



# REDUCING RISKS SEXUAL AND GENDER-BASED VIOLENCE IN EMERGENCIES

**.safe** from the **start**

# EXPERTS ON THE GROUND

Having dedicated SGBV colleagues on the ground at the right time is essential to ensure that sexual and gender-based violence (SGBV) is effectively addressed during emergencies. UNHCR has recruited and deployed expert Senior Protection Officers (SGBV) with the U.S.-funded Safe from the Start project. 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 and response programmes.



## OUR FOCUS

- ↑ Increasing accessibility and quality of SGBV services
- ↑ Coordinating with partners to establish referral pathways and developing Standard Operational Procedures
- ↑ Training and mentoring UNHCR staff, partner organizations, government authorities and persons of concern on SGBV
- ↑ Engaging communities to address SGBV
- ↑ Integrating SGBV prevention, risk mitigation and response across sectors
- ↑ Reinforcing SGBV coordination mechanisms
- ↑ Conducting Safety and SGBV assessments
- ↑ Developing or reinforcing mechanisms for the protection from sexual exploitation and abuse

# 2014-2018

## 25 OPERATIONS SUPPORTED BY SENIOR PROTECTION OFFICERS (SGBV)

**safe** from the **start**

**LEGEND:**  
● Operations supported by Senior Protection Officers (SGBV) 2014 - 2018



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.



# 1,300,000

Number of additional persons of concern reached through expanded SGBV-relevant **medical referral systems**

# 1,200,000

Number of additional persons of concern who have gained access to **mental health and psychosocial support**

# 1,100,000

Number of persons of concern reached through SGBV awareness campaigns to strengthen **community-based protection mechanisms**

# 23,786

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

# 211

**Months** of support from Senior Protection Officers (SGBV) to UNHCR operations since 2014

# 25

**Operations** supported by a Safe from the Start Senior Protection Officer since 2014

# 25

**Standard Operating Procedures** established or reinforced in order to refer survivors to relevant service providers since 2014

# 14

Number of new **SGBV protection 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.

From 2014 through to 2018, UNHCR found that Senior Protection Officers more than doubled the coverage (25% to 58%) and efficiency (33% to 82%) of SGBV programming from the beginning to the end of their assignments, across the countries where they were deployed.

**2x** Efficiency and coverage of SGBV programming more than doubled

**33↑82%**

Increase of efficiency of SGBV programming

**25↑58%**

Increase of coverage of SGBV programming

21 members of a **HIGH-LEVEL ADVISORY GROUP** on gender, forced displacement, and protection provide their cross-disciplinary expertise on SGBV, gender equality, and women's empowerment in order to support operations.



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**Members conduct high-level missions to the field to attract media attention to forgotten emergencies like South Sudan** and collaborate on awareness raising events such as the 16 Days of Activism.

**UNHCR collaborated with the Denis Mukwege Foundation and hosted the exhibition, "Hidden Voices"** which showcased the voices of survivors of sexual violence in conflict around the world.

## SPOTLIGHT ON SOUTH SUDAN

Since July 2017, youth in Pamir Camp have led efforts to reduce SGBV risks. In 2018, 188 youth completed trainings on types, contributing factors and causes of SGBV and the available referral and support mechanisms. 30 young women and men hosted six radio talk shows covering child marriage, sexual exploitation and abuse, female genital mutilation/cutting, gender roles and peer pressure. Community outreach reached 461 youth on sexual and reproductive health, medical counselling, and voluntary HIV testing and safe sex education.

A 2018 survey with participants revealed:

**100%**  
learned about  
**SGBV prevention**

**63%**  
learned about the  
**SGBV referral pathways**

Youth peer educators **require additional training** to independently lead SGBV sensitization

**15**  
**teenage mothers**, who were trained in crocheting and knitting, together earned 12,000 South Sudanese Pounds (USD666) in sales. They used this income to buy food

**81%**  
felt that sport activities (football, volleyball and skip rope) **shielded them from engaging in anti-social behaviours or negative peer pressure.**

# INSTITUTIONALIZING SGBV ACROSS UNHCR PROGRAMS

## SGBV POLICY

UNHCR is drafting an **SGBV-specific Policy** focused on prevention, risk mitigation and response as well as on key strategic areas of SGBV. It will incorporate main components of the SGBV mainstreaming plan of action aiming to reinforce an agency-wide accountability model, whereby all sectors are responsible to address SGBV. The mainstreaming plan of action operationalizes the IASC Guidelines for Integrating Gender-based Violence Interventions in Humanitarian Action. Consultations are ongoing. The roll out of the UNHCR policy will be supported by an internal attitude and behaviour change programme focused on transforming attitudes and promoting positive and proactive engagement by staff with the subject matter.





