TOLÉRANCE ZÉRO
POUR L'EXPLOITATION ET LES ABUS SEXUELS

NATIONS UNIES
UNITED NATIONS
BURKINA FASO

BURKINA FASO PSEA NETWORK 2022-2023 ACTION PLAN TO PREVENT AND RESPOND TO SEXUAL EXPLOITATION AND ABUSE

This Work Plan has been developed by the Burkina Faso PSEA Network to prevent, mitigate, and respond to sexual exploitation and abuse (SEA). It is aligned to the PSEA UNCT-HCT Strategy 2021-2022 and steered by the UN Resident Coordinator, with close support from UNCT-HCT, PSEA Network Co-chairs, and the Inter-Agency PSEA Coordinator. The five strategic priorities of the Work Plan are in line with DCO/OSCSEA PSEA Results Framework template and the IASC Acceleration Plan. The global indicators meeting the SMART criteria have been selected to fit the current development-humanitarian nexus context in Burkina Faso. The objective is to promote and reflect harmonised UNCT-HCT approaches that contribute to coherent implementation of the PSEA Work Plan that sourcing the basis for tracking progress, learnings documentation as well as an informed mobilisation of required PSEA resources.

Contact details of the PSEA Coordinator: Masudi MOHAMED JERRY, OCHA (host agency), jerry.masudi@un.org
Contact details of the UNCT-HCT PSEA Steering Committee secretariat: Kristen KNUTSON, Head of Office, OCHA Burkina Faso, knutson@un.org | Alain AKPADJI, UNFPA Country Representative for Burkina Faso, Akpadji@unfpa.org

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
Part A: Priority prevention outcomes for PSEA						
Outcome 1. Prevention. All United Nations staff and related personnel[2] know the UN standards of conduct for protection from sexual exploitation and abuse and understand their personal and managerial/ command responsibilities to address sexual exploitation and abuse and other misconduct.						
Output 1.1 Personnel understand the United Nations standards of conduct on the protection from sexual exploitation and abuse.	a. All UNCT/HCT personnel, including those visiting the country, are provided with an induction briefing on conduct and discipline issues, including sexual exploitation and abuse.	All visitors are informed on country policies and SOP.	UNDSS (and equivalent body for FONGIH and SPONG) integrates key information on PSEA into the standard security briefing (UN SG circular and contact of PSEA coordinator and hotline) including the signature of the interagency Code of Conduct endorsed by UNCT-HCT.	Q1, Q2, Q3, Q4	N/A	UNDSS Each UN entity and HCT security FP
		FONGIH and SPONG Heads of Mission/offices	International Humanitarian NGO Forum (FONGIH) shares the same recommendations to NGO Heads of mission.	Q1, Q2, Q3, Q4	N/A	FONGIH SPONG

---

[1] The targets provided in the model template are intended as illustrative examples. Actual targets would need to be determined at country-level.

[2] United Nations staff and related personnel include United Nations staff members, consultants, individual consultants/contractors, interns, national officers, United Nations volunteers, experts on mission and contingent members.

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
	b. The UNCT/HCT personnel know the standards on sexual exploitation and abuse (training, leadership dialogues, town-halls).	UNCT-HCT members (Senior Manager-Leaders) Including FONGIH's and SPONG's	Conduct regular meetings and awareness discussions (training, leadership dialogues, town-halls) where senior management team conveys the message to their personnel regularly.	Q1, Q2, Q3, Q4	N/A	OCHA / RCO
		UNCT members (Senior Manager-Leaders) to support the RC/HC on complying with the survey standards	Ensure that all UN staff to participate in the online OSCSEA annual PSEA survey to test understanding and identify any gaps so that corrective measures are taken at each individual Agency.	Q3, Q4	NA / individual Agency funds	RCO / IA PSEA Coordinator
			Produce/and distribute PSEA "locally contextualized" awareness-raising materials (broadcast, pamphlet, posters, etc.), including "no excuse cards".	Q1, Q2	TBD / individual Agency funds (4 mandatory PSEA Budget lines/activities for each HPC-HRP funded project)[3]	PSEA Network
	c. All personnel are aware of the policy for protection against retaliation for reporting misconduct – to empower, encourage and	UNCT/HCT staff members are aware of their obligation to report sexual	UNCT/HCT members ensure that staff members and IPs are trained annually on the SG Bulletin (ST/SGB/2017/2/Rev.1) or similar for Intl NGOs and report on	Q1, Q2, Q3, Q4	TBD / individual Agency funds	Each UN entity and HCT member organization /

