VICTIM/SURVIVOR-CENTRED APPROACH TO PROTECTION FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

MONITORING, EVALUATION AND LEARNING TOOLKIT

CHSAlliance

ACKNOWLEDGEMENTS

DISCLAIMER

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INTRODUCTION

In 2022, CHS Alliance, with support from the Ministry of Foreign Affairs of the Netherlands, launched the project Closing the Accountability Gap to Better Support Victims/Survivors of Sexual Exploitation, Abuse and Harassment (SEAH) in the Aid Sector. SEAH is one of the most egregious failures of accountability in aid, and the humanitarian sector urgently needs a people-centred approach to tackling this failure. The project aimed to listen to victims/survivors, test a victim/survivor-centred approach to enhancing accountability, and inform sector-wide improvements for the prevention of SEAH (PSEAH) within humanitarian aid.

This toolkit compiles the Monitoring, Evaluation and Learning (MEL) tools developed for the PSEAH pilot projects, to make these resources available to all partners and stakeholders looking to strengthen victim/survivor-centred SEAH prevention mechanisms, enhance accountability, and learn from the victim/survivor-centred approach. These stakeholders include community volunteers, non-governmental organisations, governments, donors, and other international organisations. Practitioners on the ground, including PSEAH community focal points, and project funders will find these tools particularly useful in their day-to-day operations, and are encouraged to apply and adapt the toolkit to the particular contexts in which they operate.

The toolkit includes the following:

- Section B: Overarching indicators for a victim/survivor-centred approach to PSEAH

- Section C: MEL framework for PSEAH projects

- Section D: MEL tools for PSEAH projects (including an example needs assessment questionnaire, project reporting template, sample survey questionnaire, and ethical guidance)

This toolkit accompanies the The Foundational Paper and Implementation Companion.

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VICTIM/SURVIVOR-CENTRED PSEAH INDICATORS

Below, we set out a set of overarching baseline indicators for the victim/survivor-centred approach to PSEAH.1 They can help provide an important picture of the state of SEAH and the effectiveness of PSEAH mechanisms within a locality or country, across the various stages of reporting, support and redress.

We recommend collecting data through an initial SEAH needs assessment (see section D.1) as well as putting in place arrangements for future improved monitoring and update of the PSEAH indicators (e.g., through project activities).

These PSEAH indicators provide an important starting point for designing suitable PSEAH interventions, which build capacity and can increase the effectiveness of support for PSEAH, and which can then be monitored using the specific tools included in sections 4.2 - 4.3. Ethical guidance (including an example consent form) for conducting all data-gathering activities is included in section 4.4.

INDICATOR	DATA SOURCES	STAGE
1) Number of people at risk of SEAH	• Estimated based upon demographic profile of vulnerable groups, location of refugees and asylum seekers	Victimisation
2) Number of SEAH reports received from at risk population	• Monitoring data collected by community intermediaries	Disclosure and Reporting
3) Number of SEAH survivors that received assistance and support (case management, psychosocial support, legal support, other)	• Monitoring data collected by humanitarian agencies • Monitoring data collected by community intermediaries	Case Management and Referral to Support Services
4) Number of SEAH reports that proceed to a form of inquiry	• Monitoring data collected by humanitarian agencies	Investigation
5) Number of SEAH survivors who feel that reporting has been victim/survivor-centred, feel redress and enhance wellbeing	• Independent survey or one-to-one interviews with survivors • Project evaluation data	Redress and Compensation

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1 These measures are an abridged version of the long list of indicators included in the Implementation Companion

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MEL FRAMEWORK FOR VICTIM/ SURVIVOR-CENTRED PSEAH PROJECTS

The MEL framework for victim/survivor-centred PSEAH projects is based upon the theory of change developed for the CHS Alliance project and consolidated pilot activities. It is designed to be utilisation-focused and to minimise the burden on partners, and therefore:

Is simple in design, only collecting evidence that is useful to help track the progress, outcomes and lessons learnt from PSEAH projects across a focused number of indicators. Delivery partners will only require light-touch capacity building to utilise the tools, and they report on progress through interim and final evaluation reports.

