2018 Protection Information Management training for protection clusters of Burundi, Mali, Niger, CAR and DRC

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1. Introduction

This report captures the learning outcomes and resulting action points established in the Protection Information Management (PIM) training from 23 – 27 July with funding from ECHO for the protection clusters of Burundi, Mali, Niger, the Central African Republic (CAR) and the Democratic Republic of the Congo (DRC). The 28 participants represented a diverse set of information management (IM) and protection profiles, as well as Protection Cluster and activated sub-clusters (Child Protection, Gender-Based Violence and Housing, Land and Property Rights) across both field and central levels (for list of participants refer to Annex 1 below).

For the purpose of documenting the learning outcomes, the report first presents the feedback by participants at the individual level, and then documents by cluster, the context-specific PIM challenges identified by participants pre-training, followed by a documentation of the plans of actions developed by each cluster during the training, in order to address these challenges by drawing on the learning and exchanges of the PIM training.

2. Rationale and objectives

The 5-day PIM training package has been developed under the global PIM Initiative spearheaded by an inter-agency working group led by UNHCR and DRC since 2015. The PIM Initiative seeks to enhance collaboration for quality data and information on displaced individuals and groups of persons in a safe, reliable, and meaningful way for quality protection outcomes. The PIM Initiative is based on the rationale that a shared understanding of PIM within the humanitarian community will facilitate the targeted use of protection resources, coordinated protection response, and life-saving protection interventions to a degree otherwise not possible.

With an overall view to enhancing PIM in the work of the participating cluster by strengthening PIM core competencies and collaboration, the training was delivered with the specific objectives of:

1. Demonstrating how PIM supports, informs and enables the development of an evidence-informed protection analysis, strategy and response;

2. Developing PIM-knowledge, skills and attitude that facilitate dialogue and collaboration;

3. Developing PIM-knowledge and skills to create a PIM-plan that informs protection analysis, strategy and response.

3. Training content

The training was delivered in French by a trainer team consisting of Corita Tassi (Regional Protection Advisor, Danish Refugee Council, West Africa), Guelnoudji Ndjekounkosse (Senior Protection Officer, UNHCR, DRC), Roberto Colombro (Head of IM Unit, OCHA, ROWCA); Valerie Svobodova (Senior Protection Officer, UNHCR, Niger) with support by Rikke Olsen (PIM Training Officer, Danish Refugee Council, HQ). Protection Cluster Coordinators and co-leads present in the training (Burundi, DRC, Niger) were invited to steer the engagement and lead discussions by their respective clusters in order to draw up action plans for PIM enhancement post-training, during the action planning session on the final training day.

The training programme (see Annex 2) consisted of modules specifically designed to strengthen general PIM competencies[1], and included presentations by each of the five participating protection clusters. A cross-cutting element of the training was a progression of context-tailored modules to the assess information environment of the participating protection clusters. The fifth training day was specifically designed to inform and enable action planning for application of PIM principles, approaches and tools in their respective contexts.

All resources from the training are available here[2]. Further resources and up-to-date information on the PIM initiative is available on www.pim.guide.

4. PIM learning outcomes

In line with the objectives of the PIM training, at the individual level 100% of participants reported in the final evaluation that the training had demonstrated how PIM supports, informs and enables the development of an evidence informed protection analysis, strategy and response. 100% furthermore reported that the training had equipped them with PIM-knowledge, skills and attitudes that facilitate dialogue and collaboration, and 100% that they had developed PIM-knowledge and skills to create a PIM-plan that informs a protection analysis, strategy and response.

