## **Research Terms of Reference**

**Neighbourhood Dynamics and Protection Needs – Gargaresh, Tripoli** LBY2102

Libya

March 2021 V2



## 1. Executive Summary

Country of	Libyo							
Country of intervention	Libya							
		Natural disaster	Х	Conflict		Other (enecify)		
Type of Emergency					X	Other (specify)		
Type of Crisis	<u> </u>	Sudden onset		Slow onset	^	Protracted		
Mandating Body/	Prote	ction Sector						
Agency	4454	V						
IMPACT Project Code	14EA	X						
Overall Research	00/04	10004 1 40/04/0004						
Timeframe (from	29/01	29/01/2021 to 12/04/2021						
research design to final								
outputs / M&E)  Research Timeframe	1 Dil	1. Pilot/ training: 04/03/2021 6. Preliminary presentation: 05/04/2021						
Add planned deadlines		art collect data: 05/03/2021			• •	alidation: 05/04/2021		
(for first cycle if more than		ta collected: 19/03/2021		8. Outputs p				
1)								
,		4. Data analysed: 26/03/2021 9. Final presentation: 12/04/2021						
Number of	X	5. Data sent for validation: 26/03/2021						
		Single assessment (one cy		ma avala)				
assessments		Multi assessment (more tha		• '				
		[Describe here the frequent	Cy C					
Humanitarian	Miles	tone		Deadline	Deadline			
milestones		Donor plan/strategy		//				
Specify what will the		Inter-cluster plan/strategy	//					
assessment inform and when	Χ	Cluster plan/strategy		March/April	March/April monthly meeting for Protectio			
e.g. The shelter cluster		, ,,,		Sector	,			
will use this data to draft		NGO platform plan/strategy	/	//				
its Revised Flash Appeal;		Other (Specify):		//				
Audience Type &	Audi	ence type		Disseminat	ion			
Dissemination Specify	X Stra	ntegic				ing (e.g. mail to NGO		
who will the assessment	X Pro	ogrammatic			•	ipants; Donors)		
	/ 110				X Cluster Mailing (Education, Shelter and WASH)			
inform and <b>how</b> you will								
inform and <b>how</b> you will disseminate to inform the audience	Х Оре	erational vocacy				cation, Shelter and WASH) lings at next cluster		
disseminate to inform the	Х Оре	erational		and presentat meeting	tion of find			

	□ [Other, Specify]							
Detailed	X Yes – this will be done through the   No							
dissemination plan	protection sector.							
required								
General Objective	This rapid assessment aims to inform immediate and future multi-sectoral humanitarian							
	response planning <sup>1</sup> for migrants and refugees <sup>2</sup> residing in urban centres, with a focus on							
	recent arrivals, <sup>3</sup> by enhancing understanding of neighbourhood and community dynamics,							
	alongside current shelter needs and conditions, local protection concerns and availability							
	and accessibility of basic services <sup>4</sup> in the Gargaresh neighbourhood in western Tripoli.							
Specific Objective(s)	<ol> <li>To evaluate the accessibility and availability of key public services and infrastructure (focus on water, electricity, health clinics, education) with a specific focus on safe and dignified access</li> <li>To assess the accessibility and availability of housing for new arrivals, as well as shelter conditions (enclosure issues, as well as housing, land and property – rental agreements, contracts, pricing and eviction threats)</li> <li>To understand the degree to which community networks5 exist within the neighbourhood to support migrants and refugees, particularly new arrivals in the area, and how these networks cope with / absorb new arrivals</li> <li>To explore the percieved safety and security mechanisms and resources within migrant and refugee communities; looking in particular at relationships with different members of the host community (such as landlords).</li> <li>To explore the protection incidents and concerns among migrants and refugees in the neighbourhood, particularly those recently arrived.</li> <li>To explore how each of the above mentioned themes interact with gender, nationality, time of arrival and nature of arrival (i.e. if residents arrived individually as part of sporadic escapes from detention centres, or as a group as part of a group release).</li> </ol>							
Research Questions	1.1 What key public services (schools, hospitals) are available and accessible in the neighbourhood? How does this compare to those who have been residing in the neighbourhood prior to December 2020?  a. Can recent arrivals access healthcare services? If so, where?							
	<ul><li>a. Can recent arrivals access healthcare services? If so, where?</li><li>b. Can recent arrivals access education services? If so, where?</li><li>c. What are the barriers for safe, dignified and meaningful access to those services?</li></ul>							

<sup>&</sup>lt;sup>1</sup> Particularly by migration, protection and shelter and non-food items (SNFI) actors.

<sup>&</sup>lt;sup>2</sup> Throughout this document and unless the distinction is clearly made, "migrants and refugees" will be used to refer to all individuals involved in the mixed migration flows (including, but not limited to, asylum seekers, trafficked persons, smuggled, economic migrants, and refugees)

<sup>&</sup>lt;sup>3</sup> For the purpose of this assessment, recent arrivals will be defined as those who have arrived to the urban environment of the Gargaresh neighbourhood since December 2020. This month was characterized by one of the largest and last recorded arranged releases from a detention centre (DC) in the area of Zintan, with the majority of those released settling in the neighbourhood of Gargaresh.

<sup>&</sup>lt;sup>4</sup> This assessment will particularly look at the availability of and access to healthcare, education, and housing. While evaluating the conditions of the latter, access to and availability of water and electricity will also be assessed.

<sup>&</sup>lt;sup>5</sup> In this context, community networks can refer to institutional, organisational and intra-and extra-community ties and connections often relied upon or used by migrants and refugees as a source of assistance, resources, and access to services facilitation.

