

Research Terms of Reference

Actor and service mapping in Kakuma refugee camps

KEN 2007a

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 Nations High Commissioner for Refugees (UNHCR), Government of Kenya (GOK)				
IMPACT Project Code	24EPB				
Overall Research Timeframe (from research design to final outputs / M&E)	01/06/2022 to 30/09/2022				
Research Timeframe (mapping of humanitarian, development and government agencies)	1. Pilot/ training: 18/07/2022			6. Preliminary presentation: N/A	
	2. Start collect data: 19/ 07/ 2022			7. Outputs sent for validation: 29/08/2022	
	3. Data collected: 29/07/2022			8. Outputs published: 30/09/2022	
	4. Data analysed: 12/08/2022			9. Final presentation: upon request	
	5. Data sent for validation: 12/08/2022				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones	Milestone			Deadline	
	<input checked="" type="checkbox"/>	Donor plan/strategy		Throughout the project	
	<input type="checkbox"/>	Inter-cluster plan/strategy		__/__/__	
	<input type="checkbox"/>	Cluster plan/strategy		__/__/__	
	<input checked="" type="checkbox"/>	NGO platform plan/strategy		Implementing actors in Kakuma refugee camps will use these findings to inform their operational decisions throughout the project.	
	<input type="checkbox"/>	Other (Specify):		__/__/__	
	Audience type			Dissemination	

Audience Type & Dissemination Specify <i>who</i> will the assessment inform and <i>how</i> you will disseminate to inform the audience	<input type="checkbox"/> Strategic <input type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> General Product Mailing (to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Protection, Security, Education, Shelter and WASH) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (UNHCR, NRC, and sector working groups) <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]	
Detailed dissemination plan required	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
General Objective	<i>To map actors and services offered to the refugee community by different agencies so as to identify possible service gaps and enhance the delivery of services in a collaborative and coordinated approach.</i>			
Specific Objective(s)	<ol style="list-style-type: none"> 1) <i>To understand the kinds of services offered in Kakuma Refugee Camps.</i> 2) <i>To identify services that actors consider to be effective and adequate.</i> 3) <i>To identify and provide up-to-date data on the implementing actors' activities, their locations, and all the services provided to refugees in Kakuma refugee camps.</i> 4) <i>To support operational planning by humanitarian actors through the identification of gaps in service delivery coverage within the refugee camps and the provision of maps showing the coverage.</i> 			
Research Questions	<ol style="list-style-type: none"> 1. <i>Who are the implementing actors providing services to refugees within the refugee camps located?</i> 2. <i>What services are being provided by the implementing actors to the refugees in the refugee camps?</i> 3. <i>Which services do actors consider to be adequate and effective?</i> 4. <i>Which actions can actors take to improve service delivery to the refugee community?</i> 5. <i>Where are the ongoing interventions being implemented within the camps?</i> 6. <i>Where are the gaps in service delivery in the refugee camps?</i> 			
Geographic Coverage	<i>Kakuma refugee camps (Kakuma 1, Kakuma 2, Kakuma 3, Kakuma 4)</i>			
Secondary data sources	<ol style="list-style-type: none"> 1. Actor and Service Mapping in Dadaab and Kakuma Refugee Camps conducted by REACH in November 2020. This will be used to develop the methodology and identify the implementing partners that will be visited to discuss and conceptualize the findings. 2. Multi-sector needs assessment in Kakuma Refugee Camps, conducted by REACH in October 2020. This will be used to triangulate identified services gaps with sector specific needs in the camps. 3. Joint multi-sectoral needs assesment conducted by REACH in September 2020. This will be used to identify sector-specific needs and triangulate with services provided by different actors and highlight possible service gaps. 4. Open Street Map and Google Maps – This will guide the development of maps. 			

