Research Terms of Reference

Northeast Syria Area-Based Assessments

Syria

January 2018

V1

REACH Informing more effective humanitarian action

1. Summary

Country of intervention	*Syria*					
Type of Emergency		Natural disaster	X	Conflict	X	Emergency
Type of Crisis		Sudden onset		Slow onset	X	Protracted
Mandating Body/ Agency	*REACH*					
Project Code	*16 CZH*					
REACH Pillar	X	Planning in Emergencies	X	Displacement		Building Community Resilience
Research Timeframe	Ongoing from December 2017					
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)	Phase I: Macro-level service, infrastructure and community mapping 1.1 Identify and map official administrative boundaries within the city 1.2 Identify and map current/perceived community (e.g. neighbourhood) boundaries and the estimated locations and numbers of each population group within the community for example host community, IDPs etc. 1.3 Identify and map pre-conflict/current location of services and infrastructure within the city 1.4 Identify the stakeholders responsible for delivery of each service (water, sewage etc) and map the geographical area of their responsibility within the cities 1.5 Identify coordination networks/relationships between stakeholders, within and across services 1.6 (Raqqa City only) Map returns and levels of accessibility (e.g. days of the week that certain areas can be accessed, number of hours accessible per day, agreements/permissions needed etc.) for civilians, commercial actors and humanitarian actors Phase II: Micro-level service, infrastructure and community mapping 2.1 Identify and map primary infrastructure (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the cities					

	2.2 Identify and map pre-conflict service catchment areas within the cities 2.3 Identify and map current service catchment areas within the cities 2.4 Assess actors' capacity to increase service delivery levels 2.5 Map shelter damage within the cities and identify current and potential housing stock 2.6 Map infrastructure damage within the cities (community KII/participatory mapping), identifying service status/capacity (Service KII?) and timeline for repairs (Service KII) where appropriate Phase III: Needs assessment 3.1 Identify primary needs of civilians living in/returning to the cities and triangulate with service delivery capacity; catchment areas to identify current/ potential unmet needs 3.2 Identify primary barriers faced by civilians in terms of accessing services 3.3 Verify pre-conflict/current service catchment areas in Phase I & II according to areas accessed by population in order to access services
Research Questions	Phase I: Macro-level service, infrastructure and community mapping 1.1 What are the official administrative boundaries within the targeted city? 1.2 What are the current and perceived community boundaries? How many people are living each community, how are they distributed between the communities, and are they permanent residents (i.e. host community) or temporary residents (i.e. IDPs)? 1.3 Where were the primary services and infrastructures located before the conflict (roads, WASH, electricity, healthcare, education, bakeries, markets)? Where are they currently located? 1.4 Who is responsible for reconstruction and service delivery for each service? What is their geographical area of responsibility (e.g. community, city-wide)? 1.5 What mechanisms are in place to support the coordination between these actors, within and across sectors? 1.6 (Raqqa city only) Which areas of the city are accessible for civilians, commercial actors and humanitarian actors? Which areas of the city are civilians returning to? How does the level of accessibility and the requirements for access vary between areas? 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. What was the pre-conflict service catchment area within the city? 2.3. What is the current service catchment area? How has this changed since before the conflict? 2.4. To what extent do actors have capacity to increase service delivery levels? 2.5. What level of shelter damage has occurred in the city? Where are the most damaged areas? What is the current and potential housing stock? 2.6. To what extent has the primary infrastructure been damaged? What is the current service delivery capacity? Where are the gaps in coverage? For damaged infrastructure, what is the timeline for repairs?

