



**THE ALLIANCE**  
FOR CHILD PROTECTION  
IN HUMANITARIAN ACTION

# Inter-agency Guidance on Child Protection Case Management Data Categorisation



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## INTRODUCTION: PURPOSE OF CHILD PROTECTION CASE MANAGEMENT DATA CATEGORISATION

The purpose of the child protection case management data categorisation structure (referred to as data categorisation hereafter) is to create a standardised framework for organising the information gathered by different actors during the implementation of child protection case management across a variety of settings. The data categorisation structure defines data categories and subcategories, linking each data element to a consistent, unified terminology.

Data categorisation aims to achieve several objectives at local, country, regional and global levels. It aims to:

- Standardise terminology throughout the sector for child protection case management.
- Streamline and simplify agency and inter-agency reporting frameworks.
- Offer a versatile framework for linking information management systems, whether paper-based, Excel-based, or using a digital platform.

## PART 1: CHILD PROTECTION CASE MANAGEMENT DATA CATEGORISATION FRAMEWORK

The child protection case management data categorisation is organised around “use cases”. A use case describes how data and data processing systems will be used to generate insights that support decision-making.

The primary purpose of the data categorisation is to **profile children's vulnerabilities, the threats they encounter, and the services requested and offered**. This method enables standardised data collection and analysis, which supports the measurement of **key performance indicators** for child protection case management. Data categorisation aims to improve the quality and effectiveness of services provided to children. Three key use cases were identified and prioritised in the development of child protection case management data categorisation:

Three Use Cases	
<b>1</b>	<b>Profiling children's vulnerabilities:</b> Based on aggregated data related to children's characteristics, household circumstances and care arrangements.
<b>2</b>	<b>Profiling safety threats:</b> Using aggregated data to inform programme priorities and advocate for protective measures at national, regional, and global levels.
<b>3</b>	<b>Profiling services requested and provided:</b> Facilitating referral pathway assessment and enhancing inter-sectoral collaboration with service providers.

Based on the use cases above, two primary pillars define the child protection case management data categorisation structure:

Two Primary Pillars	
Risks	Services
Determined by assessing a child's vulnerabilities in relation to safety threats.	Documenting both how a child is referred to case management services and the services they receive during the case management process.

This structured approach ensures that child protection efforts are **data-led, targeted, and effective** in meeting children's needs and enhancing their well-being.

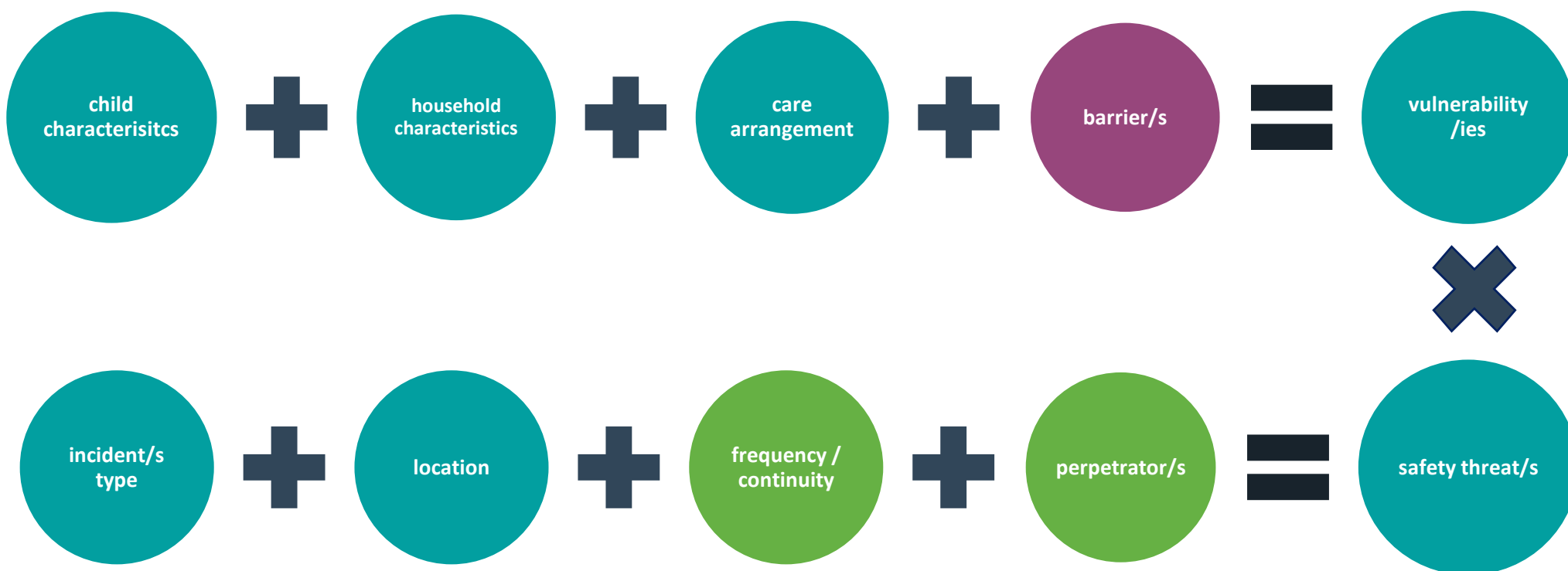


Figure 1. Risks Pillar

	Core category
	Optional category (can be important to measure depending on the context)
	Not categorised



## Understanding the Risks Pillar:

The “risk equation” - risk equals safety threat multiplied by vulnerability (Risk = Safety Threat × Vulnerability) is a key concept in child protection case management, illustrating how threats to children’s safety exacerbate vulnerabilities and expose children to risks that impact their well-being.



**Risk is defined by two main elements: safety threats and vulnerability.**

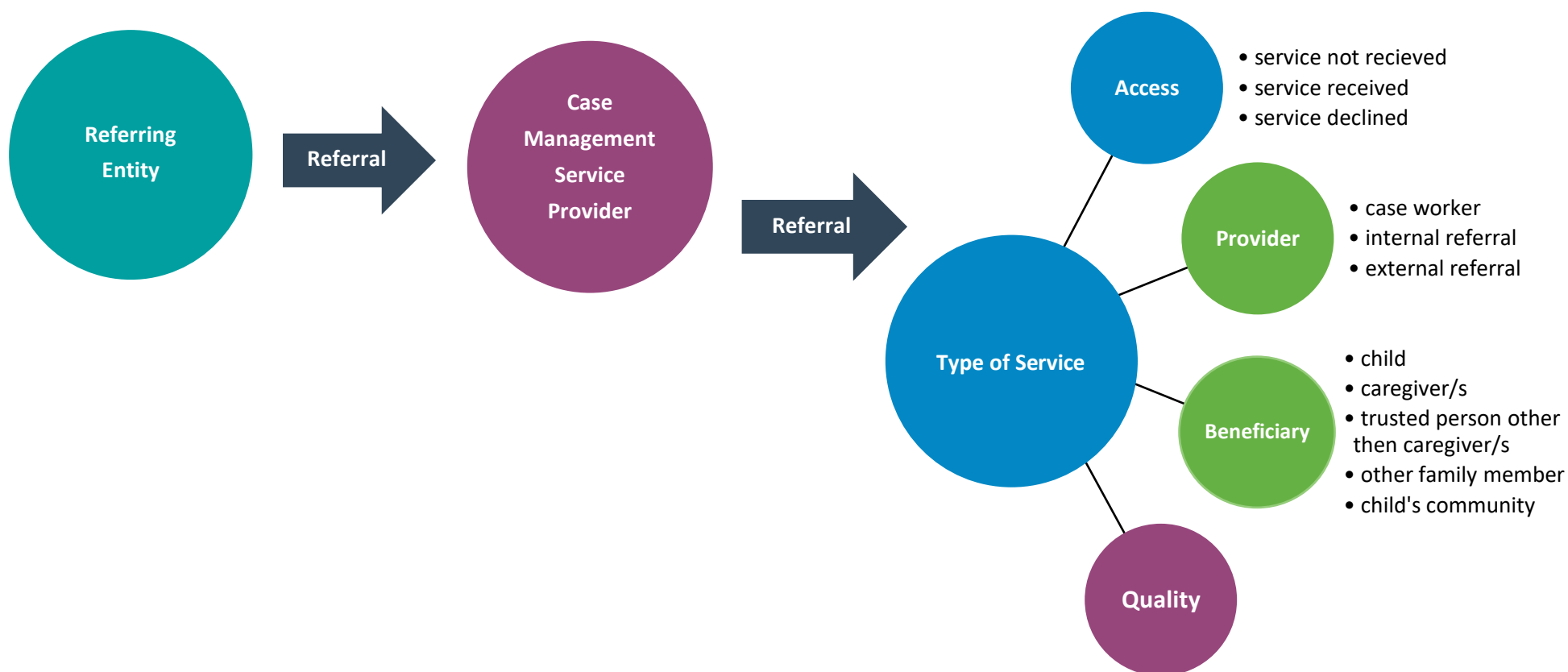
A safety threat occurs when an incident exposes a child to violence, exploitation, abuse, or neglect, influenced by factors like location, frequency, continuity, and the presence of perpetrators.

