CHAPTER 8
PROTECTION
A SAFE ENVIRONMENT

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The term camp is used throughout the text to apply to a variety of camps and camp-like settings which include planned camps, self-settled camps, collective centres, reception and transit centres, and evacuation centres.

KEY MESSAGES

- Governments are responsible for protecting the rights of refugees, stateless and internally displaced persons (IDPs). Humanitarian agencies are mandated to assist states to fulfil their protection obligations with due consideration for the core principle of humanity. Non-discrimination and impartiality must guide all protection work.

- The Camp Management Agencies are responsible and accountable for working at camp level, together with the relevant authorities and protection actors, to ensure the protection of all people living in camps.

- Protection by the Camp Management Agency and its partners entails a rights-based approach and activities that ensure the physical, legal and material security of the camp population. It is mainstreamed in the delivery of services and assistance.

- The role of a Camp Management Agency involves coordinating with Cluster/Sector Leads, national authorities and protection agencies to support advocacy to uphold, at all levels, the rights of the displaced. This includes advocating for the development of a functioning and effective law enforcement mechanism in the camp.

- Protection in camps involves making informed decisions concerning prevention against, together with appropriate monitoring, referral and reporting of, human rights violations, with due regard for confidentiality, security, accountability and response capacity.

- The responsibility to protect implies a consistent presence of staff, participation of the camp population, timely information dissemination, monitoring of service provision, capacity building and dignified treatment by all camp actors.

- The Camp Management Agency needs to be both aware of the rights to which the camp population is entitled and barriers to fully enjoying them.

- Protection risks in camps are related to lack of safety and security, lack of access to assistance and protection and related to risks inherent in being in distress.

- Refugees and internally displaced persons are protected by a number of international, regional and national legal instruments, directly or by analogy. These include those relating to international human rights and humanitarian law, the Convention relating to the Status of Refugees (the 1951 Refugee Convention) and the Guiding Principles on Internal Displacement.

INTRODUCTION

WHAT IS PROTECTION?

Protection is defined by the International Committee of the Red Cross (ICRC), and adopted by the Inter-Agency Standing Committee (IASC), as: “All activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law (international human rights, humanitarian law and refugee law).”

States have an obligation to respect, protect and fulfil the rights of everyone who is within their jurisdiction, including non-citizens, in accordance with applicable national and international law. Therefore, refugees and IDPs must be treated in accordance with standards in international human rights and refugee laws as well as international humanitarian law. To ensure protection, the Camp Management Agency should be aware of all the rights of the camp population. They should be particularly cognisant of the rights of those at risk due to the displacement, the circumstances of displacement and the way assistance programmes are implemented.

Protection aims to ensure the full and equal respect for the rights of all individuals regardless of age, gender, ethnic, social, religious or other background. Despite the causes of displacement, the mere fact that people are forced to abandon their home, and to leave everything behind, is a traumatic experience in itself. It results in a loss of bearings and an increased vulnerability. Protection activities in a camp should ensure that refugees and IDPs enjoy, without discrimination:

- physical security: protection against physical harm
- legal security: including access to justice, a legal status and respect of the right to self-defence
- material security: equal access to basic goods and services.

Protection activities that promote the dignity of each individual in the camp include, but are not confined to, establishing security and safety arrangements, a functional referral, report and follow-up system in collaboration with the police and the judicial system, and food, water and health services.
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**PROTECTION RISKS**

Camps should be considered as a temporary measure of last resort in providing protection from risks associated with displacement such as conflict, violence, abuse, and damage caused from natural disasters. Key protection issues are, for example, individuals facing or fearing the deprivation of their basic needs and rights, losing their homes and property, as well as families and social networks that have been separated or broken.

