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| **KII – Monitoring of reception centres / Italy****Analysis of migration trends and profiles of children migrating to Italy and Greece** |
| **1 December 2016****[Draft Two]** | **C:\Users\Megan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\REACH logo white (for a coloured background).jpg** |

**Individual interview**

*Target group: reception center coordinator / monitoring staff*

##### 1. Introduction

HELLO! My name is (*name)*, and I work at REACH, an organisation that supports UNICEF - the UN Agency for Children. Thank you for the opportunity to talk to you today. As you know, the conditions of the different reception centres are very different and UNICEF would like to know more about the mechanisms already in place to monitor these conditions. Therefore we are doing a study based on dozens of interviews with relevant stakeholders, including people working at the reception centres and organizations that implement the monitoring.

We would like to understand whether there is an efficient monitoring system in place, i.e. which are the institutions or organizations that regularly check service provision within the reception centres, how they do it, and if this contributes to improving the centres' management.

All interviews are anonymous, which means that we will not note your name or any other information that could link the answers you give back to you. These questions also have nothing to do with an evaluation of your reception centre, so whatever you say today will not have any impact on it. It is only to understand, as a whole, what are the monitoring mechanisms in place.

I would also like to assure you that this interview is voluntary. At any point during the interview, if you feel like there are questions that you would not like to answer, please feel free to say so. You can also interrupt the interview at any point, if you want to do so. It should take up to 45 minutes but we can do a break if you feel tired.

With your permission, I will be recording your answers in writing on this mobile phone. Is that okay? We can have a look together so you can see what I write down as we move along. Do you have any questions for me at this point?

##### 2. Metadata

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| **Code** | **Question** | **Modality** | **Answers** |
| na | Enumerator’s code | Single | List of codes |
| na | Interview date | Single | Day/Month/Year |
| na | Interview starting time  | Single | hh/mm |
| na | Interview ending time | Single | hh/mm |
| RQ4-1 | Location of the interview | Single | List of municipalities |
| RQ4-2 | Type of reception facility  | Single | List of types of facilities |
| RQ4-2 | Name of reception facility  | Single |  |
| na | Do you agree to take part in the interview? | Single | 1. Yes 2. No98. Don’t know99. Don’t want to answer |
| na | What is your role in the reception centre? | Single | 1. Manager2. Coordinator3. Service provider4. Other: \_\_\_\_98. Don’t know99. Don’t want to answer |

##### 3. Preliminary questions

**Narrative:** May I start with some general questions about the reception centre? Remember that everythingyou're telling me is anonymous, this means I'm never going to give your name or location to anyone.

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| **Code** | **Question** | **Modality** | **Answers** |
| RQ4-3 | What is the legal total capacity of the centre? | Single | 1. Numeric entry98. Don’t know99. Don’t want to answer |
| RQ4-5 | How many foreign national separated and unaccompanied children are currently accommodated at this centre? | Single |  1. Numeric entry98. Don’t know99. Don’t want to answer |

##### 4. Monitoring systems

**Narrative:** Thanks for all these answers. Now I would like to move to the key topic of the research: the monitoring systems.

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| **Code** | **Question** | **Modality** | **Answers** |
| RQ5-1 | Is this reception centre subject to monitoring? | Single | 1. Yes2. No98. Don’t know99. Don’t want to answer |
| RQ5-2RQ5-3 | How many times has the reception centre been monitored in the past 12 months? | Single | 1. Numeric entry98. Don’t know99. Don’t want to answer |
| RQ5-2 | How frequently is the centre supposed to be monitored? | Single | 1. Once a week2. Once a month3. Once every 3 months4. Once every 6 months5. Once a year6. Less than once a year8. Only before the opening of the centre7. No monitoring required98. Don’t know99. Don’t want to answer |
| na | In your opinion, how frequently should the centre be monitored? | Single | 1. Once a week2. Once a month3. Once every 3 months4. Once every 6 months5. Once a year6. Less than once a year7. No monitoring needed8. Only before the opening of the centre98. Don’t know99. Don’t want to answer |
| na | Why would this frequency help? | Multiple | 1. Less time consuming2. Allowing closer follow-up3. Allowing more in-depth monitoring97. Other: \_\_\_\_\_\_98. Don’t know99. Don’t want to answer |
| RQ5-7 | Which entity is responsible of monitoring the centre? (for the reception facility coordinators only) | Multiple | 1. Prefecture2. NGO3. Municipality4. Volunteers of grassroots organizations5. Political representatives6. The centre itself (internal)7. The Central Service (SPRAR)97. Other: \_\_\_\_\_\_98. Don’t know99. Don’t want to answer |

##### 5. Monitoring systems per implementing organisation

**Narrative:** I would like now to ask you the same series of questions for each organisation that monitor the centre so as to compare their different approaches.