## 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 practices across all operations.**

### SGBV TOOLKIT

UNHCR supported the development of a Toolkit to support the induction of colleagues new to the subject. It contains need to know information for staff who are deployed across various functions.

### IMPROVING 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 Centre (GLC) has initiated a multi-year project to support the review of learning initiatives and to develop tailored content appropriate to functional responsibilities.

### STRENGTHENING PROGRAMMING AND PRIORITIZATION

UNHCR has begun the development of a mandatory SGBV Safety Assessment to be aligned with annual planning processes. It will specifically consider protection risks in a particular site or location and will be conducted in partnership with key stakeholders and the community. It will support the continued institutionalization of SGBV prevention, risk mitigation and response work across all operations.

## 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, refugees and other stakeholders on that content. Two cohorts of 41 trainees completed the program from MENA and Africa regions and a further 37 participants in 2018.
- ▶ UNHCR is actively engaged in inter-agency rollouts of the **Gender Based Violence Information Management System** jointly with UNICEF, UNFPA, IRC, IMC and other partners across **32 humanitarian operations**.
- ▶ UNHCR implements its mandatory SGBV prevention and response **Internet-Based Learning** for all staff, which will enhance staff capacity to address SGBV.
- ▶ **UNHCR developed a Duty of Care** instruction for staff working in high risk duty stations that also reflects lessons learned from SftS deployments.
- ▶ UNHCR launched a **Training Package on SGBV Prevention and Response** to support UNHCR and partner staff to conduct training on SGBV.
- ▶ UNHCR developed a blended **Learning Program on Gender Equality**.
- ▶ The UNHCR WASH Global forum took place in May 2018 and **34 participants from 23 operations were oriented on SGBV prevention and risk mitigation**.
- ▶ **The Programming for Protection Learning Program**, rolled out in 2016, supported three UNHCR operations and four in 2017-18 to systematically integrate protection and solutions priorities across program design and implementation.





## MAINSTREAMING ROLL OUT

As part of UNHCR's global efforts to strengthen mainstreaming across all areas of work, 47 protection and programme staff from 16 operations participated in two Regional Mainstreaming Workshops on SGBV prevention, risk mitigation and response held in Nairobi and Amman in 2018.

**Six national operations are prioritised for tailored workshops in 2018: Iraq, Lebanon, Tanzania, Uganda, Ethiopia and Kenya.** Each operation will produce a tailored national action plan on mainstreaming. The initial results from the workshops were very positive.

### PARTICIPANT VOICES

Feedback about what was best about the workshops:

- “ The concise analysis of how to mainstream SGBV in all the sectors and encourage participation of all the stakeholders.”*
- “ Introducing tools and skills to implement SGBV mainstreaming by kick-starting the SGBV Mainstreaming National Action Plan through common approaches.”*
- “ Consideration of SGBV Mainstreaming in all our interventions and always keep in mind proactive SGBV mitigation risks.”*

# INTEGRATING AND MAINSTREAMING SGBV ACROSS UNHCR PROGRAM

## FOSTERING MAINSTREAMING AND PROMISING MULTI-SECTORAL PRACTICES

Participant operations of the Regional Mainstreaming Workshops identified specific projects to advance mainstreaming coordination and practical implementation in their 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, the following are being implemented in partnership with sister agencies, partners, communities and government counterparts:

- ▶ The Democratic Republic of Congo (DRC) is implementing a project across Protection, WASH and Livelihoods on Promoting hygiene and self-reliance through the production of cloth sanitary pads.
- ▶ Egypt is implementing a project across Protection and Livelihoods on Women's Leadership, Empowerment, Access and Protection.
- ▶ Jordan is implementing a project with Innovation and Community Technology Access on Ensuring safe access to SGBV services and mitigating SGBV risks within sectors using 'Empower' mobile app.
- ▶ Tanzania is implementing a project across Protection, Energy and WASH on the reduction of SGBV risk factors at shared latrines through improved lighting.
- ▶ Turkey is implementing a project across Protection, Cash and Livelihoods on Building cross-sectoral bridges to combat SGBV.
- ▶ Uganda is implementing a project across Protection, Education, Livelihoods and WASH on enhancing the protection of women and girls through improved menstrual hygiene management.