It is important to acknowledge that in the aftermath of crises and natural disasters people often face multiple human rights challenges. Within a camp, there may be protection risks that are similar to those that caused people to flee, as well as risks related to people being traumatised and in distress, and the breakdown of protective environments previously ensured by families and social networks. Typical protection risks arising in camps include:

- **lack of safety and security**: breakdown of social and familial structures, rampant crime, secondary impacts of natural disasters such as road blockages, armed elements, restrictions on freedom of movement, presence of landmines around the camp, theft, violence
- **problems in accessing assistance and services**: limited participation in camp management by certain groups of the population, discriminatory access to basic provisions and services, limited capacity and delivery from service providers or lack of effective feedback and complaint mechanisms
- **difficulties in assessing protection**: lack of birth certificates, ID or other documents or difficulty in obtaining them, destruction of personal property, inadequate law enforcement or restricted access to fair and efficient justice systems
- **gender-based violence**: marital violence, rape, abuse, neglect and exploitation, trafficking
- **child abuse**: abuse, neglect, exploitation, family separation or trafficking
- **psycho-social problems related to protracted or prolonged situations in a camp**: unemployment or unequal access to employment possibilities, alcohol abuse
- **relocation or camp closure problems**: forced relocation, unsafe or involuntary return, lack of property restitution or lack of access to land
- **build small collective centres, whenever possible, which are suitable for less than 100 people. Smaller sites are preferable since self-regulation within the group and solidarity from the host-community is usually more feasible**
- **seek to apply minimum living standards, especially when displacement occurs over an extended period**
- **allocate sufficient space for the collective centre population to prevent overcrowding**
- **seal off and or illuminate public areas when not in use so there are fewer locations where abuse can occur.**

**RIGHTS**

While human rights are universal and inalienable, indivisible, interdependent and interrelated, the following rights may be particularly relevant within a camp. Some apply to everybody, whereas others relate to members of such specific groups as children or refugees.

### Rights that apply to all individuals
- The right to life
- The right to non discrimination
- Freedom from torture or other cruel, inhuman or degrading treatment or punishment
- Freedom from arbitrary arrest and detention
- Freedom from enforced disappearance
- The right to seek and enjoy asylum
- The right to the equal recognition of and protection before the law
- The right to an effective remedy
- Freedom of movement
- The right to family life and principle of family unity
- The right to be registered at birth
- The right to an adequate standard of living, including adequate food, clothing and housing
- The right to work
- The right to the enjoyment of highest attainable standard of health
- The right to education
- The right to participation

### Rights which are specific to children or refugees
- The right to special protection for a child deprived of his or her family environment
- Freedom of child abduction and trafficking
- Freedom from underage recruitment
- The prohibition of child labour
- The prohibition of ‘refoulement’ (forced return of a refugee to country of origin)
- The right of refugees to an identity document
- The right to education
- The right to participation

**PEOPLE ARE KEY ACTORS OF THEIR OWN PROTECTION**

“Protection is fundamentally about people. It is a mistake to think of states, authorities and agencies as the sole actors in the protection of populations at risk. People are always key actors in their own protection.”

“Experience from many armed conflicts and disasters throughout history shows than human rights and humanitarian norms are most readily respected, protected and fulfilled when people are powerful enough to assert and claim their rights. The principle of supporting and empowering members of communities at risk who are actively working for their own protection, both practically and politically, needs to be maintained as a core strategy in protection work. Protection that is achieved by people, rather than delivered to them, is likely to be more durable.” (Protection - An ALNAP Guide for Humanitarian Agencies, 1997).
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SPECIFIC PROTECTION RISKS IN COLLECTIVE CENTRES
Protection risks in collective centres are aggravated by the fact that the displaced population is accommodated within structures that are often unsuitable or over-crowded. Domestic violence, drug abuse and sexual violence may occur and some groups may dominate others. The following precautions must be taken to decrease the protection risks.

KEY ISSUES

PROTECTION BY INVOLVEMENT
A right and community-based participatory approach is essential to create meaningful involvement by camp residents in protection and assistance activities. This will not only empower the community as actors in their own protection, but also assist the Camp Management Agency and other protection actors to ensure that the rights of all camp residents are identified and upheld. The community’s leadership, but also other representatives of men, women and youth, should be included in the design of programming and assistance activities.

PROTECTION FOR WHOM?
While all human rights apply to all persons regardless of their legal status, be they IDPs, refugees, stateless person or any other person living in a camp, some rights apply differently to nationals and non-nationals. Refugees and stateless persons do not necessarily enjoy certain rights to the same extent as nationals. Therefore the Camp Management Agency must:

- know the legal status of the displaced population
- be familiar with national and international laws applicable to the camp population in order to better promote their rights
- be familiar with customary laws and practices of relevance in dispute resolution.

