

EMPOWERED AID

USING CONTEXTUAL SAFEGUARDING TO MAKE THE DELIVERY OF HUMANITARIAN AID SAFER

Contextualizing Empowered Aid findings to better
mitigate risks of sexual exploitation and abuse

Jordan Results Report
September 2023

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ACKNOWLEDGEMENTS

About Empowered Aid

Empowered Aid is a multi-country, participatory action research study led by the Global Women's Institute (GWI) at the George Washington University, in partnership with local & international aid actors, as well as affected communities in refugee-hosting countries around the world. It is focused on prevention of sexual exploitation and abuse (SEA) and seeks to develop humanitarian aid delivery models that reduce power disparities and give those most affected by abuse—women and girls—a sustained voice in how aid is delivered.

The results reports, full set of policy briefs and accompanying tools & resources can be found at empoweredaid.gwu.edu.

The Project Team

This project was conducted by the Global Women's Institute of the George Washington University, in partnership with the World Vision Syria Response in Jordan.

The Empowered Aid team consists of the project officer and lead in World Vision Jordan, Maha Al Saudi, World Vision MEAL focal points, Noor El Deeb and Raghad Mansour and recruited data enumerators. Technical support and accompaniment provided by the Global Women's Institute team including Empowered Aid lead for the Middle East region, Loujine Fattal, as well as Jessie Weber, Mathilde Belli and Alina Potts.

This study represents the collective expertise of the women and girls living in Al Azraq camp who participated in the contextualization of the findings of Empowered Aid in Jordan; for reasons of confidentiality, they are not named but we are proud to share their voices in this report. Voices from their community, as well as other aid recipients who were consulted during the monitoring of activities support by Empowered Aid, are also represented in this report. Special thanks also go to the refugee and community members and humanitarian stakeholders who participated in interviews and group discussions.

This report was authored by Loujine Fattal **and** Maha Al-Saudi.

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ACRONYMS

| | |
|--------------|------------------------------------------------------|
| ECED | Early Childhood Education Centre |
| GBV | Gender Based Violence |
| GW | Global Women's Institute |
| IBVs | Incentive-Based Volunteers |
| KG2 | Kindergarten 2 |
| MEAL | Monitoring, Evaluation, Accountability, and Learning |
| PGD | Participatory Group Discussions |
| PGDs | Participatory Group Discussions |
| PSEA | Prevention of Sexual Exploitation and Abuse |
| RtR | Road to Resilience Project |
| SEA | Sexual exploitation and abuse |
| SWM | Solid Waste Management |
| UNHCR | United Nations High Commissioner for Refugees |
| WVSR | World Vision Syria Response |

EXECUTIVE SUMMARY

BACKGROUND

Empowered Aid is a participatory action research project led by the Global Women's Institute (GWI) in partnership with humanitarian aid actors aiming at identifying contextually relevant pro-active measures to mitigate risks or sexual abuse and exploitation (SEA) and preventing abuse from occurring through models that actively reduce power disparities and give women and girls sustained voices in how aid is delivered. Since 2018, Empowered Aid has conducted rigorous and participatory research in Uganda, Lebanon, and Bangladesh on the ways the delivery of humanitarian aid may increase risks of SEA within affected populations, and how to reduce those risks.

Empowered Aid began operating in Jordan in September 2022, in partnership with World Vision International, to scale up the interventions arising from completed research in Uganda, Lebanon and Bangladesh to World Vision Syria Response (WVSR) Programs in Jordan. This phase will build on the participatory research in other contexts, by contextualizing and piloting findings to support aid actors to implement scalable, evidence-based models for safer aid distributions and service delivery.

Specifically, the Empowered Aid project in Jordan is implemented in Al Azraq camp in partnership with the Road to Resilience (RtR) project under World Vision Syria Response. Al Azraq camp, which includes 6 villages, was established in 2014 in response to the influx of Syrian refugees, operated by the United Nations High Commissioner for Refugees (UNHCR) in conjunction with the Government of Jordan. Today, Al Azraq camp is a home to around 40,000 Syrian refugees and is the second-largest camp in Jordan, located 100km east of the Amman governorate and 90km from the Jordan-Syria border.

RtR has been instrumental in creating a safe and healthy environment for children and caregivers in Al Azraq refugee camp. The primary objective of the project is to provide educational and psychosocial support to the children and their families through the Early Childhood Education Center (ECED) and Peace Center. The ECED serves as an educational hub, offering Kindergarten 2 (KG2) services to the young children in the camp. Meanwhile, the Peace Centre, where Empowered Aid project was implemented, is designed to provide a safe and resilient environment for children and young adults in the camp. The Center offers two main programs, including education program for kids aged (6-8), Peace Road (13-15), first aid art (9-12), Impact Plus (15-17), and psychosocial support program for parents. The education program is designed for children aged 6-17 and is focused on helping them build a strong foundation of knowledge and skills. And the psychosocial support sessions for parents offer an opportunity for them to address any emotional or psychological challenges they may be facing, recognizing the crucial role they play in the well-being of the children. The Peace Centre has served over 2860 beneficiaries since its inception. The Centre is in Village 2 and has play spaces located in Village 3 that serve the local community, providing an opportunity for children to engage in physical activity and play. The Peace Road (PR) is a life skills intervention aimed at helping adolescents to protect themselves and their peers, treat others with respect, be active citizens and collectively act to improve their communities. Peace Road is grounded in positive youth development and assets building, helping young people to thrive, promote peace and contribute to their communities. Peace Road builds the capacity local partners and volunteer facilitators to work with children in an informal setting, supported by parents and other adults in the community. The IMPACT+ Club model is an integrated life skills approach to adolescent engagement. The goal of IMPACT+ is that adolescents, especially the most vulnerable, transition well into adulthood as active citizens empowered with competencies, values, confidence, and social connectedness.

