

DRC

Terms of Reference (TOR)

for

External Evaluation: Protection and Community Engagement Support to Syrian Refugees and Stateless in Northern Lebanon Project

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

DRC has been delivering humanitarian programming in response to various humanitarian crises in Lebanon since 2004, working with Palestinian, Iraqi and Syrian refugees, in addition to internally displaced Lebanese affected by the 2006 war, migrant domestic workers, vulnerable host Lebanese populations, in addition to those affected by the Beirut Port Explosion in 2020. DRC Lebanon's focus is to improve the living conditions of displacement-affected populations and contribute to the achievement of durable solutions.

To that end, DRC implements a multi-sectorial humanitarian response in Lebanon and is present across the country, particularly in vulnerable areas that are home to the highest concentrations of Syrian refugees. These areas include North Lebanon and Akkar Governorate, Central, West and North Bekaa, in conjunction with local partners. DRC's response includes protection services such as case management, psychosocial support and legal counselling, and economic recovery programming

including skills training and career counselling and advocating for the rights of refugees with the Lebanese government and civil society.

2. Purpose of the consultancy

The Danish Refugee Council Lebanon seeks proposals from consultants to assess the performance of one component of the UNHCR-funded grant that is strategic for future DRC programmatic learning and strategic relevance and has not been previously examined in depth. The component includes evaluating persons with specific needs (PWSN) case management, including the integrated cash for protection component. The consultant must provide evidence-based information, recommendations, and lessons learned to make informed decisions on how to improve DRC's ongoing work and provide direction to DRC's strategy and long-term programming.

3. Background

The overall objective of DRC's protection program is to promote access of vulnerable refugees and host communities to appropriate prevention and response services, addressing the primary protection risks faced by displacement-affected communities, while simultaneously promoting access to sustainable community-based protection interventions aimed at strengthening resilience and increasing self-protective capacities. This overall objective is achieved via the following strategic objectives: (SO1) Displacement Affected populations are able to recover from emergency shocks at individual, household and community levels; (SO2): Displacement affected people are self-reliant and resilient in the face of ongoing violations; and (SO3): Institutions/civil society are able to protect and actualise the rights of displacement affected people in Lebanon.

2022 has continued to mark a considerable decline in the protection space for refugees in Lebanon, due to the rapid deterioration of the Lebanese economy that has impacted refugees, stateless persons, and Lebanese, with a devastating impact on their future prospects and their current living conditions. A recent report from UN Economic and Social Commission for Western Asia (ESCWA) estimates that 82% of the population in Lebanon lives in multi-dimensional poverty, with 89% of Syrian households living under the extreme poverty line. As Syrian refugee youth and their families struggle to make ends meet, they are increasingly engaged in negative coping strategies, putting their safety and wellbeing at risk, and negatively impacting their resilience in the long-term.

The project duration is one year, targeting displacement-affected and stateless populations in northern Lebanon (Akkar and North governorates) in partnership with two local partners: AlHadatha Organization and Al Ribat Association. The total number of beneficiaries is 10,572 this number might increase to more than 15531 due to beneficiaries benefiting from multiple services. The project seeks to enhance the protective environment through the provision of GBV prevention and response activities, tailored interventions to ensure PWSN participation and response, ECA, as well as community empowerment activities that support refugee, stateless and host communities to address common protection concerns.

The intervention comprises four key protection-centred components. 1) GBV case management and focused psychosocial support, counselling and prevention/empowerment, encompassing 4 main activities: provide quality PSS to GBV survivors, provide quality case management to GBV survivors, provide women, girls, men and boys with targeted gender equality and empowerment activities as part of GBV prevention, and train participants (Government staff and implementing partners of UNHCR) on GBV/ PSEA prevention and response. 2) PWSN case management, focused psychosocial support and counselling, including 4 main activities: provide quality case management to medium-to-high risk cases of PWSN, provide PSS activities for PWSN in need of PSS (including those under case management), provide counselling for PWSN on issues linked to their specific needs, and providing

trainings and capacity building exercises to UNHCR and partner staff on MHPSS approaches and interventions. 3) ECA within and outside case management, which is an emergency measure made available by UNHCR through partners to provide one-time cash assistance to address an emergency situation that exposes an individual or household to serious harm. 4) Community-based protection activities, encompassing 5 activities: conducting participatory assessments (PAs), community empowerment, outreach volunteers (OV), community groups, and inclusion of stateless populations in DRC programming.