---

[3] According to IASC commitments, the UNCT-HCT endorsed the obligation to all submitted/approved HPC-HRP 2023 (including Regional and Country based Pooled-Fund) projects to include budget lines for 4 mandatory PSEA activities (trainings, sensitizations, referrals/access to safe reporting channels and victim assistance services, and full participation to the established inter-agency CBCM, including consistent support to community led complaint committees as reliable informal CFMs).

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
	protect staff who report cases of sexual exploitation and abuse ([ST/SGB/2017/2/Rev.1](ST/SGB/2017/2/Rev.1)).	exploitation and abuse/ misconduct and the policy for protection against retaliation.	compliance to the PSEA Network, this including clear guidance provided on where and how to report allegations of misconduct.			PSEA PFs to assist and report
Output 1.3 Quality training of personnel/awareness-raising on sexual exploitation and abuse policies is conducted regularly.	a. All (UN and HCT member organisations) staff and related personnel complete the mandatory in-year refresher training and/or awareness briefings to personnel are conducted. Substantiation is done for those not completing the training.	Induction training for all personnel is conducted at regular intervals. Specific trainings for PSEA FPs are organized; according to PSEA Network Capacity Building Plan	UNCT/HCT members ensure that mandatory, continuing training and awareness-raising on protection from sexual exploitation and abuse is regularly conducted.	Continuous	TBD / individual Agency funds	Each UN entity and HCT member organization/P SEA PFs to assist and report
			UNCT/HCT members support quality training on PSEA, Code of Conduct, and global policies, with focus on country-specific procedures, including practical guidance on the inter-agency SOPs and CBCMs for safe reporting and referrals and report on compliance to the PSEA Network.	Q1, Q2	TBD / individual Agency funds	Each UN entity and HCT member organization/P SEA PFs to assist and report
	b. UNCT/HCT leaders certify that all allegations of sexual exploitation and abuse relating to areas within their responsibility have been accurately and fully reported.	100% response to the resident/humanitarian coordinator.	UNCT/HCT members ensure compliance on SEA sharing information protocol and report annually to the RC/HC; this includes MOS IASC progress indicators.	Q3	N/A	Each UN entity and HCT member organization/P SEA PFs to assist and report
Part B: Priority response outcomes for PSEA						
Outcome 2. Safe and accessible reporting. Every child and adult recipient of United Nations assistance has access to a safe, gender and child-sensitive pathways to report sexual exploitation and abuse (including through community-based complaints mechanisms)[4] that lead to assistance, are appropriate to the context and accessible to those in the most vulnerable situations).						

---

[4] A Community-based complaints mechanism (CBCM) is a complaints mechanism system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including sexual exploitation and abuse incidents – and those reports are referred to the appropriate entities for follow-up.

