

Methodology Note

Northeast Syria Area-Based Assessments, Round V

Ar-Raqqa city, Syria

SYR1707b

May 2019
V1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Syria				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Agency	REACH				
Project Code	16 CZH				
Overall Research Timeframe (from research design to final outputs / M&E)	01/12/2017 - ongoing				
Research Timeframe	1. Start collect data: 19/05/2019		5. Preliminary presentation: n/a		
Add planned deadlines (for first cycle if more than 1)	2. Data collected: 6/06/2019		6. Outputs sent for validation: 27/06/2019		
	3. Data analysed: 10/06/2019		7. Outputs published: 31/06/2019		
	4. Data sent for validation: 11/06/2019		8. Final presentation: tba		
Number of assessments	<input type="checkbox"/>	Single assessment (one cycle)			
	<input checked="" type="checkbox"/>	Multi assessment (more than one cycle) <i>Every three-four months</i>			
Humanitarian milestones	Milestone		Deadline		
Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	<input type="checkbox"/>	Donor plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	Inter-cluster plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	Cluster plan/strategy	_/_/_/_/_		
	<input type="checkbox"/>	NGO platform plan/strategy	_/_/_/_/_		
	<input checked="" type="checkbox"/>	Other (Specify): North East Syria Forum Strategy	Continuously informing ongoing Raqqa City response		

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"/>	General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)
	<input checked="" type="checkbox"/>	Programmatic	<input checked="" type="checkbox"/>	Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting
	<input checked="" type="checkbox"/>	Operational	<input checked="" type="checkbox"/>	Presentation of findings (e.g. at HCT meeting; Cluster meeting)
	<input type="checkbox"/>	[Other, Specify]	<input checked="" type="checkbox"/>	Website Dissemination (Relief Web & REACH Resource Centre)
	<input type="checkbox"/>	[Other, Specify]	<input type="checkbox"/>	[Other, Specify]
Detailed dissemination plan required	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
General Objective	The overall objective of this set of assessments is to inform evidence-based humanitarian programming and service delivery at the settlement level in Northeast Syria. The assessments seek to support actors in prioritising geographic areas, service sectors and modalities of assistance within targeted urban areas.			
Specific Objective(s)	<p>Phase II: Micro-level service, infrastructure and community mapping¹</p> <p>2.1 Provide update on and map primary infrastructure (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the city, and how this may have changed since previous rounds of the Area-Based Assessment (ABA).</p> <p>2.2 Identify and map current service catchment areas within the cities, and assess how this may have changed since previous rounds of the ABA.</p> <p>2.3 Provide update on and map infrastructure damage within the city, identifying service status/capacity and timeline for repairs where appropriate, and how this may have changed since previous rounds of the ABA.</p> <p>Phase III: Needs assessment</p> <p>3.1 Identify primary needs of residents living in/returning to the city and triangulate with service delivery capacity; catchment areas to identify current/ potential unmet needs</p> <p>3.2 Identify primary barriers faced by residents in terms of accessing services</p> <p>Verify pre-conflict/current service catchment areas in Phase I & II according to areas accessed by population in order to access services.</p>			
Research Questions	<p>Phase II: Micro-level service, infrastructure and community mapping</p> <p>2.1. Where is the primary infrastructure located within the city for: roads, WASH, electricity, healthcare, education, bakeries, markets?</p> <p>2.2. Where is the current service catchment area? How has this changed since previous rounds of the ABA?</p> <p>2.3. To what extent has the primary infrastructure been repaired? What is the current service delivery capacity? Where are the gaps in coverage?</p>			

¹ Round V of the ABA will primarily assess needs of the residents in Ar-Raqqa which falls under Phase III of the assessment as detailed in the Terms of Reference (TOR) for the main ABA. However, the assessment will also include elements from Phase I and II, such as providing updates on the location and status of infrastructure, which will be incorporated into Phase III of the ABA.

