

# The Sudan PSEA Network

## Joint Framework for Action on Prevention and Response to Sexual Exploitation and Abuse (JFA- PSEA)

2019 - 2020

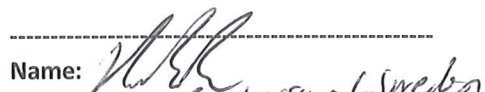
***We the undersigned*** members of the development and humanitarian community in Sudan, hereby commit to implement and monitor in a coordinated and coherent manner, the approved Joint Framework for Action on prevention and response to sexual exploitation and abuse (JFA-PSEA) as a reflection of our full accountability to the affected populations we are committed to serve, with dignity and respect.



WHEREFORE, the heads/representatives of agencies/organizations here present have appended their respective signatures on this ..... day of July, 2019.

Names and Signatures of Participating Agencies / Organizations:

Name:   
Organization: RCICL

Name:   
Organization: Embassy of Sweden

Name: Gh Fajeh OSMAN  
Organization: Oxfam

Name: BABASANA AHMADU  
Organization: FAO


Name: Munier Mohamed  
Organization: UNOPS

Name: NAFISA BIOTTE SHAFIDUN  
Organization: UNICEF

Name: 16/7  
Organization: UNHCR

Name: MARY KUBEO  
Organization: UN WOMEN

Name: PROLA SELINA EMBISON  
Organization: CFA

Name:   
Organization: Embassy of Switzerland

Name: KIKI GBEHADANSEHO  
Organization: UNAMID

Name: Adham Musallam  
Organization: WFP

Name: Dr. Naema AL-Gasseer  
Organization: WHO

Name: Selva Kumachandran  
Organization: UNDP

Name: Dr. Mateen Shaheen  
Organization: UNFPA

Name: Ahmed Subah  
Organization: IFAD

Name: Andrew Gray  
Organization: IOM

Name: Masayuki Yokota  
Organization: UN-Habitat

*Felix Wood*  
Name: FELIX WOOD  
Organization: OEIFD

*Atila Vras*  
Name: Atila Vras  
Organization: UNEP

*M. Sadiq Rashid*  
Name:  
Organization: UMMA

*American Refugee Committee*  
Name: American Refugee  
Organization: Committee ARC

*Eahizar Jous*  
Name:  
Organization: CARE International

*Save the children*  
Name: Save the children  
Organization: Nabil Ibrahim

*Adil Sheraz*  
Name:  
Organization: Muslim Aid UK

*ARIF NOOR*  
Name: ARIF NOOR  
Organization: MERCY CORPS.

*UNIC Khartoum*  
Name: Ayman Suliman  
Organization: UNIC

Name:  
Organization:

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*[Signature]*

As the primary body for coordination and oversight of prevention and response to sexual exploitation and abuse by all development and humanitarian actors, **the Sudan PSEA Network** is committed to a **coherent and coordinated approach** to strengthen PSEA efforts in Sudan. The approach informed a mapping survey conducted in March 2019. The mapping provided baselines on existing mechanisms, current gaps and recommendations to strengthen collective and individual efforts by all development and humanitarian actors in Sudan. Following the mapping exercise, the Network developed this **Joint Framework for Action** on PSEA (JFA-PSEA), outlining the priority results that the Network members will work jointly to achieve in Sudan from 2019 to 2020.

The JFA-PSEA rests on 6 core areas for action<sup>1</sup>: **PSEA policy operationalization, coordination and cooperation, prevention and internal mainstreaming, advocacy, complaints and investigations, and survivor support.**

<b>Total estimated budget for 2 years</b>	<b>USD 850,000.00</b>
<b>Contributions</b>	
WFP (P4 PSEA Coordinator)	USD 500,000.00
Care International for the Sudan INGO Forum (National PSEA Coordinator)	USD 160,000.00
UNICEF	USD 80,000.00
UNDP	USD 20,000.00
UNFPA	USD 20,000.00
UNHCR	USD 20,000.00
Switzerland	USD 50,539.00
FAO	USD 20,000.00
<b>Total</b>	<b>USD 870,539.00</b>

In kind contributions by member organizations and donors, such as the UK Department for International Development (DfID); and the Swedish International Development Agency (SIDA) supporting the position of the Gender Advisor to the RCHC are duly recognized.

The JFA-PSEA is a living document which shall provide a basis for continuous tracking of progress and resource needs on PSEA by all development and humanitarian actors across Sudan.

By appending their respective signatures to the original copy of the Joint Framework for Action on PSEA all representatives of member organizations commit to support joint efforts and proactively implement individual actions towards accomplishing the JFA-PSEA.

The JFA-PSEA shall remain open for signatures by agencies / organizations who are not able to sign it on the below date and may subsequently wish to do so. Such agencies / organizations will signify their interest to the RCHC's Office through the Gender Advisor, who shall then present the same to the next meeting of the Sudan PSEA Network. Once the offer to sign is accepted, it shall be effected by such an agency / organization and returned to the custody of the RCHC's Office.

<sup>1</sup> Based on the key elements of the IASC MOS-PSEA: 1. Management and coordination; 2. Engagement with and support of local community population including raising beneficiary awareness on PSEA and support to establish effective community-based complaints mechanisms; 3. Prevention: Effective and comprehensive mechanisms to ensure awareness-raising on SEA amongst personnel; effective recruitment and performance management; and 4. Response: Internal complaints and investigation procedures are in place.



Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead	Progress	
Priority Result A: PSEA Policy/Operationalization										
Outcome 1. All development and humanitarian actors have increased knowledge on standards of conduct, SEA/safeguarding and of the systems in place on prevention, reporting and survivor-centric response.										
Output 1.1: All entity focal points trained on standards of conduct, gender-responsive and child-friendly, SEA/safeguarding and survivor-centric response and reporting systems.	1.1.1 No. of focal points trained on gender-responsive and child-friendly, safeguarding and the PSEA prevention and response system.	Nil	All focal points trained on Gender-responsive and child-friendly SEA/safeguarding and PSEA prevention and response system; and capacity for SEA risk assessment.	1.1.1. Gender-responsive and child-friendly guidelines for SEA/safeguarding and training materials developed.	Oct – end 2019	20,000.00		Network (consultant/task team on capacity building to be formed); IAAIG, UNICEF		
		Nil		1.1.2. Training of all network focal points conducted.	Oct – end 2019			Network/members, Task team on capacity building; IAAIG		
		Nil		1.1.3. IASC Standard TOR for all PSEA focal points reviewed, customized for Sudan and disseminated.	Immediately	Nil		Task team on capacity building; IAAIG		
		Uneven approaches		100% of humanitarian and development actors report compliance to PSEA policies.	Ongoing	Per agency/entity	Per agency/entity	Per agency/entity		
		As above			Immediately	Per agency/entity	Per agency/entity	Per agency/entity		
Output 1.2: All member organizations act to reinforce compliance by implementing partners to PSEA policies and response.	1.2.1. No. of development and humanitarian actors requiring compliance by implementing partners to PSEA policies.	As above		1.2.1. Due diligence and commitment as part of granting mechanism for IPs.						
		As above		1.2.2. Include budget for PSEA policy implementation in IP grants.	Immediately	Per agency/entity	Per agency/entity	Per agency/entity		
		As above		1.2.3. Include PSEA compliance measures as part of due diligence assessment of partner organizations.	Immediately	Per agency/entity	Per agency/entity	Per agency/entity		
		As above		1.2.4. Sensitization, orientation and	Continuous	Per agency/entity	Per agency/entity	Per agency/entity	Fatima to share	

