UNHCR
The UN Refugee Agency

EAST, HORN OF AFRICA AND GREAT LAKES REGIONAL ACCOUNTABILITY TO AFFECTED PEOPLE AND GENDER EQUALITY WORKSHOP

6TH - 8TH NOVEMBER ,2023
NAIROBI, KENYA

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ABBREVIATIONS

AAP	Accountability to Affected People
AGD	Age, Gender, and Diversity
CBP	Community Based Protection
DIP	Division of International Protection
GDS	Global Data Service
GBV	Gender Based Violence
GE	Gender Equality
IASC	Inter Agency Standing Committee
REF	Refugees Engagement Forum
RWC	Refugees Welfare Committee

1.0 BACKGROUND

The regional Accountability to Affected People (AAP) and Gender Equality (GE) workshop covered ten country operations with thirty-five participants. Each country operation appointed a minimum of two UNHCR staff from national and subnational levels who had not gone through the training previously. Number of workshop participants from the country operations were distributed as listed in Annex 2 of this report. The regional workshop was undertaken in the Bomma hotel in Nairobi between 6th and 8th of November 2023 and was facilitated Community Based Protection officers and program officers at the regional level and Division of International Protection-AAP, Global Data Service and Evaluation Service staff from the headquarters. The Regional CBP senior officer officially opened the workshop with welcome remarks to the participants. She emphasized the importance of AAP and GE in enhancing UNHCR protection mandate and that each of the participants should commit to propel the organizational commitments in their various workplaces and functions. She led the team through the workshop agenda and preliminaries.

Workshop objectives

1. To equip country operations' focal points with AAP and Gender Equality skills that will enable main-streaming in UNHCR programming.
2. To reflect on recent country operations self-assessment and evaluation results and deliberate on level of implementation of AAP and Gender Equality including successes, challenges, and Solutions.
3. Enhance planning, monitoring and evaluation of country and regional level AAP and GE priorities and promote documentation and learning.

1.1 AAP GLOBAL ACHIEVEMENTS AND PRIORITIES

UNHCR AAP core actions are outlined in the 2018 Policy on Age Gender and Diversity and AAP Operational Guidance. UNHCR has demonstrated AAP leadership through co-chairing of former Inter-Agency Standing Committee (IASC) task team on AAP/PSEA (Protection from Sexual Exploitation and Abuse), IASC Results Group 2 on Participation & Inclusion and currently Co-leading two Workstreams in IASC Task Force 2 (AAP). UNHCR's Strategic Directions 2022-2026 highlight's AAP as one of eight Focus Areas and there exists a Five-Year Plan on Accountability to Affected People.

<u>AAP Global progress</u>

Communication & Transparency

- 136 countries and territories have a live Help site with nearly 10 million visitors in 2023.
- 16 live WhatsApp lines established.
- Digital Gateway currently being rolled out (Americas, Egypt) providing individuals ownership over data, scheduling of appointments, access to online services.
- Digital Transformation Strategy – 2022-2026 vision is for the communities we serve to have the digital skills, agency, and tools to safely engage in today's digital world, to access inclusive services, achieve greater self-reliance and protection, and to have a greater voice in the decisions that impact their lives.
- Data Protection Impact Assessments conducted as standard.
- E-learning on social media for CBP launched (including modules on risk assessment & mitigation) which supports existing guidance.

Feedback & Response

- In 2022, 69% of operations had multi-channel feedback and response systems designed based on consultations with communities (65% in 2021).
- Co-leading work at IASC Task Force 2 level to develop common data standards for Feedback Data
- SOPs standardizing UNHCR's response to sensitive complaints (Sexual Exploitation and Abuse, abuse of authority) developed.
- E-learning training for PSEA focal points under development including modules on Feedback and Response Mechanisms & community engagement.

Organizational Learning and Adaptation

- UNHCR's 2023 Policy on: Planning for, Getting and Showing Results – People at the Centre as a guiding Principle (highlights the role of feedback data in programme adjustment).
- AAP regional trainings cover AAP across Plan, Get, Show phases.
- Strengthening ways to embed AAP principles into Evaluation Processes (closing the AAP loop, Mbera Camp, Mauritania).
- Developing improved metrics for measuring AAP (Outcome and Output level).
- UNHCR's 2022 Synthesis of Evaluative Evidence on Accountability to Affected People – 17 independent evaluations highlight persistent challenges in closing feedback loop.

AAP in Emergencies

- Co-leading work at IASC TF 2 on strengthening AAP surge capacity. Supported the Ukraine response.
- Joint training on AAP coordination conducted with UNICEF, ZIF & CDAC Network for 35 participants.
- Revision of the Refugee Coordination Model guidance, outlining AAP coordination
- Renewed commitment to Connectivity for Refugees (including GRF pledge).
- Focus in strengthening internal surge capacity on AAP: integrating AAP in Workshop on Emergency Management (WEM); Development & roll-out of AAP in Emergencies training module.
- Leveraging CERF (Central Emergency Response Fund) funding for improved collective feedback & response mechanisms.

1.2 GENDER EQUALITY STRATEGIC PRIORITIES

This session was led by the senior CBP officer who explained that UNHCR's efforts to promote gender equality and empower women and girls align with the UN's broader framework for integrating gender to improve the protection and promotion of women's and girls' rights in development and humanitarian settings. The frameworks guiding GE (Gender Equality) in UNHCR include:

- United Nations System-Wide Action Plan (SWAP) on Gender Equality and the Empowerment of Women
- 2030 Agenda for Sustainable Development
- The grand Bargain
- New York Declaration for Refugees and Migrants
- Global Compact on Refugees,

Current context

- Rising number of forcibly displaced persons - UNHCR latest global trends report indicates that 108.4 million are forcibly displaced, the largest annual increase on record. By June 2023, the number had risen to 110 million due to the conflict in Sudan,
- Women and girls make up more than 47 per cent of displaced persons, and in some contexts, such as the armed conflict in Sudan, women and children have represented up to a staggering 90 per cent of those displaced.

- Forcibly displaced and stateless women and girls face multiple barriers, gender inequalities and intersecting forms of discrimination that are aggravated in displacement including rising cases of rape, sexual assault, sexual exploitation and physical violence, in the ongoing conflicts in Sudan, the Democratic Republic of Congo*, etc.*
- According to the Global Protection Cluster, the top reported protection risk in more than 30 humanitarian emergencies, is Gender-Based Violence (GBV), alongside attacks on civilians including children, forced displacement, abduction and detention, and psychosocial risks – especially on women and children.
- Negative and disproportionate impact of climate change, the shrinking of spaces for women and girls, global socio-economic challenges, prolonged and emerging conflicts on forcibly displaced women and girls.

Our commitment to Gender equality

UNHCR operations undertake at a minimum five obligatory core actions to advance gender equality:

1. Equal and meaningful women's and girls' participation in all decision-making, community management and leadership structures, and sector committees of target populations
2. Individual registration and documentation for women and girls and advocates for gender equality in nationality laws to prevent statelessness
3. Equal access to and control over management and provision of food, core-relief items, and cash-based interventions
4. Equal access to economic opportunities, including decent work and quality education and health services
5. Women's and girls' access to comprehensive GBV (Gender Based Violence) prevention and response services

2024 strategic priorities

- Strengthening integration of gender considerations in programming in line with the five core actions on gender equality in the Age, Gender and Diversity (AGD) Policy.
- Strengthening the use of Sex and Age Disaggregated Data to inform gender responsive and gender transformative programming.
- Strengthening our collaboration with partners, particularly local and refugee women-led organizations.
- Generating evidence and results that showcase UNHCR's gender equality and women's empowerment work.
- Partnership with UN Women and Prospects Partners including International Labor Organization (ILO), UNICEF, World Bank, International Finance Corporation and the Netherlands Ministry of Foreign Affairs

2.0 OUR COMMITMENTS TO ACCOUNTABILITY TO AFFECTED PEOPLE

The session was facilitated by the regional AAP consultant and the DIP- AAP officer. At plenary, the participants were asked to define accountability and affected people as guided by the UNHCR guidance. Accountability to Affected People is a commitment to the intentional and systematic inclusion of the expressed priorities, needs, capacities and views of targeted populations (Asylum seekers, returnees, refugees, stateless, and internally displaced persons) throughout the operations management cycle, and to being answerable for organizational decisions and staff actions. As depicted in the diagram below, different results are achieved in our operations when we engage communities, with the end goal being, building resilient communities.