- d. What coping mechanisms, if any, are adopted by new arrivals in response to a lack of access to key public services?
- 1.2 What housing options exist for recent arrivals in Gargaresh? How does this compare to those who have been residing in the neighbourhood prior to December 2020?
  - a. What housing situation do new arrivals commonly live in?
  - b. Do recent arrivals have access to piped drinking water in their accommodation? If not, how do they access water?
  - c. Do recent arrivals have access to electricity in their accommodation? If not, how do they access electricity?
  - d. What arrangements do recent arrivals to Gargaresh have with landlords?
  - e. What are the barriers to accessing the rental market and related coping strategies?
  - f. What is the average price of rental accomodation in the neighbourhood for an individual?
  - g. Do new arrivals face difficulty in paying rent? If not, what coping strategies, if any, do they adopt?
  - h. Do new arrivals ever face eviction from accomodation? If yes, what consequences do these have on their mobility and overall wellbeing?
- 1.3 What community networks (if any) exist in Gargaresh to support new arrivals?
  - a. What support do these networks provide? (e.g. lending money or supplies, providing advise and information)
  - b. What strategies (if any) do these networks have for absorbing new arrivals?
  - c. What support is provided specifically to unaccompanied minors (including gender considerations where appropriate)?
  - d. What support is provided specifically to female headed households?
  - e. What support is provided specifically to persons with disabilities?
- 1.4 What are the percieved safety and security mechanisms and resources used by migrant and refugee communities?
  - a. What role, if any, do community members play in providing safety and security to the migrants and refugees?
  - b. What are the self-protection mechanisms the communities apply?
  - c. How can these be strengthened by humanitarian action?
- 1.5 What is the protection environment like for new arrivals to Gargaresh?
  - a. What protection concerns (if any) do new arrivals have? Do these concerns prevent people from accessing services or pursuing opportunities?
  - b. How do individuals build their self reliance?
  - c. What protection incidents (if any) do new arrivals experience?

### **Geographic Coverage**

Gargaresh neighbourhood in Tripoli. Additional neighbourhoods may also be covered if they contain key services or infrastructure that those residing in Gargaresh rely upon, such as hospitals or the offices of humanitarian organisations.

# Secondary data sources

The Refugee Self Reliance Iniative, <u>Self-Reliance Index: Indicators to Measure Progress Towards Self Reliance</u>.

The Danish Refugee Council, Protection Monitoring in Urban Areas: Migrants, Asylum Seekers and Refugees, monthly reports (2020, 2021) (Limitied dissemination)

REACH, <u>Protection Monitoring of Vulnerable Communities in Tripoli During Covid-19</u>, 2020.

IOM, Closely Knit: An Assessment on Migrants Social Networks in Libya, 2020.

MSF, Conflict and COVID Adds Up to a Crisis Within a Crisis in Libya, June 2020.

Amnesty International, <u>Between Life and Death: Migrants and Refugees Trapped in a Cycle of Abuse in Libya</u>, 2020.

MMC, What makes Migrants and Refugees Vulnerable to Detention in Libya, 2020.

Arezo Malakooti, The Political Economy of Migrant Detention in Libya, April 2019

Population(s)		IDPs in camp				IDPs in informal sites			
Select all that apply		IDPs in host communities				IDPs [Other, Specify]			
		Refugees in camp				Refugees in informal sites			
		Refugees in host communi	ties			Refugees [Othe	er, S	Specify]	
		Host communities			Χ	Migrants and re	efu	gees residing in urban	
						settings in the	nei	ghbourhood of	
						Gargaresh			
Stratification		Geographical #:		Grou	•			[Other Specify] #:	
Select type(s) and enter		Population size per strata		natio				Population size per	
number of strata		is known? □ Yes □ No				ion size per		strata is known?	
						known?		□ Yes □ No	
				□ Ye		X No			
Data collection tool(s)	X	Structured (Quantitative)			X	(-,			
	Samp	oling method			Data collection method				
Semi-structured data	X Purp	oosive			X Key informant interview with staff of				
collection tool (s) # 1	X Sno	owballing			humanitarian organisations active in the				
	□ [Ot	her, Specify]			Gargaresh neighbourhood (Target #): 5-10				
					□ Individual interview (Target #):				
					□ Focus group discussion (Target #):				
						[Other, Specify] (Target #):			
Semi-structured data	V D	en a civa			v	Vov informant into	- m /i	ou with representatives of	
II 4' 4 I (-) # O	X Purposive			X Key informant interview with representatives of					
collection tool (s) # 2						•			
collection tool (s) # 2	□ Sno	owballing			the	assessed migrar	nt a	nd refugee communities	
collection tool (s) # 2	□ Sno				the	•	nt a	_	
collection tool (s) # 2	□ Sno	owballing			the (Ta	e assessed migrar arget #): 8-15 (2-3	nt a s pe	_	
collection tool (s) # 2	□ Sno	owballing			the (Ta	e assessed migrar arget #): 8-15 (2-3 Individual intervie	nt a pe w (	r nationality)	

<sup>&</sup>lt;sup>6</sup> The nationalities that will form the focus of this assessment are Malians, Sudanese, Eritreans, Ethiopians, and Somalis. These nationalities were selected due to their important presence in Tripoli and the Gargaresh neighbourhood, their heightened vulnerability to protection risks (particularly to detention) in Libya and to ensure the living conditions and experiences of communities from two different sub-Saharan African regions – West and East Africa – are explored and represented, among other factors.

