

Final Evaluation Terms of Reference

“Protection for the refugee population in
Lebanon”

**Implemented by: Fundación Entreculturas and Jesuit Refugee Service
(JRS) with the support from the Spanish Agency for International
Development Cooperation (AECID)**



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1. Background

More than 11 years after the conflict in Syria began, Lebanon continues to face one of the worst humanitarian crises of our time. The Lebanese government estimates that the country hosts 1.5 of the 6.6 million people of Syrian nationality who have fled the conflict since 2011 (including 831,053 registered with UNHCR by 30 June 2022). The country also welcomes 34,000 Palestinian refugees from Syria (PRS), 35,000 Lebanese returnees from Syria and a pre-existing population of over 270,000 Palestinian refugees in Lebanon, which makes it the country in the world with the largest number of refugees per capita (one in six people is a refugee).

Refugees face acute protection needs due to lack of documentation, economic hardship, and poor living conditions and develop negative coping mechanisms in response to these vulnerabilities. These negative coping mechanisms include the child protection issues of child labor, child marriage, and violent discipline. Children make up half of the refugee population, therefore, access to education remains a core component of the refugee response in Lebanon and provides a safe environment through which children's protection needs may be promoted and addressed. Additionally, the country has been immersed in a multifaceted crisis for years, at the political-social, economic, health and educational level which has been aggravated by the outbreak of COVID-19 and the explosions in the port of Beirut on August 4, 2020. Consequently, the vulnerable populations living in Lebanon have been deeply affected by a strong rising poverty levels, significant gaps in basic supply chains, such as electricity or gasoline, and limitations in access to food, health, education and other basic services.

In response to the situation in the country, Entreculturas and JRS Lebanon, with support of the Spanish Agency for International Development Cooperation (AECID), are implementing a 4 years' program (2019-2022) aimed at defending the right to live a dignified life free of violence to the most vulnerable Syrian refugee population in two areas in Lebanon: Bar Elias and Baalbek

Entreculturas is a Jesuit-sponsored NGO that encourages equal access to education as a tool for driving forward social change, promoting justice and fostering cross-cultural understanding. Entreculturas supports education projects among disadvantaged populations in Latin America, Africa and Asia. Entreculturas' aim is for education to be available for as many people as possible, but also striving for better educational quality and supporting education as a tool for social transformation.

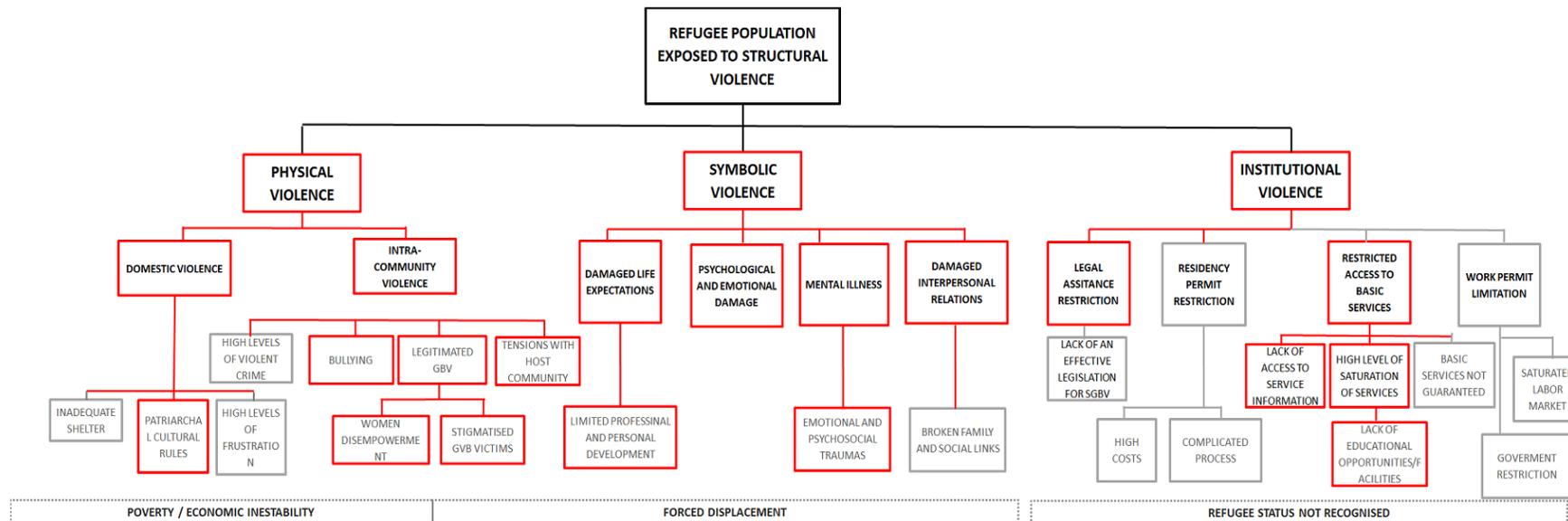
The Jesuit Refugee Service (JRS) *Lebanon* has been implementing emergency response programs since year 2012, tackling the most urgent needs of Syrian refugees and unregistered Syrian immigrants. Currently, JRS Lebanon runs emergency-response and/or education-in-emergency programs in Bourj Hammoud, Jbeil, Bar Elias and Baalbek.