“ *In SGBV, we need to involve all sectors and our senior management to buy in.*”

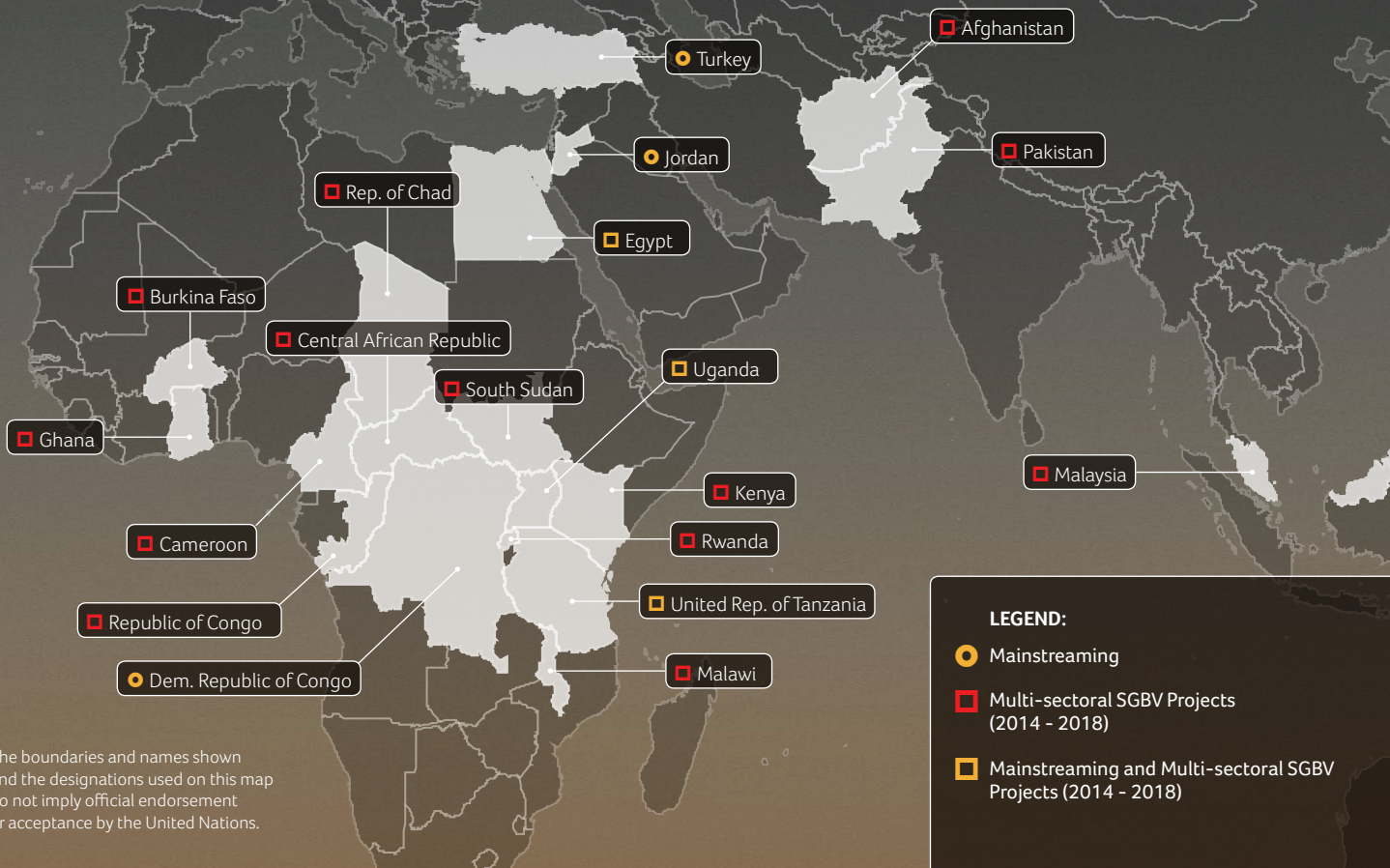
UNHCR Senior Protection Officer at Amman Workshop





