



SUSTAINING RESULTS

A 9-month post-deployment impact assessment of the Senior Protection Officer (SGBV) in Mahama Camp, Rwanda

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EXECUTIVE SUMMARY

UNHCR deployed a Senior Protection Officer (SPO) specialized in Sexual and Gender-Based Violence (SGBV) to Mahama camp in Rwanda between March and December 2016, under the U.S. funded [Safe from the Start](#) initiative. In January 2018, the UNHCR's Division of International Protection performed an end line assessment of the actions put in place during the deployment, and a sustainability assessment to evaluate the progress made since the end of the deployment.

Measured against 46 essential actions deemed most effective in preventing, mitigating and responding to SGBV, the Mahama Camp operation has been successful in advancing 39 out of these, bringing 83% of essential actions to full operational level by the end of the deployment and sustaining the same percentage of actions since the end of the deployment. The assessment shows that SGBV activities implemented and in progress in Mahama camp are comprehensive and sustainable. The deployment of an SPO to the operation has been effective in increasing the availability of services and activities related to the prevention, mitigation and response to SGBV from 30% to 80%, and more than doubled the effectiveness of actions required to ensure the protection of persons of concern (POCs), progress which has been sustained further since by UNHCR Kirehe and partners in Mahama Camp. There was no regression shown on any indicators.

Out of seven thematic areas assessed, coordination and reporting improved the most during the deployment and community-based protection and livelihoods achieved the greatest progress post-deployment. Creative efforts at rolling out community awareness campaigns are estimated to have reached approximately 71% of the camp's population.

Key to the success in Mahama camp has been the engagement and interest by the refugee community to engage in activities and initiate action against SGBV, and the strong commitment and thorough work by local colleagues, in close and well-functioning cooperation with UNHCR partners, throughout the deployment and since.

This report summarizes the progress made during the SPO deployment and the sustainability of actions put in place during the 13 months since its finalization. It highlights best practices which may be replicable in other operations. These include 1) awareness raising campaigns, 2) the creation of a Women & Girls dedicated multipurpose center, 3) close partnership and coordination with humanitarian partners, the Rwandan government and authorities, and 4) dedicated efforts at capacity building of UNHCR staff and partners.

The high progress and sustainability rate achieved in the Mahama camp operation indicate the relevance and effectiveness of the Senior Protection Officer (SGBV) deployments in UNHCR's continued efforts at preventing, mitigation and responding to SGBV in emergencies.



INTRODUCTION

Mahama camp, located in the Eastern Province of Rwanda, was established in April 2015 to host Burundian refugees, and is the largest and newest of Rwanda's six refugee camps, divided into Mahama I and Mahama II, spanning over 100 hectares and hosting 56,206 refugees at the end of 2017, 49.2% of which are female, 50.8% male and 52.8% children. The camp continues to receive some 500 refugees per month.

In 2016, under the US funded project Safe from the Start, a Senior Protection Officer (SPO) specialized in Sexual and Gender-Based Violence (SGBV) was deployed to [Mahama Camp](#). The SPO was stationed at the UNHCR's field office in Kirehe outside Mahama camp for 6 months with the task of establishing, encouraging and monitoring activities related to the prevention, mitigation and response to SGBV. In order to allow time to consolidate the actions put in place, the assignment was extended for an additional 3 months.

During the assignment, the UNHCR, under the guidance of the Senior Protection Officer, in close cooperation with partners, was tasked with setting in place, incentivizing and/or advancing on 48 essential actions (46 of which were relevant to Mahama Camp) *across sectors that "when fully implemented, are deemed most effective at preventing and responding to SGBV during humanitarian emergencies"* (based on existing evidence from the humanitarian community).¹

In January 2018, an assessment team travelled to Kirehe and Mahama camp with the twofold purpose of a) performing an end line assessment of the progress achieved during the deployment, and b) evaluating the progress continued by the field office, partners and communities of the camp since the departure of the SPO.

The results have been developed with the help of a Monitoring and Evaluation framework developed by the Division of International Protection at UNHCR, which assesses progress

¹ See the *UNHCR Evaluative Review of 2014-16 Senior Protection Officer (SGBV) Deployments* for more information.



on two fronts: *efficiency (the extent to which each essential action has been put in place) and coverage (the proportion of persons of concern impacted by the essential action)*², in the following thematic areas: 1) individual safety and security, 2) child protection and education, 3) community-based protection and livelihoods, 4) health, 5) shelter, wash, food and non-food items (NFIs), 6) capacity building, and 7) coordination and reporting. The sustainability assessment rated each essential risk-mitigating action according to whether it has 1) progressed since end line, 2) maintained results achieved at end line, and 3) regressed since end line.

As part of the assessment, the mission team met with senior representatives and staff in the Rwanda operation, key implementing partners, government representatives, local police and migration authorities, and several groups of the refugee community at Mahama Camp (teenage mothers, unaccompanied minors, the elderly, an activist group against SGBV and two women's cooperatives).

