

# UNHCR Annual Consultations with NGOs 2018 REPORT

On behalf of NGOs:

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**PUTTING  
PEOPLE  
FIRST**



ICVA



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## Acknowledgments

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A very special thank you goes to Carmen Ghaly, the International Protection Coordinator and Katrina Grech, Principal Advisor from SSI who helped me throughout the Consultations process and also in the drafting of this report.

I am thankful to you all for your aspiring guidance and friendly advice during the last year. It has been my absolute pleasure to work with you all.

Thank you warmly,

Yamamah Agha

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# Contents

## Contents

Acknowledgments.....	3
Executive Summary.....	6
Opening Plenary .....	8
▶ Recommendations.....	8
Regional Sessions.....	9
Africa.....	9
▶ Recommendations.....	9
Americas.....	10
▶ Recommendations.....	10
Asia and the Pacific .....	11
▶ Recommendations.....	11
Europe.....	12
▶ Recommendations.....	12
Middle East and North Africa (MENA).....	13
▶ Recommendations.....	13
Thematic Sessions.....	14
Update on Comprehensive Refugee Response Framework (CRRF) .....	14
Partnership.....	14
▶ Recommendations.....	15
Monitoring the CRRF: learning for accountability.....	15
▶ Recommendations.....	16
Addressing statelessness through a “whole-of-society approach” .....	16
▶ Recommendations.....	17
Innovation.....	17
▶ Recommendations.....	18
Delivering the participation revolution.....	18
▶ Recommendations.....	19

Promoting national responsibility for prevention, responses and solution to internal displacement: The value of laws and policies.....	19
▶ Recommendations.....	19
Strengthening data and evidence for advocacy, protection and legal assistance to IDPs .....	20
▶ Recommendations.....	20
Addressing protracted internal displacement and driving solutions .....	21
▶ Recommendations.....	22
<b>Workshops.....</b>	<b>23</b>
Working for and with refugee and local leadership.....	23
▶ Recommendations.....	24
National systems strengthening.....	24
▶ Recommendations.....	24
How do we achieve humanitarian responses that are inclusive of age, gender and diversity? .....	25
▶ Recommendations.....	26
Self-reliance and economic inclusion: working together to achieve rights and access .....	26
▶ Recommendations.....	27
<b>Food for Thought Sessions .....</b>	<b>28</b>
Strengthening prevention and response to sexual exploitation and abuse (SEA): Joining forces.....	28
▶ Recommendations.....	28
Update on the IDP Operational review and UNHCR’s new IDP policy.....	29
▶ Recommendations.....	29
Protecting people displaced in the context of climate change and disasters.....	29
▶ Recommendations.....	30
Faith-sensitivity in humanitarian response: Tools and partnership for inclusion.....	30
▶ Recommendations.....	31
<b>Closing Plenary.....</b>	<b>32</b>
<b>General evaluation 2018 Annual Consultations with NGOs .....</b>	<b>33</b>
About the respondents.....	33

# Executive Summary

The Annual Consultations between UNHCR and NGOs represent the largest global opportunity for NGOs to exchange views on forced displacement with UNHCR and peers. Held in Geneva from 27-29 June, the 2018 meeting included 523 participants from 287 organisations and 88 countries.

The theme for this year's Consultations was 'Putting People First'. Overall the following strong messages from the UNHCR executive team, NGOs, UNHCR staff, as well as refugee representatives were that putting people first, local responses, quality data, partnerships and participation are the way forward.

Participation by refugees, internally displaced people (IDPs), stateless persons, host communities and NGOs was a central theme threaded through many of the plenaries, workshops, food for thought sessions and updates. Extensive discussion on increasing participation in decision making, inclusive of age, gender and diversity (i.e. age, gender, sexual orientation, gender identity, disability status, ethnic background, nationality, cultural perspectives, social status and/or other specific personal characteristic) was a reminder that in order to deliver sensitive programs we need to better understand intersectional identity, representing the true nature of putting people first.

This report provides an overview of the discussions held, followed by recommendations. It is structured around the topics of the 2018 discussions which included regional sessions, thematic sessions, food for thought sessions, as well as the workshops. A detailed agenda, webcasts of several sessions, and social media summaries are [available online](#).



# 2018 AGENDA

UNHCR Annual Consultations  
with Non-Governmental Organizations  
**27 – 29 June 2018**  
International Conference Center Geneva (ICIG)

## PUTTING PEOPLE FIRST

Rapporteur, Yamamah Agha  
(Settlement Services International)

### Wednesday 27 June

08:30 10:00	<b>Welcome coffee</b> ICIG Lobby, UNHCR Welcome desk
10:00 12:00	<b>Room 2 OPENING PLENARY (A-E-F-R-S)</b>  <b>Welcome opening</b> <b>Conversation with the High Commissioner</b> <i>Remarks by HC</i> <i>Conversation and Q&amp;A</i>
12:15 13:30	<b>Room 2 - Update on CRRF (A-E-F-S)</b> <i>Director, Division of Resilience and Solutions</i>
13:30 14:00	<i>Break</i>
14:00 16:00	<b>Regional sessions</b> Room 2 ASIA (E-F) Room 3 AFRICA (E-F) Room 4 MENA (A-E-F) Room 5/6 EUROPE (E-F-R) Room 18 AMERICAS (E-S)
16:00 16:30	<b>Coffee break</b>
16:30 18:30	<b>Thematic sessions</b> Room 3 Partnership (A-E-F-S) Room 4 Measuring CRRF impact (E-F-S) Room 5/6 Statelessness & CRRF (A-E-F-S)
19:00 20:30	<b>RECEPTION - UNHCR Cafeteria</b>

### Thursday 28 June

08:30 10:00	<b>Room 2 (A-E-F-S)</b> <b>Conversation with the Assistant High Commissioner Protection</b>
10:00 10:30	<b>Coffee break</b>
10:30 12:30	<b>Workshops</b> Room 2 Working for and with local and refugee Leadership (A-E-F-S) Room 3 National systems strengthening (E-F-S) Room 4 Age, Gender and Diversity (A-E-F-S) Room 5/6 Self-reliance and economic inclusion (A-E-F-S)
12:30 13:00	<i>Break</i>
13:00 15:00	<b>Workshops (continued from morning)</b> Room 2 Working for and with local and refugee Leadership (A-E-F-S) Room 3 National systems strengthening (E-F-S) Room 4 Age, Gender and Diversity (A-E-F-S) Room 5/6 Self-reliance and economic inclusion (A-E-F-S)
15:15 16:15	<b>Room 2 (A-E-F-S)</b> <b>Panel with the Deputy High Commissioner</b> <i>Launch of the Innovation Award</i>
16:15 16:45	<b>Coffee break</b>
16:45 18:00	<b>Room 2 Workshops Plenary Report back</b> (A-E-F-S)

### Friday 29 June

08:30 10:00	<b>Room 2 (A-E-F-S)</b> <b>Hard talk with the Assistant High Commissioner Operations</b>
10:00 10:30	<b>Coffee break</b>
10:30 12:30	<b>Thematic sessions</b> Room 2 Delivering the participation revolution (A-E-F-S) Room 3 Promoting national responsibility for prevention, responses and solutions to internal displacement: the value of laws and policies (A-E-F-S) Room 4 Strengthening data and evidence for advocacy, protection and legal assistance to IDPs (E-F-S) Room 5/6 Addressing protracted internal displacement and driving solutions (A-E-F-S)
12:30 14:00	<b>Food for Thought</b> Room 2 Prevention and response to Sexual exploitation and abuse (SEA) (A-E-F-S) Room 3 Operational review and IDP policy update (A-E-F-S) Room 4 Climate change (E-F-S) Room 5/6 Faith-sensitivity in humanitarian response (A-E-F-S)
14:00 14:30	<b>Room 2 - CLOSING PLENARY (A-E-F-R-S)</b> <b>Report back on the NGO Consultations</b> <i>Rapporteur of the Executive Committee of the High Commissioner's Programme</i> <i>Rapporteur to the Consultations</i>
14:30 16:30	<b>Remarks by the Deputy High Commissioner</b> Q&A



A GLOBAL NGO NETWORK  
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HUMANITARIAN ACTION



The UN Refugee Agency

# Opening Plenary

High Commissioner Filippo Grandi opened the dialogue with a call to deliver concrete solutions and celebrate our successes during the consultations. The High Commissioner also called for redoubled efforts to tackle refugee crises through better support to the countries and regions hosting them, and to debunk claims of a 'global' refugee crisis.

