

Research Terms of Reference

Settlement-Based Assessment Abu Salim Tripoli

LBY2104

Libya

May 2021
Version 1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Libya				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/> Other (<i>specify</i>)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	OFDA/USAID				
IMPACT Project Code	14ANL 407				
Overall Research Timeframe (<i>from research design to final outputs / M&E</i>)	1/12/2020 to 19/06/2021				
Research Timeframe	1. Pilot/ training: 22/04/2021		6. Preliminary presentation: N/A		
<i>Add planned deadlines (for first cycle if more than 1)</i>	2. Start collect data: 23/04/2021		7. Outputs sent for validation: 19/6/2021		
	3. Data collected: 22/05/2021		8. Outputs published: 26/6/2021		
	4. Data analysed: 05/06/2021		9. Final presentation: 01/07/2021		
	5. Data sent for validation: 05/06/2021				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	Milestone		Deadline		
	<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):	Nexus Working Group (NWG) Joint-Planning Strategy – No date yet set		
Audience Type & Dissemination <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	Audience type		Dissemination		
	<input type="checkbox"/> Strategic		X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)		
	X Programmatic		X Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting		
	X Operational		X Presentation of findings (e.g. at NWG meeting; Cluster meeting)		
	<input type="checkbox"/> [Other, Specify]		<input 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	This settlement-based assessment (SBA) aims to provide humanitarian-development-peace 'nexus' ¹ actors with information related to service delivery and living conditions in Abu Salim Tripoli, Libya. The SBA will help 'nexus' actors identify efficient entry points for supporting medium- to long-term solutions to service delivery challenges and supporting rehabilitation of conflict-affected areas.			
Specific Objective(s)	<p>This assessment will focus on collecting information on two thematic areas: (i) essential service operationality and (ii) living standards. Regarding the first, the objective is to identify the functionality of key service provision infrastructure and identify the stakeholders involved in provision. For the second thematic area, the objective is to understand context for rehabilitation and reconstruction of areas damaged by conflict by assessing living conditions in those areas and how these conditions impact access to essential services. The levels of analysis will be the following: (1) the municipality of Abu Salim, (2) muhallahs (smaller administrative geographic units), and (3) specific population groups among area residents (IDP and returnee); within these levels, a greater focus will be placed on the conflict-affected areas.</p> <p>To fulfil the outlined purpose of this assessment, the following activities and objectives will be explored:</p> <ol style="list-style-type: none"> 1. Define and profile the primary geographic areas and subsequent population groups within the municipality of Abu Salim <ol style="list-style-type: none"> 1.1. Identify and map official administrative muhallah boundaries and unofficial community areas 1.2. Identify population groups and perceived socio-economic profile of muhallahs 1.3. Identify areas affected by conflict damage 2. Identify and assess operationality of key service infrastructure, specifically electricity, water, health centres, and education centres, with a focus on conflict-affected areas <ol style="list-style-type: none"> 2.1. Identify factors that restrict access to services, such as distance and operationality 2.2. Identify service-related key stakeholders in each respective service area 2.3. Identify priority sectors and areas for essential services rehabilitation 3. Measure residents' perceptions of service provision/access and living conditions in their muhallah of residence <ol style="list-style-type: none"> 3.1. Identify where and how populations in conflict-affected areas access essential services 3.2. Identify key issues preventing IDP returns 3.3. Identify key issues experienced by returnees upon return 			

¹ OCHA, [Humanitarian Development Nexus – The New Way of Working](#), Accessed 12, April, 2021

Research Questions	<div>1. What are the primary administrative geographic areas and subsequent population groups within the municipality of Abu Salim?<div>1.1. What are the muhalla administrative boundaries and their official names?<div>1.1.1. What are the unofficial neighbourhood and area names (for example, situated around landmarks) within these muhallahs</div></div></div> <div>1.2. What is the socio-economic and displacement profile of muhallah residents?</div> <div>1.3. Which muhallahs are most affected by damage from conflict?</div> <div>2. What are the operational characteristics of key services such as health, WASH, and electricity?<div>2.1. What are the factors that restrict access to services, such as distance and operationality?</div><div>2.2. What are the key service-related stakeholders in each respective service area?</div><div>2.3. What are the priority sectors and areas for essential services rehabilitation?</div></div> <div>3. How do residents perceive their access to essential services and the living conditions in their muhallah of residents?<div>3.1. Where and how do populations in conflict-affected areas access essential services?</div><div>3.2. What are the key issues preventing IDPs from returning to conflict-affected areas?</div><div>3.3. What are living conditions for people who have returned to their homes in conflict-affected areas?</div></div>			
Geographic Coverage	Abu Salim (city level) and muhallahs (districts) within the city of Abu Salim (19 ² muhallahs total)			
Secondary data sources	<div><div>-</div><div>REACH, Libya Joint Market Monitoring, 2020-2021 [monthly] (REACH)</div><div>-</div><div>REACH, MSNA Libyan Population, 2020</div><div>-</div><div>REACH, MSNA Migrant and Refugee Population, 2020</div><div>-</div><div>HALO Trust, Socio-Economic Assessment of Southern Tripoli, 2021 [forthcoming]</div><div>-</div><div>IOM, Displacement Tracking Matrix – IDP and Returnee Report Round 34, 2021</div><div>-</div><div>IOM, Displacement Tracking Matrix – Migrant and Refugee Report Round 34, 2021</div><div>-</div><div>UNICEF, GIZ, Assessment of Water Supply Systems and Insitutions in Libya, 2021</div><div>-</div><div>World Bank and Price Waterhouse Cooper, Rapid Assessment of Electricity Sector Performance, 2017</div><div>-</div><div>Ezzeddine N. et al. Local Security Governance in Libya, Clingendael, 2018</div><div>-</div><div>Micallef M., The Human Conveyor Belt Broken, Cligendael, 2019</div><div>-</div><div>Gramizzi C. & J. Tubiana, Lost in Trans-Nation, Small Arms Survey, 2018</div><div>-</div><div>Ezzeddine N. et al., From Abuse to Cohabitation: A way forward for positive migration governance in Libya, Cligendael, 2019</div><div>-</div><div>E.U., World Bank Group, UN, Supporting Peace and Stability in Libya, 2019</div><div>-</div><div>Libya Recovery and Peacebuilding Framework: comprehensive review of existing data and information on challenges and needs, 2019 (World Bank) [Unpublished]</div></div>			
Population(s) Select all that apply	<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
	X	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	X	Host communities	X	Migrants

² Determined during Phase 1 of data collection. Initial scoping conversations with field staff have identified 7 likely DCUs.

Stratification <i>Select type(s) and enter number of strata</i>	X	Geographical #: 19 Muhallahs (districts) Population size per strata is known? <input type="checkbox"/> Yes X No	X	Gender #: 2 (male/female) Population size per strata is known? <input type="checkbox"/> Yes X No	<input type="checkbox"/> Other #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	X	Structured (Quantitative)	X	Semi-structured (Qualitative)	
		Sampling method		Data collection method	
Structured data collection tool # 1 <i>Individual interview: residents</i>		<input type="checkbox"/> Purposive X <input checked="" 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 type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ X <input checked="" type="checkbox"/> Individual interview (Target #): 384 <input type="checkbox"/> Direct observations (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Structured data collection tool # 2 <i>Direct observation infrastructure</i>		X <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 type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ X <input checked="" type="checkbox"/> Direct observations (Target #): 9 muhallahs (districts) <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # 1 <i>Preliminary Mapping FGD (city-level)</i>		X <input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ X <input checked="" type="checkbox"/> Focus group discussion (Target #): 1 <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # 2 <i>Municipal council FGD</i>		X <input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ X <input checked="" type="checkbox"/> Focus group discussion (Target #): 1 <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # 3 <i>Muhallah representatives KIs</i>		X <input checked="" type="checkbox"/> Purposive X <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ X <input checked="" type="checkbox"/> Focus group discussion (Target #): 9 (TBC, 1 per conflict-affected muhallah) <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # 4 <i>Water and electricity service provider KIs</i>		X <input checked="" type="checkbox"/> Purposive X <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		X <input checked="" type="checkbox"/> Key informant interview (Target #): 10 (5 per sector) <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) # 5 <i>Health care provider FGD</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 2 (one for northern, one for southern) <input type="checkbox"/> [Other, Specify] (Target #): _____	
Target level of precision if probability sampling	95% level of confidence		5 +/- % 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 type="checkbox"/>	Situation overview #: __	<input checked="" type="checkbox"/>	Report #: 1
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input checked="" type="checkbox"/>	Presentation (Final) #: 1
	<input type="checkbox"/>	Interactive dashboard #: _	<input type="checkbox"/>	Webmap #: __
	<input type="checkbox"/>	[Other, Specify] #: __		
Access	<input checked="" type="checkbox"/>	Public (available on REACH resource center and other humanitarian platforms)		
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		
Visibility <i>Specify which logos should be on outputs</i>	REACH			
	Donor: OFDA/BHA			
	Coordination Framework:			
	Partners:			

2. Rationale

2.1 Background

In 2021, Libya begins its eleventh year of protracted conflict. The war continues to cause infrastructure damage, security threats, and economic and political crises that undermine municipalities' opportunity to provide access to services and stable governance. To better understand local needs, international actors must focus on urban spaces as unified systems rather than analysing needs on a sector-by-sector basis³. This is particularly true in Libya, where cities have historically played a prominent governance role in lieu of a strong central capital; today, the country "arguably resembles a nation of city states shaped by local identities"⁴. For actors seeking to address needs in urban areas, it is essential to understand how access to essential service infrastructure and governance structures are interlinked. Communities in protracted crises like Libya's are often driving their own development or crisis coping processes⁵. Through its 'city as a system' lens, settlement-based approaches present pathways for supporting local initiatives and for international organizations to achieve their goals⁶. Based on these considerations, REACH collaborated with the Nexus Working Group (NWG) to develop this settlement-

³ REACH, Consultations on Humanitarian Responses in Urban Areas. Perspectives from Cities in Crisis, World Humanitarian Summit, May 2016.

⁴ World Bank, Libya Recovery and Peacebuilding Framework: comprehensive review of existing data and information on challenges and needs, 2019, [Unpublished]

⁵ Maynard V., E. Parker, [Humanitarian Response to Urban Crises](#), International Institute for Environment and Development, 2015.

⁶ Maynard V., E. Parker, [Humanitarian Response to Urban Crises](#). International Institute for Environment and Development, 2015.

based assessment (SBA)⁷. **The main objective of a SBA is to better understand local dynamics, vulnerabilities, and community capacities to facilitate long-term recovery.**

Through this approach, the SBA will support the humanitarian, development, and peace-building nexus approach to programming in Libya (hereafter referred to as the nexus)⁸. The key objective behind the nexus approach is to offer a concrete path to removing unnecessary barriers between humanitarian, development and peacebuilding actors as they jointly work towards sustainable development gains, and preventing the loss of peace dividends whenever a crisis or shock hits (UN Libya Nexus Strategy 2019). The UN Program Management Team (PMT) and the Nexus Working Group (NWG) are developing and coordinating city-specific nexus strategies and programming. Their NWG began piloting their activities in Sebha in 2019, supported by the Sebha Area-based Assessment REACH produced in March 2021, which seeks to support the PMT and NWG in their joint analysis of needs and coordination of activities in the city. This year, the NWG will begin to expand their programming and coordination to new locations.

