

Research Terms of Reference

Multi-sector needs assessment of Syrian and other refugee/migrant populations living in vulnerable out-of-reach communities¹ in Jordan

JOR 1902

Jordan

November 2019

Version 2

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Jordan				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	Vulnerable Out-of-Reach Communities (VOC) Working Group				
Project Code	13iAJF 0S6				
Overall Research Timeframe (from research design to final outputs / M&E)	28/04/2019 to 31/03/2020				
Research Timeframe Add planned deadlines (for first cycle if more than 1)	1. Start collect data: 04/12/2019		5. Preliminary presentation: 9/03/2020		
	2. Data collected: 26/02/2020		6. Outputs sent for validation: 17/03/2020		
	3. Data analysed: 9/03/2020		7. Outputs published: 30/03/2020		
	4. Data sent for validation: 9/03/2020		8. Final presentation: 31/03/2020		
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	Milestone			Deadline	
	<input checked="" type="checkbox"/>	Donor plan/strategy (UNICEF, ILO, WFP, DFID, Swiss Agency for Development and Cooperation, Mixed Migration Centre)		31/03/2020	
	<input type="checkbox"/>	Inter-cluster plan/strategy		__/__/__	
	<input type="checkbox"/>	Cluster plan/strategy		__/__/__	
	<input checked="" type="checkbox"/>	NGO platform plan/strategy (VOC WG, JIF)		31/03/2020	
	<input type="checkbox"/>	Other (Specify):		__/__/__	
Audience Type & Dissemination Specify who will the assessment inform and how you will	Audience type			Dissemination	
	<input checked="" type="checkbox"/> Strategic			<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)	
	<input checked="" type="checkbox"/> Programmatic				
	<input checked="" type="checkbox"/> Operational				

¹ Vulnerable out-of-reach communities (VOC) can be associated with tented settlements and may be defined as "residential areas where 1) inhabitants have no security of tenure vis-à-vis the land or dwellings they inhabit, with modalities ranging from squatting to informal rental housing, 2) the neighbourhoods usually lack, or are cut off from, basic services and city infrastructure and 3) the housing may not comply with current planning and building regulations, and is often situated in geographically and environmentally hazardous areas." UN Habitat, 2015.

disseminate to inform the audience	<input type="checkbox"/> [Other, Specify]		X Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting (VOC WG) x Presentation of findings (e.g. at HCT meeting; Cluster meeting) <input type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]	
Detailed dissemination plan required	<input type="checkbox"/>	Yes	x	No
General Objective	Inform actors ² response and programming for VOC inhabited by refugees and migrants from Syria or other countries (i.e. excluding Jordanians) by assessing and analysing current needs, movements, intentions, and demographic characteristics of such communities.			
Specific Objective(s)	<ul style="list-style-type: none"> • Identify current locations of VOC in Jordan and demographics of these communities • Detect gaps in service provision and identify priority needs of the population living in VOC in Jordan, across multiple sectors such as shelter, health, protection, education, food security, education, and water, sanitation and hygiene (WASH) • Assess current livelihoods opportunities and income generating activities amongst VOC residents, particularly as they intersect with protection concerns and education access among children • Understand movement patterns of these communities as well as intentions of VOC households for future movement • Understand the interaction and connection of VOC with other VOC, external actors and local host communities 			
Research Questions	1) Where are vulnerable out-of-reach communities (VOC) located in Jordan, and what are the demographic characteristics of these communities? a) What are the key defining characteristics of VOC settlements in terms of population size, geographical location, and underlying needs of the population? b) What are the demographic characteristics of VOC households? 2) What are the priority needs of VOC within various sectors? a) Livelihoods b) Shelter c) WASH d) Health e) Food security f) Education g) Protection 3) What are the patterns of movement and intentions among VOC? a) What are the patterns of movement among VOC and what are the reasons for movements? b) What are the intentions for future movement and what are the reasons for movement intentions? 4) What is the state of social well-being and cohesion among VOC with external actors, such as NGOs, municipalities and other VOC?			

² Including ACTED, UNICEF, INTERSOS, DRC, ILO, WFP

	a) How often and about which topics do VOC communicate with external actors? b) How often and about which topics do VOC households interact with local host communities? c) What is the level of trust and tension between VOC and local host communities?																						
Geographic Coverage	All 12 governorates in Jordan																						
Secondary data sources	REACH / UNICEF assessment - Syrian refugees staying in informal tented settlements in Jordan, August 2014 UN Habitat III Issue Papers, October 2015																						
Population(s) <i>Select all that apply</i>	<table border="1"> <tr> <td><input type="checkbox"/></td><td>IDPs in camp</td> <td><input type="checkbox"/></td><td>IDPs in informal sites</td> </tr> <tr> <td><input type="checkbox"/></td><td>IDPs in host communities</td> <td><input type="checkbox"/></td><td>IDPs [Other, Specify]</td> </tr> <tr> <td><input type="checkbox"/></td><td>Refugees in camp</td> <td><input checked="" type="checkbox"/></td><td>Refugees in informal sites</td> </tr> <tr> <td><input type="checkbox"/></td><td>Refugees in host communities</td> <td><input type="checkbox"/></td><td>Refugees [Other, Specify]</td> </tr> <tr> <td><input type="checkbox"/></td><td>Host communities</td> <td><input type="checkbox"/></td><td>[Other, Specify]</td> </tr> </table>			<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]	<input type="checkbox"/>	Refugees in camp	<input checked="" type="checkbox"/>	Refugees in informal sites	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]	<input type="checkbox"/>	Host communities	<input type="checkbox"/>	[Other, Specify]
<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites																				
<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]																				
<input type="checkbox"/>	Refugees in camp	<input checked="" type="checkbox"/>	Refugees in informal sites																				
<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]																				
<input type="checkbox"/>	Host communities	<input type="checkbox"/>	[Other, Specify]																				
Stratification <i>Select type(s) and enter number of strata</i>	<table border="1"> <tr> <td><input type="checkbox"/></td><td>Geographical #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/></td><td>Group #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No</td> <td><input type="checkbox"/></td><td>[Other Specify] #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No</td> </tr> </table>			<input type="checkbox"/>	Geographical #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	Group #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	[Other Specify] #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No														
<input type="checkbox"/>	Geographical #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	Group #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	[Other Specify] #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No																		
Data collection tool(s)	<input checked="" type="checkbox"/> Structured (Quantitative)	<input checked="" type="checkbox"/> Semi-structured (Qualitative)																					
	Sampling method	Data collection method																					
Structured data collection tool # 1 Household Census <i>Select sampling and data collection method and specify target # interviews</i>	<input 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 checked="" type="checkbox"/> Other : Census		<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Group discussion (Target #):_____ <input checked="" type="checkbox"/> Household interview (Target #): 2038³ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 																				
Structured data collection tool # 2 - Settlement leader KII <i>Select sampling and data collection method and specify target # interviews</i> ***If more than 2 structured tools please duplicate this row and complete for each tool.	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 138⁴ <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 																				
Structured data collection tool # 3 – Women representative KII <i>Select sampling and data collection method and specify target # interviews</i> ***If more than 2 structured tools please	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 138 <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Direct observations (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 																				

³ The last VOC assessment conducted by REACH (August 2014) found that there were 1853 households and 125 VOC (comprised of four tents or more) where Syrian refugees lived throughout the whole of Jordan. The new assessment will cover both Syrian and other nationalities. Number of VOC for other nationalities are estimated to be around 10 per cent of Syrian VOC.

⁴ The above-mentioned assessment from 2014 was used to estimate the number of VOC for this upcoming assessment. One settlement leader and one women representative for each VOC will be interviewed.

<i>duplicate this row and complete for each tool.</i>		
Target level of precision if probability sampling	N/A (census)	
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 checked="" type="checkbox"/> Presentation (Preliminary findings) #: 1	<input checked="" type="checkbox"/> Profile #: TBC
	<input type="checkbox"/> Interactive dashboard #: __	<input type="checkbox"/> Web map #: __
	<input type="checkbox"/> [Other, Specify] #: __	
Access	<input checked="" type="checkbox"/> Public (available on REACH resource centre 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, Swiss Agency for Development and Cooperation (SDC), UNICEF, ILO, WFP, DFID, Mixed Migration Centre (MMC)	

2. Rationale

2.1. Rationale

Vulnerable out-of-reach communities (VOC) are found throughout Jordan and are home to various communities, including Syrian refugees. Those living in these settlements either choose to do so, or live in them out of necessity as they often unable to afford more established urban areas. Such communities are considered to represent a highly vulnerable population group. The informal nature of these settlements means that access to shelter, food, water, sanitation, health, education, and other essential services is not officially established and often intermittent. The population living in VOC often fall outside the relief response targeting communities staying in formally managed camps and within host communities.

