

SGBV SWG Minutes 30th of June 2020

Location: online Webex link

Agencies present: ACF, APS, Arab Women's Legal Network, ARDD, AWO, IFH/NHF, Intersos, JNCW, JRF, Oxfam, Plan International, TDH-Italy, TDHL, UN Women, UNHCR, UNFPA, UNDP, UNRWA, UPP, IOM, Vento di Terra, TFG, MPDL, PRM US Embassy, IMC.

Agenda

1. Coordination updates (JHF updates & Amaali application).
2. Field updates.
3. GBV Prevention curriculum – JRF.
4. The safety and security guidelines for GBV remote service delivery – APS.
5. AOB.



Agenda items	Discussion	Action points
Introduction and welcoming	<ul style="list-style-type: none">- Welcoming and a brief on the agenda.	<ul style="list-style-type: none">- MoM will be shared with members.
Coordination updates	<ul style="list-style-type: none">- JHF: received 6 proposals, technical review committee reviewed submitted projects that had to go to manager of fund coordinator and donors. 3 projects out of 6 received funding which is a good rate as it is competitive process.- Reasons that prevented other projects to receive funding: 1 project was from an organization that is not active and does not attend SGBV SWG, second one was not fully aligned with priorities and the third one was because of the quality of proposal. A guidance on how	<ul style="list-style-type: none">- Amaali app will be updated.- Deadline for reporting on AI and correcting data in PLAN phase is by Thursday 2nd of July COB.

	<p>to write proposal was shared before. Hopefully organizations will have more time for the next allocation.</p> <ul style="list-style-type: none">- Organizations who received the fund: Oxfam with implementing partners, Intersos and JRF. Feedback was submitted in writing and organizations can approach co-chairs if they have any questions.- Q: what is the volume of funds funded for all the 3 projects?- A: Total amount is around 800.000 <ul style="list-style-type: none">- Amaali app: UNFPA and UNHCR noticed that many SGBV services were shifted. Some features were recommended to be added like Including PSEA in Amaali App as they benefit from SGBV services so will work on adding a channel for PSEA services. Also adding a chat box to write to the operator requesting counselling. In addition, there is a need to have an option of emergency button in the App so that survivors can alert if there is any danger. Finally sharing safety tips and having a sign language for PwD.- Q: for PSEA services, what is the form?- A: Chat box or a form that will be sent to the FP and it will be discussed.- Q: are services for PSEA and GBV the same?- Services for all survivors are the same, regardless of the perpetrator. if the perpetrator is a humanitarian worker it is SEA and we have obligation to report through established reporting mechanisms. <ul style="list-style-type: none">- ActivityInfo reporting: ActivityInfo is a monitoring software for the progress of the activities of the partner organizations. ActivityInfo is being used to track the progress of the activities and the objectives of each sector and each partner. PLAN phase: we have two things that we are following up with, first one is what	
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	<p>you put in sector matrices that matches what was provided during the JRP process. The second thing is what you report on AI. According to this, bilateral requests were sent to partners in order to fix discrepancies in the. 13 agencies appealed during the JRP, 10 of them have provided their inputs in the PLAN phase of AI and only 7 reported on MONITOR phase. This has an impact on achieving the target since the target was calculated based on planning figures and if you don't report we won't reach the target. Monitor phase: Some agencies were approached to fix some errors related to data quality such as: wrong date, decimal values and zero values.</p> <ul style="list-style-type: none"> - Q: if an agency did not take the funds it was expected to take will this be reflected as a discrepancy? - A: in AI we are putting PLAN budget so what was planned in the PSS. Planning figure should be the same in AI while in the received part agency can write the actual number. - Q: is ActivityInfo for organizations that are funded through UN grants? - A: not only, it is the monitoring tool to look how the sector is doing against JRP. All type of projects through UN agencies and other direct funds. It has 2 pillars refugees and resilience. 	
<p>Field updates</p>	<ul style="list-style-type: none"> - Azraq Camp: CP SGBV and protection have conducted a joint meeting during COVID-19. Safety mapping exercise by DRC and other agencies, referral training to cover protection gaps. Close coordination with FPD. Challenges: communication specially with internet connections. Closure of case management facilities, trying to solve this by remote case management. Lack of privacy. - Irbid office CP-SGBV group: most service providers returned to offices. Challenges: remote individual sessions especially domestic violence and lack of privacy. 	<ul style="list-style-type: none"> - Co-chairs: will do another ToT but preferably in person. Important to have more trained staff in the field.

