Protection Cluster
South Sudan

# PROTECTION CLUSTER SOUTH SUDAN

# PROTECTION RISK MONITORING SYSTEM (PRMS)

## 2024 TRAINING MANUAL

Mine Action AoR South Sudan

Housing, Land and Property AoR South Sudan

Gender Based Violence AoR South Sudan

Child Protection AoR South Sudan

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# KEY DEFINITIONS

**PROTECTION RISKS -** The Global Protection Cluster (GPC), together with the Areas of Responsibility (AoR), has developed a consolidated list of 15 Protection Risks. The list includes standard definitions for the Protection Clusters to provide a coherent and consistent outlook of protection risks across operations. **A protection risk is the actual or potential exposure of the affected population to violence, coercion, or deliberate deprivation.** Read more in the Protection Risk Explanatory Note.

**PROTECTION MONITORING -** is defined as a systematic and regular process of collecting and analyzing information on the protection environment, the risks faced by individuals and communities, and the actions taken to address those risks. Read more in PIM Matrix.

**PROTECTION ANALYTICAL FRAMEWORK -** The PAF guides in-depth and ongoing protection analysis of the crisis environment. It informs decision making for multisectoral and multi-disciplinary strategies that reduce and prevent protection risks that may violate international human rights and refugee and humanitarian laws. It is suitable for use across humanitarian contexts, including with internally displaced people, returnees, refugees, and mixed situations. Read more in Introduction to PAF.

**COMMUNITY-BASED PROTECTION -** puts the capacities, agency, rights, and dignity of the population exposed to protection risks at the center of protection response programming. It generates more effective and sustainable protection outcomes by strengthening local resources and capacity and identifying protection gaps through regular consultation (monitoring).

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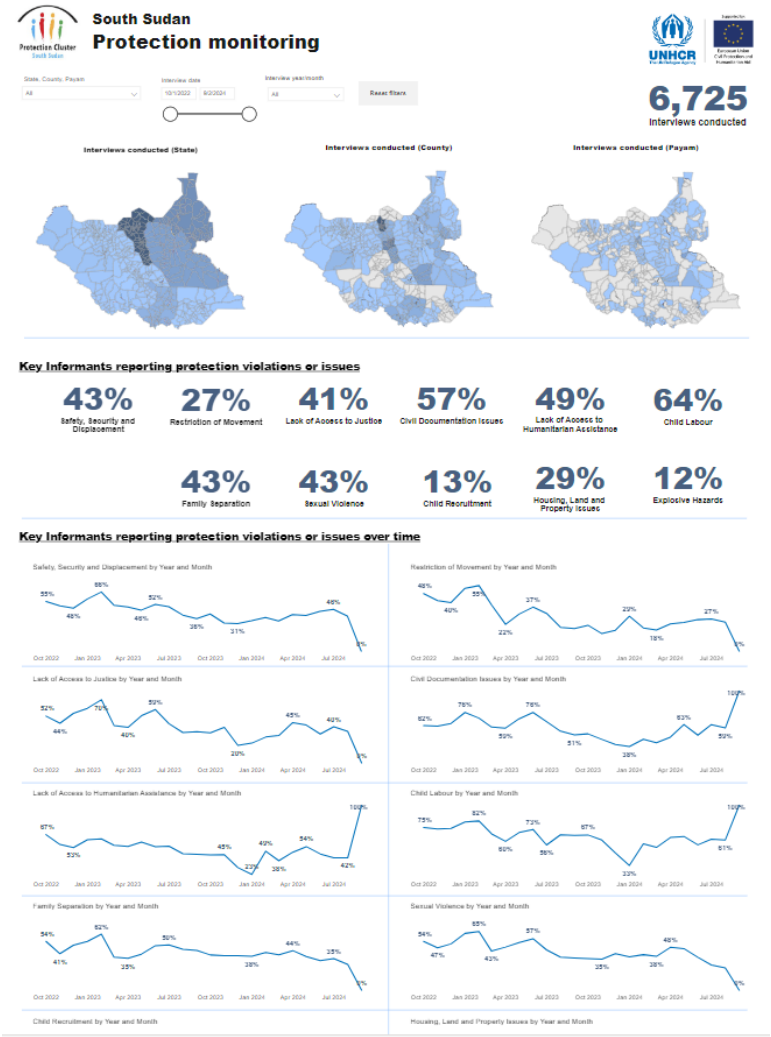
# BACKGROUND

- In 2021, the Protection Cluster South Sudan (PC) established the development and deployment of a protection monitoring system as a strategic priority.
- The first three quarters of 2022 were invested in AoR and cluster partners' buy-in, framework, data collection tool (KOBO) development, in the setting of the analytical framework, and mass training.
- In October 2022, the PC deployed the Protection Monitoring System (PMS) pilot, and after a comprehensive testing phase, a modified final PMS questionnaire was deployed in April 2023.
- In the 3rd quarter of 2023, the PC ensured full endorsement of the tool and system results by the Humanitarian Coordinator (HC) recognizing it as the primary data source for protection analysis.
- In 2022, the Global Protection Cluster (GPC) developed the Protection Analytical Framework (PAF) and deployed it as a qualitative data-based analytical tool across operations with active Protection Clusters.
- In 2023, global GPC partner DRC started introducing a protection information management platform named DEEP to Clusters including in South Sudan.
- In 2023, the PC in South Sudan and the GPC started bringing the global PAF initiatives, DEEP, and the PMS closer together in a unified system to be developed and tested in South Sudan by the end of 2024 – the Protection Risk Monitoring System!




*2022 - 2024 PMS Dashboard*

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# PROTECTION RISKS

| RISK | RISK DESCRIPTION | DEFINITIONS AND TIPS | GUIDANCE NOTE IN THE SOUTH SUDAN CONTEXT |
|---|---|---|---|
| **Child and forced family separation** | Children (girls and boys) and other vulnerable family members (older persons at heightened risk of neglect, persons with disability, women, etc.) who separate from their families due to conflicts, natural disasters, recruitment, and harmful traditional practices (early/forced marriage). | Separated children are those separated from both parents or their primary caregiver but not necessarily from other relatives; unaccompanied children are those separated from both parents, primary caregivers and other relatives, and are not under the care of an adult who, by law or costume is responsible for doing so. Family members may be separated for hours, days, months – even years. | There is often a misunderstanding between the meaning of separation and being unaccompanied, which requires careful clarification. Furthermore, it is important to underline that separated children (those who have fled the home of parents or primary caregivers) are at risk, not just those who are unaccompanied. When a child leaves the core family unit to live with extended family, e.g. aunt, they may not be perceived as being exposed to risk. This can lead to lower reporting on child separation. |
| **Child, early or forced marriage** | Child marriage is a harmful traditional practice and a form of GBV. The risk increases due to poverty caused by displacement during conflicts and/or natural disasters. | Child marriage is any formal or informal union between a child under the age of 18 with an adult or another child. It is considered as a form of forced marriage because of the impossibility for a child to give full, free and informed consent. Forced marriage is a marriage in which one or more of the parties is married without their consent or against their will. In conflict-affected areas, girls may be kidnapped and forced to marry members of armed forces or armed groups. | Given wider traditional norms, there is a lack of awareness/knowledge amongst adults and children of the concept of marriage being 'forced', as it carries value in society. In cases where pregnancy occurs before marriage, there have been cases where girls are forced to marry to avoid family shame. It is important to note that this varies across regions in South Sudan. |
| **Discrimination and stigmatization, denial of resources, opportunities, services and/or humanitarian access** | Acts that deprive or pre-empt people to rightfully access economic resources/assets or livelihood opportunities, education, health or other social services, on the basis of unjustifiable and/or unlawful reasons or policies with the consent or under the acquiescence or negligence of public officials or responsible parties. | Discrimination includes acts of making unjustified distinctions between human beings based on categories to which they are perceived to belong (race, gender, age, religion, sexual orientation, as well as other categories). Stigma can include dehumanizing, degrading, discrediting and devaluing people in certain population groups, often based on a feeling of disgust. Denial of equal opportunity, including resources and services refers to any action, conduct or measure resulting in or likely to result in the taking away in any manner of existing opportunities for livelihood, vocation, occupation or employment or any other livelihood rights and entitlements. This is a core type of gender-based violence. | Discrimination within communities often occurs towards groups, for example, certain minorities tribes are discriminated against by a majority tribe. On the individual level, GBV survivors, persons living with disability, LGBTQI+ are vulnerable to stigmatization and subsequent discrimination. Denial of resources is linked to a lack of information, with communities often not aware of the resources that they are being denied. Expectations from communities linked to resources are often associated with humanitarian aid, rather than linked to government capacities to provide such resources. |

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# PROTECTION RISKS

| RISK | RISK DESCRIPTION | DEFINITIONS AND TIPS | GUIDANCE NOTE IN THE SOUTH SUDAN CONTEXT |
|---|---|---|---|
| **Disinformation and denial of access to information** | This protection risk refers to all situations when information is used or denied with the consequence of causing harm to the population. | Disinformation takes place when false information and statements are disseminated intentionally to cause serious social harm. The denial of access to information manifests in all situations where the freedom to 'receive and impart' information is impaired in such a manner and to such a degree that it hinders the capacity of the population to enjoy basic rights and fulfill basic needs. | Often there is a lack of understanding of what information communities are being denied, and what the potential harm caused could be. Given this lack of understanding, this risk would not always be perceived as highly problematic by communities, resulting in underreporting. |
| **Impediments and/or restrictions to access to legal identity, remedies and justice** | All measures, acts and practices that prevent people from accessing documentation, remedies and justice with consequent harm at individual, household and community levels. | Denial of access to legal identity refers to all situations preventing a person from possessing legal identity or any other fundamental documentation to be recognized as a person before the law. Denial of access to remedies includes all impediments to obtaining effective procedural and substantive remedies following legal claims. Denial access to justice relates to the impediments to access to judicial mechanisms, processes, and remedies, ranging from access to statutory courts or commissions to traditional mechanisms such as customary or faith-based dispute resolution bodies. | This risk is widespread and whilst most communities know their rights to legal identities, remedies and justice, they often encounter challenges including the related costs and fear/concern around the processes themselves. |
| **Psychological/emotional abuse or inflicted distress** | Traumatic experiences often involve the loss of family members, participation in or witnessing of violent acts, or by the breakdown of social services such as health and education due to conflict and other humanitarian emergencies. | Psychological and emotional abuse or the infliction of distress can refer to direct acts perpetrated with the intention of causing harm, as well as the indirect results of the infliction of these types of mental or emotional pains or injuries. These include the presence of conditions that generate prolonged mental health and psychological well-being problems not addressed by State authorities, including not ensuring the availability of and accessibility to support systems. | Given the levels of violence, climatic shocks and economic crisis that the country has experienced, distress is widespread. Communities are very resilient, which can foster an environment of not recognizing MHPSS issues, which can lead to underreporting of this risk. When questioned on this risk, it is likely that communities will be more open to speak about the distress of others, rather than themselves. |

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# PROTECTION RISKS

| RISK | RISK DESCRIPTION | DEFINITIONS AND TIPS | GUIDANCE NOTE IN THE SOUTH SUDAN CONTEXT |
|---|---|---|---|
| **Theft, extortion, forced eviction or destruction of personal property** | All forms of unlawful dispossession of persons either individually or collectively involve a direct or indirect responsibility of public officials or non-state actors, either by acts or by omissions. | Theft includes looting, pillage and any other act of stealing. Extortion includes any practice to elicit actions, money or property through any form of coercion. Forced evictions are the permanent or temporary removal against their will of individuals, families and/or communities from the homes and/or land that they occupy, without the provision of, and access to, appropriate forms of legal or other protection. Destruction of personal property includes all damage and destruction caused by unlawful acts, committed willfully or wantonly (done recklessly and with a conscious disregard for substantial harm to people or property). | Land grabbing is widespread in South Sudan, which is also linked to a lack of tenure. Demarcation of land for new infrastructure, including roads, leads to the destruction of civilian property. This does not necessarily occur spontaneously, but people do not move due to a lack of options of another place to go. Extortion techniques, such as under false accusations and prosecution of abuse of young female family members by their suitors. There is a lack of understanding amongst communities of how widespread, advanced, and varied these techniques are. |
| **Torture or cruel, inhuman, degrading treatment or punishment** | Any act inflicted on a person intentionally causes severe pain or suffering physical or mental. Cruel, inhuman and degrading treatment or punishment. | Any act inflicted on a person intentionally causes severe pain or suffering physical or mental. Cruel, inhuman, and degrading treatment or punishment. | This is often a risk being faced by individuals, rather than on a community level. Targets include public figures and journalists, including human rights defenders. Communities are often not aware that this is happening, beyond the families' members of those who are affected, which may result in lower reporting. |
| **Trafficking in persons, forced labor or slavery-like practices** | This protection risk refers to forced labor, slavery, slavery-like practices and trafficking in persons. | Forced labor refers to situations in which persons are coerced to work under the menace of any penalty, for example through the use of violence or intimidation, or by more subtle means such as manipulated debt, retention of identity papers or threats of denunciation to immigration authorities. Trafficking in persons refers to the recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion. | Trafficking occurs more often at an inter-state level, rather than internationally and is often linked to recruitment into armed groups. It may be challenging to distinguish between forced labor and poor working conditions (low / delayed pay and long working hours). This is particularly applicable in the construction sector and seen in urban areas. |

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# PROTECTION RISKS

| RISK | RISK DESCRIPTION | DEFINITIONS AND TIPS | GUIDANCE NOTE IN THE SOUTH SUDAN CONTEXT |
|---|---|---|---|
| **Abduction, Kidnapping, Enforced Disappearance, Arbitrary or Unlawful Arrest and/or Detention** | Refers to the act of forcibly removing, capturing and apprehending an individual (children, women, men) against their will. | Enforced disappearances are serious human right violations where people (Men women , boys and girls of diverse background and ages) are abducted or detained by state or non-state actors and refuse to acknowledge the person's fate putting them outside of the law. | Arbitrary or unlawful arrest are a common occurrence in many communities, often without the affected persons recognizing the risk. Abduction and Kidnapping are rather seen in States that practice cattle raiding, targets being women and children. This can lead to gaps in data collection on kidnapping and enforced disappearance, as these aspects of the risk might not be fully recorded. |
| **Attacks On Civilians And Other Unlawful Killings, and Attacks on Civilian Objects** | Describes the act of any violence and or destruction against individuals and civilian groups as well as their properties and possessions. | A civilian is any individual who does not belong to any of the various categories of combatant defined in Geneva Convention and its additional protocols. Civilian objects are defined as all objects that are not military objectives. E.g Town, Cities, Villages, Residential Areas, Dwellings, buildings, houses schools, civilian means of transportation, hospitals, places of worship, IDPs sites, ETC. | Attacks on civilians or destruction of civilian objects and unlawful killings by gang groups are more common than those by state actors and non-state actors. However, it is also important to recognize that this risk also exists at the community level. |
| **Forced Recruitment and Association of Children in Armed Forces and Groups** | The forced enrollment of children (anyone under 18) into armed groups, military and rebel groups to become fighters and or cook, cleaners, spies and used for sexual purposes. | The recruitment and use of children is considered as one of the worst forms of child labor and is listed as one of the six grave violations of children's rights. It is important to note that any child recruitment is recognized as forced regardless of the willingness of the child. | This risk varies across communities. In some, where armed groups are the majority, joining these groups can be seen as a status symbol and is often voluntary. In other communities, children are forcibly abducted. Active recruitment through persuasion is less common. |