Specifically he called on national and international NGOs to help make protection and solutions a reality for the people who need it, through solidarity and principles of partnership, responsibility and transparency.

UNHCR, ICVA and the UNHCR Global Youth Advisory Council in the opening plenary highlighted the importance of the theme Putting People First, strengthening partnerships, increasing meaningful participation and ensuring that responses are inclusive of all displaced populations and the communities that host them.

## ► Recommendations

1. UNHCR and NGOs should engage the private sector and civil society to build partnerships and develop innovative responses to displacement.
2. There is a need to focus on the skills and capacities of displaced communities to increase their participation in responses.
3. UNHCR and NGOs need to work collectively to address the gaps in assistance, specifically in displacement contexts that do not receive high levels of media attention. This includes addressing the gaps in assistance to IDPs.





# Regional Sessions

## Africa

The African continent remains host to the largest number of refugees and internally displaced, with 6.3 million refugees and 14.5 million IDPs. Internal conflicts, climate change, natural disasters, large-scale food insecurity, issues of governance and economic migration are all contributing factors that have led to displacement. Refugees and IDPs in a number of African contexts have shown great perseverance and innovation in finding solutions to address their medium and long-term needs.

The Regional session on Africa focussed on the current trends throughout the continent that have fostered refugee inclusion in host communities, with particular attention to economic, health and educational systems. Key examples of durable solutions in Somalia were highlighted including cash-based programs for IDPs, skills training and ground-breaking projects using solar power. African countries have taken a leadership role in implementing the CRRF, and the session explored a number of emerging lessons that indicated that the CRRF is a necessary step in providing deeper solutions for both displaced and host communities.

### ► Recommendations

1. Throughout the region, 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 organisations, host communities, UNHCR / other UN Agencies and the private sector.
2. NGOs and UNHCR should work collaboratively to develop innovative ideas to address the challenges of displacement.
3. Improving access to higher education through scholarships is necessary across the region, specifically increasing access for women and girls to higher education.
4. The recognition of refugee-led initiatives and locally-led solutions would greatly enhance the adoption and success of the CRRF.

## Americas

The Americas' region is at the forefront of durable solutions, with more refugees resettled and integrated than in any other region worldwide. Reaffirmed commitment from traditional resettlement countries and the commitment from new and emerging resettlement countries has highlighted the success of a regional approach. Local integration through strong public policies have enabled the effective inclusion of displaced populations. A whole-of-society approach and the proactive engagement of a diverse set of stakeholders has been essential in ensuring displaced populations have access to economic, socio-cultural, civil-political and legal rights.

The Americas session emphasised the importance of multidisciplinary collaboration between civil society, academia, the private sector and government in responding to forced displacement at various sub-regional levels. This session showcased innovative practices, opportunities, lessons learnt from various actors and stakeholders in the region. Part of the discussion included the importance of academia contributing to the refugee response through comprehensive studies on the challenges of displacement. For example, studies on displacement in the North of Central America and the impact on the region could provide the evidence base for national and regional response frameworks. The frameworks could include alternatives to detention, strengthening effective refugee participation, as well as identifying and addressing existing gaps in legal services available.

### ► Recommendations

1. Local capacity strengthening in host communities, specifically in urban areas where refugees are often located, is required to support successful integration. Additionally, there is a need to develop opportunities for various stakeholders to exchange best practices and successful public policies that are supporting refugees and migrants. This exchange should occur at all levels of response in order to improve solutions across the region.
2. Refugee participation in refugee responses at the local, national and regional level needs to be enhanced.
3. Strategies to support unaccompanied and separated children from refugee and migrant backgrounds require attention from UNHCR, NGOs and local partners.

## Asia and the Pacific

The Asia and Pacific, a region comprised of 45 countries, is home to approximately 3.7 million refugees, 2.4 million IDPs and 1.6 million stateless people. Twenty countries and territories in the region are signatories to the 1951 Convention and its 1967 Protocol. There are a number of challenges that need to be addressed, with a reduction in protection space, a decrease in the number of resettlement places, and limited voluntary repatriation due to ongoing conflicts, violence and instability. Humanitarian and emergency situations that exist in Asia have escalated the ongoing challenges, for example the difficulties facing displaced Rohingya and Afghans who find themselves in a protracted displacement situation.

The Asia and Pacific Session focussed on creative and innovative solutions driven by persons of concern with the aim to meaningfully engage them in planning, implementation, monitoring and evaluation. It gave particular attention to how whole-of-society approaches are the best way to address the challenges in the region through participatory and multi-partner action. The session utilised live video links to both displaced and host communities in Asia with the aim of putting refugees and host communities at the centre of solutions.

UNHCR, the private sector, academia, refugees and host communities shared challenges and good practice in addressing displacement. For example, the UNHCR Innovation Service shared their effective communication approaches in Malaysia where they are working with local community based organisations to send messages to the community through Facebook as a way of communication. UNIQLO, a Japanese retail brand provided an example of how the private sector can support solutions through both awareness raising of refugee issues at various platforms including school, staff deployments to UNHCR field offices and creating opportunities for internships, work experience and employment. UNIQLO, now employs 65 refugees around the world.

Premature return of refugees within the region was also raised, with specific concern for the situation of Afghans in Pakistan and the Islamic Republic of Iran. In 2017, over 610,000 Afghans returned, including 60,000 registered refugees from Pakistan. Access to shelter, land, food security, and basic services such as health and education in Afghanistan remains of concern.

### ► Recommendations

1. Asia and the Pacific requires creative solutions outside of traditional durable solutions. Solutions need to be tailored to the local setting and developed in close consultation with and the involvement of persons of concern.
2. Solutions to displacement need to be addressed through a coordinated multi-stakeholder approach, which include but are not limited to NGOs, academia, the private sector, host community, UNHCR and persons of concern.
3. Access to education, specifically to secondary and higher education, for persons of concern in Asia and the Pacific needs to be addressed. UNHCR and NGOs should increase their engagement with the private sector and academia to fill these gaps where feasible.

## Europe

Developing durable solutions across Europe remains a priority with refugees facing vastly different challenges in different European countries. The EU has shown a commitment to integration through an increase in expenditure by some states. However, the availability of integration strategies and financial support to implement them varies considerably depending on the capacity of cities and municipalities to access the support necessary. In order to achieve successful integration there is great need to address public perceptions in a highly politicised environment and to contribute to the concept of social cohesion.

The session on Europe highlighted a number of examples from Turkey and Ireland indicating the need for a whole-of-society approach to integration, engaging the state, civil society, the private sector, host communities, municipalities and refugees themselves. Turkey has committed to supporting refugees through national legal frameworks that provide access to basic services and is currently working towards developing a national asylum system with Refugee Status Determination. Furthermore, the session emphasised that developing new partnerships with the private sector has supported a number of aspects of integration. For example, UNHCR has increased partnerships with the private sector to develop new technologies that support refugees.

### ► Recommendations

1. Identify and map out the existing systems of integration in order, for new programs, to adapt the learning and apply it to other contexts. This will also ensure complementarity of services that add strength rather than duplication at a local and regional level.
2. Refugee and host communities need to be engaged in decision-making processes and play active roles in a whole-of-society approach to integration. Educational institutions, sporting organisations and private businesses all have a role to play in supporting effective integration through ensuring that their services are accessible to refugees.
3. Comprehensive and substantiated data can aid integration. Data could provide an evidence base, but also ensure that indicators can be set to achieve quality integration. For example, creating benchmarks on the key aspects of integration including language, employment and education.

## Middle East and North Africa (MENA)

The Middle East and North Africa (MENA) region accounts for 38 percent of global displacement, while representing 5 percent of the world's population. Countries in the MENA region are either being affected as countries of origin, transit or destination and have needed to respond accordingly. Following the September 2016 New York Declaration for Refugees and Migrants and working towards the global compact on refugees, Member States are calling for a whole-of-society approach to share responsibility and gain support for host countries.

