



REDUCING RISKS

SEXUAL AND GENDER-BASED VIOLENCE IN EMERGENCIES

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EXPERTS ON THE GROUND

Having experts on the ground at the right time is essential to ensure that sexual and gender-based violence (SGBV) is effectively addressed during humanitarian emergencies. UNHCR has recruited and deployed expert Senior Protection Officers (SGBV) to 29 operations since 2014 with the U.S.-funded Safe from the Start initiative. These experts play a critical hands-on role to ensure that SGBV programming is prioritized and properly addressed from the outset of every emergency. They provide on-ground support for 6 months and implement multi-sectoral SGBV prevention, risk mitigation and response programmes.



OUR FOCUS

- ↑ Increasing availability, accessibility and quality of SGBV response services
- ↑ Coordinating with partners to establish referral pathways and develop Standard Operating Procedures
- ↑ Training and mentoring UNHCR staff, partner organizations, government authorities and persons of concern on SGBV
- ↑ Engaging communities to address SGBV
- ↑ Integrating SGBV risk mitigation measures across sectors
- ↑ Reinforcing SGBV coordination mechanisms

2014-2019

OPERATIONS SUPPORTED BY SENIOR PROTECTION OFFICERS - SGBV

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LEGEND:

Operations supported by Senior Protection Officers (SGBV) 2014 - 2019



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SINCE 2014

1,560,000

Number of additional persons of concern who have access to SGBV **programming and services**

1,200,000

Number of additional persons of concern for whom operations expanded access to SGBV-relevant health services through the creation and enhancement of SGBV **health referral systems**

34,298

Number of **person-hours of SGBV training** provided to UNHCR staff, partners, government authorities and persons of concern across 20 countries

248

Number of **months** of support from Senior Protection Officers (SGBV) to UNHCR operations

30

Number of new referral pathways established across 20 **operations** to connect survivors with SGBV-relevant service providers

29

Number of **operations** supported by a Safe from the Start Senior Protection Officer

20

Number of new **SGBV sub-working groups** established

MEASURING THE IMPACT OF EXPERTS ON THE GROUND

To measure the impact of the Senior Protection Officers (SGBV), UNHCR monitors the achievement of 48 essential actions, each of which contributes to SGBV prevention, risk mitigation and response. In each country where a Senior Protection Officer is deployed, UNHCR collects data on the coverage and efficiency of each essential action at the beginning and end of the Senior Protection Officer's assignment. UNHCR undertook a comprehensive review of all Senior Protection Officer deployments from 2014 to 2019 and assessed SGBV programming across seven thematic areas:

From 2014 through to 2019, UNHCR found that Senior Protection Officers more than doubled the coverage (25% to 59%) and efficiency (35% to 82%) of SGBV programming from the beginning to the end of their assignments, across the countries where they were deployed. In the area of individual safety & security, UNHCR operations more than doubled efficiency rates, from 38% at baseline to 81% at endline. Overall, operations achieved the greatest rates of progress in SGBV capacity building (4% to 90%) and SGBV coordination and reporting (21% to 76%).

2x

Efficiency and coverage

35↑82%

Increase of efficiency of SGBV programming

25↑59%

Increase of coverage of SGBV programming

SPOTLIGHT ON UGANDA

During the 2019 evaluative review of the countries that have received support from a Senior Protection Officer (SGBV), Uganda achieved the highest overall endline coverage rate (89%) and also achieved the highest overall endline efficiency rate (98%).

The protracted nature of displacement of refugees in northern Uganda coupled with deteriorating economic conditions and limited livelihoods opportunities contribute to increased risk of SGBV especially among female heads of households, unaccompanied children and adolescent girls. UNHCR has been working to effectively mitigate SGBV risks, improve safety and reduce exposure of, in particular, women and girls to SGBV.

2,417 community members reached

In 2018-2019, UNHCR reached 2,417 (F=1,450 and M=967) community members with sensitization and community-based activities focusing on menstruation and menstrual hygiene management, stigma related to menstruation, safe disposal of used products and SGBV. 17 women's groups have also been trained on SGBV, business skills and the production of reusable sanitary materials.

