

Research Terms of Reference

Information Needs Assessment, Kakuma refugee camps

KEN 2102

KENYA

July 2022

V1

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	Kenya				
Type of Emergency	<input type="checkbox"/> Natural disaster	<input checked="" type="checkbox"/> Conflict	<input type="checkbox"/>	Other(specify)	
Type of Crisis	<input type="checkbox"/> Sudden onset	<input type="checkbox"/> Slow onset	<input checked="" type="checkbox"/>	Protracted	
Mandating Body/ Agency	United Nation High Commissioner for Refugees (UNHCR),				
IMPACT Project Code	24EPB				
Overall Research Timeframe	01/06/2022 to 30/10/2022				
Research Timeframe	1. Pilot/ training: 18/07/2022		6. Data sent for validation: 12/09/2022		
	2. Start collecting data: 19/07/2022		7. Preliminary presentation: 19/9/2022		
	3. Data collected: 29/07/2022		8. Outputs sent for validation: 02/10/2022		
	4. Validation of the dataset: 5/08/2022		9. Final presentation: 14/10/2022		
	5. Data analyzed: 12/08/2022				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
	Milestone		Deadline		

Humanitarian milestones <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	X	Donor plan/strategy	31/10/2022
		Inter-cluster plan/strategy	--/ /----
		Cluster plan/strategy	--/ /----
	x	NGO platform plan/strategy	31/10/2022
	x	Communicating with Communities (CWC) working group strategic plans	31/10/2022
Audience Type & Dissemination <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	Audience type		Dissemination
	<input checked="" type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> General Product Mailing (UNHCR, NRC, CwC Working Group, Other sector working Groups; Donors, refugee community members) <input type="checkbox"/> Cluster Mailing (Protection, Livelihoods, Education, Shelter, and WASH) and <input checked="" type="checkbox"/> Presentation of findings at CwC working group meeting Kakuma <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]	
Detailed dissemination plan required	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
General Objective	<p>This assessment has two general objectives:</p> <ol style="list-style-type: none"> 1. Understand specific information needs of the refugee community and asylum seekers in the Kakuma refugee camps. 2. Identify the informal and formal information sources accessible to refugees¹ residing in Kakuma camps, and perceptions of their accessibility, accuracy, and trustworthiness, as well as identify gaps in knowledge of feedback channels. <p>The findings of the assessment will be used by actors to adapt and or improve existing information-sharing channels in a collaborative and integrated manner. These findings will also be used to address information management concerns and efforts in the Kakuma context through a collaborative and coordinated approach.</p>		

¹ The target refugee population is disaggregated in groups namely, men, women, the youth and persons living with disabilities

<p>Specific Objective(s)</p>	<ul style="list-style-type: none"> ● Determine the specific information needs of the refugee community² in Kakuma camps, based on the population’s perceptions of their information needs. ● To map communication channels used by humanitarian, development, and government actors to disseminate information and provide feedback to the refugees and asylum seekers and identify those considered by the community as reliable and timely. ● Identify the informal and formal information sources accessible to the refugees and asylum seekers living in Kakuma, and perceptions of their accuracy and trustworthiness. ● To map communication channels that refugees and asylum seekers use to give feedback to humanitarian, development, and government actors about the services provided in the
<p>Research Questions</p>	<ol style="list-style-type: none"> 1. What are the specific information needs of the refugee community in Kakuma? <ol style="list-style-type: none"> a. Which types of information do the refugee community (<i>men/women/Persons with Disabilities/minority clans, youth/elderly, children</i>) and asylum seekers need from humanitarian, development, and government actors? b. Which information would humanitarian, development, and government actors need from community members to enhance humanitarian coordination and assistance? c. Which types of information would communities be willing to provide to humanitarian, development, and government actors? 2. What kind of information dissemination mechanisms/channels are used by humanitarian, development, and government actors in the Kakuma refugee camps? <ol style="list-style-type: none"> a. Which channels do humanitarian, development, and government actors use in disseminating information to their beneficiaries? 3. What are the formal and informal sources of information³ that are accessible to the communities in the Kakuma refugee complex? <ol style="list-style-type: none"> a. What are the sources of information⁴ accessible to refugees and asylum seekers in Kakuma? b. What kind of information is provided by different sources of information? c. How trustworthy are these sources of information perceived to be by the community? d. Does the refugee community consider the information dissemination sources to be appropriate⁵ and reliable? e. Which information dissemination networks exist among refugees and asylum seekers? f. What types of communication channels do communities prefer to be used to disseminate information to them? g. What barriers do humanitarian, development, and government actors face while disseminating information to refugee communities?