	5. Existing matrices from REACH and databases from UNHCR. This will be used as a guide to identifying existing actors in Kakuma and the development of the methodology. 6. UNHCR Kenya statistical package . The source will provide background information about Kakuma camps, especially demographic information, resettlement and repatriation trends that will help triangulate the findings. 7. UNHCR monthly operational update for Kakuma camp and Kalobeyei settlement . This will provide background information on sectoral needs in Kakuma and be triangulated with findings about the different services that actors offer in the camps.			
Population(s) <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input checked="" type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input type="checkbox"/>	Host communities	<input checked="" type="checkbox"/>	Implementing actors in Kakuma
Stratification <i>Select type(s) and enter number of strata</i>	<input checked="" type="checkbox"/>	Geographical #: 4 Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	Group #: __ __ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/>	[Other Specify] #: __ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/>	Structured (Quantitative)		<input type="checkbox"/> Semi-structured (Qualitative)
		Sampling method		Data collection method
Structured data collection tool # Key informant interview (KII) tool with humanitarian agencies in Kakuma	<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 #): 40 (KOBO Collect will be used) <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 #):_____
Target level of precision if probability sampling		__% level of confidence		__ +/- % margin of error
Data management platform(s)	<input checked="" type="checkbox"/>	IMPACT		<input type="checkbox"/> UNHCR
	<input type="checkbox"/>	[Other, Specify]		
Expected output type(s)	<input checked="" type="checkbox"/>	Situation overview #: __	<input type="checkbox"/>	Report #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input checked="" type="checkbox"/>	Presentation (Final) #: 1
		Interactive dashboard #:	<input type="checkbox"/>	Webmap #: __
			<input checked="" type="checkbox"/>	Maps #: 4
	<input checked="" type="checkbox"/>	Updated 3W Matrix analysis#: 1		
	<input checked="" type="checkbox"/>	Interactive dashboard # __1		
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 Specify which logos should be on outputs	REACH	
	Donor: European union Civil protection and Humanitarian aid (ECHO)	
	Coordination Framework: Norwegian Refugee Council (NRC)	
	Partners: United Nations High Commissioner for Refugees (UNHCR)	

2. Rationale

2.1 Background

Kakuma refugee camp is in the North-western region of Kenya. The camp was established in 1992 following the arrival of the “Lost Boys of Sudan”¹. As of 30th April 2022, a total of 182,635² mostly South Sudanese refugees resided in Kakuma refugee camps (Kakuma 1, Kakuma 2, Kakuma 3, and Kakuma 4 camps).

In view of the protracted situation of Kakuma refugee camp in Kenya, many actors have been providing services since the establishment of the camps. The refugee camps are managed by the Department of Refugee Affairs (DRS) while the UNHCR coordinates all humanitarian actors operating in the camps. The average population of refugees in Kakuma has been steadily increasing since 2018³. As a result, access to critical services remains constrained as more people get added to the already populated camps. In May 2021, REACH conducted an Actor and service mapping exercise in Kakuma⁴ refugee camps and developed 3W maps that showed the location and types of services offered by different actors operating in Kakuma. The existing information on implementing actors and the services they provide needs to be updated and consolidated in a single database. REACH will review the data that will be shared bilaterally by UNHCR and other actors about the different implementing actors and services that they provide in the Kakuma refugee camps. In addition, REACH will conduct information needs assessment to interrogate channels used by development, humanitarian, and government actors to disseminate information to the community with a view to finding out possible gaps in service delivery. Findings from the information needs assessment will complement the actors and services mapping by providing information needs and access data that will feed into an overall interactive dashboard. This information will provide the existing actors and any new actors with an overview of existing implementing partners operating in Kakuma refugee camps, the services provided by different development, humanitarian, and government actors, and identify the overlaps and gaps in service provision so that these can be addressed.

Intended impact

REACH will therefore build on the actor and services mapping conducted in 2021 to come up with a more comprehensive database of different actors and the services they provide in the camps. REACH will seek to understand the development, humanitarian and government actors providing different services in Kakuma and identify possible gaps in service delivery. REACH will develop a situation overview with some key recommendations on how to transfer some of these services into a more developmental approach and highlight services that actors perceive to be impactful. The actor and service mapping is intended to improve humanitarian service access by informing advocacy and operational coordination, thus indirectly benefiting the refugees in need. REACH will come up with a situation overview, develop 3W maps and a 3W matrix analysis for Kakuma refugee camps highlighting the actors and services offered in for Kakuma refugee camps.