Includes common quantitative and qualitative evaluation measures - combined with contextual data on the national humanitarian situation - allowing for the triangulation of evidence as well as the comparison of performance across projects.

Allows for a combination of self-reporting from grantees to support self-reflection, learning and improvement, alongside oversight from funders and independent review.[2]

The MEL framework includes three categories of data - inputs/ outputs; outcomes; and lessons learnt:

- **Input/Output data** collected and reported on by delivery partners, at the interim and final stages of the project. This focuses on counting the immediate results of activities and their costs. A Project Evaluation Template can be used to capture and report on this data (see tool D.2).

- **Outcome data** collected through simple surveys and interviews with project participants (see tool D.3), reported on at the final evaluation stage. This includes capturing the benefits of PSEAH activities for victims/ survivors, community intermediaries and other humanitarian actors.

- **Learning data** captured by project partners, through project field visits, and via learning workshops, and shared continuously with the funder throughout project activities, as well as through the Project Evaluation Template (interim and final stages).

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2 An independent evaluation field visit was conducted to one pilot as part of the CHS Alliance project *Closing the Accountability Gap to Protect Victim/survivors in the Aid Sector*, during which interviews and focus groups were held with project field staff, trusted community intermediaries and other stakeholders.

IMPACTS	OUTCOME	INDICATORS/PERFORMANCE MEASURES	WHO/WHEN?
1. Accountability mechanisms serve PSEAH victims/survivors and enhance their wellbeing and resilience	Improvements are made to PSEAH processes and mechanisms from SEAH violation to redress to the benefit of victims / survivors of SEAH	1. Inputs/Outputs 1.1 **# PSEAH mechanisms/processes/structures:** (i) improved; and (ii) sustained 1.2 **# Actors trained/sensitised** (by type of organisation) 1.3 **# Victims/survivors involved** in PSEAH processes 1.4 **# Actors who participate in national workshops** (by type of organisation) 1.5 **Expenditure** by category/activity (against forecasts)	Project partners through regular monitoring - Interim and Final Reporting
2. SEAH victims/survivors are listened to and are informing national and global PSEAH approaches		2. Outcomes 2.1 (i) % Community representatives, aid workers, and service providers with **increased awareness and knowledge of SEAH, victim's/survivor's rights and victim-centred PSEAH** (align survey questions with VCA practice areas [3]); (ii) what they have **learnt** (open field); (iii) what **changes they will make/have made** to current/future practices (open field) 2.2 % Community representatives with **enhanced confidence (to demand accountability)** and **leadership of PSEAH** 2.3 % Victims/survivors OR intermediaries (utilizing relevant PSEAH services) who (i) **are more aware of services (including reporting);** (ii) **trust services more;** (iii) **utilise services (more)** - broken down by VCA practice areas[4] - and **why** (open field).	Project partners through surveys and interviews; Independent evaluation field visits - Final Reporting Project partners through evaluation template, evaluation field visits, funder learning workshops - Interim and Final Reporting
		2.4 (i) % Community representatives, aid workers, service providers, victims and survivors OR intermediaries who **consider PSEAH services improved** (from baseline satisfaction levels in needs assessment – reporting mechanisms and support services), and **why** (open field); (ii) **further improvements identified** (open field) 2.5 % Learning workshop actors who (i) find **project findings useful**; (ii) **intend to change practices** (and what) 2.6 **Adoption of new PSEAH policies, Code of Conduct and partnerships** by NGOs and government	
		3. Impacts and lessons learnt 3.1 Victims/survivors report that **complaints are acted upon in a timely and appropriate manner** (qualitative assessment) 3.2 Victims/survivors report **enhanced wellbeing and resilience following appropriate redress** (qualitative assessment) 3.3 **What worked** (based on VCA practice areas), and **why** 3.4 **Perspectives on costs and benefits of different components** (what cost more, what could be done more efficiently etc.)	Project partners through evaluation template, evaluation field visits, funder learning workshops - Interim and Final Reporting

3 Disclosure; Reporting Channels and Mechanisms; Report Handling and Case Management; Referrals and Services; Investigation and redress
4 See above

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EXAMPLE MEL TOOLS

1. NEEDS ASSESSMENT

The needs assessment targets victims/survivors, through their trusted intermediaries. The needs assessment is organised around a VCA framework developed by CHSA based on best practice in responding to PSEAH in a victim/survivor-centred way.