In 2022, DRC has been working to strengthen existing programming under the four proposed components by focusing on 1) stronger inclusion of vulnerable persons of concern through refined outreach modalities, 2) mainstreaming psychosocial support (PSS) activities, and 3) linking them with community-based protection activities across the four components. In line with the UNHCR Lebanon country focus, and the Lebanon Crisis Response Plan 2022 update, DRC aims to reach the most vulnerable and marginalized individuals and communities.

4. Scope of work and Methodology

The Consultant will be required to prepare a detailed methodology and work plan indicating how the objective of the evaluation will be achieved, and the support required from DRC. The evaluation should focus on understanding the obtained results of the PwSN component of the project through evaluating the quality-of-service provision, ability to reach the most vulnerable, effectiveness of targeting, and selection criteria of PoCs. In addition, to provide some analysis regarding the integrated cash for protection. Therefore, it is recommended that the evaluation methodology encompasses mixed method approach, including individual interviews (IIs), focus groups discussions (FGDs) with beneficiaries, key informant interviews (KIIs) with programme stakeholders, and phone and/or face to face surveys. The detailed evaluation methodology should be finalized by the consultant as part of the inception report after discussion with the DRC Lebanon team. The inception report will be reviewed and validated by DRC Lebanon team.

The consultant must ensure that:

- The evaluation will apply the OECD-DAC Evaluation Criteria of Relevance and Appropriateness, Effectiveness, Efficiency, impact, and Sustainability
- The evaluation will use mixed method(s) (quantitative and qualitative) approaches which will allow for triangulation of data and findings
- The method(s) and approach chosen are relevant to the objective of the evaluation
- The method and approach chosen are ethically sound and contextually and culturally sensible
- The beneficiaries and programme stakeholders are consulted
- The people to be consulted during the evaluation are relevant to the focus of the evaluation
- The collection of data that is not used and not relevant to the evaluation is avoided
- The consultant is mindful of gender roles, ethnicity, disability sensitivity, age, sexual orientation, language and other differences during the design and implementation stage
- The data collectors receive adequate training in data protection to understand the sensitivity of protection data. Also, to include data collectors of different gender (males and females)
- The confidentiality of evaluation participants is protected at all times (informed consent is required, and when minors are to participate in the evaluation; a consent form is signed by their caregivers and an assent form is signed by them)

Target groups:

- DRC Lebanon beneficiaries: The consultant will have access to the list of beneficiaries within DRC PwSN component
- DRC Lebanon management: The Head of Programme, area and national Protection Manager, MEAL Specialist, Protection Specialist, and Country Director
- DRC Lebanon North Field staff: Staff who are directly implementing activities at programme sites, including Protection Team Leaders, Protection officers, and Protection Field Assistants.
- Partners co-implementing activities with DRC Lebanon **(DRC will facilitate approvals)**

5. Deliverables

The Consultant will submit the following deliverables as mentioned below:

Phase	Expected deliverables	Indicative description tasks	Maximum expected timeframe
Phase 1 Review	<ol style="list-style-type: none"> 1. Review of relevant program documents 2. Inception report (including methodology framework, work scope, data collection tools) [Template to be shared by DRC] 3. Field visits schedule 	<ul style="list-style-type: none"> - Start-up meetings with country office - Review of program materials - Submit inception report - Draft field visit(s) schedule with DRC country and field offices 	5 working days
Phase 2 Analysis	<ol style="list-style-type: none"> 4. Between 5-7 field visits 5. Meeting (face to face or online) to reflect on preliminary evaluation findings and recommendations with DRC team 6. Evaluation report (draft) [Template to be shared by DRC] 	<ul style="list-style-type: none"> - Start-up meetings with field office - Between 5-7 field visit(s): consent forms + collect data + produce field report(s) - Conduct Meeting - Working meetings and discussions - Prepare first draft of the final report 	5 working days
Phase 3 Reporting	<ol style="list-style-type: none"> 7. Final evaluation report (including evaluation summary, recommendations, lessons learned, and infographics) 	<ul style="list-style-type: none"> - Submit final report and presentation for feedback from DRC - Debrief meeting(s) - Submit the final evaluation report encompassing the evaluation summary, recommendations, lessons learned, and infographics. 	5 working days

Once implementation is finalized, the consultant will provide all the requested documents by email to DRC Head of Programme, protection Manager, and MEAL Specialist in Word, Excel, or PowerPoint format; in addition to PDF format of the final documents.