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| RISK | RISK DESCRIPTION | DEFINITIONS AND TIPS | GUIDANCE NOTE IN THE SOUTH SUDAN CONTEXT |
|---|---|---|---|
| **Gender-based Violence** | Refers to the act of inflicting physical, sexual, or psychological violence and or harm to an individual and or group (but not limited to women and girls) due to their gender. | Gender based Violence is an umbrella protection risk for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e., gender) differences between males and females. Additionally, conflict sexual violence can be used as a weapon of war and to insight power and authority upon the targeted community. | Activities related to GBV are often perceived as "women's issues" and are not well received by men. Intimate partner violence is rarely discussed or reported yet it is the highest form of GBV. |
| **Presence of Mine and Other Explosive Ordnance** | Refers to a geographical area where due to ongoing or past conflict there is a presence of mines. | This includes mines, cluster munitions, unexploded ordnance, abandoned ordnance, booby traps, improvised explosive devices, and other devices (as defined by the Convention on Certain Conventional Weapons: Amended Protocol II). They are inevitably found during and after armed conflicts and, when activated, can incapacitate, injure or kill one or more persons. | This is generally well understood. |
| **Unlawful Impediments or Restrictions to Freedom of Movement, Siege and Forced Displacement** | When an individual or group of people do not have a choice related to their movements whether self-imposed or externally afflicted. | This refers to all restrictions and barriers to freedom of movement, including situations of isolation, siege, forced displacement and any situation when a person does not have free choice related to movements.<br><br>Checkpoints are also relating to the restriction of movement of individuals and groups. | Impediments to movement are often self-imposed due to conflict or natural disasters, rather than externally imposed, such as curfews. Forced displacement is relatively straightforward. Sieges occur only at the state level at entry and exit checkpoints |

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# PROTECTION RISKS

**COMMUNITY-BASED PROTECTION** - puts the capacities, agency, rights, and dignity of the population exposed to protection risks at the center of protection response programming. It generates more effective and sustainable protection outcomes by strengthening local resources and capacity and identifying protection gaps through regular consultation (monitoring).

The Protection Custer (PC) and AoRs take a community-based approach in all their work through a series of processes summarized by the Protection Risk Monitoring System (PRMS) and other secondary sources assessing 15 Global Protection Risks and analyzed with the framework of the Protection Analytical Framework (PAF).

Beginning in 2022 with the introduction of the Protection Monitoring System (PMS) and followed by a major rehaul and transformation into PRMS, the Protection Cluster South Sudan now has a sound and coherent system to collect, collate, analyze, and advocate for mitigation of protection risks as well as globally acknowledged system of translating Protection Risks into Humanitarian Needs (also embedded in the latest JIAF 2.0 manual).

From the data collection perspective and considering the participation of all relevant community factors (community members of a variety of ages, genders, and diverse groups as well as other possibly marginalized groups such as Returnees or IDPs, community leadership structures, authorities, as well as partnerships with community-based organizations and National Nongovernmental Organizations (NNGOs) as well as considering a series of Protection Information Management (PIM) methods at our disposal, the PC and AoRs have set up the following system.

*Community-based protection (CBP) is more than a matter of consulting communities or their participation in rapid assessment or ad-hoc information-gathering.*
*It is a systematic and continuous process of engaging communities as analysts, evaluators, and implementers in their protection.*

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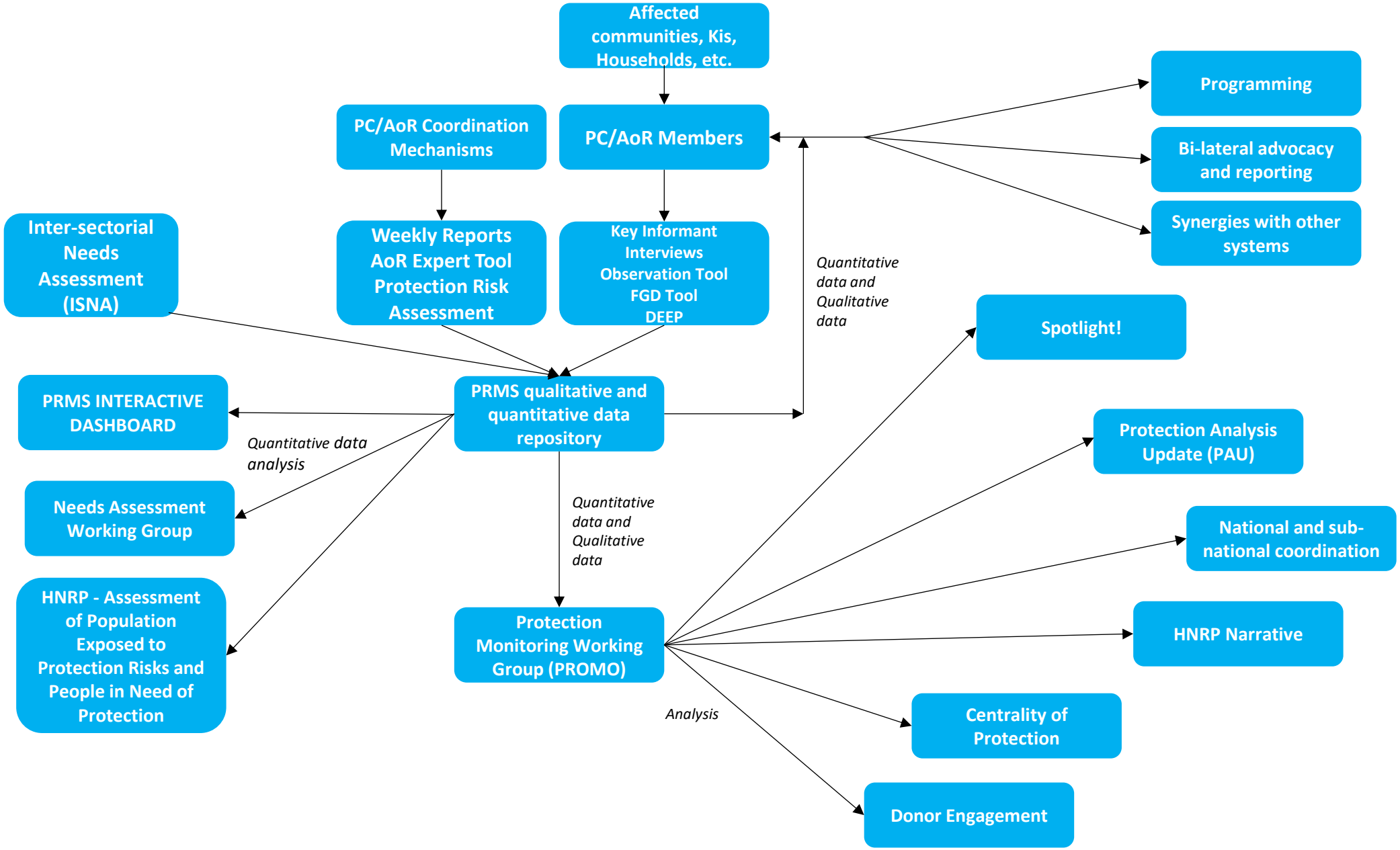
Affected communities, Kis, Households, etc.
PC/AoR Coordination Mechanisms
PC/AoR Members
Programming
Bi-lateral advocacy and reporting
Synergies with other systems
Inter-sectorial Needs Assessment (ISNA)
Weekly Reports
AoR Expert Tool
Protection Risk Assessment
Key Informant Interviews
Observation Tool
FGD Tool
DEEP
Quantitative data and Qualitative data
Spotlight!
PRMS INTERACTIVE DASHBOARD
PRMS qualitative and quantitative data repository
Quantitative data analysis
Protection Analysis Update (PAU)
Needs Assessment Working Group
Quantitative data and Qualitative data
National and sub-national coordination
HNRP - Assessment of Population Exposed to Protection Risks and People in Need of Protection
Protection Monitoring Working Group (PROMO)
HNRP Narrative
Analysis
Centrality of Protection
Donor Engagement

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# THE PROTECTION RISK MONITORING SYSTEM – TOOLS

**Key Informant Interview Tool –** Monthly data collection conducted by PROMO members with 3 KI per payam as minimum. The tool covers all 15 GPC protection risks. Data are collated as severities.

**Observation Method Tool -** Tool designed for rapid site assessments with coverage of 10 risks. Recommended for usage for mobile protection teams and in cooperation with CCCM. It has a qualitative component enabling easier site report writing.

**FGD Tool -** The tool was designed for focus group discussion, chiefly relying on qualitative comments with some quantitative components. It covers 10 Protection Risks.

**AoR Expert Tool -** Cumulatively, the AoR Expert tool covers 10 Risks. It is designed to capture analytical indicator data for HNO as well as enable quarterly reporting through a combination of qualitative and quantitative inputs.

**Sub-national Risk Assessment Tool -** A quarterly process and tool envisaged to assess risks at the sub-national level in a workshop with focal points and key actors incl. representatives of communities. It is used when data from other tools are not available.

**DEEP -** DEEP is a searchable repository of qualitative reports. Many protection partners have been trained to use it and FPs are encouraged to promote usage by field partners.

**Weekly Reports -** Weekly internal sub-national reports serve to gather knowledge on occurrences rapidly and support monthly protection analysis.

**Inter-sectorial Needs Assessment –** Household level assessment (embedded in DTM)

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# THE PROTECTION RISK MONITORING SYSTEM – DATA

- The PMS collects quantitative data based on KI interviews and, to an extent, from the Expert tool, FGD tool, Observation tool and, periodically, ISNA.
- The PMS collects qualitative data from DEEP, weekly sub-national cluster coordination reports and Expert, FGD and Observation tools.
- The PRMS collects the data into a middleware data storage system that will have display and search features for qualitative data and access raw data sets for quantitative data (as feeds for other analytical systems such as the NAWG system).
- Based on a new analytical PAF-aligned system of severities and weight, the quantitative analysis will continue to be via the Power BI tool that will also produce visual analysis of collected data. The visualization will be made public with limited features and internal with full features displayed.
- DEEP tool should be filled by partners using individual partner reports and assessments.
- PROMO WG will assess all findings and publish regular monthly updates, advocacy notes, the PAUs, etc.
- PRMS severities will be directly linked to Humanitarian Needs Overview end establishment of PINs.

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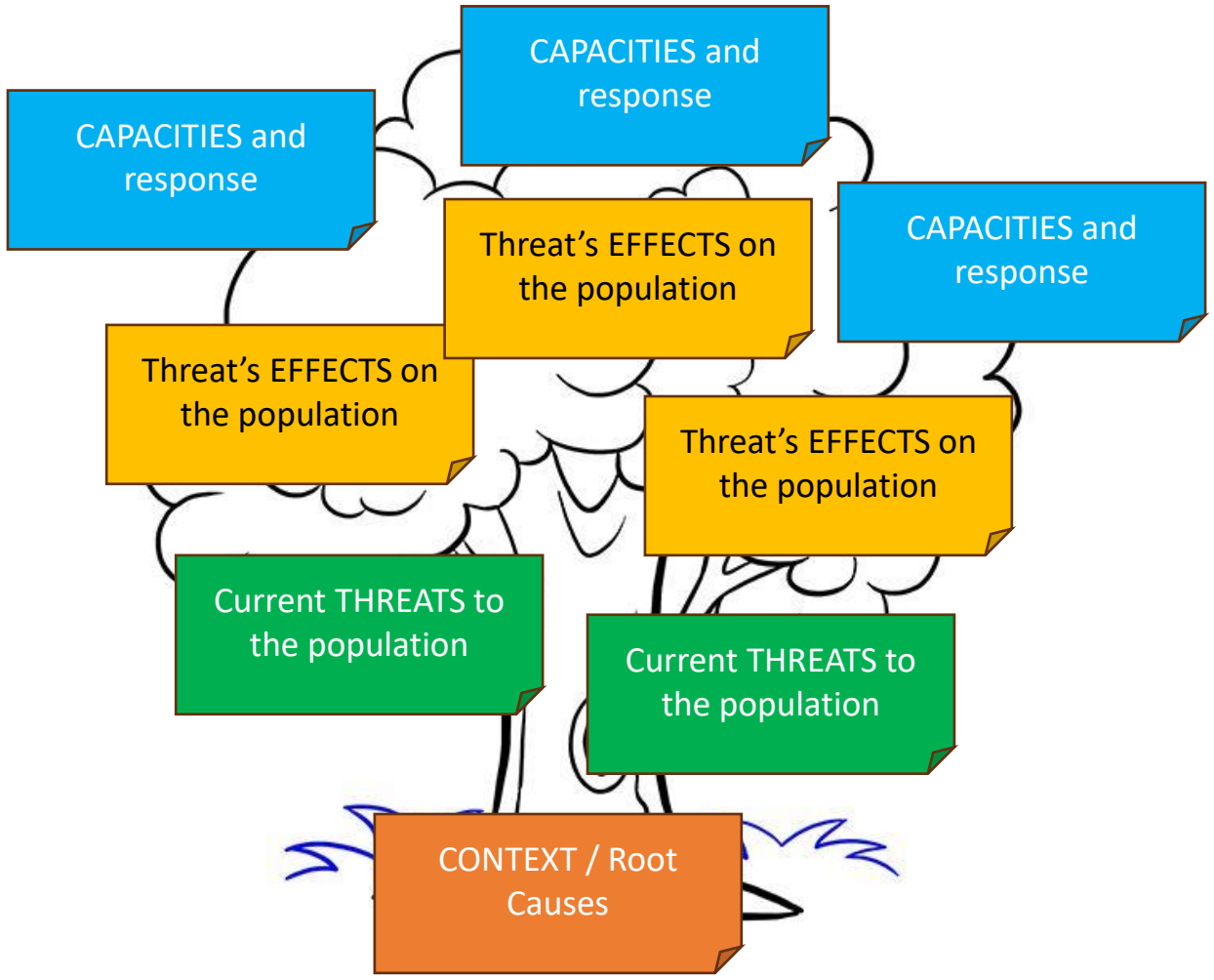
# THE PROTECTION RISK MONITORING SYSTEM – PROTECTION ANALYTICAL FRAMEWORK