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
						2019	2020		
				capacity building by humanitarian and development actors for IPs.  1.2.5. PSEA Mapping baseline updated for progress, challenges and needs.	Every 6 months	n/a	n/a	PSEA Coordinator / Mapping Task Team	update on UNICEF partner trainings.
Outcome 2. All development and humanitarian interventions in Sudan reinforce compliance with PSEA safeguarding commitments and policies									
Output 2.1: PSEA response is consistently integrated into the UNDAF and HRP	2.1.1. UNDAF and HRP integrate PSEA.	PSEA content in HRP. Nil in UNDAF.	100% all planning and programming frameworks incorporate PSEA.	2.1.1. Include PSEA in UNDAF, HRP, Humanitarian Protection Strategy, funding allocation strategies	immediate	n/a	n/a	UNCT, HCT (ISCG, RCF, UNDAF working groups)	
		Nil		2.1.2. Develop a country specific PSEA marker for assessing compliance and integration of PSEA across all UNDAF and HRP programmes and projects.	June 2020	20,000.00	Nil	UNCT, HCT (ISCG, UNDAF working groups)	
Priority Result B: Coordination and Cooperation									
Outcome 3. The Resident and Humanitarian Coordinator and the UNCH-HCT are supported at senior management and technical-levels to lead, oversee and deliver on the PSEA commitments visa the Sudan Joint Framework for Action									
Output 3.1: A full-time PSEA Coordination team, reporting to the RCHC through the Gender Advisor, providing day-to-day technical support and expertise for the Sudan PSEA Network	3.1.1. Full-time PSEA Network Coordination team in place.	P5 Gender Advisor to the RCHC currently acting as Network Coordinator	P4 level full-time PSEA Coordinator hired.	3.1.1. Open recruitment in Q3 - Complete recruitment by Q4	Oct. – end 2019	250,000.00	250,000.00	RCHC office / WFP	
				NOB National PSEA Specialist hired.	3.1.1.1. Open recruitment in Q3 - Complete recruitment by Q4	Oct. – end 2019	80,000.00	80,000.00	RCHC office / INGO

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
Output 3.2: PSEA Network structure in place as oversight mechanism for all development and humanitarian actors in Sudan	3.2.1. Sudan PSEA Network in place, led by the RCHC with resources and expertise to deliver on commitments	Sudan PSEA Network revived in Nov. 2018. Has two thematic groups (IAALG and RCF) and two task teams (Advocacy and Mapping).	Operational costs for PSEA Coordination team.	3.1.1.2. Cost-share / voluntary contributions.	Oct. – end 2019	20,000.00	20,000.00	RCHC office / UNDP	
			PSEA Network has thematic working groups and task teams to take forward PSEA action plan commitments	3.2.1. PSEA Network TOR revised to reflect relevant working structures (e.g. IAALG and RCF), actors and responsibilities.	Every 6 months	n/a	n/a	PSEA Network	
				3.2.2. PSEA Network mandates task teams on needs bases to execute specific objectives: e.g. capacity building, cross-learning, mapping, advocacy and communications etc.	On needs basis	n/a	n/a	PSEA Network	
Output 3.3: Transitional arrangements for PSEA response post UNAMID.	3.3.1. Integration of post UNAMID PSEA response into the Joint Framework for Action	Concept Note for transfer developed	Transitional Action Plan for post UNAMID PSEA response developed and adopted within the JFA	3.3.1. UNAMID transition plan reviewed and agreed.	Immediate	n/a	n/a	PSEA Network	
				3.3.2. Phased introduction and transition to PSEA network. Refresher training.	Start Dec 19 – End June 2020	13,000	Nil	UNAMID, UNICEF – PSEA Network	
			100% of community focal points on PSEA are handed over before UNAMID exit by June 2020						

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
Output 3.4: PSEA issues integrated into other coordination frameworks such as ISCG, RCF, PMT, GTG, INGO Forum, DCG	3.4.1. Integration of PSEA as an agenda item into coordination frameworks	Nil	Agenda of Coordination structures reflect PSEA periodically.	3.4.1. Discussions with coordination leads on PSEA integration.	Continuous	n/a	n/a	RCHC	
		Nil		3.4.2. PSEA as standing agenda item on coordination structures	Quarterly	n/a	n/a	Coordination leads: ISCG, RCF, PMT, GTG, INGO Forum, DCG	

#### Priority Result C: Prevention & Internal Mainstreaming

Outcome 4. Every child and adult within communities receiving humanitarian and development services are aware of their rights, expected standard behaviors by development/humanitarian actors and know where/how to report SEA incidents.