BOX 1: HIGHLIGHTS ON IMPACT SINCE SPO DEPLOYMENT

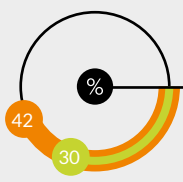
- ➔ Community awareness campaigns conducted by UNHCR are estimated to have reached approximately 71% of the camp's population.
- ➔ Awareness campaigns on SGBV initiated by the refugee community held on a weekly basis.
- ➔ A Women & Girls Opportunity Centre was built under the guidance of the SPO and is today a fully functional multi-purpose installation hosting among others SGBV case management services, women's handicrafts and sewing groups, support groups for teenage mothers, and male role model groups which respond to cases of SGBV and train men in behavioral change.
- ➔ Standard Operating procedures signed with key humanitarian partners, authorities and the Rwandan government and weekly coordination meetings with key partners are in place.
- ➔ Safe access to sex-separated toilets and latrines, safe access to water, domestic fuel and nighttime lighting is in place.

² See the UNHCR Evaluative Review of 2014-16 Senior Protection Officer (SGBV) Deployments for more information.

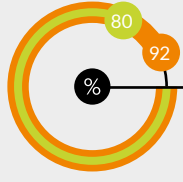


OVERALL RESULTS

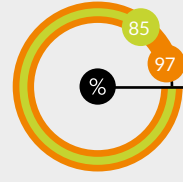
PROGRESS
COVERAGE
EFFICIENCY



AT BASELINE



AT ENDLINE




SUSTAINABILITY

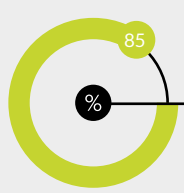
The assessment shows the operation has been successful in advancing 39 out of 46 essential actions to prevent, mitigate and/or respond to SGBV. 83% of essential actions were brought to full operational level by the end of the deployment and the same percentage of actions has since been sustained.

Essential actions have been measured on a scale from 0-100% where 0% indicates that an

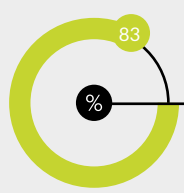
essential action has not been set in place and 100% indicates that the action has been made fully operational.

The assessment shows that SGBV activities implemented and in progress in Mahama camp are comprehensive and sustainable. The deployment of an SPO to the operation has been effective in increasing the availability of services and activities related to the prevention,

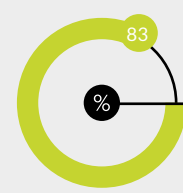

and GIRLS Opportunity Center
Inauguration Ceremony, 9th March 2017
 Occasion of International Women's day
 and Girls / Twongerera ubushobozi Abagore n'Abakobwa
Mahama Refugee Camp
 Funded by the People of US



Operation succeeded in advancing 39 essential actions



38 essential actions reached full operational ability



38 essential actions have been sustained

mitigation and response to SGBV from 30% to 80%, and more than doubled the effectiveness of actions required to ensure the protection of persons of concern (POCs). UNHCR Kirehe and partners in Mahama Camp have since sustained and further improved services and activities by another five percent. There was no regression shown on any indicators.

Outlined below is progress made in each respective thematic area.

The assessment shows UNHCR Mahama more than tripled SGBV focused actions related to individual safety and security during the SPO deployment and have since sustained this progress.



INDIVIDUAL SAFETY & SECURITY

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT



SAFE ACCESS

Under the guidance of the SPO, a safety audit assessment was conducted in coordination with all sector partners, local authorities and the government counterpart MIDIMAR. This revealed issues such as lack of privacy in toilets and wash rooms, which was addressed by marking toilets and latrines with gendered signs, ensuring these had adequate locks, and installing solar panel run lighting around the facilities for safety. The local Paysannat school was provided with a fence surrounding the school grounds to ensure a safe school environment, and a safe room for girls in the school was renovated and equipped to comply with Standard Operating Procedures for Girl friendly spaces. The community's safe house for SGBV survivors was also fenced off and linked up with Protection partners' office, to ensure the privacy and dignity of attending survivors, in compliance with guidelines for the operation of a Safe House, also drafted under the guidance of the SPO. The safety audit assessment also incentivized UNHCR and partners to set in place more water facilities to shorten the distance the community had to walk to access water. Today Mahama

camp has 699 water points located strategically for easy access throughout the camp.

STANDARD OPERATING PROCEDURES AND REFERRAL PATHWAYS

The SPO also helped put in place Standard Operating Procedures (SOPs) on SGBV, consulted and signed with all partners, police, immigration and the government counterpart MIDIMAR. As part of the SOP, a referral pathway for safety and security, medical, psychosocial and legal reporting was put together, translated into the local language and distributed widely to all sectors of the camp, through the use of leaflets. By the end of the deployment, these referral pathways were fully operational and are today commonly quoted and used by the refugee community to report or encourage other refugees to report incidents of SGBV. In addition, under the technical guidance of the SPO an Alternative Care SOP was finalized, which supported Family Tracing and reunification as well as fostering of unaccompanied and separated children.