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# THE PROTECTION RISK MONITORING SYSTEM – PRMS INFORMATION FRAMEWORK (EXAMPLE)

| EVENT<br>Is a protection violation occurring? | PREVALENCE<br>How much of it is occurring / Percentage of people affected | CAUSE<br>What/Who are the drivers of the event? | AFFECTED POPULATION<br>Are specific people targeted? | COPING STRATEGIES / EFFECT ON POPULATION | CAPACITIES |
|---|---|---|---|---|---|
| In the last month, have people in your community experienced impediments or restrictions to freedom of movement? | No, Few, Some, Many, Most (Link to JIAF 2.0 severity scales for Protection) | State armed actors, non-state armed actors, Inter-communal armed actors…. | Most or all community members, women in particular, children in particular, elderly in particular IDPs, Returnees… | Lack of access to livelihood opportunities, Lack of access to life-saving services, GBV including Intimate Partner Violence, Lack of access to education, Lack of family unity, Raising crime, Other insecurities, Child Labour, Early forced marriage, Psychological distress | Mostly qualitative, for example in FGD, capacity of the community to respond to their Challenges |

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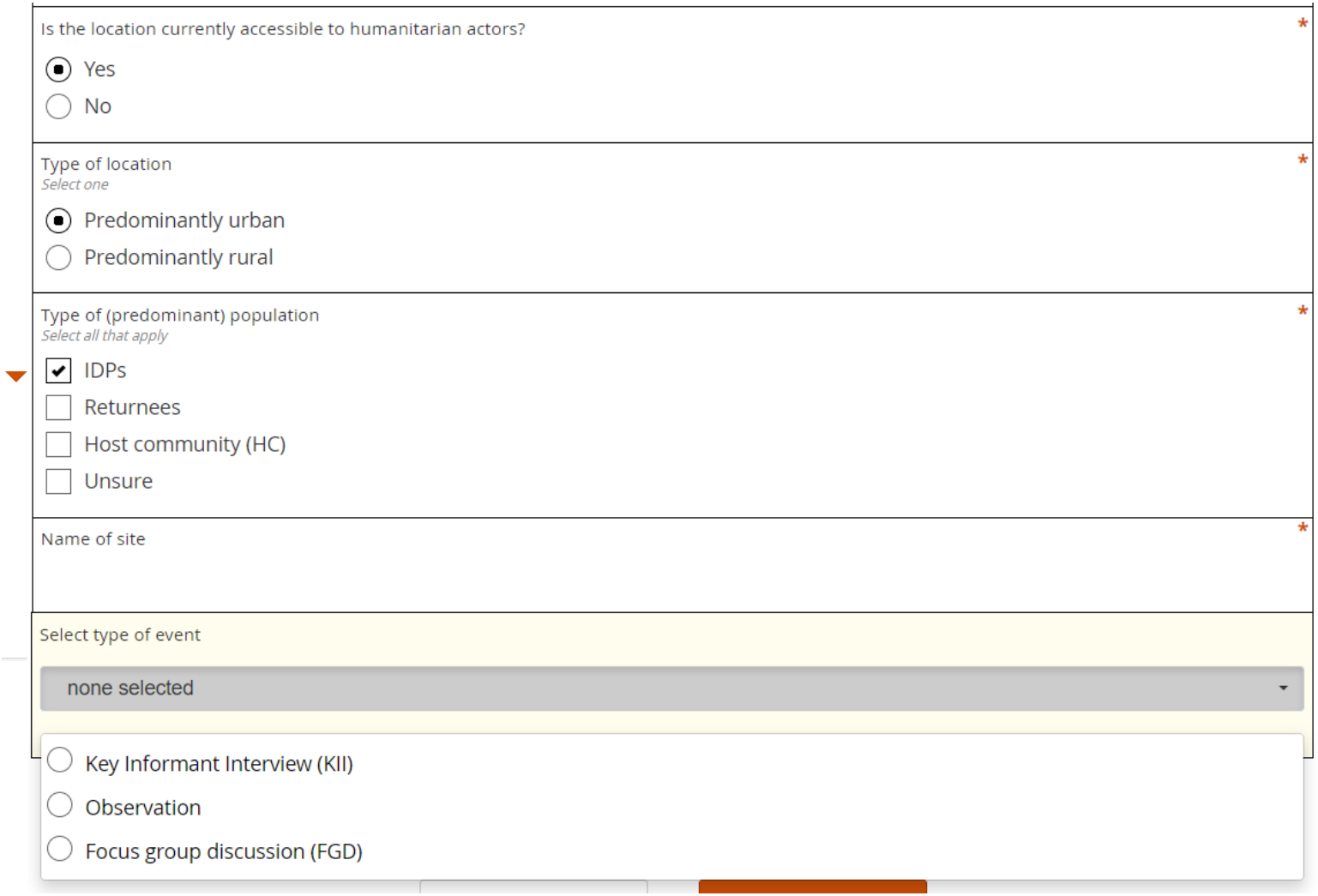
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS – COMMON DATA POINTS

For users using a **direct link** (not ODK) **through, for example, a laptop computer** the link is:
https://enketo.unhcr.org/x/0OwwE51l
In case the system asks for credentials, please use:
Username: ssd_pms_dataentry
Password: SouthSudanPRMS2025!

For users using tablets or mobile phones use ODK Collect (ODK detailed instructions)
URL https://kobocat.unhcr.org
Username: ssd_pms_dataentry
Password: SouthSudanPRMS2025!

For users already connected to the 2022-2024 PMS or the 2024 PRMS pilot and need to switch to the 2025 PRMS– see the next slide

- For ease of usage, all three tools are set as modules of a single form.
- After entering the basic enumerator and location data, the user selects which tool (approach) to use.



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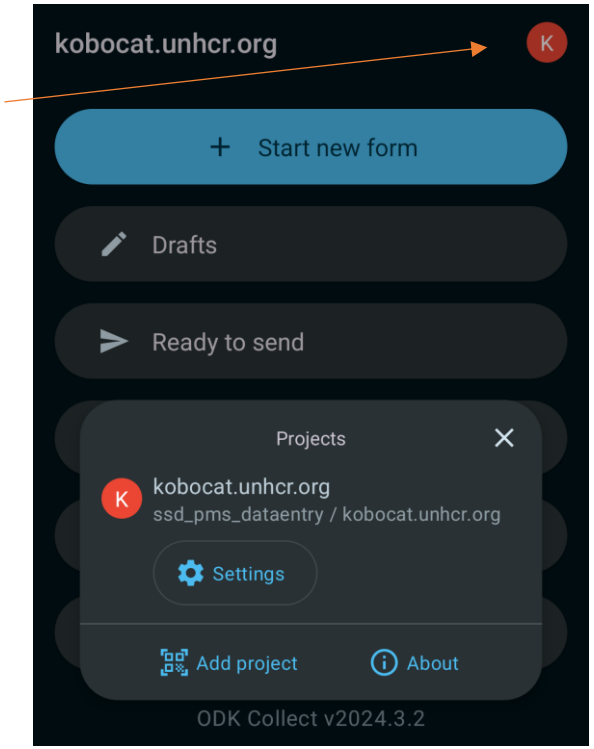
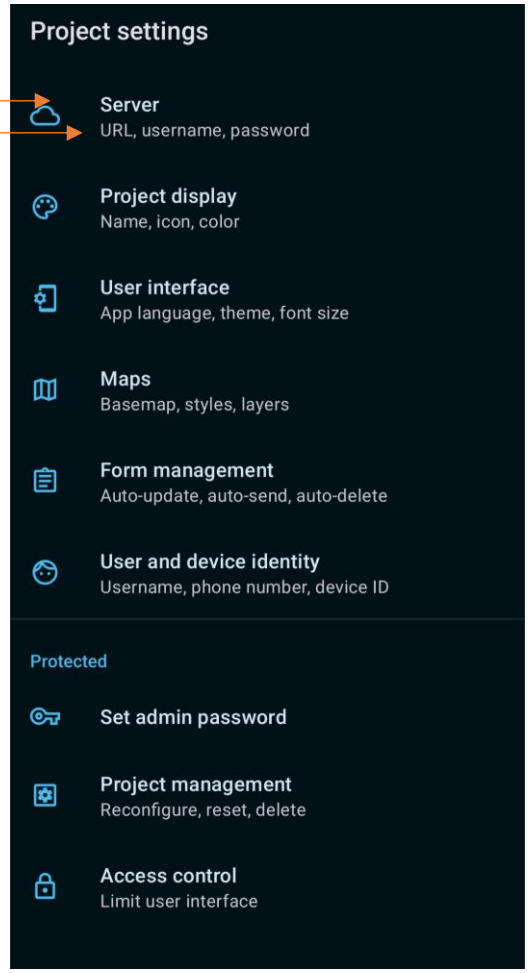
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

Instructions for users already connected to the 2022-2024 PMS or the 2024 PRMS pilot and need to switch to the 2025 PRMS – RE-REGISTERING ODK FOR NEW PASSWORD

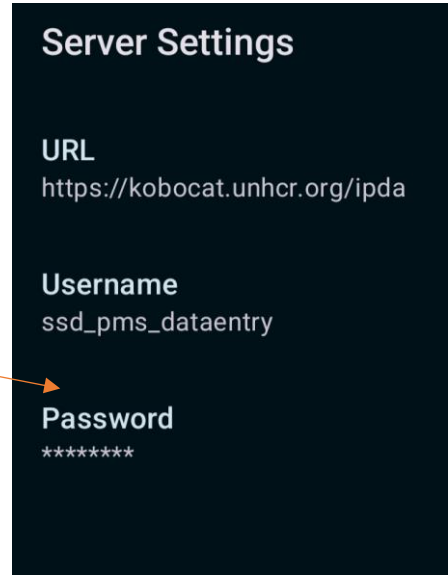
1 - Click on the user icon in the top right and go to SETTINGS




2 - Go to server settings




3 - Change the password to the new password: SouthSudanPRMS2025!

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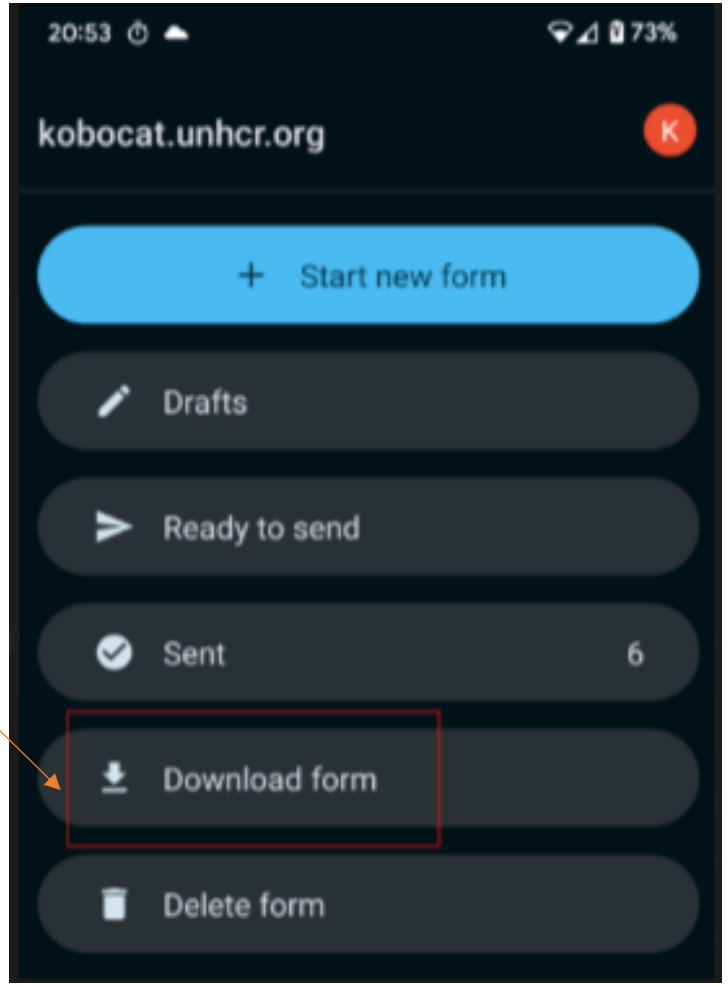
Instructions for users already connected to the 2022-2024 PMS or the 2024 PRMS pilot and need to switch to the 2025 PRMS – DOWNLOAD FORM

In ODK/Kobo Collect, in order to get the latest version of the form, the user needs to go to

DOWNLOAD FORM

And then select the "PRMS tools" form and download it.

After that, the users can resume collecting data by clicking on Start New Form.