REFUGEES
A refugee is any person outside his or her country of nationality or, if stateless, outside his or her country of habitual residence, and unable to return there owing to:

- a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group or political opinion
- serious and indiscriminate threats to life, physical integrity or freedom resulting from generalised violence or events seriously disturbing public order.

LEGAL INSTRUMENTS FOR REFUGEES’ STATUS AND RIGHTS

PRINCIPLE OF NON-REFOULEMENT
The cornerstone of refugee law is the principle of non-refoulement, which states that a refugee should not be returned in any manner to the country where his/her life or freedom would be threatened on account of her/his race, religion, nationality, membership of a particular social group or political opinion. This principle is also part of customary international law and thus legally binding on all states.

INTERNALLY DISPLACED PERSONS
IDPs are people who have been forced to flee their homes as a result of armed conflict, situations of generalised violence, violations of human rights or natural or man-made disasters, and who have not crossed an internationally recognised border. Most often they are citizens of that country, although they may also be non-national habitual residents.

Under national legislation applicable to the country in question there may or may not be a specific legal status for IDPs. They are, however, entitled to the same protection by the national authorities as any other citizen or habitual resident.

IDPs’ RIGHTS
There are no specific international conventions related to IDPs. However, the Guiding Principles on Internal Displacement, issued in 1998, provide a framework for the identification of the rights, guarantees, and standards relevant to the protection of individuals in situations of internal displacement. They reflect and are consistent with international human rights and humanitarian law, and refugee law by analogy.

There are two regional initiatives that bind government to provide legal protection to IDPs: the African Union Convention for the Protection and Assistance of IDPs in Africa, also known as the Kampala Convention, that came into force in 2012, and the Protocol on the Protection and Assistance to IDPs included in the Pact on Security, Stability and Development in the Great Lakes Region that entered into force in 2008.
What distinguishes a refugee from an IDP?

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<th>Refugee</th>
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<tr>
<td>• has crossed a border</td>
<td>• is displaced within his/her own country</td>
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<td>• cause of flight does not include natural disaster</td>
<td>• cause of flight include natural disasters</td>
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<td>• has lost the protection of his/her own country</td>
<td>• home country still in charge of her/his protection</td>
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<tr>
<td>• his/her status entitles him/her to certain rights</td>
<td>• does not have special status under international law but should enjoy same rights as other citizens</td>
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**Refugee IDP**
- refugee
- IDP

**Refugee IDP**
- status
- legal
- residence
- protection
- rights
- home
- origin
- border
- country
- status
- rights
- protection
- residence
- home
- origin
- border
- country

**STATELESS PERSONS**
Stateless people are those who are not considered nationals of any state. Most lack any legal status in their country of residence and are thus without effective national protection.

**STATELESS PERSONS’ RIGHTS**
The 1954 Convention Relating to the Status of Stateless Persons declares that “everyone has the right to a nationality”. It is complemented by the 1961 Convention on the Reduction of Statelessness. Only 83 states have both signed and ratified the 1954 Convention.

In situations of displacement, stateless persons may be the most vulnerable, often facing discrimination when seeking to access rights generally available to nationals, such as registration of their children at birth or issuance of other forms of documentation.

Stateless persons may also be among the refugee population. If they meet the definition of refugee, they are entitled to refugee status and rights.

**CHILDREN**
As a result of conflict or disasters, girls and boys are killed or injured, become orphaned, are separated from their families, are recruited into armed forces or groups, trafficked or simultaneously experience several of these traumas. They may have no access to school and food, thus hampering their proper psychological and physical development.

Despite the fact that refugee and IDP children are protected by the same international and national laws as adults, children need additional safeguards and care due to their physical and mental immaturity. The Convention on the Rights of the Child and the Minimum Standards for Child Protection in Humanitarian Action were developed to ensure child protection.