	Phase III: Needs assessment 3.1. What are the primary needs of the population living in or returning to the city? 3.2. What are the primary barriers faced by residents in accessing services? 3.3. What is the geographic area within which residents are accessing services?			
Geographic Coverage	Ar-Raqqa City			
Secondary data sources	<ul style="list-style-type: none"> • OCHA flash updates • Humanitarian Needs Overview 2018 • Raqqa Civil Council records • NGO/agency assessments/reports 			
Population(s) <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	X	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input 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]
	x	Host communities	x	Returnees
Stratification <i>Select type(s) and enter number of strata</i>	x	Geographical Neighbourhoods Population size per strata is known? <input type="checkbox"/> Yes x No	<input type="checkbox"/> Group #: ___ Population size per strata is known? <input type="checkbox"/> Yes x 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 type="checkbox"/>	Structured (Quantitative)	x	Semi-structured (Qualitative)
	Sampling method		Data collection method	
Semi-structured data collection tool (s) # 1 <i>Select sampling and data collection method and specify target # interviews</i>	x Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		x Key informant interview (Target #): 80 <input type="checkbox"/> Individual interview (Target #): _____ <input type="checkbox"/> Focus group discussion (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # 2 <i>Select sampling and data collection method and specify target # interviews</i> ***If more than 2 structured tools please duplicate this row and complete for each tool.	x Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ x Focus group discussion (Target #): 10 <input type="checkbox"/> [Other, Specify] (Target #): _____	
Data management platform(s)	x	IMPACT	<input type="checkbox"/>	UNHCR

	<input type="checkbox"/>	[Other, Specify]				
Expected output type(s)	x	Situation overview #: 1	<input type="checkbox"/>	Report #: __	<input type="checkbox"/>	Profile #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input type="checkbox"/>	Presentation (Final) #: 1	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #: __	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: 1
	<input type="checkbox"/>	[Other, Specify] #: __				
Access	x	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	All information products will feature REACH branding.					

2. Background & Rationale

As of September 2017, it was estimated that the Syrian Crisis has led to the displacement of 12.6 million persons, 6.1 million of whom are internally displaced persons (IDPs).² Northeast Syria has experienced prolonged periods of conflict between various actors, triggering a complex displacement outlook and hindering the reconstruction of infrastructure and resumption of services. Increased humanitarian access in Northeast Syria throughout 2016 and 2017 has enabled an emergency response as well as a response for the rehabilitation and restoration of communities. However, a fragile security environment, wide-ranging mine/UXO contamination, and general logistical challenges have restricted actors' capacity to extensively scale-up operations.

Despite some of the most intense and destructive periods of the Syrian conflict taking place in towns and cities, an estimated 84% of IDPs are living in urban areas,³ where in many cases heavy levels of infrastructure damage has severely limited the service delivery capacity of local and humanitarian actors. This situation is typified in urban areas of Northeast Syria, where some of the heaviest armed clashes have taken place, not only inflicting damage but also rendering the areas as extremely difficult to access. The resulting humanitarian situation is highly complex and dynamic, with cities facing the prospect of major structural impediments to service delivery coupled with changing (and in some cases growing) populations in need.

Ar-Raqqa city is the largest and most conflict-affected city in the Northeast of Syria, with an estimated population of 279,000 prior to its takeover by ISIL in early 2015. The city was fully evacuated following the Coalition Raqqa offensive between November 2016 and October 2017, and some of the heaviest armed clashes took place, not only inflicting severe infrastructure damage but also rendering the areas as extremely difficult to access for humanitarian actors. Decontamination efforts have commenced following the end of conflict in October 2017 but it will likely be many months before all areas are declared safe. Large numbers of Ar-Raqqa city residents have returned to their homes following cessation of the conflict, but despite initial recovery efforts, damage remains widespread and continues to impact access to basic services and infrastructure rehabilitation in different parts of the city.

Given the ongoing displacement in the region, restrictions on returns, and the dynamic security situation in Ar-Raqqa, there is still limited data on actors' capacity to deliver services to both the current and potential future populations. Moreover, it is unclear as to who is responsible for delivering the services, what their delivery gaps are, and where they are most in need of support. Lastly, there is a shortage of information on those residing in the city, both those who have returned to their homes and those who are living there temporarily.

² OCHA, Humanitarian Needs Overview 2018, November 2017

³ OCHA, Humanitarian Needs Overview 2018, November 2017

REACH has conducted a series of area-based assessments in order to address these information gaps, and to inform the humanitarian response at a local level and provide the basis for a multisector response in coordination with local actors. The first assessments took place between December 2017 and February 2018, and a second round of area based assessments took place in March, June October 2018, and February 2019. The combination of these findings highlighted how these aspects varied at the local level, with differences found across neighbourhoods in terms of service delivery and primary needs.