Location Selection

In order to support the expanding scope of the NWG's work, REACH will conduct a SBA of Abu Salim, Tripoli. As the NWG has yet to select the next target municipality for its engagement, REACH selected Abu Salim through a collaborative and consultative process with the NWG and individual member organisations as a means to anticipate future nexus activities and ensure the production of a relevant and impactful information product. The process began with the formulation of the location selection criteria, developed in consultation with the NWG. The criteria for choosing the location of this assessment were:

1. An area with complex inter-dependent needs
2. Presence of different population groups: IDPs, migrants, returnees
3. Presence of service provision issues
4. Presence of significant information gaps related to service provision/access and local governance
5. Presence of a significant number of intervening international organizations
6. Location where local authorities and institutions are willing to collaborate with REACH

On December 10, 2020, these criteria were presented by REACH to the NWG and approved by the group. Following the approval, REACH made a preliminary selection of potential municipalities and conducted a secondary data review to identify locations that meet the criteria. Sources consulted included:

- [REACH, MSNA Libyan Population, 2020](#)
- [REACH, MSNA Migrant and Refugee Population, 2020](#)
- [IOM, Displacement Tracking Matrix – IDP and Returnee Report Round 34, 2021](#)
- [IOM, Displacement Tracking Matrix – Migrant and Refugee Report Round 34, 2021](#)
- [OCHA, 4Ws dashboard, 2020](#)

⁷ REACH is well placed to conduct this assessment due to its previous experience collaborating with NWG for the SBA of Sebha; furthermore, REACH has experience conducting complex SBAs, such as those conducted in Azzawya and Ubari.

⁸ UNOCHA, [The New Way of Working](#), 2017.

- [Humanitarian Country Team, Libya Humanitarian Needs Overview, 2021](#)

This review was complimented with 13 key informant interviews with NWG member organisations, as well as 4 internal interviews with REACH field staff. During the review, other municipalities were considered based on the recommendations received during those interviews. The results of the selection process were then presented to the NWG on February 25, 2021, with the recommendation the Abu Salim Tripoli be chosen for the assessment location, at which time the NWG approved the recommendation.

Abu Salim Context

Abu Salim is one of the twelve municipalities comprising the Greater Tripoli Region, and is the largest in terms of both area and population, hosting approximately 380,000 residents⁹. Since 2011, the municipality has experienced extensive damage and destruction due to armed conflict. During the Tripoli Offensive of 2019-2020, the front lines of the conflict ran through Abu Salim, resulting in damage to service infrastructure, property and housing, and population displacement. Over 200,000 civilians have experienced displacement since the beginning of that offensive in April 2019¹⁰. After the cessation of armed conflict, an estimated 80,000 people have returned to their homes in Abu Salim¹¹. Abu Salim has served as a host to thousands of internally displaced people (IDPs) since 2011 from several other municipalities in Libya, especially Tawergha. Of the 6,000 IDPs currently estimated in the municipality, the majority are residing in rented accommodation, while some inhabit several informal camps in the city¹². While data specific to migrants in Abu Salim is not readily available, IOM estimates that there are approximately 89,000 migrants in the Greater Tripoli Region, which is the highest concentration of migrants in the country.

The provision of essential services to many residents in Abu Salim has been hindered by the damage to electricity, water, education, and health care infrastructure caused by the previous conflict. As the front lines of the recent offensive were located in the southern half of the municipality, scoping interviews revealed that Abu Salim can be characterised as two distinct areas. The northern area is urban, with a dense population, and was perceived by scoping key informants to have relatively better living conditions and service infrastructure. The southern areas were characterised as peri-urban, significantly damaged by conflict, and lacking in operational service infrastructure. Rehabilitation of the southern area has been complicated by the prevalence of unexploded remnants of war¹³. Now that mine clearance operations have made important progress and tens of thousands of people have returned to the area, efforts to reconstruct and rehabilitate affected areas are increasing at the national and international level.

In order to support these efforts with pertinent and actionable information, **this SBA is designed around two pillars of investigation: (i) availability of essential services and (ii) living conditions**. Highlighting the situation of women, IDPs,

⁹ [UNICEF, GIZ, Assessment of Water Supply Systems and Insitutions in Libya, 2021](#)

¹⁰ HALO Trust, Socio-Economic Assessment of Southern Tripoli, 2021 [forthcoming]

¹¹ [IOM, Displacement Tracking Matrix – IDP and Returnee Report Round 34, 2021](#)

¹² [IOM, Displacement Tracking Matrix – IDP and Returnee Report Round 34, 2021](#)

¹³ HALO Trust, Socio-Economic Assessment of Southern Tripoli, 2021 [forthcoming]

and returnees will be a crosscutting element. This approach will help international actors operate more efficiently at a micro-level through enhanced targeting of areas and infrastructure for rehabilitation, and by engaging with existing systems for service provision and decision making. To enable this engagement to be inclusive for all groups, actors will need information on how/whether the specific population groups face difficulties accessing these systems. Through this approach, the SBA aims to help 'nexus' actors identify efficient entry points for supporting medium- to long-term solutions to service delivery challenges and rehabilitation of conflict-affected areas in Abu Salim, Tripoli.

3. Methodology

3.1 Methodology overview

In order to scope and design this SBA's methodology, REACH first sought to identify specific information gaps on Abu Salim that exist for international and local actors, as well as to identify ongoing or upcoming programming that the SBA could support. Once Abu Salim was selected as the location for the assessment, REACH conducted a second round of 8 scoping interviews with international organisations currently working in Abu Salim, the Municipality of Abu Salim, and a local CSO. The following data gaps were identified during this period and are the foundation of the Abu Salim SBA research design:

- International actors have little information regarding the extent of the conflict damage to service infrastructure and shelters
- International actors have little information regarding the extent and modality of service provision across Abu Salim, and how this has been impacted by damage to infrastructure
- International actors require information that would inform programming to support IDP returns to conflict-affected areas of Abu Salim, and to support returnees upon arrival
- International actors require information related to evictions to support sustainable shelter strategies
- International actors have varied levels of information regarding the governance and coordination mechanisms present in the area that are engaged in facilitating the rehabilitation of conflict-affected areas, and in particular the rehabilitation priorities of those bodies
- International actors require information that supports the prioritization of sectors and areas for rehabilitation

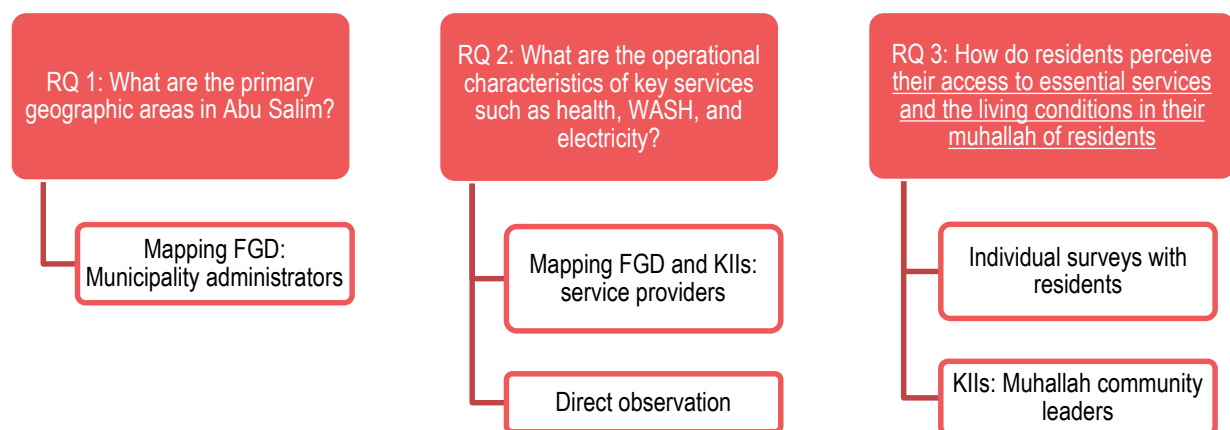
The scoping period identified specific ongoing and upcoming national and international interventions that the SBA will seek to support, including:

- NRC's programming related to shelter, as well as IDP and returnee support
- UNICEF's upcoming programming related to support of IDPs and returnees
- ACTED's potential upcoming programming related to infrastructure rehabilitation and livelihoods
- DRC's ongoing programming related to livelihoods, WASH support, shelter, and protection
- Intersos's ongoing programming related to shelter, education, and protection
- WFP's upcoming programming related to livelihoods

- The Abu Salim Municipality's ongoing support to IDP, returnee, and low-income individuals, as well as their engagement on repairing key infrastructure and facilities related to provision of electricity, water, education, and health care.

To address the above-mentioned information gaps and support the identified interventions, the SBA for Abu Salim will build on a **mixed methods approach**, combining qualitative and quantitative methods, to facilitate the integrative analysis of the two thematic pillars: 1) essential service availability and operationality and 2) living conditions. The methodology relies on the collection of information from a range of perspectives, including governance stakeholders, service providers, and residents. Data collection will take place between April 23 and May 22, 2021.

Figure 1 The individual tools supporting the analysis of each research question



Qualitative component

The qualitative methods will be employed to map the city boundaries and neighbourhoods as well as key service infrastructure; to collect information about the context of rehabilitation of conflict-affected areas and the vulnerabilities of IDPs and returnees; and to identify governance mechanisms and stakeholders in the city. The SBA will deploy 7 structured and semi-structured qualitative tools.

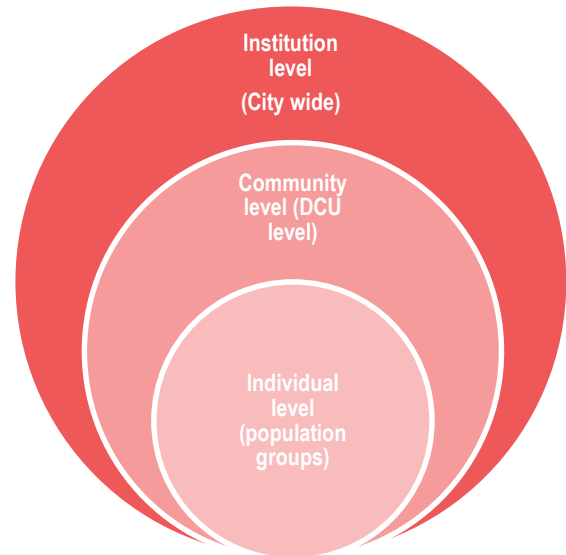
The FGD and KII tools will be carried out with key informants such as service providers, municipal council members, and muhallah representatives (mukhtars). A total of 4 FGDs and 23 KIIs will be conducted. Informants will be purposively sampled and identified through snowballing. These interviews will be complemented by direct observation tool for enumerators to qualitatively assess living conditions in conflict-affected muhallahs.

Quantitative component

This component provides a bottom-up lens to the 'city as a system' by quantifying residents' perception of living conditions in each muhallah, and how they engage with the identified service infrastructure and governance mechanisms. The SBA will deploy 1 quantitative tool, targeting 384 Abu Salim residents. Respondents will be selected through a randomized representative sample at the city-level, providing a 95% confidence level and 5% confidence interval. The data will be further disaggregated by muhallah, gender, and displacement status to provide indicative findings for comparing areas and population groups.

3.2 Population of interest

One of the key objectives to understanding ‘the city as a system’ is to integrate perspectives of both the population as well as policy makers, authorities, and service providers. In this way, the SBA will examine both the supply and demand sides of the context by gathering information both on residents’ needs and institutional response capacities. In order to do so, key service infrastructure and provision (research objective 2) will be explored in FGDs and KIs with service providers, municipal authorities and community leaders, while citizen perceptions of service access and the living conditions in each muhallah are measured in the resident survey (objective 3).



As such, the relevant units of measurement applied during the SBA are the **institution level**, **community (muhallah) level**, and **the individual (population group) level**. Findings from each component will be assessed against each other (for instance: what services are available and how do different types of residents access them and rate their quality).

A second important component of this SBA is mapping the demographic distribution of population groups across Abu Salim and understanding the differences per area in terms of living conditions, access to services, and governance mechanisms. Abu Salim municipality is comprised of 19 muhallahs.¹⁴ The boundaries of these areas and the neighbourhoods within this muhallahs will be confirmed during the city-level FGD with municipal governance actors.

3.3 Secondary data review

Open geospatial data sources were consulted to get an initial geographical overview of key infrastructure and places of interest. Additional workshops will be setup with field staff and enumerators to expand, correct and triangulate this information to a coherent spatial dataset.