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
Output 2.1. Safe, accessible, child-sensitive mechanisms are in place for reporting sexual exploitation and abuse[5], particularly in high-risk areas.	a. UNCT/HCT Inter-agency SOPs on community-based complaint mechanisms and/or networks (CBCM/CBCN[6]) on PSEA are established following inclusive consultations with all relevant stakeholders, including communities, disseminated and rolled out, and appropriate staff trained.[7]	Interagency CBCM Standard Operating Procedures (SOPs) are endorsed by all UNCT/HCT members.	Organize a launch/advocacy event for CBCM Standard Operating Procedures (SOPs) on inter-agency complaints referral, by the new established IA CBCM Strategic Group (UNHCR, ACTED, WPF, Tintua, UNFPA, UNICEF). Establish/strengthen five regional (hub-based) integrated AAP-PSEA CBCM Working Groups to guide and support the design, implementation, and monitoring of Community-Based Complaints Mechanisms (CBCM) and their activities. Provide critical human resources to support the IA CBCM at national and regional levels. (five regional CBCM Advisors/Coordinators). Ensure that field offices participate in complaint mechanisms that are jointly developed and implemented by system-wide UN entities and HCT.	Q1, Q2	TBD / individual Agency funds (4 mandatory PSEA Budget lines/activities for each HPC-HRP funded project)[8]	IA CBCM Strategic Group (UNHCR, WFP, ACTED, Tintua, UNFPA, UNICEF)
	b. A variety of reporting channels appropriate to the local context is in place to fill	Regularly updated mapping of existing complaint and feedback	Conduct CFMs mapping exercises including Community led complaints committees	Q1, Q2	75 000 USD / individual	IA CBCM Strategic Group

---

[5] Type of mechanism and targeted locations to be determined by each UNCT/HCT based on context and existing channels/mechanisms for reporting already functioning. These could include, for example, phone hotlines, SMS, PSEA focal points, service points, etc. This could involve broader complaint channels that are strengthened with the necessary safeguards for reporting sexual exploitation and abuse, or training of PSEA focal points within protection-related services to support reporting and referrals, and/or other systems, and/or a combination of the above, as appropriate per the country context.

[6] Community-Based Complaint Networks (CBCNs) support communications with complainants and victims while allegations are being investigated, facilitate the provision of assistance and support to victims and their reintegration into their communities. The UN has engaged with local and international organizations and representatives of communities to develop formal and informal structures and channels that are safe, confidential, and easily accessible to women, men, girls and boys to report misconduct, specifically sexual exploitation and abuse, and follow up on the status of reported incidents and receive support.

[7] UNCT/HCT SOPs can be adapted from the global IASC SOPs. The SOPs provide the basis for inter-agency referral, sharing of information on and handling of sexual exploitation and abuse allegations, as an integral component of UNCT/HCT prevention and response to sexual exploitation and abuse. The SOPs require all signatories to have an established internal sexual exploitation and abuse complaint handling procedure in place.

[8] According to IASC commitments, the UNCT-HCT endorsed the obligation to all submitted/approved HPC-HRP 2023(including Regional and Country based Pooled-Fund) projects to include budget lines for 4 mandatory PSEA activities (trainings, sensitizations, referrals/access to safe reporting channels and victim assistance services, and full participation to the established inter-agency CBCM, including consistent support to community led complaint committees as reliable informal CFMs).

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
	reporting gaps as identified by mapping.	mechanisms in the response.	Organise a training of trainers (ToT) PSEA training for service providers and/or stakeholders participating in the IA SOPs. Organize capacity-building sessions of all persons that operate complaint channels on the inter-agency referral protocols. Strengthen WFP's toll-free line (ligne verte) (3431) and UNHCR-VIAMO (3.2.1) Inter-Agency channels for SEA Incident reporting with mobile phone distribution to CBCM focal points, community complaint committees and Service Delivery (GBV-CP) PSEA focal points.		Agency funds (4 mandatory PSEA Budget lines/activities for each HPC-HRP funded project)[9]	
	c. Percentage of children and adults which have access to a safe channel to report sexual exploitation and abuse.[10]	100% of the affected population have access to at least one (1) safe and accessible channel to report sexual exploitation and abuse.	Organize/support monthly regional CBCM meetings with five integrated AAP-PSEA-GBV-Gender results. Organize/support monthly/quarterly IA CBCM Steering Committee review meetings based on Meetings outputs and recommendations from the five regional CBCM coordination Teams" including Community led Complaint committees. Collect data for IASC PSEA indicators including success stories et good practice documentations.	Continuous	5000 USD / individual Agency funds (4 mandatory PSEA Budget lines/activities for each HPC-HRP funded project)	IA CBCM Strategic Group

[9] According to IASC commitments, the UNCT-HCT endorsed the obligation to all submitted/approved HPC-HRP 2023(including Regional and Country based Pooled-Fund) projects to include budget lines for 4 mandatory PSEA activities (trainings, sensitizations, referrals/access to safe reporting channels and victim assistance services, and full participation to the established inter-agency CBCM, including consistent support to community led complaint committees as reliable informal CFMs).

