



## TERMS OF REFERENCE

### OPT SHELTER RESPONSE OUTCOME EVALUATION

#### EXECUTIVE SUMMARY

<b>BACKGROUND</b>			
Emergency	Natural Disaster <input type="checkbox"/>	Conflict <input checked="" type="checkbox"/>	Complex Emergency <input type="checkbox"/>
Humanitarian Lead Agency	NRC	<b>Government Lead Agency</b>	MoSA/MoPWH
Country	Occupied Palestinian Territory (OPT)		
<b>CLUSTER PARTNER AGENCIES</b>			
Mission Timeframe	Phase I: 25 <sup>th</sup> July – 30 <sup>th</sup> September 2016; Phase II: Oct-Dec 2016		
<b>DESCRIPTION OF CONTEXT</b>	<p><b>The blockade and three major escalations of hostilities in the last six years have inflicted large-scale destruction on Gaza's economy, productive assets and infrastructure.</b> A chronic energy crisis, with power outages reaching 12-16 hours a day, also impairs service delivery, students' educational outcomes, the functioning of hospitals, medical equipment, and the operation of more than 280 water and wastewater facilities. No major new displacement was recorded in Gaza during 2015, <b>but at the start of 2016 an estimated 95,000 IDPs remain homeless because of the 2014 hostilities (the majority UNRWA registered refugees) of whom 78,000 continue to need temporary support.</b> Although repairs to moderately-damaged homes and educational and health facilities have progressed, the rate of reconstruction of the approximately 18,000 houses that were completely destroyed or severely damaged in 2014 is very slow.</p> <p>Based on 2016 HRP, Shelter Cluster current strategic priorities are:</p> <ol style="list-style-type: none"> <li>1. Ensuring continued access to shelter for 13,000 IDP families and improving standards for those living in inadequate makeshift or temporary accommodation, while promoting accountability and supportive measures that facilitate an end to displacement.</li> <li>2. Protection from harsh weather for 12,750 vulnerable households and improving conditions in 11,320 damaged, overcrowded or substandard properties through winterization/repairs and upgrading that mitigates against severe weather and ensures minimum shelter standards.</li> <li>3. Preparedness and response to emergencies.</li> </ol> <p>However, the Shelter Cluster is now currently preparing the 2017 HNO and HRP, which will have to be drafted and validated by the end of the year. To do so, Shelter Cluster members as well as local authorities feel that this exercise will benefit from further evaluation and appraisal of the shelter response since the 2014 Gaza escalation of hostilities. Such evaluation will be critical to assess which response strategy, and delivery modalities, proved to be the most effective, efficient and sustainable in the difficult context of OPT operations.</p>		
<b>OBJECTIVES</b>			
Main objective	To evaluate the outcomes of the shelter response to the 2014 conflict events in Gaza.		
Specific objectives <sup>1</sup>	<ol style="list-style-type: none"> <li>1. Consolidate shelter sector lessons learned related to post-2014 sector response in Gaza</li> <li>2. Evaluate the outcomes of different types of shelter assistance delivered to conflict affected population following 2014 events in Gaza.</li> </ol>		
<b>METHODOLOGIES/DELIVERABLES</b>			
Assessment Type	Shelter Response Evaluation Assessment		

<sup>1</sup> See Data analysis framework below for further detailed breakdown of objectives.



