

Humanitarian Protection Handbook

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Introduction and Overview

It is accepted best practice that protection should form a core part of Trócaire's responsibilities as a humanitarian actor. During a humanitarian crisis, affected communities need material assistance to support them in accessing food, water, shelter and medical care. They also need protection of physical integrity, dignity and psychosocial wellbeing. Assistance and protection are two sides of the same coin and a humanitarian response that is both needs-based and rights-based requires us to consider both sides in designing and implementing our programmes.

Purpose of Document

Protection has been identified as a priority for the humanitarian programme. Over recent years, in line with this commitment, Trócaire has supported protection programming in a variety of contexts – from protection analysis for mainstreaming purposes in South Sudan or Mali to large scale Gender-Based Violence (GBV) or child protection programmes in Pakistan, Haiti, Turkey/Syria and Myanmar.

A need has been identified, however, for more concrete guidance on protection programming in order for Trócaire to deliver on its protection commitments. Responding to this need, five core protection documents have been developed:

- The  **Humanitarian Protection Policy**, which states Trócaire's commitment to, and understanding of, humanitarian protection as part of the organisation's wider justice mandate
- The **Humanitarian Protection Handbook**, which builds on Trócaire's policy commitments by providing concrete guidance on incorporating protection into our humanitarian programmes
-  **Understanding the Links Between Security, Safeguarding and Protection** – an internal guidance note on areas of overlap and divergence between these three related areas of work
- The  **Humanitarian Protection Q&A**, which is intended as a supporting document that provides background information on key protection concepts
-  **Selected Further Reading: Protection Tools and Guidelines** – a resource for further information on protection mainstreaming and protection programming

Together, these documents are a statement of commitment for the humanitarian programme, one that is in line with Trócaire's Strategic Framework and with best practice for the sector.

This **Handbook** establishes minimum standards for all Trócaire's humanitarian programmes, as well as outlining opportunities for greater specialisation, in line with Trócaire's capacity and added value.

The document also aims to act as a guidance document and reference tool. It highlights relevant toolkits that should support Trócaire staff in programme development and implementation. It is also accompanied by a series of Protection in Practice worksheets, with each worksheet containing further information on key protection issues, along with guidance on further reading.

The document complements and incorporates Trócaire's [2009 Humanitarian Protection Strategy: Integrating Minimum Standards](#) as well as the [Minimum Inter-Agency Standards for Protection Mainstreaming](#) (World Vision, 2012), both of which provide lists of sample indicators for mainstreaming protection into other sectors of humanitarian response, such as WASH, Food and NFIs, for example. These documents may serve as a useful resource for programme staff.

Target Audience

While the document is aimed primarily at Trócaire's humanitarian team in Maynooth and country programmes, it is of relevance to all Trócaire staff – humanitarian and development – that are either directly or indirectly involved in programming in humanitarian contexts.

It is an organisational strategy document, and as such is intended to function as an internal guidance document rather than one to support partners. Some of the Protection in Practice worksheets, however, may be of value to partners in their programming.

How to Use this Handbook

This Handbook is in four parts:

- **Part I** provides the introduction and overview.
- **Part II** details Trócaire's 7 Mainstreaming and 4 Integration standards for protection – i.e. what our protection commitment should look like in practice in our work.
- **Part III** looks at ways of working for delivering on Trócaire's protection commitments.
- **Part IV** contains further practical guidance for programme teams through a series of Protection in Practice worksheets – i.e. how to go about incorporating protection standards in our work.

Where possible, [links](#) have been embedded in the Handbook to facilitate ease of movement between sections, as well as with relevant external toolkits.



The railway track which runs through the Kibera slum in Nairobi. With up to one million residents, Kibera is Africa's largest slum and was the focal point for much of the post-election violence of 2007. In the run-up to the elections in 2013, Trócaire carried out mapping exercises to explore what existing protection services were in existence should violence re-occur. For more information see page 16. **Photo: Eoghan Rice / Trócaire**

Part II:

Trócaire's Commitment to Humanitarian Protection

This section aims to clearly set out Trócaire's understanding of and approach to protection, and what this should look like in practice in our humanitarian programming.¹

Defining Humanitarian Protection for Trócaire

As stated in the accompanying **Humanitarian Protection Policy**, Trócaire endorses the ICRC/IASC definition of protection² but for humanitarian programming, will prioritise prevention of, and response to, the four human-generated threats of:

Violence

Deliberate Deprivation


Coercion and Exploitation

Discrimination

In so doing, Trócaire recognises that protection can be provided by different actors in different ways. Some (e.g. armed forces or government actors) can provide direct physical security through military or political intervention. Others, such as NGOs, cannot commit to providing direct physical protection, but can play an important role in helping to strengthen the protective environment for communities that are exposed to the above-mentioned threats. Through a humanitarian protection approach, Trócaire and partners can support communities to reduce their vulnerability to or exposure to violence, coercion, deprivation or discrimination and can support communities to respond to the effects of such abuse on them.

The Three Layers of Protection: Mainstreaming, Integration and Stand-Alone


Humanitarian actors can engage in protection work at a number of different levels:³

Protection is a specific sector of response, alongside such sectors as Shelter or WASH. As with these other sectors, protection has its own Cluster  (see **Protection in Practice #9** for details). Protection at this level generally encompasses:

- A) '**Stand-alone**' protection programming – generally of considerable scale and scope, where protection is the primary objective. Such programmes tend to focus on one of the following core areas and are carried out by agencies with protection expertise:
 - GBV prevention and response
 - Child protection
 - Housing, Land and Property
 - Mine Action

¹ This Strategy draws on and is informed by a number of existing protection toolkits and guidance notes – in particular from the  **Sphere Project**; the  **Minimum Inter-Agency Standards for Protection Mainstreaming** (World Vision, 2012); the  **Professional Standards for Protection Work**, ICRC, 2013;  **Protection - an ALNAP Guide for Humanitarian Agencies**, 2005; ActionAid's  **Safety with Dignity: a Field Manual for Integrating Community-Based Protection across Humanitarian Programmes** and ECHO's  **Humanitarian Protection Funding Guidelines**.

² The ICRC definition, later endorsed by IASC, is the most widely accepted and authoritative definition of protection, which is understood as "... all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law, namely human rights law, international humanitarian law and refugee law..."

³ For further background information on protection at mainstreaming, integration and stand-alone levels, see  **Trócaire's Humanitarian Protection Q&A**.



Examples of 'stand alone' programmes include child-friendly spaces in camps; a GBV response that supports legal, medical, security and psychosocial services for survivors of GBV; or a family tracing and reunification programme.

- **B) Integrated Protection:** Where some specific protection activities or projects are integrated into a larger (non-protection) programme. Typical 'integrated' activities might include community monitoring and reporting of protection threats; advocacy on protection; or the establishment of coordinated referral systems to link those in need with protection services. The overall programme objective will not usually relate to protection.

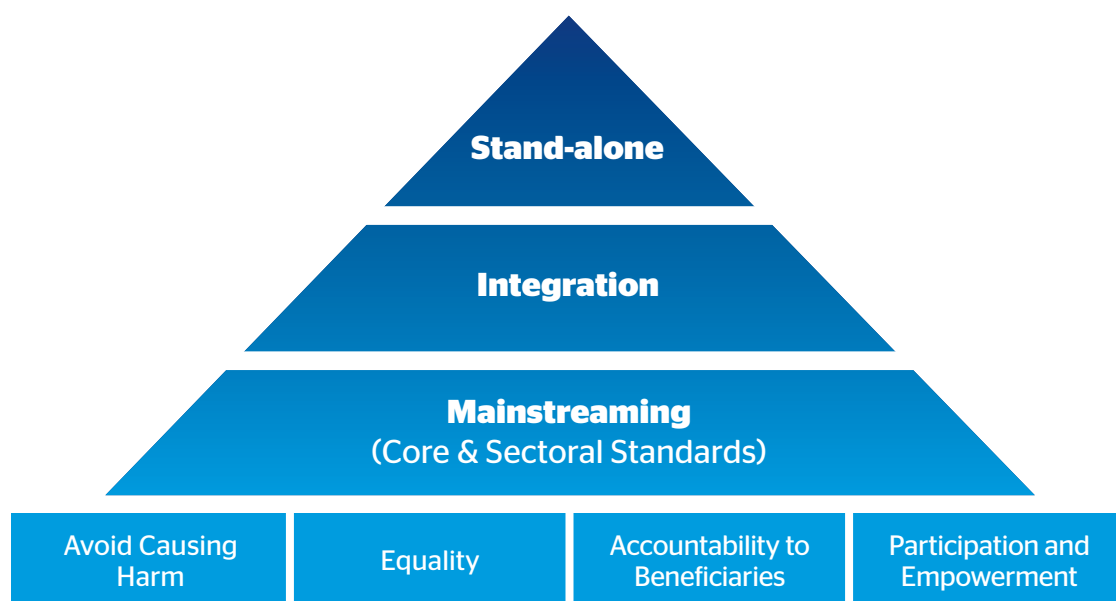


An Integrated Protection approach might have a small protection project focusing on rights awareness sessions as part of a larger WASH intervention, for example.

Protection as an approach (mainstreaming). Protection at this level focuses on **how** projects or programmes are delivered. This is essentially good quality programming.

The Global Protection Cluster (GPC) defines protection mainstreaming as the process of incorporating protection principles and promoting meaningful access, safety and dignity in all humanitarian aid. According to the GPC, there are four key protection principles:


- **Avoid causing harm:** prevent and minimise as much as possible any unintended negative effects of interventions that can increase vulnerability
- **Equality:** i.e. meaningful access to impartial assistance and services without any barriers (e.g. discrimination), paying special attention to groups that may be vulnerable
- **Accountability to beneficiaries:** set up appropriate mechanisms through which affected populations can measure the adequacy of interventions or address concerns
- **Participation and empowerment:** support the development of self-protection capacities and assist people to claim their rights






Bishara Ali Kitnige looking on at her three-day old son at the Khalil hospital in Bula Hawa district. “It’s exciting to finally be a grandmother,” grandmother Fatuma says. “I look forward to going back home with my daughter and teach her how to be a responsible mother to my grandson.” Fatuma, with no midwifery experience, helped her daughter deliver in their home, as the community’s traditional birth attendant could not be accessed. She only rushed her daughter Bishara to the Khalil hospital for further medical due to rising complications. **A.Gichigi/Trócaire/September 2013**


In its humanitarian work, Trócaire will work with partners to:

- ✓ **Mainstream protection considerations in all humanitarian interventions** (Level 1).
See  **page 8** onwards for an elaboration of what this means in practice for Trócaire.

- ✓ Prioritise **integration of protection initiatives** in all humanitarian programmes, with a particular focus on awareness-raising; mapping and referrals; monitoring, reporting and advocacy; and psychosocial support (Level 2). See  **page 13** for further details.

While the presumption is that all humanitarian programmes will strive to integrate protection work, it is accepted that not all integrated protection initiatives outlined in this Handbook will be appropriate or feasible in all contexts. Country teams should reach a determination of what is feasible based on careful analysis of context and risk – and this analysis is then documented.




This Handbook does not cover **stand-alone protection programming**. In the short to medium term, the focus is on building Trócaire and partner capacity at the mainstreaming and integration levels.