Output 4.1: Community mobilization, consultation and awareness raising on PSEA in each community receiving and/or affected by development/humanitarian assistance.	4.1.1. Percentage of sites reached with communications materials on PSEA, how to report on SEA and how to access survivor-centered assistance. (disaggregated by type of PSEA communication materials developed for each population group identified).	No joint key messages.	100% of sites provide information on rights of affected populations, SEA and how to report SEA and receive assistance.	4.1.1. Key prevention messaging for dissemination by all network members.	May/June 2019	n/a	n/a	The Advocacy & Communications Task Team	
		Only UNAMID has prevention messages.		4.1.2. Key messages adapted for diverse programming locations and disseminated (flyers, posters, audio-visuals, trainings, notice boards, bulletins)	Continuous	Per agency/entity	Per agency/entity	Per agency/entity	
	4.1.2. Percentage of community awareness and sensitization programs on PSEA, targeting also men and boys	Nil	100% of community awareness sessions include men and boys.	4.1.3. Community sensitization programs developed, and awareness sessions conducted for all community members; disaggregated by sex and age.	Continuous	Per agency/entity	Per agency/entity	Per agency/entity	
	4.1.3. No. of community sensitization	Nil	At least 1 alternative community	4.1.4. Specific awareness sessions for men and boys.					

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
						2019	2020		
Outcome 5. All member organizations of the PSEA Network create and maintain an environment for prevention of sexual exploitation and abuse.	programs targeting men and boys		awareness session for each one conducted above, specifically targeting men and boys.						
	4.1.4. No. of community sensitization programs targeting women and girls	Nil	At least 1 alternative community awareness session for each one conducted above, specifically targeting women and girls.	4.1.5. Specific awareness sessions for women, girls and adolescents.					
Output 5.1: All staff members of development/humanitarian actors in Sudan are aware of SEA principles, standards of behavior and reporting channels.	5.1.1. Percentage of network member organizations who provide ongoing/continuous awareness for staff members on SEA codes of conduct, policies, guidelines and reporting mechanisms	48% staff of network members have completed an online PSEA course.	100% of network members provide ongoing/continuous awareness for staff members on SEA codes of conduct, policies, guidelines and reporting mechanisms.	5.1.1. All staff of network member organizations complete mandatory PSEA online course.	Ongoing	Per agency/entity	Per agency/entity	Per agency/entity	
				5.1.2. All member organizations adopt more face-to-face and direct approaches for dissemination of PSEA policies and guidelines to all staff, especially trainings and institutionalization of PSEA orientation for new staff in addition to corporate channels like contract signing.	Continuous	Per agency/entity	Per agency/entity	Per agency/entity	
				5.1.4. Messages adopted on SEA/safeguarding	Continuous	Per agency/entity	Per agency/entity	Per agency/entity	
	5.1.2. Percentage of country and field offices which have	Nil	100% of offices have notice boards/flex charts						

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
						2019	2020		
	notice boards/flex charts prominently displayed on the code of conduct and the PSEA reporting system		prominently displayed on the code of conduct and the PSEA reporting system	and reporting and response system for all staff in all locations and offices.  5.1.5. Communication materials developed on PSEA code of conduct and reporting mechanism and disseminated to all staff members and partners.					
Output 5.2: SEA risks assessment /compliance integrated into protection analysis, programming, and assistance	5.2.1. Percentage of member organizations who include SEA risks in their programme risks registers/frameworks	81% have not conducted SEA risk assessments within the past 2 years	100% of member organizations conduct SEA risk assessment annually.	5.2.1. SEA risk assessment conducted annually to inform design of programmes and adopt appropriate prevention measures.	Annually	Per agency/entity	Per agency/entity	Per agency/entity	
	5.2.2. Percentage of SHF projects which integrate SEA compliance in their implementation strategy.	Approach not yet systematic.	100% of SHF projects integrate SEA compliance in their implementation strategy.	5.2.2. Pooled funding mechanism e.g. SHF to be linked to PSEA compliance.	Every 6 months	Nil	Nil	OCHA/UNDP	Training of SHF Partners by OCHA on July 15
Priority Result D: Advocacy									
Outcome 6. Increased commitment and cooperation by government, civil society, donors and other key actors in response to PSEA in Sudan									
Output 6.1: The PSEA Network to develop key advocacy messages	6.1.1. Status of development and implementation of key SEA prevention and response messaging.	Draft framework done.	All PSEA Network members endorse and adapt key advocacy messages.	6.1.1. Adoption of the advocacy and communications framework	Immediate	n/a	n/a	PSEA Network	
		Nil		6.1.2. Development of key messages on PSEA and review of UNICEF draft letter	August 2019	n/a	n/a	Advocacy and Communications task team.	

