

2020-2022 Operational Strategy for the Prevention, Risk Mitigation of and Response to Gender-Based Violence (GBV)

GBV Working Group – Jordan

A. Introduction

The Gender-Based Violence¹ Sub-Working Group (GBV SWG) is a coordinating body with the objective to strengthen GBV prevention and response in Jordan with a focus on emergency settings. It works to facilitate multi sectoral, inter-agency action aimed at prevention of GBV, and to ensure a principled approach to the provision of accessible, prompt, confidential and appropriate services to survivors of SGBV. The GBV SWG's focus is Syrian refugees in urban contexts, camps, informal tented settlements (ITS) and other collective centers. GBV services are open to all vulnerable populations hosted in Jordan including refugees of other nationalities, migrants and Jordanian affected by the crisis. The GBV SWG develops and implements the GBV strategy within the broader protection strategy for Jordan, and ensures services are in place for multisectoral response to GBV and advocates for the integration of SGBV risk mitigation strategies in other sectors. The GBV SWG coordinates with national coordination bodies and structures. It also ensures a streamlined approach with field level coordination mechanisms².

The interagency GBV SWG strategy provides a vision for comprehensive GBV programming in the current protracted crisis, outlines priority objectives and associated activities. It increases accountability of the GBV WG by linking the coordination work to programming efforts, and it is therefore critical to both coordination and programming. The strategy wants to respond to the gaps identified by the GBV WG gap analysis³ and For the development of this strategy and relative work plan, local and international organizations members of the GBV SWG are consulted The document presents a situational analysis based on the most recent GBV assessments, review of achievements in the previous year and an outline of the strategy for next 2 years.

B. Situational Analysis

Nine years into the Syria crisis, refugees remain in exile as their country continues to face a protracted conflict and an overwhelming humanitarian crisis. To date the United Nations High Commissioner for Refugees (UNHCR) recorded 670,000 registered Syrian refugees in Jordan, a number that has remained consistent over the past four years, mainly due to the increased entry restrictions into the Kingdom. Among the Syrian refugee population 25.7 % are women, 23.8 % are men, 24.6 % are girls and 25.9% are boys. Women and girls represent more than half of the refugee population (50.3%).

Close to 81% of registered refugees live outside the camps, primarily concentrated in urban and rural areas in the northern governorates of Jordan, with lesser populations in the southern governorates. The remaining Syrian refugees live in camps, mainly in Zaatari Camp (±78,605), Azraq Camp (±40,533) and the Emirati Jordanian Camp (±6 ,903). Jordan also hosts refugee population from other countries including Iraq, Yemen Somalia, Sudan and others.

¹ The working group has adopted the definition of the IASC Guidelines for SGBV Interventions in Humanitarian settings which defines SGBV as an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed differences between males and females. The working group adopts the terminology of Sexual and Gender Based Violence, this terms is equivalent to GBV but stresses on the most hidden and critical form of violence that is sexual violence.

² SGBV WG Terms of Reference <https://data2.unhcr.org/en/documents/details/78681>

³ SGBV WG Gap analysis 2020-2021 <https://data2.unhcr.org/en/documents/details/78683>

The prolonged displacement is impacting severely on women and girls in Jordan, increasing GBV risks and exposure for refugee and host community, with increased demands on services. Gender-based violence (GBV) among Syrian refugees is manifested in many forms including rape, domestic violence, early and forced marriages, sexual exploitation and abuse. Violence occurred in the country of origin and in Jordan. Although women, girls, men and boys experience sexual and gender-based violence patterns of violence and drivers differ. Gender Based Violence happens more to women and girls because it is a manifestation of historically unequal power relations between men and women, which have led to the domination over and discrimination against women by men.

Since the beginning of the Syria crisis, coordination of GBV service provision has emerged as an urgent need in the GBV response, as GBV actors increased and services became more multifaceted to meet identified needs of vulnerable women and girls. Promoting common standards and approaches and building national capacity to respond was also in high demand. In Jordan a GBV WG was established in 2014 within the Protection working group. Since then, GBV Working group member are committed to maintain specialized focused services to women and girls.

C. Overall Objective

The GBV SWG is part of the Protection WG, but it has technical autonomy in the GBV area of responsibility. This strategy is developed in line with the Jordan Response Plan (JRP) 2020-2022⁴ “Social Protection and Justice” overall objective: **“Strengthened inclusive national and sub-national social protection system in line with international protection standards (comprehensive, transparent and equitable) thus ensuring the rights of vulnerable refugees and Jordanians are met and a decent life for all is promoted”**.