- Open Street Map. [Tripoli, Libya.](#)
- WikiMapia. [Tripoli, Libya.](#)

Other sources that were used for SDR to help contextualize the research design:

- [REACH, Libya Joint Market Monitoring, 2020-2021 \[monthly\]](#) (REACH)
- [REACH, MSNA Libyan Population, 2020](#)

¹⁴ Water sector assessment

- [REACH, MSNA Migrant and Refugee Population, 2020](#)
- HALO Trust, Socio-Economic Assessment of Southern Tripoli, 2021 [forthcoming]
- [IOM, Displacement Tracking Matrix – IDP and Returnee Report Round 34, 2021](#)
- [IOM, Displacement Tracking Matrix – Migrant and Refugee Report Round 34, 2021](#)
- [UNICEF, GIZ, Assessment of Water Supply Systems and Institutions in Libya, 2021](#)
- [World Bank and Price Waterhouse Cooper, Rapid Assessment of Electricity Sector Performance, 2017](#)
- [Ezzeddine N. et al. Local Security Governance in Libya](#), Clingendael, 2018
- [Micallef M., The Human Conveyor Belt Broken](#), Clingendael, 2019
- [Gramizzi C. & J. Tubiana, Lost in Trans-Nation, Small Arms Survey](#), 2018
- [Ezzeddine N. et al., From Abuse to Cohabitation: A way forward for positive migration governance in Libya](#), Clingendael, 2019
- E.U., World Bank Group, UN, Supporting Peace and Stability in Libya, 2019

Key Definitions

- *Internally Displaced Person (IDP)*: An IDP is someone who left their baladiya of origin during or after 2011 as a result of the conflict (and not due to other causes) and has not returned to their baladiya of origin. “An IDP is any ‘persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized state border.’”¹⁵
- *Returnee*: “A returnee is any person who was displaced internally or across an international border but has since returned to his/her place of habitual residence.”¹⁶ A returnee is someone who was displaced during or after 2011 and who has since returned home.
- *Household*: A household includes any group of people living together and sharing family ties or, by lack of family ties, sharing financial resources.
- *Muhallah*: An area or neighbourhood smaller than and included in the municipality (or baladiya)¹⁷
- *Baladiya*: Administrative level corresponding to the ‘municipality’ – Libya currently has 100 baladiyas¹⁸

3.4 Primary Data Collection

The purpose of the SBA is to understand ‘the city as a system’ and the interlinkages between service provision, governance, and the opportunities for citizens to engage with these systems. Hence, the SBA aims to connect a variety of thematic pillars. This endeavour is reflected in the diversity of tools and sampling strategies. Data collection will be spread over a scoping period, the primary data collection period, and the triangulation period. The tools and sampling frame are summarized in table 1 and respective components are further described in the sections below. In the table below, the primary data collection

¹⁵ IOM, “DTM Libya – Mobility Tracking: Methodology,” Version 11, 2017.

¹⁶ Ibid.

¹⁷ OCHA, “Libya Common Operational Dataset,” 2017

¹⁸ Ibid.

tools in the table are organized per thematic pillar and subsequently colour-coded in different shades of red. **The table below outlines the tools that will be used during data collection in non-chronological order¹⁹.**

Table 1: Description of tools used for data collection

Label	Method	Objective	Structure	# of surveys	Population of interest	Sampling
Initial Mapping FGD	Mapping FGD	Identify key landmarks in the city	Semi-structured: Participatory Mapping and FGD tool	1	Enumerator Trainers (Abu Salim residents)	Purposive
Direct observation	Direct observation service infrastructure	Map location of key infrastructure in conflict-affected muhallahs and operational status	Structured	9 muhallahs (TBC)	Infrastructure	Purposive
Service FGD: Health	City-level MFGD	Map health service disruptions, identify challenges regarding provision and access, document priorities and development plans	Semi-structured: Participatory mapping and FGD tool	2	Health experts and service providers	Purposive & snowballing
Service KII: WASH	City-level, Mapping KII	Map public water and sewage network coverage and facilities, identify challenges regarding provision and access, document priorities and development plans	Semi-structured: Participatory mapping, KII tool	5	Water service providers, public company employees	Purposive & snowballing
Service KII: Electricity	City-level, Mapping KII	Map electricity grid, identify challenges regarding provision and access, document priorities and development plans	Semi-structured: Participatory mapping, KII tool	5	Electricity service providers, public company employees	Purposive & snowballing
Municipal FGD	City-level FGD	Identify areas affected by conflict damage and displacement, and returnee concentrations. Identify municipal rehabilitation priorities and challenges.	Semi-structured	1	Municipal council members, municipal government administrators	Purposive

¹⁹ Key terms: Mapping focus group discussion (MFGD), key informant interview (KII), and data collection unit (DCU) which is a grouping of neighbourhoods.

Local governance KIIs	Muhalla level Mapping KIIs	Identify the living conditions in the areas most affected by conflict damage and rehabilitation priorities	Semi-structured: KII tool	10	Muhallah council member in conflict-affected muhallahs (1 per target muhallah)	Purposive & snowballing. Quota: 5 per target DCU
Libyan residents, individual interview	City-level Individual Interview	Assess perceptions of living conditions in each DCU, and how residents engage with the identified service infrastructure and governance mechanisms	Structured tool	384	Residents of Abu Salim	Randomized representative sampling (95% confidence level, 5% margin of error)

Scoping:

The scoping period is utilized in order to contextualize the research design and adapt to local rehabilitation priorities and information gaps, in order to support international and national organizations, as well as the municipality.

Scoping:

0. Scoping Interviews

Throughout the research design phase, KIIs have taken place with international and local stakeholders with either working experience in Abu Salim or expert knowledge of the context. The previous scoping KIIs (as discussed in section 2.1) and SDR will facilitate the context analysis and inform the research design.

Primary data collection:

The tools employed during the primary data collection correspond to a specific research objective. The mapping component will be carried out by the field team and enumerators, and through an FGD and KIIs with local authorities. Key service infrastructure and service provision will be explored in FGDs and KIIs with service providers and local authorities. Citizen perceptions of living conditions and engagement with identified systems and mechanisms are measured in the resident surveys.

Data collection will primarily take place face-to-face with respondents. These activities will take place in line with REACH [COVID-19 Data collection SOPs](#), which outline the precautions enumerators will undertake to ensure a safe environment. Should access to KIIs become difficult due to COVID-19, security issues, or other concerns, interviews will then be conducted using Computer Assisted Telephone Interview (CATI) methods, where enumerators conduct the survey over the phone using a computer to input data.

Research question 1: GIS and Muhallah Profiles

1. Initial Mapping FGD: landmarks

Purpose: The Initial Mapping FGD (MFGD) is developed to help understand the primary geographic landmarks in Abu Salim and the mapping of the socio-economic profiles of different areas. Regarding the latter point, the socio-economic profiles will solely be used to triangulate information from the municipal MFGD, direct observation, and individual survey tools.

Method and sampling: The MFGD will be conducted with enumerators and field staff during the Training of Trainers (TOT). The session will follow a semi-structured guideline and will be recorded using pen and paper. Maps will be provided on which participants can draw and indicate neighbourhood boundaries. The discussion will be led by the facilitator, and the discussion will be transcribed by the note taker (both field staff, seen that this activity will take place prior to the data collection training). Participants will include enumerators and field staff who are from or reside in Abu Salim.

2. Mapping FGD: Municipality

Purpose: This FGD will be used to identify areas administrative boundaries, and other relevant geographic boundaries (neighbourhood-level, or groupings of muhallahs). It will map the areas affected by conflict damage and displacement, and areas with high returnee concentrations. It will be used to map economic features and profiles of muhallahs. It will also identify municipal rehabilitation priorities and challenges, as well as key stakeholders involved in rehabilitation activities.

Method and sampling: this MFGD will be conducted with city-level municipal authorities, including municipal council members, and municipal government administrators. The same method will be used as the MFGD described above (i.e. semi-structured, with a facilitator and note taker). These participants will be selected through REACH and its partner CSO's network, as well as through communication with relevant municipal authorities. Enumerators will be asked to fill in a reflective debrief following the FGD.

3. Muhallah Representative KIIs

Purpose: Muhallah representative (mukhtar) key informant interviews will focus on conflict-affected muhallahs, and inquire on the governance mechanisms present, engagement between governance stakeholders and citizens, and living conditions and rehabilitation priorities of the muhallah. Importantly, during scoping interview, the Abu Salim municipality recommended that the assessment include these actors given their strong knowledge of service provision, conflict damage, and rehabilitation priorities in their muhallahs.

Method and sampling: These semi-structured interviews will be conducted with muhallah council members. One KII with each muhallah representative (mukhtar) will take place in each of the 10 conflict-affected muhallahs; the limited sample size reflects the fact that there is only one mukhtar per muhallah. The target muhallahs will be selected according to which areas the Municipal FGD participants identified as being affected by conflict-damage and/or displacement. Participants of the KIIs will be purposely selected through snowballing and through REACH and its partner CSOs network, as well as through collaboration with the municipality. Enumerators will be asked to fill in a reflective debrief following every KII.

Research question 2: SERVICE Provision

4. Service FGDs

Purpose: Following the direct observation of service infrastructure, health care service provider key informants will be interviewed. These key informants will be inquired about the most important issues, challenges, and rehabilitation and development priorities in Abu Salim.

Method and sampling: Two semi-structured FGDs will be conducted, one for conflict-affected muhallahs and one for the remaining northern muhallahs. This strategy will highlight differences in service provision and access between these areas, and allow for greater specificity regarding the context for rehabilitation of conflict-affected muhallahs. Participants will be identified through snowballing, using a purposive sampling strategy with participants involved in health care service provision. These participants will be identified through REACH and its partner CSOs networks. The FGDs will be conducted following a semi-structured guide and recorded using pen and paper, after which they will be transcribed by the note taker. Enumerators will be asked to fill in a reflective debrief following the FGD.

5. Service KIIs

Purpose: The service key informant interviews will focus on electricity, water and sanitation service provision in Abu Salim. The main purpose will be to understand what the challenges are with regards to providing these services, where the primary issues are located, how the infrastructure works, and what the rehabilitation and development priorities are for each sector.

Method and sampling: In total, 10 service KIIs will be conducted, 5 with (senior) employees from the local office of the General Electricity Company of Libya (GECOL) and 5 with the local office of the General Water and Waste Company (GWWC). KIIs will be purposively sampled based on their expertise and identified through snowballing, following scoping engagement activities with key stakeholders in Abu Salim. These KIIs will be contacted through engagement with the GECOL and GWWC, which will then make certain administrators available for interviews. The KIIs will follow semi-structured guidelines. To facilitate GIS analysis of the service infrastructure, a mapping component will be incorporated, which will be carried out on printed maps and pictures will be submitted to the GIS officer for analysis. Enumerators will be asked to fill in a reflective debrief after every KII.

6. Direct/spatial observation

Purpose: Direct observation will be used to map key education and health infrastructure in conflict-affected muhallahs, including type (public/private), the facility names, and the operational status. In addition to geographic points, questions will be included regarding the general state of the muhallah and population groups present.

Method and sampling: The direct observation component will be carried out by enumerators. The tool will be carried out solely in the previously identified conflict-affected muhallah. This sampling method reflects identified information gaps related to service infrastructure in the conflict-affected muhallahs and the context of rehabilitation of the area. The total number of direct observation exercises will be determined during the MFGD. The direct observation tool will be employed in a semi-structured Kobo tool.

Research question 3: RESIDENT PERCEPTIONS

7. Individual survey: Residents

Purpose: This survey will be utilized to assess residents' perceptions of access to services, access to and trust in governance mechanisms. The survey will thus address citizen engagement with existing services and systems and contribute to analysis of existing mechanisms from a bottom-up perspective. Respondents will also be asked where they access services, to facilitate the mapping of service catchment areas. The surveys will include questions related to the living conditions and socio-economic characteristics of their muhallah to build an understanding of area-specific vulnerabilities. The disaggregation of this data will provide key insights into the situation of women, IDPs, and returnees.