Upon training completion, participants were asked to report their top three key take-aways from the training. The following three key-take away's were pointed to by most participants:

1) The PIM Matrix was noted as a key take-away by 61 per cent of training participants. 29 per cent of the training participants included in their personal plans of action, plans to apply the PIM Process and the PIM Matrix in their own work. The following quote, illustrates participants' reflection on the relevance of PIM Matrix:

> "*The PIM Matrix allows the use of a same understanding and a same language by all parties involved in protection.*"

> (participant from the Niger Protection Cluster)

2) The PIM Process was noted as a key take-away by 61 per cent of training participants. As noted above, 29 per cent of the training participants included in their personal plans of action, plans to apply the PIM Process and the PIM Matrix in their own work. An example of a concrete action for application of the PIM Process is:

> "*I will make sure that cluster members understand and use as much as possible the PIM Process and I will question non-suitable practices which do not enable quality protection outcomes.*"

> (participant from the Burundi Protection Cluster)

3) Information Management was noted as a key take-away by 29 per cent of training participants. This number may be linked to the fact, that 64 per cent of training participants were protection specialists, who had not necessarily been exposed theoretically to the discipline of information management prior to the

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[1] See the PIM Core Competencies Framework here: http://pim.guide/wp-content/uploads/2017/01/PIM-Core-Competencies-Framework_v4.pdf

[2] All material from the training is available here:
https://www.dropbox.com/sh/8jcsorfhg6nswak/AADaEMkxURsbmxoNe1cQlB4sa?dl=0

training. 47 per cent of training participants committed in their individual plan to revision of IM and protection tools in own organization to align with the PIM framework (in collaboration with their IM and protection colleagues). Some examples of such concrete actions for application of learning related to information management, include:

"Review with cluster members our work methodology in order to place information at the heart of our activities" (participant from the Niger Protection Cluster)

"The training has helped me understand the work of information managers and the interdependence with protection activities. More specifically, I understand how I can collaborate with information managers, what we can achieve jointly and at which step of the Information Management Cycle."

(participant from the DRC Protection Cluster)

5. PIM challenges and solutions

Prior to the training, all participants were asked to discuss with the wider cluster membership and elaborate on PIM challenges in their context and cluster. On the final day of the training, the participants convened for an action planning session, in order to develop a plan of action for PIM enhancement to tackle the PIM challenges identified, based on the learning and exchanges, which the PIM training had enabled.

The below summaries for each cluster outline both the identified PIM challenges as well as the solutions, which the participants jointly committed to following up on after completion of the training, under the leadership of the respective protection cluster coordinators.

Burundi

The five training participants from Burundi represented both the Protection Cluster and CP and GBV AoRs. Prior to the training, participants discussed with the wider cluster membership and elaborate on PIM challenges in their context and cluster. Key challenges reported were:

Lack of common systems/approaches/tools: Non-harmonization of existing PIM tools and lack of (safe) IM systems is a challenge (the fact that GBVIMs is not rolled out mentioned), amongst others making it difficult to obtain reliable planning figures to base response programmes on.

Capacity gaps: Low level of funding for protection is general challenge. The absence of designated IM support is also a challenge for the Protection Cluster.

Solutions
On the final day of the training, the participants convened for an action planning session led by the Protection Cluster Coordinator. In this session they drew up a plan of action for PIM enhancement to tackle the PIM challenges identified during the training, based on the learning and exchanges, which the PIM training had enabled. The action plan was framed by the present priorities of the Burundi Protection Cluster under the humanitarian programme cycle, included the following action points:

- Follow-up on the training with Protection Cluster members who did not attend the PIM training, to disseminate lessons learnt (by September 2018).
- Seek to harmonize the PIM tools presently in use in the operation, and train partners on the same.
- Continue to "Assess the Information Landscape" by undertaking secondary data reviews (including by using the DEEP tool).
- Draw up Information Sharing Protocol (by October 2018):
- Undertake assessment of in-country information management capacity.

Central African Republic (CAR)

The five training participants CAR represented both the Protection Cluster and CP, GBV and HLP AoRs. Prior to the training, participants discussed with the wider cluster membership and elaborate on PIM challenges in their context and cluster. Key challenges reported were:

No/limited data/info sharing: The main challenge faced at the cluster-level is that of making available to other agencies (through the Population Movements Commission) reliable data on IDPs, including IDPs in host families. Need to strengthen GBVIMS data sharing. Less information related to the HLP AoR is available in a context where few actors are involved.