[10] Access would be defined within the country context taking account of the type of complaint channels in place. This could include, for example, report to individual directly, phone access, taking account of age, gender, literacy, disability, etc., and/or a combination of factors. Please also note that this indicator refers to the estimated coverage of the population by the CBCM.

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
	d. Percentage of allegations reported to the PSEA Network per month and responded to within seven days (Disaggregated by age, sex, and type of complaint (less than 18; 18 and above).[11]	A SEA database (confidential, safe, ethical) in place	A data tracking matrix with non-identifiable info on allegations, profile of victims / perpetrators, and received assistance is developed and endorsed. Ensure that Each allegation received communicated in line with OSCSEA guidance[12] and Burkina Faso Inter-agency Protocol on sharing SEA information with the RC/HC.	Q1 Continuous	NA	IA CBCM Strategic Group
Output 2.2. Community mobilisation, consultation and awareness-raising on PSEA in each community receiving and/or affected by United Nations assistance. Where there is an HC/HCT this would apply to all humanitarian partners.	a. Number of adults and children (disaggregated by gender and age) reached through consultation in the establishment of community-based complaint mechanisms, awareness activities and community mobilisation interventions on PSEA, including how to report SEA-related complaints.[13]	Consultations with affected population inform the establishment of CBCMs. Evaluation of existing CBCMs for effectiveness and compliance with human rights principles.	Establish partnership with national child helpline and local education authorities, including UKaid-FCDO Girl Education Challenges[14] Program	Continuous	TBD / UNICEF; External Donors: UKaid-FCDO/	IA CBCM Strategic Group
		Sustainable capacity Building programs in place for National NGOs, FBOs, CSO	Fund mid/long-term capacity building programs for National NGOs, FBOs, CSOs working with youth (boys and girls) that include:	Continuous	TBD / External donors	IA CBCM Strategic Group

---

[11] This indicator is intended to allow HCs/HCTs to track and measure the use of SEA-related complaint channels by affected populations, including by those who are most vulnerable, as a core component of their overall effectiveness. This indicator is to be read together with related indicators to understand the overall accessibility, trust in, and effectiveness of SEA-sensitive complaint channels by and for affected communities. It is not intended to replace or duplicate the external reporting obligations that agencies hold, for example the UN reporting of sexual exploitation and abuse allegations to the UN Secretary-General on a quarterly basis.

[12] The Office of the Special Coordinator on improving the UN response to sexual exploitation and abuse (OSCSEA) shared a new guidance note in 2021 on the mandatory requirement for all UN entities on sharing information on allegations of SEA with the Resident Coordinator. The guidance notes also stress that UN agencies need to consult their implementing partners and advise them that information on allegations relating to their personnel will be shared as well. This does not replace external reporting obligations that all agencies hold to report SEA allegations to the UN Secretary-General on a quarterly basis.

[13] This should include the consultation of communities, particularly women and children, in the design of SEA-sensitive community-based complaint mechanisms.

[14] https://girlseducationchallenge.org/media/d4dgt5tr/gec_learning_brief_srgbv_final.pdf

