

# QUALITY ESSENTIAL SERVICES FOR WOMEN ANG GIRLS SUBJECT TO VIOLENCE

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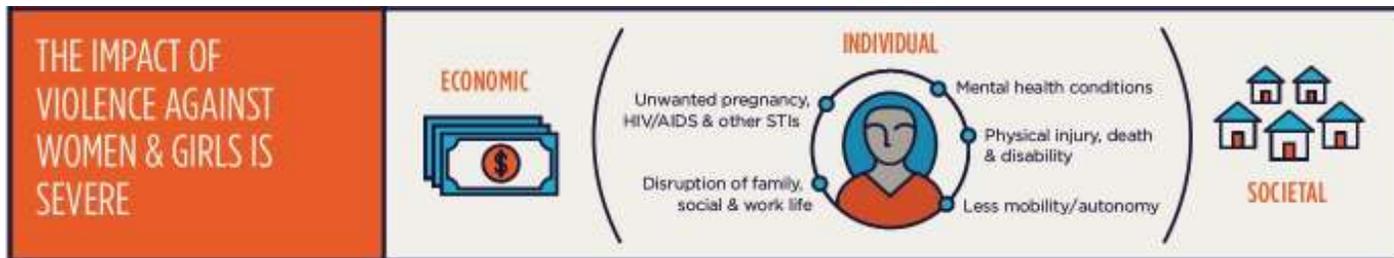


# Why we need quality essential services?

- The global prevalence of violence is high



- VAWG is human rights violation and has serious consequences on human development.



# Why women do not use services?

We know that most women don't receive the help they need, they don't look for support and when they do, they leave the effort.

- On average only **4 in 10** women exposed to violence sought any help. Only **6%** sought help from authorities, such as police, lawyers, religious leaders, or health professionals.
- Only 14% of women in LAC region report.

Why?

- Lack of knowledge about services.
- Shame and Stigma.
- Lack of availability of services.
- Poor quality services.
- Do not expect any help from services
- Doubt that services will keep them safe



# Why we need quality essential services?

## To remove structural and socio-cultural barriers

### HEALTH

- It's not seen as a health problem.
- Lack of Access to primary attention
- Lack of sensitive and capable staff.
- Inadequated equipment and infrastructures.
- Shame

### POLICE AND JUSTICE

- Considered as a private issue.
- Lack of trained women pólice.
- Discrimination from men pólice when women report.
- Coexistence of different legal frameworks that makes coordination difficult.
- Revictimization.
- Lack of privacy and confidentiality.

### SOCIAL

- Lack of knowldedge about their rights and the support they can obtain.
- Fragmented or isolated : women have several and different needs.
- Concentration of services in urban areas (not rural).
- Lack of economical autonomy to break violence cycle.

# ESP VIDEO TO BE SHOWN

- <http://www.unfpa.org/publications/essential-services-package-women-and-girls-subject-violence>

## UN Joint Programme Quality Essential Services for Women and Girls Subject to Violence (2013-2018)



Empowered lives.  
Resilient nations.



### O B J E C T I V E S

- Seeks to fill the gap between the agreements made at an international level for responding to VAWG, which stress need for access to quality essential services, and work done at the country level.
- Evidence-based technical assistance, methodologies and policy guidance to assist implementation at the country-level.
- To develop a clear pathway of how to give and coordinate quality essential services.
- To connect existing services to improve the quality of their services.
- Developed with a strong focus on low to middle income countries, but has **universal applicability**

# PHASES OF THE INITIATIVE

## PHASE 1: 2013-2016

- To build consensus on essential VAWG services and their core elements:
  - Consultation meetings held on health, policing and justice, social services, and coordination with experts.
- Developed quality guidelines for provision of:
  - Health services
  - Police and Justice services
  - Social support services; and
  - Coordination and governance of services

## PHASE 2: 2016-2018

- Focuses on supporting '**pilot countries**' to adapt and test the guidelines and accompanying tools
  - Cambodia, Solomon Islands, Kiribati, Pakistan, Tunisia, Mozambique, Guatemala y Peru.
- Supporting countries by identifying gaps for strengthening their capacity for service delivery
- Seed funding provided for two years: further resource mobilization needed.
- Technical support from HQ/regional levels, as well as national/international consultants.
- JP is not intended to replace other programmes addressing VAWG by the individual agencies participating in this initiative
- Upon completion of Phase 2, **the JP will aim at reaching international consensus** on an agreed package of essential services for women and girls survivors of violence.

# ADVANCES AND NEXT STEPS

## ADVANCES:

- Quality Essential Services Package developed.
- Implementation guide with sector-specific checklists
- E-Learning tools for individual sectors
- M&E and Results framework, reporting format for the Joint Programme
- Permanent knowledge sharing and documenting good practices.

## IN PROCESS:

- A costing methodology to implement the Package.