That said, there have been and will continue to be contexts where protection programming is appropriate for Trócaire and our partners – contexts where there is existing protection capacity, such as where Trócaire’s Gender, HIV or GHR partners participate in a humanitarian response.⁴ Trócaire will continue to explore opportunities with partners for protection programming on an ad hoc basis as the programme grows. While this Handbook does not provide guidance on protection programming, please consult  **Trócaire’s Selected Further Reading: Protection Tools and Guidelines** document for a range of resources and guidance on protection programming.

⁴ Recent examples of protection programmes in Trócaire include child protection and GBV programmes in Pakistan, Haiti and Myanmar.

Adherence to Minimum Standards

In outlining an organisational approach to protection, Trócaire endorses a number of core documents:

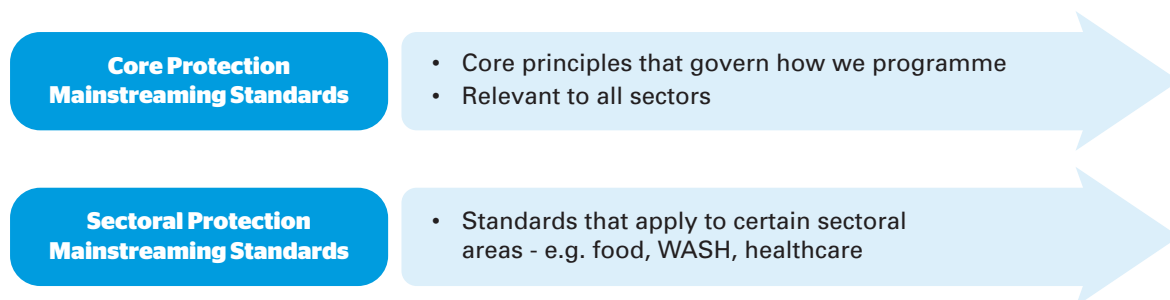
- The  **ICRC Professional Standards for Protection Work**, 2013. They establish overarching protection principles, as well as giving guidance on such issues as the legal framework for protection and the management of sensitive protection data. See  **Protection in Practice #8** for further details.
- The  **Sphere Project's** core protection principles:
 - Avoid exposing people to further harm as a result of your actions
 - Ensure people's access to impartial assistance in line with need, without discrimination
 - Protect people from physical and psychological harm arising from violence and coercion
 - Assist people to claim their rights, access remedies and recover from the effects of abuse

Level 1: Trócaire's Commitment to Protection Mainstreaming

All humanitarian programmes are expected to take concrete steps to mainstream protection, whether the sector focus is on food and NFI distribution or on WASH. This is primarily about protection as an approach: safe programming that prioritises inclusion of vulnerable groups.

Protection mainstreaming is to be understood as requiring both **proactive measures** (designing programmes with a protection lens to intentionally address safety, dignity, inclusive participation, diversity, rights and vulnerability) and **reactive measures** (responding appropriately to incidents of human rights abuse by reviewing activities to determine whether changes are required).

There are two aspects to Trócaire's Protection Mainstreaming commitments:






Core Humanitarian Protection Mainstreaming Minimum Standards

Trócaire is adopting **7 Core Humanitarian Protection Mainstreaming Standards**. These are minimum standards that are expected to apply to all humanitarian interventions, regardless of sector of intervention. These standards draw heavily on a number of key documents – on the Inter-Agency Minimum Standards toolkit (mentioned above), in particular.

1 | Analysis

Humanitarian programmes are designed based on an analysis of context, situation and need that includes a consideration of protection issues.⁵

- Trócaire will support partners to ensure that appropriate assessment and analysis informs programme or project design, targeting and implementation.⁶
- This should include a consideration of protection risks, vulnerability/capacity and coping mechanisms in a given context, as well as the differing needs of men, women and children, and of specific groups that may be vulnerable or face marginalisation.

See  **Protection in Practice #1** and  **#2** as well as  **Trócaire's Rapid Needs Assessment Guidelines** for further guidance on incorporating protection issues into assessment and analysis.

2 | Community Engagement

Active and inclusive community engagement is ensured, during all stages of the programme cycle, which builds on and strengthens existing community and state structures, resources and capacities.

- Ongoing community dialogue and regular meetings will be held throughout implementation.
- Programmes will identify and build on existing skills, resources, initiatives and networks within targeted communities.
- Trócaire and partners will analyse (and understand the impact of their interaction with) power dynamics and decision-making structures at community level in order to ensure representation and inclusion of the most vulnerable and marginalised in community engagement processes.



There are 70 families taking refuge from the floods in the Girls High School in Kotri, southern Pakistan. Conditions are poor and Trócaire is providing emergency food rations. Sanitation is a particular concern. There are up to seven families living in cramped conditions in each classroom. In such interventions, Trócaire designs interventions based on an analysis of context, situation and need that also includes a consideration of protection issues.
Photo: David O'Hare/Trócaire.

⁵ This need not be a separate layer of analysis – protection should be incorporated into existing processes for assessing need, situation and context. Typically, the analysis flows from **context** (the operating environment at national, state and diocese level – most likely contained in country or humanitarian strategies), to **situation** (analysis as a crisis emerges and specific issues escalate) to an assessment of the **specific needs** at the community, family and beneficiary level.

⁶ This assessment and analysis may be conducted by Trócaire, by a partner or by another agency – as long as it is appropriate to Trócaire's areas of intervention.

3 | Diversity of Need

The different rights, needs and capacities of various groups that may be vulnerable are reflected in all stages of response.

- Data should be disaggregated by sex and age at a minimum.⁷ Where feasible, safe and relevant, further disaggregation according to other factors of vulnerability should be explored.⁸
- Consultations with communities (such as through assessments, project planning, or decision-making forums) should actively seek the perspectives of men, women, boys and girls separately.
- The gender/diversity balance of Trócaire/partner teams should be considered during all community engagement.
- Participation of specific groups that may be vulnerable (or representatives of those groups, such as civil society organisations)⁹ will be prioritised and any barriers that prevent full and effective participation will be identified and removed.


In Trócaire's **Somalia** programme, the specific needs of pregnant and lactating mothers, as well as undernourished children and their families, are reflected in programme design – acknowledging that different categories of beneficiary may require different types of support. The families of undernourished children, for example, receive tailored food baskets in order to reduce the risk of food that is intended for the targeted child being diverted to meet the food needs of the family.


Children, pregnant/lactating mothers, the critically ill, older people, people with disabilities and poor women-headed households have been identified as some of the most vulnerable groups in the **Ethiopia** humanitarian programme. Analysis identified a number of ways in which these groups have different needs. Cash-for-work activities in some areas, for example, are virtually inaccessible for older people and for single women with young families due to rigid work norms and the intensive physical labour required. In response, the cash programme was tailored to include a cash-for-skills and cash-for-literacy component that specifically targets those that risk being excluded from the cash-for-work. In so doing, the programme also aims to address some of the underlying factors of vulnerability.



4 | Targeting & Inclusion

Humanitarian assistance and services are provided equitably, impartially and without discrimination, prioritising those most in need, and with a focus on inclusion of groups that may be vulnerable.

- Clear targeting criteria will be defined, working with disaster-affected populations. Trócaire will support partners to document who is being targeted for assistance, how they were identified and why. Targeting criteria will be shared in a language and format that can be easily understood.
- Activities will be designed (and their implementation monitored) to ensure that there are no obstacles to safe and equal access to assistance, protection and information for men, women, boys and girls and for particular social groups that risk being excluded – whether due to physical access problems, different education levels or membership of particular ethnic or social groups.

⁷ See  **Trócaire's Gender Mainstreaming Toolkit** for further guidance on gender disaggregation and the differing needs of men and women.

⁸ Such factors may include, for example: disability; age; illness; single-headed households (including female- and child-headed and skipped-generation households); the presence of separated or unaccompanied children, or of pregnant or lactating mothers.  See **Protection in Practice #2** for further guidance.

⁹ See  **Protection in Practice #1** (Context Analysis) and  **#2 (Vulnerability, Capacity and Inclusion)** for guidance.


Conflict in **Pakistan's** Swat Valley caused displacement in 2009. The majority of those displaced were women and children (many men had remained behind). Unaccompanied by male relatives, this heightened their vulnerability. Trócaire's partners initially ran communal distributions for food and NFI assistance but soon realised, in doing so, that they were inadvertently creating an obstacle for unaccompanied women and children seeking assistance, as some were reluctant to queue alongside unknown men. Separate distribution days for women and children were therefore set up to remove this particular obstacle to safe and equal access to assistance.

5 | Two-Way Communication

The two-way flow of information and feedback between targeted communities and Trócaire/partners is systematic during all stages of the programme cycle.

- Accurate, timely and accessible information will be provided to communities on who we (Trócaire/partners) are, our work, available services and how to access them, and on what communities can expect in terms of staff behaviour.¹⁰
- This information will be provided in a way that ensures that all groups – including those that may be vulnerable or marginalised – can access it.¹¹
- Men, women, boys and girls are able to provide feedback and report concerns about the organisation and its programme safely, privately and confidentially.
- A fair and impartial complaints-handling mechanism is in place – including safe and confidential information management systems.

In 2012, Trócaire supported a cash transfer project in **Mali** for conflict-displaced families. A number of steps were taken to provide information to these families about the nature of the project, the beneficiary targeting criteria and the feedback mechanism. These steps included holding a public meeting, circulating an information leaflet and putting this information on every family registration card. A protection monitoring trip revealed, however, that there was a considerable gap between the level of information that men and women had on the project – it was clear that women faced additional barriers to accessing information in this community. Women had lower literacy levels, for example (many could not read the information leaflet provided), and were not as well represented at community meetings. Because protection mainstreaming was included in ongoing monitoring of the project, this problem was identified and additional methods for sharing information were introduced.

¹⁰ As per Trócaire's  **Stakeholder Accountability Framework** commitments, which are rooted in a belief that two-way communication is a right that empowers communities and protects dignity. This could include information on who is eligible for assistance, targeting criteria, time/date/location of distributions, and feedback mechanisms.


¹¹ The unique needs of some may require Trócaire/partners to undertake special measures (e.g. translation, presenting information through pictures, etc.) or to spend extra time with certain people to ensure that they understand their entitlements and how to access them.

6 | Safe Programming

All interventions are conducted in a Do-No-Harm and conflict-sensitive manner, and are informed by an analysis of risks to programme participants.

- Initial and regular risk/Do-No-Harm assessments will be conducted to identify and monitor any potential risk to the safety and dignity of affected populations as a result of Trócaire or partner work.¹² Mitigation strategies will be developed for risks identified, including modification of project/programme design and implementation.¹³
- In contexts of conflict or unrest, the impact of projects/programmes on conflict dynamics will be analysed and monitored, and implementation adapted accordingly.

As part of a 2013 Trócaire-supported child protection programme on the **Syria/Turkey** border, a number of child-friendly spaces were established for displaced Syrian communities. The running of child-friendly spaces can create a wide range of risks for children participating in them and for the wider community – from dangers in the spaces from fire, injury or outbreak of illness, to risks of exploitation and abuse, to issues of trust for parents or host communities. Before the spaces were opened, the programme team conducted a risk analysis – working with communities to identify potential risks to the safety of programme participants. They prioritised risks and identified mitigating strategies, enabling the team to proactively manage potential risks.