Vulnerability, however, arises from child-specific characteristics and environmental factors, such as household and care arrangements, which increase a child's risk exposure. Although children are naturally or comparatively more vulnerable to adults due to their physical, mental, and social development, additional social, cultural, economic, policy, and behavioural factors can further amplify their level of risk.

Barriers to protection can be divided into internal and external barriers. Internal barriers, which are part of the child protection case management categorisation, include child characteristics, household details, and care arrangements. Conversely, external barriers, such as systemic issues like gaps in legal and policy frameworks, social stigma, or resource limitations, are not documented in individual case management data. Instead, these require thorough mapping and participatory assessments of the wider child protection system.

The combination of vulnerabilities and safety threats ultimately determines the level of risk a child is exposed to. Risk indicates the potential impact on a child’s life, integrity, and well-being if a threat materialises. The risk level rises when the number and severity of threats increase, when threats occur more frequently or persistently, or when a child’s vulnerabilities worsen due to adverse conditions. Therefore, addressing both safety threats and vulnerabilities is crucial to mitigate risks and safeguard the protection and well-being of children.

Complete Guidance on Risk Levels can be found in the [2024 Child Protection Case Management Guidelines](#).



	Core category
	Optional category (can be important to measure depending on the context)
	Not categorised

Figure 2. **Services Pillar**



## Understanding the Services Pillar:

The services requested and provided pillar, (hereafter referred to as services pillar), in child protection case management aims to track the referral pathways for children receiving case management services. This ensures that children are connected to the necessary services that improve their situation and well-being, while addressing the threats and vulnerabilities they face.

The referral process involves two main steps:

1. **Initial Referral:** An entity refers a child to a child protection case management service provider.
2. **Service Referral:** Once involved in case management, the child is referred to specific services designed to enhance their circumstances, well-being, and resilience against identified threats and vulnerabilities.

Services play an essential role in improving children's circumstances. Each service is characterised by several key factors, including type, accessibility, provider, beneficiaries, and quality of care. Understanding these elements helps ensure that children receive appropriate, timely, and effective support to meet their needs.

The main elements listed in this category are:

- **Types of services requested:** Determining the specific interventions required.
- **Access to services:** Understanding availability, potential barriers, and gaps in service provision.

Capturing both aspects is crucial for recognising needs, obstacles, and gaps in service provision within the child protection system. However, evaluating the quality of services requires a separate process which usually involves mechanisms such as service assessments, feedback and complaint procedures, and participatory evaluations to ensure services are effective, responsive, and meet established quality standards.

## PART 2: CHILD PROTECTION CASE MANAGEMENT DATA CATEGORIES, SUB-CATEGORIES, ATTRIBUTES, VALUES, AND SUB-VALUES

The child protection case management data categorisation described in this section is based on Figures 1 and 2, which specify the categories, sub-categories, attributes, values, and sub-values. As illustrated in Figure 3, each category and subcategory is associated with a particular set of attributes.

- **Attribute:** serves as a single-value descriptor for a data point, which can represent either the child or the incident in case management.
- **Values:** indicate the various options available for an attribute (a child or an incident), and these values are often determined by the specific use case.

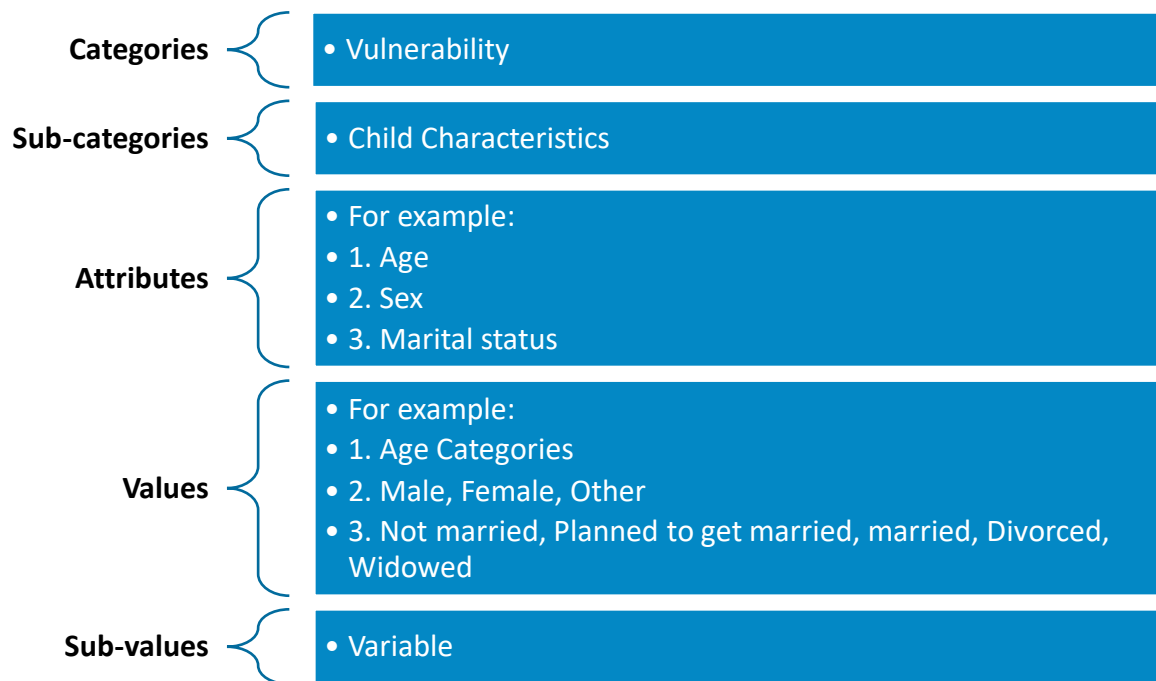


Figure 3. Structure of the child protection case management data categorisation.

For each **category**, **attribute**, and **value**, some elements are considered core as they are essential for reporting and analysis. Others are marked as optional and are highlighted in light grey in the document. These optional elements can be included depending on specific contextual needs for further analysis.

While core categories provide a basic framework, optional elements do not need to be implemented immediately. Instead, they can be added gradually over time, depending on local context changes and the growing need for expanded data collection and analysis in child protection case management.

