



Building Evidence-based Programming through Safe and Ethical GBV Information Management and Coordination (GBVIMS)	
<i>UN ACTION MPTF PROJECT ANNUAL REPORT</i>	
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UN Implementing Entities	UNFPA
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Background:

In recent years, efforts have been made at national and international levels to devise and develop information systems to support better collection and management of Gender-Based Violence (GBV) data in the context of humanitarian crises. Two of these global efforts – the GBV Information Management System (GBVIMS) and the Monitoring Analysis and Reporting Arrangements (MARA) on

Conflict-Related Sexual Violence (CRSV) take complementary approaches towards gathering and sharing data on GBV, including CRSV, to strengthen the prevention of and response to GBV in Emergencies (GBViE).

The GBVIMS continues to serve humanitarian actors and others as a model initiative for safe and ethical GBV data management. Over the past 10 years since the system was introduced, the inter-agency GBVIMS team—comprised of UNFPA, UNHCR, UNICEF, the International Rescue Committee (IRC) and International Medical Corps (IMC)—has continued to design, test, implement and refine the System’s tools in humanitarian contexts throughout the world. Since 2007, the GBVIMS has been rolled out at various levels and to varying degrees with qualified agencies working in 30+ crisis-affected contexts¹. The GBVIMS Global Team has provided continuous support to existing and new GBVIMS rollouts, including hands-on support to service providers operating in humanitarian contexts responding to the health, psychosocial and legal needs of GBV survivors, as well as other practitioners involved in GBV coordination, policy and advocacy on GBV, increasing both the reach and utility of the System.

The objectives of this phase of the project (January – December 2018), which was a cost extension of a project beginning in December 2016, were to respond to the following needs:

- Remote and in-country technical support to existing and newly/recently requested GBVIMS rollouts, as well as exploring the possibility of the provision of technical support on safe and ethical GBV information management and case management technical support to new emergencies in non-GBVIMS rollout countries, such as Bangladesh and DRC, contingent on the availability of resources and other pre-existing GBVIMS support criteria
- Remote and in-country technical support on safe and ethical information sharing in countries and contexts where the GBVIMS and the MARA are concurrently implemented; including pressing needs for on-the-ground technical support to, for example, CAR, and in person support to initiate data sharing across systems in, for example, Somalia.

¹ Burundi, Cameroon, Central African Republic, Chad, Colombia, Côte d’Ivoire, the Democratic Republic of Congo, Ethiopia, Greece, Guinea, Haiti, Iraq, Jordan, Kenya, Lebanon, Liberia, Mali, Myanmar, Nepal, Niger, Nigeria, Philippines, Sierra Leone, Somalia, South Sudan, Thailand, Uganda and Yemen. The GBVIMS is in use by just IRC in Sierra Leone, Liberia, Thailand and Haiti.

- Under the previous project, greater capacity building and support for data analysis, contextualization and linkages with programming and advocacy was provided through the roll out of a GBVIMS data analysis training package in Lebanon, Iraq, Jordan and, at the time of writing, Mali. These countries require ongoing remote support to their data analysis and reporting activities, while countries such as CAR and Nigeria would currently benefit from in-person support missions on data analysis

Approach:

1. **Technical support to GBVIMS rollouts:** The Global Team continues to support on- and off-site inter-agency rollout efforts by providing technical guidance, troubleshooting, and knowledge exchange on GBVIMS implementation. Data collection at field level was enhanced through GBVIMS tailored in-country and remote technical support².
2. **Technical support to information sharing for the MARA:** The initial approach was to document the pilot rollouts of the Guidance Note and to support and promote safe and ethical data sharing between the GBVIMS and the MARA, while ensuring MARA-specific ISPs are in place that identify other sources of information on CRSV for MARA purposes. The planned lessons learned exercise will be completed in 2019.
3. **Data analysis to strengthen the GBV response:** The global team worked to build capacity in linking data to improved programming by transferring skills around GBVIMS data analysis, as well as using GBVIMS data in conjunction with other GBV and 'non-GBV-specific data types'
4. **Provide learning opportunities for GBVIMS capacity development:** The global team developed and broadly disseminated new and easily accessible GBVIMS reference tools (webinars, podcasts, videos, etc.) to GBVIMS users including new platforms and broader global protection and GBV learning initiatives.