See Trócaire's internal guidance note –  **Understanding the Links between Security, Safeguarding and Protection** – for more on the link between safe programming and wider organisational objectives around Stakeholder Accountability and Safeguarding.



7 | Monitoring


M&E frameworks and ongoing monitoring plans consistently incorporate protection mainstreaming considerations.

- M&E frameworks will be gender aware and will reflect disaggregated data.
- Ongoing monitoring of the humanitarian context will be conducted, including of protection threats to crisis-affected individuals/communities. Programmes will be adapted, as needed, and necessary actions taken, to respond to protection threats identified.¹⁴

Sector Protection Mainstreaming Standards

For sector protection mainstreaming, three key toolkits are recommended as guidance for programme teams in identifying appropriate mainstreaming indicators:

- The  **Inter-Agency Minimum Standards for Protection Mainstreaming** provide mainstreaming guidance for WASH; Food and Non-Food; Livelihoods; Shelter and Settlement; Health and Education
- The  **Sphere Handbook** mainstreams protection across all sector chapters.
- Trócaire's Humanitarian Protection Minimum Standards Toolkit contains protection mainstreaming indicators for analysis, design, access, participation, M&E and coordination for each phase of the following sectors/activities: distribution; food security; WASH; shelter and NFI; education; health and nutrition.

¹² Links should be explored with Trócaire's organisational Risk Register, as appropriate, as well as with Trócaire's work on Accountability, including rollout of the  **Safeguarding Programme Participants Policy**.

¹³ For further guidance, see  **Protection in Practice #3** on Safe Programming.

¹⁴ Such necessary actions might include altering project/programme objectives altogether, modifying certain activities, lobbying other actors for improved protection of affected communities, coordinating with other protection actors through the Protection Cluster or referring those affected by threats to appropriate services provided by other protection actors.



An example of an integrated protection approach is a food security programme that incorporates awareness-raising sessions with communities on mine risk education or human rights in response to a particular threat in the area.

Level 2: Trócaire's Commitment to Integrated Protection Programming

This is the next level up from protection mainstreaming, requiring proactive steps beyond safe inclusive programming alone to enhance the protective environment for communities. Whereas protection mainstreaming looks at the processes (how we work, who we work with), an integrated protection approach entails specific activities aimed at enhancing the protective environment. This may mean having a specific objective on protection as part of a larger (non-protection) programme in order to respond to particular protection threats affecting a community.


Trócaire is committing to the following four focus areas for integrating protection into programmes:



These priority focus areas have been identified because they are closely aligned with Trócaire's mandate and that of our partners', and because they draw either on precedent or existing partner capacity in many of the contexts that we operate in. All four areas are inter-connected.

The presumption is that all humanitarian programmes will strive to integrate protection initiatives in these areas. However, it is accepted that not all issues will be appropriate or feasible in all contexts. Country teams should reach a determination of what is feasible based on careful analysis of context and risk. Where a programme does not contain any integrated protection initiatives, the reasons for this should be documented.

Integration Strategy 1: Awareness-Raising

Trócaire's  **Protection Mainstreaming Minimum Standard 5 (Two-way Communication)** requires Trócaire and our partners to ensure that programme participants are fully informed about who we are and the work that we do.

Awareness-raising initiatives at the Integration level go beyond that, aiming through outreach or training sessions to equip crisis-affected communities with information on the wider humanitarian and protection context so that they can make informed decisions about how best to protect themselves. In order to make such informed decisions, they need to:

- be informed of their rights to protection and assistance
- understand the range and nature of the protection threats that they face
- be aware of what services and potential remedies are available (where these exist and are safe)
- understand how (and, where necessary, are supported) to access those services in safety

People caught up in a crisis use this information all the time to make decisions about how best to protect themselves and their families – whether to stay at home or to flee; to plant crops or hide the seeds. Information can save lives. Information can help people stay connected. Information can help rebuild a sense of control and ownership in the midst of a crisis.¹⁵ Having access to impartial information from a source that they trust (be it government, NGO, or fellow community member) is essential – whether it is on support services for survivors of GBV or on family tracing systems for those who have become separated from family members.

Trócaire's partners are often particularly well-placed and have an important role to play in supporting the provision of timely and reliable information to communities.

- ✓ At a minimum, Trócaire should work with partners to ensure that clear, regular and up-to-date information is provided to crisis-affected communities on services available and how to access them – including information on family tracing mechanisms, GBV response services, free legal aid services, etc.
- ✓ This information should be provided in a way that is accessible to all, including those most at risk of being vulnerable/marginalised (consider issues of language, literacy, or physical access).
- ✓ In addition, a specific objective in a programme on awareness-raising may be required in order to tackle a particular protection threat that a community is facing – such as providing sessions on mine-risk education to communities in areas that are heavily mined, linking with UNICEF or other mine awareness agencies.

Activities that support communities to access information on their rights and entitlements during a crisis might link with Trócaire's longer term work in that country or context. Where this is so, the potential for collaboration and an integrated programming approach should be explored.

Integration Strategy 2: Protection Mapping and Referrals

Supporting at-risk or vulnerable individuals to access protection services can be an important part of strengthening the protective environment for crisis-affected communities.

There may be circumstances where Trócaire's partners are themselves providing those services (governance and human rights work of the Caritas Justice and Peace Commissions, for example, or the work of gender partners on GBV). In other circumstances, the relevant protection services will be provided by other actors – whether government, UN or NGO. Either way, Trócaire and partners can play a role in supporting those in need to access appropriate protection services. This requires:

- **Mapping of protection actors and services**, where all relevant protection actors (State and non-State – including Trócaire's own partners) in a given area are identified and the protection services they provide are documented to provide a clear picture of the protection environment. In some contexts, this mapping is done through the Protection Cluster; it is important for Trócaire/partners to link with this process. In other contexts, where such mapping does not already exist, Trócaire and partners are advised to gather this information themselves.



For example, all staff conducting a food distribution with IDPs would be briefed in advance about appropriate responses should an unaccompanied child come to their attention during their work. In this case, an appropriate response might be to refer the child to child protection and family tracing services offered by specialist agencies.

¹⁵ See Hugo Slim, Andrew Bonwick,  **Protection: An ALNAP Guide for Humanitarian Agencies**, p. 95.





A distribution of hygiene products in a camp for displaced people in Kachin State, northern Myanmar. Conflict has displaced approximately 100,000 people in the region. Church agencies in Kachin State are supporting people in camps by providing shelter and food. Trócaire employs a Do-No-Harm and conflict sensitive approach to such activities to analyse and address risks to communities that come about as a result of such distributions. **Photo: Eoghan Rice / Trócaire**

- **Protection Referrals**, where identified at-risk or vulnerable individuals with protection needs are referred to appropriate services that have been identified during the protection mapping. These may be government services, services provided by other NGOs or CBOs, or services provided by Trócaire's own partners (either humanitarian or development).

Once an organisation prioritises protection mainstreaming, it is a natural consequence that a greater number of protection issues come to light during a humanitarian response. Trócaire and partners need to be equipped to respond to these issues. A simple mapping exercise, followed by the development of a referrals process, can assist in this.

Such a referrals process should include documented procedures for staff that clearly set out how they could respond – safely and ethically - to anticipated protection concerns that they might encounter through their work. This need not be a complex or time-consuming process –the priority is that all relevant staff members are equipped with the necessary information on available services, how to contact those services, and how to support those in need to access those services in safety.

Where possible, working with the Protection Cluster, an agreed inter-agency referral mechanism (or referral pathway) should be developed for the range of protection threats that crisis-affected communities face. Trócaire and partner staff should be clear (with training provided, as require) on how they link with such a mechanism.



*Note: See  **Protection in Practice #4** for further information on protection mapping and referrals. See  **Protection in Practice #5** for a sample referral pathway from World Vision.*

A mapping exercise was a core component of Trócaire's preparedness/DRR work in the run-up to the 2013 elections in **Kenya**. Expecting certain levels of violence and displacement around election time, the GHR, HIV, Gender and Humanitarian programmes (working with national coordination forums) mapped out existing protection services – such as GBV and HIV support services – in the relevant geographic areas and established agreed referral pathways between agencies to ensure that those in need could be linked to those services, if required.

Thankfully, the elections did not result in the anticipated violence or displacement. Had such a situation occurred, however, this preparation should have helped link those in need to available protection services.

Integration Strategy 3: Monitoring, Reporting and Advocacy


Protection threats or cases of abuse frequently come to the attention of Trócaire/partner staff during the lifetime of a humanitarian programme – they may be witnessed, identified during assessments, or may come to light through feedback from crisis-affected communities.

In the vast majority of contexts, as unarmed civil society actors, neither Trócaire nor our partners will have the capacity to intervene directly to halt the perpetrators. Nonetheless, we may still be in a position to act to improve the protective environment for communities. In addition to awareness-raising  (Integration Strategy 1) and mapping and referrals  (Integration Strategy 2), a number of additional steps can be taken with the aim of preventing, halting or responding to abuse:

- Working with local communities, **monitor and document** risks and instances/trends of abuse. This enables communities, partners and Trócaire to better understand the nature of risks faced – and to identify strategies to reduce community exposure (e.g. adapting behaviour or programming).
- **Report** documented information to protection-mandated actors (where safe to do so, and with consent of those affected) and **advocate** with duty bearers for change.

It is important to note that monitoring can happen at two levels – **community or individual**:

- Unless Trócaire's partners are specifically trained as human rights/protection monitors, the focus should be on **general or community-level monitoring** (e.g. trends in the overall protection situation), rather than on incident or individual-level monitoring (e.g. documenting specific cases of human rights violations, which should only be undertaken by trained protection monitors).
- Where individual cases come to the attention of non-specialist staff members, their role should be restricted to ensuring that the initial report is channelled to appropriate specialists (through established referral pathways), who would take responsibility for relevant follow-up or action.
- This division of labour helps ensure that victims are not asked to recount painful experiences repeatedly, that confidentiality of information is preserved and that advice given is appropriate.


Protection monitoring, reporting and advocacy efforts can create risks. As with all other areas of protection, a Do-No-Harm approach is essential. See  **Protection in Practice Sheet #3 on Safe Programming** for further guidance on this area, including ethical and safety considerations.



Trócaire's current humanitarian programme in **DRC** is taking an integrated approach to protection – alongside some food, NFI, WASH and cash programming, there is a component on protection monitoring and reporting. The partners involved – a mixture of Caritas partners and local NGOs – all have existing mandates in either child protection or in community protection and rights monitoring through the Caritas Justice and Peace Commissions.

These partners have established a joint coordination platform, through which they are identifying common monitoring objectives and common templates and tools for documenting and reporting information on protection trends in communities. They plan to work with community structures and protection committees, as well as community outreach workers, to: monitor the changing protection environment, work with communities to identify potential ways of reducing exposure to threats, and establish safe, confidential referral mechanisms to refer those in need for specialised protection support. Information gathered will be reported, where appropriate, to the Protection Cluster and to other duty bearers and used for advocacy purposes.