Over 2013-2014, REACH, in partnership with UNICEF, conducted various multi-sector needs assessments in Syrian VOC. The most recent assessment, carried out by REACH in August 2014, found that Syrian VOC in the north of the country suffered a range of specific vulnerabilities around accessing basic services, particularly in education and health, as well as water and sanitation infrastructure. This last VOC assessment by REACH / UNICEF found that there were 10,537 Syrian refugees living in 125 VOC (comprised of four tents or more) throughout the whole of Jordan. Some main highlights are noted below, all in reference to the above mentioned assessment report (REACH assessment - Syrian refugees staying in vulnerable out-of-reach communities in Jordan multi sector assessment report, August 2014)

- "Specific protection risks were compounded by VOC's effectively non-existent land and labour rights, the lack of official cost-recovery mechanisms for the utilisation of municipal services, as well as minimal social protection under the law."
- "The vast majority (78%) of Syrian refugees in VOCs were minors (8,219 individuals below 18 years old) and a third (32.4%) were children under the age of 12 (3,414 individuals). Only 3.5% of the school-aged VOC population was reported as attending school at the time of the assessment,. A quarter (25%) of at-risk minors aged 0-59 months were reported by heads of households as not vaccinated against polio by heads of households."

- “Water and sanitation infrastructure and service provision was found to be severely inadequate across all assessed settlements. A total of 23 VOC hosting a total of 784 people had no access to either private or communal latrine infrastructure within the settlement.”
- “Food insecurity remain[ed] widespread across all VOCs. A high proportion (78.2%) of assessed households identified WFP assistance as the primary source of food. Over a third (38.7%) of households were identified as vulnerable to food insecurity, whilst a fifth (20.3%) were food insecure.”

Since then, the context in Jordan has changed considerably, potentially affecting both the needs and opportunities. Increased numbers of Syrian refugees living outside the camp environment and the subsequent pressure on resources have increased the need to further understand the specific challenges for VOC. Despite a small number of actors providing support to these communities, programming faces obstacles due to the highly mobile nature of VOC. As such, current data on the needs, movements, intentions, and demographics of VOC is essential for relevant and effective programming. Given that the last update was conducted in August 2014, an update on the current status of VOC is critical. Providing this updated information will ensure that humanitarian organizations have a better understanding of the VOC and will enable such organizations to provide (further) assistance to VOC. Also, any programming related to support for VOC will be more cost-effective, since the assessment will provide information, including demographic characteristics, sector-specific needs and so on regarding the population within each VOC.

3. Methodology

3.1. Methodology Overview

The assessment will include a mixed methods approach with both qualitative and quantitative components. Data collection will occur over the course of two and a half months, with an additional two-week buffer period. It will include refugees and migrants from Syria or other countries (excluding Jordanians), who reside in VOC. Settlements of four tents and above will be included in the assessment. In each identified settlement, two key informant interviews (one with the settlement leader and one with a women’s representative) and household surveys with all available households will be conducted.

3.2. Population of Interest

The population of interest will consist of refugees and migrants from Syria or other countries (excluding Jordanians) living in vulnerable out-of-reach communities. The total population meeting these criteria is currently unknown and will be determined through the assessment

3.3. Secondary Data Review

The following sources will be used to inform the methodology and questionnaires for the current assessment:

- REACH assessment - Syrian refugees staying in vulnerable out-of-reach communities in Jordan multi sector assessment report, August 2014
- UN Habitat III Issue Papers, October 2015

3.4. Primary Data Collection

Given the duration of time since the previous VOC profiling, and the remote location of many of these settlements, data collection is expected to take two and a half months, with an additional two-week buffer period

To identify VOC, field teams will be deployed throughout Jordan, starting from the north and ending in the south covering all of the country (all 12 governorates). Data collection will be conducted at the sub-district level, meaning each sub district will be scoped by field teams to identify VOC. The scoping will be done by driving in every main road and side road in each sub-district. Visual detection from these roads will enable VOC identification only to a certain extent, leading to a risk of exclusion. For that reason, several other measures will be taken to ensure that VOCs can be detected, as outlined below. These measures are complementary to each other. The teams will not select some methods and skip others: all methods will be used together.

- First of all, each identified and surveyed settlement will be asked to provide information for other settlements, thus facilitating VOC identification through a snowballing approach.
- As a second method, field teams will identify and coordinate with members of local communities to learn about VOC locations in a given sub-district. These two methods will be used to guide the teams to settlements that could otherwise be difficult to detect. However, if the insight suggests to skip an area (due to a verbally-suggested lack of VOC), the teams will still use the other methods mentioned below and will continue scoping to make sure they cover each sub-district appropriately as planned.
- In addition, geographical information systems (GIS) will be used to provide the field teams with high-altitude points in each sub-district. Using these points, the teams will be able to locate and reach elevations (mountains, hills etc.) in order to observe a vast landscape and detect VOC in the area. For this method, field teams will need to go off-road to reach high-altitude points.
- As a fourth method, field teams will be provided with locations (GPS coordinates) where VOC may be expected. These locations will be derived from the dataset of earlier assessments that located VOCs, as well as night-light imagery and green landscape identification. The night-light imagery allows us to distinguish areas based on intensity of night-time lighting. It will be used to understand which areas are urban settings, which are empty land and which are populated densely enough to possibly host a VOC settlement. Besides, satellite imagery will be used to capture green landscapes, which are likely to be agricultural lands. These will be used to locate VOC because previous assessments indicate that VOC tend to settle around agricultural areas and generate income through seasonal labour. The fourth method mentioned above (using historic presence of VOC, along with night-light imagery and green landscape) also helped identify 19 sub-districts that have high potential to host VOC settlements. These 19 sub-districts are expected to host 4 or more settlements. Field teams will pay particular attention in these sub-districts and will drive off-road to scope with more scrutiny.
- As a fifth method, with technical support from the Geographic Information System (GIS) Officer, a tracking tool will be used to capture the route taken by the field teams. This tool works as a mobile application and will be installed in devices used by each field team. The teams will turn on the application at the beginning of each working day and their movement will be recorded. This will enable the Field Manager to oversee which parts of a sub-district has been covered and which parts have been left out. Looking at the route at a sub-district level, the Field Manager will be able to re-direct field teams to any sub-district where large areas have not been covered.

It is important to note that despite these measures, there is still chance that the scoping may miss some of the population of interest – especially those living far from main and side-roads, in areas that are not captured by the methods mentioned above. This will remain a limitation of this methodology.

Instead of site mapping as a separate exercise, the field teams will conduct data collection as soon as VOC locations are identified. This method is preferred because the target population is known to have a high rate of mobility and it is possible that they move from a pre-identified site by the time site mapping is finished and data collection starts.

Key informant interviews (KII) will be conducted with the sharweish of each VOC, or the settlement leader for non-Syrian refugee settlements, at the same time as household interviews are conducted. Among Syrian VOC, each settlement has a sharweish (a settlement leader) who is responsible for households in the settlement, and for communicating with external actors. KII with the settlement leaders are intended to provide more information on settlement level patterns, such as movement, land tenure, and relations with the surrounding community.

In addition, settlement leaders will be asked to introduce women representatives for the VOC. One women representative for each VOC will be interviewed to gather information, on which women may have a more informed perspective, such as protection, maternal health and education. The same question set will be used for the settlement leaders and the women representative, in order to triangulate results and to detect any variations of insight depending on the gender of respondents who are in representative roles.

While the KIs are conducted, other enumerators will visit households and conduct household interviews. For household interviews, heads of households will be identified and will be asked to participate in the interview. If the head of household is not available, an adult member of the household who is present and knowledgeable about the affairs of the household will be asked to participate in the interview.

The VOC assessment will look at needs of the population across the following sectors: shelter, health, protection, education, food security, education, and water, sanitation and hygiene (WASH) and livelihoods. Questions and indicators for these components will be drawn from relevant previous assessments, informed by SPHERE standards, and with inputs from specific sectors and actors to tailor them to the current context. Protection and gender will form a crosscutting issue throughout the assessment – thus the impact of vulnerabilities in other sectors and their impact on protection and gender will form a key area of interest.

Before data collection, enumerators will be trained to make sure they have a good understanding of the methodology and the tools that will be used. They will also be informed about humanitarian standards and security information related to data collection among other subjects. A pilot of data collection will be done after the training to make sure the enumerators are able to effectively use the tools and also to make sure the tools are appropriate for the assessment. During the piloting, feedback from the enumerators and respondents will be used to review and finalize the tools.

