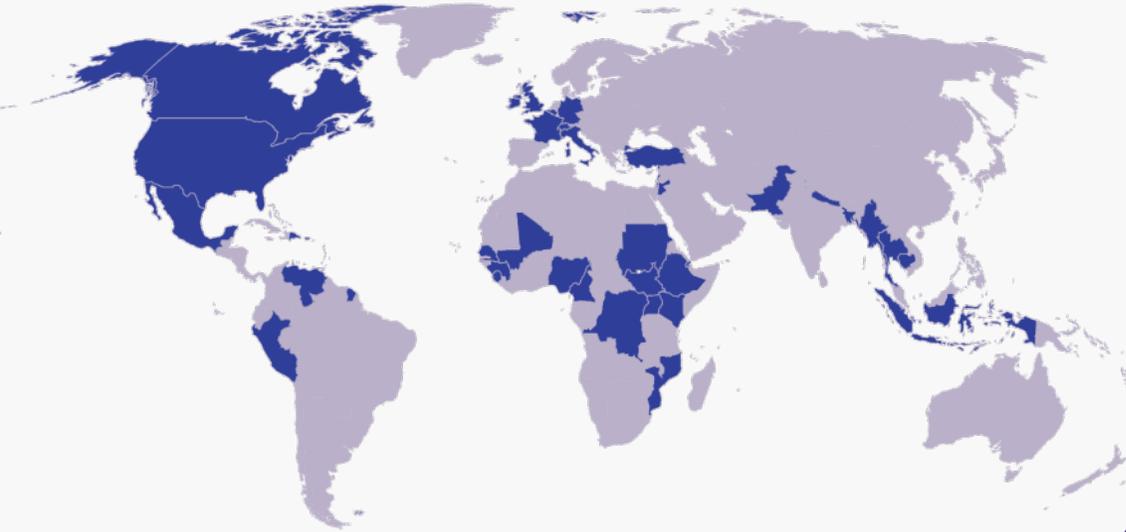
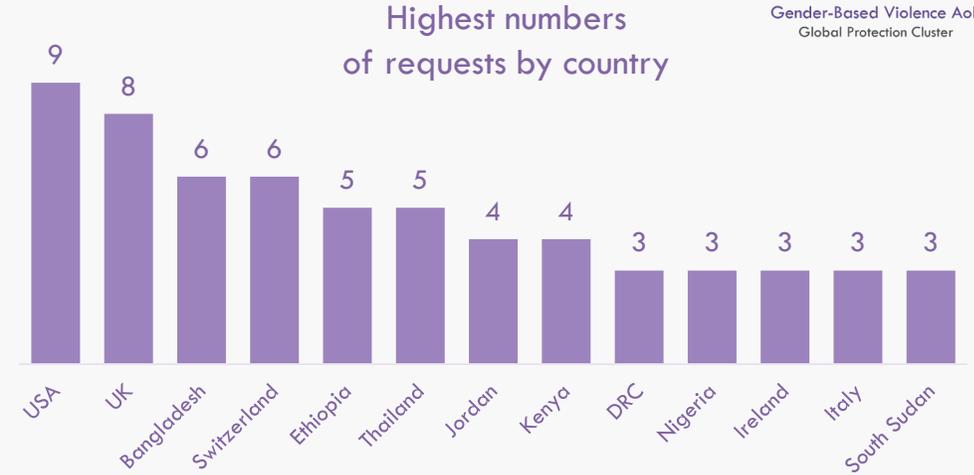


GBV AoR Help Desk Annual Report 2020



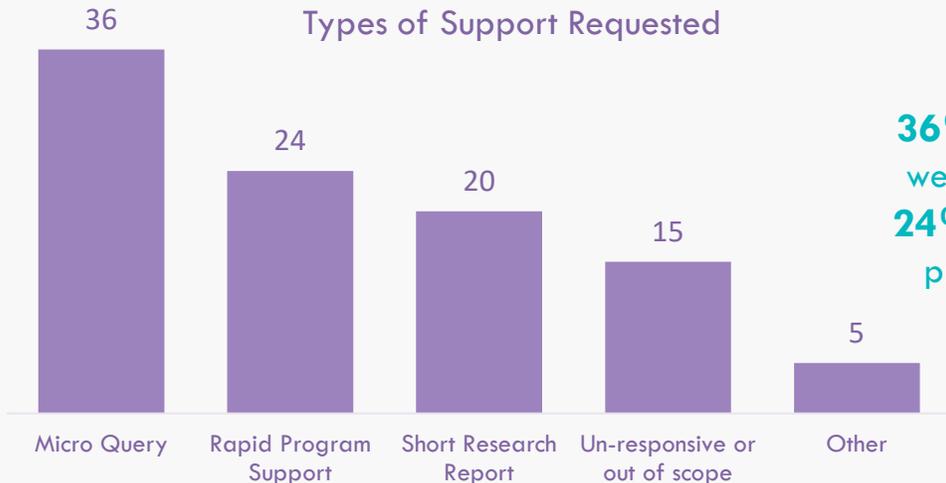
Requests were received from **39 countries**