Description	<p>To evaluate the <b>outcomes of emergency/transitional/permanent shelter assistance</b> provided by Shelter Cluster members in response to the 2014 conflict in Gaza, through a review of existing data and a complementary primary data collection exercise in-country.</p> <p>The evaluation process will be divided in to a two-phased approach: 1) a <b>qualitative participatory evaluation</b> through a secondary data review, one lessons learned workshop and purposive sampled semi-structured Key Informant interviews. 2) A <b>quantitative</b> evaluation through a statistically significant primary data collection at household level, stratified by category of shelter damage.</p>
Geographic Representation	Gaza Strip inclusive of all 5 governorates
Data Sources	<ol style="list-style-type: none"> <li>Secondary data analysis (including meta-analysis where possible/appropriate): <ol style="list-style-type: none"> <li>All previous datasets and analysis from Shelter Cluster assessments for Gaza response</li> <li>All previous datasets, analysis, and reviews from Shelter Cluster partners</li> <li>Relevant datasets that can be obtained from OCHA, UNDP, UNRWA, ministries in line and other data holders <ol style="list-style-type: none"> <li><i>Satellite imagery may be purchased and analysed should the Secondary Data Review identify a need for this (to identify land use – reconstruction/relocation).</i></li> </ol> </li> </ol> </li> <li>Qualitative Primary Data Collection <ol style="list-style-type: none"> <li>Participatory workshop</li> <li>Bi-lateral semi-structured interview with Key Informants</li> </ol> </li> <li>Quantitative Primary Data Collection <ol style="list-style-type: none"> <li>Shelter beneficiary households per type of response with wide geographic representation. Sampling framework to be determined based on Secondary data analysis</li> </ol> </li> </ol>
Expected Results	<ol style="list-style-type: none"> <li>Collection and collation of all used datasets.</li> <li>Quantitative and qualitative analysis including triangulation, of secondary and primary data, to address the objectives of the assessment (with sources).</li> </ol>
Expected Deliverables	<ol style="list-style-type: none"> <li>One lessons learned workshop is held in Gaza</li> <li>One lessons learned report at the end of the first phase</li> <li>One evaluation assessment report with static and dynamic analytical maps where applicable at the end of the second phase</li> </ol>
<b>RESOURCES</b>	
Resources	<p>Specific Objective 1: SCT- REACH Assessment Officer x 1 for 6 weeks Technical backstopping from GFP Assessments, GFP Information Management.</p> <p>Specific Objective 2 See Annex X - Budget</p> <p>Funding sources: DG ECHO through Global Shelter Cluster (Phase I &amp; II) Contributions from NRC (ECHO Country level) Contributions from Cluster partners</p>



## OBJECTIVES OF THE ASSESSMENT

To evaluate the **outcomes and impact of the provision of emergency/transitional/permanent shelter assistance** in response to the 2014 conflict in Gaza, by agencies represented by the Shelter Cluster, through a review of existing data and a complementary primary data collection exercise in-country. It should be noted that what is proposed is a two phases approach:

1. **Phase I** (to be completed by September 2016). A **qualitative participatory evaluation** and data collection methodology through a secondary data review, one workshop and purposive sampled semi-structured Key Informants interviews. Hence findings of the first phase should **not to be considered representative** in terms of caseload or with a specified level of precision to the particular area of interest. However, it will provide a qualitative understanding, from a shelter cluster members' perspective, of the shelter response achievements, best practices, challenges and lessons learned.
2. **Phase II** (to be completed by January 2017). A comprehensive **quantitative evaluation** including primary data collection methodology through a secondary data review and household level interviews. The aim of the second phase will be to produce statistically representative findings in order to quantify 2014 Gaza response outcomes, including where possible self-recovery capacity of the affected population, and eventual residual response gaps. The household level evaluation assessment will be designed based on qualitative findings of the first phase. Research questions will be identified by OPT Shelter Cluster members and a sound methodology will be proposed by REACH. As much as possible, Shelter Cluster members or in-country capacity (e.g. OCHA IDP re-registration capacity) will be contacted to second resources in order to implement the quantitative research and to limit the need for additional funding.

### *Specific Objectives*

The objectives of this assessment will be:

1. **Consolidate shelter sector lessons learned** related to 2014 and 2015 and 2016 sector response in Gaza
  - a. Identification of key achievements, best practices, challenges and alternative operational adjustments including on technical standards and key takeaways from a shelter actors' perspective
  - b. Identify information gaps and research question for the quantitative research (phase II)
2. **Evaluate the outcomes of different types of shelter assistance** delivered to conflict affected population following 2014 events in Gaza.
  - a. To what extent **each approach was appropriate** to meet beneficiaries' shelter and NFIs needs.
  - b. To what extent **each approach was cost-effective in aiding household recovery and/or return of the IDP population affected by the conflict** as per Shelter Cluster response objectives.
  - c. To what extent **response gaps and residual shelter needs, at household level, related to the 2014 conflict are still present in Gaza**

These objectives should frame the required methodologies of data collection, the content of inquiry, as well as the subsequent calculation, interpretation, and presentation of the findings.

## METHODOLOGY

Two different methods will be used:

### 1. (Phase 1) – Qualitative Method

- a. Secondary data review (SDR) and analysis – conducted primarily through desk research, leveraging the variety of existing assessment and review materials produced including technical designs, standards and specifications over the course of the Gaza response. This review would serve three key purposes:
  - i. Inform the development of Lessons Learned Workshop
  - ii. Inform the purposive sampling of Key Informants for the primary data collection
  - iii. Triangulate findings from Shelter Cluster Lessons Learned workshop
- b. Participatory workshop – conducted in Gaza city with Shelter Cluster members. Its aim is to consolidate aid actors experience and expertise related to the various shelter interventions post-Gaza conflict, including:
  - i. Emergency solutions: NFIs; summer- or winterisation assistance; sealing off materials
  - ii. Temporary solutions: Rental support/cash assistance; caravans; T-shelters
  - iii. Durable solutions: Repair or upgrading support.