The MENA session focussed on how countries in the region are working to address the four pillars of the CRRF. For example, the role of civil society in *I. Reception and admission* and *II. Support for immediate and ongoing needs* through the provisions of legal aid clinics, financial support and in some instances access to employment opportunities. The importance of working from a human rights perspective and the need to ensure a multi-stakeholder approach when putting people first in regional approaches was also highlighted. The discussion considered the different roles which could be brought to the forefront of refugee protection and host community support. The panellists reflected a more inclusive and engaged perspective, which captured the experiences across the region, which have set standards for models in other parts of the world, even prior to the adoption of the New York Declaration.

The MENA region is facing key challenges that have compounded the need to find durable solutions. The session focussed on two of the challenges:

- The complex security situation in the region and the absence of meaningful political progress have led to humanitarian actors facing issues of access to deliver services and displaced populations unable to return safely.
- There is a need to address negative perceptions of displaced populations among host communities. The perceptions are often rooted in fear surrounding concepts of national identity, security and the economy of the host country.

### ► Recommendations

1. UNHCR and NGOs should increase their engagement with the academic sector in order to change negative public perception of displaced communities. For example, collating data and reporting on the positive contributions that refugees have made to host communities.
2. Communities are often looking for opportunities to engage and support displaced populations. UNHCR and NGOs should encourage host community mobilisation through open forums and dialogue.
3. UNHCR and NGOs could strengthen partnerships with social media influencers to demystify information on forced displacement, making information more accessible. This would complement other forms of communication.

# Thematic Sessions

## Update on Comprehensive Refugee Response Framework (CRRF)

The Global Compact on Refugees was a key theme that bridged the 2017 UNHCR-NGO Consultations to this year. The Consultations were a milestone event in the roadmap towards the Global Compact on Refugees, with all chapters from Appendix 1 of the New York Declaration (NYD) discussed.

The UNHCR Director for the Division of Resilience and Solutions provided an overview of the application of the CRRF over the past year, with particular attention on progress in Central America, Mexico and Africa. Key developments in the fourteen roll-out countries were also provided and included the growing engagement of multilateral and bilateral partners and thoughts on the way forward. Financial support from the World Bank in the form of loans and grants was also shown to be assisting in the implementation of the CRRF, as seen through the World Bank's support of the Ugandan government's refugee response.

An overview of the Regional Working Group for the Brazil Plan of Action (GAR-PAB), an initiative of more than fifty civil society organisations from Latin America and the Caribbean, showed progress in the region. Specifically, positive action was shown with reference to the adoption of 'The 100 Points of Brasilia', including an example where countries of Latin America and the Caribbean have been supporting the establishment and strengthening of legal frameworks for the protection of persons of concern.

## Partnership

There have been considerable developments in UNHCR partnerships aimed at improving ways of working with and for persons of concern. The results of annual surveys and outputs of various processes, such as the joint effort to develop a new Partnership Handbook, indicate the commitment to improve partnerships. Through the application of the Partnership Handbook, UNHCR and NGO Partners are more effectively collaborating towards enhanced protection, assistance, and solutions for refugees and other persons of concern.

A survey on the trends in partnership has provided evidence of the sector wide efforts to promote localisation. For example, the development of a common Partner Portal has not only streamlined reporting processes but is expected to improve the services to refugees and other persons of concern. Through lower administrative costs leading to greater partner efficiency, there is a concerted effort by partners to harmonise, simplify and complement the localisation of refugee response and the concept of "as international as necessary, as local as possible".

Strengthening UNHCR and NGO partnership is essential in the fight against fraud, misconduct and exploitation. With the shared risks and the implications for the sector, the active participation of refugees and other persons of concern in all levels of response is critical for preventing and addressing fraud and misconduct.

### ► Recommendations

1. Ensure the UN Partner Portal and the Partnership Handbook are utilised by UNHCR and NGO Partners and that short introductory videos, webinars and hard copies of the Handbook be distributed to field sites.
2. There is a need for all stakeholders to work together to prevent and address fraud and misconduct. This should be addressed through developing an environment that enables reporting and increased the sectors understanding of transparency.
3. Capacity strengthening and localisation efforts could be enhanced by pursuing 'twinning programmes', for example peer-to-peer support, partnerships across regions, intensive training, and linking national NGO Partners to private sector corporations.
4. Meaningful and active participation from all stakeholders is essential from the planning phase through to implementation, reporting and evaluation of a response.

## Monitoring the CRRF: learning for accountability

Monitoring and learning tools have been developed to credibly track progress of the CRRF against its core objectives. The tools used to monitor the CRRF assess the intertwined gains between development and humanitarian protection, the immediate needs, as well as durable solutions. Monitoring activities have had to balance the varying aspects of CRRF implementation, including the impact on host countries, displaced communities and meeting the needs within existing national systems. National and regional bodies are at the core of assessing CRRF progress, ensuring host country monitoring mechanisms are strengthened and local processes take a lead role in capturing learning. For example, progress in the Comprehensive Regional Protection and Solutions Framework for Central America ("MIRPS" in Spanish) is captured at two levels, with annual national reports from the six participating countries and complemented by a review mechanism within the Organization of American States (OAS).

The challenges in monitoring the CRRF have included ensuring that data collection is nationally owned and difficulties in collecting data on people on the move. Innovative ways to collect information are needed to support evidence based learnings. Comprehensive responses need monitoring mechanisms and tools that are adapted and localised to the broad spectrum of displacement contexts and the profiles of persons in need of protection.

Despite the challenges, monitoring the CRRF has indicated early achievements that have fostered participation and learning. For example, developing a narrative of case studies from the MIRPS and taking learning from Uganda with their application of the CRRF, and wider learning from the Regional Durable Solutions Secretariat (ReDSS). Both case studies indicate substantial protection gains, a broader inclusion of protection solutions in national country policies, centrality of refugees in national agendas and an increase in funds and resources committed to the refugee response.

### ► Recommendations

1. It is essential to approach monitoring of the CRRF with principles of national ownership and accountability. Accountability to host communities and refugees should be incorporated in monitoring, evaluation and learning.
2. Partnerships need to be strengthened, specifically between UNHCR and States in order to build the capacity of existing national systems, enhance data collection and access to data.
3. Strengthening the relationships between host communities and displaced communities needs to be at the core of the work to ensure effective delivery of the CRRF.
4. Maintaining the protection of refugees needs to remain central in monitoring activities.
5. To better inform programs through monitoring and learning, data capture needs to be viewed through an Age, Gender and Diversity lens.

## Addressing statelessness through a “whole-of-society approach”

The whole-of-society approach in the Global Compact on Refugees provides an opportunity to consider how comprehensive responses can address statelessness. The New York Declaration recognises that statelessness can be both a root cause and a consequence of forced displacement, having a detrimental impact on affected individuals and the communities in which they live. It encourages States to take action to reduce statelessness and references the #IBelong Campaign and the Global Action Plan to End Statelessness 2014-2024.

The success of the Makonde Community in Kenya, one of the most recent stateless minority groups to have acquired citizenship, is an example of how to forge strong relationships with community-led groups who can play a central role in resolution of their statelessness and the use of the whole-of-society approach embodied in the converging efforts of several actors like civil society, the Government and the affected persons themselves.

Several tools have been developed that aim to support practitioners and advocates to identify good practice and address gaps. For example, the [Statelessness Index](#) online comparative tool, launched by the European



Network on Statelessness assesses European countries' laws, policies and practice against international norms and good practice in the areas of the protection of stateless people and the prevention and reduction of statelessness. The index can support a range of actors in identifying legal gaps that could lead to statelessness.

The Namati and Open Society Justice Initiative have developed a [practitioner's guide](#) to support access to citizenship documentation and other forms of proof of legal identity. The development of this guide is the result of collaboration between the two organisations, UNHCR and a range of grassroots and paralegal organisations, working to assist stateless and at-risk populations acquire citizenship and related documentation. The guide serves as a tool for practitioners supporting stateless and at-risk populations in accessing legal identity.