Since 2014, community-based protection initiatives implemented across 4 villages in Arua and all 14 settlements of Adjumani and Kiryandongo have aimed at scaling up community-based protection and grass-root SGBV prevention. Among the South Sudanese and Congolese refugees who make up the majority of the population in Uganda's Kyangwali settlement, menstrual hygiene management (MHM) presents a significant challenge and affects women and girls who are unable to afford hygiene materials.

VOICES FROM THE FIELD

“ Violence used to be perceived as a private matter. If community members would hear somebody screaming at night, they would not act or respond. After implementing SASA!, it was observed that women are supporting each other. They started conversations about violence, they started working along with men to become more supportive and men were observed talking to abusive husbands and partners. Women groups have formed to support other women.”

UNHCR staff, Kampala.

“ We have community activists who go from home to home and sensitize the community on SGBV.”

Female focus group participant, Adjumani, Maaji

“ I am happy to be a community activist. I move from door to door to talk about SGBV. I call for meetings and talk about lessons on SGBV.”

Male focus group participant, Adjumani, Maaji

INSTITUTIONALIZING SGBV PROTECTION, RISK MITIGATION AND RESPONSE ACROSS UNHCR PROGRAMMES

GBV POLICY

UNHCR's upcoming GBV Policy highlights the imperative not only to respond to violence once it has occurred, but also to prevent SGBV in the first place by addressing its root causes and embedding gender equality in all work with persons of concern. With a focus on prevention, risk mitigation and response, the Policy incorporates the proactive and ongoing process of SGBV mainstreaming, whereby all colleagues have a shared responsibility to consider SGBV risks and take measures to reduce exposure to identified risks in their area of work and throughout all stages of the operations management cycle. In 2019, a global workshop with staff from 30 countries provided an opportunity to review the core action areas in the draft Policy, and enabled refining of the content for the operational guidance to support the Policy. Consultations for the finalisation and roll-out of the GBV Policy are ongoing.

UNHCR staff commitments supporting the roll-out of the Policy. © UNHCR/Lara Ramos Yanez



CAPACITY DEVELOPMENT AND TOOLS

The right tools are indispensable for UNHCR and partner staff around the world to effectively address SGBV. Capacity development is a core element of UNHCR's global effort to increase knowledge, strengthen skills, attitudes and share good practices across all operations.

SGBV TOOLKIT

UNHCR has launched an [SGBV Toolkit](#) with key relevant materials made available to SGBV focal points working with or for UNHCR, or interested staff working with agencies external to UNHCR.

SGBV MAINSTREAMING IN UNHCR LEARNING INITIATIVES

Developing staff capacity to ensure appropriate knowledge, attitudes and practices is a core element of the mainstreaming project. The UNHCR Global Learning and Development Centre (GLDC) in collaboration with the Division of International Protection (DIP) is implementing a multi-year project to support the review of learning initiatives and to develop tailored content appropriate to functional responsibilities.

GENDER-BASED VIOLENCE INFORMATION MANAGEMENT SYSTEM

UNHCR is actively engaged in inter-agency roll-out of the Gender-Based Violence Information Management System (GBVIMS) jointly with UNICEF, UNFPA, IRC, IMC and other partners across 32 humanitarian operations. In 2019, the case management and information management team (CM IM) provided support using the SGBV modules of proGres V4, including providing remote and on-site deployment support, development of guidance and tool-kits for users and partner-engagement. Countries have been supported through webinars and missions to improve SGBV data analysis skills and the development of data analysis products. In-country and global workshops have been conducted on SGBV case management and case management supervision to improve operations' and partners' capacity, with a total of 7,406 of person-hours of training in GBVIMS in 2019.