	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 civilians in accessing services? 3.3. What is the geographic area within which civilians are accessing services? How has this changed since before the conflict?					
Research Type		Quantitative		Qualitative	X	Mixed methods
Geographic Coverage	Al-Thawrah city (Tabqa) Ar-Raqqa city Ain al-Arab city (Kobane)					
Target Population(s)	Internally displaced persons (IDPs), returnees, host community population					
Data Sources	Secondary Data: • OCHA flash updates • Humanitarian Needs Overview 2018 • Raqqa/Tabqa Civil Council records • NGO/agency assessments/reports Primary Data: • Key informant interviews (high level, community level, service sector specific) • Direct observation • Focus group discussions (FGDs) • Participatory mapping exercises					
Expected Outputs	• Standalone city maps detailing community boundaries, infrastructure locations, population locations • Annotated maps showing returnee numbers and movements, supplemented with qualitative findings • City overviews with sector and community profiles, including embedded maps • Key findings presentations for each city					
Key Resources						
Humanitarian milestones						
	Milestone					
		Cluster plan/strategy				
		Inter-cluster plan/strategy				
		Donor plan/strategy				
		NGO plan/strategy				
	X	Other				
Audience						
	Audience type					

	X	Operational	
	X	Programmatic	
	X	Strategic	
		Other	
Access	X	Public (available on REACH research center and other humanitarian platforms)	
		Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	
		Other	
Visibility	*All information products will feature REACH branding.*		
Dissemination	*All outputs disseminated through REACH Syria mailing list via Sendiblu platforms, as well as through the North-East Syria Forum mailing lists (operational actors in North-East Syria) and Raqqa response skype groups.*		

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).[1] 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, [2] 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. Further, some cities have experienced a large influx of IDPs as the conflict has migrated between population centres in the region. 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. Three of the largest and most affected cities in Northeast Syria are Al-Thawrah (Tabqa), Ar-Raqqa and Ain al-Arab (Kobane).

- Al-Thawrah city (Tabqa)
    - The second largest city in Ar-Raqqa governorate, Tabqa suffered heavy destruction in the Raqqa offensive. It has an estimated population of 70,660[3]
    - During the offensive on Ar-Raqqa city and surrounding countryside, Tabqa city became a primary location for IDPs fleeing conflict. The city still hosts a large number of internally displaced persons (IDPs), with

[1] OCHA, Humanitarian Needs Overview 2018, November 2017
[2] OCHA, Humanitarian Needs Overview 2018, November 2017
[3] OCHA, HNO 2018 dataset, September 2017

estimates ranging from 14,500[4] to as high as 90,000[5] (estimates are difficult to verify given the high level of movement during the Raqqa Crisis).
- The city is adjacent to the Tabqa Dam, the primary source of electricity for the region – rendering the city a key strategic priority from an infrastructure perspective.
- Although humanitarian actors have been able to access the city since mid-2017, access remains a challenge due to its distance from operational centres in the north of the governorate.
- As a large portion of the IDP population is believed to be from Ar-Raqqa city, the situation in Tabqa will likely remain dynamic as reconstruction efforts commence in both cities.

- Ar-Raqqa city
  - The city is the largest in Ar-Raqqa governorate, with an estimated population of 279,000[6] prior to its takeover by ISIL in early 2015.
  - The city was fully evacuated during the Raqqa Offensive between November 2016 and October 2017.
  - 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.
  - There have been small scale returns to the outer neighbourhoods but it will likely take months before large-scale returns begin (although this remains uncertain).
  - As with civilian access, humanitarian access is currently severely restricted as demining efforts continue.

- Ain al-Arab (Kobane)
  - Kobane is the third largest of the three cities, (population 69,000)[7] located near the Turkish border
  - The city sustained high levels of damage during 2014 and there has been limited reconstruction since the fighting abated in early 2015 despite a high level of returns to the city.
  - Given the near-term focus to provide emergency response for Ar-Raqqa and Tabqa, actors have had limited capacity to respond in Kobane, but it remains a key long-term priority.