3.5. Data Processing & Analysis

The household interviews and the key informant interviews will be conducted using the Kobo toolbox. A daily review of data will be conducted to identify any errors in data collection and to re-code entries if needed. In particular, answers that are taken with text entries will be checked for any possible data entry mistakes. Also, answers with numerical values will be checked to identify any outliers and anomalies. In addition, durations of surveys will be checked to mark potential data falsification. Any enumerator patterns (e.g. if exact same responses are being provided across multiple surveys) will also be noted. As another standard, logic checks will be conducted, for example to identify if responses to two complimentary questions are contradicting each other.

Enumerators will be contacted to review these values to confirm the validity of data. Upon completion of data collection, final data cleaning will be conducted and entries will be translated. Data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS.

4. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
<i>Research design</i>	Assessment officer	Country coordinator	Country coordinator, UNICEF, ILO, WFP, DFID, HQ research design & data unit	SDC
<i>Supervising data collection</i>	Senior field manager	Senior field manager	Assessment officer	Country coordinator
<i>Data processing (checking, cleaning)</i>	Assessment officer	Assessment officer	Database officer, HQ research design & data unit	Country coordinator

<i>Data analysis</i>	Assessment officer	Assessment officer	HQ research design & data unit	Country coordinator
<i>Output production</i>	Assessment officer	Assessment officer	Country coordinator, HQ reporting unit	Donors
<i>Dissemination</i>	Assessment officer	Country coordinator	HQ reporting unit	Donors
<i>Monitoring & evaluation</i>	Assessment officer	Country coordinator	HQ research design & data unit	Donors
<i>Lessons learned</i>	Assessment officer	Country coordinator	Senior field manager	HQ, Donors

5. Data Analysis Plan

The Excel file, which has the questions for household and key informant interviews is available on the REACH Repository via [this link](#).

6. Data Management Plan

This information 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	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input checked="" type="checkbox"/> 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, sending Blue, bit.ly	Country team		<input checked="" type="checkbox"/> 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	TBD
		# references in single agency documents			TBD
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage Feedback and Usage Survey template	<i>Usage survey to be conducted At the end of the research cycle targeting all funding partners.</i>
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
	Number of humanitarian documents (HNO, HRP,	Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	cluster/agency strategic plans, etc.) directly informed by IMPACT products	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

8. Annex

Proposed Qualitative Research for Multi-Sector Assessment of Vulnerable Out-of-Reach Communities in Jordan

Presented by REACH to Mixed Migration Centre

Context & Rationale

A range of Vulnerable Out-of-Reach Communities (VOC), living in informal tented settlements, are found throughout Jordan. These are home to various communities, including migrants and refugees from Syria and other countries such as Egypt, Iraq, Pakistan, Sudan, Yemen, etc. Those living in VOC are often unable to live in more established urban areas, and live in VOC out of necessity. Such communities are considered to represent a highly vulnerable population group. The informal nature of these settlements means that access to shelter, food, water, sanitation, health, education, and other essential services is not officially established and often intermittent. The population living in VOC often fall outside the relief response targeting communities staying in formally managed camps and within host communities.

Over 2013-2014, REACH, in partnership with UNICEF, conducted various multi-sector needs assessments in VOC.¹ The most recent assessment carried out by REACH in August 2014 found that Syrian VOC in the north of the country suffered from a range of specific vulnerabilities around accessing basic services, particularly education and health, as well as water and sanitation infrastructure. Specific protection risks are compounded by VOC's effectively non-existent land and labour rights, the lack of official cost-recovery mechanisms for the utilisation of municipal services, as well as minimal social protection under the law.

In addition to the Multi Sector Needs Assessment (MSNA) currently underway, which is taking a quantitative approach REACH is seeking to add a qualitative component to enhance the understanding of the target population through a broader lens and enrich the assessment with more narrative information.

Objectives

In line with the full assessment, detailed in the comprehensive TOR, the overall assessment seeks to fulfil the following objectives:

- Identify current locations of VOC in Jordan and demographics of these communities
- Identify the key vulnerabilities and priority needs of the population living in VOC in Jordan, across multiple sectors such as shelter, health, protection, education, food security, education, and water, sanitation and hygiene (WASH)
- Assess current livelihoods opportunities and income generating activities amongst VOC residents, particularly as they intersect with protection concerns and education access among children
- Understand movement patterns of these communities as well as intentions of VOC households for future movement
- Understand the interaction and connection of VOC with other VOC, external actors and local host communities

The proposed addition of a qualitative component to the research seeks to enrich the findings through the addition of narrative information. The qualitative findings will support and add depth to the main objectives of the study and allow the study to look deeper at a few select issues, such as employment, recruitment, working conditions, informality of labour, vulnerabilities related to irregularity, and drivers, motivations, and intentions of those living in VOC. Further, this qualitative research will allow us to understand deeper non-Syrian VOC, which are seen as a particularly vulnerable group partly due to the inability to register with UNHCR for access to services.

As such, the additional qualitative elements of the project align well with MMC and DRC objectives.

First, the additional qualitative component aligns primarily with 2 of the 3 main MMC objectives:

¹ Informal Tented Settlements in Jordan: A Multi-sector Baseline Assessment, REACH & UNICEF, December 2013. A Multi-sector Assessment of Informal Tented Settlements in Jordan, REACH & UNICEF, June 2014. Syrian Refugees Staying in Informal Tented Settlements in Jordan, REACH & UNICEF, August 2014.

- To contribute to a better, more nuanced and balanced understanding of mixed migration (knowledge), as it fills a knowledge gap on the key vulnerabilities, priority needs, movement patterns and social networks of people in mixed migration flows in Informal Tented Settlements in Jordan.
- To contribute to effective evidence-based protection responses for people on the move (programming), as it helps humanitarian actors to more informed and strategically respond to the needs of these population groups.

Second, the additional qualitative project also aligns well with MMC Middle East's priority themes for Jordan:

- The profiles of people in mixed migration flows, determinants of migration/ root causes, their aspirations/intentions and choices of destination.
- Migrants and refugees stranded in countries other than their intended country of destination, often exposed to increased protection risks and particularly vulnerable to trafficking and exploitation.
- Impact of the Kefala (sponsorship) system on those who face abuse, exploitation, human rights violations or restricted access to housing, health care, and public services and social security in general.
- Socio-economic conditions, protection needs and legal status of refugees and migrants, including those in an irregular situation.
- Non-Syrian asylum seekers and refugees' ability to realise their rights in Jordan.

Third, the research aligns with research conducted by MMC Middle East in the previous years, which include:

- MMC & INTERSOS (2018), [Examining the protection of migrants in vulnerable situations in the contexts of Jordan and Lebanon](#) (Research Report)
- MMC (2018), [Decent Work for Whom? Economic integration of refugees and other foreign nationals in the Middle East](#) (Briefing Paper)
- MMC (2019), [Quarterly Mixed Migration Updates](#)
- MMC (2019). [Social Networks in Refugee Response: What we can learn from Sudanese and Yemeni in Jordan](#).

Fourth, the project contributes to informing DRC Jordan's programming on Economic Recovery and Protection. It is anticipated that this project will especially contribute to DRC Jordan's project on the engagement of community members to promote access to decent work for migrants, refugees and Jordanian host communities. This is a phase II of a project funded by SDC, which is also a donor that contributes to the overall assessment conducted by REACH. DRC Jordan, as well as MMC, is also a member of the Vulnerable Out-of-Reach Communities (VOC) Working Group which will also serve as a platform for engagement and dissemination. It should be noted that the present project, which has been discussed with the Durable Solutions Platform (DSP) as well, aligns with their objectives on better understanding opportunities for the socio-economic integration of Syrian refugees into Jordan. MMC ME is also member of the One-Refugee Working Group in Jordan that focuses on the inclusion of non-Syrian refugees and asylum seekers in the refugee response in Jordan, and the chair has already expressed interest in this study.

The proposed timeframe for the research proceedings is outlined below:

- | | |
|---|--|
| 1. Start of data collection: 09/03/2020 | 5. Outputs sent for validation: 14/07/2020 |
| 2. Data collection completed: 02/07/2020 ² | 6. Outputs published: TBD |
| 3. Data analysed: 09/07/2020 | 7. Presentation: 26/07/2020 |
| 4. Data sent for validation: 10/07/2020 | |

Research Questions

In line with the objectives, 4 main research questions (RQ) were developed for the overall quantitative assessment. Out of the original 4 broad research questions, a set of qualitative-focused sub-research questions have been developed which

² Data collection was halted for 13 weeks due to the COVID-19 pandemic

seek to inform the same research goals, but take a more specialized approach based on the above objectives of this qualitative element. These questions are presented in the table below.

