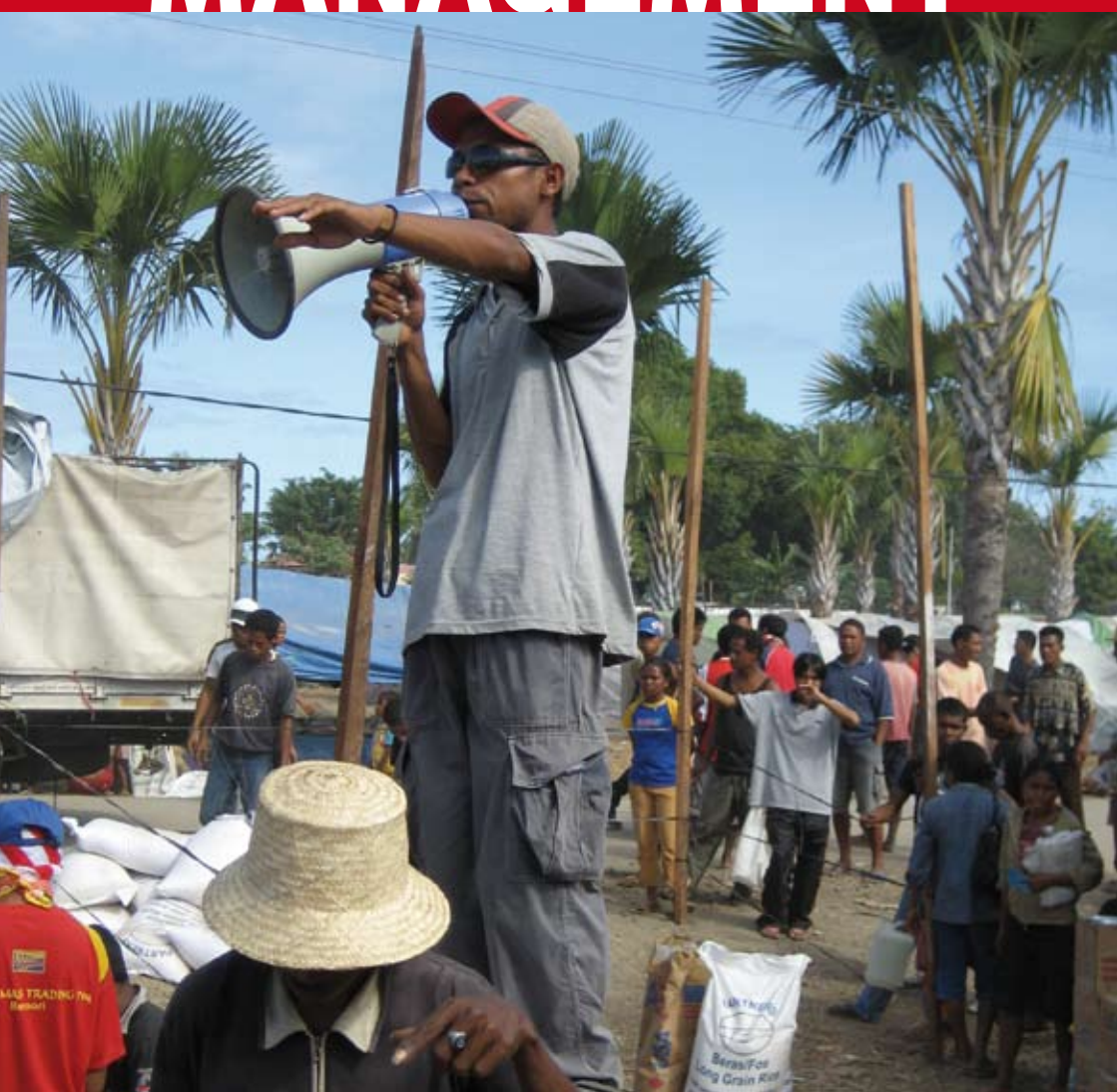


INFORMATION MANAGEMENT



KEY MESSAGES

- ▶ Accurate, relevant and up-to-date information is the foundation on which a coordinated and effective camp response, in accordance with international technical standards (Sphere/UNHCR) is based. Best practice ensures good planning of information management systems based on real decision-making needs and the sharing and dissemination of information so that all actors are working with the same base-line data from the camp.
- ▶ A Camp Management Agency has a responsibility to collect, analyse and disseminate information. This information is the basis for effective coordination within the camp, and also externally as a part of inter-camp coordination and monitoring, by Sector/Cluster Leads, the UN Office for the Coordination of Humanitarian Affairs (UNOCHA) and national authorities.
- ▶ Information management entails collecting data on the camp population and on the provision of assistance and services within the camp. It includes collecting disaggregated demographic information and monitoring the use of standards and indicators across sectors; including cross-cutting themes of coordination and participation.
- ▶ Camp level information should be collected, analysed and disseminated in line with an information management strategy at the national level. Shared systems and tools mean that information is relevant and accessible to a diversity of actors. Properly collected and managed data contributes to ensuring higher and more consistent standards in assistance and protection within and between camps, and can also contribute to early recovery and development planning.
- ▶ Involving and being accountable to camp residents – by following inclusive, participatory and accountable procedures – is central to best practice in information management at the camp level. This includes making sure that sensitive data and information is managed with utmost care and is based on principles of confidentiality, privacy and security and at all times ensures the protection of the displaced population.

INTRODUCTION

A Camp Management Agency's role is to facilitate an information channel, and to provide the necessary link between the camp residents and what is happening inside the camp on the one hand, and the various stakeholders outside the camp on the other. They may be: the host community, service providers, protection agencies, national authorities or inter-camp coordination bodies, such as Sector/Cluster Leads or UNOCHA. The Camp Management Agency should have a command and an overview of information relating to and relevant to all concerned, and use coordination forums to disseminate it transparently and responsibly, whilst being mindful of confidentiality and security of information at all times.

Information management is a core task for a Camp Management Agency and it relates closely to registration and coordination. Ensuring accurate baseline data about the camp population, through registration is an essential first step. Consistent and accurate updates on those resident in the camp and their needs, informs ongoing assistance and protection programmes.

►► *For more on coordination and registration, see chapters 4 and 9.*

The monitoring of assistance and protection programmes, and of the standards of living in the camp, allows the Camp Management Agency to identify gaps in provision, avoid duplication of activities and advocate for appropriate adapted or additional support. Sharing of relevant and accurate information about life in the camp is an essential component of coordinating with other partners in the camp to ensure that standards are maintained and the rights of the displaced upheld.

! Information Management and Coordination.