The data categorisation framework is built on two main pillars:

Two Pillars	
Risks	Services
Determined by assessing a child's vulnerabilities in relation to safety threats.	Documenting both how a child is referred to case management services and the services they receive during the case management process.
<b>Vulnerabilities</b> <b>Safety Threats</b>	<b>Types of Services Provided</b> <b>Access to Services</b>

Additionally, this section provides guidance to help child protection case management and information management personnel effectively utilise categories, subcategories, attributes, values, and sub-values when completing forms or generating data reports.

**Note:** *Not all values have been defined or described in detail.*

## 1. Category of Vulnerabilities

The child protection case management data categorisation includes three key vulnerability categories:

- Child Characteristics – Individual traits that shape a child's identity and needs.
- Household Characteristics – The living environment and family circumstances of the child.
- Care Arrangements – The people or entities responsible for providing care.

### Key Definitions:

- Child Characteristics: Encompasses gender, developmental stage, health status, personality, and cultural background.
- Household Characteristics: Includes family structure, socioeconomic status, living conditions, access to resources, and support networks.
- Care Arrangements: Specifies who is responsible for the child's physical, emotional, and developmental well-being.

**By categorising these vulnerabilities, child protection case management systems can better assess risks, identify support needs, and improve protection interventions for vulnerable children.**

### Note on Precautions in Using Child and Household Characteristics in Data Analysis

When analysing child and household characteristics in child protection case management data, it is essential to recognise that certain attributes, such as location, nationality, area of living, or non-binary gender identity, can lead to discrimination or marginalisation.

These attributes are considered sensitive data and must be handled with caution. Sensitive attributes should only be used when necessary and for measuring the extent of service coverage, but never in a way that could stigmatise a child or community.

For example, publicly associating a specific nationality with a prevalent type of violence or exploitation, such as gender-based violence, can reinforce harmful stereotypes and increase the vulnerability of affected children. Ethical data management practices are critical to ensuring that information is used responsibly, protecting the rights and dignity of children, and preventing unintended harm.

## 1.1. Unit of Measurement:

- **Child<sup>1</sup>:** As per Article 1 of the Convention on the Rights of the Child<sup>2</sup> a child is defined as every human being under the age of eighteen years.

## 1.2. Sub-category: Child's Characteristics

### **Attribute: Country of origin or country of habitual residence**

Refers to the country where a child—whether an asylum-seeker, refugee, or migrant—originates from and holds nationality. For stateless persons, this is the country where they have habitual residence.<sup>3</sup>

**Note: Values should be determined by the local context.**

### **Attribute: Country of first asylum**

Refers to the initial country where an asylum-seeker or refugee seeks protection.

**Note: Values should be determined by the local context.**

<sup>1</sup> As per Article 1 of the Convention on the Rights of the Child a child is defined as every human being below the age of eighteen years, See United Nations. (1989). *Convention on the Rights of the Child (CRC)*. Retrieved from <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>.

<sup>3</sup> UNHCR. (2022). *Glossary*. Retrieved from <https://www.unhcr.org/glossary>.

### **Attribute: Child location**

Refers to the child is currently living. Depending on the context, the location can be categorised at different levels, such as governorate, township, directorate, or camp/settlement. This facilitates flexible data segmentation according to regional administrative divisions.

**Note: Values should be determined by the local context.**

### **Attribute: Nationality**

Refers to a child's legal relationship with a State. A child may have one or multiple nationalities or may be stateless, meaning they are not considered a national under the laws of any country. In cases where nationality information is unavailable, the status is classified as Unknown.

Values are:

- **National**
- **Other nationalities**
- **Stateless: The condition of not being considered as a national by any State under the operation of its law.<sup>4</sup>**
- **Unknown: When information about the child's nationality is not available or unknown to the case worker.**

**Note: Additional sub-categories can be added to the "other nationalities value"; however, the above groupings are core values and need to be maintained, allowing for comparison across contexts.**

### **Attribute: Child's age**

Refers to the child's age at the time of registration, recorded in the format of the date of birth.

Values are:

- **0- to 4-year-old**
- **5 to 9 years old**
- **10 to 14 years old**
- **15-17 years old**
- **18 years or older<sup>5</sup>**

**Note: Values can be further disaggregated at the country level to provide additional insights. The above groupings, however, are core values and need to be kept,, allowing for comparison across contexts.**

<sup>4</sup> UNHCR. (2022). *Glossary*. Retrieved from <https://www.unhcr.org/glossary>.

<sup>5</sup> The bracket over 18 has been included (even though these are not children by law) because of considerations such as care provision for children who reach the age of adulthood but may require follow-up past the age of 18.

#### **Attribute: Sex/ Gender of the Child**

Refers to the child's sex or gender at the time of registration.

Values-are:

- **Girls**
- **Boy**
- **Non-binary:** Encompasses intersex individuals as well as those who are gender fluid or questioning. This sub-category is sensitive and should be used only if it does not lead to stigmatisation or risk.
- **Other\*:** Covers additional gender identities. This sub-category is sensitive and should be used only if it does not lead to stigmatisation or risk.

***Note: The risk should include not only potential risks in the current context, but also, for example, if the child moves to a new context, this information should be documented and shared only if appropriate and relevant.***

#### **Attribute: Sex/Gender of the Child**

Refers to whether a child's birth has been officially registered at the time of case management registration.

Values-are:

- **Birth registered**
- **Birth not registered**
- **Birth registration process started but was not completed.**

#### **Attribute: Marital status**

Refers to the child's marital status at the time of case management registration.

Values are:

- **Not married**
- **Planning to get married / engaged**
- **Married:** Marriage refers to includes both legally recognised and non-legally recognised unions.

In contexts where child marriage is prevalent, additional optional values can be used to provide further disaggregation:

- **Registered marriage (legally recognised)**
- **Non-legally recognised union (customary marriage, unregistered union, religious marriage)**
- **In registered marriage but abandoned by spouse**
- **In non-legally recognised union but abandoned by spouse**

- **Divorced:** Refers to legal divorce and not separation or abandonment by the spouse.
- **Widowed**

***Note: Marital status can be a sensitive attribute in countries where child marriage is illegal and needs to be used in a way that keeps children's safe from further prosecution.***

#### **Attribute: Disability status**

Refers to whether a child has a disability at the time of case management registration.

Values are:

- **No disability**
- **Disability**

For countries where case management teams have the capacity to collect and analyse more detailed data on disabilities, the following sub-categories can be used:

- ***Physical impairments***
- ***Mental impairments***
- ***Intellectual impairments***
- ***Sensory impairments***
- ***Other***

***Note: More than one disability type can apply to the same child, and case management teams should ensure data collection is conducted sensitively and ethically.***

#### **Note: Precautions for collecting and analysis disability related information**

**Disability results from the interaction between individuals with impairments and various attitudinal and environmental barriers, which hinder their full and equitable participation in society.**

The disability spectrum is broad, encompassing a wide range of impairments and barriers. Children with disabilities have evolving capacities, meaning the nature and impact of their disabilities may change over time. Additionally, the availability of support services, such as assistive devices, can significantly shape their experience of disability.

UNICEF and the Washington Group on Disability Statistics have developed question sets to identify children with disabilities. These tools focus on functional difficulties that may limit participation in environments without appropriate accommodations. When used as intended, these question sets provide the most effective method for identifying disability in children.

**Several factors can contribute to underreporting or misidentification of children with disabilities:**

- Lack of disability services, support, or awareness in some contexts may lead to disabilities going unnoticed. Instead, children may be incorrectly labelled as "naughty," "difficult," or even "cursed."
- Social stigma, shame, and ableism may discourage individuals from disclosing disabilities, preventing accurate reporting.
- Fear of negative consequences, such as social exclusion, bullying, or denial of assistance and services, may deter children or caregivers from openly sharing disability information.
- The diversity within disabilities means that not all disabilities are visible or immediately apparent, making accurate identification more complex.