2. About the Program

2.1 Problem Analysis

Most Syrian refugees in the Bekaa Valley, Lebanon, are victims or live at risk of what it has been defined as structural violence.

What defines it as structural is the fact that it does not only include **physical violence** (especially directed at women and children), but includes also **institutional violence**, a form of violence wherein the institution who is responsible of safeguarding human rights for a community, may harm people by preventing them from meeting their basic needs. Likewise, there is a **symbolic violence**, as type of non-physical violence manifested in the power differential between social groups leading to an emotional and psychological damage. The problem identification process was structured around this differentiation to discover the elements that are hidden in **the systematic violation of the right to live a dignified life free of violence**



2.2 Program's logic

General Objective

To contribute to the most vulnerable Syrian refugee population being guaranteed their right to live a **dignified life free of violence**

Specific Objective

4.945 girls and women and 2.938 boys and men- Syrian refugees- have access to a **comprehensive protection system** in the Bekaa valley that ensures the strengthening of their capacity for resilience and the improvement of their physical, mental and social well- being.

The program's specific objective is to guarantee access to a comprehensive protection system for the Syrian refugee population in the towns of Bar Elias and Baalbek, developing the resilience capacity and promoting the welfare of the most vulnerable groups as a consequence of the conflict: children and women. This will be achieved through the following four results, as also presented in the program logical framework.

Result 1. 5,400 Syrian girls and boys have access to safe-learning and recovery spaces, in which they can strengthen their capacity for resilience and their well-being.

JRS in partnership with other organizations have the government authorization to provide official curriculum and certifications for the students. Based on JRS vulnerability criteria, JRS makes sure that the most needed children are enrolled in JRS schools. The school's staff is trained on protection policies and referral procedures and receive a continuous training to improve pedagogical skills. JRS also provides with safe transportation; educational material; basic goods and services (school breakfast, hygiene kits, winter cloths, etc.); and regular meetings and protection awareness sessions with parents among others.

Result 2. 2,100 Syrian refugee women know the protection mechanisms and improve their personal and social skills that allows them to deal with the forced displacement situation.

JRS social centers are safe spaces for adults, especially women, where they engage in protection focused awareness raising sessions, PSS activities and vocational and life skills courses. The centers also aim to promote the creation of support and protection networks among the participants.

Result 3. 4.800 Syrian refugees in a vulnerable situation have available specialized services of mental health and psychosocial support that improve their well-being.

MHPSS services are integrated into education and social center activities. Psycho-social activities are part of the school curriculum and social workers are on site to provide counselling to children where there is mental health, well-being and/or protection concerns. PSS activities are also led by social workers in the social center, and adults can also receive one on one counselling. Social workers identify and refer those in need of more specialized intervention to project psychologists for assessment and therapy.

Result 4. Strengthen the referral system and network work of Syrian refugees in a vulnerable situation to access to legal, education and health specialized services.

JRS aims through referrals and networking to improve response to the population in need of protection, as well as to increase access to specialized legal assistance, education, and health services, according to the fourth protection principle, that of remedying.

The program also includes an advocacy component carried out in Spain. The main objective of this component is to promote, on the public agenda in Spain, the debate about the importance of education in the lives of Syrian refugee children in situations of forced displacement in Lebanon. Specifically, this component seeks to generate a discourse on the importance of education as a protection factor for children in situations of refuge and to influence relevant public actors and organizations as well as public opinion about this matter.

3. Evaluation scope

The program started in January 2019 and has a total duration of four years. The temporal scope of this evaluation must cover the whole program, that is, from January 2019 to December 2022. The program may be extended in time upon JRS and EC request and later approval from AECID.

3.1 Evaluation Goals

The evaluation must address the impact of the intervention according to the Program's logframe. Entreculturas and JRS are interested to design a **learning oriented evaluation** to understand what processes have worked well and what changes should be made in order to better meet the needs of the target population. The evaluation will provide Entreculturas and JRS with a learning opportunity to improve upon existing practices by assessing the extent to which the outcomes of the project have been achieved, highlighting accomplishments and underachievement as well as main factors contributing to them and determine the appropriateness, efficiency, effectiveness, coherence, impact and sustainability of the program. The evaluation will also help to assess the extent to which the program has helped JRS to improve its coordination with other actors in the targeted area. The goal of the evaluation is to also provide action-oriented recommendations considering JRS current structure and resources (human and financial). This study will document new knowledge for further and/or different inquiry and action in the near future.

3.2 Evaluation Questions and Criteria

Principal criterion	Key Questions to be asked
Appropriateness Are the activities tailored to local needs, increasing ownership, accountability?	<ul style="list-style-type: none"> - To what extent the program has tackled the biggest protection concerns and needs affecting the target population? - Have the priorities of the target population changed during the course of the implementation? To what extent the program has adapted to those changes?

<p>Effectiveness Do the activities achieve their purpose, or whether this can be expected to happen on the basis of the outputs</p>	<ul style="list-style-type: none"> - Has the intervention contributed to strengthen the target population's resilience? - Has the intervention contributed to the improvement of the physical, mental and social well-being of the target population? -What main factors contributed to or hindered progress toward the project outcomes? - Do JRS beneficiaries feel safe in JRS premises? And in their communities? Do they know what to do/whom to go to if they go through an unpleasant event? - To what extent the intervention has contributed to reduce the number of cases of violence, harassment, and bullying in the six schools? - To what extent the intervention has supported JRS social center women attendees to deal with their forced displacement situation? Are they more aware of the protection mechanisms available for them? Have they improved their personal and social skills? Have they improved their ability to express themselves with confidence and actively participate in discussions and decision-making? - Is there anything that women attending JRS social centers have learnt or gained through JRS intervention that has led to a reduction of violence in their lives? - To what extent JRS Mental Health and Psychosocial Support services are improving the wellbeing of the beneficiaries?
<p>Efficiency The outputs – qualitative and quantitative – achieved as a result of inputs.</p>	<ul style="list-style-type: none"> - To what extent were the intervention's human and technical resources sufficient to meet the objectives? Has JRS use resources efficiently and in a timely manner?
<p>Coordination The extent to which the interventions of different actors are harmonised with each other, promote synergy, avoid gaps, duplication, and resource conflicts.</p>	<ul style="list-style-type: none"> - Did JRS develop new partnerships or coordination mechanisms during the duration of the program and what was the result for both JRS and the target population?
<p>Coherence/Coverage The extent to which humanitarian policies, are consistent and take into account humanitarian and human right./ The extent to which major population groups facing life-threatening suffering were reached by humanitarian action</p>	<ul style="list-style-type: none"> - To what extent JRS staff feel supported and empowered working with JRS? Do they feel safe working with JRS? Do they know how to react to security incidents? - To what extent has the program reached the most vulnerable population with protection assistance?

<p>Connectedness/sustainability The extent to which activities of a short-term emergency nature are carried out in a context that takes longer-term and interconnected problems into account</p>	<p>- To what extent are the outcomes of the intervention sustainable? What evidence exist that the benefits and/or changes the intervention contributed to will continue? Did the project design include a clear exit strategy? - How can JRS enhance the sustainability of the program components that are unlikely to continue when JRS support ends?</p>
<p>Impact The wider effects of the project – social, economic, technical, and environmental – on individuals, gender- and age-groups, communities and institutions. Impacts can be intended and unintended, positive and negative, macro (sector) and micro (household).</p>	<p>- What are the overarching positive and negative effects of the intervention? - What significant changes have occurred in the lives of the target population? To what extent did the project contribute to these changes?</p>

* Every question should consider analysing any differences between the three different population groups: boys, girls and women.

4. Methodology

The evaluation should follow a mixed method approach that draws on both existing and new quantitative and qualitative data to answer the evaluation questions. The methodology design should be developed by the consultant in consideration of the information outlined in this ToR. The inception report detailing proposed methodology and evaluation matrix should be shared with and reviewed by JRS and EC prior to the start of the data collection

The evaluation should include: i) findings; ii) analysis of findings; iii) conclusions; and iv) recommendations.

Methodological triangulation of quantitative and qualitative data should be used in order to strengthen the validity of the findings. Observations, surveys, interviews, FGDs and testimonies may all be employed. Authorization from JRS and EC will be needed prior to data collection.

The Evaluation will have to follow to some extent the methodology used in the Program's baseline conducted in 2019 and the Midterm Evaluation conducted in 2021.

The methodology and the analysis must have a **gender mainstreaming approach** i.e. ensuring a gender perspective is integrated and mainstreamed across tools, collecting data methods, conclusions and recommendations. A methodology and analysis with a gender focus will promote the active participation of women and men, generating scenarios where the presence in the debate is balanced, and analyzing the evaluation questions differentiating both sexes, identifying possible gaps between men and women in the expected results of the program. It will be the task of the evaluation team to define and integrate the gender approach in all analyzes

The consultant must include in their technical proposal how they will take into consideration the protection concerns of participants in the design and implementation of the evaluation in line with the Do No Harm principle. Additionally, the consultant must provide examples of how they have considered the protection needs of participants in previous research.

The privacy and safety of project participants are of paramount importance and should be safeguarded at all stages of the evaluation.

4.1 Target Population

JRS schools														
Area	School	Students*			School staff									Grand total
					Teachers		Principal		Social worker		Additional Tutor		Total	
		M**	F	T	M	F	M	F	M	F	M	F	T	
BAR ELIAS	Telyani	234	278	512	2	15		1		1	1		20	570
	Nahrya	259	264	523	6	14		1	1		1		23	542
	Mikseh	248	285	533	4	13		1		1	1		20	575
BAALBEK	Dar Al Hanan	215	211	426	1	17		1		1		1	21	488
	Nour 1	116	119	235	3	10		1		1		1	16	271
	Nour 2	132	130	262	2	11		1		1		1	16	279
TOTAL		1.204	1.287	2.491	18	80	0	6	1	5	3	3	116	2725

* Enrolment numbers of 2021/2022 school year

**M= Male; F= Female; T= Total

	2. JRS Social Centers*						
	Baalbek JRS Social Center		Bar Elias JRS Social Center		TOTAL		
	M	F	M	F	M	F	Total
Number of individual attendees to life skills courses and Vocational Training	0	116	0	41	0	157	157
Social Center Staff	5	10	1	9	6	19	25
Grand Total	5	126	1	50	6	176	182

* As of December 31st 2021

The study is expected to take a representative sample for both quantitative and qualitative methods. The sample size for quantitative methods will have to be computed taking into consideration 95% confidence interval and 5% margin of error and including a representative number for each school and social center.

4.2 Evaluation Stakeholders mapping

Evaluation team: JRS: Country Office and Regional Office M&E officers, JRS Lebanon Country Director, CO and RO Education Officers, RO Programmes Officer, Bar Elias and Baalbek Project Directors,

Country Office Social Worker Supervisor. EC: Lebanon Grants and Programmes Officer. External Consultant: TBD.

Primary Stakeholders: Bar Elias and Baalbek Project Directors, Country Office and Regional Office Education Officers, Schools and Social center Staff, social workers, psychologists, other Project and Country Office staff (HR, Finance etc) AECID and EC.

Intended Audience: Entreculturas, JRS, AECID and target population of the program.

Indirect interest (to be influenced and consulted): Other NGOs, Kayani, Hotel Dieu, Mufti, DRC, RIMS partners, other NGOs JRS refer to (complete list will be given), public schools.

Indirect interest (to be consulted): Local authorities, UNHCR, UNICEF, LHIF, Public schools staff, MOSA, Ministry of Health, MEHE, National and Regional Working Groups of Education, Child Protection, Protection and SGBV, MHPSS organizations etc.

5. Workplan and chronogram

The evaluation should have four phases:

1) Cabinet phase. In this phase, the consultant must:

- a. Meet with JRS and EC for a kick off meeting
- b. Review the program, its logical framework and the system of indicators
- c. Review the Program's Baseline, Midterm Evaluation and Annual reports.
- d. Develop the Inception Report with EC and JRS supervision.

2) Field work:

- a. Training of consultants and data collectors in JRS Child Protection Policy
- b. Meetings with field teams prior to the collection of data in order to explain the methodology to be used.
- c. Collection of primary data.
- d. Collection of secondary data.

3) Preparation of the evaluation report.

- a. Systematization of the information collected
- b. Data Analysis
- c. Preparation of report and delivery of a draft to JRS/EC
- d. Completion of final report taking into consideration the JRS/EC feedback

4) Socialization of the evaluation report to JRS and EC

a. Presentation of the findings through a workshop with JRS and EC

Final report structure should at least contain:

0. Executive summary (max. 6 pages)

1. Introduction

2. Summary description of the intervention

3. Methodology

3.1 Evaluation Matrix

3.2. Methodology and applied techniques

3.3. Limitations

3.4 Ethical considerations

4. Analysis and interpretation

5. Recommendations

6. Annexes, which will include:

- Tools and sources used to collect the information: Documentary review, interviews, list of informants, interview scripts, transcripts and notes (if merited), survey templates, rough data collected and statistical analysis, consent forms and any other information that is collected and analyzed.

- Claims and comments from different actors to the draft report if deemed appropriate.

Evaluation Timeline

PHASE	Milestone/Month	2022			2023							
		Oct	Nov	Dec	Jan	Feb	March	Ap	May	Jun	July	
1. Inception phase	Inception meeting Evaluators and EC/JRS											
	Desk Review of Key documents (Evaluators)											
	Cabinet and Evaluation design (Evaluators)											
	Inception Report (Evaluation design and action plan)											
2. Field Work	Debrief on JRS Protection Policy											

	Preparation session/visit of Evaluators																				
	Meeting with AECID Technical Office																				
	Field work																				
3. Evaluation Report	Data analysis and report writing																				
	Evaluation report First Draft																				
	Revision cycle (Conclusions and recommendations Review)																				
	Final Evaluation report																				10 th
	Evaluation report dissemination																				

*Please note that the timeline is subject to change due to COVID19 possible restrictions and possible implementation period extension.

6. Budget

The budget allotted for this evaluation is 18.000 euros. This budget includes taxes, bank transfer fees and all expenses associated with field work, that is, air and / or land transportation, accommodation, data collectors hiring and any other expenses that could be required.

Payment for services will be made in three installments. The first will be 20% of the budget upon signing the contract. The second will be 40% of the total, upon approval of the evaluation design. The third, remaining 40% of the total, once the final report is agreed between the three parties.

7. Requirements

Consultant must have:

- University degree in Law, International Relations, Education, Human Rights, Social Science or any other relevant related field. Advanced University degree would be preferred.
- 5-7 years of previous working experience in conducting evaluations. Monitoring & evaluation and/or humanitarian project management experience would be a plus.
- Experience in conducting evaluations in Lebanon is highly recommended
- Knowledge of Protection Standards and gender mainstreaming
- Knowledge of the Syrian crisis response and the protection systems in Lebanon
- Proven track record of strong research and analytical skills.
- Ability to provide technical advice and guidance in a field environment
- Strong cultural sensitivity & flexibility
- Experience in conducting focus groups with children
- Experience leading a team of data collectors
- Fluent in Arabic. Excellent reading, writing and speaking English skills. Spanish is an asset.

8. Application submission

Interested candidates must submit the following not later than **August 10th, 2022**:

- CV and cover letter demonstrating qualifications and requirements asked in previous section
- A proposal including Evaluation matrix (containing at least the methods and sampling for each question), Action Plan and work Schedule.
- Detailed budget : a financial proposal with the breakdown of phases and products as detailed as possible
- At least three previous similar work samples carried out by the candidate
- At least two professional references

*In case of a company: Company's Profile and Evidence of business registration must be submitted.

Applications must have all the points mentioned above to be considered.

Proposals should be sent to the attention of Mr. Miguel Santiuste, Entreculturas Grants and Programmes Officer, at the following email: m.santiuste@entreculturas.org and to Roy Gebrayel, JRS Regional Education Officer, at the following email: roy.gebrayel@jrs.net. Entreculturas and JRS can also be contacted for any technical question regarding the assignment before the closing date.

Applications received after the closing date will not be considered. Only shortlisted candidates will be contacted.