Main RQ	A.1. Where are vulnerable out-of-reach communities (VOC) located in Jordan, and what are the demographic characteristics of these communities? a. What are the key defining characteristics of VOC settlements in terms of population size, geographic location, and underlying needs of the population? b. What are the demographic characteristics of VOC households?
Qualitative Element RQ	B.1. What are the demographic and socio-economic profiles of VOC residents, as reported by those who have an irregular status?
Main RQ	A.2. What are the priority needs of VOC within various sectors? Sectors include: livelihoods, shelter, WASH, health, food security, education, and protection?
Qualitative Element RQ	B.2. What are the main reasons behind irregular work status? a. Do the actors involved (such as employers, settlement leaders, recruitment agencies and middlemen) facilitate the irregularity/informality of work? B.3. How do VOC residents find work? How are they recruited? a. What role do employers, settlement leaders, and VOC residents themselves play during facilitation of work? b. How do VOC residents decide on their location of residence? What are the reasons for choosing the location? B.4. How are working conditions for VOC residents? a. What is being done to safeguard decent working conditions for VOC residents in an irregular situation? b. What are the main reasons for employers to facilitate fair and ethical recruitment and safeguard decent work conditions? c. What are the main barriers for employers to facilitate fair and ethical recruitment and safeguard decent work conditions? B.5. What are the vulnerabilities of VOC residents in irregular status? a. What are the challenges faced by VOC residents in irregular status? b. Are there risks of deportation and detention? Does deportation and detention take place, and to what extend? c. How do VOC residents in an irregular situation raise complaints with authorities, landlords, employers or others? d. Are there challenges and obstacles to raising complaints with authorities, landlords, employers or others? e. What are employers, civil society, authorities and other key stakeholders doing to address and reduce vulnerabilities of VOC residents in an irregular situation? What should and can they do?
Main RQ	A.3. What are the patterns of movement and intentions among VOC? a. What are the patterns of movement among VOC and what are the reasons for movements? b. What are the intentions for future movement and what are the reasons for movement intentions?
Qualitative Element RQ	B.6. What are the drivers, motivations, and intentions for movement of VOC residents in an irregular status? a. What are the migration histories and plans for VOC residents?
Main RQ	A.4. What is the state of social well-being and cohesion among VOC with external actors, such as NGOs, municipalities and other VOC? a. How often and about which topics do VOC communicate with external actors? b. How often and about which topics do VOC households interact with local host communities? c. What is the level of trust and tension between VOC and local host communities?
Qualitative Element RQ	B.7. How do VOC residents and host communities share resources and access to opportunities? a. How do VOC residents share resources internally? b. How do VOC residents share resources with the host community and with other VOC? c. How does the sharing of resources impact access to new opportunities (information, work, money et cetera) or tensions?

Methodology

REACH proposes to conduct Key Informant Interviews (KIIs) with a broad array of stakeholders as well as In-depth Interviews (IDIs) with residents of VOC. Interview guides will be created and tailored to each individual category of interviewee. REACH will conduct interviews by phone due to the COVID-19 outbreak and the subsequent restrictions with regards to face-to-face data collection. Also due to the same situation, focus group discussions will not be possible, but IDIs will be used extensively to meet the research objectives. Participants for the assessment will be chosen systematically based on the prevalence of VOC throughout the country. The rationale will be elucidated below.

REACH plans to utilize four community mobilizers to conduct qualitative interviews for a four-week period. It is estimated that they will be able to complete a total of approximately 60 qualitative interviews during this period, including time for debriefing with the Assessment Officer and transcription of qualitative notes. Respondents for KIIs and IDIs will be purposively sampled based on their category type and knowledge of the interview topics. The actual number of completed interviews may vary from this estimated proposed number depending on the actual time spent in field conducting interviews.

Please see the proposed breakdown of qualitative interviews, to be discussed below:

Method	Respondent	Quantity
Key Informant Interviews	VOC leaders	20
	Host community leaders	10
	Employers	5
In-depth Interviews	Syrian VOC residents	10
	Non-Syrian VOC residents	10
Key Informant Interviews	NGOs / Service providers	5
Total		60

VOC settlements are the geographic unit at which interviews will occur. Interviews will take place for twenty selected settlements – 10 Syrian VOC settlements and 10 non-Syrian VOC settlements. REACH intends for non-Syrian VOC to be represented up to fifty percent in this sample as outlined, though this is dependent upon the prevalence of non-Syrian VOC sites. REACH is currently gathering information on the feasibility of this. If it is not feasible to conduct interviews in 10 non-Syrian VOC settlements, these interviews will be reallocated to Syrian VOC settlements.

In each settlement, REACH plans to conduct four interviews, including:

- 2 Key Informant Interviews: 1 with VOC leader and 1 with employer or host community leader per settlement
- 1 In-depth Interview with VOC residents

This will be broken down further below. Key Informant Interviews with NGOs and Service Providers will occur at the capital and regional level, thus these interviews are not included at the settlement level.

Locations

REACH has identified 10 Syrian VOC settlements and 10 non-Syrian VOC settlements to conduct interviews. For Syrian VOC settlements, REACH used location data from the 2019-2020 VOC assessment to determine where to conduct interviews at the settlement level. Identification of the 10 non-Syrian VOC settlements has also been conducted with the same approach, using the mapping and data collection during the 2019-2020 VOC assessment. “Clusters” were created to identify and represent areas where multiple VOC settlements were found in high-proximity. After mapping the locations of Syrian and non-Syrian VOC, REACH has selected locations taking into account geographic dispersion, density, and nationality, seeking the greatest diversity possible for the selected settlements.

Data Collection

Key Informant Interviews

REACH plans to conduct a total of 40 Key Informant Interviews: 20 with VOC leaders, 5 with employers, 10 with host community leaders, and 5 with NGOs. As proposed above, interviews will take place at the settlement level. For each of the 20 settlements, 1 interview will be conducted with a VOC leader. Further, based on feasibility and schedules, 1 interview will occur with 1 with employers or host community leaders per settlement.

Researchers will communicate with VOC leaders to identify individuals who employ VOC residents in the area, and seek connection with the employers. Agriculture is identified as the major area of employment, thus agricultural employers will most likely be interviewed. Researchers will seek to determine as well if VOC residents are employed in other sectors such as construction, manufacturing, services, etc. and will be considered as potential participants.

Five interviews will be conducted with NGOs and Service Providers who are working with VOC communities, or who plan to conduct programming with VOC communities. These will be conducted at a regional, or the capital level, as they will not be as widely spread as the settlements themselves.

In-depth Interviews

Twenty In-depth Interviews (IDIs) will also be conducted with Syrian and non-Syrian VOC residents to gain deeper information. The interviews will cover the above-mentioned topics, such as vulnerabilities, recruitment and working conditions. In addition, IDIs will aim to gain insight on migration history / background. One IDI will be conducted for each settlement, thus 10 with Syrian VOC residents and 10 with non-Syrian VOC residents. These will be evenly split between male and female residents. REACH will seek respondents who differ in age although all will be over 18. The profile of participants will be reported to the Field Manager, so a diverse range of participants can be targeted as data collection progresses.

Data Collection Method Summary

Please see broken down below a table elucidating the main research questions and the category of respondents that will be interviewed to answer these research questions:

Research Question	Source / Respondent	Method
What are the demographic and socio-economic profiles of VOC residents who are have an irregular status?	<ul style="list-style-type: none"> Residents of VOC VOC leaders NGOs/service providers Employers 	<ul style="list-style-type: none"> Key Informant Interviews In-depth Interviews
What are the vulnerabilities of VOC residents in an irregular situation?		
How do VOC residents find work and how are they recruited for work?		
How are working conditions for VOC residents?		
What are the main reasons behind irregular work status?		
What are the drivers, motivations, and intentions for movement of residents of VOC in an irregular status?	<ul style="list-style-type: none"> Residents of VOC VOC leaders 	
How do VOC and host communities share resources and access to opportunities? Is there tension there that may lead to eviction or movement from the area?	<ul style="list-style-type: none"> Residents of VOC VOC leaders Jordanian community leaders NGOs/service providers 	

Data Processing & Analysis

The interviews will be conducted using paper forms. Enumerator debriefings and translations will be done daily. Also, daily review of debriefs will be conducted to identify any errors in data collection. Data generated will be analysed with qualitative research methods, using Excel and ATLAS.ti. This will include the coding of qualitative data so as to identify and explore themes and patterns from data generated. A data saturation grid will additionally be used to manage and track qualitative data, and identify when saturation has been reached.