UNHCR AAP framework spells out four core actions that enables stronger accountability to communities as explained below:

Participation and inclusion

At a minimum, country operations will employ participatory methodologies at each stage of the operations management cycle, to incorporate the capacities and priorities of women, men, girls, and boys of diverse backgrounds into protection, assistance, and solutions programs. Key outputs will include:

- Affected people are made aware of their right to participate and how they can participate in programme decision making (including boys and girls).
- Means of continuous participation at all stages of the operations management cycle are adapted to provide different options for the people.
- Programme decisions are informed by documented consultations with affected people.
- Communities are involved in the need's identification and selection of targeting criteria.
- Communities can request formal meetings/consultations with relevant programme staff.
- Pre-existing Community structures/organizations for community participation are either strengthened or established where none exist.
- Identified capacities in Participatory Assessment are built into programme planning for community related actions.
- Documented participation of the people in the prioritization of intervention areas and explanation of final decisions

Communication and transparency

At a minimum, all country-level protection and solutions strategies will detail the operation's approach to communicating with women, men, girls, and boys of diverse backgrounds, through means that are appropriate and accessible to all groups in a community. The following criteria will guide selection of channels for communication:

- **Consultations**: Seek to find out community preferred channels
- **Inclusivity**: Information shared only with one group can mean other groups receive information in a limited or amended form.
- **Multiple channels**: Select multiple channels in consultation with different groups in the community.
- **Appropriate**: Consider cultural sensitivity, local languages, Age, literacy levels, relevance, and accuracy
- **Timely:** Information should be provided at, or before, the time it is needed.
- **Accessible**: Consider different formats and channels for different groups (e.g., children, persons with disabilities).
- **Transparent**: Share information about UNHCR's programmes and organizational processes and procedures and allow communities to ask questions.
- **Responsible & Ethical**: Uphold dignity of affected people. e.g., social media comments & images shared by UNHCR staff and partners

One-way approaches when communities are remote/no access	Two-way approaches when communities are remote/no access
• One-way SMS • TV ads or shows • Radio spots • Radio drama • Newspapers • website	*Social media *Messaging apps *Hotlines *Call-in radio shows *Two-way SMS *Chatbots *Interactive voice response *Virtual focus group discussions
One-way approaches when there is physical access	**Two-way approaches when there is physical access**
• Megaphones • Sound trucks • Leaflets and posters • Noticeboards • Wall murals • Suggestion/feedback box	*House to house*Community meetings *Information/feedback desks*Mobile cinema *Community theatre *Focus group discussions*Mobile radio

Table 1: Examples of communication channels to use

Feedback and response

At a minimum, all UNHCR operations will establish and promote feedback and response systems, including for confidential complaints. What operations should look out for:

- Actively receive, record, analyze and respond to feedback
- Establish appropriate, accessible, and safe feedback mechanisms preferred by affected people.
- Establish feedback data management system
- Establish a clear internal feedback process with clear referral and response responsibilities and timelines.
- Ensure clear and accessible procedures exist for handling of confidential and sensitive feedback.
- Ensure that staffing for feedback handling is gender sensitive.
- Identification and active participation in interagency structures
- Learn from the feedback: Replicate, scale up, adjust initiatives

Performance measures

- Feedbacks are responded to and the data is included in reporting.
- Systems should be guided by community (All inclusive) consultations and accessible to all affected people
- Staff are trained on feedback handling, their roles and levels of responsibility.
- Operational budget allocated for feedback collection, recording, analysis and reporting.
- High percentage of feedback addressed within a reasonable time frame.
- Standardized feedback collection tools are used.
- Referral pathways exist for feedback relating to external partners
- Feedback mechanisms should be accessible, effective, confidential, and safe to use without fear of negative repercussions.

Steps to set up feedback mechanisms

- Get management and staff buy-in and support.
- Consult with the community.
- Plan the feedback system (SOPs) - how to collect, analyse, act on, and refer feedback, respond, and the resources needed.
- Validate with communities.
- Train staff and partners
- Advertise the feedback mechanisms.
- Monitor and evaluate the feedback system.

Organizational learning and adaptation

At a minimum, UNHCR operations will adapt programmes and strategies in response to Inputs from persons of concern, and document this in Country Operations Plans and Annual Reporting.

picture 1: Participants following workshop sessions

Expected outputs on learning and adaptation

- Periodical reporting should include data and action from feedback and response activities.
- Clear links exist between participatory assessment results, planning and reporting.
- Community feedback is included in programme planning and design to embed changes and decisions in our work.
- Internal & external sharing of learning from community consultation and engagement.
- Internal systems for senior management to be informed and act on feedback data.
- Evaluation data includes community feedback on quality and impact of the programme.
- Monitoring includes both qualitative & quantitative feedback data from affected people.
- Feedback collection and analysis responsibilities are embedded within the operational structure.
- AAP responsibilities do not sit with one or two people but are relevant throughout staffing levels and thematic areas
- Planning and budgeting for AAP initiatives
- Maintain a central repository for key Documents, strategies, SOPs, Frameworks that are accessible to all at country and regional level teams.

2.1 SUMMARY OF AAP GOOD AND PROMISING PRACTICES -2023

Joint community outreach sessions: Kenya urban refugees' program

Process undertaken

i. Participatory assessment, analysis of findings and recommendations.
ii. Discussions with stakeholders on the recommendations to improve outreaches
iii. Development of the concept note, budget and allocation of duties and responsibilities.
iv. Invitation of other stakeholders in the assessment and concept not development process e.g., County commissioners, National Police Officers, Chiefs and security committee
v. Engagement of the refugee community in regular outreach sessions to share information, receive their comments, remarks, questions, complaints, and share feedback
vi. Follow up actions and referrals after the sessions to various partners and stakeholders.

Successes

- Increased knowledge/information shared with the refugee community on the services offered, when, where , how and to whom.
- Reported increase of refugees' community approaching partners for various services and support.
- Wider reach of many community members of all nationalities, gender, age and diversity in one session in various location.
- Coordinated approach on information sharing and service provision among stakeholders to all community members.

Recommendations

- Need for adequate resources to reach more communities in other areas including Nakuru and Mombasa.
- Strengthen coordination of the sessions and referral systems with the partners, Department for Refugee Services and other stake holders.

Sign language training expands horizons for refugees in Rwanda

Having sought refuge in Rwanda in 2015, Ange Bukweberi has recently completed a transformative sign language course in Kigali. The Burundian refugee, who was previously working at a physiotherapy clinic in Kigali hopes to use her newfound skills in non-verbal communication to embark on a new journey assisting other people in her community.
The three-month course was organized by the UN Refugee Agency (UNHCR) in Rwanda in collaboration with Rwanda National Association of Deaf Women, Prison Fellowship Rwanda, and Humanity Inclusion. It was attended by 22 urban refugees, including Ange, and other Burundian and Congolese refugees living in Kigali. Reflecting on the impact of her newly gained skills, Ange recounts a significant experience when a lawyer sought her help to communicate with a deaf client during a court case.
"A lawyer friend of mine was defending a deaf client in court. Unfortunately, the lawyer couldn't communicate in sign language," Ange explains. "The lawyer called me for help, and I stepped in to facilitate communication between the court, the lawyer, and the deaf client. At the end of the proceedings, Ange says, all parties involved were very satisfied. The lawyer, the client, and the court expressed their appreciation for her invaluable contribution. In a gesture of thanks, they offered her some money as a small acknowledgment of the immense impact she had made on that day.

This success has motivated Ange to explore more ways to contribute to the community. Her Determination led her to volunteer at specialized school for autistic children, where she supports deaf children. The school's head, recognizing Ange's unique skill set—combining expertise in autism support with sign language proficiency—has recently offered her a promising job opportunity.

“The deaf children were thrilled to find someone they could communicate with, and the school’s head was equally pleased to have someone experienced in treating autism and skilled in sign language,” Ange explains. “As a result, she promised me a position at the school, and I am eagerly awaiting the formal job offer.”

The joy of the deaf children at finding someone who could understand them mirrors the gratitude Ange f eels for her sign language training. Ange says she would not have been able to make this extra step if she had not attended the course. The sign language course, which is part of efforts by UNHCR in Rwanda to bridge communication gaps and empower refugees with disabilities, is an essential part of the organization’s strategy to provide inclusive protection services. On the International Day of Disabled Persons in 2023, Ange is encouraging others in her community to take up similar challenges. “Knowing sign language is crucial, especially for us refugees,” Ange says. “Sometimes, important information is shared, but if you’re deaf and there’s no one to convey the message, you might miss out. When you have the language skills, you can help others in our community stay informed.”

Ange’s story was published in the link below:
https://www.unhcr.org/rw/19587-sign-language-training-expands-horizons-for-refugees-in-rwanda.html

Enabling Women and girls’ access to feedback mechanisms in Darfur

Undoubtedly, the number of those who have experienced conflict related sexual violence across Darfur because of the ongoing conflict greatly exceeds the number of cases that have been reported to date. Reporting is not only inhibited by the conflict itself but also by lack of access to relevant services for survivors of sexual violence, breakdowns in the telecommunications network, and fear of (further) community stigma. To the extent that it has been possible to engage with communities on the issues, feedback indicates a disturbing scale of conflict-related sexual violence (CRSV) in conflict affected areas. Cases of women being abducted have also been reported and access to services for CRSV survivors has Been severely curtailed in many conflict-affected locations across Darfur. Refugee women and girls have become more vulnerable as indicated by several reported cases of GBV (rape, physical violence, early marriage).

