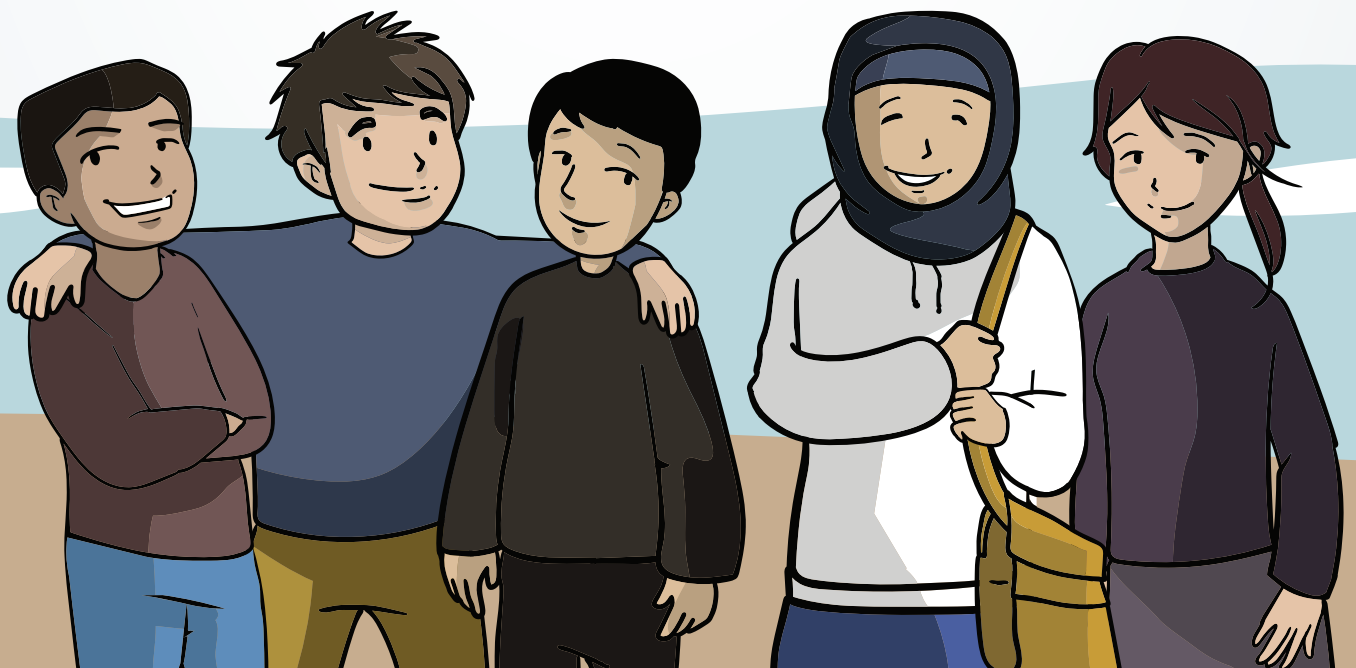


oPt HCT PSEA Network Annual Progress Report

2020

"If an aid worker has hurt you or upset you or asked you for anything in return for their help, you must report this straight away to optconfidential@un.org

No harm will come to you from reporting it. You can also report and seek assistance calling at 121 (West Bank and Gaza) or 1-800-500—121 (East Jerusalem) or at the WhatsApp: +972594040121 SAWA toll-free number with you day and night listening to you.



Background

In April 2018, the oPt Humanitarian Country Team established the HCT PSEA Network in order to advance PSEA across the humanitarian community in the oPt in line with IASC guidance and key documents which prioritized 3 core outcomes: 1) Safe and accessible reporting; 2) Quality and accessible survivor assistance; 3) Accountability and investigations.

The HCT PSEA Network comprises focal points nominated by humanitarian organizations from UN agencies, INGOs, and national NGOs, including the directors of AIDA and PNGO. Membership is open to developmental actors as well.

The HCT PSEA Network is chaired on an alternate basis by a representative of UN agencies and a representative of AIDA. As of 2020 the network has functioning has leaned on the two Chairs and one International Coordinator provided through UNICEF and a National Coordinator from OCHA at 50% capacity each. Prior to the designation/ hiring of PSEA Coordinators, OCHA had provided secretariat support to the PSEA Network.

As for structure within the HCT architecture, the PSEA Network reports directly to the HCT with direct communication lines with the HC.

