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| **Research Terms of Reference**  **Refugee Response - Analysis of service delivery and information gaps**  Uganda | |
| **24 June 2017**  **Version 1** | **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** | *Uganda* | | | | | | |
| **Type of Emergency** |  | Natural disaster |  | Conflict | | x | Emergency | |
| **Type of Crisis** |  | Sudden onset |  | Slow onset | | x | Protracted | |
| **Mandating Body/ Agency** | UNHCR/OPM | | | | | | |
| **Project Code** |  | | | | | | |
| **REACH Pillar** |  | Planning in Emergencies | x | Displacement | |  | Building Community Resilience |
| **Research Timeframe** | July 2017 – April 2018 | | | | | | |
| **General Objective** | To contribute to HCR’s coordination of the ongoing refugee response across 17 refugee settlements in the northwest and southwest of Uganda. | | | | | | |
| **Specific Objective(s)** | 1. To directly support and enhance UNHCR and Uganda’s Office of the Prime Minister’s (OPM) coordination of the Refugee Response across Uganda though a quantification and analysis of service delivery gaps at the settlement level 2. To directly support and enhance UNHCR and Uganda’s Office of the Prime Minister’s (OPM) coordination of the Refugee Response across Uganda though a quantification and analysis of service delivery gaps by sector at the national level 3. To provide advocacy tools to support both funding requests by UNHCR, OPM and partners, and decision making by donors | | | | | | |
| **Research Questions** | 1. What services have been delivered and what are planned in refugee settlements across Uganda? 2. What are the main gaps and unmet needs in services provision and infrastructure in each of the refugee settlements in Uganda? 3. What services have been delivered and what are planned, by secotor, at the national level in Uganda? 4. What servce gaps exist by secotor at the national level in Uganda? | | | | | | |
| **Research Type** |  | Quantitative | x | Qualitative | |  | Mixed methods |
| **Geographic Coverage** | UGANDA: **Bidibidi**, **Imvepi**, Kiryandongo, Kyangwali, Kyaka II, **Lamwo**, Maaji I, II and III[[1]](#footnote-1), Nakivale, Oruchinga, **Pagirinya**, **Palorinya**, **Rhino** **Camp** and Rwamwanja Refugee Settlements; 2 other settlements to be identified at a later date (**settlement activities covered through UNHCR and ECHO funding**; settlement activities solely funded through UNHCR) | | | | | | |
| **Target Population(s)** | Refugees residing in refugee settlements in the west and southwest of Uganda and South Sudanese refugees residing in refugee settlements in the northwest of Uganda. | | | | | | |
| **Data Sources** | **Secondary Data:**  (OPM), UNHCR, WFP, Humanitarian Open Street Map, and implementing/ operational partners in the field  **Primary Data:** To be collected from July 2017 onwards through a mixed-methods approach including:   * Key informant interviews (KIIs) with implementing/ operational partners, UNHCR Sector Leads, UNHCR Head of Sub Office, OPM Settlement Commondants * Focus Group Discussions (FGDs) with benificiaries | | | | | | |
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| **Expected Outputs** | 17 \* Settlement Level Gap Analysis Reports; | | | | | | |
| **Key Resources** |  | | | | | | |
| **Humanitarian milestones** |  | | | | | | |
| **Milestone** | | | | **Timeframe** | | |
|  | Cluster plan/strategy | | |  | | |
|  | Inter-cluster plan/strategy | | |  | | |
|  | Donor plan/strategy | | |  | | |
|  | NGO plan/strategy | | |  | | |
|  | Other | | |  | | |
| **Audience** |  | | | | | | |
| **Audience type** | | | | **Specific actors** | | |
| x | Operational | | | UNCHR, OPM, Sector Coordination, NGOs working in refugee settlements | | |
| x | Programmatic | | | UNCHR, OPM, Sector Coordination, NGOs working in refugee settlements | | |
|  | Strategic | | |  | | |
| x | Other (advocacy for funding) | | | UNHCR, OPM, Donors | | |
| **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). Only for protection-related information | | | | | |
|  | Other | | | | | |
| **Visibility** | UNHCR, ECHO, REACH: Products will follow UNHCR Graphic Guidelines. | | | | | | |
| **Dissemination** | All outputs will be disseminated though UNHCR Uganda mailing list and hosted on UgandaRefugees.org platform, as well as the REACH Resource Centre. Presentations are likely to be made at the regular refugee coordination meeting in Kampla, and potential exists for ad hoc presentations at the settlement level. REACH Uganda will also identify selected individuals/ organisations within the region for targeted dissemination. | | | | | | |