2. Project Implementation – Overview & Results in 2018

a) Activities and results

² Remote technical support takes a number of forms – a fuller breakdown of the different kinds of remote support offered to roll-out countries on an ongoing basis can be found in [Annex 1: Checklist for Technical support to GBVIMS roll-out countries](#).

Central African Republic (CAR):

The GBVIMS has been rolled out since March 2014 in CAR. In total, seven DGOs and three UN agencies continue to be signatories to the Information Sharing Protocol (ISP). During 2018 the GBVIMS Technical Team provided ongoing support to the CAR GBVIMS Task Force through regular remote support teleconferences, reviewing and providing guidance on monthly and quarterly reports. Importantly, the GBVIMS TT provided guidance around the use of GBVIMS data for external advocacy, including on the development and signature of an ISP Addendum which was signed on 24th May 2018, to establish information sharing from the GBVIMS to MINUSCA for the MARA. Following this, reports were produced every quarter for a total of four GBVIMS-MARA Reports shared with MINUSCA during the course of 2018. Support needs in CAR remain high, and a support mission will be carried out during Q2 of 2019 in order to build capacity on the basic tools, data analysis skills, including data analysis on conflict-related sexual violence.

Cameroon:

At the end of December 2016, the Global GBVIMS Steering had approved the process of deploying the GBVIMS in the Far North of Cameroon while recommending a gradual approach to deployment by ensuring the adherence of stakeholders to minimum standards in case management. Therefore, a first phase of tools use was adopted by IMC, IRC and INTERSOS with technical support from UNFPA. In parallel, The Global Team held bilateral appeals with these three agencies to evaluate their technical support needs in May 2017 the Incident Recorder was shared to allow full use of GBVIMS tools. In addition, since 2016, a parallel information system had been under development in the Far North jeopardizing the deployment of GBVIMS. From 28 January to 3rd February 2018 the GBVIMS TT deployed to Cameroon to strengthen and expand the rollout in line with GBVIMS Deployment Guidelines. The mission was successful in achieving its objectives, which included:

1. Facilitation of follow-up training on GBVIMS core tools with stakeholders operating in the Far North focused on the practical use of these tools. The Global Team facilitated a 3-day training on the GBVIMS Basic tools[1] in Maroua to 23 participants of 4 UN agencies and 5 Local and International NGOs.
2. Clarifying the role and responsibilities of the GBV response coordinating agencies in Cameroon, namely UNFPA, UN Women and UNHCR, in coordinating the GBVIMS; (18 NGO and UN personnel participated in an Information Sharing Protocol workshop).

3. Clarifying with the relevant agencies the operationalization of GBVIMS with other existing information management systems in Cameroon such as those used by UNHCR
4. Facilitation of a meeting with MINPROFF to clarify their role in GBVIMS and the establishment of a parallel information management system.
5. Establishing a detailed GBVIMS work plan outlining the next steps of its deployment in Cameroon.

Additionally, as a result of complementary funding, the national Cameroon GBVIMS Coordinator was able to participate in GBVIMS basic tools and data analysis training held by UNFPA in Abidjan in August, 2018, during which Cameroon presented its work on the GBVIMS to several other countries. Until the last quarter of 2018, the TT continued to provide support to Cameroon to review quarterly analytical reports, at which point funding for the national Coordinator ended. Despite mobilising funds to bring an international Surge support to Cameroon to support both the existing Francophone rollout and the new Anglophone response, identified candidates have been unsuccessful in procuring the necessary visas due to political problems.

Iraq:

The GBVIMS in Iraq has been active since 2014. In April 2017, 18 data gathering organisations benefited from training on the GBVIMS tools, and data analysis. During 2018, the Iraq Task Force has received ongoing support from the GBVIMS Global Team throughout the year through periodic conference calls to provide technical advice and guide the GBVIMS coordination process. As the MARA is in the nascent stages of deployment, the GBVIMS Global Team also offered initial briefings to the Iraq GBVIMS coordination team on the rollout of the GBVIMS-MARA Intersections Provisional Guidance note, in anticipation of this collaboration. A workshop on the intersections between GBVIMS and MARA is planned to take place in April 2019 and will aim at developing an Addendum to the Information Sharing Protocol with the purpose of enabling safe and ethical data sharing on GBVIMS with MARA actors. In addition, based on a request from the SWPA, a GBVIMS analytical report was shared with MARA actors in June 2018 to share trends related to reported cases between January and April 2018. GBVIMS+ (the next generation of the GBVIMS) has already been rolled out by IRC in Iraq, while other organisations have expressed an interest in using the platform to improve and streamline case management processes.

