UNHCR Annual Consultations with NGOs

Evidence for Action:
Connecting people and data in support of evidence-informed outcomes

4 July 2019
11.00-13.00 Part I: Meaningful Engagement with Affected Communities
14.00-16.00 Part II: A Collective Commitment to Evidence

Desired session outcomes

- Share frameworks and approaches

- Discuss lessons learned, good practices, challenges, and the impact of applying frameworks and approaches

- Recommendations for ensuring principled, collaborative and effective generation and use of evidence for collective responses to displacement situations

PART I: Meaningful Engagement with Affected Communities – from informants to partners

- How are frameworks or approaches for engaging with affected people on primary data collection designed?

- How is the data effectively being used?

- How are affected communities generating data and evidence themselves, and how is this effectively captured and used by humanitarians?
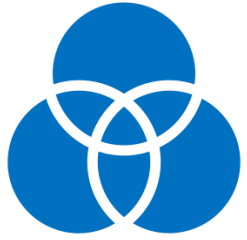
Your participation

- Q&As
- Plenary
- Pigeonhole…

1) Which type of organization do you represent?

2) In which region are you working?

Hard talk dialogue

JENNY McAVOY
InterAction

- Director of Protection, InterAction

- Master in International Affairs and career working with UN, INGO and NGOs on hum. issues

- Leads collaborative efforts of InterAction's members and other inter-agency fora to strengthen protection outcomes

- Role of evidence in informing humanitarian response?

- Realistic to expect evidence-informed planning in the face of humanitarian crises?

- Current status of the collaborative approach to working with data and evidence?

- Certain ongoing protection concerns which would benefit from increased collaboration to cultivate the evidence base?

- Showing the way ahead? Systems where collaboration is furthest advanced?

PART I: Meaningful Engagement with Affected Communities – from informants to partners

ISSA HASSAN
Abaaraha

STIJN AELBERS
Internews

MIA MARZOTTO
Translators without Borders

Abaaraha

ISSA HASSAN

co-founder

Drought and Famine in **SOMALIA**

2017

Half the country's population faced a humanitarian crisis

Famine
In Somalia

- Little or no coordination
- Middlemen / corruption
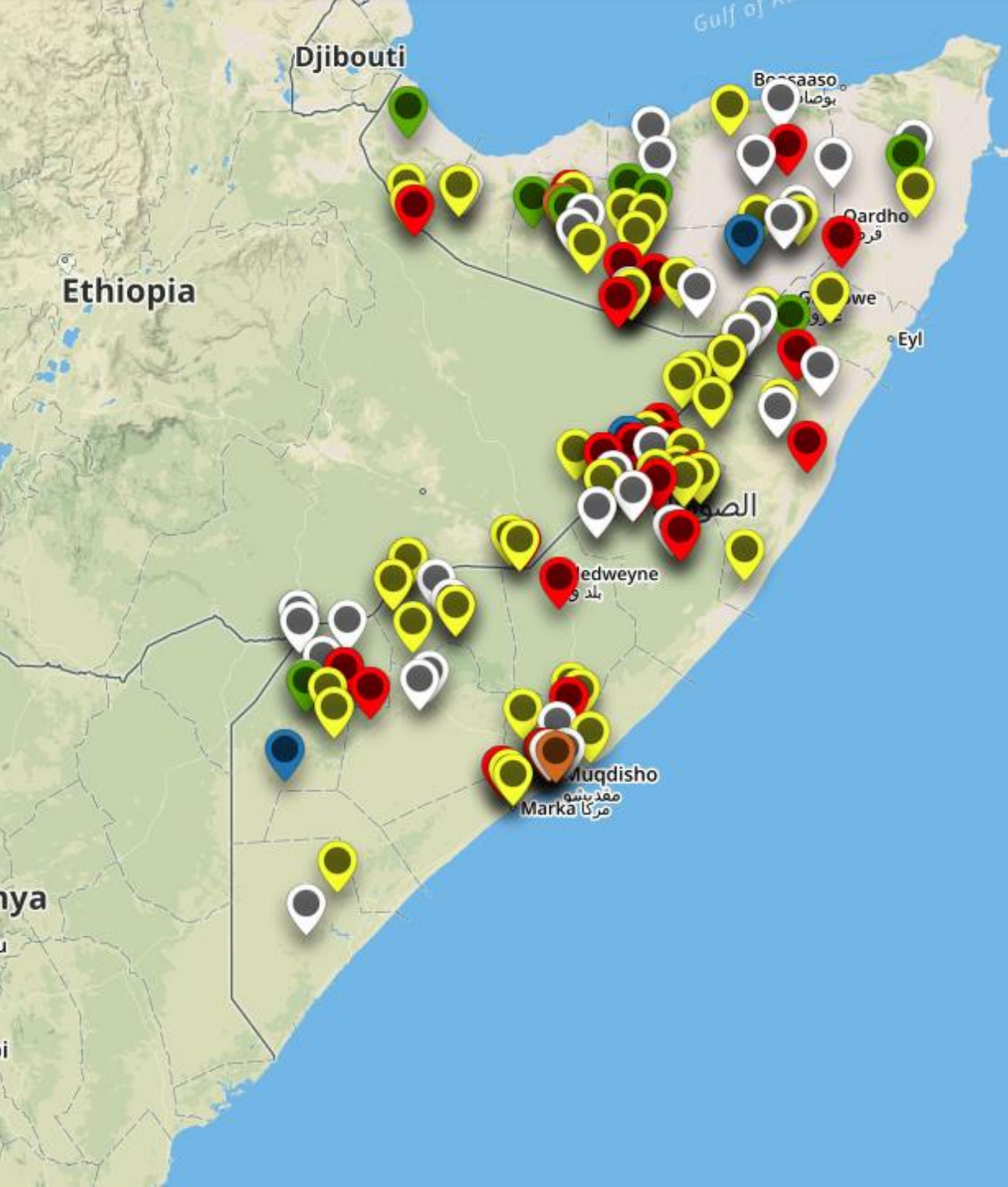- Inadequate transportation
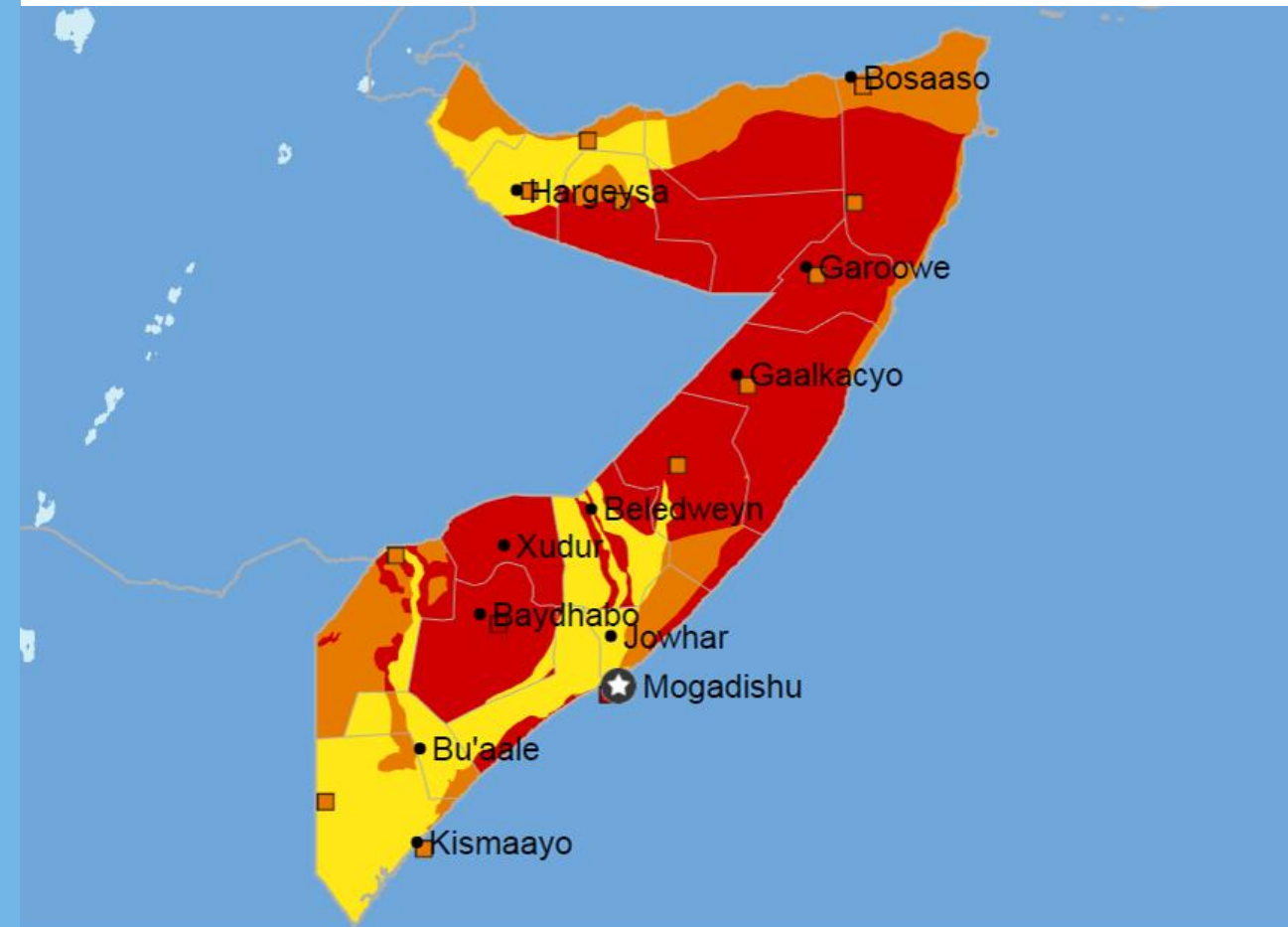- Violent groups
- High market prices

