of sectors, e.g. GBV, Shelter, Livelihoods, Mine Action  |
| Training Module Team – Security of Tenure focus  | <b>Training Module Team:</b> Leeanne, Dalia, Ina, Jose, Volodymyr | <ul style="list-style-type: none"> <li>• Compile and review existing resources.</li> <li>• Agree on priority modules.</li> <li>• Roles/responsibilities for next steps.</li> <li>• Include WHLP resources and perspective for training modules.</li> </ul> |
| HLP as Service Provider  | Dalia   | Prepare list of services and include as part of communications strategy  |
| Support on advocacy to donors / other stakeholders (regarding due diligence)   | Dalia   | <ul style="list-style-type: none"> <li>• Prepare initial messaging on Security of Tenure/Due diligence.</li> <li>• Review process by HLP AoR colleagues.</li> </ul>  |
| HLP in assessments   | <b>HLP in Assessments Team:</b> Jamila, Ina, Leeanne, Dalia       | <ul style="list-style-type: none"> <li>• Review initial questions with suggested input from retreat.</li> <li>• Agree on roles/responsibilities for next steps.</li> <li>• Include WHLP questions with support from WHLP team.</li> </ul>                  |
| Key messages on WHLP in conflict/Women, Peace and Security   | Ombretta  | Develop initial messages presented at retreat, based on discussions and suggested input  |
| Briefing notes on specific HLP topics (e.g. STDM for humanitarians)  | Jamila  | Plan next steps  |



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| Webinar – Resource Equity project                    | Kirstie   | Follow-up on Resource Equity project (Starting with Women) presented at retreat |
| WHLP community of practice – including WHLP webinars | <b>Women’s HLP team:</b> Kirstie, Ombretta, Naomi, Anne, Dalia, Leeanne, Nicholas, Alison, Jose | SLACK as a start  |
| M and E indicators                                   | Jamila, Dalia   | Agree on next steps for 2019/2020   |

**Country Level** – these are some main action points which colleagues committed to action at country level. These are based on a session held towards the end of the retreat and should be seen in light of the global level action points above.

| ACTION POINT  | COUNTRY/FOCAL POINT   | TIMELINE  |
|---|---|---|
| Be passionate about SLACK as a community of practice                          | All   | Test over next 3 - 6 months   |
| Prepare guidance note/collate resources on global examples of compensation    | Ukraine / Volodymyr   | With support of global HLP colleagues. Aim for last quarter of 2019.                    |
| Customise HLP Assessment questions – for other clusters                       | NW Syria / Ina  | As part of HLP in Assessment team activities  |
| Customise HLP assessment questions for Shelter/NFI/Quick Action sector        | Myanmar / Jose, Alexa<br>Ethiopia/ Fethia, Dagnachew<br>South Sudan, Nicholas, Kavita | As part of HLP in Assessment team activities  |
| Support natural disaster input into HLP assessment question                   | ARC / Leeanne   | As part of HLP in Assessment team activities  |
| Develop shadowing opportunities on HLP/Security of Tenure support assignments | ARC / Leeanne   | Global HLP AoR to support   |
| Revise basic training on restitution  | Myanmar / Jose  | Update HLP AoR on progress  |
| Prepare and implement due diligence activities                                | Ethiopia / Dagnachew  | Global HLP AoR / Shelter Cluster can support as necessary                               |
| Review TWG membership   | Syria / Amelie  |   |
| Strengthen scenario-based training on due diligence                           | Syria /Amelie   | Build on examples used at the Security of Tenure in Practice sessions at GPC Conference |
| Use country best practices regarding HLP                                      | South Sudan / Nicholas, Alison  |   |
| Develop care studies on polygamous customary work                             | Ethiopia / Dagnachew  |   |



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| Add agreed input to draft HLP questionnaire | UNHCR / Jamila |  |
| WHLP project                                | Myanmar / NRC  |  |
| Share tools on mapping damage and similar   | UNHCR / Sahdia | Materials shared by Sahdia to be circulated to HLP AoR colleagues. |



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**ANNEX 1**  
**Brief notes from HLP AoR Retreat sessions**

**COORDINATING HLP – identifying the planned change and figuring out how best to achieve it**

**Key issues regarding coordination**

- Coordination mechanism should act as a service provider
- Exchange of practices, ideas, learning from each other – findings/assessments/results
- Collaboration, focal points
- Conceptual clarity
- Promotion of common objectives
- What to do when – prepare scenarios
- Assessments

