



Protection Mainstreaming Beneficiary Assessment

Name of Enumerator:	
Organization Completing Assessment:	
Date of Assessment:	
Description of Focus Group (i.e. Age, Gender, Diversity):	
Location of Assessment:	
Other Information:	

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Guidance for the Enumerator:

Introduction: Before starting the interview, or focus group discussion, introduce the survey team – including names and positions. Also introduce objectives of the discussion: We want to know who can access services, and who cannot access services. We want to know why some people are not able to access services and what can be done about it. We want hear whether people think services are safe. We want to know whether people feel that they are respected by service providers, that their opinions are considered, and that they have participated.

Confidentiality: Explain that it is their choice to participate. The answers they give will not affect whether or not they receive services. Explain what the information gathered will be used for (for example – it might be used to develop a strategy to improve service delivery). However do not make false promises and be careful not to artificially raise expectations about what the information gathered may generate. Explain that there are no right or wrong answers, that participation is voluntary, and that participants are free not to answer any questions they feel uncomfortable with, and also that they may leave the discussion at any time. Explain that the survey team will be taking notes during the discussions and that whilst some data about participants may be gathered it will not be shared unless the concerned participant requests it. Finally explain that should anyone have specific concerns and complaints they want to discuss this can be done at the end of the session confidentially.

Key Terminology Preamble: Explain that it is important to introduce key terminology at this point, so that everyone understands the terms we will discuss by the same definition.

- In this discussion we will look at issues of 'Meaningful Access'. For a services to be meaningfully accessible it must be available in sufficient quantity and quality, provided on the basis of need and without discrimination, be physically and financially accessible (e.g. within easy reach of the community) and known of by the community, whilst being culturally appropriate and sensitive to age and gender needs and requirements.

- The term 'Safety' will also be discussed; a word which describes the condition of being protected against physical and psychological harm. Explain that in this discussion we want to understand whether people feel safe whilst receiving services and assistance.
- The term 'Dignity' will also be discussed; a word used to describe that fact that people have an innate right to be valued, respected and receive ethical treatment. The emotional experience of a person is as important as their physical safety, and often human rights violations can be humiliating for a person, affecting their sense of self-esteem and of human dignity.
- The term 'Participation' will also be discussed; a concept describing gathering people's perspectives and opinions and involving the community in decision-making. Explain that in this discussion we want to understand if people feel consulted with respect to services they receive and the extent to which people feel able to complain or provide feedback if there are problems with service delivery.

N.B. Beneficiaries may answer several questions at once. For example, they may claim that a lack of safety in the area is a hindrance to their accessing a particular service. This would provide answers for both sections 1 & 2. The enumerator should be mindful of this and prepare in advance so that (s)he can adapt the questions in accordance.

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Questions:	Responses:
<p>1. ACCESS:</p> <p>Following an introduction to the key terminology (as above), indicate to the beneficiary group that we will now discuss how well they feel they can access the services that your agency provides.</p> <p>a) What kinds of services are provided by _____ (confirm agency) where you live?</p> <p>b) Do you feel you are you able to use these services whenever you like/choose?</p> <ul style="list-style-type: none"> • Have you experienced any problems accessing the services provided by _____ <p>If so please explain.</p> <ul style="list-style-type: none"> • Do you feel the _____ <p>is providing services equally and fairly to all people?</p> <p>c) What could be done to improve access to _____</p> <p>services?</p>	<p>Notes:</p> <p>1a)</p> <p>1b)</p> <p>1c)</p>

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Responses:

Check those types of barriers that are described:

- | | |
|--|---|
| <input type="checkbox"/> Physical Barrier | <input type="checkbox"/> Social or Cultural Barrier |
| <input type="checkbox"/> Cultural Barrier | <input type="checkbox"/> Information Barrier |
| <input type="checkbox"/> Economic or Financial Barrier | <input type="checkbox"/> Sex or Age Barrier |
| <input type="checkbox"/> Safety Barrier | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Dignity Barrier | |

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Questions:	Responses:
<p>2. SAFETY AND DIGNITY:</p> <p>Next explain we will now discuss how beneficiaries perceive your agencies work to impact on their sense of safety and dignity.</p> <p>a) Do you feel safe when accessing a</p> <hr/> <p>service (either when receiving a service or on your way to receiving a service)? Have you encountered any dangers when accessing a service?</p> <p>b) What could be done to improve safety?</p> <p>c) Describe how you feel about the way</p> <hr/> <p>delivers its services. Do you feel respected? Do you feel that your opinion is considered by the staff? Do you feel that your dignity is respected when you access a service?</p> <p>d) What could be done to improve dignity?</p>	<p>Notes:</p> <p>1a)</p> <p>1b)</p> <p>1c)</p> <p>1d)</p>

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Responses:

Check those types of physical or psychological threats that are described:

- | | |
|---|--|
| <input type="checkbox"/> Physical violations | <input type="checkbox"/> Lack of respect |
| <input type="checkbox"/> Coercion | <input type="checkbox"/> Lack of confidentiality |
| <input type="checkbox"/> Deliberate deprivation | <input type="checkbox"/> Lack of consideration |
| <input type="checkbox"/> Environmental threats (e.g. inadequate | |
| hygiene of the environment) | |

7 Protection Mainstreaming Monitoring System (ProMMS)



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Questions:	Responses:
<ul style="list-style-type: none">• What more could the <hr/> <p>do to help remove barriers that exist to raising concerns or making a complaint?</p> <ul style="list-style-type: none">• Have you ever had a complaint? If so, was there any follow-up? <p>d) What more could be done to better include your views and perspectives about the way the</p> <hr/> <p>works?</p>	<p>Notes:</p>
	<p>3c) cont.</p>
	<p>3d)</p>



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Notes: