

# **CHILD PROTECTION IN EMERGENCIES MONITORING TOOLKIT**

## **DRAFT 5.2**

July 2016

**Suggested citation:**

Child Protection in Emergencies Monitoring Toolkit, Child Protection Working Group (CPWG), 2016.

**Acknowledgements:**

This publication, and field testing of it, was made possible by support from Germany, the United States (Office of U.S. Foreign Disaster Assistance) and Canada (Department of Foreign Affairs, Trade and Development).

**Acknowledgements**

The Child Protection Working Group would like to thank all the organisations and people who contributed to the development of this toolkit, in particular the CPWG's Assessment, Measurement and Evidence Working Group and the thematic experts from the organizations mentioned below who generously shared their time, thoughts and experience for this toolkit.

Special thanks go to the numerous Child Protection Coordination Group team members at country level - namely in Burkina Faso, Central African Republic, Democratic Republic of Congo, Mali and South Sudan for field testing and improving the toolkit.

Danish Refugee Council  
Global Child Protection Working Group  
Global Protection Cluster  
OCHA  
Save the Children  
Terre des homes  
UNICEF  
World Vision

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## Acronyms

AAP	Accountability to Affected Populations
AoR	Area of Responsibility
CAAFAG	Children Associated with Armed Forces and Armed Groups
CCRM	Cluster Coordination Reference Module
CERF	Central Emergency Response Fund
CFS	Child Friendly Spaces
CPiE	Child Protection in Emergencies
CPIMS	Child Protection Information Management System
CPMS	Minimum Standards for Child Protection in Humanitarian Action
CPRA	Child Protection Rapid Assessment
CPWG	Child Protection Working Group
CTFMR	Country Task Forces on Monitoring and Reporting
FTS	Financial Tracking System
GBV	Gender-based Violence
GIS	Geographic information system
GPC	Global Protection Cluster
HNO	Humanitarian Needs Overview
HPC	Humanitarian Programme Cycle
HRP	Humanitarian Response Plan
IARRM	Inter-Agency Rapid Response Mechanism
IASC	Inter-Agency Standing Committee
DP	Internally Displaced Person
IM	Information management
IMO	Information Management Officer
INGO	International NGO
IOM	International Organization for Migration
MHPSS	Mental health and psychosocial support
MIRA	Multisector Initial Rapid Assessment
MRM	Monitoring and Reporting Mechanism
NGO	Non-governmental organization
OCHA	Office for the Coordination of Humanitarian Affairs
PSS	Psychosocial support
PTSD	Post-traumatic stress disorder
RC	Resident Coordinator
RRT	Rapid Response Team
SAG	Strategic Advisory Group
SDR	Secondary Data Review
Sitrep	Situation report
ToR	Terms of reference
TWiG	Technical Working Groups
UASC	Unaccompanied and Separated children
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund

# 1. Introduction

## Purpose of this toolkit

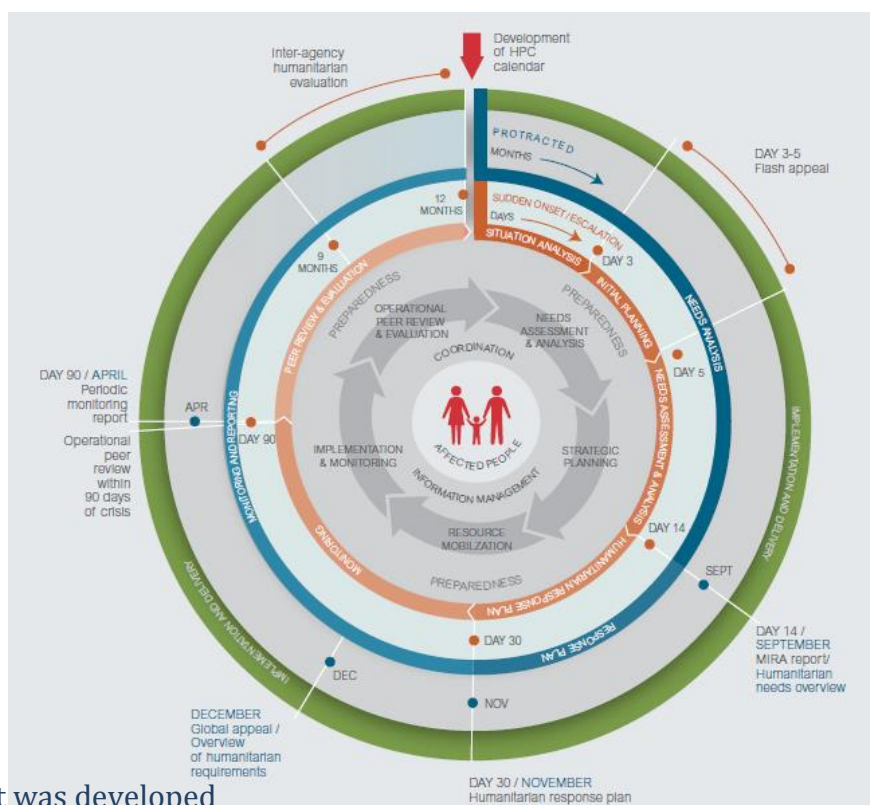
The purpose of the toolkit is to provide guidance on how to develop and implement systems for monitoring child protection issues that affect children in humanitarian settings, as well as for monitoring the child protection response.

Acknowledging the multifaceted nature of protection, this toolkit focuses only on protection of children. However, it has to be considered in the broader context of protection monitoring and humanitarian response monitoring. Suggested methods of data collection in this toolkit should be taken merely as recommendations for use in humanitarian settings. Where other monitoring or data collection mechanisms already exist, their potential usability for situation and response monitoring should be examined before developing new systems. Tools are provided and indicated throughout the text with the following sign: @. Where appropriate, linkages with existing data systems should be established to avoid duplication and ensure efficient use of resources.

## How it fits in the Humanitarian Program Cycle

The Humanitarian Program Cycle (HPC) “is the way in which humanitarian actors work together to help people affected by disasters and conflict”.<sup>1</sup> The IASCs transformative agenda calls for a more evidence-based, strategic and prioritised humanitarian response. A systematic monitoring system that regularly collects reliable data on child protection is the basis for informed reporting. With a systematic monitoring system in place, which is aligned with the humanitarian response plan (HRP), the child protection coordination group will be able to feed into the different HRP processes of the Humanitarian Program Cycle (HPC). The Humanitarian Needs Overview (HNO) is a component of the HPC proposed to increase reliance on evidence. Child protection situation and response monitoring should be designed in line with the HPC both in terms of content and timeframe.

Figure 1: Humanitarian Program Cycle <sup>2</sup>



## How the toolkit was developed

Response and situation monitoring have been identified as a key gap during field missions by rapid response team members and in the survey completed by coordinators on an annual basis. In response, the toolkit was

<sup>1</sup> [www.humanitarianresponse.info/programme-cycle](http://www.humanitarianresponse.info/programme-cycle)

<sup>2</sup> IASC Reference Module for the Implementation of the Humanitarian Programme Cycle, July 2015.

developed using a four pronged approach: first by doing a desk review of existing monitoring tools and approaches; then a review of child protection monitoring practices in several humanitarian contexts; based on this a first draft was written and piloted in South Sudan and finally endorsement was provided by the global level Child Protection Area of Responsibility (AoR) - formerly Child Protection Working Group or CPWG - members. Throughout the process, the toolkit was guided by an advisory group of experts from within the CPWG but also from OCHA, UNICEF, and the Global Protection Cluster.

### Who this toolkit is for

This toolkit is for anyone working to identify protection issues for children in emergencies and/or planning to monitor interventions that are responding to child protection issues in emergencies. It is intended to be of particular use to coordinators—in both clusterized and non-clusterized contexts—who are responsible for facilitating collective monitoring efforts, as well as the agency staff and community members who contribute to these efforts. It is also a useful reference for donors and other decision-makers.

### What it is and what it is not

This toolkit provides guidance on how to set up situation and response monitoring mechanisms in emergency affected contexts. It provides tools and methodologies that need to be adjusted to the country and each humanitarian context.

This toolkit is not intended to replace other guidelines and tools on: a) the measurement of the impact of child protection programs; b) identification of cases or mapping of services<sup>3</sup>; or c) setting up a monitoring and reporting mechanism on grave violations against children in armed conflict.<sup>4</sup>

### Where the toolkit should be used

This toolkit is best suited for contexts where the child protection response is coordinated either through the cluster/sector approach or other coordination mechanisms. The toolkit should be closely studied in its entirety before making any decisions on how to use the methodologies and tools.

### How this toolkit links to other monitoring initiatives

This toolkit uses the CPMS as its guiding framework, particularly regarding indicator development. The Child Protection (CP) Monitoring and Evaluation Reference Group (MERG) can also be a useful platform for links, technical notes, and publications and as a network of child protection professionals in the sector. In addition, the [UNICEF Child Protection Resource Pack on How to Plan, Monitor, and Evaluate Child Protection Programmes](#) is a comprehensive guide for individual organizations to undertake the planning, monitoring and evaluation of their programmes. It is a useful reference for child protection coordination groups to get a more in depth view on monitoring concepts, terms and definitions.

## 2. Fundamentals

### Child Protection in Emergencies

Child protection in emergencies, as agreed by the global level Child Protection Working Group (CPWG), is “*the prevention of and response to abuse, neglect, exploitation and violence against children.*” Monitoring both the situation and the response is central to optimizing the impact of efforts to protect children in emergencies.

### Situation monitoring

Situation monitoring is the ongoing and systematic data collection and analysis of child protection risks, concerns, violations and capacities in a given humanitarian context. For example, measuring the ‘scale of new separations as a result of an emergency,’ can be part of situation monitoring. The purpose of situation monitoring is to produce situational evidence on child protection risks and existing capacities to respond as to inform and adapt the response.

<sup>3</sup> Although at times the data that gets produced by situation monitoring can support case-finding.

<sup>4</sup> While data from situation monitoring can feed into the MRM, there should not be an official link between CP monitoring and the MRM. This is mostly due to the political and sensitive nature of the MRM, which may complicate data collection within CP monitoring system.

## Response monitoring

Response monitoring is the ongoing and coordinated measurement of the humanitarian response in a humanitarian context; i.e. activities planned and carried out by humanitarian actors. For example, measuring ‘percentage of unaccompanied children who are reunified with family members,’ can be part of response monitoring. The purpose of response monitoring is to provide humanitarian actors with: a) an evidence base to guide practitioners towards a more effective and efficient humanitarian response, in the short and long term b) reliable data on progress against humanitarian response plans;<sup>5</sup> and c) means of accountability towards affected populations, governments and donors by providing an ongoing source of data on achievement of results and quality of programs outlined in the strategic response plan and CP coordination mechanism objectives.

## Link between situation and response monitoring

Situation and response monitoring are two sides of the same coin. They produce complementary information. Without knowing the needs, our response may not target the most pressing issues. And without knowing how programs are being implemented, it is impossible to know if the needs are being catered to. For example, situation monitoring may reveal that large numbers of children are being recruited into armed groups in area X. At the same time, response monitoring reveals that only a small NGO with limited capacity is providing services to the affected communities. The combination of the two can lead the actors on the ground to take action in mobilizing resources and efforts to fill the gap. In most contexts, response monitoring is more evolved than situation monitoring. In dynamic humanitarian contexts, especially that of chronic emergencies, it is preferable to establish both types of monitoring to inform and optimize the child protection response.

## Link between assessment and situation monitoring

Assessments, such as the Child Protection Rapid Assessment (CPRA), provide a snapshot of and information about a situation at a moment in time. The child protection situation evolves over time as a result of the response and/or other factors, and monitoring allows the humanitarian community to observe trends and changes in the situation. Assessments can be carried out on a regular basis to capture change and trends (i.e. situation monitoring). However, this is rarely done because assessments require significant resources and time and repeating them regularly is not always feasible. Assessments may be used to set the baseline at the start of a monitoring process.

## Link between evaluation and response monitoring

Program or response monitoring collects data on program implementation on an ongoing basis and is supposed to inform decisions on programmatic adjustments during the lifetime of the project and coordination mechanism’s response plan. Monitoring and Evaluation (M&E) is a broad term that is often used to describe measurement activities linked to programs. Data from response monitoring, particularly program quality monitoring data, can feed into program evaluations. Program evaluations are in most cases a one off exercise used to assess the effectiveness and impact of a program. Evaluation is not a substitute for response monitoring, or vice versa.

## Link between case management and situation monitoring

While situation monitoring is not meant to work as a case-finding mechanism, it can support case management in several ways. Situation monitoring can help managers identify hotspots. For example, knowing separation hotspots and reasons for separation will help CP practitioners in conducting active case finding missions and set up response mechanism where it is most needed. Additionally, it will allow programmers to put in place preventive measures to reduce incidents of separation. Also, cases that are identified during situation monitoring as in need of urgent response, should be connected to existing services.

Use of situation monitoring as a case-finding system is not recommended because it will make the monitoring mechanism too heavy and may render its implementation impossible in large scale emergencies. However, in well resourced, small scale emergencies, these two functions can be merged.

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<sup>5</sup> IASC Humanitarian Response Monitoring Guidance, 2015

## Ethical considerations

In designing and implementing any data collection system, ethical considerations should be taken into account. “Do No Harm,” “Best Interest of the Child,” and “Confidentiality of Information” are the core principles to be considered for a child protection monitoring system. For more on this, consult the [Child Protection Rapid Assessment guide](#). Also consider the 6 principles from the [Minimum Standards for Child Protection in Humanitarian Action](#).

