



## **GUIDANCE NOTE for the OPERATIONALISATION of the PROTECTION MONITORING FRAMEWORK**

### **Rohingya Refugee Camps Cox's Bazar, Bangladesh**

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#### **1. BACKGROUND.**

Several Protection Sector agencies have raised the need for a coordinated approach to Protection Monitoring (PM) in the Rohingya refugee camps in Ukhiya and Teknaf to systematically collect information on key protection issues, identify trends and develop a shared analysis of protection risks affecting the refugee community and the access to humanitarian assistance, including protection.

The Protection Monitoring Framework, developed in 2020 by the Protection Sector and key protection agencies, sets the common vision of a joint PM exercise. It defines protection monitoring as the systematic and regular collection, verification, and analysis of information over an extended period to identify violations of rights and protection risks for the Rohingya refugee population to inform effective responses.

The PM Framework outlines a common ground for protection agencies to coordinate through the Sector their PM interventions with the goal of supporting a uniform collection of information, more substantial protection analysis, evidence-based programming, and more effective protection and humanitarian response, based on a shared understating of the protection situation in the camps.

This document contains the key decisions agreed by agencies on the operationalization of the PM Framework in 2021 and 2022. Discussions took place within the Protection Working Group Task Team (PWGTT) in 2021 on how to operationalize the PM Framework; the Sector also conducted bilateral talks with key PM agencies in 2021. On February 16, 2022, a consultative meeting was called with key PM agencies to channel the discussion to practically define PM objectives, methodologies, and final products. The Note and its Annex were finalized at the end of March 2022. The note has been updated following debriefings organized after data collection for the first quarter and second quarter of 2022.

#### **2. OBJECTIVES of a COORDINATED PROTECTION MONITORING.**

The PM Framework outlines the objectives of the coordinated PM, which aims at bolstering the overall protection response by:

- Informing protection programming, protection mainstreaming, and advocacy through a common and standardized evidence-based protection monitoring and
- Deepening understanding through a joint analysis of risks, threats, vulnerabilities, and incidents, as well as patterns and trends.

The coordinated PM will reduce redundancy of monitoring activities, enhance accessibility to available information, inform programming and advocacy to improve the protection environment for the Rohingya refugees in the camps and promote access to services and refugees' entitlements.



### 3. PROTECTION MONITORING AGENCIES and GEOGRAPHICAL SCOPE.

Based on the 2022 JRP projects approved by the General Protection Peer Review Team and the service mapping conducted by the Protection Sector in January 2022, the actors already engaging in PM in the Rohingya refugee camps and willing to engage in coordinating PM activities are IOM, UNHCR, DRC, Oxfam, IRC, HI. They are reported in Annex 1 as PM agencies. The agencies have shared the PM tools and indicators used in 2022 to develop common denominators for compiling data and harmonizing the analysis. The PM agencies are also committed to regularly and timely contributing to the data collection and analysis in the future.

The Child Protection and GBV SS will also be contributing to the final products, while the Sector will be coordinating with the Age and Disability WG and the Anti-Trafficking WG on the selected thematic and monitoring indicators.

The coordinated PM is implemented in all 33 Rohingya refugee camps in Ukhya and Teknaf, Cox's Bazar. This guidance note will also apply to new PM agencies who want to join the coordinated activity at a later stage.

### 4. THEMATIC AREAS of INTEREST.

The coordinated PM will focus on selected thematic areas linked to four key areas of focus identified by the PM Framework: **Physical Protection, Refugee Rights, Reduced Aid Dependency, and Specialized Needs**. It is recognized that protection is generally impacted by internal and external factors, including culture, gender roles, evolving dynamics of the refugee community, national laws and policies, seasonal natural hazards; access and efficacy of humanitarian actors, and attitudes of the host community, among others, and are influenced by age gender and diversity of individual refugees.

The coordinated PM will focus in particular on **Safety and Security**, with a focus on key protection incidents of violent nature, perception of refugees on the safety and security environment in the camps, trends of protection risks/threats, the impact of protection incidents on access to services, on population movements, peaceful coexistence, on perceptions and confidence towards camp authorities and law enforcement officials; perceptions or assessment of camp security measures implemented as a response to incidents.