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
		Working with Youth (boys and girls)/Community Complaints Committees	1." IASC MOS on SEA" integrated capacity building program 2.Safeguarding Resource and Support Hub (RSH)[15] for strengthening policy and practice against Sexual Exploitation, Abuse and Sexual Harassment (SEAH) 3.SASA[16] approaches as powerful to social norms community mobilization program against GBV-SEA 4.Roll-out the Empowered Aid concept[17], focusing on women and girls. 5.Youth and Women Empowerment programs[18].		(FCDO, USAID)	
	b. Percentage of sites reached by PSEA communications materials, how to report sexual exploitation and abuse and how to access victim/survivor-centred assistance. (Disaggregated by type of PSEA communication materials developed for each population group identified).	100% of sites provide information on the prohibition of sexual exploitation and abuse, how to report and receive assistance.	Provide support to reporting channels in each intervention area and inform affected people; this including support to Community Complaints Mechanisms. Production and dissemination of culturally sensitive and inclusive awareness raising messages in local language. Monitor that IEC materials are shared and displayed correctly.	Continuous	TBD / HRP funded projects, FHRAOC, CERF PSEA Community Outreach and Communication Fund	IA CBCM Strategic Group

---

[15] UKaid funded RSH program that support organisations in the humanitarian and development sectors to strengthen their safeguarding policy and practice against Sexual Exploitation, Abuse and Sexual Harassment (SEAH). By offering a wide range of free tools, training and advice in over 10 languages, RSH enables people and organizations to reduce the risk of harm.

[16] SASA is RAISE initiative approach that seeks to change community attitudes, norms, and behaviors around gender, violence, and the risk of and vulnerability to HIV infection among women. Premised on the ecological model of violence, the program incorporates activism and then action at the community level. https://www.togetherforgirls.org/the-sasa-initiative/

[17] Empowered Aid (2020) is focused on prevention of SEA through tools that give those most affected by abuse, women and girls, a sustained voice in how aid is delivered

[18] For Exemple: Operationalise SP CONAP Genre, gender cells and regional and communal councils for the promotion of gender by: (i) drawing up and implementing action plans; (ii) adopting an appropriate and gender-sensitive budget planning system; and (iii)establishing an institutional anchor conducive to gender expression and gender-sensitive planning. As per 2020 Burkina Faso Gender Country Profile

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
	c. Number of individuals within the affected population (disaggregated by age and gender) reached with key messages and awareness-raising material on PSEA.	100% of sites provide information on the prohibition of sexual exploitation and abuse, how to report and receive assistance.	Launch initiative "PSEA at the frontline" (WFP, IOM, WHO, TWB). Reproduce/disseminate Zero Tolerance messages in various formats/media. Organize a "One-month-Campaign" on Zero Tolerance targeting media, staff, national authorities, among others. Organize a mass sensitization campaign "Caravan/Rally on Humanitarian-Development-Peace (HDP) and PSEA (Led by Women Ambassador's Groups with support with community champions,)	Q1-Q4	TBD / HPC-HRP funded projects, FHRAOC, CERF PSEA Community Outreach and Communication Fund	IA CBCM Strategic Group + IOM and WHO
	d. Community perceptions and communication preferences are captured on a regular basis (informally and formally through needs SEA risk assessments, surveys, focus group discussions, etc.), and used to improve services.	Mainstreaming IASC-REACH IMPACT MSNA AAP-PSEA questions into MSNA, HSM Mainstreaming AAP-PSEA questions into post distribution monitoring	Conduct specific PSEA surveys (risk assessment, perceptions surveys, etc.) and ensure PSEA analysis includes other sources of data such as MSNA, HSM, area-based assessments, PDM, DTM and IDP site profiling activities. Capture community perceptions and communication preferences on a regular basis (informally and formally) through SEA risk assessments and focus group discussions (including with Community Complaints Committees) and use the results to improve services. Generate data on SEA trends, community perceptions and communication preferences on a regular basis through CFM reports (WFP	Continuous	TBD / HPC-HRP funded projects, FHRAOC, CERF	IA CBCM Steering Committee, UNHCR, REACH/IMPACT, GTS, WFP, IOM, VIAMO

