Research Terms of Reference

Rapid Overview of Areas of Return (ROAR)
Nigeria
Research Cycle ID: NGA2104

February 2022
Version 1

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	*Nigeria*

Type of Emergency	□	Natural disaster	X	Conflict		

Type of Crisis	□	Sudden onset	□	Slow onset	X	Protracted

Mandating Body/ Agency	Bureau for Humanitarian Assistance (BHA)
Project Code	*NGA2104/35ANW*
Overall Research Timeframe (from research design to final outputs / M&E)	*01/01/2022 to 31/04/2022*

Research Timeframe	1. Start collect data: 01 March 2022	4. Data sent for validation: 10 April
	2. Data collected: 07 March – 11 March	5. Outputs sent for validation: 15 April
	3. Data analysed: 14 – 25 March	6. Outputs published: 31 April

Number of assessments	□ **Single assessment (one cycle)**
	X Multi assessment (more than one)

Humanitarian milestones *Specify **what** will the assessment inform and **when*** *e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;*	**Milestone**		**Deadline**
	X	**Donor plan/strategy** USAID - Bureau for Humanitarian Assistance (BHA)	31/04/2022
	X	Inter-cluster plan/strategy (AAWG and ISWG)	01/06/2022
		Cluster plan/strategy:	01/06/2022

	NGO platform plan/strategy	

	Audience type	Dissemination
Audience Type & Dissemination *Specify who will the assessment inform and how you will disseminate to inform the audience*	**X Strategic** **X Programmatic** **X Operational** □ [Other, Specify]	X General Product Mailing (e.g. **mail to NGO consortium; HCT participants; Donors**) X **Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting** X **Website Dissemination (Relief Web & REACH Resource Centre)** X **Presentation of findings (e.g. at AAWG meeting and ISWG meeting)**
Detailed dissemination plan required	Yes	**X** **No**
General Objective	The general objective of the assessment is to provide humanitarian actors with information related to service delivery and living conditions in the areas of return and areas that have seen high levels of population movement, specifically in Yobe and Adamawa states. This information should serve to better inform immediate humanitarian operations as well as provide a wider contextual understanding of the ongoing situation.	

Specific Objective(s)	1. Explore push and pull factors that cause displaced residents to decide to return or decide not to return to their areas of origin.
	2. Identify the needs of IDPs and returnees and establish where improvements or changes are required by looking at:
	   a. Perceptions of safety and security in the assessed area;
	   b. The availability and accessibility of livelihood opportunities in the assessed area;
	   c. The availability and accessibility of basic services in the assessed area
	3. Understand challenges to achieving durable solutions for affected populations in the area of assessment	

Research Questions	1. What are the key push and pull factors affecting the decisions of IDPs and returnees to return or not to return to their areas of origin?
	   a. What causes residents who have not returned to remain in their area of displacement and not return to their area of origin?
	   b. What caused residents who have returned to leave their area of displacement and return to their area of origin?
	
	2. To what extent do residents feel secure in the assessed area?
	   a. What factors (if any) contribute to residents feeling safe?	

b. What factors (if any) contribute to residents feeling unsafe?
c. In what ways (if any) are residents' movements restricted?
d. What could be done to improve IDPs' and returnees' feeling of safety and security?

3. To what extent are livelihood opportunities available and accessible in the area?
   a. To what degree is unemployment a key issue faced in the area of interest?
   b. For those residents who are working, are their wages sufficient to meet costs of living? For those residents who are not working, how are they affording to live?
   c. How does the livelihoods situation now compare to the period before the crisis?
   d. What could be done to improve the livelihoods situation in the area?

4. What is the current state and accessibility of basic services in the area of interest? (Services to be assessed: water, healthcare and education and protection services)
   a. What is the condition of [water/healthcare/education/protection services] in the area of interest? (Are there facilities, are they functioning, are there staff etc.)
   b. How accessible are [water/healthcare/education/protection services] in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)
   c. How does the situation with [water/healthcare/education/protection services] now compare to before the crisis?
   d. What improvements could be made to [water/healthcare/education/protection services] in the area of interest?

Geographic Coverage	The Rapid Overview of Areas of Return (ROAR) will focus on areas that have seen a high number of returns and population movement. The first round of data collection will focus on the local government areas in Yobe and Adamawa states; subsequent rounds will include other locations with high levels of return but limited NGO or humanitarian presence.