Eight assessments were conducted:

- Civilian returns assessment in December 2017
- Civilian returns assessment update in January 2018
- Services and infrastructure assessment in February 2018
- Damage atlas assessment in February 2018
- Primary needs assessment, situation overview and neighbourhood profiles in March 2018
- Primary needs assessment, situation overview and market monitoring in June 2018
- Primary needs assessment, situation overview, neighbourhood profiles and thematic healthcare assessment in October 2018
- Primary needs assessment, situation overview, neighbourhood profiles and thematic education assessment in February 2019.

All assessments were previously broken down into three phases providing regularly updated information outputs, the purpose of which was to iteratively fill information gaps and needs due to the high demand of rapid information. The three phases and their core objectives were as follows:

Phase I

- **Macro-level service, infrastructure and community mapping:** Provide geographic and demographic overview of targeted cities, including neighbourhood boundaries⁴, settlement population figures, and stakeholders responsible for service delivery

Phase II

- **Micro-level service, infrastructure and community mapping:** Assess damage to and capacity of core infrastructure, identify any service delivery gaps and priority areas of support, and conduct a shelter damage assessment.

Phase III

- **Needs assessment:** Identify primary needs of residents and barriers to accessing services within the boundaries defined in Phases I and II.

In addition to the findings of the assessments increased intervention from humanitarian actors participating in the Ar-Raqqa response has highlighted the need for a more granular approach to avoid overlap of programming and to improve the coordination between these actors. To address this, in addition to the widespread information gaps, REACH has used the findings from the area based assessment to develop an information management mechanism, in partnership with coordination actors, tying information about humanitarian needs and the humanitarian response together, with the aim of highlighting gaps and challenges in the response. This tool has functioned as a key message for practical action and served as a useful tool for fundraising, advocacy in addition to informing an improved and better coordinated humanitarian response.⁵ To this end, REACH conducted two workshops, following the ABAs in June and October, in partnership with the NES INGO Forum coordination body, bringing in the operational response leadership involved in Ar-Raqqa City. Through these workshops, REACH provided analysis support for humanitarian gap identification to enable operational prioritisation of resources, and as such, REACH is able to extensively engage with the broader humanitarian community leading the response in Ar-Raqqa city. A third round is scheduled to follow the conclusion of ABA IV.

⁴ For the purposes of this assessment, “community” refers to the local geographic unit recognised by a population as the area in which it lives (e.g. neighbourhood).

⁵ This component falls under AGORA, and will not be covered in this assessment.

Humanitarian access to affected urban areas is often severely restricted, resulting in widespread information gaps on the humanitarian situation. As access gradually increases, insufficient information on households' needs and their access to services inhibits the coordination of humanitarian response in these areas. These information gaps continuously emerge in Ar-Raqqa city due to the highly dynamic and changing nature of the context in the city. As such, REACH attempts to identify these information gaps in partnership with humanitarian actors, and responds by updating the ABA on a quarterly basis.

This methodology note details the approach that will be followed for the next round of assessment which will all fall under phase III, but will also incorporate some elements from phase I and II as an update.

3. Research Objectives

The overall objective of this set of assessments is **to inform evidence-based humanitarian programming and service delivery at the settlement level in Ar-Raqqa city**. The assessments seek to support actors in prioritising geographic areas, service sectors and modalities of assistance within targeted urban areas.

Specific objectives of the assessments, are as follows:

Phase II: Micro-level service, infrastructure and community mapping

- 2.1** Provide update on and map primary infrastructure (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the city, and how this may have changed since previous rounds of the ABA (community FGDs/participatory mapping/High level KIIs)
- 2.2** Identify and map current service catchment areas within the cities, and assess how this may have changed previous rounds of the ABA (community FGDs/participatory mapping/High level KIIs)
- 2.3** Provide update on and map infrastructure damage within the city, identifying service status/capacity and timeline for repairs where appropriate, and how this may have changed since previous rounds of the (community FGDs/participatory mapping/High level KIIs)

Phase III: Needs assessment

- 3.1** Identify **primary needs** of residents living in/returning to the cities and triangulate with service delivery capacity; catchment areas to identify current/ potential unmet needs (community FGDs/community KII/participatory mapping)
- 3.2** Identify **primary barriers** faced by residents in terms of accessing services (community FGDs/community KII/participatory mapping)
- 3.3** Understand in-depth the **primary challenges and shortages** in education services and infrastructure in Ar-Raqqa face, and how this affects access to education for school-aged children in the city (High level KIIs/participatory mapping).