# 2. Background & Rationale

# The scale of the refugee influx, and the rate at which they continue to arrive in Northern Uganda has limited the capacity of all actors to build an unambiguous understanding of gaps in their efforts, clearly map the landscape of needs across newly opened or recently expanded settlements, and effectively prioritise the delivery of life saving aid. REACH’s activities will provide vital information for all organisations active in the targeted settlements that can be used for strategic, programmatic and operational decision making. This will ensure more effective delivery of critical life-saving humanitarian aid, and extend the reach and impact of donor funding. Further, in light of the unprecedented levels of humanitarian crisis across Sub-saharan Africa, North Africa and the Middle East, there is a clear need for advocacy tools for NGOs, UN agencies, the Government of Uganda and donors. The products REACH creates in coordination with UNHCR will provide a clear evidence base for use in fundraising by all agencies active in the response.

This intervention will address service delivery and information gaps in the South Sudanese refugee response in Northern Uganda and provide an improved evidence-base for the refugee crisis response through direct support to UNHCR’s coordinated information management efforts. To this aim, IMPACT Initiatives and its partners ACTED and UNOSAT, will support a better targeted and coordinated humanitarian response by deploying their REACH Initiative to support UNHCR’s coordination of information management through response gap analysis, coordinated needs assessments, and ad hoc, but focused, geospatial analysis.

# 3. Research Objectives

* To directly support and enhance UNHCR and Uganda’s Office of the Prime Minister’s (OPM) coordination of the Refugee Response across Uganda though a quantification and analysis of service delivery gaps at the settlement level
* To directly support and enhance UNHCR and Uganda’s Office of the Prime Minister’s (OPM) coordination of the Refugee Response across Uganda though a quantification and analysis of service delivery gaps by sector at the national level
* To provide advocacy tools to support both funding requests by UNHCR, OPM and partners, and decision making by donors

# 4. Research Questions

* What services have been delivered and what services are planned in refugee settlements across Uganda?
* What are the main gaps and unmet needs in service provision and infrastructure in each of the refugee settlements in Uganda?
* What services have been delivered and what are planned, by sector, at the national level in Uganda?
* What servce gaps exist by sector at the national level in Uganda?

# 5. Methodology

##### 5.1. Methodology overview

This TOR will be updated accordingly when we have more information to refine the tools and the type of information available at settlement level with partner organizations.

##### 5.2. Population of interest [[2]](#footnote-2)

* **Pilot:** Maaji I, II, and III refugee settlements (Adjumani, Uganda). The selection of this settlement was based on its current priority within UNHCR programming and its static population, so data collected and analysed will likely remain applicable for a longer period of time than other settlements in the area.
* **Phase I:** Refugee settlements in northern Uganda hosting South Sudanese refugees, and those in western and southwestern Uganda hosting Congolese and Burundian refugees.

##### 5.3. Secondary data review

* OPM at settlement and national level
* UNHCR Sectorial Information at National and Settlement level
* Reports/Documentation from Sector leads at national level
* Reports/Documentation from operational partners at settlement level.

##### 5.4. Primary Data Collection

All sections to be conducted upon first analysis of a settlement. **Sections in bold to be conducted every 2 months as part of the gap analysis update factsheets.**