In December 2022, the Empowered Aid team conducted separate workshops with women and girls as well as participatory group discussions (PGDs) with men and boys to contextualize the Empowered Aid research findings on SEA risks and mitigation measures to Al Azraq camp – specifically with regards to the Peace Center. The contextualization process aimed to engage women and girls in co-creation and capacity sharing to strengthen the recommendations and risk mitigation measures and ensure that they reflect local realities and priorities. Based on the contextualization process, the main GBV/SEA risks at Al Azraq Camp were identified and the main recommendations were made by Syrian

refugee women and girls to help reduce GBV/SEA in service delivery. Specifically, adolescent girls aged 15-18 years old were identified as the most vulnerable population affected by GBV/SEA in Al Azraq Camp, and verbal harassment was found to be the most common type of GBV the adolescent girls face around the school and when moving to/from any place in Al Azraq Camp.

Consequently, the Empowered Aid team with the support of the RtR team applied some modifications to the way the Impact Plus (targets adolescents aged 15-18 years old) and Parenting Sessions (target caregivers) activities at the Peace Center were implemented based on women's and girls' beneficiaries' recommendations. The recommendations aimed at mitigating GBV/SEA and helping female beneficiaries feel safer when registering, accessing, or participating in the Peace Center activities. The applied recommendations were: (1) Sessions for community sensitization on GBV/SEA and better knowledge and communication on SEA complaints and reporting mechanisms, (2) Formal/informal accompanying systems when girls travel to participate in Al Azraq Camp-Peace Center's activities and information sharing on moving in groups, and (3) Presence of female and male outreach staff when conducting home visits to girls' shelters.

Two Empowered Aid tools were used to monitor the access to the Peace Centre before applying the recommendations (Phase 1) and after applying the recommendations (Phase 2), to identify the outcomes of the applied recommendations. During and after the educational and psychosocial support sessions, the Empowered Aid Project Officer, and the MEAL focal point carried out 37 of the observational Safety Audit, and trained data enumerators who conducted 108 household survey questionnaires. This report shares the summary of findings from the contextualization process and the two rounds of monitoring. Detailed findings from the safety audit, household survey questionnaire, and contextualization process are reported in separate reports. Taken together, they provide recommendations for improving the services provided in the Peace Center, as well as general learning that can be used by all child protection actors and aid actors in general to improve the safety of the recipients (particularly women and girls) in their respective contexts.

METHODOLOGICAL OVERVIEW

Contextualization Workshops and Participatory Group Discussions

The contextualization workshops with women and girls and participatory group discussions with men and boys were done between the 12th and the 21st of December inside Al Azraq camp in Village 6 and 2, where WVSR already operates. Contextualization workshops were co-facilitated by the Empowered Aid Project Officer and the MEAL Officer, while the PGDs were facilitated by the Project Officer. Additionally, four female part-time enumerators were recruited for notetaking during the workshops with women and girls, and one male enumerator was recruited for notetaking during the PGDs with men and boys. The enumerators were all trained on core concepts of gender-based violence (GBV), sexual exploitation and abuse (SEA), as well as a training on the data collection tools and note-taking guide before the start of the data collection process.

Participants were voluntarily selected from two different projects that operate in Al Azraq camp as part of the WVSR (Road to resilience (RtR) and Solid Waste Management (SWM) projects). Outreach to women and men participants was done by phone calls, whereas outreach to girls and boys was done through home visits. In each call or home visits, the Empowered Aid project was explained in addition to the aim of the workshops/PGDs – including to caregivers for the participation of minors.

Two contextualization workshops – one with women and one with girls – and eight participatory group discussions – four with men, and four with boys – were conducted. The average time of each workshop was three hours per day, over three consecutive days, and each PGD lasted approximately 50 minutes. Table (1) shows the total number of participants segregated by sex, age, and implementation location.

Table (1): Total number of participants segregated by sex, age, and location.

| | No. of Participants | Age of Participants | Location of implementation |
|----------------------------------------------------------|---------------------|---------------------|----------------------------|
| Contextualization workshop with women & girls | | | |
| # women (+18) | 15 | 19-58 | Azraq Camp Village 6 |
| # girls (-18) | 19 | 14-17 | Azraq Camp Village 2 |
| Participatory group discussions | | | |
| # of men (18+) | 20 | 23-62 | Azraq Camp Village 6 |
| # boys (-18) | 20 | 14-17 | Azraq Camp Village 2 |

Ethical Consideration

Written informed consent was obtained from each adult participant at the beginning of the workshop/PGD and from adolescent participants' caregivers one week before their sessions. Participants were reassured that their participation was voluntary and that they were entitled to skip any exercise/question at any time. Moreover, they were informed that everything they mentioned would remain confidential.

Prior to the training, up-to-date information was gathered on referral pathways for SEA & GBV, to ensure information on services available could be shared with participant should they wish to seek individual support on their own, and for the staff to be ready to facilitate a referral should an individual disclosure come up in the group discussions.

Safety Audit

Empowered Aid and World Vision Jordan teams adapted the safety audit tool from the Empowered Aid [Toolkit for Planning and Monitoring Safer Distributions](#) to monitor different indicators related to safety and risks when accessing a service. The Empowered Aid team trained WVSR staff on how to safely and systematically conduct these safety audits.

The safety audit is an observational tool that can be conducted while maintaining social distance and provides a systematic way in which to record structured observations related to access, safety, dignity, and equity, with considerations for persons with special needs. It can be adapted to a specific activity or sector – in this case child

protection activities. This tool was utilized in Village 2 in Al Azraq Camp during February, March, and June 2023. The tool is a checklist of questions that the staff answer by observing an activity to visually identify potential safety risks associated with the service. Safety Audit data is compiled by answering closed-ended responses (either Yes or No, or Not observed – in case of staff inability to observe the service irrespective of whether it exists or not). The tool also includes notes for observation; for example, all observations should note observed sex and age breakdowns for staff, volunteers, guards, aid recipients, etc.

Safety audits were conducted for three main educational activities at the Peace Center; Peace Road which target children aged 13-15 years old, Impact Plus which targets adolescents aged 15-18 years old; and Parenting sessions which targets caregivers. Before applying the recommendations, a total of 34 safety audits were carried out by WVSR staff in village 2 in Al Azraq Camp – 28 observations were done while refugees were registered to access the Peace Center in addition to 6 conducted per gender when beneficiaries were enrolled and accessed the Peace Road, Impact Plus, and Parenting sessions services. After applying the recommendations, a total of 3 safety audits were carried out by WVSR staff in the same locations and these were conducted only at the time of enrollment and accessing the Impact Plus (females), and Parenting sessions (both genders) services whereas no safety audits were conducted at the registration stage in the Peace Center after the recommendation application there was no outreach process taking place then, which explains the difference in number of safety audits pre and post.