PM agencies will focus also on **Access to Services, including Protection**, with feedback received on the quality of protection services; behaviours/attitudes of aid workers; factors affecting access to up-to-date, neutral, and accurate information about protection services; community feedback related to confidentiality of protection services and **Access to Justice**, with a focus on issues around access to the justice system, including specific challenges faced by refugees and the impact of informal justice mechanisms.

The exercise will also monitor the **Child Protection and GBV**, through the CPSS and GBVSS. Both have been an integral part of the discussion around the operationalization of the PM Framework. Data and

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trends of key Child Protection and GBV issues, collected, elaborated, and analyzed by the CPSS and GBVSS are part of the cope of monitoring.

The thematic areas can be revised based on needs and new issues. If relevant for the monitoring, ad-hoc issues can also be inserted temporarily.

## 5. DATA COLLECTION and DATA ANALYSIS.

PM is a compilation of intersecting methodologies: Direct Observation (DO), Key Informant Interview (KII), Focus Group Discussion (FGD), Home Visits (HV), household questionnaires, community feedback, and reported incidents, as defined in the PM Framework. Data collection is conducted in all refugee camps while being mindful of AGD variations across the community. The monitoring tools utilized are tailored to the specific information sought. While implementing PM activities, the informed consent of participants is paramount to be secured prior to any interview, particularly KII and HV.

Agencies will be collecting data and information through their field teams and the tools they have already developed and are currently utilizing in the refugee camps. No new data collection tools will be introduced and applied. PM agencies will not be requested to adjust their monitoring; instead, they will be asked to share information they are already collecting, limited to information related to the key areas of focus identified.

The data and information collected are of 2 types: quantitative and qualitative.

For the **quantitative component**, the collection by field teams will be narrowed to the following indicators:

<b>1. Protection Incidents (violent nature)</b>	<ul style="list-style-type: none"> <li># Serious protection incidents of violent nature<sup>1</sup></li> </ul>	Source: PM agencies
<b>2. Trafficking</b>	<ul style="list-style-type: none"> <li># Incidents related to human trafficking reported (refugees only)</li> <li># Refugee victims of trafficking (disaggregated)</li> </ul>	Source: ATWG
<b>3. Peaceful Coexistence</b>	<ul style="list-style-type: none"> <li># Incidents between refugee and host communities</li> <li># Refugees and members of HC affected (disaggregated)</li> </ul>	Source: PM agencies
<b>4. Population Movements</b>	<ul style="list-style-type: none"> <li># Refugees exposed to further movements<sup>2</sup></li> </ul>	Source: PM agencies
<b>5. Access to Services</b>	<ul style="list-style-type: none"> <li># Cases of denial of and unequal access to services</li> </ul>	Source: PM agencies
<b>6. Child Protection</b>	<ul style="list-style-type: none"> <li>Top 3 Child Protection concerns</li> </ul>	CPIMS+, CPSS
<b>7. Gender-Based Violence</b>	<ul style="list-style-type: none"> <li>Top 4 types of GBV incidents and their percentage (if applicable)</li> <li>Percentage of rape reported within 72 hrs of the incident.</li> <li>Percentage of GBV survivors that already reported GBV incidents.</li> </ul>	GBVIMS, GBVSS

<sup>1</sup> Limited to the incidents listed in the table in Annex 1. The list can be expanded as needed after the roll out of the first trial.