The GBV WG strategy, in line with the JRP, covers the 2020-2022 period, but annual work-plans will be developed to guide the work of the GBV WG. The strategy is guided by gaps identified through a participatory approach by members of the GBV WG. Moreover, the strategy is aligned to national strategy documents and government efforts as the national SOPs for and the Essential Service Package sectorial work plans with line Ministries responsible for the multisectorial response to GBV.

D. Specific Areas of work

The GBV WG will be working toward the overall objective through 5 main areas of work:

1. Support Service delivery

During the 2020-2022 timeframe, the GBV WG will continue to provide specialized services, including case management and psychosocial support, to GBV survivors. The capacity of case management agencies will be strengthened to provide high quality services whether they are provided remotely or in person. Case management will be enhanced in areas of Jordan where it is currently unavailable or limited, such as the South of Jordan, Ruwaished, Lewa’a Al Kora, Lewa’a Bani Kenanah and some parts of the country currently accessed only by mobile units. Case management services will also be provided to non-Syrian refugees who are non-Arabic speakers from refugees or migrant communities, therefore the GBV WG will work to put in place all required conditions for participation, such as translation in relevant languages. The WG

⁴ “The JRP 2020-2022 shows Jordan’s enduring commitment to continue to build an integrated multi-year framework to most effectively respond to Syria crisis in a transparent, collaborative and sustainable manner in line with the Global Compact on Refugees and the 2030 Agenda, that is in harmony with the outputs of Brussels conferences I, II and III”. It can be accessed at <https://reliefweb.int/sites/reliefweb.int/files/resources/77262.pdf>

will also look at addressing specific risks of these communities (e.g. Female Genital Mutilation/Cutting - FGMC) and specific barriers to access services.

Cash and voucher assistance (CVA) in the framework of case management will be further enhanced for a standardized and coordinated approach among GBV actors in order to enable timely response to urgent needs of survivors and women and girls at risk, proposing solutions, modalities of service delivery, criteria of selection and guidance to avoid overlapping and protecting confidentiality. This will be accompanied by a parallel analysis of risks associated with the provision of CVA, including the unexpected impact in the household and community. Additionally, the GBV WG will act to overcome the gap in availability and access to services, including specialized services, for people with disabilities, persons that live in remote areas and married girls, identified as those that face the bigger barriers to accessing GBV services. The GBV WG will continue to work in close collaboration with the Cash for Protection Taskforce to ensure that these interventions take into consideration GBV concerns and address GBV needs.

The GBV WG will enhance outreach, recognized as a gap in the 2020 analysis, to inform about services available, with a special focus on reaching people with disability, LGBTI, older people and other vulnerable groups. The GBV WG will develop a guideline aims at providing GBV service providers guidance on inclusion of persons with disabilities in prevention and response programmes. Finally, the GBV WG will enhance the multi-sectoral response to GBV survivors, including timely delivery of non-GBV services (such as food, education, etc...) by encouraging GBV integration into other sectors' programmes and applying a rights based approach to overcome access barriers and discrimination acts against GBV survivors.

As a natural development of the previous years' achievements, the GBV WG will continue to invest in enhancing referral pathways and methods to make them more accessible to all. In particular, the Amaali application will be regularly reviewed to ensure it serves the emerging needs. As an example, its function will be reviewed to respond to remote service delivery, a priority mainly identified during the COVID-19 emergency in addition to other developments to make the application more user friendly for all users. The GBV WG will intensify its dissemination through community-based initiatives. This will go hand in hand with capacity building efforts of non-GBV frontline workers to safely refer GBV survivors who disclose GBV.

An area of focus within this specific objective will be adolescent girls. GBV WG members will continue to be supported in the development and implementation of specific interventions for this target group, as well as to enhance adolescent girls' participation in existing activities. This will be done by rolling out tested approaches that considers GBV guiding principles for adolescent girls' empowerment and risk mitigation and by engaging adolescent girls in projects to collect and amplify their voices through their real stories and experiences. However, adolescent girls' specific interventions will also be built on an analysis that the GBV WG will conduct to take stock of what has been implemented so far, the lessons learnt, the achievements as well as the identification of gaps that need to be bridged in order to contribute to a lasting change for this group.