Method and sampling: These structured individual surveys will be implemented using a randomized representative sampling of residents of the municipality. A total of 384 surveys will be collected, resulting in a confidence level of 95% and a confidence interval of 5% when results are presented at the overall level. Identification of survey respondents will be done following random geographical distribution of points generated by the GIS officer. Coordinates of these randomly generated points will be shared with the enumerators, who will be instructed to identify a respondent within a radius of 1 kilometre of the shared point. The survey will be structured and deployed through Kobo. For the individual interviews, female enumerators will conduct interviews with female respondents, barring insurmountable access and human resource issues²⁰.

Triangulation:

8. Enumerator debriefing

Purpose and method: To contextualize qualitative data collection and verify submitted data, enumerators will be asked to fill in and submit a debriefing form through Kobo after conducting qualitative interviews such as KIIs or FGDs. The enumerator debriefing will also facilitate follow-ups during data cleaning (see section 3.6 'Data Processing & Analysis').

²⁰ During preparation for this assessment, it has been noted that finding enough female enumerators access to all areas of the city may be difficult to accomplish. Several female enumerators have already been identified by the Field Manager in Tripoli.

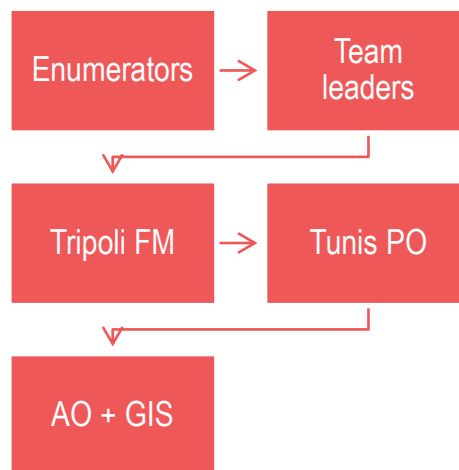
9. Triangulation FGD or KIs

Purpose: During this session, the preliminary findings will be presented to local stakeholder and discussed for feedback and triangulation.

Method: One triangulation session will be organized with the municipal stakeholders that took part in the initial engagement session and/or with the municipal council (TBD). Alternatively, a triangulation session or individual follow-up will be organized with key informants and stakeholders that took part in any of the data collection components on the basis of need.

3.5 Data Processing & Analysis

A structured and straightforward data processing and analysis plan is essential to manage the variety of data collection methods, tools, and themes that will comprise the analysis for this SBA. The data collection will be carried out by enumerators and team leaders from a local CSO. Enumerator team leaders will report to the REACH Field Manager (FM) in Tripoli and the Project Officer (PO) in Tunis. The PO in Tunis is responsible over general data collection monitoring and supervision and data processing will be carried out by the GIS officer and the Assessment Officer (AO).



Tripoli FM oversees enumerators and activities in Abu Salim and will be asked to fill in the data collection management plan, designed to log all submissions and monitor data collection progress and targets, whenever interviews are submitted by enumerators. The project officer in Tunis will monitor the data management plan and progress of data collection in light of the targets, translate transcripts, and do an initial data quality check of submitted qualitative and quantitative data. The project officer will report inconsistencies and information gaps in the primary data on a daily basis in a logbook and discuss any issues with the AO if necessary. The assessment team (assessment officer and GIS officer) will then conduct a second quality check and work on the data cleaning, to conduct follow-ups within a maximum of three days after receiving the data. The GIS officer will take the lead on analysis and data quality checks for GIS data and specific structured tools. Quality issues and logical inconsistencies flagged by the assessment team will be followed up on by the project officer who will follow-up directly with responsible field staff and enumerators.

To facilitate the monitoring of data collection and data processing, all team members will be asked to update the work plan for data collection on a weekly basis. In a shared document offering an overview of targets and completed submissions, the FO will log all submissions at the end of each week. Next, the total number of logged submissions will be checked by the PO. If the total submissions logged by the FO has been received in Tunis, the PO can change the weekly status in the work plan to 'validated'. Lastly, the AO and GIS officer will do the data cleaning and follow-ups, which then also will be logged when finalized. If weekly targets for data collection are not met, these interviews will automatically be added up to next week's weekly target. Once all data has been submitted, validated, and cleaned, the workplan will indicate that the data

collection period has been finalized.

Data cleaning will be undertaken according to REACH [SOPs](#). During data cleaning, the project officer will check to see that the length of time to complete the quantitative tools meets the minimum standard (i.e., surveys that took too little time are rejected). To facilitate the timeliness of the data quality check and follow ups with enumerators, initial translation of data will be done through the translation software “Systran” and checked by the project officer.

To ensure relevance of data and facilitate timely follow-ups if necessary, enumerators will be required to submit collected data within three days after data collection (if the internet connection allows it). In order for qualitative interviews and Focus Group Discussions to be accepted, enumerators will have to fill in a short debriefing form on Kobo after every session.

Data analysis

GIS data

Direct observation of key infrastructure in each neighbourhood will be carried out by enumerators following a structured guideline uploaded in Kobo. Datasets will be manually reviewed and GIS data will be uploaded and analysed by the GIS officer using the software QGIS. The GIS officer will check incoming data against public-source data, municipal government data, and other open source data, and flag any significant inconsistencies for follow-up by REACH field staff.

Qualitative data

Semi-structured (qualitative) KIIs and FGDs will be recorded using pen and paper (if in person) and subsequently transcribed in the respective interview guideline in Word that is formatted according to a template that enables auto coding in NVivo, to facilitate the qualitative data analysis.²¹

All qualitative components to the SBA will be managed, filed, and analysed using NVivo, including the SDR, based on a mixed inductive and deductive approach. Qualitative data analysis will be carried out follow IMPACT’s [Minimum Standards for Qualitative Data Analysis Checklist](#). On an ongoing basis, Data Saturation and Analysis Grids (DSAGs) will be filled out for each qualitative component. These then will be used to develop a code book containing concepts relevant to the research objectives. Transcripts will then be uploaded, and classified and auto coded, using the auto coding function in NVivo following formatting styles. Next, auto coded segments will be manually reviewed, and coded more precisely reflecting on themes and binary sentiment (positive/negative) to help identify patterns. All codes will then be converted into data saturation and analysis grids, summarizing key findings and visualizing patterns and comparisons. During the coding phase, coding structures will be elaborated and modified as necessary and thus the final codes used for analysis may differ from those in the preliminary codebook.

Quantitative data

The quantitative components will follow a structured guideline and will be conducted using Kobo. Analysis will be carried out by the Database officer using R, following thorough data cleaning and translation by the Project Officer. Results will be calculated in percentages and stratified by gender. The quantitative components will be used to contextualize the qualitative findings and to identify or substantiate discrepancies across different areas and groups.

Analysis workshops

To harmonize the separate methods and analysis components, analysis workshops will be organized between the AO and the GIS officer to cross check and consolidate findings and identify potential information gaps that need to be addressed in discussions with field staff and enumerators, or experts.

²¹ If the current situation does not allow for in-person interviews, KIIs will be conducted over the phone, and FGDs will be carried out using the REACH-developed FGD platform www.hadrezmaana.org.

4. Key ethical considerations and related risks

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

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... 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	
... 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-traumatising for research participants (both respondents and data collectors)?	Yes	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	No	Interviews will be conducted with IDPs. No questions regarding specific traumatic incidents will be collected. All data will be anonymized/no personal identifiable information will be collected
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
<i>Research design</i>	Assessment officer	Assessment officer	IMPACT Research Design and Data Unit (RDUU), SBA Global Specialist	Development Pillar lead; IMPACT Libya CFP
<i>Supervising data collection</i>	Project Officer; Field Manager Tripoli	Assessment officer	REACH operations manager	IMPACT Libya CFP, Development Pillar lead
<i>Data processing (checking, cleaning)</i>	Project officer	Assessment officer	RDUU, Assessment officer	Development Pillar lead

<i>Data analysis</i>	Assessment officer; GIS officer	Assessment officer	RDUU	IMPACT Libya CFP, Development Pillar lead
<i>Output production</i>	Assessment officer, GIS officer	Assessment officer	IMPACT Research Reporting Unit (RRU), GIS unit; Development Pillar lead	IMPACT Libya CFP, REACH Global Coordinator
<i>Dissemination</i>	Assessment officer	Assessment officer	IMPACT Libya CFP, ACTED CD; Development Pillar lead	REACH Global Coordinator, RRU
<i>Monitoring & Evaluation</i>	Project officer	Assessment officer	IMPACT Libya CFP; Development Pillar lead; RDDU	REACH Global Coordinator
<i>Lessons learned</i>	Assessment officer, Project officer, Field team, GIS officer	Assessment officer	IMPACT Libya CFP; Development Pillar lead; RDDU	REACH Global 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

NB: Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.

5. Data Analysis Plan

TABLE 1: RESEARCH QUESTIONS ADDRESSED WITH SEMI-STRUCTURED TOOL WITH GOVERNANCE ACTORS (MUNICIPALITY FGD, MUHALLAH KIIs)

Research Questions	SUB Q#	Data collection method	Sub-research question group	Sub-research Question	Questionnaire QUESTION	Probes	Key disaggregations
N/A	A.1. 1.	FGD	Key characteristics	Facilitator name	Facilitator name	N/A	
	A.1. 2.	FGD	Key characteristics	Note taker name	Note taker name	N/A	
	A.1. 3.	FGD	Key characteristics	Participant position	What is the key informants position in Abu Salim?	Municipal council member, municipal official or administrator, other?	
	B.1. 1.	KI Interview	Key characteristics	Enumerator name	Enumerator name	N/A	
	B.1. 2	KI Interview	Key characteristics	Key Informant position	What is the role of the key informant in the organisation?	N/A	
1. What are the primary administrative geographic areas and subsequent population groups within the municipality of Abu Salim?	A.1.1, 1.1.1	FGD	Boundaries	1.1. What are the muhalla administrative boundaries and their official names? 1.1.1. What are the unofficial neighbourhood and area names (for example, situated around landmarks) within these muhallahs	Please confirm the boundaries of the muhallahs, and identify other relevant geographic units and names in Abu Salim:	Please present participants with the map of identified muhallahs and their administrative boundaries, and ask them to confirm/refine the boundaries one by one. Next, inquire if 1) some of these areas might be known under alternative names as well, and 2) if there are any relevant geographic units that are missing according to participants, such as groupings of muhallahs, or specific neighbourhoods within each. Please trace and name these areas.	> City-wide Abu Salim (Urban, formal and informal)

	A 1.1	FGD	Boundaries	1.1. What are the muhalla administrative boundaries and their official names? 1.1.1. What are the unofficial neighbourhood and area names (for example, situated around landmarks) within these muhallahs	What are the most common references to geographical divisions within Abu Salim municipality city?	How do inhabitants of Abu Salim refer to the geographic areas where they live? What are the (geographic/spatial) references commonly used by inhabitants of Abu Salim: neighbourhood, muhalla, or different? What are the names that people use for these areas?	> City-wide Abu Salim (Urban, formal and informal)
	A 1.1. 1.	FGD	Boundaries	1.1.1. What are the unofficial neighbourhood and area names (for example, situated around landmarks) within these muhallahs	What are the main roads in and around Abu Salim? What are the names of these roads?		> City-wide Abu Salim (Urban, formal and informal)
		FGD	Boundaries		What are the main landmarks in the city or near to its borders?	Consider: public parks, monuments, markets and commercial areas, industrial areas, government buildings, agricultural projects, universities	> City-wide Abu Salim (Urban, formal and informal)
	A 1.2	FGD	Muhallah profile	1.2 What is the socio-economic and displacement profile of muhallah residents?	From which areas were the greatest amount of people been displaced? Which areas have been most affected by displacement?	Please mark on the map the most important areas where people have been previously displaced (whether they have returned or not)	> City-wide Abu Salim (Urban, formal and informal)
		FGD			Of these areas, in which of them have most people returned to their homes already? In which have few people returned?	Please indicate on the map 1) which areas where returnee residents are primarily located, and 2) which areas still have few people living in them because many people have not yet returned.	> City-wide Abu Salim (Urban, formal and informal)
		FGD			What are the most practiced economic activities in Abu Salim?	Are there particular areas where these activities happen? Please mark on map important business and commercial areas/markets/agricultural projects and areas	> City-wide Abu Salim (Urban, formal and informal)