The Annual report follows the structure of the approved action plan, with the exception of the first section which is dedicated to actions directed towards strengthening the structure of the



¹Key Documents include: The Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, August 2008; The Global Review of protection from Sexual Exploitation and Abuse by UN, NGO, IOM and IFRC Personnel, July 2010; IASC Six Core Principles Relating to Sexual Exploitation and Abuse, June 2002; Accelerating PSEA in Humanitarian Responses: A Proposal for Advancing PSEA at Country-Level which was endorsed by IASC members on 3 December 2018; Minimum Operating Standards on PSEA by Own Personnel, 2012.

PSEA Network. The 2020 Action plan can be checked here:

<https://docs.google.com/document/d/1SwrQY0xW8bhpTeEYtXBwA7m4KHchR0X-/edit#heading=h.gjdgxs>

RISK OF SEA oPt

The PSEA Network in Palestine has intensified its efforts to address risks of SEA in its partners and programmes since 2020. With the support of the International Coordinator the Network has been able to understand risks of SEA; assess network partners and give them support towards enhancing its PSEA capacities; create the internal framework to efficiently respond to SEA and claims; and to dynamize the PSEA Network and collective effort at the Humanitarian Mission to establish the Inter-Agency Community Complaint Mechanism.

According to available data, consultations with beneficiaries, analysis of past and pending SEA claims and the assessment of PSEA Network partners, the profile of Palestine presents an scenario where SEA complaints arise from Aid Workers that are also part of the community that they serve, this includes abuses committed by Government personnel. To this, there is also risk associated to international staff that have not been vetted for SEA during the recruitment processes. Sea incidents, thus, are associated to a normalization of gender base violence and social norms rooted in the communities that foster impunity and deters reporting. Moreover, the protracted economic crisis conduces vulnerable populations such as women heads of household, divorcees, and widows to 'accept' situations of exploitation. The combination of social norms, politics of respectability and economic crisis, therefore, turns vulnerable constituencies into marginal individuals to the community, which hampers their possibilities to be supported when they decide to step forward and denounce a situation of SEA. This is particularly acute for women in sex work or the LGBTQ community, who are predominantly difficult to assist for services and provide legal support.

PSEA Strategy

This profile reveals the need to:

- Provide continuous support to Network Members to enhance reporting and reverse a social norm that fosters silence;
- To actively engage in community dialogue with our partners and beneficiaries to give visibility to SEA as part of wider efforts on CP and GBV;
- To align SEA assistance and reporting with the Protection cluster, particularly GBV and CP AoRs;
- Establish an interagency vetting system for international staff;
- To continuously support the PSEA Network to address collective efforts and particularly engage with the authorities to hold them accountable for cases that pertain to Government officials.

PSEA Challenges

Given the profile of marginality of most of SEA survivors, there is a need to reassess the gaps in services and legal support that can be channeled through the National Referral System and find alternatives for referral pathways that may entail a re-traumatization of survivors.

Reinforcement of the PSEA Network

2019 Key Accomplishments

- Membership: oPt HCT PSEA Network composition: By close of 2019, membership in the oPt PSEA Network had reached around 30 organizations.
- Trainings: Two PSEA trainings across the oPt have been administered
- TOR for PSEA Focal Points was developed
- A mapping exercise of existing PSEA related practices within network agencies/ partners was completed and analyzed against the priority outcomes.²
- The Network produced an Action Plan (See Annex 1), informed by the mapping exercise. The Action Plan accompanied with a budget plan, was presented and endorsed by the HCT on 6 May 2019. The action plan was also presented to the HCT+. The Action Plan was informed by the results of the mapping exercise.
- In August 2019, UNICEF announced its readiness to fund the implementation of the PSEA Action Plan in full. The deadline for utilizing the funds is 31 December 2020.
- Several volunteering organizations and agencies committed to lead on the various components of the Action Plan and developed detailed outlines on strategy for implementation³, which were presented to the HC in 30 October 2020.
- In its capacity as PSEA secretariat, OCHA created and maintained a repository of information consisting of all PSEA related working and reference documents on behalf of the Network.