Research Questions	<p>4. What are the existing channels that refugees and asylum seekers use to provide feedback to actors, about the services provided in the camps?</p> <ol style="list-style-type: none"> a. Which communication channels do the community use to provide feedback to actors about the services offered in the camps in Kakuma. b. Which communication channels do community members mostly prefer to provide feedback to actors about the services offered in the camps? c. What barriers do communities face while giving feedback to humanitarian, development, and government actors?
Geographic Coverage	<p>Kakuma Refugee camps (Kakuma 1, Kakuma 2, Kakuma 3, Kakuma 4,)</p>
Secondary data sources	<ol style="list-style-type: none"> 1. Information needs assessment in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and Turkana Host Community, conducted by in by FilmAID in 2021. This assessment will provide an overview of the types of information sources available in the camps and provide background information for the information needs identified in Kakuma in 2021. This assessment will also inform the research design. 2. Communication Needs Assessment for Persons with Disabilities, conducted by UNHCR Sub-office Kakuma in 2020. This will be used as a guide for the methodology. 3. UNHCR Monthly operational updates- This provides an overview of activities and service delivery carried out in the camps including WASH activities, education interventions, Health services as well as protection and security. The resource will help triangulate primary data collected on needs and access to services in Kakuma as perceived by the community. 4. Multi-sectoral needs assessment - Kakuma Refugee Camps, Turkana county, Kenya, October 2020, conducted by REACH. This helps to triangulate communication and information needs and other sector-specific needs in different service sectors available in Kakuma refugee camps. 5. Understanding the Socioeconomic conditions of Refugees in Kenya in Kakuma camp report conducted in 2019 by UNHCR. This will help understand some of the socio-economic needs in Kakuma and be triangulated with the possible information needs in the refugee camps.

² The survey targets the following refugee groups; Adult men and women and persons living with disabilities,

³ The survey targets information on access to essential services in the camps, in addition to other types of information that impact the lives of refugees in and outside the camps.

⁴ Sources of information cover both **who** is providing the information and **how** that information comes through.

Population(s)	<input type="checkbox"/> IDPs in camp	<input type="checkbox"/> IDPs in informal sites
<i>Select all that apply</i>	<input type="checkbox"/> IDPs in host communities	<input type="checkbox"/> IDPs [Other, Specify]
	<input checked="" type="checkbox"/> Refugees and asylum seekers in camp	<input type="checkbox"/> Refugees in informal sites
	<input type="checkbox"/> Refugees in host communities	<input type="checkbox"/> Undocumented asylum seekers Other, Specify]
	<input type="checkbox"/> Host communities	
Stratification <i>Select type(s) and enter number of strata</i>	<input type="checkbox"/> Geographical #: _ _ _ Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Group #: 4 (Kakuma 1, Kakuma 2, Kakuma 3, Kakuma 4) Population size per strata is known?
		<input type="checkbox"/> [Other Specify] #: _ _ Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/> Structured (Quantitative)	<input checked="" type="checkbox"/> Semi-structured (Qualitative)
	Sampling method	Data collection method
Structured data collection tool # 1 Key informant interviews (KIIs) with development, humanitarian and government actors	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview (Target #): Approximately 35 ⁶ Group discussion (Target #): _ _ _ _ _ <input type="checkbox"/> Household interview (Target #): _ _ _ _ _ <input type="checkbox"/> Individual interview (Target #): _ _ _ _ _ <input type="checkbox"/> Direct observations (Target #): _ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #): _ _ _ _ _

