# **Annex 6: Links between the core components and safety, dignity and access**

The eight core components have been included in the framework because of their direct role in enhancing the safety, dignity and meaningful access of beneficiaries. The following information outlines some of these links.

**ANALYSIS:**

* **Safety and dignity:** Organisations should have an understanding of the context in which they are working and the ways in which their programming will impact on, and be affected by (both positively and negatively), the wider situation.
* Assessing risks and needs facing affected populations will vary for different groups - disaggregated data by age, sex and ability is one critical way for identifying the differing needs of women, men, girls and boys.
* Analysis should go beyond individuals to consider wider issues such as the social, political, economic, and conflict issues.
* **Access:** Analysis should also include information on pre-existing barriers that prevent people from accessing services, such as particularly groups who might face discrimination.

**TARGETING AND DIVERSITY OF NEED:**

* Agencies may often have to respond to emergencies with scarce resources but the decision about who to help must be impartial, based on need and in proportion to need.
* **Safety:** Assistance should be targeted towards those most at risk and affected by the disaster, including marginalised groups. It also means minimising tension between groups by having clear, transparent and accountable targeting procedures.
* **Dignity:** The right to assistance is a necessary element of the right to life with dignity; the way in which aid is delivered can either further marginalise those with specific needs or can empower them as their capacities and resources are acknowledged and utilised. Adapting responses to take into account cultural traditions or rituals (such as around healing and burial) can also help the recovery process and re-introduce a sense of normality.
* **Access:** Programmes should find practical ways to reduce barriers that prevent people, including the most marginalised, from accessing assistance. Barriers might include logistical or financial (lack of transport or money to pay fares) or social/cultural (such as women being unable to leave homes unaccompanied to attend distributions). Insecurity and lack of information may also prevent people from accessing assistance.

**INFORMATION SHARING**

**Safety:** The right information at the right time, to the right people, in the right way, can be life-saving, enabling affected populations to make well-informed decisions about where and how they access assistance.

**Dignity:** Receiving timely, accurate information about the availability of services can reduce the anxiety and stress of affected populations. It can also empower communities and individuals and is a crucial foundation for community ownership and reducing potential conflict between communities due to clarity in the selection criteria.

**Access**: Information must be shared in an appropriate manner to ensure that all members of a community (including those who may be marginalised) have equal access. Lack of information can be a significant barrier to certain groups accessing services.

**COMMUNITY ENGAGEMENT**

**Safety:** Affected populations know and understand what risks they face and how best to minimise those risks. Community-based protection mechanisms are vital for ensuring culturally-appropriate, feasible and accepted measures of protection.

**Dignity:** Affected populations should be included in any decision-making processes that affect their own lives. Meaningful engagement gives back a sense of control which is vital for empowerment and restoring a sense of wellbeing.

**Access**: The community is best placed to identify its vulnerable members, any barriers that are preventing participation, and how these members can be supported to access assistance/services.

**FEEDBACK AND COMPLAINTS MECHANISMS**

**Safety:** Good feedback systems are needed to receive information about whether the programming is suitable, and reaching the right people in the right way (i.e. those most in need). Receiving feedback throughout the entire project cycle, and not just at the mid and end reviews, means agencies can quickly resolve any issues cropping up before they escalate. Feedback systems may also capture information about any exploitation or abuse going on that might involve staff or programmes.

**Dignity:** Feedback processes can help promote two-way communication between organisations and affected populations and strengthen their influence in programmes.

**Access:** Feedback processes can help ensure that there is equal access for all to assistance and services by capturing the perspectives of diverse groups.

**STAFF CONDUCT**

**Safety**: The prevention of sexual abuse and exploitation is a key priority in the sector. Staff should have an understanding of how the assistance they provide can impact on the safety of beneficiaries (what power dynamics are involved, who it is provided to, how it is provided, etc.). It is also important for project staff and volunteers to be supervised to monitor, identify and resolve any issues that arise. Supervision is also vital to protect workers from unnecessary threats to their physical and emotional health.

**Dignity:** Affected populations should always be at the centre of any response. Staff act as an interface with communities and their behaviour will be seen to reflect organisational values so it is essential they set the tone with positive, respectful and empathetic behaviour. This also requires support to staff to enable them to care for themselves.

**Access**: An appropriately diverse team, which includes women and other staff from different religious and ethnic groups (if safe and appropriate), can help reduce the risk that marginalised groups are denied access to assistance.

**MAPPING/REFERRAL**

**Safety:** Where organisations are unable to provide services directly themselves it is crucial staff know where and how to refer people who have been exposed to harm so they are able to receive safe and appropriate medical, legal and psychological support from specialist providers.

**Dignity:** The process by which people are referred should be done in a way that respects the dignity of the person, without exposing them to further harm and stigma.

**Access:** Lack of knowledge on existing services or what help is required is one of the reasons why so few people access necessary help. Training on referral mechanisms and existing services will therefore increase the speed and ease of access. This is particularly important in cases of SGBV.

**COORDINATION/ADVOCACY**

Protection is a collective responsibility that is shared by individuals, communities, the State, and local and international actors.

**Safety**: Humanitarian workers have a responsibility to be aware of protection issues that arise. Internal coordination between teams within the organisations is important to ensure there is common understanding of the risks present in the context and a consistent approach is applied across the programmes. This also applies to external coordination, but in addition collective action between agencies can lead to more effective, timely and quality programming. It can also help prevent conflicts caused by competition between agencies and avoid overwhelming people with similar exercises that may be frustrating or painful.

**Dignity:** Where services are weak or unavailable, the agency may be able to advocate with duty bearers on behalf of the affected populations to ensure essential services are available and accessible to all.

**Access:** Advocacy can be used to highlight cases of unequal access to (or discrimination in accessing) services.