At camps and settlements in East Darfur, UNHCR has undertaken key interventions to support women and girls to access services and continuously avail feedback to UNHCR and partners. Community based protection networks were created and Members trained on their roles. In addition, they were availed smart phones, SIM cards and data bundles to enable them to report and share their concerns in a timely manner. The GBV working group meets monthly to discuss issues arising and facilitate access to services and information by the target groups. Associations of women and youth in all camps and school clubs have equally been formed and members trained on how to convey feedback. Post Exposure Prophylaxis kits have been distributed in different locations to benefit rape survivors. In addition, aware ness raising sessions and campaigns on traditional practices such as domestic violence, forced marriage of girls, and female genital mutilation have been promoted.

GBV protection hotlines are currently available to the target population and Joint security committees of host and refugee youth have been formed to coordinate with police on reporting security issues facing refugees in camps. Protection initiatives and feedback mechanisms have given confidence to the women and girls of Darfur as much in the midst difficulties faced by humanitarian actors in accessing the affected populations. Communications through the community-based networks and local associations has provided an avenue for the people to speak and access support whenever possible.

Refugees Engagement Forum (REF) in Uganda

The Refugees Engagement Forum (REF) is a successful pioneering refugee-participation mechanism designed to systematically ensure refugee voices are considered in national decision-making, thus empowering refugees throughout Uganda. Through a representative system, elected REF members are able to directly advocate on behalf of their communities at the highest level of Uganda's refugee response coordination structure. The REF Informs policymaking & programme design through two-way communication and provides a platform to raise awareness in national, regional and global forums.

How does the REF represent the refugee community?

As part of the elected Refugee Welfare Committee (RWC) structure, the REF works with RWC members to discuss how the Comprehensive Refugees Response Framework Roadmaps are being implemented. Since the RWCs exist from the village level up to the settlement level, where REF leaders are appointed, concerns and ideas in communities are channeled upwards to build consensus. The REF undertakes the following functions:

1. Identify community concerns and conduct consultations.
2. Review and discuss at the quarterly REF meetings to identify key concerns.
3. Present the information to the CRRF steering group meetings, which run quarterly
4. Report back to communities by sharing the outcomes.

Six Lessons Learned from Refugee Engagement in High-Level Decision-Making processes

- The REF draws its legitimacy from pre-existing democratic structures.
- Intentionally inclusive structures and reserving leadership positions for specific minority groups allows the REF to represent a highly diverse population.
- Close working relationships keep people motivated and eases consensus building and decision making.
- Adaptable structures and systems are essential in a changing context.
- An ongoing learning and adaptation process allows for continuous improvement and innovation.
- Wide-ranging stakeholder support from the outset - including staff time and financial support is key for sustaining the growth and development of the mechanism.

Incorporating AAP in the Permanent Constitution Making and Elections Process in South Sudan

Background

- Revitalized Agreement on the Resolution of the Conflict (R-ARCSS) 2018 calls for making a Permanent Constitution and the conduct of credible elections at the end of the transitional period by December 2024 in line with the roadmap adopted by R-ARCSS signatories in August 2022.
- Previous constitution-making and elections processes in South Sudan since 2005 have been dominated by a mostly male political elite, Civil Societies Organizations' representatives and legal experts with limited public participation.
- UNHCR is working to overcome barriers to their meaningful participation in civic discourse and ensure inclusion and diversity.
- With the support of South Sudan's Relief and Rehabilitation Commission (RRC), UNHCR, United Nations Mission in South Sudan (UNMISS), UNDP and UNWOMEN efforts to ensure the effective participation of South Sudanese IDPs and refugees are made through consultations of displaced populations.
- Target population were IDPs, South Sudanese refugees in the region and returnees.

Roles of partners

- **Government – Relief & Rehabilitation Commission**: Seek Country of Asylum approval for the consultations. Facilitate access to hard-to-reach areas and enhance trust and ownership of the outcome document.
- **United Nations Peace Keeping Mission (UNMISS)** – Technical assistance, presentations on the elections, constitution, and gender considerations. Provision of funds and free flights in country.
- **UNHCR** – Coordination and organization, road transportation in country and in the country of asylum
- **UNWOMEN** – Technical assistance and provision of funds for transport.
- **IDPs and Refugees:** Participate in interactive sessions – ask questions, identify priorities, make presentations, approve and sign communiques

Ensuring inclusion

1. Field offices shared information provided in fact sheets from South Sudan to disseminate information and nudge debates ahead of the consultations
2. Presentations on elections and the constitution were shared by UNMISS (Peace keeping) as technical experts.
3. Consultation Groups were divided as follows: Mixed groups women and men, Separate men, separate women and youth groups accordingly. Group works supported the identification of priorities and needs.
4. Presentations were made by participants leading to debates.
5. Communiques were drafted based on the debates and the presentations.
6. Communiques were signed by community leaders including women and youth
7. Countrywide and regional consultations were conducted (Uganda (Yumbe, Kampala, Arua and Adjumani), select areas in Sudan and Assossa in Ethiopia)

Outcomes of the consultation process (Issues of concern and consideration)

- Women's political participation called for at 35% - 50%
- Access to Housing and Land policy
- Calls for presidential term limits of 5 years
- Protection of women from GBV
- Facilitation of women to participate in and run for elections
- Laws to ensure accountability from elected leader.
- Legal consequences for corrupt officials
- Calls for a census prior to voting
- Calls for availability and acknowledgement of refugee cards for voting
- Request for UN and AU observer mission during elections
- Freedom of expression and association
- End of child and forced marriage
- Stringent laws for perpetrators of rape
- End of extrajudicial killings.
- Women's right to inheritance to be safeguarded

3.0 ENHANCING GENDER EQUALITY

The session was facilitated by the regional GBV officer. She listed words and participants linked them with gender roles. The exercise demonstrated gender gaps existing amongst women and men.

- **Sex** and **Gender: Sex** is biological - Women have distinct needs because of their biological make up while **Gender** is learned- Gender is socially constructed roles, responsibilities, and characteristics.
- **Gender Equality:** Equal enjoyment of rights, responsibilities and opportunities of women, men, boys, and girls. Also entails equal access to benefits/services.
- **Programming in gender equality:** - Equality does not mean that, women and men will become the same. However, the facilitator insisted that, we sometimes end up creating the same inequality in our programming. Through our own actions we end up giving advantage to another gender, we need to support women and men equally. Implementing gender equality requires extra interventions, we should ensure programming benefit others equally. Gender should not be a barrier to access humanitarian services.
- **Gender equity i**s the means to reach gender equality- the process of being fair to men and women. It is important to have a gender lens, to see things differently. When an influx occurs, girls and women are mostly affected.

UNHCR AGD policy outlines 5 core Actions to achieving gender equality as below:

1. **Meaningful and equal participation of women and girls-** Women and girls participate equally and meaningfully in decision making, community management, leadership structures, committees of forcibly displaced people.
    - The facilitator highlighted the gap that, women do not participate meaningfully (they are shy, or indulged in other domestic responsibilities etc.). *We should thus go beyond the number and not ticking the box.* We need to be deliberate.
2. **Registration and Documentation for women and girls. Women and girls are provided with individual registration and documentation,** directly or through support provided by UNHCR. In dealing with gender inequalities in complex communities, recruit people from the same community to address gender equality issues then push the boundaries slowly.
3. **Equal access for women and girls to and control over management and provision of aid.**
    - Women and girls have equal access to and control over management and provision of core-relief items and cash- based interventions.
    - **Challenge raised**- Restrictions imposed by the governments in some countries like Tanzania affects implementation of activities empowering women like livelihood skills. The facilitator emphasized on building women's skills. Give women skill sets- literacy programs, make them understand savings and financial management skills which prepares them for livelihood opportunities.
    - We need to feel our people of concern. Be deliberate to undertake initiatives which will change their lives. Prepare them for big opportunities so that they are not left behind When they go back to their countries of origin.

4. **Women and girls have equal access to economic opportunities, including decent work and quality education and health services.** At a minimum, UNHCR will ensure women and girls have equal access to livelihood, education, and health programmes it delivers, and will advocate with partners, including Governments, for their equal access to public services.
5. **Women and girls have access to GBV services- Women and girls have access to comprehensive GBV prevention and response services.**
    - Due to funding constraints, services have remained inadequate, then how do we ensure women inclusion in the national system? What about engaging other agencies? We should

build relationships with other partners and donors/stakeholders beyond humanitarian actors e.g., development stakeholders.

- The facilitator underscored the need for UNHCR to advocate for women and girls using existing frameworks – like the Maputo protocols. Emphasized to engage African governments using existing regional (African) frameworks since this is their commitment.
- Maputo protocols - 48 states have ratified - article 11- provides an opportunity for women and girls protection. Use more African Charter to leverage with African countries to protect refugees. Kenya Law on protection of the women and girls is the results of Maputo protocol.