ABAARAHA

- Online crisis mapping platform
- Created in response to 2017 Somali drought
- Run by volunteers
- Verified information
- Information transmitted free to relief providers
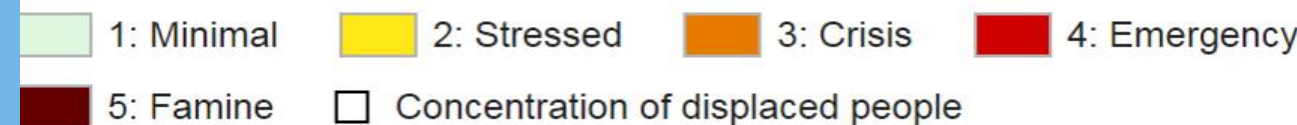- And most importantly….

Provides direct and actionable outcomes

Famine conditions in Somalia

FEWS NET June-September Food Security Outlook for Somalia

IPC 2.0 Acute Food Insecurity Phase

1: Minimal
2: Stressed
3: Crisis
4: Emergency
5: Famine
☐ Concentration of displaced people

Shuban Biyood ayaa ka dilaacay deegaanka Togwajaale oo ka tirsan Gobolka Gabiley

Post with a location

🌐 · 📇 Abdiwali M Hirsi · an hour ago · via Web ···

Image/Sawir

Cudurka Shuban Biyoodka ayaa ka dilaacay deegaanka Togwajaale oo ka tirsan Gabiley oo ku taala xuduuda
Ethiopia ...

🌐 · 📇 **Abdiwali M Hirsi** · ····

6 hours ago · via Web

Tuulada Mindhicir oo ka tirsan Sanaag waxaa ka dilaacay Shuban Biyood

Tuulada Mindhicir oo ka tirsan Sanaag waxaa ka dilaacay Shuban Biyood kaas oo dad badan soo ritay. Samafale Maxamed yuusuf tigey: "2 qof ayaa ku dhitay tuulada Mindhicir oo ka tirsan sanaag oo 30km u jirta Magaalada Badhan, 30 qof oo kale ayuu soo ritay Cudurka. Qaar kamid ah bukaankaas waxaa lagaarsiiyay Cisbitaalka Magaalada Badhan, halka qaar kale ay wali baaqi ku yihiin tuulada, malaha xarun Caafimaad Tuuladaas. "

☐ 10 Qof ayaa Shuban Biyood ugu geeriyootay Gelinsoor, Galgaduud ✏ ···

Abdiwali M Hirsi 7:37 AM via Web

Gallad Abdulle Omer oo ah Saraakaal Caafimaad ee deegaanka gelinsoor ayaa inoo xaqiijiyay in 10 qof ay shuban biyood dartii u geeriyoodeen deegaanka Gelinsoor ee katirsan Galgaduud 2-dii todobaad ee lasoo dhaafay sidoo kalena wuxuu noo sheegay in 10 buukaan ah ayaa hadda yaalaan Cisbitaalka gelinsoor.

🌐 Displaced people nearby Galdogob district are facing Shortage of food, water and lack of adequate shelter ···

14 minutes ago via Web

Image/Sawir

"AWD / CHOLERA RESPONSE PROJECT IN HUDUR DISTRICT - Bakool Region Somalia"

GREDO / SCI are responding to AWD / Cholera treatment in Hudur man town through a fixed CTU at the main town and 2 ORPs {Oral Rehydration Points} in ...

Where are we headed?

- Introduce scalability
  - Smartphone and tablet applications
- Include satellite imagery products
- Link up major satellite imagery providers
- Develop a dumbphone reporting system to link to Abaaraha
- Expand to crisis prevention

REUTERS

#TECHNOLOGY NEWS   SEPTEMBER 21, 2011 / 12:45 AM / 6 YEARS AGO

Cell phones may be new tool vs Somalia famine

become a supporter   subscribe   find a job   theguardian

news / opinion / sport / arts / life

world / UK / science / cities / global development / more

Hunger

WhatsApp proves harbinger of hope for Somali families on the brink of famine

Twitter @abaaraha

info@abaaraha.org

www.abaaraha.org

THANK YOU FOR YOUR TIME

Making messy data meaningful

Internews Rumour-tracking Methodology

Stijn Aelbers

Senior Humanitarian Advisor

saelbers@internews.org

Ambition?

Set up

    Inclusive

      demand-driven

        two way communication channels

          with meaningful content

            for decision-making

What does this mean?

inclusive

demand-driven

two-way communication channels

with meaningful content

for decision-making

local language

open questions

collection = dissemination

locally relevant

actionable information

Inputs

Front end

Back end

Elements of a response

RUMOURS
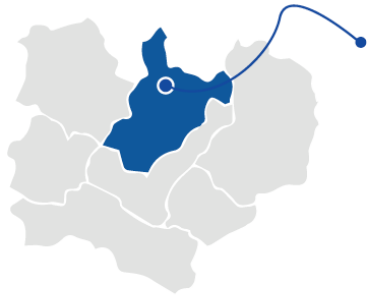
NAMDU, DOLAKHA
"They are distributing white earthquake victim ID cards in our village. They say the colour of the card is the reason for the delay in disbursement of Rs 15,000. If we had received red cards instead, we would have been eligible to travel to Canada and Australia for work. I would prefer the red card because my son is unemployed and I am in debt."

FACTS
There are differences in the colour of the earthquake victim ID cards distributed in the affected districts. For instance, in Dolakha, the colour of the cards is white. In Gorkha, it is red.

This difference is because there are no set guidelines on the colour of the cards. A District Disaster Relief Committee (DDRC) can choose to print ID cards of any colour in its district.

The colour of the card has no bearing on the card-bearer's eligibility for claiming relief material and other aid.

The government does not have specific plans to send members of earthquake-affected families abroad for work.

The delay in disbursement of relief amount could be due to a number of factors but the colour of the cards is not one of them.

Devendra Lamichhane
Chief District Officer
Dolakha
9854017777
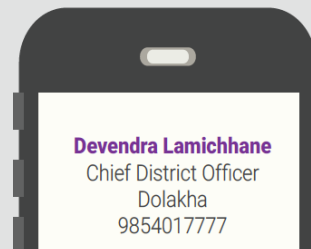
The Rumour
Anonymous, but with a reference to location, indicating it's genuine and making it easier for people to relate to it

The Fact
Beyond "True" or "False", but unwrapping the concern and provide actionable information

Referral
Local (!) & Reliable for follow up information/action

Outputs

Front end

Back end
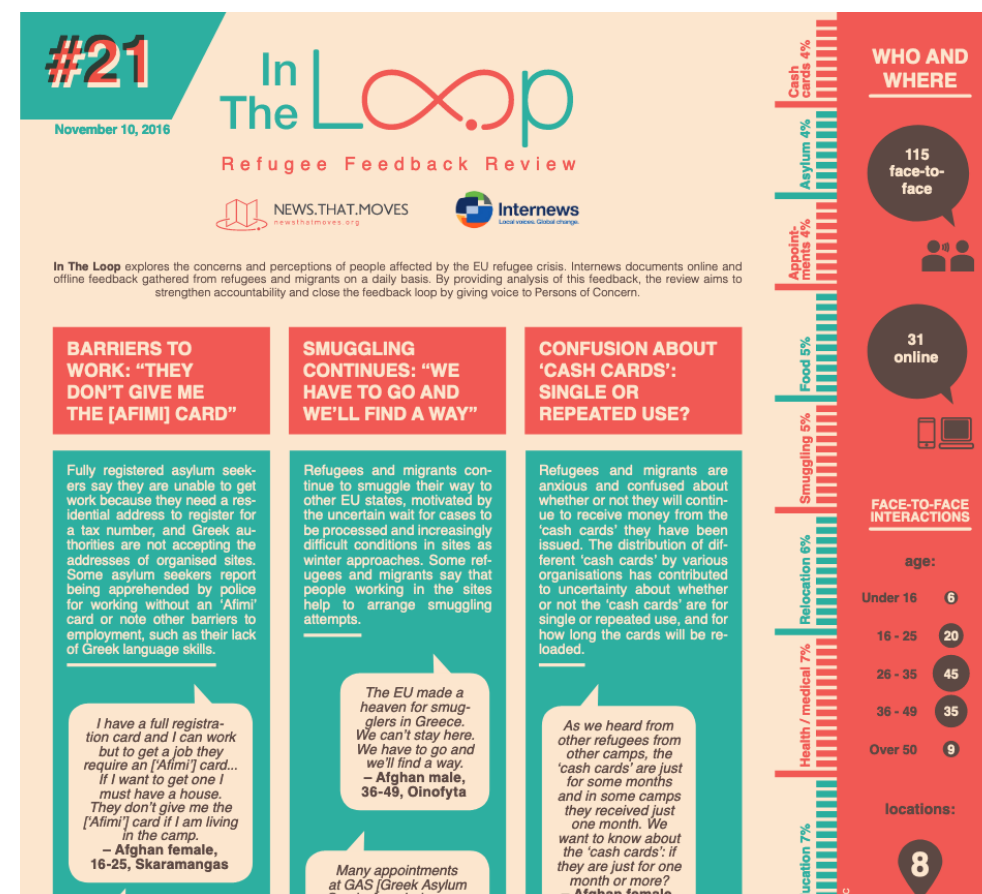
The real challenge?