2020 Key Accomplishments:

- Membership: oPt HCT PSEA Network composition: By close of 2020, membership in the oPt PSEA Network had reached around 60 organizations with representation of AIDA and PNGO whose aggregated membership bypasses 200 organizations.
- Coordinators: One International Coordinator and one National Coordinator support the Network on a part time basis. They also work as PSEA / AAP specialists at UNICEF and OCHA respectively.
- Chairship:
 - UN Chair: Kristine Blokhuis, Representative of UNFPA,
 - Aida Chair: Salam Kanaan, Country Director, Care International
- Technical PSEA Focal Point Meetings:
 - 7 have been organized and chaired by the Network Co-chairs.
 - Sixteen consultative meetings have been conducted to provide ad-hoc feedback and follow up
- Funding: Funding 2020 for the PSEA Network Action Plan was fully funded by UNICEF for a total amount of 500.000\$
- Interagency Protocol: Preluding the work to develop SoPs for an interagency CBCM, 2020 AWP lay out some preliminary considerations: 01052020_InteragencyProtocol_for ReviewAndEndorsement.docx - Google Docs

² Key Documents include: The Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, August 2008; The Global Review of protection from Sexual Exploitation and Abuse by UN, NGO, IOM and IFRC Personnel, July 2010; IASC Six Core Principles Relating to Sexual Exploitation and Abuse, June 2002; Accelerating PSEA in Humanitarian Responses: A Proposal for Advancing PSEA at Country-Level which was endorsed by IASC members on 3 December 2018; Minimum Operating Standards on PSEA by Own Personnel, 2012.

³ Link to detailed outlines of action plan components, on the oPt PSEA Network Information Repository google drive: https://drive.google.com/drive/u/0/folders/1mopmTM17nfRWxuphHTXpAr8lbLTOb_vL

2021 Developments

During the first quarter of 2021, four working groups were constituted to develop the draft for a project proposal on an Inter – Agency PSEA System. The working groups were divided into four outcomes as follows: [Outcome Working Groups Project Proposal.xlsx - Google Sheets](#)

- The ToRs of all network actors have been revised. Accessible at [TORs - Google Drive](#)
- 79 PSEA Focal Points have been designated by 60 organizations
- 17 claim handlers have been designated by organizations
- A complete list of the current database can be found here: [14102020_PSEA Network Focal Points Contact list1.xlsx - Google Sheets](#) (Please note that this database is for the strict use of the FPs and it is not for distribution or use outside her/ his PSEA duties)
- oPt PSEA Network is able to participate in the global discussion on PSEA at global level coordinating with the UN Special Coord. Office and the IASC working groups.

As a consequence of the last wave of hostilities, the PSEA Project proposal will be included in the update flash appeal, rather than a separate standalone project.

The SoPs of the Interagency CBCM are ready to be discussed and endorsed

Community Based Complaints Channel

2020 Key Accomplishments

As recorded in the AWP, DCA/ NCA oversaw the assessment of existing community complaint channels.

- The assessment included both a desk-based assessment and field-based inquiry and verification were conducted for PSEA network members (including UN agencies, INGO's and NGO's). The review utilized the CHS PSEA Index to assess oPt PSEA Network members' organizational policies, systems and practices that contribute to the prevention of and response to sexual exploitation and abuse.
- A virtual learning workshop was conducted to present the findings of the review at a collective level, to highlight lessons learned and show case good practices (Please find the slides of the presentation attached)
- A report of findings and recommendations was issued. The report provides the collective findings and recommendations of the learning review against the CHS PSEA Index for the PSEA Network.
- Individual findings and feedback reports were provided to each of the six sampled Network members that participated in the full review, both desk-based and field-based. (Please find the individual reports attached)
- A second consultant did a desk review and interviewed heads of agencies with regard to potential challenges to establish an IA- CBCM
- Report is accessible here: [31032020_ComplaintMechanism_CBCMs_Final.docx - Google Docs](#) and here [Staff Awareness Raising - Google Drive](#)

2021 Developments

The PSEA Network is in the process of updating the PSEA FPs training, which will also be translated into Arabic. A refresher course is planned for 2021

The ongoing work to draft the project proposal is currently assessing next steps. Working Group for Outcome One "Safe, accessible, child-sensitive mechanisms are in place for reporting SEA, particularly in high-risk areas" is developing the implementation of the Inter- Agency Community Based Complaint Channel.

Awareness Raising Among the Community

2020 Key Accomplishments

As recorded in the AWP, WFP oversaw consultancy that gathered the views of affected population on preferred means to report SEA.