Integration Strategy 4: Mental Health and Psychosocial Support (MHPSS)

Crises cause considerable social and psychological suffering. The impact on affected populations can be acute in the short term and can also undermine longer term well-being or resilience, thereby affecting potential for recovery and development as well.

As outlined in  **Sphere's** Protection Principle 3, crisis-affected communities must be protected from both physical and psychological harm. This acknowledges that the physical and psychosocial needs of individuals and communities are closely linked. Humanitarian actors must respond accordingly. What type of response is appropriate will depend on context and on Trócaire and partner capacity.

The Intervention Pyramid in the  **IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings**, 2007 (see  **Protection in Practice #7**) identifies four possible layers of support required during an emergency to respond to MHPSS needs. The vast majority of people affected by a crisis can restore and maintain mental health and psychosocial well-being if they receive support with basic services and security in a manner that respects dignity. A small number will need non-specialised support. A smaller number still will need specialised services.



Trócaire should work with partners to assess need and identify the most appropriate actions to take, in line with capacity, mandate and programme objectives, to support the mental health and psychosocial well-being of communities.

Trócaire's partners are not expected to provide specialised services if that means operating outside their mandate or expertise. However, both specialist MHPSS actors and non-specialist humanitarian actors have a role in supporting the psychosocial well-being of communities.

All humanitarian activities, from food or NFIs to shelter or health, have the potential to impact on the well-being of beneficiaries or programme participants. MHPSS considerations should therefore be integrated into all sectors of humanitarian assistance. At a minimum, Trócaire should work with partners to deliver programmes that do not undermine mental health and psychosocial well-being. Mainstreaming protection standards, as outlined in Trócaire's strategy, will go a long way towards delivering such programmes – for example, by:

- ✓ Recognising that different people (women, men, girls and boys) are affected by emergencies in different ways. More resilient people may function well; others may need specialised supports.
- ✓ Collecting information relevant to mental health and psychosocial support during assessments, bearing in mind the Dos and Don'ts for ethical MHPSS data collection.¹⁶
- ✓ Asking questions in local languages and in a safe, supportive and confidential manner.
- ✓ Providing assistance in a culturally-appropriate, safe and secure manner.
- ✓ Building local capacities, supporting self-help and strengthening resources already present.
- ✓ Coordinating with other actors and establishing referral mechanisms for MHPSS.
- ✓ Providing accurate information through available means (including radio) that reduces stress and enables people to access humanitarian and other support services and to know their rights.
- ✓ Promoting two-way communication with the affected population. This includes establishing accessible, safe, confidential and trusted complaints mechanisms.



Trócaire helped to evacuate people from the Manchar Lake area in Pakistan and is now helping to rebuild the communities there through distribution of food and NFI. For information on how Targeting and Inclusion should be taken consideration see Protection Minimum Standard 4 on page 10. **Photo: Luca Tommasini / Trócaire**


¹⁶ See the [IASC Reference Group MHPSS Assessment Guide](#), 2012, on ethics and information needs for multi-sector assessments.

Where context appropriate, a number of proactive steps can be taken – beyond mainstreaming – to further support mental health and psychosocial well-being, such as:

- ✓ Organising access to a range of psychological supports, e.g. through the establishment of referral mechanisms to appropriate health and other services, for people in acute distress.
- ✓ Training Trócaire and partner staff in mental health and psychosocial well-being considerations during emergencies. This might include:
 - Staff care. Specific actions might be needed to prevent and manage problems – such as: regular debriefing sessions; awareness-raising on healthy coping strategies; or ensuring access to healthcare and psychosocial support following extreme or distressing events.
 - Psychological First Aid training to guide staff in appropriate techniques to support others who have witnessed or experienced an extreme event.
 - Training on referral mechanisms so that staff members can support at-risk individuals to access appropriate MHPSS services being provided by other agencies.
- ✓ Conducting information campaigns or awareness-raising sessions with communities on stress management, psychological first aid or positive coping mechanisms.
- ✓ Including communal spaces in camp site design to enable social, cultural, religious or educational activities and dissemination of information. Include safe spaces to gather for women.
- ✓ Promoting activities that enhance supportive community structures, such as groups or discussion forums for women, men, adolescents, etc.
- ✓ Supporting positive communal coping mechanisms, such as culturally-appropriate burials, religious ceremonies and healing practices.
- ✓ Preventing family separation and facilitating support for young people and their care-givers – such as mother and child groups, where care-givers can offer mutual support.
- ✓ Facilitating age- and culturally-appropriate play, nurturing care and social support that gives children a sense of routine (e.g. child-friendly spaces or other community-led structures)

In working with partners to identify appropriate MHPSS responses, consider:

Sectoral focus: What MHPSS considerations are relevant to specific sectors? In a health programme, for example, MHPSS activities might include training general health staff in the psychological components of emergency healthcare, including in response to GBV.

- The  **IASC Guidelines on MHPSS in Emergency Settings** provide guidance on MHPSS in the areas of coordination; assessment, monitoring and evaluation; protection and human rights; human resources; community mobilisation; health; education; dissemination of information; food security and nutrition; shelter and site planning; and water and sanitation.

Existing capacity: In some contexts, Trócaire's development partners already provide a range of psychosocial support services (in HIV and GBV programmes, primarily). Where relevant, these services could be drawn on during a crisis. **In preparing for the 2013 elections in Kenya, for example, Trócaire mapped partners' existing GBV and HIV (including psychosocial support) services in areas most likely to be affected and these were included in contingency plans.**

Other actors: Are there other actors with MHPSS capacity? Can Trócaire link with these? **In a Trócaire-supported child-friendly spaces project on the Turkey/Syria border, an agency with MHPSS expertise was brought in to train the animators on psychological first aid and MHPSS considerations in the CFSSs.**

Ways of Working in Delivering on Protection Commitments

In implementing these Mainstreaming and Integration standards, Trócaire will prioritise:

Working through community structures and supporting a community self-protection approach

Communities are agents in their own protection. They best understand their protection context, they play a central role in supporting people at risk of harm, they have a range of protective community structures in place – whether formal or informal – and the most critical protection strategies are frequently their own. Community members can also directly or indirectly cause protection problems – e.g. due to community power dynamics or discriminatory practices.

Trócaire's programming approach must prioritise a **community-led** response that builds on **existing resources, capacities and self-help mechanisms** in order to empower communities to develop their own strategies to respond to protection risks. In order to do so, Trócaire and partners must understand existing community structures and the protecting role that they play.¹⁷ Working with and supporting these structures, using them to enhance the protection environment, is essential. This means:

- Working with communities to support them to analyse and develop their own prevention and response strategies in relation to the protection threats they face;
- Enhancing the capacity of NGOs, CBOs, local networks or community leaders through training, awareness-raising sessions, etc.;
- Working with local networks – such as women's groups, youth groups or parenting groups – to develop community protection initiatives (e.g. initiatives that tackle GBV; that support positive parenting and interactions with children; that tackle stigma relating to HIV or rape; or that reach out to older people in a community, for example).

For guidance on community-based protection in programmes, see ActionAid's  **Safety with Dignity: a Field Manual for Integrating Community-Based Protection across Humanitarian Programmes**

Coordination

Coordination at a number of levels will be required:

- Internal coordination, drawing on gender, human rights or HIV expertise during a crisis response
- Coordination between programmes and partners at the country level – such as effective linking between a humanitarian programme and an existing GBV/gender programme
- External coordination with the government, the UN, other NGOs and other stakeholders, with a particular focus on the protection cluster and other humanitarian coordination forums

¹⁷ It is important to recognise that coping strategies can at times be harmful or create risks for a communities or vulnerable groups. Strategies should be developed, working with communities, to mitigate such risks.

- While this is a Handbook for the Humanitarian Programme, meeting these commitments requires cross-organisational input, including further exploration of the links with Trócaire's longer term work in Governance and Human Rights, Gender, HIV and Livelihoods. All have areas of cross-over with humanitarian protection, including approaches to mainstreaming (e.g. of gender or HIV) as well as substantive programming in such areas as GBV, land rights or access to justice. As Trócaire moves towards a country model and increased integration, the relevance of protection to the wider organisation will have to be explored.

The Gender Dimension

The delivery of safe, inclusive and dignified programming requires consideration of the different needs of women, men, girls and boys. As such, Trócaire's protection approach is understood to include a specific emphasis (in-keeping with organisational commitments) on gender mainstreaming. Issues of gender are expected to cut across all core Mainstreaming and Integration standards in this Handbook, and application of these standards in Trócaire's humanitarian work should result in a visible gendered dimension to all aspects of programme design and delivery.

Implementing this Handbook: Next Steps

This Handbook sets out core standards for responding to protection concerns in Trócaire's humanitarian programmes. It places a clear obligation on all Trócaire staff involved in the design, implementation and management of humanitarian programmes, regardless of context, scale of programme or sector of intervention.

Trócaire recognises, however, that delivering on all the objectives in this Handbook will not happen overnight. Finalising the Policy and Handbook is step 1. Reaching the point where Trócaire's protection commitments are met in a consistent way across our humanitarian programmes requires further investment in the systems and capacity of both Trócaire and partner staff.

The next step is to look at how the Protection Policy and Handbook will be rolled out across the organisation. It is expected that the Humanitarian Protection Advisor, working with colleagues across the humanitarian team and beyond, will work on the development of an Action Plan for rollout.¹⁸

- An Action Plan will explore the range of options available to build organisational understanding of, and humanitarian team capacity to deliver on, the Protection Policy and Handbook commitments (e.g. trainings, workshops, e-learning modules, induction processes, etc.).
- Consideration will also have to be given to how this Handbook can be translated into a practical programming tool at country level. To this end, work is under way (as of July 2014) through a Caritas Protection Mainstreaming Working Group¹⁹ to develop a Protection Mainstreaming Assessment Framework. This Framework, containing a series of global indicators for protection mainstreaming, should serve as a baseline/assessment tool for programmes. Once complete, this Framework is expected to complement Trócaire's Protection Policy and Handbook.
- Any Action Plan developed is expected to have both a global/organisational and a country-level dimension through which priorities can be identified and progress tracked – with analysis of capacities, obstacles and gaps, as well as consideration of training and support needs, across each humanitarian programme.

¹⁸ See the  **Minimum Inter-Agency Standards for Protection Mainstreaming**, on page 140, for a sample Mainstreaming Action Plan.

¹⁹ CAFOD, Caritas Australia, CRS and Trócaire are the current members of this Working Group.