The main purpose of the minimum standards is to ensure quality and accountability in child protection work. Child protection in emergencies includes specific activities by child protection actors, whether national or community-based, and/or by humanitarian staff supporting local capacities. The Camp Management Agency must seek to ensure application of the minimum standards. Below are some that apply to camp management:

- **Standard 1** – Coordination: The agency must ensure child protection responses are prioritised, efficient, predictable and effective.
- **Standard 13** – Unaccompanied and Separated Children: Family separation must be prevented, acknowledged and responded to. Unaccompanied and separated children are cared for and protected according to their specific needs and in accordance with their best interests.
- **Standard 15** – Case Management: Girls and boys with urgent child protection needs should receive age- and culturally appropriate information as well as an effective, multi-sectorial and child-friendly response from relevant providers working in a coordinated and accountable manner.
- **Standard 20** – Education and Child Protection: Child protection concerns need to be reflected in the assessment, design, monitoring and evaluation of education programmes. Boys and girls of all ages can access safe, high-quality, child-friendly, flexible, relevant and protective learning opportunities in a protective environment.

For more information on minimum standards for child protection, see the document on Minimum Standards for Child Protection in Humanitarian Action in the References section.
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PROTECTION BY WHOM?
National authorities are responsible for protecting and promoting the rights of all persons being on their territory. States are sometimes unable to fulfill these obligations if they lack capacity, resources or political will. National authorities are also sometimes unwilling to respect, protect and fulfill the rights of certain groups of persons.

Therefore, the international community has mandated a number of organisations to support governments to fulfill their obligations. These agencies have a specific expertise in protection. The main protection agencies are:

UN REFUGEE AGENCY (UNHCR)
UNHCR is mandated by the UN to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. UNHCR has also received a global mandate to work in cooperation with other relevant partners for the identification, prevention, and reduction of statelessness and to further the protection of stateless persons. As a result of humanitarian reforms over the last decade UNHCR has been designated as the global Cluster Lead Agency for protection of IDPs.

THE INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)
ICRC is an independent, neutral organisation ensuring humanitarian protection and assistance for victims of armed conflict and other situations of violence. It takes action in response to emergencies and at the same time promotes respect for international humanitarian law and its implementation in national law.

TRACING FAMILIES
Where armed violence or natural disasters lead to the displacement of populations and the separation of families, the ICRC can organise tracing services in collaboration with the relevant national Red Cross or Red Crescent Society. They may be encouraged to come regularly to the camp or to establish a permanent presence there. ICRC assists the camp population in tracing family members and remains in contact with their relatives living in areas cut off by the conflict. They work closely with UNICEF to provide tracing and reunification services for children and adolescents.

UNICEF
UNICEF is mandated by the UN General Assembly to advocate for the protection of children’s rights, to help meet their basic needs and to expand their opportunities to reach their full potential.

OHCHR
The mission of the OHCHR is to work for the protection of all human rights for all people, to help empower people to realise their rights and to assist those responsible for upholding such rights to ensure they are implemented.

MANDATED PROTECTION AGENCIES
At a country level, UNHCR is the Protection Cluster Lead in situations of complex emergencies.

Within the protection cluster, the following five areas of responsibility have been identified and assigned to a specific agency:
- rule of law: the UN Development Programme (UNDP) and The Office of the United Nations High Commissioner for Human Rights (OHCHR)
- mine action: the United Nations Mine Action Service (UNMAS)
- housing, land and property: (UN-HABITAT).

In case of natural disasters, UNICEF, UNHCR and OHCHR consult and determine the most appropriate leadership structure.

NON-MANDATED PROTECTION AGENCIES
Non-mandated protection agencies are national or international non-governmental organisations (NGO). Most participate in the work of the Global Protection Cluster Working Group. They play an invaluable role in strengthening international protection through monitoring, reporting and advocating on violations of human rights. Non-mandated agencies may focus on such specific rights as freedom of expression, the right to education or the right to health, or may specialise in providing assistance and capacity-building to selected groups, including children, persons with disabilities, older persons, refugees and/or IDPs.

ROLES AND RESPONSIBILITIES
Through its coordination responsibility at camp level, the Camp Management Agency has a role in supporting competent authorities to fulfill their protection obligations. Their support is also fundamental for protection agencies and other NGOs and service providers. Relevant protection matters in the camp must be brought to the attention of the national authorities or the competent organisation(s), which may include a protection lead agency or mandated agencies, in a timely manner.

