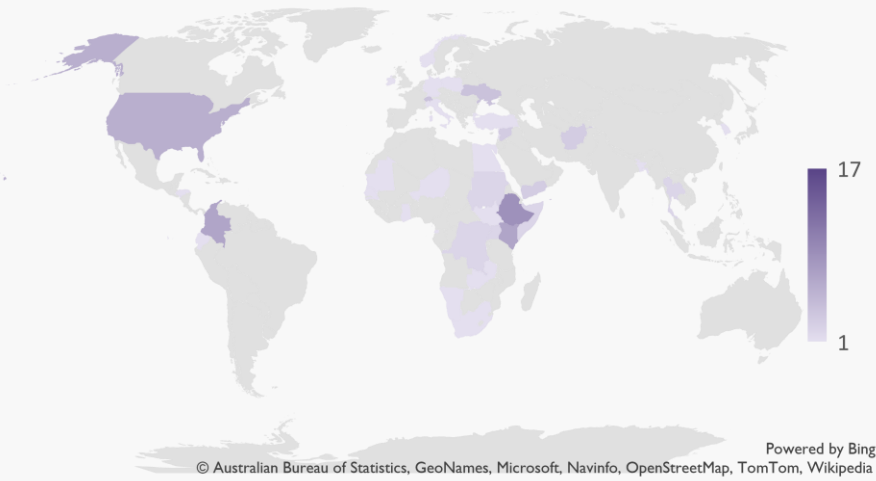
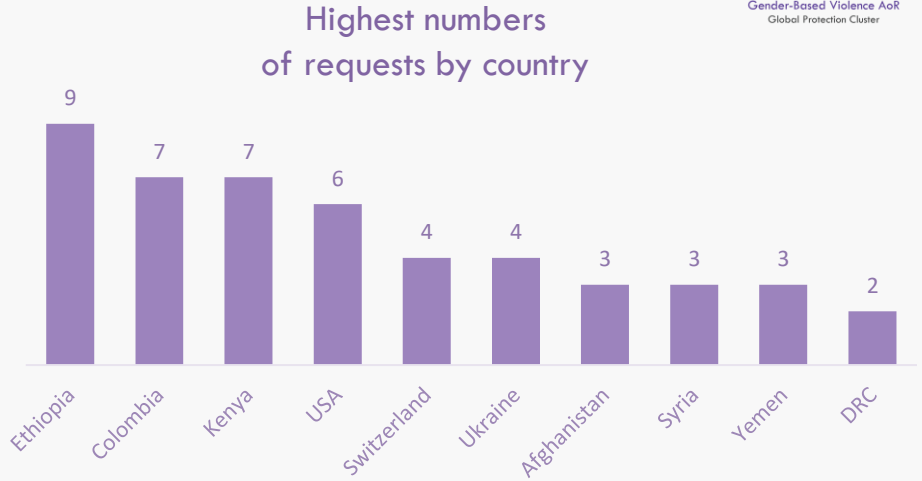


