Addressing Barriers to Care12

**Follow these steps to assess and address barriers to care and support services for GBV survivors**

# Organize a workshop to develop a plan to address critical capacity gaps

Do this exercise in a participatory manner, inviting community leaders, representatives from women’s and children’s networks, survivor support groups, and other organizations and groups that advocate on behalf of survivors. It is good to have different ages represented, for example adolescents, young women and older women.

# Identify the service and population to be analyzed

You can choose to look at barriers faced by survivors for a particular service, for example, barriers faced in accessing law enforcement; barriers faced by a particular group of survivors, for example, general barriers faced by adolescent girls in seeking help; or barriers faced by a particular group in accessing a particular service, for example, barriers to adolescent girls in accessing health care. You can also do all three if it is needed, although this will take more time.

* + To identify barriers survivors face in **accessing a particular service, write the name of the service** in a circle, e.g., health post, police, women’s center, women’s shelter, child protection network, etc. and draw a series of concentric circles around it.
	+ To identify barriers faced by a **particular group of survivors, write the name of the group** in a circle, e.g., adult women, married women, unmarried women, adolescent girls, young children, males, sex workers, etc. and draw a series of concentric circles around it.
	+ To identify barriers faced by a **particular group to a particular service, write the name of the service and the name of the group** in a circle and draw concentric circles around it.

# Ask ‘why’

* + If you put the name of a service in the center circle, ask participants why survivors don’t use the service and write the answers in the second circle.
	+ If you put the name of a particular group of survivors in the center circle, ask participants why that group doesn’t access services and write the answers in the second circle.
	+ If you put the name of a service and particular group in the center circle, ask why that group doesn’t access that service and write answers down in the second circle.

# Probe and get more information

* + For each factor or barrier identified, continue to ask, ‘why is this so?’ and write the corresponding answers in the next circle.
	+ Continue this process until all barriers have been revealed.
	+ Write the barriers on a list.

12 UNICEF. *Communities Care: Transforming Lives and Preventing Violence Toolkit*

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# Develop a plan for addressing each gap

* + Go through the list of barriers one by one and have participants discuss and explore potential strategies and actions for reducing or eliminating each barrier.
	+ Ask participants to decide which actions are high priority, who is responsible for them and the timeframe.
	+ Participants may not be able to identify all the solutions for all the barriers. You may need to consult with others before finalizing the action plan.

# Document, implement and review the action plan for addressing barriers

* + Using the **action plan for addressing barriers**, document the action plan and distribute it to relevant stakeholders.
	+ Start implementing it!
	+ Organize a review meeting to follow up on progress in implementing the plan and adjust as needed.

# Action plan for addressing barriers to care and support for GBV survivors

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| **Barrier** | **Strategies for reducing the barrier** | **Who** | **When** |
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