6. Duration, timeline, and payment

The total expected duration to complete the evaluation will be no more than 30 days, starting on the 1st of December, 2022. The consultant shall be prepared to complete the assignment no later than the 30th of December, 2022 (see the below tentative timeline). In this timeframe the consultant is expected to complete all deliverables. The meetings to be done in person at DRC Coordination Office in Beirut or online according to the country situation. All data collection tools, transcripts, inception report and final report to be submitted in **English**.

Tentative timeline:

1. Preparations (5 working Days)

- Start-up meeting with DRC's MEAL Specialist, Head of Programme, Country Director, and Protection Manager
- Review of relevant program materials
- Submit the inception report (Including the design of detailed methodology, work scope, and data collection tools) to DRC's Head of programme, Protection Coordinator, Protection Manager, and MEAL Specialist for revision and approval
- Set the field visits' dates and prepare detailed programme with the support from DRC Lebanon field office

2. Field Visits (5 working days)

- Start-up meeting with DRC's field programme staff: Area Manager, Protection Manager, Protection Team Leaders, and MEAL Team Leader
- Conduct field visits to selected areas, provide consent forms, and collect primary data with programme beneficiaries
- Draft the evaluation report
- Conduct a meeting - reflect on preliminary evaluation findings and recommendations with DRC team
- Debriefing with DRC Lebanon Senior Management Team

3. Finalization of Report (5 working days)

- Submit the final evaluation report including the evaluation summary, recommendations, lessons learned, and infographics for final revision
- Debrief meeting – reflect on findings and recommendations
- DRC team provides feedback on the final report and PowerPoint presentation
- Submit the final evaluation report

DRC will not pay any advance payment prior to implementation of services. DRC will pay over 2 instalments at mid-December and end of December.

7. Proposed Composition of Team

DRC is seeking individual consultant to conduct the evaluation.

8. Eligibility, qualification, and experience required

- **Eligibility:**
 - The consultant has the authorisation to work in Lebanon
- **Qualification:**
 - The consultant at least has a degree in development studies, social sciences or other relevant field, focused on protection is preferable
- **Experience:**
 - At least 5 years of proven experience in leading similar evaluations of humanitarian programming specifically protection in Lebanon and in the Middle East
 - At least 5 years in previous experience with PwSN or general protection case management and cash assistance
- **Skills and knowledge:**
 - Excellent understanding of protection principles and data protection minimum standards in protection programming;
 - Knowledge of the current literature/practice on the delivery of protection programming in humanitarian response
 - A solid understanding of Lebanon's cultural and economic context
 - A minimum of 5 years of Experience with formal qualitative and quantitative analysis and access to relevant software is strongly preferred
 - Ability to produce high quality analytical and narrative reports in English
 - Ability to provide strategic recommendations and lessons learned to different key stakeholders
 - Familiarity with DRC humanitarian operations is preferable
- **Language requirements:**
 - Fluency in written and spoken Arabic and English

9. Technical supervision

The selected consultant will work under the supervision of:

- Head of Programme
- Protection Manager
- MEAL Specialist

10. Location and support

The scope of work will be mainly based in Beirut area (DRC Coordination Office) for meetings, with frequent visits to the implementation sites in Northern Lebanon (Akkar and T5). DRC will not provide a working space for the consultant.

The Consultant will provide their own computer/laptop and mobile telephone.

11. Travel

The consultant has to commute to the North where implementation is happening for data collection and debriefing meetings with the field office.

Any cost linked to transportation will be covered by the consultant.

12. Submission process

Refer to the RFP BEY_22_017 Invitation Letter.

13. Evaluation of bids

Refer to the RFP BEY_22_017 Invitation Letter.

Only those shortlisted will be contacted for an interview with the panel to ensure their understanding of the consultancy services.