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Terms of Reference for Evaluation of WASH, Winterization and Protection Project for Refugees Fleeing Syria Living in Bekka (Lebanon), funded by DFID

Project title: WASH, Winterization and Protection Project for Refugees Fleeing Syria Living in Bekka (Lebanon)

Donor: Department of Foreign and International Development (DFID), UK

Project locations: Bekka (east Lebanon)

Project duration: October 1st, 2013 to March 31st, 2015

Evaluation to be conducted in: April and May 2015 (for a total of 25 working days)

1. BACKGROUND:

The present conflict in Syria, now in its fourth year, has led to large scale population displacement within the borders of Syria and more than 3.8 million¹ Persons of Concern (refugees registered with UNHCR or pending registration) as of January 2015, across Syria's borders to the wider region including Jordan, Lebanon, Turkey and Iraq.

In Lebanon, UNHCR estimates the combined number of registered and those awaiting registration exceeds 1,166,488 (as of January 2015²), while the Government of Lebanon (GoL) estimated the total number of people who have crossed the border as a result of the conflict is in excess of this number. The combined result has been that the population from Syria in Lebanon currently equates to approximately 25% of the population of Lebanon.

A large portion of the refugees have settled in the Bekka valley (Eastern Lebanon), with UNHCR reporting 410,629³ Persons of Concern (i.e. about 35% of the total Persons of Concern in Lebanon). The influx of refugee families has proved to be an increased burden on services and resources available to the Lebanese host communities, often the poorest in Lebanon, a fact which has exacerbated host community - refugee tensions.

In the spring and summer of 2013, Oxfam designed a project to respond to the needs of the refugees and the host community, focusing on the most pressing needs: WASH (water, sanitation and hygiene promotion), protection and cash-for-winter (to help families cope with Bekka's harsh winters).

The project is in its ending phase (project activities will end on March 31st, 2015) and Oxfam would like to use the evaluation as a learning opportunity on successes and challenges faced in the project in relation to the evaluation criteria set out in section 5 (below), and also to inform our future work within Lebanon. The evaluation itself should be conducted starting as early as possible in April 2015, and the evaluation report is to be finalized before end of May 2015.

2. TARGET GROUP:

The project targeted 3,500 households, including Syrian refugees and the host community.

Oxfam is implementing this project through two modalities: through a Lebanese local partner, SAWA, which has been operational in the Bekka, and with whom Oxfam has partnered in past projects. Oxfam has also directly implemented a significant portion of the project. This evaluation applies to the delivery of the project through both modalities.

¹ UNHCR, Syria Regional Refugee Response (Interagency Information Sharing Portal), <http://data.unhcr.org/syrianrefugees/regional.php>, figure last updated by UNHCR on January 26th, 2015.

² UNHCR, Lebanon data, figure last updated by UNHCR on January 22nd, 2015.

³ Ibid.

3. EXPECTED RESULTS OF THE PROJECT:

Through WASH, protection and winterisation interventions, the project aimed to achieve the following impact, outcomes and results:

Goal/Impact: Support to refugees and host community households seriously affected by the crisis in Syria.

Indicator: Number of refugee and host community households whose basic needs in WASH, winterisation and protection are met.

Purpose/Outcome: Immediate and longer term needs of targeted refugee and host community households are addressed.

Indicator: Number of households that demonstrate improved levels of hygiene awareness and practices

Indicator: Number of households who report to have spent at least half of their winterisation cash on winter items

Indicator: Number of beneficiaries who receive protection support are informed about available basic and protection services

Result 1: Refugee and host community households receive sustained access to potable water.

Indicator: Number of targeted households who drink water that adheres to WHO minimum standards as a result of the project.

Result 2: Refugees and host communities have access to installed and rehabilitated sanitation facilities, including improved knowledge of personal hygiene.

Indicator: Number of households with access to constructed /rehabilitated latrines.

Indicator: Number of households with access to improved bathing facilities.

Result 3: Refugees and host communities have increased knowledge of services and are organised to analyse and address protection issues.

Indicator: Number of refugees who are referred (a smaller proportion will access services after referral).

Indicator: Number of gendered community protection plans developed.

Result 4: The most vulnerable refugee households receive winterisation support (over two winters).

Indicator: Number of refugee households who receive a transfer of GBP 425 for winterisation items as a result of this project.