Mali:

The GBVIMS has been rollout out since 2014 in Mali. In total, 21 DGOs (international, national and governmental) and five UN agencies are ISP signatories. The MARA has been rolled out and data sharing from the GBVIMS to the MARA is active, facilitated by an Addendum signed mid-2016. In October 2017, a GBV case management training of trainers was delivered by the Global Team, which resulted in the establishment of a pool of 22 case management trainers. During 2018, 259 people were trained as a result of step-down trainings resulting from the initial ToT. Additionally, the GBVIMS Coordinator in Mali also benefited from additional training on basic tools and data analysis at the global UNFPA GBVIMS training in Côte d'Ivoire. The GBVIMS TT continued to provide remote support to the GBVIMS Task Force during the course of 2018, including review of GBVIMS reports and MARA reports.

Myanmar:

The GBVIMS has been rolled out in Myanmar since 2015. Currently, a total of four DGOs and three UN agencies are ISP signatories. The GBVIMS TT continued to provide ongoing remote support to the GBVIMS Task Force in country during 2018, and one new user organization was added to the rollout. In 2018, the TT provided support to the Task Force for using GBVIMS data to provide inputs for the UN SG's Annual Report on Conflict-related Sexual Violence. Discussions are ongoing with UNFPA and UNICEF to rollout Primero/GBVIMS+ as a number of organizations have expressed interest in using GBVIMS+ in their work.

Niger

A new GBVIMS national Coordinator was recruited mid-2018, and was able to benefit from GBVIMS basic tools and data analysis training delivered by the GBVIMS Inter-Agency Coordinator with support from UNFPA complementary funds, in Côte d'Ivoire in August 2018. Previously, two international DGOs and three UN agencies were ISP signatories to the GBVIMS in Niger, while 4 new organizations completed assessments to establish their eligibility to join the rollout (3 INGOs, 1 Govt body). The ISP is currently under renewal. A Case Management Training of Trainers (ToT) is planned in 2019 as part of the global-level initiative of the GBVIMS Steering Committee to strengthen the quality of case management in country.

Nigeria:

The GBVIMS has been active in Nigeria since 2015. In 2018, two missions took place to Nigeria, one to review membership of the ISP, identify capacity support needs and to plan for the first inter-agency rollout of Primero/GBVIMS+. The first mission, which took place from May 23rd –June 1st, established that as of 2018, a total of 22 DGOs in 5 States (Adamawa, Borno, Gombe, Lagos and Yobe) were signatories to the ISP. However, only an average of 7-8 of them were submit monthly GBVIMS data to UNFPA. The quality of data submitted and compiled was inconsistent due to the lack of ongoing capacity building of staff on GBVIMS. The 2018 ISP had recently been signed. In principle, the Government of Nigeria – Ministry of Women Affairs and Social Development (MoWASD) is also co-leading the GBV sub-sector and signatory of the previous ISP. Due to capacity limitations, UNFPA has taken the lead in compiling, consolidating and sharing data at the inter-agency level. Furthermore, a GBVIMS coordination structure was established in the North East of Nigeria, connected to the coordination team in Abuja. The following results were achieved:

1. Review of the current GBVIMS coordination structure and clarification of roles and responsibilities of and information flow between the various coordination/working groups at national and field levels.
2. Review of the membership of the GBVIMS, especially Data Gathering Organizations, in light of the GBVIMS Rollout Guidelines³ (bilateral meetings with DGOs).
3. Conducted a technical analysis of pre-identified DGOs on Primero/GBVIMS+ and prepare the steps needed for inter-agency rollout of the platform (incl. development of implementation plan and Terms of Use, data mapping, etc.)
4. Facilitated a meeting with the Case Management TWG⁴ to develop a Capacity building plan on Case management and prepare the ground for the case management ToT.
5. Conducted a full induction on the GBVIMS Coordination to the new GBVIMS Inter-Agency Coordinator.
6. Review the Government engagement in the GBVIMS, assess risks and recommend mitigating measures, if any.