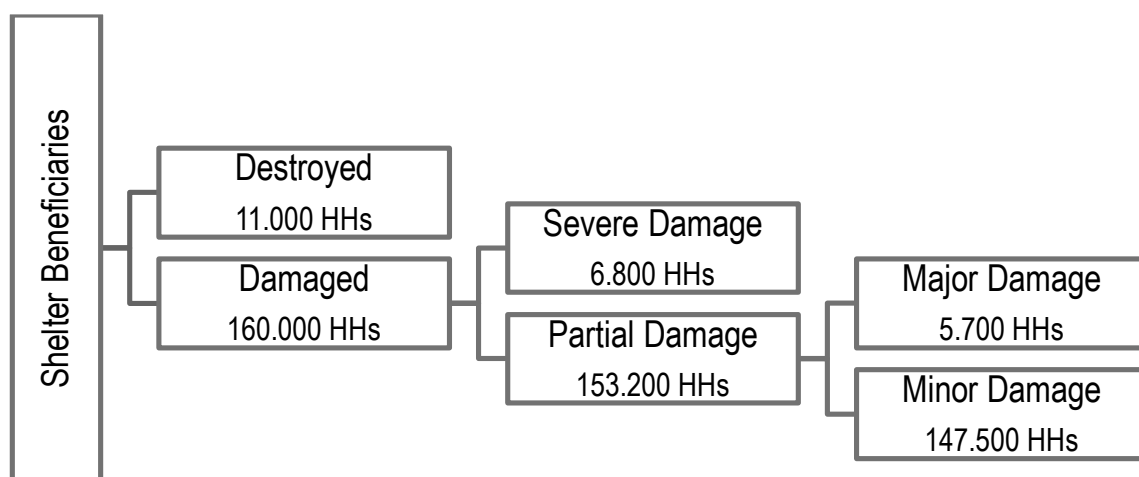


- The workshop outcomes will allow for a summary of the successes, challenges and outcomes of the shelter assistance provided, recommendations for future response and identification of outstanding information gaps.
- c. Semi-structured interviews with Key Informants purposively sampled amongst the shelter actors in Gaza.

2. **(Phase 2) Quantitative primary data collection** – conducted in Gaza through a household level data collection (and eventual complementary other methods such as FGDs) to inform a quantitative study on the effectiveness of shelter assistance to affected families. Shelter Cluster and REACH will identify Research Questions and a specific assessment methodology based on Phase I findings and outputs.

A 95/5 random sample will be drawn based on damage category of shelter beneficiaries. This sample will be drawn directly from the Ministry of Public Works and Housing's database registry of shelter aid recipients, which includes contact information. This data will be accessed in-person once the team is in Gaza. This will be complemented by UNRWA and UNDP databases. The sampling framework will allow overall aggregation at Gaza strip level as well as comparison between beneficiary groups based on their damage category. Comparison between different type of shelter assistance (cash for rent, cash for assistance, caravans) will be derived from the damage category through data collection tools. Comparison between Governorates will be indicative only. The Shelter Cluster will have to survey 1195 households. If time and funding allows, additional assessment will take place on a group of particular interest: those eligible for construction materials through the General Reconstruction Mechanism, who have not utilized this assistance.

**Figure 1: Shelter beneficiaries disaggregated by damage category**



#### Sampling Framework

Beneficiary Category	Total # of HH interviews
Destroyed House	299
Severe Damaged House	296
Major Damaged house	294
Minor Damaged House	306
<b>Total # of HH interviews</b>	<b>1195</b>

The sample include a buffer of 15%.



## IMPLEMENTATION STRATEGY

The first phase of the assessment may largely be undertaken remotely, assuming all relevant secondary data can be obtained remotely and just the Lessons Learned workshop and the KI interviews will require a presence in country. The Lessons Learned workshop will be held in Gaza city and it will be a one-day long event including roundtable discussions and plenary restitutions. KIs interviews will be implemented following the workshop and KIs will be sampled based on the desktop review, Shelter Cluster or key stakeholder recommendations and on the workshop findings.

For the second phase (Primary Data Collection), a fully-dedicated REACH Team will be seconded to the Shelter Cluster, with 1 Assessment Officer embedded in-country and 1 GIS Officer working remotely from Amman, Jordan. SC members input will be essential a) for the design of the second phase (in particular on: 1) indicators and 2) categorisation of sample), b) in order to gather resources to conduct the data collection and c) to analyse findings presented by REACH at the end of the data collection. At a minimum, remote input from shelter program experts is needed to facilitate tool development and preparation of training/guidance materials. Ideally, active participation of shelter program experts from the cluster membership during the data collection phase will greatly serve to improve validity of observation results. The finalisation of the final reports and maps may be conducted remotely but shelter actors should conduct final review/discussion/endorsement of the evaluation deliverables.