1. OPM Settlement Commandant interview
   1. Upon arrival in targeted settlements, REACH staff will engage OPM settlement authorities to:
      1. Introduce REACH and the programme, and present MoU with OPM
      2. Run the qualitative KII for the OPM leader to identify where they see gaps arising in the settlement and their impact (same tool as for UNHCR HoSO)
2. UNHCR Head of Sub-office interview
   1. REACH staff will interview the UNHCR HoSO
      1. Qualitative KII for the HoSO to identify where they see gaps arising in the settlement and their impact (same tool as for OPM)
3. Partner organization Project Manager Interview
   1. After the identification of all partners working in the settlement and the sectors in which they are working, REACH staff will interview the project managers from these partner organizations to:
      1. Identify activities and services by the organization per sector (cross check with sector lead data):
      2. For these services:
         1. Identify what has been completed
         2. Identify what has been planned
4. Beneficiary perspective
   1. REACH will conduct FGDs with beneficiaries in each settlement to discuss identify and analyse what they see as their greatest needs
5. Sector lead review
   1. REACH team will return to the sector leads in the field to review the data collected:
      1. Data validation in comparing partner vs. sector collected data
      2. Attempt to resolve the data inaccuracies, however if no solution decided upon, decision will be taken by leads UNHCR Kampala
6. UNHCR sector lead interview
   1. REACH staff will interview UNHCR sector lead for each sector **after** partner data has been collected:
      1. Identify activities and services provided per sector to refugees in the settlement, based on national sector lead identified key indicator list
      2. For each key indicators
         1. Quantify what has been completed
         2. Quantify what is planned
         3. Quantify what gaps exist
      3. When differences between aggregated partner data and sector lead data exist, the method is to:
         1. Attempt to resolve the data inaccuracies, however if no solution decided upon, decision will be taken by leads UNHCR Kampala
   2. REACH staff will collect secondary data on 3/4Ws from the sector leads
7. UNHCR Kampala review
   1. Partner and sector lead data collected in the field will be reviewed and approved by UNHCR focal points in Kampala (# completed/# planned) if no consensus was achieved between sector focal points and partners at the field level
   2. In this way, UNHCR Kampala has final decision over any ambiguous numbers

##### 5.5. Data Analysis Plan

1. Quantification of gaps
   1. UNHCR provided population figures for the settlements, along with UNHCR sector standards will be used to derive the needs for the settlement per indicator, and can be further aggregated to the national level
   2. To calculate the gap, the completed + planned activities per indicator (derived from 5.4.3 – 5.4.5) are subtracted from the need; initially at settlement level, and can again be aggregated to the national level
   3. For each indicator:
   4. In some instances, it will not be possible to calculate the actual need due to numerous reasons (e.g. We cannot calculate the actual number of boreholes needed as this is partially informed by the capacity of the borehole itself to produce, and the volume of water the hand pump can deliver – both of which vary widely depending on ground water conditions and pump make/ model). In this case, we will rely on the stated opinion of the UNHCR sector lead to identify the gap
2. HoSO/OPM/Beneficiary FGDs
   1. Overview of the gaps across each settlement
   2. Gaps/unmet needs aggregated to sectors at national level.

# 6. Product Typology

Table 1: Type and number of products required

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| **Type of Product** | **Number of Product(s)** | **Additional information** |
| Factsheet | 17 | Settlement-level Gap Analysis |

# 7. Management arrangements and work plan

##### 7.1. Roles and Responsibilities, Organogram

-IMPACT Regional Coordinator will establish and maintain relationships with donors and response coordination agencies; manage relationship with relevant NGO directors; provide oversight of all assessment related activities and information products; provide front line technical backstopping for the analysis of quantitative, qualitative and spatial data; and, manage budgets.

-REACH Senior Assessment Officer and GIS Officer will coordinate closely with UNHCR and key response partners/working groups to define and draft assessment methodologies and tools, analysis techniques and reporting framework; manage all assessment activities; coordinate closely with UNHCR during product review and revision processes; and, ensure the quality and timeliness of information products

-REACH Assessment Officers and Interns; they will be the primary focal points for communication with relevant stakeholders at the settlement level; will they will supervise all assessment activities in the field; and, draft and complete assessment reports, factsheets and spatial analysis products

-REACH Field Officers will support the Assessment/ GIS Officer by supervising the data collection team; collecting both quantitative and qualitative data themselves; provide translation for international staff; facilitate logistics during assessments; and, conduct other regular tasks needed to support the assessments.

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|  |  |  |  |  |  |  |  |  |  | AO | |  |  | GIS O | |  |  |  |  |  |  |  |
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|  |  | SFO | | |  |  | SFO | |  | AI | |  |  | GIS I | |  | DBO | |  | FLATS | |  |
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|  | FO | |  | FO | |  | FO | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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Table 2: Description of roles and responsibilities

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| **Task Description** | **Responsible** | **Accountable** | **Consulted** | **Informed** |
| Define research scope | RC | RC | REACH Global Team, UNHCR focal points | UNHCR/ECHO |
| Design Settlelement-level gap analysis tool | RC/GIS Officer/Senior Assessment Officer | RC | REACH Global Team | UNHCR/ECHO |
| Design KII questionnaire | RC/GIS Officer/Senior Assessment Officer | RC | REACH Global Team | UNHCR/ECHO |
| Organise Data collection | Field Officer | AO | RC, GIS-O, Logs | ACTED CD |
| Data cleaning | Assessment/GIS Interns and Field Officers | AO | Field Officers | RC |
| Data aggregation | GIS Officer/AO | GISO |  | RC |
| Factsheet production | GIS Officer, AO | RC | REACH Global Team, UNHCR Focal point | UNHCR/ECHO/Consortium partners |

***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*

***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 completed*

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

All HR, Logistical and Financial resources will be coordinated at ACTED Kampala level.