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# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

**Key Informants**

- ❑ Local Traditional Authorities (Chiefs)
- ❑ Local Governmental Authorities
- ❑ Leaders of vulnerable or at-risk groups (women groups, youth groups, groups of people who self-identify as Persons with Disability)
- ❑ Religious Leaders
- ❑ Medical Staff (Doctors, Nurses, Midwives)
- ❑ Non-medical Healers
- ❑ Teachers or School Administrators
- ❑ Community Elders
- ❑ NNGO/Humanitarian/Community-Based Organizations experts
- ❑ Other relevant informants

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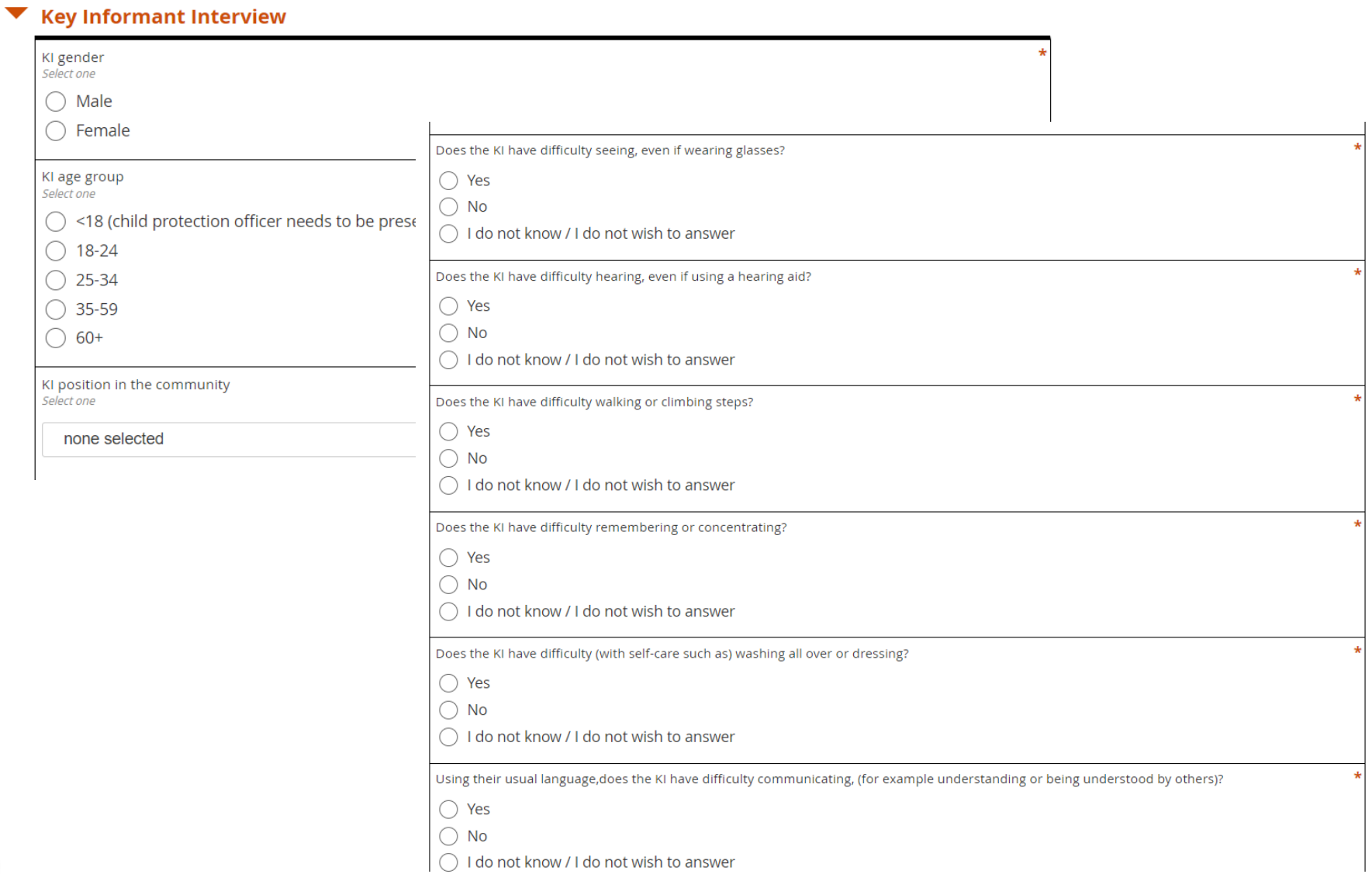
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

- Please insert meta-data regarding the key informant
- Please note, in case of interviewing a child, a Child Protection Officer needs to be present
- Proceed with the Washington Group set of questions to the KI (more on the WG set of questions HERE)



Key Informant Interview

KI gender *
*Select one*
- Male
- Female

KI age group
*Select one*
- <18 (child protection officer needs to be prese
- 18-24
- 25-34
- 35-59
- 60+

KI position in the community
*Select one*
none selected

Does the KI have difficulty seeing, even if wearing glasses? *
- Yes
- No
- I do not know / I do not wish to answer

Does the KI have difficulty hearing, even if using a hearing aid? *
- Yes
- No
- I do not know / I do not wish to answer

Does the KI have difficulty walking or climbing steps? *
- Yes
- No
- I do not know / I do not wish to answer

Does the KI have difficulty remembering or concentrating? *
- Yes
- No
- I do not know / I do not wish to answer

Does the KI have difficulty (with self-care such as) washing all over or dressing? *
- Yes
- No
- I do not know / I do not wish to answer

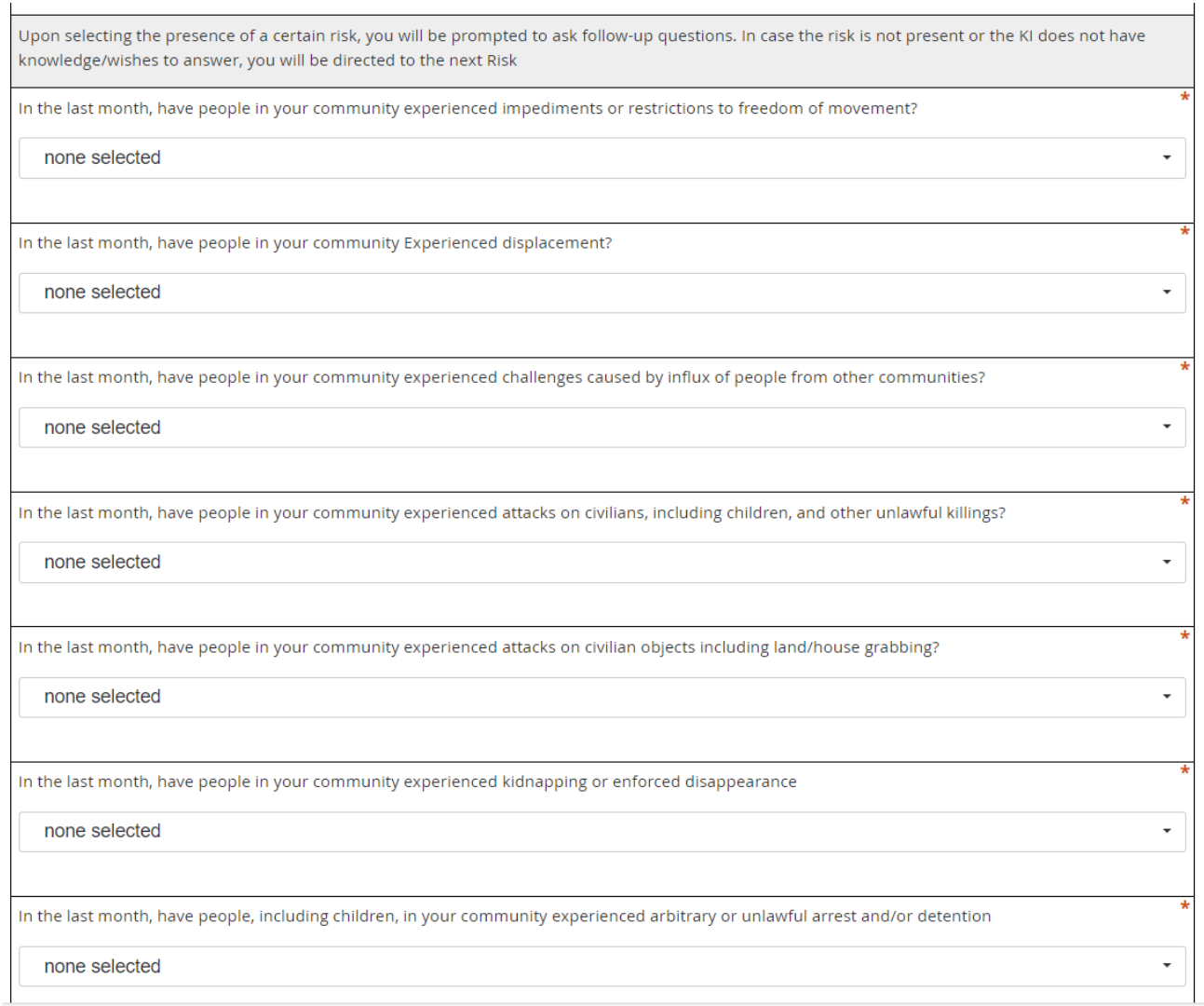
Using their usual language,does the KI have difficulty communicating, (for example understanding or being understood by others)? *
- Yes
- No
- I do not know / I do not wish to answer

Protection Cluster
South Sudan

# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

- Upon selecting the presence of a certain risk, you will be prompted to ask follow-up questions. In case the risk is not present, or the KI does not know/wishes to answer, you will be directed to the next Risk
- In case the risk is not present, it is mandatory to select No, as the no-risk present is also useful information.

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# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

- Upon selecting the presence of a certain risk, you will be prompted to ask follow-up questions. In case the risk is not present, or the KI does not know/wishes to answer, you will be directed to the next Risk
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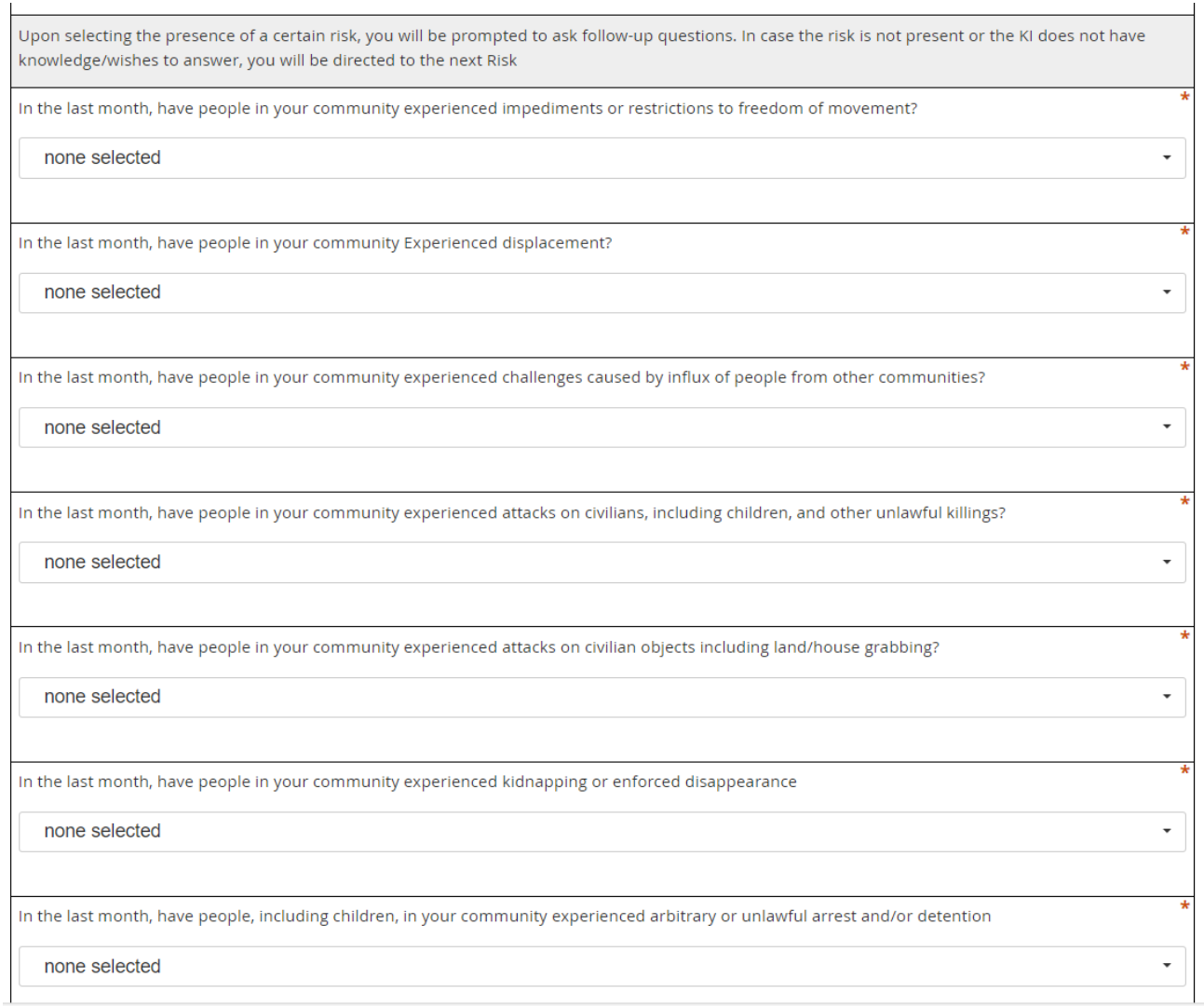


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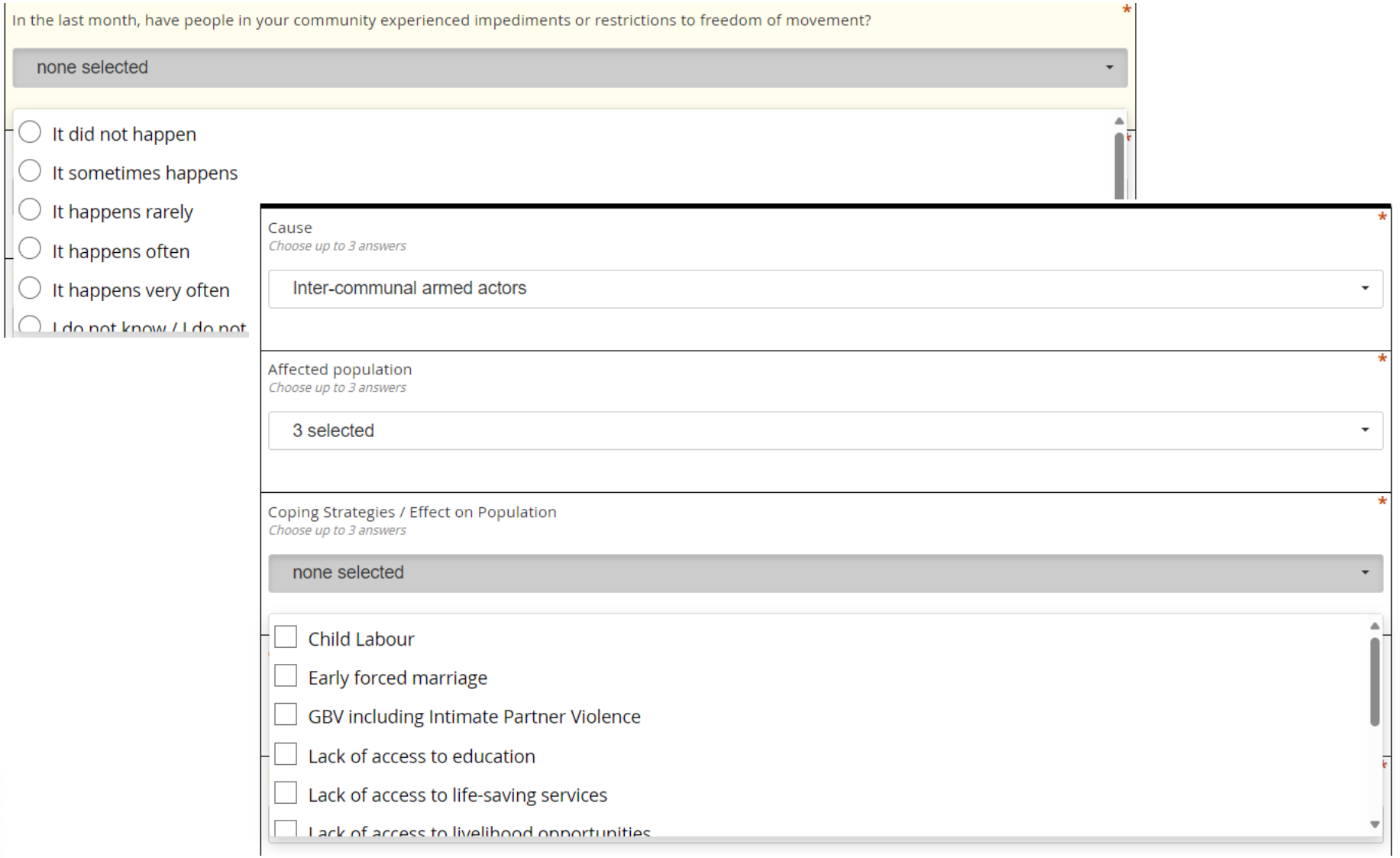
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

