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| **Research Terms of Reference**  **Assessment Helpdesk**  **Support to humanitarian information management and analysis, Yemen** | |
| **[17 July 2017]**  **V2** | **C:\Users\Megan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\REACH logo white (for a coloured background).jpg** |

# 1. Summary

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Country of intervention** | *Yemen* | | | | | | |
| **Type of Emergency** |  | Natural disaster | X | Conflict | | X | Emergency | |
| **Type of Crisis** |  | Sudden onset |  | Slow onset | | X | Protracted | |
| **Mandating Body/ Agency** | *OCHA* | | | | | | |
| **Project Code** | *15CRB (launch) / 15DBu &15DCI - continuation* | | | | | | |
| **REACH Pillar** | X | Planning in Emergencies |  | Displacement | |  | Building Community Resilience |
| **Research Timeframe** | Since 2017 onwards | | | | | | |
| **General Objective** | To contribute to better humanitarian data collection and analysis in Yemen and to strengthen data sharing practices between humanitarian actors in Yemen | | | | | | |
| **Specific Objective(s)** | * Increase the capacity of humanitarian actors operating in Yemen to design and implement quality assessments * Increase the use of aligned, harmonised and/ or joint assessment tools and methodologies in Yemen | | | | | | |
| **Research Questions** | N/A | | | | | | |
| **Research Type** |  | Quantitative |  | Qualitative | |  | Mixed methods |
| **Geographic Coverage** | Yemen | | | | | | |
| **Target Population(s)** | Humanitarian actors | | | | | | |
| **Data Sources** | Relevant methodology and/or training documentation, both 3rd party and REACH authorship | | | | | | |
|  | | | | | | |
| **Expected Outputs** | * Operational Assessment Helpdesk * Technical repository established | | | | | | |
| **Key Resources** | REACH Assessment Officer  Global Assessment Coordinator | | | | | | |
| **Humanitarian milestones** |  | | | | | | |
| **Milestone** | | | | **Timeframe** | | |
|  | Cluster plan/strategy | | |  | | |
| X | Inter-cluster plan/strategy | | |  | | |
|  | Donor plan/strategy | | |  | | |
| X | NGO plan/strategy | | |  | | |
|  | Other | | |  | | |
| **Audience** |  | | | | | | |
| **Audience type** | | | | **Specific actors** | | |
| ***x*** | Operational | | | *NGOs* | | |
| ***x*** | Programmatic | | | *NGOs, UN* | | |
|  | Strategic | | |  | | |
|  | Other | | |  | | |
| **Access** | X | Public (available on REACH research center and other humanitarian platforms) | | | | | |
|  | Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms) | | | | | |
|  | Other | | | | | |
| **Visibility** | *REACH and/ or IMPACT branding on all communications, resources and web platforms* | | | | | | |
| **Dissemination** | ***Resources:*** *All resources uploaded onto REACH Resource Centre*  ***Static advertising:***   * *Page created on REACH Web page;* * *Request buttons/ links established on REACH web page, Hr.info/Yemen, REACH Yemen generic and personal email signatures*   ***Specific advertising:***   * *Email dissemination on launch, and regular re-advertising thereafter;* * *Oral dissemination during cluster coordination meetings, Assessment Working Group, bilateral meetings and other coordination platforms* | | | | | | |
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# 2. Background & Rationale

The highly volatile security situation and political instability which has been affecting Yemen since March 2015 has caused over the past year large waves of internal displacement and migration toward other countries. Armed conflict has spread rapidly, with devastating consequences for civilians. It is estimated that 21.2 million people – 82 per cent of the population – require some form of humanitarian or protection assistance. This represents one third increases in needs since the conflict escalated in March 2015. While over 11 million women, men, girls and boys have received some form of protection and assistance between March and September 2015, many remain in dire needs. With ongoing displacement has come a range of concerns for protection and basic needs, both for the displaced and the hosting communities across the country. Lack of water and sanitation and in some cases overcrowded shelters, expose displaced people to serious risks of disease and gender-based violence.

The humanitarian response to these needs has been limited by many factors including insecurity and access due to conflict, which further hamper the capacity of stakeholders to access reliable information, monitor needs on a regular basis and address gaps.