The GBV WG will continue to provide prevention and empowerment activities both through women and girls safe spaces (WGSS) and mobile teams. The WGSS remain a key approach for GBV WG members. In an effort to enhance prevention activities, The GBV WG will build on the recently developed collection of prevention best practices into a "prevention tool" to further standardize awareness raising messages and harmonize the sensitization on GBV topics throughout the country. A specific focus will also be the engagement of men and boys as a specific target of awareness raising and the collection of best practices, with the long term aim of changing harmful gender social norms which are drivers of GBV.

2. Inform Strategic Decision Making

Over the years, the GBV WG established a number of regular products, data collection methods and documents which have consistently served the coordination group to make informed decisions based on recognized gaps and needs. The GBV WG will therefore continue to build on what has proven useful and informative to the overall coordination and will continue to produce, contribute to and disseminate information management products, minutes of meetings, updated terms of reference and standard operating procedures (as mentioned above). All relevant information will continue to be uploaded on the dedicated UNHCR portal in order to be accessible to anyone interested with the aim to facilitate the fruition of these documents by all GBV actors and beyond. Moreover, the GBV WG will continue biweekly newsletters as a form of information sharing to promote dissemination of resources and tools.

The GBV Information management System (GBVIMS) will continue to play an important role in informing strategic decision making. The work around the GBVIMS is coordinated by a dedicated Task Force (TF), which informs to the larger GBV WG. The TF will be responsible to develop, share and present to the GBV WG two reports per year (mid-year and annual reports) on GBV trends observed during the reporting period. Moreover, the TF will produce ad-hoc trend analysis in response to emerging emergencies (e.g. COVID-19 pandemic).

Another key product of the GBV WG to support the identification of needs is the GBV gap analysis. This, identified as a best practice of the GBV coordination group, will continue to take place on an annual basis with updates from the national and sub-national level. Its findings will be disseminated with WG members relevant stakeholders and, as mentioned, will support the identification of key areas of work for the GBV WG.

In order to support GBV WG members and other humanitarian actors to continuously improve the quality of service delivery, the GBV WG will conduct a joint safety assessment to better understand specific GBV risks, in both urban and camps settings. Its findings will be disseminated broadly, in particular to other relevant sectors where GBV risks were prevalent and will serve the basis for advocacy on GBV risk mitigation (see dedicated objective below). Moreover, the GBV WG will work on compiling and better sharing available GBV assessments, as provided by GBV actors.

The GBV WG will also have a strong focus on improving monitoring and evaluation (M&E) of the GBV response. This will entail contributing to the 3RP monitoring framework and therefore conducting analysis of GBV specific indicators and presenting them through a dashboard, continue providing trainings to WG members on reporting to Activity Info and JFT, supporting GBV actors to strengthening the resilience component of their programmes and measuring progress of the GBV WG against results and performance based on an annual self-assessment.

Finally, the GBV WG will continue to update 4Ws and the national planning and mapping table and will ensure a harmonized approach with field coordinators to avoid duplication in services and targeted beneficiaries.

3. Build National Capacity and Preparedness

The GBV WG has so far significantly invested in the localization agenda, with a focus on the formal establishment of GBV sub-national WG in 4 different locations. This process included the capacity building on GBV coordination of the GBV sub-national WG co-coordinators, ensuring that the meetings are held in Arabic and engaging with local authorities in addition to translating key coordination documents and GBV guiding documents produced on the national level to Arabic. The GBV WG will therefore continue to

strengthen the localization approach, with a focus on enhancing the participation of refugees and other affected populations in coordination structures including persons with disabilities, for example by conducting community consultations on coordination related issues and enhancing the participation of community volunteers in decision making processes. Additionally, in parallel to the above, the GBV WG will work with the government of Jordan, MOSD and NCFA in particular, to strengthen their role in GBV coordination, including through advocating for field coordination structures to involve government counterparts.

The GBV WG will continue to work on building the capacity of partners, especially national GBV actors and CBOs, in order to: a) enable progressive development of the quality of GBV services, and b) ensure the sustainability of service provision.

The latest GBV WG gap analysis, conducted in mid 2020, recorded the need for enhancing the provision of **PSS services** to LGBTI people and people with disability. The GBV WG recognizes that services for these vulnerable groups are not systematically available across all organizations and the gap should be addressed by building the capacity of all GBV actors, including national stakeholders, to provide timely and quality PSS services to all.

In terms of case management the GBV IMS taskforce in 2020 is launching a coaching initiative with the objective of strengthening the quality of case management services provided but also strengthening organizational capacity to provide supervision and conduct internal analysis for the GBV IMS.