Secondary data sources	- Population tracking information
	  1. [IOM DTM Mobility Tracking](#)
	  2. Population movement and communication: Assessment of Hard-to-Reach Areas in Northeast Nigeria, REACH
	- Nationwide assessments and response strategies
	  1. UN OCHA, weekly situational report
	  2. 2021 Nigeria Humanitarian Needs Overview
	  3. 2021 Nigeria Humanitarian Response Plan
	  4. UNHCR Returns Assessments
	- Geographic coverage
	  1. UNHCR Nigeria: Borno State Return Intention Surveys

	2. Borno State Return Strategy (September 2018) 3. Borno State 25 Year Development Framework & 10 Year Strategic Transformation Plan	

Population(s) *Select all that apply*	X	IDPs in camp	X	IDPs in informal sites
	X	IDPs in host communities	□	IDPs [Other, Specify]
	□	Refugees in camp	□	Refugees in informal sites
	□	Refugees in host communities	□	Refugees [Other, Specify]
	□	Non-displaced (hosting)	□	Non-displaced (not hosting)
	X	Returnees	□	[Other, Specify]

Stratification *Select type(s) and enter number of strata*	□	Geographical: Location of interest, usually an urban area and its environs (e.g. Gerie). Population size per strata is known? X Yes □ No	□	Group #: _ _ _ Population size per strata is known? □ Yes □ No	□	*[Other Specify]* #: _ _ Population size per strata is known? □ Yes □ No

Data collection tool(s)	□	Structured (Quantitative)		**X** Semi-structured (Qualitative)

	Sampling method	**Data collection method**
Semi-structured data collection tool (s) # 1 *Select sampling and data collection method and specify target # interviews*	**X** Purposive □ Snowballing □ [Other, Specify]	**X** Key informant interview (Target #): Around 15 KII per "targeted area" (per location) □ Individual interview (Target #):_ _ _ _ _ □ Focus group discussion (Target #):_ _ _ _ _ □ [Other, Specify] (Target #):_ _ _ _ _

Data management platform(s)	X	IMPACT	□	
	□	[Other, Specify]		

Expected output type(s)	X	Situation overview #: 1 (per location assessed)	□	Report #: _ _	□	Profile #: _ _
	□	Presentation (Preliminary findings) #: _ _	□	Presentation (Final) #: _ _	□	Factsheet #: _ _
	□	Interactive dashboard #:_	□	Web map #: _ _	□	Map #: _ _
	□	[Other, Specify] #: _ _				

Access	X	Public (available on REACH resource centre and other humanitarian platforms)
	□	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)

Visibility *Specify which* ***logos*** *should be on outputs*	***REACH***
	USAID - Bureau for Humanitarian Assistance (BHA)

2. Rationale

2.1. Rationale

The continuation of conflict in Northeast Nigeria has created a complex humanitarian crisis. According to the 2021 Humanitarian Needs Overview, over 1.7 million people are still internally displaced and in need of urgent assistance in Borno, Adamawa, and Yobe (BAY) states.[1] In addition, around 257,000 Nigerians have found refuge in neighbouring Chad, Cameroon, and Niger. In 2020, some 81,000 newly displaced people arrived in camps and the host communities across the BAY states.[2] Meanwhile, in 2020, the Borno State Government published a Returns Strategy and started facilitating IDPs to return to their local government areas (LGAs) of origin with the aim of closing all camps by the end of 2022 and relocating all IDPs from Maiduguri to their LGAs of origin.[3]

Between 06 and 12 December 2021, a total of 10,978 individual's movements were recorded by IOM in the states of Adamawa and Borno, consisting of 10,358 arrivals and 620 departures. The main trigger for these movements (71%) was camp closure or government assisted relocations.[4] Nigerian refugees continue to arrive from different parts of Cameroon, setting up spontaneous settlements and sites across border LGAs, especially northern LGAs of Adamawa. The returns were voluntary, not having been led or coordinated by either Nigerian or Cameroonian authorities. As of July 2021, UNHCR has tracked an estimated 10,140 people among the refugee returnees across informal settlements.[5] Protection sector partners are finalizing plans for a major assessment in all identified settlements and sites hosting the returnees to collate information on critical needs to guide commensurate response efforts. Between April and May 2021, in Yobe state, people were displaced as a result of series of attacks in LGAs of Giedam, Yunusari, and Kanamma town. Though no civilian casualty was reported, this has raised concerns of further displacements and possible crossings of people into the neighbouring Republic of the Niger.[6] However, given the ongoing volatile security situation and the large service gaps, the humanitarian community remains concerned that some of the facilitated return efforts may not be sustainable for populations in Northeast Nigeria.