SNAPSHOTS

- ▶ **UNHCR launched its Training of Trainers (ToT) SGBV learning programme** in 2017 to enhance the ability of SGBV specialists to advocate internally for resources and utilize the training materials to train UNHCR staff, persons of concern and other stakeholders on that content. By the end of 2019, six cohorts of 127 trainees completed the program with participants from across six regions: 36% from Africa, 23% from the Americas, 13% from Asia and the Pacific, 12% from Europe and 14% from MENA.
- ▶ UNHCR launched a **Mainstreaming SGBV Prevention, Risk Mitigation and Response Blended Learning Programme (SGBV Mainstreaming LP)** in 2019 to respond to capacity development needs starting with two cohorts of national workshop participants in Turkey and Pakistan. The LP is available to UNHCR, UN, partner and government staff and particularly further supports the organisations' efforts to institutionalise SGBV risk mitigation.
- ▶ UNHCR continues its engagement with the GBV AoR, the **Call to Action on Protection from Gender Based Violence** and the GBVIMS steering and technical team.
- ▶ UNHCR continues its engagement in the **UN Action Network against Sexual Violence in Conflict** and serves as a member of the Resource Management Committee for the **Multi-Partner Trust Fund**.
- ▶ The UNHCR Global Settlement workshop took place in November and **20 participants from 15 operations were oriented on SGBV** risk mitigation, influencing practice.
- ▶ **The UNHCR Global Sustainable Energy Strategy 2019-2024** was launched with particular emphasis on SGBV risk mitigation.
- ▶ In 2019, the America's Bureau engaged The Human Rights Center at the University of California, Berkeley, to undertake **research on how survivors of intimate partner violence** can access the asylum application process in the Americas region, and clarifies the legal grounds and practical considerations surrounding claims which would assist advocates, adjudicators, and asylum-seekers.

2018-2019

REGIONAL AND NATIONAL SGBV MAINSTREAMING WORKSHOPS

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Group Photo: National workshop Turkey. @UNHCR/Iiona Branagan

MAINSTREAMING ROLL-OUT

As part of UNHCR's global efforts to strengthen mainstreaming across all areas of work, 69 protection, technical sector and programme staff have participated in four regional mainstreaming workshops on SGBV prevention, risk mitigation and response since 2018. 12 operations have hosted national workshops for 345 protection, technical sector and programme staff since 2018 across 4 regions. 5 of these workshops were held in 2019. Each operation produced a national action plan (NAP) on SGBV mainstreaming. By September 2019, 15 operations had produced sector-specific plans of action that operationalize and contextualize IASC Guidelines and detail concrete commitments to address identified SGBV risks and sector gaps.

PARTICIPANT VOICES

Feedback from the workshops:

“ Inclusion of the actual national action plan (NAP) planning helped to reinforce staff to their commitment to ensure SGBV is covered in all sectors.”

Participant national workshop in Malaysia/Sri Lanka

“ One of the strong points of the workshop was the group effort with regard to identifying SGBV risks and develop action plans to mitigate the risks.”

Participant national workshop in Bangladesh

“ One of the strongest points was having colleagues from programme unit and other sectors beside protection colleagues attending the workshop. It will make the operational discussion on SGBV Mainstreaming much easier.”

Participant regional workshop in MENA

“ The workshop truly encouraged a multi-functional team perspective and showed that SGBV risk mitigation can indeed be tackled, or at least addressed, by all sectors.”

Participant national workshop in Turkey

INTEGRATING AND MAINSTREAMING SGBV ACROSS UNHCR PROGRAMMES

FOSTERING MAINSTREAMING AND PROMISING MULTI-SECTORAL PRACTICES

Since 2018, 14 projects on prevention, risk mitigation and/or response have been implemented across **12 countries**. A Call for Proposals in 2019 focused on projects aiming to advance SGBV prevention, risk mitigation and response, including mainstreaming coordination and practical implementation in operations while contributing to the protection of communities, survivors of SGBV or persons at-risk of SGBV. Following a multi-functional selection and technical review process, 8 projects were implemented in 2019 in partnership with sister agencies, partners, communities and government counterparts.

