

PSEA Focal Points Network Meeting Minutes, 30 April 2018

Next PSEA Meeting: 24 June 2018, 12-2 pm, UNHCR Khalda, EMOPS Room

Agencies: CVT, IMC, ARDD-Legal Aid, Collateral Project, Intersos, JRS, MC, Medair, OXFAM, UNWOMEN, UNHCR, UNFPA, UNICEF, UPP, War Child UK, WVI and PUAMI

Agenda:

- Introduction and Announcements
- Progress Update from Training Committee
- PSEA Trends/Dynamics, and Response Measures: UNWomen & UNHCR
- Safe Referrals in the PSEA Context: Emilie Page, UNHCR/SGBV
- AoB

Agenda item	Discussion	Action point
Introduction and Announcements	<ul style="list-style-type: none"> • Oxfam is developing an action plan and safe guarding policy for 2018, introduction will be organized for all the new staff, OXFAM is also planning on conducting a quarterly refresher training sessions to all staff. • Collateral Repair Project set up a hotline for beneficiaries. • UNICEF is building capacity within UNICEF and its partners, orientation session has been conducted to PC managers on PSEA and child safe guarding policy. Internal training will be conducted with PSEA FPs and with partners on a later stage for a 2 days training on SEA and child safe guarding policy. In addition, UNICEF adopted a survey in line with UNICEF programming to analyze the update on the complaint mechanism. • PU-AMI developing an action plan on policies, code of conduct, child protection and complaint mechanism to new staff. • UNHCR – Irbid conducted a session in Arabic for all the guards that works in the north, another training will be conducted for staff. • SEA coordinator distributed SEA awareness card and PSEA core principle handouts to members. 	Members encouraged to approach coordinators to request additional awareness material and posters.

<p>Progress Update from Training Committee</p>	<ul style="list-style-type: none"> • Training committee (UNHCR, OXFAM and INTERSOS) is finalizing a ToT training package for focal points and alternates, the training sessions are expected to be 2-3 days and should start in June after Ramadan. • Training committee is working on determining organizational capacity assessment to conduct an official complete investigation on SEA incidents through bringing experts from HQs or to bring external parties to conduct the investigation trainings/capacity. The training committee will discover the options and findings and will be shared with the network. 	<p>Training Committee members to finalize materials and schedule ToT</p>
<p>PSEA Trends and Dynamics, and Response Measures: UNWomen & Co-Chairs</p>	<p>UN Women shared its concern about a trend that has been observed in several consultations with beneficiaries in the host communities.</p> <p>Some informants alleged that service providers giving assistance such as food distribution, have been tracking women refugees through their mobile phone numbers used for registering for assistance. They after call them, abuse them, ask for sex, or offer to enter into ‘fake marriages’. Considering the importance of this issue, UN Women suggested to open a discussion within the Network about possible ways to avoid these situations, inviting to reflect about specific prevention actions, beyond trainings and awareness sessions, such as: creating a mechanism to keep data confidential during the registration or verification process; including the name of the person who made the registration on the file together with the name of the beneficiary, in that case it can be easier to track the abusers and probably it will also discourage them; thinking of awareness messages focused on perpetrators rather than survivors, reminding the penalties that would face.</p> <p>Case studies: SEA coordinators circulated three case studies on different SEA scenarios (see Annex I attached), members were divided into 3 groups to discuss assigned cases and give their comments on “<i>What steps by the NGOs could have been taken?</i>” and “<i>What steps can the PSEA network take to help to avoid a similar situation?</i>” Groups then reconvened and discussed key points and recommendations; a draft action plan has been drawn up for circulation.</p>	<p>Chairs to circulate summary of recommendations /action plan for member review.</p>

Safe Referrals in the PSEA Context: UNHCR/SGBV	SGBV co-chair Emilie Page provided a brief review/refreshers on safe referrals in the SGBV and SEA context; presentation to be circulated to members.	Members to follow safe referral procedures, use form to be provided.
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Annex I. Case Studies

Case 1. The HR Gap

Following receipt of two complaints by refugee women living in host communities about one of its national staff members, an international NGO named ABC launches an investigation. During the investigation, the INGO discovers that the staff member's previous contract with another NGO, XYZ, had been allowed to expire without renewal, while an investigation was ongoing into similar complaints of exploitation. When ABC and XYZ dig deeper into records, they find that the staff member in his earlier job had also been transferred by XYZ from one governorate to another after an earlier complaint had been received. No investigation had been completed before the contract expired with the first NGO. A check of criminal records during ABC's investigation finds that ten years previously, the staff member was charged with misdemeanor assault, after an altercation with his wife, but the charge was withdrawn after it was resolved between the families of the staff member and his wife.

What steps by the NGOs could have been taken?

What steps could the PSEA Network take to help avoid a situation like this?

Case 2. The Cash-for-Work Manager

An NGO called We Help Everyone works in a refugee camp. One of their cash-for-work volunteers approaches We Help Everyone, and shares with the management information he has heard about another NGO, called Do Good International. The refugee says he has heard stories about their national staff member who manages Do Good International's Cash-for-Work program: that he tries to get only "young and pretty girls who smile" under his supervision, and that he gives girls who smile better tasks and opportunities. The Do Good staff member is rumoured to have offered to take girls out of camp for short-term work that pays very well, but it's not known whether that happened or not. The CFW volunteer notes that none of the female volunteers in the Do Good International project will complain, because they believe the perpetrator is from a powerful family and knows police well.

What steps by Do Good International could have been taken?

What steps could the PSEA Network take to help avoid a situation like this?

Case 3. The Small Community-based or Local Organization

A refugee woman approaches you in your NGO office in a northern governorate of Jordan. She introduces herself, and explains that some months ago she was contacted by phone by a man who told her his name, and explained that he works for a humanitarian NGO, called My Little NGO. He says she has been selected to receive a humanitarian aid package from his NGO. He explained that a kind and caring guard at a UN agency gave him her contact information, because she looked like she needed help.

The man from My Little NGO told her to come and pick up her aid package at a location in town. When she arrived, he invited her inside an office, and showed her a big box of really useful items for her and her children. After showing her the box, the man physically grabbed her, forced her onto a low couch, and sexually assaulted her. She was able to free herself however, and escaped out the door.

You have never heard of My Little NGO before, but the refugee woman says it is a small community organization just in this city. The refugee woman says she knows the man's name, and the location of the office, but that she's not willing to make a formal complaint, because she's afraid of retribution if she gives her name to police.

What steps by the NGOs could have been taken?

What steps can the PSEA Network take to help avoid a situation like this?