There are critical information gaps in the areas of return on the availability of basics needs, security, livelihoods and life-saving services in these areas. As such, it is essential to identify the needs of these populations in areas of return and to assess the availability and functionality of basic services and life-saving services.

To address some of these information gaps, REACH will conduct a Rapid Overview of Areas of Return (ROAR) assessment focusing on core areas of need, current displacement patterns, and returns in these areas, especially areas that have had a high level of population movement due to issues including deteriorating insecurity, drought, flood, and camp closures. The assessment will therefore aim to address knowledge gaps by looking at why or why not displaced residents are choosing to return to their areas of origin and identify what needs – in terms of basics needs, security, livelihoods, and life-saving services – returnee residents have.

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[1] OCHA, 2021 Humanitarian Needs Overview (HNO), February 2021.
[2] OCHA, 2021 Nigeria Humanitarian Response Plan (HRP), February 2021.
[3] Reuters, Nigerian state to shut camps for people displaced by insurgency, October 2021.
[4] ETT Report : No. 253 | 06 - 12 December 2021
[5] Nigeria: Adamawa State - Weekly Situation Report No. 5 (As of 5 July 2021)
[6] North-East Nigeria: Flash Update #2, Geidam and Yunusari LGAs, Yobe State as of 5 May 2021

3. **Methodology**

3.1 Methodology overview

Using a qualitative methodology, key informants (KIs) from three distinct groups will be interviewed using a tool that has been adapted for each KI group, covering Internally Displaced Persons (IDPs) from the target area still living in displacement; individuals who had displaced from the target area who have returned; and subject-matter experts (SMEs) living in the target area. This identification process will take place in both camp and out-of-camp settings (for IDPs) and in the area of interest (for returnees and SMEs). Interviews will be conducted face-to-face with returnees and SMEs in the area of interest, and where possible face-to-face in locations where IDPs from the area of interest remain displaced. Where that is not achievable due to security or logistical constraints, IDPs will be interviewed over the phone. During each Key Informant Interview (KII) enumerators will record comprehensive notes using a pre-designed template. Following each interview, a debrief will be held with a REACH Assessment Officer (AO) to consolidate the data gathered. Once this process is complete, the analysis will be carried out by identifying themes, commonalities and differences in KI answers, which will feed directly into the production of a Situation Overview for each assessed location.

3.1 Population of interest

Each assessment will focus on a specific area of interest which has seen a high level of return. This can either be a small city or town, a collection of villages, or a neighbourhood within a large city of Yusufari local government Area and Gire local government Area in Yobe and Adamawa state respectively. To address knowledge gaps on what motivates return and what needs those returnees have, each assessment will target three distinct population groups: IDPs, returnees, and SMEs. In the methodology, IDPs are defined as residents who originate from the area of assessment , displaced, and now remain in displacement; returnees are residents who originate from the area of interest, displaced, and have now returned; and subject-matter experts (SME) are KIs who are currently living in the area of interest and have subject-matter expertise on one or more of the following areas: security, livelihoods, water, education, healthcare and protection issues. Collecting data from these groups will fill current knowledge gaps on what motivates returns and what needs returnees have, complimented by specialist knowledge on how those needs can best be addressed.

3.2 Secondary data review

Secondary data will be used throughout all stages of the research cycle to identify locations most in need of data collection, to support in the design of tools and to triangulate data produced:

- Population tracking information
    1. [IOM DTM Mobility Tracking](#)
    2. Population movement and communication: Assessment of Hard-to-Reach Areas in Northeast Nigeria, REACH
- Nationwide assessments and response strategies
    1. UN OCHA, weekly situational report
    2. 2021 Nigeria Humanitarian Needs Overview
    3. 2021 Nigeria Humanitarian Response Plan
    4. UNHCR Returns Assessments
- Geographic coverage
    1. UNHCR Nigeria: Borno State Return Intention Surveys
    2. Borno State Return Strategy (September 2018)
    3. Borno State 25 Year Development Framework & 10 Year Strategic Transformation Plan

1. PRIMARY DATA COLLECTION

Data will be collected by Hausa-speaking enumerators using a semi-structured tool to conduct KIIs. Enumerators will collect data from three KI types, which are detailed in Table 1 – below. For each KI type the assessment aims to speak to five respondents, which allows for the triangulation of data while also allowing the assessment to fulfil its 'rapid' component.

