2017 Protection Information Management training for Libya Protection Cluster

This report captures the learning outcomes and resulting action points established in the Protection Information Management (PIM) training delivered by the Global Protection Cluster, UNHCR FICSS and the Danish Refugee Council from 11 – 15 December 2017 with funding from ECHO for the Libya Protection Cluster (for list of participants refer to Annex 1 below).

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 initiatives 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 Libya response 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.

Content

The training for the Libya Protection Cluster and Sub-Clusters was delivered by a trainer team consisting of the Global Protection Cluster (Information Management Officer Musa Al-Asad), UNHCR FICSS (Information Management Officer (Protection) Rachelle Cloutier) and the Danish Refugee Council (PIM Training Officer Rikke Enggaard Olsen).

The training schedule (see Annex 2) consisted of modules specifically designed to strengthen general PIM competencies[1], and included presentations by the Libya Protection Cluster, activated sub-clusters (Mine Action, Child Protection, Gender-based Violence) and the Mixed Migration Working Group. A cross-cutting element of the training was a progression of context-tailored modules to the assess information environment of the Libya response in relation to its Protection Cluster and sub-clusters. The fifth training day was specifically designed to inform and enable action planning for application of PIM principles, approaches and tools in the context of the Libya response. The joint action planning was initiated with presentations on four large-scale systematic data collection and information generation initiatives on human mobility in Libya by associated training participants.[2]

All resources from the training are available here[3]. Further resources and up-to-date information on the PIM initiative is available on www.pim.guide.

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

[2] *1) ACTED/DRC/REACH: protection monitoring; 2) CESVI: protection monitoring; 3) IOM: DTM; 4) JIPS (in partnership with UNHCR, UNFPA, UN-Habitat/Libya Ministry of Planning/Libya Bureau of Statistics and targeted municipalities): population profiling.*

[3] https://www.dropbox.com/sh/7r0ad6n14m0wnr4/AAC-Fw3OyxVxYKfbZcqmEAc9a?dl=0

PIM challenges in the Libya response

"One of the key challenges in Libya is simply the lack of data. With the little data we have, we cannot arrive at a comprehensive needs analysis, and it is important that there is a collective understanding and commitment from the sector on how to move forward and be more successful in this regard."

(Pre-training statement by participant on importance of PIM training for the Libya response)

Prior to and during the first training day, participants were asked to elaborate on PIM challenges in the Libya response and on their resulting expectations for the training. Identified key challenges at the coordination level were:

- Lack of access to reliable first-hand data, information and opportunities for triangulation due to remote management;
- Lack of harmonized data and systematized data collection and tools across organizations;
- Challenges to data protection and do no harm principles due to lack of capacity;
- Low activity and engagement levels in some protection coordination fora;
- High staff turn-over and resulting loss of institutional memory and challenges to retention of information and knowledge.

Learning outcomes and action points

"I really thought that we had no information [in Libya response] but in fact there is a lot of information which is stored away somewhere in the UN and other places. I am surprised…the problem is more about sharing information than about having it."

(Statement by participant during debriefing on the "Analyzing your environment" training module)

Upon training completion, participants individually drew up action plans for PIM application post-training (at the levels of own professional field of work; within the protection cluster/sub-cluster/other coordination forum; and as a part of a global community of practice[4]. With off-set in the discussions and shared understanding enabled by the PIM framework introduced in the first four days of the training, the fifth training day was specifically focused on action planning for the Libya response with a point of departure in the 2017-18 Protection Sector strategy and the 2018 HRP. Below summary outlines the key learning outcomes and resulting action points agreed to:

A) Harmonization

Learning outcomes from training:

- Before setting out to design and undertake data-collection exercises it is necessary to firstly map the availability of data against defined information needs that are linked to a specific purpose (*"Collect only what you need and use everything you collect"*). The mapping made through the "Analyzing your environment" modules[5] can serve as a point of departure for this within the Protection Cluster and sub-clusters.
- Ongoing data collection exercises in Libya do to a certain extent build on information generated through other exercises. Yet, further general harmonization is needed on several levels.

