



# TOOLKITS FOR ADDRESSING PSEA

## TOOLKIT G

EXAMPLES OF MONITORING  
SURVEYS / EVALUATION  
TOOLS



Global Affairs  
Canada

Affaires mondiales  
Canada



## G) EXAMPLES OF MONITORING SURVEYS / EVALUATION TOOLS

### FOREWORD

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This toolkit aims to provide your organization with monitoring and evaluation tools for the development of programs on the Prevention of Sexual Exploitation and Abuse (PSEA). The five documents gathered here were developed by different organizations and have been selected among the Digna database. The documents are samples of monitoring surveys and evaluation tools, and might be used as examples for each organization to develop their own materials regarding PSEA.

The questionnaires listed here comprise a broad spectrum of monitoring procedures on PSEA. In addition, such documents present good practices for evaluation regarding both the organizations themselves and the ultimate beneficiaries of PSEA programs. In general, the surveys selected in this toolkit can be utilized separately or combined, and could be extended to reach both the organization and their partners.

Digna deems some documents as particularly useful for the development of organizations' evaluation tools. For example, the evaluation guides developed by the National GBV Task Force in Liberia – document 2 in this toolkit – exemplifies how to address both governmental and non-governmental agencies. In turn, the survey developed by the Committee for the Coordination of Services to Displaced Persons in Thailand (CCSDPT) – document 3 in this toolkit – comprises questions regarding not only knowledge on PSEA, but also attitudes and practices. For its part, the mapping survey from Regional Safe Spaces Network / UNHCR – document 5 in this toolkit – assesses the organization and maps their current measures on PSEA.

Digna is committed to provide your organization with clear and useful tools. We hope they will help your work while developing PSEA monitoring and evaluation tools.



# LIST OF DOCUMENTS

1

**Monitoring Survey: Questionnaire** – Inter-Agency PSEA-CBCM Best Practice Guide, 2016, Annex 4, pp. 110-112.

2

**Evaluation Guides for Focus Group Discussion (With Community Members), for Interviews with Government Agencies, and for Interviews with NGOs/UN Agencies (Humanitarian Assistance Community)** – National GBV Task Force, Ministry of Gender and Development, Evaluation: National SEA Awareness Campaign, Liberia, 2008, pp. 31-36.

3

**Knowledge, Attitudes, and Practices (KAP) Survey** – Committee for the Coordination of Services to Displaced Persons in Thailand (CCSDPT), 2009.

4

**Beneficiary Based Consultation (BBC) Discussion Guide** – Humanitarian Accountability Partnership (HAP) International, To Complain or Not to Complain: Still the Question - Consultations with humanitarian aid beneficiaries on their perceptions of efforts to prevent and respond to sexual exploitation and abuse, 2008, pp. 56-57.

5

**PSEA Mapping Survey** – Regional Safe Spaces Network / UNHCR, Regional Toolkit for Protection from Sexual Exploitation and Abuse, Sexual Harassment (PSEA/PS) and Inter-Agency Community-Based Complaint Referral Mechanism in the Americas, 2019, pp. 102-107.

## USEFUL:

- to develop a PSEA Policy and Code of Conduct (ANC 03-20: Breakout Session 2)
- to reach partners and beneficiaries (ANC 03-20: Breakout Session 3)
- to conduct risk assessment (ANC 03-20: Breakout Session 4)
- to process a disclosure (ANC 03-20: Breakout Session 5)

ANC = Annual National Conference



## MONITORING SURVEY: QUESTIONNAIRE

INTER-AGENCY PSEA-CBCM BEST PRACTICE GUIDE, 2016

110

4j. Monitoring Surveys

## Questionnaire:

**Consent:** Before proceeding; randomly select one eligible respondent from the selected household ("HH")

"My name is \_\_\_\_\_ from [name of your organization]. I am collecting information related to sexual exploitation and abuse. I would like to talk to you about this, if you are comfortable discussing the issue. The interview will take about 10 minutes. All the information that you provide will remain strictly confidential.

May I start?"

[If permission is given, continue]

Name of the interviewer:

ANNEX 4

I. Background		
01	Date of interview [DD-MM-YYYY]	
02	Time of interview began [HH-MM]	
03	Time of interview ended [HH-MM]	
04	HH Number	
05	Geographical area	
06	Sex of the respondent	Female.... 1 Male .....2
07	Age of the respondent [Years] How old are you?	
08	How long have you lived in here?	Less than 6 months..... 1 > 6 months, but < 1 year..... 2 > 1 year, but below 2 years..... 3 2 years and above..... 4