# 2014-2018

## MULTI-SECTORAL SGBV PROJECTS AND MAINSTREAMING PROJECTS



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**SINCE 2014, UNHCR HAS IMPLEMENTED 24 MULTI-SECTORAL PILOT PROJECTS IN 19 COUNTRIES, USING 7 DIFFERENT APPROACHES:**

- 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
- 6** Mainstreaming



# SAFE ACCESS TO ENERGY

Preventing SGBV through energy solutions is a core priority for UNHCR. UNHCR is part of the steering committee that guided the development of the Global Plan of Action (GPA) on Energy for Displaced People, launched in July 2018. The GPA emphasizes the critical role of sustainable energy in saving lives and 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.

## COMMUNITY LIGHTING FOR PROTECTION

Installation of solar lighting and the mobilization of refugee communities in Northern Uganda's Rhino Camp in 2016 found that refugees were five times more likely to report a safety incident in unlit areas than in lit areas.

**Recognizing the benefits of appropriately planned lighting projects, supported by Safe from the Start, 1,000 street lights were delivered in UNHCR operations responding to emergencies** with the refugee communities engaged in installation.

## SAFE ACCESS TO ALTERNATIVE ENERGY: COOKING FUEL IN TANZANIA

*“It is the rescuer project; it helps rescue the environment, helps co-existence with host community, and saves women from violence.”*

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Male refugee from DRC, Nyarugusu camp.

The provision of liquefied petroleum gas and stoves in 2017 to 3,199 refugee households in Nyarugusucamp, Tanzania, significantly reduced exposure to SGBV during firewood collection. In the first 12 weeks, the proportion of households collecting firewood dropped from 95% to 11% among Congolese households and from 92% to 30% among Burundian households.

The project expanded its scope in 2018 to provide sustainable access to alternative fuels in both Nyarugusu and nearby Nduta Camp and also established a charcoal briquette manufacturing unit, managed by refugee and host communities.

**350** Lights  
In Angola

**260** Lights  
In Bangladesh

**150** Lights in Central  
African Republic

**240** Lights  
In Burundi





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## COMMUNITY-BASED PROTECTION

*“ We are grateful to the transitional home staff and Rohingya Society Malaysia because they have provided for us and looked after us. With their support, I have the strength to stay on my own and look after myself and my children to be independent. They look after us like they are our family”*

Survivor

As part of MADE51 artisanal activities with the communities, the Rohingya Society Malaysia together with the Rohingya refugee community opened a transitional shelter for SGBV survivors in 2017, and supplements its operational cost through a catering business. **Members of the community, who are trained in SGBV response, staff and manage the shelter. So far in 2018, 40 survivors have stayed in the shelter, while community influencers have conducted 17 outreach campaigns and identified a number of SGBV survivors, who were subsequently referred to case management services.** This community-led response mechanism is based on a continuing model developed by project beneficiaries in the Chin refugee community. As of 2018, the Chin community independently manages a robust SGBV response network, providing safe shelter in their homes for survivors of intimate partner violence and their children.

*“ Before the project we walked long distances to get firewood and we faced violence, and we had to negotiate sex. Men were beaten. Bicycles were stolen. Children were hurt. So the project really improved out lives.”*

Female Burundian refugee, Nyarugusu camp

Similar alternative cook fuel projects are being implemented in Rwanda, Cameroon, Ghana and Chad. Led by social enterprise Inyenyeri, the energy project in Rwanda provides livelihood opportunities to refugees, who manage the briquette shop and lead cooking demonstrations in the community. The project now employs 34 refugee men and women.

# SUSTAINABLE LIVELIHOODS

Targeted livelihood initiatives to address risks of SGBV and reduce economic vulnerability have been supported in a number of countries.

## LIVELIHOOD OPPORTUNITIES IN LOCAL MARKETS

UNHCR livelihood initiatives in Republic of Congo and Pakistan provide participants training in locally marketable skills and connect them to safe work environments. Each program targets economically vulnerable participants at risk of SGBV.

The livelihoods project in Pakistan enhances and expands SGBV sensitization programming, and its impact, through economic empowerment of vulnerable women in the Afghan refugee community in Quetta. Artisans earn 7,000-8,000 Rupees per month (53USD-60USD), sometimes up to 15,000, which they use for school fees, health expenses and food. 50 artisans participate in numeracy, literacy, health and hygiene classes. Male family members of beneficiaries also regularly take part of SGBV awareness sessions.



