



**46** Coordination Groups & Contexts Supported by the Help Desks

# DECENTRALISING THE CP AoR HELP DESK

## Who We Are

Established in 2007 by the Inter-Agency Standing Committee, **Child Protection is an Area of Responsibility within the Global Protection Cluster**. Led by UNICEF, the Child Protection Area of Responsibility (CP AoR) supports the collective efforts of child protection actors through an inter-agency team, including coordination specialists, working to **ensure national and international humanitarian efforts to protect children in humanitarian settings are timely, well-coordinated, and achieving maximum coverage, quality, and impact.**

## Background to Decentralising the Global Help Desk

Prior to mid-2018, the CP AoR provided support to country coordination groups through a global CP AoR Help Desk, in collaboration with Rapid Response Team (RRT) members, with support provided primarily in English. However, from recent surveys, the CP AoR found that approximately 70% of country-level child protection coordination groups hold their meetings in a language other than English and 80% translate their material into local languages – representing common barriers local actors face when seeking to engage with the coordination system.

Therefore, the CP AoR introduced decentralised, language Help Desks in May 2018 to provide additional support in Arabic, French, and Spanish. These decentralised Help Desks are complementary to the global Help Desk and allow local CP Coordination Group members to have **increased access to information and guidance in their working language** and to be **more effectively able to contribute to regional and global initiatives, consultations, and policy**. Help Desk functions include providing individual support, facilitating linkages with peers and other experts for further learning, and analysing trends gaps for planning and resource allocation.

## What topics do the Help Desks cover?

- Cluster Core Functions
- Information Management
- Needs Identification and Analysis
  - Preparedness
  - Capacity Building
  - Gap Mapping
- Situation & Response Monitoring
- Humanitarian Programme Cycle
  - Inter-Cluster Topics
  - Child Protection Strategies
- Thematic Topics requiring coordination including but not limited to case management, Mental Health & Psychosocial Support, Gender-based Violence affecting children, and community-based child protection strategies

## The work of the Decentralised, Language Help Desks

### How the Decentralised Help Desks provide support

1. *Rapid, remote technical assistance:* Tailored, individual support provided, with each response acknowledged within 24 hours during weekdays.
2. *Referrals and Networking:* Users can be connected with global experts, technical working groups or task forces, and peers across regions via the help desk.
3. *Peer exchange:* Users can post questions and share experiences with peers in Communities of Practice, operating in Arabic, English, French, & Spanish.
4. *Regular updates:* Newsletters and Community of Practice postings highlight the latest resources, country examples, learning opportunities, and more.
5. *Regional and Global Contributions:* Help Desks provide input to and translations for global guidance and learning opportunities & analyze help desk trends to identify gaps and better meet field support needs.



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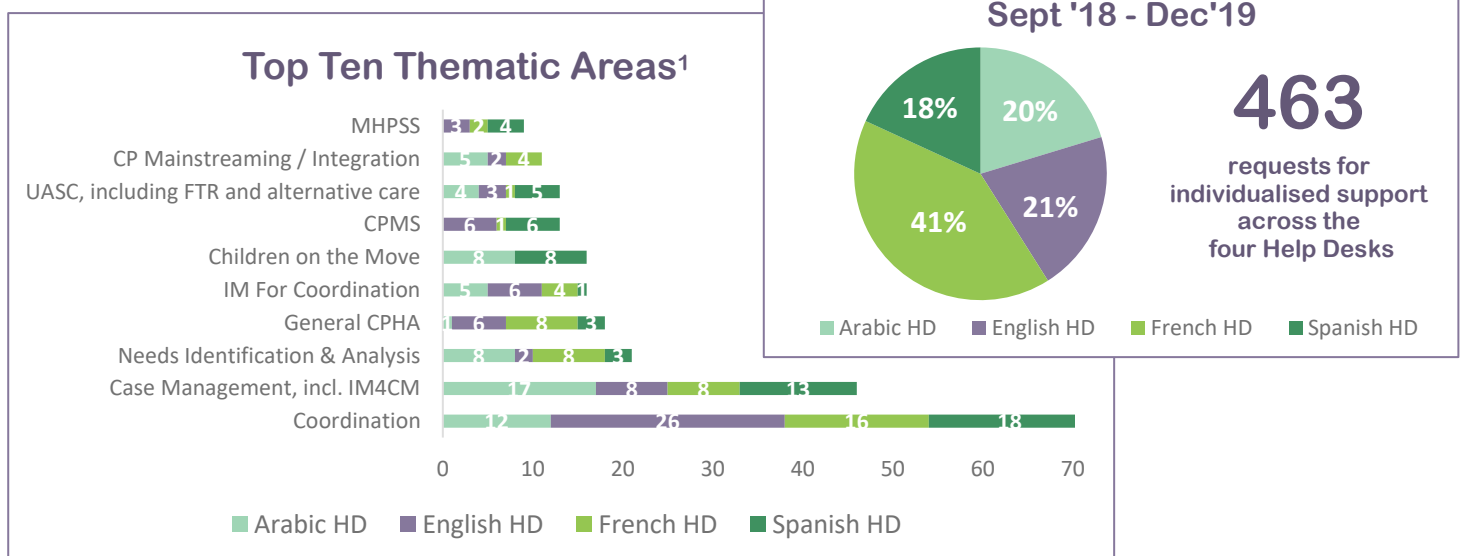


**4 Language Help Desks:** Currently, four local Help Desks are available, covering four languages (Arabic, English, French, and Spanish). The Help Desks are based in the Middle East, the Philippines, Senegal, and Colombia, and provide remote and, sometimes in-country, support for over 45 countries in humanitarian and preparedness / early warning contexts. Countries covered by each Help Desk are divided by language, as opposed to region.



Each decentralised Help Desk is directly supported by the Global Help Desk, CP AoR RRT Coordinators, and their hosting organization. **Hosting organisations** include Institut Bioforce for the French Help Desk, Community and Family Services International (CFSI) for the English Help Desk, and Corporación Infancia y Desarrollo (CID) for the Spanish Help Desk. The language Help Desks are funded by the Swiss Agency for Development and Cooperation.

### Cumulative Help Desk Results & Trends



For more information or to get involved in this initiative, contact Michael Copland, Global CP AoR Coordinator at [mcopland@unicef.org](mailto:mcopland@unicef.org).

<sup>1</sup> Data reflects September 2018 to September 2019. Requesters seek support on these thematic areas most frequently.