GBV AoR Helpdesk Annual Report 2023

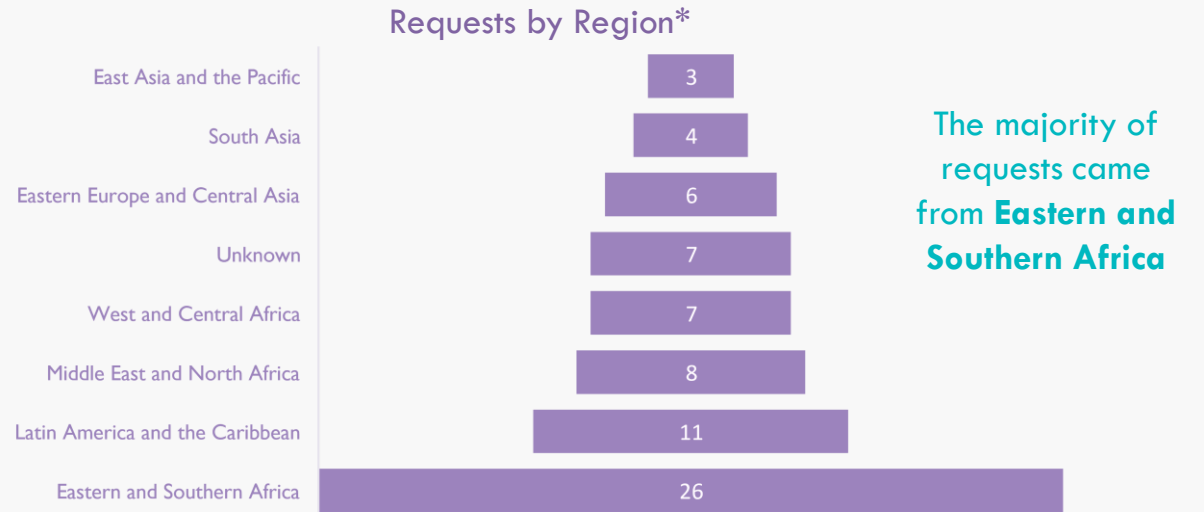
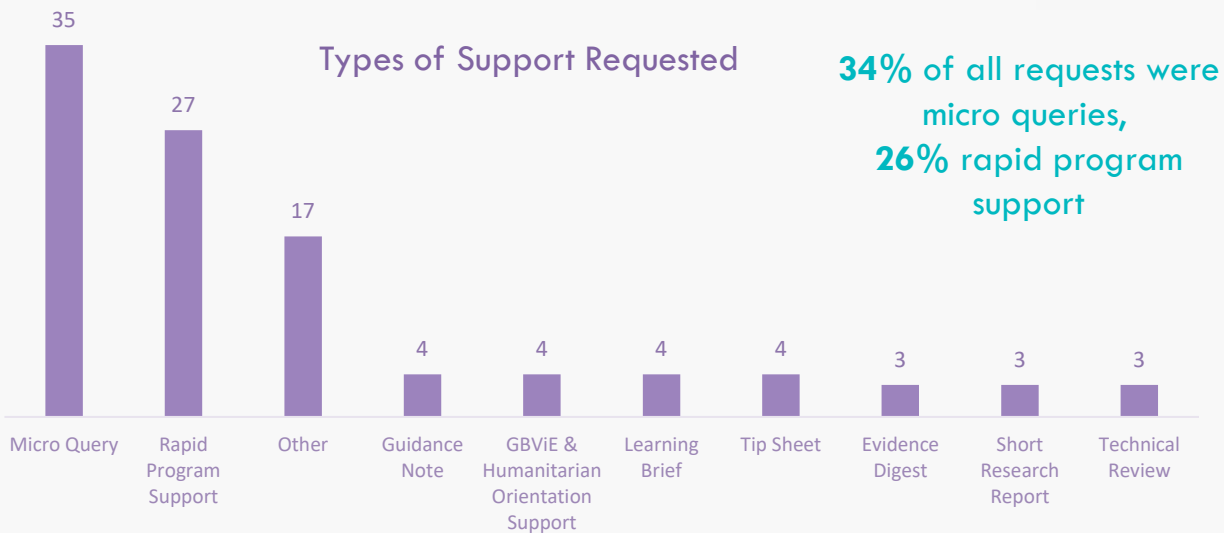


104
requests
received



The majority of requests came from UN agencies (49%), most commonly UNFPA and UNICEF, followed by INGOs (25%). 16.3% of the requests came from operational GBV responders working with NGOs. The remaining queries come from donors, independent consultants and governmental organizations.

54% of requests were from individuals working at national level, 38% were from individuals working at global level and 7% of requests were from individuals working at regional level. The remaining 1% comprises requests where the querier did not supply this information.