ESSENTIAL ACTIONS

➤ ENSURE FEMALE PERSONS OF CONCERN (POC) RECEIVE INDIVIDUAL REGISTRATION DOCUMENTS

- ✓ Registration is done on an individual basis in Mahama Camp

➤ ENSURE AN OVERALL PROTECTION ASSESSMENT IS CONDUCTED BY UNHCR / PARTNERS

- ✓ UNHCR and partners conducted protection assessment and SPO made several recommendations related to coordination that were implemented

➤ ENSURE SGBV SAFETY AUDIT IS CONDUCTED

- ✓ The SPO coordinated a safety audit assessment with all partners and put in place mitigation measures such as locks and gendered signs on latrine doors, solar lights around toilet facilities, more water points for shortened distance to water collection, fencing of school grounds and the safe house.

➤ ENSURE STANDARD OPERATING PROCEDURES (SOP) FOR SGBV REFERRAL IS IN PLACE

- ✓ SOPs were reviewed and signed with all partners, including government counterparts

➤ ESTABLISH SAFETY / SECURITY REFERRAL MECHANISM FOR SGBV SURVIVORS

- ✓ Made central to SOPs and advocated thoroughly within the camp

➤ ESTABLISH LEGAL REFERRAL MECHANISM FOR SGBV SURVIVORS

- ✓ Posters and leaflets on the referral pathway distributed to the refugee community, translated into the local language

➤ ENSURE SAFE SPACES FOR SGBV SURVIVORS ARE IN PLACE

- ✓ Safe house made to meet minimum criteria following advocacy of the SPO

➤ ENSURE INDIVIDUAL CASE MANAGEMENT SYSTEM IS IN PLACE FOR SGBV CASES

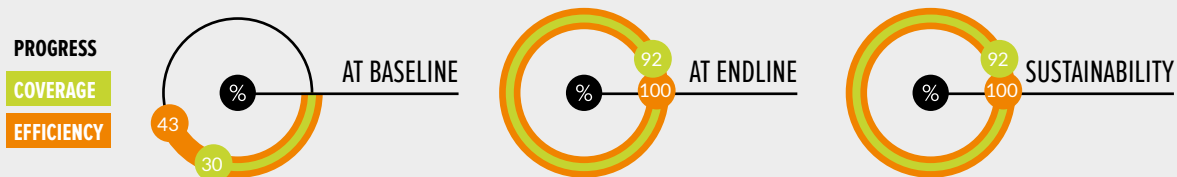
- ✓ SPO conducted training on case management and harmonization of tools in place. Regular meetings for coordination are in place today.

➤ ENSURE COMPLAINTS MECHANISM IS IN PLACE

- ✓ A complaints box and hotline were put in place during the deployment

➤ ENSURE PERSONS WITH DISABILITIES, LGBTI AND OLDER PERSONS OF CONCERN HAVE ACCESS TO APPROPRIATE SERVICES

- ✓ Access for vulnerable groups has been improved and use of services increased following extensive community outreach



INDIVIDUAL CASE MANAGEMENT AND TRACING SERVICES

Individual case management has been improved during the time period assessed. Through an effective partnership with Save the Children, UNHCR and protection partners at Mahama camp have continuously strengthened the

way new cases are registered and analyzed, benefitting from SGBV and Child Protection-related case management training. UNHCR meets on a weekly basis with partners to discuss cases, and work closely with community leaders, teachers, religious leaders and community mobilizers to identify and map SGBV risks.



CHILD PROTECTION & EDUCATION

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT

33% PROGRESSED

0% REGRESSED

66% MAINTAINED

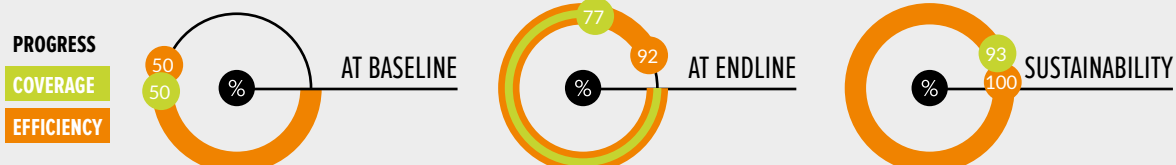
UNHCR's work on SGBV and CP is closely linked at Mahama Camp in partnership with partners such as American Refugee Committee, Save the Children and Plan International. Availability of services for the protection of children and efforts at equal access to education increased by 27% during the SPO deployment and almost doubled in efficiency. Mahama camp today has more than 13 child friendly spaces, a large school with nearly 200 classrooms, separate latrines for boys and girls, and SGBV considerations integrated into teacher codes of conduct. A play park is also under construction, funded by UNICEF and the Japanese government, as well as a public library, courtesy of Save the Children and the UK Department for International Development (DFID), to increase learning in safe spaces for children, adolescents as well as adults.

Gender parity in schools has improved since the deployment of the SPO following awareness campaigns but teenage pregnancies and high school dropout rates for girls remain an issue. During the deployment of the SPO, the number of neglected and abandoned children was found to be high. A review revealed that a large number of children were left unattended by their families, but could after sensitization campaigns of protection and positive parenting be reunited with their families. A standing panel on BID has been established but there is still need for guidelines and training of partners.