	FGD			Before the 2019-2020 conflict, which muhallahs of Abu Salim were residents considered to generally have high incomes? In which were residents considered to generally have limited/low incomes?	We want to understand how damage from conflict overlaps with areas that are relatively wealthier or poorer. Please list the wealthiest muhallahs and the poorest muhallahs	> City-wide Abu Salim (Urban, formal and informal)
A. 1.3	FGD		1.3 Which muhallahs are most affected by damage from conflict?	Please draw the areas that were damaged during the conflict in 2019-2020	First, draw on the map where the front line used to be located (while the line did shift over time, try and draw a line that reflects where the front line was located for the longest amount of time) Second, draw circles over the areas generally affected by conflict damage Third, within those identified areas, draw circles to show the areas most severely impacted by conflict damage	> City-wide Abu Salim (Urban, formal and informal)
B. 1.2	KII		1.2 What is the socio-economic and displacement profile of muhallah residents?	From which areas were the greatest amount of people been displaced?	Which areas have been most affected by displacement? Please mark on the map the most important areas where people have been previously displaced (whether they have returned or not)	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
B. 1.2	KII			Of these areas, in which of them have most people returned to their homes already?	In which have few people returned?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
B. 1.2	KII			Are there specific areas where IDPs are concentrated in this muhallah?	Please mark on the map where these are located, and indicate the type (s) of settlements in the area (IDP camp, apartment building, host community private homes, etc). If there is no specific area, please describe the shelter situation of IDPs in the area.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
B. 1.2	KII			What are the most practiced economic activities in this muhallah?	What jobs to people commonly have? Has this changed since the conflict of 2019-2020? How?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)

	B. 1.2	KII			Has the level of economic activity in this muhallah returned to how it was before the 2019-2020 conflict?	What percentage of businesses have reopened? Are many people unemployed? Do residents have jobs in this muhallah, or are they traveling to other areas to work?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	B 1.3	KII		1.3 Which muhallahs are most affected by damage from conflict?	Within this muhallah, which area are most areas most affected by conflict damage?	Draw borders, or circles, around the general location of the larger area affected by conflict damage, including mild to severe damage	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	A. 2.2	FGD	Stakeholders	2.2. What are the key service-related stakeholders in each respective service area?	What are the main governance actors/stakeholders, institutions, or committees in Abu Salim that in your opinion are most actively involved in planning and coordinating the reconstruction of areas damaged by conflict?	1. 2. 3. 4. 5. Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	A 2.3	FGD		2.3. What are the priority sectors and areas for essential services rehabilitation?	What are the 3 most important priorities for the municipality for rehabilitating the conflict-affected areas?	1) 2) 3) Consider: essential services (water, electricity, health, education), road repair, supporting economic activity, rebuilding shelters, rebuilding public spaces (gov buildings, recreation areas, mosques)	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	A 2.3	FGD			From your perspective and experience, what are the biggest challenges confronting the efforts to rehabilitate areas affected by conflict damage?	For instance, governance fragmentation, lack of coordination of activities, lack of efficient targeting of projects, lack of information regarding the needs in those areas, external interference (political or military), lack of funds, lack of materials, lack of centralization of service provision, etc.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)

2. What are the operational characteristics of key services such as health, WASH, and electricity?	B. 2.1	KII	Education muhallah	2.1. What are the factors that restrict access to services, such as distance and operability?	Please describe the conditions of education provision in this muhallah. Please consider: which schools have been closed and why (conflict damage, lack of resources, etc), are many schools functional and operating (which ones, and where), and which groups/areas have limited access to education (returnees, IDPs, migrants, etc.). Are residents able to access education in this muhallah?	Please take notes of the response and mark on the map the facilities that have been closed due to conflict damage, and those that are closed due to other factors.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	B. 2.1	KII	Health care muhallah		Please describe the condition of health care provision in this muhallah. Please consider: which facilities have been closed and why (conflict damage, lack of resources, etc), are many facilities functional and operating (which ones, and where), are there any covid-specific facilities (where are they located) and which groups/areas have limited access to education (returnees, IDPs, migrants, etc.). Are people able to access health care in this muhallah?	Please take notes of the response and mark on the map the facilities that have been closed due to conflict damage, those that are closed due to other factors, and the covid facilities	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)

	B. 2.1	KII	WASH muhallah		Please describe the conditions of water service provision in this muhallah. Please consider: are houses connected to the public water network and how (private connections to public grid for example), what are the common ways people obtain drinking water, and if there are issues regarding water service provision (water cuts, damaged infrastructure)	Please take notes of the response and mark on the map any damage to water infrastructure, or lack of access to the public network	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	B. 2.1	KII	Electricity muhallah		Please describe the conditions of electricity provision in this muhallah. Please consider: are most houses connected to the electricity network (or do they have generators), how these connections are built (who pays, who does the work, who coordinates), are electricity cuts frequent, has key infrastructure been damaged?	Please take notes of the response and mark on the map any damage to electricity infrastructure, or areas that have no/little access to electricity currently	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	B 2.2	KII	Stakeholders	2.2. What are the key service-related stakeholders in each respective service area?	What are the main governance actors/stakeholders, institutions, or committees in Abu Salim that in your opinion are most actively involved in planning and coordinating the reconstruction of this muhallah?	1. 2. 3. 4. 5. Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)

	B 2.3	KII	Rehabilitation priorities	2.3. What are the priority sectors and areas for essential services rehabilitation?	According to you, which of the essential service sectors face the highest needs and development/reconstruction/improvement priorities in this area right now?	Electricity, WASH, education, health, transportation (roads). If there are other service sectors that are important, please indicate. The respondent may list multiple sectors. Please have respondent explain why they think this is the most important sector(s).	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
	B 2.3	KII	Rehabilitation priorities		From your perspective and experience, what are the biggest challenges confronting the efforts to rehabilitate areas affected by conflict damage?	For instance, governance fragmentation, lack of coordination of activities, lack of efficient targeting of projects, lack of information regarding the needs in those areas, external interference (political or military), lack of funds, lack of materials, lack of centralization of service provision, etc.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district) > Institutional (municipal, muhallah, service provider)
3. How do residents perceive their access to essential services and the living conditions in their muhallah of residents?	B 3.1	KII	Living conditions	3. How do residents perceive their access to essential services and the living conditions in their muhallah of residents?	How would you describe the living conditions in this area?	Consider each of the following: 1) damage from the conflict 2) essential service provision: electricity, water, health, education 3) housing conditions 4) roads (paved, damaged) 5) security	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	B 3.2	KII	Living conditions	3.2. What are the key issues preventing IDPs from returning to conflict-affected areas?	In your opinion, what are the most common reasons that people have not returned to their homes?	1. 2. 3. Probes: No jobs available in the area, no electricity, no water, no education, security concerns, lack of money to rebuild their shelter, etc.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)

TABLE 2: RESEARCH QUESTIONS ADDRESSED WITH SEMI-STRUCTURED TOOL WITH SERVICE PROVIDERS (ELECTRICITY AND WASH KIIs, AND HEALTH FGDs)

Research Questions	SUBQ#	Data collection method	Sub-research question group	Sub-research Question	Questionnaire QUESTION	Probes	Key disaggregations
N/A		KII	Key characteristics	Enumerator name	Enumerator name	N/A	
		KII	Key characteristics	Organisation	Which organisation does the key informant represent?	N/A	
		KII	Key characteristics	Key Informant position	What is the role of the key informant in the organisation?	N/A	
		KII	Key characteristics	Facilitator name	Facilitator name	N/A	
		FGD	Key characteristics	Enumerator name	Enumerator name	N/A	
		FGD	Key characteristics	Organisation	Which organisation does the key informant represent?	N/A	
		FGD	Key characteristics	Key Informant position	What is the role of the key informant in the organisation?	N/A	
		FGD	Key characteristics	Facilitator name	Facilitator name	N/A	
2. What are the operational characteristics of key services such as health, WASH, and electricity?	N/A	KII	Electricity	N/A	Where are the main offices of GECOL located in Abu Salim?	What are each of these offices responsible for? Please mark them on the map, and indicate whether or not they are operational	> City-wide Abu Salim (Urban, formal and informal)
		KII	Electricity		Where are the main distribution centres for electricity?	Please mark the distribution centres on the map. Please indicate whether each distribution centre is operational or not	> City-wide Abu Salim (Urban, formal and informal)
		KII	Electricity		Where are the main power lines supplying the area?	Please mark the distribution centres and draw the main power supply lines on the map. Please indicate whether the main lines are operational or note	> City-wide Abu Salim (Urban, formal and informal)
		KII	Electricity		Where does the electricity supply in Abu Salim come from?	Please indicate the location of the source, and the name of the provider.	> City-wide Abu Salim (Urban, formal and informal)

		<i>KII</i>	WASH		Where are offices of the water and sanitation authorities that are responsible for service provision in Abu Salim?	What are each of these offices responsible for? Please mark them on the map, and indicate whether or not they are operational	> City-wide Abu Salim (Urban, formal and informal)
		<i>KII</i>	WASH		How does the sewage system in Abu Salim work?	How is waste water disposed of?	> City-wide Abu Salim (Urban, formal and informal)
		<i>KII</i>	WASH		Where are the waste water treatment facilities in Abu Salim?	What are the key service infrastructure/facilities and their locations? How are these facilities connected? Are these facilities operational, and have any been damaged as a result of the recent conflict in 2019-2020?	> City-wide Abu Salim (Urban, formal and informal)
		<i>KII</i>	WASH		How does the water system work?	What are the various sources of water (wells, GMMR, desalination)? What is the quality of the water from these different sources, is it drinkable?	> City-wide Abu Salim (Urban, formal and informal)
		<i>FGD</i>	Health		Where are the largest and most important health facilities located?	Please map the location of these facilities and indicate whether they are operational or not. For instance, hospitals, large clinics, isolation centres, healthcare offices of key institutions like municipality/MoH/NCDC	> City-wide Abu Salim (Urban, formal and informal)
	2.1	<i>KII</i>	Electricity	2.1. What are the factors that restrict access to services, such as distance and operationality?	What are the main problems with the electricity network and supply in Abu Salim (transformers not working, old equipment, damage to the network, theft, overload of demand, informal network connections)?		> City-wide Abu Salim (Urban, formal and informal)

	KII	Electricity	Which muhallahs/areas are connected to the formal electricity network, but currently do not have access to electricity? Prompt: For instance, due to damaged infrastructure from the conflict.	Please draw on the map the areas that have previously had formal electricity network coverage, but do not have access because the infrastructure is not working	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	Electricity	Which muhallahs/areas are not connected to the formal electricity grid managed by GECOL, if any?	Please draw on the map the areas that are not connected to the electricity network.	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	Electricity	How do muhallahs/areas that are not (completely or partly) connected to the electricity network, access electricity?	Do people connect themselves to the GECOL/electricity network through informal connections? Do they have to pay for the construction of these connections? Do they rely on generators?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	Electricity	In which muhallahs do power outages most frequently occur?	What causes the power outages? How often do they occur? How long do they last?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	Electricity	Are there sufficient generators and fuel to cope with the consequences of power outages in Abu Salim?	If no, please explain what the consequences are of the recurring power outages and how it affects daily life.	> City-wide Abu Salim (Urban, formal and informal)
	KII	Electricity	Are there public places or systems in Abu Salim that work with solar power?	Please list the places that are powered through solar power. For instance, areas of streetlights, hospitals, banks, markets, etc.	> City-wide Abu Salim (Urban, formal and informal)
	KII	Electricity	How does the streetlight network function in Abu Salim?	Which areas have working streetlights? Which muhallahs do not have a streetlight network? Where is the existing streetlight network non-operational? How has the installation of streetlights changed citizens lives? In terms of freedom of movement and security?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	WASH	What areas of Abu Salim are connected to the sewage piped network? What areas are not connected?	How far does the sewage system infrastructure extend in the southern areas? Please consult the coverage map provided,	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)

				and refine the borders/draw on the map the areas covered by the sewage network	
	KII	WASH		What are the main problems with the sewage system in Abu Salim?	> City-wide Abu Salim (Urban, formal and informal)
	KII	WASH		In the areas where the sewage network exists, which muhallahs have the most problems with sewage?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	WASH		[Follow up] What are the consequences of these problems?	> City-wide Abu Salim (Urban, formal and informal)
	KII	WASH		For areas that are not connected to the sewage network, what are the common ways for people to dispose of sewage?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	WASH		Are all muhallahs connected to the piped public water network?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	WASH		For areas that have never been connected to the piped public water network, what are the common ways for residents to obtain water?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	KII	WASH		Has the water system infrastructure been damaged by the conflict, resulting in service disruptions?	> City-wide Abu Salim (Urban, formal and informal)

