



# HUMANITARIAN SERVICE POINTS

Humanitarian Service Points (HSPs) are a **global initiative and flagship of the IFRC Network** in responding to the needs of migrants and displaced people. HSPs may be established by National Societies both in emergency response and longer-term programmes. HSPs provide humanitarian assistance and protection to people on the move, to meet their essential needs, and to contribute to their safety and dignity.

## CORE ELEMENTS OF A HUMANITARIAN SERVICE POINT:

1

Operated by a **National Red Cross or Red Crescent Society**

2

A **neutral, safe, and welcoming physical space** which can be accessed without fear of interference by authorities

3

Accessible to **migrants, displaced people and host communities, irrespective of their status, category, nationality, sexual orientation, race, age, gender, disability or any other characteristic**

4

Actively providing **information and other humanitarian services that meets the essential needs** of migrants and displaced people and 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 **Protection, Gender and Inclusion**

In line with the **principled humanitarian approach** of the IFRC, HSPs provide **assistance and protection for migrants and displaced people irrespective of their status**. This includes support to migrants and displaced people in irregular situations or without relevant documentation, who may be the most in need and at risk. **Host community** members who may have humanitarian needs should also be able to access the services provided at HSPs.

It is important that **HSPs are separate from immigration enforcement** and that people accessing services through HSPs are **not reported to authorities**. **Identifiable information** about people accessing services through HSPs **must not be shared with authorities** for any reason, including based on their migration status.

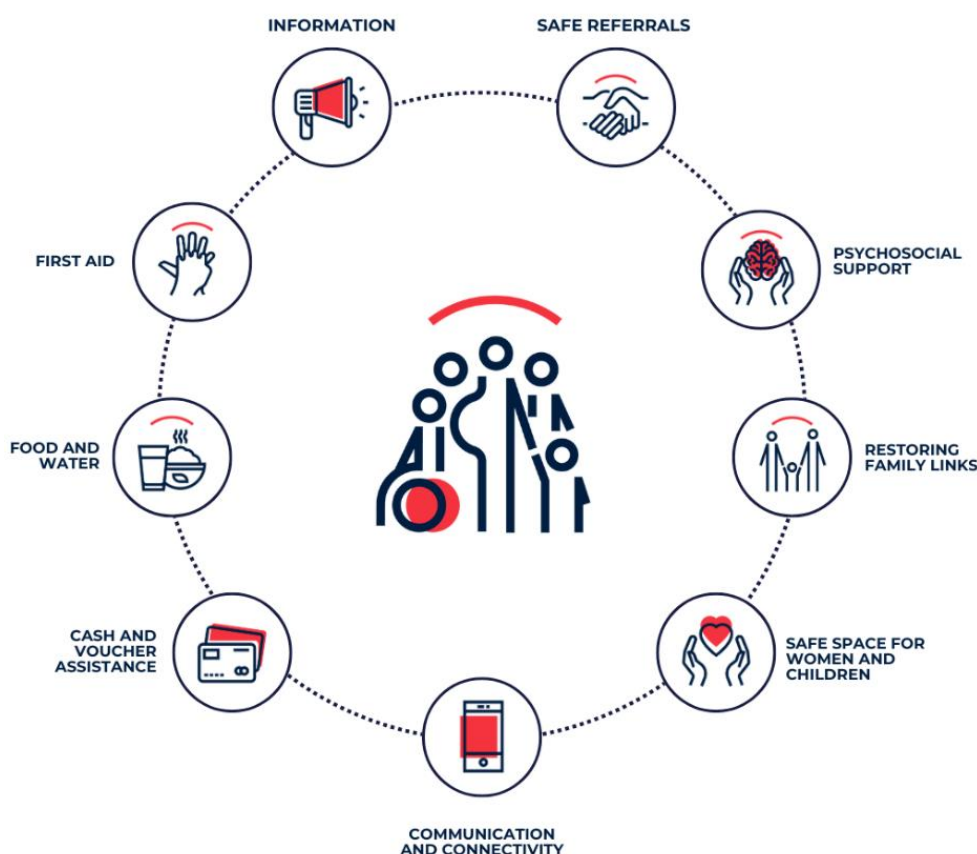
# IMPLEMENTING A HUMANITARIAN SERVICE POINT