A Camp Management Agency needs to have a good understanding of protection, its legal framework including national law, as well as the main specialised actors in humanitarian protection. The Camp Management Agency also needs to understand that members of the camp community are exposed to different protection risks, and that risks, as well as needs, often depend on age, gender, ethnicity, religion and disabilities.

UNICEF consult and determine the most appropriate leadership structure.
The Camp Management Agency must additionally:

→ have the right attitude and be in touch with people and life in the camp
→ be approachable by the camp population
→ be open-minded and strive to be active listeners and to be positive and proactive
→ understand that their attitude influences people’s feeling of being protected
→ respect the confidentiality of personal information so as to avoid further protection risks for individuals and keep the confidence of the camp population over time
→ always engage in constructive dialogue with people at risk and avoid discriminatory and harmful effects in their protection role.

The Camp Management Agency’s responsibilities in relation to protection include:

Creating a safe environment by reducing the likelihood of protection risks. This entails:

→ integration of a protection perspective in the coordination with all stakeholders
→ proper registration of all people living in the camp including persons with specific needs
→ supporting people’s own coping mechanisms.

Conducting situational analysis of the protection risks and gaps faced by the camp population by:

→ profiling of the camp population
→ participatory assessment exercises
→ mapping of protection actors relating to specific protection issues.

Involving the camp population in activities and decision-making in the camp through:

→ a participative approach in all activities
→ setting up a camp governance system
→ ensuring the transparent election of camp population representatives to participate in decision-making forums.

Monitoring compliance with relevant law, and ensuring acknowledgement of shortfalls and violations in close coordination with the Protection Lead Agency. This is done by:

→ collection of alleged violations of human rights
→ analysis of trends and patterns to enhance the quality of advocacy around rights violations with the authorities.

Supporting response mechanisms to address protection incidents by:

→ implementation of a protection referral and response system known to all
→ following up of individual and collective cases in close collaboration with communities in the camp.

INCIDENT REPORTING FORM

An incident reporting form should be easy to use and manage by the Camp Management Agency for the registering of an incident and for referral to specialised actors in or outside the camp. Information such as name, gender, age and type of incident is important as well as identification of the specialised agency to which the person is referred.

Sensitive information about the incident is confidential. It does not need to be registered on the form, as this is only of importance for such specialised actors as health agencies and the police.

The form also needs to have space that permits the Camp Management Agency to follow up whether the case is closed or needs further support.

All this information should be fed into a database which the Camp Management Agency can use to monitor trends and statistics on the type of incidents, age or gender for report writing and advocacy purposes.

See Protection Incident Form under Tools section.

Implementing preventive measures through planned provision of assistance and services.

→ This may involve food distributions as well as all other services. They must be constantly monitored and evaluated to ensure equal and safe access for the camp population.

Disseminating knowledge of relevant laws.

→ This entails providing training for rights holders, such as the camp and the host populations, and duty bearers, including the national authorities, security forces (police, peace-keepers and the military), and other humanitarian actors. This must be done in close coordination with the Protection Lead Agency.
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PROTECTION IN PRACTICE: BIRTH, MARRIAGE AND DEATH REGISTRATION

Civil documentation is essential to ensure that all individuals can access their rights. Key civil documentations include birth certificates, national identity cards, passports, marriage certificates, death certificates, property deeds and land titles.

A birth certificate is a key document in most countries to prove your age and who you are. Birth certificates are one of a range of documents that can give you your legal identity.

Some countries register marriage formally and some recognise ‘common-law’ marriage, which means that where a couple live together and have a sexual relationship they are considered legally married, even if they do not have a piece of paper to prove it. In some countries, religious leaders or elders issue marriage documents and in others, it is the state.

Procedures for death registration are often very strict, requiring a post-mortem and/or an inquiry and registration at the place of death. When there is civil war or natural disasters this can be very problematic, especially if people are missing and their death is not confirmed. It’s important to remember also that in some cultures a death certificate is not just a piece of paper – it can be an important step in the grieving process and a pre-requisite for re-marriage.