¹ [UNHCR information on Kakuma refugee camp and Kalobeyei Integrated settlement.](#)

² <https://www.unhcr.org/ke/wp-content/uploads/sites/2/2022/05/Kenya-Statistics-Package-30-April-2022.pdf>

³ [Kakuma & Kalobeyei spatial profile](#)

⁴ [Actor and service mapping in Dadaab and Kakuma refugee camps in November 2020](#)

3. Methodology

3.1 Methodology overview

First, REACH will conduct an extensive review of existing actors' databases from UNHCR to inform the methodology of this assessment and triangulate primary data collection. The REACH field officer will communicate via email to representatives of previously identified actor agencies and new agencies about the intention to conduct this assessment. The REACH field officer will share the terms of reference for this assessment with representatives and book interview appointments with them.

Secondly, REACH will conduct KIs with representatives of different humanitarian, development, and government actors using the Kobo Collect tool on smartphones. The name of the camp, implementing partner, and sectors of intervention and office location will be recorded in the survey tool. After the cleaning and analysis of the primary data, REACH will update the existing 3W matrix that indicates who is doing what, and where and identify service delivery gaps. In addition, one 3W map per camp will be produced. The data collection exercise is planned for July 2022. REACH staff conducting KIs with the humanitarian, development and government actor representatives will seek to find out some of the information needs (related to service delivery) of the community living in Kakuma refugee camps.

3.2 Population of interest

- **Geographical area assessed:** Kakuma refugee camps (Kakuma1, Kakuma2, Kakuma3, Kakuma4)
- **Population assessed:** The population of interest is refugees and asylum seekers living in the three refugee camps as well as humanitarian and government actors who will be purposively selected from agencies operating in Kakuma.
- **Unit of measurement:** The unit of measurement will be community.

3.3 Secondary data review:

Available secondary data from past REACH assessments and UNHCR databases will be used to inform the research design and identify the geographical locations of the actors to be assessed. 3W maps from the previous actors and service mapping conducted by REACH will provide background information about some of the actors and services available in Kakuma refugee camps. The multi-sectoral need assessment done by REACH will also provide an overview of possible service gaps that exist in Kakuma and help triangulate findings from this assessment. Information from UNHCR sources will provide additional information that will also provide important demographic information, resettlement, and repatriation trends as well as operational updates on services that actors offer in different sectors. These facts and figures from UNHCR will be used to triangulate the findings of this assessment. Some of the secondary data sources that will be reviewed include:

- i. [Actor and Service Mapping in Dadaab and Kakuma Refugee Camps](#) conducted by REACH in November 2020. This will be used to develop the methodology and identify the implementing partners that will be visited to discuss and conceptualize the findings.
- ii. [Multi-sector needs assessment in Kakuma Refugee Camps, conducted by REACH in October 2020](#). This will be used to triangulate service gaps with sector specific needs in the camps.
- iii. [Joint multi-sectoral needs assesment conducted by REACH in September 2020](#). This will be used to identify sector -specific needs and traingulate with services provided by different actors and highlight possible service gaps.
- iv. Open Street Map and Google Maps – This will guide in the development of the maps.
- v. [Existing 3W matrices from REACH](#) and databases from UNHCR. This will be used as a guide to identifying existing actors in Kakuma and the development of the methodology.
- vi. [UNHCR Kenya statistical package](#). The source will provide background information about Kakuma camps, especially demographic information, resettlement and repatriation trends that will help triangulate the findings.
- vii. [UNHCR monthly operational update for Kakuma camp and Kalobeyei settlement](#). This will provide background information on sectoral needs in Kakuma and be triangulated with findings about the different services that actors offer in the camps.

3.4 Primary Data Collection

REACH staff (Assessment officer, Field officer and Database Officer) will conduct the primary data collection with development (5), humanitarian (35) and government agency (5) key informants (KIs) who implement programmes in Kakuma. REACH, with support from NRC and UNCHR, will map out all the implementing partners operating within the refugee camps and come up with a list of KIs from the implementing partners. The target KIs will be heads of organizations, heads of programs/sectors or communication heads. NRC will also support REACH to contact the implementing partners prior to the data collection day. KIs will provide primary data on their service provision in the camps. This will be done through semi-structured interviews. GPS locations of the offices of the implementing partners will also be collected to help in developing maps. A snowballing technique will also be used to ensure no implementing partner is left unmapped. Each KI interviewed will be asked if there are any other actors also responding to the same sectors as their organization in the respective camp.

3.5 Data Processing & Analysis

All data from the 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 be shared with the REACH staff who will ensure the anomalies are corrected. On finalization of data cleaning, the 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.

