

Protection Cluster Meeting
September 5th, 2019
Minutes



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Organizations that attended the meeting: DPGCAS, UNHCR, OXFAM, UNFPA, IFRC, UNICEF, ASATE, WFP, Save the Children (SCI), AVSI, HelpAge and FAMOD.

Subject	Discussions	Action Points
<p><i>Linha Verde</i> – document on key messages, e-mail and phone number for complaints</p>	<ul style="list-style-type: none"> • WFP shares key messages that should be disseminated by organizations in order to better inform the displaced population about the inter-agency complaint mechanism: <ol style="list-style-type: none"> I. It is an important component of the humanitarian response to accountability to affected population (AAP); II. It is not limited to complaints about food issues (88% of complaints received are about food). Complaints can be made on any topic regarding the humanitarian response; III. Calls are free of charge and can be made from 6am to 9pm (after this time one is able to leave messages) any day of the week, in various languages and local dialects; IV. The provision of personal data is voluntary. Complaints may be anonymous; V. <i>Linha Verde</i>’s telephone number is 1458 and its email moz.linhaverde@wfp.org. • UNFPA reports that it has included in the GBV case-referral mechanism <i>Linha Verde</i>’s contact number. 	<ol style="list-style-type: none"> 1. WFP will share with Protection Cluster members the documents on <i>Linha Verde</i> to be disseminated. 2. UNHCR will share with WFP the updated contact list of Protection Cluster members.

	<ul style="list-style-type: none"> • DPGCAS asks how food security has been monitored in resettlement sites and communities. • WFP reports that, since late July 2019, efforts have been made to implement the “food for assets” modality to encourage communities to seek solutions for themselves. In addition, it still provides food (regardless of community activities) to about 10% of households that cannot perform activities due to different vulnerabilities. 	
<p>Protection Gaps based on the CCCM Updates</p>	<ul style="list-style-type: none"> • UNHCR explains that partners from different Clusters send us weekly updates that contain relevant information useful to guide our actions as Protection Cluster. One of these partners is the CCCM Cluster, which weekly shares the protection gaps in resettlement sites. On September 1st, the latest updates have been shared, which identify several protection challenges, including: <ul style="list-style-type: none"> I. Savane - no active WFS and Acção Social is not present on site; II. Bandua 1 - increase in robberies - the security committee is deactivated because they are not receiving payment; III. Chingamidje - no CFS and 7 children from the site have dropped out of the local public school (at least one because of inadequate school materials); IV. Begaja - no active WFS and Acção Social is not present on site; V. Inhajou - no protection tent; VI. Mahdjamedge - no protection actors. • OXFAM informs that it will implement protection activities in Mahdjamedge. • UNFPA reports that, in regard to the WFS in Savane, the tents have been in Maputo for the past 3 weeks as the Ministry of Health, which will be conducting the transportation, is waiting for the trucks to complete their full load capacity. • UNFPA also reports that there are two staff from <i>Acção Social</i> in Savane. • UNHCR suggests that UNFPA contact the CCCM Cluster to clarify the issue of the presence of <i>Acção Social</i> in Savane. • In Inhajou, Plan International will implement a WFS, according to UNFPA. 	<ol style="list-style-type: none"> 1. OXFAM will send detailed information about protection activities to be conducted in Mahdjamedge. 2. DPGCAS will follow up on the security issue in Buzi, Bandua 1, informing the PRM.
<p>Report on the Feedback Mechanisms in the context of Cyclone Idai’s Response</p>	<ul style="list-style-type: none"> • UNICEF introduces the results about the Report on the Feedback Mechanisms in the context of Cyclone Idai’s Response. Main conclusions include: <ul style="list-style-type: none"> I. 83% organizations have indicators for community engagement activities, however 42% of people in the community feel that organizations have not taken their feedback into account. 	<ol style="list-style-type: none"> 1. UNHCR will share the Final Report as well as key findings and recommendations with the Protection Cluster members.