Target level of precision if probability sampling	N/A % level of confidence			N/A +/- % margin	N/A +/- % margin of error			
Data management platform(s)	Х	IMPACT	□ UNHCR	□ UNHCR				
		[Other, Specify]						
Expected ouput	Х	Situation overview #: 1		Report #:		Profile #:		
type(s)	X	Presentation (Preliminary findings) #: 1	X	Presentation (Final) #: 1		Factsheet #:		
		Interactive dashboard #:_		Webmap #:		Map #:		
		[Other, Specify] #:						
Access		Public (available on REAC	H re	source center and other	r hui	manitarian platforms)		
	X	Restricted (bilateral dissempublication on REACH or continuous)		tion only upon agreed dissemination list, no r platforms)				
Visibility Specify which	REA	СН						
logos should be on	Don	or: ECHO						
outputs	Coo	rdination Framework: Prote	ctio	n Sector				
	Part	ners: N/A						

#### 2 Rationale

#### 2.1 Background

Located in western Tripoli, Gargaresh neighbourhood is known to be a destination for migrants and refugees who have recently escaped or been released from Detention Centres across western Libya. Over the past 12 months, there have been several documented cases of migrant death or injury in the area,<sup>7</sup> arising from a lack of sufficient healthcare and a volatile security situation. The protection concerns are further compounded by high levels of organised crime and smuggling activities, and – due to their circumstance – migrants who have recently left detention are particularly vulnerable to rights abuses, such as exploitation and further arbitrary detention. Despite this grievous situation, the humanitarian response in the area is often challenged by access constraints and a lack of coordination. The combination of these challenges resulted in informational gaps and an overall lack of understanding of the living situation of migrants of refugees, particularly those who recently arrived in the neighbourhood, hindering the planning and coordination of a response by actors active in the area.

#### 2.2 Intended impact

The intended impact of this rapid assessment is twofold. Firstly, it aims to improve understanding of the availability and accessibility of basic services migrants and refugees in Gargaresh, raise awareness of dynamics in the neighbourhood, highlight multi-sectoral needs and response gaps, so to inform the response and coordination efforts among those actors present.<sup>8</sup> Secondly, it endeavours to strengthen advocacy efforts around the living conditions of migrants and refugees in Libyan urban settings with donors to inform funding decisions.

### 3 Methodology

#### 3.1 Methodology overview

<sup>&</sup>lt;sup>7</sup> Key informant interviews conducted by REACH as part of an ongoing third-party monitoring exercise.

<sup>&</sup>lt;sup>8</sup> The information gathered through this assessment will also help contribute toward the strategies of the protection and shelter and non-food items (SNFI) sectors.

This will be a qualitative rapid assessment, with data collected in two phases. First, **semi-structured KIIs** will be conducted **with humanitarian actors** active in the neighbourhood of Gargaresh to get an initial understanding of the humanitarian operations and the and the living conditions of migrants and refugees in the neighbourhood. Findings from this phase, will help inform the design of the tool for the second phase of data collection, which will involve **semi-structured KIIs with representatives of 5 migrant and refugee communities** – Malians, Sudanese, Eritreans, Ethiopians, and Somalis. Respondents from both groups will be identified through purposive and snowballing sampling methods.

REACH will ensure that data collection is conducted in a manner that prioritises the necessary precautionary measures to prevent risks associated with COVID- 19, following Impact's <u>SOPs and guidelines on data collection during COVID-19</u>. For this, and accounting for the volatile security situation in Gargaresh, data will be collected remotely, through phone calls.

#### Population of interest

The geographical area of interest for the assessment is the neighbourhood of Gargaresh. Additional neighbourhoods may also be included in the assessment if key infrastructure or services that Gargaresh residents rely upon are located there. In terms of the population of interest, the assessment will cover 5 migrant and refugee communities residing in the neighbourhood, with a particular focus on those who have recently left detention centres. The assessed communities will be Malians, Ethiopians, Somalis, Eritreans and Sudanese.

#### Secondary data review

A secondary data review (SDR) was carried out with the aim of compiling the findings of relevant studies and news articles on the situation of migrants and refugees in Tripoli, particularly in the neighbourhood of Gargaresh and triangulating the results of primary data collection. Findings from the SDR will firstly help guide the definition of the research questions and overall methodology, the choice of indicators and the development of data collection tools. Secondly, at the analysis and output production stages, they will be contrasted with findings from the primary data collection and used for triangulation purposes.

While limited Gargaresh-specific secondary data was found, below is a list of the sources consulted:

- The Refugee Self Reliance Iniative, Self-Reliance Index: Indicators to Measure Progress Towards Self Reliance.
- The Danish Refugee Council, Protection Monitoring in Urban Areas: Migrants, Asylum Seekers and Refugees, monthly reports (2020, 2021) (Limited dissemination)
- REACH, Protection Monitoring of Vulnerable Communities in Tripoli During Covid-19, 2020.
- IOM, Closely Knit: An Assessment on Migrants Social Networks in Libya, 2020.
- MSF, Conflict and COVID Adds Up to a Crisis Within a Crisis in Libya, June 2020.
- Amnesty International, <u>Between Life and Death: Migrants and Refugees Trapped in a Cycle of Abuse in Libya</u>, 2020.
- MMC, What makes Migrants and Refugees Vulnerable to Detention in Libya, 2020.
- Arezo Malakooti, <u>The Political Economy of Migrant Detention in Libya</u>, April 2019

#### 3.2 Primary Data Collection

This assessment will adopt a qualitative methodology, with data collection carried out in two phases:

The first phase involves **semi-structured KIIs with humanitarian actors** present/ active in the neighbourhood of Gargaresh. These include CSO, NGO or UN agency staff who are knowledgeable about the situation of migrants and refugees in the area. As information on the topic is quite scarce, findings from these KIIs will provide an overview of the humanitarian operations, the community networks dynamics and housing situation of migrants and refugees in the

neighbourhood. These findings will help inform the design of the tool and indicators for the following phase. Depending on the availability and presence of humanitarian actors in the neighbourhood, 5 to 10 interviews will be conducted with respondents from this group.