Photo2: ongoing facilitation by snr CBP officer during the workshop

How does UNHCR work in gender equality?

- Gender mainstreaming
  - The goal of gender mainstreaming is to achieve gender equality.
  - Gender mainstreaming means taking into consideration their distinct needs, vulnerabilities, and capacities in everything you do.
  - Gender Mainstreaming begins with gender analysis, Gender sensitive or responsive programming. You can do gender analysis by putting questions under Participatory assessment.
  - Gender with Age Maker – an inter-agency requirement to ensure programs are responsive.
- Targeted programs – this is deliberately setting up an intervention to support women and girls.
- 12 Indicators of good programming -these are indicators which measures implementation of gender equality, if the project does not implement them, it is considered not gender responsive.

- Check list-monitor Gender Equality Measures of the Gender Markers: determines whether projects are -Gender exploitative, Gender Unaware, Gender sensitive, Gender responsive, Gender Transformative
- Gender based violence (GBV)-Addressing SGBV Prevention, Risk mitigation, response, GBV Causes and Consequences
- Safe from the Start Project -Worked in Somalia, Ethiopia (grinding mills to remove GBV risks), Rwanda-Supported young mothers
- Programs targeting men: SASA, EMAP (Engaging Men in Accountable Practices), EBAP (Engaging Boys in Accountable Practices).

3.1 Promising practices in Gender Equality

Participants were divided into their respective country operations to discuss and share good/promising practices regarding gender mainstreaming and targeted programs. The initiatives listed by each operation were summarized as below:

a. Kenya Country operation

- EMAP (Engaging Men in Accountable Practices)
- Gender desk
- Girl's school
- Safe shelters for women.
- **IamtheCODE project**: The project is undertaken in partnership with the IamtheCODE foundation. A fundamental pillar of iamtheCODE's work revolves around building a generation of one million women and girl coders worldwide by 2030, measuring the indicators of the United Nations Sustainable Development Goals and tracking progress. In the Kakuma refugee camp UNHCR has partnered with the foundation in Investing in girls' education — especially in helping them to develop skills in science and technology-based disciplines. During the twelve weeks program, mentors and mentees decode the UN Sustainable Development Goals, approach Design Thinking Methodology, and develop Sustainable ideas that can improve their communities. Mentors and mentees decode innovative solutions related to gender equality, climate change and social justice. The project has also launched a Podcast for young girls to express themselves and interview leaders and guests visiting the camps. With the iamtheCODE well-being clubs and mentoring programs, refugees are more confident. They feel included and reassured within their communities

b. Tanzania Country operation

- SASA- (Start Awareness, Support Action). International Rescue Committee (IRC) train community-men and women to raise GBV awareness through posters and discussions on GBV.
- Forensic Project – forensic facilities established for doctors to collect samples of the survivors which are sent to the national chemist and ultimately used in pursuing legal actions against perpetrators.
- EMAP (Engaging Men in Accountable Practices)
- National action plan on GBV across sectors
- Police gender desk- capacitated.
- Gender equality in Leadership-50% women leaders
- Violence Free Sessions by women and men committees in the community

c. South Sudan Country operation

- Gender Analysis Assessment
- EMAP- (Engaging Men in Accountable Practices)
- SASA (Start Awareness, Support Action)
- **Girl Shine** – The Girl Shine program model facilitates a safe space for girls to come together—a space that is conscious about patriarchal norms and actively challenges them. Girl Shine aims to cultivate (1) a space that lets girls know they are not to blame for any violence inflicted on them, (2) a space that builds on girls' power and potential, and (3) a space that encourages girls to think about how they want to shape their own futures. The program model also intends to engage with caregivers and the broader community on the following subjects: adolescent girls' sexual and reproductive rights, gender norms, girls' safety, and other issues that girls have told us are important to them. The program model covers life skills, early marriages, Female and male care givers.
- **GESS (Girls Education South Sudan) project**- supports refugee children and host community. Girls'

Education South Sudan (GESS) is an inclusive programme that will transform the lives of a generation of children in South Sudan – especially girls and those in the margins of society– through education. GESS cash transfers are direct payments made to girls enrolled in and regularly attending school. All girls from Primary 5-8 and Secondary 1-4 are eligible and will be targeted over the lifetime of the Programme. Cash transfers encourage girls to enrol in and attend school, help them to buy scholastic materials, and contribute to poverty reduction in the family and the community. In Ajuong Thok and Pamir, the Girl Education South Sudan (GESS) implemented by Windle Trust International provided monetary incentives to over 1000 girls attending seven refugee schools.

d. Somalia Country operation

- Women led organization- women run boarding school
- Durable solution run by IRC- girls have equal access to shelter

e. Ethiopia country operation

- EMAP (Engaging Men in Accountable Practices)
- SASA (Start Awareness, Support Action)
- Girl Shine interventions
- Feedback and Response Mechanisms
- One stop centers-ministry of Justice- based in hospitals- people can get services at the same point
- Childcare facilities in secondary schools –
- 50% of women in leadership
- Recognition of women and men who are champions of gender equality

f. Rwanda country operation

- Digital counselors- Through our implementing partner (Prison Fellowship Rwanda), the operation is witnessing the successful achievements of Digital Career Counselors project that graduated 32 young women and men from 6 refugee camps namely Mahama, Kigeme, Mugombwa, Nyabiheke, Kiziba and Nkamira. These Youth are supporting & serving their fellow refugees through Job applications, scholarship applications, teaching them on how to write Motivation letters, CVs, Interviews, registering birth certificates, certificates of celibacy, marriage certificates, retrieving lost documents, opening emails, computer trainings, accessing online government services, scanning, laminating and printing services.
- Day care for teenage mothers: UNHCR through Save the Children international, launched a daycare for teenage mothers to address a range of issues faced by teenage mothers and their children in Mahama Refugee Camp. This daycare accommodates 18 children aged between 6 months to 36 months and has 10 trained volunteers
- Parents evening forums.
- Handcrafts: 24 females from Kigeme camp and host community started a 6 month training on weaving with the support of Indego Africa. The women create a range of handcrafted products that bring beauty into the world through modern design, time-honored techniques, and genuine artisan skill and are facilitated to find local and international market for the products.

f. Sudan country operation

- Women Leadership promotion
- Women community Support Networks

g. Uganda operation

- GBV monthly coordination meetings
- Women Safe spaces

- Nursing rooms for child mothers in schools
- School clubs
- Deliberate community engagement to facilitate reporting of GBV
- MHPSS for GBV survivors
- Women Led CBOs
- ***Enhancing Refugee women leadership***: Though women and children make up 81 per cent of the nearly 1.53 million refugees in Uganda, refugee settlement leadership has historically lacked women's representation. Cultural barriers, coupled with limited knowledge on rights and access to education, kept women from participating in decision-making processes. In 2018, UN Women began providing trainings for the women and youth of Adjumani and Yumbe districts, which host 30.1 per cent of Uganda's total refugee population. The trainings included instruction in literacy, numeracy, women's rights, leadership and life skills development, public speaking, debating and radio presentation. Ugandan refugee settlements are governed by Refugee Welfare Committees (RWCs), with committee members directly elected by the refugee community under the supervision of the Office of the Prime Minister (OPM). Elections of RWCs take place every two years. While the guidelines for RWCs provide for 30 per cent refugee representation, women had not been coming forth to run in the elections and take up leadership positions. In the districts of Yumbe and Adjumani, women's representation in RWCs increased from 10 per cent in 2017 to 48 per cent and 54 per cent respectively in 2022, according to data from the OPM.

h. Burundi operation

- Enhancing women livelihoods
- Access to reproductive and health services
- Support equity for girls in accessing DAFI scholarship.
- Mushroom fabrications project led by women.
- Different shelters to men and women in the transit centers
- Implementing CBFM mechanism and the safety audit

4.0 AGE GENDER AND DIVERSITY (AGD) SELF ASSESSMENT 2023

The Self-Assessment (SA) was undertaken by country operations between September and October 2023.Standard AGD Self-Assessment tool on Kobo link was used for data collection and Power BI used to generate dashboards. Multi-functional teams at country national and subnational level conducted the assessment through discussions and secondary data reviews. The assessment focused on the past two years and one year for certain variables with 30 offices across 9 countries operations participating, (Except Eritrea and Djibouti).

Ethiopia adopted the last SA data (2020) thus several core actions were not completed due to challenges in alignment of tools used for data collection. Regional consolidation focused on exported data from the power bi platform to cross check submissions to identify visuals that would easily show aspects of discussion.