Key considerations:

- Consider negative effects of data collection and reporting (stigmatization, attracting unnecessary attention, causing fear, retribution, etc) on all parties involved in the monitoring process. Indicators, methodologies and tools may need to be adjusted based on a thorough risk analysis (Do No Harm).
- Ensure that those providing information on child protection issues do so on the basis of informed consent.
- Commit to follow-up action. This term is used in two senses. One regarding urgent action when needed and second regarding following up with programmatic response when the data signals the need for such interventions.
  - An urgent action procedure will be set up to ensure that any selected child who may be in need of immediate assistance is actively referred to a qualified personnel. Enumerators will be trained to recognize signs of distress in respondents, to react properly and to refer a child to a qualified person.
  - Data should only be collected based on defined procedure for response. If the data signals a need for intervention, participating agencies should take it upon themselves to respond.
- Do not create false expectations. Through the informed consent and other mechanisms, the data collection teams should be ensuring that selected respondents and communities do not expect any immediate and direct benefit from the monitoring project.
- Maintain confidentiality of sensitive information (names, incidents, locations, details). Confidentiality is defined as the restrictive management of data. This means that information should be managed such that the source of data is in no way identifiable. On exceptional occasions, mostly when it is necessary for protection of children, and after written informed consent is received from a respondent, personal data may be shared with responsible individuals or organizations.
- Ensure that sensitive questions are asked only by well-trained interviewers.
- If ethical review boards are available through universities, government agencies or implementing organizations, have one of these review the tools and protocols before use.<sup>6</sup> Otherwise, the CP coordination mechanism should nominate a board that can review the documents and sign them off from ethical perspective.
- Undertake a risk analysis prior to any data collection activity. Safety of data collection teams and community focal points is also of utmost importance.
- Do not provide compensation for participation in the data collection process

## 3. Situation monitoring for child protection in emergencies

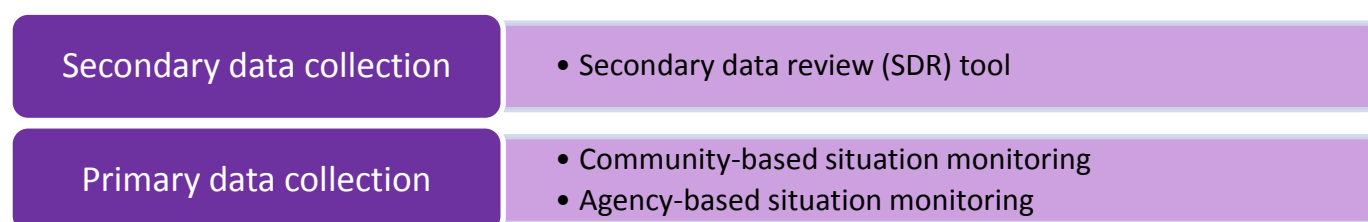
Situation monitoring generates data on emerging or changing child protection risks and threats so that necessary response can be organized. For example, if children start disappearing in an area, situation monitoring is meant to capture the increasing/changing trend. But to identify causes and details of each case, follow up investigation has to ensue. Key components of situation monitoring include: 1) Secondary data collection and 2) Primary data collection.

<sup>6</sup> UNICEF Procedure for Ethical Standards in Research, Evaluation and Data Collection and Analysis, 2015.

For situation monitoring, it is advisable that you reach out to a wide range of actors for relevant information on the situation. Sources of information may include: the GBV Area of Responsibility, the Protection Cluster, UNHCR, the Education Cluster, the Health Cluster and Government ministries. Stakeholders such as these may have existing functioning information management or surveillance systems and/or regular assessment or monitoring programs that collect relevant child protection data or are willing to add one or more relevant child protection indicators or questions to their existing situational data collection mechanisms.

*In South Sudan, the Rapid Response Mechanism (RRM) was identified as an existing structure that can be used for collecting situational data.<sup>7</sup> A specific data collection tool, procedure and sampling approach were developed to enable child protection focal points to more systematically collect data on child protection issues during RRM missions.*

Inclusion of Secondary Data collection is highly recommended for situation monitoring. The Primary Data Collection component can be done using two methods: community-based and/or agency-based situation monitoring.



See a flow diagram that will help you make decisions about the most appropriate methodology for your context.

### 3.1. Secondary data collection<sup>8</sup>

Secondary data is any information extracted from existing sources of information, such as reports, assessment data, case management data, etc. Through a mix of quantitative and qualitative information sources, a preliminary situation analysis of child protection needs and capacities in country can be generated. Particular attention should be paid to the reliability of secondary sources of data.

The Secondary Data Review (SDR) template is a tool developed by the global level Child Protection AoR that should be adapted to context before use for situation monitoring or otherwise.<sup>9</sup> It requires a dedicated person who can update the SDR on an ongoing basis and proceed with analysis and reporting. Based on a defined frequency (e.g. bi-monthly), the focal point of SDR will analyze the data and produce a narrative report of all newly emerging and changing child protection risks and needs.

Four preparatory steps are required to adapt the existing secondary data review (SDR) tool in a given context:

1. Define the child protection domains for the SDR tool (i.e. what are the categories of information you want to filter for)
2. In consultation with coordination group members, inclusion criteria have to be established to determine the data sources that will be included in the analysis. These sources should be geographically and thematically diverse and should have high data quality.

<sup>7</sup> Rapid Response Mechanism (RRM) is a strategy to open humanitarian space in areas that are normally inaccessible to the humanitarian response community. In South Sudan, WFP and UNICEF are the principal agencies that lead the RRM on behalf of all concerned clusters. Activities such as “general food distribution, provision of nutrition supplies for management of acute malnutrition in children under 5, deworming and vitamin A supplementation” are among the activities undertaken during an RRM mission.

([http://www.unicef.org/appeals/files/WFP\\_UNICEF\\_RRM\\_One\\_Year\\_Report.pdf](http://www.unicef.org/appeals/files/WFP_UNICEF_RRM_One_Year_Report.pdf))

<sup>8</sup> [http://www.acaps.org/sites/acaps/files/resources/files/secondary\\_data\\_review-sudden\\_onset\\_natural\\_disasters\\_may\\_2014.pdf](http://www.acaps.org/sites/acaps/files/resources/files/secondary_data_review-sudden_onset_natural_disasters_may_2014.pdf)

<sup>9</sup> <http://cpwg.net/>

3. In consultation with coordination group members, frequency of data compilation and reporting should be established.
4. One or two individuals should be assigned as focal points for updating the situation monitoring SDR tool on a regular basis and producing a report based on the analysis.

To make this component effective and efficient, all coordination group members should commit to regularly sharing all their reports with the focal point within the coordination group.

Potential sources of information for Secondary data collection include:

- reports and project documents as well as existing databases from:
  - o child protection coordination group partners (perhaps the most common information source for response monitoring),
  - o other humanitarian and development actors,
  - o the government (including the body responsible for national statistics)
- existing and new assessments, surveys and reports (including human rights reports). Two most commonly available sources are:
  - o Multi-Indicator Cluster Survey (MICS)<sup>10</sup>, and
  - o Demographic & Health Survey (DHS)<sup>11</sup>
- existing monitoring and information management systems – some of which may be less formal or at local level
- the child protection case management systems (e.g. CPIMS/PRIMERO) or any similar system for managing case information, including GBV incidence monitoring data
- incident reports from the monitoring and reporting mechanism on grave violations of children's rights in situations of armed conflict (MRM) or similar mechanisms
- (in refugee contexts) Progress and other UNHCR assessment and case management data sources
- (in internal displacement contexts) Displacement Tracking Matrix (DTM) data as well as Internal Displacement Monitoring System.<sup>1213</sup>

*Note: for certain secondary sources of data that contain sensitive and/or confidential information (such as MRM, CP and GBV IMS), a data sharing protocol should be drawn up with custodians of the data.*

To ensure reliability of the secondary data review, it is important to limit the sources of information to those of high quality. Reliability of the source of information and credibility of data are the most important part of deciding whether data from a source is of high quality.

Below is a list of issues to be considered in developing context-specific inclusion criteria:

1. Time period covered by the information: the acceptable time period has to be defined based on the frequency of the SDR reporting defined and the life time of the humanitarian situation. Sources that do not provide any data on when the data was collected should not be used.
2. Frequency of production: certain reports are produced by humanitarian agencies on a regular basis (e.g. OCHA). Other documents may only be a one off production (e.g. the MIRA report). Ideally, each SDR report should be a combination of both types of documents.
3. Methodology used for the collection and analysis of the information: methods used to collect the data and to analyze them should be sound. Sources that do not provide any information on how the data was collected and analyzed should not be used.
4. Diversity of sources: use of diverse sources (e.g. from UN, NGOs, Government, etc), will ensure the richness of the SDR. It is not advisable to only include reports from one type of agency or source.

<sup>10</sup> <http://mics.unicef.org/>

<sup>11</sup> <http://www.dhsprogram.com/>

<sup>12</sup> <http://cccm.iom.org.bd/file/pdf/6.pdf>

<sup>13</sup> <http://www.internal-displacement.org/>

As a second step, information can be analysed qualitatively by comparing data present in the SDR, summarizing data and interpreting data. This analysis can be supplemented by quantitative analysis of *qualitative* data from sources such as the IOM Data Tracking Matrix (DTM), affected population data, CPIMS data, etc.

### 3.1. a. @ Tools for secondary data collection

#### @ Sample list of what we need to know and indicators for situation monitoring

Corresponding Standard <sup>14</sup>	What We Need to Know	Indicators (measurement per reporting period)	Note
Standard 7	Scale and type of dangers and injuries affecting children	# of children reported to have suffered from severe injuries	Define severe
		Types of reported dangers and injuries	Pre-define options
Standard 8	Scale and type of physical violence and harmful practices affecting children	# of children reported to have suffered from physical violence or other harmful practice	
		Types of reported physical violence and other harmful practice	Pre-define options
Standard 9	Scale and nature of sexual violence	# of children reported to have suffered from sexual violence	
		Type of perpetrators of sexual violence reporting	Pre-define options
		Reported locations where sexual violence against children takes place	Pre-define options
Standard 10	Psychosocial Distress	# of children showing persistent signs of distress	Define “persistent signs of distress”
Standard 11	Children Associated with Armed Forces and Groups	# of children reported to have been recruited to armed forces or groups	
		# of children associated with armed forces or groups who are reported to have returned to the community	Define ‘return to community’
		# of recruitment incidences reported	Define recruitment event or incident
Standard 12	Scale and nature of child labour	# of children reported as being newly engaged in hazardous work	Define Hazardous labour Define “newly engaged”
		Reported types of hazardous labour children are engaged in during RP	
Standard 13	Scale and nature of separation of children from usual caregivers	# of children reported as being newly separated from their usual caregivers	Concept of separation to be operationalized Define “usual caregivers”
		Reported reasons for separation of children from their usual caregivers	
		Reported care arrangements for children who are newly separated from their usual caregivers	
Standard 14	Scale and nature of children’s contact with the justice system	# of children reported as coming in contact with the justice system during RP	Define contact with justice system
		Reported reasons for the contact between children and the justice system	

Note1: The generic list in this table represents the issues outlined in CP Minimum Standards document (standards 7 to 14).<sup>15</sup>

Note 2: The indicators outlined in this table are merely suggestions and can be modified or replaced based on priorities in country.

<sup>14</sup> <http://cpwg.net/minimum-standards/>

<sup>15</sup> ibid

**Note 3:** all 17 indicators should NOT be used in any one context. Especially if community members are the ones reporting against the indicators, the smaller the number, the more reliable the results will be. For a community approach to data collection, between 5 to 10 indicators is suggested.

**Note 4:** indicators should be disaggregated by age and sex when applicable.

## @ Secondary data review tool

	Data (for guidance, please refer to the SDR guiding note)	Domain	Risk/Need	Capacity	Response	Type of capacity/response	Timeline	Sex disaggregated data	Age disaggregated data?
1	According to the census, the population is of 8,260,490. The population under 18 years old is 4,417,278	Other areas including security	N/A	N/A	N/A	N/A	Before Establishment of South Sudan	No	No
2	1,022,100 children between the age of 6 to 11 are out of school	Psychosocial Distress and Mental Disorder	Risk	N/A	N/A	N/A	Before Establishment of South Sudan	No	No
3	South Sudan's declaration of independence took place amid escalating violence and conflict along its northern border with Sudan, which in the town of Abyei alone led to the displacement of at least 110,000 civilians.	Physical Violence and other Harmful Practices	Risk	N/A	N/A	N/A	Before 2011 Crisis (Before September 2011)	N/A	N/A
4	In light of loss in revenues stemming from oil disputes, and the subsequent fiscal crisis, more South Sudanese are expected to be impoverished, and front-line services will be under increased strain	Child Labour	Risk	Insufficient	N/A	National	Between February 2012 till November 2013	N/A	N/A
5	Accessing remote rural communities is already extremely challenging and sometimes impossible, especially during the long rainy season when many locations are unreachable by road or air for weeks at a time. This general difficulty has been exacerbated by rising insecurity, leading to relocations of NGO staff on several different occasions.	Other areas including security	N/A	N/A	N/A	N/A	Between February 2012 till November 2013	N/A	N/A
6	The humanitarian situation in the first six months of 2012 has deteriorated, with increased border violence, internal insecurity, underlying vulnerability and rising food security concerns expected to generate continued high humanitarian needs	Physical Violence and other Harmful Practices	Risk	N/A	N/A	N/A	Between February 2012 till November 2013	N/A	N/A
7									

## Example output from the SDR

An example of an analysis report can be found on:

[https://www.humanitarianresponse.info/en/system/files/documents/files/nga\\_sdr\\_dashboard\\_2015-08-05.pdf](https://www.humanitarianresponse.info/en/system/files/documents/files/nga_sdr_dashboard_2015-08-05.pdf)

## 3.2. Primary data collection

Primary data refers to any data that is collected directly from its original source for the objective in question. The objective of primary data collection is to establish a reliable source of information from the affected populations and areas, including where the affected population might have moved to.

