

EVALUATION OF THE GENDER-BASED VIOLENCE INFORMATION MANAGEMENT SYSTEM (GBVIMS)

The Gender-Based Violence Information Management System (GBVIMS), overseen by representatives from UNFPA, UNHCR, UNICEF, and the International Rescue Committee, was developed to deliver reliable and useful GBV data safely and ethically. It was designed to address several specific challenges, including the lack of clear, accepted, and standardised definitions of GBV; lack of standardised incident report forms for data collection; lack of common data storage procedures and precautions to protect client and service provider (SP) anonymity and safety; and limited understanding of how to analyse GBV data, and also how we use GBV data effectively to inform service delivery, programming, and the wider humanitarian response.

Since 2008, the GBVIMS has been rolled out at various levels and degrees with agencies working in a total of 20 countries worldwide, with elements of the system also introduced in five additional countries and territories (Sudan, the Occupied Palestinian Territories, Central African Republic, Afghanistan and Pakistan) in the context of an ECHO-funded project on inter-agency capacity development for GBV. These are primarily chronic humanitarian and transition and recovery contexts. The GBVIMS is used by many actors in varying settings including interagency groups and single organisations in refugee and IDP camps and also in non-camp settings. Users include UN agencies; international and national NGOS, government agencies, and CBOs.

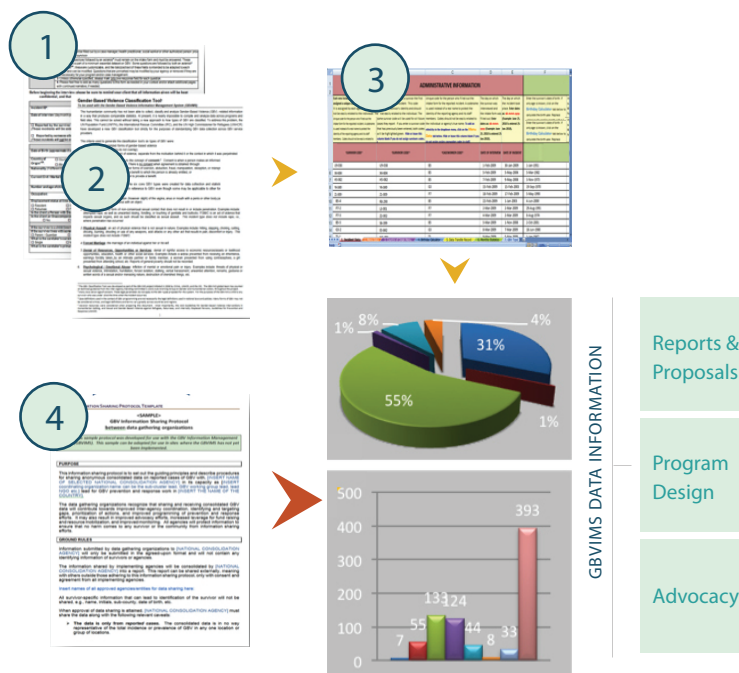
GLOBAL ROLLOUT SITES



- | | |
|--|--|
| 1 Colombia | 14 Ethiopia |
| 2 Haiti - IRC | 15 Kenya |
| 3 Guinea | 16 Tanzania |
| 4 Sierra Leone - IRC | 17 Somalia |
| 5 Liberia - IRC | 18 Occupied Palestinian Territories - partial ECHO |
| 6 Côte d'Ivoire | 19 Lebanon |
| 7 Chad | 20 Jordan |
| 8 Central Africa Republic - partial ECHO | 21 Iraq - IRC |
| 9 Democratic Republic of Congo | 22 Afghanistan - partial ECHO |
| 10 Sudan - partial ECHO | 23 Pakistan - partial ECHO |
| 11 South Sudan | 24 Nepal |
| 12 Uganda | 25 Thailand - IRC |
| 13 Burundi | |

The GBVIMS enables those providing services to GBV survivors to effectively and safely collect, store, analyse and share data related to the reported incidents of GBV using the following:

- **The GBV Classification Tool** which defines six core types of GBV and promotes the use of standard terminology;
- **Intake and Initial Assessment ① and Consent Forms ②** which ensure all GBV actors are collecting a common set of data points in a consistent format and with the informed consent of the survivor;
- **Incident Recorder (IR) ③**, an MS Excel database designed to simplify and improve data entry, compilation & analysis; and
- **The Information Sharing Protocol (ISP) ④** which provides a framework to guide development of a customised Information Sharing Protocol among GBVIMS organisations participating in an interagency rollout based on guiding principles for the safe and ethical sharing of GBV data and known best practice.