Internews
Local voices. Global change.

$$T = \frac{C + R + I}{S}$$

T — Trustworthiness

C — Credibility

R — Reliability

I — Intimacy

S — Self-Orientation

Trusted Advisor
[ASSOCIATES LLC]

From barrier to enabler: language and meaningful community engagement
Mia Marzotto, TWB Senior Advocacy Officer
@TranslatorsWB

42 countries
177 million people in need
3,289 languages spoken
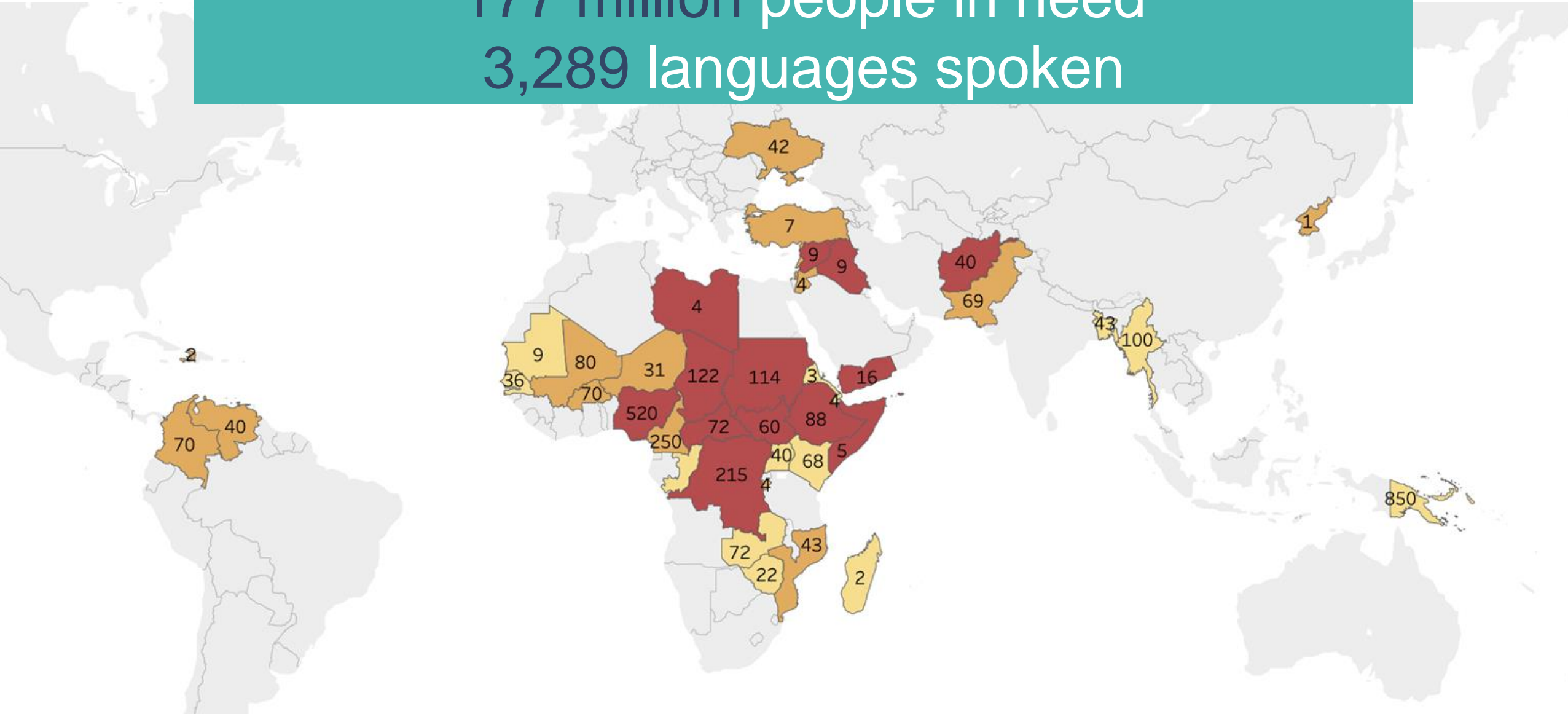
Understanding language as a barrier

Enumerators report language challenges at every stage of the data collection process.

10%

Teams of enumerators understood at best 80 percent and at worst 10 percent of key terms from surveys they administer.

Language is not a routine consideration in survey design.

Data quality inevitably suffers as a result.

Our approach

Find out what languages people speak and what formats and channels they prefer to use

Prepare for multilingual data collection: avoid jargon, ensure enumerators understand, translate surveys, and provide trained interpreters where needed

Support responders to **collectively ensure community engagement** in local languages and relevant formats

Simple language-sensitive 'innovations' in data collection can improve data quality

How can language be an enabler?

Collect and share language data

Adopt good language practices in data collection

TRANSLATORS WITHOUT BORDERS

mia@translatorswithoutborders.org
#LanguageMatters
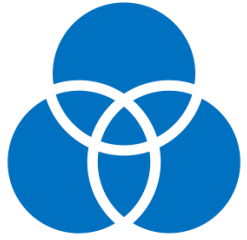
Your input (1/3)

1) At which point is your organization working with affected communities on data and evidence to support planning, prevention and delivery of responses to protection and assistance needs?

Defining info need – Design – Collection – Analysis – Sharing – Use
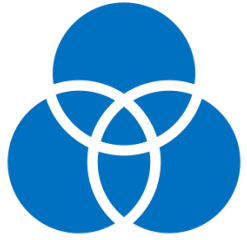
2) How is your organization addressing language barriers in humanitarian data collection?

- Translating surveys into local languages
- Using audio-based data collection tools
- Testing data collectors' survey comprehension at design phase
- Glossaries of terminology for data collectors
- Support from vetted and trained interpreters
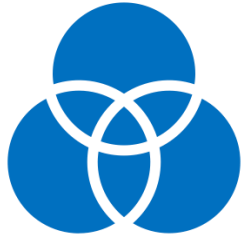
3) If you buy a new camera, where do you go for advice?

- The website of a specific brand

- Your friends and family on Twitter/Facebook

- A review-website

Plenary: Meaningful Engagement with Affected Communities – from informants to partners

ISSA HASSAN
Abaaraha

STIJN AELBERS
Internews

MIA MARZOTTO
Translators without Borders

To be continued…

Part II:

A Collective Commitment to Evidence – Coordination fora taking lead

14.00-16.00, 4 July

PART II: A Collective Commitment to Evidence – Coordination fora taking lead

- Collaboration as a prerequisite for collective efforts towards safe, responsible and purposeful collection, analysis and use of data for evidence-informed responses

- Examples of framework and approaches applied to leverage the member capacities

- Recommendations for how to work better together to use data and evidence to make an impact on the welfare of displacement affected persons

PART II: A Collective Commitment to Evidence: Coordination fora taking the lead

ANNA GELLER
DRC

KATIE RICKARD
REACH

FANETTE BLANC
UNHCR (Inter-Agency)

Somalia Protection Monitoring System

Presentation of a Protection Cluster – led initiative

supported by

Needs

- Understand the context/protection environment we operate in:
  - Who is excluded?
  - Who is at risk of abuses and cannot access rights?
  - How can stakeholders (authorities, humanitarian actors) improve their response, ensuring the do no harm principle
  - How to mitigate and address these risks through response and advocacy?
- Harmonize and streamline Protection Monitoring efforts

Objectives

- Evidence for advocacy
- Inform long term programing and adjust response
  - Key protection concerns
  - Most affected people
  - Coping strategies to be strengthened
  - Actors to engage with
- Trigger further focused assessment

Structure

Protection Cluster Coord. Team

Overall coordination and advisory

PM Info. Mgt. Specialist

Data analysis, visualization and publishing

Advisory Group

Consultation on design, evaluation of pilot phase, contribution to analysis

Netw./agency (ie. PRMN):

[PM Coordinator]

Prot. Monitors

Data collection, cleaning, contribution to analysis

Netw./agency 2 (ie. DRC)

[PM Coordinator]

Prot. Monitors

Data collection, cleaning, contribution to analysis

Network/agency 3 (...)