Action points:

- Always consider what the information needs are for the sector (and across sectors), and not only for one organization;

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4 https://gpccommunity.unhcrideas.org/Page/Home

5 https://www.dropbox.com/sh/6iycdzftquq72oi/AADbHqRwbmjOXD22D8E5gUi4a?dl=0

- Work to harmonize protection monitoring and needs assessment activities (in terms of coverage and data) undertaken by different organizations;
- Develop shared definitions (IDPs, returnees, etc.) and common methods to calculate persons of concern;
- Set out to standardize words used (the latter especially in Arabic) including a common approach to administrative unit delineation to allow for triangulation and cross-fertilization;
- UNHCR and IOM to continue collaboration to harmonize/align data and activities on maritime incidents.

B) Data sharing

Learning outcomes from training:
- The information landscape is richer than believed, but it is not often coordinated or shared, and therefore cannot be easily used to inform decisions.
- The most frequently experienced source of challenges to data sharing indicated by participants was mindset and trust (95% of participants indicated in the pre-training questionnaire to have experienced that "*Humanitarian actors do not want to share*");
- Data sharing requires a culture of trust and collaboration, and is hindered by competiveness partially fostered by a highly politicized environment;
- Data sharing must be foregone by a "benefit and risks analysis" and be done with adequate measures for protection of sensitive data.

Action points:
- Reintroduce the shared repository (Dropbox) of reports and assessments (with shared coding in order to avoid it becoming an un-usable "dump sites") for common access;
- Introduce information-sharing protocols;
- Explore options for information-management platforms (without personal data) and focus on the most relevant platforms to avoid overload (e.g., HDX, HR.info);
- Think about interoperability when planning data collection to facilitate sharing;
- Proactively approach others whom you know to have an interest in the subject matter on which you are generating data and information (e.g. to the MA AoR on data on disabilities caused by explosive hazards);
- Seek to build a culture of trust in the Protection Cluster and sub-clusters including through including relevant language in the PWG ToR;
- IOM to share definitions/categories of "returnees".
- ACTED to share data points that are being collected through protection monitoring activities, to inform a comprehensive 5Ws mapping of PM activities by PC partners.

C) Coordination

Learning outcomes from training:
- Division between mixed migration and IDPs contributes negatively to IM work related to protection;
- Differences in level of engagement in coordination fora by different organizations challenge coordination and active collaboration.

Action points:
- Re-engage and enhance coordination with the IMWG (and/or consider launching a PC IMWG (with clear ToR) to have one harmonized IM approach for Libya response and complement the IMWG);

- Strengthen ties between the MMWG and the Protection Cluster (at least starting with info sharing and mutual presentations and introducing PIM training outcomes to the MMWG).
- Systematically ensure that other organizations are made aware of activities aimed at generating evidence to information protection response throughout all steps of the PIM process (not only when setting out to implement an exercise or when ready to sharing the final findings);
- Issue regular joint updates on behalf of the Protection Cluster presenting information related to activities and protection situation (UNHCR will assign this task to a staff);
- Identify INGO co-lead for the PWG, and jointly develop the ToRs;
- Finalize ToRs for GBV AoR with PIM reference and input from Protection Cluster;
- Explore ways to integrate protection into other sectors (not just 'mainstream protection');
- Establish PWG core group of active members who are ready to drive work processes forward to:
  o Defining the vulnerabilities;
  o Protection mainstreaming/centrality of protection;
  o Shared definitions (IDPs, returnees, etc.);
  o IM related to protection;
  o Service mapping.

D) Accountability to Affected Populations (AAP)

Learning outcomes from training:
- Capacity building is required to ensure that data collection exercises are not at odds with the do no harm principle (both at the collection, storing and sharing steps);
- There is a persisting general gap between the profiling and monitoring activities and functioning referral pathways;
- Lack of plans for how to deal with (differentiated) referral pathways for different population groups.

Action points:
- Use the pillars of the forthcoming UNHCR AAP Policy to guide the revision of HRP partner project proposals. Review with AAP lens, and encourage changes/revisions to ensure that AAP is not just complaints/feedback, but rather integrated at all steps of the PIM Process, including at design and analysis;
- Dialogue with and capacity building of local authorities on responsible data management and rationales for sharing/not-sharing;
- Improve data anonymization;
- Collaborate to establish feedback and other mechanisms for better accountability to affected populations;
- Set out to build capacity and institutionally improve practices around obtaining consent of informants (in particular in high risk exercises such as gendered data collection). For profiling exercise in particular by;
  • Training enumerators (re: consent, what to do if people refuse to participate);
  • Introduce risk assessment questionnaire for enumerators to decide if they should take females aside for separate questioning;
  • Identify indicators for harm and mitigation strategies;
  • Integrate a feedback/complaints mechanism.

Annex 1) List of participants

#	First name	Last name	Organization
1	Jenna	Le Roy	ACTED
2	Cosimo	Verrusio	Cesvi
3	Sonia	Joly	Danish Refugee Council (DRC)
4	Yannick	Creoff	Danish Refugee Council (DRC)
5	Elisa	Calle	Danish Refugee Council (DRC)
6	Manuela	Moy	Danish Refugee Council (DRC)
7	Wael	Elshibany	Handicap International (HI)
8	Joseph	Saliba	Handicap International (HI)
9	Meriam	Abuelgasim	International Organization for Migration (IOM)
10	Francesca	Tomasso	Italian Council for Refugees (CIR)
11	Hesham	Geit	Italian Council for Refugees (CIR)
12	Mariapia	Vitali	Italian Council for Refugees (CIR)
13	Ali	Bouod	Libyan Humanitarian Relief Agency (LibAid)
14	Ken	Otieno	UNFPA
15	Yasin	Abbas	UNHCR
16	Olivier-Charlie	Rapaport	UNHCR
17	Filip	Hilgert	UNHCR
18	Khaled	Khaled	UNICEF
19	Carmen	Asenjo Sierra	UNICEF
20	Bridget	Forster	UNMAS
21	Lyuba	Guerassimova	UNMAS

Annex 2) Training schedule

Mon 11 Dec	Tue 12 Dec	Wed 13 Dec	Thur 14 Dec	Fri 15 Dec
	Start time: 8:15	Start time: 8:15	Start time: 10:00	Start time: 8:15
	8:15-8:35 Presentation (GBV AoR)	8:15-8:35 3.1 Refresher (Part I)	Starting late in order to give the participants time to attend to professional obligations.	8:15-8.45 5.1 PIM training summary
	8:35-10.15 2.1 Protection	8:35-10:10 3.2 PIM matrix		8:45-10:40 *LIBYA-led workshop and action planning*
	10:15-10:25 BREAK	10:10-10:25 BREAK	10:00-10:30 4.1 Refresher (Part II)	10:40-10:50 BREAK
	10:25-12:45 2.2 IM	10:25-11:45 3.3 Protection needs assessment	10:30-11:55 4.2 Analyze your environment (part II)	10:40-13:00
		11:45-12:55 3.4 Protection monitoring	11:55-12:25 Presentation (CP AoR)	*LIBYA-led workshop and action planning*
	12:45-13:30 LUNCH	12:55-13:40 LUNCH	12:25-12:55 LUNCH	
13:00-14:45 1.1 Introduction	13:30-14:35 2.3 PIM sensitivities	13:40-14:00 Presentation (Mine Action)	12:55-13:25 Presentation (MMWG)	13:00 Departure
14:45-15:00 BREAK	14:35-14:55 BREAK+EMAILS	14:00-14:45 3.5 Population data	13:25-14:50 4.3 Analyze your environment (Part III)	
	14:55-15.25 2.4 PIM Process		14:50-15:00 BREAK	
15:00-16:20 1.2 Review webinar – PIM concepts	15:25-17:45 2.5 Analyzing your environment (Part I)	14:45-15:00 Recap bingo	15:00-16:10 4.4 Analyze your environment (Part IV)	
		15:00-15:20 BREAK+EMAILS		
16:20-17:00 Presentation preparation		15:20-17:20 3.6 PIM matrix use and outputs	16:10-16:15 BREAK	
17:00-17:20 Presentation (Protection Cluster)	17:45:18:00 2.6 Day 2 review	17:20-17:40 3.7 Day 3 review	16:15-17:35 4.5 Data sharing	
17:20-17:40 1.3 Day 1 review			17:35-17:45 4.6 Day 4 review	
18:00 Departure for joint team dinner			19:00 Joint team dinner	