Today, existing initiatives are in place to monitor needs, promote and coordinate joint assessments to support the identification of humanitarian priorities against evidence based needs and inform key humanitarian milestones, and, overall facilitate the humanitarian response in Yemen as well as provide a basis for planning. Among them, the setting up of an assessment working group effectively contributed to collectively gather and analyse existing data and contributes to moving closer towards closing the current information gap. Also, the Task Force for Population Movement (TFPM) provides quarterly analysis on displacement trends by coordinating and systematizing the collection of displacement statistics by operational partners for the purpose of analysis and triangulation of the data with regard to displacement trends.

Still, the humanitarian situation as well as the upcoming key humanitarian milestones show the need to further support and develop more inter sectorial analysis to increase cooperation and ensure priority needs and interventions are determined according to more reliable and evidence based data available and analysed.

REACH is well positioned to respond remotely to these need for further support in humanitarian data collection, analysis and best practice sharing in Yemen given its experience with providing similar remote technical support to other countries such as Syria and Libya. REACH has strong partnerships with coordination agencies and mechanisms such as OCHA and sectoral Clusters at the global-level and is strengthening its in-country expertise and partnerships through its activities as part of the Humanitarian Needs Overview framework and Humanitarian Country Team initiatives such as the Assessment and Monitoring Working Group (AMWG) and Cash and Market Working Group (CMWG).

The Assessment Helpdesk should be established under the 15CRB project, by the end of January 2018 after NCE. It will be subsequently funded through other ongoing projects, namely 15DBU and 15DCI, as well as future and as yet unconfirmed funding.

# 3. Objectives

**Overall :** To contribute to better humanitarian data collection and analysis in Yemen and to strengthen data sharing practices between humanitarian actors in Yemen

**Specifically:**

* To increase the capacity of humanitarian actors operating in Yemen to design and implement quality assessments
* To increase the use of aligned, harmonised and/ or joint assessment tools and methodologies in Yemen

# 4. Methodology

##### 4.1. Methodology overview

The support to primary data collection in the humanitarian system comprises 2 element: an assessment helpdesk, and the release of training resources on assessment methodologies relevant to the Yemeni context.

**Assessment Helpdesk**

The assessment helpdesk component of the project is a remote support unit to humanitarian actors in planning, designing, implementing and analysing assessments in Yemen. Requests can take multiple forms. Less resource heavy requests such as the review of an assessment TOR or basic analyses, will be reviewed and responded to by the REACH Yemen team . More resource heavy requests such as in-depth reviews or technical queries for large scale samples may be referred to the Global Assessment Coordinator and REACH staff from other missions. It should be emphasised that the Assessment Helpdesk will not design research projects for users, and instead should act as a point of guidance and feedback.

The nature of the requests will affect the response time (see **Response/referral mechanism**). The objective of the helpdesk is to respond to all possible relevant requests in a timely manner and should there be multiple requests affecting the desired responsiveness of the helpdesk, the helpdesk request sender will be duly informed and a response time can be mutually agreed upon.

**Eligible Users:** Humanitarian actors working in Yemen interested in carrying out or improving assessments within their organisation.

**Eligible requests:** Any humanitarian assessment-related technical assistance requests, including but not limited to:

1. review of assessment TOR, research process design, SOP, tool, analysis of collected data, reports;
2. sharing of relevant guidance, resources and best practices.

**Contact mechanism:** As the helpdesk is not a physical location, the contact point will be online. Initially a dedicated email address (the [yemen@reach-initiative.org](mailto:yemen@reach-initiative.org) account) will be used. If the uptake is strong then a contact form can be established. The contact will need to be heavily advertised to encourage uptake. The following dissemination points should be established:

1. Linked on the following sites:
   1. [www.reach-initiative.org/yemen](http://www.reach-initiative.org/yemen)
   2. [www.humanitarianresponse.info/operations/yemen](http://www.humanitarianresponse.info/operations/yemen)
2. Text box/ line in all REACH Yemen products
3. Text box/ line in OCHA Yemen products
4. Regular and ad-hoc dissemination through mailouts in English and Arabic
5. Publicise in bilateral and coordination meetings