[PM Coordinator]

Prot. Monitors

Data collection, cleaning, contribution to analysis

Assess information landscape, design IM system

Joint Analytical Framework
- Comprehensive, rights-based framework to describe the protection environment
- To be used beyond protection monitoring

Methodology
- Simple and easily scalable – 'crowdsourcing'
- Monthly structured interviews with community representatives from various backgrounds

Priorities for SPMS
- Selected in consultation with duty-bearers, practitioners - criteria of justification, availability, reliability
- Reevaluated based on field feedback

Tools
- SOPs
- Capacity building for protection monitors
- Questionnaires

Implement IM system

- Joint database managed at Protection Cluster Secretariat level
- Confidentiality measures
- Quantitative analysis visualized through online, publically available set of dashboards updated on monthly basis
- Monthly, district level highlights circulated via the PC and OCHA mailing list
- Informs discussion at subnational PC level during monthly meetings
- Qualitative analysis - quarterly joint analysis workshops at regional/district level
- Monitor-specific feedback

Zoom into the joint analysis workshops

- **Key participants:**
  - Humanitarian organizations
  - Duty-bearers at local level
  - Development/DS actors
  - Affected communities

  facilitated by the subnational PC lead

- **Key objectives**
  - Validate accuracy of findings
  - Understand and contextualize findings:
    - Secondary risks related to negative coping strategies
    - Root causes and triggers
    - Ongoing response and gaps
    - Long term and immediate action to be taken
    - Link to durable solutions

Plans and way forward

- Evaluation of the pilot phase done by ProCap

- Expand coverage and no. of contributing networks

- Training for subnational PC leads on the advanced use of the dashboards

- Detailed district profiles published bi-monthly

- Dialogue with affected communities on SPMS findings through radio shows

Mahadsanid! Thank you!

In case of any questions please email:

Christophe Beau– Coordinator, Somalia Protection Cluster beau@unhcr.org

Anna Geller – Co-coordinator, Somalia Protection Cluster
anna.geller@drc.ngo

01 | Why conduct Humanitarian Situation Monitoring?

REACH Informing more effective humanitarian action
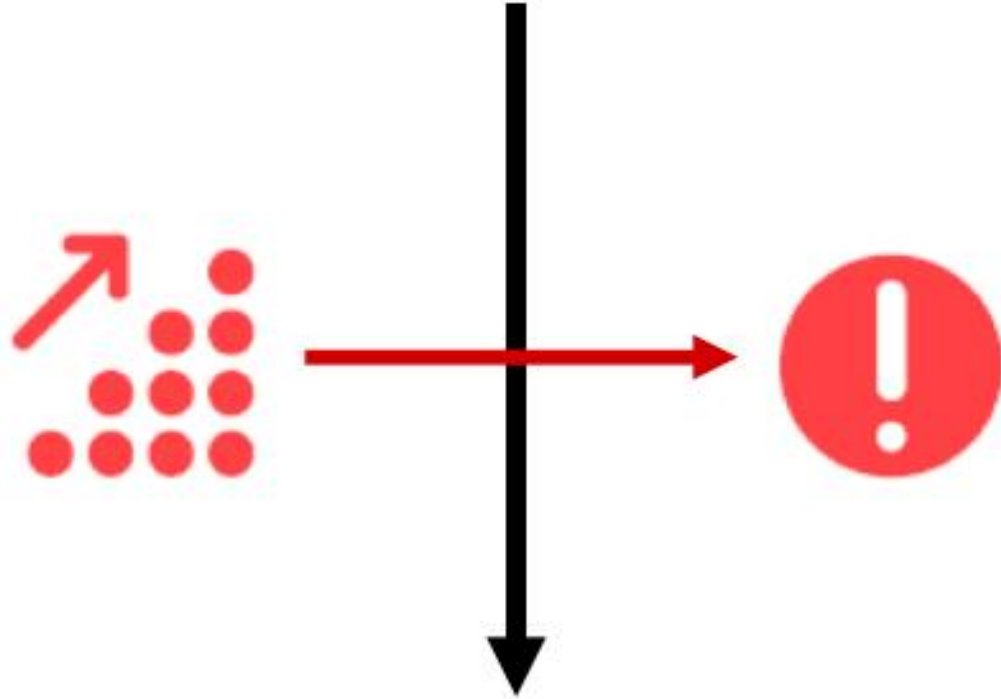
How does Humanitarian Situation Monitoring feed into decision making?

1. HUMANITARIAN SITUATION MONITORING

SECONDARY DATA

2. JOINT ANALYSIS:
ASSESSMENT AND ANALYSIS WORKING GROUP

[IF INSUFFICIENT INFORMATION]
3. MULTI-SECTOR RAPID NEEDS ASSESSMENT

Inter Cluster/Sector Working Group decision:
RESPONSE
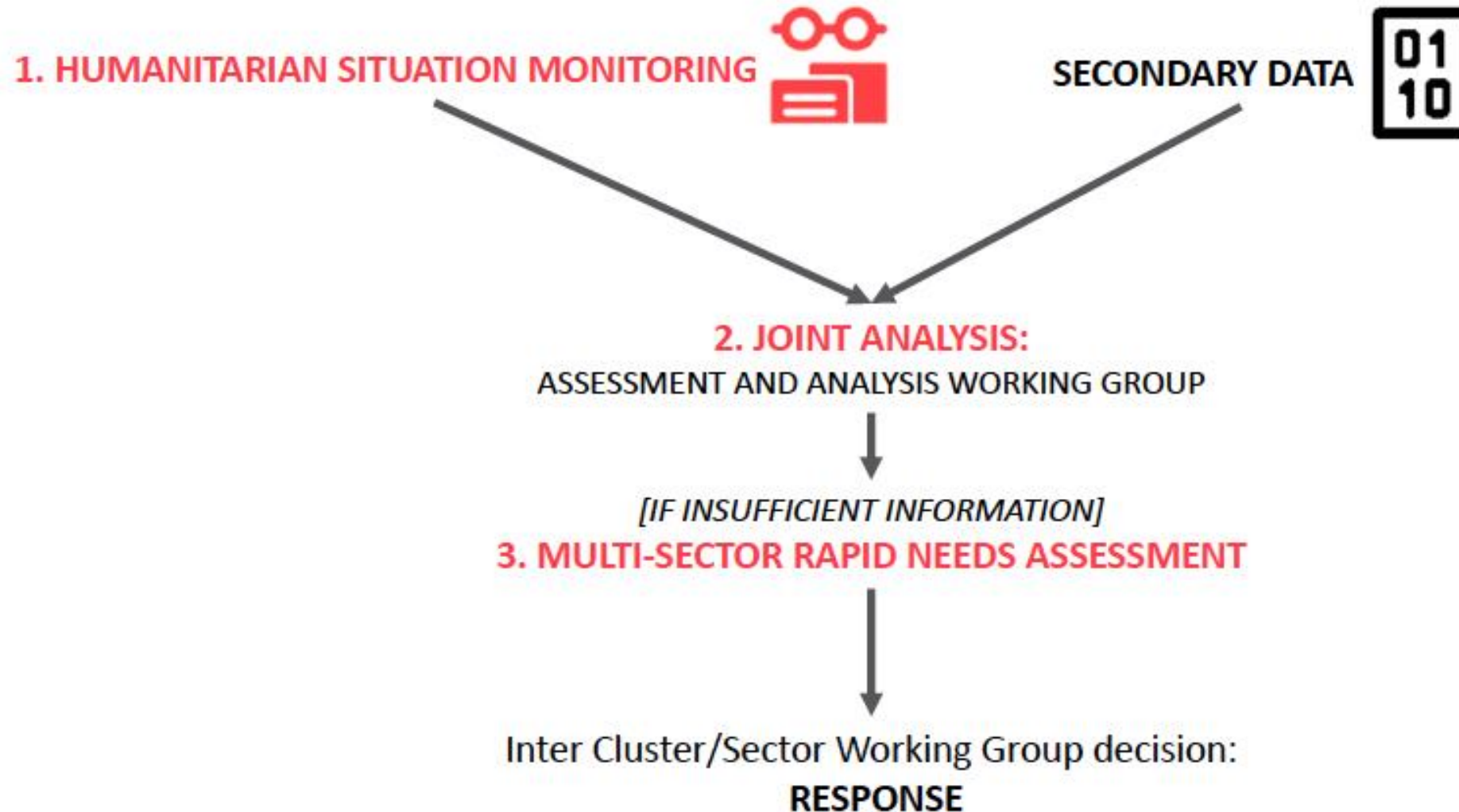
Where is Humanitarian Situation Monitoring conducted?