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
				to the Government of Sudan on country level PSEA response					
		Nil		6.1.3. Endorsement of key messages on PSEA and the letter to the Government of Sudan.	September 2019	n/a	n/a	PSEA Network	
		Nil		6.1.4. Dissemination of letter to the Government of Sudan	August 2019	n/a	n/a	RCHC	
		Nil		6.1.5. Dissemination of key PSEA advocacy messages	Continuous	Per agency/entity	Per agency/entity	PSEA network members	
Priority Result E: Complaints and Response Mechanisms									
Outcome 7: Every affected child and adult recipient of development support and/or humanitarian assistance has access to a safe, gender and child-sensitive pathways to report SEA (through community-based complaints mechanisms) <sup>1</sup> that reach where aid reaches, are appropriate to the context and are accessible to the most vulnerable).									
Output 7.1: Integrated country-wide community-based complaint mechanism to respond to PSEA.	7.1.1. Status of development of a mutually agreed country wide CBCM model	Nil	Multiple confidential reporting channels are made available to cater to the diversity of the population and differing levels of access (PLWD, Older Persons, children)	7.1.1. PSEA Legal Framework analysis for Sudan completed and disseminated <sup>7</sup>	June 2019	n/a	n/a	Care International,	Almost completed.
		Nil		7.1.2. Organize learning exchange to study scope and effectiveness of existing CBCMs, recommend and develop a mutually agreed country wide CBCM model	July - Sept 2019	1,000.00	Nil	IAALG, UNICEF, UNHCR and UNAMID – Complaints and Response Task Team	Learning exchange conducted on July 10.

<sup>1</sup> A Community-based complaint 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 SEA incidents – and those reports are referred to the appropriate entities for follow-up. See further information [https://interagencystandingcommittee.org/system/files/best\\_practice\\_guide\\_inter\\_agency\\_community\\_based\\_complaint\\_mechanisms\\_1.pdf](https://interagencystandingcommittee.org/system/files/best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf)

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Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress
						2019	2020		
Output 7.2: Multidisciplinary and gender-balanced Immediate Response Team (IRT) to log complaints, make referrals, conduct preliminary assessment.	7.1.2. Inter-agency SOPs on integrating PSEA in CBCMs established			which integrates response to PSEA.					
		Nil		7.1.3. Endorse CBCM model which integrates response to PSEA.	Sept 2019	n/a	n/a	Sudan PSEA Network	
		No CBCM SOPs existing.	100% of affected population can access at least 1 safe and accessible channel to report SEA.	7.1.4. Develop inter-agency SOPs on CBCMs (integrating child-friendly and gender-responsive approaches) based on consultations with all relevant stakeholders, including communities.	Sept 2019	1,000.00	Nil	IAALG, UNICEF UNHCR and UNAMID	
	7.1.3. Percentage of staff and community actors trained on SOPs.		One national hotline in place for Sudan.						
	7.1.4. Percentage of children and adults who have access to a PSEA reporting mechanism.								
	As above			7.1.5. Roll-out of inter-agency SOPs on CBCMs (integrating child-friendly and gender-responsive approaches) starting with trainings of PSEA focal points and community focal points.	October 2019 onwards	Per agency/entity	Per agency/entity	PSEA network members	
	4 national hotlines exist			7.1.6. PSEA reporting hotline established for Sudan	Dec 2019	20,000.00	???	UNOPS / UNDP / ...	
7.2.1. PSEA Network has capacity to provide immediate response to PSEA reports available within the network	No response SOPs or Protocol in place.		A pool of 5 qualified personnel (with attention to gender balance) are available to provide immediate response to SEA reports	7.2.1. Develop and endorse SOPs and Protocol for IRT; including interface with CBCMs	August 19	10,000.00	Nil	IASC, Consultant(s), UNAMID, PSEA Network	
				7.2.2. Agree standing fund for IRT	Sept 2019	10,000.00	10,000.00	PSEA Network	
		Nil		7.2.3. Nominate and train	Sept 2019	20,000.00	Nil	PSEA Network, UNICEF	
		Nil							