Access issues have hindered the collection of comprehensive and accurate information concerning the situation on the ground in these three cities. While it is generally accepted that there has been substantial infrastructure damage, the extent and specific location of the damage remains unclear. Further, given the ongoing displacement in the region and restrictions on returns to Ar-Raqqa, the largest city, there is 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, particularly given recent changes in administration and control of areas in North-East Syria. Last, there is a shortage of information on those residing in the three cities, both those who have returned to their homes and those who are living there temporarily.

In order to address these information gaps, REACH plans to conduct a series of area-based assessments in each of the three cities. The assessments will seek to provide information on various aspects of the cities and their residents. By taking an area-based approach, the assessments aim to not only understand the status of infrastructure, capacity of service delivery actors, and needs of the population, but also examine how all of these aspects interact with one other within a specific geographic area. To this end, the assessments can inform the humanitarian response at the local level and provide the basis for a multisector response in coordination with local actors.

Due to the scale of the information gaps, each city assessment will be broken down into a number of phases providing regularly updated information outputs and with each phase building on previously collected information. The three phases and their core objectives are as follows:

[4] OCHA, HNO 2018 dataset, September 2017
[5] Raqqa Civil Council
[6] UCP, Raqqa City Profile, January 2017
[7] OCHA, HNO 2018 dataset, September 2017

Phase I

- **Macro-level service, infrastructure and community mapping:** Provide geographic and demographic overview of targeted cities, including community boundaries[8], 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 civilians and barriers to accessing services within the boundaries defined in Phases I and II.

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 Northeast Syria.** 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, including which assessment phase they fall under, are as follows:

Phase I: Macro-level service, infrastructure and community mapping

1.1 Identify and map official **administrative boundaries** within the city (SDR)

1.2 Identify and map **current/perceived community (e.g. neighbourhood) boundaries** and the **estimated locations and numbers of each population group** within the community for example host community, IDPs etc. (High level KII/participatory mapping)

1.3 Identify and map **pre-conflict/current location of services and infrastructure** within the city (SDR, High level KII/participatory mapping)

1.4 Identify the **stakeholders responsible for delivery of each service** (water, sewage etc) and map the **geographical area of their responsibility** within the cities (SDR, High level KII, Service delivery KII/participatory mapping)

1.5 Identify **coordination networks/relationships between stakeholders**, within and across services (High level KII, Service delivery KII)

1.6 (Raqqa City only) **Map returns and levels of accessibility** (e.g. days of the week that certain areas can be accessed, number of hours accessible per day, agreements/permissions needed etc.) for civilians, commercial actors and humanitarian actors (SDR, high level KII/participatory mapping, community KII/participatory mapping)

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

2.1 **Identify and map primary infrastructure** (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the cities (SDR, service KII participatory mapping).

2.2 **Identify and map pre-conflict service catchment areas** within the cities (SDR, Community KII/participatory mapping)

2.3 **Identify and map current service catchment areas** within the cities

- ➡ Based on pre/post conflict, identify increased/decreased catchment areas for specific services

2.4 Assess actors' capacity to increase service delivery levels (Service KIIs).

2.5 Map shelter damage within the cities and identify current and potential housing stock (Satellite imagery analysis, community KII/participatory mapping, direct observation)

2.6 Map infrastructure damage within the cities (community KII/participatory mapping), identifying service status/capacity (Service KII) and timeline for repairs (Service KII) where appropriate

- ➡ Based on current / changed catchment area; service status capacity/status, identify gaps in service coverage/unmet service needs

[8] 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).

Phase III: Needs assessment

3.1 Identify **primary needs** of civilians living in/returning to the cities and triangulate with service delivery capacity; catchment areas to identify current/ potential unmet needs (community FGDs)

3.2 Identify **primary barriers** faced by civilians in terms of accessing services (community FGDs)

3.3 **Verify pre-conflict/current service catchment areas** in Phase I& II according to areas accessed by population in order to access services

4. Research Questions

As with the research objectives, the research questions for this assessment can be divided into three phases

Phase I: Macro-level service, infrastructure and community mapping

1.1 What are the official administrative boundaries within the targeted city?

1.2 What are the current and perceived community boundaries? How many people are living each community, how are they distributed between the communities, and are they permanent residents (i.e. host community) or temporary residents (i.e. IDPs)?