Humanitarian Situation Monitoring Exercises
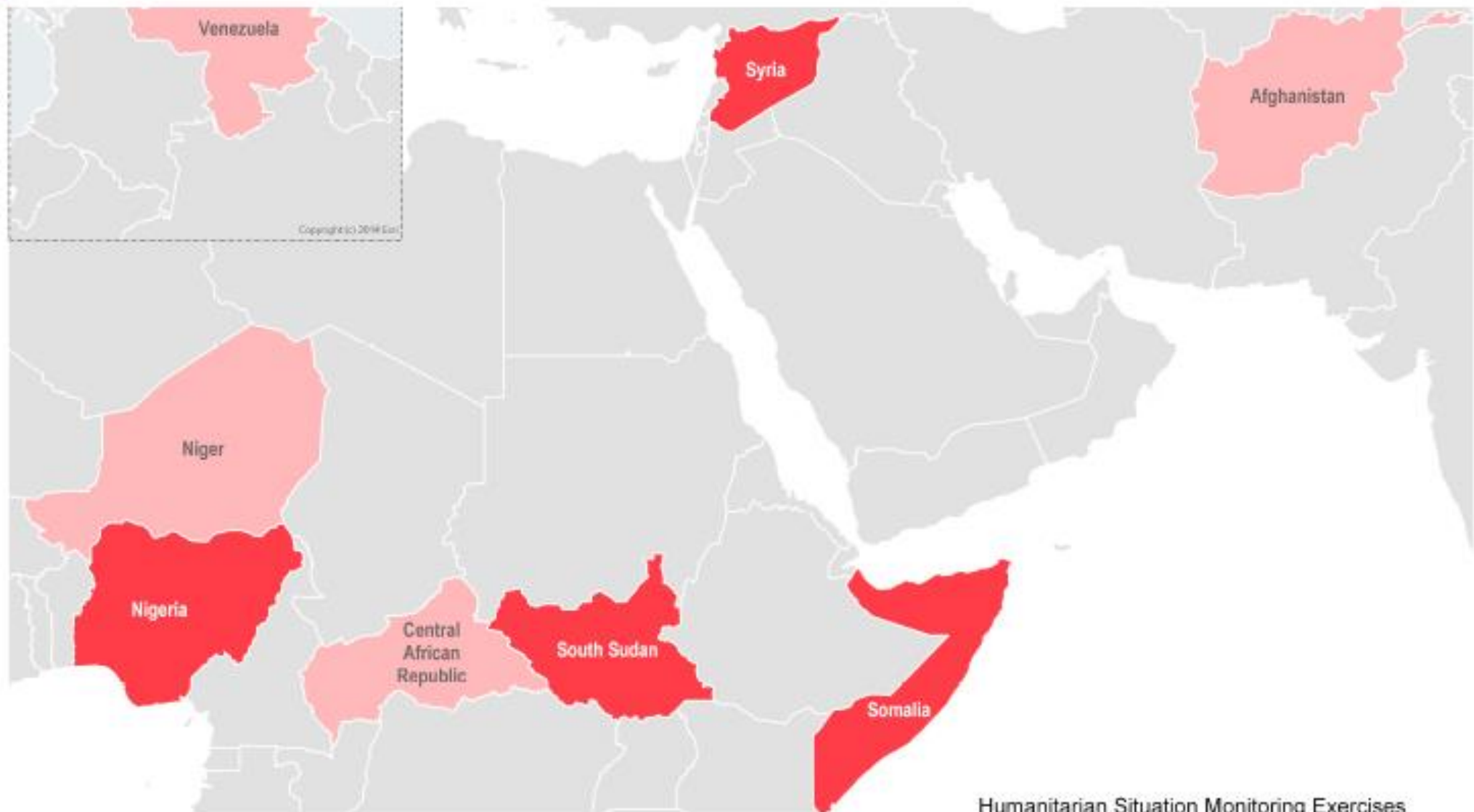
02 | South Sudan Case Study

REACH — Informing more effective humanitarian action

PROFILE OF CRISIS

Population movement: *Frequent and non-predictable*

Shocks: *Frequent and/or multiple types*

Severity of needs: *High and with risk of loss of life*

Access to services: *Fluctuating levels of access*

Access to assistance: *Fluctuating levels of access*

REACH Area of Knowledge Remote Monitoring

1. Humanitarian Situation Monitoring:

SSD REACH Area of Knowledge

South Sudan - Food Security and Livelihoods (FSL)
Assessment of Hard-to-Reach Areas in South Sudan

Overview

The continuation of conflict since December 2013 has created a complex humanitarian crisis in the country, restricting humanitarian access and hindering the flow of information required by aid partners to deliver humanitarian assistance to populations in need. To address information gaps facing the humanitarian response in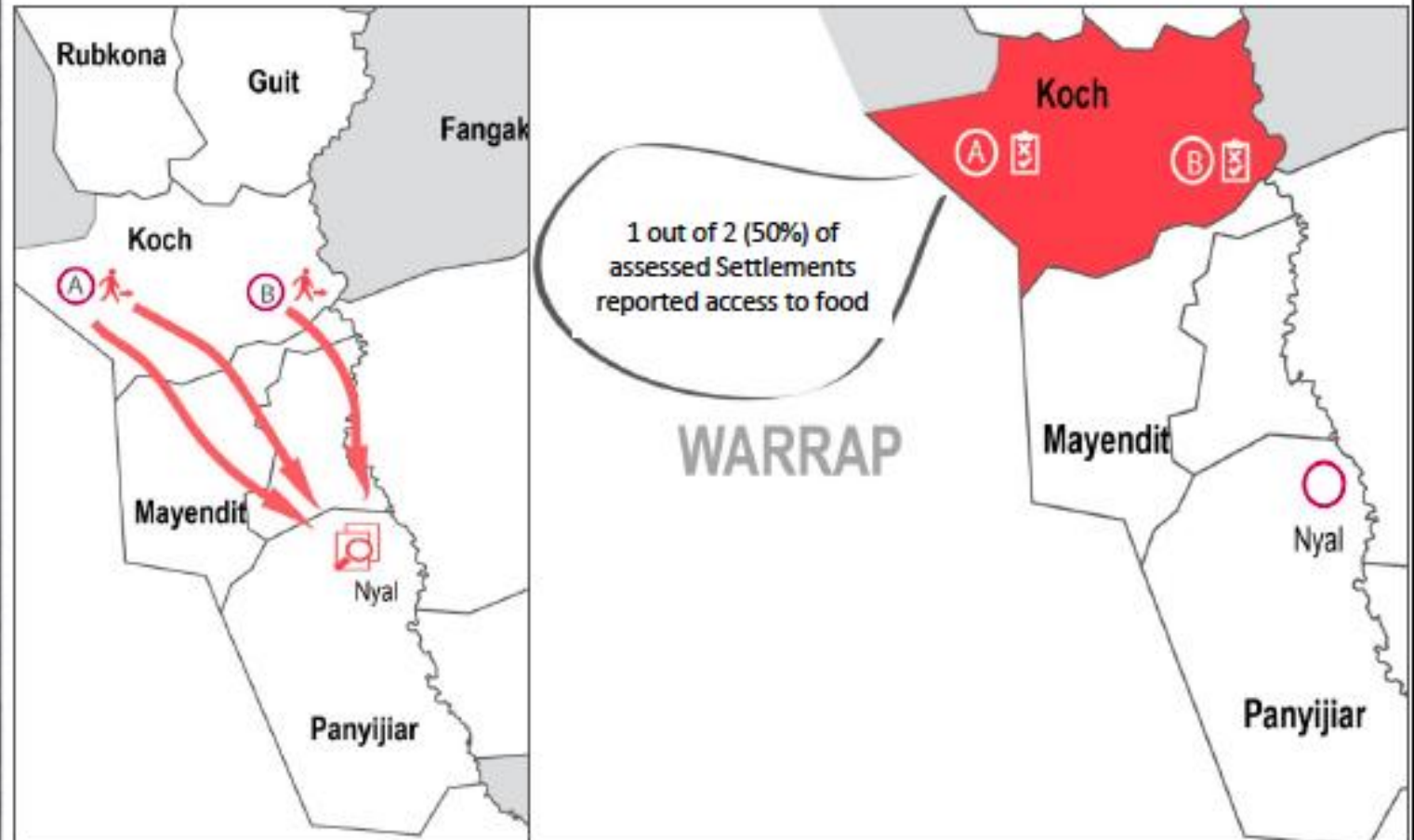 South Sudan, REACH employs its Area of Knowledge (AoK) methodology to collect relevant information in hard-to-reach areas to inform humanitarian planning and interventions outside formal settlement sites.