Target Group

Trusted Intermediaries (see the Implementation Companion to better understand their unique and important role) serving women, girls, men, boys, sex workers and LGBT representing victims/survivors in the refugee and the IDP camps, women centres, protection shelters, and youth centres etc.

Questionnaire

Introduce yourself. Include the following points in the introduction:

- We represent…., conducting a needs assessment to better understand the needs of victim/survivors of sexual exploitation and abuse amongst the community as well as assessing the capacity of the response services available to them. The needs assessment will help determine priorities for intervention to improve PSEAH processes.

- Thank you again for your consent to participate in this exercise. We expect this survey to take about 1 hour. Please let me know if that works well for you.

- This exercise has learning objectives so please feel free to speak freely, as everything is confidential.

- Do you have any questions for us before we start?

SECTION 1: DETAILS OF ENTITY COMPLETING THE NEEDS ASSESSMENT

Type of entity completing the needs assessment	Humanitarian aid organisation
	Local CSO
	Government/public sector organisation or entity
	Other (please specify
Role/aims of entity:	
Population group served by entity:	
Location:	
Date and Time:	

SECTION 2: VICTIMISATION AND DISCLOSURE

1. Have you heard about, or do you know of someone who has complained about sexual exploitation/abuse by a humanitarian/ development worker?	Yes/No
2. Have you assisted a victim/survivor of SEAH by a humanitarian or development worker in the context of your work?	Yes/No
3. [If yes to the above] Please tick as applicable.	Child/Adult Women/Man/neither Girl/boy/neither
4. In your view, is it difficult for victims/survivors to disclose an incidence of SEAH? (on a scale of 1-5, with 1 being very easy, and 5 being very difficult)?	1 Very easy 2 Easy 3 Neither difficult or easy 4 Quite difficult 5.Very difficult
5. Is it difficult for you to receive a disclosure? [If yes to the above] Why do you say this?	
6. What do you know about confidentiality and data protection?	

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SECTION 3: REPORTING MECHANISMS

7. Is it safe to report sexual harassment/exploitation/abuse by a humanitarian or development worker?	1 Yes (always) 2 Yes (under certain conditions) 3 No (never)
8. Why do you say this?	

9. What are the biggest challenges for victims/survivors to report sexual harassment/exploitation/abuse by a humanitarian or development worker, from the following list?

Please tick all that apply, and then rank the top 5 challenges, from 1 (smallest challenge) to 5 (biggest challenge)

CHALLENGES	TICK ALL THAT APPLY	TOP 5 CHALLENGES (1–5)
Guilt and/or embarrassment (self-blame)		
Feel incident is not serious enough to report		
Do not want anyone to know		
Fear for my safety/family safety		
Afraid to lose control of the situation		
Religion		
Not knowing where to report		
Know where to report, but access is too difficult (too far)		
Know where to report, but access is too difficult (no internet or phone)		
No time/money to report		
Fears over confidentiality		
Language difficulties		
Complicated and slow process		
Afraid to not be believed		
No faith that action will be taken		
Other (please specify…………………………)		

10. Do you know where to report incidents of sexual exploitation/abuse by humanitarian/ development workers in your community?	Yes/No

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11. [If yes] What are the reporting channels or mechanisms accessible to victims/survivors of sexual exploitation/abuse?

(tick all that apply)

Then, please tell me how satisfied you are that these reporting mechanisms meet the needs of victims/survivors?

(On a scale of 1-5, with 1-very unsatisfied, 2-unsatisfied, 3-Neither satisfied/unsatisfied, 4-satisfied and 5-very satisfied)?