Systems and forums, like meetings or joint planning sessions, where information is shared and where decisions are made based on that information, are the interface between information management and effective coordination – two of the core activities of a Camp Management Agency.

Information management also entails providing timely and relevant information to the camp population about issues which impact on their lives. Access to information is a vital need and the Camp Management Agency is accountable to the camp population to facilitate transparent and effective communication, including feedback and follow-up systems. Information management involves giving camp residents information about the processes, activities and decisions made by others which impact on their standard of living, rights and provision of services and assistance. Part of this accountability involves explaining to the camp population what information is being collected, for what purpose it is being used and what they can realistically expect as a result.

Best practice in information management further involves creating forums and mechanisms where the camp population is involved in and contributes to information exchange. The Camp Management Agency must ensure that through participatory assessment methods – such as focus groups, interviews, meetings and complaints procedures – the views of the camp population are taken into account and their needs, expectations, feedback or questions considered.

Why Information Management is Important

Strong information management carried out in support of coordination processes will ensure that relevant actors are working with the same or complementary relevant, accurate and timely information and baseline data. Properly collected and managed data during emergencies can benefit early recovery, recovery and subsequent development and disaster preparedness activities.

KEY ISSUES

! A Note on ‘Standards’ and ‘Indicators’

It should be noted that the terms ‘standard’ and ‘indicator’ are used somewhat differently by Sphere and UNHCR.

In the Sphere Handbook, a ‘standard’ is qualitative and universal in nature. It is a statement that is the expression of the right and applicable in any operating environment. “Key indicators” are often quantitative and “function as tools or signals to measure the standard”. Each “standard” has a set of “key indicators” and “guidance notes” to support implementation in different contexts.

In its Practical Guide to the Systematic Use of Standards in UNHCR Operations, UNHCR defines a standard as a “specific fixed point or range on the variable scale (indicator) that has to be reached to avoid the occurrence of unacceptable conditions for refugees or persons of concern.” Whilst the indicator is a variable scale which is used to objectively measure different points that correspond to variations in the conditions. In other words indicators are yardsticks to measure change.

WHAT DOES INFORMATION MANAGEMENT FOR A CAMP MANAGEMENT AGENCY ENTAIL?

Information management is a process that entails:

- collecting data at the camp level from service providers, the camp population – including camp leadership and committees – the host population, on-site authorities and via direct observation and consistent monitoring
- analysis to determine the protection and assistance standards in the camp in relation to the needs and rights of the camp population
- disseminating information to camp residents, the host population, service providers, the Sector/Cluster Lead, national authorities – and where the Camp Coordination and Camp Management (CCCM) cluster is activated to the Camp Administration – for compilation and analysis of the overall camp response, including actors, services and gaps in provision.