- ▶ **Democratic Republic of the Congo:** *Emergency assistance project for displaced/returned women at risk and survivors of SGBV in Kananga City - Kasai Central*
- ▶ **South Sudan:** *Protection of children and women at risk or survivors of SGBV in underserved communities in Juba through provision of interim care center services (focused psychosocial support and comprehensive case management) and community outreach service*
- ▶ **Ecuador:** *Strengthening local capacities in Ecuador emergency response to address the needs of refugees and migrants engaged with selling or exchanging sex*
- ▶ **Guyana:** *Prevention, risk mitigation and SGBV emergency response intervention for Venezuelan refugees and migrants, indigenous people and host communities in rural and urban areas in Guyana*
- ▶ **Brazil:** *Mobile SGBV case management and outreach and community-based mechanisms to enhance access to quality response services for SGBV survivors in urban areas in and out of shelters in Roraima, Brazil*

2014-2019

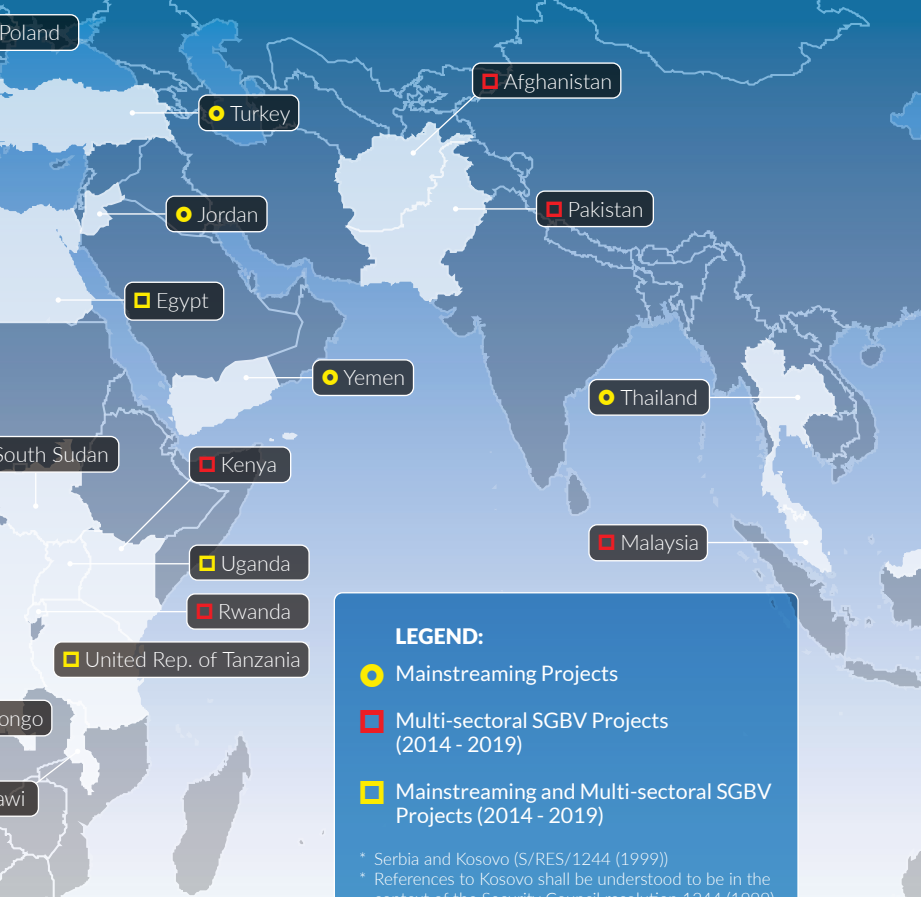
- ▶ **Serbia:** Community-based protection of the rights of unaccompanied and separated children in mitigation of the risk of exposure to SGBV, human trafficking, and harmful gender stereotypes
- ▶ **Poland:** Strengthening national systems of prevention, risk mitigation and response to SGBV in Poland
- ▶ **Yemen:** SGBV risk mitigation and mainstreaming activities in refugee and IDP sites in Yemen
- ▶ **Thailand:** Targeting diverse groups with new Information, Education and Communication materials on SGBV prevention, risk mitigation and response