##### 7.3. Work plan

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| **Activity** | **July** | | | | **Aug** | | | | **Sep** | | | | **Oct** | | | | **Nov** | | | | **Dec** | | | | **Jan** | | | |
| **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** |
| Tool design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tool review |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tool validation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ToR design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ToR review |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ToR validation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Maaji I/II/III assessment |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment review |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tool/assessment adjustment |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #4 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #6 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #7 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Maaji I/II/III update** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Factsheet production** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Factsheet dissemination** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #8 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #9 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #10 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #11 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #12 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #13 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #14 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #15 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #16 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Assessment #17 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet production |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Factsheet dissemination |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# 8. Risks & Assumptions

Table 3: List of risks and mitigating action

|  |  |
| --- | --- |
| **Risk** | **Mitigation Measure** |
| Assessment locations become inaccessible due to security concerns, rendering primary data collection impossible. (For example incidents between refugee community or between refugees and host communities) | Flexible workplan to allow movement of assessment alternative locations should security in target areas decline; if the security situation subsides data can be collected at a later point in the data collection period. |
| Interviewees are unwilling to participate in the  assessment or delay data collection | Survey questions will respect humanitarian protection guidelines and respondents will be approached in a courteous and respectful manner, while emphasising the importance of the information gathered. UNHCR and ECHO-consortium partners support will be also important to advocate for participation of implementing partners in the settlement. |

# 9. Monitoring and Evaluation

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **REACH Objective** | **External M&E Indicator** | **Internal M&E Indicator** | **Methodology** | **Focal point** | **Tool** | **Research-specific information** |
| **Humanitarian stakeholders are accessing REACH products** | Number of humanitarian organisations accessing REACH services/products  Number of individuals accessing REACH services/products | # of downloads of x product from Resource Center | User monitoring | Country request to HQ | User\_log | Y (general dissemination) |
| # of downloads of x product from Relief Web | Country request to HQ | N |
| # of downloads of x product from Country level platforms | Country team | Y (general dissemination, particularly ugandarefugees.org) |
| # of page clicks on x product from REACH global newsletter | Country request to HQ | N |
| # of page clicks on x product from country newsletter, SendInBlue, bit.ly | Country team | Y (SendInBlue campaign to stakeholders at settlement and country level as factsheets are produced) |
| **REACH activities contribute to better program implementation and coordination of the humanitarian response** | Number of humanitarian organisations utilizing REACH services/products | # references in HPC documents (RRP, CRRF, Flash appeals, sector strategies) | Reference monitoring | Country team | Reference\_log | **List selected HPC-documents:** Uganda 2018 South Sudan Refugee Response Plan; 2018 DRC/Burundi Refugee Response Plans |
| # references in single agency documents | **List selected agency-documents:** UNHCR country strategy |
| **Humanitarian stakeholders are using REACH products** | Humanitarian actors use REACH 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 REACH products | Perceived relevance of REACH country-programs | Usage M&E | Country team | Usage\_Feedback *and* Usage\_Survey templaye | Provide details on the usage survey to be implemented for this research cycle |
| Perceived usefulness and influence of REACH outputs | *Usage survey to be conducted after the 15 settlement level factsheets have been produced, targeting the settlement level partners contacted during the research collection, the settlement level sector leads/UNHCR leads, and country level sector leads.* |
| Recommendations to strengthen REACH programs | *Usage survey at the national level to sector leads and other relevant actors after the production of the sector level gap analysis factsheets* |
| Perceived capacity of REACH staff |  |
| Perceived quality of outputs/programs |  |
| Recommendations to strengthen REACH programs |  |
| **Humanitarian stakeholders are engaged in REACH programs throughout the research cycle** | Number and/or percentage of humanitarian organizations directly contributing to REACH programs (providing resources, participating to presentations, etc.) | # of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation | Engagement Monitoring | Country team | Engagement\_log |  |
| # of organisations/clusters inputting in research design and joint analysis |  |
| # of organisations/clusters attending briefings on findings; |  |