<u>Key AGD Self-Assessment conclusions and recommendations</u>

A. Data Disaggregation

Most country operations scored highly on data disaggregation by Age, sex, Disability, and nationality. This needs to be upheld with more emphasis on enhancing disability related data. Somalia, Burundi and Rwanda scored less than 100% against data disaggregation by Age. Somalia, Sudan, South Sudan, Burundi and Rwanda operations equally scored less than 100% on data disaggregation by Sex. These are two basic and commonly used data disaggregates in programming and thus the country operations are

encouraged to work towards 100% score. Sexual orientation data is lowly captured even though it would be important for decision making regarding our protection mandate considering the increasing risks amongst LGBTQI+.As much as possible partners should be encouraged to collect related sexual orientation, gender identity and sexual expression data.

B. Participation and Inclusion

On average we have 10% of leadership and management committees represented by the youth and 3% by the people with disabilities. There needs to be deliberate efforts to increase the representation of the two groups. Burundi, Uganda, Somalia, Tanzania and Rwanda have less than 3% representation of Persons with Disabilities in leadership and management structures while Somalia has less than 10% youth (5% for young men and 1% young women) representation. The country operations are encouraged to facilitate representation of the groups. Women and girls' representation is 47% in the region, just a little less than the targeted 50%. Efforts should be put to facilitate continued representation of women and girls. There is More engagement of AGD groups in the assessment and implementation phase compared to the planning and evaluation phase on the Operations Management Cycle. More emphasis needs to be put on key outputs of the phases that scored less than 85% engagement that include: Verification of assessment findings with targeted groups, joint agreement on selection criteria, collective agreement on performance indicators, Design feedback mechanisms following consultations with target groups, joint agreement with communities on programming changes informed by community feedback analysis, consult target populations on impact of the programs, jointly develop plans of action with community roles and responsibilities outlined and Sharing evaluation findings with different AGD groups. It is recommended that the program team especially supports the evaluation phase of the OMC across country operations as this had an average score of less than 85% for all outputs apart from Tanzania operation which scored 100%. This will enhance UNHCR commitment to promoting learning and adaptation.

C. Communication and Feedback

Community meetings and leaders are largely used to reach all AGD groups across the countries apart from Tanzania operation that used TV and radio mainly to communicate to all AGD groups. Social media is widely used in Kenya, Rwanda and Uganda to reach over 65% of the AGD groups. The Help pages are equally widely used in Kenya, Rwanda, Sudan and Somalia to reach over the same percentage of AGD groups while Uganda does not have a help page yet. There is need to support the use of digital platforms across different operations to enable communication to our target populations that are affected by population movement. Uganda, South Sudan and Tanzania are reaching over 75% of AGD groups through radio while Television is largely used in Kenya, Tanzania and Uganda. These channels are still viable for mass and targeted population reach and thus more peer-to-peer learning is recommended on modalities used to reach UNHCR targeted groups through Radio and TV Community meetings, Focal points and community leaders were reported as the widely available mechanisms across all AGD groups. Hotlines are available across all operations, with only Uganda, Kenya and Tanzania reporting over 50% average accessibility by all AGD groups. There is need to support AGD groups accessibility of dedicated Feedback lines through advertisement of the line numbers in target communities, observing affordability through enabling toll-free lines and resourcing for management of call centers and feedback management. Use of feedback boxes is quite low with only Kenya and Burundi reporting an average of above 50% AGD groups targeted by this feedback channel. It is recommended that operations continuously assess the uptake of the feedback/suggestion boxes that are largely available in all camps and review existing SOPs accordingly. Traditional channels are used to reach people with disabilities mainly those with visual and hearing impairment. All country operations should continuously engage and

enhance capacity of their partners and other stakeholders to identify and remove communication barriers experienced by people who have disabilities that affect hearing, speaking, reading, writing, and or understanding.

D. Gender Equality

Most countries reported that women and girls have access to individual registration and documentation with at least 50% of the people accessing resettlement support being women and girls. On average, 61% of Cash and in-kind assistance recipients in the region are Female. These promotes the gender equality commitments and thus needs to be continuously supported. On the other hand, enrolment, and completion of girl's education at different levels was on average 50% at enrolment and 50% at completion. Country operations should engage with the relevant education actors to enhance enrolment and completion rates of girls in education.

Next steps following the assessment

- Review and dissemination of the country specific AGD dashboards at country level
- Dissemination of the consolidated regional analysis to the Regional Bureau teams
- Embed AGD Self-Assessment gaps in country and regional workplans for 2024
- Strengthening learning and adaptation from feedback through documentation and multiple learning initiatives
- Continued promotion of age, gender and diversity sensitive programing
- Advocacy with partners on gaps in AGD sensitive data and reporting

5.0 FEEDBACK AND RESPONSE SYSTEMS IN COUNTRY OPERATIONS

Uganda Inter-agency Feedback Response and Referral Mechanism (IFRRM)

- Mechanisms include phone line, email and SMS referral pathways rolled out country-wide from October 2018. This presents a Coordinated way for forcibly displaced persons to access information and provide feedback
- Design of the platform was led by an inter-agency steering committee including the Uganda Government, Care International, Oxfam, Save the Children, UNICEF, UNFPA, UN Women, WFP and chaired by UNHCR. The solution is shared by over 68 partner agencies
- It facilitates inter-agency referrals across 20 thematic areas and 31 refugee settlements
- As at 2023, the inter-agency FRRM helpline received a cumulative total of 370,819 calls and 39,630 new queries between January and September. 3,615 new queries were registered in September only.

- Broad feedback categories within the system are: 1. General feedback;2. Information request;3. Request for support and assistance;4. Sensitive feedback (Fraud and corruption) ;5. Sensitive-security related feedback

Ethiopia Feedback and Response systems

Digital Request and Complaint System (DRCS): The DRCS is a system, which collects requests and complaints from refugees and asylum-seekers in Ethiopia from various sources (Online form, WhatsApp, telephone call, SMS). The system allows refugees to contact UNHCR staff electronically to express needs and concerns. More than 130,000 tickets for service request have been submitted since mid-July 2020 to February 2023.The services offered by the DRCS include:

- How to submit a service request or Complaint
- How to set and check the appointment
- How to check the status of the ticket
- How to appeal for the completed ticket
- How to evaluate and provide feedback on the acquired service

Comprehensive listing of Communication and feedback channels used are consolidated below:

Different layers on how a person of concern can access services

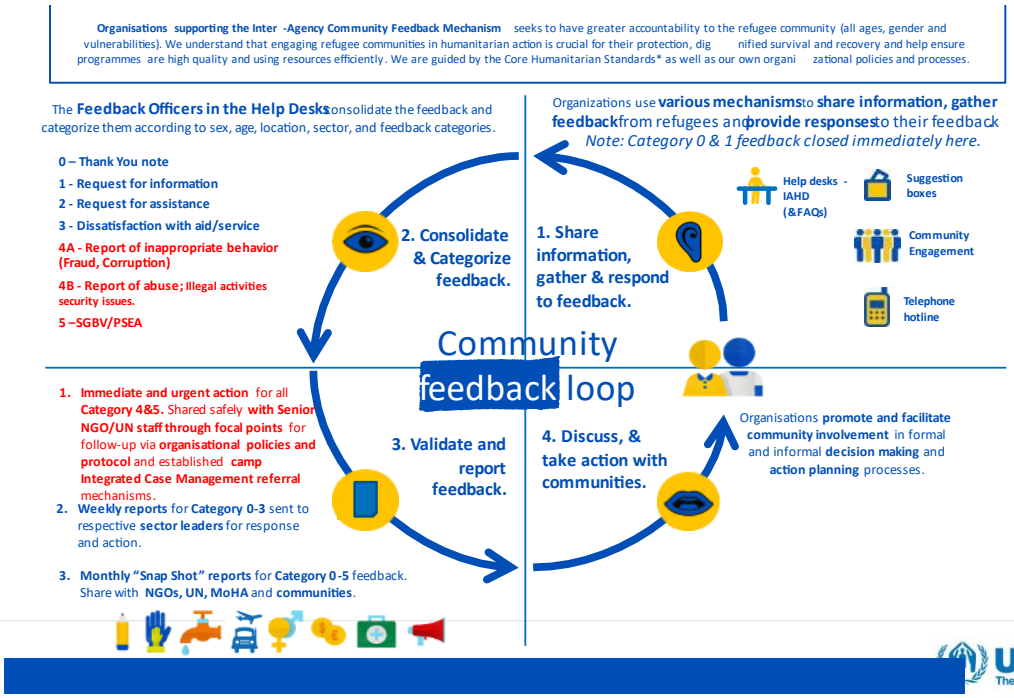
#	Channel	System	Feature	Mode	Audience	Feedback/Comments
001	Online platform	Digital Request & Complaint System	▪ Service request ▪ Complain and appointment ▪ Voice service request & complain. ▪ Graphic service request & Complain. ▪ Offline service request & complain.	Self-services	▪ Knowledgeable with the technology ▪ Those who have internet ▪ Those who have smartphones	▪ Implemented
002	In-person	Helpdesk	▪ Awareness raising on how to access services. ▪ Assist persons of concern who cannot use electronic devices (**Submit ticket**, **set Appointment**, **check appointment**, **feedback**, and **appeal**)	Helpdesk operators	▪ Those who are not knowledgeable about the technology ▪ Those who do not have internet ▪ Those who do not have smartphones	▪ Implemented in ▪ Addis Ababa ▪ Jijiga(OSS Kebribeyah) ▪ Assosa(OSS Tsore, Bambasi)
003	SMS	9499	▪ Appointment notification. ▪ Bulk SMS to persons of concern.	Toll free	▪ Those who do not have internet ▪ Those who do not have smartphones	▪ Partially implemented(Only new contract signed with Tiltek Technology PLC to offer SMS Module service.
004	Direct call to 9499	Help Center	▪ Helpline/Call Center. ▪ Online protection counseling. ▪ Referral. ▪ Call monitoring.	Toll free Temporary helpline 0905062678,0944104568,0905012823,0965182861)	▪ Those who are not knowledgeable about the technology ▪ Those who do not have internet ▪ Those who do not have smartphones ▪ Emergency call	▪ Partially implemented ▪ The contract with Ethiopia Telecom ongoing on Avaya Solution
005	Kiosk	Outdoor computer	▪ Graphic service request & Complain. ▪ Feedback, Appeal, and Appointment.	Public computer	▪ Knowledgeable with the technology ▪ Those who do not have internet ▪ Those who do not have smartphones	▪ Implemented in Addis Ababa, Assosa and Jijiga (User survey not yet initiated).