**By acknowledging these barriers, case management teams can work towards more inclusive, accurate, and sensitive approaches to identifying and supporting children with disabilities.**

#### ***Attribute: Displacement status***

Refers to the child's displacement at the time of case management registration.

Values are:

- **Host community:** Refers to a population or area that accommodates large numbers of displaced persons, including refugees and internally displaced persons (IDPs). Hosting arrangements may vary, including formal camps, integration into local households, or independent living within the community.<sup>6</sup>
- **Internally Displaced Person:** Refers to someone who has been forced or obliged to flee their home or habitual residence—particularly due to armed conflict, generalised violence, human rights violations, or natural and human-made disasters—without crossing an internationally recognised state border.
- **Asylum-seeker and Refugee:**
  - **An asylum-seeker** refers to someone seeking international protection. In some jurisdictions, this term refers to individuals who have formally applied for refugee status or complementary international protection and are awaiting a decision on their application. In a broader sense, it may also include individuals who have not yet used but may intend to or need such protection.
  - **A refugee** refers to someone who is outside their country of origin due to a well-founded fear of persecution based on race, religion, nationality, membership in a particular social group, or political opinion, or because of conflict, generalised

<sup>6</sup> UNHCR. (1998). *Guiding Principles on Internal Displacement*. Retrieved from <https://www.unhcr.org/us/media/guiding-principles-internal-displacement>.



violence, or other circumstances seriously disturbing public order. Refugees, by definition, require international protection.

- **Returnee:** A returnee is a person who returns to their country of origin. This term also applies to internally displaced persons who return to their prior place of residence<sup>7</sup>.
- **International Migrant<sup>8</sup>:** An umbrella term with no universally accepted definition for “migrant” exists. The UN Migration Agency (IOM) defines an international migrant as any person who is moving or has moved across an international border regardless of (1) the person’s legal status; (2) whether the movement is voluntary or involuntary; (3) what the causes for the movement are; or (4) what the length of the stay is.
  - *Note: To distinguish migrants from refugees and asylum seekers, the term migrant here refers to individuals who choose to move across international borders, not due to a direct threat of persecution, serious harm, or death, but for other reasons, such as seeking better economic opportunities, education, or family reunification. Unlike refugees, migrants continue to receive protection from their government, even while abroad, and retain that protection upon returning to their home country.*
- **Other:** If not falling under any of the above categories.

#### **Attribute: Education status**

Refers to the type of education services a child has access to at the time of case management registration.

Values are:

- **Not attending any learning programmes:** The child is neither enrolled in nor participating in any form of learning activity.
- **Attending formal learning programmes:** The child is enrolled in and attending formal education, which refers to learning that leads to recognised qualifications as defined by national education authorities.
- **Attending only non-formal learning programmes:** The child participates exclusively in non-formal education, including basic literacy and numeracy programs, advanced learning courses, and other skill-development activities outside the formal education system.

<sup>7</sup> UNHCR. (1996). *Handbook on Voluntary Repatriation: International Protection*. Retrieved from [https://www.unhcr.org/bg/wp-content/uploads/sites/18/2016/12/Handbook\\_Voluntary-Repatriation\\_1996.pdf](https://www.unhcr.org/bg/wp-content/uploads/sites/18/2016/12/Handbook_Voluntary-Repatriation_1996.pdf).

<sup>8</sup> IOM. (2022). *World Migration Report 2022*. Geneva, Switzerland: IOM. Retrieved from <https://publications.iom.int/books/world-migration-report-2022>.

### **Attribute: Pregnancy status**

Refers to whether a girl is pregnant at the time of case management registration.

Values are:

- **Pregnant**
- **Not pregnant**

### **Attribute: Status in relation to the justice system<sup>9</sup>**

Refers to whether a child has encountered actors in the justice system (e.g., law enforcement, lawyers, judges, corrections) for administrative, civil, or criminal reasons at the time of registration. Noting that there is a key distinction between children who come into contact with the law (victim or witness), and children who are in conflict with the law (accused or charged with an offence).

Values are:

- **No contact with the justice system: The child has had no interaction with the justice system.**
- **Child in contact with the justice system: The child has interacted with the justice system in some capacity.**
- **In situations where child protection case management involves a significant number of children in contact with the justice system, the following subcategories can be considered:**
  - **The child is a victim of an offence: The child has suffered harm as a result of a criminal act.**
  - **Child is a witness to an offence: The child has witnessed a criminal act and may be involved in legal proceedings as a witness.**
  - **The child is in conflict with the law: The child has been accused of or charged with an offence.**
- **Child deprived of liberty: Refers to children who are deprived of their liberty, meaning they are placed in any form of detention, imprisonment, or custodial setting (public or private) from which they are not allowed to leave at will, by order of a judicial, administrative, or other public authority.**

**Note:** *More than one value can apply to the same child.*

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<sup>9</sup> This attribute is defined based on:

- United Nations. (2019). *Study on Children Deprived of Liberty*. Retrieved from [https://www.un.org/development/desa/youth/wp-content/uploads/sites/21/2019/10/Study-on-Children-Deprived-of-Liberty\\_FullReport.pdf](https://www.un.org/development/desa/youth/wp-content/uploads/sites/21/2019/10/Study-on-Children-Deprived-of-Liberty_FullReport.pdf).
- United Nations. (1989). *Convention on the Rights of the Child (CRC)*. Retrieved from <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>.

### 1.3. Sub-Category: Household Characteristics

#### **Attribute: Father alive or deceased**

*Refers to whether the child's father is alive, deceased, or if their status is unknown.*

Values are:

- **Alive:** The father has been confirmed to be alive.
- **Deceased:** The father is confirmed to have died.
- **Unknown:** The status of the father is not known.

#### **Attribute: Mother alive or deceased**

*Refers to whether the child's mother is alive, deceased, or if their status is unknown.*

Values are:

- **Alive:** The mother has been confirmed to be alive.
- **Deceased:** The mother is confirmed to have died.
- **Unknown:** The status of the mother is not known.

#### **Attribute: Caregiver**

Refers to an individual, community or institution (including the State) that has a recognised responsibility, either by law or custom, for the child's well-being. A caregiver is usually the person with whom the child lives and who provides daily care<sup>10</sup>.

Values are:

- **Alive:** The caregiver is known to be alive.
- **Deceased:** The caregiver is confirmed to have passed away.
- **Unknown:** The caregiver's status is unknown.

#### **Attribute: Household Size**

Shows the makeup of the household, including both family and non-family members.

Values are:

- **Number of adults**
- **Number of children**

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<sup>10</sup> The Alliance for Child Protection in Humanitarian Action. (2019). *Minimum Standards for Child Protection in Humanitarian Action*. Retrieved from [https://alliancecpha.org/sites/default/files/technical/attachments/cpms\\_2019\\_final\\_en.pdf](https://alliancecpha.org/sites/default/files/technical/attachments/cpms_2019_final_en.pdf).

**Attribute: Area of living (Optional)**

Refers to the child's living environment.

Values are:

- **Urban**
- **Rural**
- **Camp/settlement for displaced persons**
- **Other**

## 1.4. Sub-category: Care Arrangement

**Attribute: Care status**

Refers to the child's caregiving circumstances at the time of registration.

Values are:

- **Separated child:** Separated children are those who are separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.<sup>11</sup>
- **Unaccompanied child:** Unaccompanied children (also known as unaccompanied minors) are children who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.<sup>12</sup>
- **Accompanied child:** An accompanied child is a child accompanied by at least one of their parents.

**Note:** As per the UN Guidelines on Alternative Care 17, “care by adoptive parents from the moment the child concerned is effectively placed in their custody pursuant to a final adoption order, as of which moment, for the purposes of the present Guidelines, the child is in parental care”. This indicates that children under the care of their adoptive parents or legal guardians are neither separated nor unaccompanied.

