

# USE OF PROTECTION SERVICES

Outcome indicator

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## Indicator Phrasing

**INDICATOR PHRASING:** number of target group members who used supported protection services

**Français:** to be added later

## What is its purpose?

The indicator assesses the number of people who used the supported protection services, such as psycho social support, legal assistance or safe spaces.

## How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

- 1) Make a list of the supported protection services.
- 2) Define for which period you will measure the number of people who used these services. In most cases, this should be since the time they received the project's support until the time of the survey.
- 3) Request the service providers to review their records and provide you with the number of people who used their services. If possible, ask them to disaggregate the data by gender and age group.
- 4) To **determine the indicator's value**, sum up the number of people who used the supported protection services. If there is a high likelihood that there are many people who used several services, the only way how to **avoid double counting** would be to conduct a quantitative survey among a [representative sample](#) of the target group members, asking them whether they used any of the supported services (as opposed to using the service providers' records).

## Disaggregate by

Disaggregate the data by gender and age groups.

## Important Comments

- 1) If there is a high likelihood that the same people used several different services, you will have to **collect the data by interviewing a representative sample of the target group members**. Otherwise, the number of people from the supported services will be very inflated (due to double or triple counting the same people). For example, if a person visits three different services, it would show as if three persons used the supported services. Collecting the data from a representative sample of respondents will help you avoid this problem.
- 2) The indicator should always be complemented with an indicator assessing the [perceived usefulness of the received service\(s\)](#).