PIM PROTECTION MONITORING WORKING MEETING

Outcome Document

PIM Protection
Information Management
For Quality Protection Outcomes

I. Introduction

The December 2018 PIM Protection Monitoring Working Meeting aimed at further articulating how PIM supports analysis and responses based on data and information from protection monitoring. The meeting brought together a small group of multi-disciplinary thinkers and practitioners to discuss how we can strengthen analysis and responses linked to protection monitoring, including representatives from the following agencies: Alliance for Child Protection, DRC, IOM, IRC, Mixed Migration Centre, NPF, OHCHR, Oxfam, UNHCR, UNICEF and WFP. Participants further refined and contributed to the development of guidance and standards for stronger analysis and responses based on data, information and evidence from protection monitoring as a PIM category.

Protection monitoring has been defined by the broader PIM community as "systematically and regularly collecting, verifying, and analysing information over an extended period in order to identify violations of rights and protection risks for populations of concern for the purpose of informing effective responses."[1] While protection monitoring actors have established various organizational guidance at global and operational levels, there are common challenges in ensuring that protection monitoring results in sound analysis and timely responses for protection outcomes.

II. Objectives and Results

The objective of the meeting was to strengthen a common understanding, guidance and standards for protection monitoring, while exploring how to better enable analysis and use of protection monitoring data and information for evidence-based decision-making. The following objectives and results were achieved:

Objective 1: Establish how the **PIM Conceptual Framework**[2] (hereafter, the 'Framework') and its components **supports and facilitates** a principled and collaborative approach to protection monitoring.

- During the thematic meeting colleagues noted that the Framework supports the analysis and use of protection monitoring findings, by providing a shared structure and approach for protection monitoring.

Objective 2: Define protection monitoring modalities across contexts.

- Protection monitoring modality definitions for Border, Detention, and Return monitoring outlined.

Objective 3: Detail protection monitoring programmatic response options and key lines of inquiry for border, detention, and return monitoring.

- Border, detention, and return monitoring programmatic response options and key lines of inquiry outlined.

Objective 4: Refine key elements for protection monitoring analysis.

- Protection monitoring common typology of information needs discussed.
- Protection monitoring report template agreed upon and comments consolidated.
- Primary and secondary data sources for protection monitoring identified.
- Protection monitoring common units of analysis detailed.

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1 | As defined by PIM stakeholders over the course of several years (see PIM working meeting outcome documents I & II) and as reflected in the PIM Matrix.
2 | PIM Conceptual Framework consists of PIM Core Competencies, PIM Principles, PIM Process, PIM Matrix and the Framework for Data Sharing in Practice.

III. How the PIM Framework and its components support and facilitates a principled and collaborative approach to protection monitoring

Throughout the 1.5-day thematic meeting participants highlighted how elements of the PIM Conceptual Framework support a principled and collaborative approach to protection monitoring, including the PIM Principles, PIM Process, Framework for Data Sharing, and the PIM Core Competencies.

It was established and agreed that the **Framework** and its components **support and facilitate** a principled and collaborative approach to protection monitoring through:

● **The PIM Principles** guide protection monitoring efforts and provide a common platform for a principled approach, trust and common understanding throughout all stages of the PIM Process. Particular attention should be given to protection monitoring's 'Defined purpose' and its action orientated nature for protection outcomes.

● **The PIM Process** supports a structured approach to designing, implementing and evaluating protection monitoring efforts. In particular, participants emphasized that sufficient time should be dedicated to the first two steps of the PIM Process – Assessing the Information Landscape and Design of IM System (so as to ensure the objective of the protection monitoring system is clearly defined around the protection information needs). Further, to support the objective of the protection monitoring system and enable the effective use of protection monitoring findings, dedicated time and a strengthened focus on planning for analysis and data sharing must be incorporated into the design phase.

● **The Framework for Data Sharing** supports a transparent and collaborative approach to the sharing of protection monitoring findings. The Framework for Data Sharing provides a step-by-step structure to evaluate the risks and benefits of sharing throughout the PIM Process, from which a decision to share or not to share may be documented and based. In this way the Framework for Data Sharing supports the ongoing assessment of benefit and risk, alongside the coordination and sharing of findings.