4. Research Questions

Phase II: Micro-level service, infrastructure and community mapping

- 2.1.** Where is the primary infrastructure located within the city for: roads, WASH, electricity, healthcare, education, bakeries, markets?
- 2.2.** Where is the current service catchment area? How has this changed since previous rounds of the ABA?
- 2.3.** To what extent has the damaged primary infrastructure been repaired? What is the current service delivery capacity? Where are the gaps in coverage?

Phase III: Needs assessment

- 3.1.** What are the primary needs of the population living or returning to the city?
- 3.2.** What are the primary barriers faced by residents in accessing services?
- 3.3.** What is the geographic area within which residents are accessing services?

5. Methodology

5.1. Methodology overview

The assessment will consist of a mixed methods approach that combines qualitative and quantitative primary data collection methods, namely key informant interviews (KIIs) and focus group discussions (FGDs). The key KII and FGD aspects will include a participatory mapping component when appropriate.

It should be noted that the assessments will have an element of flexibility embedded, as the method may need to be altered depending on the availability of secondary data or access constraints that may hinder primary data collection. Due to the large information gaps that currently exist in the targeted city, the information collected through the primary and secondary data collection exercises will be used to assist with the development of tools and methodology for upcoming phases of the assessment. This is also necessary due to the dynamic and changing nature of the humanitarian situation in Northeast Syria.

The following table provides an overview of the methods that will be employed during round III of the assessment and its phases, as well as the corresponding methods that will be used to meet each phase objective.

Table 1: Methodology overview

Phase	Assessment activity	Objective #	Objective	Data collection methods	Respondent profiles
Phase II: Micro-level service, infrastructure and community mapping	Micro-level service, infrastructure and community mapping	2.1	Provide update on and map primary infrastructure (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the city, and how this may have changed since previous rounds of the ABA (community FGDs/participatory mapping/High level KIIs)	Community FGDs, Participatory mapping, High level KIIs	Community members, Civil council members, Sector specialists
		2.2	Identify and map current service catchment areas within the cities, and assess how this may have changed since previous rounds of the ABA (community FGDs/participatory mapping/High level KIIs)	Community FGDs, Participatory mapping, High level KIIs	Community members, Civil council members, Sector specialists
		2.3	Provide update on and map infrastructure damage within the city, identifying service status/capacity and timeline for repairs where appropriate, and how this may have changed since previous rounds of the (community FGDs/participatory mapping/High level KIIs)	Community FGDs, Participatory mapping, High level KIIs	Community members, Civil council members, Sector specialists
Phase III: Needs assessment	Needs assessment	3.1	Identify primary needs of residents living in/returning to the cities and triangulate with service delivery capacity; catchment areas to identify current/ potential unmet needs	Community KIIs, Community FGDs	Community members
		3.2	Identify primary barriers faced by residents in terms of accessing services	Community KIIs, Community FGDs	Community members

5.2. Population of interest

The population of interest includes all population groups living within Ar-Raqqa city. This includes host community residents, returnees, and IDPs.

5.3 Data collection

PHASE II: SERVICE, INFRASTRUCTURE AND COMMUNITY MAPPING

Data collection for this phase of the assessment will be incorporated into Phase III of the assessment. Data will be collected through service and infrastructure KIIs with participatory mapping, and through FGDs with participatory mapping (will be conducted in the same FGDs planned for Phase III).

Infrastructure and service focus group discussions with participatory mapping

- From Phase II of the assessment, FGDs will:
 - ➔ Verify location of and provide updates on services and primary infrastructure in Ar-Raqqa city
 - ➔ Provide update on actors' capacity to deliver services
 - ➔ Provide update on shelter and infrastructure damage within the city and current and potential housing stock, and timeline for repairs where appropriate
 - ➔ Identify and map current service catchment areas within the cities
- REACH field teams will present FGDs with satellite images featuring locations of primary infrastructure and services identified in previous assessments.
- During the FGDs' participatory mapping exercise, participants will be asked to verify the location of primary infrastructure in their sector and neighbourhood of expertise.
- With the primary infrastructure and services that have been identified, participants will highlight any damage and explain the service status and capacity of the specific infrastructure. Participants will also be asked to provide an estimated timeline for repairs (if known).
- Following this, participants will be asked about the current service level capacity, if there are any gaps in service provision, and actors' capacity to increase service delivery levels.