The second phase will consist of semi-structured KIIs with representatives of migrant and refugee communities from the assessed countries of origin who can provide expert knowledge on their community's experience and needs. KIs will be selected using purposive and snowballing techniques on the basis of their knowledge of, and/or status within, and/or access to migrant and refugee communities in the neighbourhood. REACH will rely on its existing network of key informants and will conduct further scoping if necessary to identify potential community representative respondents. Findings from this phase will improve understanding/ further explore the availability and accessibility of key public services, housing options and conditions, community networks and the protection environment of migrants and refugees in the assessed neighbourhood. Five migrant and refugee communitiesd will be assessed for the purpose of this assessment, being Malians, Ethiopians, Somalis, Eritreans and Sudanese. The latter have been selected based on their important presence in Tripoli and specifically in the neighbourhood of Gargaresh, their documented vulnerability to protection risks (particularly to detention) in Libya, the diversity of the regions<sup>9</sup> from which they originate and/or the programmatic interests of key stakeholders. Two to three community representatives from each ountry of origin will be interviewed

Below is a summary of the stratification for the key informant interviews with community representatives:

Country of origin of the community representative	Number of Klls
Mali	2 - 3
Sudan	2 - 3
Ethiopia	2 - 3
Eritrea	2 - 3
Somalia	2 - 3
Total	8 - 15

Data collection will be carried out by experienced REACH field staff in Tripoli, who will be receiving a thorough training, via Skype, on the research's objectives and data collection methods. To ensure everyone's safety, and as enumerators are unable to collect face-to-face surveys owing to movement restrictions and social distancing measures imposed as part of the national response to COVID-19 in Libya, data collection will be conducted remotely through phone calls and following IMPACT's SOPs and guidelines on data collection during COVID-19.

When cleaning the incoming interviews, data saturation will be monitored on a daily basis in accordance with <a href="MPACT's Minimum Standards">MINIMUM Standards for Qualitative Data Analysis Checklist</a>. If saturation is not reached through the data collected from the community representatives or if additional topics emerge that require further exploration, REACH will consider carrying out individual interviews with migrants and refugees from the selected countries of origin to address any potential discrepancies in the findings and/or delve deeper into the emerging issues.

Following the preliminary analysis of the data, key constatation will be presented to the relevant humanitarian stakeholders, most likely during the protection sector coordination meetings, to highlight the most pressing needs and most acute protection concerns of migrants and refugees in the Gargaresh neighbourhood. Upon completion of the analysis and drafting of the output, a final presentation will be given to concerned actors to go through the assessment's findings. Following that, REACH will aim to set up a workshop/ brainstorming session to jointly formulate actionable recommendations in order to support the humanitarian response in Gargaresh. The goal of this workshop is to evaluate the capacity of humanitarian actors to respond in the Gargarash neighbourhood, particularly to:

<sup>&</sup>lt;sup>9</sup> The two regions of origin are East and West Africa. Migrants and refugees from each region have distinctive sociocultural traits and migratory backgrounds and journeys, potentially impacting their living conditions and their vulnerability to protection risks in Libya.

- 1. Assess the level of access that humanitarian oranization have in Gargaresh neighbourhood
- 2. Assess the type of response humanitarian actors are able to provide
- 3. Conduct a do no harm analysis of potential responses, ensuring that the assistance provided does not have any unintended or negative impact on neighbourhood residents and vulnerable populations.

#### 3.3 Data Processing & Analysis

Interviews will be conducted using questionnaires filled out manually by REACH field staff in Libya and transcribed using Word software.

Following each interview, the notes will be translated (if not already transcribed in English) and shared with the REACH office in Tunis where they will be cleaned on a daily basis – checked for any inconsistencies, mistakes or lack of clarity and contrasted with available relevant secondary data – and added to a centralised dataset for each respondent group. Data processing will be carried out by the Project Officer (PO) in adherence to IMPACT Initiatives' <a href="IMPACT Data Cleaning Minimum standards">IMPACT Data Cleaning Minimum standards</a>.

Qualitative data processing and analysis will follow <u>IMPACT's Minimum Standards for Qualitative Data Analysis Checklist</u> and will involve producing a <u>Data Saturation And Analysis Grid (DSAG)</u> throughout data collection. The analysis will be done using the software Microsoft Excel based on the following criteria:

- **Frequency:** the analysis will take into account the number of times a piece of information was reported by respondents. Given the non-probability nature of the sample, these findings will be considered indicative only.
- Specificity and extensiveness: while taking into account the bias of respondents, interviews which contain more
  detailed accounts with information that can be verified through secondary sources will be treated as more relevant
  if contradicting with other information collected during primary data collection.

All data cleaning, processing and analysis will be performed following IMPACT's guidelines and SOPs.