1.3 Where were the primary services and infrastructures located before the conflict (roads, WASH, electricity, healthcare, education, bakeries, markets)? Where are they currently located?

1.4 Who is responsible for reconstruction and service delivery for each service? What is their geographical area of responsibility (e.g. community, city-wide)?

1.5 What mechanisms are in place to support the coordination between these actors, within and across sectors?

1.6 (Raqqa city only) Which areas of the city are accessible for civilians, commercial actors and humanitarian actors? Which areas of the city are civilians returning to? How does the level of accessibility and the requirements for access vary between areas?

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

5.1. Where is the primary infrastructure located within the city for: roads, WASH, electricity, healthcare, education, bakeries, markets?

5.2. What was the pre-conflict service catchment area within the city?

5.3. What is the current service catchment area? How has this changed since before the conflict?

5.4. To what extent do actors have capacity to increase service delivery levels?

5.5. What level of shelter damage has occurred in the city? Where are the most damaged areas? What is the current and potential housing stock?

5.6. To what extent has the primary infrastructure been damaged? What is the current service delivery capacity? Where are the gaps in coverage? For damaged infrastructure, what is the timeline for repairs?

Phase III: Needs assessment

6.1. What are the primary needs of the population living in or returning to the city?

6.2. What are the primary barriers faced by civilians in accessing services?

6.3. What is the geographic area within which civilians are accessing services? How has this changed since before the conflict?

4. Methodology

5.1. Methodology overview

The assessment will consist of a mixed methods approach that combines the analysis of secondary data with qualitative and quantitative primary data collection methods, namely key informant interviews (KIIs), focus group discussions (FGDs) and direct observation (DO). 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 cities, 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 each phase of the assessment and 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 I: Macro-level service, infrastructure and community mapping	Community mapping	1.1	Identify and map official administrative boundaries within the city	SDR	N/A
		1.2	Identify and map current/perceived community boundaries and the estimated locations and numbers of each population group within the community	High level KII/participatory mapping	Civil Council members
	Infrastructure mapping	1.3	Identify and map pre-conflict/current location of services and infrastructure within the city	SDR, High level KII KII/participatory mapping	Civil Council members
	Stakeholder mapping	1.4	Identify the stakeholders responsible for delivery of each service (water, sewage etc) and map the geographical area of their responsibility within the cities	SDR, High level KII/participatory mapping, Service KII/participatory mapping	Civil Council members, Civil Council subcommittee sector specialists, NGOs
		1.5	Identify coordination networks/relationships between stakeholders, within and across services	High level KII, Service KII	Civil Council members, Civil Council subcommittee sector specialists, NGOs
	Access mapping	1.6	Map returns levels of access for civilians, commercial actors and humanitarian actors	SDR, High level KII/participatory mapping, Community KII participatory mapping	Civil Council members, Community leaders
Phase II: Micro-level service, infrastructure and community mapping	Infrastructure mapping	2.1	Identify and map primary infrastructure (water, sewage, bakeries, electrical/power, healthcare, markets, education, main roads) within the cities	SDR, Service KII/participatory mapping	Civil Council members, Civil Council subcommittee sector specialists
	Service mapping	2.2	Identify and map pre-conflict service catchment areas within the cities	SDR, Community KII/participatory mapping	Community leaders, Community members
		2.3	Identify and map current service catchment areas within the cities	Community KII/participatory mapping	Community leaders, community members