Minimising Risks

Camp Management Agencies should work with all concerned to safeguard the security and confidentiality of information and minimise risks to the camp population. It is important to:

1. undertake a risk analysis: the level of risk associated with different kinds of information will vary and Camp Management Agencies should work with other operational agencies to consider the risk levels and design information management systems accordingly
2. agree on procedure: agencies need to agree on protocols for collection, data entry, storage, access, retrieval, and dissemination that will minimise risk and to decide what information must remain restricted.

Information Management – Voice from the Field

‘In an IDP camp in Uganda, where the CCCM and protection clusters are both activated, the Camp Management Agency works to monitor protection issues. One protection concern is GBV (gender-based violence) – rape, defilement and/or sexual abuse. The information is collected from the survivors themselves, through camp-based project volunteers from the IDP community and from the protection committee and women’s groups. The information is collected using an incident form developed by the Cluster Lead Agency. The completed forms are sent to the main office of the Camp Management Agency, where the information is compiled in a secure database. Where necessary, photocopies are sent on to other agencies for referral of individual cases requiring follow-up. Care is taken to ensure that the anonymity of the survivor is protected by removing personal details and using codes. A monthly statistical and narrative report is also sent by the Camp Management Agency to the Cluster Lead, and is in turn shared intra and inter cluster. The Camp Management Agency also shares the report with other project managers working for the same agency. Data related to identified humanitarian gaps are shared with the authorities, with all relevant agencies and clusters, and with the district, to advocate for appropriate interventions.’

! A Camp Management Agency need not be an information management specialist. However, a Camp Management Agency needs to be aware of the principles and procedures involved in best practice in information management and have an understanding of the issues, roles and responsibilities involved at camp level and externally. A Camp Management Agency must be able to use information management systems that may have been developed by an information management expert and which should be agreed by a wider range of actors to ensure accessibility, inter-operability, relevance, timeliness and confidentiality.

DATA AND INFORMATION COLLECTION

What Data and Information is Needed About the Camp?

Prior to launching new information initiatives an inventory of existing information and analysis should be conducted. This will help to avoid duplication in data collection and avoid situations where camp populations are repeatedly asked the same questions. Advocating for and facilitating this kind of coordination amongst agencies and sector/cluster partners in the camp response is an important role for a Camp Management Agency.

The following information needs to be collected at the camp level, and to be available to the Camp Management Agency and to other stakeholders to inform effective decision-making.

- Registration data on families and individuals: this should include the total number of camp inhabitants and their status (refugee/IDP/stateless), as well as their age, sex and protection needs. Whilst the Camp Management Agency may not be responsible for registration or profiling exercises in all situations, they will often be tasked with facilitating updates.
- Information about groups and individuals most at risk and groups with specific needs including children, women, older persons, sick persons, persons with disabilities, ex-combatants and persons living with HIV/AIDS.

- Information about services, standards and activities in the camp. This may include key sectors such as water and sanitation; shelter; food; non-food-items (NFIs); health; education; livelihoods and protection – including programmes for women and persons with specific needs – as well as information on distribution and registration procedures.
 - Instances of breaches of camp security and staff safety issues, including breaches of law and order, militarisation of the camp, restrictions on freedom of movement, gender-based violence or changes in security indicators.
 - Information on procedures and systems in camp management including levels of leadership, representation and participation; coordination forums and mechanisms; referral systems and procedures and levels of accountability and environmental concerns. Information should include other cross-cutting issues such as gender and protecting persons with specific needs.
 - The state of camp infrastructure – including roads, pathways, communal buildings, health centres, schools, distribution sites, latrines, drains, water supply lines, electricity lines, meeting places and burial sites.
 - Information about coordination mechanisms. Who is doing what, where? What agencies and service providers are operational and how can they be contacted? Who is on committees and groups and when are their meetings taking place? What social, recreational or sporting events are taking place? To what extent are host communities involved? What training is taking place?
- ▶▶ *For more information on coordination, see chapter 4.*
 - ▶▶ *For more information on registration, see chapter 9.*
 - ▶▶ *For more information on GBV and persons with specific needs, see chapters 10 and 11.*

Voice from the Field

‘Whether registration can be done or not may depend on the moment of a camp’s life cycle. Some IDPs in Northern Uganda had to live in camps and situations of displacement for up to two decades and proper camp-by-camp registration exercises were never conducted because access was limited. Only the World Food Programme was able to register IDPs, but solely for the purpose of food distribution. Camp Management Agencies and the Camp Coordination Agency started operating only in 2006, when the return process had already started. Now camps still exist, but IDPs have started moving to return sites within their home parishes or even back to their places of origin. At this stage, proper registration in camps is not an issue anymore.’