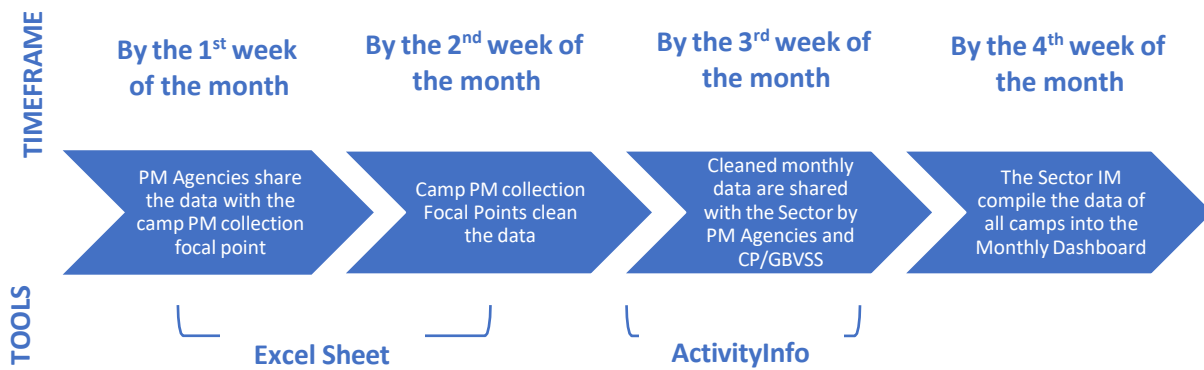
<sup>2</sup> Refugees moving from one camp to another or out of the camp due to insecurity, lack of services, seeking livelihood opportunity, etc.



Protection incidents, incidents related to peaceful coexistence, and secondary displacement will be collected per camp. For the sole purpose of avoiding duplications and ensuring the quality of data, one agency per camp will consolidate monthly the data collected and report to the Sector. The list of the focal agency per camp is attached as Annex 1. **The Sector will compile and produce a quarterly report**, compiling the inputs from the PM agencies with the ones received from the ATWG, CP, and GBVSS.

While collecting information, PM agencies are committing to uphold the core PM principles outlined in the PM Framework: human-centered, do no harm, competency, shared knowledge, standardization, accountability to the affected population. Refugees identified with immediate, specific protection needs will be referred to the relevant service providers, as per general protection, CP, and GBV referral mechanisms in place per camp (updated monthly and available [here](#)). Referrals will also be ensured to the Focal Points of other Sectors, as needed. Informed consent will be secured prior to any referral.

## MONTHLY DATA COLLECTION (tentative)



The **qualitative component** will be compiled in a quarterly narrative protection analysis based on agency feedback collected by the Sector and the trends of the key indicators identified. The agency will provide the information based on the data collected through its tools. The qualitative data collected should be strictly tailored to the thematic areas chosen.

PM agencies will be providing the following information:

- Coverage Overview: # of KII, FGD, DI / Block level monitoring, Home Visit, and # of refugees visited/met/interviewed (disaggregated by age, gender, disability).
- Summary protection analysis related to the selected thematic areas based on information collection tools identified and used by the agencies.<sup>3</sup> Limited bullet points per thematic area with a limitation to 400 words. The narrative will be prepared by each of the agencies, on the base of the information collected through their own channels in the camps where each agency is already operational. The narrative will be general, while specific issues affecting specific camps can also be highlighted in the analysis. Agencies, in turn, will be assigned the task, on a rotation basis, to

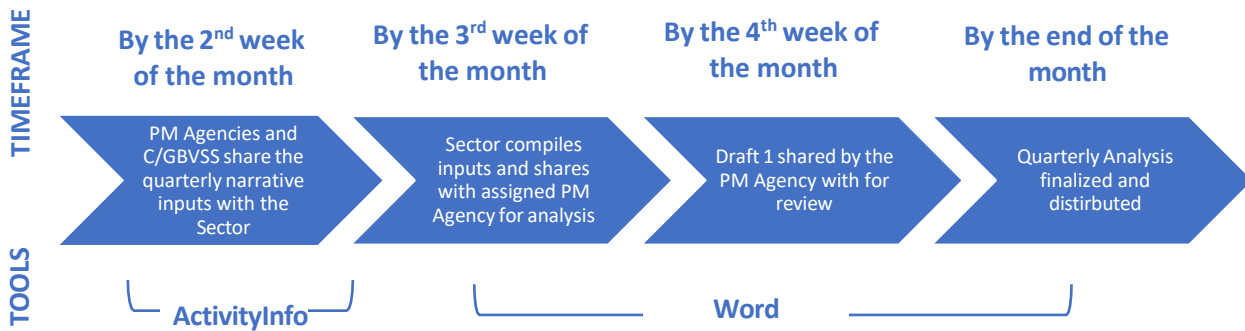
<sup>3</sup> The areas will include also challenges related to coordination at the camp level (engagement with CiCs, ad-hoc reporting requirements, access, referrals within protection and to other Sectors, data sharing including individual case registry at CiCs office, request to provide list of volunteers).



compile the narratives into one draft, to be circulated among the group for comments and finalized by the Sector.