**Coordination for supporting implementation of due diligence procedures for any housing/land intervention**

- Assess needs – what are issues?
- Focal point
- Clarity regarding concept/reasons: ongoing/regular check-in
- Donor orientation/advocacy
- Leadership
- Include due diligence as reference – TOR/JD/Proposal
- Workshops/exchange – understanding challenges with all colleagues
- Helpdesk
- Risks if don't use due diligence process, what are the potential consequences. Can also use similar arguments and examples of real situations where due diligence was or was not used as part of programming.
- Include in project workplans, realistic timeframe
- Using scenarios/case studies
- Joint problem-solving approach
- Normalising conversation re challenges
- Indicators – learning from evaluations
- Both inception/conceptualization process needs to be in place
- IOM cross- border shelter DD example – find out what the specific need is and what the partners want to know
- Taking a service-oriented approach e.g. for support to shelter colleagues internally / provide support to shelter cluster
- Tailor format, scope and content to what is needed – e.g. maps, decision-trees etc. instead of lengthy text
- Sharing of experiences and encourage documentation. – e.g. practical fact sheets, practitioner reflection notes)
- Compiling and dissemination of relevant resources and key messages
- Engage in advocacy vis a vis wider humanitarian leadership
- Coordinating HLP programming on country-regional level.



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- Assessing due diligence needs together and joint problem -solving. Going beyond dissemination of documentation – e.g. legal assistance clinic and provision of tools and templates.
  - Another advantage of talking to shelter colleagues about due diligence and creating a space is to normalize HLP challenges and to create a conversation around it.
  - Develop due diligence indicators for understanding if / how its being done / guidance is being used over time – to evaluate and measure and understand how to intervene/support / course correct.
  - Engage humanitarian leadership on due diligence issues and relevance for overall understanding of risks faced by people in crisis situations.
  - Regular check in with colleagues / for intended use of guidance
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## **WOMEN'S HLP/SECURITY OF TENURE**

### **Actions**

#### **Country support**

- Establish community of practice to provide country support and exchange of experiences – volunteers are Anne, Dalia, Leeanne, Nicholas, Alison, Naomi, Jose, Ombretta, Kirstie
- Continue with series of HLP AoR webinars: First follow up will be Resource Equity to present their final conclusions from their Starting with Women project. Guest hosting + country hosting
- Help Desk WHLP including bringing in experts/ champions in other sectors – GBV; Shelter; Livelihoods; MA etc. Kirstie + team
- Thematic series developed based on questions raised in Help Desk and by countries - Myanmar: ensure gender equality in restitution; WHLP in livelihoods (for example).

#### **Communications**

- Key messages on WHLP – UN Habitat to finalise based on input below
- Briefing on women's land tenure security as a basis for economic empowerment (previous Workplan)

#### **Assessments**

- Questions for assessing WHLP in assessments

#### **Training and resource package**

- Collate examples of logframes results chains, outputs/outcomes, indicators etc for integrating women's security of tenure into projects
  - Continue to seek tools and approaches from development actors e.g. Resource Equity and partner with grassroots women's organisations to understand how to co-design projects with women on their security of tenure and economic empowerment; and how to engage and work with customary authorities.
  - Compile practical training modules on women's HLP – including in Shelter / WASH
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## **HLP IN ASSESSMENTS**

### **Overall**

- Make a way to integrate disaster questions / settings into initial draft template.
- Statement at the beginning on importance of HLP rights. – one para or quick link.
- Extra bullet point in the purpose. The reason we are doing this is to see how people are living – etc.
- Case study – typical story in your community at the end. Case studies for beneficiaries to give us a narrative on what happened. Disagreement – problem of anchoring. Link to case studies.
- Framing – who to ask them to. Approach HoH is typically a man. Touch on this in the methodology. Making sure we also provide some guidance on this. Do we need to have that level of methodological detail. Women will have a different perspective. Make the point that bullet point trying to address that women within the household have a different perspective. Mention the issue on women.
- Prioritise type of questions – important to immediately capture stories about critical issues but not everything needs to be asked at the first entry point / engagement.