Lessons Learned from the Field

Be sure of the purpose of information. Data collection alone is not a humanitarian intervention. Data should serve a humanitarian purpose. Each piece of data you collect should have a purpose and an owner. If there is no purpose or use for the data, then it should not be collected.

Use agreed data formats. Stakeholders need to agree on both what data needs collecting and the format in which it should be collected. It should be specific and detailed without becoming unmanageably long. For information to be useful, each question must be analysed and acted upon.

Train on information management. Camp Management Agency staff require training in information management and data collection and the advice of an expert. Failure to invest in training leads to avoidable errors which affect data quality and impact the humanitarian response.

Challenges in Data Collection

The following issues are some of those that may need careful consideration when planning data collection at camp level:

- Standards and indicators must be clear. Quantitative and qualitative indicators, which are in line with international law and standards – as used by UNHCR, Sphere and/or the InterAgency Standing Committee (IASC) – and are agreed in inter-camp coordination meetings need to be used consistently to monitor the standard of service provision.
- Narrative description interpreting numerical data gives a much more inclusive and useful picture of the situation on the ground than numbers alone.
- Data collection formats must be well-designed and field tested. It is essential that data collection formats are designed to capture specific, clear and relevant information. Field testing of these formats – be they observation sheets, questionnaires, interviews or key questions for discussion – must be accurate, relevant and measurable. It is essential that a pilot test is run, in order that they can be adapted or fine-tuned, and that the data collectors can give feedback on how easy or difficult they were to use. Particular attention must be paid to language issues and translation. It is easy for key messages to get lost, or the focus to shift when information collection formats are translated for use in the camp.
- Staff need to be trained as accurate and objective information depends largely on the skill and integrity of the person collecting it. Do staff understand exactly what is needed and why? What do they do when the information they need is not available? What do they do if an informant gives an answer which they suspect may be inaccurate? Are they able to verify and cross-check? Do they record information legibly/clearly and completely? Do they use colleagues to double-check, to recount? Do they ask for advice when they're unsure? Training data collection staff, monitoring their progress and spot-checking their results for consistency and plausibility are essential prerequisites to getting worthwhile and trustworthy data.
- Ask if too much information is being gathered. Whilst the ideal is that the same information is shared and used by all to inform decision-making, in reality different stakeholders tend to require different and very specific data to inform their own projects. They may opt to collect it themselves.

Getting clear agreements about who is collecting what information can be a challenge, especially when there is a turnover of agencies. However, it is important for many reasons.

1. it protects the camp community from data collection fatigue (discussed below)
2. it prevents duplication of similar data and reduces information overload
3. it ensures that all important data is captured without gaps
4. it reduces the possibility of conflicting or contradictory analysis
5. it makes coordination forums more effective and easier to manage and enables projects to be more easily aligned towards the same goals
6. it is a more efficient use of everyone's resources of time, assets and personnel if several agencies do not simultaneously collect data on the same issues.

Getting stakeholders to agree on well-aligned data collection systems can be a sign of trust, inclusiveness, partnership, mutual support and efficiency.

! It is very common for a great deal of information to be collected but never analysed or used. A lack of analysis stems from a dependence on anecdotal and qualitative information, which does not lend itself to a comprehensive overview or analysis of trends. It also is a result of lack of clarity surrounding the intended purpose and desired output of information gathering – a common phenomenon in humanitarian activities. Even when quantitative information is collected, ad hoc planning and a lack of information management expertise can limit the practical relevance and credibility of the data collected.

- Data collection fatigue is a real danger. A community or a group within a community can be subjected to a barrage of questioning, interviews and observation by different agencies and different staff for reasons which are either not explained or not clear. Often the community sees no feedback, follow-up or benefits from this irritating intrusion into their lives and disrespectful violation of their privacy by those supposedly mandated to uphold it. Such fatigue and resentment will often lead to inaccurate information, lies, exaggeration or refusal to cooperate. Obviously, this will impact the quality of

the data collected. False data is thus generated, especially if camp residents believe access to goods or services depend on their responses. Preventing some of these challenges involves the Camp Management Agency monitoring the amount of data collection a community is subjected to, working with all concerned to moderate it and ensuring that communities are always told why the data is being collected, what will be done with it, and what they can realistically expect as follow-up. For example will their individual case be referred for follow-up action, or will the data be used for advocacy purposes? The Camp Management Agency needs to be aware of response capacity, and be transparent about what is real, whilst advocating for what is ideal.