The GBV WG will ensure coordination with the SRH working group to ensure training opportunities and on-the-job coaching of health and PSS staff on **Clinical Management of Rape (CMR)**. This is to overcome the high staff turnover which is experienced across sectors, but especially in the health response, but also, and most importantly, to enable survivors' access to CMR services and the post-rape treatment across the country. The GBV WG will also support the health sector by creating lasting opportunities for its members to standardize, strengthen or refresh their understanding of the core concepts and principles of working with GBV survivors, as well as of the interpretation and application of the mandatory reporting requirement, all-together contributing to a safer disclosure environment for all survivors.

Moreover, the GBV SWG will continue working on crosscutting issues such as child marriage and children survivors of GBV with the Child Protection SWG and other national protection groups, to have better understanding of the context, address the gaps and challenges and strengthen the prevention and response to those concerns.

The GBV WG sets among its priorities to advocate to improve the accessibility and quality of the **safe shelters** that the Government (Ministry of Social Development in particular) runs in collaboration with national NGOs. In terms of accessibility the GBV WG will advocate to overcome barriers for male survivors or women with male children above 7 years old, as they do not have options for institutionalized shelters. In terms of quality, the focus will be on reintegration programmes and changing social norms of guardianships, as they are reinforced in shelters, when women need protective pledge from a male family member. Increased physical capacity of safe shelters will also be addressed in advocacy efforts, with specific focus and in relation to the placement of women and girls in these shelters, instead of them being detained for their "protection", as is the current practice. Additionally, empower women and girls in safe shelters and develop their skills and capacities through empowerment, educational and livelihood activities to enhance resilience, reduce vulnerability and help ensure that the needs are met.

While working toward increased access to **legal aid** in Jordan across the nation, the GBV WG shall also organize activities, trainings and producing guiding documents aiming at the sensitization of different

security, law enforcement and judicial stakeholders. The aim of such activities is to contribute to building a system that is equipped to deliver protection based on a survivor centered approach and to enable protection of human rights and **access to justice** that is free from attitudes and beliefs built on stigma.

The GBV WG will coordinate capacity building initiatives by identifying additional training needs and addressing them in a strategic and inclusive way. The GBV WG will also invest in peer to peer cross learning, where organizations will be encouraged to present best practices and share relevant materials, for others to be able to replicate them. The peer cross learning will also be explored, where feasible, with GBV coordination groups of other countries in the region.

Finally, the GBV WG will continue to invest in preparedness, especially in the framework of the COVID-19 response, ensuring the roll out of the GBV-COVID-19 guidelines among all GBV actors and continuously supporting the inter-sectoral COVID-19 contingency planning in an effort to ensure GBV risks, especially increased risks of intimate partner violence during the pandemic, are properly addressed throughout the response.

4. Support Advocacy and funding opportunities

The GBV WG will continue to advocate with donors and other key stakeholders using evidence based approach and providing clarity of GBV issues in Jordan context to include GBV as life-saving and a key priority of the response and therefore for more funds to support the GBV sub-sector, in order to contribute to all the objectives detailed in this strategy document.

The GBV WG will continue advocating with donors to integrate non-Syrian refugees in their strategies in order to strengthen the outreach and response to GBV survivors of other nationalities.

The GBV WG will constantly be on the lookout to disseminate funding opportunities through the biweekly newsletter to its members and will support them with technical notes on, among others, GBV proposal writing in light of GBV IMS analytical reports, disability inclusion, mandatory reporting and case management, which will assist GBV actors in developing their proposals. The GBV WG will play an advisory role for the Jordan Humanitarian Fund, developing sectoral priorities for the call and advocating for a reasonable budget dedicated to GBV projects. Moreover, the WG will support localization agenda by encouraging local and women organizations to register for JHF and strengthen their capacity to apply for the fund by inviting OCHA to GBV WG meeting to explain the process.

The GBV WG will work closely with the GoJ on advocacy and technical support to coordinate more coherently and without duplication on the prevention and response to GBV in Jordan, in particular investing in building institutional capacity on GBV response. Moreover, the advocacy with GoJ will focus on bridging the gaps that exist in the refugee response, by creating more exchanges and working more closely with NCFVA, the national coordinating body for governmental and non-governmental agencies in the field of GBV and family violence (where only a limited number of national NGOs can participate). The GBV WG will also engage and ensure more representation of the GoJ including FPD to strengthen the alignment of the national GBV response to the Sustainable Development Goals (SDGs) and to enhance the linkages between the humanitarian response with a more resilience oriented response. Moreover, the GBV WG will continue reinforce resilience among its members to contribute in resilience building. In 2020, the GBV WG launched a session on resilience in GBV programming; prevention and response to build on and improve existing humanitarian and development actions.