# DOCUMENT 1

## MONITORING SURVEY: QUESTIONNAIRE

INTER-AGENCY PSEA-CBCM BEST PRACTICE GUIDE, 2016

Annex 4 – Samples and Templates

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II. SEA knowledge		
09	Are you aware that humanitarian staff have standards of conduct?	Yes..... 1 No..... 2 I don't know.....3
10	Do you know what Sexual Exploitation and Abuse is?	Yes..... 1 No..... 2 I don't know.....3
11	Can you tell me an example of SEA? (Do not read answer choices out loud; circle if they mention any of the following)	Relations with beneficiaries under 18 years old Monetary benefits for sex Relations between students and teachers at school Relations with humanitarian aid worker at assistance setting Relations for benefit of Shelter Etc...
12	Is this an issue that you are concerned about in this camp/community?	
13	If "Yes", what types of sexual exploitation and abuse incidents are you most concerned about in this community?	
14	Where do you think these cases of sexual exploitation and abuse can happen?	At school .....1 At market.....2 At home.....3 At food distribution centre.....4 At water points.....5 Any other place.....6
15	What is your basic source of information on sexual exploitation and abuse-related issues in this camp?	Health facilities.....1 Women's centers.....2 Mass campaign sessions .....3 Electronic medias/radios.....4 Through awareness creation....5 Others (specify).....6
16	Have you participated in any awareness-raising events about SEA since you came to the village/area/ camp?	Yes.....1 No.....2 I don't know.....3

ANNEX 4



# DOCUMENT 1

## MONITORING SURVEY: QUESTIONNAIRE

INTER-AGENCY PSEA-CBCM BEST PRACTICE GUIDE, 2016

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4j. Monitoring Surveys

III. SEA reporting			
17	If you suspect/witnessed/were subjected to sexual exploitation and abuse, what would you do? (If the answer is "I don't know", skip Q.18)	Nothing.....1 I will report the case.....2 I don't know what to do.....3 Other (specify).....4	
18	Do you know where to report abuses? (If the answer is No, skip Q.19)	Yes.....1 No.....2	
19	If Yes, where / to whom?	Names of different organizations.....1 Names a CBCM channel (specify)....2 Other(specify).....3	
20	Do you feel you have adequate knowledge of where and how to report sexual exploitation and abuse in this community?	Yes.....1 No.....2 I don't know.....3	

IV. SEA service delivery			
17	In your opinion do survivors of sexual exploitations and abuse get services/ support from any support service-giving organization?	Yes.....1 No.....2 I don't know.....3	
18	What services are available for survivors of sexual exploitation and abuse? (Do not read answer choices out loud; circle if they mention any of the following)	Medical.....1 Legal.....2 Safety/security.....3 Psychosocial..... 4 Material.....5	

ANNEX 4

Thank You!



## DOCUMENT 2

### EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

## II. Evaluation Tools

### (A) GUIDE FOR FOCUS GROUP DISCUSSIONS

#### NATIONAL SEA AWARENESS CAMPAIGN EVALUATION GUIDE FOR FOCUS GROUP DISCUSSION

Target Groups: Community Members

Introduction:

Good morning / afternoon. My name is \_\_\_\_\_ an evaluation consultant hired by the GBV-Taskforce under the auspices of the UNDP. I am here to discuss about the SEA Campaign that was launched by the Liberian Government in collaboration with the humanitarian assistance community on December 4, 2006. These discussions are supposed to be held in six different counties in Liberia with different groups of people like you, the NGOs people, the UN Agencies and many other people.

The purpose of our discussion is to understand whether the reasons for the campaign was launched are met or not. So information gather from you people and others, will provide us the sense of what was done better and what could have been better.

So we need you honest and full participations not only to achieve purpose of the evaluation, but also make the campaign a success: create a conducive environment free of SEA and enable everyone (men, women, and children to live a dignity and freedom.

We thank for coming to talk to me. We should all observe confidentiality in whatever discussed. That means, whatever discussed should remain here and nothing should be personally counted against someone. Feel free and be honest in talking with me. I will be taking down notes or recording as we discuss; because I can't remember everything that people will say in the discussion. Do I have your permission to do so? OK thank!

We have a set of questions here that our discussion will base on. So before starting, do you need any clarification on my terms of reference?

Name of Group Discussed with: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_ Time Started: \_\_\_\_\_ Time Ended: \_\_\_\_\_

Facilitated By: \_\_\_\_\_



## DOCUMENT 2

### **EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)**

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

## **QUESTIONS**

1. Have you heard about SEA? Yes / / No / /

(a) If yes, what have you heard about SEA

2. What's in your own mind, do you consider as acts of SEA or not?

3. Are you aware of SEA in this community? Yes / / No / /

(a) If yes, how does it happen?

(b) Who are the main perpetrators?

(4.) What specific thing do they use as means of exploitation?

5. How SEA affects:

(a) The survivor?