**Response/referral mechanism:** Most queries should be handled in country under the jurisdiction of the REACH Assessment Officer. Where a query cannot be fully addressed by the REACH Yemen team, the Global Assessment Coordinator will support by engaging the overall REACH team to draw on available expertise. Less resource heavy requests, such as the review of an assessment TOR or basic statistical analyses, should be responded to within 72 hours, or three buisness days (along with Jordan/Yemen working days). Longer requests that can be accommodated in-country, such as an in-depth review of a dataset, should be responded within 1 week, or 5 business days, while longer requests requiring additional support from the Global Assessment Coordinator and REACH staff from other teams can be responded within 2 weeks or 10 business days. These are strictly internal targeted deadlines, and as noted early, the response time will vary depending on the current workload of the Assessment Helpdesk staff.

###### **Technical repository**

The Yemen Assessment Helpdesk subpage on HumanitarianResponse.info will include a respository of training documents and links towards other relevant publicly available documents to help guide users from within the humanitarian sector. Initially, the repository will incorporate training materials in areas such as FGD facilitation and Key Informant Interview structure. In time, further documents will be added, initially focusing on materials providing guidelines for the implementation of WASH assessments in the Yemen context, before expanding into other sectors.

The Assessment Helpdesk will provide a list of links to relevant external documents which can guide users in the design and implementation of assessment projects. This will include guidance on how to approach datasets, the design and identification and appropriate research tools, and a guide to analytical techniques.

# 6. Management arrangements and work plan

##### 6.1. Roles and Responsibilities, Organogram

* REACH Assessment Officer (AO)
* REACH Global Assessment Coordinator (GAC)
* REACH Assessment Helpdesk Assistant (AHA)

Table 2: Description of roles and responsibilities

|  |  |  |
| --- | --- | --- |
| Task Description | Responsible | Accountable |
| Identify priority resource and training materials | AO | CFP |
| Consolidate global resources for technical repository | AO | CFP |
| Develop priority resources for repository | AO | CFP |
| First contact for incoming queries | AO | AO |
| Translation of incoming Arabic requests/ outgoing Arabic responses | AHA | AO |
| Referral for queries that are escalated to global level | GAC | GAC |

***Responsible:*** *the person(s) who execute the task*

***Accountable:*** *the person who validate the completion of the task and is accountable of the final output or milestone*

##### 6.2. Resources: HR, Logistic and Financial

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Resource type | Resource name | number/Time | Project code | Donor |
| HR | Assessment Officer | 5-6 days per month | 15CRB/15DBU/15DCI | OFDA/DFID/OCHA |
| HR | Global Assessment Coordinator | 1-2 days per month | 15CRB/15DBU/15DCI | OFDA/DFID/OCHA |
| HR | Project Assistant | 2-4 days a month | 15CRB/15DBU/15DCI | OFDA/DFID/OCHA |
| Logistics | Email address | 1 | 15CRB | OFDA |

##### 6.3. Work plan

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2017 | | | | | 2018 | | | |
| Task | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr |
| Consolidate global resources for technical repository |  |  |  |  |  |  |  |  |  |
| Develop priority resources for repository |  |  |  |  |  |  |  |  |  |
| Helpdesk operational |  |  |  |  |  |  |  |  |  |
| Helpdesk monitoring |  |  |  |  |  |  |  |  |  |

# 7. Risks & Assumptions

Table 3 : List of risks and mitigating action

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| --- | --- |
| **Risk** | **Mitigation Measure** |
| **Limited uptake of assessment helpdesk** | High level of outreach measures to advertise the service |
| **Lack of consistency in advice given** | Agree on protocols and guidance documents early in project cycle |

# 8. Monitoring and Evaluation

Table 4 : Monitoring and evaluation targets

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| --- | --- | --- | --- |
| **Objective** | **Indicator** | **Target** | **Data collection methodology** |
| Improve the capacity of operational actors in Yemen to contribute to methodologically rigourous data collection | *Number of organisations supported through helpdesk* | *#1 per month* | *Tracking of requests* |
|  | Positive responses from organisations supported | 100% | Responses from satisfaction survey |

# 9. Documentation Plan

* Terms of reference
* Helpdesk referral SoP
* Training resource links