### 4 Key ethical considerations and related risks

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

The proposed research design	Yes/ No	Details if no (including mitigation)
Has been coordinated with relevant stakeholders to <b>avoid</b> unnecessary duplication of data collection efforts?	YES	
Respects respondents, their rights and dignity (specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided)?	YES	
Does not <b>expose data collectors to any risks as a direct result</b> of participation in data collection?	YES	
Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	YES	

Does not involve <b>collecting information on specific topics which may be stressful and/ or re-traumatising</b> for research participants (both respondents and data collectors)?	YES	
Does not involve <b>data collection with minors</b> i.e. anyone less than 18 years old?	YES	
Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	NO	Given the affected community, there is a likelihood that those interviewed will have been victims of protection incidents; all data collection with such community members will be carried out by trained REACH field staff or through trained service providers
Follows IMPACT SOPs for management of <b>personally</b> identifiable information?	YES	

## 5. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Manager	Assessment Manager	Country Coordinator Research Design & Data unit (RDDU)	Protection Sector (and related partner task force)
Supervising data collection	Operations Manager	Assessment Manager	Country Coordinator	Protection Sector (and related partner task force)
Data processing (checking, cleaning)	Project Officer	Operations Manager	Assessment Manager Research Design & Data unit (RDDU)	Country Coordinator
Data analysis	Assessment Manager	Assessment Manager	Country Coordinator Research Design & Data unit (RDDU)	Protection Sector (and related partner task force)
Output production	Assessment Manager	Assessment Manager	Country Coordinator Research Reporting Unit (RRU)	Protection Sector (and related partner task force)
Dissemination	Protection Sector	TBD	HQ Communications	

Monitoring & Evaluation	Assessment Manager	Assessment Manager	Country Coordinator	ACTED CD
Lessons learned	Assessment Manager	Assessment Manager	Country Coordinator	ACTED CD

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

## 5 Data Analysis Plan

### TOOL 1: KIIS WITH HUMANITARIAN WORKERS

Research questions	SUB Q#	Sub-question	Questionnaire QUESTION	Responses/ Probes	Data collecti on method	Key disaggregati on (Group types)
	1.1	Enumerator Information	Enumerator ID	ID	KII	N/A
	1.2	KI Respondent nationality	What is your nationality of origin?		KII	N/A
1.	1.3	KI Organisation	What organisation are you currently with?		KII	N/A
	1.4	KI position in organisation	What is your position within the organisation			
	1.5	KI length of employment in organisation	How long have you worked in the organisation?		KII	N/A
2. What is the context of humanita rian and organisati onal	2.1	What is the state of humanitarian services/assistance access for migrants/refugees in Gargaresh?	In brief – what services does your organisation provide in Gargaresh, and to who (selection criteria)?		KII	<ul><li>Nation ality</li><li>Gende r</li></ul>
assistanc e in			How often are these services provided to			

Corcore			the community in			1
Gargares h?			the community in Gargaresh?			
			What factors could impact your organisation's ability to continue providing these services?	Specify means of transport		
			Does your organisation make referrals to other NGOs/service providers?			
			a.Do you think this process is efficient and serving the most in need? Why or why not?			
			b.What are the main obstacles your organisation faces when making referrals?			
			Is there a functioning complaints and response mechanism known to the community? Is it available to all including those who do not speak Arabic, English?	Eg. persons with disabilities?		
			Do you see any gaps in current service provision for this community? If yes, what are the challenges to filling these gaps?			
3. What are the housing		llau da	How do migrants/refugees find a place to live in Gargaresh?			
options available for migrants and refugees in Gargares	3.1	How do migrants/refugees find a place to live in Gargaresh?	How does this differ by gender? What is driving these differences?		KII	➤ Nation ality ➤ Gende r
h?			Is this the same for migrants/refugees who have just arrived			

		in Gargaresh – for example those recently released from detention centres (such as Zintan)?			
		Are there any other differences (sub-groups) we should take into account, in order to understand the housing situation of migrants/refugees in Gargaresh?	Eg. people with disabilities		
		If not covered in previous answers: Are there particular sub-groups that are less likely to find immediate shelter?  i. If yes, which groups	Eg. Which streets, building types, sections? etc.		
		and why?  If not covered in previous answers: Are there particular sub-groups that are less likely to find long term housing?			
		i. If yes, which groups and why?			
3.2	What is the typical housing situation for migrants/refugees/as ylum seekers in Gargaresh?	describe the typical housing situation for migrants/refugees/as ylum seekers in Gargaresh?	Accommodation type: privately rented accommodation , connection houses (houses managed by smuggling networks), outdoors/unfinis hed buildings, shelters provided by INGOs/CSOs;	KII	<ul><li>Nation ality</li><li>Gende r</li></ul>
		Are there any differences in the type of accommodation the following sub-groups are living in?	1. Nationality 2 Gender 3. Migrants/refuge es who have just arrived in		

			Gargaresh – for example those recently released from detention centres (such as Zintan)		
			4. Any other sub-groups? Include any sub-groups mentioned previously		
		What is the quality of the accommodation migrants/refugees/as ylum seekers are typically living in in Gargaresh?	access to basic utilities – piped running water, electricity, separate bathrooms; crowding?		
		Are there any differences in the quality of housing the following sub-groups are living in?	1. Nationality 2 Gender 3. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan) 4. Any other sub-groups? Include any sub-groups mentioned previously		
3.3	What safety risks/threats do migrants/refugees/as ylum seekers face in the accommodations	In your view, do migrants/refugees/as ylum seekers face any risks or threat to their safety in the housing they're staying in?		KII	<ul><li>Nation ality</li><li>Gende r</li></ul>
	they use?	If yes to previous question, please describe these risks or threats.			