Table 1. KI Profile Definitions

KI Breakdown

KI group number	KI description	Target number
1.	KIs who originate from the area of interest, displaced and remain in displacement (IDPs)	5
2.	KIs from the area of interest who were living in displacement but have now returned (returnees)	5
3.	KIs who are currently living in the area of interest and have subject-matter expertise on one or more of the following areas: security, livelihoods, water, education, healthcare and protection issues (see below).	5
	Total	**15**

A semi-structured survey will be used to interview all KI groups. This tool will focus on four areas: the push and pull factors that influence return; the current security situation; the available livelihood opportunities; and the availability and functionality of basic services. Each KI group will answer questions from different components of the tool. The first KI group, residents who have remained in displacement, will be asked about their displacement and the push and pull factors that resulted in them remaining in their area of displacement. The second group, residents who have returned to their area of origin (returnees), will be asked about the push and pull factors that influenced their decision to return as well as the situation in their area of return in terms of security, livelihoods, protection, wash and education services. The third and final KI group, residents who are subject-matter experts, are included in the assessment to facilitate the collection of specialist knowledge. These KIs will only be asked questions that relate to their subject area expertise and will not be surveyed using other components of the tool.

In terms of identifying respondents, IDPs in camps will be found through speaking to camp management. Residents who originate from the area of interest will be identified and then approached to be asked if they are willing to participate in the assessment. IDPs living out of camps, returnees and SMEs will be identified through community leaders and INGO networks as well as the networks of other NGOs working in the area being assessed. If possible, a local official will be contacted and asked to provide the contact information of local residents who can participate in the assessment. Experts will be identified using the following criteria:

Security: Community leader (during the design stage it was decided that speaking to security personnel was too sensitive)

Livelihoods: Community leader

Water: Water Plant Engineer, Employee of Ministry of Water Management, Community leader, NGO employees working in WASH

Education: Teacher, Head Teacher, Classroom Assistant, Employee of Ministry of Education, Community leader, NGO employees working in child protection or education

Healthcare: Nurse, Medical Assistant, Doctor, Employee of Health Ministry, Community leader, NGO employees working in health sector, Pharmacists

Protection: Legal Representative, Judge, Community leader, Employee of Justice Ministry

Prior to data collection all enumerators will receive a comprehensive training covering the purpose of the assessment, the tool, and the key information to be captured. While carrying out the KIIs each enumerator will take comprehensive notes using a pre-designed template. Following each call, debriefs will be carried out with enumerators, going through each question to record what the information provided by the KI. If any information requires further clarification, follow-up calls will be made to the KI. Throughout the data collection process, the notes from previous debriefs will be consulted in order to help identify contradictions or inconsistencies within the responses, so that these issues can be addressed in follow-up calls where necessary. In addition, the debrief notes will be regularly reviewed to determine when data saturation has been reached.

3.3 Data Processing & Analysis

While conducting the KIIs, each enumerator will take comprehensive notes using a pre-designed template. Following each KII, debriefs will be carried out with enumerators, going through the questions to record KI responses. If information requires additional clarification, follow-up calls will be made. For the analysis, thematic coding will be used to draw themes from the data and make it comparable. Data generated will be synthesized and organized in line with the [qualitative data analysis plan](). All field notes and debrief forms will be summarized in a matrix produced in Excel to aid in identifying themes and [monitoring data saturation](). Emphasis will be given to the themes that were raised the most frequently or where there were notable variations in the different KI group's answers. The findings yielded by the assessment will not be generalizable to the area of interest and therefore will be treated as indicative only.