(b) The perpetrator; and

(c) The you community

6. If you are aware about issue SEA, What do you do?

7. When you sometimes you report SEA, what the reactions of the authority to your report?

8. What will you like to see happening to people who commit SEA?

9. Are you aware that organizations working in your community have rules and regulation governing their activities? Yes / / No / /

10. Are you aware of the SEA campaign launched by the GBV Task force: the Liberian Government in collaboration with humanitarian assistant community in 2006? Yes / / No / /

11. Was the campaign effective or helpful in preventing SEA? Yes / / No / /

(a) If yes, what was most helpful about it?

(b) If no, what could have been better?



## DOCUMENT 2

### EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

## (B) GUIDE FOR INTERVIEWS WITH GOVERNMENT AGENCIES

### SEA CAMPAIGN EVALUATION GUIDE FOR INTERVIEWS

Target Groups: Government Ministries and Agencies

#### Introduction:

Good morning / afternoon. My name is \_\_\_\_\_ an evaluation consultant hired by the GBV-Taskforce under auspices of the UNDP. I am here to evaluate SEA Campaign that was launched by the Liberian Government in collaboration with the humanitarian assistance community on December 4, 2006. This interview will be held in six counties with the prominent stakeholders who include: NGO staff, the UN Agency staff, local authorities, and other well-known community members.

The purpose of this interview is to evaluate the effectiveness and impact of the SEA campaign as relates to its overall goal and intended objectives. Information obtained from you, will provide us the sense of what was done better and what could have been better.

Strictly confidentiality is important and therefore; will be observed in whatever discussed. Feel free and be honest in talking with me. I will be taking down notes recording as we discuss; because I can't remember everything that people will say in the discussion. Do I have your permission to do so? OK thanks!

We have a set of questions here that our discussion will base on. So before we start, do you need any clarification about my terms of reference?

Name of Group Discussed with: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_ Time Started: \_\_\_\_\_ Time Ended: \_\_\_\_\_

Facilitated By: \_\_\_\_\_



## DOCUMENT 2

### EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

#### Questions for Government Ministries / Agencies

1. Are you aware of the SEA campaign launched by the GBV Task force: the Liberian Government in collaboration with humanitarian assistant community in 2006? Yes / / No / /
2. Is your ministry / agency member of the GBV- Taskforce in Liberia? Yes / / No / /
3. Have you heard about SEA? Yes / / No / /
  - (a) If yes, what have you heard about SEA?
  - b. What does it mean to you?
3. Are you aware of any occurred incidence of SEA in institution? Yes / / No / /
  - (a) If yes, can you give examples of incidents?
  - (b) Who are the main perpetrators?
4. Is your organization involved in activities to prevent SEA? Yes / / No / /
5. What action does your agency take in respect to SEA?
6. Does your institution have specific rules or COC to prevent SEA? Yes / / No / /
7. Was the campaign effective or helpful in the prevention of SEA? Yes/ / No / /
  - (a) If yes what is most helpful about it?
8. What was least helpful?
  - (a) How could it be improved?
9. Since the launching of the campaign what specific activities are you under taking to continue public awareness on the issues of SEA in your institution of work?



## DOCUMENT 2

### EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

## (C) GUIDE FOR INTERVIEWS WITH NGOS/UN AGENCIES

### NATIONAL SEA AWARENESS CAMPAIGN EVALUATION GUIDE FOR INTERVIEWS

Target Groups: Humanitarian Assistance Community

#### Introduction:

Good morning / afternoon. My name is \_\_\_\_\_ an evaluation consultant hired by the GBV-Taskforce under the auspices of the UNDP. I am here to evaluate the National SEA Campaign awareness that was launched by the Liberian Government in collaboration with the humanitarian assistance community on December 4, 2006. This interview will be held in six counties with the prominent stakeholders who include: NGO staff, the UN Agency staff, local authorities, and other well-known community members.

The purpose of this interview is to evaluate the effectiveness and impact of the SEA campaign as relates to its overall goals intended objectives. Information obtains from you, will provide us the sense of what was done better and what could have been done better.

Strictly confidentiality is important and therefore; will be observed in whatever discussed. Feel free and be honest in talking with me. I will be taking down notes or recording as we discuss; because I can't remember everything that people will say in the discussion. Do I have your permission to do so? OK thanks!

Do you need any clarification of my terms of reference before we proceed?