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
			toll-free platform, UNHCR/VIAMO projects) and use the results to improve services. Establish an interactive Inter-Agency Risk Register/Risk Dashboard with data collected informally and formally through SEA risk assessments, focus group discussions, and other sources identified.			
Outcome 3. Victims' right to assistance. Every child and adult victim/survivor/complainant is offered immediate, quality assistance (medical care, psychosocial support, legal assistance, reintegration support).[19]						
Output 3.1 Sexual exploitation and sexual abuse victim/ survivor assistance is provided through Gender-Based Violence (GBV) or Child Protection (CP) programming which is familiar with sexual exploitation and abuse and the specific needs of victims/survivors.	a. Mapping of the existing service providers (e.g., GBV and CP programming) and current gaps in SEA assistance coverage are identified and addressed. b. Number and percentage of SEA victims/survivors/complainants who have been promptly referred to quality assistance, as part of ongoing GBV and CP programming. c. Number and percentage of SEA victims/survivors who have accessed to assistance (disaggregated by age and gender and type of assistance received). d. Percentage of the affected population, particularly women and children, that can access GBV assistance.[20]	100% of victims/survivors are referred for assistance and received support within 48 hours. Data are disaggregated according to the affiliation of the offender (UN staff and related personnel and implementing partners).	Develop a country contextualized version of the GBV pocket guide. Ensure that the PSEA Networks have in place prompt referral pathways to qualified service providers for victim/survivor assistance, as part of an integrated approach with GBV or CP services. Ensure that quality assistance is provided for SEA survivor through existing (GBV-CP) services and programmes, in line with UN victim's Assistance Protocol and available service mapping. Ensure anonymized and highly protected data are collected by service providers (data disaggregated according to the affiliation of	Continuous	TBD / UNFPA. UNICEF internal funds, HRP funded projects, FHRAOC, CERF	UNFPA, UNICEF

[19] Support to victims/survivors/complainants is unconnected with the investigation and should be pursued from the time of an allegation as indicated in the UN Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse

[20] The tracking of access to services is a core function of the PSEA Network's role in strengthening response to sexual exploitation and abuse. Current gaps in SEA assistance coverage (as provided through GBV/ CP programmes) should be systematically addressed by UNCT/HCT members, as well as through CERF/CBPFs. There should be a tracking system maintained by the UNCT

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
			the offender, UN staff and related personnel and implementing partners).			
	e. Funding/resources for assistance to victims/survivors of sexual exploitation and abuse is available. (Please indicate if there are any funds of this nature)	There is a joint/contingency/ dedicated fund or pooled resources at country level.	Contribute toward a contingency pooled fund to sustain resources dedicated to victim assistance and support at the UN country team level. Enforce the "IASC PSEA vetting/scoring criteria for HRP 2023 projects approval to ensure sustainable resources in PSEA. Submit inter-agency GBV proposals to the SEA Trust Fund, CBPF and HPC/HRP in Support of Victims of SEA.	Continuous	TBD / HRP funded projects, FHRAOC, CERF, UNFPA, UNICEF internal funds	UNFPA, UNICEF PSEA Coordinator to support
Outcome 4. Accountability and investigations. Every child and adult victim/survivor of sexual exploitation and abuse who is willing has their case investigated in a prompt, and safe way in accordance with a victims'/survivors' rights approach.						
Output 4.1 PSEA Networks adopt, implement and track progress against uniformed protocols/guidelines for prompt, safe and victim/survivor-centred assistance during investigations at country-level.	PSEA Network members and local partners have personnel trained on SEA guidelines and protocols for victim/survivor-centred investigations.		Organize training sessions for PSEA Network members and local partners on SEA guidelines and protocols for victim/survivor-centred investigations. Provide surge capacity for investigations via trained National Experts to support local partners (NGOs, CSOs and national authorities)	Q2-Q3	60,000 USD / UNCT-HCT, HRP funded projects, FHRAOC, CERF, UNFPA, UNICEF internal funds OCHA-managed	PSEA Network, OCHA