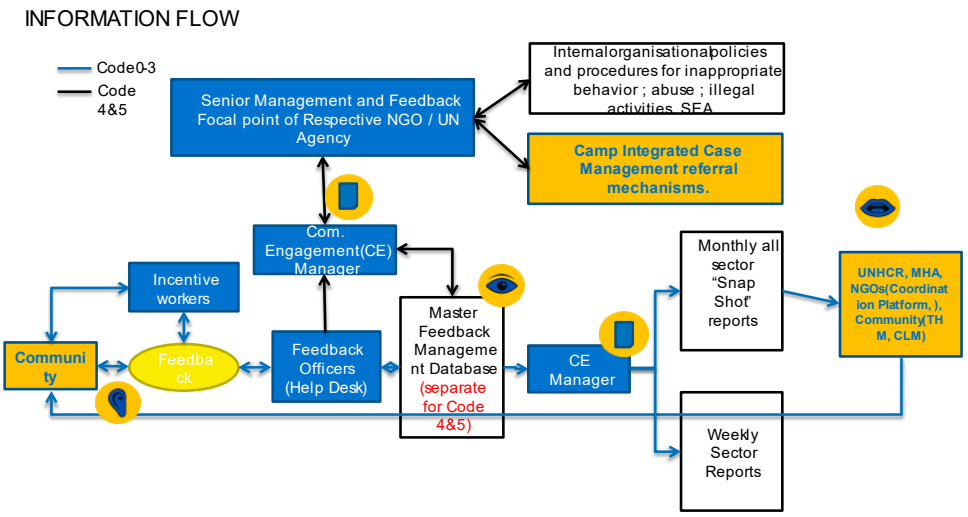
The country operation is working with World Food Programme (WFP) to promote interoperability of the Feedback desk/helpdesk tool used at food distribution sites. In the long term, the tool will be aligned with the Inter Agency Standing Committee- AAP taskforce shared tools and will be expanded to capture all feedback that is not keyed in directly to DRCS. This will have a power BI dashboard to facilitate reporting and will eventually feed into the proGress/DRCS platform if found feasible. By the time of writing this report in early 2024, WFP and UNHCR have started conversations on interoperability between the UNHCR's proGress system and the WFP SugarCRM platform. If this gets to be functional, UNHCR will probably manage all feedback on the joint new platform that will seek to bring onboard other partners.

Tanzania -Community Based Inter Agency Feedback Mechanism (CBFM)

Community-Based Inter-Agency Feedback mechanism (CBFM) was established in 2017 with partners including DRC, IRC, HelpAge International, Plan International, and REDESO. It is currently covering three camps (Nduta, Mtendeli and Nyarugusu) and composed of Help Desks (Inter-agency centers, mobile and static help desks-run by CBP partner), Suggestion Boxes, Town Hall meetings and partner toll free lines. Six partner staff deployed to manage Helpdesks while CBFM focal points across sectors have been identified, trained and allocated. Coordination of the mechanism is through the CBP Working Group. Weekly highlights and Monthly reports are produced and shared by all agencies and sector coordination platforms including in Heads of Agencies meetings.

Visual representation of the feedback mechanism is presented in the diagrams below:





CHALLENGES	RECCOMMENDATIONS
Unpredictable government policies- restrictions	Engage government from the initial stages and advocate for non-restrictions
Inadequate resources including staffing and working tools (computers, tablets etc.)	Ensure adequate staffing and working tools to enable feedback data management
Lack of instantaneous data analysis tools	Deploy technologies in real-time data analysis for timely information sharing and response
Inadequate humanitarian assistance which affects timely response to concerns reported and which in return affects trust	• Continued transparent communication to the communities • Enhance partners engagement and resource mobilization for community needs
▪ Partners prioritizing their internal mechanisms- mostly following donor conditions or individual organizational policies. ▪ Reluctance among partners- to share information hence poor coordination ▪ Operational partners rarely or do not participate at the Inter-Agency Feedback mechanisms	• Embed a standing agenda on feedback handling in regular inter agency coordination meetings. Feedback shared would be prioritized for decision making and this will build trust with time • Promote interoperability of systems existing in different organizations to agree on points of convergence • Target to have IPs onboard and first and advertise the mechanisms at the community level.
▪ Lack of UNHCR toll free phone line limits engagement individual community members who wish to detail confidential feedback	• Establish UNHCR Toll Free line for affordable and confidential reporting

SOMALIA Inter-Agency Complaints and Feedback Mechanism (ICFM)

The country operation has drafted a proposal on establishing the ICFM.

How will it run?

- Based on inter-agency members' agreement, share costs with other agencies
- Toll-free helpline numbers, 3 short codes from three telecoms operators or a normal sim-card line
- Helpline agents will receive feedback from communities, refer them to service providers, and provide information. A call back option will be available and calls will be recorded.
- To ensure inclusivity, the team is engaging the Disability Working Group
- The operation will consider internal development or outsourcing the feedback management platform.
- National staff operating the line will be trained to handle calls, categorize feedback, refer cases to service providers, Consult the Frequently Asked Questions (FAQs) and give relevant information to callers
- In collaboration with partners, FAQs and Standard Operating Procedures (SOPs)have been established
- Depending on resource capacity, it is proposed for the helpline to be managed by a professional company operating and offering call center services, under the close supervision of UNHCR
- The ICFM is intended to be piloted for an initial 6-month period. The agreed Pilot areas include Mogadishu, Beletweyne and Dolow
- A Steering Committee Taskforce has been created with dedicated focal points from inter-agency members, to oversee and monitor the functions of the call center
- A team of 10 helpline operators; a quality assurance agent and call center supervisor will be required
- All staff will undergo protection and core trainings on key messages, feedback/referral processes, roles and responsibilities, data protection and interpersonal skills for gathering feedback

Current status

- Finalized and shared concept note
- Presented the concept note at the ICCG (Inter-Cluster Coordination Group) to seek buy-in from Clusters and cost sharing
- Developed process flows and SOPs

Sudan Operation Feedback and Response System

Current channels

- Hotlines
- Complaint Boxes.
- CFM committees.
- Camp committees (Women, youth, Persons with Specific Needs, CBP Networks, Health & community leaders).
- Face to face sessions /counselling.
- Key Informants Interviews (KII)s.
- Focus Group Discussions (FGD)s.
- Camp Coordination Meetings (CCM)
- Individual interviews.
- Sending letters through the community representatives.
- Social media (WhatsApp/ Facebook)
- Staff personal phone lines

Feedback flow

There are community-based complaints and feedback mechanism that exist in two camps and one Internally Displaced Persons camp where refugees approach committees to present their concerns and the committees verify the information before cascading to the UNHCR offices accordingly. All Feedbacks received are documented on excel sheets, analyzed and reports shared on monthly basis for further actions. CBP team share relevant feedback with specific sector focal points within the organization and with partners. Feedback discussion sessions are undertaken during coordination meetings.

Kenya Feedback management system

Introduction

The UNHCR in Kenya has various communication channels that include the 1517, helpline number and an email address helpline.kenya@unhcr.org. The telephone helpline number 1517 is a toll-free number to provide asylum seekers, refugees and targeted populations an easy, reliable and affordable access to UNHCR in Kenya. This has also enabled UNHCR to effectively manage queries and provide responses in a timely manner. The helpline is accessible for 24 hours daily and is managed through a Contact Centre in which trained refugees receive calls and share the details of the call with UNHCR protection staff for follow up. The languages that are supported by the call center include English, Swahili, Kirundi,Nuer, Kinyamlenge, Oromo, Somali, Kinyarwanda, Amharic, French, Tigrinya, Arabic, Dinka And Luganda.