- For each of the Protection Risks listed, we first need to establish the scale of the occurrence among the assessed population.
- If a certain scale of occurrence is identified, the system allows us to choose (up to three) causes of the occurrences, the most affected population groups and sub-groups, and up to three most recognized coping strategies and/or effects on the population for the chosen Protection Risk

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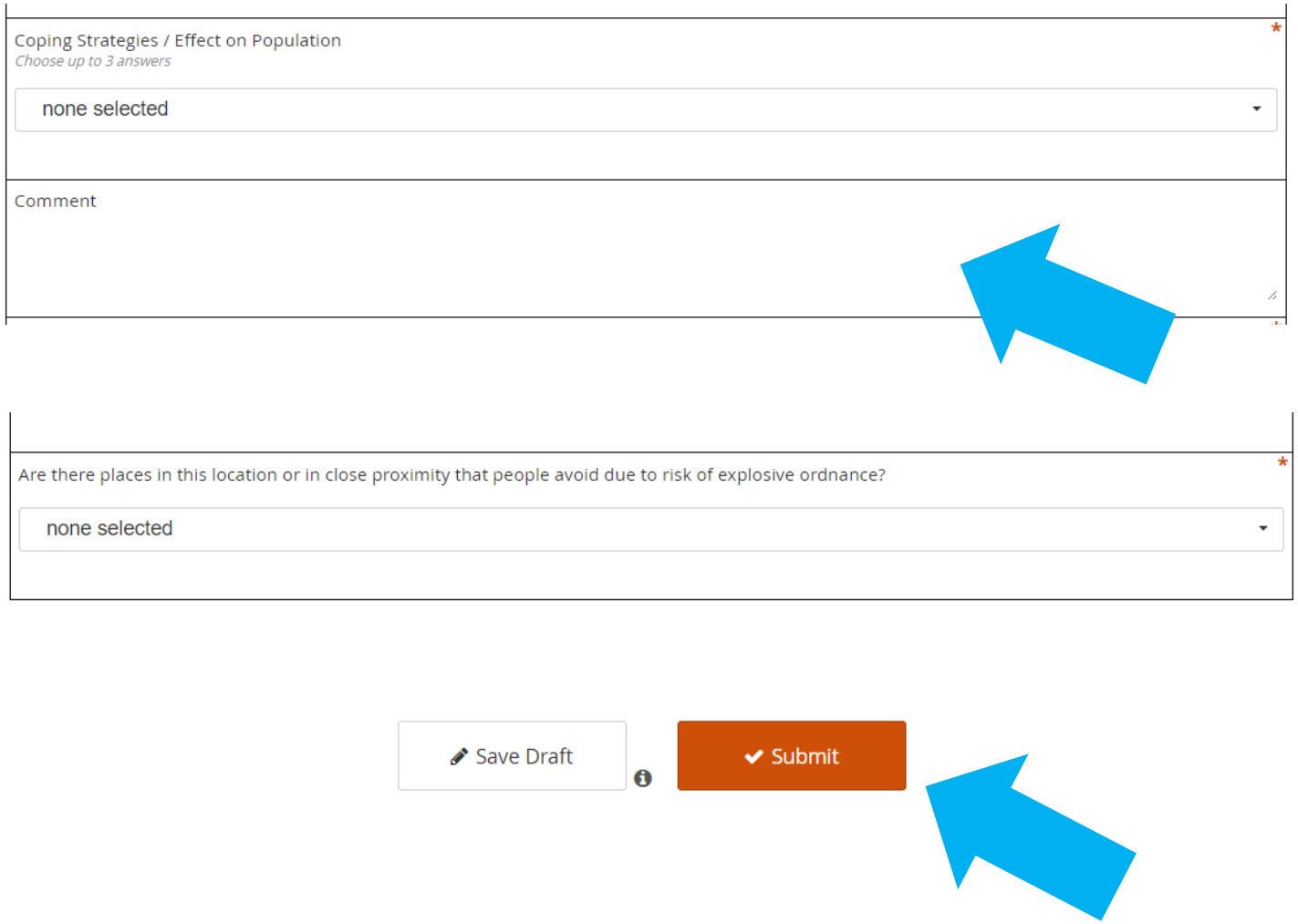
## KEY INFORMANT INTERVIEW

- While not mandatory, in case you want to submit a comment to the Risk, use the appropriate box.
- Once the interview has finished, and we have collected information for all 15 Protection Risk, we hit the 'Submit' button to finalize the questionnaire.
- In case you do not have immediate access to the internet, the system will send the data on the first occasion you connect.



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# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD

**When to use the Observation Tool?**

- ❑ During regular site visits
- ❑ During rapid needs assessments
- ❑ During emergencies
- ❑ During the delivery of mobile protection services
- ❑ While conducting other targeted assessments in CCCM-managed sites
- ❑ When 'discovering' a new IDP or Returnee site, etc.

**Benefits of the Observation method?**

- ❑ Enables data and information collection without direct engagement with communities that might be currently under shock.
- ❑ Enables qualitative and quantitative data collection which in turn facilitates structured reporting.
- ❑ Enables meaningful engagement while keeping records (that can be revised before the submission).

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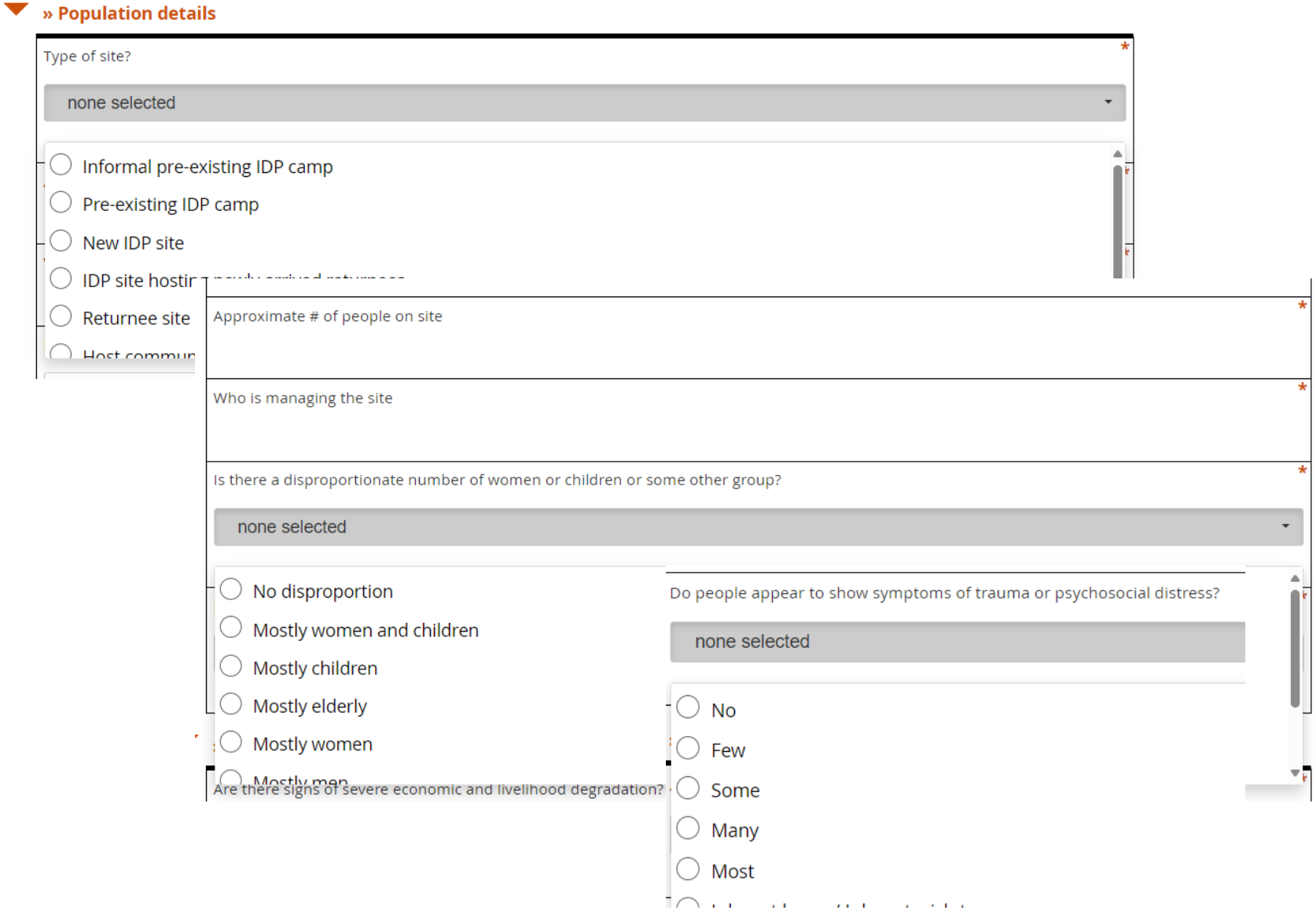
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – POPULATION DETAILS

- Please select the type of site you are observing.
- Please enter the approximate number of people at the site.
- If there is a site management structure, please note who is managing or if the site is self-managed by the community.
- It is indicative of several risks whether there is a disproportionate number of women and children at the site, please take note of that.
- Try to observe the presence of trauma or PSS distress among the population.

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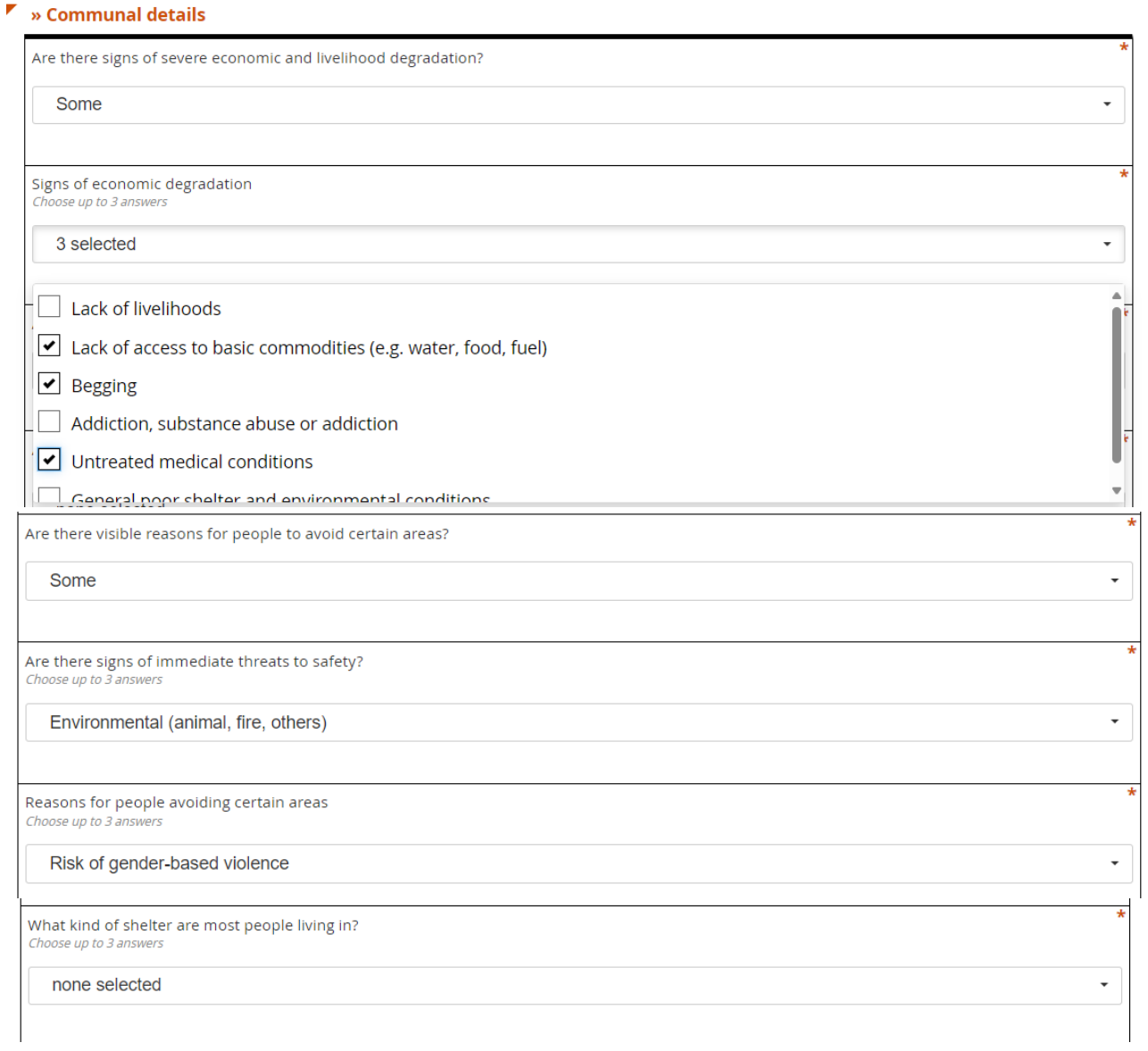
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – COMMUNAL DETAILS

- Please inform on the scale of economic degradation and select observed signs (up to three).
- Avoidance of certain areas, fear of protection risks in certain areas and their scale, is the next communal observation needed.
- Useful information in assessing communal issues is the assessment of the most predominant shelter types.