Using the AoK methodology, REACH remotely monitors needs and access to services in the Greater

Upper Nile, Greater Equatoria and Greater Bahr el Ghazal regions. AoK data is collected monthly and through multi-sector interviews with the following typology of Key Informants (KIs):

- KIs who are newly arrived internally displaced persons (IDPs) who have left a hard-to-reach settlement in the last month
- KIs who have had contact with someone living or have been in a hard-to-reach settlement in the last month (traders, migrants, family members, etc.)
- KIs who are remaining in hard-to-reach settlements, contacted through phone
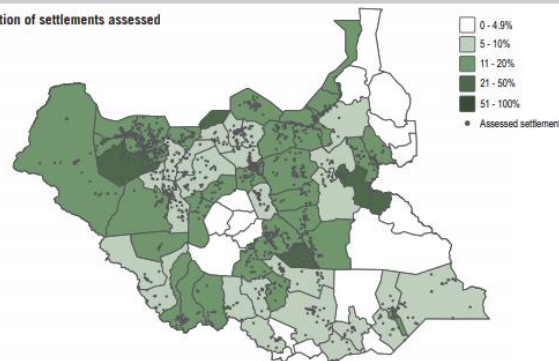
Selected KIs are purposively sampled knowledge from within the last month about settlement in South Sudan, with data collected settlement level. About half of settlements have more than one KI reporting on the In these cases, data is aggregated at the level according to a weighting mechanism can be found in the Terms of Reference

(Link to AoK Terms of Reference)

All percentages presented in this fact otherwise specified, represent the settlements assessed with that specific

Assessment coverage

Proportion of settlements assessed

☐	0 - 4.9%
	5 - 10%
	11 - 20%
	21 - 50%
	51 - 100%
•	Assessed settlement

Food access composite indic

Average of assessed settlements rep five selected food security-related in

[1] Data is only represented for counties in which at least 5% of settlements have been assessed. The most recent OCHA Common Operational Dataset (COD) released in February 2016 has been used as the reference for settlement names and locations.
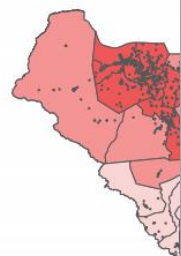
This simple food access composite aims to measure both level to food as well as severity of perceived hunger and application of based coping strategies. The composite was created by averaging of settlements reporting on the following indicators, with all in have the same weight:

USAID FROM THE AMERICAN PEOPLE

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development and Cooperation SDC

For more information on this factsheet please contact:
REACH
south.sudan@reach-initiative.org

Situation Overview: Greater Equatoria, South Sudan
January - March 2019

REACH An initiative of IMPACT Initiatives ACTED and UNOSAT

Introduction

Many of the positive trends in land access and protection that began in late 2018 continued through the first quarter of 2019. However, localised insecurity persisted in some areas of Greater Equatoria, and effects of last year's low harvest yield lingered into 2019, undermining food security and livelihoods.

To inform humanitarian actors working outside formal settlement sites, REACH has conducted assessments of hard-to-reach areas in South Sudan since December 2015. Data is collected on a monthly basis through interviews with key informants with knowledge of a settlement and triangulated with focus group discussions (FGDs). This Situation Overview uses this data to analyse changes in observed humanitarian needs across Greater Equatoria in the first quarter of 2019.

Key Findings

A mixture of **displacement and returns** characterised the quarter, as self-reported refugee returnees crossing the border

# of key informant interviews conducted:	882
# of assessed settlements:	823
# of counties covered out of 24:	
January	16
February	17
March	19
# of focus group discussions conducted:	1

Map 1: REACH assessment coverage of the Greater Equatoria region, January (A), February (B) and March 2019 (C)

(A) (B) (C)

☐	0 - 4.4%
	4.5 - 10%
	11 - 20%
	21 - 50%
	51 - 100%
•	Assessed settlement
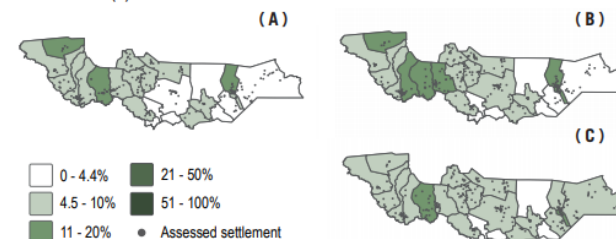
continued and new displacement resulted from insecurity in Yei county. Although 43% of assessed settlements saw returns from internal displacement in March, in the same month 59% of assessed settlements reported the presence of IDPs, indicating that on the whole internal displacement has not waned since last quarter.

Access to reliable **shelter** varied by population type. Host communities reported high use of permanent or semi-permanent structures for shelter, but 41% of assessed settlements reported the main shelter type for IDPs to be less permanent shelters, such as rakoobas, tents, or abandoned buildings.

While security has improved overall, **protection** concerns including incidents harming civilians continued as a result of localised insecurity in Yei and neighbouring counties to the west.

Alongside protection issues, **food security** was the most pressing issue in the region, with only 29% of assessed settlements reporting adequate access to food. Lack of rain during the last harvest season has resulted in many settlements depleting their stores ahead of lean season, and extreme coping strategies, such as selling livestock and consuming seeds, were already being used in early 2019.

Water, Sanitation, and Hygiene (WASH) and **health** needs were most serious in the Greater Kapoeta area, where the proportion of assessed settlements reporting latrine use was low and healthcare facilities were frequently reported to be too far or nonexistent. However, across Greater Equatoria overall and compared to other assessed areas of South Sudan, a relatively high proportion of assessed

METHODOLOGY

To provide an overview of the situation in hard-to-reach areas of Greater Equatoria, REACH uses primary data from key informants who have recently arrived from, recently visited, or receive regular information from a settlement or "Area of Knowledge" (AoK). Information for this report was collected from key informants in Yambio, Maridi, and Kapoeta towns, and supplemented with phone call interviews conducted out of Juba in January, February and March 2019.

In-depth interviews on humanitarian needs were conducted throughout the month using a structured survey tool. After data collection was completed, all data was aggregated at settlement level, and settlements were assigned the modal or most credible response. When no consensus could be found for a settlement, that settlement was not included in reporting.
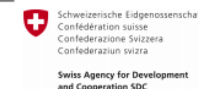
Only counties with interview coverage of at least 5% of all settlements[1] in a given month were included in analysis. Due to access and operational constraints, the specific settlements assessed within each county each month vary. In order to reduce the likelihood that variations in data are attributable to coverage differences, over time analyses were only conducted for counties with at least 70% consistent payam[2] coverage over the period.

Quantitative findings were triangulated with FGDs and secondary sources. More details of the methodology can be found in the AoK ToRs.
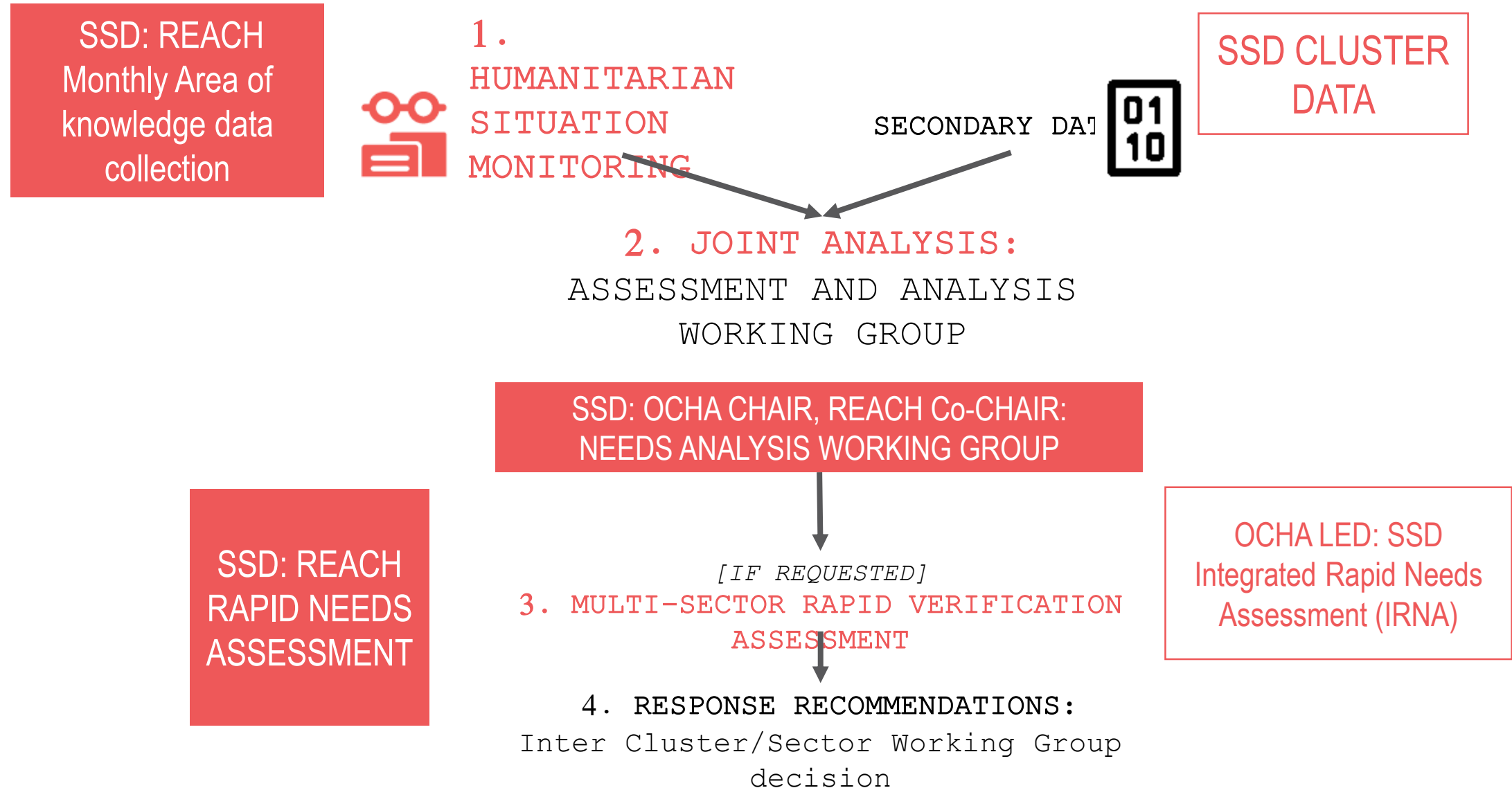
1 To calculate the percentage of AoK coverage, the total number of settlements per county is based on OCHA settlement lists in addition to new settlements mapped by KIs reached each month.
2 "Payam" refers to the administrative unit below the county level.