## DO YOU WANT TO JOIN THIS INITIATIVE? BE A SELF-STARTER

- Can implement the ES Guidelines, together with implementation guidance
- ‘Self-starters’ are defined as those countries who have:
  - Expressed an interest in participating in the JP
  - More ‘advanced’ health, police, justice and social services than pilots to address VAWG and coordination of these services
  - Available funding already
- They can receive Technical support.

# Overview of the Essential Services Package

Module 1. Overview and introduction	Module 2. Health	Module 3. Justice and policing	Module 4. Social services	Module 5. Coordination and governance of coordination
<b>Chapter 1: Introduction to essential services package</b> 1.1 Introduction 1.2 Context 1.3 Purpose and scope 1.4 Language and terms	<b>Chapter 1: Introduction to essential health services</b> 1.1 Introduction 1.2 Purpose & scope 1.3 Language and terms	<b>Chapter 1: Introduction to essential justice and policing services</b> 1. Introduction 1.2 Purpose & scope 1.3 Language and terms	<b>Chapter 1: Introduction to essential social services</b> 1.1 Introduction 1.2 Purpose & scope 1.3 Language and terms	<b>Chapter 1: Introduction to essential coordination and governance actions</b> 1.1 Introduction 1.2 Purpose & scope 1.3 Language and terms
<b>Chapter 2 Common principles, characteristics and foundational elements</b> 2.1 Principles 2.2 Common characteristics of quality essential services 2.3 Foundational elements	<b>Chapter 2 Framework for essential services package</b> 2.1 The overall framework 2.2 Unique features of the framework specific to essential health services	<b>Chapter 2 Framework for essential services package</b> 2.1 The overall framework 2.2 Unique features of the framework specific to essential justice and policing services	<b>Chapter 2 Framework for essential services package</b> 2.1 The overall framework 2.2 Unique features of the framework specific to essential social services	<b>Chapter 2 Framework for essential services package</b> 2.1 The overall framework
<b>Chapter 3: How to use this tool</b> 3.1 Essential services guidelines framework	<b>Chapter 3 Guidelines for essential health services</b>	<b>Chapter 3 Guidelines for essential justice and policing services</b>	<b>Chapter 3 Guidelines for essential social services</b>	<b>Chapter 3 Guidelines for essential coordination and governance actions</b>
<b>Chapter 4: Tools and resources</b>	<b>Chapter 4: Tools and resources</b>	<b>Chapter 4: Tools and resources</b>	<b>Chapter 4: Tools and resources</b>	<b>Chapter 4: Tools and resources</b>

# Introduction Module

- **Principles**
- **Characteristics**
- **Foundational elements**
- Essential services guidelines framework

# Essential Services: Health

- Identification of survivors
- First line support – women-centred care; confidentiality and accessibility (rural/urban)
- Care of injuries, urgent medical treatment
- Sexual assault examination and treatment
- Mental health assessment and treatment
- Documentation (medico-legal)

# Essential Services: Justice and Policing

- Ensuring that justice and policing services are available to survivors regardless of place of residence, nationality, class, migrant or refugee status, age, sex, marital status etc.
- Ensuring that survivors are referred to other services, e.g., urgent medical treatment, psychological counselling
- Ensuring that justice premises are safe and have women and child-friendly spaces
- Ensuring survivor-centered court procedures that protect identity of the survivor and shield her from the perpetrator
- Informing survivors of their rights, details of legal proceedings (trial/hearing processes), available services, perpetrator's release date, and opportunities for restitution/compensation

# Essential Services: Social Services

- Crisis information and counselling
- Help lines
- Safe accommodation – different models **appropriate to local context**
- Material and financial aid
- Psycho-social support and counselling
- Women and child-centred support
- Legal and rights information, advice and representation,
- Community information, education and community outreach
- Assistance towards economic independence, recovery and autonomy

# Essential Services: Coordination and Governance

## Coordination and governance of coordination

### National level: Essential actions

1. Law and policy making
2. Appropriation and allocation of resources
3. Standard setting for establishment of local level coordinated responses
4. Inclusive approaches to coordinated responses
5. Facilitate capacity development of policy makers and other decision-makers on coordinated responses to VAWG
6. Monitoring and evaluation of coordination at national and local levels

### Local level: Essential actions

1. Creation of formal structures for local coordination and governance of coordination
2. Implementation of coordination and governance of coordination

Foundational elements	Comprehensive legislation and legal framework	Governance oversight and accountability	Resource and financing
	Training and workforce development	Gender sensitive policies and practices	Monitoring and evaluation

# HOW IT LOOKS LIKE?

## An example

### ESSENTIAL SERVICE: 1. PREVENTION

It is important that justice service providers strongly support initiatives and organizations that seek women's equality; raise public awareness about violence against women, its causes, and the consequences to women, their families and communities as well as punishment that perpetrators will face; and ensure that information about services and how to access them is readily available to all. The development and promotion of institutional cultures founded on gender equality and gender responsiveness and service delivery is crucial to prevention.<sup>1</sup>