Deliverables

- 1) **Discussion paper/policy brief** – REACH will produce a 10-15-page brief, containing analysis of the findings and recommendations for policy and programming, with input from MMC
- 2) **Main final report** – The qualitative findings will be used to support the analysis and production of the main final report for the overarching VOC assessment.
- 3) **Input into thematic briefs** – REACH will provide data and analytical input into thematic briefs designed by MMC. Topics of interest to be identified with MMC during analysis and reporting phase.
- 4) **Presentation/workshop** – REACH will prepare a presentation for dissemination, and collaborate in a workshop for discussion of implications. Method and participants in dissemination will be discussed with MMC Middle East.

Organisational Overview

REACH was formed in 2010 as a joint research and assessment initiative of ACTED, IMPACT Initiatives (IMPACT) and the United Nations Operational Satellite Applications Programme (UNOSAT), to promote and facilitate the development of information tools and products that enhance the humanitarian community's capacity to make decisions and plan in emergency, rehabilitation and development contexts. REACH is responsible for supporting humanitarian coordination mechanisms through the production of non-proprietary information that can be shared across organizations.

REACH is operationalised through the partnership of ACTED and IMPACT, sister organisations that are linked through global governance structures, formalised through a global Memorandum of Understanding and project specific grant agreements. In terms of specific roles, ACTED supports the operationalization of REACH programmes in the field through provision of logistics, security, finance and HR support for REACH national staff, as well as facilitating REACH activities under ACTED country registration. This presence allows the REACH team in-country to reduce operational support requirements, by sharing, for example, financial and logistical management staff with ACTED. IMPACT is the lead-organisation programmatically for REACH programmes, with responsibility for dissemination, external relations at the global level and the HR management of international REACH staff. Both organizations have established processes and systems in place, ensuring each organization takes programmatic decisions independently.

REACH's programmes currently operate in 20 countries (including Jordan, Lebanon, Iraq, Turkey, Yemen, Libya and Syria) with the support of 40 Geneva based staff, 160+ international staff deployed on the ground, as well as more than 450 national assessment and GIS staff. REACH teams in-country combine international and national staff with specialisms in assessment and research methodology design and implementation, including statistical analysis and advanced data presentation, GIS, remote sensing and geo-spatial analysis as well as strong technical expertise in the management of high quality quantitative and qualitative data collection and field team management.

For the purposes of this project, IMPACT is the proposed grant holder on behalf of REACH, with ACTED providing the aforementioned operational support.

9. Annex (b)

Tools for the Qualitative Research for Multi-Sector Assessment of Vulnerable Out-of-Reach Communities in Jordan

A. IN-DEPTH INTERVIEWS WITH VOC RESIDENTS

SECTION 1. Recruitment & Working Conditions

- **Research question.** What are the priority needs of VOC (tented) settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
- **Sub-question.** How do tented settlement residents find work? How are they recruited?
 1. How do you find work?
 - a. How do you get information about employment?
Probe: sources may be websites, social media, personal connections, friends, relatives, middle-men/agents, etc.
 - b. What role do employers play during facilitation of work?
 - i. How would you describe your relation to your employer?
 - c. What role do settlement residents themselves play during facilitation of work?
 - d. Are there any other actors involved? What role do they play?
Probe: Other actors may be middle men, recruitment agencies etc.
 - e. Were there any costs related to finding work opportunities or getting the work deal?
 1. If yes, how much did it cost and for what?
 2. Has the COVID-19 pandemic affected employment opportunities for you or other settlement residents? How?
Probe: what type of opportunities specifically?
 - a. How have you dealt with these challenges?
 - b. Were there any actors involved in reducing these challenges?
 - c. Before COVID -19, did you / settlement residents face any other challenges when looking for work?
- **Sub-question.** How are working conditions for tented settlement residents?
 3. How are the working conditions?
 - a. In general, please rate your working conditions from the scale of very good, good, average, poor to very poor. Please explain why you have chosen this.
Probe: working conditions are not the same as living conditions for settlement residents. Working conditions refer only to the work environment and the conditions which affect the quality of their labour.
 - b. How much are you (or settlement residents in general) paid (per hour, per day, per month or per season)?
 - c. How many hours do you (or settlement residents in general) work each day, and how many days per week?
 - d. Can you (or settlement residents in general) ask for day off?
 - e. Can you (or settlement residents in general) take breaks while at work?

- f. Do you (or settlement residents in general) experience violence or abuse by employers?
 - g. Do you (or settlement residents in general) experience forced confinement, confiscation of passports or restrictions on freedom of movement?
4. Are there any other challenges with working conditions?
- a. What are the types of contracts for work and for rent? How long are these contracts for?
 - b. Do you (or settlement residents in general) get your payments on time?
 - c. Do you (or settlement residents in general) get paid for overtime?
 - d. What is the minimum age people start working in this settlement?
 1. If under 18, how does this affect the child's education?
Probe: gender ratio, type of tasks, how many out of total household, paid or not paid
 - e. Do you think that you have the freedom to end your agreement or contract any time / leave your employer / switch to a different employer?
 1. If no, why?
Probe: reasons may be financial penalty because of formal or informal contract, fear of eviction or deportation etc.
 - f. Are these conditions the same as other employees who are not settlement residents? How are they the same? If not, in what ways are the conditions different?
 - i. Are non-settlement residents the same nationality as the settlement residents?
5. Do you have any other source of income?
Probe: for example, they may have a small business. How do they get income when the agricultural season is off? Do they get help from somewhere/someone when demand is not high in agriculture?
- a. Has the COVID-19 pandemic affected this source of income? How?
6. Do settlement residents in general work with a valid work permit in this settlement?
Probe: Respondents may have a work permit, but not with their current employer or the permit may be expired.
- a. If not, why?
Probe: The reasons may be that the employer did not extend an outdated work permit, the respondent left work where he/she had a work permit before etc.
 - b. Has the COVID-19 pandemic affected your ability to get a work permit?
 - c. If yes, how did you (or settlement residents in general) get their work permit?
Probe: work permit may be acquired by employer or directly by the respondent through agricultural cooperatives and local societies of farmers.
 - d. If yes, were there any costs related to the work permit? If so, who paid for the costs?

SECTION 2. Migration Path

- **Research question.** What are the patterns of movement and intentions among tented settlements?
 - **Sub-question.** What migration path do tented settlement residents follow?
7. What is your country of origin?
Probe: If country of origin is different than nationality, please write down both.
8. When did you arrive to Jordan?
9. From which country did you start your migration journey?

Probe: We define the migration journey to begin when you left the place where you had been settled - this is your country of departure. This may also be starting from your country of origin. The journey includes experiences in your country of departure and anything that has happened until the point of this interview.

10. When did you start your journey from the country of departure (the country from where the migration journey began)?

11. Which countries have you passed through before arriving to Jordan?

- a. For how long did you stay in each country?
- b. Why were you there?

12. For what reasons did you leave your country of departure?

Probe: Allow the respondent to think and include as many reasons as they wish to declare. A few examples may be provided only if the respondent has trouble giving an appropriate answer.

13. What are your plans (for your household) in terms of movement? Do you intend to stay, move elsewhere or return to your country of origin?

Probe: Household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses.

1. If you do intend to move, when?
2. What country is your preferred final destination of settlement? Probe: within Jordan, or cross-border movements within the Middle-east, or to Europe, or other.
3. Why is this your preferred destination?

Probe: Allow the respondent to think and include as many reasons as they wish to declare. A few examples may be provided only if the respondent has trouble giving an appropriate answer.

14. Has the COVID-19 pandemic affected your migration intentions? If yes, how?

SECTION 3. Challenges & Vulnerabilities

- **Sub-question.** What are the vulnerabilities of tented settlement residents in an irregular situation?

15. What are the vulnerabilities faced by you (or settlement residents in general)?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health, education, inadequate hygiene, lack of clean water etc.

- a. Has COVID-19 changed these circumstances? How?
Probe: Has it affected access to services? How? Which ones?
- b. How have you dealt with these vulnerabilities?
- c. Were there any actors involved in reducing these challenges? Who?

16. In general, do eviction, deportation and detention take place for people in this settlement?

Probe: For example, did any eviction take place in the past 6 months?

Probe: For example, did any deportation take place in the past 6 months?

Probe: For example, did any detention take place in the past 6 months?