Protection is defined as all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law, namely human rights law, international humanitarian law and refugee law. (ICRC/IASC-endorsed Definition)



Trócaire focus (for humanitarian)

Violence	Coercion
Deliberate Deprivation	Discrimination

Mainstreaming (Core Standards)

- 1. Analysis
- 2. Community Engagement
- 3. Diversity of Need
- 4. Targeting & Inclusion
- 5. Two-Way Communication
- 6. Safe Programming
- 7. Monitoring

Mainstreaming (Sector Standards)

- 1. Application of toolkits



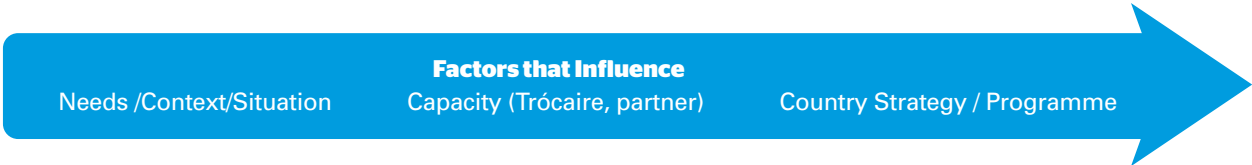
Integrated Protection

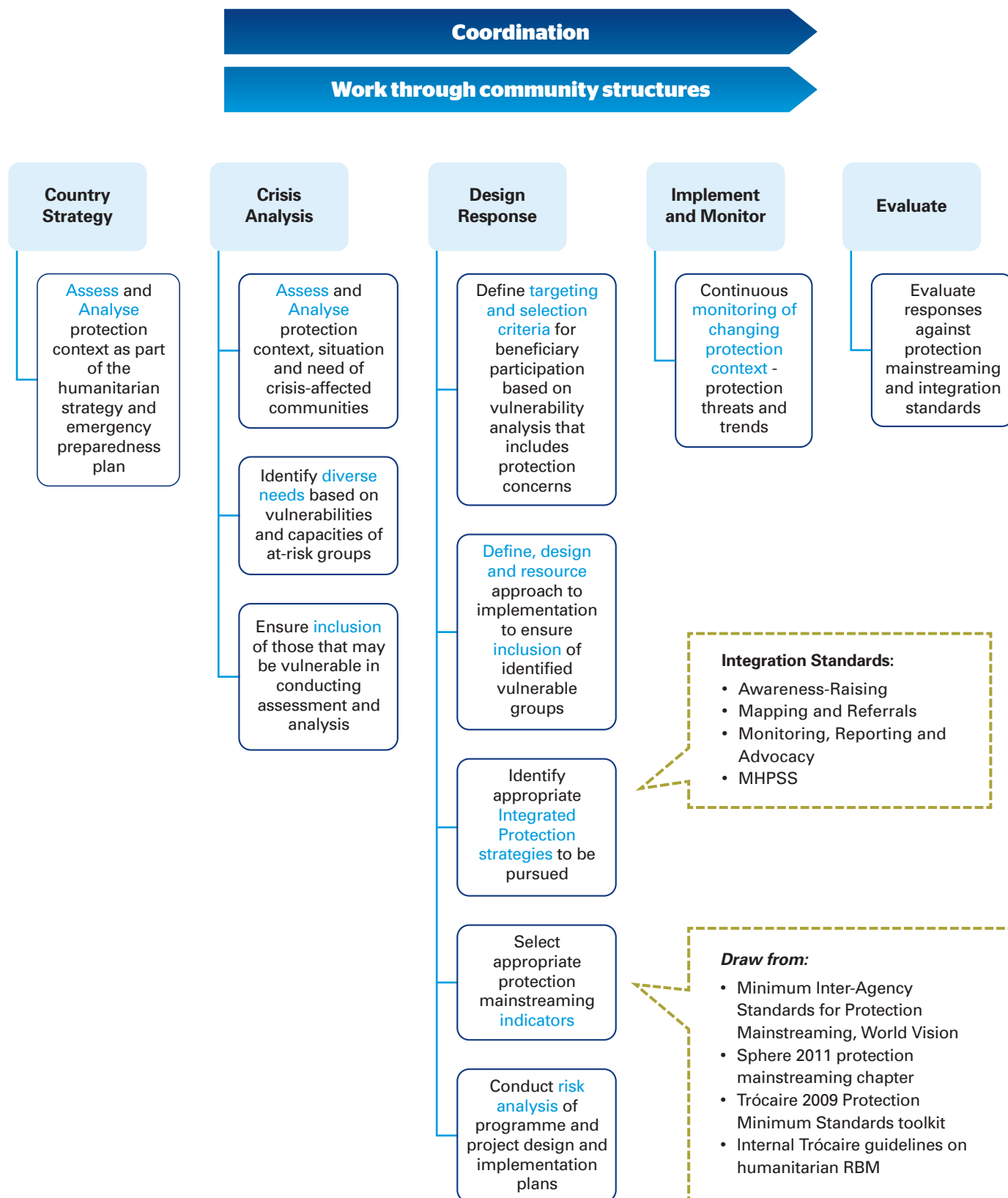
- 1. Awareness-Raising
- 2. Mapping and Referrals
- 3. Monitoring, Reporting and Advocacy
- 4. Mental Health and Psychosocial Support

Stand Alone Protection

- Child Protection
- GBV
- Housing, Land and Property Rights
- Mine Action

This Handbook does not cover stand-alone protection programming.





Protection in Practice Information Sheets

Protection in Practice #1:

 **Context Analysis**

Protection in Practice #2:

 **Vulnerability, Capacity and Inclusion**

Protection in Practice #3:

 **Safe Programming**

Protection in Practice #4:

 **Mapping and Referrals**

Protection in Practice #5:

 **World Vision Sample SOP for Responding to Allegations of Abuse**

Protection in Practice #6:

 **Monitoring, Reporting and Advocacy**

Protection in Practice #7:

 **Intervention Pyramid – Mental Health and Psychosocial Support (MHPSS)**

Protection in Practice #8:

 **ICRC Standards – Information Management**

Protection in Practice #9:

 **Protection Coordination – Global and National Architecture**

Protection in Practice #10:

 **Tip Sheet on Protection Mainstreaming**


Protection in Practice #11:

 **Sample Field Visit ‘Aide-Memoire’ for Monitoring Protection**

Protection in Practice #1:

Context Analysis



Analysis of Context, Situation and Need – Protection dimensions

 **Trócaire's Protection Minimum Standard 1 (Analysis)** requires a comprehensive analysis of the protection environment as a crisis occurs – typically as part of a needs assessment²⁰ – which must then inform programme design, targeting and implementation. Such analysis should identify protection threats, community vulnerability and capacity, and coping mechanisms in a given context, as well as the differing needs of men, women, children, and of specific groups that may be vulnerable or face exclusion. It should also identify relevant protection actors and/or services for coordination purposes.



ECHO has provided the following guidance on analysing the protection context:²¹

- Who are the groups at risk? How are they vulnerable, what is the length of their exposure to risk and what are their coping mechanisms, if any?
- What are the threats (real or perceived)? Threats may be clearly evident or may be expressed by vulnerable communities. What patterns of violence, coercion or deprivation are present?
- Who are the perpetrators? Who is or could be involved?
- What is the applicable legal framework and what laws are being violated (domestic law, International Human Rights Law, International Humanitarian Law and/or refugee law)? Are these violations due to instability, structural weaknesses, unwillingness or a deliberate strategy?
- Where and why is the protective system breaking down (international, national or community level)? Are there barriers to participation or protection due to attitudinal, language or communication issues?
- What needs to change? What are the short and long-term changes in policy, practice, behaviour, ideas and beliefs that can reduce the threats and/or make communities feel safe?
- What willingness and/or ability do authorities have to take responsibility for protection?
- Which capacities of responsible authorities need to be boosted so that they themselves can protect those that they are responsible for? This may involve exploring opportunities to develop constructive relationships where possible.
- How can communities' strategies to avoid threats or their coping mechanisms be supported?



For additional resources and guidance on conducting protection assessments, see  **Trócaire's Rapid Needs Assessment Guidelines** and Trócaire's  **Selected Further Reading documents**.





Understanding the protection context also requires an understanding of the different needs, vulnerabilities and capacities of different groups affected by a crisis to ensure that a response addresses vulnerabilities and prioritises inclusion of those that may be marginalised. See  **Protection in Practice #2 on Vulnerability, Capacity and Inclusion** and  **Trócaire's PCM Development Programme: Focus on... Vulnerability Analysis** for more on this.

²⁰ Needs assessments should be seen on a continuum, however – from a broad Context Analysis (such as in a Country Strategy and Emergency Preparedness Plan), followed by a Situation Analysis as a crisis starts to unfold. This then feeds into a Needs Assessment, which looks in more detail at the specific emergency needs of a given community. Protection concerns should be analysed in each stage on the continuum.

²¹ See Directorate-General for Humanitarian Aid (ECHO)  **Humanitarian Protection Funding Guidelines**, 2009, p. 8 and  **Minimum Inter-Agency Standards for Protection Mainstreaming**, World Vision, 2012, Core Standard 2.

Protection in Practice #2: **Vulnerability, Capacity and Inclusion**

Adapted from the  **Minimum Inter-Agency Standards for Protection Mainstreaming**, World Vision, 2012

Trócaire's  **Protection Minimum Standard 3 (Diversity of Need)** and  **4 (Inclusion)** commit to analysing and responding to the different needs and capacities of various groups affected by a crisis, prioritising those most vulnerable and providing assistance in such a way that the most vulnerable can participate.

The unique situation of some individuals and groups may mean that Trócaire and partners need to adopt special considerations in programme design and implementation in order to reach those people and ensure that they have equal access to assistance. These considerations relate to:

- What is assessed and who is consulted during assessments
- Who is targeted for assistance and who is prioritised to receive assistance first
- How assistance is provided
- How information is communicated and received

- ✓ **Analyse the different needs** of diverse groups in given community. Reflect on the type of assistance we provide and how we provide it in order to tailor our assistance to meet these differing needs.
- ✓ **Disaggregate data** by sex and age, at a minimum. It may also be appropriate to disaggregate by other factors or social groupings²² – where relevant, safe and feasible to do so.
- ✓ Look at issues of **vulnerability**. Analysis should consider whether some individuals/groups are more vulnerable in a crisis, identifying factors that may be causing or exacerbating vulnerability, as well as possible strategies for reducing vulnerability.
 - If they face social exclusion and discrimination, then they may well be more vulnerable and less able to access assistance. If they are included in humanitarian programmes and activities are designed with their particular needs in mind, that can help reduce vulnerability.
- ✓ Look at **capacities and strengths** of diverse groups in a community, and build on existing positive coping mechanisms and community structures to minimise vulnerability and enhance inclusion.
- ✓ Promote **full inclusive participation** and take proactive action to ensure equitable access to assistance, protection and information for diverse groups – prioritising those most vulnerable.
 - Engage with, listen to and take on board the different perspectives of diverse groups
 - Assess and monitor access to humanitarian assistance, protection and information of diverse groups within the affected population throughout the programme cycle
 - Identify barriers that prevent full, effective participation and impede access to assistance, protection and information for certain individuals or groups
- ✓ Ensure a participatory, community-led and transparent process for identifying **who and how to target** for assistance that is informed by an analysis of vulnerability and prioritises inclusion.




More detailed guidance on analysing vulnerability and targeting the most vulnerable is available in the Strategy and Impact Unit's  **PCM Development Programme: Focus on... Vulnerability Analysis**

²² Ethnic/tribal groups; IDPs, returnees, refugees and host communities; child-headed households, female-headed households or households headed by persons with illness or disability, etc.

Protection in Practice #3:

Safe Programming

Adapted from the  **Minimum Inter-Agency Standards for Protection Mainstreaming**, World Vision (2012), Core Standard 1 and from Mary B. Anderson, *Do No Harm: How Aid Can Support Peace – or War* (1999)

It is important for Trócaire and partners to consider the potential unintended harm that might occur as a result of our humanitarian activities. The harm may be to communities, to staff, to partner staff, to other humanitarian actors or to Trócaire as an organisation.