The Sector will include the compilation of the trends of serious protection incidents of violent nature identified and reported; incidents related to human trafficking and refugee victims of trafficking; incidents between the refugee and host community and of refugees and members of HC affected; secondary displacement of refugees due to safety and security issues; cases of denial of humanitarian access and denial of or unequal access to services. The CP will provide quarterly trends analysis from CPIMS+ and a quarterly narrative from CP monitoring partners. The GBV SS will provide GBV concerns identified through the GBVIMS. Analysis and inclusion of existing secondary data will also be discussed with the SS and the WGs.

## QUARTERLY DATA COLLECTION (tentative)



The quarterly analysis will include a section with concrete recommendations for protection actors, Sectors, the ISCG, agencies etc., based on the evidence collected by PM agencies from the Rohingya refugee camps and joint analysis of the protection situation and the key protection issues.

The narrative component will be instrumental in adjusting and tailoring the protection response to the needs and the PM findings, enabling humanitarian actors to better understand what programs and policies have been most and least effective and tailor programming and responses moving forward.

## 6. EXPECTED OUTPUTS

- Quarterly PM report with aggregated, anonymized data on the agreed-upon thematic areas obtained through the selected indicators, current trends and protection situation analysis, protection evidence for advocacy purposes, identification of gaps and unmet needs for resource mobilization, clear recommendations and way-forwards for protection programming, and high-level advocacy efforts for an improved protection environment. The narrative component will highlight needs and gaps, best practices, and cross-cutting concerns and inform the strategic analysis. Thematic reports can also be produced, if agreed and needed, showing longer trends. The analysis will be used to identify areas in need of greater protection, in accordance with the JRP and Sector strategy.



Templates are developed by the Protection Sector in coordination with the support of the PM agencies and the IM unit. Once the final product has been finalized, the Sector with the PM agencies will discuss whether the documents are for internal or external circulation. This will depend on the quality of information collected, based on the result of the PM reports. As an alternative, the Sector and PM agencies can convene on having a first core internal document and extract protection items tailored to the audience. The reports will be helpful also when engaging law enforcement authorities.

## 7. CRITICALITIES IDENTIFIED and DISCUSSED.

- Lockdown, reduced footprint, and monitoring through volunteers rather than protection staff will affect the quality and quantity of information and the possibility to confirm the data collected.
- Based on the monitoring results, information might be sensitive for an external audience (do no harm principle). Data should be made available only in accordance with privacy and monitoring principles. Data will be aggregated and anonymized to protect identities before sharing (except cases needing referrals, for which minimum relevant information should be shared with relevant actors, after obtaining informed consent).
- Agencies should commit to the joint PM exercise with timely and regular reporting of quality data and information.
- Verification of information and final analysis endorsement to be conducted through the PM agencies and Protection Task Team.
- Confidentiality in how the Sector needs to maintain information collected from the agencies. Data security best practices and policies are to be applied.
- Feedback to the community on the advocacy efforts and referrals (accountability) results. Systematic reporting back to the community will ensure accountability, enhance trust in humanitarian actors, and contribute to an environment where refugees are encouraged to raise concerns.

## 8. REVISION of the OPERATIONALISATION NOTE.

As programs evolve and the overall protection situation in the refugee camps changes, with mutating protection trends and risks for different groups of population (ADG), PM agencies can adjourn the note, based on the needs and, for example, revise the list of indicators or protection incidents monitored and/or the thematic areas selected. With the consolidation of the coordinated PM exercise, agencies might also edit, revise the tools used for an even more significant convergence of approaches.