Name of Group Discussed with: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_ Time Started: \_\_\_\_\_ Time Ended: \_\_\_\_\_

Facilitated By: \_\_\_\_\_



## DOCUMENT 2

### **EVALUATION GUIDES FOR FOCUS GROUP DISCUSSION (WITH COMMUNITY MEMBERS), FOR INTERVIEWS WITH GOVERNMENT AGENCIES, AND FOR INTERVIEWS WITH NGOS/UN AGENCIES (HUMANITARIAN ASSISTANCE COMMUNITY)**

NATIONAL GBV TASK FORCE, MINISTRY OF GENDER AND DEVELOPMENT,  
EVALUATION: NATIONAL SEA AWARENESS CAMPAIGN, LIBERIA, 2008

#### **QUESTIONS FOR NGOS**

1. Is your organization involved in activities that prevent SEA?
  - (a) If yes, what specific activities?
2. Are you aware of the SEA campaign launched by the Government of Liberia in collaboration with the humanitarian community in 2006?
  - (a) If yes, what specific role did your organization play in the launching?
3. Was the campaign effective or helpful in the prevention of SEA? Yes / / No / /
  - (a) If yes what is most helpful about it?
  - (b) How could be improved?
4. What changes (positive or negative) have occurred in your dealing with the issue of SEA since the campaign was launched?
5. How does SEA affect your organization?
6. What specific steps does your organization take against staff who commit SEA?
7. Since the launching of the campaign what specific activities are you under taking to continue raising public aware on the issues of SEA in your community of work?
8. Are you aware of reporting mechanisms for SEA?
9. How do you monitor SEA incidence?
10. What would you recommend as successful means of preventing SEA in Liberia?



# **DOCUMENT 3**

## **KNOWLEDGE, ATTITUDES, AND PRACTICES (KAP) SURVEY**

SAMPLE PROVIDED BY COMMITTEE FOR THE COORDINATION OF SERVICES TO  
DISPLACED PERSONS IN THAILAND (CCSDPT), 2009

### **Preventing Sexual Abuse and Exploitation**

#### **KAP Survey**

<b>Camp</b>	
<b>Gender of respondent</b>	
<b>Location of interview</b>	

**1. What is your age?**

- a. 15 to 17
- b. 18 to 26
- c. 27 to 40
- d. 40 to 60
- e. 61 +

**2. When did you arrive in this camp?**

- a. 0 to 1 year ago
- b. 2-3 years ago
- c. 4-5 years ago
- d. 6-10 years ago
- e. More than 10 years ago

**3. Which ethnic group do you belong to?**

- a. Kayah
- b. Kayan
- c. Kayaw
- d. Karen
- e. Karenni
- f. Burmese
- g. Shan
- h. Pa-o
- i. Chin
- j. Mon
- k. Rohingya
- l. Other: \_\_\_\_\_

**4. What is your marital status?**

- a. Single
- b. Married, spouse living in camp
- c. Married, spouse living outside camp
- d. Divorced or separated
- e. Spouse died



## DOCUMENT 3

### KNOWLEDGE, ATTITUDES, AND PRACTICES (KAP) SURVEY

SAMPLE PROVIDED BY COMMITTEE FOR THE COORDINATION OF SERVICES TO  
DISPLACED PERSONS IN THAILAND (CCSDPT), 2009

f. Boyfriend/girlfriend

**5. At the moment, do you have a job in the camp?**

- a. Yes
- b. No

**6. If yes, my job is:** \_\_\_\_\_

*Please choose one answer to the next four questions about what sexual abuse and exploitation is.*

**7. Sexual abuse and exploitation by humanitarian workers is:**

- a. A violent argument between a refugee wife and her husband
- b. An NGO worker who gives rations, clothes, ration cards or other things that refugees need in exchange for sex with a refugee

**8. Sexual abuse and exploitation by humanitarian workers is:**

- a. When a refugee man forces another refugee to have sex.
- b. When a refugee who works for a NGO uses his or her power as an NGO worker to force another refugee to have sex.

**9. Sexual abuse and exploitation by humanitarian workers is:**

- a. A neighbor who asks a refugee child to undress and abuses him or her.
- b. An Or Sorr who rapes a refugee woman.

**10. Sexual abuse and exploitation by humanitarian worker is:**

- a. A resettlement officer who helps a refugee in the resettlement process if that refugee agrees to have sex with that officer.
- b. A male refugee who hits and beats a refugee woman

**11. The people most likely to sexually abuse or exploit a refugee are:**

- a. Or Sors
- b. Thai military
- c. Thai Police
- d. Camp leadership
- e. Outside NGO workers
- f. Camp-based (refugee) NGO staff
- g. Camp security
- h. UNHCR staff
- i. Teachers employed by an NGO
- j. Other: \_\_\_\_\_

**12. Who is most likely to be asked for sexual favours from aid workers?**

- a. Young women in the communities



## DOCUMENT 3

### KNOWLEDGE, ATTITUDES, AND PRACTICES (KAP) SURVEY

SAMPLE PROVIDED BY COMMITTEE FOR THE COORDINATION OF SERVICES TO  
DISPLACED PERSONS IN THAILAND (CCSDPT), 2009

- b. All women living here
- c. Widowed, separated or single women or mothers
- d. Children
- e. Men
- f. Other (please indicate)