Some types of risk are analysed under Trócaire’s organisational risk register (e.g. risks to the organisation); some are analysed under Trócaire’s security management procedures (e.g. risks to Trócaire staff). **For the purposes of protection mainstreaming, the focus is on protection risks (e.g. threats to safety and dignity) that we may create for the communities with which we work.**²³


Assessing Risk across the Organisation			
Risk to Trócaire and to Trócaire’s work: <ul style="list-style-type: none">Organisational Risk Register	Risk to Trócaire staff: <ul style="list-style-type: none">SecurityHuman Resources	Risk to partners and to partner staff: <ul style="list-style-type: none">SecurityPartners at Risk policy	Risk to communities as a result of Trócaire or partner actions: <ul style="list-style-type: none">Safeguarding and Protection




Safe Programming and Trócaire’s Protection Policy

Trócaire’s Protection Policy is concerned with threats of violence, coercion or exploitation, deliberate deprivation or discrimination that affect communities in crisis. This includes threats from the external environment but also includes threats brought about as a result of our work. In other words, the Protection Policy is concerned with ensuring that the humanitarian programmes we deliver are safe and do not create risks to safety and dignity for programme participants.


In practice, this requires a Do-No-Harm²⁴ and conflict-sensitive²⁵ approach, where we analyse and address risks to women, men, girls and boys of differing need and capacity that come about as a result of our work, in order to deliver safe, accessible programmes.

²³ See Trócaire’s Internal Guidance Note –  **Understanding the Links between Security, Safeguarding and Humanitarian Protection** for further guidance on the links between these three areas of work.

²⁴ See Mary B Anderson, *Do No Harm: How Aid can Support Peace – or War* (1999). See also  **The Do No Harm Handbook (The Framework for Analyzing the Impact of Assistance on Conflict)**, Collaborative for Development Action, Inc, 2004.

²⁵ See Trócaire’s  **Conflict Sensitivity Toolkit**. See also the Conflict Sensitivity Consortium’s  **How To Guide** and ODI HPN’s  **Applying Conflict Sensitivity in Emergency Response: Current Practice and Ways Forward**, October 2011.

Conducting a Risk/Do-No-Harm Assessment

In line with  **Trócaire's Protection Mainstreaming Minimum Standard #6** on Safe Programming, regular risk/Do-No-Harm (DNH) assessments (or a 'Local Capacity for Peace' assessment, as per World Vision guidelines²⁶) should be conducted for every intervention to identify and monitor any potential risk arising as a result of Trócaire or partner work. Such an assessment should include: a) identification of potential consequences of action or inaction by Trócaire/partners, b) the likelihood of that risk occurring, c) the severity of consequences and d) the plan for mitigating any risks. For example:

Threat & Consequences	Likelihood (H/M/L)	Risk (H/M/L)	Mitigating Strategy
Women exposed to violence going to and from distributions	Medium	High	Consult women on time / location of distribution

- ✓ Risk/DNH assessments should assess whether individuals and groups, including in particular those who may be most vulnerable, *are* and *feel* safe participating in all aspects of Trócaire's programmes.
- ✓ Where potential risks exist, a mitigation plan should be developed with the affected population to reduce the threat or minimise exposure to it. Where necessary, an entire project or programme may have to be suspended if having an immediate negative impact on people's safety.
- ✓ An analysis of risk requires an understanding of: a) the nature of the threat; b) a person's vulnerability and capacity in the face of that threat, and c) a person's exposure to that threat. Understanding each of these factors can help in identifying mitigating strategies – e.g. by changing the threat itself, or a person's vulnerability to it, or a person's exposure to it.
- ✓ If safety concerns exist, Trócaire must prioritise prevention and strengthen safety. This may involve direct programming interventions or referral and collaboration with specialised agencies.
- ✓ Analyse and understand local dynamics, including *dividers*²⁷ and *connectors*²⁸ (as per the Do-No-Harm framework), and the impact of Trócaire/partner programming on these dynamics. Review each aspect of how a humanitarian programme is delivered (e.g. who the targeted beneficiaries are and on what criteria they were chosen) in relation to these *dividers* and *connectors*.
- ✓ Understand the effects that providing resources might have on exacerbating conflict or tension. Relief resources represent wealth and power and can have significant impacts on market dynamics.
- ✓ Understand how actions might be perceived. Use of hired armed guards, for example, may give the message that it is legitimate to carry arms, or that weapons provide safety and security.
- ✓ Understanding the ways in which individuals and communities try to protect themselves and don't undermine positive self-protection efforts. For example, agencies should never replicate or replace community groups or early warning mechanisms that are functioning and effective.

Safe Programming and the Safeguarding Programme Participants Policy

The concept of safe programming is an area of overlap between Trócaire's Protection and Safeguarding work. While the Protection Strategy focuses on how Trócaire/partners programme safely, Safeguarding looks at the internal policies, procedures and mechanisms (including appropriate recruitment guidelines, investigation procedures and ongoing training) for ensuring that concerns around exploitation and abuse are acted upon. As the Safeguarding Programme Participants Policy and Strategy are rolled out, this will inform and complement the safe programming approach for the humanitarian programme.


²⁶ World Vision International,  **Facilitation Manual for Community-based LCP Assessment**, 2006

²⁷ What is it that divides groups? What are the sources of these divisions? Some *dividers* might be deeply embedded in a society (e.g. historical injustice); others might be due to more immediate causes.

²⁸ What factors in a society connect groups? Examples may include markets or historical events, as well as people or institutions whose role it is to maintain peace (e.g. teachers, clergy or justice systems).

Protection in Practice #4: Mapping and Referrals

Mapping Protection Actors and Services

 **Integration Strategy 2** focuses on protection mapping – the process of identifying all relevant protection actors (both government and non-government) and services in a given location.

Protection mapping helps to strengthen coordination:

- It enables an organisation to get a clear picture of the protection context and to identify gaps in response (which in turn may inform programme plans or advocacy).
- It allows an organisation to link with existing protection actors and services in an area – enhancing information sharing and helping in the establishment of appropriate referral mechanisms (where safe and realistic to do so). This is particularly important for actors that are not providing protection services themselves; individuals that have particular protection needs can be referred to the relevant services of other actors.


Ideally, this mapping will be conducted and kept up to date by the Protection Cluster through the 4Ws process (Who is Where, When and doing What?). Where a Protection Cluster exists, Trócaire and partners should participate in that mechanism, feed into the 4Ws as appropriate, and use the mapping information to inform programming.

Where a protection cluster does not exist, or where mapping information is not available for a given area, a simple and quick mapping exercise should be carried out by Trócaire/partner staff.


Protection Concern	Agency or Organisation	Details of Service available	Geographic Location(s)	Contact Name and Details
Family Tracing				
Care for Separated/Unaccompanied Children				
Child Friendly Spaces / Education in Emergencies				
GBV Services (Legal, Medical, Psychosocial)				
Free Legal Aid/Legal Support Services				
Services for minority or vulnerable groups				
Specific health services (e.g. HIV, disability)				
Psychosocial support/ trauma counseling				
Mine Action (e.g. mine risk education; mine clearance)				


Establishing Protection Referral Mechanisms

Once mapping is complete, the next step is to identify appropriate response strategies – referral mechanisms – so that those in need of protection assistance can be linked with existing services. This is particularly relevant for non-protection actors; establishing a referral mechanism acknowledges that not all actors have the capacity or the mandate themselves to respond appropriately to protection threats.

- ✓ Consider developing documented procedures (e.g. a written guidelines, a referral pathway or an organisational SOP – see  **Protection in Practice #5** for an example) that provide clear guidance to staff – in line with capacity and mandate – on what to do should a situation of abuse or concern come to their attention. These should cover:
 - staff responsibilities to provide care and support to affected individuals
 - internal incident reporting requirements
 - when and how to refer cases to external agencies for specialised care
 - if and when to report the incident to external agencies
 - confidentiality, data protection and informed consent requirements for reporting incidents
- ✓ Such procedures should include appropriate responses for allegations of sexual exploitation and abuse/SEA; child protection concerns (including care for unaccompanied children); family separation; GBV concerns; health and other needs for vulnerable groups (e.g. those with HIV or chronic illness, those with disability, etc.), and access to justice needs.
- ✓ Guidance should be regularly updated, containing contact details for medical, legal, psychosocial and other relevant actors and services (both government and non-government).
- ✓ It may help to allocate responsibility to one staff member to conduct and follow up on referrals.
- ✓ Prioritise a multi-agency approach. In many cases, the Protection Cluster will lead on developing referral pathways and ensuring coordination between actors. Where the clusters are not taking on this role, Trócaire and partners should explore other options for coordinating with relevant actors.
- ✓ In the absence of established referral mechanisms, consider contacting the Protection Cluster or other coordination group directly for guidance on appropriate responses in individual cases.
- ✓ Prioritise a Do No Harm approach. Are there risks to taking action – risks to a victim, risk to the wider community or risk to Trócaire or partner organisation? Can these risks be reduced?
- ✓ As part of a Do No Harm approach, consider confidentiality, informed consent and data protection. Sensitive data needs to be managed safely.²⁹
- ✓ Consider and plan for practical obstacles that may exist that prevent those in need from accessing assistance – such as transportation costs, or even lack of transport.

All Trócaire and partner staff engaged in humanitarian work should be equipped with the necessary information to refer cases that come to their attention in a safe and ethical way. However, proactive identification of individual cases of concern should not be undertaken; this would only be appropriate where conducted by trained human rights/protection actors.

See  **Protection in Practice #6** on Protection Monitoring, Reporting and Advocacy for further guidance.

²⁹ See  **Protection in Practice #8** on the ICRC's Professional Standards for Protection on Managing Sensitive Data.

Protection in Practice #5:

World Vision Sample SOP for Responding to Allegations of Abuse

Allegation or Incident - Witnessed/heard by non-protection staff, received through community feedback mechanisms or participatory processes

Question 1: Does the allegation involve a staff member, partner, consultant, volunteer, visitor or other agency affiliate?

No? Level 1 Allegation / Incident

Yes? Level 2 Allegation / Incident

A. Safety

1. Ensure your safety, safety of staff, follow security protocols
2. Ask if affected person/s are safe and alert medical or emergency services if immediate assistance is required. Obtain informed consent where possible
3. Offer first aid assistance if safe to do so and you are trained.
4. Provide a humane, supportive response (using skills outlined in the Psychological First Aid Field Guide, 2011).
5. Phone Protection Officer/Manager as soon as possible.

B. Provide Information and Refer

6. Provide information on where and how to access medical, legal, and psychosocial services, including addresses and phone numbers
7. Offer assistance to affected persons to help them access services, such as facilitating transport or making phone calls, as appropriate. Check with manager if unsure

C. Reporting and Follow-up

8. Notify Protection Officer/Manager. Consider reporting to Protection Cluster or specialist agency. Get informed consent before reporting or provide aggregated data only.
9. Review programme design, implementation or advocacy strategy to see if anything needs to be changed to improve safety and reduce exposure to harm.