### 3.2. a. Community-based situation monitoring

Primary data collection can use a 'community-based' model. This approach requires identification and training of community focal points to become active data collectors in a sample of communities. The selected sample should not change over the life time of the situation monitoring project. Trained agency staff need to be deployed to those communities and select/elect focal points in consultation with community members. Community focal points should then be trained on data collection and reporting; urgent action procedures; and ethical considerations, and should be asked to submit reports through agreed upon channels on a regular basis. Depending on reliability of cellular phone or internet coverage, a phone-based, internet-based or paper-based reporting structure can be established. If a phone-based system is elected, a series of codes or short questions can be developed to represent different risks to children.<sup>16</sup>

To ensure simplicity and feasibility, only data on general trends and patterns should be collected. Once a change in patterns or increase in trends is observed, a technical team from agencies who are active in the corresponding area should be deployed to gather more in depth information of the situation.

**Note:** defining a clear 'urgent action procedure' is particularly important for this option

<sup>16</sup> Choice of codes versus questions has to be made based on the mobile platform that will be used. For example, for platforms such as RapidPro, questions are more appropriate, while for platforms such as Frontline SMS, series of codes may work better.

*In South Sudan, an existing community structure was identified as the most appropriate channel of data collection. The Child Protection Community Networks (CPCNs) had already been established in many parts of the country. Since members of these networks were already meeting with NGO staff on a regular basis to discuss child protection issues, the sub-cluster decided to use these regular meetings as the main data collection forum for situation monitoring. A specific tool was developed for this process.*

### 3.2. b. Agency-based situation monitoring

Agency-based situation monitoring requires data collection from a systematically sampled group of communities by operational agencies. Questionnaires and data management tools should be shared with agencies that are willing to participate and have capacity to respond or refer urgent cases if the need arises during data collection. Guidance on data collection and reporting should be provided to all participating agencies.

This approach requires commitment from the participating agencies to dedicate staff time. Each agency should be assigned to a 'coverage area' that should overlap or be proximate to their operational areas. Trained agency staff should visit communities on a regular basis (based on the agreed upon frequency) and collect data from key informants and through direct observation.

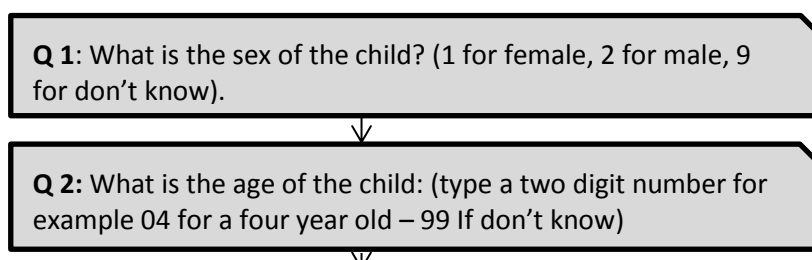
	Advantages	Disadvantages
Community-based situation monitoring	<ul style="list-style-type: none"> <li>✓ Relatively low ongoing financial and human resource cost, once the system is established</li> <li>✓ data will flow on an ongoing basis</li> <li>✓ with minimal continuous input (financial and human), the monitoring system can be sustained over long periods of time (this assumes that the community does not move for a while)</li> </ul>	<ul style="list-style-type: none"> <li>✗ Relatively high initial cost</li> <li>✗ A "learning period" has to be built into the process since it often takes community focal points a while to fully learn the reporting protocols</li> <li>✗ Random spot checks are necessary to ensure accuracy</li> <li>✗ An ongoing cost of incentives (and SMS reimbursement in the case of mobile-based reporting) will be needed for the lifetime of the situation monitoring cycle.</li> <li>✗ Possible negative repercussions for the data collector in the community (especially in the context of armed conflict).</li> </ul>
Agency-based situation monitoring	<ul style="list-style-type: none"> <li>✓ Relative ease on both logistical and technical levels</li> <li>✓ Facilitates direct interaction between coordination group member staff and communities</li> <li>✓ More elaborate and detailed questions can be included</li> <li>✓ Sample changes at each interval, which will provide a wider coverage.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Significant amount of staff time required at certain intervals</li> <li>✗ Security and other factors may hinder data collection at required intervals</li> </ul>

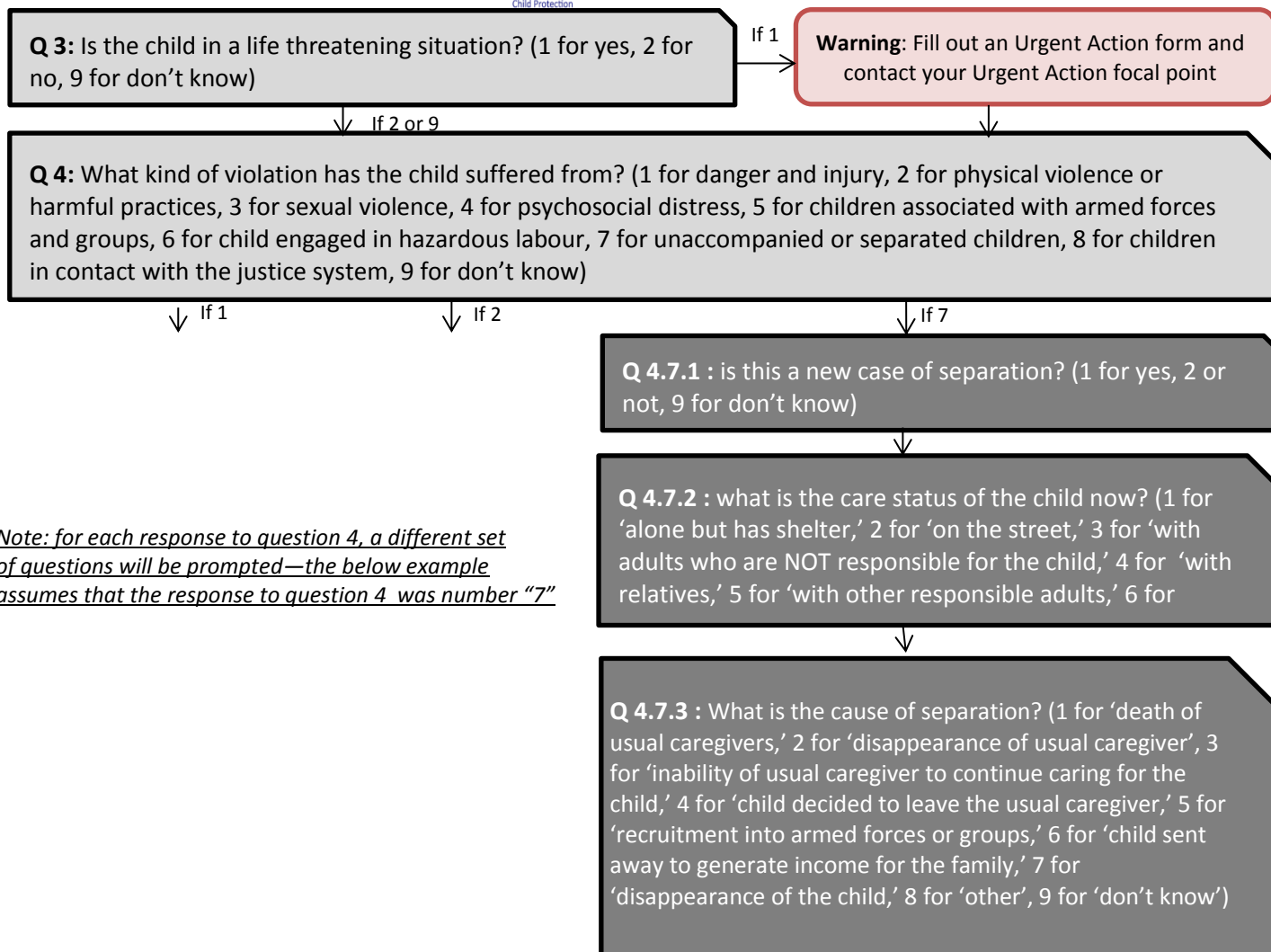
If access to certain emergency-affected populations is limited, consider using community-based monitoring or third party monitoring (i.e. contracting local NGOs or individuals with access to collect data). A combination of the two approaches can also be helpful in certain contexts.

### 3.2. c. @ Tools for primary data collection

#### @ Sample framework for community-based situation monitoring

For this approach to data collection, a simple mobile-based platform (such as RapidPro or Frontline SMS) could be used. The data collection should inform the selected indicators suggested in the indicator table above. A sample data collection flow chart follows:





*Note: for each response to question 4, a different set of questions will be prompted—the below example assumes that the response to question 4 was number “7”*

In contexts where cell phone network coverage is not strong, a paper-based system should be established. Also in contexts where literacy rates are very low, you may need to find other innovating data collection approaches, including verbal and pictorial forms, to collect situational data.

*In South Sudan, both these challenges were present (bad cell phone coverage and low literacy rate). Therefore, the child protection sub-cluster decided to use the existing child protection community networks (CPCNs) to collect data. The CPCNs meet on a monthly basis with NGO workers to discuss child protection issues. This forum was used to collect data, which circumvented both connectivity and literacy issues.*

### @ Data collection form for community based situation monitoring – example from South Sudan

#### [Instructions for data collectors]

1. This questionnaire should be filled out during the monthly meeting with CPCN members.
2. The number of CPCN members in one meeting should not exceed 15. The number of communities represented in one meeting should not exceed 10.
3. only read the questions and not the answer options.
4. follow the instructions in [ ... ]
5. if you notice that responses to one of your questions sound unusual (e.g. if they report many cases of sexual violence) you should ask a follow up question to understand the reason behind the high numbers. Write the remarks in the “notes” column.
6. explain to the community members that you do not need individual information of children. You are only collecting numbers of children affected by different problems.

**7. If during the conversation you are alerted to a case of a child that needs immediate response (e.g. if a child's life is in danger), follow the "urgent action procedure."**

<b>Date:</b> ____/____/____ DD MM YYYY <b>State:</b> _____ <b>County:</b> _____ <b>Site:</b> _____	<b># of communities/blocs present</b> _____ <b># women present</b> ____; <b># men present</b> ____ <b>Estimated # of households:</b> Community1: ____; Community2: ____; Community3: ____; Community4: ____; Community5: ____; Community6: ____; Community7: ____; Community8: ____; Community9: ____; Community10: _____.	<b>Data collector</b>  <b>Name:</b> _____  <b>Organization:</b> _____ _____
--	---	--

**[Informed Consent]**

We are collecting this information for the child protection coordination mechanism, who supports all organizations who work to protect children of South Sudan. The information we are collecting from you will be used to understand the problems that children face in communities so that we can better help them. This is not a guarantee that you will receive any direct support. But hopefully the information you provide will lead to better programs that can help all children of South Sudan.

Participation in this session is voluntary and you can leave or not respond to some or all of the questions.

Do you all agree to participate? ☐ Yes ☐ No

#	Question	Answer options [do not read]	Notes
0	Do you think children of your communities were happier during the past month as compared to before? [explain that by happier we mean if they laugh and play more]	<input type="checkbox"/> Yes—happier (# of communities _____) <input type="checkbox"/> No-less happy (# of communities _____) <input type="checkbox"/> No Change observed <input type="checkbox"/> don't know (# of communities _____) <b>[if all said no or don't know, go to question 1]</b>	
0.1	Why do you think they are happier? [write down all the reasons mentioned]	<input type="checkbox"/> Less fighting <input type="checkbox"/> More food <input type="checkbox"/> Can attend school <input type="checkbox"/> More opportunity to play <input type="checkbox"/> other (please explain: _____ _____ _____ _____)	

1	Do you know if children of your communities have died or were severely injured during the past month? [mention # of communities that say "yes" or "no" or "don't know"]	<input type="checkbox"/> Yes (# of communities _____) <input type="checkbox"/> No (# of communities _____) <input type="checkbox"/> don't know (# of communities _____) <b>[if all said no or don't know, go to question 2]</b>	
1 . 1	<b>[ask this question to any/all person(s) who said yes to question 1]</b> How many boys and girls of your community have been severely injured or were killed during the past month? <b>[Place numbers in front of boys and girls. 0 if none]</b> <b>[If do not know, check the box for DNK]</b>	Community 1: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 2: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 3: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 4: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 5: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 6: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 7: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 8: Boys ____ Girls ____ <input type="checkbox"/> DNK Community 9: Boys ____ Girls ____ <input type="checkbox"/> DNK Community10: Boys ____ Girls ____ <input type="checkbox"/> DNK _____ _____	

1 . 2	What are the main causes for severe injuries or death? <b>[if more than one option, ask the participants to choose the two most important ones]</b>	<input type="checkbox"/> Health related issues (e.g. malaria, diarrhea, etc) (# of communities ___) <input type="checkbox"/> Violence within the community (# of communities ___) <input type="checkbox"/> Violence outside the community (# of communities ___) <input type="checkbox"/> other causes (# of communities ___) (describe _____) <input type="checkbox"/> Don't know
1 . 3	Where do most incidents that lead to death or severe injury take place? <b>[if more than one option, ask the participants to choose the two most important ones]</b>	<input type="checkbox"/> in the community (# of communities ___) <input type="checkbox"/> outside of the community (# of communities ___) (explain where _____) <input type="checkbox"/> other causes (# of communities ___) (describe _____) <input type="checkbox"/> don't know
2	Without mentioning any names, do you know if children of your community have been involved in acts of violence in the past month? <b>[explain that this means children who have perpetrated violence, were victims/survivors of violence or have witnessed violence]</b> <b>[explain that this information remains confidential and will not be reported to anyone]</b>	<input type="checkbox"/> Yes (# of communities ___) <input type="checkbox"/> No (# of communities ___) <input type="checkbox"/> don't know (# of communities ___)  <b>[if all said no or don't know, go to question 3]</b>
2 . 1	How many boys and girls from your community have been involved in acts of violence during the past month? <b>[Place numbers in front of boys and girls. 0 if none]</b> <b>[If do not know, check the box for DNK]</b>	Community 1: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 2: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 3: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 4: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 5: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 6: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 7: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 8: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 9: Boys ___ Girls ___ <input type="checkbox"/> DNK Community 10: Boys ___ Girls ___ <input type="checkbox"/> DNK -----
...		