The GBV WG will continue working with MOPIC to consider approving in priority new GBV programs which address the gaps/barriers identified above, and to ensure that GBV prevention and response programs are given due consideration in particular for women led organizations.

The GBV WG will continue to advocate for the abolition of virginity tests and for changing attitudes that encourage the so-called “honor killings”. The GBV WG will continue to advocate with the relevant authorities for revision of family violence law to address the gaps and the clause postulating the mandatory reporting of sexual assault and rape cases. Moreover, the GBV WG will provide all necessary support to the GoJ to roll-out the GBV SoPs.

The GBV WG will continue extending its support to legal aid actors and relevant authorities to enhance gender-sensitivity in the provision of legal aid services and to enable rule of law that protects all women and girls indiscriminately. Even though legal aid is generally available, legal representation is costly and is often reserved for complicated penal cases, therefore leaving women appearing before the courts for cases of divorce or alimony without any legal support. The GBV WG will therefore advocate with relevant authorities to amend existing laws in order to expedite and/or reduce costs of the processes, in order to reduce survivors’ stigma and suffering and enhance access to justice.

The GBV WG will also coordinate advocacy messages for the humanitarian partnership forum, the government and other relevant stakeholders on identified concerns as well as in alignment with the objectives of this strategy and with the focus on resilience and the SDGs. Moreover, the WG will work to coordinate advocacy messages and activities during common events, such as the 16 days of activism against GBV and the International women’s day and organize other advocacy campaigns. In 2020, JRF led an inter-agency online campaign disseminating key messages through social media and SMSs tackling different GBV topics.

5. Increase cross-sectoral collaboration to mitigate the risk of SGBV in the humanitarian response

The GBV WG will work with other sectors to advocate for GBV risk mitigation and gender age and disability sensitive service provision, offering technical support and guidance to national or international, governmental, or non-governmental partners in the field.

The GBV WG will increase the quality of GBV programmes in terms of age, gender and disability inclusion, in particular by strengthening the capacity to conduct gender analysis, enhancing the collaboration between the WG and Disability and Age Taskforce “DATF”, improving the analysis of GBV risks for older women, consulting more strategically and systematically with women and girls with disabilities on their specific needs and barriers to access GBV services. Also, more collaboration with SRH WG to sensitize frontline SRH service providers on supporting LGBTI and PWDs with the aim of changing prejudices and negative attitudes.

Moreover the GBV WG will work toward rolling out the Global Compact for Young People in Humanitarian Settings⁵, with a specific focus on young women and girls, by identifying key priorities, indicators and resources with and for young people across the GBV sector and areas of responsibility. Also work with youth actors to address GBV principles and considerations as essential to youth outcomes in nutrition, shelter and all other sectors.

The GBV WG will develop strategies to increase the collaboration with other sectors to ensure GBV risks are mitigated as well as to enhance the multi-sectoral response to GBV survivors and women and girls at risk of GBV. The collaboration will therefore focus more specifically on the sectors that provide services needed for women's and girls' (and GBV survivors') well-being, including education, health, livelihood, child protection, etc...

The GBV WG will also aim to strengthen referrals to livelihood opportunities, after having undergone a mapping of such available services. The child protection sector will be engaged to strengthen the response to child and adolescent survivors of sexual violence, to, more generally, improve adolescent girls programming with a focus on empowering them to make their voice heard and to work closely with the National Taskforce on Child Marriage to develop joint strategies to target this GBV type.

The GBV WG will continue mainstreaming GBV, produce and share relevant best practices with other sectors by developing innovative ways to disseminate the information, conducting Safe referrals trainings targeting non-GBV frontline workers. Each year, the WG will be focusing on integration of GBV in two sectors actions.

The GBV WG will use working group meetings, trainings and workshops to enable the cooperation with partners from different sectors and to reiterate the importance of adhering to international SGBV standards of safety, confidentiality, non-discrimination and respect.

Finally, the GBV WG will coordinate with PSEA network to engage and cooperate with the sectors in enabling prevention of sexual exploitation and abuse (SEA), raising awareness of both affected community and staff on the available reporting mechanisms in addition to digitalizing reporting SEA cases and linking survivors of GBV with service providers through Amaali application.

⁵<https://www.unfpa.org/publications/compact-young-people-humanitarian-action#:~:text=The%20Compact%20for%20Young%20People,forced%20displacement%20or%20other%20emergencies>.