There is **no one-size-fits-all model of operation**. The modality and location of a HSP and the services provided will always depend on the **context, the capacity of the National Society and the needs of the migrants and displaced people**. HSPs may be a fixed or mobile structure, and can include gazebos, tents, kiosks, information desks or equipped buses, vans or boats that can provide humanitarian services to migrants and displaced people along migration routes, in countries of origin, transit, destination and return, along land or at sea. In some cases, strategically located National Society branches may operate as HSPs.

There are many ways National Societies meet the longer-term needs of migrants and displaced people in local branches, integration or community centres, or otherwise. HSPs, on the other hand, are implemented as a modality to provide essential and often short-term humanitarian services and information to migrants and displaced people.

HSPs should **always provide relevant and useful information to migrants and displaced people** including about the services available to them. Because HSPs may not be able to meet all the needs of migrants and displaced people, incorporating **safe referral mechanisms** are a valuable service. Formal referral procedures should be established with relevant agencies and public services to provide a range of assistance, including in child protection, protection, shelter/accommodation, health including mental health and psycho-social support, Sexual and Gender-Based violence (SGBV) referral pathways, safe houses, education and other specialist care and support.

*Below is an **indicative list of humanitarian services that may be provided at a Humanitarian Service Point**. Services will always depend on the context, the capacity of the National Society, and the needs of migrants and displaced people.*



**Collecting feedback from migrants, displaced people and host communities** supported at HSPs is necessary to continually improve our activities to meet shifting and evolving needs. It is essential to ensure that HSPs have adapted feedback mechanisms that include sensitive complaints mechanisms for all, including children, elderly, disabled individuals, among others.

# IS IT AN HSP?

EXAMPLES	HSP?	EXPLANATORY NOTE
1. Shared space with other organizations		Yes – if it meets the five core elements of a HSP as stated on the first page.
2. Structures set up by National Societies along roads/routes		Yes – if it meets the five core elements of a HSP as stated on the first page.
3. National Society Local Branch have undertaken appropriate training		A branch with trained staff providing services is not automatically considered an HSP, as an HSP is a <b>dedicated space strategically located along routes that meets the abovementioned five core elements.</b>
4. Reception/Transit centre run by the National Society		Recognizing the variety of migrant services National Societies provide, <b>reception centres are not HSPs, but another modality of support to migrants with mobile teams from branches that assist and provide services.</b>
5. Space in a reception/Transit centre run by the authorities		Reception/Transit centres run by the authorities are unable to meet the core HSP element of <b>‘a neutral, safe, and welcoming physical space which can be accessed without fear of interference by authorities’.</b>
6. Service provision in a detention centre		Detention centres are unable to meet the core HSP element of <b>‘a neutral, safe, and welcoming physical space which can be accessed without fear of interference by authorities’.</b>
7. Service provision within or close proximity to authorities (e.g. police station)		When the NS is providing services in close proximity to authorities, the space can still be considered an HSP if assessments ensure that the NS <b>has full and unimpeded access to migrants</b> , it operates with <b>complete independence</b> , the <b>environment is safe and welcoming</b> , and <b>migrants are not at risk of being apprehended or reported.</b>
8. Formal camp or settlement settings		Formal camps are usually operated or be under the influence of authorities and are thus unable to meet the core HSP element of <b>‘a neutral, safe, and welcoming physical space which can be accessed without fear of interference by authorities’.</b>
9. Informal settlements		If the informal settlement is outside of the authorities’ radar, it could be possible to establish an HSP. <b>It is important to note that the settlement itself is not the HSP, but a mobile HSP can visit to assist individuals in unplanned settlements or at spontaneous arrangements.</b>
10. Stand alone centres for long-term service provision to migrants		When providing long-term integration and inclusion support to migrants, NSs often do it through a different centre modality that take on other names.

## LEGEND:



Yes, it is an HSP.



It may or may not be an HSP, depending on specific conditions.



No, it is not an HSP.