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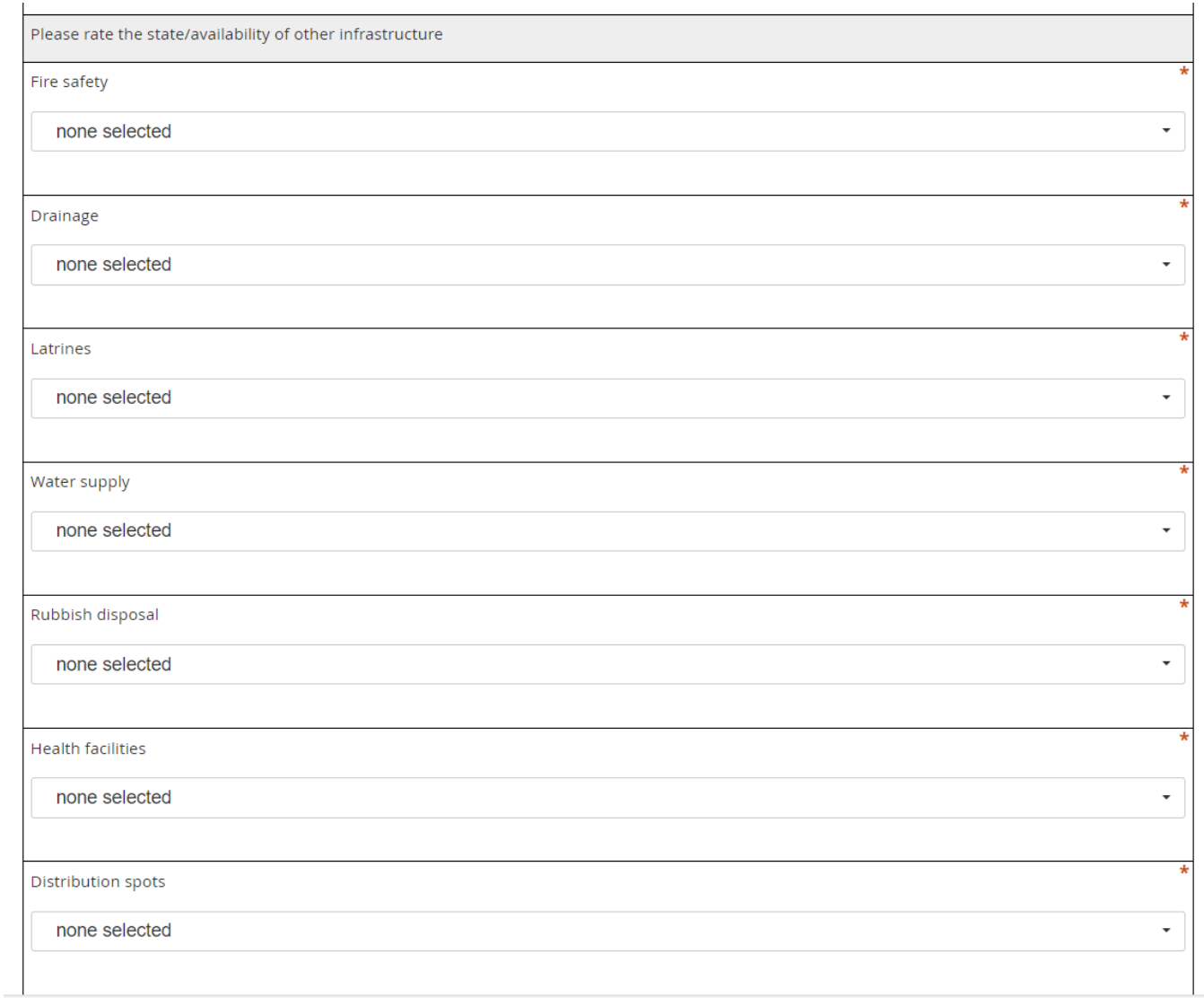
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – COMMUNAL DETAILS

- Please rate the state or availability of other relevant infrastructure at the site. These include:
  - Fire safety
  - Drainage
  - Latrines
  - Water supply
  - Rubbish disposal
  - Health facilities
  - Distribution points, etc

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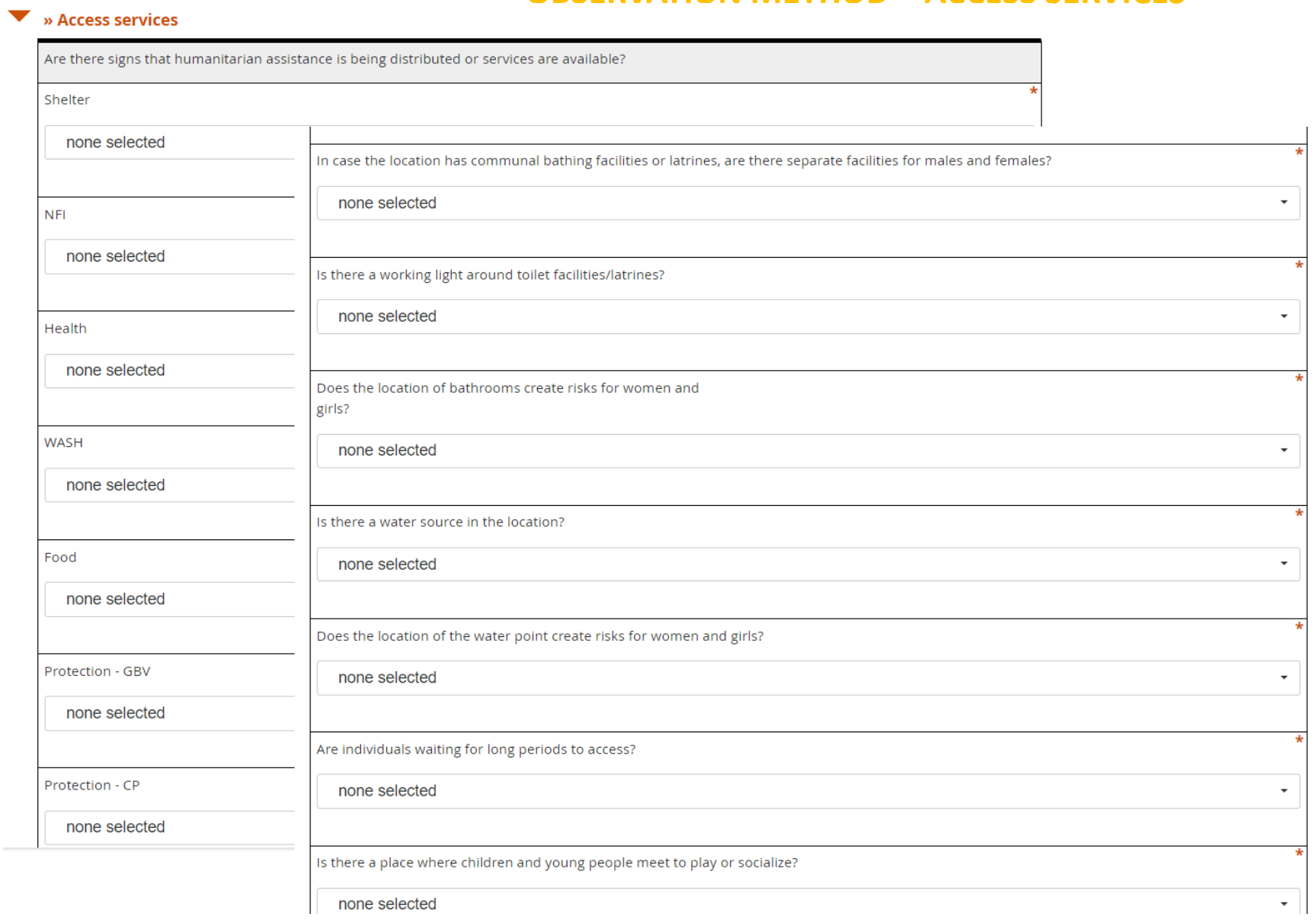
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – ACCESS SERVICES

- Please note if there are signs that humanitarian assistance is being distributed or services are available. Those include:
  - Shelter
  - NFIs
  - Health
  - WASH
  - Food
  - Protection (MA, GP, CP, HLP, GBV)
  - Bathing facilities
  - Lighting, etc.

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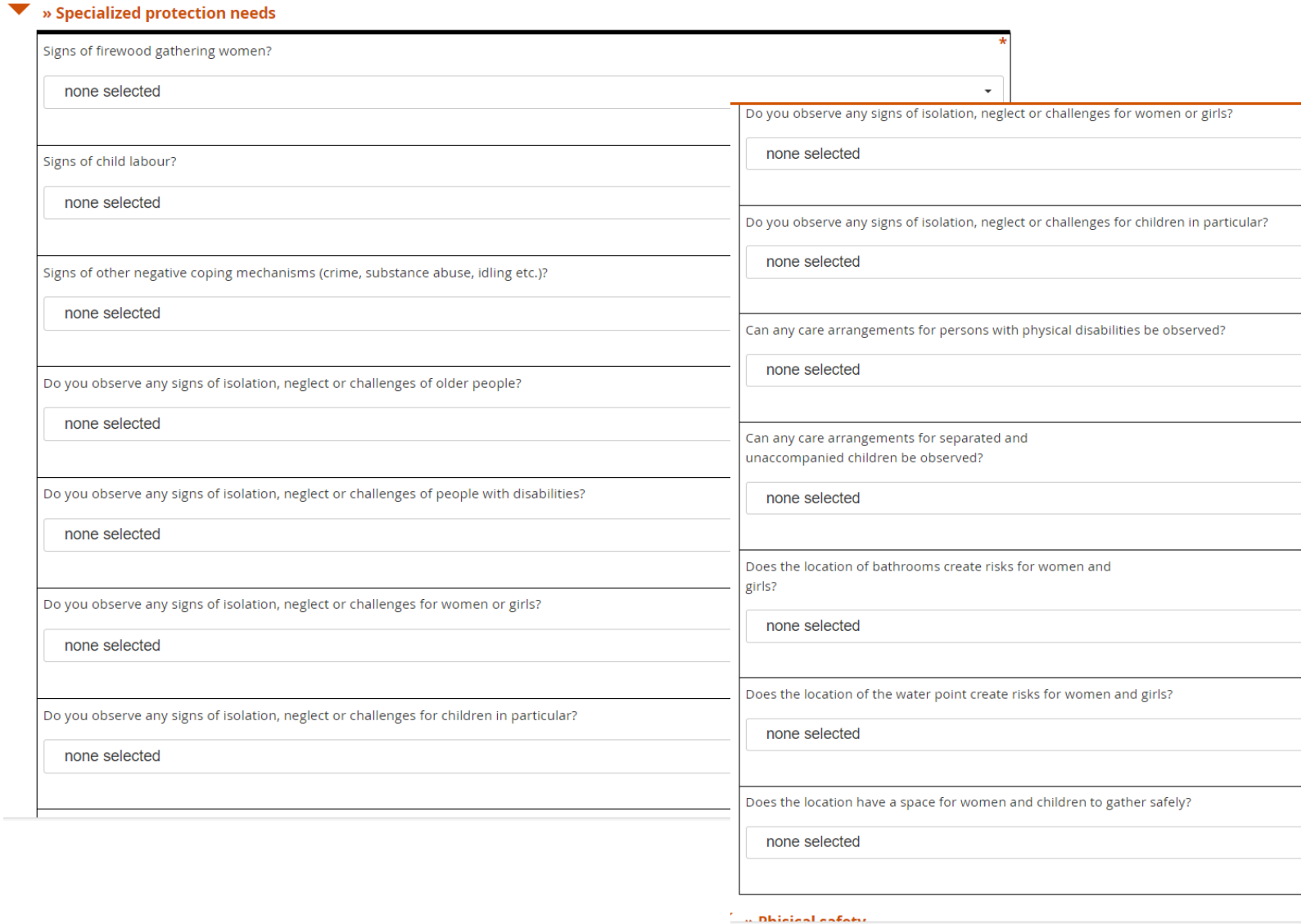
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – SPECIALISED PROTECTION NEEDS

- Please note if there are any specialized protection needs. Those include:
  - Firewood gathering by women
  - Child labour
  - Isolation and neglect
  - Care arrangements for Persons with Disabilities
  - Water point safety, etc.