Marriage and death certificates are important documents in relation to housing, land and property rights, especially to facilitate inheritance by widows and orphaned children.

Land and other kinds of property documents are sometimes required as a pre-requisite for accessing relief aid, even though they may have been lost, destroyed or may never have been issued, or issued only in the name of the male head of the household. Due to the circumstances of flight, refugees and internally displaced persons frequently do not possess documentary evidence of their rights to their original homes. This should in no circumstances be allowed to limit their right to restitution or compensation.

When collecting data about civil documentation, Camp Management Agencies need to ask some key questions:

- Have people lost their documents or were they never registered in the first place? It is important to know because the procedures for reissuance are likely to be quite different than for new registrations.
- Where did the birth, marriage or death take place? Camp Management Agencies tend to focus on births, deaths and marriages after arrival at the camp. It is often the case that people have been moving for many days, weeks, months and even years before they arrive. Babies may have been born and people may have died or married en route without any chance to register. These people should also be assisted.
- If people have lost their documents, knowing where they registered will be important, especially in countries where records are not centralised. Document numbers (if people can remember) and key data such as full names and dates are always very useful and sometimes critical.

HOUSING LAND AND PROPERTY DOCUMENTATION

Camp Management Agencies will need to identify such different circumstances as when:

- displaced persons may never have had property
- displaced persons may not be able to access what property they have
- ownership is unclear as families have expanded or split and division of the land becomes an issue
- death of an owner may have left dependents without clear claim to the land
- people may have settled on the land knowing it is not theirs but have nowhere else to go
- there are competing claims, including by the state or local or foreign enterprises.

It is crucial for a Camp Management Agency to advocate for the development of appropriate systems to register land titles not contained in official cadastres, such as the land of indigenous peoples and rights of possession of collectively held land.

Damage or destruction of housing belonging to refugees or displaced persons, particularly when this occurs in connection with crimes such as ethnic cleansing, is often carried out in conjunction with the confiscation or destruction of cadastral and other official records giving proof of ownership and residence rights. In many conflict situations, housing and property records are consciously destroyed or confiscated by one of the warring parties with the aim of extinguishing the rights of members of another group.
PROTECTION IN ACTION

VOICE FROM THE FIELD - PROTECTION BY PRESENCE

“In a refugee camp in Burundi, I soon realised that only men, both young and old, came to the office with their problems, wishes or concerns. Thinking that women should have no problem approaching me (a female camp manager), I wondered why this was happening. As I daily made at least two walking tours of the camp, I understood that one of the explanatory factors was that the women were busy – too busy to come and see us, forever cooking, washing and looking after smaller children around their hut. Our daily trips became a tool to reach busy women. Walking around enables camp management staff to ‘feel’ the atmosphere, to listen and learn, to make oneself available and reachable for those who don’t dare or don’t have time to come to your office. There is also the visibility factor the refugees feel that we are interested, we get to know people, where they live, that babies grow… This is protection by presence!”

It can be challenging for the Camp Management Agency and protection actors to identify risks and needs and orientate their actions and approaches. To facilitate this work, there are at least three tools that can be used to:

- analyse protection risks in the camp
- map present protection actors
- identify spheres of action where protection activities can be set in to meet the identified risks and needs.

RISK ANALYSIS TOOL

What are the risks faced by the camp population? The risk analysis tool relates threats to potential victims’ vulnerabilities and capacities and illustrates which threat can be reduced by strengthening capacities. Adapted to a camp context, the components of a risk analysis are to ask:

- What are the threats? The threat is the part of the problem related directly to the behaviour of the perpetrator or the nature of the danger, motivations for hurting individuals, a cost-benefit analysis of what the perpetrator gets out of it, and attitudes that help promote or dissuade a violation.
- What are the vulnerabilities? These are closely linked to the identity and actions of the victim(s). Strategies that reduce vulnerabilities often remove potential victims from sources of risk or seek to change their behaviour to reduce provocation.
- What are the coping strategies that individuals may already have to reduce their threats and vulnerabilities, and that might be enhanced?