ESSENTIAL ACTIONS

- ➔ **ENSURE CHILDREN HAVE SAFE ACCESS TO COMMUNITY SPACES TO PLAY, SOCIALIZE, LEARN (CHILD-FRIENDLY SPACES - CFS)**
 - ✓ Mahama Camp today has 13 child friendly spaces
- ➔ **ENSURE SAFE ACCESS TO SEPARATE LATRINES FOR BOYS AND GIRLS IN SCHOOLS**
 - ✓ The community and local school have separate latrines for boys and girls
- ➔ **ENSURE TRACING SERVICES FOR CHILDREN / FAMILIES ARE IN PLACE**
 - ✓ Services were reviewed and strengthened during the deployment, resulting in family reunifications and care for unaccompanied children
- ➔ **ENSURE BID IS INITIATED OR COMPLETED FOR UASC AT RISK OF SGBV**
 - ✓ SPO set in place systematic structures for BIA procedures, BID trainings, and a standing panel on BID still fully operational
- ➔ **ENSURE GENDER PARITY AMONG CHILDREN ATTENDING SCHOOLS**
 - ✓ Awareness campaign in the community has resulted in improved gender parity in the local school
- ➔ **ENSURE SGBV IS INTEGRATED IN TEACHER CODES OF CONDUCT**
 - ✓ SGBV considerations have been integrated into teacher codes of conduct and signed by all teachers and partners





COMMUNITY-BASED PROTECTION & LIVELIHOODS

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT



Engagement of the community and specific community groups, as well as creation of livelihood opportunities throughout Mahama Camp is estimated to have improved by more than 20% during the SPO deployment and UNHCR colleagues have since further improved actions in this area.

THE WOMEN & GIRLS OPPORTUNITY CENTER

Of significant importance and pride to Mahama Camp is the *Women and Girl's Opportunity Center*, initiated and built under the Safe from the Start deployment. Today home to 10 active community groups, including 3 women cooperative

livelihood groups, activist groups against SGBV, groups for unaccompanied minors receiving guidance and care from partners, and support groups for teenage mothers (ages 15-18), the center has become a safe haven and place of individual growth for many Burundian refugees. Since its launch in February 2017 when it was inaugurated by UNHCR, Rwandan government ministers, officials and diplomats, the center benefits over 1,300 women and girls every month, among them survivors of SGBV, women at risk of SGBV and victims of torture who have sought refuge and support in various community groups. Women and girls interviewed expressed their gratitude towards the center and the Safe from the Start project for enabling them a space to gather and talk undisturbed in privacy. They



report that coming together and forming groups has given them a psychosocial support system where they can share and receive support from people who have been, or are going through, similar experiences. As such, the center is enabling indirect group counselling in addition to individual and group counselling sessions offered by UNHCR and partners.

The impact and relevance of the Mahama 'Women and Girls Opportunity centre' has triggered the replication of more centers in the Congolose camps in the Rwanda operation.

ENGAGEMENT OF MEN AND BOYS AGAINST SGBV

In accordance with Safe from the Start objectives to promote the involvement of men and boys into SGBV prevention, continuous sensitization campaigns aimed at this population group have been rolled out throughout the deployment of the SPO and after. This has resulted in groups such as *Abazimyamuriro* ('the Firefighters'),

an activist group composed of couples from homes that were facing domestic violence (men and women) who were brought together in sensitization training, and encouraged to help identify and prevent domestic violence in the community. The group today consists of four groups comprising of a total of 215 members, where male comprise 30% of the membership. The groups meet regularly to hold support sessions and also go village by village to sensitize and talk directly to perpetrators of domestic violence and their families. The groups also conduct sensitization sessions with villages on the prevention and response to forms of SGBV other than domestic violence, encouraging the use of the referral pathways for reporting and assistance.

“ Before I was a fire-maker,
today I am a firefighter”

Member of the GBV male activist group
Abazimyamuriro ('Firefighters')



Male members recount how through the sensitization training provided they came to appreciate the work women do in their households and how they could themselves be of help. As a result, the men interviewed report how today they help with cooking, cleaning and washing and see how conflict within their households has reduced or ceased. They also expressed interest in learning new skills, including cooking and tailoring to be able to help more in the household, as to also allow women to engage in livelihood activities and community activities. The men have become role models in the community and been awarded during international events such as International Women's Day and the 16 Days of Activism Campaign, spurring further support from the community.

The initiative is growing as more members are continuously recruited and trained in behavioral change to promote actions against SGBV. As UNHCR changes main implementing SGBV partner in April 2018 to work more closely with the American Refugee Committee (ARC), who uses the methodology SASA!, based on the theory of power balance between men

and women and the engagement of men in SGBV prevention, there are also good chances for initiatives such as this to be enforced and replicated.

