

TOOL 9

PSEA/SH MAPPING SURVEY

<https://enketo.unhcr.org/x/#sfoZlv2u>



NOTE

This survey can be used as an online survey (e.g. survey monkey) or through a questionnaire format, depending on how many offices, or personnel, it aims to cover. It should be compiled by the most relevant and appropriate representative, manager or PSEA Focal Points of the agency in consultation with relevant colleagues for specific areas of enquiry.

The objective of this survey can be used to update information and map-out the current measures that are in operation to prevent and respond to Sexual Exploitation and Abuse (SEA) against concerned populations, and Sexual Harassment (SH) in the workplace. The information gathered from the results of the survey can be used to support the development of an agency's systems and regional, country and operational community-based complaint mechanisms, and inter-agency and cross-border referral mechanisms in the Americas region.

Please take into consideration when completing this survey, the activities of your agency, office and partners you work with in your area of operation and programmes.

1. Please insert the name of the office

2. Please enter the name of staff member completing survey information for your office

3. Please select the coordination groups that the office is a member of at the national level?

- Regional Interagency Coordination Platform for Refugees and Migrants
- PSEA Focal Point Network
- Regional Safe Spaces Network
- Protection Working Group
- Sexual and Gender-based violence sub-working group
- Child protection sub-working group
- Inter-Sector Working Group
- UNDGLAC: Gender Group
- UNDGLAC: Protection
- UNDGLAC: Youth
- UNDGLAC: SGDs
- Other, *please indicate.*

4. How many partners do you work with in your area of operation?

- 0-5 6-10 10+

List name of partners

* (Following Points I – IV are based on the IASC PSEA Pillars and SOPs AND the UNHCR Emergency Handbook on PSEA)

I. MANAGEMENT AND COORDINATION
Effective policy development and implementation
5. Have all staff been given a copy of the Secretary-General's Bulletin, especially new staff appointed in emergencies?
<input type="checkbox"/> YES <input type="checkbox"/> NO
6. Have all staff been given a copy of the IASC Six Core Principles related to PSEA/SH?
<input type="checkbox"/> YES <input type="checkbox"/> NO
7. Has any communication / refresher information / reaffirmation of your agency's Code of Conduct and PSEA / SH commitments been given to staff within the past year
<input type="checkbox"/> YES <input type="checkbox"/> NO
8. Have staff received any training on PSEA and SH in your office in the past year?
<input type="checkbox"/> YES <input type="checkbox"/> NO
9. Has your agency's relevant policies i.e. Policy on Discrimination, Harassment, Sexual Harassment and Abuse of Authority been disseminated to all staff?
<input type="checkbox"/> YES <input type="checkbox"/> NO
Cooperative Arrangements
10. Is your Code of Conduct, including PSEA / SH, written into all implementing/cooperative partner agreements?
<input type="checkbox"/> YES <input type="checkbox"/> NO
11. Are all partners made aware of your agency's commitments to PSEA/SH?
<input type="checkbox"/> YES <input type="checkbox"/> NO
12. When selecting suppliers/vendors does your agency ask for information on the standards of behaviour/conduct it expects from its personnel?
<input type="checkbox"/> YES <input type="checkbox"/> NO
13. When contracting suppliers/vendors in your operation is PSEA / SH included in contracts?
<input type="checkbox"/> YES <input type="checkbox"/> NO
A dedicated department/focal point is committed to PSEA among personnel
14. Does your office currently have an appointed PSEA Focal Point and Alternate?
<input type="checkbox"/> YES (<i>Names, title, email address, phone number</i>)
<input type="checkbox"/> NO
15. Do partners in your area of operation have PSEA Focal Points?
<input type="checkbox"/> YES <input type="checkbox"/> NO
16. Does your office have a PSEA action plan in place?
<input type="checkbox"/> YES <input type="checkbox"/> NO

17. Has the PSEA Focal Point, or an alternative staff member, conducted any PSEA / SH awareness-raising sessions with:

- Staff
- Partners
- Communities / concerned populations
- Government counterparts
- None

18. Has your office provided support to partners on establishing PSEA systems:

- Training on PSEA
- Training on setting up community-based complaint mechanisms
- Any other *please specify*

19. What specific challenges to establishing PSEA systems does your office have?

20. What specific challenges to establishing PSEA systems do partners have?

21. Have SEA / SH risks been analysed in your area of operation and activities?

- YES
- NO

II. ENGAGEMENT WITH AND SUPPORT OF LOCAL COMMUNITY POPULATION

Effective and comprehensive communication from head office to field offices on expectations regarding raising awareness on PSEA with concerned populations

22. Have any communication or awareness raising campaigns for concerned populations/ communities on PSEA been implemented in your area of operation (by you or partners)?