4. PURPOSE AND SCOPE OF EVALUATION

This DFID-funded project will end in March 2015 and an external summative evaluation is planned to take place after completion of all project activities. As this is a summative evaluation, its objective is to assess the extent to which the project has delivered against its expected results. The scope for examination is determined using OECD-DAC criteria for evaluating humanitarian action. Relevant criteria are associated with a number of key questions (under section 5) that are to be addressed and explored.

Specific Objectives:

- To assess the level/degree of quantitative and qualitative impact of the project against its expected results;
- To assess the design, planning, delivery and management of the project by Oxfam and its partner in accordance with Oxfam Programme Standards, Minimum Standards in Emergencies, IASC Gender Marker and Oxfam Minimum Standards for Gender in Emergency;
- To identify and assess key internal and external factors (positive and negative) that have contributed, affected, or impeded the achievements, and how Oxfam and the partner have managed these factors;
- To assess how the project has impacted upon the protection of the target and affected population and contributed to a reduction of factors of vulnerability;
- To draw key lessons and learning from the project and make recommendations that will help inform Oxfam's formulation and design of future projects that will benefit the Lebanese host community and refugees of the Syria Crisis.

Primary users of the evaluation findings are Oxfam and SAWA programme management and staff, DFID, and other actors directly involved in the implementation of the project.



5. EVALUATION CRITERIA AND KEY QUESTIONS TO BE ADDRESSED IN THE EVALUATION: Oxfam

The following provides a guide to the questions to be addressed by this evaluation, under each of the criteria below:

Relevance and Appropriateness:

- Have Oxfam and its partner selected relevant operational areas for their work?
- Have Oxfam and its partner targeted the most vulnerable people, including vulnerable men, women, boys and girls?
- To what degree did the intervention address the WASH, winterization, and protection needs of the targeted women, men, boys and girls and contribute to reduced vulnerability?
- What was the level and quality of participation of the beneficiaries in project design?
- How responsive were project activities to the targeted women, men, boys and girls in both communities (i.e. refugees and host communities), given their circumstances and priorities?
- Were the activities carried out in the most appropriate and relevant manner, given the circumstances, and in line with the priorities of the refugees and the host community?
- To what extent did the key contextual changes, threats and opportunities that arose during implementation influence and inform project implementation?
- How appropriate were the alternative solutions/changes proposed and/or implemented by the team to overcome the challenges faced during the project implementation?
- Were the activities in line with the outputs and results of the project, as stated in the logical framework?
- How and to what extent were the monitoring, evaluation findings used to inform decision-making and the improvement of project implementation?

Efficiency:

- Was the project implemented based on the best use of existing resources/capacity; e.g. the capacity of the partner SAWA and the internal capacity and expertise of Oxfam itself? What key limitations exist on this front? What could Oxfam's future projects do to increasingly develop and invest in existing resources?
- Did the project align with DFID's 'value for money principles'? How and what could Oxfam improve on in its future interventions in terms of value for money?
- How cost effective was the intervention? What cost-effective alternatives could have been used?

Effectiveness:

- Were the project's planned results achieved for men, women, boys and girls?
- What were the main challenges of the project and how well were they addressed?
- How were the beneficiaries selected and were the beneficiaries informed of the selection criteria?
- How effective were the selection criteria in reaching out to the most vulnerable populations?
- How effective and gender responsive was the implementation approach employed and implemented by the WASH, EFSL, and protection teams?
- How inclusive and culturally sensitive were the activities carried out in terms of the approach, quality of participation, information and its dissemination?
- How and how well were gender concerns and considerations integrated into the assistance components? What were the effects of this? If it did not happen, why not?
- What unintended consequences (if any), whether positive or negative, has the intervention had on women, men, boys and girls (refugees and the host community)?
- To what extent has gender been mainstreamed into the project?
- Generally, were the activities carried out in line with the original plans? If not, were the changes adequately discussed, documented, and justified?
- How well were the activities, outputs and outcomes documented and monitored? What kinds of systems and tools are developed and in practice and how well have they worked?
- Was project design consistent with the Do No Harm principle? and with a safe programme approach? Was project delivery consistent with these two core principles?
- What system and mechanism are in place to ensure accountability to the beneficiaries and how well did it work?