		2.4	Assess actors' capacity to increase service delivery levels	Service KIIs	Civil Council subcommittee sector specialists, NGOs
	Damage assessment	2.5	Map shelter damage within the cities and identify current and potential housing stock	Satellite imagery analysis, KII participatory mapping, direct observation	Community leaders, Community members
		2.6	Map infrastructure damage within the cities, identifying service status/capacity and timeline for repairs where appropriate	Community KII/participatory mapping, service KII/participatory mapping	Civil Council subcommittee sector specialists, Community leaders
Phase III: Needs assessment	Needs assessment	3.1	Identify primary needs of civilians living in/returning to the cities and triangulate with service delivery capacity	Community FGD/participatory mapping	Community members
		3.2	Identify primary barriers faced by civilians in terms of accessing services	FGD participatory mapping	Community members
		3.3	Verify pre-conflict/current service catchment areas in Phase I& II according to areas accessed by population in order to access services	FGD participatory mapping	Community members

5.2. Population of interest

The population of interest includes all population groups living within Tabqa, Kobane, and Ar-Raqqa cities. This includes host community residents and IDPs. A principal element of Phase I of the assessments is to identify the demographic composition of each city, therefore the population of interest in the subsequent phases of the assessment will to some extent be dependent on the findings of this first phase.

5.3. Secondary data review

The analysis of secondary data is a core tenet of the methodology and will be fully incorporated in each phase of the assessment. As there is such a dearth of information on the targeted cities, ensuring that all relevant secondary data sources are consulted and analysed in conjunction with primary data will be key for triangulation and verification of primary data. Further, data collected through SDR will be used to determine the specific methods used in subsequent phases of the assessments. For example, the stakeholder identification exercise in Phase I will feed directly into the KII selection for Phases II & III.

Details of how secondary data will feed into the assessment activities can be found in the Data collection section below.

5.4 Data collection

PHASE I: MACRO-LEVEL SERVICE, INFRASTRUCTURE AND COMMUNITY MAPPING

In this phase of the assessment, data will be collected through SDR, high level KIIs with participatory mapping, service KIIs with participatory mapping, and community KIIs with participatory mapping.

Secondary data review:

- Secondary data will be used, where possible, to:
  - ➡ Identify and map official administrative city boundaries [RO 1.1]
    - Potential sources of information include OCHA, Civil Council records, and OpenStreetMap.

- Identify and map pre-conflict/current location of services and infrastructure within the city [RO 1.3]
- Identify the stakeholders responsible for delivery of each service (water, sewage etc) and map the geographical area of their responsibility within the cities [RO 1.4]
- Map return levels and access for civilians, commercial actors and humanitarian actors [RO 1.6]

High level KIIs with participatory mapping:

- High level KIs are individuals with a strong understanding of multiple communities or areas, in some cases even entire cities. High level KIs may be members of administrative bodies and should have up to date information on general issues, population levels, and movement patterns, as well as having connections with both community leaders and sector-specialists in a number of communities.
- 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 I of the assessment, high level KIs will:
  - Identify and map current/perceived community boundaries and the estimated locations and population group within the community [RO 1.2]
  - Identify and map pre-conflict/current location of services and infrastructure within the city [RO 1.3]
  - Identify the stakeholders responsible for delivery of each service (water, sewage etc) and map the geographical area of their responsibility within the cities [RO 1.4]
  - Identify coordination networks/relationships between stakeholders, within and across services [RO 1.5]
  - Map return levels and access for civilians, commercial actors and humanitarian actors [RO 1.6]

Community KIIs with participatory mapping:

- Community KIs are individuals with strong knowledge of specific communities or areas. They differ from service KIs in that they do not necessarily have the sector-specific/technical expertise to describe the status or capacity of infrastructure, but are able to identify the boundaries of a community and describe the characteristics of its inhabitants.
- 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 I of the assessment, community KIs will:
  - Map return levels and access for civilians, commercial actors and humanitarian actors [RO 1.6]
- At least one KI will initially be conducted per community, with additional KIs conducted thereafter to verify community boundaries or in the event of contradictory data.
- Interviews will be in-person, semi-structured and will include a participatory mapping element. KIIs will identify or verify neighbourhood boundaries and provide quantitative data points for population estimates.