Household Survey

Post-distribution monitoring tools extracted from the Empowered Aid [Toolkit for Planning and Monitoring Safer Distributions](#), were reviewed and modified to relate the questions on SEA risks, as well as questions about safe programming to accessing early child development and education services. The development of the tools was done in a participatory workshop between GWI and World Vision in Jordan. GWI then facilitated a data collection training with all team members, focusing on the survey tool, research ethics, and measures on protection against exploitation and abuse. The research team aimed to conduct a census of all Syrian refugees who were eligible to take part in the Impact Plus – adolescents aged 15-18 years old and Parenting Sessions (+18 caregivers) (n=60) before and after applying the above-mentioned recommendations totaling of 54 respondents (47 matched pairs meaning the same 47 respondents were interview before and after applying the recommendations). Four data enumerators (two females and two males) were recruited to collect data in each phase of data collection. Data collectors began collecting data by interviewing the sex-matched participants at the Peace Center, either before or after the sessions. Towards the end of the data collection, a total of 18 surveys were collected through phone interviews due to the participants' inability to travel to the center as they were outside the camp.

FINDINGS

CONTEXTUALIZATION OF FINDINGS

Contextualization workshops were conducted using the “Empowered Aid Contextualization Manual.” The workshops covered different topics and were divided in 3 sections: a first section focused on learning about core concepts on gender, GBV and SEA, a second section on contextualizing risks of SEA, and a third part on identifying contextually relevant recommendations to mitigate risks of SEA. It utilized participatory tools like community mapping, open-ended stories, reflection exercises and group work.

Participatory group discussions were conducted using the “Empowered Aid Participatory Group Discussion Tool,” focused on identifying SEA risks using participatory approaches like free listing and an open-ended story.

During the contextualization workshops and PGDs, the participants (women, girls, men, and boys) mentioned that they travel by foot to access any aid or services inside Al Azraq camp. Distances in the camp are particularly large, with the camp stretching for some 15 kilometers. There are no taxis, buses, or cars, and the only mean of transportation is

bicycles, mainly driven by men living in the camp. Each bicycle has an extra seat that can accommodate a maximum of one or two passengers.

Adolescent girls explained that they do not feel safe using bicycles, especially around the mall. They shared many stories of some girls who were physically abused by bicycle drivers. All adolescent girls (n=19) believe that bicycle drivers offer to drive women/girls home to sexually exploit them.

“Once, a girl and her mother went to the mall, and the bicycle driver was their neighbor. The mother trusted him and told him to take the girl home. He physically harassed her all the way long” – a Syrian girl.

All women and girl respondents reported being verbally and physically abused by the camp inhabitants when traveling to/from any distribution/service points, including the centers, clinics, schools, hospitals, and the mall. They stressed that no matter how near or far the place is, walking to any area inside the camp exposes them to harassment and abuse. Men and boys who took part in PGDs corroborated this and specifically mentioned that the highest risk happens when women/girls travel to collect food distribution or when they travel to/from the mall – an area of the camp where multiple services are provided.

“Today, a young man harassed me on my way to this workshop. The Peace Center is about 20 minutes away from me, I always see guys follow me and verbally harass me, I stopped coming, or I come with my friend or group of girls” – a Syrian girl.

Additionally, Syrian women and girls explained that there is disorganization, chaos, and overcrowding at some services or centers run by (I)NGOs, which opens a space for GBV/SEA. Specifically, some adolescent girls mentioned that some organizations conduct mixed activities for adolescent girls and boys. As a result, some centers gain a bad reputation which ends up preventing many girls from attending activities which they find interesting and important.

“When I’m in (X) NGO, I don’t feel safe until my teacher comes. The place is mixed gender, there is poor management, and there are boys who look at us from the windows” – a Syrian girl.

Based on the contextualization workshops and PGDs results, walking to/from any place inside Al Azraq camp is the main GBV risk for women and girls irrespective of the distance. Specifically, adolescent girls (aged 15-18) were identified as a more vulnerable population compared to women. Most of the adolescent girls at Al Azraq camp have a fear of being exploited or abused while travelling to access NGO services or school, they fear telling their caregivers as they believe that may lead to them being deprived of NGO services or education. Unfortunately, many girls have dropped out of school (voluntarily or obligatory from their caregivers) due to feeling unsafe/at GBV risk.

RISKS OF SEXUAL EXPLOITATION AND ABUSE

At the Point of Distribution/Service

At the beginning of the discussions with Syrian women and girls, they reported that all NGOs have safety measures and strict roles to ensure their safety and dignity. However, after giving them examples and showing them some pictures of the SEA risks found in Uganda and Lebanon, women and girls identified some SEA risks they face at the distribution/service points. A total of 34 female participants (15 women and 19 girls) reported that there are scarce job opportunities for females in the camp and a lot of nepotism forcing the most vulnerable women to accept some sexual acts and exploitation in exchange for employment.

“Some humanitarian workers ask for money or a percentage of the salary so that the woman or girl gets the job, and some of them ask for the phone number to tell us about future job openings but they have other intentions, and things develop into more than just talking on the phone” – a Syrian woman.

Travelling to access aid/services

During the contextualization workshops and PGDs, the participants mentioned that they travel by foot to access any aid or services inside the Azraq camp. Distances in the camp are particularly large, with the camp stretching for some 15 kilometers. There are no taxis, buses, or cars, and the only mean of transportation is bicycles, mainly driven by men

living in the camp. Each bicycle has an extra seat that can accommodate a maximum of one or two passengers. Moreover, adolescent girls explained that they do not feel safe using bicycles, especially around the mall. They shared many stories of some girls who were physically abused and harassed by bicycle drivers. All 19 adolescent girls believe that bicycle drivers offer to drive women/girls home to sexually exploit them.

“Once, a girl and her mother went to the mall, and the bicycle driver was their neighbor. The mother trusted him and told him to take the girl home. He physically harassed her all the way long” – a Syrian girl.