	KII	WASH	For areas that were previously connected to the piped water network, but have lost access due to damage to infrastructure from the armed conflict, how do residents reconnect their homes?	Who do they speak to about this process? Do they have to pay any costs to conduct these repairs? Who performs the repairs? What documentation is required? How long does the process take?	> City-wide Abu Salim (Urban, formal and informal)
	KII	WASH	What is the status of the Swani Wel I Field? Does GWWC currently control these wells, and if not, who does?		> City-wide Abu Salim (Urban, formal and informal)
	KII	WASH	Are water outages connected to electricity outages in Abu Salim?	How does this cause outages? What infrastructure is impacted?	> City-wide Abu Salim (Urban, formal and informal)
	KII	WASH	Apart from power related outages, what other issues are the most common problems in Abu Salim regarding access to water?	Are there typical failures to the water network? What are the causes of these failures? What are the biggest consequences of water network failures?	> City-wide Abu Salim (Urban, formal and informal)
	FGD	Health	What are the main challenges with accessing health care in Abu Salim?	How well do public health facilities in Abu Salim meet residents' needs? Are there enough doctors? Is there enough equipment? Is there enough funding? What services are missing?	> City-wide Abu Salim (Urban, formal and informal)
	FGD	Health	Which muhallahs have no functional public or private health clinic in their vicinity?	For example, due to damage from the recent conflict in 2019-2020. Where do residents of these areas go to access health services?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	FGD	Health	Which are the hardest to attain (specialized) services? Or: which specialized services are not available in this area?	For instance blood banks, xrays, gynaecologists, etc. Why are these services difficult to access in Abu Salim?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
	FGD	Health	Are there any mechanisms in place in this area that can help people with disabilities and/or special needs obtain their required health services?		> City-wide Abu Salim (Urban, formal and informal)

		FGD	Health		For which health services are people going to other areas in Tripoli?	What services do people access outside of Abu Salim? What municipalities do people go to access these services?	> City-wide Abu Salim (Urban, formal and informal)
		FGD	Health		What are the specific requirements to access public healthcare in Abu Salim?	Can anyone go to the hospital? What about migrants or people without documents? Think of: financial requirements (payments, payment upfront), possess documents, come with male family members (for women)?	> City-wide Abu Salim (Urban, formal and informal)
		FGD	Health		How do people who cannot meet requirements, go to the doctor in Abu Salim?		> City-wide Abu Salim (Urban, formal and informal)
		FGD	Health		Can migrants and refugees access public healthcare in Abu Salim?	If yes, please explain the specific requirement no, please explain how migrants and refugees in Abu Salim access healthcare.	> City-wide Abu Salim (Urban, formal and informal)
		FGD	Health		What are the average costs to visiting a private healthcare centre?		> City-wide Abu Salim (Urban, formal and informal)
	2.3	KII	Electricity	2.3. What are the priority sectors and areas for essential services rehabilitation?	Are there any plans to improve/repair/increase the electricity network over the next year?	<p>What needs to happen to improve the electricity provision in Abu Salim? Damaged infrastructures need to be replaced? Expansion of the network? Which muhallahs will be improved first?</p> <p>Are there documents regarding future planning for repairs and development?</p> <p>Are these development plans dependent on anything specific? Such as sufficient funding, end of the conflict, access...</p>	<p>> City-wide Abu Salim (Urban, formal and informal)</p> <p>> Muhallah (district)</p>

		KII	Electricity	Which structural challenges in Abu Salim will pose the biggest difficulties to improving residents' access to electricity and energy in Abu Salim?	1. 2. 3. Probes: Think of, for instance, damage to large water facilities/infrastructure, transport (damage to roads); lack of financial support from government; political fragmentation; challenges in electricity, generators and fuel; security concerns; lack of institutional capacity.	> City-wide Abu Salim (Urban, formal and informal)
		KII	WASH	Are there any plans to repair/improve the sewage and sanitation network over the next year?	If yes, please inquire about details of the repair/rehabilitation plans. What are the priorities, and what geographic areas are priorities? Are there any documents that can be shared with us?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
		KII	WASH	Are there any plans to improve/repair/increase the public water network over the next year?	If yes, please inquire about details of the development plans. What are the priorities and what is in the plans? Which stakeholders were involved in developing the plans?	> City-wide Abu Salim (Urban, formal and informal) > Muhallah (district)
		KII	WASH	Which structural challenges in Abu Salim will pose the biggest difficulties to improving wash and sanitation in the areas that have the least/no access to these systems?	1. 2. 3. Think of, for instance: damage to large water facilities/infrastructure, transport (damage to roads); lack of financial support from government; lack of construction/infrastructure materials; political fragmentation; challenges in electricity, generators and fuel; security concerns; lack of institutional capacity.	> City-wide Abu Salim (Urban, formal and informal)

		FGD	Health		What are the main goals for improvement of health care in Abu Salim? Please be as specific as possible.	1. 2. 3. Reflecting on the biggest challenges previously discussed, what needs to be done to improve healthcare in Abu Salim? Think of: quality of medical services, access to health care (everywhere, or in certain muhallahs; for everyone, or certain population groups)	> City-wide Abu Salim (Urban, formal and informal)
		FGD	Health		Which structural problems may complicate these improvement goals for health care in Abu Salim?	1. 2. 3. Think of, for instance: transport (damage to roads); lack of financial support from government; political fragmentation; challenges in electricity, generators and fuel; presence of unexploded remnants of war	> City-wide Abu Salim (Urban, formal and informal)
	2.2	KII	Electricity	2.2. What are the key service-related stakeholders in each respective service area?	Besides GECOL, who are the main governance actors or local stakeholders that are involved with the provision and access to electricity infrastructure?	Who does the local GECOL office engage with frequently regarding electricity services in Abu Salim? Consider the municipal council (or a specific member), 1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		KII	Electricity		In Abu Salim, is there anyone residents can go to if they have a complaint about their electricity access? Who?	1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)

		<i>KII</i>	WASH		Besides the public water company, which are the three main governance actors or stakeholders in the municipality of Abu Salim that are involved with the water and sanitation services in Abu Salim?	Who is consulted when there is a problem? Who is consulted when there are development plans? Who is consulted for financial support and access? Please think on a national, regional, or local level, for instance service providers, municipal council members, social councils, muhalla councils, or individuals that are closely involved with water and sanitation in Abu Salim 1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		<i>KII</i>	WASH		Where can people go if they have a complaint about the water and sanitation in Abu Salim?	1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		<i>KII</i>	WASH		Are there any international or national NGOs that you know of, that are closely involved in water and sanitation services in Abu Salim?	If yes, please indicate who they are, and what they do: 1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		<i>FGD</i>	Health		Which are the main CSOs, national NGOs, or international NGOs are giving support related to health care in Abu Salim?	1. 2. 3. 4. 5. Please indicate for each organization where they help and how they provide support.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)

		FGD	Health	Which local, regional or national governance actors and committees are involved in healthcare provision and improvement in Abu Salim?	Think of national, regional and local level: hospital directors, officers from the ministry of health, municipal council... 1. 2. 3. 4. 5. Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		FGD	Health	Who can citizens go to if they have complaints about public healthcare in Abu Salim?	1. 2. 3.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)
		FGD	Health	Who do you think should be involved in order to achieve the above mentioned priorities and goals?	Think of actors on a national, regional, or local level: 1. 2. 3. Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Abu Salim (Urban, formal and informal) > Institutional (municipal, muhallah, service provider)

	N/A	K/I	Electricity	N/A	Is there anything that citizens can do themselves if they are dissatisfied with the electricity services they are receiving?		> City-wide Abu Salim (Urban, formal and informal)
	N/A	K/I	WASH	N/A	Is there anything that citizens can do themselves if they are dissatisfied with the water services they are receiving?		> City-wide Abu Salim (Urban, formal and informal)

TABLE 3: RESEARCH QUESTIONS ADDRESSED WITH STRUCTURED TOOL WITH DIRECT OBSERVATION (ENUMERATORS OBSERVING MUHALLAH INFRASTRUCTURE)

Research questions	Data collection method	Indicator group / sector	Indicator / Variable	Questionnaire Question	Instructions	Questionnaire Responses	Data collection level	Sampling	Maps planned?
	Direct observation	Key characteristics	Enumerator name	Enumerator name	Enter name		Muhallah	Purposive	
	Direct observation	Key characteristics	Muhallah	What muhallah is this?	Select one	Admin list (of muhallahs)	Muhallah	Purposive	
1.1.1. What are the unofficial neighbourhood and area names (for example, situated around landmarks) within these muhallahs	Direct observation	Key characteristics	Area name	Are there any other ways that people refer to this area?	Please indicate alternative area name:		Muhallah	Purposive	Yes
	Direct observation	Key characteristics	Area name	Please indicate alternative area name:	Enter name		Muhallah	Purposive	Yes
1.2. What is the socio-economic and displacement profile of	Direct observation	Muhallah profile	Population groups in muhallah	How can the main population groups in this area be defined? Please think about displacement profiles, and anything else you feel relevant.	Select multiple	Returnees; IDPs in informal camps; IDPs in rented accommodation or with host families; Migrants and refugees; other	Muhallah	Purposive	Yes

muhallah residents?									
1.3. Which muhallahs are most affected by damage from conflict?	Direct observation	Muhallah profile	Transportation access barriers	Are the main roads (mostly) paved?	Select one	Yes; No	Muhallah	Purposive	No
	Direct observation	Muhallah profile	Transportation access barriers	Are the main roads (mostly) drivable? Please consider if the roads are significantly damaged from conflict, or are in extremely poor condition.	Select one	Yes; No	Muhallah	Purposive	No
	Direct observation	Muhallah profile	Building damage in area	What proportion of buildings in this muhallah appear to be damaged from conflict?	Select one	None, or very few; around 25% of buildings; around 50% of buildings; around 75% of buildings; nearly all buildings	Muhallah	Purposive	Yes
	Direct observation	Muhallah profile	Building damage in area	How would you describe the housing conditions in this muhallah, compared to other muhallahs of Abu Salim?	Select one	Very poor; poor; acceptable; good; excellent	Muhallah	Purposive	Yes
2. What are the operational characteristics of key services such as health, WASH, and electricity?	Direct observation	Health	Number health facilities	How many health facilities are there in this muhallah?	Enter number		Muhallah	Purposive	Yes
	Direct observation	Health	Location health facilities	Please plot the location point of each health facility	Enter location	GPS coordinates	Muhallah	Purposive	Yes
	Direct observation	Health	Name health facility	Please write down the health facility name:	Enter name		Muhallah	Purposive	Yes
	Direct observation	Health	Type health facility	What type of health facility is this?	Select one	General hospital; primary health care centre; secondary health care centre; tertiary health care centre; poly clinic	Muhallah	Purposive	Yes