A well-known example involves harassment of women by unidentified perpetrators when they move out of the camp to collect firewood. Drawing a list of all realistic measures to reduce the threat level, reduce the vulnerability and increase the capacities of the women might help the Camp Management Agency and protection actors to analyse the problem and focus responses. The exercise can be run also directly with the groups at risk. Findings can be used for advocacy with national authorities Cluster/Sector Lead Agency in cases where the behaviour of the perpetrator must be addressed at a higher level, or if there is need for more protection actors in the camps to respond to identified needs and risks.

ACTOR MAPPING TOOL

When risks, as well as threats, vulnerabilities, capacities and related protection needs and activities are partly identified, the actor mapping tool can be used to identify the nature of key actors around a specific protection issue.

The process has six steps:

- **Step 1:** Identify a specific protection problem. Here the Camp Management Agency may choose to work on an already identified protection problem, for example threats to women fetching firewood.
- **Step 2:** Identify the central key actors/stakeholders who relate to this particular protection problem.
- **Step 3:** Analyse central actors: Are they victims or perpetrators? What is their goal? What do they need?
- **Step 4:** Analyse relationships: What are the power relationships between these actors? Who needs who? For what reason? Who supports who? Why? Where are points of intervention?
- **Step 5:** Expand the map: add more actors and relationships, namely people who can influence, or are influenced by a given problem. Why are they important? Do they have power? Can they influence the problem or other actors? What are their most relevant relationships?
  - Note: Try to be as specific as possible when analysing relationships. For example: instead of identifying a broad entity such as the state, focus on a particular ministry or agency.
- **Step 6:** Add yourself to the picture: think of the impact you could have on each actor and relationship.
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EGG MODEL - SPHERES OF PROTECTION ACTIVITIES, PREVENTION AND RESPONSES

The egg model is a tool that can be used to identify different responses to violations and abuses as well as different protection activities.

The model acknowledges and values short, medium and longer-term approaches to protection. It illustrates that different kinds of programming are not sequential, but often occur simultaneously. If the model is read from left to right:

- **Responsive**: immediate response actions to stop, prevent or alleviate the effects of the violation and over time prevent new violations
- **Remedial**: actions to restore normality and assist and support survivors
- **Environment-building**: actions to strengthen protection by working on laws, politics and attitudes in order to promote full respect for the right of the individual.

The actions are dynamic, each action has preventive impacts in all three spheres. As such, risks and threats would be reduced. In a camp, related activities to these three spheres could be:

- **Responsive**: health treatment for injuries, psychosocial support, incident referral and response system, including law enforcement
- **Remedial**: health-checks and therapy, support to follow up cases with the judicial system, support in relation to livelihoods and employment and participation in camp activities and committees
- **Environment-building**: monitoring and evaluation of the referral/response system and of safety and security in and around the camp; ensuring justice systems are functioning; capacity building of security forces, staff, camp leadership and committee-members; setting up of a camp governance system; community mobilisation and participation in camp activities and decision-making; education for children and adolescents; sensitisation of the camp population; information dissemination; service provision; building relations with the host community; working for durable solutions and encouragement of cultural activities.

A comprehensive use of the risk analysis tool, the actor mapping and the egg model depends on context, time and resources. Inclusion of the camp population is essential, together with engagement of the Camp Management Agency and protection actors. Remember that a constant presence and availability of staff in camps are essential to ensure the protection of the camp population.

