



# Checklist: Humanitarian Service Points

This checklist is created as a quick tool to support National Societies designing, building, and implementing Humanitarian Service Points (HSP), complementary to the [Humanitarian Service Points Digital Toolkit](#).

The checklist provides guidance on the considerations to have when setting-up a HSP or ensuring the quality of an established HSP, around the following **5 core elements, that a HSP needs to fulfil**.

A Humanitarian Service Point is:

1. Operated by a **Red Cross Red Crescent-National Society**
2. A **neutral, safe, and welcoming physical space** which can be accessed without fear of interference by authorities
3. Accessible to **migrants and displaced people, irrespective of their status, category, nationality, or any other characteristic**
4. **Actively provides information and other humanitarian services** that meets the needs of migrants and displaced people and may also provide **safe referrals** to other services
5. Run by **Red Cross/Red Crescent staff and volunteers, trained and working in line** with our approach to **Migration and Displacement**, as well as **Safeguarding** and **PSEA**

When setting up/implementing a HSP, please consider the following:

1. Operated by a RCRC National Society	
<input type="checkbox"/>	The <b>Red Cross/Red Crescent emblem</b> is used prominently on the HSP structures, spaces and uniforms of staff and volunteers
<input type="checkbox"/>	If needed/appropriate, a <b>written agreement or memorandum of understanding</b> is signed with authorities to ensure the HSP will be operated solely to provide neutral, impartial humanitarian assistance <i>Check out this <a href="#">MoU template</a></i>
2. A neutral, safe, and welcoming physical space which can be accessed without fear of interference by authorities	
<i>Check out the <a href="#">"Thinking about the space you need" checklist</a></i>	
<input type="checkbox"/>	The HSP is in a <b>strategic location</b> , and is where migrants and displaced people are likely to be located
<input type="checkbox"/>	The HSP is located in an easy to reach <b>and safe area/neighbourhood</b> that is not out of place
<input type="checkbox"/>	Migrants and displaced people can access services in the HSP <b>without fear of identification, arrest, detention, or interference</b> from authorities or non-state actors
<input type="checkbox"/>	The location is accessible, considering <b>all aspects of accessibility</b> – physical, safety and financial – for people of different genders, background, age, and abilities
<input type="checkbox"/>	The HSP is a <b>physical space adapted to the context</b> . There is <i>no one-size-fits-all model: it can be a gazebo, tent, kiosk, equipped bus or van, a local branch, as long as it fulfils the main 5 criteria</i>
<input type="checkbox"/>	If possible, the space is <b>adaptable to seasonal change</b> and sheltered from sun, cold and rain
<input type="checkbox"/>	There is a physically separated or enclosed sub-space in case it is needed for <b>confidential space</b> , where people can speak about personal issues or even disclose abuse
<input type="checkbox"/>	<b>Complaints mechanisms</b> are in place at the HSP, including special channels for <b>managing sensitive complaints</b> (SEA)

### 3. Accessible to all migrants and displaced people irrespective of their status, category, nationality or any other characteristic

- National Society staff and volunteers provide humanitarian assistance to migrants and displaced people irrespective of legal status without facing legal consequences both for people assisted and National Society
- The HSP is operated solely to provide **neutral and impartial humanitarian assistance**
- Staff and volunteers are admitting and providing **equal and free of charge humanitarian assistance** and protection to all migrants and displaced people **irrespective of their status**
- Data collected** at or through the HSP is not provided to the government authorities or used for the purpose of immigration enforcement
- Different groups can access the HSP, and consultations are done to ensure that **no one is inadvertently excluded**, especially people from minority or marginalised groups
- The HSP is able to meet some **host community's needs** – depending on capacity, location and context

### 4. Actively provides information and other humanitarian services that meets the needs of migrants and displaced people and may also provide safe referrals

- The services provided are **informed by context, participatory needs assessment, and consultation** with migrants and displaced people of different groups and profiles
- Prepositioned equipment and material** are available to provide relevant services to meet the needs of migrants and displaced people
- The HSP is aligned with the **Movement Protection Framework** – depending on the capacity (do no harm, protection mainstreaming or specialized protection activities)
- Reliable, trustworthy, and timely information** is provided including on available services, rights, and legal procedures
- The information is presented in a **simple, accessible, and practical way** (posters, infographics, QR codes)
- A **mapping of available and complementary services and agencies** supporting migrants and displaced people across all key sectors is done
- If needed, an **agreement, MOU or protocol with agencies/ public services** is signed to define the framework of referrals
- Consider if possible and feasible, a **safe referral mechanism for further/more specialized support** is established including protocol, follow-up, and documentation
- If a **partnership** is considered, collaboration does not jeopardize the fundamental principles and our principled humanitarian approach, in particular neutrality and impartiality.  
*Check out this [Partnership checklist](#)*

### 5. Run by Red Cross/Red Crescent staff and volunteers, trained and working in line with our approach to Migration and Displacement, as well as Safeguarding and PSEA

- The **principled humanitarian approach** is understood by HSP staff and volunteers
- Consider the diversity of staff and volunteers** (gender, age, ethnicity, language, and disability status) is considered
- Recruitment of staff and volunteers with a **lived experience** of Migration and Displacement has been envisaged
- The HSP staff and volunteers have signed the **Code of Conduct and are trained on PSEA, Safeguarding, first aid, including Psychological First Aid**
- A plan is established to train the HSP staff and volunteers in **Migration and Displacement (RCRC approach)**
- If a **complex referral pathway** is set-up, HSP staff and volunteers are trained in understanding signs of complex needs and awareness of all available services in the region/country

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| <input type="checkbox"/> | Staff and volunteers are applying <b>data protection and confidentiality policies and procedures</b> and address any poor practices or gaps             |
| <input type="checkbox"/> | A <b>volunteers management plan</b> for the HSP is set-up including schedule, shifts, transportation, etc.  |
| <input type="checkbox"/> | HSP staff and volunteers have <b>access to relevant material and equipment</b> , including personal protection equipment, cleaning and hygiene supplies |
| <input type="checkbox"/> | Consider putting in place <b>support (including PSS) for staff and volunteers</b> working at the HSP is available                                       |

**Remember!** You should remain flexible when establishing and running HSPs.

Migration and Displacement contexts are constantly changing, and HSPs need to adapt rapidly, based on the context, needs, gaps and capacities.

Find more detailed information in the [Humanitarian Service Points Digital Toolkit](#)  
Learn more about [our work on Migration and Displacement](#)