Structured data collection tool # 1 KIIs with refugee community leaders	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview (Target #): Approximately 24 ⁷ <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input type="checkbox"/> Direct observations (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # Focus group discussions (FGDs) with community members	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 24 ⁸ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Target level of precision if probability sampling	__% level of confidence – N/A	__+/- % margin of error – N/A	
Data management platform(s)	<input checked="" type="checkbox"/> IMPACT	<input type="checkbox"/> UNHCR	
	<input type="checkbox"/> [Other, Specify]		
Expected output type(s)	<input type="checkbox"/> Situation overview #: __	<input type="checkbox"/> Report #: __	<input type="checkbox"/> Profile #: __
	<input type="checkbox"/> Presentation (Preliminary findings) #:	<input checked="" type="checkbox"/> Presentation (Final) #: 1	<input checked="" type="checkbox"/> Factsheet #: 1
	<input type="checkbox"/> Interactive dashboard #: _	<input type="checkbox"/> Web map #: __	<input checked="" type="checkbox"/> Map #: 1 in the factsheet
	<input type="checkbox"/> [Other, Specify] #: __		
Access	<input checked="" type="checkbox"/> Public (available on REACH resource center and other humanitarian platforms) <input type="checkbox"/> Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		
Visibility <i>Specify which logos should be on outputs</i>	REACH, NRC Donor: ECHO		

⁶ Refugee Affairs Secretariat (1), UNHCR (1), IRC(1), NRC(1), HI (1), CwC Working Group (1), NGOs (30),

7. Refugee camp chairpersons (8), Camp section leaders (8), refugee youth leaders (8)

⁸ Female above 35 years (4), Male above 35 years (4), Female youth 18-35 years (4), Male youth 18-35 years (4), Persons with special needs/Persons with disabilities .

2. Rationale

2.1 Background

[As of April 30, 2022](#), a total of 182,635 refugees and asylum seekers mostly South Sudanese refugees resided in Kakuma refugee camps (Kakuma 1, Kakuma 2, Kakuma 3, and Kakuma 4). According to the [Information needs assessment](#) in Kakuma Refugee Camp, Kalobeyi Integrated Settlement and Turkana Host Community conducted by FilmAid in 2021, only 28% of assessed individual indicated having enough information to make informed decisions. In addition, 86% from the refugee community mentioned that they would welcome a special radio program to receive specific information in education, peace, security, and health. Furthermore, results from the [Kakuma Socio-economic Survey](#) conducted in 2019 by UNCHR suggest that more than 4 in 10 households particularly the poorest refugees reported being in need of more information to guide their movement plans (information to decide whether to return, move to a new country, or stay in the camp). Considering these existing information needs by the refugee population in Kakuma, there is need for more qualitative data that maps communication channels used by humanitarian, development and government actors to disseminate information to communities and explore feedback mechanisms that the refugees and asylum seekers use and also identify those that the community considers to be reliable and timely. REACH will build on the results from the information needs assessment conducted by FilmAid to interrogate and provide granular qualitative information about the unique information dissemination networks existing among refugees and asylum seekers and rank information sources and needs of the refugees and asylum seekers so as to inform prioritization during programming.

2.2 Intended impact

The findings from this assessment will inform development, humanitarian, and government actors within Kakuma about the existing information gaps in relation to communication with communities. Equipped with more accurate information on the community information needs and priorities, development, humanitarian, and government actors will be able to ensure that refugee households, even the minority groups receive essential basic services in a timely and well-coordinated manner. Furthermore, actors within the Kakuma will be able to understand the information needs of refugees and design appropriate humanitarian interventions. On the other hand, the refugee community will also be able to communicate their needs effectively and identify the best channels to provide feedback to actors, regarding access to essential services and other humanitarian needs. Finally, the findings from this assessment could also inform strategic decision-making processes by humanitarian agencies operating within Kakuma, who could streamline humanitarian funding decisions with the identified priority needs of the refugee community.