Furthermore, women and girls’ participants reported many violations committed by ambulance drivers (are either humanitarian workers or civil defense officers from the host community). The ambulance team is only of males, which puts women/girls at risk when they use the ambulance cars. Female participants reported that the ambulance drivers behave inappropriately with them when they use the ambulance; they keep looking at them, throw papers with their numbers on it, physically harass them, and text/call them days after.

“Once, my daughter vomited in the ambulance. When the car arrived, the driver texted me: May God forgive you. I told him: What do you want? He replied: I want to talk to you. I immediately blocked him” – a Syrian woman.

Home Visits

In discussions with the participants, they reported that they do not face major SEA risks during home visits, which are conducted by either mixed or all-female teams. They explained that home visits are very organized, and all humanitarian workers are aware of the rules and ethics. However, one woman (out of 15 women) reported being asked for her number by a humanitarian worker during one of the visits in exchange for putting her name first on the maintenance list. In addition, a total of seven women (out of 15 women) and five men (out of 20 men) agreed that there are some cases of exploitation by Syrian shelter workers that demand relationships/phone numbers from women and girls as payment for repairing their shelters. Often, women accept as they have no money. Women and men participants explained that the (I)NGO responsible for maintaining their shelters does not respond promptly as it has a long waiting list. Therefore, they depend on Syrian workers to repair their shelters, which puts some vulnerable women (widows and divorced) at higher risk of being sexually exploited or abused.

“A maintenance employee came and told me: give me your number and I will put your name first on the list” – a Syrian woman.

Fulfilling Basic Needs

Syrian refugees in the Azraq camp depend on the food coupons they receive from one of the (I)NGOs to purchase food items. They can redeem these coupons from one mall only that currently serves three villages. Therefore, the mall is mostly overcrowded and expensive, many items sell out quickly, and some necessary items are not available for months. As a result, almost everyone in the camp, particularly women (as women are the ones who go to receive the food coupons and purchase food from the mall) frequently sell the food coupons (despite needing them) to buy food from the local shops and markets run by other refugees; yet the mall dealers buy the coupons at low prices which make women lose part of the aid they are entitled to receive.

“NGOs indirectly contribute to SEA. Because the food coupons are distributed and we need cash instead so we can purchase our needed items from anywhere we want, so we sell the coupon, and the dealers exploit us financially and buy it at a lower price than the real one. The one who exploits me financially will exploit me sexually one day” – a Syrian woman.

Moreover, 35 men and women participants reported that some women tend to illegally go to the Azraq camp Village #5 to purchase food from the mall there, because more items are available and cheaper there. Indeed, in the mall in Village #5, items are reportedly being sold at their real costs whereas in other villages prices are inflated to exploit the refugee population. Village #5 is the farthest village in the Azraq camp, and no one is allowed to access it unless they have a legal permit as it is a closed area housing refugees with suspected security concerns (suspected affiliation with terrorist organizations, passed crimes, etc.). Consequently, women put themselves at high risk while trying to fulfil their basic needs.

“Many women go to Village #5. All items are available there and way cheaper than here. But they go illegally. If something bad happened to them or they were kidnapped, no one will know” – a Syrian man.

Additionally, all participants reported that the lack of water points and limited water availability time (4 hours daily) make the points overcrowded which opens a space for SEA. They explained that adolescent girls, widows/divorced women face a greater SEA risk from the camp inhabitants at the water points.

“Once I was on at the water point alone, and there were many young men. A young man came behind my back and stood close to me, I felt scared, and then I went home quickly” – a Syrian girl.

Moreover, a total of 14 female participants (nine women and five girls) out of 34 mentioned that they experienced sexual exploitation from the Taxi drivers in the host community. In addition, they mentioned that sometimes they must deal with smugglers (usually members of the host community) to access the host community illegally, either for employment, treatment or to access some resources such as cement and metal that are illegal in the camp.

“There is a Syrian woman I know who went out of the camp to find a job, the taxi driver tried to harass her, and when she refused, he said: “You are all (Syrian women) like this. First, you refuse, and when you see the money you accept, don’t act innocent” She got out of the taxi and started crying” – a Syrian woman.

PILOTING RECOMMENDATIONS AND MONITORING OUTCOMES (PHASE 1-PHASE 2)

- Sessions for **community sensitization to GBV / SEA** and better knowledge and communication on SEA complaints on reporting mechanisms
- Information communication/dispute resolution sessions with the host community
- Formal/informal accompanying systems when women and girls collect/receive aid and information sharing on moving in groups.
- **More women aid workers** or women’s committees involved in aid distribution processes.
- More **community-based and individual support** to safely construct houses, particularly for vulnerable groups.
- Better **lighting and closer WASH points**
- **Manage and organize the main roads** to reduce known SEA-related vulnerabilities women and girls face: girls reported that the Azraq camp roads are disorganized and crowded which put women and girls at SEA risk.
- Increase the **time difference between girls' and boys' school shifts**: girls reported that the half-hour interval between girls' and boys' school shifts put them at SEA risk as many boys intentionally go to school earlier to see the girls.
- **Closer distribution points** to reduce known SEA-related vulnerabilities women and girls face
- Build **protection for windows and doors** as the Caravans are so old and can be accessed easily by foreigners/thief
- Provide **more job opportunities** for women: the lack of job opportunities and nepotism are forcing women to accept some sexual acts and exploitation in exchange for employment.
- Build **a latrine for each Caravan** to reduce known SEA-related vulnerabilities women and girls face: some refugees are still depending on the shared latrines in the camp which put women and girls at SEA risk.
- Build another shopping mall to reduce known SEA-related vulnerabilities women and girls face: there is only one mall in the camp that serves three villages. The **mall is crowded, disorganized, poorly managed, and far from most refugees.**
- **School uniforms** for adolescent girls: women reported that having no school uniform is one of the main factors leading to SEA around the school. (Uniforms will help the adolescent girls feel like they have more dignified clothing to go to school and commute in the camp)
- **Increase the spaces between the new caravans**: women reported that the existing Caravans are very clustered, near each other, with no privacy for women and girls.

