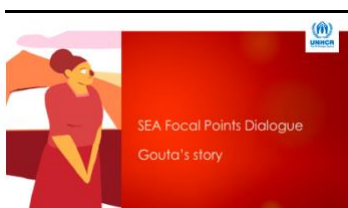


# Gouta Case Conference

## Gouta Case Conference for PSEA Focal Points



**What is it?** Materials and Facilitators Guide for a **2-hour session** with **small groups of PSEA Focal Points (FPs)**, initially designed and rolled out for UNHCR FPs and now adapted to create an external version which can be used by all.

**Aim & objectives:** To **build FP capacity and increase effectiveness of PSEA implementation**, through guided peer to peer exchange and facilitated analysis of existing operational measures. Specifically, the objectives of the webinar are: **1) to stimulate in-depth practical discussion on our actual operational responses** to SEA cases and on our SEA prevention and coordination work, **2) learn from each other** (identify promising practices), and **3) identify actions to improve** PSEA prevention and response in each operation.

**To be used for?** Online or face-to-face small group sessions with PSEA FPs.

**How?** Sessions are organized regionally with **2-3 FPs from 3-4 country operations** (max. group size is 9). **Two Facilitators** (ideally a Regional PSEA FP with support from PSEA HQ Office), guide participants to jointly analyse an SEA case study introduced by short video,<sup>1</sup> through **structured group discussion, and participant exchange**. A PowerPoint is used to screen the video and as a visual guide, but there is no presentation, content comes from the participants, and the focus is highly practical – **what is our actual operational response, what is working, what specifically needs to improve**. Participants are encouraged to share innovative practices from their operations. Country-level FPs can then adapt and use the resource to deliver further sessions at national-level to other FPs or PSEA teams within their operations.

**Languages:** English, French, Spanish, Arabic (resource & video). Russian (resource only).

*“The exchange of experiences, good practices, and different perspective with colleagues from other UNHCR missions was invigorating and gives you ideas to implement in your location. It would be great if we can do this more often, not only for PSEA, but for other areas as well.”*

*UNHCR Participant, Europe Region*



<sup>1</sup> This animated version of the Gouta case study was developed from an original case study produced for staff learning by the International Organization for Migration (IOM).

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## Roll-Out

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In 2021, the Office of the Senior Coordinator delivered a series of **14 Case Conferences** in coordination with Regional Bureaux, held specifically for **PSEA Focal Points in 7 regions**.

These small group sessions were delivered virtually via 2-hour Webinar, each with **3-5 operations** and an **average of 8 participants**.

A total of **119 PSEA FPs from 50 operations** participated, representing **over 89 office locations**.




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*“It is not about the new information (although the aspect of Gouta being both Person of Concern and humanitarian worker was surprising), but it is about what we do with the info - the practicality, the sharing of practices, ways-of-working, etc. This is what I liked of this session.”*

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UNHCR Participant, WCA Region

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***A tool for dialogue and reflection. What would you do?***

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In the session, participants explore step-by-step what would happen if this case were in their operation? What steps would be taken if this was in your work environment? This focuses on 4 key areas:

1. How would we find out?
2. How would we ensure support for Gouta?
3. During investigation, how would we protect her?
4. How do we prevent such cases?



The sessions provided the opportunity for PSEA FPs to share good practices, including innovative approaches to common challenges. Priority actions to improve PSEA prevention and response were also discussed, as well as risk areas and challenges, and additional support needed from national, Regional and HQ level colleagues and entities.




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*“What I liked most was the opportunity to share different perspectives with colleagues in the region, and to highlight certain ongoing concerns in our efforts to implement SEA prevention and response.”*

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UNHCR Participant, Americas Region

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