In January 2017, UNFPA Nigeria demonstrated their interest to support the rollout of Primero/GBVIMS+, an online and offline platform that enables incident tracking and case management for GBV service providers. Some partners, such as FHI360 have requested the use of mobile device for data collection due to concerns around access and security of collecting data on paper forms.

³ <http://www.gbvims.com/gbvims-rollout-guidelines-highres/>

⁴ Composed of UNFPA, UNICEF, UNHCR, FHI 360, IMC, IRC, Plan International and NCA

IRC has also engaged in rolling out Primero/GBVIMS+ using the mobile application in Nigeria since February 2018. In June 2017, the Global team conducted a presentation of Primero/GBVIMS+ to the TWG who confirmed their interest in rolling out the platform in country. It is worth noting that Primero/CPIMS+ is currently being rolled out in Nigeria after an assessment mission that took place in September 2017. UNFPA Nigeria has now received funds for the rollout of Primero/GBVIMS+ and is ready to move forward with the rollout, namely the assessment phase. Concurrently, based on identified capacity building needs on GBV case management, UNFPA Nigeria also requested the rollout of the Case Management Capacity building initiative with a ToT on case management based on the recently released Inter-Agency Case Management Guidelines (2017) delivered by the Global GBVIMS Team.

UNFPA Nigeria Country team successfully raised funds to commence the roll-out during 2018. Nigeria also became a focus country in advancing the institutionalization of the GBVIMS+ by the GBVIMS Steering Committee, with UNFPA now formally sharing UNICEF's Long-Term Agreements with software developers, to facilitate support to the expansion of inter-agency GBVIMS+ rollouts by both Agencies. UNFPA also initiated its internal software clearance process to allow for global use of Primero/GBVIMS+ as an institutional tool.

The second mission of 2018 took place from August 19th – September 6th 2018 and achieved the following results.

1. In collaboration with the Case Management TWG, a case management ToT was conducted for selected staff from DGOs rolling out Primero/GBVIMS+, as well as select staff of inter-agency group members in order to enable them deliver step-down case management trainings to their respective organizations. Over 100 individuals applied for a Case Management Training of Trainers and 24 of them were selected by the GBVIMS Global Team, in consultation with the Nigeria Case Management Working Group. Selected participants represented 13 organizations. The Case Management ToT was facilitated by the GBVIMS Surge Specialist and Inter-Agency Coordinator from August 22nd - 29th. The first 5 days aimed at covering the Case Management training modules in line with the Inter-Agency Case Management Guidelines. The final 3 days were focused on the ToT and have participants practice training others based on the modules covered in the first part of the training. In the pre-test, participants scored an average of 71% and 95% in the post-test, which represents an increase of over 24 points. Overall, participants found the duration of the workshop appropriate (71%) as well as the time allocated to each session and

discussion (81%). Concerning the ToT, out of the 24 participants, 16 were deemed to qualify as trainers, including 7 who would be able to train on their own and 9 to be able to train with a more experienced trainer. Overall, participants found the ToT to be relevant (94%) and found that they had appropriate time to prepare their presentations (83%). Most participants (83%) considered that the ToT went beyond their expectations and found the feedback on their performance to be very good (83%). Most participants considered that the ToT equipped them to facilitate a Case management training (93%). In terms of next steps, the list of trainers was shared with the Case Management TWG who then developed an Action Plan on how to take forward this capacity building initiative, incl. organizing step-down trainings.

2. A Primero/GBVIMS+ training was conducted for end-users of the 4 DGOs included in the pilot phase of the rollout (namely FHI360, NCA, Plan International and IMC): The training took place between August 30-31st and September 3-4th and included 26 participants from 6 organizations⁵. The training was directed at the four organizations that are part of the initial inter-agency pilot of Primero/GBVIMS+ (FHI360, IMC, IRC, NCA, Plan International). The 4-day training devoted 2 days to the GBVIMS basic tools (namely, Intake Form, Classification Tool and Consent form) and the final 2 days covered the basic Primero/GBVIMS+ navigation (incl. mobile and CM supervision). In the pre-test, participants scored 50% and in the post-test 84%, hence 34 points increase. Respondents in the feedback survey considered being very satisfied (62.5%) and satisfied (37.5%) with the training although they requested more energizers to keep on track. All respondents found the approach used for the training to be very or extremely effective. They requested to go over Case Management supervision and forms again. They recommended to increase the number of training days for this training. Participants' feedback included the impression that Primero/GBVIMS+ would improve their work in terms of confidentiality and role-based access and will support the supervision of CM work. They also felt that it would allow them to stop collecting paper forms which could put them and survivors at risk.
3. A Primero/GBVIMS+ training was delivered to System Administrator and DGOs' focal point to enable them maintain the platform: The last day of the Primero/GBVIMS+ training, September 5th, was dedicated to Organization Focal Points to ensure their familiarity with their role and associated functions in the system. Topics covered included the review of their roles & responsibilities in the system and practicing these, as well as an overview of the Incident Recorder and how to use it