- One International consultant and two local consultants conducted FGDs and phone interviews with affected populations.
- The focus was to collect rich qualitative data from a great variety of constituencies (children, young men and women, head of households, PWD, etc.) and to cover all geographical areas in Gaza and WB and East Jerusalem.
- The number of people outreached was approximately between 170 and 200 beneficiaries in a mix of one-hour individual phone calls (Gaza) and two-hour FGDs (WB and Jerusalem)
- The report was disseminated among PSEA network members and it is the base to develop the community base complaint channels (CBCM).
- The report can be read here: [APPROVED Final PSEA Community Awareness Raising Strategy January 2021.docx - Google Docs](#)

2021 Developments

The ongoing work to draft the project proposal is currently assessing next steps. Working Group for Outcome One "Safe, accessible, child-sensitive mechanisms are in place for reporting SEA, particularly in high-risk areas" is developing the implementation of the Awareness Campaign.

Awareness Raising Among Staff

2020 Key Accomplishments

OHCHR coordinated the consultant that developed a three-day general PSEA Training

- The materials were tested among 36 participants from local partners and UN agencies. The training is the first milestone to select candidates that will become trainers.
- Material is accessible here: [Dropbox - Core PSEA training package - Simplify your life](#)

2021 Developments

The PSEA Network will additionally develop a learning curriculum tailored for: PSEA FPs, case managers, claim handlers, general staff, and any other constituency that express interest. The curricula will also include training in the SOPs. A training schedule will be drafted and training will start to be implemented virtually, and in person when the circumstances allow in both WB and Gaza. OHCHR is expected to work closely with the PSEA Coordinators in developing the training schedule. All PSEA Focal Points should contribute to the drafting of the lists of targeted participants.

Victims Assistance

2020 Key Accomplishments

UNWomen in tandem with UNICEF oversaw the development of a Victim's Assistance Protocol.

- A consultant first assessed in two field mission current services and on-going services as per available in the national referral system
- The report highlights important areas of absence in services for PSEA referral and practices that entail a violation of the rights of survivors

- The protocol was presented to the network and endorsed and will complement the SoP for a joint CBCM
- The protocol also outlined the need to strengthen coordination with CP AoR and GBV subcluster, whose service directorate are part of the PSEA Assistance protocol
- The protocol intends to cover for assistance to different constituencies and should be added to the training curricula
- Link to the Protocol can be found here [0105200_PSEAVictimsAssistanceProtocol_Final.docx](#) - Google Docs

2021 Developments

As per 2021 UNFPA is taking over the strategic lead on PSEA with a focus on assistance to survivors of SEA, thus UNFPA has joined the strategic lead of this activity and the Network has increased coordination with the GBV subcluster (also lead by UNFPA) and the CP AoR (lead by UNICEF)

Mapping of PNGO PSEA Capacities

2020 Key Accomplishments

This component was led by PNGO and UNICEF. In response to the growing demand of donors for partners to meet PSEA global standards, the network in coordination with PNGO has carried the assessment of 41 PNGO members.

- Risk Assessments:
 - Coordinated by DCA/NCA Middle East, CHS Alliance conducted a learning review and PSEA assessment of a pool of PSEA Network members, whose results identified gaps in institutional practices and hence an important contribution to a comprehensive understanding of risk of SEA
 - In coordination with UNICEF, 40 local partners were assessed against PSEA MOS.
 - Partners were supported to continue towards a capacity building program that included elaboration of individual PSEA AWP.
- Training:
 - 3 cycles of Capacity building training on PSEA and composed of four 4h sessions plus compulsory readings were held between January and March. Forty organizations were targeted with an attendance that bypassed 120 people.
 - PSEA Focal Points ToT for 54 people
- Inductions: fifteen inductions on PSEA targeting more than 225 people were conducted from September 2020 until April 2021

2021 Developments

PNGO has led the roll out of PSEA activities among its members and participated in the development of the project's draft which contemplates specific means to enhance participation of Palestinian NGOs at the front line of humanitarian work.

Engagement with the Authorities

2020 Key Accomplishments

This workstream has been led by UNWOMEN and UNOCHA

- A letter addressed to the PA Prime Minister from former HC, Jamie Mc Goldrick, was prepared and reviewed in April 2020. The letter was not sent for various reasons including:
 - Interest from the HC to have advanced more on the CBCM before involving the PA
 - Unwelcoming political climate in the context of the 'Deal of the Century' US proposal, and outbreak of COVID
- UNWOMEN has arranged for a series of meetings at the technical levels of PA to engage on the topic, however these were cancelled due to COVID-19 lockdowns.
- UNWOMEN had requested a meeting with the Minister of Women Affairs on the topic. While Minister welcomed the meeting, we are still to receive a time and date.