4. Roles and responsibilities

Table 2: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer	Assessment Officer	Assessment Manager; Country Focal Point	Country Focal Point
Supervising data collection	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point
Data processing (checking, cleaning)	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point
Data analysis	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point
Output production	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point
Dissemination	Assessment Officer	Assessment Officer	Assessment Manager; Country Focal Point	Country Focal Point
Monitoring & Evaluation	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point
Lessons learned	Assessment Officer	Assessment Officer	Assessment Manager	Country Focal Point

Responsible: *the person(s) who executes the task*
Accountable: *the person who validates the completion of the task and is accountable of the final output or milestone*
Consulted: *the person(s) who must be consulted when the task is implemented*
Informed: *the person(s) who need to be informed when the task is complete*

5. Data Analysis Plan

Research Questions	SUBQ#	Data collection method	Sub-research question group	Sub-research Question	Questionnaire Questions	Probes (if applicable)
N/A	1.1	KI Interview (all)	Key characteristics	Key Information phone number	What is the phone number of the key informant?	
	1.2	KI Interview (all)	Key characteristics	Key informant location (Local Government Area (LGA))	What is the (current) location of the key informant?	
	1.3	KI Interview (all)	Key characteristics	Key informant neighbourhood	In which neighbourhoo is the key informant living?	
	1.4	KI Interview (all)	Key characteristics	Key informant area of expertise	What are the area(s) of expertise of the key informant?	
	1.5	KI Interview (all)	Key characteristics	Key informant profession	What is the profession of the key informant?	
	1.6	KI Interview (all)	Key characteristics	Key informant area of origin	What is area of origin of the key informant? (LGA)	
Explore push and pull factors that cause displaced residents to decide to return or decide not to return to their areas of origin.	2.1	KI Interview (IDPs)	Push and Pull factors	What causes residents who have not returned, to remain in their area of displacement and not return to their area of origin?	How long have you been living in displacement (living away from your area of origin)? How long would you say have IDPs been living in displacement away from their Area of Origin ?	Probe - Ensure that participants are thinking of the cumulative time they spent in displacement including any returns and redisplacement they may have experienced till now.

	2.2	KI Interview (IDPs)	Push and Pull factors		What factors have cause the IDPs to remain in your area of displacement? And why (for each factor mentioned)?	List as many factors as possible I.e. the lack of security, the limited availability of jobs, damaged or destroyed property etc.
	2.3	KI Interview (IDPs)	Push and Pull factors		What would need to change to the situation in your area of origin in order for IDPs to make the decision to return?	List as many factors as possible I.e. the return of security, the availability of jobs, the repair of property or return of ownership of property etc.
	2.4	KI Interview (IDPs)	Push and Pull factors		Do IDPs previously try or consider returning to their Area of Origin? Why were they not able to return sustainably on these instances?	
	2.5	KI Interview (IDPs)	Push and Pull factors		Does anyone face particular any barriers trying to returning to their area of origin ? What kind of barriers or challenges did they face?	
	2.6	KI Interview (IDPs)	Push and Pull factors		How do IDPs receive information on the situation in your area of origin?	
	2.7	KI Interview (IDPs)	Push and Pull factors		What information about your area of origin did IDPs mostly receive?	Information related to security, livelihoods, basic services
	3.1	KI Interview (returnees)	Push and Pull factors	What caused residents who have returned, to leave their	For how long were returnees living in displacement (living away from your area of origin)?	

	3.2	KI Interview (returnees)	Push and Pull factors	area of displacement and return to their area of origin?	Where were you living in displacement?	Please list all the locations the KI has lived in while displaced
	3.3	KI Interview (returnees)	Push and Pull factors		When did you return to your area of origin?	
	3.4	KI Interview (returnees)	Push and Pull factors		What factors caused returnees to return to your area of origin? • Which route did you take? • What mode of transport did you use? • How much did it cost? • How long did it take? • Did you face any barriers or challenges on the way? ○ If so, what were they?	
	3.5	KI Interview (returnees)	Push and Pull factors		What factors caused you to return to your area of origin? How did they cause you to return (for each factor listed)?	List as many factors as possible? I.e. the return of security, the availability of jobs, wanting to return to land or property, wanting to be with friends and family etc.