● **PIM Core Competencies** assist in ensuring the right skill sets complement the tools used in protection monitoring data collection, processing, and analysis.

IV. Protection Monitoring modalities and programmatic response options

The purpose of this session was to define protection monitoring modalities, outline key lines of inquiry, and detail protection monitoring response options

    A.   Session output: Outlined definition of Protection Monitoring Modalities, version 0

Border Protection Monitoring definition: The process of regularly collecting, verifying and analysing information related to border and reception conditions with the aim of informing effective responses. Border protection monitoring aims to gather and provide trends information about the demographics of people crossing the border, protection situation and conditions at the border, and reasons for crossing or approaching a border including relevant conditions in place of origin or departure.

Return Monitoring definition: Collecting, verifying and analysing data and information systematically over an extended period of time or throughout different phases of a process in order to understand all conditions of return: intentions of return, nature of return, process of return, conditions in the return area and conditions upon return. This can be at the individual, geographic and /or institutional level.

Detention Monitoring definition: The process of regular monitoring of formal and/or informal places of detention, conditions of detention and rights violations with the purpose of informing effective prevention and responsive actions.

Next steps: Protection Monitoring modality definitions to be further articulated and agreed upon during the second PIM thematic meeting on Protection Monitoring.

B.   Session output: Outlined Protection Monitoring Key Lines of Inquiry, version 0

Protection Monitoring Modalities
Key Lines of Inquiry

Border Monitoring	Return Monitoring	Detention Monitoring
• Demographics of people crossing border • Protection situation in the Country of Origin (CoO) • Reasons for crossing the border • General protection situation and conditions at the border	• Dignity, safety & voluntariness in return process • Demographics of people planning / intending / in the process of / or returned • Intentions to return (future intentions, barriers to return, enablers to return) • Conditions in area of return, non-discrimination, ability to access & claim rights • Risks (physical, psychological) and political and economic conditions • Access	• Rights violations in relation to due process • Demographics of people in detention • Conditions of detention environment • Rights violations in relation to incidents and conditions

Next steps: Protection Monitoring Key Lines of Inquiry to be reviewed and validated during the second PIM Protection Monitoring Working Meeting.

C.   Session output: Outlined Protection Monitoring Response Options, version 0

Protection Monitoring Modalities - Links to Response		
Border Monitoring	**Return Monitoring**	**Detention Monitoring**
• Plan the response (protection and assistance needs) at the border and in the country of destination (return or asylum). • Advocate for safe and appropriate reception conditions with relevant authorities in the country of asylum. • Advocate for conditions to allow for safe, dignified and voluntary return. • Compare the use of border points by different groups (CoO, age, ex, diversity).	• Plan the response (protection and assistance needs) in areas of displacement, during the process of return, and upon return. • Advocate to prevent forced return or refoulement and to ensure safe, dignified, and voluntary return with relevant authorities. • Advocate for and ensure programming ensures principle of non-discrimination and impartial access. • Define referral pathway and ensure linkages with relevant service providers.	• Plan for preventive and responsive actions (protection and assistance) in detention and pre-detention. - Provision of information to those at risk of detention and their families. - Legal aid services. - Training & capacity building of duty bearers. - Material support to facilities. • Targeted advocacy, campaigning, awareness raising and sensitisation to duty bearers on detention as a last resort and specific vulnerabilities.

Next steps: Consolidated work to be further articulated during second PIM Protection Monitoring Working Meeting.

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3 | IASC Durable Solutions Framework.

V. Protection Monitoring Typology of Information Needs

Colleagues worked to develop the higher-level typology of information needs for protection monitoring. Overall, there was agreement among participants on the need and usefulness to clarify common information needs for protection monitoring, which would support a structured and organised approach to protection monitoring efforts and contribute to improved use of data, data sharing, collaboration and coordination efforts. Colleagues agreed that the typology must be human rights based and linked to international human rights frameworks. The higher-level typology directly references the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR) while discussions also linked the typology to International Humanitarian Law and Refugee Law.