REPORTING CHANNEL/MECHANISM	TICK ALL THAT APPLY	TOP 5 CHALLENGES (1-5)
Civil Society intermediary organisation		
Dedicated PSEAH focal point – a person who works on PSEAH in the humanitarian or development organisation.		
Religious leader		
Camp Authority		
Community elder		
Hotline		
Feedback information centre		
Information Hub		
Complaint boxes		
Emails		
Safe Spaces		
Health worker		
Other (please specify…………………………)		

12. Where would victims/survivors prefer to report incidents of sexual exploitation/abuse by a humanitarian or development worker?

REPORTING CHANNEL	YES (DEFINITELY)	YES (MAYBE)	NO (NEVER)
Civil Society intermediary organisation			
PSEAH focal point			
Religious leader			
Camp Authority			
Community elder			
Hotline			
Feedback information centre			
Information Hub			
Complaint boxes			
Emails			
Safe Spaces			
Health service/worker			
Other (please specify…………………………)			

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13. Can you think of any other important places, or ways, that victims/survivors should be able to report incidents of sexual exploitation/abuse?

14. What would be required for victims/survivors to trust and feel safe reporting bad behaviour of humanitarian or development worker?

Tick all that apply.

TRUST FACTOR	TICK ALL THAT APPLY
Anonymity of personal details	
Confidentiality of reporting	
Face to face meetings	
Privacy when reporting	
Channels are provided which ensure safe reporting	
Right attitude of the person reporting to	
Reporting to person of same gender	
Procedures are designed in a way that reduces the risk of feeling traumatised again	
Being accompanied by someone trusted	
Report can be made in local language	
Clear plan/written guidance in place for how and when you will hear back on the outcome of reporting exploitation/abuse	
Health service/worker	
Other (please specify…………………………)	

15. What else could be done to make it easier for victims/survivors to report sexual exploitation/abuse by humanitarian/development workers?

16. What are the best ways of raising awareness of reporting mechanisms in the community?

1. Community conversation

2. Posters and leaflets

3. Public Awareness

4. Using community-based organisations, NGOs

5. Other (please specify ………)

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SECTION 4: REPORT HANDLING AND CASE MANAGEMENT

17. Who would victims/survivors prefer to interact with and receive information, updates, and feedback from during the management of a reported case of sexual exploitation/abuse?	
18. What could be done to better ensure confidentiality and protection of victims/survivors following reporting of sexual exploitation/abuse?	
19. What kind of support is needed for victims/survivors to access services?	
20. How and by whom should SEAH report handling be monitored?	

SECTION 5: REFERRAL TO SUPPORT SERVICES

21.In your setting, are the existing humanitarian led support services for incidents of sexual exploitation/abuse (after they have been reported) able to meet the needs of victims/survivors?	Yes/No Why?

22.What support services are needed for victims/survivors?

Please tick all that apply, and then tell me how satisfied you are you that the needs of victims/survivors are being met (on a scale of 1-5, with 1-very unsatisfied, 2-unsatisfied, 3-Neither satisfied/unsatisfied, 4-satisfied and 5-very satisfied), and why

SUPPORT SERVICE	TICK ALL THAT APPLY	SATISFACTION (1-5)	WHY?
Shelter			
Psychosocial			
Safety/Security			
Legal			
Transport			
Financial support			
Medical			
Family care			
Other (please specify............................)			