PHASE III: NEEDS ASSESSMENT

In this phase of the assessment, data will be collected through focus group discussions (FGDs) with community members, and KIIs with community members with knowledge on multi-sectoral needs of the population at the local level. The FGDs will include a participatory mapping element (as detailed in Phase I & II of the assessment above), whereby respondents will be required to identify neighbourhood boundaries, accessed services, and any updates on infrastructure on a map of the area.

Focus group discussions at the neighbourhood level with participatory mapping

- FGD participants will be selected using a purposive sampling method, whereby participants will be selected based on the neighbourhood in which they live, and be identified existing REACH enumerator contact networks, and in coordination with local authorities and the community members they have access to in selected neighbourhoods. The FGDs will also include a participatory mapping exercise as detailed in the aforementioned Phase II of the assessment.
- The aim of the neighbourhood level FGDs is to:
 - ➔ Identify primary needs of participants residing in the given neighbourhood
 - ➔ Identify primary barriers faced by participants in terms of accessing services in the given neighbourhood
 - ➔ Verify pre-conflict/current service catchment areas in Phase I & II according to areas accessed by population in order to access services
- Data will be collected both through mapping as well as through a semi-structured questionnaire, in which a facilitator will take the FGD participants through a series of questions on multi sector needs. The facilitator will probe on topics to be explored further to ensure as much area-specific information is captured as possible.

- The FGDs will be disaggregated by gender and population group (male vs. female and host community vs. IDP). The number of FGDs conducted for each population group in each neighbourhood of the city will be calculated according to the population data collected in Phase I.
- Data from the FGDs will be recorded by assessment teams daily through debriefing sessions with the field teams. The data will then be populated into an analysis tool which enables a structured inter-sectoral analysis of qualitative data collected during FGDs.

Community KIs

- Community KIs will be selected using a purposive sampling method, whereby KIs will be identified through SDR and using existing REACH enumerator contact networks. KIs will also be identified using a snowball approach, whereby KIs will be asked to identify other individuals who are able to provide relevant information for the assessment.
- In Phase III of the assessment, KIs will:
 - ➔ Identify primary needs of residents living in the neighbourhood
 - ➔ Identify primary barriers faced by residents living in the neighbourhood in terms of accessing services
 - ➔ Verify pre-conflict/current service catchment areas in Phase I & II according to areas accessed by population in order to access services
- At least three KIs will be conducted per neighbourhood.
- Data will be collected through a structured questionnaire, in which a facilitator will take the KI participants through a series of questions on multi sector needs.
- Data will be cleaned on a daily basis and follow-up will be conducted directly with the field team in the morning before further data collection takes place.

5.4. Data analysis plan

Data will be analysed and triangulated using both primary and secondary sources. Data will largely be analysed at the neighbourhood/service delivery unit level, given the purpose of the assessment is to inform the response at the local level. Neighbourhood level, and city level aggregations will be made where appropriate, and will be conducted as follows:

- Continuous variables (e.g. #): sum or average across respondents.
- Categorical variables (select one): most commonly selected option across respondents with proportion of respondents reporting each option.
- Categorical variables (select multiple): top 3 or top 5 most commonly reported options across all respondents with the proportion of communities reporting each option

Maps will be created at the lowest administration level possible from the results of both the participatory mapping exercises as well as the Key Informant tools to identify disparities between different areas assessed.

The data analysis plan is available upon request.

6. Product Typology

Table 2: Type and number of products required

Type of Product	Number of Product(s)	Additional information
City profile	1	1 profile to be produced for Ar-Raqqa city, with sections focusing on specific sectors
Presentation	1	1 needs assessment key findings and gap analysis presentation to be produced for Ar-Raqqa city.
Map (standalone, annotated, embedded into other outputs)	TBD	Regularly updated maps to be produced concerning population data, access levels, reconstruction/repairs status. Depending on the data collected, maps may include include: <ul style="list-style-type: none"> • City maps with administrative/community boundaries

- City map with neighbourhood boundaries and stakeholder information
- City map with neighbourhood boundaries and access information
- City map with current infrastructure
- (Ar-Raqqa city) Returns maps with temporary and permanent returnees to each neighbourhood