49% of requests came from UN agencies, most commonly UNFPA and UNICEF. The remainder of the requests came from INGOs (34%) and NGOs (13%). 4% of requests came from other types of enquirer or were anonymous.

100
requests received

57% of requests were from individuals working at national level, 33% were from individuals working at global level and the remaining 10% of requests were from individuals working at regional level.



36% of all requests were micro queries, **24%** were for rapid program support

The majority of requests came from **East and Southern Africa**

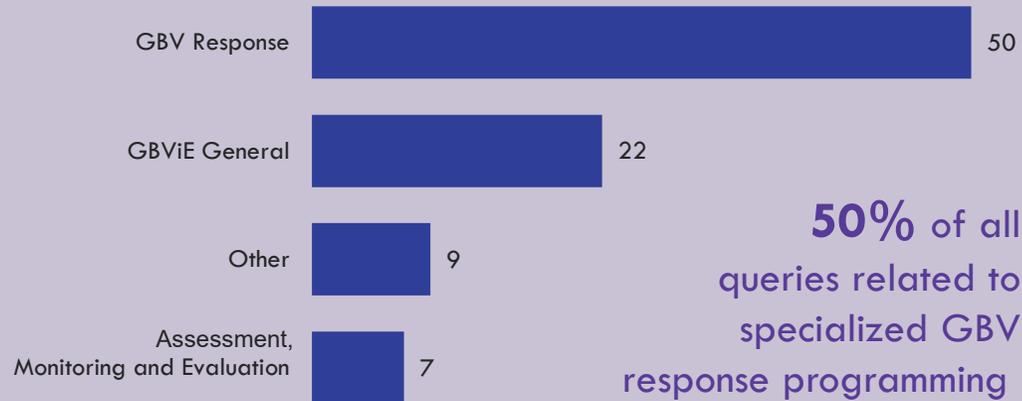


*Remaining requests came from individuals working globally

GBV AoR Help Desk Annual Report 2020



Most Common Query Themes



Other themes with fewer than 5 requests included GBV Coordination, GBV Prevention, GBV Information Management, and GBV Risk Mitigation / Integration.

Most queries related to **specialized GBV response programming**, with enquirers seeking guidance on GBV case management and how to reach and care for specific groups, such as women and girls with disabilities and child and adolescent survivors.

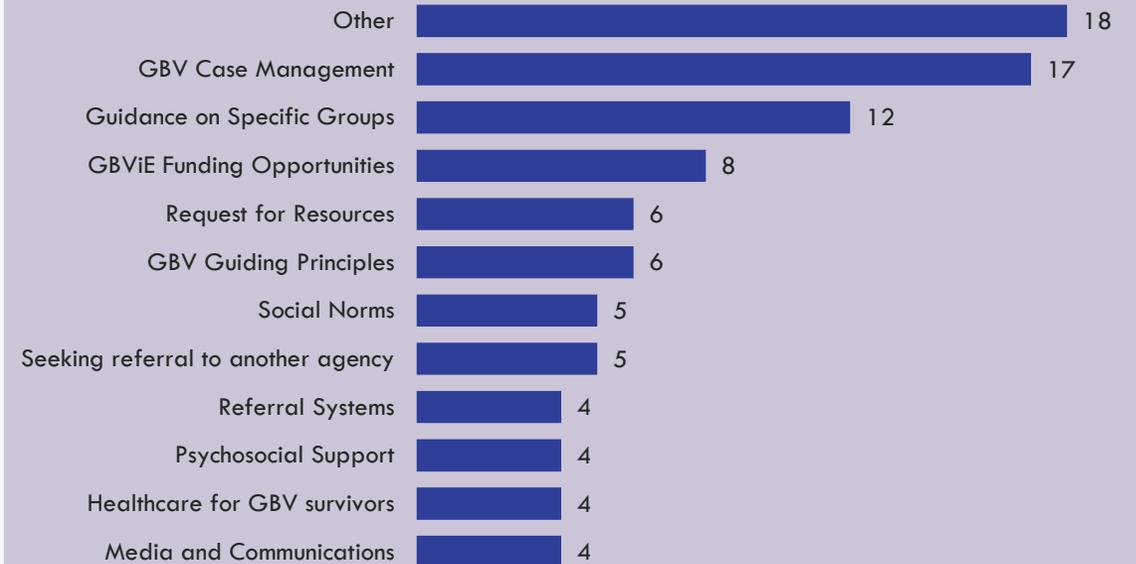
GBViE General : Common queries related to GBV guiding principles, such as what it means to adopt a survivor centered approach and how to apply the principle of non-discrimination, why we focus GBV programming on women and girls, and why women and girls empowerment is an integral part of response.