⁵ Namely, FHI360, IMC, IRC, NCA, Plan International and UNFPA.

through Primero/GBVIMS+.

4. The implementation plan for the rollout of Primero/GBVIMS+ was developed. In the afternoon of September 5th, the Organization Focal Points were joined by their Senior management within their organization to discuss the Primero/GBVIMS+ framework. During two hours, the Global Team presented the content of the Implementation Plan and the areas that needed adaptation by each organization. The Global Team also briefly discussed the Terms of Use document that each User Organization would have to sign in order to be granted access to the platform. Next steps included the finalization of the Implementation Plan that will represent the blueprint of the Primero/GBVIMS+ rollout in Nigeria.

Unfortunately the deployment of the Primero/GBVIMS+ platform was not finalized during 2018, due to the longer-than-expected legal clearance process related to the sharing of responsibility for the rollout of the System by UNICEF and UNFPA. However, as the first interagency rollout of its kind, Nigeria is set to go live in 2019 and will set the precedent for other countries during the year.

Somalia

The GBVIMS has been rolled out in Somalia since 2013. In total, 30 DGOs and three UN agencies are ISP signatories. In 2018, ongoing off-site technical support was provided to the Somalia GBVIMS Coordination by the Global Team and a support mission to provide refresher training on case management to the pool of trainers established in late 2017, as well as training on data analysis and on the GBVIMS-MARA intersections was carried out. Between March 8th and 29th, 2018, one of the Surge team member, alongside the GBVIMS Inter-Agency Coordinator, conducted a mission to Hargeisa, Mogadishu and Nairobi to strengthen the work of the GBVIMS Zonal and National Coordinators, and Data Gathering Organizations on GBV Case Management (in the context of the ongoing Capacity Building Initiative), data analysis, and intersections between GBVIMS and the Monitoring and Reporting Arrangements on sexual violence in conflict. During the mission, they delivered a 3-day refresher training on GBV Case Management to the pool of trainers for Somalia (21 participants) from 22 organizations and developed a plan for GBV Case Management step-down trainings for 2018. They also delivered a 2-day workshop on GBV Data Analysis for National and Zonal GBVIMS Coordinators and select DGOs (17 participants) from the three zones. Finally, they conducted a 1-day workshop on the intersections between GBVIMS and MARA for National and Zonal GBVIMS Coordinators and select DGOs from the three zones (17 participants). They also held a meeting with the SWPA from UNSOM to discuss the outcomes of the GBVIMS-MARA workshop and the need to establish an Addendum to the GBVIMS Information Sharing Protocol for data sharing with MARA Actors. Currently the Somalia Task Force is working on plans for the rollout of GBVIMS-MARA data sharing consultations across South Central zone.

South Sudan

The GBVIMS in South Sudan has been active since 2010. In total, 15 DGOs (nine international, five national and one governmental) and three UN agencies are ISP signatories. Information sharing to the MARA has been facilitated by the GBVIMS-MARA data sharing Addendum to the ISP since 2015. Since 2018, South Sudan has benefitted from the presence of an international inter-agency GBVIMS Coordinator. From 10-16 November 2018, the GBVIMS Technical Team deployed to South Sudan to support the Coordinator, achieving the following objectives:

1. Conducted a GBVIMS basic tools training for the 13 existing DGOs as well as 10 new DGOs: A 3-day GBVIMS basic tools training was conducted for 32 participants drawn from 13 existing DGOs and 10 new potential DGOs. The training focused on the intake form, the consent form, the classification tool and the incident recorder. Sessions were also devoted to the Information Sharing Protocol, data protection, data analysis and reporting as well as the MARA. The pre-test and posttest indicated a 46% increase in GBVIMS knowledge. In relation to evaluation and feedback, participants expressed delight at the knowledge gained and hoped for continuous capacity building particularly in data analysis and case management. One major challenge was the cancellation of flights from some field sites which resulted in some participants arriving late and missing the first day of training.
2. Conducted a capacity building session with the new GBVIMS Interagency coordinator: Sessions included identifying barriers to data gathering and reporting as well as mitigation measures.
3. Developed a six-month work plan with GBVIMS interagency coordinator: A plan with a focus on mentoring and coaching sessions with DGOs to ensure improvement in the quality of the data as well as an overall improvement in the GBVIMS use.
4. Participate and facilitate a meeting with the GBVIMS task force with the purpose of identifying gaps in data gathering and information sharing and coming up with measures to improve: A GBVIMS taskforce meeting was held on the 16th December 2018. Key issues highlighted included the need to establish a case management taskforce, strengthen capacity of actors in case management through a case management TOT. Another issue raised was the new potential DGOs who participated in the GBVIMS training and their possible inclusion in the ISP. Review of the ISP was scheduled for the next meeting.

Lebanon

The GBVIMS has been active in Lebanon since 2013 and was used by ten organisations in 2018. Remote technical support was provided to the GBVIMS Task Force throughout 2018. The Lebanon GBVIMS Task Force also used GBVIMS data to create multiple advocacy products on the safe usage of GBV data. In addition, Primero/GBVIMS+ is rolled out in Lebanon with three organizations. The TT is supporting the rollout by providing remote technical support.

Burundi: In Burundi the GBVIMS is used only by IRC in programmes supported by UNHCR, and the system has been in operation in Burundi since 2011. . During 2018, Burundi benefitted from an in-country support mission to help with the finalization of the ISP in June 2018. The ISP was signed between UNHCR and IRC by the end of 2019.

Ethiopia, Tanzania, and Jordan: Continued to receive on-going remote technical support from the GBVIMS global team through 2018 as well. The Colombia GBVIMS successfully transitioned from UNHCR coordination to the government and a local network of 600 women's civil service organizations in 2018. Technical support for Colombia would now occur only as requested by the country.

New rollouts:**Bangladesh:**

In Bangladesh, the humanitarian emergency Response to the massive influx of Rohingya refugees fleeing Myanmar began in September 2017. Contact with GBV actors in Bangladesh was established at an early stage of the emergency response by the GBVIMS Global Team, to explore needs and opportunities for GBVIMS/GBVIMS+ rollout. The GBV Sub-Cluster Coordinator requested the assessment tools to establish eligibility for GBVIMS support. Approximately 10 NGOs were said to be providing GBV services as of November 2017. No GBV Information Management System was in place, but organisations were sharing basic data already in the

absence of a formal data sharing structure. Between June 18th and July 5th, 2018, one of the GBVIMS Surge team members, alongside the UNHCR Technical Team member, conducted a mission to Cox's Bazar, Bangladesh. The purpose of the mission was to roll out the GBVIMS and strengthen the capacity of GBV service providers on Case Management. During the mission, they conducted an 8-day Training of Trainers (ToT) on Case Management with 20 pre-selected participants from 16 different organizations[1]. Among the participants, 13 of them were found eligible to be part of the Pool of trainers. In addition, they conducted a 4-day basic tools training to 29 participants from 17 organizations. In parallel of the trainings, they conducted bilateral meetings with organizations planning on taking part in the GBVIMS. A two-day workshop was held to support the development of the Information Sharing Protocol and 33 individuals from 13 NGOs and 4 UN agencies were represented. During the mission, an initial assessment was done to determine the eligibility of some actors to rollout Primero/GBVIMS+ in a second phase of the project.