Do Not:

- Act alone
- Investigate the Incident
- Interview affected person/s
- Interview witnesses
- Interview alleged perpetrator
- Try to verify if the abuse is true
- Document, monitor or write down details of the incident
- Encourage affected persons to report the abuse unless they have fully assessed potential risks and consequences with the assistance of a protection specialist



Type of Allegation / Incident and who to notify:



Security	Security
Exploitation and abuse	Human Resources
Child protection	Child protection staff and human resources
Fraud / corruption	Human Resources

Protection in Practice #6:

Monitoring, Reporting and Advocacy³⁰


Protection Monitoring – an Approach for Trócaire

1. In situations where the implementing partner has specialist protection or human rights experience (such as where partners from a Gender or Governance and Human Rights programme are involved in a humanitarian response), protection monitoring may take place at **incident or individual level**.
 - This involves trained human rights/protection monitors conducting proactive investigation, data collection, verification and analysis of information on specific human rights violations suffered by identified individuals or groups.
 - Incident-level monitoring is highly technical and skilled and should only be undertaken by agencies with the appropriate mandate and expertise.
 - Monitoring at this level involves the collection and verification of often sensitive and confidential information from victims/survivors or witnesses. It requires careful analysis and management of risk – risk to survivors and their families, as well as to those conducting the monitoring.
-  *It is expected that Trócaire and partners focus on protection monitoring at **community level**. Individual or incident-level monitoring would only be appropriate where conducted by trained human rights/protection actors (such as partners in the GHR, gender or HIV programmes). To monitor at this level without the mandate or expertise could create unacceptable risks for communities, or for Trócaire and partner staff.*
2. For non-specialist agencies, monitoring should happen at the **general or community level**.
 - Rather than monitoring and responding to individual cases of abuse, this involves assessing general changes in the protection situation for communities – i.e. identifying and tracking patterns or trends of violence, coercion, deliberate deprivation or discrimination that affect them. Such trends may relate to frequent violence at checkpoints, for example, or abduction of children from schools, or the targeting of villagers while travelling to and from their fields.
 - While it might inadvertently gather information about specific incidents (and staff should have guidance on what to do in such cases), monitoring at this level does not involve the proactive identification of specific cases of abuse. It focuses on understanding trends and patterns in order for communities to identify possible solutions. Monitoring activities might include:
 - ✓ Support existing (or help to establish) community-run protection committees, listening centres and other relevant support networks (e.g. women's groups, youth groups);
 - ✓ Support communities to identify protection threats, analyse protection trends (e.g. map risky times/locations/activities; identify vulnerable groups) and identify possible solutions
 - ✓ Recruit community outreach officers/monitors to support protection committees, run awareness-raising sessions and conduct ongoing monitoring through field visits.
 - ✓ Include protection monitoring in routine field visits, incorporating protection into discussions and observations³¹

³⁰ This guidance note is adapted from a number of key documents, including  **Protection: an ALNAP Guide for Humanitarian Agencies** and  **The Handbook for the Protection of Internally Displaced Persons**, Global Protection Working Group, 2010.

³¹ Typical activities that partners engage in through which protection issues might arise include: home visits, spot checks and camp walkabouts; direct contact with victims or witnesses who self-report; informal or semi-structured interviews; camp management meetings or focus group discussions; complaints mechanisms; or review and analysis of reports by other parties, such as SitReps, protection reports or media reports.

General information on protection trends at community level can then be used in a number of ways:

- Is it relevant to how Trócaire/partners are programming. Are protection risks arising because of the way we programme? Can we adapt our approach to reduce risk? Should programme objectives be changed? See  **Protection in Practice #3 on Safe Programming.**
- Can communities use it to better protect themselves from threats? Risk is understood as the interaction of a number of factors – the threat; a person/community's vulnerability to that threat; capacity to cope; and time exposed. Protection monitoring can provide a better understanding of the nature of the risk – including trends, such as who is more vulnerable, when and how. This understanding may point to a number of strategies for reducing that risk (e.g. closer wells; adult accompaniment for journeys to school; early-warning systems for troop movement, etc.)³²
- Where safe to do so, the information can be **reported** to specialist protection actors, or used for **advocacy**, to encourage responsible authorities to act to improve the protection environment.³³

Wherever likely to increase protection for communities, information on protection trends should be documented (if appropriate) and reported to duty bearers and specialist protection agencies. This can help strengthen the collective understanding of, and response to, risks during a crisis.



This information can also be used for advocacy purposes. Advocacy is a key protection strategy; it is often the most effective way for non-specialist actors to help protect communities. Frequently, the best vehicle for advocacy for Trócaire and partners is through the Protection Cluster – link with this forum!

At the same time, advocacy can create dilemmas for Trócaire and partners. Are there risks associated with it? Will advocacy compromise (or be perceived to compromise) humanitarian commitments to neutrality and impartiality? Could advocacy affect humanitarian access? In complex, internal guidance on whether and how to approach advocacy should be developed.



A protection advocacy strategy might link with longer-term advocacy on protection issues carried out through GHR, Gender, HIV or Livelihoods programmes. Alternatively, such advocacy might have more immediate protection goals – such as highlighting certain vulnerable groups that are not accessing assistance; raising awareness on patterns or trends of abuse; promoting registration of IDPs; or supporting replacement of lost documentation, such as birth certificates or land titles.

Key principles: Community-Level Protection Monitoring, Reporting and Advocacy

When monitoring:

- ✓ Provide clear guidance to monitors on what to do should individual cases of abuse come to their attention – even where this is not the aim of the monitoring, as partners may receive sensitive information anyway. Guidance should focus on referring such cases to protection specialists (see  **Protection in Practice #5** and  **#6**).
- ✓ Be clear on the types (and definitions) of protection threats being monitored.
- ✓ Be clear on whether, by whom and how information on threats should be documented.

³² See Church World Service,  **Putting Safety and Dignity First: a Guide to Protective Action in Programming**, p.41 for further guidance on risk-reduction strategies.

³³ For guidance on humanitarian protection advocacy, see Church World Service,  **Putting Safety and Dignity First: a Guide to Protective Action in Programming** and Slim & Bonwick,  **Protection: an ALNAP Guide for Humanitarian Agencies.**

- ✓ Provide training on the ethics of collecting, documenting and monitoring potentially sensitive information, such as information on cases of GBV (e.g. WHO Guidelines³⁴).
- ✓ Where appropriate, be visible and transparent so that authorities and affected populations can see and understand what you are doing, and why.
- ✓ Be accurate, objective and consistent, cross-checking information through a variety of sources.
- ✓ Analyse trends of abuse. Where and when do violations happen? Who are the perpetrators? Who is most vulnerable to being targeted, and why? Consider root causes.
- ✓ Map and work with existing community networks. Church groups, women's groups or youth groups are invaluable sources of information, as well as being key in advocacy and follow-up.

When reporting and advocating:



- ✓ Provide clear guidance to staff on when, how and to whom violations should be reported.³⁵
- ✓ Coordinate with any existing inter-agency monitoring and reporting mechanisms and databases in country (e.g. the UN-led GBV IMS or child protection MRM).³⁶
- ✓ Reports should be clear and action-orientated, with recommendations for duty bearers. Analyse possible solutions or mitigating strategies for threats identified and advocate for change.


Taking a Do No Harm approach: Constantly assess and analyse risk to programme participants and communities, as well as to Trócaire and partners, in dealing with sensitive information.

- ✓ Conduct all activities in line with Trócaire's security and Partners at Risk policies.
- ✓ Ensure that monitoring is independent and neutral.
- ✓ Respect the principle of confidentiality and protect sources. Develop safe systems for collecting, storing and managing sensitive and confidential information.³⁷
- ✓ Be sensitive to the needs of survivors/witnesses. Do not make promises that cannot be fulfilled. If referral to specialised care is not possible, consider whether discussing an issue is appropriate or not.
- ✓ Consider providing Psychological First Aid training to monitors/outreach officers.
- ✓ Prioritise coordination with relevant State and other protection actors, where appropriate.
- ✓ Only collect necessary information, always with a clear sense of how the information will be used.

³⁴  **WHO Ethical and Safety Recommendations for Researching, Documenting and Monitoring Sexual Violence in Emergencies**

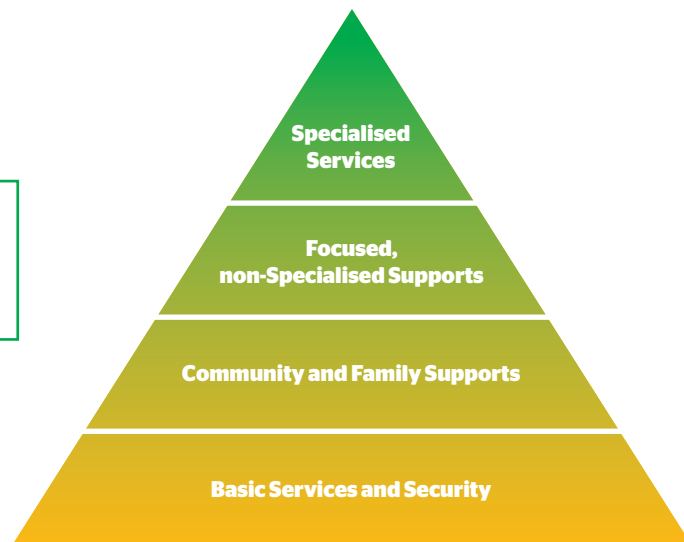
³⁵ See Church World Service, above, Chapter 4 for more on referral and reporting guidelines and procedures.

³⁶ In some contexts, specific government- and UN-led mechanisms have been established for monitoring particularly grave rights violations – relating to children (the MRM:  http://www.unicef.org/protection/57929_57997.html) and GBV (the GBV IMS:  <http://www.gbvims.org/>). Where such monitoring mechanisms have been established, Trócaire and partner staff should collaborate as appropriate for any monitoring activities.

³⁷ See  **Protection in Practice #8** on the ICRC's Professional Standards on information management.

Protection in Practice #7: **Intervention Pyramid - Mental Health and Psychosocial Support (MHPSS)**

*Intervention Pyramid, adapted
from IASC Guidelines on Mental
Health and Psychosocial Support
in Emergency Settings, 2008*



- **Basic Services and Security** - Well-being should be protected through the (re)establishment of security, adequate governance and services to address basic physical needs. A MHPSS response to the need for basic services might include: advocating that services are put in place with responsible actors; establishing referral mechanisms; or influencing humanitarian actors to deliver assistance in safe, dignified, socio-culturally appropriate ways that promote mental health and psychosocial well-being.
- **Community and Family Supports** - This layer will be relevant for a smaller number of people who are able to maintain their mental health and psychosocial well-being if they receive help in accessing key community and family supports. Useful responses at this layer include: family tracing and reunification; assisted mourning and communal healing ceremonies; mass communication on constructive coping methods; supporting parenting programmes; formal and non-formal educational activities; livelihood activities and the activation of social networks, such as through women's groups and youth clubs.
- **Focused, non-specialised supports** - This layer represents the supports necessary for the still smaller number of people who additionally require more focused individual, family or group interventions by trained and supervised workers (but who may not have had years of training in specialised care). For example, survivors of gender-based violence might need a mixture of emotional and livelihood support from community workers. This layer also includes psychological first aid (PFA) and basic mental health care by primary health care workers.
- **Specialised services** - The top layer of the pyramid represents the additional support required for the small percentage of the population whose suffering, despite the supports already mentioned, is intolerable and who may have significant difficulties in basic daily functioning. This assistance should include psychological or psychiatric supports for people with severe mental disorders whenever their needs exceed the capacities of primary/general health services.

Note: *Trócaire does not intend to develop professional capacity at this level.*

Protection in Practice #8:

ICRC Standards – Information Management

The ICRC's Professional Standards for Protection Work establish core minimum standards for all actors engaged in protection – including on the management of protection information, summarised here.³⁸

Chapter 5: Managing Sensitive Protection Information

Respecting the Basic Principles

- ✓ Only collect information on abuses and violations when necessary for the design or implementation of protection activities. It may not be used for other purposes without additional consent. In no circumstances should it be used to promote non-humanitarian (e.g. political or partisan) agendas.
- ✓ Systematic information collection, particularly from individuals affected by abuse and violations, must only be carried out by organisations with the capacity and skills, information management systems and necessary protocols in place.
- ✓ Collect and handle information containing personal details in accordance with international and national data protection legislation.
- ✓ Protection actors seeking protection information bear the responsibility to assess threats to the persons providing information and to take necessary measures to avoid negative consequences for those from whom they are seeking information.



28 year old Mehboob Ali identifies himself at Trocaire's food distribution in Jamshoro, southern Pakistan. It is important that records are kept so that no vulnerable members of the community are missed out. Food is scarce and Trócaire is providing the families here, and in other schools across the region, with food rations based on identified needs.

Photo: David O'Hare/Trócaire.

³⁸ Along with overarching principles, the ICRC also establishes minimum standards for engaging with the protection architecture; for applying the legal framework to protection work; for promoting complementarity with other actors and for ensuring professional capacity. See: http://www.icrc.org/eng/assets/files/other/icrc_002_0999.pdf



The River Kerio dried-up completely in 2010, leaving thousands of people in Lodwar, northern Kenya, without their main source of water. People here now dig large holes into where the river once flowed in order to squeeze out the last drops of water from the earth.
Photo: Eoghan Rice / Trocaire

Ensuring Relevance and Quality

- ✓ Determine the scope, level of precision and depth of detail of the information collection process, in relation to the intended use of information collected.
- ✓ Systematically review collected information to confirm that it is reliable, accurate and updated.
- ✓ Gather and process protection information in an objective and impartial manner, to avoid discrimination. Identify and minimise bias that may affect information collection.
- ✓ Security safeguards must be in place prior to any collection of information to ensure protection from loss or theft, unauthorised access, disclosure, copying, use or modification.

Preparing interviews and ensuring informed consent and privacy

- ✓ Analyse the associated risks for the interviewees and the interviewer before conducting interviews.
- ✓ Only collect personal information with the informed consent of the person concerned, who is made aware of the purpose of the collection. Personal information must not be disclosed or transferred for purposes other than those for which they were originally collected, and for which consent was given.
- ✓ To the degree possible, keep victims or communities who transmitted information on abuses and violations, informed of the action taken on their behalf – and of the results.

Co-operation and Exchange

- ✓ Avoid, to the extent possible, duplication of information collection efforts, in order to avoid unnecessary burdens and risks for victims, witnesses and communities.
- ✓ When handling confidential and sensitive information on abuses and violations, endeavour, when relevant and feasible, to share aggregated data on trends observed.
- ✓ Have formal procedures for the information handling process, from collection to exchange and archiving or destruction.

Protection in Practice #9: **Protection Coordination – Global and National Architecture**

Trócaire is committed to coordination and is expected to work with partners to ensure full and effective participation in all relevant coordination forums – including those for protection – during a crisis.

Protection is a term that covers a broad range of activities, carried out by a diverse range of actors. In order to make these activities more effective, accountable and predictable, protection actors on the ground need to be supported by coordination at the global and country levels. This is the message that emanated from the UN's Humanitarian Reform initiative in 2005, through which the Cluster Approach was established.


The cluster approach is the process of coordination implemented by the international humanitarian community to strengthen system-wide capacity to respond to humanitarian crises. It is important to note that cluster activation should not be automatic during a crisis; it is preferable to work through existing coordination networks and structures. However, where such structures do not exist and where national authorities are overwhelmed by the scale of a given emergency or lack sufficient capacity to ensure adequate protection of those affected by crises, the Global Protection Cluster (GPC) facilitates the implementation of this cluster approach.

UNHCR is tasked with leading the GPC. Because of their specific expertise, other agencies are appointed as focal points for certain sub-clusters or Areas of Responsibility (AORs). These include: Child Protection (UNICEF); Gender-Based Violence (UNFPA/UNICEF); Land, Housing and Property (UN-Habitat) and Mine Action (UNMAS).

During a crisis, protection clusters provide a clear point of contact and help to create partnerships between international humanitarian agencies, national and local authorities and civil society. The cluster's core functions include supporting service delivery and developing strategies for response – including application of core guidelines and standards. The cluster also has a critical advocacy role to play, lobbying duty-bearers in relation to protection concerns. Depending on context and need, sub-clusters may be established in such areas as child protection, GBV or land rights, for example.

A key priority for all clusters is to map what protection services are being provided in order to better facilitate coordination – the 4Ws (Who is Where, When and doing What?). From this, the protection cluster can lead on developing coordination and referral pathways, such as for GBV or the care of unaccompanied children. It is important for Trócaire and partners to link with these initiatives.

Meanwhile, at the global level, the GPC plays an important role in the development of joint policy, standards and tools relating to protection, including the development of legal and operational guidance on protection, as well as rolling out training and capacity building.

For more information on cluster coordination at the national level, including detailed guidance on cluster activation, cluster functions, minimum commitments for participants or sub-national level coordination, see the  **IASC Reference Module for Cluster Coordination at the Country Level, Nov 2012.**

Protection in Practice #10: **Tip Sheet on Protection Mainstreaming**

Donors emphasise protection mainstreaming in proposals and reports. Usually, there are good examples of this in our work, yet we struggle at times to demonstrate a systematic approach to protection mainstreaming. What does this look like in practice? How is it enhancing protection for communities?

Remember:

- Protection mainstreaming requires an analysis of differing needs and capacities of all groups – men, women and children, and all those with particular vulnerabilities. This includes an analysis of Gender and HIV mainstreaming concerns – two key organisational priorities for Trócaire.
- Protection mainstreaming is less about programme objectives and more about the processes, systems and approaches we use: who we speak to, who/how we target, what we monitor.
- Be specific and if you have good case studies, use them.
- This is not complex but it is not a box-ticking exercise either. Protection mainstreaming should be at the heart of our work if we are committed to quality and the best interests of participants.



Syrian refugee children at the half-built apartment block near Reyfoun, close to the border with between Lebanon and Syria. The families fled Syria due to the war and are now living on a building site. In such environments, Trócaire supports the operation of Child Friendly spaces to give children safe places to learn and play away from some of the dangers of their immediate environment.
Photo: Eoghan Rice / Trócaire

Think of the IASC acronym – Adapt and Act!

Analyse differences (gender, age, social)

Design services to meet needs of all

Access for all women, girls, boys and men

Participate equally

Train women and men equally

Address GBV and Child Protection in programmes

Collect, analyse and report disaggregated data

Target actions based on analysis of diverse needs

Talk About:

- **Needs Assessments.** Analyse protection threats and needs. Refer to this analysis with donors. Outline the differing needs of men, women, boys and girls. Disaggregate your data (sex/age).
- **Community consultation and participation.** How have community voices and perspectives shaped programme analysis and design? How widely did you consult with different stakeholders – men, women and children? What steps did you take to ensure that communities have information on us, our partners and the programme? Is there a feedback mechanism and are communities using it?
- **Targeting.** What criteria were used (and how were these identified) for deciding who to target?
- **Programme design.** Is the response designed to meet the different needs of men, women children and groups identified as vulnerable? Are food baskets tailored for pregnant women?
- **Maximising access for all groups.** Outline efforts to ensure that factors such as age, illness, disability or gender are not restricting access to services and assistance – e.g. how are people with mobility problems being supported? Are women or people with illness benefitting from Cash for Work?
- **Assessing risk.** Have possible risks to programme participants as a result of the intervention been identified? E.g., are there risks of theft, violence, exploitation (including by staff)? Do certain groups face specific risks? How are these being mitigated? How has a Do No Harm approach been used?
- **Adapting the programme.** Has there been ongoing monitoring of changing protection dynamics, such as new vulnerable groups or increased violence? How has the programme been adapted?
- **Coordination, referrals and advocacy.** Are you attending the Protection Cluster and linking with protection services? Have you used relevant networks to advocate on protection issues?

Protection in Practice #11:

Sample Field Visit 'Aide-Memoire' for Monitoring Protection

Key protection concerns?	<p>What are the priority concerns (think violence, coercion, deliberate deprivation, abuse) for affected communities at the moment? E.g.</p> <ul style="list-style-type: none"> • Death/injury due to deliberate targeting of civilians and presence of mines/unexploded ordnance? • Theft of assets by armed actors or others? • Increase in levels of GBV, perpetrated by armed actors or others? • What other forms of violence? And what trends? (e.g. who being targeted? How? When?). Are there threats/harassment from armed actors or other sources (e.g. inter-communal disputes)? • How concerned are they about levels of trauma/distress in their community? • Is family separation a concern with people on the move? • What are their particular concerns for children? Are there risks of abduction or forced recruitment? What are families most worried about for boys and girls? • What would communities identify as their greatest protection needs? E.g. physical safety? Dignity/emotional wellbeing? Family tracing?
Differing Needs	<ul style="list-style-type: none"> • Do certain groups have greater levels of need? Are some more affected than others by the crisis, or facing greater difficulty in accessing essential services? If so, which groups and why? (What barriers to assistance?) • Are some at greater risk of injury or more likely to be exposed to violence? Why?
Access to Information	<ul style="list-style-type: none"> • How are communities accessing information at the moment in relation to the humanitarian crisis – e.g. information on services available to them, how to access those services, who is providing those services and how to contact them? • Do communities feel that they have sufficient information? • Are all community members accessing information equally, or is there a knowledge/understanding gap between different groups/genders/ages?
Self-Protection	<ul style="list-style-type: none"> • Are communities doing anything to protect themselves (e.g. community committees; early warning systems; night time watch/patrol...)? • What do communities propose to increase their safety?
Other actors	<ul style="list-style-type: none"> • Are partners aware of any protection actors or interventions in the area? Can/should they be linking more with such services (e.g. establishing referrals)?
Programming Options	<p>Is there anything about the current programme objectives or implementation methods that could be changed to:</p> <ul style="list-style-type: none"> • Reduce risks/improve safety of programme participants? • Enhance inclusion of vulnerable or marginalised individuals? • Improve communication between Trócaire/partners and target communities? • Support at-risk individuals to access appropriate protection services? • Scale up targeted advocacy on protection of civilians? • Support community coping strategies and community self-protection efforts, such as working with community-run protection committees? • Respond to psychosocial needs (community and/or individual level)? • Improve information sharing and raise awareness – e.g. develop new methods (Radio? Outreach?) to disseminate information or advice? • Monitor and report on protection trends in communities

Notes

[illegible]

Notes

[illegible]