Direct observation	Health	Type health facility	What type of health facility is this?	Select one	Public; private	Muhallah	Purposive	Yes
Direct observation	Health	Health facility operationality	Is this health facility fully operational or not?	Select one	Fully operational; partially operational; non-operational	Muhallah	Purposive	Yes
Direct observation	Health	Health facility capacity	Approximately how many patients does/would this school serve every day? (Whether or not it is currently operational). If possible, please enquire with a facility staff member.	Enter number		Muhallah	Purposive	No
SDR	Health	Health facility capacity	Capacity of health care facilities previously assessed: WHO, Service Availability and Readiness Assessment, 2017	NA	Triangulated with health cluster information and	SDR	SDR	No
Direct observation	Health	Damage to health facility	Do you see any damage to the building?	Select one	No damage; light damage (bullet holes, broken windows); moderate damage (holes in walls, damage to doors or roof); severe damage (structure not usable)	Muhallah	Purposive	Yes
Direct observation	Education	Number schools	How many schools are there in this muhallah?	Enter number		Muhallah	Purposive	Yes
Direct observation	Education	School name	Please write down the school name:	Enter name		Muhallah	Purposive	Yes
Direct observation	Education	School location	Please plot the location point:	Enter location	GPS coordinates	Muhallah	Purposive	Yes
Direct observation	Education	School type	What type of school is this?	Select one	Public; private	Muhallah	Purposive	Yes
Direct observation	Education	School type	What type of education does this school provide?		Primary; secondary; tertiary; kindergarten	Muhallah	Purposive	Yes
Direct observation	Education	School operationality	Is this school fully operational or not?	Select one	Fully operational; partially operational; non-operational	Muhallah	Purposive	Yes
Direct observation	Education	School capacity	Approximately how many students does/would this school serve every year? (Whether or not it is currently operational). If possible, please enquire with a school staff member.	Enter number		Muhallah	Purposive	No

	SDR	Education	School capacity	Capacity of schools previously assessed	SDR	Triangulated with education cluster information	SDR	SDR	No
	Direct observation	Education	School damage	Do you see any damage to the building?	Select one	No damage; light damage (bullet holes, broken windows); moderate damage (holes in walls, damage to doors or roof); severe damage (structure not usable)	Muhallah	Purposive	Yes
3.3. What are living conditions for people who have returned to their homes in conflict-affected areas?	Direct observation	Muhallah profile	Muhallah safety	Can residents move around this neighbourhood safely?	Select one	People cannot move safely in this muhallah; some people cannot move safely in this muhallah; some areas in this muhallah are unsafe due to mines and unexploded ordinance from war; don't know	Muhallah	Purposive	No
	Direct observation	Muhallah profile	Muhallah safety	You selected that some people cannot move around safely. Please specify which population groups cannot move around freely:	Select multiple	Women; migrants and refugees; children; IDPs; other	Muhallah	Purposive	No
	Direct observation	Muhallah profile	Muhallah safety	Are there working streetlights in this muhallah?	Select one	Yes; No	Muhallah	Purposive	Yes

TABLE 4: RESEARCH QUESTIONS ADDRESSED WITH STRUCTURED TOOL WITH RESIDENTS (RESIDENT SURVEY)

Research questions	IN #	Data collection method	Indicator group / sector	Indicator / Variable	Instructions	Questionnaire Question	Questionnaire Responses	Data collection level	Sampling	Maps planned?
	1.1	II Interview	Enumerator name	Enumerator name	Enter name	Enumerator name		Individual		
	1.2	II Interview	Strata	Muhallah	Select one	In which muhallah does respondent reside?	Admin list (of muhallah)	Individual	Simple random	

	1.3	II Interview	Key characteristics	Respondent age	Select one	What is the age of the respondent	1. 18-30 2. 31-55 3. 55+	Individual	Simple random	
	1.4	II Interview	Key characteristics	Respondent gender	Select one	What is the gender of the respondent?	1. Male 2. Female	Individual	Simple random	
1.2. What is the socio-economic and displacement profile of muhallah residents?	2	II Interview	Muhallah profile: displacement	% IDPs, Returnees, non-displaced	Select one	Please describe how you came to reside in this muhallah	1. I have lived in this muhallah all my life (resident; no displacement) 2. I am originally from another area in Abu Salim, but had to relocate due to conflict (IDP) 3. I am originally from this muhallah, but I previously had to relocate due to conflict and recently moved back (returnee) 4. I am originally from another area in Libya, but relocated to this area due to conflict or other stress factors like natural disasters (IDP) 5. I am originally from another area in Libya, but relocated to this area by choice 6. Other 7. Don't want to answer	Individual	Simple random	Yes
	2.1	II Interview	Muhallah profile: displacement	% of individuals displaced from muhallah	Select one	[Follow up IN 2] If IDP from Abu Salim, what muhallah were you displaced from?	Admin list (of muhallah)	Individual	Simple random	Yes
	2.2	II Interview	Muhallah profile: displacement	% of IDPs displaced # of times	Select one	[Follow up IN 2] If IDP, How many times have you been displaced since 2011?	1. once 2. twice 3. three times 4. 4 times 5. 5 or more times 6. don't want to answer	Individual	Simple random	No

2.3	II Interview	Muhallah profile: displacement	% of returnees returning in last six months	Select one	[Follow up IN 2] If returnee, when did you return to this location?	1. less than a month ago 2. 1-2 months ago 3. 3-4 months ago 4. 4-5 months ago 6. 6 or more months ago	Individual	Simple random	Yes
3	II Interview	Muhallah profile: economic	% of individuals relying on temporary or daily labour as their main source of income	Select multiple	What are your household's main sources of income?	1. Members of my household are working 2. Savings 3. Humanitarian assistance 4. Government subsidies - social solidarity fund 5. No income source 6. Prefer not to say 7. Other	Individual	Simple random	No
3.1	II Interview	Muhallah profile: economic	% of individuals relying on temporary or daily labour as their main source of income	Select one	[Follow up] if 1, Is this a permanent job or temporary job, or is it daily labour?	1. Permanent job (go to work regularly with predictable monthly salary) 2. Temporary job (short-term employment, less predictable source of income) 3. Daily labour (highly unpredictable work, day-to-day knowledge of income source) 4. don't know 5. Prefer not to answer	Individual	Simple random	No
3.2	II Interview	Muhallah profile: economic	% people in private sector	Select one	[Second follow up] Is the job in the public or private sector	1. Private sector - work for someone else 2. Private sector- own business 3. Public sector 4. don't know 5. Prefer not to answer	Individual	Simple random	No
3.3	II Interview	Muhallah profile: economic	locations of employment	Select one	[Third follow up] Where is the job located?	1. List of muhallahs 2. Another area in Tripoli 3. Prefer not to answer	Individual	Simple random	No

	4	II Interview	Muhallah profile: economic	% HHS engaged in agriculture		Is your household currently engaged in agricultural activities such as crop farming, gardening, raising animals, fishing, etc., for income generation or food consumption?	1. No 2. Yes, crop production 3. Yes, livestock production 4. Yes, fishing/fisheries 5. Yes, Other (please specify) 6. Don't know 7. Prefer not to answer	Individual	Simple random	No
	5	II Interview	Muhallah profile: economic	% of individuals reporting their muhallah is poorer than other parts of Abu Salim	Select one	How would you compare the economic situation in this muhallah to other muhallahs in Abu Salim municipality	1. People in this area are generally more wealthy than most other areas 2. People in this area are generally have a similar wealth to most other parts of Abu Salim municipality 3. People in this area are generally poorer than most other areas of Abu Salim municipality 4. Don't know 5. Prefer not to answer 6. Other	Individual	Simple random	Yes
	6	II Interview	Muhallah profile: economic	% individuals unable to afford essential needs	Select multiple	I will now list 5 categories of needs. In the past 30 days, did you ever have trouble meeting following essential needs because you could not afford them? Please tell me for each category I will list whether you were able to afford your needs - note we are just asking about financial coverage.	1. Essential communication needs, such as phone credit or provider costs 2. Essential education needs, such as tuition, fees, books 3. Essential health needs, such as medicines and treatment 4. Essential shelter needs, such as rent, furniture, construction costs 5. Essential transport services 6. Other, such as legal support, please specify 7. None of the above	Individual	Simple random	No
2.2. What are the key service-related stakeholders in each	7	II Interview	Stakeholders	% engaging with muhallah council on service provision issues	Select one	If you had a problem with public utilities (water, sewage, waste and/or electricity) in your neighbourhood, who would you go to make a complaint or seek help?	1. The municipal council (a representative) 3. My muhallah council 4. The public company/service provider 4. Other	Individual	Simple random	No

respective service area?	8	II Interview	Stakeholders	% engaging with muhallah council on service provision issues	Select one	If you had a problem with the quality or accessibility of your primary health care services, who would you go to make a complaint or seek help?	1. The municipal council (a representative) 3. My muhallah council 4. The public company/service provider 4. Other	Individual	Simple random	No
	9	II Interview	Stakeholders	% engaging with muhallah council on service provision issues	Select one	If you had a problem with the education your children receive, who would you go to make a complaint or seek help?	1. The municipal council (a representative) 2. My muhallah council 3. The school 4. Other	Individual	Simple random	No
2.3. What are the priority sectors and areas for essential services rehabilitation?	10	II Interview	Priority sectors rehabilitation	Rehabilitation priorities in muhallah	Select multiple (maximum 3)	What, according to you, are the 3 most important problems in your muhallah that need addressing?	1. Access to essential services like electricity, water, education, and healthcare 2. More effective governance 3. Impoverishment and lack of jobs 4. Access to quality of shelter and accommodations, and repairs to damaged homes 9. Reconstruction of public buildings and spaces like mosques, government buildings, and parks 9. Reconstruction of roads 10. Insecurity and conflict 11. Access to cash and banks 12. Access to fuel 11. Other	Individual	Simple random	No
	11	II Interview	Priority sectors rehabilitation	Rehabilitation priorities in muhallah	Select multiple (maximum 2)	What, according to you, are the 2 most important essential services that need urgent improvement in your muhallah?	1. Electricity 2. Water 3. Education 4. Health care 5. Other 6. Don't Know	Individual	Simple random	No
3. How do residents perceive their access to essential services and	12	II Interview	Living conditions	% unsatisfied with living conditions	Select one	Generally, are you satisfied with the living conditions in your muhallah? Please consider: Are the roads paved or damaged? Are your basic utilities such as	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No

the living conditions in their muhallah of residents?						water, sewage and electricity, working? Are businesses open?				
	13	II Interview	Living conditions	% reporting poor or very poor living conditions in muhallah	Select one	How would you rate the living conditions in your muhallah right now? Please consider: Are the roads paved or damaged? Are your basic utilities such as water, sewage and electricity, working? Are businesses open?	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent 6. Don't want to answer 7. Other	Individual	Simple random	No
	13.1	II Interview	Living conditions	reasons for poor or very poor living conditions	Select multiple	[follow up] if poor or very poor, what are the two main reasons why?	1. Presence of explosive ordinance (mines, bombs) 2. Lack of security in the area, general criminality 3. Armed group activity 4. Lack of electricity in my home 5. Lack of water access in my home 6. Lack of operational schools in the area 7. Lack of operational healthcare centres in the area 6. House is badly damaged 7. Physical barriers such as damaged roads or road blocks 8. The area has few people currently living there 9. There are no jobs in the area/my current employment is far from the area 10. Fear of political retribution 11. Other	Individual	Simple random	No

14	II Interview	Shelter	% reporting property damage	Select one	Was your own home or property in Abu Salim damaged during the recent conflict in 2019-2020?	1. Yes destroyed (shelter needs to be rebuilt) 2. Yes, heavily damaged (shelter is not liveable) 3. Yes, medium damage 4. Yes, lightly damaged (repairs needed by shelter is liveable) 5. No damage/ negligible damage 6. Don't know 7. Prefer not to answer	Individual	Simple random	Yes
14.1	II Interview	Shelter	% living in damaged property	Select one	[Follow up] if Yes, are you currently living there?	1. Yes 2. No 3. Don't want to answer	Individual	Simple random	No
15	II Interview	Shelter	% of individuals owning their house	Select one	How would you describe your occupancy status? For example, do you own the house, or is someone else paying for it?	1. Ownership 2. Co-ownership 3. Rental (with written contract) 4. Rental (with verbal agreement) 5. Housing provided by public authority 6. Housing paid by employer 7. Living at workplace 8. Housing provided by smuggler 9. Being hosted for free (not including by employer) 10. Squatting (without consent of owner) 11. Living in the streets or public space 12. Other (please specify) 13. Don't know 14. Prefer not to answer	Individual	Simple random	No
16	II Interview	Shelter	% reporting poor or very poor housing conditions in muhallah	Select one	How would you rate the housing conditions in your muhallah? Please consider if many homes in your muhallah have been damaged due to armed conflict in the area	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent 6. Don't want to answer 7. Other	Individual	Simple random	No