COMMUNITY ACTION AGAINST SGBV

The promotion of action against SGBV in Mahama Camp is today a regular and sustainable practice, fully endorsed and partially run by refugees themselves. During the deployment of the SPO, awareness campaigns were strengthened and multiplied, to include tailored awareness raising materials and targeted outreach to cover all sectors of the camp. Of instrumental impact was the introduction and implementation of a 'Protection Mobile clinic', whereby UNHCR, protection partners, government and immigration authorities, in close collaboration with local leaders come together to promote SGBV prevention and response messages in the community, spreading awareness around SGBV, child protection, and HIV/AIDS. These have become regular events, conducted on a weekly basis in different villages across the camp, estimated to have reached

some 30,000 refugees in 2017. They are complemented by billboards set up in the camp with different awareness messages including, ‘No sex for help, no help for sex’, discouraging negative coping mechanisms and SGBV.

“ Each of us have a vision”

Joy (fictional name), a teenage mother, tells the story of how she used to buy cassava at the Tanzanian border and make flour out of it to sell on the market, earning her enough to buy an electric shaving machine with which she started her own hairdressing business. Today she is able to provide for herself and her baby.

The SPO advocated for Community Policing during her deployment and subsequently, community-based watch groups were introduced recently by the local police and government counterpart MIDIMAR, in cooperation with UNHCR and partners. As the program rolls out, 70 members, of which 10 are women, will help to prevent violence and report crimes of SGBV within the camp.

The inclusion of women in refugee management and leadership committees remains an area for improvement at Mahama camp and plans in 2018 include involving more women in the management of the Opportunity Center, to be part of the decision making and organization of new and existing activities. The selling of products produced by the women’s cooperative is also an ongoing challenge, owing to the market value of products being higher than what the community in the camp can afford to pay, however solutions such as accessing markets outside of the camp are being tested.

ESSENTIAL ACTIONS

➔ PROMOTE AWARENESS CAMPAIGNS ABOUT AVAILABLE SGBV SERVICES

✓ Awareness campaigns strengthened and multiplied during the deployment and are today regular, fully endorsed and partially run by refugees themselves.

➔ PROMOTE COMMUNITY-BASED WATCH GROUPS

✓ Community-based watch groups have been introduced by the local police and government counterpart, in cooperation with UNHCR and partners

➔ PROMOTE INVOLVEMENT OF BOYS AND MEN IN SGBV PREVENTION

✓ Training of men and boys in behavioral change has resulted in 30 percent male engagement in support groups acting against domestic violence in the community

➔ PROMOTE SGBV SERVICES THAT ARE INCLUSIVE OF MALE SURVIVORS

✓ The UNHCR and partners are continuously working to improve services for male survivors and advocating against the culture of silence and stigma around male survivors

➔ PROMOTE COMMUNITY-BASED GROUPS THAT ADDRESS SGBV

✓ Community-based groups have been mobilized to identify and address cases of SGBV in the community

➔ ENSURE WOMEN COMPRISE 50% OF REFUGEE MANAGEMENT / LEADERSHIP COMMITTEE

✓ Women participation is at 30% as per Rwandan national law. UNHCR and partners are working to reach 50%

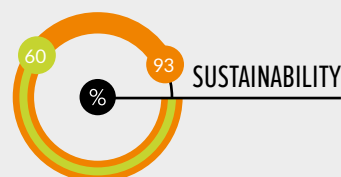
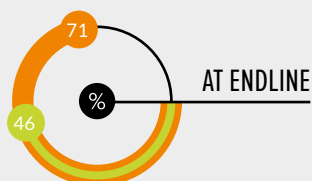
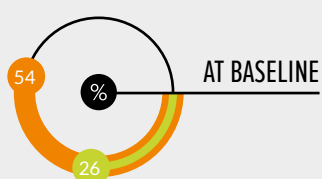
➔ ENSURE LIVELIHOOD / VOCATIONAL TRAINING PROGRAMS INCLUDE SGBV SURVIVORS

✓ The Women and Girl’s Opportunity Center, initiated and built under the deployment, benefits over 1300 women and girls every month, among them survivors of SGBV, engaged in various livelihood activities and vocational training programs at the center

PROGRESS

COVERAGE

EFFICIENCY





HEALTH

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT

0% PROGRESSED

0% REGRESSED

100% MAINTAINED

The assessment shows that availability and access to SGBV health related services increased threefold during the SPO deployment and efficiency of these services doubled, a progress which has been sustained since. The camp has two health centers, one managed by the ARC in Mahama 1 and the other by Save the Children in Mahama II, both providing all necessary services to survivors of SGBV, including Post-Exposure Prophylaxis (PEP) kits, emergency contraception, and clinical management of rape, Sexually Transmitted Disease (STD) prophylaxis, psychological support, and medical follow up after release. All medical staff have received SGBV training and staff are available at all times of the day to help survivors, including through the use of a hotline. Efforts at awareness campaigns quoting the referral pathways and

need for early reporting, as well as sensitization training of individuals from the community to help refer and urge reporting, has resulted in more cases being reported and fewer of these after the recommended deadline of 72 hours (to minimize the risk of infection and unwanted pregnancies). A referral pathway to Kirehe and Kigali hospitals has been put in place and there is a 'safe space' in Mahama I for SGBV survivors to turn to for emergency shelter. The health facilities are improving further with a maternity ward being expanded and surveys conducted to adapt services to the cultural preferences of Burundian refugees. 4 psychologists are available for support to survivors and systems are in place for victims to be able to come back for continuous support and medical follow up.