Registration and Communication Mechanisms

The registration process is conducted by the WVSR outreach team which is based in Al Azraq Camp at the WVSR Peace Center. Before the beginning of any activity, outreach staff conducts door-to-door visits to each Caravan inside the targeted area. The visits are conducted twice daily, in the morning and the afternoon. However, the time is not scheduled with the beneficiaries. During their visits, the outreach staff register the interested eligible beneficiaries by sharing information on registration and informing the beneficiaries of the upcoming activities verbally through door-to-door visits to all refugees in the targeted area.

Safety audit-phase 1 results revealed the outreach team consisted of four (3 males and 1 female) Syrian incentive-based volunteers (IBVs). Nevertheless, the team tended to divide themselves into the households per block to save time. Although this method saved time and helped to register more beneficiaries per visit, it resulted in interviews not being sex-matched, for example some female caregivers being interviewed by a male staff member only, and in female staff interviewing some male caregivers alone.

Not having sex-matched interviews during the door-to-door visits of registration may open a space for SEA, thus it is important to consider how and by whom the registration is being conducted. As per Empowered Aid recommendation, a new female IBV has joined the outreach team to ensure gender balance team, all team members received GWI GBV/SEA training and asked to ensure conducting sex-matched interviews during the registration.

The results from the household survey show an increase in satisfaction and perceived safety after the implementation of this recommendation. Participants' satisfaction on registration has significantly increased from (90%) in phase 1 to (98%) in phase 2. Additionally, female, and male respondents perceived safety when accessing information related to the session rose from 88% and 97% in phase 1 to 98% and 100% in phase 2 respectively.

Accessing the Peace Center

Safety Audit-phase 1 findings show that most of the beneficiaries (males and females) travelled alone to the Peace Center. A few beneficiaries, especially female adolescents and women came with either a relative or a friend of the same gender.

As per what the females shared during the contextualization workshops, all women and girls' participants reported being verbally and physically harassed by the camp inhabitants when traveling to/from any distribution/service points, including the centers, clinics, schools, hospitals, and the mall. They stressed that no matter how near or far the place is, walking to any area inside the camp exposes them to harassment and abuse. Therefore, moving alone to/from the Peace Center put female beneficiaries especially adolescent girls at risk of GBV and SEA.

Based on the recommendation elaborated by women and girls of implementing “Formal/informal accompanying systems when girls travel to activities and information sharing on moving in groups,” the RtR team conducted an exercise to help girls travel safely to Al Azraq Camp-Peace Center. They identified and grouped female beneficiaries based on their addresses using Al Azraq Camp--Village 2 map. The team shared name lists with the beneficiaries according to their blocks and designated safe points within each block. The beneficiaries were instructed to gather at these safe points before moving together as a group to or from the Peace Center.

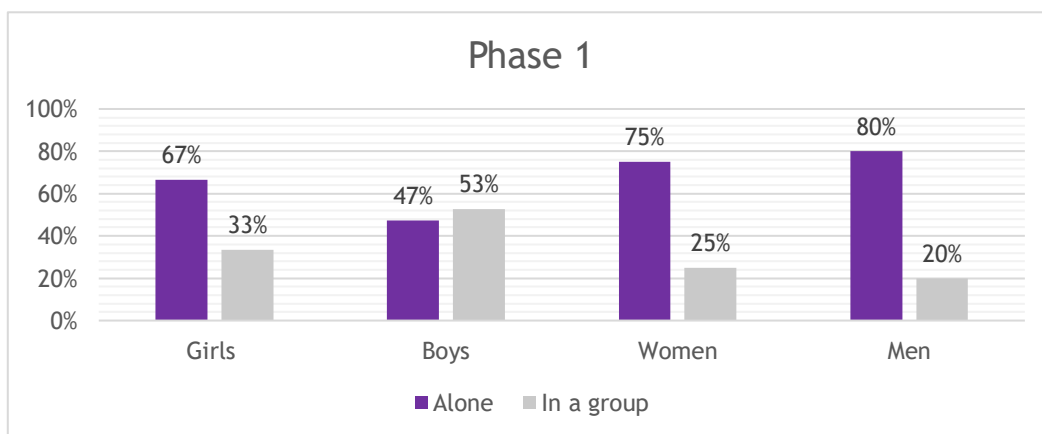
As per the Household survey results, a distinct shift between phase 1 and phase 2 becomes evident in participants' experiences related to safety. The introduction of a group travel system for girls and women in phase 2 led to notable changes in their travel preferences, with 57% of girls and 50% of women opting for group travel. These shifts underscore the impact of the group travel system, revealing substantial differences in incidents, travel choices, and safety perceptions between the two phases.

“I feel way more empowered after moving in groups, I feel safe now when travelling to/from the Peace Center. I wish other NGOs can do the same thing.”- Adolescent girl.



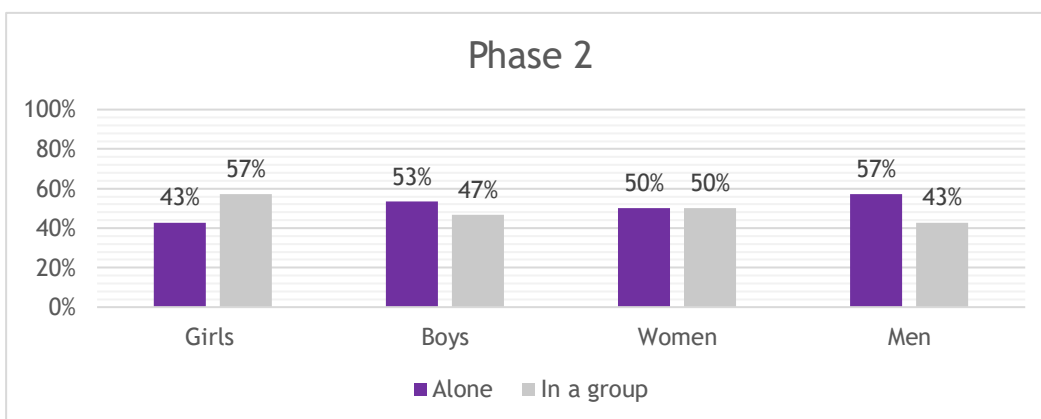
A group of adolescent girls moving together to the Peace Center.