	<ul style="list-style-type: none"> II. Only 40% of organizations have a system for handling feedback that is not directly related to their activities. 33% say that communication between organizations is a difficult or very difficult part of community engagement. III. 87% of organizations state that they have shared info on activity related to services, but only 61% of the affected population receive the information they need about humanitarian aid and even fewer - 30% - know where to access humanitarian aid and services. IV. 50% of organizations have a feedback response time of 7 days or more. This timeframe may partly explain the percentage of people (65%) who do not think humanitarian aid is reaching the most in need and about 50% who think humanitarian aid is not behaving respectfully towards affected populations. This disbelief may also have influenced the fact that only 31% of people gave feedback to a humanitarian organization. V. On a positive note, the current communication channels most used by organizations – social mobilizers, community leaders and radios – correspond almost practically to the preferred channels indicated by the affected communities. • Based on the above results, main recommendations include: <ul style="list-style-type: none"> I. Response time to feedback should be limited/reduced. The feedback deadline could be linked to the community engagement-related targets and indicators of each organization. II. Organizations should explain to the affected population what will be done with the feedback, what the flow is, the deadlines involved, any difficulties, and if it involves referring the case to other organizations. III. Organizations should work to establish a joint coordination platform/working group to link different feedback mechanisms, support/speed up the resolution of pending cases, and find collective solutions to common community problems (while ensuring confidentiality and protection of affected population and respect for existing referral systems). IV. Further assess why a significant number of people reported feeling that organizations are not treating them with respect. V. Special attention and specific training to reach the older population should be provided, considering the community perceptions' results. 	
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<p>Updates on the Coordination meeting conducted in Buzi on September 3rd, emphasizing the security issues</p>	<ul style="list-style-type: none"> • On September 3rd, UNHCR and DPGCAS led a coordination meeting in Buzi, which has been attended by various organizations (SCI, OXFAM, Plan International, IOM, HelpAge, HI, and FAMOD) and local authorities. Different issues as shelter, wash, health, education, security, and protection have been discussed. The meeting was held to strengthen the coordination of protection activities at district level and the main recommendations are: <ul style="list-style-type: none"> I. Organizations participating in the Provincial Protection Cluster meetings in Beira should establish internal mechanisms to systematically share the issues discussed and action points with their field teams; II. Upon receiving the information discussed at Provincial level, field teams based in the Districts should hold their weekly coordination meetings more objectively, attempting to discuss action points more detailed; III. Protection Cluster Co-coordinators at the provincial level in Beira should hold coordination meetings in the Districts periodically (at least once a month) to further strengthen the coordination and complementarity of protection activities at all levels. • FAMOD recalls the issue of the bridge that is in poor conditions and hindering the access to Mussocossa and Maxquile 1. • Regarding security issues, OXFAM reports that the community police would be the prime suspects. • UNHCR emphasizes the need to adequately capacitate the community police. • DPGCAS asks about the Referral Mechanism meetings, which were held on Wednesdays with INGC, PRM, UNHCR, WFP, IOM, UNFPA, UNDP, OCHA, and UNICEF. 	<ol style="list-style-type: none"> 1. DPGCAS will inform the Chief of PRM (national police) in Sofala about the security issues mentioned during this meeting.

	<ul style="list-style-type: none"> • WFP informs that, as the community police would work in resettlement sites only, there have been discussions to bring the CCCM Cluster to co-lead the initiative. • WFP further explains that it continues to work with PRM and INGC to address and refer cases of fraud and corruption allegedly committed by community leaders to PRM at district level. However, it is first necessary to ensure the victims' consent, their anonymity, and to better understand why the complaints were made through <i>Linha Verde</i> and not directly to the PRM. Finally, WFP explains that criminal cases must have their own referral mechanisms. • UNHCR explains that it has met with PRM to clarify the issues of policing and protection in resettlement sites. According to PRM, there is one <i>Chefe da Seção de Policiamento Comunitário</i> per District, who is based in the <i>Comando Distrital</i> and is the PRM focal point responsible for liaising with the displaced population residing in resettlement sites to address security-related incidents (there is one focal point per district). At the local level, there are various <i>Posto Policial</i>, where the number of PRM members conducting surveillance (meaning <i>Proteção</i>, what is different than policing to PRM) in the resettlement sites cannot be disclosed owing to confidentiality and security reasons. 	
<p>Updates from the GBV and Child Protection Sub-Clusters and from the Disability Working Group (DWG)</p>	<ul style="list-style-type: none"> • GBV SC (UNFPA) reports that there are five new volunteers per resettlement sites in the protection tents in Buzi, Dondo and Nhamatanda working with community outreach to prevent GBV cases. • GBV SC also informs that next week's SC meeting will be postponed due to a field mission to Buzi, which will be attended by the UNFPA representative in Mozambique and DPGCAS. • CP SC (UNICEF) informs that it is still working on the transition of the CFSs. It informs that partners should continue to develop education activities in the CFS and that meetings will still be held to harmonize the mechanisms of this transition. 	<p>1. UNFPA will share the names of new volunteers working in the protection tents.</p>
<p>Updates from the members of the Protection Cluster</p>	<ul style="list-style-type: none"> • WFP reports that it has conducted training on accountability to affected population for local partners. • OXFAM emphasizes that in Mutua's resettlement site many cases of theft have been identified. There are also several cases of malaria and the hospital is not functioning properly due to lack of personnel. Finally, it explains that the Health Cluster is aware of the issue. 	

	<ul style="list-style-type: none"> ASATE explains that it conducted a workshop for 12- to 17-year-old children on drugs and HIV prevention in Beira. 	
<p>Any other business - AOB</p>	<ul style="list-style-type: none"> UNHCR shared three mappings that illustrate the (i) Protection Services available and (ii) Presence of Protection Community Mobilizers per resettlement site in Sofala, as well as (iii) Presence of the PRM and <i>Policías Comunitárias</i> in Dondo, Nhamatanda, Buzi and Chibabava districts. The latter will be updated based on recent information made available. UNHCR also reports that it has shared the Protection Cluster 5W with all members. Updates will be needed since not all activities by all members have been reported correctly. It is confirmed that the coordination meeting in Nhamatanda will take place next Wednesday, 11th September at 10.30. DPGCAS will inform the meeting venue. 	<ol style="list-style-type: none"> DPGCAS will inform the venue of the coordination meeting to be held in Nhamatanda on September 11th