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23. In your setting, what are the main challenges that <u>prevent access to support services</u> for victims/survivors, on a scale of 1-3? Significant challenge-3 Challenging-2 Not a challenge-1	**Security** (significant challenge - 3/challenging - 2/not a challenge - 1) **Documentation/legal papers** (significant challenge - 3/challenging - 2/not a challenge - 1) **Logistic** (significant challenge - 3/challenging - 2/not a challenge - 1) **Language** (significant challenge - 3/challenging - 2/not a challenge - 1) **Skills and attitudes** (significant challenge - 3/challenging - 2/not a challenge - 1) **Discriminatory laws** (significant challenge - 3/challenging - 2/not a challenge - 1) **Services not culturally appropriate and relevant** (significant challenge - 3/challenging - 2/not a challenge - 1) **Family obligations** (significant challenge - 3/challenging - 2/not a challenge - 1) **Other** (please specify) (significant challenge – 3/challenging – 2/not a challenge – 1)
24. In your setting, what are the main challenges faced when delivering services for PSEAH victims/survivors?	**Political conditions** (significant challenge - 3/challenging - 2/not a challenge - 1) **Security conditions** (significant challenge - 3/challenging - 2/not a challenge - 1) Lack of shelters (significant challenge - 3/challenging - 2/not a challenge - 1) **Lack of financial capacity** (significant challenge - 3/challenging - 2/not a challenge - 1) **Lack of coordination** (significant challenge - 3/challenging - 2/not a challenge - 1) **High turnover personnel** (significant challenge - 3/challenging - 2/not a challenge - 1) **Gender imbalance amongst the humanitarian agencies** (significant challenge - 3/challenging - 2/not a challenge - 1) **Language challenges** (significant challenge - 3/challenging - 2/not a challenge - 1) **Lack of trained staff** (significant challenge - 3/challenging - 2/not a challenge - 1) **Perpetrators are protected by people in the authority** (significant challenge - 3/challenging - 2/not a challenge - 1)

25. Where should support services be available (to ensure they are accessible)?

Please tick all that apply, and then rank them in preference (with 1 being the preferred option)

SUPPORT SERVICE LOCATION	TICK ALL THAT APPLY	RANKING
Shelter		
Health centre		
Hospital		
Police station		
One stop shop (holistic services under one roof - can be standalone or integrated)		
Community-Based Organisation		
Other (please specify..)		
Family care		
Other (please specify.............................)		

26. Who/which organisation would be best placed to organise support services for victims/survivors, and why?	

27. When should support services be available (to ensure they are accessible to victims/survivors)?	
28. What training is required for people running support services for victims/survivors?	
29. Is there anything else that would help make support services user friendly or accessible for victims/survivors?	
30. What are the best ways of raising awareness of support services in the community?	

SECTION 5: REFERRAL TO SUPPORT SERVICES

21.In your setting, are the existing humanitarian led support services for incidents of sexual exploitation/abuse (after they have been reported) able to meet the needs of victims/survivors? v	Yes/No Why?
22.What support services are needed for victims/survivors? Please tick all that apply, and then tell me how satisfied you are you that the needs of victims/survivors are being met (on a scale of 1-5, with 1-very unsatisfied, 2-unsatisfied, 3-Neither satisfied/unsatisfied, 4-satisfied and 5-very satisfied), and why	

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SECTION 6: INVESTIGATION

31. Are you familiar with investigations into SEAH done by humanitarian / development organisations where the perpetrators work?	Yes/No
32. What is the likelihood that a victim/survivor would participate in an investigation of SEAH? *On a scale of 1-5, with 1 being very likely and 3 most likely*	1. Very likely 2. Likely 3. Nether likely or not likely 4. Unlikely 5. Very unlikely
33. Do you feel that humanitarian and development organisations are well-trained to carry out investigations? [If no] why not?	Yes/No
34. Where would be the best places to interview victims/survivors of sexual exploitation/abuse?	
35. What could make a victim/survivor be more at ease in the context of an investigation interview? *Please tick all that apply*	1 Providing informed consent for an organisation to proceed with the investigation after making a complaint 2 Time and support to prepare before the investigation 3 Be accompanied at any interview by someone who is trusted 4 Receiving the questions and principles of the interview beforehand 5 Answering investigation questions using recording devices 5 Not feel judged by the person interviewing 6 Other (please specify………………………)
36. Who should be present to provide support to the victim/survivor during an investigation interview? Please select max two options	1. Trusted friend 2 Trusted family member 3 A lawyer 4 PSEAH focal point 5 Victim's/survivor's rights advocate 6 Civil society intermediary person/organisation 7 Other person (please specify…………………………………………………) 8 No one- investigations should not be face to face but via phone or video.
37. What would be the preferred way of updating, informing, and providing feedback to the victim/survivor as the investigation progresses?	
38. Is it important for you to have access to the investigation report?	1 Yes, victim/survivors should have the option to receive it in their language 2 No, this is not important