	3.6	KI Interview (returnees)	Push and Pull factors		What changed in your area of origin that caused you to make the decision to return?	List as many factors as possible - I.e. the return of security, the availability of jobs, the repair of property or the return of ownership of property etc.
	3.7	KI Interview (returnees)	Push and Pull factors		How did you access information about the situation in your area of origin while you were still living in displacement?	Information related to security, livelihoods, basic services
To what extent do residents feel secure in the assessed area?	4.1	KI Interview (SMEs and returnees)	Safety and security	What factors (if any) contribute to residents feeling safe/unsafe?	Do you feel safe in the area in which you live? • If yes, why? • If no, why?	
	4.2	KI Interview SMEs	Safety and security	In what ways (if any) are residents' movements restricted?	Are there any restrictions on movement in the area you are currently living in ? • If so, where is movement restricted? • If so, how is movement restricted? • If so, at what time of day is movement restricted?	
	4.3	KI Interview SMEs	Safety and security		Are there any locations in the area you currently live in you avoid? • If so, which locations? • If so, why (for each location mentioned)?	
	4.4	KI Interview SMEs	Safety and security		Are any locations still contaminated with landmines/unexploded ordinances (UXOs) in the area? • If so, which locations? Has there been any de-contamination of these areas? • If so, which areas?	

					• If so, by whom?	
	4.6	KI Interview (SMEs and returnees)	Safety and security	How does the security situation now compare to before the crisis?	How does the security situation now compare to the period before the crisis?	
	4.5	KI Interview SMEs	Safety and security	What could be done to improve the security situation in the area?	In your opinion, how could the security situation in your area be improved?	
To what extent are livelihood opportunities available and accessible in the area?	5.1	KI Interview (SMEs and returnees)	Livelihoods	How does the livelihoods situation now compare to the period before the crisis?	Currently, what are the main sources of income in your area?	
					How does this compare to the period, 6 months before the crisis?	
	5.2	KI Interview SMEs	Livelihoods		To your estimate, how many people in this area have a source of income?	
					Of those receiving an income, how many rely on agriculture as the source of that income?	
					How does this compare to the period before the crisis?	

	5.3	KI Interview SMEs	Livelihoods		What impact did the crisis have on agriculture in the area (is farmland mined, are fields left uncultivated)?
					• (If contaminated), have there been attempts to decontaminate agricultural areas?
					   o If so, by who?
					• (If damaged or left fallow), has any land been re-cultivated?
					   o If so, by who?	

	5.4	KI Interview SMEs	Livelihoods	To what degree is unemployment a key issue faced in the area of interest	To your estimate, how many people in this area are unemployed/have no source of income?	
	5.5	KI Interview SMEs	Livelihoods		Does anyone in your area have problems finding jobs?	

					• If so, why do they have problems finding a job?	
	5.6	KI Interview SMEs)	Livelihoods		What could be done to improve the livelihoods situation in the area?	
	5.7	KI Interview SMEs	Livelihoods	What could be done to improve the livelihoods situation in the area?	Are more sources of income becoming available in the area? • If so, what are these sources of income?	Prompt: Are shops, businesses or factories opening/re-opening?
	5.8	KI Interview SMEs	Livelihoods		Are vocational trainings opportunities available in the area? • If so, what types of opportunities? • Who is providing these opportunities?	
	5.9	KI Interview (SMEs and returnees)	Livelihoods	For those residents who are working, are their wages sufficient to meet costs of living? For those residents who are not working, how are they affording to live?	For those households that are earning and have the means, to what extent are these sufficient to meet their living costs?	
	5.1-0	KI Interview (SMEs and returnees)	Livelihoods		For those households who do not have any member earning an income, how are they affording to meet living costs?	What coping mechanisms are they using? I.e. Selling possessions, spending savings, relying on friends, family or the community, reducing their consumption
What is the current state and accessibility of basic services in the area of interest? (Services to be assessed: water, healthcare and education and protection services)	6.1	KI Interview (SMEs and returnees)	Water	What is the condition and accessibility of water services in the area of interest?	Do residents have access to clean drinking water? If yes: • How do residents access clean drinking water in the area? • Is this drinking water source(s) public or private? • Does it cost money to access this drinking water source? o If so, how much per litre/gallon?	

	KI Interview SMEs			*If there is clean drinking water* How is this water source treated to make it clean for drinking? On average, how many hours per day is this drinking water source available?	
6.3	KI Interview SMEs	Water		How do residents access water (not for drinking)? • Is this water source public or private? • Does it cost money to access this water source (not for drinking)? 　　○ If so, how much per litre/gallon?	
6.4	KI Interview SMEs	Water	How does the provision of water services differ now compared to the period before crisis?	How does the current supply of water (both for drinking and for other uses) compare to the period before the crisis?	Prompt: in terms of availability, cleanliness etc.
6.5	KI Interview (SMEs and returnees)	Water	How accessible are water services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	Do residents face any kind of restriction/barriers in accessing clean drinking water ? What prevents them from accessing this water source?	
6.6	KI Interview SMEs	Water	What is the condition of water services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	Have there been any cases in the past month of residents getting ill due to drinking unclean water?	
6.7	KI Interview (SMEs)	Water		Is there damage to water infrastructure in the area? • If so, what kind of damage? • What are the effects of this damage?	