*Do you agree with the following statements?*

13. **Have you heard of humanitarian workers sexually abusing or sexually exploiting refugees in the camp?**
  - a. Yes
  - b. No
14. **Have you heard of the PSAE project before?**
  - a. Yes
  - b. No
15. **Food, clothes, living materials, medical care, education, or any other help provided to refugees are free. As refugees, we are able to obtain these without sexual threats or being asked to do something sexual.**
  - a. Yes
  - b. No
16. **Someone I know has been asked by Or Sors, NGO workers, incentive-staff or other humanitarian workers, to do something sexual.**
  - a. Yes
  - b. No
17. **The NGOs who work in the camp have a policy about what their staff can and can not do with refugees, especially in relation to sexual relationships.**
  - a. Yes
  - b. No
  - c. I don't know.
18. **The Or Sors and Thai military personnel who work in the camps have a policy about what their staff can and can not do with refugees, specifically in relation to sexual relationships.**
  - a. Yes
  - b. No
  - c. I don't know.
19. **Every person employed by an NGO must sign and follow a Code of Conduct which says that exchanging food, clothes, medicine or any other kind of help for sex is not acceptable.**



## **DOCUMENT 3**

### **KNOWLEDGE, ATTITUDES, AND PRACTICES (KAP) SURVEY**

SAMPLE PROVIDED BY COMMITTEE FOR THE COORDINATION OF SERVICES TO  
DISPLACED PERSONS IN THAILAND (CCSDPT), 2009

- a. Yes
- b. No
- c. I don't know

**20. If a humanitarian worker sexually abuses a refugee, I can report it:**

- a. Yes
- b. No
- c. I don't know

**21. I know where to report sexual abuse and exploitation of a refugee:**

- a. Yes
- b. No
- c. I don't know

**22. Do you think sexual abuse and exploitation is a big problem in this camp?**

- a. Yes
- b. No
- c. I don't know.

*Please choose one answer for the next six questions:*

**23. For me the best way to report sexual abuse and exploitation by humanitarian workers is by:**

- a. Speaking with someone from the Camp Committee
- b. Speaking with someone from NGO where the perpetrator works
- c. At a health center
- d. At the GBV committee center
- e. Writing what happened on a piece of paper and putting that piece of paper in a complaints box at the NGO in question
- f. Writing what happened on a piece of paper and putting that piece of paper in a complaints box another NGO
- g. Speaking with an UNHCR representative
- h. Going to the Legal Assistance Center (LAC)
- i. Other: \_\_\_\_\_

**24. I think reporting sexual abuse and exploitation of refugees by humanitarian staff is:**

- a. Easy
- b. Difficult
- c. Impossible
- d. Leads to problems in the camp

**25. Why do you think sexual abuse and exploitation occurs?**

- a. Women here are attractive



## DOCUMENT 3

### KNOWLEDGE, ATTITUDES, AND PRACTICES (KAP) SURVEY

SAMPLE PROVIDED BY COMMITTEE FOR THE COORDINATION OF SERVICES TO  
DISPLACED PERSONS IN THAILAND (CCSDPT), 2009

- b. Aid workers don't live here with their families
- c. Everyone who has power over someone else will exploit someone else
- d. Refugees have no control over their situation and must rely on aid agencies for everything
- e. SAE doesn't occur here
- f. Other (please indicate)

**26. Giving a community member extra food, goods or any other advantages if he/she agrees to have sex with an aid worker is not wrong as long as both agree to do it.**

- a. I agree
- b. I disagree
- c. I don't know

**27. What do you think about someone who agrees to have sex with an aid worker in exchange for food?**

- a. It's her own fault
- b. She is a bad influence for our community
- c. She agreed to it so she can't blame the man
- d. I don't want any contact with her
- e. I would try to console and support her
- f. Other (please indicate)

**28. Is it necessary to have a project or a program to combat sexual abuse and exploitation by humanitarian workers inside the camp?**

- a. Yes
- b. No

**29. Please make any other comments about sexual abuse and exploitation in the camps.**

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## BENEFICIARY BASED CONSULTATION (BBC) DISCUSSION GUIDE

HUMANITARIAN ACCOUNTABILITY PARTNERSHIP (HAP) INTERNATIONAL, TO COMPLAIN OR NOT TO COMPLAIN: STILL THE QUESTION - CONSULTATIONS WITH HUMANITARIAN AID BENEFICIARIES ON THEIR PERCEPTIONS OF EFFORTS TO PREVENT AND RESPOND TO SEXUAL EXPLOITATION AND ABUSE, 2008

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**HAP** Humanitarian Accountability Partnership

### Beneficiary Based Consultation (BBC)

Discussion Guide for Groups and Individuals in  
(insert country or camp name)<sup>71</sup>

#### INTRODUCTION

- (give name) I am a researcher with the Humanitarian Accountability Partnership, or "HAP." HAP is an NGO in the country of Switzerland. Through training, HAP helps aid agencies build their capacity to prevent and respond to exploitation and abuse of beneficiaries by their staff.
- HAP *is independent* and does not provide health, education, food or other services to refugees or other populations affected by humanitarian crises

In other situations, we have heard about...