In order to develop appropriate solutions to address statelessness there is a need to improve data collection and research. Joint partnership is essential in the lead up to opportunities such as the UNHCR High-Level Event on Statelessness in 2019. Partnerships between academic institutions that have the capacity to develop innovative tools for collating data are necessary to enhance the evidence base for effective responses. Furthermore, shared learning across the displacement sector can support responses to statelessness. For example, adapting tools and approaches used in refugee and IDP responses to resolve the challenges of statelessness.

### ► Recommendations

1. In addressing statelessness, a whole-of-society approach is very effective, and the “legacy of statelessness” needs to be considered in responses, i.e. the impact that statelessness has on generations of a family and community.
2. Tools such as the Statelessness Index by the European Network on Statelessness, 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.
3. Improving quantitative and qualitative data on stateless populations needs to be a core element in addressing statelessness.

## Innovation

Opened by a short video on how “9 Refugee Projects help improve the planet”, the session officially launched the first ever UNHCR NGO Innovation Award, which aims to highlight NGO efforts and achievements that advance the innovative delivery of services to persons of concern to UNHCR. Community Technology Empowerment Network (CTEN), a refugee-led organisation showcased their innovative work in northern Uganda bringing connectivity and with it, education and livelihoods, to the community. A panel discussion followed the launch provided diverse perspectives from UNHCR, the private sector, refugees and host communities on understandings of innovation and the significance of diversity and inclusion.

Innovation is essential in an age of increasing complexity, multiple and mixed displacement and ever increasing humanitarian needs. UNHCR encourages its partners to identify creative solutions to everyday problems, test them and learn. Experimentation is part of any innovation process to test assumptions, gather data and to help us make more informed decisions.

Innovation is not solely the application of advanced technology, but also about how to creatively improve systems, processes, services, and partnerships. Partnership is key to innovation. It is about collaboration among actors from all dimensions, involving refugees and affected populations. It should be people-centred, community-based, and demonstrate diversity and inclusion.

Deputy High Commissioner, Kelly Clements announced the call for submission for the UNHCR NGO Innovation Award. The Award itself is an experiment for UNHCR to test a different way of engaging with NGOs.

### ► Recommendations

1. NGO partners, especially small, local NGOs are strongly encouraged to apply for the UNHCR NGO Innovation Award.
2. Public and private sector speak the same language, in different ways. The private sector has the motivation to assist humanitarian innovation. However, it is up to humanitarian actors to frame the request, i.e. identify the problem they want help with.
3. Sustainability of innovation needs to be considered by all actors (UN, public sector, private sector, civil society etc.).
4. Persons of concern should be at the centre of innovation.
5. It is important to create a space for innovation. Creating a testing mentality across the organisation requires a big shift in attitudes. Experimentation is necessary if we want to strengthen innovation.

## Delivering the participation revolution

With the 20th anniversary of the Guiding Principles on Internal Displacement and the launch of the multi-stakeholder Plan of Action for Advancing Prevention, Protection and Solutions for Internally Displaced People, participation is a core priority. NGO engagement with host communities and displaced populations places them in a position to play a large role in supporting IDPs to participate meaningfully and effectively.

Comprehensive consultation with IDPs and host communities is essential in implementing a participatory approach. A consultative process also allows existing programs and solutions to be strengthened and minimises duplication of service provision. Due to the complexity of IDP situations, displaced persons are often excluded from peace processes, voting and the right to access services. In order to understand and address the needs of IDPs, participation is essential in working towards durable solutions.

### ► Recommendations

1. Sufficient multi-year funds need to be allocated and localised to ensure effective participation of displaced communities and the communities that host them. This also includes the resources to facilitate feedback mechanisms of participatory approaches.
2. NGOs need to continue to advocate for States to uphold the rights of IDPs.
3. NGOs should ensure they build community resilience and leadership to enhance IDP participation in decision-making processes.
4. Putting in place timely and appropriate feedback and accountability mechanisms is essential to ensure a participatory approach in all aspects of responding to IDP situations.

## Promoting national responsibility for prevention, responses and solution to internal displacement: The value of laws and policies

National authorities are primarily responsible for the protection of internally displaced people and ensuring support is accessible to displaced and host communities. Furthermore, States have the responsibility to prevent, respond to, and help solve displacement. However, this responsibility is a challenge with the limited capacity of institutions and limited funding. Various regional bodies have played a role in urging states to develop national laws that are in line with the Guiding Principles on Internal Displacement, which has resulted in a number of countries adopting policies and strategies to respond to internal displacement. For example, instruments such as the 2006 Great Lakes Protocol and the 2009 Kampala Convention are providing guidance for safeguarding the rights of IDPs.

Responding to internal displacement requires multi-stakeholder collaboration in order to sustain the programmes. Key-actors include the host and displaced communities, the local and national authorities and in some instances non-state armed actors where displacement is a result of conflict. Reliable data on IDP numbers and increased information on their challenges and solutions are necessary to attain resources and develop targeted programmes that are sufficient to meet the immediate and long-term needs of the communities. The role of the State is at the core of all planning and implementation of an IDP response for access, security and sustainability. The international community has the responsibility of holding governments to account and to encourage the development of national policies and their implementation.

### ► Recommendations

1. Preparedness efforts to facilitate durable solutions for IDPs need to start at the onset of a crisis. There is a need to track trends, identify protection needs and

develop on-going analysis among the key actors, including the development and humanitarian community to minimise the divide between implementation.

2. Durable solutions, specifically concerning land-property rights for IDPs need to include participation from the host and IDP community from the onset of displacement.
3. Multi-year funding for durable solutions is essential.
4. National actors need to be included in the response given their duty to act, their understanding of the context, existing relationships with the communities and their ability to reach persons of concern that international actors are unable to reach.
5. In order to achieve durable solutions there needs to be acknowledgement and understanding of local realities, community dynamics, IDP and returnee intentions and the risks.

## Strengthening data and evidence for advocacy, protection and legal assistance to IDPs

Reliable data collection and analysis are central to developing laws, policies and programs that comprehensively address internal displacement. Building a strong evidence base can result in mobilising support and action, and is recognised as a key element of response in the Guiding Principles on Internal Displacement. Local and national NGOs are central in data collection, advocacy and response given their engagement with host communities and displaced populations, their understanding of the context and the political nuances. Although there is increasing good practice and learning from NGOs and humanitarian actors in collecting data there are emerging challenges that result in gaps in evidence.

The challenge for NGOs is not the lack of techniques or capacity to collect data, but rather the barriers that communities face in sharing information and engaging in participatory processes for data collection. Depending on the specific situation of the community, populations may fear sharing information due to privacy concerns and the retaliation they could face if this privacy was violated. Communities also often lack confidence in the process of data collection if they do not understand the intention or see concrete outcomes from participating. NGOs have addressed some of the barriers through enhancing local partnerships with community associations and local leaders in order to build trust with both host and displaced communities. NGOs also need to ensure that the data collected is utilised for planning and implementation of actions and response so that communities see the full cycle including outcomes.

### ► Recommendations

1. Improved evidence is a necessary base for programming, policy and advocacy.

2. The role of national NGOs is the key to acquiring data especially where access is limited and community and political sensitivities exist.
3. 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.
4. Data collection needs to include local stakeholders, and the outcomes from analysis shared with all participants. This will strengthen partnerships and Data collection activities should be linked to a theory of change. NGOs and UNHCR have an obligation to link the questions they ask of communities to concrete actions and responses.
5. Data protection needs to be standardised internationally in order to protect people and ensure privacy of information collected.

## Addressing protracted internal displacement and driving solutions

The 20th anniversary of the Guiding Principles on Internal Displacement (GP20) in 2018 and the Plan of Action provide an opportunity to work collectively and deliberately around a common vision and goal to bring attention to and reaffirm the commitment to prevent, respond to and support solutions to internal displacement, and improve protection of IDPs.

Addressing protracted internal displacement requires collaboration on collective outcomes to achieve results. There is a need to move towards resilience and self-reliance and to strengthen partnerships with national actors in order for durable solutions to be state driven. Within a local response to address internal displacement, meaningful and effective participation of displaced communities, including in decision making processes is essential.

