WPS Women Peace & Security Helpdesk

Women, Peace and Security
Helpdesk

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What is the WPS Helpdesk?

The Helpdesk is **a call-down facility** for UK government teams that provides high-quality, evidence-informed analysis and expertise on Women, Peace, and Security (WPS) issues. The Helpdesk supports the integration of gender-sensitive and gender-transformative approaches in security- or conflict-focused policy and programming, both domestically and internationally. It also boosts UK capacity to advance its WPS National Action Plan. The Helpdesk service is free to the users across eligible UK departments and Integrated Security Fund (ISF) portfolios.

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What can the Helpdesk help me with?

The Helpdesk is primarily intended for desk-based advisory support, but can include limited field work or short trainings. Illustrative types of support are:

- **Gender and conflict analyses** at a local, national or regional level to inform gender-responsive and gender-transformative security and conflict policy and programming
- **Thematic research and evidence summaries** exploring links between gender and a range of context-specific and transnational security threats, including to UK national security.
- **Training sessions** such as WPS deep dives, gender and conflict analysis, and gender- and conflict-sensitive Monitoring, Evaluation, and Learning (MEL).
- **Project, programme and/or portfolio reviews**, reviewing documentation such as business cases, strategies, programme approaches to highlight gaps, entry points and opportunities for WPS inclusion.

- **Country accompaniment packages** that include in-depth analysis with regular updates, tailored training, and coaching to specific teams over a slightly longer timeframe.

The ISF Gender and National Security (GNS) team can advise on whether the Helpdesk is the appropriate service for you. To meet certain needs, you may find other UK Government resources more suitable, such as the Violence against Women and Children Helpdesk or the Deployable Civilian Experts roster. Please note that the Helpdesk has limited capacity for analysis involving restricted (Official-Sensitive) materials, as Helpdesk experts do not routinely undergo security clearance.

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Who manages the Helpdesk?

The WPS Helpdesk is a partnership led by **Saferworld** with **Conciliation Resources** (CR), **Gender Action for Peace and Security** (GAPS UK), **Geneva Centre for Security Sector Reform** (DCAF)**, Researchers without Borders** (Rewib), and the **University of Durham**. The Helpdesk also has relationships with resource partners including the Royal United Services Institute (RUSI), CARE International, IOD Parc, CMC, and Moonshot, who each have specialisations in aspects of WPS. The budget for Helpdesk support comes from the ISF and is free to use across UK government departments and ISF Portfolios. The budget is £700,000 per financial year, from both Official Development Assistance (ODA) eligible sources and non-ODA.

STEP 1
Request & screening

STEP 2
Present team

STEP 3
Kick-off

STEP 4
Delivery

STEP 5
Quality assurance

STEP 6
Feedback and revisions

STEP 7
Sign-off

STEP 8
Dissemination and feedback

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How do I use the Helpdesk?

You can email the Helpdesk at **wpshelpdesk@saferworld.org.uk** with your request. The Helpdesk management team will acknowledge your request within one working day, and subsequently arrange a short call to confirm the terms of reference (ToR). The ISF team will be available to shape ToRs if helpful, although this is not mandatory. The Helpdesk will identify and present a team of experts, and if approved, schedule a kick-off meeting. We regret that we cannot accept requests for specific named experts to your task, but we always choose the best-matched experts for the ToR. Once this is complete, the delivery stage, incorporating several delivery milestones starts. You are free to interact with the experts as needed with the Helpdesk team in cc.

Key terms

- **Task Commissioner:** the UK government official submitting a request to the WPS Helpdesk
- **Task Terms of Reference:** the short form which the Task Commissioner should complete, setting out the requirements of the task
- **Helpdesk management team:** focal point at the WPS Helpdesk who will respond to and coordinate task completion
- **Quality Assurance:** Helpdesk review of task content as part of quality control
- **Call down:** to request task assignments from the Helpdesk

Quality assurance checks will be completed on all materials prepared by the expert teams. Once they pass quality assurance, you will receive a version of your requested materials. At this stage, your comments and questions are welcome, and the expert team will be on hand to make revisions. Once satisfied, you can send an email to sign off the materials. After that, you will be invited to complete a short feedback survey, and (unless confidential) the materials will be uploaded to the WPS Helpdesk public website. The Helpdesk will contact the task commissioner for monitoring of any outcome after task completion.

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How long does a task take?

Although there is no 'typical' Helpdesk request, tasks are likely to range from short-term (a few days' work) up to research or consultations that happen over a period of weeks or months. In the first three years of Helpdesk operation, the average task required seventeen days of work over a span of seven to twelve weeks. Overall task length will be determined by the scope of the ToRs, the delivery milestones, and the deadlines for the task inputs into onward processes.

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Questions and more information?

If you have questions and feedback on the WPS Helpdesk function, please contact us at: wpshelpdesk@saferworld.org.uk

ISF Project Focal Point for the WPS Helpdesk:

- · Sara Iqbal (Project Manager)
- · Elise Sandbach
- · Helen Ware
- · Rebecca Ingram

Information about the Helpdesk and the task terms of reference is available at: https://wpshelpdesk.org/