				Is anyone working to repair the damage to the water infrastructure? • If so, who? • What have they repaired?	
6.8	KI Interview (SMEs)	Water		Is there a functioning water treatment plant in the area? • If yes, is it operating at sufficient capacity to meet resident's needs?	
6.9	KI Interview SMEs	Water	What improvements could be made to water services in the area of interest?	In your opinion, what needs to be done to improve the supply of water in your area?	
7.1	KI Interview (SMEs and returnees)	Education	How accessible are education services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	In the last 3 months, have all children in the area had access to formal education facilities in the area? • If no, how do children access education?	
7.2	KI Interview (SMEs)	Education	What is the condition of education services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	How many functioning primary schools are there in the area? • For boys? For girls? Mixed? How many functioning secondary schools are there in the area? • For boys? For girls? Mixed?	

7.3	KI Interview SMEs	Education	How accessible are education services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	Are any children attending informal education? • If so, what kind? • If so, why?	Prompt:- Example Islamia
7.4	KI Interview (SMEs and returnees)	Education	How does the provision of education services differ now compared to the period before crisis?	How does the situation with education now compare to the period before crisis?	Prompt for:- Formal and Informal
7.5	KI Interview (SMEs)	Education	What improvements could be made to education services in the area of interest?	In your opinion, what needs to be done to improve education services in your area?	Prompt for:- Formal and Informal
7.6	KI Interview (SMEs)	Education	What is the condition of education services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	Is there a sufficient number of teachers working to meet the educational needs of the population?	Prompt: what are the size of classes.
7.7	KI Interview (SMEs)	Education		Are teachers being paid their salaries? • If no, why not?	
7.8	KI Interview (SMEs)	Education		Do schools have sufficient supplies?	For example: books, desks, chairs, blackboards, etc
7.9	KI Interview (SMEs)	Education		Are there any non-functional formal educational facilities in your area? • If yes, why are they non-functional? What type of schools are they (primary, secondary, boys, girls, etc.)?	

7.10.	KI Interview (SMEs)	Education		To what extent is there sufficient classroom space in the schools in the area? • If there is not sufficient space, why not? • If there is not sufficient space, what measures are taken to ensure all children can attend school? Are any schools operating on shifts?	Prompt for appropriate in addition to sufficient
7.11	KI Interview (SMEs and returnees)	Education	How accessible are education services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	Do any students face any barriers in accessing formal education? • If yes, what are those barriers? Do any children face barriers when travelling to school? Do any particular groups (boys, girls, younger or older students) face more barriers than others?	
8.1	KI Interview (SMEs and returnees)	Healthcare	What is the condition of healthcare services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	Do you have functioning healthcare service in your area ? • If yes, how many functioning hospitals are there in the area? • If yes, how many functioning health clinics are there in the area? Do all residents have access to public/private healthcare facilities in the area? • If no, how do residents access healthcare?	
8.2	KI Interview (SMEs)	Healthcare		Are emergency services (ER) available in the healthcare facilities in the area? • If not, where do residents go?	

	8.3	KI Interview (SMEs)	Healthcare		Is surgery available at medical facilities in the area? • If not, where do residents go?	
	8.4	KI Interview SMEs	Healthcare		Is maternity care available at medical facilities in the area? • If not, where do residents go?	
	8.5	KI Interview SMEs	Healthcare		Is psychosocial support available at medical facilities in the area? • If no, where do residents go?	
	8.6	KI Interview (SMEs)	Healthcare		Do residents have access to private healthcare facilities?	
	8.7	KI Interview SMEs	Healthcare		Are there pharmacies operating? • If so, are any medicines not available or in short supply at pharmacies?	
	8.8	KI Interview (SMEs and returnees)	Healthcare	How does the provision of healthcare services differ now compared to the period before crisis?	How does the situation with healthcare services now compare to the period before crisis?	
	8.9	KI Interview SMEs	Healthcare	What improvements could be made to healthcare services in the area of interest?	In your opinion, what needs to be done to improve healthcare facilities in your area?	
	8.10	KI Interview (SMEs)	Healthcare	What is the condition of healthcare services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	Are there sufficient doctors available to meet the medical needs of residents in the area?	How long are the waiting times? Is anyone refused treatment and if so why?
	8.11	KI Interview (SMEs)	Healthcare		Are there sufficient female doctors in the area for the healthcare needs for the population?	
	8.12	KI Interview (SMEs)	Healthcare		Are there specialists (dentists, cardiologists, paediatricians, gynaecologists, etc.) in the area?	