ESSENTIAL ACTIONS

➔ ESTABLISH MEDICAL AND PSYCHOSOCIAL REFERRAL MECHANISM FOR SGBV SURVIVORS

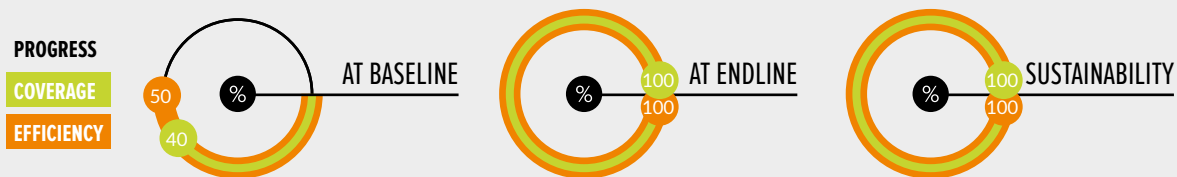
- ✓ Medical and psychosocial referral pathways widely advocated for and used by the community. 79 individuals sensitized and trained to help refer and urge reporting of SGBV cases. As a result, the number of cases reported after the crucial 72 hours has decreased; Health response to survivors includes 4 psychologists offering continuous follow up.

➔ ENSURE SGBV SURVIVORS HAVE ACCESS TO PEP, EMERGENCY CONTRACEPTION AND STD PROPHYLAXIS

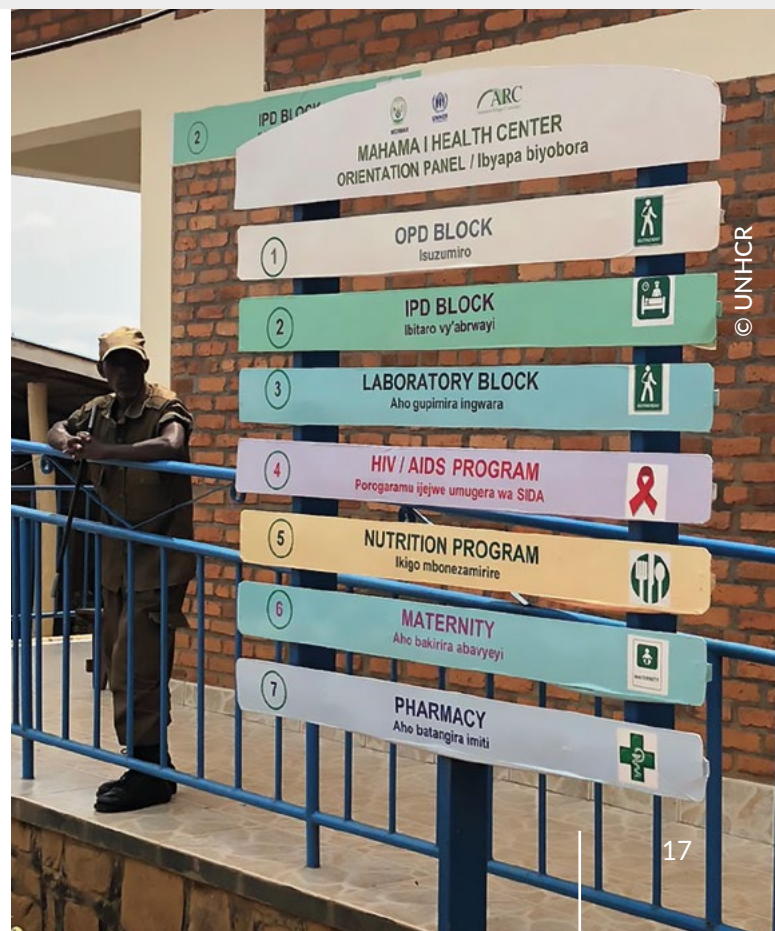
- ✓ Partnership established with the UNFPA for continuous provision of medical kits for SGBV survivors

➔ ENSURE SGBV PROTOCOL FOR CLINICAL MANAGEMENT OF RAPE IS USED

- ✓ UNHCR is working with partners to train medical staff on clinical case management



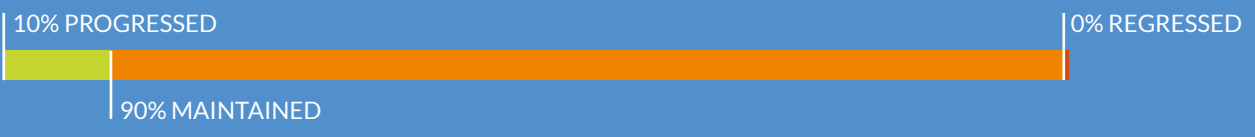
The assessment indicates services are inclusive of the LGBTI community and People living with disabilities (PWD) and although the number of reports from these groups has increased following successful awareness raising, challenges in access remain due to lack of disabled-friendly access and impairments in accessing facilities due to stigma. Services to male survivors of SGBV also remain a challenge as it is not universally recognized as necessary by all partners. UNHCR under the SPO and since have started discussions with health professionals and partners, and it remains a work in progress.