@ Sample framework for agency- based situation monitoring

For this approach to data collection, a paper-based or electronic data collection system can be used. Data collection should inform selected indicators above.

#### Data Collection Tool 2: Sample questions for agency-based situation monitoring

#	Indicator	Question	Note
1	# of children reported to have suffered from severe injuries during reporting period (RP)	How many boys and girls in your community have been severely injured during the week?	0 if none
2	Types of reported dangers and injuries during RP	What were the causes of these injuries? Select all that apply.	Context specific answer options to be developed
3	# of children reported to have suffered from physical violence or other harmful practice during RP	How many boys and girls in your community have suffered from physical violence or other harmful practice during the week?	Physical violence and harmful practices to be defined in context
4	Types of reported physical violence and other harmful practice during RP	What types of physical violence or harmful practices were observed during the week? Select all that apply.	Context specific answer options to be developed.
5	# of children reported to have suffered from sexual violence during RP	How many boys and girls in your community have suffered from sexual violence during the week?	SV has to be fully defined during training
6	Type of perpetrators of sexual violence reporting during RP	Who were the perpetrators of sexual violence during the week? Select all that apply.	Context specific answer options to be developed
7	Reported locations where sexual violence against children takes place	Where did the reported sexual violence take place during the week? Select all that apply.	Context specific answer options to be developed
8	# of children reported to have been recruited to armed forces or groups during RP	How many boys and girls in your community have been newly recruited to armed forces or groups during the week?	Define "newly recruited"
9	# of children associated with armed forces or groups who are reported to have returned to the community	How many boys and girls associated with armed forces or groups have returned to your community during the week?	Agree on a definition of "return to community".
10	# of recruitment events/incidences reported during the RP	How many recruitment events/incidences took place in or around your community during the week?	Define recruitment events/ incidences
11	# of children reported as being newly engaged in hazardous labour during RP	How many boys and girls in your community have been engaged in hazardous labour during the week?	Define hazardous labour in context
12	Reported types of hazardous labour children are engaged in during RP	What type of hazardous labour did those boys and girls engage in? Select all that apply.	Context specific answer options to be developed
13	# of children reported as being newly separated from their usual caregivers	How many boys and girls in your community have been newly separated from their usual caregivers?	Concept of separation to be operationalized
14	Reported reasons for separation of children from their usual caregivers	What were the reasons for the separation of these children from their usual caregivers? Select all that apply.	Context specific answer options to be developed
15	Reported care arrangements for children who are newly separated from their usual caregivers	Where do those newly separated children currently live? Select all that apply.	Context specific answer options to be developed

16	# of children reported as coming in contact with the justice system during RP	How many boys and girls from your community came in contact with the police or the justice system during the week.	Contact with judicial system to be defined.
17	Reported reasons for the contact between children and the justice system	Why did these children come in contact with the justice system? Select all that apply.	Context specific answer options to be developed

## 4. Response monitoring for child protection in emergencies

Response monitoring tracks the achievements of the child protection response so that shortcomings and gaps can be identified and rectified in a timely fashion. For example if there are an estimated 4,000 separated children in one area and only 200 of them are receiving services by agency X, response monitoring can reveal this so that necessary measures can be taken. A response monitoring process includes two components: 1) Coverage Monitoring: to measure reach and coverage of interventions and 2) Program Quality Monitoring: to assess the quality of the response.

### Coverage Monitoring

- 5 W tool
- Online activity tracking

### Monitoring of Quality

- Independent monitoring
- Agency self monitoring
- Peer-to-peer monitoring

### 4.1. Coverage monitoring

This component focuses on reach—in the geographical sense—and coverage—both in terms of thematic areas and provision of services to all children in need. In addition to the two options presented below, other options may also be used depending on the context and available resources and expertise.

#### 4.1. a. 5W tool

Many child protection coordination groups use the “Who does What, Where, When and for Whom” (5W) tool to monitor the response. The Child Protection AoR has developed an adaptable version of the tool, along with guidance, for use in any context.<sup>17</sup> When using a 5W tool, it is important to first ensure that the information collected in this tool is sufficient to inform the indicators defined in country for response monitoring and reporting needs of the HPC. The tool has to be adapted and tested before the data collection process begins. The 5W tool can help us measure reach and coverage. For example, through the 5W tool, we try to determine how many children have received psychosocial services during a given period. But a 5W matrix will not be able to tell us whether protocols were followed, what the quality of services was, and whether children and their parents were satisfied with the services.

Practical consideration for use of the 5W matrix include the following:

1. Training on filling out the 5W matrix should be provided for all concerned actors.
2. Sometimes a low tech option of the 5W should be made available to actors who may not have the necessary human or technical resources to work with excel.

<sup>17</sup> <http://cpwg.net/resource-topics/3w-matrix/>

3. Encourage all interested coordination group members (including the government—when appropriate) that will fill in the 5W matrix to take ownership by agreeing on which data are collected and at which level.
4. When possible, harmonize the 5W matrix with other similar data collection tools used by other clusters, especially the protection cluster.
5. When adapting the generic 5W matrix for response monitoring, particular attention must be paid to unit of services. To effectively measure the response, it is important to break down child protection services to easily measurable units. For instance, Family Tracing and Reunification (FTR) as a child protection service, is not easily measurable in short reporting periods. This is because multiple services should be provided to one identified child over significant amount of time, before a child is reunified. Therefore, for effective use of 5W for response monitoring, a CP service such as FTR needs to be broken down to more measurable units of services. In South Sudan, for example, FTR was broken down into 4 units of services: Identification & registration, follow-up and referral to other services, Tracing, and reunification.
6. The Coordinator and the Information Management Officer should work together to adapt the matrix.
7. Agree on the appropriate frequency of data collection keeping in mind relevant reporting deadlines within the wider humanitarian architecture.

#### 4.1. b. Online activity tracking

Activity Info is one example of an online humanitarian project monitoring tool - an online Who Does What Where tool - which helps humanitarian organisations to collect, manage, map and analyse indicators. It has been developed to simplify reporting and allow for real time monitoring.<sup>18</sup>

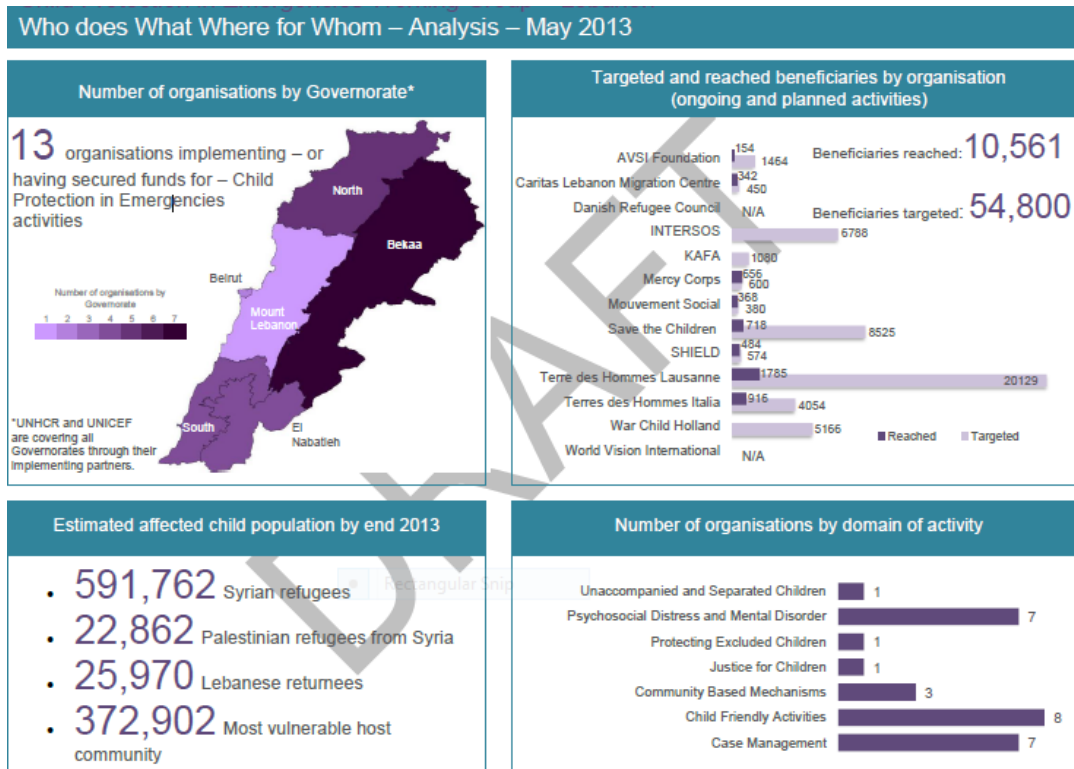
#### 4.1. c. @ Tools for coverage monitoring

##### @ 5Ws

	WHO?	WHAT?		WHERE?				WHEN?			DATA (optional)		BENEFICIARIES			
Date of reporting	Organisation	Response Domain	Activity	Description	Admin1	Admin2	Admin3	Admin4	Status	Activity Start Date	Activity End Date	Unit (ex: nb of CFS establishments)	Data (if different from beneficiary - ex: Nb of CFS)	Direct Beneficiaries targeted (children)	Direct Beneficiaries reached (children)	Comments

<sup>18</sup> <http://www.activityinfo.org/>

**Example** Example output from a 5W



## 4.2. Monitoring program quality

The 5W matrix does not provide the necessary information for monitoring quality of child protection programs. Therefore a complimentary data collection and data management system is required to help capture the quality of the response. Program quality monitoring is also meant to reflect the voice of the beneficiaries.

### 4.2. a. Independent monitoring of quality

Independent monitoring refers to data collection by a group of trained *independent* monitors. This means that the monitors are not connected to the project being monitored. This group will travel to different sites on a regular basis and collect data against defined indicators. This option will require dedicated and trained staff and logistical support for traveling and carrying out the monitoring.

### 4.2. b. Agency self-monitoring of quality

Agency-self monitoring refers to data collection by agencies themselves. This option will require commitment from implementing agencies to collect data on a regular basis, using commonly agreed indicators of quality and data collection tools. To operationalize this option tools should be developed based on the sample program quality monitoring tool provided, indicators from the CPMS, other standard indicators adopted by the Child Protection AoR (such as OCHA's [Indicator Registry](#)), as well as on the context.<sup>19</sup> Focal points from implementing agencies should be trained on how to use the agreed tools. If this option is selected, measures should be taken to minimize potential biases. One way to do this is to establish a spot-check process. Such spot checks should be done randomly to maximize the incentive for agencies to report accurately. Agencies should also commit to maintaining evidence for all the reports they provide as to facilitate spot-checks.

<sup>19</sup> <http://cpwg.net/?get=006914%7C2014/03/CP-Minimum-Standards-English-2013.pdf>

#### 4.2. c. Peer-to-peer monitoring of quality

This approach is in effect a mix of the two options presented above (4.2.a & 4.2.b). This option requires implementing agencies to monitor each other's work. It can be done in a reciprocal manner (i.e. agency X monitors agency Y and vice versa), or it can be rotational (i.e. agency X monitoring agency Y, then agency Y monitors agency Z and agency Z monitors agency X). It is based on the premise that agencies not only have the technical expertise to conduct such monitoring, but will also be able to exchange learning and best practices back and forth. However, this approach does require a significant amount of trust among agencies.

#### 4.2. d. @ Tools for program quality monitoring

For program quality monitoring the child protection coordination group should first define quality. In South Sudan the following three categories were agreed upon as key components of quality:

1. Targeting: *Are we reaching the right children with the right services?*
2. Adherence to standards: *Does our service meet the standards, protocols and standard operating procedures?*
3. Accountability: *How satisfied are children and their communities with our services?*

For ease of analysis and reporting, components of quality such as those listed above should be quantified. For example, a scoring system can be defined for satisfaction and if a beneficiary meets the threshold, they will be counted as satisfied with the service. This way we can quantify the satisfaction, which is by nature a qualitative construct.