<sup>11</sup> The Alliance for Child Protection in Humanitarian Action. (2019). *Minimum Standards for Child Protection in Humanitarian Action*. Retrieved from [https://alliancecpha.org/sites/default/files/technical/attachments/cpms\\_2019\\_final\\_en.pdf](https://alliancecpha.org/sites/default/files/technical/attachments/cpms_2019_final_en.pdf).

<sup>12</sup> Ibid.

### **Attribute: Type of care<sup>13</sup>**

Refers to both formal and informal care at the time of the child's case management registration. This can include either:

- **Informal care:** A private, family-based arrangement where a child is cared for on a continuous or indefinite basis by relatives, friends (kinship care), or others without involvement from an administrative or judicial authority.
- **Formal care:** A care arrangement mandated by a competent administrative or judicial authority, including family-based care (such as foster care) and non-family-based settings (such as residential care facilities).

Values are:

- **Parental care:** The child receives full-time care from at least one parent.
- **Kinship care:** The child receives full-time care, nurturing, and protection from someone other than a parent who is related to the child by family ties or from someone with a significant prior relationship (e.g., close family friends).
- **Foster care:** The child is placed in a family environment by a competent authority. The foster family is selected, prepared, and authorised to provide care, with supervision and potential financial or non-financial support.
- **Supervised independent living arrangement:** The child, usually an adolescent, lives independently but under supervision, without a formal parental or guardian role.
- **Institutional/Residential care:** Care provided in any non-family-based group setting, such as emergency safe houses, transit centres during emergencies, and all other short- and long-term residential facilities, including group homes.
- **Child carer:** A child who takes on full or substantial caregiving duties for a parent, sibling, or other household members because of illness, disability, or the absence of adult caregivers.
- **Child-headed household:** The child or children (typically an older sibling) assume the primary responsibility for the day-to-day running of the household, providing and caring for those within the household. The children in the household may or may not be related<sup>14</sup>.
- **The child has no care arrangement:** The child is not being cared for by their parents nor through any of the other care arrangements listed above.
- **Other:** This category is used for care arrangements not classified above.

**Note:** optionally, and if case management systems can capture whether the placement is formal or informal, the sub-values of **formal and informal** should be applied accordingly.

<sup>13</sup> The following section has been developed based on the UN General Assembly. (2010). *Guidelines for the Alternative Care of Children: Resolution A/RES/64/142*. Retrieved from <https://www.refworld.org/legal/resolution/unga/2010/en/73661> if not specified otherwise.

<sup>14</sup> Better Care Network. (2022). *Glossary of Key Terms*. Retrieved from <https://bettercarenetwork.org/glossary-of-key-terms>.

**Attribute: Sex/ Gender of the primary caregiver**

Values are:

- Male
- Female
- Non-binary
- Other

**Attribute: Age of the primary caregiver**

Values are:

- Under 18
- 18 or over
- Unknown
- Not applicable

## 2. Category of Safety/Threat

Children may experience maltreatment, violence, exploitation, abuse, and neglect at different stages of their lives.

**Key considerations for managing cases of child protection:**

- Each incident involves one child. If more than one child is affected by the same event, a separate incident report is logged in each child's record.
- A child might encounter several incidents over time. Incident reports are gathered from children, carers, or other trusted adults.

For data categorisation, only incidents involving a child will be counted. Additional details—such as location, perpetrators, and frequency (single or repeated)—will only be analysed if optional variables are included.

**It is important to note:**

- **Incidents are not always the main reason for case management.** For instance, a child may enter case management because of their care arrangement rather than a specific incident. Incidents can be identified and reported at various stages of service delivery.
- **Some incidents stem from harmful traditional practices** influenced by social, cultural, or religious norms. These can manifest as various forms of abuse or violence. However, understanding the root causes of such incidents requires more than standard case management categorisation. A deeper insight might involve system analysis, reflective practices, or participatory assessments.

## 2.1. Unit of measurement:

- Incident

## 2.2. Attributes of incidents<sup>15</sup>

### Attribute: Type of incident

Values include:

- **Neglect of the Child:** Refers to the deliberate or unintentional failure of a caregiver, (whether individual, community, or institution, including the State) who has a clear responsibility, by custom or law, for the child's well-being, to:
  - Protect the child from actual or potential harm to their safety, well-being, dignity, and development.
  - Uphold the child's rights to survival, development, and well-being when they have the capacity, ability, and resources to do so.

Harm can be visible or invisible, and an act may still be classified as neglectful regardless of whether the caregiver intended to cause harm.

Child neglect encompasses:

- **Physical neglect:** failure to protect a child's well-being or to support their rights to essentials, including enough food, shelter, clothing, and basic medical care.
- **Medical neglect:** the failure to seek prompt and appropriate medical attention for a serious physical or mental health problem.
- **Emotional neglect:** occurs when caregivers are emotionally or psychologically unavailable or consistently inattentive to a child; they fail to nurture or support the child's development; they deny the child warmth and opportunities for growth, or expose the child to intimate partner violence, drug, or alcohol abuse.
- **Educational neglect:** the failure to guarantee a child's education through school attendance or other methods.
- **Supervisory neglect:** occurs when an adult fails to provide safe and suitable supervision that, considering a child's age, development, or circumstances; the duration and frequency of

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<sup>15</sup> The attributes listed below, and their definitions are based on:

- General Comment: *The Right of the Child to Freedom from All Forms of Violence* (CRC/C/GC/13, 2011).
- The Alliance for Child Protection in Humanitarian Action. (2019). *Discussion Paper: Review of Existing Definitions and Explanations of Abuse, Neglect, Exploitation and Violence against Children*. Retrieved from [https://alliancecpa.org/sites/default/files/technical/attachments/report\\_on\\_cp\\_definitions\\_low\\_res.pdf](https://alliancecpa.org/sites/default/files/technical/attachments/report_on_cp_definitions_low_res.pdf).

unsupervised periods; and the environment in which a child is left alone, risks harming the child.

- **Abandonment:** when a caregiver fails to maintain contact with a child or provide sufficient support for a certain period.

### **Note: Understanding the difference between abuse and violence**

In the categories below abuse and violence have been merged, this is because it is noted that in several country specific legal frameworks the following distinction is not always made:

- **Abuse:** deliberate harmful acts perpetrated by those who have a relationship of trust, power, or responsibility with the child
- **Violence:** deliberate harmful acts perpetrated by known individuals and/or strangers.

The scope of “relationship of trust, power or responsibility with the child” includes parents, family members, and other permanent, temporary, proxy and de facto caregivers.

- **Psychological Violence/Abuse Against the Child:** Refers to actions that negatively affect a child's emotional well-being and development. This includes restricting a child's movements, denigration, ridicule, threats and intimidation, discrimination, rejection, and other non-physical forms of hostile treatment that prevent the child from having an appropriate and supportive environment to thrive. These acts can lead to psychological and social developmental deficits in a child. Psychological abuse is inflicted by a parent or caregiver.
- Forms of psychological violence or abuse also include:
  - **Psychological bullying** - involves scaring, terrorising, threatening, exploiting, rejecting, isolating, ignoring, and favouritism. This also includes cyberbullying, which is defined as "the posting or sending of electronic messages, pictures, or videos aimed at harassing, threatening, or targeting another person via ICTs (information and communication technologies) such as chat rooms, blogs, and instant messaging."
  - **Exposure to domestic violence** – is referred to when a child witnesses intimate partner violence or other types of domestic abuse.

**Note:** This may also be categorised as gender-based violence (GBV) under incident 6 in the Gender-Based Violence Classification Tool.<sup>16</sup>

<sup>16</sup> For details on gender-based violence, please refer to: Gender-Based Violence Information Management System. (2021). *Gender-Based Violence Classification Tool*. Retrieved from <https://www.gbvim.com/wp/wp-content/uploads/Annex-B-Classification-Tool.pdf>.