In addition to the criteria above, the evaluation would explore the theme of Oxfam partnership:

- What role has the quality of the partnership played in the project, and how might this be built upon in the future?
- To what extent has the partner SAWA been involved in proposal development, project implementation, reporting, monitoring and learning?
- Have the ways of working with the partner and the support to the partner been effective and did they contribute to the project's achievements?
- Have the ways of working with the partner actually lead to building the capacity of the partner?
- What kinds of systems are developed for mutual accountability between partners and Oxfam and how well did they work?
- What are the key issues related to the technical and managerial capacities of Oxfam and the partner's team for the effective implementation of the project? How effectively have these issues been addressed and what are the recommendations to address these issues, if any?

6. METHODOLOGY:

It is expected that the evaluation will be carried out in conformity with the 'Evaluating Humanitarian Action using the OECD-DAC Criteria' and evaluation best practices. The Evaluating Humanitarian Action using the OECD-DAC Criteria can be accessed through this link: <http://www.alnap.org/resource/5253.aspx>

The evaluation will use a mix of quantitative and qualitative methods, and draw on both primary and secondary data collection techniques. The evaluator is expected to develop a detailed methodology (to be endorsed by Oxfam). Note that a baseline survey was conducted at the beginning of the project and an endline survey will be conducted towards the end of March 2015 (close to the end of the project). The evaluation methodology should make use of this data already generated by Oxfam's monitoring and evaluation team.

We anticipate that this summative evaluation will be a participatory review and learning exercise. Thus, it requires the consultant(s) to be experienced in participatory approaches to learning and inquiry, and especially in seeking the views and perceptions of key stakeholders that include:

- Targeted beneficiaries
- Partners and actors directly involved in the project at different levels:
 - o The implementing partner SAWA;
 - o Community leaders (if applicable) and representative bodies of the affected population;
 - o Local authorities, regional Government, actors involved in the coordination of humanitarian interventions of the affected population;
- Oxfam staff involved the implementation of the project e.g. country and field teams;

7- TIMEFRAME, KEY ACTIVITIES AND EXPECTED LEVEL OF EFFORT

Time-frame: The evaluation is to be carried out as early as possible in April 2015, with the final report submitted to Oxfam for approval no later than end of May 2015. The exact dates of the evaluation are to be confirmed with the selected consultant(s).

Total expected level of effort: 25 working days

- Review essential documents of the project, including but not limited to the original project proposal, interim or on-going internal reports, and evaluations and lessons learned exercises undertaken thus far and review the key questions suggested and if necessary propose adjustment (**5 days** – work to be done from consultant's home location, all documents will be shared by Oxfam via email);
- Develop a detailed Evaluation plan (to be endorsed by Oxfam) (**1 day**);
- Primary data collection (**7 days**);
- Data analysis and preparation of draft evaluation report (**6 days**);
- Workshop to share and validate the findings from the evaluation (**1 day**). Selected Oxfam and partner staff will participate in this workshop;
- Finalize the final evaluation report and send it to Oxfam (**3 days**). Oxfam will then prepare a management response to be annexed to the evaluation report;



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- Additional time for travel (from the home location of the consultant to Lebanon and back) will be included based on the home location of the selected consultant(s). – (travel time is estimated at **2 days**).

Reporting:

The consultant will report directly to Oxfam's Monitoring, Evaluation, Accountability and Learning (MEAL) Coordinator based in Beirut and to Oxfam's MEAL Officer based in Bekka, and will closely work with other Oxfam staff in Lebanon.

8. EVALUATOR QUALIFICATIONS:

This summative project evaluation should be led by a person (or persons) with a minimum of 5 years experience in humanitarian interventions including demonstrated experience in the monitoring and evaluation of WASH programming (a must), with preferably some experience in cash transfer/voucher modalities, gender in emergencies programming, and protection, including the use of participatory quantitative and qualitative methods. Strong facilitation and English writing skills are also required and a familiarity or direct experience working in Lebanon or in the Middle East broadly, and the working modalities of Oxfam, is preferred.

9. EXPECTED OUTPUTS:

- a) Develop a detailed evaluation plan (to be submitted after the document review but before the data collection - to be endorsed by Oxfam), outlining the proposed methodology;
- b) Draft evaluation report in English to be presented to Oxfam (no more than 30 pages excluding annexes, including executive summary not exceeding 2 pages);
- c) Workshop to present the draft report (including the findings of the evaluation and the lessons learned), and to give feedback to Oxfam staff and the partner SAWA;
- d) Submit a draft electronic copy of the final evaluation report within one week (7 days) of the workshop. Feedback from Oxfam will be provided within one (1) week after the submission of the draft report. The final report will be produced in one week (7 days) of submission of the comments. It will include changes/modifications, agreed between Oxfam in Lebanon and the consultant.
 - o The report should systematically answer the key questions posed;
 - o It should fairly and clearly represent the views of the different actors/stakeholders;
 - o It should give the conclusions of the evaluator, in a way that is clear and substantiated by the available evidence.