The participants identified three requirements for addressing protracted internal displacement and driving durable solutions:

- Political will: there is a need to address political issues and the root causes of displacement including addressing social cohesion at a local level,
- Principles (voluntary, safety and dignity): protecting the rights of IDPs and promoting all solutions.
- Process: acknowledging that achieving durable solutions is a process where all protection needs of internally displaced are met and the individual is able to enjoy their rights without discrimination on account of displacement.

## ► Recommendations

1. IDP and community engagement is essential in achieving durable solutions in internal displacement. UNHCR and NGOs should facilitate and support participation and access to decision making processes.
2. NGOs and UNHCR should encourage national and local government ownership of finding and driving durable solutions including planning, policies and implementation.
3. National and local ownership needs to be supported through capacity strengthening of national governments, local authorities and national NGOs.
4. Solutions need to be part of national responses and national development plans for them to be achievable.
5. Solutions in internal displacement and refugee situations are interlinked and need to be considered together. For example, in Syria and Somalia, often people are displaced multiple times, and there is a push for returns. Solutions need to factor in cross-border movements of displaced communities and the right to return in terms of prevention and response.
6. Ensuring a triple-nexus approach is essential in addressing protracted internal displacement, and must go beyond humanitarian and development actors to include a peace-building dimension. There is a need to actively engage national and regional peace processes so that opportunities for achieving sustainable solutions are factored into political agreements.

# Workshops

The workshops at the 2018 UNHCR-NGO Consultations were developed as a new methodology to increase participation. The workshops focussed on maximizing the collective knowledge and experience of participants to work towards identifying strategies to operationalize new ideas and approaches across four themes. The facilitators of the workshops utilised group work with the strategy of formulating specific and measurable recommendations.

## Working for and with refugee and local leadership

Refugees, local host communities, refugee-led networks and organisations are increasingly bringing distinct perspectives to policy discussions, initiatives and solutions to displacement. With localisation being central to the New Way of Working, there are increased opportunities available for refugee self-representation and participatory approaches. Whilst these increased opportunities are positive, barriers to local and/or refugee leadership remain. The main barriers identified in the session include:

- *Lack of engagement with local actors and refugee initiatives from UNHCR and NGOs*  
There is limited dialogue and practical action on how to progress and maintain sustainable partnerships with local actors and refugee-led organisations.
- *Limited access for refugees to participate in policy making*  
Participation is hindered by the lack of resources available to ensure translation of global policies, access to policy-making forums and the misconception that refugee contributions will be subjective.
- *Strengthening the capacity of new refugee-led NGO partners*  
Currently capacity building enhances existing partnerships where refugees and host communities are only contracting partners and not the lead in local solutions. There is a need for recognition of local and refugee expertise, and to increase opportunities for meaningful participation throughout the response cycle.

The discussion was enhanced by the participation of delegates with lived experience of forced displacement or statelessness. Those delegates attended the first-ever Global Summit of Refugees two days prior to the Annual Consultations, which stressed the need for more strategic and meaningful participation of refugees in policy and programs. One strong message delivered throughout this session, is that it is a shared responsibility to look for and provide opportunities for participation, and to specifically ensure the inclusion of age, gender and diverse groups.

### ► Recommendations

1. UNHCR and NGOs need to consider opportunities to facilitate the meaningful participation of local and refugee-led NGOs in the Global Refugee Forum in 2019 and other policy influencing forums.
2. International NGOs, local actors, refugee-led organisations 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.
3. UNHCR-NGO consultations at a regional and local level would enhance refugee-led organisations and local NGOs participation.

## National systems strengthening

The New York Declaration calls to incorporate, where appropriate, the CRRF in national development planning in order to strengthen the delivery of essential services and infrastructure for the benefit of host communities and refugees.

This session explored practical ways for this to occur, considering:

- Education, health and WASH during the initial stages of emergencies and
- Law, justice and policy reform and civil society referral pathways during protracted displacement.

There was a strong call for UNHCR and NGOs to work better together for equity of access, and to ensure support for integration of persons of concern into national systems is sustainable. This was seen to require the strengthening of national systems, capacity building, and partnerships designed to enhance information sharing, and encouraging the creation and application of equitable laws.

Several challenges in strengthening national systems were identified in the workshop which include: a lack of national legal frameworks that support access to services; a lack of political will; an inability to mobilise resources; barriers in communication and information sharing; and the existing gap between the humanitarian and development sectors. In order to address some of the challenges, there is a need to map the existing gaps, analyse the information and raise awareness to increase collaboration and develop new partnerships.

### ► Recommendations

1. Preparedness is necessary for inclusive education policies to be effective. Host countries need to be supported to incorporate inclusive education strategies before an emergency, at the onset of an emergency and through a protracted crisis.



2. Education should incorporate technology, align with national curriculum and ensure quality and accreditation.
3. National health systems need to be strengthened in order to be flexible, adaptable and responsive to emergencies.
4. Host country governments should be supported with capacity investment to strengthen existing WASH systems. WASH needs to be linked to protection when strengthening national capacity in the following key areas: Institutional, financial, environmental, technical and socio-cultural.
5. A whole-of-society approach is necessary with the collaboration of all key actors at a local, district and national level for preparedness measures and for the long-term success of programs in protracted situations.
6. Participation of displaced and host communities is necessary from the onset of an emergency to long-term durable solutions and monitoring outcomes.
7. 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.
8. Coordination is necessary to address the 'nexus' between humanitarian and development sectors in the areas of funding, programs, monitoring and information sharing. Aligning the humanitarian and development sectors could support the strengthening of national systems to ensure better access to services in emergency and protracted situations.

## How do we achieve humanitarian responses that are inclusive of age, gender and diversity?

Recent high-level commitments indicate progress towards ensuring humanitarian responses are inclusive of Age, Gender and Diversity (AGD). For example, those made in the New York Declaration, the World Humanitarian Summit, the Compact for Young People in Humanitarian Action, and the 2030 Agenda for Sustainable Development.

This year, UNHCR has also updated its [Policy on Age, Gender and Diversity](#) reaffirming a commitment to applying an AGD approach to all UNHCR operations. The policy updates existing commitments to women and girls and emphasises putting people first through encouraging meaningful engagement, building capacity and ensuring Accountability to Affected Populations (AAP).

The recent developments indicate agreement on the importance of applying an AGD approach at a policy level. However, there are a number of challenges in the application of an AGD approach and potential solutions need to focus on the following factors:

- Participation of different AGD groups in the different stages of the programme cycle.
- Age, gender and diversity sensitive programme design.
- Identifying and integrating the capacities of different AGD groups into humanitarian response.
- Measuring progress towards an AGD sensitive humanitarian response.

#### ► Recommendations

1. 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.
2. Data collection and analysis must include the participation of persons of concern and conducted using an AGD-lens.
3. Disaggregated data should be analysed and used to inform humanitarian response and programming. Consideration should be given to the context and protection risks when collating and using data.
4. Building staff capacity on implementing the AGD approach must be continuous.
5. Multi-year funding is required to sustainably embed capacity building and participation of persons of concern in programme development and implementation of AGD-sensitive responses. This will support the facilitation of effective feedback and response mechanisms.
6. Ensuring accountability to persons of concern through UNHCR's policy on AAP should be a priority for all stakeholders.

## Self-reliance and economic inclusion: working together to achieve rights and access

Self-reliance and economic inclusion requires an enabling environment driven by a range of rights and factors, including the legal and administrative framework of the host country. Access to labour markets, financial services and other economic opportunities, anti-discrimination policies and monitoring policies for accountability, are other determinants of economic inclusion. Ways to better partner with a variety of stakeholders including development, private, and public actors to realise these rights and support inclusion

were explored, including innovative ideas and policy initiatives that are resulting in mutual benefits for refugees, host communities and host economies.

For example, NGOs in Mexico are trying to address key challenges through new partnerships with the private, public and social sector, to improve employment opportunities. Similarly, in Lebanon, NGOs have designed a number of projects in the Syrian response specifically targeting women's access to labour markets through skills matching with potential employers. A strong theme throughout was that strengthening refugee economic inclusion requires a holistic approach, new partnerships and the engagement of NGOs, private sector, displaced communities and host communities.