3. Methodology

3.1 Methodology overview

This assessment will use a mixed method approach comprising of the following:

- **KI Interviews:** Twenty-four (24) KIIs will be conducted with camp chairpersons, section leaders, and refugee youth leaders. Two chairpersons (1 male and 1 female), two section leaders (1 male and 1 female) and two youth leaders (1 male and 1 female) will be purposively selected from each camp. In collaboration with the Norwegian Refugee Council (NRC), UNHCR, and Communicating with Communities Working Group (CwC WG), REACH will purposively select forty (40) KIIs among the agencies that provide services to refugee camps in Kakuma. The selected KIIs will be heads of programs or communication leads with vital information about the communication gaps that exist within the refugee camps in Kakuma. Target KIIs will include stakeholders from UNHCR, members of relevant Working Groups, NGOs, and other partners.
- **FGDs:** Twenty-four (24) Focus Group Discussions will also be conducted across the four camps, with different refugee groups comprising of the adult men and women, youth, persons with disabilities and minority clans/groups. Information gathered from FGDs will complement that got from the KIIs. A total of 83 KIIs and FGD interviews will be conducted between 4th and 22nd July 2022.

3.2 Population of interest

- **Geographical area:** Kakuma refugee camp ((Kakuma1, Kakuma 2, Kakuma 3, Kakuma 4).
- **Population:** Refugees¹ and asylum seekers² in the Kakuma refugee camps. The target KIIs to be interviewed will include section leaders, camp chairpersons, and refugee youth leaders. Development, humanitarian, and government actors and other partners. These will include UNHCR officials, officials from the Refugee Affairs Secretariat (RAS), partners including the CwC working group leaders, and communication focal persons from the NGOs.
- **Unit of measurement:** The community.

Camp	Refugee leader KIIs	Development, Humanitarian & government actor KIIs	Population
Kakuma 1	6	10	186,001
Kakuma 2	6	10	
Kakuma 3	6	10	
Kakuma 4	6	10	

¹ [Refugees are people who have fled war, violence, conflict, or persecution and have crossed an international border to find safety in another country.](#)

² [An asylum-seeker is someone whose request for sanctuary has yet to be processed.](#)

3.3 Secondary data review

A secondary data review matrix will be developed, that will clearly highlight the secondary data sources, hyperlinks to the published sources, methodologies used, and key findings of interest to this assessment.

A secondary data review will be carried out using existing reports generated in the last three years, particularly from non-governmental organizations (NGOs), United Nations (UN) agencies, past REACH assessments, and other organizations to inform the research design and triangulate primary data findings. Secondary data sources will target past assessments, and sector-specific needs in Kakuma, especially those focusing on information gaps and needs of communities and development, humanitarian, and government actors in Kakuma. The findings from the secondary data sources will help identify information gaps, adapt best practices from research exercises and determine the most appropriate method to access the information. In addition, findings from the secondary data sources will provide REACH with a clear background of the population of interest and will enable this assessment's findings to be contextualized. Some of the secondary data sources to be reviewed include:

1. [Multi-sectoral needs assessment conducted by REACH Initiative in Kakuma, October 2020](#) - This assessment will provide background information for the information needs identified in Kakuma in 2020.
2. [Information needs assessment in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and Turkana Host Community](#), conducted by FilmAid in 2021. This assessment will provide an overview of information on types of information sources and provide background information for the information needs identified in Kakuma in 2021
3. [Understanding the Socioeconomic conditions of Refugees in Kenya in Kakuma camp](#) report conducted in 2019 by UNHCR. This will help understand some of the socio-economic needs in Kakuma and be triangulated with the possible information needs in the refugee camps.
4. [UNHCR Monthly operational updates](#)- This provides an overview of activities and service delivery carried out in the camps including WASH activities, education interventions, Health services as well as protection and security. The resource will help triangulate primary data collected on needs and access to services in Kakuma as perceived by the community.