The REACH Assessment Officer will oversee the data collection teams, reviews and analyses incoming data on a daily basis. The REACH team, under the supervision of the Shelter Cluster Coordinator, will prepare preliminary findings presentation outlining key themes as soon as data collection is completed, which should be reviewed in a one-day workshop with SC partners/local stakeholders to inform the interpretation of findings and subsequent finalisation of the report. Advice from a Shelter Cluster Expert would have a considerable added value during the final analysis/interpretation of findings/report drafting stage. Once a final draft is prepared it will be circulated to SC partners for feedback, which can be provided within a stipulated time-frame. Feedback will be incorporated and a final report released, along with a final presentation for external parties.

## LOCATIONS

The assessment evaluation will be implemented in Gaza strip including all five governorates. Specific location will be determined by the final sampling framework for Phase II data collection.

Impact Initiatives staff will be embedded in NRC operations in Gaza City.

## PRELIMINARY WORK PLAN

**Phase I:** from 25 July 2016 to 16 September 2016.

- Lessons Learned workshop on the 16 August 2016
- Field Deployment from 11 August 2016 to 19 August 2016
- Draft lessons learnt report shared with SAG by 12 September and with ECHO
- Feedback from SAG members by 18<sup>th</sup> September
- Final Report by 26<sup>th</sup> September the latest

**Phase II:** (October 2016 to January 2017)

- Research Design completed by 4 December 2016
- Data collection completed by 19 December 2016
- One-day joint analysis workshop on 20 December 2016
- Draft Report by the 2<sup>nd</sup> of January 2017
- Final Report by the 20<sup>th</sup> January 2017

## DATA COLLECTION INFORMATION

**Enumerators:** Where possible, data collection should be conducted using staff seconded by Shelter Cluster partners for the purposes of capacity building and inter-agency buy-in. In the event that these resources are unavailable for the assessment, and



pending the availability of additional funds, enumerators will be recruited for the duration of the assessment. Hiring will take place through NRC, using the Impact Initiatives budget.

**Logistical Support:** As with data collection staff, vehicles and transportation for the purposes of the assessment will be, where possible, sourced from Shelter Cluster partners. In the event that vehicles are not available, and pending the availability of additional funds, drivers and bat transportation will be recruited as appropriate. Hiring will take place through NRC, using the Impact Initiatives budget.

**Community Engagement:** Upon arrival in selected area, the team leader will be responsible for introducing the local authorities to the objectives of the assessment to ensure acceptance. The data collection team will then proceed with KII with local communities/community leaders and FGDs with all female/male groups.

**Data Collection Platform:** Qualitative data collection will likely be conducted on paper. A mobile data collection platform may be possible to use for the household level survey, pending finalisation of research question, questionnaire and if it will not represent a security issue for the enumerators. All data will be entered into a user-friendly database (probably Excel) purpose-built for the evaluation.



## ANNEX 1: SURVEY QUESTIONNAIRE

<b>A. Introduction</b>
Governorate
Enumerator ID
<b>B. Respondent Information</b>
1- Name
2- Gender
3- Age
3.5- Are you the head of the household?
4- ID Number of Head of Household
<b>C. Other Demographic and Household Information</b>
5- Gender of Head of Household
6- Age of Head of Household
<b>D. Measures of Households' Vulnerability</b>
7- Level of education of head of household
8- In the last 12 months, what has been your typical level of employment?
9- Is anyone under the age 18 in the household currently employed?
10- What is the number of persons with disability/chronic illness/elderly in the household?
11- Do you have refugee status?
<b>E. Displacement</b>
12- Are you currently living in the same shelter as before 2014?
13- Where are you currently living?
14- What is the primary reason that you are not residing in your pre-2014 house?
14- Other
15- Are you currently sharing your house with displaced family, neighbour, others?
16- Are you sharing any household spaces/services with other households?
17- What is the condition of your current shelter
<b>F. Pre-2014 Shelter/House</b>
18- What is the current state of your pre-2014 house?
19- When are you planning to start to repair/rebuild your house?
19- Other
20- What was the tenure of your pre-2014 shelter?
21- What was the legal status of the land on which the shelter is/was located?
22- Type of Housing
23- Was your apartment located on the ground floor of the building?
24- To what extent was your shelter damaged in 2014?
25- Were you satisfied with the Damage Assessment?
26- What is the reason for this level of satisfaction?
<b>G. Registration/Assessment/Assistance</b>
27- How did you get information about registration of damage?
28- How did you get information about assessment results?
29- How did you get information about assistance?
<b>H. Assistance</b>
30- Is the repairing / rebuilding of your shelter completed?
31- Have you received any shelter assistance?
31- other
H_31
H_31_1
32- Who provided this assistance?
33- When was this assistance provided?
34- Was this assistance appropriate to meet your needs?
Other
35- Why not?
H_31_2
32- Who provided this assistance?
33- When was this assistance provided?
34- Was this assistance appropriate to meet your needs?
H-31-2 Other
35- Why not?