### ► Recommendations

1. Collect and use data to identify and match the skills of refugees to gaps and needs in the host communities' labour market, to understand the impact of refugees in local economies, to engage the private sector, and to advocate for policy improvements.
2. Advocacy for economic inclusion of refugees should not only be rights based but should utilize evidence base generated from empirical research and data collection.
3. Identify, replicate and scale up good practices and proven sustainable models on self-reliance and economic inclusion through information sharing across regions.
4. NGOs and UNHCR should expand and leverage partnerships and increase working with the private sector. UNHCR and NGOs should identify, *shared interest* that would encourage increased involvement of the private sector. Beyond the traditional corporate social responsibility efforts, the private sector can extend employment opportunities, engage in research and data collection on the benefits of economic inclusion of refugees and support the development of national policy changes.
5. Development actors need to strengthen their support for inclusive market based approaches, community-based projects that jointly involve refugees and host communities, and advocate for national policy change.
6. NGOs and UNHCR could strengthen their support for local initiatives developed by refugee and host communities, and mainstream collaboration with refugee-led organisations into their annual programs. For example, NGOs could create country targets for funding and collaborative action with refugee-led organizations.

# Food for Thought Sessions

## Strengthening prevention and response to sexual exploitation and abuse (SEA): Joining forces

The scandals of Sexual Exploitation and Abuse (SEA) by humanitarian workers that surfaced in early 2018 have led to increased interest and engagement in a reform. Organisations within the humanitarian community are increasing efforts to better prevent and respond to SEA, including through ensuring that reporting mechanisms are accessible and trusted. Organisations are working towards strengthening awareness and accountability of staff and managers, as well as enhancing investigations and disciplinary processes.

To ensure that this important work continues, a partnership approach was reviewed to better understand ways to share knowledge, best practice, standard operating procedures and to develop mechanisms to prevent and respond to SEA. For example, strengthening a network of organisations to support the response and work on messaging to address stigma, develop a culture of reporting, and mitigate the risks was considered.

### ► Recommendations

1. Addressing SEA requires the development of norms, values and a culture that maintains accountability, provides anonymity for those reporting and addresses impunity where it exists.
2. There is a need to take a more holistic approach in order to address the attitudes and environment and not just individual cases as they occur. It is essential to create a system that can bring complaints safely from where they occur to the point of investigation and address stigma.
3. Developing strong partnerships is essential in building a network of resources, information and best practice to prevent and respond to SEA. The network should also work towards developing mechanisms that ensure appropriate support is provided to reporters and others involved.
4. UNHCR should strengthen the sectors knowledge of their response system and enhance partnerships with NGOs to support the training of focal points that can work to prevent and respond to SEA in the field.

## Update on the IDP Operational review and UNHCR's new IDP policy

The Operational Review of UNHCR's Engagement with Internal Displacement reaffirms UNHCR's commitment to IDPs. Protection is highlighted as central to guiding the reforms and foundation changes that are required in working across the displacement continuum. UNHCR's new IDP policy aims to address the displacement cycle from preparedness through to solutions. This includes addressing state enablers such as programming, budgetary requirements and workforce management to allow a more predictable and automatic engagement of the state in situations of internal displacement.

UNHCR aims to strengthen its preparedness and early engagement in new or evolving internal displacement situations. For example, UNHCR will aim to position itself at the early stages of displacement for interagency response in the areas of protection and shelter and take a lead in building a comprehensive approach to solutions. UNHCR also aims to take the learning from the CRRF process and the partnership with the World Bank and allow the lessons learned to inform response and solutions. Additional to updates in IDP policy, UNHCR acknowledges that quality data and information management is a key enabler for IDP protection. Therefore, UNHCR is developing a population data management package as part of the collective effort to ensure availability of quality IDP data.

### ► Recommendations

1. A community-based approach will be core to UNHCR's engagement in internal displacement situations.
2. UNHCR should continue to build on their expertise from refugee situations and apply learning to internal displacement operations. This includes enhancing data and evidence that analyses operational responses.
3. Ensure that 'protection' is central to all reforms in IDP policy and response in addressing the needs of refugees, returnees and IDPs.

## Protecting people displaced in the context of climate change and disasters

Displacement due to climate change is seen to be predominantly occurring within borders, with relatively little movement across. Those who are moving across borders may be eligible for refugee status under international conventions or regional instruments, especially those who have been forced to move in a context where conflict/violence and climate change/disaster interact. The ability to return is not a solution in many circumstances and therefore those who are displaced are in need of protection.

Displacement as a result of disasters is largely predictable. Where there is a slow onset of events, there are opportunities to plan, prevent and reduce the impact on communities. For example, in Bangladesh, it is

estimated that one in two Rohingya refugees are at risk of disaster displacement as a result of landslides and floods during the rainy season. Building community resilience, developing contingency planning and disaster risk reduction strategies, and strengthening cooperation of all actors can contribute to preventing, as well as responding to climate change and disaster displacement. Strengthening understanding of displacement as a result of climate change is also necessary in order to enhance advocacy and response to disasters.

### ► Recommendations

1. Collaborative local, regional and global initiatives are essential in disaster responses; however, there is a need to identify existing mechanisms and good practices in order to scale up preparedness and response.
2. Continued effort to enhance partnerships is necessary, especially in areas where displacement is occurring. Strong partnerships can then lead to an increase in research and data on both internal and cross-border displacement in the context of disasters and climate change.
3. Data and information are needed to develop a better understanding of climate change displacement and support programming, solutions and advocacy initiatives.
4. Mainstreaming the issues of displacement as a result of climate change in national and international frameworks is essential. For example, disaster risk reduction and resilience should be built into humanitarian programming and policy, as well as in the Global Compacts, United Nations Framework Convention on Climate Change (UNFCCC), Sendai Framework for Disaster Risk Reduction, the Nansen Initiative Protection Agenda and the Sustainable Development Goals (SDGs) to ensure better action and advocacy.

## Faith-sensitivity in humanitarian response: Tools and partnership for inclusion

Considering faith identity in humanitarian responses is central to putting people first. This requires humanitarian actors to be faith-sensitive and engage with matters of faith identity. The term faith-sensitive, as opposed to faith-based ensures a focus on the faith, identity and dignity of people affected by conflict, disaster and displacement, rather than on a faith allegiance (or non-faith allegiance) of humanitarian organisations and agencies.

It was recognised that faith communities often have a critical role in a humanitarian response, and in working towards durable solutions for refugees, especially when other systems have been weakened. Inter-faith dialogue was seen as playing an important role in reconciliation and social cohesion during emergencies and in post-conflict interventions.

UNHCR welcomed the release of the manual '[A faith-sensitive approach in humanitarian response: guidance on mental health and psychosocial programming](#)' that was developed by Lutheran World Federation (LWF) and Islamic Relief Worldwide (IRW) in partnership with various organisations. This tool was developed to support humanitarian actors to better engage with persons of concern who are affiliated with faith. Strengthening partnerships with local faith actors and upholding the humanitarian principles of impartiality and neutrality are essential to do this well.

### ► Recommendations

1. Research on the role of faith-based groups in humanitarian work and examining best practice in faith-sensitive approaches is essential for learning and needs to be strengthened. Capturing local practices and case studies can help develop an evidence base for improving response. For example, in Dadaab, Kenya learning has been taken from the field where a faith-sensitive approach was implemented in existing mental health programs. Several case studies indicated the success of implementing the guidelines. Such learning should be shared to encourage the use of the manual.
2. Humanitarian actors should engage and partner with local faith communities as a key part of response, noting that they are often the first responders, and enjoy a special trust and that can help address people's needs.
3. Human rights and putting people first should be central in engaging with local faith communities.
4. All humanitarian actors regardless of their faith and ideology should include faith-sensitivity as part of a people-centred approach, putting people first and respecting a fundamental part of identity and dignity. On-going commitment and partnership are necessary in implementing a faith-sensitive approach.