		If not previously mentioned: To what extent are forced evictions a concern for the migrants/refugees/as ylum seekers?  Are there any differences we should consider in understanding safety/security for any of the following sub-groups?	If evictions are a concern: How do people mitigate the risk of eviction?  1. Nationality  2 Gender  3. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  4. Any other sub-groups? Include any sub-groups mentioned previously	
4. What communit y networks (if any) exist in Gargares h and how do they provide support to refugees and migrants resident there?	When newly arrived migrants/refugees settle in Gargaresh, who if anyone provides them with basic housing, food and water?	To what extent do community networks/mechanism s exist within Gargaresh, that have the ability to provide those recently arrived in the area with basic housing, food and water, without detriment to themselves?  How does this differ by nationality? What is driving these differences?  How does this differ by gender? What is driving these differences?  Is this the same for migrants/refugees/as ylum seekers who have just arrived in Gargaresh in		

		January 2021 from Zintan?  Are there any other differences (subgroups) we should take into account?  For how long would the community be able to support a new arrival with housing, food and water?  Are there any differences we should consider in understanding the community coping strategies for any of the following subgroups in particular?	Probe- days? Weeks? Months?  1. Nationality 2 Gender 3. Migrants/refuge es who have just arrived in		
			Gargaresh – for example those recently released from detention centres (such as Zintan)  4. Any other sub-groups? Include any sub-groups mentioned previously		
	When migrants/refugees first come to stay in	To what extent do community networks/mechanism s exist within Gargaresh, that provide other services or benefits outside of basic needs?	providing advice, connecting with service providers, connecting with work, etc.		Nation ality
4.2	Gargaresh, does anyone provide them with other services or benefits outside of basic needs?	Does the organisation of these forms of support differ from the way the basic support (housing, food, water) is organized? If yes, how?	d Matin 19	KII	F Gende r
		Are there any differences we should consider in understanding the	Nationality     Gender?		

		community coping strategies for any of the following subgroups in particular?	3. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  4. Any other sub-groups? Include any sub- groups mentioned previously		
4.3	What external support, if any, do community support networks receive to aid their support for new arrivals in Gargaresh?	What external support (from INGOs, CSOs, private donations?), if any, is provided to community members caring for/taking in those who have recently arrived to Gargaresh?  How is this support channelled through/provided to the community?  Are there any differences we should consider in understanding the community coping strategies for any sub-group in particular?	rental support (how much?), psychosocial support/other services?  1. Nationality 2 Gender? 3. Migrants/refuge es who have just arrived in Gargaresh – for example those	KII	<ul><li>Nation ality</li><li>Gende r</li></ul>
			recently released from detention centres (such as Zintan)  4. Any other sub-groups? Include any sub- groups mentioned previously		

4.4	What forms of support are needed and not available for migrants/refugees/as ylum seekers in Gargaresh?	In your view – what else do you think INGOs should be doing, if anything, to improve the lives of migrants/refugees/as ylum seekers in Gargaresh?  Are there any differences in the type of support needed for any subgroup in particular?	1. Nationality 2 Gender? 3. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan) 4. Any other sub-groups? Include any sub-groups	KII	<ul> <li>Nation ality</li> <li>Gende r</li> </ul>
		How could INGOs work with national actors to improve the lives of migrants/refugees/as ylum seekers?	mentioned previously		

TOOL 2: KIIS WITH COMMUNITY REPRESENTATIVES

Research questions	SUBQ #	Sub-question	Questionnai re QUESTION	Responses/ Probes	Data collectio n method	Key disaggregatio n (Group types)
5.	1.1	Enumerator Information	Enumerator ID	ID	KII	N/A
5.	1.2	KI Respondent nationality	What is your nationality of origin?		KII	N/A

	1.3	KI Length of stay in Libya	How long have you been resident in Libya?		KII	N/A
	1.4	KI Length of stay in Gargaresh	How long have you been a resident of Gargaresh?		KII	N/A
			Do migrants/refuge es in your community living in Gargaresh have access to healthcare services? (if yes)			
			Where are the services located?			
	Do migrants/refugee	How long does it take to get to the services?	Specify means of transport	_		
6. What key public services (schools,	2.1	s in your community living in Gargaresh have access to healthcare services?	What kinds of services are available?		KII	<ul><li>National ity</li><li>Gender</li></ul>
hospitals) are available to migrant and refugees resident in Gargaresh?		GOT VIGGO.	Do certain subgroups face more challenges or have different levels of access?	Eg. persons with disabilities?		
			Do residents living in different areas of Gargaresh have different levels of access to healthcare services?	Particular Streets, building/residen ce type, neighbourhood sections etc.		
	2.2	What barriers to accessing healthcare services do migrants/refugee	What barriers to accessing healthcare services do migrants/refuge es in your		KII	<ul><li>National ity</li><li>Gender</li></ul>

	s in Gargaresh face?	community face?			
		How do the barriers vary for the following sub-groups?	1. Gender? 2. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan) 3. Any other subgroups? Include any sub-groups mentioned previously 4. Residents in different areas of Gargaresh? Probe: streets, buildings, sections etc.		
2.3	Do migrants and refugees in Gargaresh receive any humanitarian assistance on	To your knowledge, have any members of your community received assistance on healthcare from humanitarian organisations?  What kinds of organisations did they receive	If response is yes, proceed to following questions  Eg. UN organisation, INGO, NGO,	KII	<ul><li>National ity</li><li>Gender</li></ul>
	healthcare?	this assistance from?  What form of assistance did the said beneficiaries receive?	CSO) * do not name organisation  Eg. health information, cash assistance, healthcare services, referral etc.		
2.4	Do migrants and refugees in	Are there any children of	Skip sub- questions if	KII	National ity

