

# CRRF GLOBAL DIGITAL PORTAL

## CONCEPT NOTE

[www.globalcrrf.org](http://www.globalcrrf.org)

### Context

In adopting the [New York Declaration on Refugees and Migrants](#) in September 2016, all 193 Member States of the United Nations committed to deliver more comprehensive, predictable and sustainable responses to address large-scale refugee movements. Since the Declaration was adopted, fifteen countries have started to roll-out the Comprehensive Refugee Response Framework (CRRF) laid out in Annex I of the text. As an increasing number of countries apply the CRRF, there is a greater need for information on how comprehensive responses are being rolled out at the global, regional, national and local levels.

Following the request by Member States in 2017 for a single platform to access all key information related to the CRRF, UNHCR facilitated the development of the CRRF Global Digital Portal with **the objective to create a global community of practice around comprehensive responses**. In responding to this request, the Portal is designed to be the primary repository of information on the CRRF and seeks to foster learning on the application of comprehensive responses across different contexts. The portal is referred to in the final version of the global compact on refugees<sup>1</sup>. *It can be accessed through the following link: [www.globalcrrf.org](http://www.globalcrrf.org)*

### What is the CRRF Global Digital Portal?

It is an open-source tool designed to support the multi-stakeholder approach of the CRRF. It enables all actors involved - or wanting to get involved - in comprehensive responses to access information on the application of the CRRF in different countries and regions.

Specifically, the Portal aims to:

- foster greater information-sharing on developments in the countries and regions where comprehensive responses are being applied;
- enhance coordination among actors; and
- encourage engagement of new actors by highlighting needs and potential entry points .

Some of the core functions of the Portal are to enable users to access and share **good practices** relating to comprehensive responses. To access good practices, [visit this page](#) ; to submit good practices, please use [this form](#). The **CRRF toolkit** is a resource for all different stakeholders to learn about and engage in the CRRF – can be found [here](#).

### What are the Portal's features?

**Homepage:** With the display of a world map featuring the countries applying the CRRF, the landing page provides a macro overview of the CRRF. It features the latest CRRF news (highlights), documents, global events and statistics. The “*Subscribe*” function allows users to receive updates in real-time changes via email.

**“Where is the CRRF being applied?”:** A drop-down menu offers direct access to dedicated pages for the countries or region where the CRRF is being applied. These pages are maintained by those involved in comprehensive responses in the countries themselves and are designed to be updated with information from NGOs, UN Agencies and partners. Each page provides summary information (country map and figures) and detailed information on the roll-out status, including context, strategies to deliver on comprehensive responses, an overview of challenges and operational and funding needs, partnerships, latest developments, documents linked to the pages (e.g. a research piece on refugee inclusion in national systems of Ethiopia can be found on the Ethiopia page), highlights (news) (e.g. highlight on new refugee law in Djibouti allowing

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<sup>1</sup> “A digital platform developed by UNHCR and accessible to all will enable the sharing of good practices, notably from an age, gender, disability, and diversity perspective, in the application of the different elements of the global compact”, Paragraph 6 of the Global Compact on Refugees, <http://www.unhcr.org/5b51fd587>

refugees to work) and events (e.g. Uganda Steering Committee meeting). A *\*Subscribe\** function allows users to receive updates via email as changes are being made to one or several selected country/region pages.

**Highlights:** The latest news, stories and announcements on CRRF developments at global, regional, national and local level are presented on this page. The two most recent highlights automatically appear on the homepage.

**Good practices:** The good practices can be filtered by country, actor and keyword. Anybody can submit good practices, even without having an account, using [this submission form](#) in the side menu. A document explaining what qualifies as good practice can be found [here](#) and is also accessible from the [submission form](#).

**Documents:** All documents related to the CRRF, filtered by country, document types (infographics, roadmaps, country updates, reports, etc.), language (currently there are documents available in English, French, Spanish, Arabic, Swahili, and Portuguese), and keywords can be accessed through the main documents page [here](#).

**Toolkit:** The CRRF toolkit complements the Documents section and is designed to provide different types of actors with documents and tools to support their engagement in comprehensive responses for. It features a *beginner's guide* on the CRRF, which can be useful guidance for actors involved in new or early applications of the CRRF, and contains more detailed materials for specific stakeholders. As a living page, the toolkit is constantly updated, informed and enriched by contributions of partners involved in the CRRF. It can be found [here](#).

## Who is it for?

The Portal is designed to foster a “whole-of-society” response to refugee situations. It can be used by all individuals, organisations or institutions involved or interested in the CRRF.

### ***The portal is particularly intended to be used by:***

- National and local authorities (host governments)
- Donor governments
- UN Agencies and other international organizations
- Humanitarian and development NGOs – local, national and international - working on the ground. NGO consortia and refugee-led organizations are particularly encouraged to contribute.
- Businesses and representatives from the private sector
- International financial institutions such as the World Bank and the African Development Bank
- Regional organizations such as IGAD, the Organisation of American States, and ECOWAS
- Civil society partners, including faith-based organizations and academia

## How is it used?

To regularly submit content any person or organisation involved in comprehensive responses can request a user account through the [contact us form](#). In one simple step, this will enable them to upload documents, events and highlights. A user account is not necessary for the submission of good practices; these can easily be submitted through the form [here](#). Should you wish to share a document, highlight or event without a user account, please send the content to [haupt@unhcr.org](mailto:haupt@unhcr.org) or [hqcr@unhcr.org](mailto:hqcr@unhcr.org)

## How is the Portal linked to the global compact on refugees?

The New York Declaration specifically requests UNHCR, in consultation with Member States and other relevant stakeholders, to develop and apply the CRRF with a view to inform the global compact on refugees<sup>2</sup>. Since

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<sup>2</sup> “We will work towards the adoption in 2018 of a global compact on refugees, based on the comprehensive refugee response framework and on the outcomes of the process described above”. Para 19 of the New York Declaration for Refugees and Migrants

2016, lessons from the application of the CRRF have informed the global compact on refugees, which was presented in the High Commissioner's report to the General Assembly in August 2018. By supporting the multi-stakeholder approach of the CRRF and encouraging a multiplicity of actors to share information and coordinate their activities, the Portal has contributed to the implementation of the CRRF. The global compact will consist of the CRRF as agreed to in Annex I of the New York Declaration, and a programme of action to facilitate its application across the globe. Open-sourced information will continue to be the key resource tool for the implementation of comprehensive responses and the global compact on refugees. Furthermore, the development of a CRRF good practices database is a concrete deliverable from the thematic and formal consultations on the global compact on refugees held in 2017 and 2018.

*For more information, questions and feedback, please contact Ms Pauline Haupt, [haupt@unhcr.org](mailto:haupt@unhcr.org) or [hqcr@unhcr.org](mailto:hqcr@unhcr.org)*

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