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development and Cooperation SDC

USAID FROM THE AMERICAN PEOPLE

SSD: REACH Monthly Area of knowledge data collection

SSD CLUSTER DATA

1.
HUMANITARIAN SITUATION MONITORING

SECONDARY DATA

2. JOINT ANALYSIS:
ASSESSMENT AND ANALYSIS WORKING GROUP

SSD: OCHA CHAIR, REACH Co-CHAIR: NEEDS ANALYSIS WORKING GROUP

SSD: REACH RAPID NEEDS ASSESSMENT

[IF REQUESTED]
3. MULTI-SECTOR RAPID VERIFICATION ASSESSMENT

OCHA LED: SSD Integrated Rapid Needs Assessment (IRNA)

4. RESPONSE RECOMMENDATIONS:
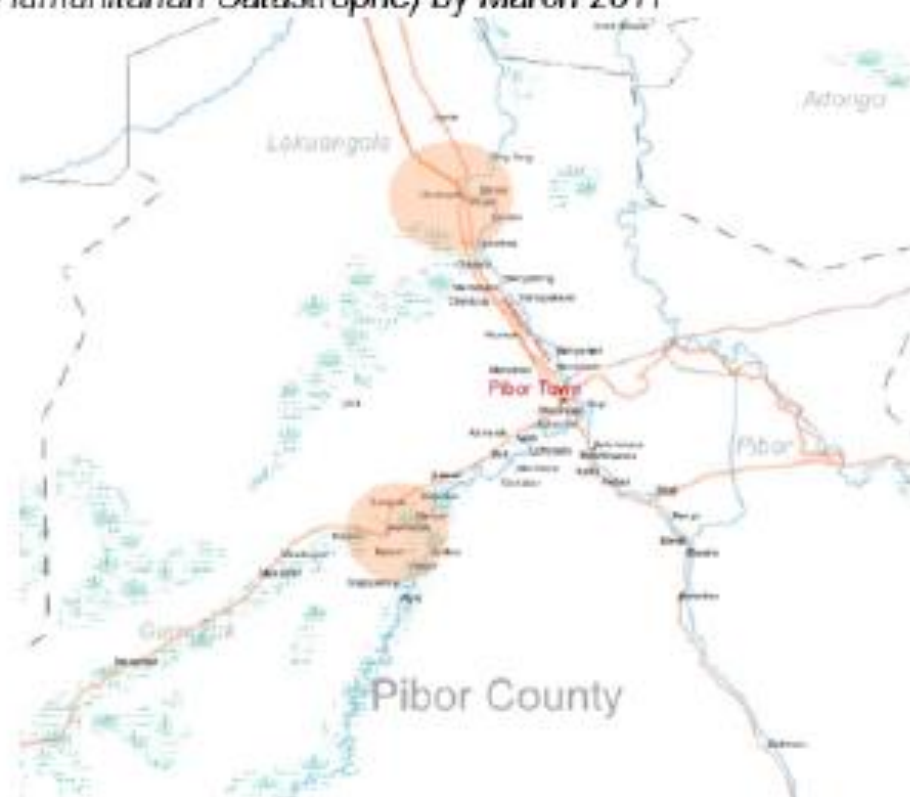Inter Cluster/Sector Working Group decision

NAWG Recommendation: Response scale up (Immediate)

County: Pibor

Hot-spot Areas: *Likonguele and Verteth Payams*

Magnitude: **20,000** *people in Phase 5 (Humanitarian Catastrophe) by March 2017*

NAWG TRIGGERS	Present?
IPC Phase 5	
Displacement +5000	
Mortality increasing	
Disease outbreak	
GAM + 15% (Emergency WHO Thresholds)	

THANK YOU FOR YOUR ATTENTION

REACH Informing more effective humanitarian action

The use of the Protection Information Management Conceptual Framework in the Lebanon Refugees Response

Fanette Blanc, Protection Sector Coordinator, UNHCR Inter-Agency Unit, Lebanon

Lebanon Context

- Lebanon Crisis Response Plan (LCRP)

- Eight years into the Syrian crisis

- Overall protective space for refugees is shrinking

- VASYR : Vulnerability Assessment of Syrian Refugees in Lebanon (on annual basis)

VASyR 2018

Vulnerability Assessment of Syrian Refugees in Lebanon
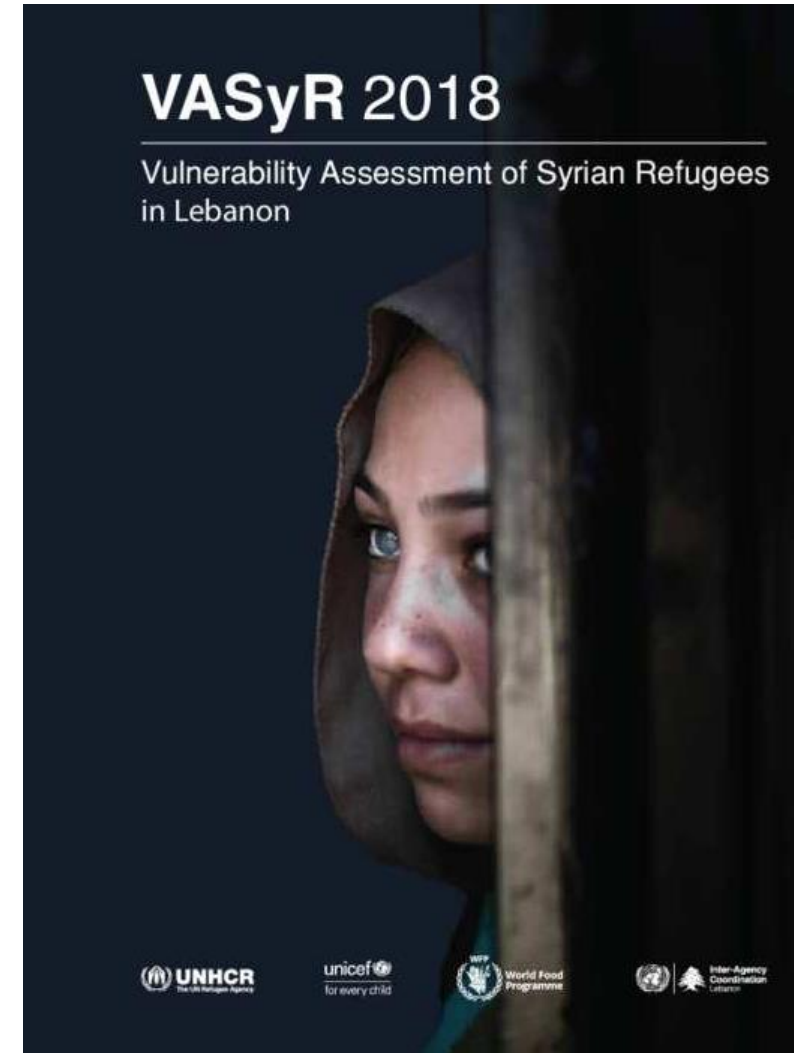
Protection sector's challenges

- Need to improve complementarity of data and information available

- Protection monitoring – difficulty to establish trend analysis

- Defining information needs (need to know vs nice to know)

- Limited interaction with IM colleagues

Why PIM (Protection Information Management) as a solution for Lebanon ?

PIM Protection Information Management

- Strengthen the capacity of LCRP partners to improve systematized and principled evidence-informed protection analysis, strategy and response;

- Create shared understanding of the PIM conceptual framework among sector leads, Inter Sector, IM, M&E;

- Use shared conceptual framework to address current challenges, update strategies and improve data sharing and joint analysis.