Managing Expectations – Voice from the Field

‘In our camp management project we are not into service provision. Thus to avoid unrealistic expectations we make this very clear to the beneficiaries. We refer cases but we mention that not every referred case will be followed up immediately. This is because our project only refers cases to other agencies, and we cannot implement the actual follow up, although we do request feedback from the other agencies. We say to the camp residents that the follow up they get could be ‘good’ or could be ‘bad.’ Good in the sense that their particular case will be followed up; ‘bad’ in the sense that sometimes nothing is done.’

DATA ANALYSIS

Data is analysed so that statistics can be generated, figures compared over time or across populations, charts and graphs produced and reports written. Primary data from the camp may be analysed and used by a variety of different stakeholders to inform different service and assistance provision or advocacy at different levels. Each context is specific and roles and responsibilities may be different in IDP and refugee operations and in situations where the cluster approach is activated.

Analysis can take place at the camp level and be conducted by the Camp Management Agency. Data collation and storage is the first step, whereby data from all the different forms is assembled and analysed. During this stage, the data may be entered into a table or into a database. The data may also be cross-checked at this stage to ensure that it is valid.

The input and analysis of the data may be the responsibility of a project manager, or possibly be conducted by a member of staff with particular training or expertise – for example a data entry and reporting officer/clerk or an information management officer. The analysis may include a gap analysis in which gaps in the provision of services or assistance are identified. This information is then shared at camp level and with a wider network of stakeholders for advocacy purposes.

! **Analysis by the Sector/Cluster:** Depending on the situation, the Sector/Cluster Lead has a key role in the analysis and dissemination of information. The focus is on ensuring consistency of agreed standards and provision between camps, and ensuring that systems and processes are in place for the effective sharing of information. Where the cluster approach is activated, global clusters can be called upon for information management expertise and to give operational support and guidance in information management. In addition, the Sector/Cluster Lead will generate up-to-date information about activities across the sector/cluster, including; contact lists, meeting minutes, datasets and needs/gap analysis based on information from the camp level.

! **The Role of UNOCHA:** UNOCHA plays a central role in coordination and information management, especially in IDP situations. UNOCHA works to support the inter-operability (easy sharing) of data, and will suggest standards through which datasets and databases can be compatible. They will use data to develop ‘Who, What, Where’ databases and products such as maps. They may create an inventory of relevant information and documents on the overall humanitarian situation, and of datasets, including population data disaggregated by age and sex. OCHA’s role is to work across sectors/clusters and provide information resources and common datasets to be used by the majority of stakeholders. They aim to provide standardised cross sector/cluster needs/gap analysis based on information provided by the sector/clusters, much of which originates from the primary data collected at camp level.

Security is an important consideration in the storage and analysis of data. Who has access to data needs to be controlled through the use of passwords, restricted levels of access and controlling access to safe spaces such as filing cabinets and case files. Confidential documents should be clearly marked. Where necessary, personal information should be removed or replaced with a code to protect anonymity. Clear procedures should be in place for information to be protected or destroyed in the event of evacuation or withdrawal.

INFORMATION DISSEMINATION

During dissemination, statistics and reports generated are distributed to stakeholders in the camp response. The Camp Management Agency may need to disseminate data to the camp population, the host population, service providers, the national authorities and the Sector/Cluster Lead. If data is not shared, it means no action can be taken. The inclusive sharing of information is the foundation of ensuring that gaps in services and assistance in the camp are filled. The need for inclusivity however, must be balanced with considerations of confidentiality.

Confidentiality means that sensitive data and information is treated in confidence and not shared in public forums. When such information is shared it should be done selectively and anonymously, ensuring that the identity of any individuals concerned is communicated in ways that will not jeopardise that person's dignity, protection or security. Analysis can be shared in aggregate to prevent the dissemination of data that is personally identifiable.

Information may be disseminated through coordination forums, meetings and referral mechanisms where individual incidents and cases of concern are referred by the Camp Management Agency to an appropriate organisation responsible for follow-up. In the case of child protection, for example, this would be UNICEF.

Reports are disseminated to Sector/Cluster Leads giving statistics and a description of activities and standards in specific sectors. Gaps, duplications, concerns and recommendations may be highlighted. These can then be discussed in a Sector/Cluster coordination forum, where action plans can be made, taking the mandates and capacities of different actors into account.