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
					investigatio n fund	
Output 4.2 Sexual exploitation and sexual abuse victims/survivors informed of and/or supported in relation to investigations and accountability processes.[21]	a. Percentage of victims/survivors who are informed of the outcome of the investigations.		Ensure that investigations are conducted within three (3) months and victims/survivors are informed of the outcome of the investigations.	Q2, Q3	TBD / internal funds, special funding from donors	UNFPA, UNICEF, OCHA
Output 4.3 When working with implementing partners, adequate safeguards are in place and action is taken related to sexual exploitation and abuse – e.g., screening, cooperative arrangements, monitoring, and termination of arrangements ([United Nations Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners](#); [ST/SGB/2003/13](#)).	a. The UNCT/HCT has policies on reference checking and vetting for former misconduct or supervision and performance appraisals related to [UN Implementing Partner PSEA Capacity Assessment](#) and they are shared with UNCT/HCT. b. [UN Implementing Partner PSEA Capacity Assessment](#) c. Guidelines are implemented Follow-up is established for the implementing partners that do not meet the minimum threshold..	The [Clear Check](#) and/or [the Inter-Agency Misconduct Disclosure Scheme](#) are consulted Implementing partners assessment are centralized at country level and shared with other members of the UNCT/HCT.	UN agencies conduct IP capacity assessments based on an inter-agency harmonized approach to ensure that adequate safeguards are in place and action is taken related to sexual exploitation and abuse – (e.g. UNPP, screenings like [Clear Check](#) and/or [the Inter-Agency Misconduct Disclosure Scheme](#), cooperative arrangements, monitoring, and termination of arrangement).	Q1, Q2	TBD / internal agency funds	Each UN entity and HCT member organization / PSEA PFs to assist and report

Part C: PSEA Country-Level Structure

Outcome 5. PSEA inter-agency country-level structure. The Resident/Humanitarian Coordinator and UNCT/HCT are supported at senior management and technical-levels to lead, oversee, and deliver on the above four PSEA Outcomes.

---

[21] This may include civil and criminal proceeding, as well as other redress measures.

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
Output 5.1 The role of the RC/HC as PSEA lead is clear to all PSEA stakeholders.	a. The RC/HC takes an active lead on PSEA and, where relevant, coordinates with the (D)SRSG.	RC/HC supports implementation and monitoring on in-country PSEA Strategy, making explicit the leadership role of the RC/HC and UNCT/HCT.	RC/HC conveys guidance and messages (Zero Tolerance messages, inter-agency code of conduct) including relevant memos for SEAH protective environment through a variety of occasions (Leadership Dialogues, Town Halls, SEA annual surveys, IASC annual PSEA mapping exercises, UN and humanitarian advocacy days).	Continuous	TBD / RCO funds	RC All UNCT-HCT members
	b. Country Directors/ Representatives share appropriate information with the senior most UN Official[22] in-country immediately when they become aware of an SEA allegation.	Country Directors/ Representatives share the information in line with existing protocols	UNCT/HCT members ensure compliance on SEA sharing information protocol and report annually to the RC/HC.	Continuous	N/A	All UNCT-HCT members
Output 5.2 Members take on the PSEA role to support the Resident/Humanitarian Coordinator to deliver on PSEA at the UNCT/HCT level and the PSEA Network at the technical level.	a. Status of the designation of agency chairs for the PSEA Steering Committee (principal level, UNCT/HCT) and the PSEA Network (technical level).		UNCT-HCT PSEA Steering Committee and the IA CBCM strategic group provide close leadership support and oversight to PSEA Network on regular basis in line with their ToRs. UNCT-HCT members support the RC/HC to deliver the eight (8) strategic results and eight (8) technical PSEA Network Results.	Continuous	N/A	OCHA, UNFPA, UNHCR, ACTED
Output 5.3 A full-time PSEA Coordinator (with medium to long-term secured funding) is in place, with a direct reporting line to the HC/RC, to provide day-to-day technical support	a. Status of deployment of a full-time PSEA Network Coordinator (with clear ToRs). **See generic ToRs** at Link	P4 level full-time PSEA Coordinator is in place PSEA Coordinator reports directly to the RC/HC.	UNCT ensures deployment of an Inter-Agency PSEA Coordinator. Inter-Agency PSEA Coordinator takes active lead in overseeing PSEA Strategy and Work Plan including the provision of expert guidance and technical support to Network members and other relevant entities operating	Continuous	TBD / NORCAP and IASC PSEA Secretariat	UNCT-HCT PSEA steering Committee

---

[22] Senior most UN officials in-country include Resident and Humanitarian Coordinators (RC/HC), Special Representatives of the Secretary General (SRSG) and Heads of Mission (HOM).