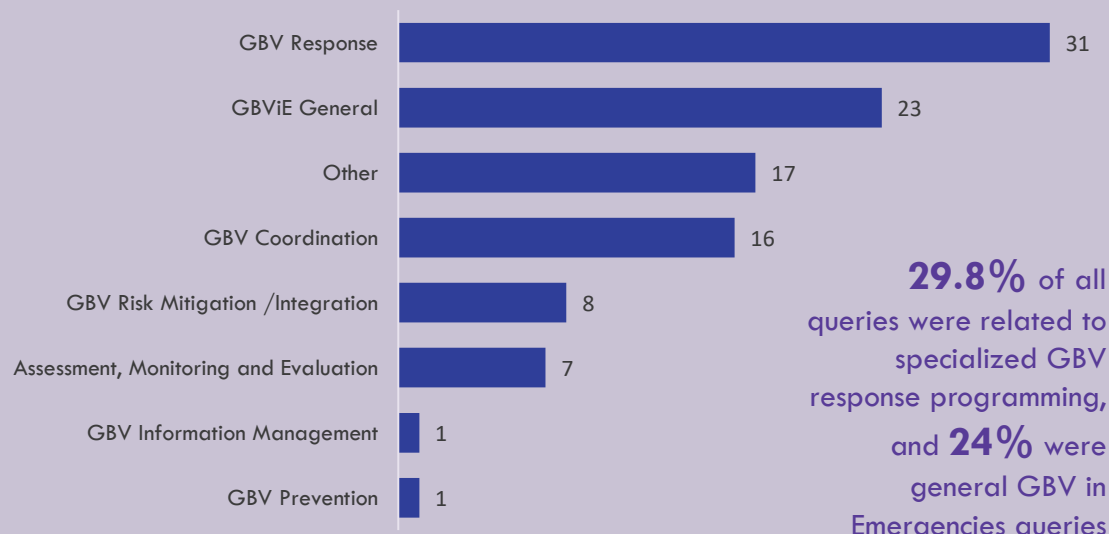


*Remaining requests came from individuals working globally

GBV AoR Helpdesk Annual Report 2023



Query Requests by Theme



In 2023, in excess of 100 queries came through to the Helpdesk, maintaining the level of GBViE information and support delivered to crisis-affected contexts around the world and demonstrating both demand for the services offered and that the service continues to be valued year on year. Compared to the previous year the Helpdesk received an increased number of requests for information relating to the GBV Guiding Principles, Psychosocial Support, How to Collect and Use Survivor Data Safely and Effectively, Systems Strengthening and more requests for Helpdesk products to be translated.

GBViE Technical Orientation and Coaching

In August 2023, the GBV AoR Helpdesk revised and relaunched a GBViE Technical Orientation and Coaching service. This tailored, short-term remote assistance offers technical guidance on a range of GBV-related topics. This type of support is especially aimed at and intended to benefit women's rights organizations / women-led organizations. Four bespoke technical orientation and coaching requests were received with six organizations benefiting from the service. Requesting organizations were operating in: Afghanistan, Colombia, Kenya and Ukraine (x3). Subject matter included: GBV risk mitigation, programming approaches for adolescent girls, GBV guiding principles and survivor- centered approach.

Most Frequently Occurring Sub-Themes



Feedback from Helpdesk Service Users in 2023



The helpdesk response was timely, and of great support to the Ecuador case management teams in the implementation of the GBV project. The guide provides important context about survivors deprived of their liberty and [it] also makes it possible to demonstrate the limits that there are as a case management team in these cases. Thus, it prevents a future action with damage.

Guidance Note
Latin America and the Caribbean

This will potentially have a very big impact because we had asked for support in figuring out first steps in determining if and how to collect information on SOGIESC for the GBVIMS. If we figure out this issue, it will go into the GBVIMS, which is a scaled system that is present in 30+ countries. It could have a significant impact on tracking SOGIESC and ultimately better support survivors with diverse SOGIESC in how that data is analyzed.

Concept Note
Global

I am personally satisfied with the helpdesk work on the SDR and the support your provided to Lebanon GBV sector, in addition to the timely response to our questions, comments, requested adjustments. The round of feedback on the SDR was extremely helpful and supported the development of a final product that is of great benefit to the sector and the different actors as well. Additionally, and considering my role as a GBVIMS coordinator, the SDR was a useful resource with a comprehensive analytical overview that I built on for better triangulation of information extracted from the GBVIMS.

Secondary Data Review Report
Middle East and North Africa

I am really very satisfied with this GBV AoR Helpdesk. Because within a very short time I get advice and solutions. It was [an] amazing Zoom Call [...]. [The] GBV AoR Helpdesk can influence programming because it can really help GBV Coordinator[s] to choose the right path and capacity development of GBV Staff.

Rapid Program Support query
South Asia

I find them [Helpdesk products] a very comprehensive, easy-to-use and reliable source of knowledge. I'm very satisfied, the reply was very fast, and the team was available for clarification. The information requested was provided in a very short time, very well organized and making sure it was responding to my request. [...] The Helpdesk is such an excellent service that is hard to believe it actually exists!