**Note: the example tools give an idea of how you can measure the quality of a programme to address unaccompanied and separated children.**

3.1.3 Comparison between program quality monitoring optional approaches		
	Advantages	Disadvantages
Independent Monitoring	<ul style="list-style-type: none"> <li>✓ Independence of monitors</li> <li>✓ data collected on an ongoing basis</li> <li>✓ limits incentive for over or under reporting</li> </ul>	<ul style="list-style-type: none"> <li>✗ requires dedicated funding</li> <li>✗ specific CP expertise required for monitors</li> </ul>
Agency Self Monitoring	<ul style="list-style-type: none"> <li>✓ relative ease at both logistical and technical levels</li> <li>✓ facilitates direct interaction between coordination group member staff and communities</li> </ul>	<ul style="list-style-type: none"> <li>✗ significant amount of staff time required at certain intervals</li> <li>✗ other agency priorities may hinder data collection</li> <li>✗ potential bias by agency staff since they monitor their own work</li> </ul>
Peer-to-Peer monitoring	<ul style="list-style-type: none"> <li>✓ Relative ease on both logistical and technical levels</li> <li>✓ Facilitates learning and exchange between implementing agencies</li> </ul>	<ul style="list-style-type: none"> <li>✗ High level trust among agencies is required for this option to work</li> <li>✗ If agencies are scattered across wide geography, access may limit their ability to conduct regular monitoring</li> </ul>

@ Agreed indicators and targets to

measure “adherence to standards” on UASC program

Adherence to standards: Does our service meet the standards, protocols and standard operating procedures?		
Indicator	Source of data	Comments
% of reunified children who received at least two follow-up visits within the first quarter of reunification	Review of organizational records and reports. Use CPIMS if available.	SoP suggests at least 2 follow up visits during the 3 months of reunification
% of reunified children who remain within their families	Review of organizational records and reports. Use CPIMS if available.	This is indicator indirectly measures both adherence to standard and accountability (satisfaction of the child)
% of registered Unaccompanied children receiving at least one follow-up visit every months	Review of organizational records and reports. Use CPIMS if available.	This indicator indirectly measures adherence to standard and also prioritization and targeting
% of project sites that meet the standard for Caseworker to child ratio (1 caseworker to 20 children)	Review of organizational records and reports.	The intermediary indicator for this indicator is: caseworker to child ratio

@ Data collection form to measure “adherence to standards” on UASC program

Program Quality Monitoring Tool: Unaccompanied and Separated Children									
Date: __/__/__			Data entry agent Code: _____			Agency-Location: _____			
<i>Note: all data should reflect data from the reporting period (past month) unless otherwise stated</i>									
#	Numerator	Data			Denominator	Data			Comments
1	# of UASC caseload reunified during the past 3 months who have received their second follow up visit during this reporting period	Girls<5	Girls5-12	Girls 13-17	# of UASC caseload reunified during the past 3 months	Girls<5	Girls5-12	Girls 13-17	
		Boys<5	Boys 5-12	Boys 13-17		Boys<5	Boys 5-12	Boys 13-17	
2	# of active caseload of reunified children who remain within their families	Girls<5	Girls5-12	Girls 13-17	# of active caseload of reunified children	Girls<5	Girls5-12	Girls 13-17	
		Boys<5	Boys 5-12	Boys 13-17		Boys<5	Boys 5-12	Boys 13-17	
3	# of registered unaccompanied children that have received at least one follow-up visit in the past month	Girls<5	Girls5-12	Girls 13-17	# of active case of unaccompanied children	Girls<5	Girls5-12	Girls 13-17	
		Boys<5	Boys 5-12	Boys 13-17		Boys<5	Boys 5-12	Boys 13-17	
4	# of case workers assigned to UASC cases	Girls<5	Girls5-12	Girls 13-17	# of UASC caseload	Girls<5	Girls5-12	Girls 13-17	
		Boys<5	Boys 5-12	Boys 13-17		Boys<5	Boys 5-12	Boys 13-17	

Note: this tool can be programmed into a tablet or a smartphone for ease of data entry and analysis. Platforms such as rapid-pro can also be used for this component of data collection.

@ Agreed indicators and targets to measure “accountability” on UASC program

Accountability: Are we reaching children with the right services? Is it making a difference?		
Indicator	Source of data	Comments
Median satisfaction score of children who have come in contact with FTR social/case workers. (score determined out of 10)	Individual interview	Median is the preferred statistic to be used for this measure but it can also be replaced by the mean.
Median satisfaction score of caregivers who have come in contact with FTR social/case workers. (score determined out of 10)	Individual interview	Same as above.

<b>Quality Tool 2: Beneficiary Satisfaction Tool</b> <b>Program: Family Tracing and Reunification</b> <i>Enumerator Code: ___ Agency-Location: _____ Respondent Code: ___</i>		
#	Question	Response
1	Did the social worker describe to you what the FTR program can do for you during the first meeting?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
2	Did the same social worker work with you every time you dealt with ... [ name of the agency ] ...?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
3	Did the social worker deal with you in a respectful manner?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
4	Did the social worker stay in regular contact with you while they were trying to locate your family members?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
5	Are you happy with your current situation?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

Note: these questions and their method of administration should be age appropriate. For adult and children 15 years and above the same questions can be asked using basic individual interview techniques. However, for children younger than 15, other methods such as use of objects, drawings or interactive games for expression of satisfaction or lack thereof should be used.

## 5. Key steps for establishing a monitoring system

### 12 Steps to establish a monitoring system

#### SITUATION MONITORING PROTOCOL

on  
overall situation, CP issues/ risks

#### RESPONSE MONITORING PROTOCOL

on  
activities, processes & quality

- ① Convene a monitoring advisory group/ taskforce
- ② Consult with CP and other humanitarian agencies (including field staff) to determine feasibility
- ③ Identify existing mechanisms that can be used as data collection forums for CP monitoring
- ④ Decide on & adapt methodology(ies) to be used for response and situation monitoring
- ⑤ Develop and/or contextualize indicators (try to harmonize existing indicator sources)
- ⑥ Develop & adapt data collection tools and procedures and context specific protocols
- ⑦ Prepare human resources: train the trainers
- ⑧ Carry out field testing
- ⑨ Finalize tools and protocols
- ⑩ Collect and manage data: rolling out the monitoring mechanism
- ⑪ Analyse, interpret and share data through periodic reports to inform programming and advocacy
- ⑫ Review the functioning of the monitoring mechanism and adjust monitoring protocols

These are suggested steps to be taken in when establishing child protection monitoring system.

#### ① Convene a monitoring coordination group/ taskforce

The main objective of this step is to ensure buy-in and representation by key stakeholder. Tasks that should be undertaken under this step may include:

- Engaging representatives from other relevant groups (such as the protection cluster, the education, health clusters and/ or IOM).

- Presenting what CP Monitoring can and cannot do;
- Clarifying contributions that will be needed from agencies.

## ② Consult with child protection and other humanitarian agencies to determine feasibility

The main objective of this step is to generate consensus on the general direction of the monitoring project. Tasks that can be undertaken under this step may include:

- Discussing the need for a monitoring system;
- Agreeing on the overall scope of the monitoring system, including whether situation or response monitoring (or both) will be implemented;
- Develop a clear objective statement for CP monitoring;
- Deciding on a “home” for the monitoring system.

## ③ Identify existing mechanisms that can be used as data collection forums for child protection monitoring

The main objective of this step is to determine the most feasible ways of implementing situation and response monitoring. This step will also allow the CHILD PROTECTION coordination mechanism to build consensus around the project and get the necessary buy-in from field staff who will be in charge of data collection. Tasks to be considered under this step may include:

- Meeting with staff at national and field levels to discuss existing data collection processes and potential for integrating situation and response monitoring indicators in those existing processes.
- Examining existing programs to determine how best data can be collected from the field for response and situation monitoring.
- Exploring the usability of existing monitoring mechanisms (such as field monitoring tools and procedures)
- Assessing the capacity of communities and implementing agencies in collecting and transmitting data.

## ④ Decide on & adapt methodology (ies) to be used for situation and response monitoring

Based on findings of steps 2 and 3, decision must be reached within the coordination structure on the most appropriate/feasible methodologies to be used in the context for situation and response monitoring. These methodologies may be a contextualized version of the proposed methodologies in this toolkit. You may seek technical support from the global CPWG to determine best methodology for your particular context.

Some tasks under this step may be:

- Assessing the capacity of communities and implementing agencies in collecting and transmitting data;
- Feasibility of the use of technology in the context;
- Data management capacity and possibilities.

One consideration regarding methodologies is the feasibility of using mobile and technologies in collecting data. Technologies such as (a) mobile data collection tools during assessments or regular monitoring activities (such as tablets or mobile phones) or b) online mobile-based platforms (such as Rapid FTR<sup>20</sup>, RapidPro,<sup>21</sup> Frontline SMS, or u-report<sup>22</sup>) or (c) online data management systems such as ActivityInfo<sup>23</sup>, Kobo<sup>24</sup> or the Online Reporting System (ORS)<sup>25</sup> amongst many others are only as helpful as the context allows them to be. For example in South Sudan after the war broke out in 2013, some of the parties to the conflict targeted cell towers, which disabled mobile communication with certain areas of the country for a considerable amount of time.

Technologies can in some cases facilitate data collection and management, but do not negate the need for good indicators, robust methodologies, well developed tools, well-trained staff, and most importantly, commitment from partners.

Practical considerations to decide whether or not to use mobile technology for data collection:

<sup>20</sup> RapidFTR: <http://www.rapidftr.com/>

<sup>21</sup> UNICEF Innovations, [http://www.unicef.org/innovation/innovation\\_75975.html](http://www.unicef.org/innovation/innovation_75975.html)

<sup>22</sup> UNICEF U-Report in Uganda, [http://www.ureport.ug/about\\_ureport/](http://www.ureport.ug/about_ureport/)

<sup>23</sup> Activity Info: <https://www.activityinfo.org/>

<sup>24</sup> Kobo Toolbox: <http://www.kobotoolbox.org/>

<sup>25</sup> Online Reporting System (ORS): <http://ors.ocharowca.info/>

1. Does the technology improve efficiency and effectiveness? Does it save time for the subsequent data entry and data management process?
2. Are mobile phone and internet networks functioning and/or will they be likely cut during a natural disaster or conflict?
3. How long does it take to set up with the system, including software development and getting mobile companies to accommodate the needs of the system (such as providing dedicate short code, etc)?
4. Does the use of technology-based monitoring tools put staff security at risk?
5. Is data confidentiality guaranteed when using a mobile device or an online system?
6. Does the technology have an offline mode function?
7. Does it duplicate any existing systems?

#### ⑤ Develop and/or contextualize indicators (try to harmonize existing indicator sources)

The main objective of this step is to decide on data needs and develop/adopt indicators for response and situation monitoring. The below tasks should be considered during this step:

- Agree on the data needs to achieve stated objectives - otherwise known as 'What We Need to Know' (WWNK). (Ensure you make the distinction between 'need to know' and 'like to know' or the monitoring may become very resource-intensive).
- On the basis of WWNKs, select / develop / adapt SMART indicators. Consider using the indicators from the OCHA indicator registry or CP minimum standards where appropriate.<sup>26</sup> Also check the indicators on which a majority of partners need to report to major donors (for example UNICEF).

#### ⑥ Develop & adapt data collection tools and procedures and context specific protocols

This step culminates the work from previous steps in data collection tools and context specific protocols. Tools can either be adapted from sample tools or be developed from scratch if necessary. Protocols should also be developed to guide data collection and analysis as well as report writing.

A monitoring protocol should at a minimum include (see [annexes 3](#) and [4](#) for examples) :

- Objective of the monitoring system
- Members of the monitoring taskforce and their roles and responsibilities
- Methodology, tools & geographic coverage and data collection frequency for situation and/ or response monitoring
- Timeline from inception phase, field testing to roll out and reporting.

In many contexts, tools will have to be developed in or translated to local language(s). When translated, back translation is also necessary to ensure accuracy of terms and concepts.

The protocols should also be submitted to an internal review board (IRB) for review and approval.

During this step, a thorough *risk analysis* has to be conducted to ensure that collection of proposed data will not put in danger the enumerators, respondents, community members or any other person involved in the process.

#### ⑦ Prepare human resources: train the trainers

Response and situation monitoring are heavily dependent on well-trained data collectors. The objective of this step is to ensure that you have a cadre of data collectors and those who can coach and support them. In most humanitarian contexts, it may be more efficient to create a cascading training process, starting with a training of trainers and then replicating the training in different areas affected by the emergency. Some tasks under this step may include:

- Raising funds and recruiting a manager for the monitoring system.
- Developing or adapting materials for training data collectors
- Developing top tips or cheat sheet ('pocket version') on do's and don'ts during data collection that data collectors can keep with them after training.
- Identifying and training data collectors in the data collection methodology, on child protection standards and other relevant areas. Topics to include in trainings should include the following:

<sup>26</sup> <https://www.humanitarianresponse.info/applications/ir>

- Confidentiality of information and other ethical considerations
- Urgent action procedure
- Interview techniques
- Interacting with children under distress
- Principles of Child Protection in Emergencies (Minimum Standards, etc)
- Data collection tools and protocols
- Sampling (if applicable)
- Data management (only for relevant participants)

## ⑧ Carry out field testing

The main objective of step 8 is to ensure that tools and protocols work in the context. Field testing is meant to not only test the tools, but also the whole process of data management. Field testing should ideally happen after the training of trainers and before the full roll-out of the training for all data collectors. This will allow you to use the trained trainers in pilot testing the tools. Involvement of trainers and field-testing before the roll-out of all data collectors will prevent the need to re-train a very large number of trainees if major changes happen to the tools after the field test.

## ⑨ Finalize tools and monitoring protocol(s)

Once field testing is completed, in step 9 tools and protocols have to be revised and finalized. If major changes are affected, training material may also need to be adapted to the changes.

During this step, and before finalizing, sign offs should be requested from all interested parties, including the internal review board (IRB).

## ⑩ Collect and manage data: rolling out the monitoring system

This step is at the heart of the monitoring system. Therefore, this step needs to be managed and supervised well to ensure high quality data. Some tasks under this step are:

- Collecting data from identified primary and secondary sources.
- Ensuring data quality and accuracy through supervisory visits and random spot-checks.
- Managing data (including data entry and cleaning) using data management tools.

## ⑪ Analyse, interpret and share data through periodic reports to inform programming and advocacy

The main objective of this step is to use the data that has been collected by:

- Interpreting data
- Producing and sharing periodic reports
- Informing decision-making
- advocating

Analysis, interpretation and report writing is often a bottleneck in effective use of data. Participating agencies should ensure that adequate expertise exist to support this process. Analysis will be mostly done through built-in analysis capacity within the data management tool. However, more elaborate analysis can also be undertaken when necessary. It is important that the analysis is put through an interpretation process before drawing programmatic recommendations. Such process requires involvement of experienced child protection professionals, as well as individuals who are closely familiar with the context. Also, periodic sharing of reports will encourage data collectors to continue their work with enthusiasm since they see the results of their work. Figure 3 below shows the logical process of using the data produced through the monitoring system. Some tasks under this step are as follows:

- Analysing data. This can be done quantitatively or qualitatively (or a mix), depending on the nature of the data. Analysis should be done with appropriate disaggregation, such as geography, gender, age, etc. An analysis plan should be developed in advance.
- Triangulate data through interpretation workshop. “Triangulation facilitates validation of data through cross verification from more than two sources.”<sup>27</sup> An interpretation workshop is a forum where child protection practitioners and those involved in data collection and analysis discuss analysed data; produce information usable for programming and advocacy; and suggest programmatic interventions based on the data.
- Use data to inform programming, make strategic decisions, advocate and raise funds.