Humanitarian access: In the volatile security context of CAR, humanitarian access is an issue, and security challenges prevent humanitarian actors from accessing and providing assistance to the displaced. Some areas affected by the conflict, but with no security challenges, are furthermore hard to reach due to distance and terrain (bush, isolated villages).

Data/info gaps: There is a lack of comprehensive, systematic collection and analysis of data on holistic care of survivors of sexual and gender-based violence. Reliability of data is an issue, including disaggregated and up-to-date data on IDPs.

Data safekeeping/PIM sensitivities: The sensitivity of the HLP issues in CAR, makes it challenging to collect, share and use of data on this topic. There is a general problem with data security related due weak network coverage and limited possibilities for use of information technology (with vast areas not covered by telephone network and information technology cannot be used, and data collection is done manually, which makes it difficult to manage safely).

Capacity gaps: Lack of qualified information management support fully dedicated to the sub-clusters. In general, PIM capacity of sub-cluster focal points in the field is low.

Solutions

On the final day of the training, the participants convened for an action planning session. In this session they drew up a plan of action for PIM enhancement to tackle the PIM challenges identified during the training, based on the learning and exchanges, which the PIM training had enabled. The action plan included the following action points:

- Follow-up on the training with Protection Cluster members who did not attend the PIM training, to disseminate lessons learnt (October 2018).
- Introduce the PIM Process to the Protection Cluster.

- Harmonize existing data collection tools with a view to enhancing data and information quality.
- Address data and information sensitivity in relation to data sharing, by introducing to the Protection Cluster an Information Sharing Protocol (based on PIM Framework for Data Sharing in Practice) (for signing in December).

Democratic Republic of the Congo (DRC)

The seven training participants DRC represented both the Protection Cluster and GBV AoR. Prior to the training, participants discussed with the wider cluster membership and elaborate on PIM challenges in their context and cluster. Key challenges reported were:

Humanitarian access: Recurrent conflicts, cause security issues which prevent access to certain areas.

No/limited data/info sharing: There is reluctance among some protection actors to share information and a need to motivate (from national level) all protection actors to effectively share and disseminate information within workgroups, sub-cluster and cluster. Competition over donor resources is believed to hamper the willingness of organisation to share information.

Capacity gaps: Protection actors lack expertise on collection of information. Though the Cluster and Sub-Clusters know their respective areas of responsibility and objectives under the HRP, they do not know how to use the tools put at their disposal for data collection in the field and require capacity building and ongoing training sessions.

Insufficient information management capacity dedicated to the Protection Cluster; while the collection of data according to the sectoral indicators is foreseen under the framework of the Humanitarian Response Plan, in practice this is often problematic because there is a lack of IM human resources dedicated to the clusters.

Lack of common systems/approaches/tools: There are challenges around collection of data on needs and working with protection information in multisectoral assessments. There is a need for a harmonized system (including for reporting, indicators and data collection tools) - harmonization of existing formats within the cluster would facilitate processing of data and information. Centralization of data of some sub-clusters at the national level.

Solutions

On the final day of the training, the participants convened for an action planning session led by the Protection Cluster Coordinator. In this session they drew up a plan of action for PIM enhancement to tackle the PIM challenges identified during the training, based on the learning and exchanges, which the PIM training had enabled. The action plan included the following action points:

- To address the lack of analysis of existing data before evaluations, the team will conduct a systematic review of secondary data prior to undertaking any new assessment under the responsibility of the cluster coordinator, through ad-hoc secondary data reviews and work with a secondary data review tool for analysis teams.
- Lack of evaluation of secondary data. A secondary database. Cluster coordination

- Review and explain indicators of humanitarian dashboard to Protection Cluster members in order to address low reporting (collaborative efforts by the Protection Cluster and OCHA).
- Explore how to draw on the 'PIM Framework for Data Sharing in Practice' in order to address data sharing challenges through introduction of an information sharing protocol (led by Protection Cluster and OCHA, deadline end November 2018).