7. Management arrangements and work plan

7.1. Roles and Responsibilities, Organogram

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Development of research tools	Assessment Officer	Research Unit Focal Point (Assessment Officer)	Global Assessment Coordinator, HQ Research Design Unit	NES Sector Focal Points
Training of enumerators for primary data collection	Operations Coordinator	Assessment Officer	Program Focal Point	Program Focal Point
Tracking of data entry	Assessment Officer	Research Unit Focal Point (Assessment Officer)	Program Focal Point	Research Unit Focal Point (Assessment Officer), Program Focal Point
Data cleaning and analysis	Assessment Officer, Senior GIS Officer	Research Unit Focal Point (Assessment Officer)	Data Management and Analysis Coordinator, Global Assessment Coordinator, HQ Data Unit	Research Unit Focal Point (Assessment Officer), Program Focal Point
Final output production (SO, Maps, Profiles)	Assessment Officer, Senior GIS Officer, GIS Assistant	Program Focal Point (Senior Assessment Officer)	Global Assessment Coordinator, HQ Programme Officer, HQ Reporting Unit	NES Sector Focal points, NES INGO Forum, Operational Actors in Raqqa City
Project evaluation and lessons learned	Assessment Officer, Operations Coordinator	Program Focal Point (Senior Assessment Officer)	Global Assessment Coordinator, HQ Research Design Unit	Research Unit Focal Point (Assessment Officer), Program Focal Point, Global Assessment Coordinator

Responsible: the person(s) who execute the task

Accountable: the person who validate 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

8. Risks & Assumptions

Table 4: List of risks and mitigating action

Risk	Mitigating measure
Enumerators on the ground in northeast Syria are not able to access certain areas of cities due to security constraints or safety concerns.	Alternative methods will be adopted, such as remote data collection.

KIs do not have access to relevant information to answer all questions accurately.	Multiple KIs will be contacted when necessary and multiple sources will be used for indicators that involve estimates (such as population figures).
FGD participants do not have access to relevant information to answer all questions accurately.	FGD participants will all be encouraged to engage in discussions and multiple FGDs will be conducted in single communities where possible.
Participants provide contradicting participatory mapping responses	Participatory mapping exercises will be triangulated with secondary data to the fullest extent possible. In the event of a contradiction, follow up visits will be conducted and extra KIs will be sought to provide additional information and help resolve the issue.

9. Monitoring and Evaluation

Table 5: Monitoring and evaluation targets

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Methodology	Focal point	Tool	Research specific information
Humanitarian stakeholders are accessing IMPACT products		# of downloads of x product from Resource Center		Country request to HQ		Applicable
		# of downloads of x product from Relief Web		Country request to HQ		Applicable
	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Country level platforms	User monitoring	Country team	User log	NA
	Number of individuals accessing IMPACT services/products	# of page clicks on x product from REACH global newsletter		Country request to HQ		Applicable
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly		Country team		Applicable
IMPACT activities contribute to better program implementation	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Usage monitoring and evaluation	Country team	Referencing log	OCHA Flash Updates

and coordination of the humanitarian response		# references in single agency documents				
Humanitarian stakeholders are using IMPACT products	<p>Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery</p> <p>Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery</p>	<p>Perceived relevance of IMPACT countryprograms</p> <p>Perceived usefulness and influence of IMPACT outputs</p> <p>Recommendations to strengthen IMPACT programs</p> <p>Perceived capacity of IMPACT staff</p> <p>Perceived quality of outputs/programs</p> <p>Recommendations to strengthen IMPACT programs</p>	Usage M&E	Country team	Usage Feedback and Usage Survey template	<p>REACH Syria general feedback survey conducted on a bi-annual basis, targeting all mailing list recipients, requests for further information, requests for presentations and participation in workshops</p>
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	<p>Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (providing resources, participating to presentations, etc.)</p>	<p># of organisations providing resources (i.e. Staff, vehicles, meeting space, budget, etc.) for activity implementation</p> <p># of organisations/clusters inputting in research design and joint analysis</p> <p># of organisations/clusters attending briefings on findings;</p>	Engagement Monitoring	Country team	Engagement log	<p>NA</p> <p>Presence at joint analysis workshops conducted before release of response plans; requests for inclusion of specific indicators / targeted areas</p> <p>Applicable- NES coordination meetings, Jordan / Turkey hub</p>

10. Documentation Plan

- Terms of reference
- Methodology notes
- Indicator list
- Data collection tools
- Raw dataset and cleaning log
- Clean datasets
- Maps
- City profile

11. Annexes

1. Data Management Plan – *Available upon request*
2. [Data Analysis Plan, Community Key Informant Needs Assessment](#)
3. [Questionnaire, Community Focus Group Discussion](#)