### **Feedback on emergency questions**

- In both sections – perceptions of tenure security. Documentation doesn't cover the whole picture. Might have documentation but not be secure. Can be place of origin or where you are now. – good to have both perceptions and evidence. Does the evidence correlate with the perception.
- Indicator on tenure security in SDGs – perception and documentation. Usually a challenge regarding documentation because very few people have it. Do you perceive that your land rights are secure. Might be a better way to understand it. Good to capture both. Less about whether you perceive whether you own it or not. Because people are basing this on their experience.
- Can we include questions that already include solutions – for host community. Identifying barriers. Asking host community if you would be willing to host IDPs.
- Global compact refugees – need to include host communities in understanding their tenure security. – leading to urbanization to include everyone.
- Access to agricultural land – to other livelihoods premises. Important. Commercial properties in terms of restitution. People wanted to get their market stand back and other focus on commercial. Take it one step further – public infrastructure – market – that needs to be looked at potential to improve that. Also for return process. Access to grazing land for pastoralist – have a category on this.
- Place of origin destruction, damage to include mines, booby trap can indicate return security but also linked to sec tenure – use by military etc.
- Glossary. Tenure security. Refer to this. Key terms – define in your context.
- Questions tensions with host communities – might be between other groups of IDPs etc. separate bullet point.
- Everything there is relevant otherwise.
- Questions on social housing benefits. – Ukraine.
- Do they have access to legal assistance- do they have financial ability? Financial support to access some of the services.



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- Shelter and unfinished public building – do you mean collective centres? Need to look at this separately – different issues.
- Only one question on damages. Wanted to assist with shelter or compensation. There are other issues related to this. Do they understand steps to compensation. Damage assessment. Ukraine.
- Flag to connect with shelter colleagues.
- Collective centres to have an understanding of how long to ask the manager / administrator.
- Questions focusing on breaking down between different groups – vulnerability. Minorities, those affiliated with the other side. Women might not always be in the groups for return.
- Who is mandated to resolve disputes over HLP – who is there and who is available. Who would you like to resolve disputes.
- Comment on secondary occupation – if run into secondary occupants and how to help them.
- Grazing land – not just land to return for shelter, but land for livelihoods and people / women not able to return because of denial of access to this not so much housing.
- Was there permission from the authorities for you to occupy the house. Military. Criminal elements. Make consistent with the return one.

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**THINKTANK TOPICS**

**HLP training modules (see action points above)**

1. Audience:
  - Humanitarian fieldworkers
  - Other actors/stakeholders
2. Existing resources
  - NRC HLP
  - NRC/GSC SecTen training
  - USAID
  - IFRC regulatory frameworks
  - Sphere
  - Durable Solutions training (DRC)
  - USIP
  - NRC Eviction Toolkit
  - UNHCR Emergency Handbook

**Compensation for damages to HLP**

- Differentiate from compensation in lieu of restitution, where there are competing claims.
- Examples includes in Ukraine, Iraq
- Potential links/effects of humanitarian assistance on compensation claim
- Action point: Webinar – initial exploration of concept and country experiences



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## **SOCIAL DOMAIN TENURE MODEL**

### **Reflections on STDM being adapted for humanitarian use**

- It is possible with a 1-2 year funding cycle
- It can be used just for mapping but question always is there are many mapping tools / software available: Catalogue of tools for mapping.
- Data protection / safeguarding – how the data will be used
- Potential use for disaster preparedness mapping of tenure systems, vulnerability for shelter response – Leeanne
- Set out the conditions for replication of the STDM – what can be done; where are the risks too high
- Explain examples / case studies of where its been done that is applicable for humanitarian settings
- Identify grassroots organisations who are using this – e.g. Nepal earthquake and set out what they did.
- Blockchain for the use of individual storage of claims- progress by WFP for blockchain. Replicated for HLP records.
- STDM sustainability? Where is the home. Long term.
- Continuum of land rights and influence of technology
- Issue of access to land documents
- Women's access to land, how it happens
- Land registration challenges in post conflict: institutionalisation of land rights violations /engineering the demography /further discrimination/ UN becoming complacent
- Document land rights in areas of origin and current location
- How to deal with competing claims / records in the system
- “self-started” unofficial cadastres – Legitimacy? Ethnic engineering?
- How to overlay information on existing land registry system
- Data management and institutionalisation framework around IT – rights of access, use
- Registering claims: does this legitimise illegitimate claims?
- Safeguarding documents – implications
- Use of STDM in early warning and land conflicts
- Use of STDM in post-disaster



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**ANNEX 2  
HLP AoR Retreat Agenda**