## MADE51 ARTISAN – SGBV PROGRAMMING

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 project.

## MADE51 PROJECT SPOTLIGHTS

**TANZANIA:** A Basket of Solutions project aims to provide safe, sustainable and lucrative work to 50 vulnerable refugee women living in Mtendeli Camp. The project's impact has quickly become evident. Artisans explain that having reliable income is improving their relationships with their male family members, reducing household violence caused by economic vulnerability, increasing their involvement in decision-making, and enabling them to afford more food for their households. They also expressed that the SGBV programming has helped them to feel more independent and confident.

Impacts include:

- ▶ more than six-fold average weekly increase in income amongst artisans, from **1,504 Tanzanian Shillings (0.7 USD) to 10,250 Tanzanian shillings** (4.6 USD).
- ▶ increase from eating **1.44 to 2.74** meals per day.
- ▶ **59% of the women** now share household-level decisions with male partners, compared to 31% at baseline.

*“ Before the project my husband was violent, too violent. He used to beat [me]. After the project my husband know that I get some money and now he is respecting me; I can take care of the family.”*

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Female refugee artisan, Tanzania, 2018

**BURKINA FASO:** The Design for Peace project provides artisans with reliable and fair income through international product sales. The project mitigates protection risks its participants attributed to socio-economic causes at the project's outset, such as child marriage for economic reasons, and domestic conflicts.

*“ I am now respected and listened both in my family and in the community because I participate to my household expenses. I am more involved in the decision making process in my family and community.”*

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Female refugee artisan, Burkina Faso, 2018

Artisan groups participate in awareness-raising sessions on the types of SGBV, including sexual violence and forced marriage occurring in the community and share information on how to access support and services. As one artisan exclaimed:

*“ The sensitization sessions from UNHCR and NGOs allow us to understand the danger of child marriage”*

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Male refugee artisan, Burkina Faso, 2018



## SAFE ACCESS TO TECHNOLOGY FEMALE-ONLY INTERNET CAFE

In Afghanistan, at the suggestion of women and girls who encountered physical and verbal harassment when using public internet cafés, a pilot female-only community technology access center was established in 2015. In addition to providing empowerment through information, it is an entry point for women to access SGBV prevention and response services. At the suggestion of female students from 2015–2017, the 2018 sessions include boys, and focus on discussion of women’s rights and protection. In 2018, 132 male and female students have attended an SGBV awareness session, which are held monthly. As part of the sessions, groups of students suggest ideas to mitigate violence.

## 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 to support people forced to flee their homes. 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 cash-based interventions in support of positive SGBV outcomes.

Research in Lebanon explored the direct and indirect impact on SGBV prevention, risk mitigation and response of three types of cash assistance: Protection Cash Assistance Programme, Multi-purpose Cash Assistance Programme, and Emergency Cash Assistance. All types of cash assistance were found to be effective SGBV risk mitigation and prevention tools. In Ecuador, research revealed that cash assistance contributes to enabling refugee women and their families meet their basic needs during the initial arrival, increasing autonomy and self-confidence of women participants, positively influencing family welfare.

A second phase of research explores the sustainability of those promising findings.

## CASH-BASED INTERVENTIONS AND SGBV LEARNING

UNHCR and the Women's Refugee Commission are embarking on a joint project to strengthen UNHCR's cash learning programme. The project will develop a variety of training modules aimed at integrating sexual and gender-based violence programming and cash-based interventions. The objectives of the modules are twofold: mainstreaming SGBV considerations into cash-based interventions and employing cash-based interventions for protection from SGBV. This will mark a significant contribution to UNHCR's commitment to institutionalizing cash-based interventions within its global operations.

## THE ALL SURVIVORS PROJECT

Launched in 2016, it continues and aims to increase awareness and knowledge of sexual violence perpetrated against men and boys as well as to increase their access to relevant services in armed conflict and forced displacement settings.



## PROMISING PRACTICES

UNHCR is systematizing its documentation of promising practices on SGBV prevention, risk mitigation and response mainstreaming and integrated programming contributing to a process of learning, knowledge building, and sharing that is beneficial for the whole organization. It will serve to enhance learning and accountability as well as document diverse ways of working across contexts.

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**UNHCR**  
The UN Refugee Agency

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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