MENA SGBV Mainstreaming Workshop © UNHCR/Iiona Branagan



MULTI-SECTORAL SGBV PROJECTS AND MAINSTREAMING PROJECTS



LEGEND:

- Mainstreaming Projects
- Multi-sectoral SGBV Projects (2014 - 2019)
- Mainstreaming and Multi-sectoral SGBV Projects (2014 - 2019)

* Serbia and Kosovo (S/RES/1244 (1999))
 * References to Kosovo shall be understood to be in the context of the Security Council resolution 1244 (1999)

SINCE 2014, UNHCR HAS IMPLEMENTED 32 MULTI-SECTORAL PILOT PROJECTS WITH MULTIFUNCTIONAL TEAMS IN 25 COUNTRIES, USING 7 DIFFERENT MODALITIES:

- 4 Community-based protection
- 1 Community lighting for protection
- 4 Sustainable livelihoods
- 4 Safe access to alternative energy
- 1 Safe access to technology
- 4 MADE 51 Artisan-SGBV livelihood projects
- 14 Mainstreaming

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SAFE ACCESS TO ENERGY

Mitigating SGBV through energy solutions is a core priority for UNHCR. As a member of the Steering Committee that guided the development of the Global Plan of Action (GPA) on Energy for Displaced People, UNHCR emphasizes the critical role of sustainable energy in saving lives, providing protection and reducing exposure to risk of SGBV and seeks to build strategic partnerships and increase technical solutions and resources to address the gaps.

The link between the reduction of protection and SGBV risks, in particular through improved safety and security, and access to lighting, is increasingly being acknowledged. Recognizing the benefits of lighting projects that have been appropriately planned, including with the community, 1,363 street lights have been installed in seven UNHCR operations responding to emergencies since 2018: Angola (350 lights), Bangladesh (260 lights), Central African Republic (150 lights), Burundi (240 lights), Uganda (110 lights), Tanzania (146 lamp posts), and Yemen (107 solar lights). Installation is complete or underway in all countries, with the refugee communities engaged in installation.

350 Lights
in Angola

260 Lights
in Bangladesh

COMMUNITY LIGHTING FOR PROTECTION

Yemen: Due to overcrowding, lack of privacy, and animosity between host and displaced communities in internally displaced persons hosting sites across Yemen, women and girls are at high risk of SGBV incidents, including sexual harassment, exploitation and abuse. Because of the absence of adequate lighting, SGBV incidents are also more likely to happen at night, for example, on the way to and around communal latrines. To reduce SGBV risks for IDP women and girls, including female heads of households, unmarried women, elderly women and those with disabilities, UNHCR is providing light poles to selected hosting sites in Al-Khudaish and Bani Al-Moshta IDP sites in Abs, in the Northern Governorate of Hajja Governorate. 207 light poles are installed, with 723 light poles being procured for two other sites in Hajjah.

150 Lights in Central
African Republic

240 Lights
in Burundi

110 Lights
in Uganda

146 Lamp posts
in Tanzania



Briquettes Production in Nyarugusu Camp.
Photo credit: @UNHCR/James Mwangi

Tanzania: In Tanzania, a 2018 survey revealed that 54% of persons of concern to UNHCR feel unsafe during the night-time while using sanitation facilities. Yet, 82% reported feeling safe at night while using sanitation facilities when using the handheld lights/battery torches they already own. To significantly reduce risk of SGBV and feelings of being unsafe at the many shared latrines scattered across Nduta camp in Tanzania, UNHCR (1) distributed 2,176 handheld solar lights at the household level, which included individual solar lanterns and/or mobile phones with a flashlight function; and (2) provided communal lighting strategically placed at latrine facilities by installing 146 lamp posts to illuminate four clusters of shared latrines.