- a. If yes, why does eviction, deportation or detention take place? How do these unfold?
Probe: for example, a tented settlement resident without work permit may be caught by authorities and gets deported, or a tented settlement resident raises complaint about work conditions and gets evicted from the farm etc.
 - b. If no, are settlement residents in general at risk of eviction, deportation or detention in the future? Why?
17. How do you (or settlement residents in general) raise complaints about living or work conditions in the settlement?
- a. To whom do you (or settlement residents in general) raise complaints? Why?
Probe: administrative authorities (municipality, mukhtar etc.), security authorities (police etc.), landlords, employers, humanitarian organization or others.
 - b. About what subjects do you (or settlement residents in general) raise complaints?
Probe: For example, subjects for complaints may be work conditions, unfair payment, delayed payments, violence, movement restrictions, lack of services etc.
 - c. Are there risks and obstacles to raising complaints with authorities, landlords, employers or others? Why?
 - d. What is done with your complaints and what feedback do you receive?
 - e. Do settlement residents organize themselves to discuss common vulnerabilities?
 1. If no, why not?
18. Are employers doing anything to address and reduce vulnerabilities of settlement residents?
Probe: this question refers to how the settlement residents living conditions could be improved.
- a. If yes, what are they doing?
 - b. What should and can they do?
19. Are government authorities doing anything to address and reduce vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. If any government authority is involved, at what level (national... local) and what department (labour, social security)?
 - c. What should and can they do?
20. What are civil society organizations doing to address and reduce vulnerabilities of settlement residents?
- a. What should and can they do?

SECTION 4. Social Well-being & Cohesion

- **Research question.** What is the state of social well-being and cohesion of tented settlements with external actors, such as NGOs, municipalities and other tented settlements?
 - **Sub-question.** How do tented settlement residents and host communities share resources and access to opportunities?
21. How would you describe relations between the tented settlement residents and the host community? Why?
- a. Do you experience competition in the job market with Jordanians or other groups? Why?
22. Has the COVID-19 pandemic affected relations between settlement residents and the host community? How?

B. KEY INFORMANT INTERVIEWS WITH EMPLOYERS

SECTION 1. Recruitment & Working Conditions

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.

- **Sub-question.** How do VOC settlement residents find work? How are they recruited?

23. How many individuals do you employ in total?

- How many of them are men and how many are women?
- Out of this total, how many are settlement residents?
- For your employees from the settlement, what are the nationalities and how many individuals are there for each nationality?
- Has the COVID-19 pandemic affected recruitment processes? Are these figures different post COVID-19?

24. When do you recruit settlement residents? At which season or which month?

- For how long do you recruit? For how many months or years?
- Why do you recruit for this amount of time?

25. How do you recruit settlement residents?

- What role do settlement leaders play during facilitation of work?
- What role do settlement residents themselves play during facilitation of work?
- Are there any other actors involved?
 - For example, other employers etc.
- Do you recruit workers from abroad, who come into Jordan for employment with you?
 - If yes, how do you do this? Do you work with recruiters abroad?

26. What are the advantages of recruiting settlement residents?

Probe: In what ways have you benefited from recruiting settlement residents?

27. What are the disadvantages of recruiting settlement residents?

Probe: Have you encountered difficulties because you employ tented settlement residents?

Probe: If yes, what difficulties and consequences did you experience?

28. Please describe your work/business.

- Has the COVID-19 pandemic affected your business? How?
 Probe: Have employers had to lay off people?
- How have you dealt with these challenges?
- Were there any actors involved in reducing these challenges?

- **Sub-question.** What are working conditions for tented settlement residents?

29. How are the working conditions for settlement residents?
- How much are settlement residents paid (per hour, per day, per month or per season)?
 - How many hours do settlement residents work each day, and how many days per week?
 - Can settlement residents ask for (and get a) day-off?
 - Are workers allowed to move freely (within and outside the work environment)?
 - What is the type of contract for the work and for the rent? How long are these contracts for?
 - How do you pay your workers? (probe: daily, monthly, cash cheque)
 - Do you pay on time? Is this daily or monthly?
 - Do you pay for overtime?
 - What is the minimum age people start working for you?
Probe: gender ratio, tasks, how many, paid or not paid
Are these conditions the same as other employees who are not settlement residents? If not, in what ways are the conditions different?
 - Are non-settlement residents the same nationality as the settlement residents?
30. Have you received any complaints from the settlement residents whom you employ in the past 6 months?
- If yes, about what?
 - How often?
 - How did you handle these? What did you do?
31. Do settlement residents organize themselves to discuss their issues and needs with you?
- If no, why not?

SECTION 2. Challenges & Vulnerabilities

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
32. What are the vulnerabilities of tented settlement residents in this settlement?
Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health, education, inadequate hygiene, lack of clean water etc.
- Has COVID-19 changed these circumstances? How?
Probe: Has it affected access to services? How? Which ones?
 - (If challenges) how have tented settlement residents dealt with these challenges?
 - Were there any actors involved in reducing these challenges? Who?
33. How do you try to address and reduce vulnerabilities of settlement residents?
Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health etc.
- What do you think you should and can do more to reduce vulnerabilities?
34. Are civil society organizations doing anything to address and reduce vulnerabilities of settlement residents?
- What should and can they do?
35. Are government authorities doing anything to address and reduce challenges / vulnerabilities of settlement residents?
- If yes, what are they doing?
 - Do you ever receive visits from the labour inspection?

SECTION 3. Migration

36. What are the typical seasonal movements of tented settlement residents? Why? Where?
- Has the COVID-19 pandemic affected these movements? How?

C. KEY INFORMANT INTERVIEWS WITH HOST COMMUNITY LEADERS**SECTION 1. Social Well-being & Cohesion**

- **Research question.** What is the state of social well-being and cohesion of tented settlements with external actors, such as NGOs, municipalities and other tented settlements?
 - **Sub-question.** How do tented settlement residents and host communities share resources and access to opportunities?
37. How would you describe relations between your community and the settlement residents?
- If bad, why are the relations bad with the host communities?
 - If good, why?
38. What resources do settlement residents share with the host community?
- Probe: resources may be related to water and sanitation facilities, healthcare, education, shelter, municipal services, access to food, livelihoods/employment opportunities etc.
- Is there competition between tented settlement residents and host community for resources?
39. Have you received any complaints from your community (host community) about settlement residents?
- If yes, about what?
 - How often?
 - How did you handle these? What did you do?
40. Has the COVID-19 pandemic affected relations, or how resources are shared between the host community and tented settlements? How?

SECTION 2. Recruitment & Working Conditions

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
 - **Sub-question.** How do tented settlement residents find work? How are they recruited?
41. How do settlement residents find work?
- Do you play a role during facilitation of work? If so, what?
 - Do employers play a role during facilitation of work? If so, what?
 - Do settlement residents themselves play a role during facilitation of work? If so, what?

d. Are there any other actors involved in the facilitation of work?

42. Does your community experience competition in the job market with the settlement residents? Why?

a. If yes, how do you think this challenge can be overcome?

Sub-question. What are working conditions for tented settlement residents?

43. Do you try to safeguard decent working conditions for settlement residents?

a. If yes, how and to what extent?

b. If yes, why and to what extent? What are the main reasons?

c. If not, why and to what extent? What are the main barriers?

SECTION 3. Challenges & Vulnerabilities

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.

- **Sub-question.** What are the vulnerabilities of tented settlement residents in an irregular situation?

44. (If you know about any tented settlements neighbouring your community or in some proximity) What are the vulnerabilities faced by the settlement residents?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health etc.

a. Has COVID-19 changed these circumstances? How?

Probe: Has it affected access to services? How? Which ones?

b. Were there any actors involved in reducing these challenges? Who?

45. Do eviction, deportation and detention take place for the tented settlement residents that you know about?

Probe: for example, did any eviction take place in the past 6 months?

Probe: for example, did any deportation take place in the past 6 months?

Probe: for example, did any detention take place in the past 6 months?

a. If yes, why do eviction, deportation or detention take place? How do these unfold?

Probe: for example, a tented settlement resident without work permit may be caught by authorities and gets deported, or a tented settlement resident raises complaint about work conditions and gets evicted from the farm etc.

b. If no, are settlement residents in general at risk of eviction, deportation or detention in the future? Why?

46. Do settlement residents raise complaints to you or to others?

a. To whom do settlement residents raise complaints?

Probe: administrative authorities (municipality, mukhtar etc.), security authorities (police etc.), landlords, employers, humanitarian organization or others.

b. About what subjects do settlement residents raise complaints?

Probe: For example, subjects for complaints may be work conditions, unfair payment, delayed payments, violence, movement restrictions, lack of services etc.

c. What is done about these complaints? Did you or others respond to these?

d. If not, (they do not raise complaints), why?

47. Do you try to address and reduce vulnerabilities of settlement residents?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health etc.

- a. If yes, what are you doing to address and reduce vulnerabilities of settlement residents?
- b. What do you think you should and can do more to reduce vulnerabilities?

48. Are employers doing anything to address and reduce challenges / vulnerabilities of settlement residents?

- a. If yes, what are they doing?
- b. What should and can they do?

49. Are government authorities doing anything to address and reduce challenges / vulnerabilities of settlement residents?

- a. If yes, what are they doing?
- b. If any government authority is involved, at what level (national, local) and what department (labour, social security)?
- c. What should and can they do?

50. Are civil society organizations doing anything to address and reduce challenges / vulnerabilities of settlement residents?

- a. If yes, what are they doing?
- b. Which organizations are there that aim to reduce challenges / vulnerabilities of settlement residents in this area?
- c. What should and can they do?

D. KEY INFORMANT INTERVIEWS WITH SETTLEMENT LEADERS

SECTION 1. Recruitment & Working Conditions

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
- **Sub-question.** How do tented settlement residents find work? How are they recruited?

51. How do settlement residents find work?

- a. Do you play a role during facilitation of work?

If so, what role do you play?

- b. How do you get information about employment? From what sources?

Probe: sources may be websites, social media, personal connections, friends, relatives, middle-men/agents, etc.

- c. Do employers play a role during facilitation of work?

If so, what role do they play?

- d. What role do settlement residents themselves play during facilitation of work?

- e. Are there any other actors involved?

Probe: Other actors may be middle men, recruitment agencies etc.

- f. What factors do settlement residents consider when looking for work?

Probe: For example, expertise or preference for certain crops, weather conditions, availability of health services, availability of education services, employers who provide decent work conditions etc.

- g. Were there any costs for settlement residents related to finding work opportunities or getting the work deal?

If yes, how much did it cost and for what?

- 52. Has the COVID-19 pandemic affected employment opportunities for settlement residents? How?

- a. How have they dealt with these challenges?
- b. Were there any actors involved in reducing these challenges?
- c. Apart from COVID-19, do settlement residents face any other challenges when looking for work?

- **Sub-question.** What are working conditions for tented settlement residents?

- 53. How are the working conditions for settlement residents?

- a. In general, please rate your working conditions from the scale of very good, good, average, poor to very poor. Please explain why you have chosen this.

Probe: working conditions are not the same as living conditions for settlement residents. Working conditions refer only to the work environment and the conditions which affect the quality of their labour.

- b. How much are settlement residents paid (per hour, per day, per month or per season)?
- c. How many hours do settlement residents work each day, and how many days per week?
- d. Can settlement residents ask for (and get a) day-off?
- e. Can settlement residents take breaks while at work?
- f. Do settlement residents experience violence or abuse by employers?
- g. Do settlement residents experience forced confinement, confiscation of passports or restrictions on freedom of movement?
- h. Do settlement residents get paid on time?
- i. Do settlement residents get paid overtime?
- j. What is the type of contract for the work and for the rent? How long are these contracts for?
- k. What is the minimum age people start working in this settlement? If under 18, how does this affect the child's education?

Probe: gender ratio, type of tasks, how many out of total household, paid or not paid

- l. Do you think that settlement residents have the freedom to end their agreement or contract any time / leave the employer / switch to a different employer?

- i. If no, why?

Probe: reasons may be financial penalty because of formal or informal contract, fear of eviction or deportation etc.

- m. Are these conditions the same as other employees who are not settlement residents? How are they the same? If not, in what ways are the conditions different?
- i. Are non-settlement residents the same nationality as the settlement residents?

- 54. Do settlement residents have any other source of income?

Probe: for example, they may have a small business. How do they get income when the agricultural season is off? Do they get help from somewhere/someone when demand is not high in agriculture?

- a. Has the COVID-19 pandemic affected this source of income? How?

- 55. Do settlement residents in general work with a valid work permit for the employer they work for now?

Probe: Respondents may have a work permit, but not with their current employer or the permit may be expired.

- a. If not, why?
- b. Probe: The reasons may be that the employer did not extend an outdated work permit, the respondent left work where he/she had a work permit before etc. Has COVID-19 affected their ability to get a work permit?
- c. If yes, how did they get their work permit?
Probe: work permit may be acquired by employer or directly by the respondent through agricultural cooperatives and local societies of farmers
- d. If yes, were there any costs related to the work permit? If so, who paid for the costs?

56. Does the employer try to safeguard decent working conditions for settlement residents?

Probe: working conditions are not the same as living conditions for settlement residents. Working conditions refer only to the work environment and the conditions which affect the quality of their labour.

- a. If yes, how and to what extent?
- b. If yes, why and to what extent? What are the main reasons?
- c. If not, why and to what extent? What are the main barriers?

SECTION 2. Migration Path

- **Research question.** What are the patterns of movement and intentions among tented settlements?

- **Sub-question.** What migration path do tented settlement residents follow?

57. What is your country of origin?

Probe: If country of origin is different than nationality, please write down both.

58. When did you arrive to Jordan?

59. From which country did you start your migration journey?

Probe: We define the migration journey to begin when you left the place where you had been settled - this is your country of departure. This may also be starting from your country of origin. The journey includes experiences in your country of departure and anything that has happened until the point of this interview.

60. When did you start your journey from the country of departure (the country from where the migration journey began)?

61. Which countries have you passed through before arriving to Jordan?

- c. For how long did you stay in each country?
- d. Why were you there?

62. For what reasons did you leave your country of departure?

Probe: Allow the respondent to think and include as many reasons as they wish to declare. A few examples may be provided only if the respondent has trouble giving an appropriate answer. What are your plans (for your household) in terms of movement? Do you intend to stay, move elsewhere or return to your country of origin?

Probe: Household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses.

1. If you do intend to move, when?
2. What country is your preferred final destination of settlement? Probe: within Jordan, or cross-border movements within the Middle-east, or to Europe, or other.
3. Why is this your preferred destination?
Probe: Allow the respondent to think and include as many reasons as they wish to declare. A few examples may be provided only if the respondent has trouble giving an appropriate answer.
Probe: If they are migrating for livelihood opportunities within Jordan, how often do they migrate - monthly, annually?

63. Has the COVID-19 pandemic affected settlement resident's migration intentions? If yes, how?

SECTION 3. Challenges & Vulnerabilities

- **Research question.** What are the priority needs of tented settlements within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.

- **Sub-question.** What are the vulnerabilities of tented settlement residents in an irregular situation?

64. What are the vulnerabilities faced by residents in your settlement?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health, education, inadequate hygiene, lack of clean water etc.

- a. Has COVID-19 changed these circumstances? How?
Probe: Has it affected access to services? How? Which ones?
- b. (If challenges) how have you dealt with these challenges?
- c. Were there any actors involved in reducing these challenges? Who?

65. Do eviction, deportation and detention take place in this settlement or any other settlement that you know about?

Probe: For example, did any eviction take place in the past 6 months?

Probe: For example, did any deportation take place in the past 6 months?

Probe: did any detention take place in the past 6 months?

- a. If yes, why does eviction, deportation or detention take place? How do these unfold?
Probe: for example, a tented settlement resident without work permit may be caught by authorities and gets deported, or a tented settlement resident raises complaint about work conditions and gets evicted from the farm etc.
- b. If no, are settlement residents in general at risk of eviction, deportation or detention in the future? Why?

66. How do residents in your settlement raise complaints?

- a. To whom do settlement residents raise complaints? Why was this avenue chosen?
Probe: administrative authorities (municipality, mukhtar etc.), security authorities (police etc.), landlords, employers, humanitarian organization or others.
- b. About what subjects do settlement residents raise complaints about?
Probe: For example, subjects for complaints may be work conditions, unfair payment, delayed payments, violence, movement restrictions, lack of services etc.
- c. Are there risks and obstacles to raising complaints with authorities, landlords, employers or others? Why?
- d. What is done with complaints and what feedback do settlement residents receive?

1. If nothing is done, what do you do?
 - e. Do settlement residents organize themselves to discuss common vulnerabilities?
 1. If no, why not?
67. Are employers doing anything to address and reduce challenges / vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. What should and can they do?
68. Are government authorities doing anything to address and reduce challenges / vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. If any government authority is involved, at what level (national, local) and what department (labour, social security)?
 - c. What should and can they do?
69. Are civil society organizations doing anything to address and reduce challenges / vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. Which organizations are there that aim to reduce challenges / vulnerabilities of settlement residents in this area?
 - c. What should and can they do?

SECTION 4. Social Well-being & Cohesion

- **Research question.** What is the state of social well-being and cohesion of tented settlements with external actors such as NGOs, municipalities and other tented settlements?
 - **Sub-question.** How do tented settlement residents and host communities share resources and access to opportunities?
70. Has the COVID-19 pandemic affected relations between settlement residents and the host community? How?
71. Do settlement residents share any resources within the settlement?
Probe: resources may be related to water and sanitation facilities, healthcare, education, shelter etc.
 a. How is the resource sharing organized and managed?
72. What resources do settlement residents share with the host community?
Probe: resources may be related to water and sanitation facilities, healthcare, education, shelter, municipal services, access to food, livelihoods/employment opportunities etc.
 a. Does resource-sharing cause any tension with the host community?
73. How would you describe relations with the host community?
- a. If bad, why are the relations bad with the host communities?
 - b. If good, why? What factors enabled the good relations?
74. Have you received any complaints from the host community in the past 6 months?
- a. If yes, about what?

- b. How often?

E. IN-DEPTH INTERVIEWS WITH NGO REPRESENTATIVES

SECTION 1. Challenges & Vulnerabilities

- **Research question.** What are the priority needs of VOCs within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
- **Sub-question.** What are the vulnerabilities of VOC residents in an irregular situation?

75. What kinds of engagement do you have with VoCs?

Probe: Engagement may include: 1) service provision such as providing transportation to schools, health services etc. 2) advocacy to promote social, economic or legal change 3) providing cash assistance 4) providing food assistance 5) capacity building

- a. Do you have any other ways of engagement?
- b. What types of services do you currently provide for VOC residents?
- c. Do you engage with employers at the moment to reduce vulnerabilities of VOC residents?
- d. Do you advocate for VOC residents for decent work or relations with host communities?
- e. Do you support or help with legal status of VOC residents?
- f. If there is any engagement, how does this stand with your overall programming? Is your engagement with VOCs a large part of your programmes?
- g. If there is no or small-scale engagement, why? What are the reasons or barriers?

76. What are the vulnerabilities faced by the settlement residents?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health etc.

- a. What are the three main vulnerabilities? Can you please tell them in order?
 1. The most important?
 2. The next most important?
 3. The next?

77. Do eviction, deportation and detention take place among settlement residents?

Probe: for example, did any eviction take place in the past 6 months?

Probe: for example, did any deportation take place in the past 6 months?

Probe: for example, did any detention take place in the past 6 months?

- a. If yes, why do eviction, deportation or detention take place? How do these unfold?

Probe: for example, a VOC resident without work permit may be caught by authorities and gets deported, or a VOC resident raises complaint about work conditions and gets evicted from the farm etc.

78. How do settlement residents in general raise complaints?

- a. To whom do settlement residents raise complaints?

Probe: administrative authorities (municipality, mukhtar etc.), security authorities (police etc.), landlords, employers, humanitarian organization or others.

- b. About what subjects do settlement residents raise complaints?

Probe: For example, subjects for complaints may be work conditions, unfair payment, delayed payments, violence, movement restrictions, lack of services etc.

- c. What is done about the complaints? What actions are taken?
79. Are there risks and obstacles to raising complaints with authorities, landlords, employers or others?
80. Do you try to address and reduce vulnerabilities of settlement residents?
- a. If yes, what are you doing to address and reduce vulnerabilities of settlement residents?
 - b. What do you think you should and can do more to reduce vulnerabilities?
 - c. What mechanisms do you use to understand and to monitor the situation in VOCs?
81. Are employers doing anything to address and reduce vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. What should and can they do?
82. Are government authorities doing anything to address and reduce vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. If any government authority is involved, at what level (national.. local) and what department (labour, social security)?
 - c. What should and can they do?
83. Are other civil society organizations doing anything to address and reduce vulnerabilities of settlement residents?
- a. If yes, what are they doing?
 - b. What should and can they do?

SECTION 2. Recruitment & Working Conditions (Only ask if you have time)

- **Research question.** What are the priority needs of VOCs within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
 - **Sub-question.** How do VOC residents find work? How are they recruited?
84. How do settlement residents find work?
85. What challenges do settlement residents experience when looking for work / making work arrangements?
- a. How do these challenges differ between settlement residents and host community residents?
- **Sub-question.** What are working conditions for VOC residents?
86. How are the working conditions for settlement residents?
- Probe: the conditions may relate to fair income, security in the workplace, social protection, freedom to express concerns, child labour, informal contract, etc.
87. Are you aware of settlement residents working without a valid work permit for the employer they work for now?
- a. If yes, why do you think settlement residents work without a valid work permit?
- Probe: Do any of the actors involved facilitate the informality/irregularity of work?

- b. If you think settlement residents work with valid work permits, how do you think they get their work permit?
88. Do you try to safeguard decent working conditions for settlement residents?
- a. If yes, how and to what extent?
 - b. If yes, why and to what extent? What are the main reasons?
 - c. If not, why and to what extent? What are the main barriers?

SECTION 3. Social Well-being & Cohesion

- **Research question.** What is the state of social well-being and cohesion of VOC with external actors, such as NGOs, municipalities and other VOCs?
 - **Sub-question.** How do VOC residents and host communities share resources and access to opportunities?
89. What resources do settlement residents share with the host community?
Probe: resources may be related to water and sanitation facilities, healthcare, education, shelter, municipal services, access to food, livelihoods/employment opportunities etc.
90. How would you describe relations between settlement residents and the host community?
- a. If bad, why are the relations bad?
 - b. If good, why? What factors enable good relations?

SECTION 1. Recruitment & Working Conditions

- **Research question.** What are the priority needs of VOCs within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.
 - **Sub-question.** How do VOC residents find work? How are they recruited?
91. How do settlement residents find work?
- a. What role do employers play during facilitation of work?
 - b. What role do settlement residents themselves play during facilitation of work?
 - c. What role do settlement leaders themselves play during facilitation of work?
 - d. Are there any other actors involved? What role do they play?
92. What challenges do settlement residents experience when looking for work / making work arrangements?
- a. How do these challenges differ between settlement residents and host community residents?
- **Sub-question.** What are working conditions for VOC residents?
93. How are the working conditions for settlement residents?
Probe: the conditions may relate to fair income, security in the workplace, social protection, freedom to express concerns, child labour, informal contract, etc.
94. Are you aware of settlement residents working without a valid work permit for the employer they work for now?

- a. If yes, why do you think settlement residents work without a valid work permit?
Probe: Do any of the actors involved facilitate the informality/irregularity of work?
- b. If you think settlement residents work with valid work permits, how do you think they get their work permit?

95. Do you try to safeguard decent working conditions for settlement residents?

- a. If yes, how and to what extent?
- b. If yes, why and to what extent? What are the main reasons?
- c. If not, why and to what extent? What are the main barriers?

SECTION 2. Social Well-being & Cohesion

- **Research question.** What is the state of social well-being and cohesion of VOC with external actors, such as NGOs, municipalities and other VOCs?

- **Sub-question.** How do VOC residents and host communities share resources and access to opportunities?

96. What resources do settlement residents share with the host community?

Probe: resources may be related to water and sanitation facilities, healthcare, education, shelter, municipal services, access to food, livelihoods/employment opportunities etc.

- b. Is there competition for these resources?
- c. If yes, what are the implications of this competition on both the VOC residents and the host community?

97. How would you describe relations between settlement residents and the host community?

- a. If bad, why are the relations bad?
- b. If good, why? What factors enable good relations?

SECTION 3. Challenges & Vulnerabilities

- **Research question.** What are the priority needs of VOCs within various sectors? Sectors include livelihoods, shelter, WASH, health, food security, education and protection.

- **Sub-question.** What are the vulnerabilities of VOC residents in an irregular situation?

98. What kinds of engagement do you have with VoCs?

Probe: Engagement may include: 1) service provision such as providing transportation to schools, health services etc. 2) advocacy to promote social, economic or legal change 3) providing cash assistance 4) providing food assistance 5) capacity building

99. What are the vulnerabilities faced by the settlement residents?

Probe: these may be inadequate shelters, floods, food insecurity, livelihoods, safety, health etc.

- a. What are the three main vulnerabilities? Can you please tell them in order?

100. How do settlement residents in general raise complaints?

- a. To whom do settlement residents raise complaints?

Probe: administrative authorities (municipality, mukhtar etc.), security authorities (police etc.), landlords, employers, humanitarian organization or others.

- b. About what subjects do settlement residents raise complaints?

Probe: For example, subjects for complaints may be work conditions, unfair payment, delayed payments, violence, movement restrictions, lack of services etc.

- c. What is done about the complaints? What actions are taken?

101. Are there risks and obstacles to raising complaints with authorities, landlords, employers or others?

102. Do you try to address and reduce vulnerabilities of settlement residents?

- a. If yes, what are you doing to address and reduce vulnerabilities of settlement residents?
- b. What do you think you should and can do more to reduce vulnerabilities?
- c. What mechanisms do you use to understand and to monitor the situation in VOCs?

103. Are other actors, if any, addressing and reducing vulnerabilities of settlement residents?