Assessment, Monitoring and Evaluation : Common queries related to how handle donor requests for GBV prevalence data.



24% of requests received in 2020 were related to the COVID-19 pandemic, as GBV practitioners sought guidance on how to adapt GBV case management services to remote ways of working and reach vulnerable groups, such as women and girls with disabilities and migrant domestic workers.

Most Frequently Occurring Sub-Themes



Other sub-themes with fewer than 4 requests include staff welfare, women's and girls' safe spaces, collection and use of survivor data, cash and voucher assistance, and access to justice and legal aid.

Other Help Desk Achievements



Communications and Capacity Development

- We organized a series of webinars in collaboration with the GBV Community of Practice to launch learning products on GBV and Climate Change, GBV and Access to Justice for Survivors and Feminist Informed Approaches to Mental Health for Survivors.
- We launched a promotional video to mark World Human Rights Day and the end of the 16 Days of Activism, which framed GBV as one of the most serious and pervasive human rights violations of our time.

Resources

The Help Desk contributed to the following resources:

- **COVID-19 Guidance on GBV Remote Services** - This resource pack provides guidance on adapting GBV case management services in the context of the COVID-19 pandemic so survivors can continue to access and receive safe and confidential services.
- **Guidance Note on Strengthening Access to Justice** - This paper builds knowledge and understanding about access to justice for GBV survivors in emergency settings and highlights key strategies GBV practitioners can use in their programs.
- **Learning Brief on GBV Programming for Young Girls aged 0-11** - This paper explores how specialized gender-based violence (GBV) in emergency programming can better address the GBV-related experiences, needs and risks facing girls aged 0-11 years.
- **Learning Brief on Feminist Informed Approaches to Mental Health and Psychosocial Support for GBV Survivors** - This learning brief provides a preliminary overview of basic principles and approaches to specialized feminist-informed mental health treatment for survivors of gender-based violence (GBV)
- **Learning Brief on GBV in Emergencies Research Ethics** - This learning brief seeks to capture reflections from the field and summarize some of the common challenges related to researching GBV in humanitarian settings, particularly in terms of core ethical issues.

Responding to rapidly evolving needs: COVID-19

The Help Desk identified resource gaps and reacted early in the pandemic:

- **Disability Considerations and GBV Programming during the COVID-19 Pandemic** - This paper provides information and practical guidance to support gender-based violence (GBV) practitioners to integrate attention to disability into GBV prevention, risk mitigation and response efforts during the COVID-19 pandemic.
- **Exploring the Impact of COVID-19 on GBV in West and Central Africa** - This paper draws on the latest research, evidence and learning on the impact of COVID-19 on women and girls in West and Central Africa.
- **European Refugee and Migrant Crisis and COVID-19: Emerging Impact on Women and Girls** - This paper provides insights into the experiences of refugee and migrant women and girls during the COVID-19 pandemic in Italy, Greece, Bulgaria and Serbia, paying particular attention to their vulnerability to GBV.
- **COVID-19 and its Impact on Migrant Female Domestic Workers** - This paper details the impact of COVID-19 on female migrant domestic workers in the Middle East, paying particular attention to their vulnerability to GBV and the challenges they face in accessing services.
- **Securing the Safety and Wellbeing of Frontline Women Healthcare Workers during the COVID-19 Pandemic** - This report discusses risks for women frontline healthcare workers in the COVID-19 response and proposes actions for mitigating these risks.

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.