EVALUATION RATIONALE AND OBJECTIVES

Despite an increase in demand for the GBVIMS throughout the humanitarian and donor communities, there have been few comprehensive evaluations providing evidence on the actual results of the GBVIMS and its relevance, efficiency, and effectiveness in different contexts. The increase in the number of users and countries that are implementing the GBVIMS has resulted in greater attention to key issues such as ownership and sustainability. The influx of new and complementary systems means that GBVIMS advocates need to determine if and how it can maintain its relevance as a global system, and consider ways it may need to evolve in the near future. Finally, the uptick in requests for the GBVIMS to be used in non-humanitarian contexts necessitates consideration of the implications of broadening the scope of the system beyond crisis-affected contexts. This evaluation sought to identify evidence, good practices, and lessons, and to make recommendations regarding to what extent, how, why, when, and in what contexts the GBVIMS has reached and/or could reach its intended objectives and fulfil the expectations it set out to meet. It undertook this via investigation of the GBVIMS implementation as a whole (rather than the contribution of individual organisations) from mid-2008 to mid-2013 at both global and country levels. Specific country-level case studies were conducted in Dadaab refugee camp in Kenya, Colombia, and the Democratic Republic of the Congo (DRC).

KEY EVALUATION QUESTIONS:

RELEVANCE

Is the GBVIMS consistent with the priorities and needs of GBV service providers in terms of the safe and ethical collection, storage, analysis, and sharing of GBV data, and the use of that data to make GBV programming more effective in different country contexts?

EFFECTIVENESS

To what extent were the stated objectives of the GBVIMS achieved/ are likely to be achieved by the end of the roll out period in different country contexts. What have been the positive and negative, direct and indirect, intended and unintended effects produced by the GBVIMS implementation?

EFFICIENCY

Has the GBVIMS used the most appropriate level of resources to achieve the desired result?

SUSTAINABILITY

To what extent are activities and/or outcomes (both expected and unexpected) of the GBVIMS likely to be sustained? What evidence is there to suggest this?

EVALUATION FINDINGS

Key Area 1: Relevance

- Consistency of activities and outputs with intended impacts and effects;
- Coherence of tools with GBV services providers' needs and priorities;
- Satisfaction of users with rollouts and utilisation of the core tools

The Evaluation Team found that the GBVIMS has been highly **relevant** and **effective** as a GBV data collection system, offering a safe and ethical solution for GBV data collection, management and sharing.

Overall, respondents reported that the GBVIMS has **met their needs** for the **safe** and **ethical** collection, management and use of GBV data and they are **more effective** and **efficient** in doing so compared to the situation prior to GBVIMS implementation.

The individual tools were generally appreciated by respondents and have **improved their practice**, in particular:

- The Classification Tool enables users to reliably and easily classify reported incidents of GBV;
- The Intake Form allows users to analyse data internally and share common data points for interagency analysis;
- The Consent Form is used by the majority of SPs and establishes procedures for this key step in data collection;
- Data security has increased through the use of the MS Excel-based Incident Recorder (IR), though a number of respondents expressed interest in web-based platforms;
- The ISP was seen as very useful as a tool to guide information sharing.

Key Area 2: Effectiveness

- Achievement of GBVIMS objectives
- Effectiveness of implementation strategies
- Internal/external factors affecting implementation
- Monitoring of implementation

The team found evidence that five years of GBVIMS rollouts have contributed to improving safe and ethical collection, handling, analysis, and sharing of GBV data. These processes have contributed to enhanced and efficient services for survivors through better-targeted programming, mobilisation of funding for GBV prevention and response activities and coordination of actors to improve services for survivors.

