Results-Based Protection

InterAction

JUNE 2019 UPDATE

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11–13 June: InterAction annual forum: *Strengthening our Collective Impact*

11–13 June: Center of Competence in Humanitarian Negotiation's: *Peer Workshop on Frontline Humanitarian Negotiation*

15–17 October: ALNAP's 32nd Annual Meeting: *Relevant for whom? Responding to diverse perspectives and priorities in humanitarian action*

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Why (Real) Participation is still a Pipe-Dream (so far) in my Evaluation Practice

AMERICAN EVALUATION ASSOCIATION

Click **here** to access the blogpost.

Meaningfully engaging a variety of actors, including affected populations, throughout program implementation is challenging, yet vital as emphasized in results-based protection. Sara Vaca, an independent consultant specializing in evaluation of development programs, published the blogpost *Why (Real) Participation is still a Pipe-Dream (so far) in my Evaluation Practice* on AEA365 blog on May 4, 2019.

In this blogpost Sara describes how she defines "participation":

"I understand participation as including many different actors, preferably those who have less voice, not as informants, but as part of the group that makes decisions about the design and process, rather than just commissioners and evaluators."

(para 2)

Based on her experiences, some of the most common obstacles to meaningful participation include:

- Participation is not understood as "bottom-up" so "participation" is often not participatory in the sense articulated above;

- Meaningful participation can be expensive as it generally requires organizing meetings and longer timeframes to allow for these meetings;

- It can be challenging to engage beneficiaries in certain contexts (low-income, low-literate) where they may be focusing on survival - technical discussions about the evaluation may be forced and/or may almost be irrelevant to them; and

- Beneficiaries are busy and may be engaging under the expectation that the more they engage the more this will revert back into new projects, which is not necessarily the case.

Easy-to-implement mechanisms and tools for meaningful participation

Throughout her time as a consultant and evaluator, Sara Vaca has identified a few tools and mechanisms that can be implemented by most organizations without requiring excessive resources or planning, but which can positively impact on the evaluation and program.

1. Using a participant scanner to visually depict which stakeholders – beneficiaries, donors, evaluators, etc. – are participating at each step of the evaluation process can help to understand how participative your evaluation truly is by identifying gaps. The scan can be broken down to include disaggregated groups of beneficiaries (i.e. women of a certain ethnicity, boys aged 10-17, etc.);

2. Forming Evaluation Reference Groups consisting of key stakeholders such as local authorities, community representatives, and other organizations to input at various stages throughout project implementation; and

3. At the very least, involving a wide range of stakeholders in a Findings Validation Workshop.

PIM Protection Monitoring Working Meeting: Outcome Document

Click **here** to access the outcome document.

Following the launch of the Protection Information Management (PIM) E-Learning course in March 2019, PIM recently released the Outcome Document from its Protection Monitoring Working Meeting held in December 2018. Protection Information Management (PIM) in humanitarian response is defined as the "principled, systematized, and collaborative processes to collect, process, analyze, store, share and use data and information to enable evidence-informed action for quality protection outcomes."

Against this backdrop, the PIM Protection Monitoring Working Meeting convened in early December 2018 in Copenhagen to explore how to strengthen a common understanding and approach to protection monitoring, in line with results-based approaches to protection.

Key outcomes of this meeting:

1. Agreement that the PIM Conceptual Framework and its components supports and facilitates a principled and collaborative approach to protection monitoring (pg.3);
2. Outlined definitions of protection monitoring modalities across contexts, specifically border protection monitoring, return monitoring, and detention monitoring (pg.3);
3. Developed the higher-level typology of information needs for overall protection monitoring, including terms "safety and security" and "social cohesion" among others (pg.4);
4. Agreement on the core elements of protection monitoring reports to provide guidance on information needs including knowing the audience, going beyond descriptive analysis, and action plans (pg.6); and
5. Detailed primary and secondary data sources according to the PIM Matrix categories and established standardized common units of analysis for at risk groups, alleged perpetrators, locations, service providers, etc. (pg.8).

Representatives from the 11 participating NGOs and UN agencies agreed to continue the discussion with their respective agencies to adopt the Working Meeting outcomes. In addition, participants also agreed to collaborate on enabling a repository of good practice and lessons learned for the wider protection community.

Related Resources

Have you seen the Protection Information Management Matrix?

The PIM Protection Monitoring Working Meeting Outcome Document features a useful Protection Monitoring Report Outline. See here on page 7.

Interested in learning more about PIM training opportunities? Contact pimtraining@drc.ngo.

User-Centred Design and Humanitarian Adaptiveness

Click **here** to access the case study.

Building on **ALNAP's** research on adaptive humanitarian action, Sofya Bourne's case study _User-Centred Design and Humanitarian Adaptiveness_ was published in May 2019. This case study of Water, Sanitation, and Hygiene (WASH) programs implemented by various humanitarian actors in Lebanon, Uganda, Bangladesh, and Iraq explored the relationship between user-centered design (UCD) and adaptiveness in humanitarian action.

As reflected in the key elements of Results-Based Protection, UCD places the end-user (i.e. beneficiaries of humanitarian action) at the center of design and implementation. The fundamental concept is that end-users meaningfully participate and contribute to decision-making throughout the entire iterative process.

"Instead of progressing in a linear way, with the complete product or service being delivered at once and to standard specifications predetermined by the implementing agency, user-centered design projects are a sequence of research-design-test loops, whereby user research findings feed into the design of subsequent versions of a product or service that are **tested and improved in incremental steps."** (pg.9)

The research shows that UCD approaches can be used to address various barriers to adaptiveness, including standardized program-response and "check-list" approaches, by ensuring that affected populations are consistently engaged in program design and implementation through structured interactions.

Results show that UCD can support adaptiveness in humanitarian action, particularly in acute crises (versus protracted crises) at the early stages of project design and implementation. One of the biggest advantages of UCD is that it builds consultation with end-users into the design phase and creates feedback loops based on prototyping. However, given the rigid structures that characterize the current humanitarian system, in order to work well, certain organizational processes, systems, and culture must be put in place and strengthened to support the application of UCD in practice.
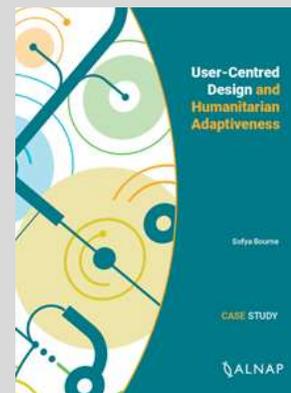
Key definitions

ALNAP defines adaptiveness as "an organization's ability to adjust and make necessary changes to achieve a set of goals within dynamic or complex external environments" (pg.5).

User-centered design is defined as "a creative problem-solving approach used to design products, services and programs across a wide range of sectors that puts the needs and experiences of intended end-users at the center of the design process and engages the users throughout this process" (pg.9).

Related Resources

ALNAP's country study _Dynamic Gridlock: Adaptive Humanitarian Action in the DRC_

ALNAP's background paper _Making humanitarian response more flexible_

Results-Based Protection updates are produced regularly to **share materials and events related to RBP with InterAction's** members and partners. To sign-up to receive future updates, click here and submit your name and e-mail.

Previous updates are available on the Resources section of the RBP website.

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