cohool going	rospondont			Condor
age within your community?	replies in the negative			Gender
Where are these education services located?				
How long does it take to get to the services?	Specify means of transport			
What kinds of services are available?  Please specify for each if they are community/priva te schools or Libyan public schools	Egs. basic school, trade schools, higher learning, adult education etc			
Does access to services vary by any of the following factors? For example, is it easier or harder for some of these subgroups to access education and healthcare services?	a. Gender?  b. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)			
	c. Are there any other differences (sub-groups) we should take into account, in order to understand the situation of migrants/refuge es in Gargaresh?  Probe – people with disabilities?			
	Community?  Where are these education services located?  How long does it take to get to the services?  What kinds of services are available?  Please specify for each if they are community/priva te schools or Libyan public schools  Does access to services vary by any of the following factors? For example, is it easier or harder for some of these subgroups to access education and healthcare	age within your community?  Where are these education services located?  How long does it take to get to the services?  What kinds of services are available?  Please specify for each if they are community/priva te schools or Libyan public schools  Does access to services vary by any of the following factors? For example, is it easier or harder for some of these subgroups to access education and healthcare services?  B. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  c. Are there any other differences (sub-groups) we should take into account, in order to understand the situation of migrants/refuge es in Gargaresh? Probe – people	age within your community?  Where are these education services located?  How long does it take to get to the services?  What kinds of services are available?  Please specify for each if they are community/priva te schools or Libyan public schools  Does access to services vary by any of the following factors? For example, is it easier or harder for some of these subgroups to access education and healthcare services?  a. Gender?  Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  c. Are there any other differences (sub-groups) we should take into account, in order to understand the situation of migrants/refuge es in Gargaresh? Probe – people	age within your community?  Where are these education services located?  How long does it take to get to the services?  What kinds of services are available?  Please specify for each if they are community/priva te schools or Libyan public schools  Does access to services vary by any of the following factors? For example, is it easier or harder for some of these subgroups to access education and healthcare services?  a. Gender?  b. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  c. Are there any other differences (sub-groups) we should take into account, in order to understand the situation of migrants/refuge es in Gargaresh? Probe — people

			d. Do residents living in different areas of Gargaresh have different levels of access to education services? Eg. residents living on/in particular streets, buildings, sections etc		
2.5	What barriers to accessing education services do migrants/refugee s face in Gargaresh?	What barriers to accessing education services do migrants/refuge es face in your community?  How do the barriers vary for the following sub-groups?	a. Gender?  b. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  c. Any other subgroups? Include any sub-groups mentioned previously  d. Residents in different areas of Gargaresh? Eg. Residents living on/in particular streets, building/residen ce types, neighbourhood sections etc.	KII	<ul> <li>National ity</li> <li>Gender</li> </ul>

	2.6	Do migrants and refugees resident in Gargaresh receive assistance on education from humanitarian organisations?	To your knowledge, have any members of your community received assistance on education from humanitarian organisations?  What kinds of organisations did they receive this assistance	Eg. UN organisation, INGO, NGO, CSO) * do not	KII	➤ National ity ➤ Gender
		, c	What form of assistance did the said beneficiaries receive?	eg. information on education, cash assistance, training/educatio n, referral etc		
			How do migrants/refuge es in your community find a place to live in Gargaresh?			
7. What are the housing options available for	3.1	How do migrants/refugee s find a place to live in	differ by gender? What is driving these differences?		KII	<ul><li>National ity</li><li>Gender</li></ul>
migrants and refugees in Gargaresh?		Gargaresh?	for migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)?			, Sondo
			Are there any other differences	Eg. people with disabilities		

		(sub-groups) we should take into account, in order to understand the housing situation of migrants/refuge es in Gargaresh?  In which areas do migrants normally live in the neighbourhood and why?  If not covered in previous answers: Are there particular sub-groups that are less likely to find housing?  i. If yes, which groups and why?  ii. If yes, where do these people end up going?	Eg. Which streets, building types, sections? etc.		
3.2	What is the quality of the accommodation migrants/refugee s in Gargaresh are typically living in?	What is the quality of the accommodation migrants/refuge es in your community are typically living in?  How does the quality of the accommodation differ for the following subgroups?	access to basic utilities – piped running water, electricity, separate bathrooms; crowding?  i. Gender?  ii. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  iii. Any other sub-groups? Include any sub-groups	KII	➤ National ity ➤ Gender

			mentioned previously		
		How does the quality of accommodation differ in different parts of Gargaresh?	streets, building types, neighbourhood sections etc.		
		What kind of arrangement do most migrants/refuge es in your community have with their landlords	rent agreements (cost, duration, contracts, eviction notification etc)		
3.3	What arrangements do most migrants/refugee s have with their landlords?	How does this differ for the following subgroups?	i. Gender?  ii.  Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres	KII	<ul><li>National ity</li><li>Gender</li></ul>
			iii. Any other sub-groups? Include any sub- groups mentioned previously		
3.4	What challenges do migrants/refugee s face once they	What challenges do migrants/refuge es in your community face once they have housing?	if not covered in initial answer: problems with landlord, problems with others living in the building, problems paying rent, problems with utilities etc.	KII	<ul> <li>National ity</li> <li>Gender</li> </ul>
	have housing?	How does this differ for the following subgroups?	i. Gender?  ii. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from		