SAFE ACCESS TO ALTERNATIVE ENERGY: TANZANIA

Firewood collection is a main risk factor for SGBV in the refugee camps in northern Tanzania. Increasing access to sustainable cooking fuel has mitigated risks of and exposure to SGBV related to firewood collection, and has led to an increase in social cohesion with the host community.

“Cooking with charcoal briquettes has removed the need for me to go outside the camp to collect firewood. This has also helped my children to improve their school attendances. Cooking with firewood required me to go into the kitchen frequently to see if fire is burning well during meal preparation. With the charcoal briquettes I don't have to do this anymore since the briquettes burn longer.”

Project participant in Nduta Camp, 2019.

To promote sustainability, UNHCR is training refugees and farmers from the host community in char production and briquette manufacturing. These briquettes will be used by the families who make them, as well as sold and distributed to refugee communities, including those living in the Protection Villages, and host communities. 280 Congolese and Burundian refugees have been provided with the briquettes and a total of 1,600 modified fuel-efficient stoves have been made available for efficient use of the produced briquettes. 1,420 retained heat cooker stoves have been produced and distributed across Nduta Mtendeli and Nyarugusu camps.

SUSTAINABLE LIVELIHOODS AND **MADE51**

UNHCR livelihood initiatives in Republic of Congo, Malawi, Pakistan and Egypt provide participants training in locally marketable skills and connect them to safe work environments. Each programme targets economically vulnerable participants at risk of SGBV. In Burkina Faso, Kenya, Tanzania, and Malaysia, artisan projects aim to reduce SGBV risks associated with socio-economic vulnerability. These projects follow UNHCR's MADE51 artisan-SGBV programme model, which allows women to work in a safe environment and enable them to meet their economic needs and those of their families in transformative, empowering and dignifying ways. Artisans form groups, receive expert product development support, and establish international marketing channels. Increasing awareness of SGBV among the artisans and the broader community is a significant element of each MADE51 project.



THEMATIC SPOTLIGHT: MENSTRUAL HYGIENE MANAGEMENT (MHM)

UNHCR has made a commitment to empowering displaced women and girls to ensure that they have access to sanitary materials and supplies for menstrual hygiene management. UNHCR recognizes that the health, dignity, educational opportunities, social status and potential of women and girls globally are undermined by poor sanitation and limited access to sanitary supplies. To reinforce this recognition, UNHCR WASH and SGBV units engage in inter-agency MHM forums, and projects in Uganda and the Democratic Republic of the Congo have been supported to pilot innovative approaches to mitigate the risks, address the taboos and improve the sanitary infrastructure for safe and dignified access.

UNHCR also launched an internal UNHCR website in 2019 dedicated to MHM. This website features assessment tools, the MHM Mini Guide, trainings, Information, Education and Communications (IEC) materials and relevant policies that will enable operations to improve and mainstream MHM into core programming.

Democratic Republic of the Congo: Internally displaced girls and women from the town of Kitchanga, Masisi, and in the IDP sites of Kahe and Mungote in the DRC lack access to dignified hygiene kits to promote and safeguard their menstrual hygiene. This has an enormous impact on their ability to undertake activities during menstruation, such as household chores, going to work and attending school. Through the Heshima project, UNHCR has reduced exposure to SGBV and has contributed to participation and empowerment by improving the availability of acceptable menstrual hygiene products and increasing self-reliance and economic empowerment of IDP women and girls. The project required the construction of two factories, one focusing on the production of sanitary pads, “HESHIMA”, and another one focusing on soap production named “Tuungane Pamoja”.

The project involved 67 participants (F=49 and M=18), with 90 per cent of participants being internally displaced persons and 10 per cent members of the host community. **All participants received training** on producing the sanitary pads and soap (27 in the sanitary pad factory and 40 in the soap factory). The 49 women who were trained in this alternative income generating activity felt they were provided an alternative to collecting firewood and going to work in agricultural fields in remote locations, thereby reducing their risk of exposure to SGBV for them and their family members, who undertake these activities.