3.4 Primary Data Collection

3.4.1 Key informant Interviews with development, humanitarian, and government actors

The KIIs with development, humanitarian and government actors will be conducted through a structured questionnaire. Approximately a total of 40 KIIs will be conducted. The KIIs will be identified using a mix of purposive and convenience sampling strategies by the REACH field officers in coordination with the NRC Kakuma office. First, REACH initiative will present the objectives of the assessment and methodology to the CWC working group in June 2022 to introduce the assessment to the development, humanitarian, and government actors in Kakuma. Thereafter, and with support from the CwC WG, and UNHCR, the REACH field officer will come up with a list of focal persons from development, government, and humanitarian agencies

and write an email to them seeking for appointments to conduct the survey. The survey will target both implementing and operating actors cutting across different sectors and particularly agencies that have been operating in Kakuma in the last one year or longer, Approximately thirty (30) KIs from NGOs and sectoral working groups, five (5) development actors and five (5) government actors will be selected. The target KIs will either be heads of programs or communication focal leads who have vital information about services offered by their respective agencies in Kakuma refugee camps. The three (3) staff members from REACH (Assessment officer, Field Officer, and Database Officer) will conduct face-to-face interviews with development, humanitarian, and government actor KIs. When a decision to take the survey face to face will be made, all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must maintain a minimum of 1.5 metres apart, preferably outdoors or in a well-ventilated room). [IMPACT Initiatives SOPs for collecting data during COVID-19](#) will also be adhered to. If development, humanitarian, and government actors KIs will not be available in-person to be interviewed, they will propose alternative contact persons who will be interviewed. Phone calls will be used to collect data from development, humanitarian, and government actors KIs who might not be available for interviews during the time of data collection.

3.4.1 Key informant Interviews with Refugee camp leaders

A total of 24 KIs will also be conducted with camp chairpersons, zonal/block leaders, and refugee youth leaders. In each camp, one male and one female chairperson, section leader and youth leader will be purposively selected by REACH field officers, with close coordination with other administrative leaders within the camps. A structured questionnaire will be used. The KIs will be contacted, and the purpose of the assessment will be explained to them and then they will be requested to offer REACH an appointment for the data collection. The KIs will take face-to-face surveys or through phone interviews in case they are unable to find time for the interviews within the duration of data collection.

3.4.2 Focus Group Discussions (FGDs).

REACH will conduct a total of 16 FGDs, two in each of the camps (Kakuma 1, Kakuma 2, Kakuma 3, and Kakuma 4 camps). To ensure refugees from different nationalities are represented, two FGDs will be conducted in each camp and will include adult men (18 years and above), adult women (18 years and above), selected from not more than three nationalities that speak a common language. Where possible, persons with disabilities will be incorporated into the FGDs. FGD participants will be purposively sampled, and a semi-structured questionnaire will be used to guide the discussion. To incorporate views of special community groups, the questionnaire will include specific questions about the information needs of children, the youth, older persons, and persons with disabilities. Enumerators who will be trained to conduct KIs in the camps and with support from camp leaders will assist REACH field officers in identifying FGD participants and planning for the appropriate venues for the FGDs. The FGD participants, through their camp leaders, should agree and inform the REACH field officers on the appropriate time for starting and ending the FGD sessions, to ensure that all participants arrive in good time for the FGD session. Each FGD will consist of six to eight participants and the FGDs will be conducted in a spacious place, taking the

shortest time possible. Participants will maintain social distance; they will wash their hands and wear face masks to reduce the risk of contracting or spreading COVID-19. In addition, [IMPACT Initiatives SOPs for collecting data during COVID-19](#) will be adhered to. FGD sessions will be facilitated at a pace that will allow the note taker to capture detailed notes. At the end of every FGD, enumerators will fill a debrief form that will be reviewed within 24 hours of the event.