# Closing Plenary

Reflections in the closing plenary centered on the unique opportunity that the UNHCR-NGO consultations bring, and the role they play in bringing to Geneva the voices of the displaced. As UNHCR embraces a whole-of-society approach and embarks on working with new partners, we were reminded of the need to ensure that quality dialogue is maintained between UNHCR and NGOs. As we enter the era of the global compact on refugees, it will become increasingly important for UNHCR and NGOs to consult regularly on operational and advocacy issues. New challenges are bound to emerge as implementation mechanisms and coordination structures, in line with the new approach, are fine-tuned. Strengthening the inclusion of refugees and refugee-led organisations will only enhance this work when we come together.

The representative from the UNHCR Global Youth Advisory Council shared this view, urging all stakeholders to look for space in policy making forums, advocacy and decision making processes for the voices of persons of concern.

Deputy High Commissioner for Refugees Kelly Clements brought the three-day annual UNHCR-NGO session to a formal close. It was stressed that while UNHCR had enjoyed a long-standing partnership with NGOs since the early 1950s, the New York Declaration had brought a historic opportunity to advance this partnership. It was pledged that UNHCR would further enhance the partnership in a strategic and coherent manner.





# General evaluation 2018 Annual Consultations with NGOs

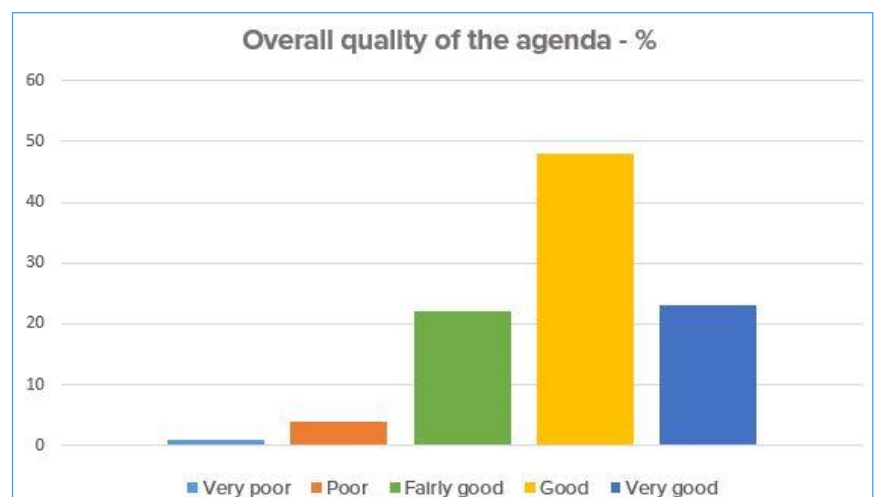
This annex summarizes the results of the evaluations participants were invited to complete at the end of the 2018 Annual Consultations. In order to reach as many people as possible, we offered participants to take either a paper-based survey during the Closing Plenary of the three-day meeting or an online survey that they could complete afterwards.

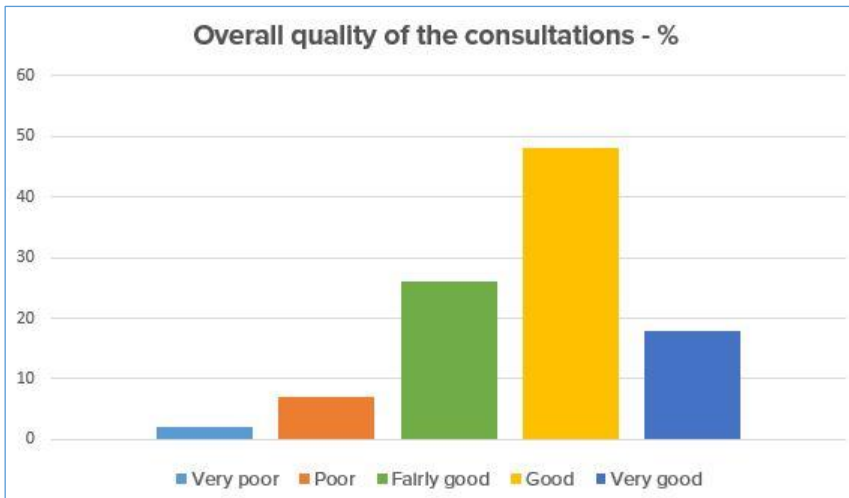
## About the respondents

About 20% of participants responded to the paper-based evaluation and a little over 23% of all participants took the online survey. Interestingly, 64% of respondents to the paper-based survey had never attended the Consultations, and through their feedback, offer a fresh look at the event. Respondents to the online survey rate their overall experience at the UNHCR Annual Consultations with NGOs as either good (46%) or very good (23%).

Participants judged the overall quality of the agenda as either good (48%) or very good (23%).

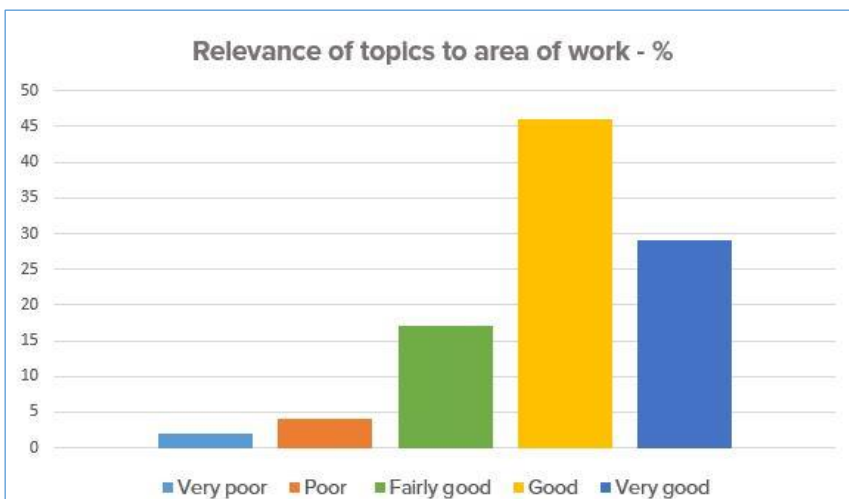
*Number of respondents – 99  
(paper-based survey)*





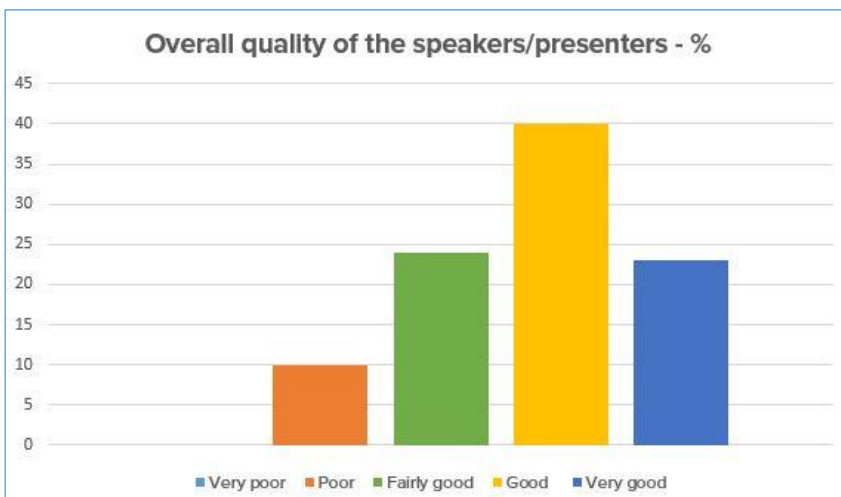
The majority of respondents evaluate the overall quality of the consultations as good (48%) or very good (18%)

*Number of respondents – 99 (paper-based survey)*



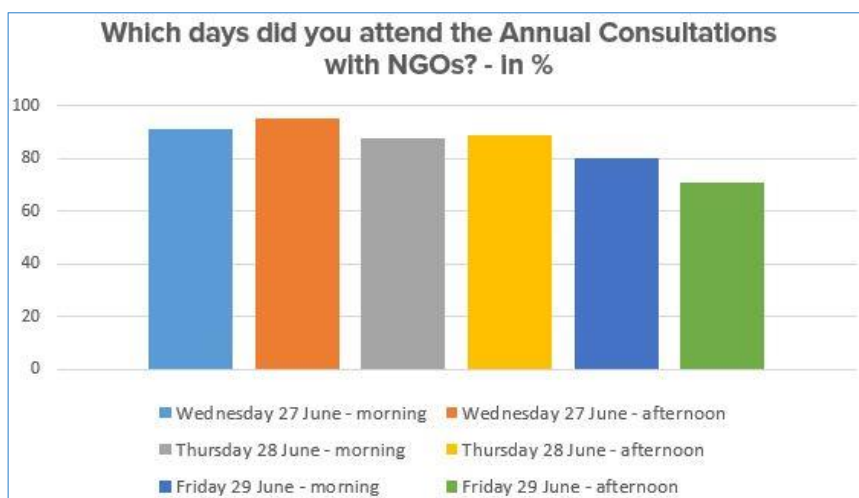
In the same line, the majority of respondents estimated that the relevance of the topics to their area of work was good (46%) or very good (29%).