- An aid worker distributing food rations asks young girls to go off with them in exchange for extra food.
- A resettlement registrar tells a refugee that if she's his girlfriend, her resettlement will go more quickly than others ahead of her. *(Aid workers are foreign, national or local staff. They include salaried, incentive or volunteer workers--anyone giving goods/services in (insert country or camp name). \**
  - We're here to learn more about sexual exploitation and abuse reporting/responses from you.
  - We're not here to collect information on specific cases.
  - *Why do we want to know?* Your feedback will help HAP and aid agencies improve their work. Information we learn will be included in a report which will be completed by March 2008.
  - If you choose to talk with us, our discussion will take around an hour.
  - We won't write down or use your name. Whatever you say to us is confidential.
  - We'll repeat key points at the end of this discussion to be sure we've clearly understood your opinions/experiences
  - If you don't want to talk to us or become uncomfortable with this discussion, it is okay to leave at *any time*.
  - Are you willing to participate? May I have your permission to begin?

\* Note: The BBC researchers found it helpful to come up with a list of possible SEA scenarios with translators and keep using them to illustrate and explain SEA if a discussion group got stuck.

1. We talked about... *(offer other SEA examples)* Do similar problems happen here? Is SEA a concern for you? If so, how could/do aid workers sexually abuse beneficiaries?
2. In what ways do aid agencies stop sexual exploitation and abuse by their staff and volunteers? Do you think their prevention efforts work? Why or why not?
3. Have aid organizations asked you and your community how SEA by aid workers or volunteers should be prevented? When? How have aid organisations acted on your suggestions?

<sup>71</sup> December 2007 version.



## BENEFICIARY BASED CONSULTATION (BBC) DISCUSSION GUIDE

HUMANITARIAN ACCOUNTABILITY PARTNERSHIP (HAP) INTERNATIONAL, TO COMPLAIN OR NOT TO COMPLAIN: STILL THE QUESTION - CONSULTATIONS WITH HUMANITARIAN AID BENEFICIARIES ON THEIR PERCEPTIONS OF EFFORTS TO PREVENT AND RESPOND TO SEXUAL EXPLOITATION AND ABUSE, 2008

To complain or not to complain: still the question

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4. If you were concerned about sexual abuse or exploitation by an aid worker, would you report it? If yes, ask how would you report it? How and to whom would you report the problem?
5. Do you know of anyone who has complained about sexual abuse or exploitation by an aid worker? What happened? Was the person who had the problem given emergency assistance such as medical care, counseling or moving them for their own protection?
6. Have you ever heard about any investigations into SEA related misconduct by an aid worker?
7. What were the results of the investigation? What did you think of the results? How were they shared with your community?
8. Has the risk/potential for sexual abuse or exploitation changed in any way since you have been receiving assistance? How?
9. Do you feel safer as a result of NGO efforts to prevent and respond to SEA? How? What has changed?
10. How should SEA prevention and response by aid agency staff of beneficiaries be improved?
11. Is there anything else you would like to add on this topic that I have not already asked you about?



## PSEA MAPPING SURVEY

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

REGIONAL TOOLKIT  
for PSEA/SH and Community-Based Complaint and Referral Mechanism in the Americas

## TOOL 9

### PSEA/SH MAPPING SURVEY

<https://enketo.unhcr.org/x/#sfoZlv2u>



#### NOTE

This survey can be used as an online survey (e.g. survey monkey) or through a questionnaire format, depending on how many offices, or personnel, it aims to cover. It should be compiled by the most relevant and appropriate representative, manager or PSEA Focal Points of the agency in consultation with relevant colleagues for specific areas of enquiry.

The objective of this survey can be used to update information and map-out the current measures that are in operation to prevent and respond to Sexual Exploitation and Abuse (SEA) against concerned populations, and Sexual Harassment (SH) in the workplace. The information gathered from the results of the survey can be used to support the development of an agency's systems and regional, country and operational community-based complaint mechanisms, and inter-agency and cross-border referral mechanisms in the Americas region.

**Please take into consideration when completing this survey, the activities of your agency, office and partners you work with in your area of operation and programmes.**

1. Please insert the name of the office

2. Please enter the name of staff member completing survey information for your office

3. Please select the coordination groups that the office is a member of at the national level?

- ☐ Regional Interagency Coordination Platform for Refugees and Migrants
- ☐ PSEA Focal Point Network
- ☐ Regional Safe Spaces Network
- ☐ Protection Working Group
- ☐ Sexual and Gender-based violence sub-working group
- ☐ Child protection sub-working group
- ☐ Inter-Sector Working Group
- ☐ UNDGLAC: Gender Group
- ☐ UNDGLAC: Protection
- ☐ UNDGLAC: Youth
- ☐ UNDGLAC: SGDs
- ☐ Other, please indicate.