Figure 3: Analysis steps<sup>28</sup>

Describe	Corroborate and Explain (interpretation)	Suggest programmatic response	Share
<ul style="list-style-type: none"> <li>• Summarize and consolidate relevant measures or observations</li> <li>• Aggregate data to allow patterns and trends to emerge</li> <li>• Compare temporal and geographical data spanning different social groups, sex and age</li> </ul>	<ul style="list-style-type: none"> <li>• Triangulate information using multiple sources</li> <li>• Attach meaning to data through interpretation</li> <li>• Identify the most important and relevant findings</li> <li>• Seek plausible explanation for why conditions are changing or new child protection issues are emerging</li> </ul>	<ul style="list-style-type: none"> <li>• Through participation of child protection experts, suggest the best course of action to address emerging/changing child protection concerns</li> <li>• Prioritize issues that require immediate response (including in further investigation)</li> <li>• Flag issues that need to be monitored more closely in the following cycles</li> </ul>	<ul style="list-style-type: none"> <li>• Produce appropriate reports for different audiences that reflect different levels of detail, formats and channels of distribution</li> <li>• Take into account confidentiality and Do No Harm in sharing results</li> </ul>

## ⑫ Review the functioning of the monitoring system and adjust monitoring protocol(s)

The main objective of this step is to ensure that the monitoring system is well functioning and that adjustments are done systematically, when necessary. Some tasks under this step are:

- Convening the advisory group/task force and other relevant stakeholders to critically analyse the implementation of the monitoring protocol (suggested every 6 months) and suggest improvements. During this process, quality of the data should be scrutinized and improved if necessary.
- Assessing the timeliness of reporting and validity of reported data.
- Evaluating the ability of the monitoring system to detect protection risks and threats.
- Identifying and sharing key lessons learned in consultation with all stakeholders. These lessons should also be shared with the child protection working group at the global level to benefit other contexts.
- Lessons learned as well as the results of the monitoring system can be useful when discussing funding proposals with donors. This shows that programs are being designed and informed in a systematic fashion.

<sup>27</sup> <http://betterevaluation.org/evaluation-options/triangulation>

<sup>28</sup> For more information, see section 4 of ‘Multi-sector Initial Rapid Assessment: Guidance, Revision July 2015.’

## 6. Indicators

An indicator is a quantitative or qualitative variable that provides a simple and reliable means to measure achievement, to reflect the changes in the situation connected to an event or intervention or to help assess the performance of organizations.<sup>29</sup>

The choice of qualitative vs. quantitative indicators is related to the nature of the issue that is being measured. Some issues can best be described through numeric values, and therefore need a quantitative indicator such as: “Percentage of care plans for individual children developed within two weeks of the opening of the child’s registration” (from the indicator registry).<sup>30</sup> Other issues can best be described qualitatively such as: “children’s satisfaction with daily activities of a child friendly space.” Qualitative indicators are of descriptive nature and are meant to capture issues such as feelings, viewpoints, knowledge, etc. However, for ease of communication, qualitative indicators can also be quantitatively analysed and presented. For example: “percentage of children who expressed satisfaction with daily activities of the CFS.”

A manageable situation and response monitoring mechanism should have a small number of carefully selected/developed indicators. It is advised to allocate adequate time for the selection and/or development of indicators based on the WWNKS.

OCHA maintains an online Indicator Registry which is a suggested starting point for selecting indicators for collective child protection monitoring.<sup>31</sup> The 23 child protection indicators on the registry were developed by the global level Child Protection AoR based on the CPMS and cover all the child protection needs and strategies outlined in the Child Protection Minimum Standards.

For each indicator the registry provides:

- (a) The type (input, output, or outcome) of indicator (see [annex 1](#) for definitions)
- (b) Which child protection minimum standard it covers
- (c) The unit of measurement
- (d) Denominator and numerator
- (e) The level of disaggregation
- (f) General guidance on its use

*Example:*

Indicator	Numerator	Denominator	Unit	Type	Disaggregation	Note
<b>% of reunified children who received at least two follow-up visits within the first quarter of reunification</b>	# of UASC caseload reunified during the past 3 months who have received their second follow up visit	# of UASC caseload reunified during the past 3 months	Child	Output	Sex and age	SoP suggests at least 2 follow up visits during the 3 months of reunification (South Sudan-FTR-SoP)

Indicators for situation monitoring are related to the overall situation and to emerging/evolving child protection issues. They measure child protection needs and risks or types and aspects of child protection systems that exist or not.

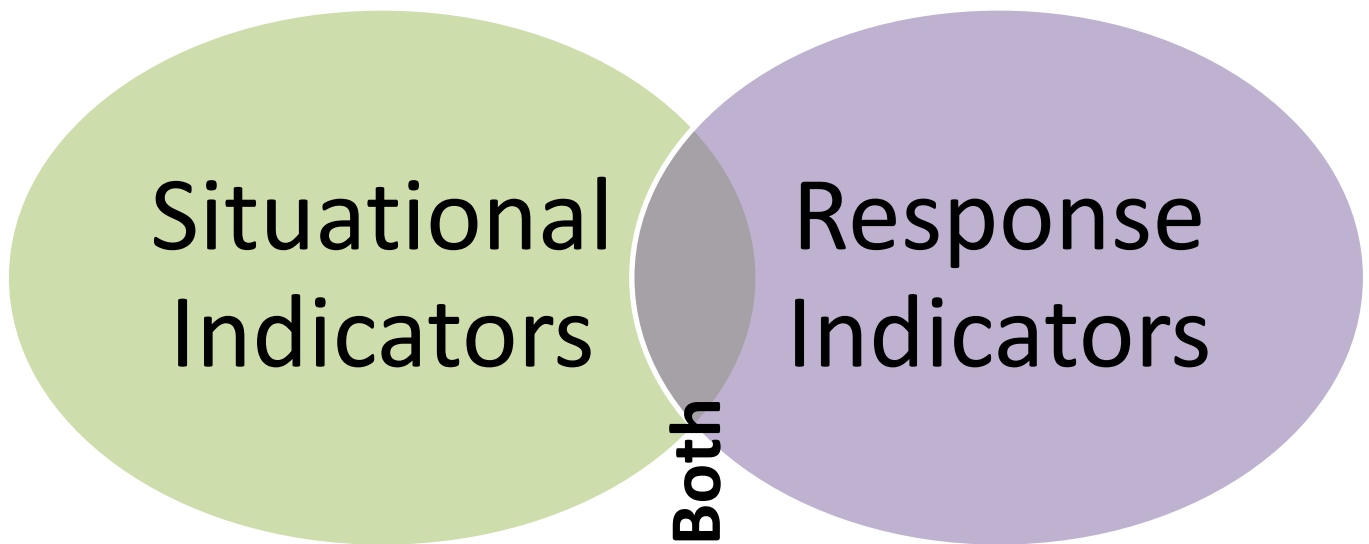
Indicators for response monitoring are related to the technical areas of the response. Response indicators in humanitarian contexts are generally input, output, or outcome indicators that measure a change or improvement due to the activities of a humanitarian intervention. These indicators can be designed to measure coverage or quality of programs. For example, initial data collection for the indicator ‘percentage of separated children in interim care’ would establish a baseline; data collection at intervals after this would enable us to know whether there has been a change in comparison to the initial baseline, i.e. whether the percentage of separated children in interim care has increased or decreased and by how much.

<sup>29</sup> Definition adapted from: Glossary of key terms in evaluation and results based management, OECD-DAC criteria, 2010, p.25

<sup>30</sup> <http://www.humanitarianresponse.info/en/applications/ir/indicators/global-clusters/10/domain/p1-pc-child-protection-675> (accessed 28 July 2015)

<sup>31</sup> <https://www.humanitarianresponse.info/applications/ir>

There can be an overlap between situation and response monitoring indicators. For example some outcome indicators (i.e. linked to the response) can also make a statement in regards to a situation that has changed due to the response and thus becomes a situation monitoring indicator. For example, “# of children recruited into armed forces and groups,” is generally a situation monitoring indicator. But it can be used as an outcome indicator for the response monitoring, through the argument that if the intervention is working, the incidence of recruitment should decline.



Ask yourself the following questions when choosing indicators for your context:

1. Does the indicator feed into an agreed piece of information required to achieve monitoring objectives ('what we need to know')?
2. What category of indicators it corresponds with? (input, output, outcome).
3. Is the indicator SMART?
4. How feasible is data collection for this indicator? (are the data sources available, how time consuming it is, how easy is it to verify, will the data be of high quality, etc.)

Indicators may need to be adjusted during the implementation phase. However, it is important to ensure continuity, as much as possible, to enable comparison between different time periods and identification of trends.

## 7. Sampling and selection of participants

### General

The main objective of sampling is to make data collection manageable, while maintaining some level of representativeness. While sampling approaches recommended here do not lead to statistically representative data, they do ensure that the data reflect the diversity that may exist in the sample frame.

If primary data collection is integrated in existing activities and/or data collection procedures, no particular sampling is needed for situation or response monitoring. However, if data collection for situation and/or response monitoring are being set up independent of existing data collection systems, a specific sampling process should be designed.

### Level of disaggregation:

As one of the first steps during the sampling process, the coordination group should decide on the level of disaggregation for the data. These should be based on OCHA's definition of "admin levels." For example if you want to use the data to inform the Humanitarian Needs Overview (HNO), ensure that your data can be disaggregated at the level mandated by the HNO process (often admin level two). If you choose admin level two (2) as your level of disaggregation, you will have to ensure that you have enough data from each affected admin two area in the country to be able to meaningfully analyse the data at that level.

### Unit of Measurement

Unit of measurement should be defined before sampling.

For situation monitoring, the recommended unit of measurement is the community. "Community" has to be defined in context based on the realities on the ground. For purposes of sampling, community should not be too large so that key informants can be identified who have knowledge of the whole community. As a rule of thumb, a community should not be larger than 5000 individuals. Also very small communities cannot serve as part of the sampling (see description of sentinel sites under [sampling for situation monitoring](#)). If you are in an IDP or refugee context, and camps have been set up, community should be set up based on existing division of the camps.

For response monitoring, unit of measurement can change based on the indicator. Depending on your indicators, unit of measurement could be 'project site' or an 'agency' or an 'individual.' For example, if your indicator is: '% of CFSs that have included children in development of their monthly activity plan,' your unit of measurement is a 'project site' (in this case CFS). If your indicator is: '% of agencies who have provided child safe guarding training for their entire CP staff,' your unit of measurement is 'agency.' If your indicator is '% of reunified children who have expressed satisfaction with the FTR process,' your unit of measurement is an 'individual child.'

### Sampling for situation monitoring

If primary data collection is integrated in existing regular activities (such as monthly meeting of community members), no sampling is necessary. This means that data will be collected from all communities that participate in those community meetings on specified intervals. However, if a new mechanism is being established for primary data collection, under either of the data collection options, a comprehensive sample frame needs to be developed based on the affected area and geographic coverage of participating agencies.

To ensure diversity and variation in the data, the sample frame should be built such that it disaggregates the units of measurement based on the most important distinct characteristics of the affected population in terms of level of needs, risks, vulnerabilities, existing capacity and availability of services. These are called "sampling scenarios" and will be used to stratify the sample frame. For example, if there are some affected areas that are hosting IDPs and other affected areas where there are no IDPs, the sample frame has to disaggregate the communities based on the presence of IDPs (i.e. stratification). The sample for each data collection period has to include a mix of these two areas.

To develop the sample frame, a simple list can be developed that has all locations disaggregated by their distinguishing characteristics (see table 1 as an example). You can also use the more elaborate sample frame construction that is used for the Child Protection Rapid Assessment (CPRA). See CPRA guide, pages 16 to 18 for more info.<sup>32</sup>

**Table 1: Sample Frame for Situation Monitoring**

#	District	Ward	Section	Village/ town	Scenario
1	A	A-1	A-1-1	A-1-1-1	IDP
2	A	A-1	A-1-1	A-1-1-2	IDP
3	A	A-1	A-1-1	A-1-1-3	IDP
4	A	A-1	A-1-2	A-1-2-1	No IDP
5	A	A-1	A-1-2	A-1-2-2	No IDP
6	A	A-1	A-1-2	A-1-2-3	No IDP
7	A	A-1	A-1-2	A-1-2-4	No IDP
8	A	A-2	A-2-1	A-2-1-1	IDP
...	...	...	...	...	
25	B	B-1	B-1-1	B-1-1-1	IDP
26	B	B-1	B-1-1	B-1-1-2	IDP
27	B	B-1	B-1-1	B-1-1-3	IDP
...	...	...	...	...	
29	B	B-2	B-2-1	B-2-1-1	No IDP

*Note: the locations are fictional and used only as examples*

The general sampling approach for both data collection options is purposive sampling of sentinel sites, with minor differences to accommodate the particular nature of each of the options.<sup>33</sup> Sentinel sites are communities that are likely to produce one or several cases related to child protection issues that are being measured in each reporting period. Therefore they should have a large enough population to allow for meaningful detection of child protection cases. For example, if the projected incidence of separation in an emergency is 0.5% of children per month, in a community with only 150 children we will not see a single case of separation during many of the reporting periods (e.g. months). Whereas, if a community with 500 children is selected as the sentinel site, it is likely that we will see about 2 or 3 cases of separation in that site during each reporting period.