10. Payment and instructions for interested consultants

Payment will be done in two instalments, 25% upon contract signature, and 75% upon Oxfam's approval of the final evaluation report.

What costs to include in the offer: Consultants should include the following costs in their offer's budget: daily rate, cost of international travel (home location of consultant to Beirut and back), per diems (please use the standard Oxfam rate of \$24 per day starting from first day of travel until last day of travel), accommodation in the city of Chtoura (Bekka region, east Lebanon) at \$90 per night (note that document review should be done from the consultant's home location, as stated above in section 7), communication costs (SIM card and phone credit to be purchased in Lebanon, to be estimated at \$100), visa costs (depending on nationality of consultant(s) – the program can advise the selected consultant on the cost), and miscellaneous costs.

What costs not to include in the offer: Oxfam will pay for and procure the following for the evaluation and therefore the following costs should NOT be included in the offer: pick-up/drop-off of consultant(s) from airport, travel inside Lebanon for data collection and meetings, interpretation services during meetings with beneficiaries/the partner, printing/photocopying costs, and hiring data collectors/enumerators (if needed).

Note that payment will be made based on the budget in the offer (not based on actual expenses incurred by the consultant). No receipts will be requested from the consultant towards the end of the evaluation, so estimates of costs in the offer should be as accurate as possible, as any extra costs incurred by the consultant during the conduct of the evaluation cannot be reimbursed by Oxfam.

11. CODES OF BEHAVIOUR:

The evaluation process will be directed by Oxfam's guidelines for the ethical conduct of evaluations and research, guiding the evaluation team through careful consideration of the key ethical implications at every stage of the evaluation. These guidelines are available at this link: <http://policy-practice.oxfam.org.uk/publications/undertaking-research-with-ethics-253032>

12. SHARING AND USING FINDINGS:

The Oxfam International's Policy on Program Evaluation requires Confederation members to act on the commitment to transparency by making public the Executive Summary and a Management Response to all final evaluations. The Policy is available at this link: <http://www.oxfam.org/sites/www.oxfam.org/files/oxfam-program-evaluation-policy-dec10.pdf>

13. DISCLOSURE:

Although free to discuss with the authorities on anything relevant to the assignment, under the terms of reference, the consultant is not authorized to make any commitments on behalf of Oxfam. All data collected as part of this consultancy belongs to Oxfam and public dissemination of the data and evaluation products can only be done with the written consent of the Oxfam.

14. EXPRESSIONS OF INTEREST (EOI):

Oxfam invites EOI from organisations, or individuals, with the experience and skills described above. The EOI must include:

1. A cover letter of no more than 2 pages introducing the evaluator/organisation and how the skills and competencies described above are met, with concrete examples. Please also use this cover letter to indicate the consultants' availability for the proposed period. Note: As stated above (section 7), the evaluation should start as early as possible in April 2015 and the final evaluation report should be submitted to Oxfam before the end of May 2015;
2. An outline of no more than 2 pages of the proposed process and key considerations including:
 - a. Key considerations for this evaluation;
 - b. Proposed outline methodology for this evaluation;
3. A CV for the evaluator (s), including 2 referees (with phone number and email address);
4. A one-page budget of the offer, covering all major anticipated costs (see section 10 above on what costs should be included in the offer);
5. Two examples of reports from previous evaluations/reviews relevant to this consultancy.

Please submit the EOI and other documents (as mentioned in point 14 above) by Friday February 20th, 2015 at 5:00 PM Lebanon time to lebanonjobs@oxfam.org.uk with "Evaluation of WASH, Winterization and Protection Project for Refugees Fleeing Syria Living in Bekka (Lebanon)" in the subject line.

Due to the large volume of emails received, offers not marked with this subject line cannot be considered.

All questions or clarifications of a technical nature are to be sent to Maria Ghazzaoui (Monitoring, Evaluation, Accountability and Learning Coordinator) at Oxfam, Lebanon Response to the Syria Crisis, based in Beirut) at MGhazzaoui@oxfam.org.uk

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