CHECKLIST FOR A CAMP MANAGEMENT AGENCY

- The Camp Management Agency works in close coordination with relevant authorities, the Cluster/Sector Lead, mandated protection actors and the camp community on protection planning at camp level.
- A protection approach is mainstreamed through regular coordination with all stakeholders, and is integrated across technical sectors and camp activities in assessment, planning, implementation, monitoring and evaluation.
- The Camp Management Agency supports the Protection Lead and mandated agencies in advocating for the rights of the displaced to be respected, including access to justice and law enforcement mechanisms in the camp.
- Regular meetings are held with protection agencies to address and follow up protection issues directly.
- Monitoring tools and reporting systems are agreed upon with the Protection Lead and put in place to enable the Camp Management Agency to monitor and report cases of abuse and violation of human rights in the camp.
- Reports and documentation, especially documents relating to sensitive protection issues, are stored securely and shared only with the consent of the person(s) involved and with awareness of the specific context.
- Camp staff know what protection entails and the legal status of the displaced population. They are trained in, and thus have an awareness of, key national and international legal instruments as well as customary law.
- Camp staff are aware of the mandates of protection actors working in the camp.
- Camp Management Agency staff have all understood and signed an agency code of conduct.
- The Camp Management Agency has analysed what protection risks the different groups of the camp population might face.
- The Camp Management Agency is aware of protection risks that may result from freedom of movement restrictions. This is monitored and advocated for in coordination with the Cluster/Sector Lead, protection actors and national authorities.
- The Camp Management Agency has analysed what actors are present both in the camp and at regional and national level to respond to identified protection risks and problems and what activities should be implemented in the camp to respond to and prevent protection incidents.
- The Camp Management Agency actively advocates, when relevant, for finding solutions to protection problems to Cluster/Sector Lead.
- The protection and monitoring of groups and individuals most at risk is integrated in daily camp activities.
- Participatory assessment techniques are used to find out about the community’s protection concerns, including the different needs and concerns of women and men, boys and girls of all ages.
Community participation is promoted in ways that increase protection and promote the ability of the camp population to be actors in their own protection.

A comprehensive registration or profiling system is in place which is updated as appropriate.

Monitoring tools and systems are agreed upon and in place to enable the Camp Management Agency to monitor and record the provision of assistance, services and security in the camp.

Protection referral- and response procedures are clear and disseminated and understood by both camp population and service providers.

Reports and documentation, especially documents relating to sensitive protection issues are stored securely and shared only with the consent of the person(s) involved and with an awareness of the specific context.

Camp Management Agency works in ways that promote accountability, including the provision of timely protection information updates and feedback on response capacity, to the camp population.

Training and awareness rising in protection is organised for a variety of state and non-government actors in close coordination with the Cluster/Sector Lead and mandated agencies.

Camp Management Agency identifies different situations linked to house, land and property and advocates for the development of appropriate systems to register rights over lands.

TOOLS

All tools and references listed below are available on the electronic Camp Management Toolkit either on the USB memory stick accompanying every hardcopy or from the website: www.cmtoolkit.org.

- Actor Mapping
- Analysis Tools for Protection: Frameworks for Analysis and Risk Factors Analysis Tool
- Event and Issue Form for Social Worker
- Guiding Principles Data Reporting Form
- Protection Incident Form
- Protection Mainstreaming Checklist for Camp Coordination and Camp Management
- Table of Legal Provisions on which Guiding Principles are Based

REFERENCES

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- IASC, 2005. Guidelines for Gender Based Violence Interventions in Humanitarian Settings
- International Committee of the Red Cross (ICRC), 2004. What is the Humanitarian Law?
- ICRC, 2013. Professional Standards for Protection Work, Carried Out by Humanitarian and Human Rights Actor in Armed Conflict and other Situations of Violence
- International Displacement Monitoring Centre (IDMC), 2012. Internal Displacement and the Kampala Convention: an Opportunity for Development Actors
- Liam Mahony, Centre for Humanitarian Dialogue, 2006. Proactive Presence, Field Strategies for Civilian Protection
- Office for the Coordination of Humanitarian Affairs (OCHA), 2004. Guiding Principles on Internal Displacement
- Protection Agencies Mandate and Areas of Expertise with displaced persons, 2013.
- Protection – An ALNAP Guide for Humanitarian Agencies, 1997
- Protocol on the Protection and Assistance to IDP’s, in the Pact on Security, Stability and Development in the Great Lakes Region, 2008
- UN Convention on the Rights of the Child, 1989
- United Nations Refugee Agency (UNHCR), 1951 and 1967
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Convention and Protocol relating to the Status of Refugees
– UNHCR, 1984. Cartagena Declaration on Refugees
– UNHCR, 2009. UNHCR Policy on Refugee Protection and Solutions in Urban Areas
– World Food Programme (WFP), 2013. Protection in Practice: Food Assistance in Safety and Dignity