USING INFORMATION TO MITIGATE RISK JORDAN

In Jordan, survivors of SGBV and non-specialized service providers are often unaware about specialized SGBV services available to refugees. To improve awareness and utilization of services, UNHCR Jordan has launched an innovative approach to mainstream SGBV in multiple sectors through the development of a [**mobile application**](#).

The app enables non-specialized service providers to refer SGBV survivors through access to updated referral pathways while respecting the survivor-centred approach, and works to ensure that SGBV survivors are empowered throughout service delivery and potential SGBV risks mitigated. More than 350 refugees and host community women, girls, boys and men were consulted in the design of the app and helped to develop the list of risk points to ensure it was comprehensive and easy to understand. Community member chose to name the app:

[**“Amaali \(my hopes\)”**](#).



USING INFORMATION TO EMPOWER THAILAND

UNHCR is introducing new Information, Education and Communication (IEC) materials that target groups of persons at **heightened risk** in the nine camps along the Thai-Myanmar border. Though awareness-raising programmes and support to survivors has been in place for many years, groups such as persons with disabilities, the LGBTI community, older persons, and out of school children are each vulnerable for sexual exploitation but are often left out from receiving SGBV information. UNHCR consulted 1,916 individuals across Thailand's 9 camps to gather a baseline understanding of the levels of current knowledge, attitude and practices of SGBV and its response mechanisms. Based on the results, the new awareness-raising material on SGBV prevention, risk mitigation and response programmes was developed to enhance the impact of the outreach on SGBV in the camps through key partners and community-based organizations (CBOs.) The goal is to reinvigorate the community to engage more robustly on SGBV issues by updating the tools and methodology for conducting outreach, as well as to expand target groups.

USING EVIDENCE TO PROGRESS

The right evidence is essential for better decision-making and programming.

CASH-BASED INTERVENTIONS AND SGBV OUTCOMES

UNHCR is expanding use of cash-based interventions (CBI) to support people forced to flee their homes. Extensive research on the protection outcomes of providing survivors of SGBV and those at risk with cash transfers in Lebanon, Morocco and Ecuador has contributed significantly to institutional learning and has served to strengthen the use of CBI in support of positive SGBV outcomes.

In 2019, UNHCR completed and launched the summary report on *Cash Assistance and the Prevention, Mitigation and Response to Sexual and Gender-Based Violence*, which was disseminated through Cash and SGBV networks. The research from Ecuador, Morocco and Lebanon outlines key findings and areas for further exploration. A second phase of the research is to be consolidated and will be disseminated in 2020.

UNHCR has also provided support to the development of a training package to accompany the *Cash and Voucher Assistance Companion Guide*. The development is led by Care International and WRC. Training materials were also developed in partnership with WRC to complement CBI training activities. A summary of the main progress made by UNHCR from 2016-2019 towards its institutionalization of cash assistance is also now available [online](#).

PROMISING PRACTICES

Contributing to a process of learning, knowledge building and sharing that is beneficial for the whole organization, UNHCR has systematized its documentation of promising practices on SGBV prevention, risk mitigation and response mainstreaming and integrated programming. This harmonized approach to the definition and methodology on promising practices, emerging practices and case studies is finalized and the 2018 documentation is set to be published in 2020. The collecting of 2019 practices in 2020 will continue to enhance learning and accountability of UNHCR as well as to document diverse ways of working across contexts.





The depiction of people in photographs in this brochure does not imply that they are survivors of SGBV.

UNHCR has benefitted from ongoing U.S. financial support through Safe from the Start. U.S. resources and actions under Safe from the Start represent the U.S. commitment to the *Call to Action to end Gender-Based Violence in Emergencies*.

CALL TO ACTION

.safe from the start

SAFE FROM THE START IS A U.S. INITIATIVE TO PREVENT AND RESPOND TO SEXUAL AND GENDER-BASED VIOLENCE IN HUMANITARIAN EMERGENCIES WORLDWIDE

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Division of International Protection

February 2020