3.5 Processing & Analysis of the KI (structured) data.

All data from KIIs will be entered into Kobo Collect and uploaded daily onto the Kobo server. Daily data cleaning will be conducted by the database officer to identify potential errors and anomalies as established in [IMPACT's Data Cleaning Minimum Standards Checklist](#). The outcomes of the data quality checks will form a basis for debriefing the enumerators before further data collection. On finalization of data cleaning, KI data will be analyzed through statistical software (either R or excel) and will include descriptive statistics in addition to more advanced statistical analysis where appropriate.

3.6 Analysis of FGDs (semi-structured data)

Notes taken from the FGDs will be typewritten for ease of digital storage and use at the analysis stage. A simple debrief form will be filled out by the facilitation team immediately after the discussion that will then be triangulated with the data in the transcripts. Data analysis will be conducted on mutually established indicators from the FGDs following the [IMPACT minimum standards checklist for semi-structured data processing](#) and analysis by filling in the data saturation grid in MS Excel.

Once initial data analysis has been done, the findings from the KIIs, and FGDs will be discussed and contextualized with relevant partners during a joint analysis workshop and one situation factsheet will be prepared. Findings from the FGD will be representative at the camp level while findings from KIIs will be indicative.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	Yes/ No	Details if no (including mitigation)
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	We shall engage CwC working groups, FilmAid Kenya, UNHCR, NRC and other partners.
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	Yes	We will seek consent of KIs and FGD participants before interviews and FGD discussions respectively.
... Does not expose data collectors to any risks as a direct result of participation in data collection?	No	To minimize the risk all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must stand a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). IMPACT Initiatives SOPs for collecting data during COVID-19 will also be adhered to.
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	No	To minimize the risk all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must stand a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). IMPACT Initiatives SOPs for collecting data during COVID-19 will also be adhered to.

<p>... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatizing for research participants (both respondents and data collectors)?</p>	<p>No</p>	<p>The information that will be asked will neither be intrusive nor sensitive. Information will be on the information needs of community members</p>
<p>... Does not involve data collection with minors i.e. anyone less than 18 years old?</p>	<p>No</p>	<p>All participants for KIIs and Focus Group Discussions will be eighteen years and older.</p>
<p>... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?</p>	<p>No</p>	<p>The survey also targets FGDs with persons with special needs/persons living disabilities. The objective is to get diverse perceptions regarding information needs of the refugee community. FGD facilitators will be trained to adapt a discussion environment that considers the needs of this special groups.</p>
<p>... Follows IMPACT SOPs for management of personally identifiable information?</p>	<p>Yes</p>	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities.

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
<i>Research design</i>	Assessment Officer	Senior Assessment Officer	IMPACT HQ Research Design and Data Unit (RDDU), GIS Officer, UNHCR	HQ RDDU, Country coordinator, NRC
<i>Supervising data collection</i>	Senior Field Officer	Assessment Officer	IMPACT HQ RDDU, IMPACT HQ Research Manager, IMPACT HQ GIS Officer	Country coordinator
<i>Data processing (checking, cleaning)</i>	Senior Field Officer, Data Base Officer	Senior Assessment Officer	IMPACT HQ RDDU, Research Manager	Country Coordinator.
<i>Data analysis</i>	Database Officer, GIS Officer	Assessment Officer	Research Manager, RDDU, UNHCR	Country coordinator, NRC
<i>Output production</i>	GIS Officer, Assessment Officer	Senior Assessment Officer	Research Manager, IMPACT HQ Reporting Unit (RRU), UNHCR	Country coordinator, NRC
<i>Dissemination</i>	Assessment Officer	Senior Assessment Officer	Research Manager, IMPACT HQ Communications Officer, UNHCR	Country coordinator, NRC
<i>Monitoring & Evaluation</i>	Assessment Officer	Senior Assessment Officer	Research Manager, IMPACT HQ Research Department UNHCR	Country coordinator, NRC
<i>Lessons learned</i>	Assessment Officer	Senior Assessment Officer	Research Manager, IMPACT HQ Research Department UNHCR	Country coordinator, NRC