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress	
						2019	2020			
	7.2.2. Number of complaints related to SEA that are reported to the PSEA Network and responded to within 7 days  (Disaggregated by age, sex and type of complaint (0-17; 18 and above)). <sup>1</sup>		SOPs and Protocol for IRT.  All complaints related to SEA that are reported to the PSEA Network and responded to within 7 days	personnel to the IRT; including text exercise on PSEA response by IRT				PSEA Network		
		Nil		7.2.4. Customize and rollout standard UN PSEA incident reporting form	Sept 2019	n/a	n/a			
		Nil		7.2.5. Establish mechanism (Database) to track response to PSEA through CBCMs, actions taken by IRT and feedback provided to complainant	Sept 2019	n/a	n/a			
Priority Result F: Support to Survivors										
Outcome 8. All child and adult SEA survivors receive effective context relevant healthcare, mental and psychosocial, and safety and security services.										
Output 8.1: PSEA Network has in place referral pathways for survivor assistance, as part of an integrated approach with GBV services.	8.1.1. All protocols for referral and provision of services for SEA survivors are implemented in line with GBS referral pathways and are aligned with international standards  Percentage of SEA referral pathways that are in place and functioning per the geographical coverage of the network members. Number of facilities providing full package of SEA	Nil	GBV referral pathway integrated within PSEA Network SOPs.  Referral pathways meet the minimum requirement as per the geographical coverage of the network members.  100% of the affected population (esp. women and children) can access GBV services.	8.1.1. Map existing referral pathways, and SEA services, and identify of gaps.	August 2019	5,000	Nil	Task team on Survivor Support to be established (including UNFPA, UNHCR, UNAMID, UNICEF, WHO, INGO), UNICEF		
		Nil		8.1.2. Adapt the standard protocols for referral and provision of services for SEA to the context of Sudan	August 2019	n/a	n/a		Task team on survivor support	
		Nil		8.1.3. Adopt above protocols for referral and provision of services for SEA	September 2019	n/a	n/a		Per agency/entity	
		Nil		8.1.4. All members of the network,	September 2019	n/a	n/a		Per agency/entity	
		Nil								

Priority Results	Indicators	Baselines	Targets/ Benchmarks	Key Actions	Timeframe	Budget		Lead agency/ies per activity	Progress	
						2019	2020			
Output 8.2: SEA survivor assistance is provided through existing Gender-Based Violence (GBV) or Child Protection programming and resourced accordingly through the UNDAF, HRP (or other funding mechanisms).	services for survivors.		All SEA survivors receive effective context relevant healthcare, mental and psychosocial, and safety and security services.	including IPs are oriented and adopt the standard protocols for referral and provision of services for SEA survivors.				Task team on survivor support		
		Nil		8.1.5. Advocate for establishment of new and strengthening of existing referral pathways.	Continuous	n/a	n/a			RCHC
		Nil		8.2.1. Identify service delivery points that provide SEA healthcare and psychosocial supporting including confidential counseling.	August 2019	n/a	n/a			
		Nil		8.2.2. Advocate for strengthening the capacity of identified service providers on provision of quality SEA healthcare and psychosocial support services for survivors.	Continuous	n/a	n/a			RCHC
		Nil		8.2.3. Establish mechanism to track survivor-centered assistance (disaggregated by age and sex and type of assistance received)	Dec. 2020	n/a	n/a			PSEA Network
Total Budget						490,000.00	360,000.00	\$ 850,000.00		

Joint Framework for Action developed by the Mapping Task Team: Care International, DfID, RCO, OCHA, UNAMID, UNEPA, UNHCR, UNICEF, WHO.

<sup>1</sup> 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 SEA allegations to the UN Secretary-General on a quarterly basis.