A.   Output: Consolidated Protection Monitoring Typology

Protection Monitoring Typology														
Context – Macro level	International Covenant on Civil and Political Rights - ICCPR							International Covenant on Economic, Social and Cultural Rights - ICESCR			GBV & Child Protection	Convention relating to the Status of Stateless Persons	
Safety and Security	Social Cohesion and Coping Mechanisms	Right to Life, physical and mental integrity	Denial of Other Civil Rights	Right to Liberty	Freedom of Movement	Political Rights	Civil Status, Registration, Documentation	Family Rights	Housing, Land and Property	Social and Economic Rights (Except access to services)	Access to Essential Services & needs	Sexual and Gender Based Violence (SGBV)	Child Protection	Statelessness	Other

Safety and Security: Military activity; high risk areas; presence of armed elements, crime, UXOs / mines; conflict triggers, other

Social Cohesion: Community tension, relationship with host community, disputes, coping mechanisms

Political Rights: Denied right to vote or participate in government; denial of fair trial or due process; denial of effective remedy – includes through formal and informal justice mechanisms

Civil Rights
Right to Life, physical and mental integrity: killing or death (including extra-judicial, arbitrary or summary execution); Physical assault or abuse (not related to GBV); Torture or inhuman, cruel or degrading treatment; maiming or mutilation; harassment and intimidation, excessive use of force by State or Non-state actors; other
Denial of rights: denial of thought, conscience, religion, assembly, expression, information, assembly and association
Right to Liberty: Arbitrary or unlawful arrest and / or detention; unlawful conditions of detention; arbitrary police searches / raids; abduction, kidnapping or enforced disappearance; forced recruitment into armed forces / groups; forced labour or slavery;
Freedom of Movement: Asylum-seeker denied entry at boarder/frontier/ asylum seeker; denied access to asylum process after entry; restrictions on internal movement/ forced internal displacement; forced return (IDP only); forced internal settlement; refoulment (refugee / asylum seeker only); denied right of return; Trafficking; exploitation.

Right to civil status, registration, documentation: Identity documents, residency and other documentation related to civil status (including birth, death or marriage registration and or certificates; registration with government or UNHCR; access to identify documents
Family rights: Forced family separation (Inc. tracing request; denied right to marry / found a family
Housing, land and property: Tenure; forced eviction from real property; occupation of real property; theft, extortion or destruction of personal property; land; house searches; denied restitution
Social and Economic Rights: Right to Adequate Standard of Living: included in this is the right to work, right to education, right to social security, right to water and sanitation, right to food, and right to health
Access to Essential Services and needs: **Education**: Access to learning environment; teaching and learning; teachers and other educational personnel **Food**: food accessibility; food availability; food utilisation **Health**: health status and risk; health resources and services availability; health system performance; **Livelihoods**: income expenditures; livelihoods and employment **Shelter and Infrastructure**: shelter infrastructure and material; shelter / building conditions; site planning and management **Water and Sanitation**: water supply; hygiene; waste management; drainage **Other**
Sexual and Gender Based Violence (SGBV): Rape; sexual assault; physical assault; forced marriage; denial of resources; opportunities: services: psychological / emotional abuse; other SGBV
Child protection: Danger and injuries; physical violence and other harmful practices; sexual violence; psychosocial distress and mental disorders; children associated with armed forces or armed groups; child recruitment; unaccompanied and separated children; child labour; justice for children; child trafficking
Statelessness: Arbitrary denial of nationality
Other

Next steps: Consolidated work to be validated and finalized at second PIM Protection Monitoring Working Meeting

VI. Protection Monitoring Report

Colleagues outlined and agreed on the core elements of a protection monitoring report to provide guidance on information needs for protection monitoring.
There was broad agreement between groups and participants on the protection monitoring report template. Colleagues highlighted the importance of preconditions to ensure the effective use of protection monitoring findings:

- **Knowing your audience and purpose** – Participants highlighted the importance of clearly defining what you need or want to know and seek answers to these questions. Further, colleagues related the importance to determine the level of analytical detail, ensuring decision makers have the level of information needed to make a decision while not distracting the intended user of the findings by going too deep in analysis and detail. In this regard, decision makers should be consulted to determine the level and scope of protection monitoring findings and how it will be presented.