- YES (*please provide details*)
- NO

Effective community-based complaint mechanisms

23. Are complaint mechanisms available to concerned populations and communities in your operations / programmes?

- YES
- NO
- To some degree

24. Are these mechanisms functioning systematically?

- YES
- NO
- To some degree

25. What key challenges are faced in your operations to setting-up community -based complaint mechanisms?

26. Are the complaint mechanisms coordinated between your agency and other service providers, partners in your programme and operational area?

- YES *(please provide details)*
- NO *(please give reasons why)*

27. Are the complaint-mechanisms developed and implemented in consultation with concerned populations and communities?

- YES NO

28. Which of the complaint mechanisms below are operational in your programme and operational area?

- Programmatic/operational complaint mechanism
- SEA & misconduct complaint mechanism
- Integrated SEA/programmatic/operation related complaint mechanism
- Other, *please specify*

29. In which offices (head, field, sub offices) do you implement complaint mechanisms to receive programmatic/operational complaints?

30. Which of the below tools do you use to receive programmatic/operational complaints?

- Complaint box
- Hotline
- E-mail
- Community Volunteers/Focal Points
- Community Gatherings/Meetings with the community
- Protection monitoring
- Outreach
- Other, *please specify*

31. How do you provide feedback to concerned populations / communities on **programmatic/operational** complaints?

a. After processing the complaint in accordance to internal procedures:

- By phone
- By e-mail
- Individual counselling
- Through Community Volunteers/Focal Points
- Through Community Gatherings/meetings with the community
- During protection monitoring
- During outreach
- Other, *please specify*

b. On the spot:

- By phone
- By e-mail
- Individual counselling
- Through Community Volunteers/Focal Points
- Through Community Gatherings/meetings with the community
- During protection monitoring
- During outreach
- Other, *please specify*

32. In which field offices do you implement complaint mechanisms to receive SEA/misconduct?

33. Which of the below tools are used to receive SEA/misconduct complaints?

- Complaint box
- Hotline
- E-mail
- Community Volunteers/Focal Points
- Community Gatherings/Meetings with the community
- Protection monitoring
- Outreach
- Other, *please specify*

34. How do you provide feedback to concerned populations/communities on programmatic/operational complaints?

a. After processing the complaint in accordance to internal procedures:

- By phone
- By e-mail
- Individual counselling
- Through Community Volunteers/Focal Points
- Through Community Gatherings/meetings with the community
- During protection monitoring
- During outreach
- Other, *please specify*

b. On the spot:

- By phone
- By e-mail
- Individual counselling
- Through Community Volunteers/Focal Points
- Through Community Gatherings/meetings with the community
- During protection monitoring
- During outreach
- Other, *please specify*

35. Which methods are most used by concerned populations/communities to make programmatic/operational complaints?

36. Which methods are most used by concerned populations/communities to make SEA/misconduct complaints?

III. PREVENTION

Effective recruitment and performance management

37. Does your agency and office have appropriate recruitment and performance management systems in place to prevent SEA/SH?

YES NO

38. Does your agency have a Whistle Blowing policy, Sexual Harassment Policy and Grievance procedures in place?

YES
 NO, *describe gaps*

IV. RESPONSE

Internal complaints and investigation procedures are in place

39. Are all staff in your office/operation clear on mandatory reporting requirements, how to report incidents and what to expect?

YES
 NO, *please explain what is required?*

40. Are staff informed about how they can address grievances within the agency?

YES NO

41. Are there inter-agency complaint referral mechanisms being implemented for SEA/misconduct complaints?

YES NO

42. Do partners have programmatic/operational complaint-referrals investigation mechanisms?

YES *(please give examples)*

NO

43. Do partners have SEA/misconduct complaint-referrals investigation mechanisms?

YES *(please give examples)*

NO