17	II Interview	Health	barriers for accessing health services	Select multiple	Which problems (if any) have you or members of your household faced in accessing health services in the past three months?	1. Cannot afford to pay for health services 2. Absence/shortage of health workers 3. High cost of transportation to health facilities 4. Specific people are being discriminated against when visiting the health facility 5. Lack of trust in health care providers 6. Security concerns around travel to the health facility 7. Health facilities are not easily accessible for people who have difficulty moving/seeing/hearing 8. Lack of medicines at the health facilities 9. Health facilities are overcrowded 10. Long waiting times at health facilities 11. The specialized services I/my family need are not available to us (e.g. closed, inaccessible) 12. No problems accessing health services 13. Language barriers 14. Lack of documentation 15. Other (please specify) 16. Prefer not to answer	Individual	Simple random	No
18	II Interview	Health	% reporting poor or very poor health services in muhallah	Select one	How do you rate the public health services available in your muhallah?	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent 6. Don't want to answer 7. I'm not aware of any public health services operational in my area	Individual	Simple random	No

	19	II Interview	Education	barriers for accessing education	Have any children in your household ever faced any issues when attending school? Examples might be problems with the children, school staff or the school building/capacities. Please list any issues that a child may have had.	1. No issues faced by children in the household when attending school 2. Lack of functioning latrines 3. Lack of separate and safe toilets for boys and girls 4. Lack of clean water 5. Lack of accessibility for students living with disabilities 6. Overcrowding 7. Poor quality of teachers 8. Lack of teaching and/or learning material 9. Lack of transportation 10. Safety and security issues on the way to school 11. Attacks on schools 12. Violence from teachers (excluding sexual violence or harassment) 13. Bullying/violence from other students (excluding sexual violence or harassment) 14. Sexual violence or harassment 15. Discrimination 16. Attempted recruitment by armed actors 17. School building conversion into other purposes (displaced accommodation, military barracks, etc.) 18. School building damaged or destroyed 19. Lack of documentation 20. Other (specify) 21. Don't know 22. Prefer not to answer	Individual	Simple random	No
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20	II Interview		% reporting poor or very poor public schools in muhallah	Select one	How do you rate the public schools available in your muhallah?	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent 6. Don't want to answer 7. I'm not aware of any public schools operational in my area	Individual	Simple random	No
21	II Interview	WASH	% reporting sewage problems	Select one	Are you aware of any problems with sewage in your neighbourhood, such as floods, bad smells, or water contamination?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
22	II Interview	Security	% of individuals reporting poor or very poor security situation	Select one	How would you rate the security situation in Abu Salim municipality?	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent	Individual	Simple random	No
23	II Interview	Security	% of individuals reporting poor or very poor security situation	Select one	How would you rate the security situation in your muhallah?	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Excellent	Individual	Simple random	No
24	II Interview	Security	% of individuals reporting being unsafe in their muhallah	Select one	Do you feel safe in your muhallah?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
25	II Interview	Security	reasons people feel unsafe in their muhallah	Select multiple	[Follow up] If no, why do you feel unsafe?	1. Armed group activity 2. Robbery and criminality 3. Explosive ordinance in the area (mines, explosive war remnants) 4. Lack of streetlights 5. I live in an area where many people left their homes during the conflict and have not yet returned 5. Other	Individual	Simple random	No

	26	II Interview	Security	muhallahs with restricted freedom of movement	Select multiple	Please indicate if there is any muhalla where you feel unsafe or can't move around freely because of security reasons?	1. List of muhallahs 2. Don't know 3. Don't want to answer	Individual	Simple random	Yes
3.1. Where and how do populations in conflict-affected areas access essential services?	27	II Interview	Health	% reporting having sufficient access to health care	Select one	Do you and your household have sufficient access to health care?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
	28	II Interview	Health	% reporting health facility operational in muhallah	Select one	Can you go to a doctor in a public health facility in this muhallah?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
	28.1	II Interview	Health	locations for health care access	Select one	[Follow-up 'no'] Where would you go if you wanted to see a doctor at a public healthcare facility?	1. List of muhallahs 2. Another municipality in Tripoli 2. Don't know 3. Don't want to answer	Individual	Simple random	Yes
	29	II Interview	Health	Distance to health care	Select one	How long does it take you to reach the nearest functional healthcare facility (including clinics, hospitals) by walking?	1. Less than 15 mins 2. Less than 30 mins 3. Less than 1h 4. Less than 3h 5. More than 3h	Individual	Simple random	No
	30	II Interview	Education	Where do children attend secondary school	Enter a number for each	How many school-aged children are there in your household (aged 6-17)?	1. Boys (aged 6-14) 2. Girls (aged 6-14) 3. Male youths (aged 15-17) 4. Female youths (aged 15-17)	Individual	Simple random	No
	30.1	II Interview	Education	% of children enrolled	Enter a number for each	[follow up] How many school-aged boys and girls (aged 6-17) in your household are enrolled in formal education	1. Boys (aged 6-14) 2. Girls (aged 6-14) 3. Male youths (aged 15-17) 4. Female youths (aged 15-17)	Individual	Simple random	No
	30.2	II Interview	Education	Where do children attend primary school	Repeat for each child	[follow up] For ages 6-14, where do they attend school?	1. List of muhallahs 2. Another municipality in Tripoli 3. Don't want to answer	Individual	Simple random	Yes

30.3	II Interview	Education	Where do children attend secondary school	Repeat for each child	[follow up] for ages 15-17, where do they attend school?	1. List of muhallahs 2. Another municipality in Tripoli 3. Don't want to answer	Individual	Simple random	Yes
31	II Interview	Electricity	% reporting electricity connection	Select one	Is your home connected to the electricity network? (whether it is currently functioning or not)	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
32	II Interview	Electricity	% reporting electricity cuts	Select one	Do you experience electricity cuts in the muhallah where you live?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
32.1	II Interview	Electricity	frequency of electricity cuts	Select one	[Follow-up: 'yes'] How many hours per week?	1. Less than two hours per week 2. Between 2 and 5 hours per week 3. Between 6 and 10 hours a week 4. Between 11 and 15 hours a week 5. More than 15 hours a week	Individual	Simple random	No
33	II Interview	Electricity	% reporting disruptions to electricity supply	Select one	Has your household experienced any disruptions of the electricity supply due to damaged/broken infrastructure?	1. Yes - currently no electricity available at all 2. Yes - some disruptions 2. No - electricity is available 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
33.1	II Interview	Electricity	% reporting incurring expenses for electricity repair	Select one	[follow up] if yes, did you/will you have to pay any expenses to reconnect or repair the electricity connection?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
33.2	II Interview	Electricity	stakeholders charger for electricity repairs	Select one	[follow up] if yes, who did you/will you pay ?	1. The public electricity company (GECOL) 2. A local private company 3. The municipality administration 4. The muhallah administration 5. Other	Individual	Simple random	No

34	II Interview	Electricity	% reporting need for a generator	Select one	Do you have access to a generator?	1. Yes, with sufficient fuel 2. Yes, but no access to sufficient fuel 3. No, I do not have access to a generator but need one 4. No I do not have a generator and do not need one 4. Don't want to answer	Individual	Simple random	No
35	II Interview	WASH	% reporting having water tap in home	Select one	Do you have a tap with running water in your household?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
35.1	II Interview	WASH	% reporting public network	Select one	[Follow-up] If yes, Where does the water from the tap come from?	1. The public water network 2. A privately constructed connection to the public water network 3. A private well 4. Water tank in the home that is refilled 5. Other 6. Don't know	Individual	Simple random	No
35.2	II Interview	WASH	% reporting tap is drinkable water	Select one	[follow-up] Can you drink the water from the tap?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
35.3	II Interview	WASH	% reporting source or drinking water	Select one	[Follow-up] if no, where do you get drinking water?	1. water trucking 2. public water point/well 3. bottled water purchased from a store 4. private well 5. other	Individual	Simple random	Yes
36	II Interview	WASH	% reporting water outages	Select one	Has your house experienced water outages in the last 30 days?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
36.1	II Interview	WASH	frequency of water outages	Select one	[Follow-up: 'yes'] How many times per week?	1. Less than one day per week 2. Between 2 and 4 days a week 3. Between 4 and 7 days a week	Individual	Simple random	Yes

37	II Interview	WASH	% reporting disruption of water connection	Select one	Did your home previously have a water connection, but lost it during conflict in 2019-2020?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	Yes
37.1	II Interview	WASH	% reporting connection not restored	Select one	[Follow up] if yes, has the water connection been restored	1. Yes, it is now the same as it was before the conflict 1. Yes, but it is worse than before the conflict 2. No	Individual	Simple random	Yes
37.2	II Interview	WASH	% reporting expenses for restoring water connection	Select one	[Follow up] if yes, did you have to pay an expenses to reconnect your house to water?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
37.3	II Interview	WASH	stakeholders charging for water repairs	Text	[follow up] if yes, who did you pay and how much?		Individual	Simple random	No
38	II Interview	WASH	% reporting not having enough drinking water	Select one	In the past 30 days, has there been any time when your household did not have access to enough drinking water to meet your daily needs?	1. Yes 2. No 3. Don't know 4. Don't want to answer	Individual	Simple random	No
38.1	II Interview	WASH	reasons for not having sufficient drinking water	Select one	[Follow up] If yes, why?	1. Purchasing water too expensive 2. Water cuts/service disruptions 3. Service disruption of water trucking 4. Tap water has poor taste or quality 5. Other 6. Don't know 7. Don't want to answer	Individual	Simple random	No

3.2. What are the key issues preventing IDPs from returning to conflict-affected areas?	39	II Interview	IDP barriers to return	reasons IDPs have not returned	Select multiple	[Follow up IN #2] If IDP from Abu Salim, what are the reasons why you have not returned to your original area of residence in Abu Salim?	1. Presence of explosive ordinance (mines, bombs) 2. Lack of security in the area, general criminality 3. Armed group activity 4. Lack of electricity in my home 5. Lack of water access in my home 6. Lack of operational schools in the area 7. Lack of operational healthcare centres in the area 6. House is badly damaged 7. Physical barriers such as damaged roads or road blocks 8. The area has few people currently living there 9. There are no jobs in the area/my current employment is far from the area 10. Fear of political retribution 11. Other	Individual	Simple random	No
3.3. What are living conditions for people who have returned to their homes in conflict-affected areas?	40		Returnee conditions upon return	issues experienced by returnees upon return	Select multiple	[follow up IN #2] If "Returnee": When your household returned to your community, did you experience any issues accessing services that you did not have before? For example, electricity, water, health care, or education?	1. Problems accessing electricity 2. Problems accessing water 3. Problems accessing waste disposal services 4. Problems accessing education 5. Problems accessing health care 6 Other (specify) 7. Don't know 8. Prefer not to answer	Individual	Simple random	No

6. Data Management Plan

Detailed Data Management Plan is available upon request.

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		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> 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		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	<p>[List here relevant HPC-documents to be monitored: E.g. Iraq HNO 2018, Iraq Flash Appeal Mosul, Shelter Cluster strategy]</p> <p>[List here relevant agency-documents to be monitored: E.g. UNHCR Country Strategy, UNICEF WASH Response Strategy]</p>
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making,	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	Usage survey to be conducted at the end of the research cycle related to all outputs, targeting at least 10 partners
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			

	aid planning and delivery	Perceived capacity of IMPACT staff			
	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	<input type="checkbox"/> Yes
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes