



The Use of One-Stop Centres in Spotlight Initiative

In 2020, **Spotlight Initiative provided more than 650,000 women and girl survivors of violence with essential services**, such as opening new service delivery points, having longer opening hours, and providing mobile and remote service delivery. Of this, approximately **457,630** people have been served by one-stop centres through the Spotlight Initiative.

One-stop centres provide comprehensive care to women and girl survivors of violence, including an integrated rule of law response. They are run according to survivor-centred principles, ensuring confidentiality, respect, safety and security. Establishing and strengthening one-stop centres **allow Spotlight Initiative programmes to better engage underserved populations**, such as women and girls in rural areas, indigenous communities and people with disabilities.

Key results from Spotlight Initiative programmes include:

- In **Argentina**, the Initiative supported the government-led Centros Integral de Género (Comprehensive Gender Centres) to provide telephone services and monetary assistance programmes for women and have **created an integrated system for gender-based violence (GBV) cases**.
- In **Belize**, Spotlight Initiative's Mobile Women Centres adopted a mobile brigade approach (large vehicles converted into one-stop clinics) led by civil society organizations to provide individual services, including sexual reproductive health, legal and psychosocial support and counselling. In 2021, **six Mobile Women Centres** provided services to **804 people** (690 females and 114 males) across **31 rural communities** and another **11 communities** with predominantly indigenous Maya (Yucatec, Que'chi, Mopan Maya), Garifuna and migrant women.
- In 2021, **Jamaica** contributed to the availability of safe spaces by helping set up **six Domestic Violence Intervention (DVICs)** in police stations. Between October and December 2021, DVICs served a total of **619 clients**.
- In **Mali**, the Spotlight Initiative leveraged a media and public awareness campaign enhanced by faith-based leaders to increase uptake of one-stop center services. Supported by the heads of Mali's two main religions, Bamako's one-stop centre that addresses health and domestic violence reported an **increase in the number of visitors by 65 per cent**.
- In **Mozambique**, the Initiative provides holistic support through **Integrated Assistance Centres (CAI)**, including **six mobile clinics**, which provide basic health services for survivors and information and referrals to vulnerable populations living in remote areas, including persons with disabilities and persons living with HIV and AIDS. In 2021, Spotlight Initiative Mozambique provided essential services to over **400,000 women, girls, men and boys, through the CAIs**.
- In **Nigeria**, the Initiative scaled up one-stop centres already in operation. One-stop centres in the states of Sokoto and Lagos provide housing services and psychosocial support for survivors. Across

the two states, **1,282 survivors** (174 males and 1,108 females) accessed services at the one-stop centres.

- In **Zimbabwe**, mobile one-stop centres enhanced service uptake among the most vulnerable women and girl survivors of violence in remote and hard-to-reach communities. In 2020, through mobile one-stop centres, the Initiative reached **5,862 survivors**. This included shuttle services that provided alternate transportation for **3,145 survivors** of violence, including women with disabilities and caretakers, enabling many to reach services during the early stages of the lockdown when mobility restrictions were in place. During the 16 Days of Activism in 2021, a Spotlight-supported one-stop centre was officially opened. The mobile one-stop centre model increased accessibility and enhanced service uptake among the most vulnerable, proving its efficiency during a period of protracted and intersecting crises.

The Role of One-Stop Centres during COVID-19

One-stop centres have been particularly critical during the COVID-19 pandemic, scaling up essential services to address VAWG. These one-stop centres provided legal aid, psychosocial services, sexual and reproductive health services, referral mechanisms and DNA forensic laboratory services, all in one place. However, one-stop centres had to adapt their operations due to challenges that arose from the COVID-19 context, such as restrictions in movement. In several countries, the Spotlight Initiative **invested substantively in creating mobile one-stop centres to reach women and girls living in remote and hard-to-reach areas. This model has been proven effective to deliver services through the COVID-19 pandemic**, which brought additional mobility challenges due to the protracted national lockdowns and reduced availability of transportation. The Spotlight Initiative also supported existing one-stop centres and shelters to **remain open** during the health crisis by providing personal protective equipment and having an enhanced focus on protective measures and information sharing.