Sentinel sites will be chosen from each of the sampling scenarios (see table 1 above) to ensure representation of different characteristics of the affected population in the sample (i.e. stratification). The sample has to be drawn at the start of the monitoring process and except in the case of displacement of communities in the sample, the sample does not change over the life time of the project. If the entire area is affected in the same way, a minimum of 30 units of measurement should be selected for the sample. If more than one scenario exists in the sample frame, a minimum of 15 units of measurement should be selected for each scenario.<sup>34, 35</sup>

For the agency-based model, the scenarios could be built to represent the areas covered by each participating agency. In this case, the characteristics of the affected population (e.g. IDP vs. non IDP) should be reported by the agency for each site to allow for disaggregation.

#### Selection of data collectors:

For community-based situation monitoring, monitors should ideally be selected by community members through a democratic process. It is important that local and/or traditional community leader(s) are involved in this process. Whether or not local/traditional leaders also operate as community focal points depends on the context and opinion of community members themselves.

<sup>32</sup> [http://www.globalprotectioncluster.org/\\_assets/files/tools\\_and\\_guidance/info\\_data\\_management/CPRA\\_English-EN.pdf](http://www.globalprotectioncluster.org/_assets/files/tools_and_guidance/info_data_management/CPRA_English-EN.pdf)

<sup>33</sup> [http://www.acaps.org/sites/acaps/files/resources/files/purposive\\_sampling\\_and\\_site\\_selection\\_in\\_phase\\_2.pdf](http://www.acaps.org/sites/acaps/files/resources/files/purposive_sampling_and_site_selection_in_phase_2.pdf)

<sup>34</sup> [http://www.who.int/immunization/monitoring\\_surveillance/burden/vpd/surveillance\\_type/sentinel/en/](http://www.who.int/immunization/monitoring_surveillance/burden/vpd/surveillance_type/sentinel/en/)

<sup>35</sup> Each scenario represents units of measurement (i.e. communities) that are affected by the emergency similarly. Units of measurement across scenarios should be affected differently by the emergency. See the CPRA guidance note for more on construction of sampling scenarios : [http://www.globalprotectioncluster.org/\\_assets/files/tools\\_and\\_guidance/info\\_data\\_management/CPRA\\_English-EN.pdf](http://www.globalprotectioncluster.org/_assets/files/tools_and_guidance/info_data_management/CPRA_English-EN.pdf)

For agency-based model, key informants should be selected based on their role in the community. The respondents should be individuals who have are aware of the situation of children in the broader community beyond their own household. For example, a health care worker or a teacher may be a good key informant.

The goal is to achieve a balanced view of the situation of children in the community. Therefore, it is recommended that at least 3 community members are interviewed in each selected community. Gender, age and role in the community are the main factors that should be taken into account when selecting the key informants. The local/traditional chief should always be involved in the process of introduction and selection to avoid blockages. While chiefs and local leaders can also be key informants, they may not always be best positioned to provide an unbiased picture of the situation. For more on key informant selection, see the CPRA guide, page 18.<sup>36</sup>

### Sampling for response monitoring

*Coverage monitoring* does not usually need a specific sampling approach. This is because 5Ws or online activity tracking platforms are often designed to collect data from all project sites. If no coverage monitoring system is in place in the context, attempt to set up a 'Who does What Where, for Whom and When' (5W).

For *program quality monitoring*, a two stage sampling processes is proposed. Before delving into the sampling process, [unit of measurement](#) should be defined. Please note that unit of analysis is sometimes larger than the unit of measurement. But sampling and selection should always happen based on the unit of measurement. For example, for the unit of measurement and unit of analysis for this indicator is the individual: % of children participating in CFS activities who have expressed happiness at the end of a day in the CFS. However, the same indicator can be re-written such that the unit of measurement remains the individual but the unit of analysis is the CFS (or project site): % of CFSs where more than 75% of participating have expressed happiness at the end of a day in the CFS.

There are two stages to the sampling for response monitoring. The first stage of sampling applies to all indicators regardless of their unit of measurement. During this stage, a project site will be selected for a visit. The second stage is only relevant to indicators that have the individual as their unit of measurement (e.g. beneficiary satisfaction). During the second stage individual respondents will be selected in a random way to reduce bias.

#### First stage

If agency self-monitoring or peer-to-peer monitoring is opted for, the first stage sampling will basically be an agreed upon plan to ensure coverage of all project sites over time. The actual project sites to be visited in each reporting period can either be selected randomly or can be agreed upon in advance. If independent monitoring is opted for, the first stage sample should be drawn randomly from a list of project sites. This selection can be done using the 3-5W information that outlines all child protection agencies, their activities and their geographical coverage. If 3-5W matrix is not in use in the context, a simple list can be developed that has all participating agencies, disaggregated by location and activities (see table 2). It is recommended that at least three (3) project sites be selected for each admin unit (based on pre-determined disaggregation level). If less than three (3) project sites exist in one administrative unit, all project sites should be selected for each reporting period.

**Note: Ensure that all project sites are visited at least once during the period of 3 to 6 months (depending on the size of the response and capacity of monitors). This will allow for meaningful aggregation and comparison of data across time.**

Table 2: Sample Frame for Program Quality Monitoring

#	Agency	District	Ward	Section
1	X	A	A-1	A-1-1
2	Y	A	A-1	A-1-2
3	X	A	A-1	A-1-2
4	X	A	A-1	A-1-3
5	Y	A	A-1	A-1-3
6	X	A	A-1	A-1-3

<sup>36</sup> [http://www.globalprotectioncluster.org/\\_assets/files/tools\\_and\\_guidance/info\\_data\\_management/CPRA\\_English-EN.pdf](http://www.globalprotectioncluster.org/_assets/files/tools_and_guidance/info_data_management/CPRA_English-EN.pdf)

7	Y	A	A-2	A-2-1
8	Y	A	A-2	A-2-2
9	Y	A	A-2	A-2-3
10	X	A	A-2	A-2-4
...	...	...	...	...
25	Z	B	B-1	B-1-1
26	Z	B	B-1	B-1-1
27	Z	B	B-1	B-1-1
...	...	...	...	...
29	Z	B	B-2	B-2-1
...	...	...	...	...
38	Z	B	B-2	B-2-6
...	...	...	...	...

*Note1: In this example, the colors represent different program types.*

**Second stage:** This stage is necessary for indicators that require interviews with individuals. For example indicators that are dealing with satisfaction of beneficiaries. This stage happens when the monitors arrive at each site selected during the first stage. Respondents can be selected from the list of registered children and caregivers that the selected agency can provide. If CPIMS is available, it can be used for the selection process (with full consideration of confidentiality issues). Otherwise, agency lists and documents should be the source of such selection.

For each period and for each organization, a minimum number of children and caregivers should be interviewed. As a rule of thumb, it is recommended that the number ranges between a minimum of 5 and a maximum of 10 for each project site. If one agency in the selected locality runs multiple distinct programs (e.g. PSS, FTR, Child Labour, SV, etc), a minimum of 3 participants from each of those programs should be selected to provide for a meaningful analysis.

It is recommended that a mix of children and adults are included in each project site. However, interviewing children is only recommended when data collectors are well trained on child protection and interview techniques for young children. The CPMTF should determine whether the skill level of data collectors is sufficient for interviewing children without exposing them to potential harm.

Participants should be selected such that they represent a wide spectrum of individuals who have benefited from the services of the organization present in the selected locality. For selection of children, factors such as age range, gender, type of service received, current and previous condition, etc. should be taken into account to ensure diversity in the data. The CPMTF should define the minimum age of children who can be included as respondents. The safest minimum age is 15. For adults, it is recommended that they are selected from among adults that are related to children who have been selected as participants (including caregivers). To reduce bias, a random approach to selection of participants should be taken (after considering the factors mentioned above).

Selection can take place based on organizational files and documents. During the visit to agency-locality, data collectors will request for registers that reflect service provision and select a diverse sample of individuals to be interviewed. If an electronic database exists for all service recipients, such selection can be done randomly based on age/gender/service disaggregation.<sup>37</sup>

<sup>37</sup> Random selection in this case does not make the data representative, but it reduces selection bias.

## 8. Data collection and staffing requirements

The appropriate frequency of data collection is determined by the environment, feasibility of data collection, reporting requirements by the Humanitarian Country Team or other coordinating bodies, and existing capacity. As a rule of thumb the frequency should remain manageable given available human and financial resources. In an environment characterized by changing dynamics (such as areas with high levels of population movement), data may be collected more frequently than in a protracted humanitarian setting where things may not change very fast. Under independent program quality monitoring methodology, data collection can be done on an ongoing basis. In other words, the job of the team of monitors is to go from one area to another all the time. When determining frequency, keep in mind the reporting deadlines for humanitarian response plan (HRP), humanitarian needs overview (HNO), assessments, and evaluations, among others, within the overall humanitarian context, as well as donor reports or funding proposals that need to be written.

Data collectors will visit every selected project site and in collaboration with responsible staff (either from Govt or NGOs) in each agency-locality:

1. Collect data on indicators that can be populated through agency documents and registers. These data should be independently verifiable. Enumerators should make efforts to ensure the accuracy of the data they receive from the agency staff by asking to see documentation to back the data. Where appropriate, random visits to beneficiaries can be paid.
2. Use agency data to produce the second stage of sampling. Once stage two sampling is done, data collectors will have to go for home visits and collect necessary data.
3. Select staff and collect data. This only applies to quality indicators that require interview or test of the agency staff.

Staff requirement depends on which option is chosen by the coordination group. Staff requirement for situation monitoring is similar to response monitoring. The main difference is that for community based situation monitoring option community liaisons will have to be hired instead of data collectors. Quality Response monitoring and Community Based situation monitoring requires hiring dedicated staff, while the other options may use existing agency/govt staff. All options will require a project manager and a data manager.

The role of project manager and data manager should be shared between situation and response monitoring.

**Project Manager/Coordinator** holds the overall responsibility of the monitoring project, including the quality component. The project manager should have CPiE background as well as some research background. S/he will be responsible for day to day management of the project. Report for each period should be written by the project manager after an interpretation workshop has been held to look at the analysis and make programmatic recommendations.

The project manager is also responsible for sampling and assigning data collectors to different project sites.

**Data/Information manager:** Data manager is primarily responsible for compiling, cleaning, and analyzing the data. This function can be merged with project manager under option A only if the project manager possesses the IM skills necessary for this task and the work load is manageable.

**Enumerators/data collectors** are responsible to collect primary data for each data collection period. They have to be trained on CPiE and data collection skills. There should be a gender balance among the data collectors. Under option A, these data collectors will be hired and managed by project manager. Under option B, these data collectors will be selected from existing agency staff.

For community based situation monitoring, each agency will assign one staff to work with the project manager in setting up the data collection system. First step is to select community liaisons and second step is to train them on CPiE, data collection and reporting. Once the system is set up, the agency staff will continue working with the project manager in responding to urgent needs reported by community liaisons and also to conduct spot checks to ensure quality. Community focal points will provide reports for each child who faces violations. For each case, the community liaison will be asked to provide some information about the child and also about the violation. See examples above under “tools”. Note: If option A is chosen, a linkage with existing case management systems (such as CP IMS) and/or reporting mechanisms (such as MRM) could be established.

For agency based situation monitoring, each agency will have to assign at least three staff members to be trained on data collection (these could be the same staff that will do response monitoring). CPiE experience and knowledge as well as gender balance is important in selecting the right data collectors. The three staff will receive instructions from the project manager for each data collection period. They will be responsible to collect data, enter data (if electronic data collection is not used) and to transmit data to project manager at defined intervals. During each reporting period, the agency staff visit communities and speak to at least 3 key informants per community. Despite multiple interviews in each community, only one set of triangulated responses should be reported from each community during each reporting period. To this end, a single form has to be compiled for each community after all three key informant interviews are done. This process has to be done objectively by the agency staff based on observations and interviews they had with community members.

## 9. Data analysis and sharing

For response monitoring the existing data management tools (5W and program quality data management tool) provide an easy to use platform for tabulation and analysis of the data to facilitate interpretation and report writing. Every reporting period, the analysed data should be presented at the child protection coordination meeting for interpretation. During this meeting, any red flags in the data should be discussed and top-line recommendations for programming and advocacy should be discussed and agreed upon. The monthly reports will mostly involve info-graphics accompanied by basic narrative that reflects the interpretation of the data. Every quarter or semester, a more compressive report with elaborate narrative should be compiled and shared with partners and donors. An interpretation workshop should be held prior to the authoring this report.

For situation monitoring, a sample data management tool has been developed that should be adapted to the context. Like the tools for response monitoring, the situation monitoring data management tool provides the possibility of easy data entry, cleaning and analysis. It is recommended that at the end of each reporting period, a group of experts hold a workshop to interpret the data and propose programmatic adjustments. This can take place during an extended version of a coordination meeting. Further to the information that results from child protection monitoring activities, data from other relevant stakeholders, such as other clusters (protection, etc) and agencies or areas of responsibility can support data interpretation and triangulation. One important component of the interpretation process would be to identify potential unintended consequences of the response. For example, if the data shows that there are more separations happening in areas where there are active FTR programs, it may merit further investigation to see if parents are intentionally sending their children away so they can benefit from some services. The resulting report should not only include analysis of data, but also the interpretation of the results and tangible programmatic recommendations. Any major decision on humanitarian priorities should be discussed and harmonized with broader protection cluster and other relevant decision making bodies within the humanitarian response.

The CPMTF should assign the necessary human resource for timely analysis and report writing. This should not be taken for granted or be an afterthought since it is a time consuming process and requires specific skill set.

## 10. Annexes

### Annex 1: Definitions - Indicators

**Baseline:** Baseline determines the starting point of measurement and the reference to the extent to which progress is made against set targets (i.e. current reach).<sup>38</sup> It tells us where we are when we begin the measurement. Establishing a baseline is important for both response and situation monitoring. For situation monitoring, baseline can be established through an initial assessment or a desk review. Alternatively the first reporting cycle can be considered the baseline. For response monitoring, baseline can be established based on an analysis of existing program documents.

**Input indicator:** Measures the financial, human, and material resources used for the intervention.<sup>39</sup> For example “number of tents set up for CFSs in the affected area”. Input indicators are only relevant to response monitoring.

**Process indicator:** Measures activities that have taken place to move the program forward. For example: “number of social workers trained on case management.” Process indicators are only relevant to response monitoring. *Note: Some experts consider process indicators as being a sub-set of ‘output’ indicators.*

**Output indicator:** Measures products, goods and services, which result from an intervention. For example: “number of children reunified with their families by project staff.” Output indicators are only relevant to response monitoring.

**Indicator to measure quality:** Measures quality of the products, goods and services delivered by the intervention. For example: “Percentage of registered unaccompanied children that have been reunified within 6 weeks from their identification.” Quality indicators are only relevant to response monitoring. *Note: Some experts consider quality indicators as subset of ‘input,’ ‘output’ and ‘outcome’ indicators.*

**Outcome indicator:** Measures short-term and medium-term effects of an intervention.<sup>40</sup> For example a girl who has been reunified with her family. “Percentage of reunified children that stayed with their family for more than six months.” Outcome indicators can be used for both response and situation monitoring.

**SMART indicator:**<sup>41</sup> SMART stands for Specific, Measurable, Achievable, Relevant, and Time bound. Avoid trying to gather too much information under a single indicator. Example for a NON-SMART indicator: “percentage of separated children who were identified and registered and reunified”. This indicator has too many components (not-specific), hard to measure, and not time-bound. It also has the potential of double or triple counting a single child.

**Proxy Indicator:**<sup>42</sup> A proxy indicator is an indicator that does not directly measure what we want to know, but gives an approximation of the issue by measuring something related to it (such as a symptom or a consequence). For example, to know if children are psychosocially distressed, we may not be able to measure their actual level of distress. But we often measure whether they show behavioral signs of distress, such as bedwetting or unusual crying.

**Numerator:** The expression written above the line in a common fraction to indicate the number that represents the count of the issue of concern. For example if the indicator is: “percentage of children who participated in x”, the “of children who participated in x” is the numerator.

<sup>38</sup> Motherchildnutrition.org, information management, planning, monitoring and evaluation

<sup>39</sup> Definition adapted from: Glossary of key terms in evaluation and results based management, OECD-DAC criteria, 2010, p. 25

<sup>40</sup> Ibid, p. 28

<sup>41</sup> <https://sites.google.com/site/savethechildrenme/Home/smart-indicators>

<sup>42</sup> For more on proxy indicators, see: UNICEF, Module 2: How To Design A Child Protection Programme, page 122.



**Denominator:** The expression written below the line in a common fraction that represents the total population of concern. In the example above, “total number of targeted children” is the denominator.

**Target:** A target is the value assigned to an indicator that is set as a goal by program managers or coordination bodies. It is used by program staff as a determinant for the success of the intervention. For example, target for the quality indicator mentioned above can be 90%.

**Unit of measurement:** Is the level at which the measurement of the phenomenon in question takes place. In humanitarian contexts, this can be community, household, individual, education facility, health center, etc. For example (a) for the ‘number of identified unaccompanied children’ the unit is ‘child’; (b) for the ‘percentage of communities with at least one functioning CFS’ the unit is ‘community.’ Unit of measurement should be well defined for each indicator.

**Incidence:** Incidence captures new cases. The incidence rate is the number of new cases per population at risk in a given time period.<sup>43</sup> For example: “monthly incidence rate of separation of children from their usual caregivers.” Incidence information can be collected through situation monitoring.

**Prevalence:** Prevalence captures all existing cases of interest at the time of the measurement (including old and new cases).<sup>44</sup> For example: “prevalence of unaccompanied children in a camp.” Prevalence information can be collected through assessments or through the baseline survey of a situation monitoring system.

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<sup>43</sup> [http://cphp.sph.unc.edu/trainingpackages/ERIC/eric\\_notebook\\_2.pdf](http://cphp.sph.unc.edu/trainingpackages/ERIC/eric_notebook_2.pdf)

<sup>44</sup> Ibid

## Annex 2: Urgent Action Procedure

## (UAP) Template

Urgent action procedure is basically a well-defined referral pathway for cases that may require immediate response. If such referral system already exists in the context, the data collection team should be trained on how to plug into the system. This procedure is necessary to ensure that children whose life and/or wellbeing are in immediate danger are catered to by the data collection team.

Table below provides an example of how an UAP template can be constructed. For an UAP to function, organizations have to agree to act as focal points for specific components of child protection area of responsibility. One organization could be in charge of a whole area, covering all CP issues (such as the example of BJI in Ward A-1-2). Or depending on capacity and expertise, one agency may only want to be responsible for some of the CP issue in a specific area (such as CWI and STC for ward A-1-1). Such template should be completed before any data collection and be given out to all staff who will be traveling to the field.

#	District	Ward	Section	CP Issue	Responsible Agency	Contact Info
1	A	A-1	A-1-1	GBV	CWI	...
2	A	A-1	A-1-1	UASC	CWI	
3	A	A-1	A-1-1	CAAFAG	STC	
4	A	A-1	A-1-1	CL	STC	
5	A	A-1	A-1-2	SV	BJI	
6	A	A-1	A-1-2	UASC	BJI	
7	A	A-1	A-1-2	CAAFAG	BJI	
8	A	A-2	A-2-1	CL	BJI	
...	...	...	...		...	

Also, case definitions for “Urgent Action Case” should be developed. For example, data collectors should know exactly when a sexual violence case meets the criteria for urgent action. A list of case definitions should also be developed and distributed to all field staff. This list should be used during the training to ensure common understanding among the field staff.

## ***Situation Monitoring: Data Collection Protocol and Tools***

### **Background**

*[proposed length: one to two pages]*

*[proposed content: provide an overview of the emergency, including affected areas and populations, operational data, etc]*

### **Objective:**

*[proposed length: one paragraph]*

*[proposed content: describe the objective of situation monitoring, including the use of information produced through this system.]*

### **Design and Methodology:**

*[proposed content: use visuals to present the methodology used]*

#### **Scope and Coverage**

*[proposed length: half a page]*

*[proposed content: programmatic areas that will be covered should be determined by participating agencies and listed here. Should also provide a list of covered areas and participating agencies in an annex]*

### **Staffing requirements**

*[proposed length: one to two paragraph(s)]*

*[proposed content: list of staffing needed for the project as well as their brief job description. More detailed ToR can be included in an annex.]*

### **Domains and Indicators**

*[proposed length: two to four pages]*

*[proposed content: CP domains that will be covered in this exercise should be determined by Sub-Cluster members. Indicators for situation monitoring should be selected ideally from existing sources (locally and globally).]*

### **Tools & Data Collection Procedures**

*[proposed length: two to five pages]*

*[proposed content: all data collection tools as well as detailed description of data collection procedures should be outlined.]*

#### **Secondary Data Collection**

*[proposed content: describe the process of compilation and data sources. Inclusion criteria for data sources should be described. If the SDR tool is being used, provide a short description of how it is used.]*

#### **Primary Data Collection**

*[proposed content: describe the data collection process and include data collection tools]*

### **Sampling and Selection of Participants**

*[proposed content: If sampling is deemed necessary (based on the selected methodology), it should be described here. If a fixed sample is being proposed, a list of the selected sampling units can be included here as well.]*

### **Data management, analysis and report writing**

*[proposed length: one to two pages]*

*[proposed content: There is a sample excel-based data management tool that can be adapted to any context. But certain countries may elect to use other data management platforms, including online platforms. All of such details have to be described here. Also, the procedure for analysis and report writing should be laid out clearly with specific roles and responsibilities.]*

### **Ethical considerations**

*[proposed length: one to two pages]*

*[proposed content: outline the main guiding ethical principles for the process. Ethical review procedure should be described here. Urgent action procedures and forms should also be outlined here. And finally, the procedure for monitoring trends, including threshold for action, should be described here]*

## ***Response Monitoring: Coverage and Program Quality Monitoring Protocol and Tools***

### **Background**

*[proposed length: one to two pages]*

*[proposed content: provide an overview of the emergency and CPiE response]*

### **Objective:**

*[proposed length: one paragraph]*

*[proposed content: describe the objective of response monitoring, including the use of information produced through this system.]*

### **Design and Methodology:**

*[proposed content: use visuals to present the methodology used]*

#### Scope and Coverage

*[proposed length: half a page]*

*[proposed content: programmatic areas that will be covered should be determined by participating agencies and listed here. Should also provide a list of covered areas and participating agencies in an annex]*

#### Staffing requirements

*[proposed length: one to two paragraph(s)]*

*[proposed content: list of staffing needed for the project as well as their brief job description. More detailed ToR can be included in an annex.]*

#### Programmatic Areas and Indicators

*[proposed length: two to four pages]*

*[proposed content: programmatic areas that will be covered should be determined by participating agencies and listed here. Indicators for both coverage and program quality monitoring should be listed. Agreed upon definition of quality should also be outlined here.]*

#### Tools & Data Collection Procedures

*[proposed length: two to five pages]*

*[proposed content: all data collection tools as well as detailed description of data collection procedures should be outlined.]*

#### Data management and reporting

*[proposed length: one page]*

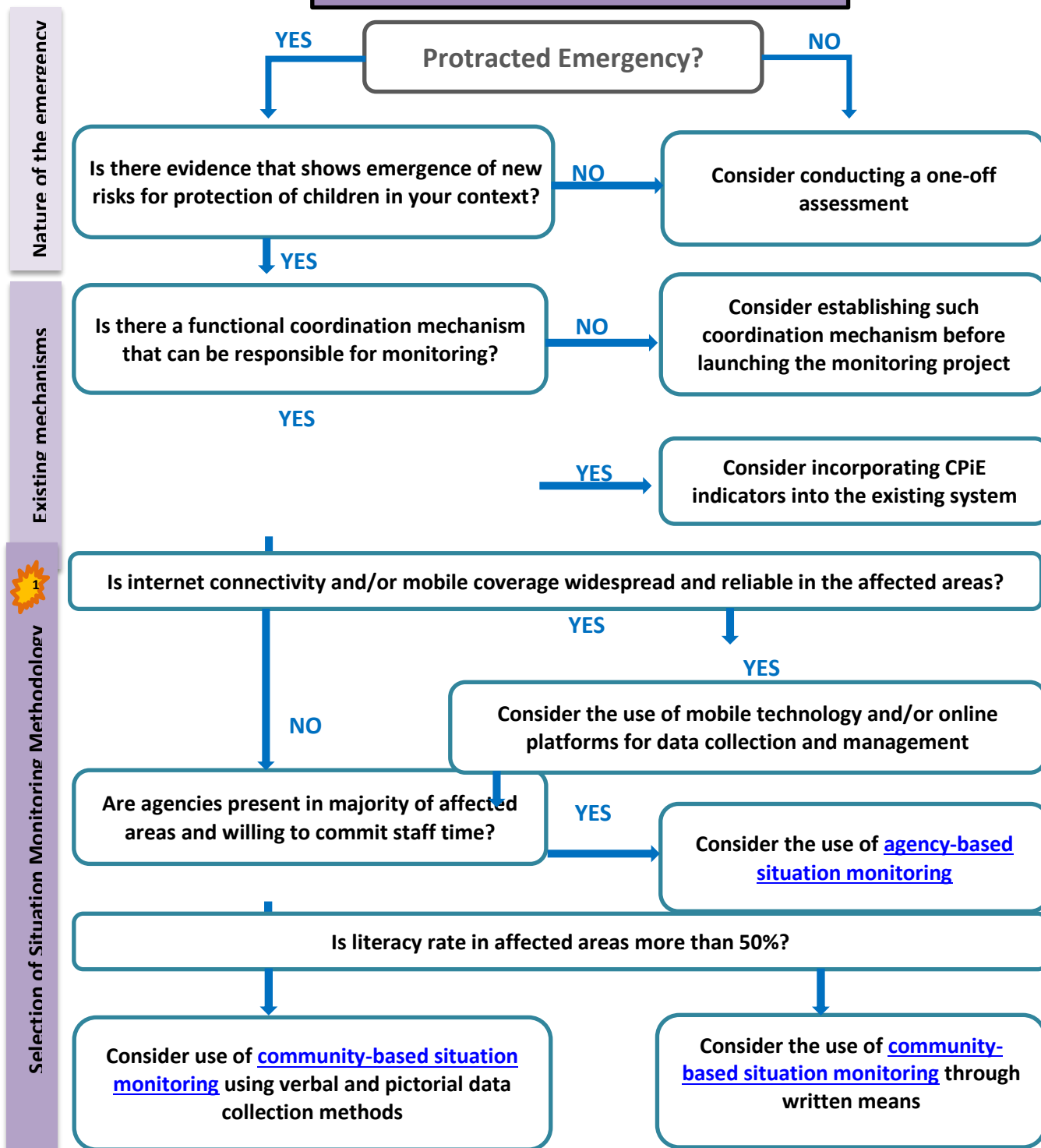
*[proposed content: description of data entry, analysis, interpretation and reporting should be included in this section. Roles and responsibilities of different participating agencies should also be outlined.]*

### **Ethical Considerations**

*[proposed length: one to two pages]*

*[proposed content: outline the main guiding ethical principles for the process. Ethical review procedure should be described here.]*

**For an example, see South Sudan's response monitoring protocol. [provide hyperlink once on website]**



**1** Consider potential negative unintended consequences of data collection on the population and on enumerators