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
and expertise to the inter-agency PSEA Network.			in the context to strengthen their internal PSEA programs in line with good practice and standards. (MOS, CHS, CBCMs)			
Output 5.4 An inter-agency PSEA Network is in place with the resources and expertise necessary to deliver on PSEA outcomes (above).	a. PSEA Network being established. b. All the PSEA Network members have received training from their entities on PSEA.	PSEA Network is established and reports regularly to RC/HC via the PSEA Coordinator.	Develop/finalize a country-specific PSEA Network training package and organise annual ToTs. Organize PSEA Network (monthly and ad hoc) meetings and regular updates are reported to UNCT-HCT.	Continuous	N/A	IA PSEA Coord, PSEA Network Co-Chairs
	c. Integration of PSEA in the Humanitarian Response Plan (or similar), where relevant.	PSEA Action Plan is costed and resourced through HRP.	Ensure appropriate PSEA mainstreaming into strategic Plans (HRP, UNIDAP, national plans).	Continuous	N/A	IA PSEA Coord, PSEA Network Co-Chairs
	d. All organisations (UNCT/HCT and PSEA networks) meet required minimum standards such as the Minimum Operation Standards (MoS) and Core Humanitarian Standards (CHS) PSEA Index to enable appropriate complaints receipt and handling.	All UN partners meet the requirements in the UN common assessment. Joint capacity development and training provided through the network to support entities to meet the PSEA requirements.	PSEA technical focal points work actively with the inter-agency PSEA Network to deliver the eight (8) technical PSEA results including the IA CBCMs. PSEA Focal Points report to PSEA Network on 17 IASC PSEA Indicators on quarterly basis and when required. Learning and practices on awareness raising on PSEA are shared within the PSEA network, including to identify common challenges.	Continuous	N/A	IA PSEA Coord, PSEA Network Co-Chairs
	e. Status of development and implementation of the UNCT/HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actor.	PSEA Action Plan is endorsed by all UNCT/HCT members.	Design/implement PSEA Network Action Plan with MEAL good practice documentation.	Continuous	N/A	PSEA Network Co-Chairs, IA PSEA Coordinator

Desired outcomes	Indicators	Targets / Benchmarks[1]	Key actions	Timeframe (Quarter / Year)	Budget / Funding Source	Lead agency(ies) per activity
						and PSEA FPs to support
Output 5.6 Country-level risk assessment in respect of sexual exploitation and abuse conducted on the basis of risk management tools	a. The inter-agency PSEA network carries out regular SEA risk assessments and shares the findings and recommendations with the UNCT/HCT.		Conduct country-level SEA risk assessment on the basis of risk management tools and establish an inter-agency SEA risk register and an SEA risk dashboard. Ensure that SEA risk is regularly assessed and updated by all sectoral actors/projects.	Q1 and continuously	30,000 USD / UNFPA, UNHCR, WFP	UNFPA / PSEA Network Co-Chairs, PSEA Coordinator and PSEA FPs to support

For additional information and resources:
- [Management and accountability of the UN Development and Resident Coordinator System](#)
- [Knowledge Gateway](#)
- [Inter-Agency Standing Committee resources](#)
    - a. [IASC Six Core Principles Relating to SEA (Revised 2019)](#)
    - b. [IASC Minimum Operating Standards PSEA](#)
    - c. [Guideline – Inter-Agency Community-Based Complaint Mechanisms – Protection against Sexual Exploitation and Abuse](#)
- [Guideline – Inter-Agency Community-Based Complaint Mechanisms – Protection against Sexual Exploitation and Abuse](#)
- [UN System Policies and Protocols on PSEA](#)
- [UN System Tools on PSEA](#)
- [Office of the Victims' Rights Advocate](#)