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39 In your setting, what are the main challenges faced when investigating victims/survivors' complaints?	**Not respecting anonymity** (significant challenge - 3/challenging - 2/not a challenge - 1) **Not respecting confidentiality** (significant challenge - 3/challenging - 2/not a challenge - 1) **Lack of privacy** (significant challenge - 3/challenging - 2/not a challenge - 1) **Verbal reporting not accurately recorded- significant challenge** - 3/challenging - 2/not a challenge - 1 **No protection for victims/survivors and witnesses** (significant challenge - 3/challenging - 2/not a challenge - 1) **Threats from perpetrator** (significant challenge - 3/challenging - 2/not a challenge - 1) **Investigator takes bribes** (significant challenge - 3/challenging - 2/not a challenge - 1) **Judgemental attitude of investigator** (significant challenge - 3/challenging - 2/not a challenge - 1) **No women Investigators** (significant challenge - 3/challenging - 2/not a challenge - 1) **Investigator is not independent from organisation** (significant challenge - 3/challenging - 2/not a challenge - 1) **No trusted person to accompany victim/survivor significant challenge** - 3/challenging - 2/not a challenge - 1 **No timely investigation** (significant challenge - 3/challenging - 2/not a challenge - 1) **No feedback, no access to the investigation report** (significant challenge - 3/challenging - 2/not a challenge - 1)
40.Who is best placed to investigate cases of sexual exploitation/abuse?	1 Independent trained investigators e.g., ombudsman 2 Investigators from the humanitarian/development organisations 3 Other (Please explain)
41. What does confidentiality during an investigation mean for you, and how can it best be protected do you think?	
42.Is there anything else that would improve investigations to be more victim/survivor friendly?	
43.What do you consider a correct outcome for the perpetrator?	

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SECTION 7: REDRESS AND COMPENSATION

44. Are you aware of any legal protections that exist for victims/survivors of sexual exploitation/abuse?   Please explain

45. Is it important for victims/survivors to know the outcome/sanctions from any investigation for the perpetrator of the abuse?   Yes/No

Please explain

46. What would you consider to be a fair outcome for the victim/survivor of sexual exploitation/abuse?

OUTCOME	TICK ALL THAT APPLY	RANKING
Apology by perpetrator and/or organisation		
Financial compensation by perpetrator and/or organisation		
Perpetrator is fired from his job and cannot be rehired by another humanitarian/ development organisation		
Local justice practice (pls give example)		
Legal support for criminal case		
Relocation to get a new start		
Organisation leaves the area		
Other (please specify………………………………………)		

47. In your setting, what are the main challenges faced when delivering redress for victims/survivors?

Please tick all that apply

REDRESS CHALLENGES	TICK ALL THAT APPLY
No free legal support	
Problem with local laws	
Preparator hard to find	
Perpetrator threats	
I do not want anyone to get into trouble	
I fear the police and justice authorities	
Cultural and religious beliefs	
Other (please specify………………………………………)	

48. What else can be done to ensure a better PSEAH process build trust in the accountability system amongst victims/survivors of sexual exploitation/abuse?

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2. PROJECT EVALUATION TEMPLATE (INTERIM AND FINAL)

PROJECT NAME	
ORGANISATION	
START DATE	
END DATE	
DATE REPORT COMPLETED	

PROJECT PROGRESS

Progress against project goals: Summarise the project's activities and deliverables (as per the Action Plan) – add table or attachment. Were these delivered as expected and on schedule? What factors have affected progress?

Lessons/Adaptation [INTERIM EVALUATION]: *What lessons have been learnt from delivering victim/survivor-centred PSEAH?*

What has worked well so far in delivering awareness-raising and capacity building activities for victim/survivor-centred PSEAH?

What has worked well so far in delivering improved victim/survivor-centred disclosure/reporting/case management/referral/investigation services for victims/survivors of SEAH?