	<ul style="list-style-type: none"> - Achievements: - TF in Irbid drafted action plan to share key messages on daily basis and to be disseminated. Download Amaali app. - Planning to conduct safe referral trainings for non SGBV staff. - Present short video on SGBV related issues. - Sharing key messages, organize safe referral sessions in Irbid and North. - Mafraq office: WG meetings to coordinate on updates and mechanism on delivering services. During the last meeting it was agreed to implement recommendations. Achievement: delivered cash assistant for beneficiaries, CMR service did not stop, SGBV service provider delivering high quality services on the phone. SGBV service providers resumed their work from home and some are back to the offices. Update each other on the services. Capacity plan during 2020. - Challenges: not easy for counsellors to do SGBV assessments remotely. Problem with FPD services that are sometimes not aligned with survivors wish. Problem with transportation fees especially if living far from UNHCR and FPD centres. Hotline numbers are sometimes unreachable. Some beneficiaries do not know how to use Amaali app. No shelter in Mafraq, for urgent cases it is challenging to find a shelter for the survivor. - Coordinators: For safe shelters, there are several shelters in Jordan that accept survivors from all governorates. JWU is the only NGO provides safe shelter but during the lockdown it is still a challenge to reach it but FPD usually cooperates by providing transportation to survivors. - Zaatari Camp: achievements: most organizations returned to the camp with 30% of capacity. All organizations following safety measures and keeping equipment for staff and beneficiaries, 	
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	<p>continue case management, available remote services , SGBV and CP providing case management in person in the camp in addition to remote case management, hotlines operating 24/7. JHAS clinics received more than 100 cases per day. Sharia court started following up on cases that were put on hold. UNHCR started helping beneficiaries to obtain birth certificates. FPD received cases and provided protection and informed SGBV and CP organizations. IFH and JHAS started distributing dignity kits for women and girls in the camp for different criteria. IFH will distribute mobile phones to beneficiaries with dignity kits to reach service provider easily.</p> <p>Challenges: increase risk of violence because of the lack of privacy and resources. Lack of awareness sessions. Increasing social isolation for adolescence girls. Mental health and PSS WGs shared that there's an increase of complains of elderly women accessing services. A need for more parenting skills is required.</p>	
<p>GBV Prevention curriculum – JRF</p>	<ul style="list-style-type: none"> - Objective to have a tool for Inter-Agency for better sessions and prevention programming. - JRF: presented up to-date progress on achieving GBV prevention curriculum. - Developed curriculum on what was received from partners, NGOs, and TF members, it has 5 main topics: <ul style="list-style-type: none"> - 1. Cover page that includes titles and names. - 2. Table of context including all topics in the curriculum.: 1st chapter presenting theoretical framework. - 3. Best practices received from partners and received internally preventing GBV. 22 best practices from NGOs, INGOs and 	<ul style="list-style-type: none"> - First draft of GBV Prevention curriculum will be shared so that members can provide a feedback

	<p>internally from JRF. Each practice has a main topic about the practice, achievement and sustainability.</p> <ul style="list-style-type: none"> - 4. Achievements. - An update on the progress achieved, since October 2019 until now: <ul style="list-style-type: none"> - Receiving best practices from organizations. - Developing curriculum and adding other topics, it will be finalized on the 21st of July and will be shared with co-chairs for endorsement. - Q: Was there a criteria for best practices that are integrated? - A: TF cooperation and meetings, best practice should be in Jordan and it should be implemented for two cycles at least, it should be accessible, to be sustained with solid reviews, assessments, etc. - Q: is this tool going to be used by the MoE? or it will be used by NGOs and INGOs? - A: product is meant to be for SGBV SWG. MoE is not a member but the tool will be in Arabic and will be disseminated to NCFE team that includes MoE. If they consider something, they want to use they can use it. - JRF will organize a training once finalized and it will be good if some ministries can attend the training. 	
<p>The safety and security guidelines for GBV remote service delivery – APS</p>	<ul style="list-style-type: none"> - The safety and security guidelines for GBV remote service delivery: - Guidelines developed during COVID-19 because of trigger factors for GBV as there was an increase of GBV risks. 	<ul style="list-style-type: none"> - Guidelines has been already shared in the last weekly information sharing email.