#### CORE ELEMENTS

#### GUIDELINES

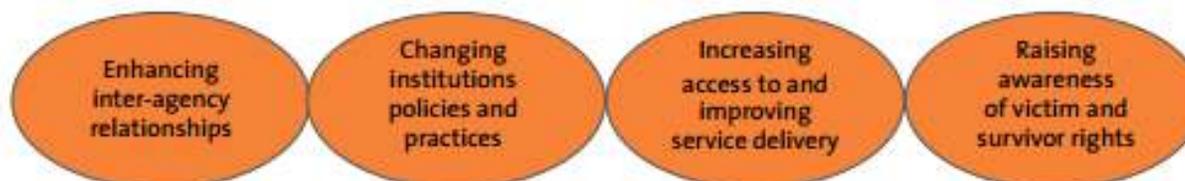
1.1 Promotion and support of organizations and initiatives seeking to end violence and increase women's equality

- Seek out and establish relationships, and work collaboratively with organizations on long term strategies that seek to end violence and increase the equality of women:
  - engage key organizations (such as educational institutions), specific groups (for example, women's groups, men and boys, parents, children, and young people) and the media to advocate for, and take action to reduce violence against women and girls.
- Demonstrate gender responsiveness:
  - consider the impacts and implications of policies, procedures and practices on women and men in the organization and women, men and children in the community
  - reinforce the benefits of gender responsiveness to the organization and the community it serves
  - demonstrate that women are valued employees of the justice system and that the contributions they make to the organization are important for the delivery of quality services.
- Ensure there is in place and enforce a zero tolerance policy against violence committed against any person, including victims/survivors of violence against women for all employees of the organization:
  - define sanctions for non-compliance with this policy and ensure training and establish processes to ensure implementation of the policy.

1.2 Support efforts to raise awareness and promote the unacceptability of men's and boy's violence against

- Contribute to developing and implementing strategies to challenge cultural and social norms, attitudes and behaviours that contribute to the acceptability of violence against women and girls:
  - use all available resources, including the media and champions if appropriate, to deliver the message that violence is unacceptable and unjustified.
- Affirm that men and boys are a significant part of the solution to addressing violence against women and girls.
- Work with others to increase public confidence in the ability of the justice system to respond effectively to violence against women:

## COMMON COMPONENTS OF A COORDINATED RESPONSE



<p><b>Coordinated responses usually involve a combination of the following</b></p>	<p><b>Partnerships among sectors and agencies are often enhanced through the following means</b></p>
<ul style="list-style-type: none"> <li>• A framework for multi-sectoral collaboration between agencies</li> <li>• A coordinating committee or body to monitor progress and develop policy</li> <li>• Mechanisms to manage, work with, and sanction offenders</li> <li>• Services for survivors, such as health, shelter and advocacy support, including integration of civil protection remedies with the criminal justice process</li> </ul>	<ul style="list-style-type: none"> <li>• Regular face-to-face meetings</li> <li>• Shared policies and protocols developed by key agencies</li> <li>• Joint planning of activities and interventions</li> <li>• Joint training of staff in partner organisations/sectors</li> <li>• Sharing information about survivors and perpetrators, while respecting privacy and ensuring safety</li> <li>• Ongoing data collection to monitor case progress and outcomes, and identify good and poor practice</li> </ul>
<p><b>Coordinated multi- disciplinary responses require</b></p>	<p><b>The body responsible for coordination may be</b></p>
<ul style="list-style-type: none"> <li>• Active participation by a range of stakeholders</li> <li>• Agreement about the most effective way to respond to violence against women</li> <li>• Collaboration, communication and information sharing among agencies</li> </ul>	<ul style="list-style-type: none"> <li>• An independent body or specialist agency whose role is coordinating key sectors</li> <li>• A coalition of agencies who meet regularly, also known as a council, committee or task force</li> <li>• A high-level body, including ministers and/or executives of key institutions</li> </ul>

# In conclusion...



- Acknowledge of the national advances in each country.
- Identify gaps considering the international standards.
- Put together the knowledge of all the institutions (comprehensive approach).
- Develop own pathway to strengthen the national response.
- Give financial and Technical assistance for the process.
- It will allow to compare and monitor the advances by country, region and global.

# UNFPA, Working to Eliminate Gender Based Violence

- **A major investment:**
  - In 2015, UNFPA invested more than 93 million USD in its programmes to prevent and respond to GBV and harmful practices in Development and humanitarian settings.
- **Delivering throughout the world:**
  - In 135 countries, 43 of these countries affected by conflict and/or natural disaster. **Under 4 modes of engagement:**
    - **Advocacy and Policy:** Development and enforcement of laws, policies and plans on GBV.
    - **Capacity Development:** Developing capacities of government and civil society partners in GBV prevention and response.
    - **Knowledge Management:** data collection and analysis on GBV.
    - **Service Delivery:** provision of quality multi-sectoral services for GBV survivors.
- **Partnering** with other UN agencies through UN Joint Programmes.
- **Main focus:** sexual violence, GBV in emergencies , GBV and masculinities , GBV and sexual violence in adolescents and youth.

**THANK  
YOU**