Once the calls/emails/SMS are received at the call center they are recorded in a CRM Excel sheet indicating individual and contact details of the caller, the requested service/reported information or feedback shared. The UNHCR Helpline focal person analyses the data shared, classifies the requests and forwards to the relevant focal persons for action and/or follow up. For cases requesting protection counselling, they are scheduled to see a government's Department of Refugee Services (DRS) or UNHCR protection staff. The appointment is sent to the client through SMS and scheduled on the KASI platform indicating the date of the appointment. Cases requesting other services offered by the DRS, the requests

are shared with DRS focal person for scheduling or follow up. If the request is urgent e.g., police arrest/detention, suicide threats, abandoned children etc., the cases are fast tracked and immediately referred to the focal persons for action.

6.0 CHILDREN PARTICIPATION AND DISABILITY INCLUSION

The child protection policy enlists six core program actions below:

- Strengthening the Capacity of national child protection systems.
- Engaging with children, families, and communities to protect children.
- Providing supplementary child protection services for children at risk.
- Enhancing child friendly protection and solutions.
- Promoting children's safety and preventing harm through sectoral response.
- Supporting child participation and child friendly communication and accountability.

How can we better engage with children?

- Work collaboratively with local staff (and partners) who have good awareness of the local and national socio-cultural, religious, and political context.
- Undertake CP risk assessments and risk mitigation.
- Ensure staff training on children's participation and psychological first aid.
- Apply a community-based approach to children's participation.
- Build upon existing good practice in children's participation.
- Reach the most marginalised children and address exclusion and discrimination in the humanitarian response.
- Collaborate with OPDs to reach and actively engage children with disabilities.
- Apply minimum Standards for Child Protection in Humanitarian Action

Must do actions for disability inclusion.

- Collect and Disaggregate data by disability.
- Ensure meaningful participation of persons with disabilities.
- Identify and Remove barriers to participation of persons with disabilities.
- Identify Enablers
- Empowerment and Capacity Development of organizations of persons with disabilities

7.0 DIGITAL STRATEGY FRAMEWORK 2022-2026

Vision: Affected communities have digital skills, agency, and tools to safely engage in today's digital world, to access inclusive services, to achieve greater self-reliance and protection and to have a voice in the decisions that affect their lives

Principles: It is important to apply these principles with a key focus on AAP approaches: Co-design, Age, Gender and Diversity, Disability accessibility, Engagement, dialogue, and feedback.

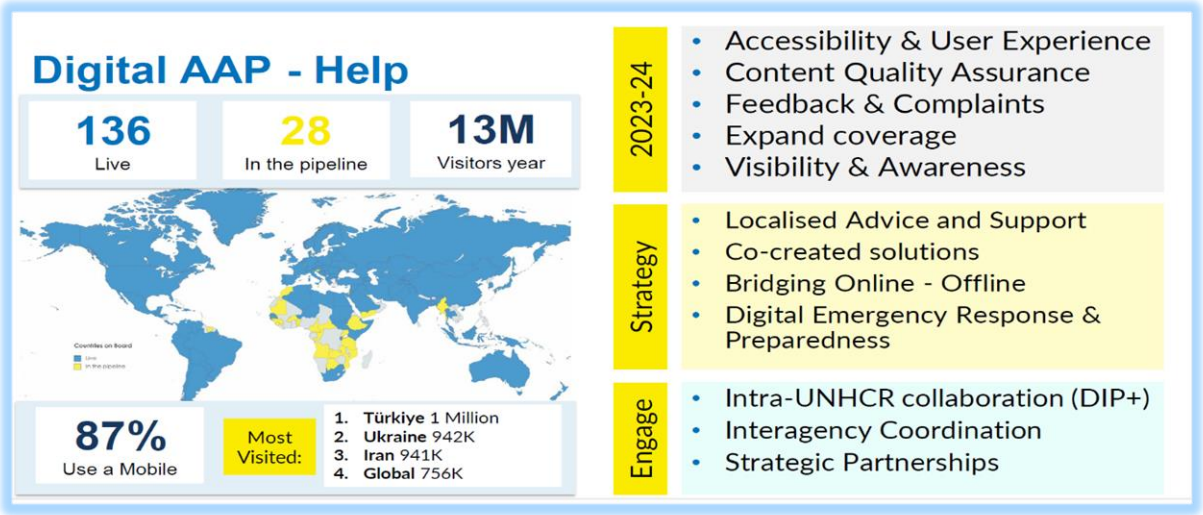
Digital inclusion: Communities we serve have equitable access to digital technology and channels and can use them to pursue opportunities for lifelong learning, inclusion in the digital economy, leisure, and solutions.

Digital services: Communities we serve have access to high quality, efficient and safe digital services and reliable information from UNHCR and its partners.

Digital protection: Communities we serve can exercise their human rights online and are protected from digital risk, enabling them to have access to trusted channels, avoid harm and have agency in decision-making

Digital Engagement: UNHCR delivers impact-led digital engagement strategies that strengthen resource mobilization, protection, and solutions for the communities we serve.

Examples of digital AAP platforms: HELP pages, Turn.io WhatsApp messaging Apps, Digital gateway services, opportunities website, Twilio WhatsApp,



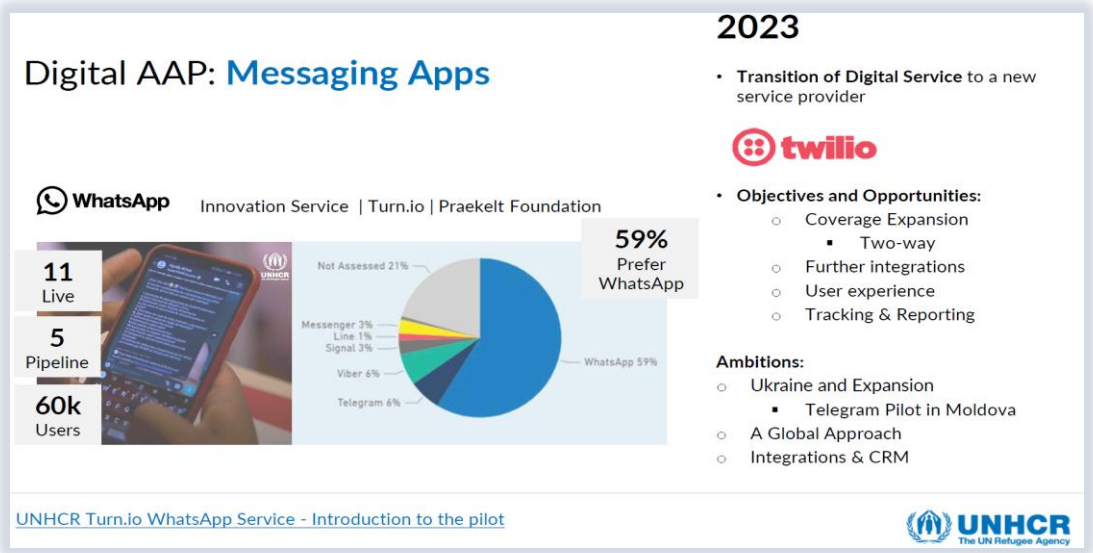


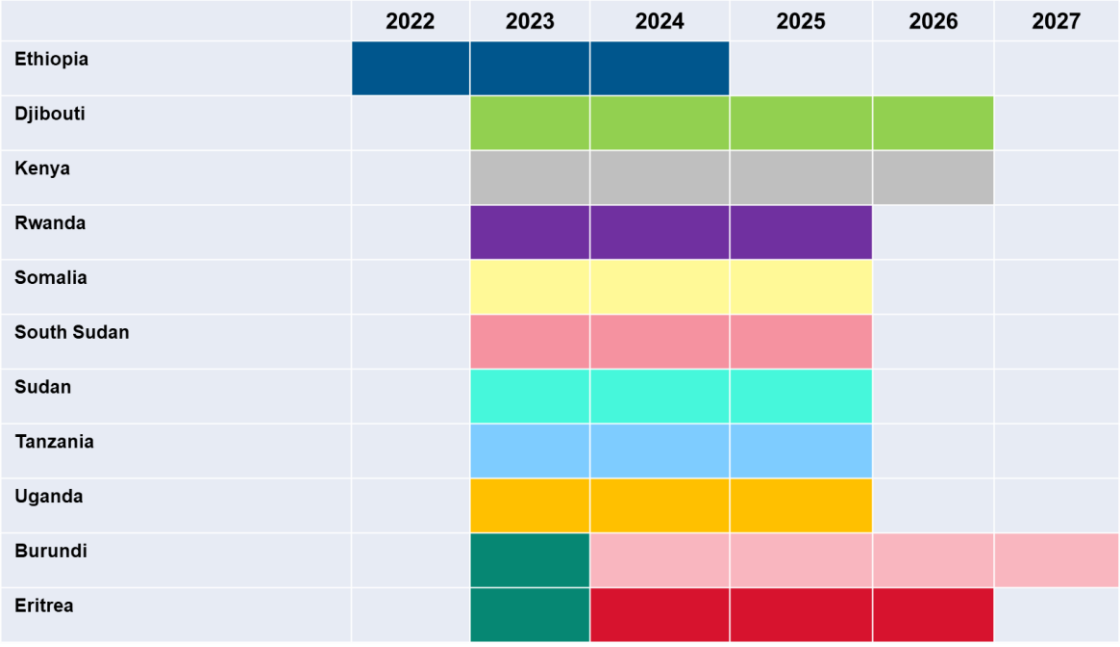
Figure 1: Help pages and messaging Apps reach