Figure (1): Phase 1-Did you travel to the center alone or in a group?



group?

Figure (2): Phase 2-Did you travel to the center alone or in a group?



Safety at the Peace Center

According to the Safety Audit observations, all Peace Center sessions and activities were conducted in a space defined by concrete walls, with WVSR signage visible, and guarded by security men. The Peace Center area was kept clean all the time, with no visible trash or potentially dangerous objects around. There was a female facilitator who recorded the attendance of female beneficiaries at the center’s entrance. A male facilitator recorded the attendance of male beneficiaries during the actual session. This is put in place to make sure sex-disaggregation is applicable at all levels when accessing the services.

All sessions conducted at Al Azraq Camp-Peace Center were sex-segregated; there were separate sessions for men/boys and women/girls. Female IBVs facilitated women/girls' sessions, while male IBVs facilitated men/boys' sessions. All Azraq Camp-Peace Center’s sessions were not overcrowded, and no crowd control measures were needed nor observed. All facilitators were wearing visibility items (vests) that included the WV logo, center name, and job title.

During the Household survey, participants were asked to rate their level of fear when accessing the services

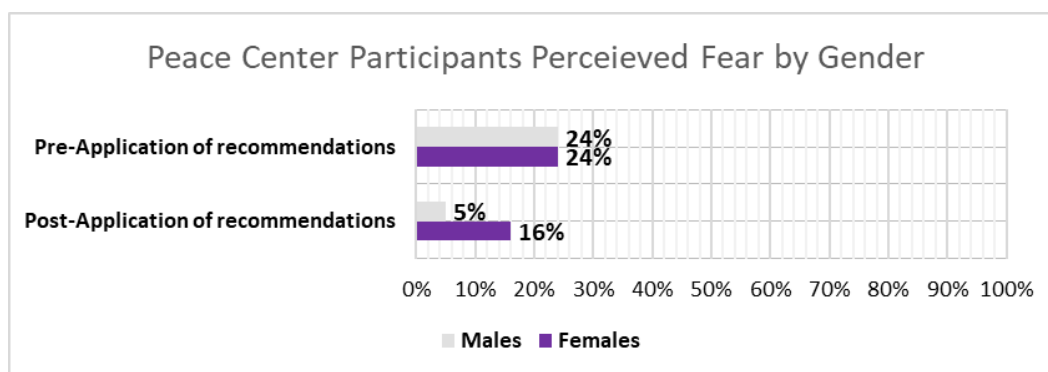


Staff/Volunteers wearing visibility items with the WV logo, Center name, and job title.

regarding GBV/SEA risks. In Phase 1, female and male participants showed similar levels of fear (24%). However, female, and male participants reported fear was based on different reasons. Among the (24%) of females who reported feeling fear related to the Peace Center’s sessions, 60% expressed priority is given to men at the Center, 20% due to the lack of female staff/volunteers at the Center, and 20% due to the session time/time of day. In comparison. Among the (24%) of males who reported feeling fear during the Peace Center’s sessions, 60% reported being bullied by other male refugees on the way to/from the Center, and 40% reported being physically assaulted by other male refugees on the way to/from the Center. In comparison, fear decreased significantly after applying the recommendations from (24%) to (16%) for females and from (24%) to (5%) for males. In Phase 2, most of the reported fear was due to reasons that occur outside of the Peace Center or by other refugees rather than the reasons reported before applying the recommendations which were more related to the Peace Center or service

delivery. Nonetheless, fear related to Peace Center operations like the lack of female staff/volunteers at the Center or giving priority to men were not reported in phase 2, showing a positive outcome of the implementation of recommendations.

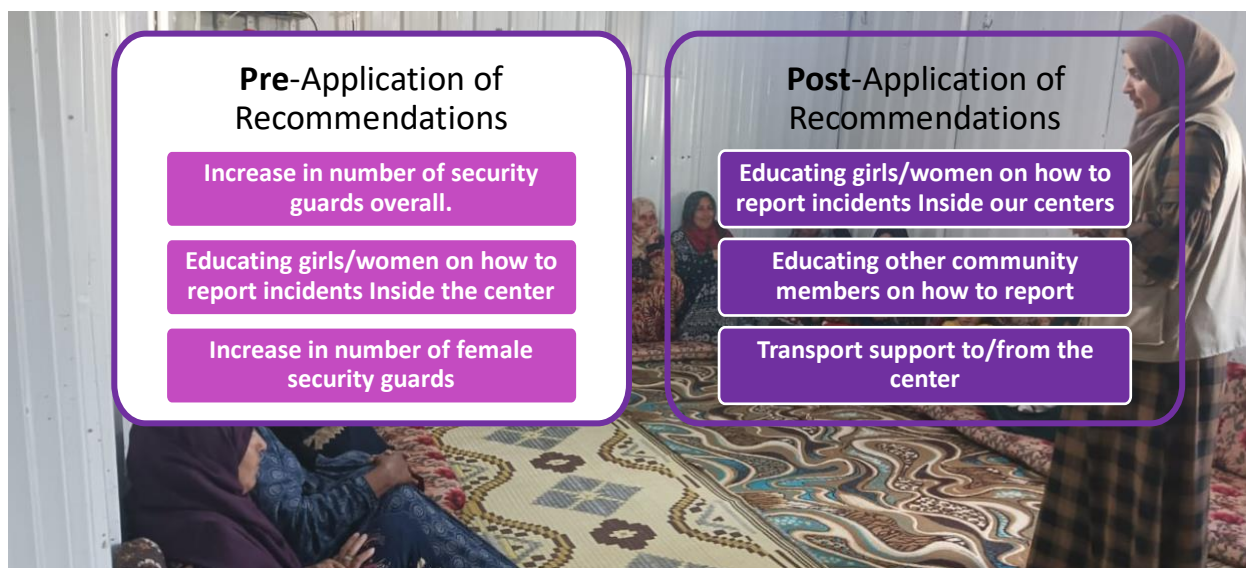
Figure (3): Feelings of Fear by Gender Before and After Applying the Recommendations



