



## SGBV Sub-Working Group Jordan

### Informal Tented Settlement (ITS) Operational Guidance and Messages SGBV SWG Recommendations 10 February 2015

<b>1.</b>	<b>Which services should be provided at site?</b>
	Survivor-centered, age-appropriate SGBV/CP case management with special attention to high risks of exploitation (field visits/mobile teams), including contingency planning in case of eviction
	Basic emotional support and group and/or individual psychosocial services
	Access to PSEA mechanisms
	Access to health (incl. reproductive health) services providers near the ITS
	Legal services with competencies in SGBV cases, and part of multi-sectoral services
	Information on SGBV services available and emergency contact numbers including whom to alert in case of imminent eviction
	Conduct safety audits to take into account the changing nature or dynamics of risks related to SGBV
<b>2.</b>	<b>During evictions:</b>
	<b>a) Which actions should be taken by agencies in coordination with UNHCR?</b>
	Increased female police presence at all hierarchical levels and protection staff (govt. and non govt.) with knowledge of SGBV core principles and referral mechanisms. However, referrals are not expected to take place during eviction but at later stages.
	<b>b) Which key messages should be delivered to the police during an eviction?</b>
	Avoid the use of force
	Allow presence of protection service providers to ensure that complaints/requests can be flagged on time.
	Establish procedures that ensure that all members of the family (particularly women, girls and people with disabilities) carry their documents and items with them to prevent protection & exploitation risks
<b>3.</b>	<b>c) Which key messages should be delivered to the refugees during an eviction?</b>
	Information regarding SGBV available services and the PSEA mechanism in place (incl. the right to complaint, how and to whom to report any abuse): dissemination of small cards as above & face-to-face.
	<b>Which services should be provided in transit?</b>
	Survivor-centered, age-appropriate SGBV/Child Protection case management
	Emergency health and emotional support
	Immediate protection and relocation options for survivors that takes into account the best interest of survivors
	Information dissemination on services available in transit and in end location including putting in contact and initiating referrals during transit, and particularly during transportation in buses.
<b>4.</b>	<b>Which services should be provided upon arrival in the camp (in addition to standard arrival services)?</b>
	Risk mitigation support (i.e. NFI, incl. dignity kits, solar lamps, etc.) with a methodology that mitigates exploitation.
	Handover of cases between service providers and consent between the ITS – Transit – end destination/Camp; and related to existing service providers in camps to ensure that these new arrivals receive immediate and prioritized care as per the existing national SOP.
	Survivor-centered, age-appropriate SGBV/CP case management and multisectoral services (health incl. reproductive health and mental health, legal aid, psychosocial support, safety and security)
	Psychological First Aid and referrals to emotional support and group and/or individual psychosocial services
Information dissemination on services available	

The Task Force should also ensure that that the findings and risks identified are taken into account and represented in the wider issues brought forward due to the eviction. Training SGBV for males and females police should also be planned by the ITS TF with the support of the SGBV SWG.