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| **Code** | **Question** | **Modality** | **Answers** |
| na | You told me that (type of the organisation) monitor this centre. | Single | 1. Prefecture2. ONG3. Municipality4. Volunteers of grassroots organizations5. Political representatives6. The centre itself (internal)7. The Central Service (SPRAR)97. Other: \_\_\_\_\_\_98. Don’t know99. Don’t want to answer |
| na | How long does the monitoring visit last (minutes)? | Single | 1. Numeric value98. Don’t know99. Don’t want to answer |
| na | Whom do the monitors speak to during the visit? | Multiple | 1. Manager/director2. Coordinator3. Operators4. Doorkeeper 5. UASC97. Other: \_\_\_\_\_98. Don’t know99. Don’t want to answer |
| na  | What are the mothods used to collect data?  | Multiple | 1. Individual Interviews with the centre's managers 2. Individual Interviews with UASC3. Focus Group Discussions with UASC4. Checklist on centre's NFI provision5. Checklist on adherence to technical requirements and standards for equipment and facilities 97. Other: \_\_\_\_\_98. Don’t know99. Don’t want to answer |
| RQ5-4 | What do the monitors usually check? | Multiple | 1. Centre's infrastructure2. Canteen and Food provision3. NFI (clothes, drugs, etc.) 4. Staff working at the centre including administrative and specialized workers5. Formal and non-formal education services provision6. Provision of access to National Health System7. Provision of free-of-charge on-site general health support 8. Tailored support for severe health issues9. Legal assistance provision 10. Psychological support provision 11. Recreational activities provision 12. Socio-cultural integration activities provision 13. Cash provision 14. Access to other centres and trasfer system to secondary reception facilities or specialized centres for victims of trafficking or for mental health support 15. Protection risks and issues 16. Child abuse reporting system for victims of physical violence and abuse17. Child abuse reporting system for children suffering from psychosocial distress and mental health issues18. Tailored assistance provided to victims of sexual abuse, 97. Other: \_\_\_\_\_98. Don’t know99. Don’t want to answer |
| RQ5-4 | Is the monitoring structured around a list of pre-defined indicators? (only for KII from organizations performing the monitoring) | Single | 1. Yes2. No98. Don’t know99. Don’t want to answer |
| RQ5-4 | If yes (to RQ5-4), how many indicators are included? (only for KII from organizations performing the monitoring) | Single | 1. Numeric value98. Don’t know99. Don’t want to answer |
| RQ5-4 | If yes (to RQ5-4), does the monitoring include quantitative indicators? (only for KII from organizations performing the monitoring) | Single | 1. Yes2. No98. Don’t know99. Don’t want to answer |
| RQ5-4 | If yes (to RQ5-4), does the monitoring include qualitative indicators? (only for KII from organizations performing the monitoring) | Single | 1. Yes2. No98. Don’t know99. Don’t want to answer |
| RQ5-5 | If yes (to RQ5-4), how many indicators allow disaggregation by gender (approximately)? (only for KII from organizations performing the monitoring) | Single | 1. 100%2. 50%3. 25%4. 0%98. Don’t know99. Don’t want to answer |
| RQ5-5 | If yes (to RQ5-4), how many indicators allow disaggregation by age (approximately)? (only for KII from organizations performing the monitoring) | Single | 1. 100%2. 50%3. 25%4. 0%98. Don’t know99. Don’t want to answer |
| RQ5-6 | How do the monitors collect data? (only for KII from organizations performing the monitoring) | Multiple | 1. DO2. KII3. Survey4. FGD5. SDR97. Other: \_\_\_\_\_98. Don’t know99. Don’t want to answer |
| RQ5-9 | Who has access to the monitoring data? (only for KII from organizations performing the monitoring) | Multiple | 1. Public2. All staff of the monitoring organisation3. All staff involved in the monitoring4. Staff involved in the monitoring granted with ad hoc authorization5. The staff of the reception centre97. Other: \_\_\_\_\_\_98. Don’t know99. Don’t want to answer |
| RQ5-10 | Is there any output/outcome following the monitoring? | Multiple | 1. Yes2. No98. Don’t know99. Don’t want to answer |
| RQ5-10 | If yes (to RQ5-10), what is the output of the monitoring? | Multiple | 1. Dashboard2. Report3. Factsheet4. Recommendations5. Informal debriefing6. Press article98. Don’t know99. Don’t want to answer |
| na | If yes (to RQ5-10), with whom are monitoring outputs shared? | Multiple | 1. Not shared with anybody2. With the administration of the reception centre3. With the UASC hosted in the reception centre4. With relevant local authorities5. With relevant national authorities6. With civil society groups7. Publically available98. Don’t know99. Don’t want to answer |
| na | As a whole, how useful is the monitoring to improve reception conditions? | Single | 1. Extremely useful2. Quite useful 3. Quite useless4. Extremely useless98. Don’t know99. Don’t want to answer |

##### 6. Conclusion

**Narrative:** Thank you very much for your time and attention in answering all these questions. Your contribution is really important and will help organizations to better understand the situation.

* Was anything difficult or hard for you to answer?
* Anything you would like to discuss more?
* Do you have any questions for me, now that we are done here?
* If you have questions later on you are welcome to contact me.

If there is anything you are unhappy with or wish to complain about, you can also contact my supervisor, by Whatsapp or phone at the following number 338 XXX XXX.