H\_31\_3

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-3 Other  
35- Why not?

H-31-4

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-4 Other  
35- Why not?

H-31-5

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-5 Other  
35- Why not?

H-31-6

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-6 Other  
35- Why not?

H-31-7

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-7 Other  
35- Why not?

H-31-8

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-8 Other  
35- Why not?

H-31-9

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-9 Other  
35- Why not?

H-31-10

32- Who provided this assistance?  
33- When was this assistance provided?  
34- Was this assistance appropriate to meet your needs?  
H-31-10 Other  
35- Why not?

36- What was the cash used for? (% should sum up to 100)

36-1- NFIs (tarps, tents, emergency shelter kits)  
36-2- Tools  
36-3- Construction materials  
36-4- Blanket or Sleeping mats  
36-5- Clothes  
36-6- Furniture  
36-7- Other HH items (Lighting, kitchen sets, stoves)  
36-8- Food  
36-9- Health Services (also medicine)  
36-10- Education  
36-11- Transport





36-12- Did not spend/ saving it  
36-13- Please insert the other percentage  
36-14- Do not know

37- Is there a different type of assistance that would have been more helpful to your specific needs?  
37- Other  
38- Do you received any technical assistance/training?  
38- Have you received any technical assistance/training?  
39- Who provided the training?  
40- Who did or is currently carrying out housing/shelter repairs?  
40- Other

#### I Level of satisfaction with current housing conditions

41- How would you describe your level of satisfaction with the following aspects of your current shelter:  
41-1- Comfort of home  
41-2- Quality of shelter provided by home  
41-3- Hygiene of home (easily cleaned from dust, debris, sewage, water)  
41-4- Health of home  
41-5- Privacy of home  
41-6- Safety/security of home  
41-7- Close relationships with family  
41-8- Close relationship with people other than family  
41-9- What is the current condition of the home?

#### J- Self-recovery Capacity

42- Did you do any of the following to help cope with the damage/destruction of your home?  
42- Other  
43- Which of the following repair/construction activities did/will you do without any external assistance from aid organizations?  
44- What type of materials recovered from damaged/destroyed pre-2014 shelter were you able to use to repair/build your current shelter?  
44- Other  
45- How many adult members of the household have or will contribute unskilled or skilled labour to repair/rebuild the house?  
46- How much have you spent on shelter materials (NOT including costs covered by government/NGO assistance you received)?

#### What has been the biggest barrier to full shelter recovery?

47- What has been the first biggest barrier to full shelter recovery?  
48- What has been the second biggest barrier to full shelter recovery?  
49- What has been the third biggest barrier to full shelter recovery?  
47- Other  
48- Other  
49- Other

50- What does your household need to ensure full shelter recover?  
50- Other

#### K- Access to building materials

51- Has it been an issue accessing the following materials in the market?  
51- Other  
52- Did you apply to the GRM for building materials?  
53- Did you experience any of the following challenges in getting the allocated materials?  
53- Other  
54- Did you receive building materials?  
55- Why did you not receive the materials?  
55- Other  
56- Did you access materials from anywhere else?  
56- Other

#### L- Preparedness

57- If there was a new emergency, where would you go?



## ANNEX 2: SHELTER ASSISTANCE TYPE PROVIDED BY DAMAGE CATEGORY

Targeting of assistance per damage category		Minor	Major	Severe	Total
Emergency response	NFIs (in-kind)	✓	✓	✓	✓
	Cash/vouchers for NFIs	✓	✓	✓	✓
	Sealing-off materials	✓	✓	✓	✓
	Winterization assistance	✓	✓	✓	✓
Temporary solutions	Temporary shelter (timber)			✓	✓
	Caravan (metal)			✓	✓
	Cash reintegration assistance (for loss of goods)		✓	✓	✓
	Cash for rental assistance/TSCA			✓	✓
Durable solutions	Cash for repairs	✓	✓	✓	
	Cash for reconstruction				✓