Responsible: the person(s) who executes the task

Accountable: the person who validates 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

6. Data Analysis Plan

Available upon request:

7. Data Management Plan

Administrative Data			
Research Cycle name	<i>Information needs assessment, Kakuma Refugee camps.</i>		
Project Code	24EPB		
Donor	ECHO		
Project partners	NRC		
Research Contacts	<i>Pieter De Schepper - pieter.de-schepper@reach-initiative.org</i>		
Data Management Plan Version	<i>Date: 01/06/2022</i>	<i>Version: V1</i>	
Related Policies			
Documentation and Metadata			
What documentation and metadata will accompany the data? <i>Select all that apply</i>	<input checked="" type="checkbox"/>	Data analysis plan	<input checked="" type="checkbox"/> Data Cleaning Log, including: <input type="checkbox"/> Deletion Log <input checked="" type="checkbox"/> Value Change Log
	<input type="checkbox"/>	Code book	<input type="checkbox"/> Data Dictionary
	<input type="checkbox"/>	Metadata based on HDX Standards	<input type="checkbox"/> [Other, Specify]
Ethics and Legal Compliance			
Which ethical and legal measures will be taken?	<input checked="" type="checkbox"/>	Consent of participants to participate	<input type="checkbox"/> Consent of participants to share personal information with other agencies
	<input type="checkbox"/>	No collection of personally identifiable data will take place	<input checked="" type="checkbox"/> Gender, child protection and other protection issues are taken into account
	<input checked="" type="checkbox"/>	All participants reached age of majority	<input type="checkbox"/> [Other, Specify]
Who will own the copyright and Intellectual Property Rights for the data that is collected?	<i>IMPACT initiatives</i>		
Storage and Backup			
Where will data be stored and backed up during the research?	<input checked="" type="checkbox"/>	IMPACT/REACH Kobo Server	<input type="checkbox"/> Other Kobo Server: <i>[specify]</i>
	<input type="checkbox"/>	IMPACT Global Physical / Cloud Server	<input type="checkbox"/> Country/Internal Server
	<input type="checkbox"/>	On devices held by REACH staff	<input type="checkbox"/> Physical location <i>[specify]</i>
	<input type="checkbox"/>	[Other, Specify]	
Which data access and security measures have been taken?	<input checked="" type="checkbox"/>	Password protection on devices/servers	<input checked="" type="checkbox"/> Data access is limited to <i>REACH staff</i>
	<input type="checkbox"/>	Form and data encryption on data collection server	<input type="checkbox"/> Partners signed an MoU if accessing raw data
	<input type="checkbox"/>	[Other, Specify]	
Kobo Access Rights			
Kobo Access	Person	Account Name	

View Form	<i>enumerators</i>	Reach_enum
View and Edit Form	<i>Amos Leaduma</i>	<i>Reach_kenya</i>
View Form and Submit Data	<i>enumerators</i>	Reach_enum
Download Data	<i>Amos Leaduma</i>	Reach_kenya
Raw Data Access Rights		
Raw Data Access	Reason	Person
Accountable	Accountable	<i>Reach_kenya</i>
Access		
Preservation		
Where will data be stored for long-term preservation?	<input checked="" type="checkbox"/> IMPACT / REACH Global Cloud / Physical Server	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/> REACH Country Server	<input type="checkbox"/> [Other, Specify]
Data Sharing		
Will the data be shared publically?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No, only with mandating agency / body
Will all data be shared?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No, only anonymized/ cleaned/ consolidated data will be shared
	<input type="checkbox"/> No, [Other, Specify]	
Where will you share the data?	<input checked="" type="checkbox"/> REACH Resource Centre	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/> Humanitarian Response	<input type="checkbox"/> [Other, Specify]
Data protection risk assessment		
Have you completed the Indicators Risk Assessment table below?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No, no information that potentially allows identification of individuals is to be collected.
	[Please complete the first 4 columns in the Indicators Risk Assessment table below]	

8. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	x Yes
		# of downloads of x product from Relief Web	Country request to HQ		x Yes
	Number of individuals accessing IMPACT services/products	# of downloads of x product from Country level platforms	Country team		X Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		xYes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		x Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Somalia HNO 2021 Norwegian Refugee Council (NRC) regional advocacy strategy.
		# references in single agency documents			Comprehensive Refugee Response Framework - Kenya
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback and Usage_Survey template	Decisions made and implemented on the basis of the assessment – to be checked with operational and donor partners to ask what actions they took on the basis of the findings and recommendations

	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived usefulness and influence of IMPACT outputs			This assessment may also be included in a usage survey of partners if one is conducted in the future.
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs <i>(providing resources, participating to presentations, etc.)</i>	# of organisations providing resources (i.e. Staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	x Yes
		# of organisations/clusters inputting in research design and joint analysis			x Yes
		# of organisations/clusters attending briefings on findings;			x Yes

Annex 1: Dissemination plan

In order to develop a comprehensive ToR, the dissemination plan needs to be filled during the ToR development stages and refined throughout the implementation of the research. Don't be discouraged if at first you cannot fill-out every component of this planning tool, as this tool and related questions should be considered as a working document to help you develop and modify your strategy, as your dissemination efforts and priorities evolve. For example, it will be rather straight forward to identify your stakeholders at ToR design phases, but you will be able to provide a precise message only once the findings of the assessments have been finalised. This is why you may want to work back and forth between questions as your thinking develops, as the context changes and as findings from your work are finalised.

A. Key events and planning dates of the broader humanitarian community, which should be taken into consideration when developing the dissemination plan:

	Internal Planning dates	External Milestones
January		
February		
March		
April		
May		
June	Designing of the research	
July	Field work preparation and testing of tools Start and completion of data collection	
August	Data analysed	
September	Preliminary findings of the assessment released and discussed in a joint analysis workshop to inform the development of the factsheets	Presentation of the research design to CWC working group
October	Assessment factsheet published to IMPACT repository and relief web, Final presentation of the assessment findings	Presentation of the assessment findings to CWC working group and implementing partners in Kakuma
November		
December		

B. Dissemination plan:

#	Products	Message	Stakeholders	Means of dissemination	Purpose	Responsible	Timeframe
Information needs assessment, Kakuma							
<p>Program goal: This research aims to identify the primary informal and formal information sources accessible to refugees, and perceptions of their accuracy and trustworthiness, as well as identifying gaps in knowledge of feedback channels and understanding specific information needs in Kakuma in order to inform programming.</p>							
1.	Kakuma Information needs assessment situation overview.	The primary informal and formal information sources accessible to the community living in Kakuma refugee camps, and perceptions of their accuracy and trustworthiness.	UN agencies, NGOs, government actors in Kakuma	Joint analysis workshops Sharing findings via emails In-person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	October 2022
		The effectiveness of particular information dissemination mechanisms used by humanitarian and government actors in Kakuma refugee camps.	UN agencies, NGOs, government actors in Kakuma	Joint analysis workshops Sharing findings via emails In-person presentations	To inform stakeholders in their planning of dissemination of information		October 2022
		How the information disseminated is used in decision-making by the community living in Kakuma at different levels.	UN agencies, NGOs, government actors in Kakuma	Joint analysis workshops Sharing findings via emails In-person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	October 2022

		The specific information needs of the community living in Kakuma.	UN agencies, NGOs, government actors in Kakuma	<p>Joint analysis workshops</p> <p>Sharing findings via emails</p> <p>In person presentations</p>	To inform stakeholders in their planning of dissemination of information	<p>Assessment team</p> <p>Coordination</p>	October 2022
		Feedback channels used by humanitarian and government actors in Kakuma.	UN agencies, NGOs, government actors in Kakuma	<p>Joint analysis workshops</p> <p>Sharing findings via emails</p> <p>In person presentations</p>	To inform stakeholders in their planning of dissemination of information	<p>Assessment team</p> <p>Coordination</p>	October 2022

THE END.