Service KIIs with participatory mapping:

- Service KIs are individuals with technical knowledge of a specific sector within a community or area. They are able to describe the operating status of services/infrastructure as well as the service area. Potential KI profiles include neighbourhood subcommittee technical leads and NGO programme managers.
- 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 I of the assessment, service KIs will:
  - Identify the stakeholders responsible for delivery of each service (water, sewage etc) and map the geographical area of their responsibility within the cities [RO 1.4]
  - Identify coordination networks/relationships between stakeholders, within and across services [RO 1.5]

  - (In Ar-Raqqa city only) Map levels of access for civilians, commercial actors and humanitarian actors, including required permissions and timeframes (i.e. is access permanent or temporary – if temporary, during which hours/for how long etc.) [RO 1.6]
- At least one KII will be conducted per service sector per community.
- Interviews will be in-person, semi-structured and will include a participatory mapping element. KIIs will identify or verify neighbourhood boundaries and provide quantitative data points for population estimates. Questions concerning service delivery actors at the neighbourhood level will be open-ended with a small number of predetermined questions for enumerators to probe on. Data will be recorded by assessment teams in daily debriefs with the field teams.

PHASE II: MICRO-LEVEL SERVICE, INFRASTRUCTURE AND COMMUNITY MAPPING

In this phase of the assessment, data collection will be collected through SDR, service KII/participatory mapping, community KII/participatory mapping, satellite imagery analysis, and direct observation.

Secondary data review

- Secondary data will be used, where possible, to:
  - Identify and map primary infrastructure within the cities [RO 2.1]
  - Identify and map pre-conflict service catchment areas within the cities [RO 2.2]

Satellite imagery analysis

- Satellite imagery analysis will be used to:
  - Map shelter damage within the cities and identify current and potential housing stock [RO 2.4]
- REACH GIS teams will analyse recent satellite imagery to identify buildings, blocks and areas with high levels of shelter damage.
- This information will then be mapped for use in the KIIs with participatory mapping and direct observation components of the shelter damage assessment.

Service KIIs with participatory mapping

- Service KIs will be selected using a purposive sampling method, whereby KIs will be identified through SDR and using existing REACH enumerator contact networks (including the KIs identified in Phase I). 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 II of the assessment, service KIIs will:
  - Identify and map primary infrastructure within the cities [RO 2.1]
  - Identify and map pre-conflict service catchment areas within the cities [RO 2.2]
  - Identify and map current service catchment areas within the cities [RO 2.3]
  - Explain actors' capacity to increase service delivery levels [RO 2.4]
  - Map shelter damage within the city and identify current and potential housing stock [RO 2.5]
  - Map infrastructure damage within the city, identifying service status/capacity and timeline for repairs where appropriate [RO 2.6]
- At least one KII will be conducted per service sector per community.
- During the service KII participatory mapping exercise, KIs will be asked to identify the location of primary infrastructure in their sector and community of expertise.
- KIs will then be asked to explain and map the pre-conflict service catchment area for the infrastructure/service.
- KIs will be asked to explain and map the current service catchment area for the infrastructure/service, explaining reasons for any differences between pre-conflict and current catchment area.
- With the primary infrastructure and services that have been identified, KIs will highlight any damage and explain the service status and capacity of the specific infrastructure. KIs will also be asked to provide an estimated timeline for

repairs (if known). This information will be collected through a series of closed questions, although any additional data will still be collected and recorded during a daily debrief with the assessment team.

- Following this, KIs 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. This data will be collected through a semi-structured manner – enumerators will be equipped with a number of main questions and probing sub-questions, but given it will be the KIs who have sector-specific expertise, they will be encourage to direct the conversation and explain all issues as fully as possible. Daily debriefs will then be conducted with the assessment team in order to ensure all information is recorded.
- REACH field teams will present KIs with satellite images featuring mapped damaged areas from the satellite imagery analysis, reviewing residential areas identified from above as damaged.
- KIs will then highlight any additional structures on the map that have been damaged but are not necessarily visible from above. This data will then be verified through the direct observation exercise. For damaged areas, KIs will indicate the number of storeys each building has to indicate overall housing stock in the community.