However, there were instances of inconsistent use of the Classification Tool, different versions of Intake Forms, some instances of unsafe storage and data handling practices, and indications that the concept of informed consent is not well understood/and or prioritised.

A lack of trust between service providers often exists before the GBVIMS and ISP are introduced and this is an ongoing challenge that the ISP attempts to address.

The GBVIMS system as a whole has weak M&E mechanisms. With no obligation among users to provide feedback on GBVIMS progress/use, the onus falls on the GBVIMS Technical Team to collect M&E data, with the response from country offices frequently related to the level of support required at a given time and interpersonal relations.

EXAMPLES OF GBVIMS USE:

- For donor reports and proposals to raise funds for programming;
- To better target prevention and response programming;
- To identify gaps in service provision for survivors and advocate for improved services;
- Analysis of contextual factors resulting in advocacy and reorienting of programme focus.

Key Area 3: Efficiency

The evaluation found that the global management team is highly effective in supporting GBVIMS rollouts with a clear structure, good level of collaboration and coordination, and ability to respond to identified needs. The contribution of dedicated in-country technical support by the Global Technical Team has been key to successful rollouts.

'THE GBVIMS IS 80% PROCESS AND 20% TECHNOLOGY'

GBVIMS Steering Committee Member

The GBVIMS has been most successful where there are strong and committed managers/coordinators and staff resources that facilitate a process of analysis and reflection. However, it was found that the potential for use of data has not been fully exploited in some settings and respondents frequently requested more technical support for analysis and learning from other contexts.

No respondents stated that the costs of implementing the GBVIMS outweighed the benefits and there was general consensus that the system saved users considerable time in recording, analysing and transmitting data.

However, the system is most frequently rolled out in conflict-affected chronic humanitarian, or transition and recovery settings. There are increasing requests for the GBVIMS from countries prone to natural disasters as well as general developing country settings.

The Evaluation Team found clear evidence of enhanced coordination between GBV actors in interagency contexts, not only through negotiating the ISP, but also through engaging in processes of joint analysis of shared data.

EVALUATION FINDINGS CONT'D

Key Area 4: Impact

- Differences experienced by beneficiaries
- Unintended benefits and consequences
- Contribution of inputs/activities to outcomes
- Impact of training activities



Respondents in Colombia spoke about the development of a real sense of solidarity among GBVIMS users, and also the wider community of activists and supporters.

Innovative practices have enabled low capacity organisations to use the GBVIMS by ensuring appropriate technical support, mentoring, and monitoring systems are in place.

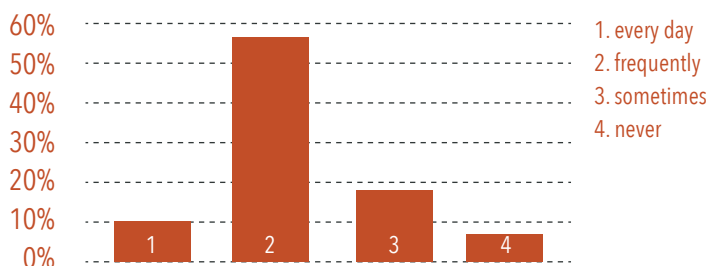
DATA IS USED TO ENHANCE SAFETY AND REDUCE RISKS

Simple analysis of time and location incidents using GBVIMS data in 2012 and 2013 has been used to enhance safety and reduce risks in camp settings in Dadaab.

The GBVIMS was seen to have given focus to the work on prevention and response, and in the case of Colombia, has put the issue of GBV firmly on local government agendas.

A second unintended benefit identified by the Evaluation Team is the influence of the GBVIMS on enhancing safe and ethical practices in GBV data collection systems with national governments and actors using human rights monitoring systems such as MARA and MRM. The GBVIMS has already influenced national GBV data collection systems in Colombia and DRC, and at country and global level there have been efforts to advocate for, and support, improved practices used by human rights monitors.