2021 Developments

During first quarter of 2021, UN Women revised the proposed messages to convey to the authorities, with an update schedule of senior and technical meetings. In view of the recent escalation of hostilities, this activity was in on-hold. You can see the technical note here: [Briefing PSEA Gov. Authorities 01-03-21.docx - Google Docs](#)

Cross Referencing

2020 Key Accomplishments

In collaboration UNDP, a consultant reviewed existing practices for cross referencing at the global level at the same time that also made an analysis of its potential implementation in WB, EJ and Gaza. Full length of the report can be found here: [21_02_01_FINAL_LEGAL_ANALYSIS_APPROVED.docx - Google Docs](#)

- The misconduct scheme and the UN Clerk system were reviewed
- The consultant issued a set of recommendations to be included in the IA system
- According to the report the misconduct scheme is the most suitable for oPt

2020 Key Accomplishments

During the first quarter of the year we reach out to the Misconduct Scheme Coordinator to explore the possibility of oPt joining a pilot project, due to the recent escalation of violence, this option has been put on hold. See more info here [Misconduct Disclosure Scheme — SCHR](#)



oPt PSEA Network Action Plan
May 2019–April 2020

Endorsed by HCT on 6 May 2019

ANNEX II: Implementation of the Secretary-General's Bulletin on special measures for protection from sexual exploitation and sexual abuse (ST/SG-B/2003/13) ToR/Roles and Responsibilities of Heads of Agencies/Managers

1. Raise awareness and Issue code of conduct

- Express, at least annually, to your personnel the importance of complying with SEA prohibitions and reporting incidents.
- Ensure code of conduct and SGB is signed by all personnel and posted in prominent places.

2. Designate and support PSEA focal points including in sub/field Offices

- Ensure that they are trained on PSEA and on their roles and responsibilities.
- Incorporate PSEA responsibilities into their ToR and performance appraisals.
- Give them direct line to your office concerning their focal point role.
- Ensure that the identity of the focal point is known in your Organization and that his/her contacts are made widely available.
- Ensure both human resources and operational sides of your Organization are engaged in PSEA.

No.	Theme	Activities	Lead organization	Budget
1	Mapping	<ul style="list-style-type: none"> Support PNGO to map PSEA efforts among their members and identify capacity building needs. 	PNGO coordinator - supported by OCHA admin.	5,000
2	Awareness raising	<ul style="list-style-type: none"> Raise awareness in local communities on their rights, the standards of conduct expected of personnel of the UN and NGOs and encourage complaints filing to the various mechanisms in place. Coordinate provision of awareness raising on SEA for all personnel in the country, with a particular focus on frontline staff, including on their responsibility to report all suspicions of sexual exploitation and abuse committed by colleagues (pursuant to ST/SGB/2003/13 section 3.2 (e) for UN staff and related personnel). 	WFP OHCHR	200,000 Zero additional cost
3	<u>Complaints mechanisms</u>	<ul style="list-style-type: none"> Facilitate access to the draft PSEA tool (under development), developed at CHS, to be tested within the PSEA. Ensure that a complaints management and/or referral system is in place for each agency. Explore ways to ensure that every beneficiary has access to confidential, community-based complaints mechanisms, including the option to establish an inter-agency mechanism vis à vis filling <u>gaps</u> among Network members that have no mechanism in place. 	DCA/NCA	20,000
4	Victim assistance	<ul style="list-style-type: none"> Identify specialized organizations that are best placed to provide quality assistance to victims of SEA in a confidential manner. May consider organizing a work plan around three priority areas, namely 1) safe and accessible reporting; 2) quality survivors' assistance; and 3) accountability and investigations. This work plan will then be reflected in the HRP. Support the costing of funds required by these organizations and support mobilization and allocation of funds to the identified organizations. 	UNICEF UNWOMEN	10,000
5	Referencing	<ul style="list-style-type: none"> Implement good hiring practices, including procedures to prevent hiring of persons who have committed SEA, such as establishing a referencing system among the Network members (in line with IASC commitments*, based on common definitions and in line with due process considerations). 	UNDP (as OMT chair), AIDA (represented by Diakonia) and PINGO	Zero additional cost
6	Engagement with authorities	<ul style="list-style-type: none"> Through the HC, engage with authorities to offer our support to strengthen prevention of and response to SEA. 	OCHA UNWOMEN	Zero additional cost
		TOTAL AMOUNT REQUIRED		\$ 235,000

f. Ensure your PSEA focal point actively engages in the inter-agency PSEA Network.