PIM as a collaborative and as a discipline

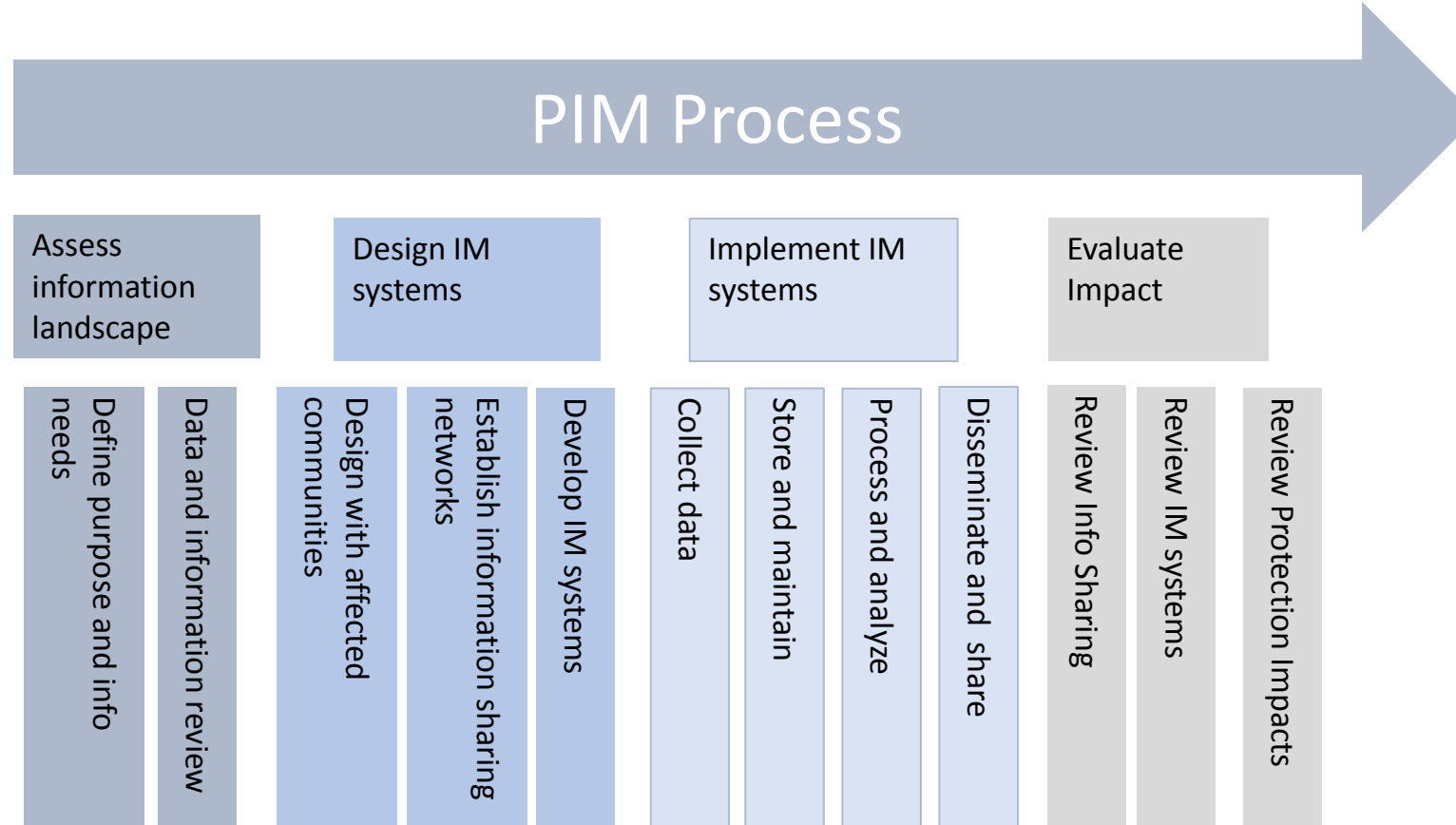## A collaborative initiative

A discipline

A principled, systematized, and collaborative processes
to collect, process, analyse, store, share, and use data and information
to enable evidence-informed action for **quality protection outcomes**.

Putting the pieces together… PIM Process

- There are four main (high-level) steps
- These are prescriptive and should be done in sequence

PIM Process

Assess information landscape	Design IM systems	Implement IM systems	Evaluate Impact
Define purpose and info needs / Data and information review	Design with affected communities / Establish information sharing networks / Develop IM systems	Collect data / Store and maintain / Process and analyze / Disseminate and share	Review Info Sharing / Review IM systems / Review Protection Impacts

Lebanon and PIM: what was achieved ?

Protection Sector & IM Working Group working together
- More aggregated protection indicator data available for partners
- Drafting of guidance note

VASyR 2019 & Protection sector partners
- Collaborative approach for evidence base analysis

Protection trend analysis
- Collaborative approach: sharing key findings from protection monitoring
- For a National Protection Sector joint analysis for evidence-informed protection outcomes

**Inter-sector and sectors questions frame through PIM lens**

Ongoing capacity building of protection sector partners on PIM

Way forward – questions

- How can we create an environment that supports collective decision making on information needs that will support the overall response and not individual interests?

- Who are the key stakeholders that should be mobilized if we want to progress jointly and synchronize our work with data and information for evidence informed outcomes?
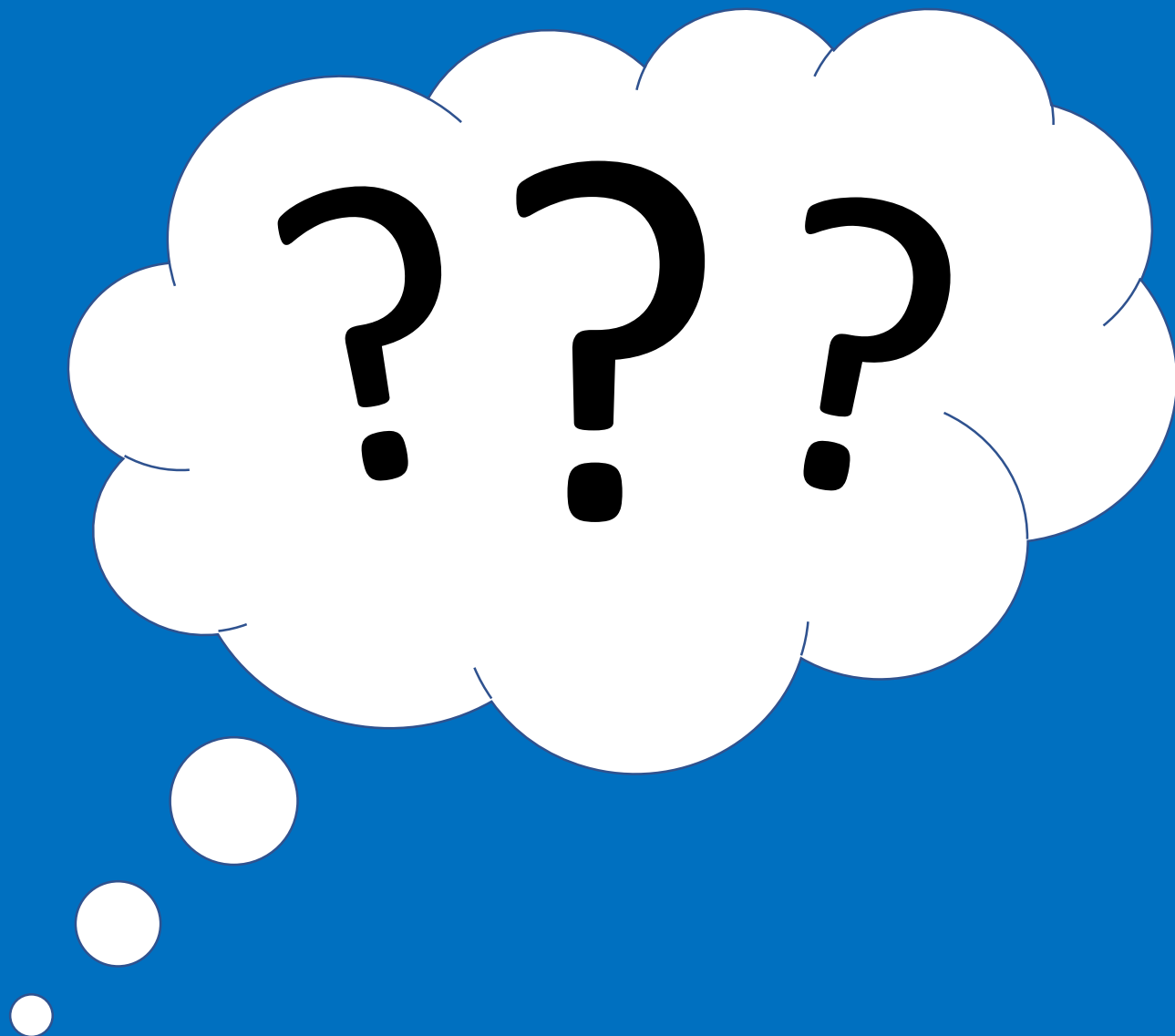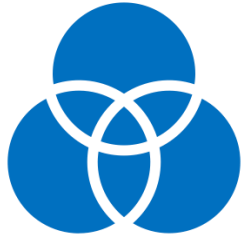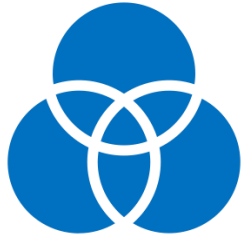
Your input (1/2)

1) How does your organisation collaborate with coordination fora on data and evidence to support planning, prevention and delivery of responses to protection and assistance needs for collective outcomes?

Define info. needs - Design IM system   - Collection - Analysis - Storing - Use   - Sharing

Summary of recommendations