Information Management and the Media

The media plays an important role in bringing attention to crises and ensuring that the humanitarian aspects of displacement are in the minds of the global public. In this sense, the media and humanitarian actors should be seen as allies with a common goal. However, it is the duty of the Camp Management Agency, in collaboration with other partners in the camp, to ensure that access to the camp is controlled and that camp residents and staff are interviewed only with their informed consent.

Access to the camp can be regulated by requesting that all media report to the Camp Management Agency so that their visit may be facilitated. For interviews the Camp Management Agency or appropriate agency concerned with protection or addressing GBV should act as a gatekeeper, first asking potential interviewees for permission and then introducing him or her to the journalist. Be mindful that people who have had a particularly traumatic experience, including rape, or who speak English, French or another global language are often of interest to the media. Care must be taken to ensure that these people are not over-taxed and perhaps re-traumatised by submitting to multiple interviews. On the other hand, some people may want to repeat their stories and should not be hampered from doing so.

In general, humanitarian actors and the media have similar goals in assisting displaced populations. However, the Camp Management Agency or other actors in the camp may find themselves being criticised over the humanitarian response or the overall conditions in the camp. In these cases, it will do no good to become defensive about the situation as this may fuel further criticism. Rather, it is important to correct misconceptions, speak about how the various actors are striving to improve conditions in the camp and to use the opportunity to advocate for greater assistance on behalf of the displaced.

When disseminating information to the camp community it is important for the Camp Management Agency to ensure that information filters down through the camp to all concerned and does not stay at the level of camp leadership. Information can be misused by leaders as a tool to retain or regain power or control or for the manipulation or misuse of certain information. Appropriate forums and mechanisms should be developed to enhance information flow to the wider community.

A variety of mechanisms should be used to facilitate the effective dissemination of information to the camp population. Choices will depend on the type of message to be communicated, the size and profile of the population it needs to reach, protection considerations and the technology available in the camp. Issues of language and literacy must be addressed. Dissemination mechanisms might include information boards, committee meetings, leaflets, posters, awareness-raising workshops, radio broadcasts, public address systems, house-to-house visits, distribution of meeting minutes and drama events.

Data Protection Considerations for Information Management

Gathering information on individuals is necessary to better target protection and assistance responses. At the same time the irresponsible processing of information about individuals can put them at serious risk as well as invade their privacy. In finding the right balance between collecting and sharing information for the benefit of refugees and IDPs in camps and the protection of individuals against misuse of information the following principles should be considered:

- In determining what data needs to be collected, carefully assess why the information is needed: only information that serves a specific protection purpose should be collected.
- Identify data that can be especially sensitive to make sure the collection and sharing is subject to specific protection measures.
- The way data is collected may jeopardise the security and privacy of individuals and should be conducted in a manner sensitive to protection concerns.
- Agree with humanitarian actors how the information is shared and define why it needs to be shared: only information relevant to a determined protection purpose should be shared.
- In case information is shared on a systematic basis, it is recommended that a data-sharing agreement is concluded between agencies.
- Individual information should in principle only be shared with the informed consent of the individual concerned: this should be explained to the person at the time of data collection.

- Ensure that proper mechanisms are in place to secure the data – including safe and locked rooms, electronic back-ups, passwords and access restrictions to sensitive data.

Do No Harm and Confidentiality – Voice from the Field

In a paper outlining their protection monitoring methodology, a Camp Management Agency in Uganda notes:

“Individual interviews and focus group discussions prioritise the most vulnerable, those individuals and groups who are often excluded from consultation and may be at increased risk, such as women, children, poorer families, minority groups and people with disabilities. Confidentiality of information is ensured at each step as we record information – including identities of survivors and witnesses. The use of coded language and passwords, as well as keeping documents which identify persons in separate records from facts about those persons are part of the measures adopted to ensure the confidentiality of information collected. Paper reports are immediately brought to UNHCR for safe filing. The Camp Management Agency does not keep a record of the files. The monitoring teams, have had two weeks of training, including in interview techniques and the Do No Harm principles. They participate in frequent refresher workshop sessions and prioritise the best interest of the survivors and the safety and dignity of communities. The mandate of the Camp Management Agency and the Camp Coordination Agency are disseminated in periodic sensitisation seminars with authorities at the local level.”