- **Physical violence/abuse:** Refers to the use of physical force by an individual, leading to actual or potential bodily injury or suffering. **Physical abuse** is inflicted by a caregiver.
- In humanitarian contexts, this may include killing, maiming, torture, and abduction. It also encompasses children caught in crossfire, children injured by unexploded ordnance, summary executions, corporal punishment, maiming, and torture.
- Forms of physical violence or abuse also include:
  - **Physical bullying** - can be defined as intentional and aggressive behaviour that occurs repeatedly against a victim where there is a real or perceived power imbalance, and where the victim feels vulnerable and powerless to defend themselves. The unwanted behaviour is hurtful: it can be physical, including hitting, kicking and the destruction of property<sup>17</sup>.
  - **Corporal punishment** - general comment No. 8 (para. 11), the CRC committee defined “corporal” or “physical” punishment as any punishment in which physical force is used and intended to cause some degree of pain or discomfort, however light. Most involve hitting (“smacking”, “slapping”, “spanking”) children with the hand or with an implement, such as a whip, stick, belt, shoe, or wooden spoon. But it can also involve, for example, kicking, shaking or throwing children, scratching, pinching, biting, pulling hair or boxing ears, caning, forcing children to stay in uncomfortable positions, burning, scalding, or forced ingestion.<sup>18</sup>

**Note:** This could also be classified as GBV under incident 3 in the Gender-Based Violence Classification Tool.

- **Sexual Violence/Abuse Against the Child:** Refers to any sexual act or attempt to obtain a sexual act from a child, including unwanted sexual comments, touching, or looking at a child for sexual pleasure. It encompasses physical, emotional, psychological, or sexual harm and may also involve denial of resources or services. This type of violence affects women, girls, men, and boys.<sup>19</sup> This also includes acts that violate societal laws or social norms
- Forms of sexual violence and abuse also include:
  - **Rape:** non-consensual penetration (to any extent) of the vagina, anus or mouth with a penis or other body part. Also includes penetration of the vagina or anus with an object.<sup>20</sup>

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<sup>17</sup> UN Special Representative of the Secretary-General on Violence Against Children. (n.d.). *Bullying and Cyberbullying*. Retrieved from <https://violenceagainstchildren.un.org/content/bullying-and-cyberbullying-0>.

<sup>18</sup> Other specific forms of corporal punishment are listed in the report of the independent expert for the United Nations study on violence against children (A/61/299, paras. 56, 60, and 62). Retrieved from <https://www.refworld.org/pdfid/453780fe0.pdf>.

<sup>19</sup> The Alliance for Child Protection in Humanitarian Action. (2019). *Minimum Standards for Child Protection in Humanitarian Action*. Retrieved from [https://alliancecpha.org/sites/default/files/technical/attachments/cpms\\_2019\\_final\\_en.pdf](https://alliancecpha.org/sites/default/files/technical/attachments/cpms_2019_final_en.pdf).

<sup>20</sup> Gender-Based Violence Information Management System. (2021). *Gender-Based Violence Classification Tool*. Retrieved from <https://www.gbvims.com/wp/wp-content/uploads/Annex-B-Classification-Tool.pdf>.

- **Sexual assault:** any form of non-consensual sexual contact that does not result in or include penetration. Examples include attempted rape, as well as unwanted kissing, fondling, or touching of genitalia and buttocks. Female genital mutilation/cutting is an act of violence that impacts sexual organs, and as such, should be classified as sexual assault. This incident type excludes rape, i.e., where penetration has occurred.<sup>21</sup>

**Note:** *Whilst this attribute could also include early marriage<sup>22</sup>, which is defined by the age of the survivor at the time of the marriage, for data categorisation, this will be collected only as “child marriage” for every child who is married, and is collected in the vulnerability section above.*

**Note:** *This could also be classified as GBV under incident 1 and 2 respectively in the Gender-Based Violence Classification Tool.*

- **Exploitation<sup>23</sup>:** Refers to when an individual in a position of power and/or trust takes or attempts to take advantage of a child for their own personal benefit, advantage, gratification, or profit. This individual benefit may take various forms, including physical, sexual, financial, material, social, military, or political. Exploitation may involve remuneration in cash or kind (such as social status, political power, documentation, freedom of movement, or access to opportunities, goods or services) to the child or a third person or person/s.
- This has three sub-values (which should be reported):
  - **Economic exploitation:** slavery and slave-like practices, servitude, bonded or indentured labour.
  - **Harmful or hazardous labour:** work that, due to the child’s age or the nature of the work, is detrimental to any aspect of the child's welfare, including their health or physical, mental, spiritual, moral, or social development. This also covers the use of children in the illicit production and trafficking of narcotic drugs and psychotropic substances.
  - **Sexual exploitation:** child prostitution, the trafficking or sale of children for sexual purposes (including forced marriage), child pornography and grooming for sexual purposes – including online.

**Note:** *Whilst harmful or hazardous labour includes children associated with armed forces and groups, for data categorisation, this will be reported separately as its own attribute (see below).*

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<sup>21</sup> Gender-Based Violence Information Management System. (2021). *Gender-Based Violence Classification Tool*. Retrieved from <https://www.gbvims.com/wp/wp-content/uploads/Annex-B-Classification-Tool.pdf>.

<sup>22</sup> Ibid

<sup>23</sup> The Alliance for Child Protection in Humanitarian Action. (2019). *Discussion Paper: Review of Existing Definitions and Explanations of Abuse, Neglect, Exploitation and Violence against Children*. Retrieved from [https://alliancecpha.org/sites/default/files/technical/attachments/report\\_on\\_cp\\_definitions\\_low\\_res.pdf](https://alliancecpha.org/sites/default/files/technical/attachments/report_on_cp_definitions_low_res.pdf).

**Note:** For data categorisation, this needs to be read alongside the definition of the worst forms of child labour.<sup>24</sup>

- **Child deprived of liberty:** Refers to children who are deprived of their liberty, meaning they are placed in any form of detention, imprisonment, or a custodial setting (public or private) from which they are not permitted to leave at will, by order of a judicial, administrative, or other public authority.<sup>25</sup>

**Note:** Deprivation from liberty is also captured in status in relation to the justice system under the “Child characteristics” above; however, for data categorisation, when this is posing a threat to the child, it should also be marked as an incident.

- **Recruitment of children and use by armed forces and armed groups:** Refers to any person below 18 years of age who is or who has been recruited or used by an armed force or armed group in any capacity, including but not limited to children, boys and girls, used as fighters, cooks, porters, messengers, spies or for sexual purposes. It does not only refer to a child who is taking or has taken a direct part in hostilities.<sup>26</sup>

### **Note: Reporting Grave Violations against children**

**Grave violations committed by armed forces or armed groups in the context of armed conflict should be reported to child rights monitoring organisations, with the child’s informed consent.**

**These violations include:**

- **Maiming of children** – The deliberate infliction of disability or injury, or exposure to explosives, munitions, mines, and other explosive ordnance.
- **Recruitment and use of children** – The forced or voluntary recruitment of children for any role within armed forces or groups.
- **Sexual violence** – Any form of sexual abuse, exploitation, or assault committed against children.
- **Attacks on schools and hospitals** – Targeting or harming schools, hospitals, or their personnel, particularly when involving explosives, munitions, mines, or other ordnance.

<sup>24</sup> ILO. (1999). *Worst Forms of Child Labour Convention (No. 182)*. Retrieved from <https://www.ilo.org>.