Mali

The six training participants from Mali represented both the Protection Cluster, GBV AoR and the Inter-Cluster. Prior to the training, participants discussed with the wider cluster membership and elaborate on PIM challenges in their context and cluster. Key challenges reported were:

Lack of common systems/approaches/tools: Lack of harmonization of data collection tools is a major challenge.

Data safekeeping/PIM sensitivities: Since GBV is extremely sensitive, the main challenges in managing protection information are: respect for confidentiality during collection of data, data security and compliance with the guiding principles for safe information sharing.

Capacity gaps: The systematic collection and analysis of data is difficult because of the lack of financial resources and the challenges of collecting information in remote field locations. Absence on the ground of IM-trained personnel is challenging and prevents adequate visibility to the response, which is implemented.

Data/info gaps: Lack information about the protection of civilians in certain geographical areas due to general insecurity and inaccessibility (desert, seasonal floods and lack of infrastructure). Lack of information on the issues faced by the population in accessing basic social services.

Solutions

On the final day of the training, the participants convened for an action planning session. In this session they drew up a plan of action for PIM enhancement to tackle the PIM challenges identified during the training, based on the learning and exchanges, which the PIM training had enabled. The action plan included the following action points:

- Deliver PIM training to other members of the Protection Clusters at national and field level (which modules to be decided based on learning needs in the field).
- Invest in enhancement of data analysis (in particular of protection monitoring reports).
- Enhance accountability in terms of information sharing by inviting community leaders into cluster protection meetings once per quarter;
- Further disseminate at field level, the existing harmonized data and information tools.
- Advocate for IM capacity and human resources for the Protection Cluster and sub-clusters.

Niger

The five training participants from Niger represented both the Protection Cluster, GBV and CP AoRs. Prior to the training, participants discussed with the wider cluster membership and elaborate on PIM challenges in their context and cluster. Key challenges reported were:

Disconnect between data and info and programme/cluster processes: Sharing information with all actors is important to inform joint advocacy through analysis of qualitative and quantitative data, but information sharing between field and central coordination level is a challenge.

Humanitarian access: The main information management challenge for the Cluster is the collection of data on IDPs in the Tillaberi region, to which humanitarian actors do not have immediate access.

Solutions
On the final day of the training, the participants convened for an action planning session led by the Protection Cluster Coordinator. In this session they drew up a plan of action for PIM enhancement to tackle the PIM challenges identified during the training, based on the learning and exchanges, which the PIM training had enabled. The action plan included the following action points:

- PIM training (with focus on PIM Matrix) will be delivered as a priority, in order to equip all Protection Cluster members with common language.
- Map the harmonized PIM tools and approach already used by protection actors and ensure that they are available to all through an inventory placed on a shared platform (e.g. a folder on Dropbox) (To be led by IM managers with deadline September 30).
- Revise and update of the information sharing protocol of the GBV Sub-Cluster (in line with the global one already in existence).
- Sharing with other PIM training participants the information sharing protocol of the Niger Protection Cluster.