- **Protection Monitoring goes beyond descriptive analysis** and includes interpretative analysis to inform immediate response planning.

- **At the design stage in the PIM Process** the protection monitoring report should be designed and have a direct **link back to data analysis plan**.

- Development of an **action plan for dissemination** of protection monitoring findings must be planned for during the design stage as well as using a **multi-disciplinary approach** to the use and communicate findings. In this line, a protection monitoring report needs to be accompanied by other forms of engagement including face-to-face interpretative dialogue.

• **Plan for data sharing from the beginning** of the PIM Process, when the protection monitoring system is designed. This will ensure the risks and benefits of sharing are understood and that findings are managed and used in a safe, responsible, and purposeful manner, maximizing the action orientated nature of protection monitoring.

A. Output: Protection Monitoring Report Outline, Version 0

Overall: Know what you want or need to know and how the data will be used, with a direct link back to your analysis plan.

Protection Monitoring Report

Executive summary
• Overview of protection monitoring trends
• Key findings
• Key recommendations (bullet points – who needs to take action)

Situational overview
• Key figures (ex. no of displaced / at risk)
• Map and population data
• Safety & security, political situation, conflict indicators,
• Actions taken since last report

Methodology
• Locations
• Period / time / range
• Data sources
• Limitations & disclaimers
• Gaps

Protection Monitoring findings & analysis
• Protection component (1)
  - Threat, vulnerability, capacity analysis
  - Cause and impact
  - What we can do
  - Responses to date
  - Recommendations
  - Repeat according to your higher-level protection monitoring typology

• Response to date
• All recommendations
• Annex - survey

Next steps: User testing of protection monitoring report template.

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4 | ACAPS 2016, The analysis spectrum, adapted from Pherson 2010. Accessible here: https://www.acaps.org/sites/acaps/files/resources/files/acaps_analysis_spectrum_poster.pdf

VII. Data Sources for Protection Monitoring and Common Units of Analysis

The purpose of this session was to examine how other PIM categories can contribute to and/or have useful information related to protection monitoring efforts and how the PIM Matrix can be used in terms of identifying sources of information within the various PIM categories that may be operating in a given context. Colleagues detailed primary and secondary data sources for Protection Monitoring, according to the PIM Matrix categories.

A. Session output: Consolidated data sources for protection monitoring, version 0

Section of protection monitoring report	Sources of data and information
Executive summary • Overview of protection monitoring trends • Key findings • Key recommendations (bullet points – who needs to take action)	• Protection monitoring
Situational overview • Key figures (ex. no of displaced / at risk) • Map and population data • Safety & security, political situation, conflict indicators, actions taken since last report	• Population data, protection needs assessment, Other sectoral systems • Security & situational analysis (UNDSS, INSO, NGO Forum, OCHA, Internal organisational safety & security department) • Protection monitoring • Protection response monitoring and evaluation for actions taken since last report

Protection Monitoring findings & analysis
• Protection component (1)
    o Threat, vulnerability, capacity analysis
    o Cause and impact
    o What we can do
    o Responses to date
    o Recommendations
	• Protection monitoring
	• Population data
	• Other sectoral systems
	• Case management
	• Protection needs assessment
	• Communicating within communities

• Response to date	• Protection response monitoring and evaluation • Other sectoral systems
• All recommendations	• Protection monitoring

Next Steps: Consolidated findings to be validated at the second PIM Protection Monitoring Working Meeting

VIII. Common Units of Analysis for Protection Monitoring

The focus of this session was to establish standardised common units of analysis that support a foundational shared minimum from which collaboration and cross-analysis can occur. During this session colleagues worked to develop common units of analysis for protection monitoring.

A. Session output: Consolidated Common Units of Analysis for at risk groups, alleged perpetrators, locations, service providers, frequency, and referrals. Please refer to annex 1 for details on the common units of analysis.

Next steps: Consolidated findings to be presented and validated at the second PIM Protection Monitoring Working Meeting. Further, to define urban and rural common units of analysis.