Libya:

The Libya crisis response had not previously benefited from the GBVIMS. In October 2017, the GBVIMS Global Team reached out to the GBV Sub-Cluster Coordinator for Libya to explore and assess potential support needs. In Libya, GBV programming is in its early stages with around four NGOs providing psychosocial services, but little to no case management capacity. The Global Team supported the Libya Sub-Cluster Coordinator to carry out the situational analysis necessary to establish eligibility and need for a potential GBVIMS roll-out. The assessment was conducted between March and June 2018. Due to risks associated with collecting paper forms and the Government oversight, the TT recommended to roll out of Primero/GBVIMS+ with the use of mobile devices (phone/tablets) for offline data collection. In parallel to the rollout of Primero, due to the low capacity in terms of service provision, the Global Team committed to deliver a training of trainers (ToT) on Case Management targeting primarily, but not limited to the organizations selected for the rollout of Primero. Based on the results of the assessment, the TT recommended that the planned rollout focuses on data collection but does not, in a first phase, include data sharing while monitoring risks involved. However, an initial data sharing workshop will take place, during the Global Team mission, to prepare the ground for review of existing risks and eventual sharing in the future. Discussions took place between the GBV Sub-Sector and the MARA focal point in UNSMIL for data sharing - however, due to the absence of data sharing at the inter-agency level, this did not result in specific actions. The request might be reconsidered in the future if GBVIMS+ actors chose to share data at the inter-agency level.

b) Results & Impacts

- 1. Technical support to GBVIMS rollouts:** During the course of 2018, more than 20 countries received support from the GBVIMS Global Team, either to support ongoing GBVIMS implementation or to explore the possibility of new roll-outs, while many others reached out for general advice and support around GBV information management and case management. Around 12 of these countries are either directly experiencing, or affected by violent conflict. Three countries benefited from training in GBVIMS Basic Tools (Cameroon, Bangladesh and South Sudan), while Burundi, Iraq, Bangladesh and Cameroon benefited from in-person support to the development or revision of Information Sharing Protocols, which safeguard the safe and ethical sharing of GBVIMS data and ensure that a survivor-centred approach is kept at the heart of decisions around the sharing of GBV incident data. Extensive technical support was provided in particular to Nigeria in order to guide the process toward the first rollouts of the 'new generation' of the GBVIMS – 'GBVIMS+' in Africa. The Surge team also provided remote technical support and troubleshooting on the GBVIMS, including on the Excel-based Incident Recorder and the online platform Primero/GBVIMS+. T
- 2. Technical support to information sharing for the MARA:** Three countries were supported to continue sharing data from the GBVIMS to the MARA (Mali, South Sudan and new addition, CAR), through their GBVIMS Information Sharing Protocol MARA Addenda. Preliminary briefings to pave the way for the development of similar Addenda were also held in Somalia and Iraq, while in the latter, the Surge team supported the drafting of a report to the SWPA in Iraq on Conflict-related sexual violence and the GBVIMS trends.. The Inter-Agency Coordinator provided a remote training session for Human Rights Officers of MINUSCA as part of an OHCHR capacity building workshop in July 2018, and also provided input to the development of a training curricula for Women Protection Advisors in Q4, 2018.
- 3. Data analysis to strengthen the GBV response:** Iraq, Nigeria, Myanmar, Niger and Jordan benefited from ongoing support on data analysis including revision of their periodic analytical report and data quality checks on stats report. 20 UNFPA Country Offices, one UNFPA Regional Office and three UNFPA Surge roster members benefited from training in GBVIMS basic tools and

Data Analysis in 2018– allowing them to more effectively carry out inter-agency analyses of their consolidated data, and better translate those data into stronger GBV programming, coordination and advocacy.

Summary of Trainings/Workshops delivered by GBVIMS Global Team during 2018		
Country	In-country training/workshop delivered	# Organisations/entities
Cameroon	Basic Tools	23
Cameroon	Information Sharing Protocol Revision	9
Somalia	Case Management Refresher, Data Analysis and MARA Workshop	22
Nigeria	Case Management Training of Trainers	24
Nigeria	Primero/GBVIMS+ Training	26
Bangladesh	GBVIMS Basic Tools Training	29
Bangladesh	Case Management Training of Trainers	20
Global (UNFPA internal)	GBVIMS Basic Tools and Data Analysis (Fr)	10 UNFPA Country Offices
Global (UNFPA internal)	GBVIMS Basic Tools and Data Analysis (En)	10 UNFPA Country Offices
Iraq	Information Sharing Protocol Revision	23
South Sudan	Basic tools	23
South Sudan	GBVIMS Overview for UNMISS Human Rights Officers (session delivered by VCT)	1 UN Peacekeeping Operation

During the course of 2018 the GBVIMS Global Team also continued to develop global guidance, tools, and other resources in order to build capacity around the world in safe and ethical information management and quality case management. The GBVIMS is a multifaceted system with tools and processes that link with program design, monitoring, implementation and coordination. Mastery of the tools and the processes requires training and ongoing learning. To reap the full benefits of the system, several skills require special attention: advocacy for safety and ethics in data management, creative problem solving to encourage safe information sharing, trust-building practices to strengthen confidence in inter-agency coordination, and dedicated and thorough understanding of the system and the context to employ analysis that serves our programming.