Have you made any changes to the design or activities of your project/does anything need changing, in response to any learning?

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PROJECT INPUTS AND OUTPUTS

3.1 Expenditure (by category/activity)	Cost item/activity	Expected cost	Actual cost	Variance	Explanation
- Please break down the costs of the key activities/components of the project (to date). For each cost item, how did actual costs compare with expected costs? *-Please explain any variance*	*Cost item 1 (specify)*				
	Cost item 2 (specify)				
	Etc.				

3.2 Number of PSEAH mechanisms/ processes/structures improved	PSEAH process/structure/mechanism	How it was improved (compared with position before intervention)
- Please list the PSEAH mechanisms/ processes/ structures improved (to date). *- Please explain how they are improved*	Process/structure/mechanism 1 (specify)	
	Process/structure/mechanism 2 (specify)	
	Etc.	

3.3 Number of local actors who are sensitised/trained through the project	Actor category	Total number (outputs)		
- Please detail the number of local actors sensitised/trained by type of organisation (for example through awareness raising activities	Humanitarian/aid workers			
	Government officials, Police etc.			
	Other Civil Society Organisation workers, legal services members etc.			
	Wider community members	Men		Women
	Other (please specify)			

3.4 Number of victims/survivors involved in PSEAH processes (where applicable to the project)	Disclosure/reporting			
	Case management			
	Referral			
	Investigation (including legal aid/support)			

3.5 Number actors who participate in national workshops	Actor category	Total number (outputs)
- Please detail the number of local actors by type of organisation	Humanitarian/aid workers	
	Government officials	
	Other Civil Society Organisation representatives	
	Other (please specify)	

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PROJECT OUTCOMES AND IMPACT [FINAL EVALUATION]

*Please summarise the **outcomes and impacts** of your project. Where possible please break this down by:*

i) Community members (including victims/survivors of SEAH)

ii) Community organisations involved in PSEAH, including community intermediaries, camp committees, focal points.

iii) Humanitarian aid organisations (NGOs and INGOs)

iv) Government and other service providers

The survey questionnaire (partners) and an interview topic guide (community members) *can be used to collect this data.*

i) Community members (including victims/survivors of SEAH)

ii) Community organisations involved in PSEAH, including community intermediaries, camp committees, focal points etc.

iii) Humanitarian aid organisations (NGOs and INGOs)

iv) Government and other service providers

Individual Case Studies and Stories of Change (taken from qualitative interviews and group discussions with community intermediaries, survivors and other key stakeholders)

Survey Responses (RATING SYSTEM: 1 - STRONGLY DISAGREE, 2 - DISAGREE, 3 - NEUTRAL, 4 - AGREE, 5 - STRONGLY AGREE)

QUESTIONS	RATING
Community intermediaries *[add number surveyed]*/Aid workers *[add number surveyed]*/Gov. officials *[add number surveyed]*/Other service provider *[add number surveyed]* who have (AVERAGE SCORES):	
E.g. Increased knowledge of victim/survivor-centred approaches to the **disclosure** of sexual exploitation, abuse and harassment (SEAH)	__1 __2 __3 __4 __5

PROJECT SUSTAINABILITY AND SCALE-UP [FINAL EVALUATION]

Please describe how these improvements will be **sustained, and by whom**

LESSONS LEARNT [FINAL EVALUATION]

Good practice: What has worked particularly well during the delivery of improved PSEAH services, and why? What would you do differently in the future? Answer the questions for each VCA practice area, where possible.

• Disclosure –

• Reporting Channels and Mechanisms -

• Report Handling and Case Management -

• Referrals and Services -

• Investigation and redress –

ADDITIONAL COMMENTS

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3. EVALUATION SURVEY QUESTIONNAIRE

PROJECT NAME	
TYPE OF STAKEHOLDER COMPLETING SURVEY	Community intermediary/Humanitarian aid worker/Government official/Other service provider *[delete as appropriate]*
DATE SURVEY COMPLETED	

Please provide honest recording and feedback to help us conduct a productive evaluation, and learn lessons (good and bad).