				detention centres  iii. Any other sub-groups? Include any sub- groups mentioned previously  iv. How does this differ for residents living in different parts of Gargaresh? particular streets, building types, neighbourhood sections etc.		
	3.5	Do migrants and refugees resident in Gargaresh receive any assistance on housing from humanitarian organisations?	To your knowledge, have any members of your community received assistance on housing from humanitarian organisations?  If yes to previous, what kinds of organisations did they receive this assistance from?	UN organisation, INGO, NGO, CSO) * do not name organisation	KII	➤ National ity ➤ Gender
			What form of assistance did the said beneficiaries receive?	Information, shelter, cash support, relocation, referrals etc		
8. What community networks (if any) exist in Gargaresh and how do they provide support to refugees and migrants resident there?	4.1	When newly arrived migrants/refugee s settle in Gargaresh, who if anyone provides them with basic housing, food and water?	migrants/refuge es in your community first come to stay in Gargaresh, does anyone provide them with basic housing, food and water?  Who provides this support?	to following questions		

		How long are they able to provide the support with housing, food and water, without causing deteriment to themselves?	days? Weeks? Months?		
		How do these support mechanisms differ for the following subgroups?	Is who provides support different? Is the amount of support provided different?		
			1. Gender?  2. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)		
			3. Any other sub- groups? Include any sub-groups mentioned previously		
4.2	When migrants/refugee s first come to stay in Gargaresh, does anyone provide them with other services or benefits outside	When migrants/refuge es in your community first come to stay in Gargaresh, does anyone provide them with other services or benefits outside of basic needs?	providing advice, connecting with service providers, connecting with work, etc.  Proceed to following questions if response is yes.	KII	➤ National ity ➤ Gender
	of basic needs?	Does the organisation of these forms of support differ from the way the basic support (housing, food, water) is			

		organized? If yes, how?			
		How do these support mechanisms differ for the following subgroups?	Is who provides support different? Is the amount of support provided different?		
			1. Gender?		
			2. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)		
			3. Any other sub- groups? Include any sub-groups mentioned previously		
	How do the	If not clear from previous answers: How do your community members residing in Gargaresh support each other?			
4.3	community members residing in Gargaresh support each other?	How do these support mechanisms differ for the following subgroups?	Is who provides support different? Is the amount of support provided different?	KII	<ul><li>National ity</li><li>Gender</li></ul>
			i. Gender?  ii.  Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from		

			What forms of	detention centres (such as Zintan) iii. Any other sub-groups? Include any sub- groups mentioned previously			
			support are needed and not available for new arrivals of migrants/refuge es in your community?	Is who provides			
			support mechanisms differ for the following sub- groups?	support different? Is the amount of support provided different?  i.Gender?			
	4.4	What forms of support are needed and not available for new arrivals of migrants/refugee s?		ii. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)	KII	>	National ity Gender
				iii. Any other sub-groups? Include any sub- groups mentioned previously			
				iv. How does this differ for residents living in different parts of Gargaresh? particular streets, building types, neighbourhood sections etc.			
9. What is the protection/saf ety	5.1	What protection/safety concerns do	What protection/safety concerns do		KII	>	National ity

environment like for migrants and refugees in Gargaresh?		migrant/refugee residents who live in Gargaresh face?	migrant/refugee residents in your community who live in Gargaresh face?			➤ Ge	ender
			How do these protection/safety concerns vary for the following sub-groups?	i. Gender?  ii. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)			
				iii. Any other sub-groups? Include any sub- groups mentioned previously			
				iv. How does this differ for residents living in different parts of Gargaresh? particular streets, building types, neighbourhood sections etc.			
	5.2	Do protection/safety concerns prevent migrants/refugee s living in Gargaresh from meeting their	Do these safety concerns prevent migrants/refuge es living in your community living in Gargaresh from meeting their basic needs or accessing services?		KII		tional ity ender
		basic needs or accessing services?	If yes, which needs and/or services?				
			If yes, how do the safety concerns prevent them from accessing				

		basic needs and/or services?			
5.3	What protection incidents do you know of that occurred in the past month (30 days) that affected migrants/refugee s in Gargaresh?	What protection incidents do you know of that occurred in the past month (30 days) that affected migrants/refuge es within your community in Gargaresh?	briefly describe each incident. They should not identify specific individuals involved.	KII	<ul><li>National ity</li><li>Gender</li></ul>
5.4	Who would most migrants/refugee s in Gargaresh go to for support/protectio n when facing a safety risk?	Who would most migrants/refuge es in your community go to for support/protecti on when facing a safety risk? (any condition, practice, or violation that causes a substantial probability of harm)  How does this vary for the following subgroups?	i. Gender?  ii. Migrants/refuge es who have just arrived in Gargaresh – for example those recently released from detention centres (such as Zintan)  iii. Any other sub-groups? Include any sub-groups mentioned previously  iv. Those living in particular parts of Gargaresh? Probes: particular streets, building	KII	<ul> <li>National ity</li> <li>▶ Gender</li> </ul>

			neighbourhood sections etc.		
5.5	Do migrants/refugee s resident in Gargaresh receive any assistance on protection or safety concerns from humanitarian organisations?	To your knowledge, have any members of your community received assistance on protection or safety concerns from humanitarian organisations?  What kinds of organisations did they receive this assistance from?  What form of assistance from?  What form of assistance did the said beneficiaries receive?  Is there any issue you want to add concerning migrants and refugees in Gargaresh that has not been covered in this interview?	If response is yes, proceed to next questions.  UN organisation, INGO, NGO, CSO) * do not name organisation	KII	> National ity   > Gender