4. How many partners do you work with in your area of operation?

☐ 0-5   ☐ 6-10   ☐ 10+

List name of partners



# DOCUMENT 5

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TOOLS

*\* (Following Points I – IV are based on the IASC PSEA Pillars and SOPs AND the UNHCR Emergency Handbook on PSEA)*

### I. MANAGEMENT AND COORDINATION

#### Effective policy development and implementation

5. Have all staff been given a copy of the Secretary-General's Bulletin, especially new staff appointed in emergencies?

☐ YES ☐ NO

6. Have all staff been given a copy of the IASC Six Core Principles related to PSEA/SH?

☐ YES ☐ NO

7. Has any communication / refresher information / reaffirmation of your agency's Code of Conduct and PSEA / SH commitments been given to staff within the past year

☐ YES ☐ NO

8. Have staff received any training on PSEA and SH in your office in the past year?

☐ YES ☐ NO

9. Has your agency's relevant policies i.e. Policy on Discrimination, Harassment, Sexual Harassment and Abuse of Authority been disseminated to all staff?

☐ YES ☐ NO

#### Cooperative Arrangements

10. Is your Code of Conduct, including PSEA / SH, written into all implementing/cooperative partner agreements?

☐ YES ☐ NO

11. Are all partners made aware of your agency's commitments to PSEA/SH?

☐ YES ☐ NO

12. When selecting suppliers/vendors does your agency ask for information on the standards of behaviour/conduct it expects from its personnel?

☐ YES ☐ NO

13. When contracting suppliers/vendors in your operation is PSEA / SH included in contracts?

☐ YES ☐ NO

#### A dedicated department/focal point is committed to PSEA among personnel

14. Does your office currently have an appointed PSEA Focal Point and Alternate?

☐ YES (Names, title, email address, phone number)

☐ NO

15. Do partners in your area of operation have PSEA Focal Points?

☐ YES ☐ NO

16. Does your office have a PSEA action plan in place?

☐ YES ☐ NO

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17. Has the PSEA Focal Point, or an alternative staff member, conducted any PSEA / SH awareness-raising sessions with:

- ☐ Staff
- ☐ Partners
- ☐ Communities / concerned populations
- ☐ Government counterparts
- ☐ None

18. Has your office provided support to partners on establishing PSEA systems:

- ☐ Training on PSEA
- ☐ Training on setting up community-based complaint mechanisms
- ☐ Any other *please specify*

19. What specific challenges to establishing PSEA systems does your office have?

20. What specific challenges to establishing PSEA systems do partners have?

21. Have SEA / SH risks been analysed in your area of operation and activities?

- ☐ YES ☐ NO

### II. ENGAGEMENT WITH AND SUPPORT OF LOCAL COMMUNITY POPULATION

Effective and comprehensive communication from head office to field offices on expectations regarding raising awareness on PSEA with concerned populations

22. Have any communication or awareness raising campaigns for concerned populations/ communities on PSEA been implemented in your area of operation (by you or partners)?

- ☐ YES *(please provide details)*
- ☐ NO

Effective community-based complaint mechanisms

23. Are complaint mechanisms available to concerned populations and communities in your operations / programmes?

- ☐ YES ☐ NO ☐ To some degree

24. Are these mechanisms functioning systematically?

- ☐ YES ☐ NO ☐ To some degree

25. What key challenges are faced in your operations to setting-up community -based complaint mechanisms?



# DOCUMENT 5

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26. Are the complaint mechanisms coordinated between your agency and other service providers, partners in your programme and operational area?

☐ YES *(please provide details)*

☐ NO *(please give reasons why)*

27. Are the complaint-mechanisms developed and implemented in consultation with concerned populations and communities?

☐ YES ☐ NO

28. Which of the complaint mechanisms below are operational in your programme and operational area?

- ☐ Programmatic/operational complaint mechanism
- ☐ SEA & misconduct complaint mechanism
- ☐ Integrated SEA/programmatic/operation related complaint mechanism
- ☐ Other, *please specify*

29. In which offices (head, field, sub offices) do you implement complaint mechanisms to receive programmatic/operational complaints?