GBV/SEA Measures at the Peace Center

Safety Audit findings have shown an improvement in terms of observed GBV/SEA risk mitigation measures at the Peace Center after applying Empowered Aid recommendations. In phase 1, the measures observed included the presence of female staff, sex-segregated sessions, separate shifts for women/girls and men/boys with an hour interval, female IBVs facilitating women/girls' sessions while male IBVs facilitating men/boys' sessions, staff wearing visibility items, and presence of complaint methods with information on available feedback and complaint mechanisms. These measures were also observed after applying the recommendations along with other new measures such as accompanying systems when girls travel to/from the Peace Center, active follow-up, and supervision by staff in management positions on the field staff, and a new female volunteer with the outreach team. Furthermore, new measures to prevent and mitigate GBV/SEA were applied based on the women and girls' recommendation "Sessions for community sensitization to GBV/SEA and better knowledge and communication on SEA complaints and reporting mechanisms." The Peace Center's facilitators conducted sex-segregated and door-to-door awareness sessions for all RtR beneficiaries on GBV/SEA concepts after receiving a training GBV and SEA. Additionally, PSEA awareness messages and information on WVSR complaint mechanisms were disseminated through weekly WhatsApp messages, posters, and paintings in Al Azraq Camp.

A female facilitator conducting a door-to-door session on GBV/SEA to adult female beneficiaries.



Moreover, sex-segregated sessions (43%; 84% females and 16% males), sex-segregated WASH facilities (i.e., latrines) (39%; 72% females and 28% males) and educating girls/women on how to report incidents inside Peace Center (39%; 64% females and 36% males) were the most repeatedly observed safety measures.

In comparison, after applying the recommendations (phase 2), it was clear that the participants were aware of Empowered Aid recommendations formulated by women and girls during the contextualization exercise, and they tended to identify the safety measures applied by the project. Most participants of different ages and genders were aware of the door-to-door PSEA awareness sessions conducted by the project. On the other hand, transport support, as in moving in groups, to/from the Center was mentioned and observed by female participants specifically compared to males. In addition, 15% of participants (all females) mentioned other GBV/SEA measures including PSEA paintings and PSEA messages through WhatsApp which were part of Empowered Aid recommendations.

“The PSEA paintings are very expressive of our reality, and they helped us feel empowered.” - Adolescent girl

“The PSEA awareness sessions are very important especially for females. I believe that the sessions helped the females become more aware of how to report the incident and thus defend themselves.” - Adolescent boy.

Furthermore, participants were asked to identify the top three GBV/SEA measures that they think would be most helpful to implement and make women and girls feel safer. Results are shown in the below figure:

Figure (4): Top Three GBV/SEA Measures that Make Women and Girls Feel Safer

As shown in the above figure, women and girls focused on increasing security guards and educating girls/women on how to report incidents before applying the recommendations. However, after applying the recommendations, women and girls identified the implemented recommendations as the most helpful and needed GBV/SEA measures. This may indicate that the applied recommendations were helpful in making the women and girls feel safer.

Complaints and Reporting

Safety Audit results revealed that there is one suggestion box installed at Al Azraq Camp-Peace Center which is visible and easily noticed. Moreover, there are posters that include information on feedback and complaints mechanisms distributed above the box and other areas inside the center. The information on feedback and complaints mechanisms shared above the suggestion box is written in Arabic, however, beneficiaries with low literacy may not understand the purpose of the suggestion box or know how to use it. Moreover, no material about feedback and complaints mechanisms specified for sexual exploitation and abuse (SEA) was observed.

On the other hand, during the Household survey, participants were asked to identify their preferred complaint mechanism in case they have any concerns or complaints related to the WVSR projects. In Phase 1, the top three complaint methods for females were face-to-face with WV staff (84%), suggestion boxes (64%), and WVSR hotline number (40%). In contrast, males prefer to speak face-to-face with WV staff (48%), WVSR hotline (34%), and suggestion boxes (14%).

In Phase 2, raising complaints face-to-face with WV staff remained the preferred method for both the female and male participants with percentages of (75%) and (32%) respectively. Using the WVSR hotline number was found to be the second preferred method for females with a percentage of (56%) while both the WVSR hotline number and suggestion boxes came to the second for males with a percentage of (23%). The third preferred method for females was suggestion boxes with a percentage of (31%) while referring to Community leaders/representatives for males with a percentage of (9%). It is worth noting that (18%) of males (mostly adolescents) preferred other methods over the available ones such as telling their caregivers or going directly to Community Police.