SHELTER, WASH, FOOD & NFIs

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT



Requirements for the Safe from the Start project, including safe shelter, safe access to sex-separated toilets and latrines, safe access to water, domestic fuel and nighttime lighting is in place. Availability and quality of these requirements almost doubled during the SPO deployment following guidance on risk mitigation, and have been improved further since. Supply of firewood for domestic fuel remains insufficient and the UNHCR is therefore

exploring options to provide the camp with briquettes as an alternative source of energy. Sanitary materials are distributed on a monthly basis together with logistics partner Adventist Development and Relief Agency (Adra), including around 40% women refugees in distribution management.

ESSENTIAL ACTIONS

➔ ENSURE SAFE SHELTER IS AVAILABLE

- ✓ Confidentiality and capacity of the safe shelter was improved

➔ ENSURE SAFE ACCESS TO SEX-SEPARATED LATRINES IS AVAILABLE

- ✓ Latrines and toilet facilities separated by sex and provided with adequate lighting following recommendations of the SPO

➔ ENSURE SAFE ACCESS TO WATER IS AVAILABLE

- ✓ A large water plant is in place and is currently being expanded. The camp has 699 water points at close range to allow safe and accessible collection of water.

➔ ENSURE SAFE ACCESS TO DOMESTIC FUEL / ENERGY IS AVAILABLE

- ✓ UNHCR working with government to supply firewood and cooking stoves. Use of briquettes and other alternative sources of energy being explored to facilitate access further.

➔ ENSURE ADEQUATE NIGHT-TIME LIGHTING IN COMMUNITY IS AVAILABLE

- ✓ Street lights provided throughout the camp. Use of solar panels to facilitate and sustain supply.

➔ ENSURE ADEQUATE PROVISION OF SANITARY MATERIALS

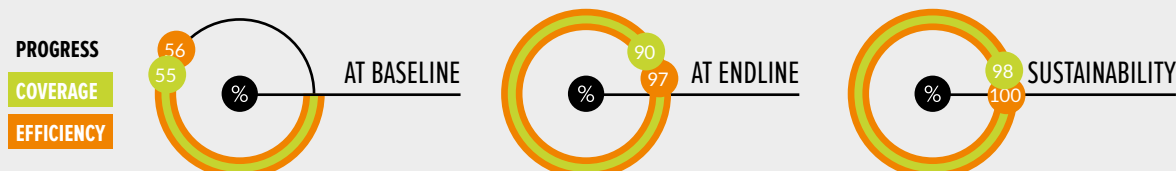
- ✓ Frequency of sanitary materials provided has been increased to meet the needs of the community

➔ ENSURE SAFE AND INCLUSIVE FOOD & NFI DISTRIBUTION IS AVAILABLE

- ✓ Food and NFIs is distributed monthly under safe and controlled conditions

➔ PROMOTE WOMEN'S PARTICIPATION IN MANAGEMENT AND DISTRIBUTION OF FOOD AND NFIS

- ✓ Women's participation in management of food distribution and NFIs has increased from 40% at baseline to 100% at sustainability assessment





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CAPACITY BUILDING

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT

0% PROGRESSED

0% REGRESSED

100% MAINTAINED

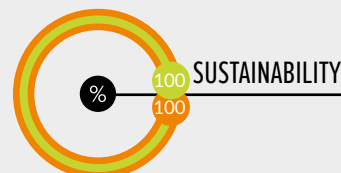
In 2017, 59 community awareness mass sensitization sessions reached approximately 40,000 members of the refugee community at Mahama camp, i.e. approximately 71% of the population of the camp. This type of community outreach, coupled with training of community leaders on SGBV prevention targeted especially at men, youth and teenagers, orientation of new arrivals, and distribution of prevention messages in the form of leaflets and billboards is estimated to have had a clear effect on the capacity of the refugee community to identify, report and prevent SGBV. 400+ person-hours of training was delivered to UNHCR and partner staff during the deployment of the SPO which in turn has led to further training of the refugee community. 126+ person-hours of training was delivered to authorities, including members

of the Rwandan government counterpart MIDIMAR and the Rwandan police force, and the same amount of hours to persons of concern. All groups continue to receive regular training on SGBV and plans for 2018 include building the capacity of refugees to train others.