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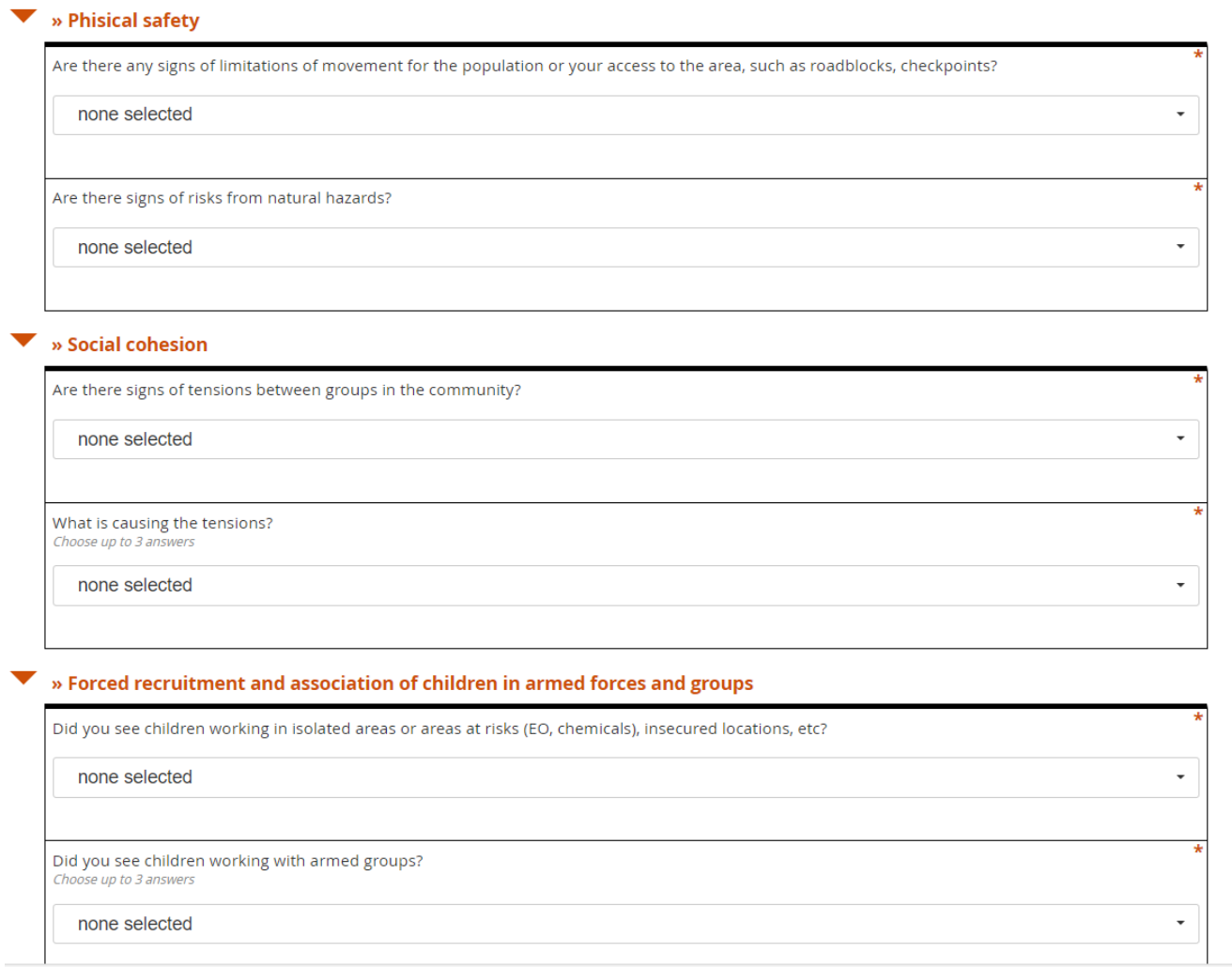
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## OBSERVATION METHOD – PHYSICAL SAFETY, SOCIAL COHESION, FORCED/CHILD RECRUITMENT

- Please note if there are any signs implying physical safety risks.
- Please note if there are any signs of threats to social cohesion.
- Please note if there are signs of forced or child recruitment.

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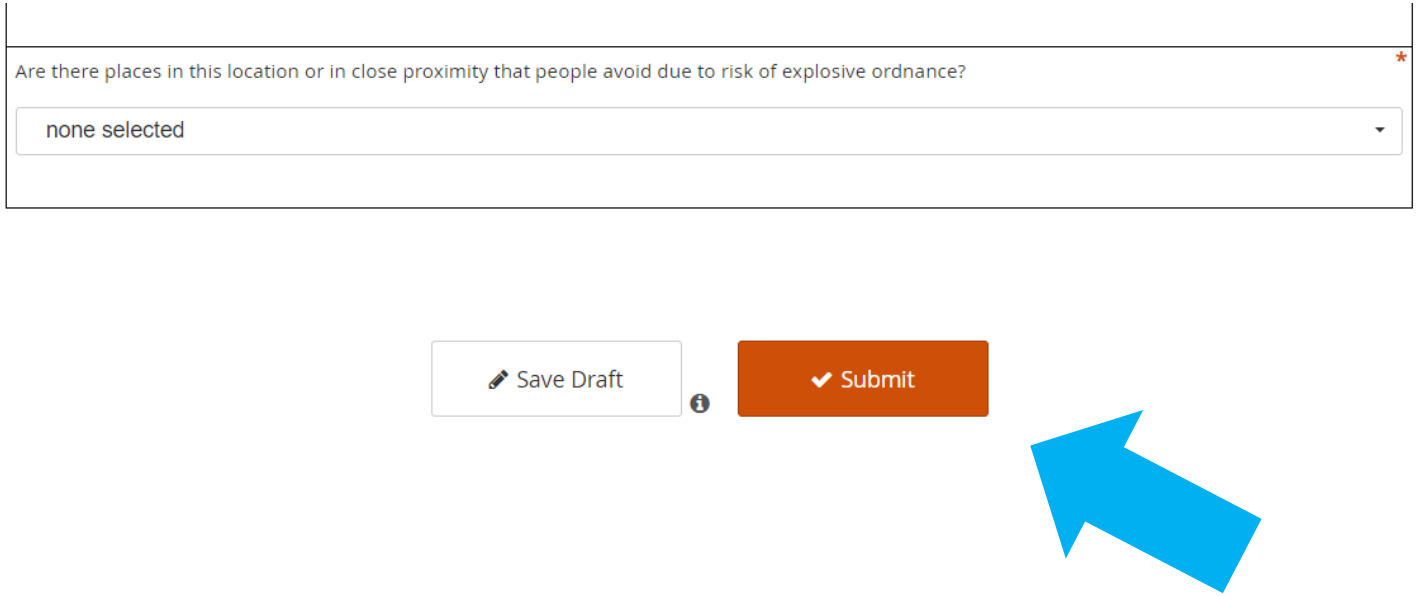
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## KEY INFORMANT INTERVIEW

- Once the observation has finished, and we have collected information, we hit the ‘Submit’ button to finalize the questionnaire.
- In case you do not have immediate access to the internet, the system will send the data on the first occasion you connect.



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# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## FOCUS GROUP DISCUSSION

Focus Group Discussions (FGDs) are semi-structured group discussions that produce information about the community.

The strength of an FGD is the forum it creates for discussion between participants, thus giving rise to new ideas and explanations, that would not have come up during a KII, Observation, or household interview.

FGDs are commonly conducted with age-gender-diversity disaggregated groups or groups identifying over population types such as IDPs, Returnees, and Host Communities. They must be performed in places that communities consider safe.

Sensitive topics may often arise during FGDs, which otherwise would not be openly talked about. The fact that focus group participants share such information places a great responsibility on the facilitator. The responsibility of protecting the informants is much more important than getting information. **If a topic is judged too sensitive and could create problems with the community upon sharing it openly, it should be avoided; even if this means less data.**

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# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## FOCUS GROUP DISCUSSION

- Select the Protection Risk(s) that is going to be the overall topic of the discussion (refer to the Risk descriptions and guidance if in doubt to match concrete topic with Risk(s)).
- Fill meta-data on participant details.

### Focus group discussion (FGD)

Select risks that are discussed *

none selected

### » Participants, details

Environment where the population lives *

- [ ] Urban
- [ ] Rural
- [ ] Site
- [ ] Other

Sex *

- [ ] Male
- [ ] Female

Age *

- [ ] 0-4
- [ ] 5-11
- [ ] 12-14
- [ ] 15-17
- [ ] 18-24
- [ ] 25-59
- [ ] 60+

Diversity *

- [ ] Not affected
- [ ] Persons with dissabilities
- [ ] Minorities and indigenous groups
- [ ] Unknown
- [ ] Other

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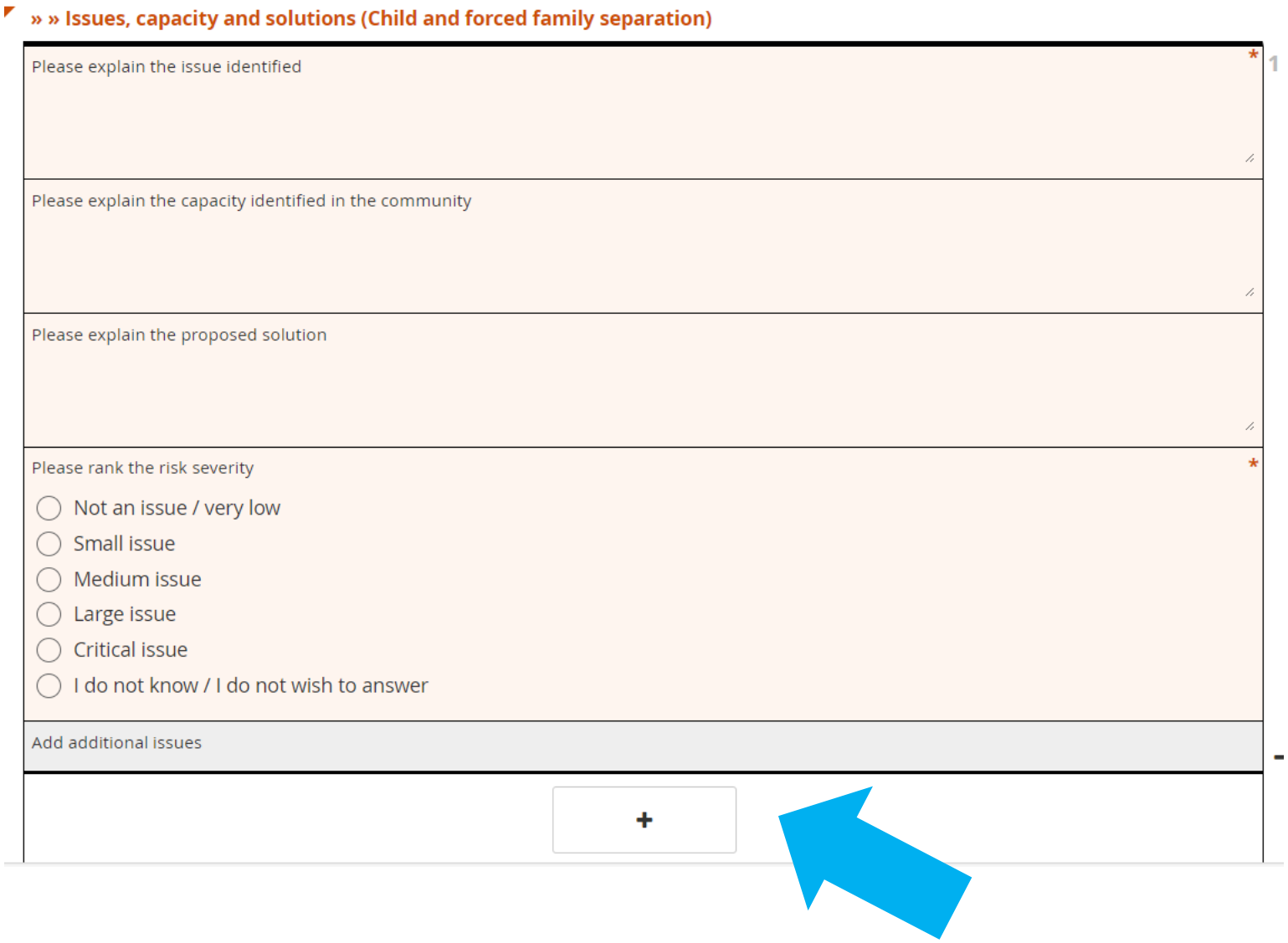
South Sudan

# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## FOCUS GROUP DISCUSSION

- Upon the selection of the overarching Protection Risk, please explain the issue identified by the group and describe.
- Please explain the capacity of the group/community to address the issue.
- Please explain the proposed solution.
- Please attempt to quantify the level of importance of the issue to the community.
- The system allows for unlimited addition of issues to overarching risks by way of adding modules by clicking +.
- Please consider that is recommended to take notes and compile the tool after the FGD to ensure the adding of issues to relevant risks.

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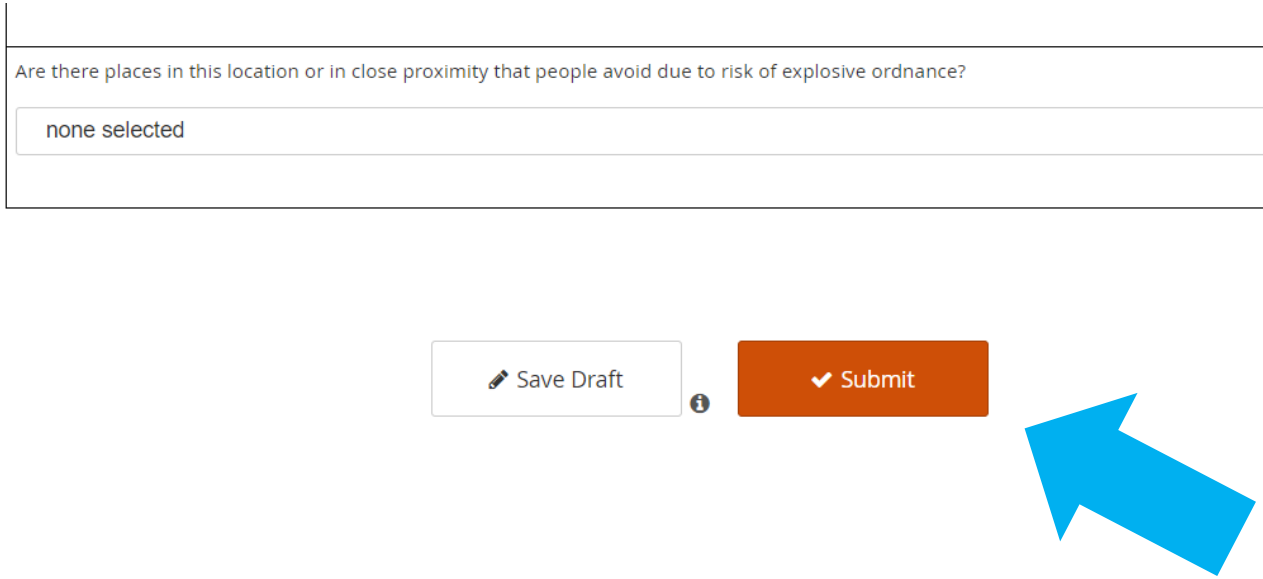
# KEY INFORMANT INTERVIEW, OBSERVATION, AND FOCUSED GROUP DISCUSSION TOOLS

## FOCUS GROUP DISCUSSION

- Once the FGD has finished, and we have collected information, we hit the 'Submit' button to finalize the questionnaire.
- In case you do not have immediate access to the internet, the system will send the data on the first occasion you connect.

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# AREA OF RESPONSIBILITY EXPERT TOOL(S)

## BACKGROUND

Following the successful implementation of the Protection Monitoring System in South Sudan in 2022 and concurrent global efforts by the GPC and AoRs to streamline the Protection Analytical Framework across all aspects of cluster work — including risk assessment, needs assessment, advocacy, programming, coordination, and overall harmonization — the Protection Cluster and AoRs in South Sudan initiated a transformation process in January 2024 through its PROMO working group. This transformation process is undertaken in close collaboration with the GPC and global AoRs, and supported by UNHCR/ECHO, DRC, and USAID (MELS).

An essential part of the transformation agenda is the upgrade, development, and implementation of qualitative and quantitative data through systems that are specially designed to collect data through Key Informant Interviews (KII), Focus Group Discussions (FGD), Observation Methods, Area-based sub-national coordination mechanism Risk Assessment, and **AoR-specific Quarterly Expert Reports (QER)**. These tools' findings are all aligned with the 15 Protection Risks and serve as data points for Risk Assessments across the country, while the QERs also serve as data sources for the Humanitarian Needs Assessment analytical framework as set by the GPC and AoRs.

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## AREA OF RESPONSIBILITY EXPERT TOOL(S)

### CP AoR

The tool is accessible following the link: https://enketo.unhcr.org/x/6BYtZkyI

It is designed to collect quantitative and qualitative data in a uniform way (close-ended questions and max 600 characters comments section)

It will serve for PRMS Risk assessment, for HNO indicator assessment for PiN and as a quarterly report for CP AoR in South Sudan.

It is meant to be filled by sub-national CP AoR focal points or other HLP stakeholders on the ground that champions CP in specific counties (county-level focal points where applicable) every quarter (by the last day of the quarter).

Initially, the focal point needs to select the organization and county as well as insert a valid e-mail (the filled form will be sent in PDF format so next time the enumerator fills the form he/she can review changes)

The structure is purposely intended to capture HLP-relevant risks in each county. It asks if a given occurrence has happened/what the scale is, which population might be most affected, and it asks for a brief description of occurrence in that county in the three months. Some questions allow for multiple answers.

The tool is accessible following the link: https://enketo.unhcr.org/x/pKIdNCnu

It is designed to collect quantitative and qualitative data in a uniform way (close-ended questions and max 600 characters comments section)

It will serve for PRMS Risk assessment, for HNO indicator assessment for PiN and as a quarterly report for HLP in South Sudan.

It is meant to be filled by sub-national GBV focal points or other GBV stakeholders on the ground that champion GBV in specific counties (county-level focal points where applicable) every quarter (by the last day of the quarter). Initially, the focal point needs to select the organization and county as well as insert a valid e-mail (the filled form will be sent in PDF format so next time the enumerator fills the form he/she can review changes)

The structure is purposely intended to capture HLP-relevant risks in each county. It asks if a given occurrence has happened/what the scale is, which population might be most affected, and it asks for a brief description of occurrence in that county in the three months. Some questions allow for multiple answers.

# AREA OF RESPONSIBILITY EXPERT TOOL(S)

## HLP AoR

The tool is accessible following the link: https://enketo.unhcr.org/x/6BYtZkyI

It is designed to collect quantitative and qualitative data in a uniform way (close-ended questions and max 600 characters comments section)

It will serve for PRMS Risk assessment, for HNO indicator assessment for PiN and as a quarterly report for HLP in South Sudan.

It is meant to be filled by sub-national HLP focal points or other HLP stakeholders on the ground that champions HLP in specific counties (county-level focal points where applicable) every quarter (by the last day of the quarter).

Initially, the focal point needs to select the organization and county as well as insert a valid e-mail (filled form will be sent in PDF format so next time the enumerator fills the form he/she can review changes)

The structure is purposely intended to capture HLP-relevant risks in each county. It asks if a given occurrence has happened/what the scale is, which population might be most affected, and it asks for a brief description of occurrence in that county in the three months. Some questions allow for multiple answers.

Protection Cluster
South Sudan

# HOUSEHOLD LEVEL PROTECTION ASSESSMENT

## BACKGROUND

In 2023, the Protection Cluster in South Sudan, with the support of the Global Protection Cluster (GPC) and IOM DTM, contributed to the finalization of the ISNA assessment tool deployed in the country to, among other things, serve as household-level assessment for the upcoming HNRP process. In doing so, the PC and AoRs ensured that the submitted questions were:

- ❑ Relevant to Assessment of Protection Risks
- ❑ Relevant to HNO analytical indicators across all three pillars
- ❑ Relevant to household-level assessment as a data-gathering tool respecting PIM principles
- ❑ Spread across the entire questionnaire (irrelevant to blocks) to ensure better flow.

| Inter-sectorial Needs Assessment Questions HH-level | Inter-sectorial Needs Assessment Answers HH-level | |
|---|---|---|
| (for HH reporting shelter damage) Was the shelter damage the result of any of the following? (select multiple) | Damaged by...<br>1) Chemical or industrial contamination<br>2) Natural climate event such as flooding, landslides, storms<br>3) Earthquake, volcanic eruption or other non-climate natural event<br>4) Explosive ordinance (e.g. mines or ammunitions)<br>5) Shooting, bombing or shelling<br>6) Occupation of the shelter by other groups or individuals<br>7) General upkeep over time/ no specific cause<br>8) Other | |
| (for HH reporting shelter damage) Was the shelter damage the result of any of the following? (select multiple) | Damaged by...<br>1) Chemical or industrial contamination<br>2) Natural climate event such as flooding, landslides, storms<br>3) Earthquake, volcanic eruption or other non-climate natural event<br>4) Explosive ordinance (e.g. mines or ammunitions)<br>5) Shooting, bombing or shelling<br>6) Occupation of the shelter by other groups or individuals<br>7) General upkeep over time/ no specific cause<br>8) Other | |
| In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?In the past 30 days, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?<br><br>AND<br><br>In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to travel freely to another area? | What ownership or tenure does your household have for where you live now? | Ownership with formal written documentation<br>Ownership without official documentation<br>Rental arrangement with contract<br>Rental arrangement without contract<br>Hosted by family, friends, institutions, etc. without rent<br>Other (specify) |
| In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?In the past 30 days, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?<br><br>AND<br><br>In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to travel freely to another area? | What ownership or tenure does your household have for agricultural land or other property use for livelihoods? | Ownership with formal written documentation<br>Ownership without official documentation<br>Rental arrangement with contract<br>Rental arrangement without contract<br>No arrangement<br>Use of public land<br>Other (specify)<br>Livelihood does not require access to land or property |
| In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?In the past 30 days, has anyone in your household experienced any safety or security restrictions in their ability to move freely in your area?<br><br>AND<br><br>In the past 3 months, has anyone in your household experienced any safety or security restrictions in their ability to travel freely to another area? | Does your household currently have any of the following problems related to housing, land and property? | 1. Disputed ownership<br>2. Property unlawfully occupied by others (secondary occupation)<br>3. Disputes about rent (including payment) between landlord and tenant<br>4. Lack or loss of housing land tenancy or ownership documents<br>5. Looting of private property<br>6. Threat or fear of eviction/harassment by landlord or others |
| 1) In the last 3 months, has anyone in your HH tried to access civil documentation ?<br><br>AND<br><br>2) Did HH members experience any challenges in accessing civil documentation? | Is your household hosting any children that have been separated from their parents or other typical adult caregivers within your household now?<br><br>AND/OR<br><br>Are there any children who usually live with this household who have been separated from the household because of displacement, conflict or other forced separation? | Yes/No/DNK/PNTA |
| | Include in individual roster for all members: "What is the civil status of this member?" | Single<br>Engaged<br>Married (with or without certificate)<br>Divorced<br>Widowed<br>No Response<br>Don't Know |
| 1) In the last 3 months, has anyone in your HH been tried to access a dispute resolution mechanism?<br><br>AND<br><br>2) Did HH members experience any challenges in accessing dispute resolution mechanisms? | In the past 3 months has your household experienced barriers in accessing any of the following [insert list]? | Protection cluster to establish "critical asssistance for children" |
| | Are you aware of any mechanism to provide feedback and make complaints regarding humanitarian assistance or aid workers | Yes/No/DNK/PNTA |
| | In the last 3 months, have HH members in need been denied or experienced unequal treatment in accessing humanitarian services? | Yes/No/DNK/PNTA |
| | In the last three months month, has any member of your household experienced barriers to accessing information on humanitarian assistance? | Yes/No/DNK/PNTA |

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# SUB-NATIONAL PROTECTION RISK ASSESSMENT

## BACKGROUND

In 2023, the Protection Cluster in South Sudan, with the support of the Global Protection Cluster (GPC), introduced a sub-national Protection Risk assessment as a quarterly process intended to supplement the Protection Monitoring System (PMS) and provide knowledge of the state of the 15 Protection Risks following the Protection Analytical Framework (PAF). Meanwhile, the GPC, in coordination with Areas of Responsibilities (AoR), has finalized an agreement on ways forward and joint understandings of knowledge gathering, and further use of data collected through the sub-national assessments. Below is guidance aligned with the adopted global framework for sub-national risk assessments.

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**Sub-national Protection Cluster and AoR Protection Risk Assessment Group –** consists of state-level PC coordinator and co-coordinator leading the process. It also consists of AoR coordinators and co-coordinators at the state level. It is highly recommended that the team also consist of the representatives of the most prominent protection actors in the field, national NGOs, and representatives of local communities such as women group leaders, youth leaders, people representing persons with disabilities, etc.

**Frequency –** It is recommended that the group convenes quarterly, and it is mandatory to convene twice per year (ahead of major milestones such as the mid-year Protection Analysis Update, or HNRP) to conduct the assessment/re-assessment.

**Decisions –** the risk severity (re)assessment is conducted in person (if applicable) and decisions are made preferably by consent. Otherwise, if consent is not possible for selected points, the sub-national cluster coordinator may ask for further guidance from the national-level cluster who will decide.

**Protection Risk Severity Criteria** – The GPC, in coordination with AoRs and OHCHR, developed a framework for each of the 15 risks, defining variables intended to guide the assessment team in assigning severities related to risks and population groups.

**Protection Risk Severity Output –** The output of the assessment exercise is a comprehensive severity assessment of each county's population type against each of the 15 Protection Risks. The output is consolidated in an MS Excel template whereby severities are marked from 1 (lowest) to 5 (highest). For ease of the flow of the assessment, the group looks at scores submitted in a previous session and adjusts in accordance to new information, developments, or shocks.

**Best Practice Assessment Meeting Flow –** It is recommended as best practice that the assessment is conducted as an integral part of the monthly cluster meeting at the sub-national level and some two hours dedicated to the exercise. It is recommended that the meeting be led by the sub-national coordinator and moderated by a national cluster field support officer. It is recommended that the coordinator ensures the availability of printed handouts on Protection Risk Descriptions and Criteria Severity Descriptions while the assessment table is screened on a TV or projector, thus changes to the severities are visible to all. To manage time and flow, the cluster recommends the team re-evaluate scores submitted on previous occasions instead of starting from the blank template.

## When interviewing

- Always introduce yourself and what the aim of the exercise is
- Always ask if the participant is okay with being interviewed.
- Always explain how the data will be used and managed
- Always explain the timeline and process
- Always explain how to report fraud or misconduct.
- Always ensure the participants are in a safe and confidential environment.
- Do not read out all the possible answers. Give a few examples of possible answers to ensure understanding. Ask follow-up questions to assess the situation IF NECESSARY.
- Do not seek information about specific incidents related to CP or GBV
- It is necessary to answer all the questions to submit the questionnaire.
- If the Participant does not want to answer, do not try and force them, simply move on.
- It is okay if the participant needs a break.
- **NEVER offer something in return for information.**
- **NEVER make a promise that you cannot keep.**
- Always thank the participant for their time and cooperation.

Protection Cluster
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# GLOSSARY

- A **child associated with an armed force or armed group** refers to any person below 18 years of age who is, or who has been, recruited or used by an armed force or armed group in any capacity, including but not limited to children, boys and girls, used as fighters, cooks, porters, spies or for sexual purposes.

- **Unaccompanied children** (also called unaccompanied minors or UAM) are children who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.

- **Separated children** (SC) are those separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.

- The term "**child labour**" is often defined as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that: (1) is mentally, physically, socially or morally dangerous and harmful to children; and/or (2) interferes with their schooling by: depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work.

- **Forced labour** refers to situations in which persons are coerced to work through the use of violence or intimidation, or by more subtle means such as accumulated debt, or retention of identity papers.

- **HLP rights** entitle displaced people to having a safe home, free from the fear of forced eviction, a place that offers safety, and the ability to seek livelihood opportunities.

- **Alternative dispute resolution (ADR)** refers to the different ways people can resolve disputes without a trial. Common ADR processes include mediation, arbitration, and neutral evaluation.

- **Customary law** is a set of customs, practices and beliefs that are accepted as obligatory rules of conduct by indigenous peoples and local communities.

- **Formal justice mechanism** is a system that incorporates civil as well as criminal justice through the formal system of state-based institutions of justice, its procedures and rules including the courts, prosecutors, and the police.

- **IDPs** are Persons or group of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State borders

- **Gender-based Violence** refers to harmful acts directed at an individual based on their gender. Gender-based violence can include sexual, physical, mental, and economic harm. This can take many forms such as intimate partner violence, sexual violence, child marriage, female genital mutilation, and so-called 'honor crimes.

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Protection Cluster
South Sudan

# GLOSSARY

- The 6-item **Washington Group Short Set of Disability Questions (WGQ)** is a set of questions designed to identify people with a disability. The questions assess whether people have difficulty performing basic universal activities such as walking, seeing, hearing, cognition, self-care and communication.

- **Birth certificate** is an official document issued to record a person's birth, including his/her name, place of birth, date of birth and parentage.

- Caregiver is a person with whom the child lives who provides daily care to the child, without necessarily implying legal responsibility. The child's customary caregiver is the child's usual caregiver. This person has a parental role but may or may not be related to the child, and may not be the child's legal guardian. In an emergency context, this would typically mean the child's caregiver prior to the emergency.

- **Child abduction** is the removal or retention of a child in breach of custody rights attributed to a person, an institution or any other body, either jointly or alone, under the law of the State in which the child is habitually resident or was habitually resident immediately before the removal or retention.

- **Discrimination** is any distinction, exclusion, restriction or preference which is based on any ground such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status, and which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise by all persons, on an equal footing, of all rights and freedoms.

- For internally displaced persons, a **durable solution** is achieved when internally displaced persons no longer have any specific assistance and protection needs that are linked to their displacement and can enjoy their human rights without discrimination on account of their displacement.

- **Forced marriage** is a marriage that is entered into without the free and full consent of one or both the intending spouses.

- **Kidnapping** is the crime of seizing and taking away a person by force or fraud, often with a demand for ransom.

- **Protection** consists of all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law (i.e. Human Rights law, International Humanitarian Law, Refugee law).

- **Trafficking in persons** is the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.