**ANNEX 1. Partners currently engaged in PM based on January 2023 Service Mapping and focal agency per camp.**

Camp	Current PM partners per Camp	PM Focal Agency per Camp	Camp	Current PM partners per Camp	PM Focal Agency per Camp
Camp 1E	IRC, UNHCR	IRC	Camp 14	UNHCR	UNHCR
Camp 1W	IRC, UNHCR	IRC	Camp 15	IRC, UNHCR	IRC
Camp 2E	UNHCR	UNHCR	Camp 16	IRC, UNHCR	IRC
Camp 2W	UNHCR	UNHCR	Camp 17	UNHCR	UNHCR
Camp 3	OXFAM, UNHCR	OXFAM	Camp 18	IOM, UNHCR	IOM
Camp 4	OXFAM, UNHCR	OXFAM	Camp 19	IOM, OXFAM, UNHCR	IOM
Camp 4 Ext.	UNHCR	UNHCR	Camp 20	IOM, UNHCR	IOM
Camp 5	UNHCR	UNHCR	Camp 20 ext.	IOM, UNHCR	IOM
Camp 6	DRC, UNHCR	DRC	Camp 21	IRC, UNHCR	IRC
Camp 7	UNHCR	UNHCR	Camp 22	OXFAM, UNHCR	OXFAM
Camp 8E	DRC, UNHCR	DRC	<del>Camp 23</del>		
Camp 8W	DRC, UNHCR	DRC	Camp 24	IOM, UNHCR, HI	IOM
Camp 9	IOM, UNHCR	IOM	Camp 25	IOM, UNHCR	IOM
Camp 10	DRC, IOM, UNHCR	DRC	Camp 26	UNHCR, HI	UNHCR
Camp 11	DRC, UNHCR	DRC	Camp 27	UNHCR	UNHCR
Camp 12	DRC, OXFAM, UNHCR	OXFAM	Kutupalong RC	UNHCR	UNHCR
Camp 13	UNHCR	UNHCR	Nayapara RC	UNHCR	UNHCR

**ANNEX 2. Table of serious protection incidents of violent nature affecting refugees.**

Type of incident	Alleged Perpetrators
Killing/Murder/ Manslaughter	Criminal Group, Civilian Authorities, Law Enforcement Agency, Refugees, Host Community, <b>Unknown</b> , Other
Shooting of Person / Gunshot	Criminal Group, Civilian Authorities, Law Enforcement Agency, Refugees, Host Community, <b>Unknown</b> , Other
Abduction	Criminal Group, Civilian Authorities, Law Enforcement Agency, Refugees, Host Community, <b>Unknown</b> , Other
<b>Serious Physical Assault</b>	<b>Criminal Group, Civilian Authorities, Law Enforcement Agency, Refugees, Host Community, Unknown, Other</b>
<b>Extortion</b>	<b>Criminal Group, Civilian Authorities, Law Enforcement Agency, Refugees, Host Community, Unknown, Other</b>

Serious physical assault is defined based on the Bangladeshi Penal Code:

*Grievous hurt: Section 320 of Penal Code of Bangladesh.*



*The following kinds of hurt only are designated as "grievous":*

*Firstly. -Emasculation.*

*Secondly. -Permanent privation of the sight of either eye.*

*Thirdly. -Permanent privation of the hearing of either ear.*

*Fourthly. -Privation of any member or joint.*

*Fifthly. -Destruction or permanent impairing of the powers of any member or joint.*

*Sixthly. -Permanent disfiguration of the head or face.*

*Seventhly. -Fracture or dislocation of a bone or tooth.*

*Eighthly. -Any hurt which endangers life or which causes the sufferer to be during the space of several [20 in the Code, edited to several by the Protection Sector] days in severe bodily pain, or unable to follow his ordinary pursuits.*

Extortion is defined as forced transaction of money or goods by a person in power.

Death and physical assault/abuse are of interest; they have been discussed and excluded for the moment, to avoid overburdening actors in the field; they might be inserted once the exercise has been rolled out and the methodology consolidated.