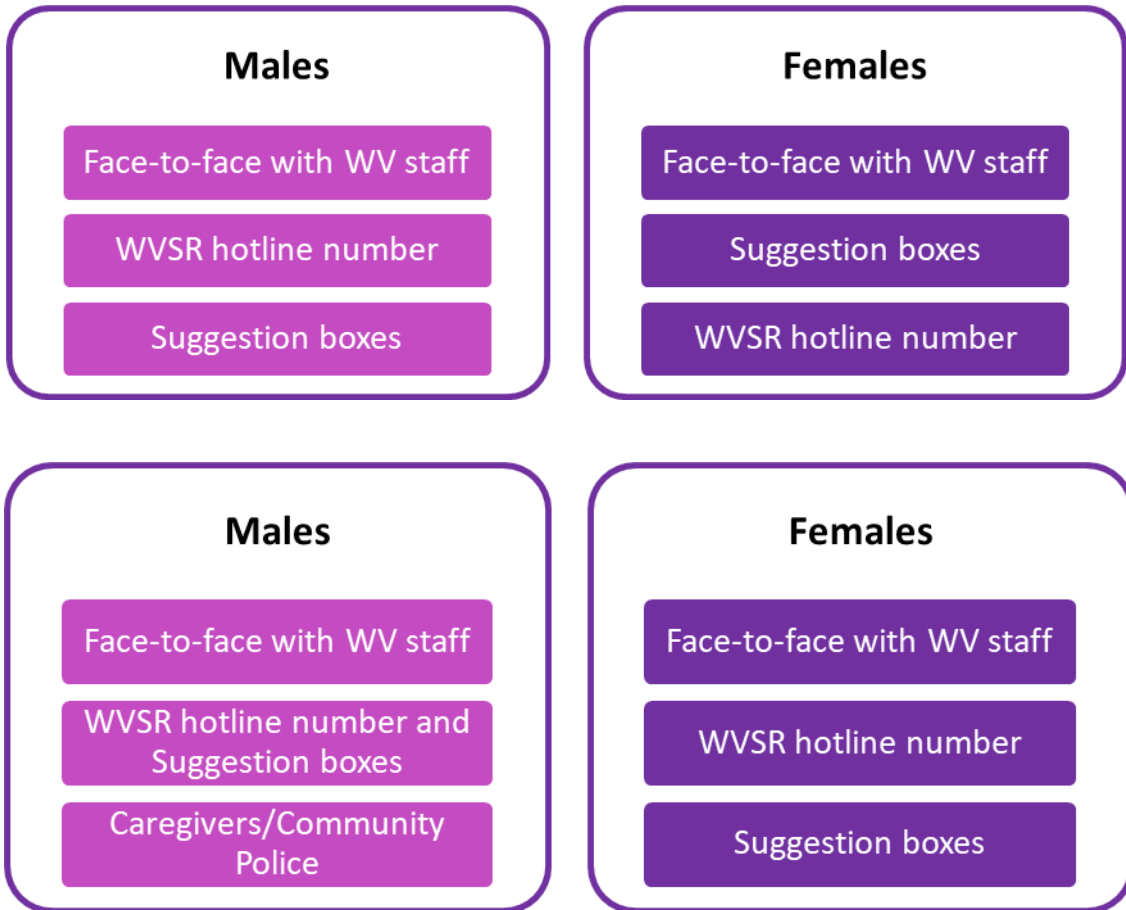
Figure (5): Concerns and Complaints Related to the WVSR Projects per gender in Phase 1 Vs Phase 2



Figure 1: Example of a suggestion box. While some participants preferred this method of lodging complaints, there are drawbacks including excluding those who are not literate, and fear of reprisal if someone sees you placing a paper in the box. For most of both women and men, the preferred complaint mechanism was being able to speak face-to-face meetings with World Vision staff.

Phase 1

Phase 2



SCALING UP SEA RISK MITIGATION

Instructions:

In this section, explain how you will scale up the findings from Empowered Aid in your context, both within your organization and externally.

Examples of internal actions could include: will you review your program manuals to incorporate some of the recommendations? Will you systematize the use of the adapted monitoring tools to better monitor SEA risks? Will you continue engaging with the women and girls from the contextualization workshop by setting up an advisory group? Will you implement other recommendations to other types of programming? Please note this list is not exhaustive, please feel free to list any of the actions and learning that your organization has taken from this partnership.

Examples of external actions could include: will you hold a learning event with the Technical Advisory Group? Will you disseminate the findings to the PSEA Network to inform their action plan? Will you provide a presentation of findings in different coordination forums like the GBV AoR, PSEA Network, or other Clusters? Will you train other humanitarian practitioners? Please note this list is not exhaustive list either, please feel free to list any of the actions that you have taken to disseminate findings externally.

Please note that you can talk about actions that have already taken place or actions that are currently in discussion or planned.

Suggested length: 1-2 pages

CONCLUSION AND NEXT STEPS

Instructions:

In this section, you should bring together and summarize the main findings from this paper. This section should be short and clear and should sum up what was presented in the document without sounding redundant. Do not copy-paste or repeat exact findings from your report as the reader has already read them, instead try to link key findings together as you summarize them.

You can start by restating the topic and problem at stake and why it is important. Then, summarize the most important and impactful findings from the contextualization and the pilot. Finally, explain what will be done with those findings: how will you disseminate them to the aid community, how will you stay accountable and loop back to the women and girls who formulated the recommendations, how will you and your partners scale up findings into your programming, etc.

This section can also serve as a call to action to make the humanitarian system work towards greater accountability in mitigating or preventing SEA – don't hesitate to formulate clear recommendations for the aid community based on the findings.

Suggested length: 1-2 pages

RECOMMENDATIONS

1. **Maintain the accompanying systems for female adolescent beneficiaries** by encouraging girls to move in groups when traveling to/from the Peace Center or other areas in Al Azraq Camp and conducting regular follow-ups and supervision to ensure that the girls travel safely to/from the Peace Center.
2. **Conduct regular PSEA awareness sessions** to increase community sensitization to GBV/SEA.
3. **Ensure gender balance field team** by having equal numbers of female and male staff/volunteers presented at the Peace Center.
4. **Always ensure the presence of female staff when services are delivered at the Peace Center** by having equal numbers of female and male staff/volunteers or female-dominant staff throughout the service delivery.
5. **Ensure having trained field staff on GBV/SEA and regular field visits to receive beneficiaries' complaints and feedback** as face-to face methods were found to be the most preferred method for both the general and sensitive complaints.
6. **Ensure gender balance in the outreach team** by having equal numbers of female and male staff/volunteers throughout the registration process, particularly during the door-to-door visits

to the beneficiaries' caravans. For registrations targeting women and girls, it is preferable to have all, or most staff/volunteers be female.

7. **Conduct sessions for community sensitization to GBV/SEA specialized for males** focusing on increasing their awareness of the negative psychological, physical, and social impact of GBV/SEA on females.
8. **Share information that includes specific sensitization on GBV and/or SEA awareness and compliant mechanisms during the registration process** by the outreach team such as information on the sex-segregated sessions, accompanying systems for adolescent girls, the WV hotline number, and the available complaint mechanisms.
9. **Share information on available compliant mechanisms using methods understood by all including children, the elderly, and people with low literacy** using visual, low-literacy-friendly posters that include pictures and symbols to ensure that the complaint methods and the way to use them are clear to all beneficiaries.
10. **Ensure having clear complaints mechanisms specified for sexual exploitation and abuse (SEA) and information dissemination on SEA complaint mechanisms** by specifying one clear method to handle SEA complaints to ensure taking prompt actions.
11. **Conduct information provision sessions with adolescents' caregivers** and increase their awareness on available complaint mechanisms at WVSR as some adolescents especially males preferred to refer to their caregivers in case of concerns and complaints related to WVSR projects.