ESSENTIAL ACTIONS

- ➔ TRAIN UNHCR STAFF, PARTNERS, AUTHORITIES AND PERSONS OF CONCERN ON SGBV
- ✓ 8 SGBV/PSEA trainings held for Field Office staff, managers and staff of partner organizations, government, police and migration personnel and persons of concern during deployment. 12 trainings held since end of deployment

PROGRESS
COVERAGE
EFFICIENCY



COORDINATION & REPORTING

SUMMARY OF UNHCR'S PROGRESS SINCE END OF DEPLOYMENT

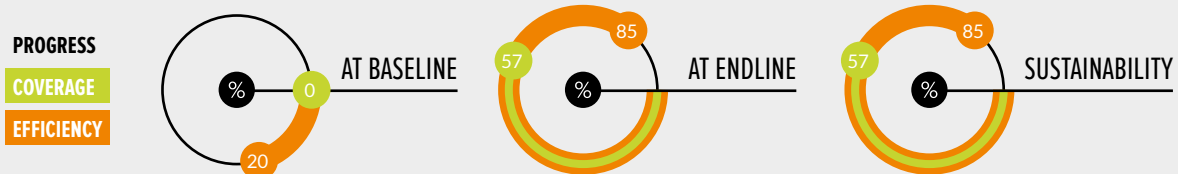


The assessment shows coordination activities improved with a 57% increase and improved efficiency with an impressive 65%, progress which has been sustained since. Weekly coordination meetings take place with partners on camp coordination, protection, child protection, health and nutrition, shelter and WASH, NFI distribution. Main implementing partners are The Adventist Development and Relief Agency (ADRA), American Refugee Committee (ARC), Caritas Rwanda, Foundation Saint Dominique Savio (FSDS), Global Humanitarian and Development Foundation (GHDF), International Committee of the Red Cross (ICRC), Humanity and Inclusion (former handicap International), Indego Africa, Legal Aid Forum (LAF), Oxfam, Red Cross Rwanda (RRC), Save the Children, Unicef, and World Food Program (WFP) and World Health Organization (WHO). The SOPs drafted with the SPO during the deployment were signed with the majority of these partners. An SGBV CP sub-working coordination group also meets weekly and follow a program partnership agreement and work plan put in place jointly. Coordination between partners, Rwandan government and authorities is working well and close reporting up the chain to Kirehe and Kigali offices means that regional offices and HQ are kept informed and engaged

in finding solutions to challenges. A Prevention of Sexual Exploitation and Abuse (PSEA) focal point is in place in Kirehe office and forms part of a PSEA local network which offers training to persons of concern and to partners. Data collection on SGBV is thorough and operational, ready to be merged with the GBV Information Management System (GBVIMS).

ESSENTIAL ACTIONS

- ➔ ESTABLISH SGBV SUB-WORKING GROUP AND DEVELOP SGBV STRATEGY / WORK PLAN AMONG SUB-WORKING GROUP PARTNERS
 - ✓ An SGBV sub-working group meets weekly and follows an established Program Partnership Agreement
- ➔ ENSURE UNHCR HAS PSEA FOCAL POINT
 - ✓ UNHCR Kirehe staff are trained on PSEA and integrates this into its operations



CONCLUSIONS

The end line and sustainability assessment shows that there is a clear correlation between the deployment of the SPO to the camp who has been able to incentivize, drive activities and conduct trainings on SGBV response and prevention in close cooperation with local colleagues and partners who have since continued the work, and the progress we see on combatting SGBV in Mahama camp today. Activities have benefitted especially from a strong commitment and thorough work by local colleagues, in close and well-functioning cooperation with UNHCR partners, throughout the deployment and since. Key to the sustainability of activities and engagement on SGBV has been the refugee community's interest and commitment to engage in activities and initiate action.

The progress made in Mahama camp offer guidance to other SPOs in emergency operations and other operations working on the prevention, mitigation and response to SGBV. It confirms the effectiveness and impact that an SGBV SPO deployment can have to quickly establish and bolster life-saving SGBV prevention and response programming in emergencies. Box 2 highlights best practices which may be replicable in other operations.

BOX 2. BEST PRACTICES FROM THE SPO DEPLOYMENT IN MAHAMA CAMP

1. Weekly awareness campaigns, addressing the prevention and mitigation of SGBV, were carried out in all sectors of the camp, communicating referral pathways to follow for help. Of instrumental impact was the introduction of a 'Protection Mobile clinic,' an open vehicle, through which UNHCR and partners addressed communities with messages around SGBV, child protection, and HIV/AIDS. The efforts made have encouraged refugees to instigate awareness campaigns themselves.
2. The Women & Girls Opportunity Centre built under the guidance of the SPO is today a fully functional multi-purpose installation enabling a dedicated and safe space where women's groups, comprising SGBV survivors, can gather and receive peer support and engage in livelihood activities.
3. A safety audit assessment was conducted in coordination with all sector partners, local police and immigration authorities, and the Rwandan government, revealing security risks around for example toilet facilities, schools and access to water and domestic fuel, that could subsequently be mitigated. Standard Operating procedures were also signed with these key partners and weekly coordination meetings put in place, enabling a close day-to-day cooperation on SGBV.
4. National staff received training on SGBV and close mentoring by the SPO, allowing for a continuation of successful practices put in place on SGBV prevention, mitigation and response after the deployment. SGBV training for UNHCR and partner staff, Rwandan police, and immigration personnel also resulted in further training of persons of concern and plans to build the capacity of refugees to train others.





.safe from the start