*Number of respondents – 99 (paper-based survey)*



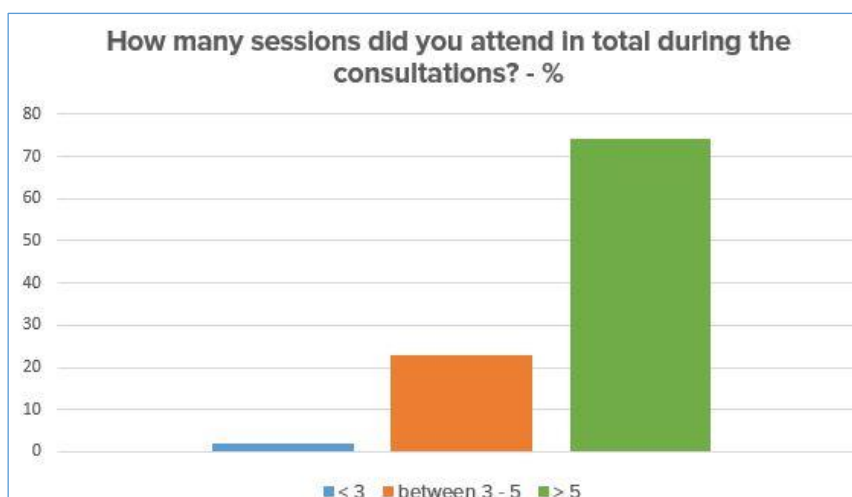
40% of respondents thought the speakers were good, 23% thought they were very good

*Number of respondents – 99 (paper-based survey)*



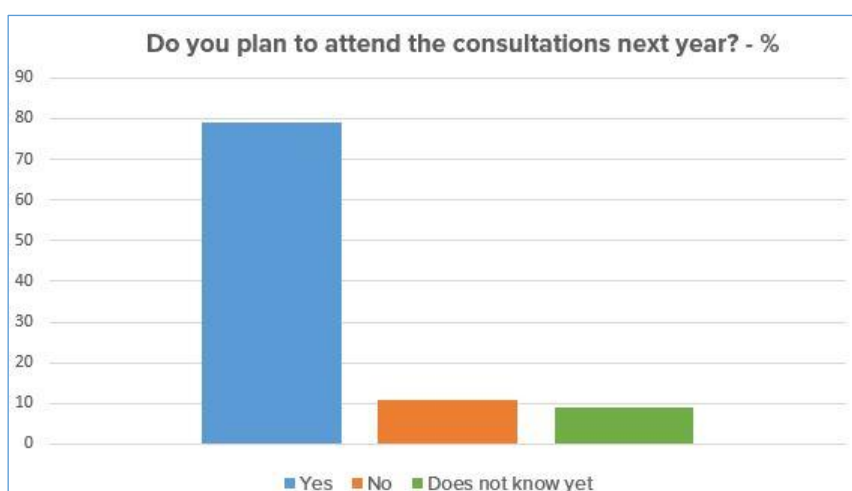
As usual, attendance was strong at the start (over 90% of the respondents attended sessions on the first day) and slowly decreased throughout the three days, making of the last day the least attended one. This could be explained by a very packed programme which creates some fatigue at the end of the week.

*Number of respondents – 116  
(online survey)*



A large majority of respondents (73%) indicated that they attended 5 sessions or more.

*Number of respondents – 99  
(paper-based survey)*



79% of respondents are planning to attend the Consultations next year, 11% are not planning to, 8% do not know yet.

*Number of respondents – 99  
(paper-based survey)*

*What did you like most about the Annual Consultations with NGOs?*

- Networking opportunities and information-sharing
- Exposure to different issues, opening new perspectives
- Possibility to interact directly with UNHCR officials
- Pigeonhole (opens the dialogue, helps structure the intervention, better quality of intervention)
- Sessions which allocated time for Q&A; all participants got the opportunity to talk
- Regional sessions (e.g. MENA session)
- Being in the same Forum with the HC and DHC
- Hard talks with AHC – O and AHC - P
- The overarching theme: “Putting People First”
- Workshops format of the 2<sup>nd</sup> day (and participatory methods such as working groups)
- Giving space to NNGOs and refugees to moderate and be speakers at the sessions
- New focus on refugee participation; voices of the Refugee Youth
- Great attention to IDPs
- Use of technology to enable refugees not present at the Consultations be part of it
- Constant online updates and arrangement of the rooms.

**Sessions favoured by the respondents to the online survey** are those that gave opportunities for Q&A, with a special mention for the [two discussions with the Assistant High Commissioners](#). Many other highlighted the [session on Partnership](#), where the practicality of topics discussed was valued.

The [Statelessness & CRRF session](#) was another highpoint: many respondents appreciated hearing the testimony of a former stateless person. Finally, respondents enjoyed participatory methods, and notably the [workshops](#) on the second day, with a special mention for the one on [self-reliance](#) and the one on [age, gender and diversity](#) which laid out practical action points.

*What did you like least about the Annual Consultations with NGOs?*

- Predominance of the English language
- Absence of translation in break-out groups and lack of interpretations during lunch breaks
- Poor knowledge and spoken skills of moderators
- No UNHCR staff as resource person in some of the session and workshop
- Some break-out groups were poorly planned and facilitated
- Too many “passive sessions” in which there was no interaction
- Sometimes discussions lack of practicality and focus
- Better involvement of NGOs in the definition of the program design and more dynamic engagement during the three days
- Would like to get a broader overview on UNHCR priorities, analysis on what the challenges are and how we should tackle them together
- Contents are not technical, they should be adapted to the professional audience
- Tough stance on registration

**The sessions that were the least appreciated** were the ones which were the least interactive and without any concrete takeaways. Participants appreciate the opportunity to share views and experiences and do not want to be lectured. Secondly, while many applauded the idea of using well-known journalists as moderators, some complained that the moderation was sometimes a bit brutal and not entirely conducive to a conversation.

NGOs value the opportunity to have a relaxed chat with the High Commissioner, Deputy High Commissioner and the Assistant High Commissioners and some felt that this format was not contributing to it. Finally, some NGOs have missed the purpose of the Innovation Award and felt that the session on Innovation came as an afterthought.

*What kind of topics (methodology) would you like to be included in future consultations?*

- Focusing on practical solutions in refugees hosting countries
- Perspective of Young Refugees; enhance their participation
- Progress on the Global Compact on Refugees and its impact on the country level
- Discussion/session on the Global Summit of Refugees
- Private sector involvement: success stories on refugees response
- Substantive conversation around budget and planning
- CRRF in practical operations
- More focus on refugee women
- Discussion on the role of different actors (donors, UNHCR, NGOs, local actors, refugees etc.)
- Discussion/session on management in emergency and regional responses
- Would be advisable to have topics like 1) UNHCR top priorities for that year 2) challenges and opportunities in specific regions/countries

*Suggestions for improvement?*

- Non-English speaking participants sometimes felt excluded due to the lack of interpretation in some session and lack of translation of all official documents
- Ensure a more diverse refugee participation
- Ask participants to send their questions to the High Commissioner in advance
- Split the regional sessions over the three days
- Have an online mechanism to share best practices of topics before the Consultations



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