	<ul style="list-style-type: none">- In many cases no adaptation of protocols or guidelines. Many actors are providing assistance over the phone without the due skills and equipment.- Develop guidelines with partners in Palestine and share it with partners in Jordan.- To avoid harm for survivor and service providers.- Benefits of technology: accessing survivors. Risk: any digital communication can be followed by third party, telephones can be stolen or taken by perpetrator.- It's only for GBV specialist service providers.- Strong follow up from organizations is important and required.- Staff wellbeing: most staff are females who suffer from stress at home and who need to balance. Providing stress relief for staff, work balance, stress, personal data exposed.- Advice: preparing your own family for your work. Ask their support and respect.- Proceed to service delivery: Verify contact details for the survivor, make sure that survivor is in good conditions to speak. Confirm safety and security conditions. Agree on safety plan.- Inform survivor about services and receive informed consent.- Make sure the device belongs to the survivor.	
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	<ul style="list-style-type: none">- If anything goes wrong don't continue and ask survivor to contact the staff.- Make sure that there is a privacy.- Safety plan.- Safety concerns through phone: stay calm, ask questions.- Information safety, data should be safe and protected.- Agree on secret passwords, agree on protocol.- Do not save names in the telephone.- When using text messages, the less info is better.- Some technical information.- Telegram: more secure than WhatsApp: encryption, notification received if screenshot.- Biggest risks:<ul style="list-style-type: none">- 1. interception:<ul style="list-style-type: none">- Best practices: deleting constantly, make sure that survivors are aware of backups, not saving names.- 2. Acting that someone is the beneficiary. How to deal with it, adding some passcodes	
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	<ul style="list-style-type: none"> - 3. Ensure that data privacy is not compromised, and to allow staff not to use personal phones, using ID codes not names, deleting messages, not sharing pictures, etc. - 4. Understand expectations of survivors and setting boundaries for them. It is important that there are working hours and that counselor has a private time. Both beneficiary and counselor should agree if emergency happens. REMOTE GBV SERVICE DELIVERY was shared in Arabic and English with SGBV WG. - Q: SGBV WG guidance developed a guidance and alternatives on how to provide services over the phone in case of a lockdown, is this available in Palestine? - In Palestine there is an increase of hotlines, awareness services and platforms, some try to keep face to face services. 	
AOB	<ul style="list-style-type: none"> - UN Women is welcoming referrals from case managers. Continued providing direct cash assistance, added info on Amaali app on COVID -19 /basic needs section providing focal points. Contact UN Women or check Amaali App if there are cases that needs to be referred for cash assistance. Will be shared on Thursday weekly update. - Oxfam: released a rapid needs assessment document and will be shared with the WG. - Launching website that has all info in Arabic and English regarding gender, GBV, and other topics. - Plan International: virtual event discussing main findings on the report that was shared with WG. Participants youth activist and ministries. Next Tuesday on Zoom. 	

	<ul style="list-style-type: none">- Back to normal schedule, SGBV WG once a month every last Tuesday of each month. Next WG will be on the 28th of July 2020.- Received learning opportunity, talking migrant domestic workers- Webinar tomorrow members can register: Gender Based Violence and Migration in Times of Covid-19. Perspectives from across the globe' Wednesday 1 July 2020 @15:00 – 16:30, CET The link to the Webinar will be provided following registration. https://rscas.eu/view-form/mpc-webinar-gender-based-violence-and-migration-in-times-of-covid-19-perspectives-from-across-the-globe-1-july-2020-1500-cet/	
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