<sup>25</sup> This attribute is defined based on United Nations. (2019). *Study on Children Deprived of Liberty*. Retrieved from [https://www.un.org/development/desa/youth/wp-content/uploads/sites/21/2019/10/Study-on-Children-Deprived-of-Liberty\\_FullReport.pdf](https://www.un.org/development/desa/youth/wp-content/uploads/sites/21/2019/10/Study-on-Children-Deprived-of-Liberty_FullReport.pdf).

<sup>26</sup> Paris Principles on the Involvement of Children in Armed Conflict. (2007). *The Paris Principles: Principles and Guidelines on Children Associated with Armed Forces or Armed Groups*. Retrieved from [https://childrenandarmedconflict.un.org/publications/ParisPrinciples\\_EN.pdf](https://childrenandarmedconflict.un.org/publications/ParisPrinciples_EN.pdf).

- Abduction – The unlawful taking, forceful transfer, or detention of children by armed groups.
- Denial of humanitarian access – Blocking or restricting essential humanitarian aid, including food, medical assistance, and education, for children affected by armed conflict.

**These violations, when committed by members of armed forces or armed groups, constitute serious breaches of international humanitarian and human rights law and should be documented and reported to the appropriate monitoring bodies.**

#### *Attribute: Location of the Incident*

Values are:

- **Home Setting:** Refers to the place where the child lives most of the time.
- **Outside Home Setting**

**Only** outside the home setting, these can include:

- Places of education and vocational support
- Camp/settlement for refugees/ displaced persons
- Medical facilities
- Residential care facilities
- Working places
- Place of detention
- Digital spaces and platforms
- Other

#### *Attribute: Frequency of incident*

Values are:

- **One time**
- **Happening or happened over a span of time**

#### *Attribute: Type of perpetrator/s*

Values are:

- *Perpetrator known*
- *Perpetrator not known*

**Both** when known and not known, these can include:

- Family member
- Intimate partners
- Peer or schoolmate
- People with formal authority (doctors, teachers, law enforcement, etc)
- Employer (formal and informal) and co-workers
- Staff of the UN, NGOs, etc, including peacekeeping forces
- Armed force or group members

- Organised criminal group
- Other

### 3. Category of Services

This section outlines the services to which a child, their parent, caregiver, or other family member is referred to support the outcomes of the case management process. It is important to recognise that each service can benefit one or more individuals. However, this does not only refer to the beneficiaries of child protection case management services, as the primary beneficiary is always the child. Instead, it aims to identify those receiving services to which case workers refer the child or their family or household members.

These services may be provided to several individuals to effectively address the child's vulnerabilities. A single service can support one or multiple recipients. Additionally, individuals may access various services.

#### 3.1. Unit of Measurement:

- Service

#### 3.2. Attributes of services:

##### **Attribute: Type of service**

Values are<sup>27</sup>:

- **Mental health and psychosocial support services:** Services that offer emotional, psychological, and social support to children affected by conflict, displacement, abuse, or trauma. Examples include counselling, trauma therapy, peer support groups, and community-based psychosocial activities.
- **Family tracing and reunification services:** Services that identify, trace, and reunify children who have been separated from their families due to armed conflict, displacement, or disasters. Examples include registering separated and unaccompanied children and facilitating both in-country and cross-border family reunification.
- **Gender-based Violence (GBV) services:** Services that prevent and respond to violence directed at children based on their gender, including sexual violence, forced marriage, and exploitation. Examples include safe spaces for girls, case management for child survivors, etc.
- **Alternative care services:** Services that provide safe, temporary, or long-term care for children unable to stay with their families due to separation, abuse, or neglect. Examples include foster care, kinship care, residential care, and supervised independent living.

<sup>27</sup> For more details, please refer to The Alliance for Child Protection in Humanitarian Action. (2019). *Minimum Standards for Child Protection in Humanitarian Action*. Retrieved from [https://alliancecpha.org/sites/default/files/technical/attachments/cpms\\_2019\\_final\\_en.pdf](https://alliancecpha.org/sites/default/files/technical/attachments/cpms_2019_final_en.pdf). Many of the services listed have a dedicate Minimum Standard.

- **Documentation and civil registration:** Services that assist in obtaining legal documents such as birth certificates, national identification, and refugee registration to safeguard children's rights. Examples include support for birth registration, legal aid for stateless children, and refugee registration, among others.
- **Legal and justice services for children:** Services that include legal assistance and justice mechanisms to protect children's rights, as well as representation in child-friendly judicial processes. Examples also include legal aid for child survivors of violence, juvenile justice programs, and community mediation.
- **Education services:** Services that regulate access to both formal and non-formal education to ensure children's learning continues during humanitarian crises. Examples include education within the formal school system as well as learning centres, accelerated learning programmes, and scholarships.
- **Shelter and settlement services:** Services which provide safe and adequate housing solutions for children and families affected by displacement. Examples include child-friendly shelters, transitional housing, and support for family relocation.
- **Water, sanitation, and hygiene services:** Services that ensure that children have access to clean water, sanitation, and hygiene facilities, thereby preventing diseases and maintaining their dignity. Examples include the provision of safe drinking water and hygiene kits.
- **Specialised services for children with disabilities:** Services designed to address the needs of children with physical, sensory, intellectual, or psychosocial disabilities. Examples include assistive devices such as wheelchairs, hearing aids, and prosthetics, as well as rehabilitation services like speech and physical therapy for children with special needs.
- **Health services:** Services that provide medical care for children's physical health, including maternal and child healthcare. Examples include vaccination, trauma treatment, and medical support for survivors of violence.
- **Nutrition services:** Services that prevent and address malnutrition among children, ensuring they have access to sufficient and nutritious food. Examples include supplementary feeding programmes and nutrition screenings.
- **Food security services:** Services that guarantee children and their families access to sufficient, nutritious food to prevent hunger and malnutrition. Examples include food distribution schemes, school feeding programmes, and cash-for-food assistance.
- **Livelihood services:** Services that encompass programmes designed to assist families in earning income and strengthening economic resilience. Examples include vocational training, cash-for-work schemes, and small business grants.
- **Cash assistance services<sup>28</sup>:** Services that provide direct financial assistance to children and families to meet urgent protection needs, support recovery, and prevent harmful coping

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<sup>28</sup> Please refer to The Alliance for Child Protection in Humanitarian Action. (2022). *Cash and Voucher Assistance and Child Protection in Humanitarian Action*. Retrieved from <https://alliancecpha.org/en/technical-materials/cash-and-voucher-assistance-and-child-protection-humanitarian-action>.

mechanisms. Examples include unconditional cash transfers, conditional cash for education, and emergency cash for survivors of violence.

- Service received
- Service not received
  - Service not available
  - Service not affordable
  - Service not accessible
- Service declined

***Attribute: Provider of the Service (optional)***

Values are:

- Case worker
- Internal referral
- External referral

***Attribute: Beneficiary of the Service (optional)***

Values are:

- Child
- Parent or caregiver
- Other family member

## PART 3: CONCLUSION

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The Inter-agency Child Protection Case Management Data Categorisation Guidance provides a standardised framework for organising and categorising child protection case management data. By defining clear categories, subcategories, attributes, and values, this guidance ensures consistency, comparability, and clarity across agencies and humanitarian contexts.

Through an inclusive development process that incorporated desk reviews, key informant interviews, and country consultations, the framework was shaped to enhance data-driven decision-making, improve case management efficiency, and strengthen child protection systems globally. The Risks and Services pillars enable comprehensive profiling of children's vulnerabilities, safety threats, and service needs, facilitating effective case planning, referrals, and service provision.

However, it is important to recognise the limitations of data categorisation. While the framework improves data standardisation, it should not replace comprehensive assessments, contextual adaptability, or caseworker judgment in addressing children's needs. Furthermore, ethical data management, confidentiality, and safeguarding principles must be upheld to prevent misuse or unintended harm.