GVBIMS TRAINEES USING THEIR SKILLS/TRAINING



Analysis of GBVIMS data has highlighted a high rate of intimate partner violence in West Africa, DRC and Dadaab, Kenya. This information has been used to advocate for funding and policies to address this

However, some stakeholders expressed concerns that insufficient monitoring or mentoring of service provision could lead to data being prioritised over survivor-centred care.

Many respondents emphasised the importance of training on case management either before or during GBVIMS training, and guidance as to how SPs can use the two together.



Colombia is an emerging example of a model for sustainability of the GBVIMS whereby local government bodies are making progress with respect to funding and managing the system.

The range of GBVIMS documents and guides have been used for training and advocacy and are highly regarded. However, access issues, the 'bulk' of the materials, lack of awareness and user language/literacy skills have led to requests for simplified materials and 'cheat sheets'.

Key Area 5: Sustainability

- Activities/outcomes likely to be sustained
- Factors influencing sustainability
- Local capacity and resiliency

There is clear evidence of SPs analysing and using GBV data for donor reports and fundraising, to better target their programmes and improve both prevention and response aspects of GBV programming at individual agency and interagency level, and to identify gaps in service provision and advocate for services.

Engagement of national government by UN agencies (via advocacy and support for the improvement of safety and ethical data collection) is a way of sustaining safe and ethical future GBV data collection and management beyond support from the GBVIMS Steering Committee or even UN Country Offices. This is particularly important as countries move from a chronic humanitarian phase to transition and recovery, and as part of emergency preparedness and contingency planning.

Factors influencing the sustainability of the GBVIMS include the need to continue to build on regional and country-level capacity and ownership, and build capacity for the GBVIMS into emergency preparedness and contingency planning. Sustainability of the GBVIMS is also dependent on its adaptability to user needs while retaining its original principles. Field-level requests for case management systems and for web-based platforms need to be heard and acknowledged. Despite increasing in-country technical expertise and resources available with stakeholders, effective and sustainable GVBIMS implementation requires ongoing technical and funding support.



THE WAY FORWARD

The GBVIMS has been highly relevant and effective in offering a safe and ethical solution for GBV data collection, management, and sharing but ongoing technical and funding support is required to maintain momentum.

KEY CONCLUSIONS AND RECOMMENDATIONS FOR FUTURE GBVIMS WORK



PRIORITY: HIGH (0-6 months)

- A comprehensive and systematic M&E framework at global, regional and country levels should be developed, articulating the vision, strategy, and results-based management approach for ongoing GBVIMS initiatives.

PRIORITY: MEDIUM (0-9 months)

- Part of the development of the strategic planning process among member agencies of the GBVIMS SC should include diversified and long-term funding strategies.
- Institutionalisation of the practices intrinsic to the GBVIMS across global, regional, and local initiatives and trainings, including in information management; humanitarian emergencies; global/regional/country strategic planning and M&E frameworks.
- Explore a merged initiative on improved service delivery, information management, and interagency coordination.
- Invest support in an expanded GBVIMS Technical Team, building regional networks and pools of expertise, annual regional trainings, skills audits and lists of available GBVIMS experts at local, country, and regional levels; and include existing humanitarian roster staff.
- Develop a Knowledge Management and Learning Strategy to capitalise on existing resources and ensure wide sharing of learning via a periodic stock-take of existing tools and support materials; development of complementary high-tech/low-tech dissemination strategies for promotion of existing and new support materials; capturing, cataloguing and publishing existing learning; creative innovative and engaging methods of sharing learning and promoting materials.
- Broaden and strengthen dialogue and advocacy on safe and ethical data collection.

PRIORITY: LOW (0-12 months)

- Focus on reflection and refinement of the approach to GBVIMS rollouts and set a clear framework for implementation via 'rollout models,' that are applicable in different settings.
- Explore new technological platforms for the GBVIMS that capitalise on web-based technology and/or cloud-based storage, mindful that MS Excel is still a good option for some settings.

¹ Monitoring, Analysis and Reporting Arrangements for Security Council Resolution 1960

² Monitoring and Reporting Mechanisms on the Grave Violations of Children's Rights in Situations of Armed Conflict for Security Council Resolution 1612