6. Annexes

Annex 1) List of participants

#	Operation	Name	First name	Organization
1	Burundi	Ban	Alice-Flora	African Union
2	Burundi	Malena	Micaela	UNHCR
3	Burundi	Muderwa Chishugi	Oswald	UNFPA
4	Burundi	Ishimwe	Yves	FENADEB
5	Burundi	Pereira	Ana Maria	OCHA
6	Mali	Nounta	Ahmed	UNHCR
7	Mali	Yalcouye	Amadou	UNFPA
8	Mali	Maiga	Boncana	UNHCR
9	Mali	Mukuluoderha Biringanine	Luc	UNICEF
10	Mali	Sy	Mariam	NRC
11	Mali	Dabo	Mohamed	UNOCHA
12	Niger	Dakaou	Aboubacar	UNICEF
13	Niger	Mardakry	Fatima	MPF/PE
14	Niger	Seydou Mamoudou	Ousseina	UNHCR
15	Niger	Bacharou	Salissou	UNHCR
16	Niger	Anifa	Soumana (Anifa)	UNFPA
17	CAR	Berrad	Ahmed	IRC
18	CAR	Daouili	Guy Max Fidèle	UNFPA
19	CAR	Kachuka Byamungu	Jacques	Plan International
20	CAR	Yeo	Emma	NRC
21	CAR	Ndikumwenayo	Steve	NRC
22	DRC	Ouattara	Alimata	UNHCR
23	DRC	Banza Nsungu	Antoine	UNFPA
24	DRC	Busi	Françoise	NRC
25	DRC	Lubo	Rickain	OCHA
26	DRC	Dobe Epse Kakou	Rose de laForet	UNHCR
27	DRC	Keita	Samira	UNHCR
28	DRC	Omadjang	Sophie-Lin	UNHCR

Annex 2) Training programme

Lundi 23/7	Mardi 24/7	Mercredi 25/7	Jeudi 26/7	Vendredi 27/7
08:30-9:00 Registration	09:00-09:30 Registration	09:00-09:30 Registration	09:00-09:30 Registration	09:00-09:30 Registration
09:00-09:45 Introduction	09:30-09:50 Ouverture Jour 2	09:30-09:50 Ouverture Jour 3	09:30-09:50 Ouverture Jour 4	09:30-10:00 Synthèse de la formation
09:45-10:45 Présentation du webinaire	09:50-10:20 Présentation 2 (Rep. Centralafricaine)	09:50-10:50	09:50-11:15 Analyse du paysage de l'information (II)	10:00-11:00 Présentation des résultats des groupes sectoriels de protection
10.45-11.30 Préparation de la présentation des groupes sectoriels de protection	10:20-11:20 Sensibilités de la PIM			11:00-11:30 Évaluation de la formation
11:30-11:50 Pause café	11:20-11:40 Pause café	10:50-11.10 Pause café	11:15 -11:35 Pause café	11:30-12:00 Conclusion de formation
11:50-12:20 Présentation 1 (Burundi)	11:40-12:10 Présentation 3 (Rep. Dem. du Congo)	11:10-11:50 Matrice de PIM (suite)	11:35-12:25 Analyse du paysage de l'information (III)	
	12:10-12:45 Processus de PIM	11:50-12:50 Données démographiques		
12:20 -13:20 Déjeuner	12:45-13:45 Déjeuner	12:50-13:50 Déjeuner	12:25-13:25 Déjeuner	
13:20-15:99 Protection	13:45-14:15 Présentation 4 (Mali)	13.50 -14:50 Évaluation des besoins en protection	13:25-14:00 Analyse du paysage de l'information (III) (suite)	
	14:15-14:45 Présentation 5 (Niger)			
15:00 -16:20 Gestion des informations	14:45-16:25 Analyse du paysage de l'information (I)	14:50-16.00 Monitoring de Protection	14:00-15:20 Partage des données	
16:20-16:50 Pause café	16:25-16:55 Pause café	16:00-16:30 Pause café	15:20-15:50 Pause café	
16:50-18:00 Gestion des informations (suite)	16:55-17:35 Analyse du paysage de l'information (I) (suite)	16:30-17:30 Catégories de la matrice – utilisation de la matrice	15:50-17:20 Atelier autour des groupes sectoriels de protection et planification de l'action	
18:00-18:10 Récap Jour 1	17:35-17:50 Récap Jour 2	17:30-17:45 Récap Jour 3	17:20-17:35 Récap Jour 4	
			Soirée : activité sociale (« Mon as de la PIM »)	