# 10. Documentation Plan

* Terms of reference
* Data collection tools
* Raw dataset and cleaning log
* Clean datasets
* Factsheet for each settlement assessed

# 11. Annexes

1. Data Management Plan
2. Questionnaire(s) / Tool(s)
3. Dissemination Matrix
4. M&E Matrix
5. *Other (if relevant)*

# Annex 1 : Data Management Plan

|  |  |
| --- | --- |
|  |  |
| **Administrative Data** | |
| Project Name | Information Management Support to UNHCR’s Coordination of the Refugee Response in Uganda |
| Project Code |  |
| Donor | ECHO/UNHCR |
| Project partners | ECHO Consortium partners: DRC, LWF |
| Project Description |  |
| Project Data Contacts | Eric Kramak [eric.kramak@reach-initiative.org](mailto:eric.kramak@reach-initiative.org); Seth Caldwell [seth.caldwell@reach-initiative.org](mailto:seth.caldwell@reach-initiative.org) |
| DMP Version | Draft, v0 |
| Related Policies | NA |
| **Data Collection** | |
| What data will you collect or create? | Qualitative data using KIIs; Qualitative data using FGDs |
| How will the data be collected or created? | ODK (UNHCR Kobo Server), hand/ laptop scribed notes |
| **Documentation and Metadata** | |
| What documentation and metadata will accompany the data? | Tools and methodology will accompany qualitative and quantitative data |
| **Ethics and Legal Compliance** | |
| How will you manage any ethical issues? | Consent will be acknowledged prior to interviews |
| How will you manage copyright and Intellectual Property Rights (IPR) issues? | No issues |
| **Storage and Backup** | |
| How will the data be stored and backed up during the research? | Raw ODK data will be stored on UNHCR Kobo server; clean data will be stored in Uganda folder of South Sudan Dropbox and backed up weekly to NAS in Juba |
| How will you manage access and security? | Only senior team will have direct access to data; access by others will be closely controlled |
| **Selection and Preservation** | |
| Which data should be retained, shared, and/or preserved? | All data should be retained and preserved |
| What is the long-term preservation plan for the dataset? | Archived in South Sudan Dropbox and NAS – to be transferred to UGA Dropbox/ server once established |
| **Data Sharing** | |
| How will you share the data? | Data will be uploaded to REACH Resource Centre, given to any requesting parties |
| Are any restrictions on  data sharing required? | No |
| **Responsibilities** | |
| Who will be responsible for data management? | REACH DB officer |
|  |  |

Adapted from:

DCC. (2013). Checklist for a Data Management Plan. v.4.0. Edinburgh: Digital Curation

Centre. Available online: http://www.dcc.ac.uk/resources/data-management-plans

# Annex 2 : Questionnaire(s) / Tool(s)

KII (Leadership): <https://www.dropbox.com/s/g1afqws4qh7wupi/UGA_Settlement%20Gap%20Analysis_FGD_Beneficiary%20Questioning%20Route_11082017.pdf?dl=0>

FGD (Beneficiaries): <https://www.dropbox.com/s/g1afqws4qh7wupi/UGA_Settlement%20Gap%20Analysis_FGD_Beneficiary%20Questioning%20Route_11082017.pdf?dl=0>

KII (Sector leads/partners): <https://www.dropbox.com/s/8nnwh2ik4xeiwgj/REACH_UGA_SettlementGapAnalysis_PartnerSLTool_16NOV2017.xlsx?dl=0>

# Annex 3 : Dissemination Matrix

|  |  |
| --- | --- |
| **Dissemination Channel** | **Comments** |
| https://ugandarefugees.org | Official information platform for the refugee response in Uganda managed by GeoGecko and UNHCR. Information collected at settlement level will feed the platform where data will be shared through interactive products. |
| UNHCR Official Communication channels | Sharing of products |
| Refugee Coordination Meeting | Sharing of products; potential presentation of findings |
| Resource Centre | Upload all products to the resource centre |

# Annex 4 : M&E Matrix

<https://www.dropbox.com/s/68p9ba2sry9ujvl/REACH_UGA_M%26E%20Framework_Settlement%20Gap%20Analysis_Jul17-Apr18_v1.xlsx?dl=0>

1. Assessed and reported on as a single entity [↑](#footnote-ref-1)
2. Phase I and II are likely to be implemented simultaneously [↑](#footnote-ref-2)