Rapid Program Support query
Global

The helpdesk team was proactive in coordination, led the preparatory discussions and supported in workshop delivery. [The expert] had [a] good understanding of the context, she understood some unpredicted challenges during the workshop showed flexibility and offered additional support.

GBViE & Humanitarian Orientation Support
Eastern Europe and Central Asia

It has been a great pleasure to have your magnificent advice. Thank you for nourishing us with your knowledge, we will be taking up the materials you share with us to strengthen the skills of our local teams. Grateful to all the women who brought the information to make this meeting possible.

Rapid Program Support query
Latin America and the Caribbean

Snapshot of Helpdesk Products Published in 2023



The GBV AoR Helpdesk completed work on 17 knowledge products in 2023. Here's a snapshot of those that were published during the year:

- **Evidence Digest: Why Partnering with Local Women's Organizations for GBVIE Programming is Crucial**: This evidence digest provides a summary of the existing evidence for partnering with local women's organizations (LWOs) for GBV programming in humanitarian settings.
- **Gender-Based Violence and Artificial Intelligence (AI): Opportunities and Risks for Women and Girls in Humanitarian Settings**: This learning brief provides an initial introduction to Artificial Intelligence (AI) and its links to Gender-Based Violence (GBV).
- **Finding Ways and Means to Deliver Gender-based Violence Programming in Hostile Environments**: This learning brief discusses a range of strategies and methods humanitarian actors can use to support and sustain GBV response and prevention programming in contexts where women, girls and GBV actors face a significantly elevated risk due to widespread politically tolerated and/or politically reinforced suppression of women's and girls' rights.
- **Risks of Technology-Facilitated Gender-Based Violence to Publicly Visible Women**: This learning brief focuses on technology-facilitated gender-based violence (TFGBV) affecting publicly visible women in humanitarian and emergency contexts.
- **Improving Justice Systems for GBV Survivors through Survivor-Centered Processes**: This learning brief summarizes promising practices in applying a survivor-centered approach to judicial processes within a multi- sectoral service delivery model for GBV response.
- **Annotated Bibliography: Integrating GBV Risk Mitigation in Programming and in Foster Care Procedures for Adolescent Girls on the Move in Europe**: This annotated bibliography includes key resources and guidance related to integrating GBV risk mitigation in programming and in foster care procedures for adolescent girls on the move in Europe, with specific focus on Italy.
- **Tip Sheet: What are Community-Based Resolution Mechanisms? How are they used in relation to Gender-Based Violence? And how can survivors be centered when they are used?** This tip sheet aims to support humanitarian actors on how to maintain a survivor centered approach when implementing a community-based resolution mechanism (CBRM).
- **Secondary Data Review of GBV in Lebanon**: This secondary data review of GBV in Lebanon covers existing secondary data from 2018-2022.
- **Secondary Data Review of GBV in Niger (in English & French)**: This review of GBV in covers existing relevant secondary data from 2019-2022.

Translations

The GBV AoR Helpdesk received three specific queries relating to translation requests for GBV AoR Helpdesk products. All three queries were successfully responded to with translations completed within the reporting period. Furthermore, the GBV AoR Helpdesk conducted a poll with the GBV Community of Practice membership to understand which of the GBV AoR Helpdesk products were their top priorities for translation. Based on the poll results the top four publications were selected and translated into three languages: Arabic, French and Spanish. The translated products were:

- Risk analysis to Promote Safe Implementation of GBV Response & Prevention Programming. [AR](#), [EN](#), [ES](#), [FR](#)
- Guidance on exit strategies and contingency planning in the event of the premature and permanent closure of GBV emergency response programs. [AR](#), [EN](#), [ES](#), [FR](#)
- Tip sheet: Top tips for GBV awareness campaigns. [AR](#), [EN](#), [ES](#), [FR](#)
- Engaging boys to become allies in GBV prevention – Bibliography of Resources. [AR](#), [EN](#), [ES](#), [FR](#)

How to contact the GBV AoR Helpdesk

You can email the GBV AoR Helpdesk at: enquiries@gbviehelpdesk.org.uk

The helpdesk is available 9:00 to 17:30 GMT Monday to Friday.

Our services are free and confidential.