3. Require adherence to the standards in the PSEA policy in all cooperative arrangements.

Ensure all contracts issued to implementing partners include clauses on SEA (SGB Section 6)

4. Establish complaints mechanisms

- a. Establish and publicize how your Organization's personnel can report concerns or suspicions of SEA.
- b. Ensure that with the PSEA network, your Organization establishes how beneficiaries / local populations can report SEA.
- c. It is a best practice that the complaints mechanisms is jointly created and owned by all Organizations and that it allows for complaints on a variety of issues, rather than only SEA, so as to promote use and avoid stigmatization.
- d. Establish clear procedures on how to handle and refer complaints as in agreement with the PSEA network interagency mechanism for referrals.

5. Ensure there is investigation procedure and capacity in place

- a. Ensure there is clarity on the role of the office investigating allegations and directing them to headquarters.
- b. Adhere to clear protocols to investigate allegations

6. Ensure recruitment procedures check background of prospective employees

Check references and files of possible new hires to ensure no background of SEA.

7. Provide assistance to victims

Together with the PSEA network, develop a victim assistance mechanism.

ANNEX III: Implementation of the Secretary-General's Bulletin on special measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13) ToR/Roles and Responsibilities of Focal Point Persons*

Within his/her Organization, the Focal Point shall actively promote protection from sexual exploitation and abuse (SEA).

1. Engagement with and support of local populations

Facilitate awareness-raising in local communities on their rights and entitlements

Provide support in community consultations, monitoring of complaints and providing feedback to complainants and communities.

NOTE: This point is effectively carried out by the PSEA network in collaboration with the focal points. Not all organizations would be able to assign a focal point that can implement awareness sessions with beneficiaries, yet it is expected that they support for coordination, outreach and data collection

2. Prevention

- a. Ensure that you are known in the entire organization and your contacts are widely available.
- b. Support staff to sign your Organization's Code of Conduct and SGB clearly prohibiting acts of SEA and obligating them to report such acts.
- c. Provide awareness-raising sessions on SEA for all staff and other personnel in the Organization on a regular basis, including for newcomers.
- d. Make appropriate recommendations to management on enhancing prevention strategies. This could include collecting and analyzing information on actual/potential risk factors for vulnerability to sexual exploitation and abuse and elaborating measures to address them.
- e. Ensure that procedures to guard against hiring of persons who have a record of SEA offences are put in place and applied.
- f. Work with human resources personnel to include PSEA content in staff inductions, including all contractors, consultants, temporary staff and casual labourers.

3. Response: Specific to Claim Handlers that may or not be the same Focal Point

- a. Ensure the development of internal procedures / responsibility framework for staff and other personnel to report incidents of sexual exploitation and abuse. Including handling an referrals of other agencies as specified in the interagency protocol.
- b. Receive complaints, reports and questions about alleged acts of sexual exploitation and abuse committed by your organization's personnel and personnel of sister/affiliated institutions including the cases committed by personnel whose institutions are not known. Refer to investigations.
- c. Be the liaison between your Organization and the Inter-Agency Community Based Complaints Mechanism.
- d. Take appropriate measures to ensure safety and confidentiality
- e. Ensure that all materials pertaining to complaints are handled strictly in line with applicable grievance procedures.
- f. Immediately refer complainants to the victim assistance mechanism, including rapid assessment for victims in urgent need.
- g. Fill in the common report form and share it with the PSEA International Coordinator

4. Management and Coordination

- a. Assist the Head of Office/Resident Representative to fulfil his/her responsibilities in accordance with the SGB.
- b. Assist and contribute to PSEA Network meetings and follow-up on action points
- c. Support the inclusion of SGB standards in contractual arrangements with non-UN entities and individuals, per ST/SGB/2003/13 Sec. 6.1.
- d. Coordinate your Organization's adherence to relevant monitoring/compliance mechanisms, including contribution to the PSEA Network report and other reporting needs.
- e. Mainstream PSEA in programmatic areas and in the overall HRP cycle and sub-cluster coordination
- f. Track all PSEA-related activities for the Organization and ensure that all information on PSEA-related activities is shared with relevant persons in the Organization and the PSEA Coordinators
- g. Keep data on reported incidents for general reporting and further development of efforts to address SEA. Inform the PSEA international Coordinator as per specified in the interagency protocol.
- h. Keep management up to date on PSEA measures taken and plans for future action.

* [References to the network have been added to the SGB for clarification](#)



**ZERO TOLERANCE
FOR SEXUAL EXPLOITATION
AND ABUSE**

Stop, prevent, protect