2.1 Please indicate how strongly you agree with the following statements (Where: 1 = STRONGLY DISAGREE; 2 = DISAGREE; 3 = NEITHER AGREE NOR DISAGREE; 4 = AGREE; 5 = STRONGLY AGREE):

STATEMENTS	RATING
Progress against project goals: Summarise the project's activities and deliverables (as per the Action Plan) – add table or attachment. Were these delivered as expected and on schedule? What factors have affected progress?	
2.1.1 I have increased my knowledge of victim/survivor-centred approaches to the **disclosure** of sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.1.2 I have increased my knowledge of victim/survivor-centred approaches to the **reporting** of sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.1.3 I have increased my knowledge of victim/survivor-centred approaches to the **case management** of sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.1.4 I have increased my knowledge of victim/survivor-centred approaches to **referrals and support services** for sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.1.5 I have increased my knowledge of victim/survivor-centred approaches to the **investigation and redress** of sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.1.6 I consider that I am better **capacitated** to respond to victims/survivors of sexual exploitation, abuse and harassment in my community, in a victim/survivor-centred way	__1 __2 __3 __4 __5
2.1.7 **What have you learnt** in particular about victim/survivor-centred approaches to the prevention of sexual exploitation, abuse and harassment?	[OPEN TEXT – MAX 200 WORDS]
2.1.8 What changes have you/will you make to your **policies, systems or practices** for the prevention of sexual exploitation, abuse and harassment, based on new knowledge or capacity?	[OPEN TEXT – MAX 200 WORDS]

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Please indicate how satisfied you are with the following services for the prevention of sexual exploitation, abuse and harassment (Where: 1 = VERY DISSATISFIED; 2 = DISSATISFIED; 3 = NEITHER SATISFIED NOR DISSATISFIED; 4 = SATISFIED; 5 = VERY SATISFIED):

2.3.1 Reporting mechanisms	__1 __2 __3 __4 __5
2.3.2 Support services	__1 __2 __3 __4 __5
2.3.3 Why do you say this?	[OPEN TEXT – MAX 200 WORDS]
2.3.4 What further improvements are needed to services for the prevention of sexual exploitation and harassment?	[OPEN TEXT – MAX 200 WORDS]

[WORKSHOP PARTICIPANTS ONLY] Please indicate how strongly you agree with the following statements (Where: 1 = STRONGLY DISAGREE; 2 = DISAGREE; 3 = NEITHER AGREE NOR DISAGREE; 4 = AGREE; 5 = STRONGLY AGREE):

2.4.1 I found the findings shared from the pilots useful	__1 __2 __3 __4 __5
2.4.2 I intend to change my organisation's practices related to the prevention of sexual exploitation, abuse and harassment	__1 __2 __3 __4 __5
2.4.3 What practices for the prevention of sexual exploitation, abuse and harassment will you change, and how?	[OPEN TEXT – MAX 200 WORDS]

ADDITIONAL COMMENTS

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4. Ethical Considerations

Ethical considerations are critical and should be respected when interacting with and interviewing intermediaries or victims/survivors:

o **Informed consent.** All participants should be explained the purpose prior to the interviews/survey. Consent should be obtained before discussions commence.

o The questions in this questionnaire should be asked in a **consistent** way and format.

o Maintaining **"Do No Harm"** principles at all times and respect for the privacy of victims/survivors and participants, by (a) Ensuring that all the contacts and interviews take place in a safe environment where the participants feel safe, both physically and emotionally (b) Ensuring the interviews are conducted by someone of the same gender as the interviewee; (c) Maintaining an anti-discriminatory approach and policy in dealing with all the participants; (d) Avoiding judgmental presumptions and showing respect for the victim/survivors' opinions, wishes and feelings; (e) Avoiding all improper behaviours or those which could potentially hurt the victim/survivors; (f) Asking questions relevant to the scope and objectives of the assessment only, and avoiding unnecessary or inappropriate questions; and (g) maintaining confidentiality at all times including non-disclosure of feedback and ensuring that any quotes used are non-attributable to individuals.

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