Moving forward, agencies and child protection practitioners are encouraged to adopt, refine, and contextualise this framework to ensure it remains relevant and responsive to the evolving needs of children in diverse humanitarian settings. Continued collaboration, training, and knowledge sharing will be critical to sustaining an effective, data-informed child protection system.

By following this guidance, child protection professionals can strengthen inter-agency collaboration, improve access to services, and enhance the overall well-being and safety of children in need.



## ANNEX 1: METHODOLOGY

Developed by the Global Case Management Task Force (CMTF) of the Alliance for Child Protection in Humanitarian Action, including representatives from the International Rescue Committee, Plan International, Save the Children, UNICEF, and UNHCR.

A qualitative methodology was employed, utilising three research methods: 1) a desk review, 2) interviews with key informants, and 3) country-level consultations conducted through workshops.

### 1. The desk review included three main types of documents:

- Key children's rights documents served as essential references for selecting terms and defining their meanings within the categorisation framework.
- Seven academic articles were reviewed to identify the opportunities, limitations, and challenges related to child protection case management data categorisation and to establish its framework.
- Fifteen key international child protection documents related to humanitarian action, including examples of data categories, glossaries of relevant terms, and their corresponding definitions, were also reviewed.

The list of consulted documents is provided in the Bibliography section.

### 2. The interviews with key informants involved open-ended questions based on the preliminary draft of the child protection case management data categorisation. A total of 13 interviews were conducted with 19 key informants. These interviews were crucial in defining the scope and primary objective of the categorisation and in establishing and reviewing the taxonomy used. The list of key informants consulted is provided in Annex 3.

### 3. Country consultations were held with teams from Jordan, Lebanon, Romania, South Sudan, and Uganda, chosen based on their geographical diversity, presence of displaced populations, and government participation in humanitarian case management.

Workshops, involving child protection task force leads and UNHCR/UNICEF focal points, were attended by 30 participants. Four sessions were conducted virtually, and one was held in person, each lasting three hours. Discussions centred on testing and refining the draft data categorisation through presentations and structured feedback.

Recommendations were reviewed and approved by the Management Group before being finalised. Consultation transcripts and summaries are available upon request from the Alliance of CPHA.

## ANNEX 2: OPPORTUNITIES, LIMITATIONS AND KEY FACTORS OF CHILD PROTECTION CASE MANAGEMENT DATA CATEGORIES

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While establishing a global child protection case management data categorisation structure offers benefits, it is also essential to recognise its limitations. The following points highlight how the data categorisation can assist child protection case management and strengthen the overall child protection system, while also considering what should be kept in mind alongside.

### **Opportunities:**

- **Standardisation:** Sets consistent units of measurement and reporting formats.
- **Comparability & Clarity:** Guarantees consistency across various contexts and avoids overlapping data.
- **Accessibility:** Organises information in a clear, structured way, making it easier to locate and analyse.
- **Accurate Reporting:** Ensures dependable data collection for well-informed decisions.
- **Enhanced Communication:** Supports the comprehension and assessment of case management programmes.

### **Limitations:**

- **Oversimplification of Complex Cases:** Data categorisation alone may not fully capture the complexities of a child's situation. Reflective practice and thorough assessments are still essential for effective case management.
- **Limited Scope in Risk Assessment:** Case management data does not show the prevalence of risks, safety threats, or vulnerabilities within communities. Children receiving services represent only a small portion of those at risk, as they include only those children who are currently receiving or have received services at some point. Instead of focusing on absolute numbers, collected data should be utilised to identify trends.
- **Decision-Making Constraints:** Data categorisation should not determine entry points for case management or service eligibility. Relying solely on AI-based or automatic scoring systems that depend on categorised data could result in inaccuracies. There is a risk of excluding children who require vital support.

While data categorisation in child protection case management can be useful, improper use may cause unintended negative effects. Below are key challenges and strategies to address them.

### **Potential Risks and Mitigation Strategies**

### 1. Risk of Stereotyping and Oversimplification

- Challenge: Categorised data might provide only broad or stereotypical information, failing to recognise the unique circumstances of individual children.
- Mitigation: Complement closed (rather than open-ended) questions with narrative sections to guarantee comprehensive assessments and informed decision-making in the child's best interests.

### 2. Risk of Stigmatisation and Discrimination

- Challenge: Limited categories might push complex situations into strict classifications, which could reinforce biases or discrimination against certain groups.
- Mitigation:
  - Ensure analysis aligns with child protection principles to prevent reinforcing harmful judgments.
  - Avoid collecting or showcasing data attributes that could be misused, notably if they might cause harm, such as legal action or additional marginalisation.

### 3. Misunderstanding of the Purpose of Data Categorisation

- Challenge: Case management teams might not fully grasp the purpose of data categorisation, which can hinder effective social work practice.
- Mitigation:
  - Maintain continuous capacity-building initiatives for staff.
  - Integrate training modules on case management and data categorisation, ensuring clear guidance on their use.

### 4. Unfamiliar or Misused Terminology

- Challenge: Some terms may be unfamiliar to case management staff, and if not clearly explained, they could be misused.
- Mitigation: Conduct training sessions as part of in-country Case Management training efforts to clarify key terminologies, ensuring consistent and accurate use.

## ANNEX 3: LIST OF KEY INFORMANTS (2023)

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1. **Alexia Nisen** – GBV Consultant, UNICEF Programme Group, Child Protection Team
2. **Amanda Melville** – Senior Child Protection Advisor, UNHCR Division of International Protection
3. **Anna Kirvas** – Protection Officer, PRIMES, UNHCR Division of International Protection
4. **Clare Victoria Beatrice Back** – Co-lead of the Case Management Task Force, Alliance for Child Protection in Humanitarian Action, UNICEF Programme Group, Child Protection Team
5. **Clémentine Cholat** – MRM Consultant, UNICEF Programme Group, Child Protection Team
6. **Crystal Stewart** – Co-lead of the Case Management Task Force, Alliance for Child Protection in Humanitarian Action, International Rescue Committee
7. **Diego Batista** – Senior Business Analyst, PRIMES, UNHCR Global Data Service
8. **Elfriede Kormawa** – GBV Consultant, UNICEF Programme Group, Child Protection Team
9. **Giovanna Vio** – CAFAAG Consultant, UNICEF Programme Group, Child Protection Team
10. **Hani Mansourian** – Director, Alliance for Child Protection in Humanitarian Action, UNICEF Programme Group, Child Protection Team
11. **Jessica Schnabel** – Information Management Officer, UNHCR Global Data Service
12. **Jessica Stuart-Clark** – Child Protection Officer, UNHCR Division of International Protection
13. **Katherine Cocco** – Child Protection Specialist (MRM), UNICEF Programme Group, Child Protection Team
14. **Laurent Chapuis** – UASC Consultant, UNICEF Programme Group, Child Protection Team
15. **Leen Decadt** – Accountability, Assessment, Measurement and Evidence Working Group, Alliance of Child Protection in Humanitarian Action, World Vision
16. **Lucy Marie Richardson** – Disability Inclusion in Child Protection Consultant, UNICEF Programme Group, Child Protection Team
17. **Marta Passerini** – Humanitarian Case Management and Information Management for Case Management Consultant, UNICEF Programme Group, Child Protection Team
18. **Micol Alberizzi** – Case Management Task Force representative, Plan International
19. **Ricardo Pla Cordero** – Protection Officer, UNHCR Division of International Protection
20. **Robert MacTavish** – Child Protection Specialist (Primero Project Lead), UNICEF Programme Group, Child Protection Team
21. **Shelley Gornall** – Senior Information Management Officer, UNHCR Global Data Service
22. **Teena Joseph** – Protection Officer, PRIMES, UNHCR Division of International Protection

## ANNEX 4: BIBLIOGRAPHY

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