The GBVIMS strategy for capacity building is built on principles that encourage continued learning: spaced practice (spreading out knowledge acquisition), retrieval practice (learning instilled through understanding not solely access to resources), elaboration (thorough explanation of ideas), and sharing of case studies and examples (to understand ideas in practice and share lessons learned). During 2018, the GBVIMS Global Team undertook the following learning activities, in addition to the remote technical support to GBVIMS country rollouts, in-country training and support missions, and the roll-out of the GBVIMS-MARA Intersections Provisional Guidance Note:

17 GBVIMS **podcasts** were developed, recorded and launched – these were listened to 4,144 times during 2018. These included topics such as:

- Accountability for Humanitarian Data Breaches
- How do you make sense of prevalence?
- What survivor data is safe to share?
- What does ethical storytelling have to do with GBV data?
- GBV Case Management Step 1: Introduction and Engagement
- GBV Case Management Step 2: Assessment
- GBV Case Management Step 3: Case Action Planning
- GBV Case Management Supervision

Two Guidance Notes were developed, including 'Using Percentages versus Numbers' as well as the Intersections between MRM and GBVIMS (both under review).

Furthermore, an integrated information management-case management assessment tool was developed, as well as groundbreaking Key Performance Indicators (KPIs) for Case Management work which will be integrated into Primero/GBVIMS+ to allow service provider organisations to more comprehensively assess the impact of their work.

c) Sustainability

The work of the GBVIMS global team is consistently building the capacity of humanitarian GBV responders to use the GBVIMS within their own organisations as well as at the inter-agency level. Furthermore, as a result of the work of the GBVIMS global team on establishing pools of national case management trainers, by the end of 2018, 72 trainers had trained 548 GBV caseworkers through step-down trainings in Somalia; 259 in Mali; 146 in Bangladesh (all in the second half of 2018); and 67 in Nigeria (also in the last two quarters of 2018), for a total of 1092 service providers with improved case management capacity.

3. Lessons-Learned & Best practices

The implementation of the GBVIMS continues to face numerous challenges, largely linked to the chronic underfunding of gender-based violence - including sexual violence - prevention and response efforts across conflict-affected nations worldwide, as well as the need for ongoing technical support and reinforcement activities required by GBVIMS user organisations. Training needs are particularly prominent amongst many national NGOs and entities where, typically, less institutional technical support is available and good practice in GBV less engrained than in the case of some larger international NGOs.

For the GBVIMS Global Team, the following overarching challenges were identified. Staff turnover in conflict-affected nations remains one of the biggest challenges; technical capacity is extremely low across the board, challenging to institutionalise where trained staff are often moving away, and frequent training and re-training is required. Where Coordinating Agencies are underfunded, often Coordination personnel are obliged to 'double-hat' between multiple roles, reducing the time and resources dedicated to the GBVIMS. The heavy training needs inherent in the GBVIMS global initiative call for new solutions to sustainable capacity building, while recognizing that real changes in capacity do not happen instantaneously, and require ongoing coaching, training and support. In general, data analysis abilities remain low, which inhibits the full optimization of GBVIMS data generated and sometimes leads to demotivation amongst the organisations gathering data. In April 2019, a global advanced training of trainers will seek to respond to this challenge.

As regards the GBVIMS intersections with the MARA, the need to strengthen and institutionalise awareness and understanding of both systems amongst both actors (GBVIMS and MARA) remains prevalent and should continue to constitute a priority action during 2019. Other challenges include issues such as the question of government involvement in the GBVIMS in countries where government actors may be parties to conflict, the development of GBVIMS working modalities suited to remote management contexts such as Libya, and the general threat posed by the sensitivity of GBV-related interventions in locations where physical security is not assured.