Once data analysis is completed, the findings will be discussed and contextualized with relevant partners. The results of the data analysis will be used to come up with an interactive dashboard, update an existing 3W matrix and develop a situation overview with recommendations on the impactful services that can be provided to the camps. In addition, 3W maps will be produced for each camp.

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 avoid unnecessary duplication of data collection efforts?	Yes	Consultation with UNHCR, CwC, DRS, NRC and partners in Kakuma operation
... 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 for participation
... Does not expose data collectors to any risks as a direct result 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 collecting information on specific topics which may be stressful and/ or re-traumatizing for research participants (both respondents and data collectors)?	Yes	This survey targets information on services offered by different actors in the refugee camps
... Does not involve data collection with minors i.e., anyone less than 18 years old?	Yes	Respondents will be adults above 18 years
... Does not involve data collection with other vulnerable groups e.g., persons with disabilities, victims/ survivors of protection incidents, etc.?	Yes/No	Given that we do not know the profile of key informants beforehand; we will not be able to ascertain whether they belong to vulnerable groups. Nonetheless, enumerators will receive training on ensuring questions are asked in a non-intrusive, sensitive manner in order to mitigate any unintended harm. Additionally, respondents always have the option to not answer any question (prefer not to answer) or withdraw consent for the interview at any stage.
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities

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

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

Available at the following link:

https://www.impact-repository.org/document/repository/abaa554b/REACH_KEN_2007a_Actor-and-service-mapping-DAP_Kakuma.pdf

6. Data Management Plan

Administrative Data			
Research Cycle name	Actor, service and infrastructure mapping in Kakuma refugee camps		
Project Code	24EPB		
Donor	ECHO		
Project partners	NRC		
Research Contacts	Pieter De Schepper - pieter.de-schepper@reach-initiative.org		
Data Management Plan Version	Date: 01/06/2022	Version: V1	
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 checked="" 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	[Other, Specify]
Who will own the copyright and Intellectual Property Rights for the data that is collected?	IMPACT initiatives		
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 REACH staff
	<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>	<i>Reach_enum</i>			
View and Edit Form	<i>Amos Leaduma</i>	<i>Reach_kenya</i>			
View Form and Submit Data	<i>enumerators</i>	<i>Reach_enum</i>			
Download Data	<i>Amos Leaduma</i>	<i>Reach_kenya</i>			
Raw Data Access Rights					
Raw Data Access	Reason	Person			
Accountable	Accountable	<i>Amos Leaduma</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]				
Risk indicator	Type of identification risk	Disclosure implications	Benefits	Class	Required mitigation
<i>GPS coordinates of facilities</i>	<i>Direct identification of key informants</i>	<i>Loss of privacy</i>	<i>The GPS points will be used to generate the maps and interactive dash board.</i>		
<i>Position of the KI</i>	<i>Direct identification of key informants</i>	<i>Loss of privacy</i>	<i>For follow up incase there are any issues in the data</i>		

Phone number of the KI	Direct identification of key informants	Loss of privacy	For follow up incase there are any issues in the data		
Responsibilities					
Data collection		Mohamed Mahat - mohamed.mahat@reach-initiative.org			
Data cleaning		Amos Leaduma - amos.leaduma@reach-initiative.org			
Data analysis		Amos Leaduma - amos.leaduma@reach-initiative.org			
Data sharing/uploading		Amos Leaduma - amos.leaduma@reach-initiative.org			

7. 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 Number of individuals 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
		# 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		x Yes
		# 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		x 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) # references in single agency documents	Country team	Reference_log	NRC advocacy strategy. -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 Number of humanitarian	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back 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

	documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived usefulness and influence of IMPACT outputs Recommendations to strengthen IMPACT programs Perceived capacity of IMPACT staff Perceived quality of outputs/programs Recommendations to strengthen IMPACT programs			<i>This assessment may also be included in a usage survey of partners if one is conducted in the future.</i>
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 # of organisations/clusters inputting in research design and joint analysis # of organisations/clusters attending briefings on findings;	Country team	Engagement_log	x Yes x Yes x Yes

ANNEX 1: METHODOLOGY NOTES (IF RELEVANT)

ANNEX 2: [OTHER SPECIFY]