8.13	KI Interview (SMEs)	Healthcare		Do public healthcare facilities have sufficient materials and equipment (bandages, x-ray, etc.)? • If not, what materials or equipment are missing? • If so, have there been any attempts to restock ?	
8.14	KI Interview (SMEs)	Healthcare	How accessible are healthcare services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	What are the costs associated with accessing healthcare from these facilities?	
8.15	KI Interview (SMEs)	Healthcare		To what extent do these costs prevent people from accessing healthcare services?	
8.16	KI Interview SMEs	Healthcare	How does the provision of healthcare services differ now compared to the period before crisis?	How does the price of these medicines compare to the period before crisis?	
9.1	KI Interview (SMEs and returnees)	Protection	What is the condition of legal and HLP services in the area of interest? (Are there facilities, are they functioning, are there staff etc.)	Is there a functioning court in the area? Is there a judge? Are there lawyers? How long does it take long (on average) before a case is dealt with at the court? To what extent do residents make use of services of the court?	
9.2	KI Interview (SMEs and returnees)	Protection		Are there informal mechanisms for resolving conflicts in the area? • If so, what are they? • If so, has usage increased or decreased recently?	

	9.3	KI Interview (SMEs and returnees)	Protection	How does the provision of legal and HLP services differ now compared to the period before crisis?	How does the provision of legal assistance and facilities in your area differ now compared to before crisis?	
	9.4	KI Interview SMEs	Protection	What improvements could be made to legal and HLP services in the area of interest?	What steps do you think could be taken to improve legal services and facilities in your area?	
	9.5	KI Interview (SMEs and returnees)	Protection	How accessible are legal and HLP services in the area of interest? (Are those facilities affordable, within travelling distance, attainable for all?)	Are there any residents who have lost possession of their property? • If so, how many would you estimate? • If so, what do they do?	
	9.6	KI Interview (SMEs and returnees)	Protection		Are there any residents who have had their property damaged, destroyed or looted? • If so, how many would you estimate? • If so, what do they do?	
	9.7	KI Interview (SMEs and returnees)	Protection		Are there any residents who have had the legal paperwork related to their property or identity; damaged, destroyed or stolen? • If so, how many would you estimate? • If so, what do they do?	
	9.8	KI Interview SMEs	Protection		Is it possible to replace or renew identity documents or other personal legal documents (birth or marriage certificates)? • If so, where do you go? • If so, who how long does it take?	
	9.9	KI Interview (SMEs and returnees)	Protection		Are there any grievances among residents of the area that are not being addressed? • If so, which? • If so, why are they not being addressed?	

6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	**X** Yes
		# of downloads of x product from Relief Web	Country request to HQ		**X** Yes
		# of downloads of x product from Country level platforms	Country team		**X** Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		**X** Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		**X** Yes
		# of visits to x webmap/x dashboard	Country request to HQ		**X** Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Shelter Cluster strategy, Humanitarian Needs assessment, Humanitarian Response Plan UNHCR Country Strategy, IOM DTM data, UNICEF WASH Response Strategy
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived relevance of IMPACT country-programs	Country team	Usage_ Feedback *and* Usage_ Survey template	Usage survey to be conducted in May 2022, following the release of 2 outputs.
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian	Number and/or percentage of	# of organisations providing resources (i.e.staff, vehicles,	Country team		**X** No

stakeholders are engaged in IMPACT programs throughout the research cycle	humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)*	meeting space, budget, etc.) for activity implementation		Engage ment_lo g	
		# of organisations/clusters inputting in research design and joint analysis			**X** No
		# of organisations/clusters attending briefings on findings;			**X** Yes