The Data Chain

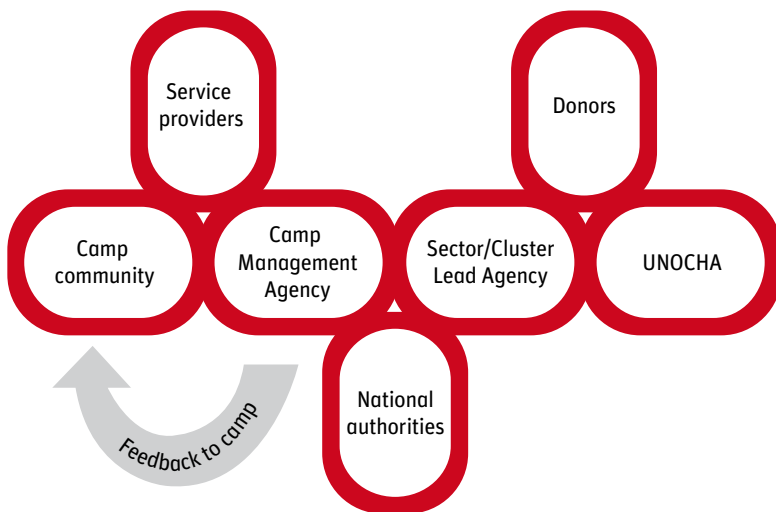
The image below is a representation of how data is used and disseminated. The use of data to monitor and raise the standards of service and assistance in a camp setting, can be imagined as a chain that stretches from the population of concern and links through the Camp Management Agency, to other stakeholders, including the Sector/Cluster Lead. The national authorities play a central role in this process, and the arrow shows how information is fed back to the camp population through the Camp Management Agency. Getting data directly from the population of concern or from directly observing the camp (e.g. examining a borehole or setting up a focus group discussion) is called “primary data col-

lection.” Primary data collection is done by camp service providers and by the Camp Management Agency.

Collecting data from different humanitarian actors who have already gathered the data and then collating or assembling it to create new analysis products is “secondary data collection.” The Camp Coordination Agency, or Sector/Cluster Lead often collects data initially gathered by Camp Management Agencies.

Data must be collected at the source (the camp) if it is needed further along the chain, for example, by the national authorities, OCHA or the donors. At the outset of data collection camp actors, jointly with the Sector/Cluster Lead, need to decide what to collect, who will collect it, how often it needs to be collected and how it should be collected.

The Data Chain



Note that the links in the data chain are context specific. For example in some circumstances service providers may have direct contact with national authorities and other stakeholders. In others the camp community may be in direct contact with the authorities.

Different Aggregation for Different Data Gathering Objectives

Different stakeholders need different information to support their decision-making. Those closest to the population of concern, service providers and Camp Management Agencies, will require the most detailed information while those furthest away who are covering large geographic areas will, generally speaking, require aggregated data and the products of data analysis. In the tables below are two examples of the contrasting information that may be required by stakeholders in a CCCM Cluster approach. Moving down the rows, the amount of data required from an individual camp decreases and the geographic area of data coverage increases.

The information box below the tables outlines the meaning of denominator and disaggregated base line data and its importance and relevance.

| EXAMPLE OF EDUCATION DATA AGGREGATION | | |
|---|--|---|
| Stakeholder | Programming Decisions | Data Required |
| Education Service Provider & Camp Management Agency | Hiring teachers for each school grade; allocating budget for purchasing desks and books; school attendance gap analysis for a particular camp. | School attendance data for boys and girls for each grade in each school in a camp |
| Camp Coordination Agency or Sector/Cluster Lead | Education budget allocation for each camp; school attendance gap analysis between camps. | School attendance data for each camp |
| OCHA/Humanitarian Coordinator/other sectors/clusters | Relationship between school attendance and other sectoral indicators, such as child protection and health data. | School attendance data for all camps in a particular district |
| Note: the above is only an example and education data-sharing and decision-making may differ from operation to operation. | | |

EXAMPLE OF WATER DATA AGGREGATION

| Stakeholder | Programming Decisions | Data Required |
|--|---|---|
| Service Providers & Camp Management Agency | Water distribution gap analysis in each zone of the camp; determining the site(s) where new boreholes or wells should be dug. | Data on location, status (functional or not) and usage of each borehole and well in a camp, |
| Camp Coordination Agency or Sector/Cluster Lead | Water budget allocation for each camp; water distribution gap analysis between camps. | Aggregated water supply data for each camp |
| OCHA/Humanitarian Coordinator/ other sectors/ clusters | Relationship between water availability and other sectoral indicators, such as protection and health data. | Water supply for all camps in a particular district (for example) |

Note: the above is only an example and water data sharing and decision-making may differ from operation to operation.