Community KIIs with participatory mapping

- Community KIs will be selected using a purposive sampling method, whereby KIs will be identified through SDR and using existing REACH enumerator contact networks (including the KIs identified in Phase I). 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 II of the assessment, community KIs will:
    - Map shelter damage within the cities and identify current and potential housing stock [RO 2.5]
    - Map infrastructure damage within the cities, identifying service status/capacity and timeline for repairs where appropriate [RO 2.6]
- At least one KII will be conducted per community.
- REACH field teams will present KIs with satellite images featuring mapped damaged areas from the satellite imagery analysis, reviewing areas identified from above as damaged.
- KIs will then highlight any additional structures on the map that have been damaged but are not necessarily visible from above. This data will then be verified through the direct observation exercise. For damaged areas, KIs will indicate the number of storeys each building has to indicate overall housing stock in the community.
- KIs will also highlight any damaged infrastructure in the community and explain the extent of the damage if possible.

Direct observation

- In Phase II of the assessment, direct observation will be used to:
    - Map shelter damage within the cities and identify current and potential housing stock [RO 2.5]
- REACH field teams will visit areas identified with lateral damage in the KII participatory mapping exercise. They will verify whether the structures feature lateral damage and if so, the extent of the damage. This information will be captured through a closed-question survey, taking GPS points and photographs at each site.

PHASE III: NEEDS ASSESSMENT

In this phase of the assessment, data will be collected through focus group discussions (FGDs) with community members. The FGDs will include a participatory mapping element, whereby respondents will be required to identify community boundaries and accessed services on a map of the area.

Focus group discussions with participatory mapping

- Primary data for the needs assessment phase will be collected through participatory mapping FGDs.
- The aim of the participatory mapping FGDs is to:
    - Identify primary needs of civilians living in/returning to the cities [RO 3.1]
    - Identify primary barriers faced by civilians in terms of accessing services [RO 3.2]

  - ➡ Verify pre-conflict/current service catchment areas in Phase I& II according to areas accessed by population in order to access services [RO 3.3]
- 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 participatory mapping 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.

5.5. Data analysis plan

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

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

6. Product Typology

Table 2: Type and number of products required

Type of Product	Number of Product(s)	Additional information
City profile	3	1 profile to be produced per city, with sections focusing on specific sectors
Presentation	3	1 needs assessment key findings presentation to be produced per city
Map (standalone, annotated, embedded into other outputs)	TBD	Regularly updated maps to be produced concerning population data, access levels, reconstruction/repairs status. Maps will include: • City maps with administrative/community boundaries • City map with neighbourhood boundaries and population data • City map with neighbourhood boundaries and stakeholder information • City map with neighbourhood boundaries and access information • City map with pre-conflict infrastructure • City map with current infrastructure • City map with infrastructure damage levels • City map with shelter damage levels • (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	Assessment Manager	Global Assessment Coordinator	Global Assessment Coordinator
Training of enumerators for primary data collection	Operations Coordinator	Operations Coordinator	Assessment Officer	Assessment Officer
Tracking of data entry	Assessment Officer	Operations Coordinator	Assessment Manager	Assessment Manager
Data cleaning and analysis	Assessment Officer, Senior GIS Officer	Assessment Manager	Data Management and Analysis Coordinator, Global Assessment Coordinator	Data Management and Analysis Coordinator, Global Assessment Coordinator
Final output production (SO, Maps, Profiles)	Assessment Officer, Senior GIS Officer, GIS Assistant	Assessment Manager	Global Assessment Coordinator, HQ Programme Officer	Global Assessment Coordinator, HQ Programme Officer
Project evaluation and lessons learned	Assessment Officer, Operations Coordinator	Assessment Manager	Global Assessment Coordinator	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 the area-of-origin approach.
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	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center # of downloads of x product from Relief Web # of downloads of x product from Country level platforms # of page clicks on x product from REACH global newsletter # of page clicks on x product from country newsletter, sendingBlue, bit.ly	User monitoring	Country request to HQ Country request to HQ Country team Country request to HQ Country team	User log	Applicable Applicable NA Applicable Applicable
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	Usage monitoring and evaluation	Country team	Referencing log	OCHA Flash Updates
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Humanitarian actors use	Perceived relevance of IMPACT countryprograms Perceived usefulness and influence of IMPACT outputs Recommendations to strengthen IMPACT programs Perceived capacity of IMPACT staff	Usage M&E	Country team	Usage Feedback *and* Usage Survey template	REACH Syria general feedback survey conducted on a bi-annual basis, targeting all mailing list recipients, requests for further information,

	IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived quality of outputs/programs Recommendations to strengthen IMPACT programs				requests for presentations and participation in workshops
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)*	# 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;	Engagement Monitoring	Country team	Engagement log	NA Presence at joint analysis workshops conducted before release of response plans; requests for inclusion of specific indicators / targeted areas Applicable-NES coordination meetings, Jordan / Turkey hub WoS meetings

10. Documentation Plan

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

11. Annexes

1. Data Management Plan

Annex 1: Data Management Plan

Administrative Data	
Project Name	-
Project Code	16 CZH
Donor	-
Project partners	-
Project Description	-
Project Data Contacts	Will Woodward (will.woodward@reach-initiative.org)
DMP Version	Draft v1
Related Policies	None
Data Collection	
What data will you collect or create?	Primary and secondary data (quantitative, qualitative, geodata).
How will the data be collected or created?	Quantitative data will be collected using OpenDataKit (ODK) and stored on a Kobo server. Qualitative data will also be collected through ODK, as well as through note taking – which will be digitised during debriefs with the assessment team. Geodata will be captured in participatory mapping exercises and digitally scanned and stored.
Documentation and Metadata	
What documentation and metadata will accompany the data?	The following metadata will be included: • Dates and locations of KIIs/Interviews • Interviewer/facilitator, scribe, debriefer names • Kobo form submissions extracted in .xls format The following documentation will accompany the data: • Cleaning log • Enumerator follow-up history • Translations log
Ethics and Legal Compliance	
How will you manage any ethical issues?	Consent - All the respondents, KII and FGD participants will be asked for their consent prior to the interviews. Anonymization - all the personally identifiable information (PII) will be removed or anonymised from shared datasets.
How will you manage copyright and Intellectual Property Rights (IPR) issues?	IMPACT/ REACH will own the data and it will be made public
Storage and Backup	
How will the data be stored and backed up during the research?	All digital data will be uploaded to KoBo and stored in the northeast Syria folder of the REACH MENA Dropbox on a daily basis. This is backed up to the MENA server in Amman on a daily basis.
How will you manage access and security?	Digitized KII and FGD notes will be anonymized, allowing for broad access by REACH staff
Selection and Preservation	

Which data should be retained, shared, and/or preserved?	Only anonymized data will be shared.
What is the long-term preservation plan for the dataset?	Archived in the REACH MENA Dropbox.
Data Sharing	
How will you share the data?	Data will be shared using links to the REACH Resource Centre and bilaterally via email.
Are any restrictions on data sharing required?	Personally identifying information must be removed from the data set prior to sharing
Responsibilities	
Who will be responsible for data management?	Assessment Officer

Adapted from:

DCC. (2013). Checklist for a Data Management Plan. v.4.0. Edinburgh: Digital Curation

Centre. Available online: http://www.dcc.ac.uk/resources/data-management-plans.