30. Which of the below tools do you use to receive programmatic/operational complaints?

- ☐ Complaint box
- ☐ Hotline
- ☐ E-mail
- ☐ Community Volunteers/Focal Points
- ☐ Community Gatherings/Meetings with the community
- ☐ Protection monitoring
- ☐ Outreach
- ☐ Other, *please specify*

31. How do you provide feedback to concerned populations / communities on programmatic/operational complaints?

**a. After processing the complaint in accordance to internal procedures:**

- ☐ By phone
- ☐ By e-mail
- ☐ Individual counselling
- ☐ Through Community Volunteers/Focal Points
- ☐ Through Community Gatherings/meetings with the community
- ☐ During protection monitoring
- ☐ During outreach
- ☐ Other, *please specify*

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**b. On the spot:**

- ☐ By phone
- ☐ By e-mail
- ☐ Individual counselling
- ☐ Through Community Volunteers/Focal Points
- ☐ Through Community Gatherings/meetings with the community
- ☐ During protection monitoring
- ☐ During outreach
- ☐ Other, *please specify*

32. In which field offices do you implement complaint mechanisms to receive SEA/misconduct?

33. Which of the below tools are used to receive SEA/misconduct complaints?

- ☐ Complaint box
- ☐ Hotline
- ☐ E-mail
- ☐ Community Volunteers/Focal Points
- ☐ Community Gatherings/Meetings with the community
- ☐ Protection monitoring
- ☐ Outreach
- ☐ Other, *please specify*

34. How do you provide feedback to concerned populations/communities on programmatic/operational complaints?

**a. After processing the complaint in accordance to internal procedures:**

- ☐ By phone
- ☐ By e-mail
- ☐ Individual counselling
- ☐ Through Community Volunteers/Focal Points
- ☐ Through Community Gatherings/meetings with the community
- ☐ During protection monitoring
- ☐ During outreach
- ☐ Other, *please specify*

**b. On the spot:**

- ☐ By phone
- ☐ By e-mail
- ☐ Individual counselling
- ☐ Through Community Volunteers/Focal Points
- ☐ Through Community Gatherings/meetings with the community
- ☐ During protection monitoring
- ☐ During outreach
- ☐ Other, *please specify*



# DOCUMENT 5

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35. Which methods are most used by concerned populations/communities to make programmatic/operational complaints?

36. Which methods are most used by concerned populations/communities to make SEA/misconduct complaints?

### III. PREVENTION

#### Effective recruitment and performance management

37. Does your agency and office have appropriate recruitment and performance management systems in place to prevent SEA/SH?

☐ YES ☐ NO

38. Does your agency have a Whistle Blowing policy, Sexual Harassment Policy and Grievance procedures in place?

☐ YES  
☐ NO, *describe gaps*

### IV. RESPONSE

#### Internal complaints and investigation procedures are in place

39. Are all staff in your office/operation clear on mandatory reporting requirements, how to report incidents and what to expect?

☐ YES  
☐ NO, *please explain what is required?*

40. Are staff informed about how they can address grievances within the agency?

☐ YES ☐ NO

41. Are there inter-agency complaint referral mechanisms being implemented for SEA/misconduct complaints?

☐ YES ☐ NO

42. Do partners have programmatic/operational complaint-referrals investigation mechanisms?

☐ YES *(please give examples)*

☐ NO

43. Do partners have SEA/misconduct complaint-referrals investigation mechanisms?

☐ YES *(please give examples)*

☐ NO

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# TOOLKITS

This is a summary of the eight toolkits

**A**

## EXAMPLES OF CODES OF CONDUCT - POLICY PROGRAMS

This toolkit contains eleven documents, which are samples of principles, guidelines and codes of conduct, and might be used as examples for each organization to develop their own recommendations regarding PSEA.

**B**

## EXAMPLES OF RISK ASSESSMENT AND MANAGEMENT

This toolkit contains five documents, which are samples of useful tools to identify risk indicators and strategies to manage them, and might be used as examples for each organization to develop their own risk management systems.

**C**

## EXAMPLES OF REPORT FORMS

This toolkit contains four documents, which are samples of report and referral forms, and instructions on how to proceed while processing a disclosure. They could be used as examples for each organization to develop their own forms regarding PSEA.

**D**

## EXAMPLES OF FLOWCHARTS

This toolkit contains six documents, which are samples of visually-friendly diagrams. They could be used as examples for each organization to develop their own pathways regarding the procedures on PSEA.

**E**

## EXAMPLES OF PSEA AUDIT AND SELF-ASSESSMENT - CONTACTS WITHIN THE ORGANIZATIONS AND PARTNERS

This toolkit contains seven documents, which are samples of contact lists and check-lists. They could be used as examples for each organization to produce their own call trees and self-assessment forms regarding PSEA.

**F**

## EXAMPLES OF FEEDBACK FORMS

This toolkit contains two documents, which are samples of feedback forms. They could be used as examples for each organization to develop their own feedback materials on PSEA.

**G**

## EXAMPLES OF MONITORING SURVEYS-EVALUATION TOOLS

This toolkit contains five documents, which are samples of monitoring surveys and evaluation tools. They could be used as examples for each organization to develop their own evaluation materials regarding PSEA.

**H**

## EXAMPLES OF VISUALS

This toolkit contains four documents, which are samples of visual information materials. They could be used as examples for each organization to develop their own visually-friendly documents regarding PSEA.