8.0 PLANNING FOR, ACHIEVING, AND REPORTING ON RESULTS (COMPASS)

UNHCR operations management cycle has three phases as described below:

Program phase	Key actions	Period
1.Planning for results (PLAN)	• Review situation analysis, • Design multi-year strategies, • Manage and plan for emergencies.	January to June for next year
2.Get results phase (GET)	• Update implementation plans annually • Monitor implementation plans • Manage and adjust implementation plans	January to December for current year
3.Show results (SHOW)	• Conduct strategy implementation review • Report on core indicators • Evaluate strategies	January to May for previous year

The existing multi-year strategies have their operational durations as below:



Key components of all multi-year strategies

1. Situation Analysis articulates the situation of affected populations and broader operational context.
2. Strategic Direction articulates a 3–5-year vision & priorities.
3. Results frameworks link to national plans and priorities
4. Resource plans sharpen the outlook for funding and spending.
5. M&E plans promote evidence-based decision-making & course adjustment.

UNHCR Result areas

Results areas and related indicators allocated/aligned to CBP section

Impact Area 3: Empowering Communities and Achieving Gender Equality Indicators
3.1 Proportion of people who have the right to decent work
3.2a Proportion of children and young people enrolled in primary education
3.2b Proportion of children and young people enrolled in secondary education
3.3 Proportion of people feeling safe walking alone in their neighborhood after dark

Outcome Area 7: Community engagement and women empowerment indicators
7.1 Extent participation of displaced and stateless people across programme phases is supported
7.2 Proportion of people who have access to safe feedback and response mechanisms
7.3 Proportion of women participating in leadership management structures

2024 core output indicators (incorporated in COMPASS)

- 7.1.1 Number of people consulted through Participatory Assessments
- 7.2.1 Number of people who used UNHCR-supported feedback and Response mechanisms to voice their needs/concerns/feedback

Recurrent data quality issues in the region:

- Missing data
- Inconsistent targets (e.g., baseline is higher than targets for normal indicators)
- Overambitious targets (baseline: 25%, target: 100%)
- Data entry errors (e.g., "# of people" instead of "% of people")
- No progress shown (baseline = 2023 target = 2024 target)
- Data is correct, but too low/high (context-specific cases, need explanation)
- Same data reported for different population groups
- Difference in indicator configurations between strategies
- Inconsistency between indicators, their data, the narrative, and budget

9.0 AGE GENDER AND DIVERSITY EVALUATION RECCOMMENDATIONS

The evaluation was a three-Year Longitudinal evaluation commissioned in 2019 with 5 case Study countries: *Chad, Greece, Kenya, Mexico and Thailand*. Each country was visited. three times. Two surveys, (year 1 and year 3) were conducted, generating 200 responses. from UNHCR staff.

1st conclusion and recommendation

- A well-established AGD approach that relies mainly on Protection staff, regular participatory assessments, and the strength of UNHCR's system for registration and identity management, PRIMES, in particular the proGres registration and case management system.
- Considerable progress in rolling out the latest version (proGres4) but there is still scope to harness its full potential.
- Potential for UNHCR to play a more substantial role in guiding programming for partners and donors through more strategic use and analysis of the AGD data it collects.
- The lack of a clear roll-out strategy and clear accountability mechanisms have limited the intended impact of the AGD policy. Lack of a clear roll-out strategy means the policy has not been as effective in achieving its goal of reinforcing UNHCR's longstanding commitments.
- Very limited intersectionality analysis undermines the policy's underlying rationale that 'Understanding and analyzing the impact of intersecting personal characteristics on people's experiences of forced displacement or statelessness is necessary for an effective response'.

2nd conclusion and recommendation

- There is a pressing need to strengthen organizational learning around AGD for all staff in all roles as part of the broader organizational culture, rather than continuing to leave AGD as the sole responsibility of Protection officers
- There is a need for clear, streamlined, and practical guidance that helps operations to prioritize intersectionality analysis.
- A critical and cross-cutting concern highlighted by all stakeholders is the very limited financial resources that limits opportunities for meeting all AGD priorities and necessary programming adaption.
- At the macro level, the disconnect between humanitarian and development assistance hinders longer-term sustainable solutions for supporting an AGD- responsive approach to the well-being of the people with and for whom UNHCR works.

3rd conclusion and recommendation

- Invest more in partnerships with NGOs and other UN agencies to make implementation and monitoring more sustainable: Partnerships among national and sub-national actors, and among humanitarian and development actors (including through cross-agency working groups and specialist networks such as organizations working on disability inclusion or LGBTIQ+ rights) are critical for effective implementation of AGD principles.
- Invest in strengthening the capacity of government partners: Secondments of UN staff to support government agencies responsible for providing services to asylum-seekers and refugees emerged as an effective approach to strengthening programme implementation based on AGD principles.
- Partnerships with governments can inevitably be challenging and do not always follow a positive trajectory in terms of roll-out of AGD commitments: Examples include the closure of ESTIA programme (Emergency Support to Integration and Accommodation) in Greece by the Greek government following handover of the accommodation programme for the most vulnerable groups to the government, and in Kenya, backlogs following the handover of the registration process to government.

10.FOCUS ON 2024 PLANS

Regional 2024 priorities on Accountability to Affected People (AAP) & Gender Equality (GE)

- Capacity building on AAP and GE for staff, partners, and communities
- Strengthening community feedback handling processes including exploring possibilities for interoperability with partners feedback and response systems
- Enhancing UNHCR's leadership role in coordination of AAP and GE efforts in emergency operations (at national and sub national levels)
- Promote UNHCR's active engagement in existing and emerging AAP and GE coordination platforms.
- Support learning initiatives through documentation of good and promising practices, Case studies and human-interest stories.
- Strengthen engagement and partnership with local actors including Refugee Led Organizations, Women and Youth Led Organizations, CSOs, etc. to promote localization in line with the organization's commitment towards meaningful participation of affected populations.
- Conduct information, communication and connectivity assessments targeting country operations and promote digital AAP communication platforms for forcibly displaced persons in collaboration with the innovation service.

Roles of AAP and Gender Equality Focal Points

- ❑ Integration of AAP and GE in programming/operations management cycle including in annual plans and budgets processes.
- ❑ Capacity development internally for staff and externally for partners and communities
- ❑ Ensure establishment and continued functionality and inclusivity of feedback and response systems including SOPs for collection of feedback, referral, and response on feedback to close the loop.
- ❑ Collate community conversations including rumours during public health emergencies and share internally and externally for decision making.
- ❑ AAP and GE Advocacy and awareness raising internally and externally.
- ❑ Facilitate Leadership and active engagement in AAP and GE related inter-agency structures.
- ❑ Documentation of AAP and GE case studies, good practices and human-interest stories for learning and decision making
- ❑ Identify gaps/challenges concerning AAP and GE and share in regular internal and inter-agency coordination meetings.
- ❑ Facilitate biannual AGD self-assessment exercises and dissemination of the findings
- ❑ Support annual participatory assessments and share results and learnings
- ❑ Monitor and evaluate the performance of communication and feedback channels to enhance effectiveness
- ❑ Support digital AAP mechanisms uptake
- ❑ Information sharing, liaison, and reporting

Photo3: A section of participants following plenary sessions in the workshop

Proposed Workplan Activities for Country Operations In 2024

- Debrief of the workshop proceedings with Country operations Senior management teams
- AGD Self-assessment dashboard dissemination at country operation level
- Organize meeting with Regional Bureau team to discuss country operation feedback management systems including the existing mechanisms, centralization of feedback data, interoperability, and mapping of internal and external focal points
- Continued engagement of regional bureau to establish harmonized feedback data at regional level and inter-operable mechanisms at country level
- Training or sensitization of staff and partners at country operational level on AAP and GE
- Technical development/discussion sessions on wider CBP aspects and including sessions on 2023/2024 results-based planning and reporting.
- Review and finalize 2023 Good and promising practices

ANNEXES

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P%20GE%20WORKSI

Annex1 : Workshop Agenda

Admin Instructions
- RB EHAGL AAP Reg

Annex 2: Admin instructions

Workshop photos.zip

Annex 3: Some workshop photos