IX. Conclusions and Next Steps

Conclusions

Overall, participants agreed on the results and the value of the outputs from the PIM Protection Monitoring Working Meeting. There was consensus that the PIM Conceptual Framework and its components support and facilitate a principled, structured and collaborative approach to protection monitoring. Participants agreed to take discussions from the Working Meeting back to their agencies as well as to continue to collaborate on protection monitoring. Further, participants agreed to support a common approach to protection monitoring and work together on core guidance for protection monitoring. Specifically, the following actions were highlighted by participants.

Participants agreed to take the discussions and outcomes of the meeting back to their respective agencies and advocate to adopt and collaborate around the Working Meeting outcomes. In particular:
• Oxfam, IRC and DRC to develop and share a commitment letter to senior management and colleagues, detailing protection monitoring collaborative efforts and the relevance and contribution of protection monitoring data to evidence-informed response and protection outcomes.
• Agencies to individually and collectively advocate and communicate the purpose and use of protection monitoring findings with relevant departments (communication, advocacy, management, and sectoral colleagues and departments).

Participants supported a common approach to protection monitoring and agreed to collaborate and take on lessons learnt from the Working Meeting. Colleagues support enabling a repository of good practices which the community can jointly draw on and organize around. Participants noted the below as ideas to support these efforts.
• Participating agencies to establish a repository for protection monitoring examples of infographics, SOPs, guidance, analytical frameworks, data analysis plans, and question & answer bank.
• Establish Skype group for protection monitoring communication.
• Explore having a reference group "How to make protection monitoring more useful?"

Participants supported further coordination and collaboration on the development of core elements of guidance for protection monitoring
• Engage with decision makers to explore useful protection monitoring products to support decision-making.
• Convene second PIM thematic meeting on protection monitoring with field colleagues and possibly donors.

Next steps

A **second PIM Protection Monitoring Working meeting** will be planned for in the second half of 2019 to follow up and build upon the outcomes from the first meeting, including:

• Review and finalise Protection Monitoring Modality definitions
• Review and validation of Protection Monitoring Key Lines of Inquiry
• Further articulation of Protection Monitoring Response Options
• Validate and finalise Protection Monitoring Typology
• Validate the consolidate Data Sources for Protection Monitoring
• Validate Protection Monitoring Common Units of Analysis.

Annex 1. Protection Monitoring Common Units of Analysis

Alleged Perpetrators	
State Actor	Armed forces members (including army, air force, navy, coast guard)
	Police officer
	Immigration officer
	Intelligence service officer
	Detention centre official
	Asylum centre official
	Civilian government official (including national and sub national)
	Other state actor: Specify
Non-State actor	Member of non-state armed group/forces/militias
	Member of criminal group or gang
	National or local NGO worker (including contracted staff and volunteers): Specify
	Person in host community (local individual)
	Person in POC group (other displaced individual)
	Person in household or family unit
	National or local NGO worker (including contracted staff and volunteers): Specify
	Other non-state actor: Specify
Organisation	UN Peacekeeper
	UN worker: Specify organisation
	International NGO worker: Specify INGO
Does not know	
No answer	

Population Types	
Refugees	Resettled
	Returned
	New
	Existing
Asylum-Seekers	New
	Existing
IDPs	Returned
	Integrated
	Settled elsewhere
	New
	Existing
Statelessness	New
	Existing
Others of concern	National of host country with link to refugee, asylum seeker, stateless
Host community	
People on the move / mixed flow	New
	Existing
	Transit

Migrant	New
	Existing
	Transit
Does not know	
No answer	

Service Providers	
Government	National
	Sub-national
UN entities	UNHCR
	UNFPA
	WHO
	WFP
	IOM
	UNDP
	Other: Specify
Regional organisa-tions	OAU
	IGAD
	OAS
	[add]
NGOs	International [add]
	National [add]
Business	International
	National
Financial institu-tions	International
	Regional
	National
Civil Society	[to specify] includes community-based organisations, religious groups, and ad hoc coalitions
Other	[to specify]
Does not know	
No answer	

Frequency	Location
Hourly	Global
Daily	Regional
Every nth day	Country
Weekly	Province
Monthly	District
Every nth month	Town / City
Quarterly	Settlement / camp / site
Bi-annually	Address (GPS)
Annual	Other
Ad hoc	Does not know
Does not know	No answer
No answer	