Making Data Meaningful

It is important that data collection is comprehensive enough to make it meaningful and relevant to the current context of the camp. While it is important to know, for example, how many goods were made available or how many people received a service, it is only meaningful if these numbers are set in the wider context of the overall camp population.

Two mathematical terms are used in this calculation: ‘numerator’ and ‘denominator’. In many instances, figures related to the overall population of the camp will be used as ‘denominator’. To calculate the number of persons per latrine in a camp one would use the overall number of the camp population as ‘denominator’ and divide it by the number of latrines available (‘numerator’). To calculate the net enrolment rate in a camp school one would compare the number of school-age children enrolled in the camp schools (‘numerator’) with the overall number of school-age children in the camp (‘denominator’). To compare the number of children enrolled in camp schools with the number of the overall population, including adults, would not lead to any meaningful data.

CHECKLIST FOR A CAMP MANAGEMENT AGENCY

- Information management expertise has been employed.
- Accurate base-line data and regularly updated camp population figures disaggregated by age and sex are available.
- Information is available on those most at risk and groups and individuals with specific needs in the camp.
- Information management systems have been well-planned and based on clear decision-making needs.
- Accurate, relevant and up-to-date information forms the basis for coordination between stakeholders in the camp response.
- An inventory of existing information has been compiled to prevent duplication.
- The Camp Management Agency collects information on the level and standard of services and assistance in the camp.
- The formats used to collect data reflect the specific information required and have been field-tested.
- The data collection forms contain clear and agreed standards and indicators for monitoring sector-specific interventions.
- Camp Management Agency staff have been trained in the effective monitoring of the camp and the use of data collection formats.
- There is information available on camp governance; levels of participation; coordination, safety and security issues and regular meetings and new initiatives in the camp.
- There is a 'Who, What, Where' database of service providers and agencies operating in the camp.

- ❑ There is dialogue and coordination between stakeholders concerning who collects data on what in order to try to avoid duplication, information overload and data collection fatigue.
- ❑ The camp residents are informed of their right to confidentiality and to know what information is being collected, what it will be used for and what feedback and follow-up to expect.
- ❑ The Camp Management Agency uses the primary data collected to compile a gap analysis for the camp.
- ❑ Data is also disseminated to other stakeholders including service providers, the Sector/Cluster Lead, UNOCHA and the national authorities for further analysis, with due regard for security and confidentiality.
- ❑ Information is used in coordination forums, for referrals of individual cases, to advocate for an appropriate protection response and for gaps in service and assistance provision to be filled.
- ❑ Security and confidentiality of data is ensured. Access to databases is limited and documentation and incident reports are, when required, adapted, to ensure anonymity.
- ❑ The camp community participates and is involved in information management. They provide and receive information about the standards of living in the camp; their right to the adequate provision of services and assistance; and decision-making processes which affect their lives.
- ❑ Information dissemination mechanisms in the camp are varied according to need, and seek to ensure that information reaches the wider camp population, including those with specific needs and those who may be non-literate.
- ❑ Information about camp residents is collected, analysed, stored and disseminated with care. It is shared judiciously to ensure that information is only used to assist and uphold the rights of the displaced population. Their protection and security is prioritised at all times.
- ❑ The information management system in the camp is monitored and evaluated and the Camp Management Agency is open to changes for improvement on the basis of feedback.

TOOLS

! Almost all the tools, publications and other documents referred to are available on the Toolkit CD attached to every hardcopy binder. Weblinks are provided for downloadable online resources.

- 'Agencies by Sectors' matrix from Darfur, Sudan
- Camp Management needs assessment (sample checklist)
- Camp assessment form from East Timor
- Camp assessment form (sample)
- Camp map (sample in Excel) from Darfur, Sudan
- Camp Status Report and Database (sample)
- CCCM cluster: standard on information management
- Checklists for information management, participation and accountability
- Checklist "How Accountable Are You?" Checking Public Information
- Emergency rapid needs assessment (sample form)
- HIC. Assessment quick tips
- IDP assessment form from Indonesia
- IDP rapid assessment form from Afghanistan
- IDP rapid assessment form from Afghanistan (guidelines for users)
- 'Quality of Life' checklist from Sri Lanka
- Site management capacity inventory form from Sri Lanka
- "Standards vs. Actual assistance" matrix from Jembe camp
- Transitional Settlement Monitoring Mechanism form from Indonesia
- Terms of Reference for focus group discussion (sample)
- **UNHCR, 2006. *The UNHCR Tool for Participatory Assessment in Operations.***
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