



CALL FOR COLLABORATION CONSULTANCY

Mid-term project evaluation of the *Strengthening two-way communication with IDPs residing in Erbil Governorate project: Systematization and Capitalization of experiences, practices and approaches*

Duration of the contract: 1 month

Reporting to: Project Manager and Desk Officer

Close working relationship with: Head of programs

Deadline: 15th September

1. Background

1.1. UPP (Un Ponte Per...) INGO

Un Ponte Per... (UPP) is an Italian NGO founded in 1991, immediately after the first Gulf War, which promotes solidarity initiatives for Iraqis who suffered during the conflict. Originally called *Un Ponte Per Baghdad (a bridge to Baghdad)*, the association later became simply, **Un Ponte Per...**, after expanding its work into Serbia and Kosovo, as well as other countries in the Middle East and Mediterranean.

The aim of **UPP** is the prevention of new conflicts, particularly in the Middle East. This is achieved through **advocacy campaigns**, programs that educate and encourage **cultural exchange**, collaborative projects and **peaceful civil interventions**.

To address the root causes of conflicts, **Un Ponte Per...** believes that solidarity interventions to support war-affected populations must be interconnected with human rights protection. The Association's board members ensure a constant advocacy work toward the Italian institutions.

UPP is active in Iraq, Syria, Lebanon, Jordan and the EU.

1.2. The *Strengthening two-way communication with IDPs residing in Erbil Governorate project*

The *Strengthening two-way communication with IDPs residing in Erbil Governorate project* has been funded by UNHCR on a yearly-basis from 2014. The current phase (Communication with Communities) runs from 1st January 2018 to 31st December 2018.

The project contributes to enhance resilience and coping mechanisms of 24,500 IDPs residing across Erbil Governorate and East Mosul camps, through a two-way communication process based on a Community Based Approach aimed at providing orientation and guidance to the IDPs on key protection issues and available services while increasing humanitarian actors' accountability and strengthening the communication capacities of the stakeholders interacting with IDPs.

Since 2014, UPP has been ensuring access to essential, accurate and timely information through the Mass Communication/Information and Communication with Communities program covering Erbil Governorate. During 2017, UPP Orientation teams played a key-role in providing a first line emergency communication

Un ponte per... | UPP - Humanitarian Organization – NGO

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response targeting people displaced from Ninewa governorate to the East Mosul camps. Through this consolidated intervention and assessments conducted in areas of interests and lessons learned, UPP has increased its understanding of the information needs, while strengthening its capacities and accountability toward the POCs. During 2018 CFMs will improve a face-to-face two-way communication mechanism by involving all the stakeholders interacting with IDPs while leveraging the level of NGOs' accountability.

Information and communication needs are even more crucial taking into account recent dynamics and their consequences in the relevant areas. According to IOM Displacement Tracking Matrix¹, in November 2017 the total number of displaced persons in the KRI is 874,224. After the conclusion of the military operations in Mosul and Ninewa area, a considerable flux of returnees, both from camp and non-camp areas emerged. Despite that this movement just began, the ongoing unstable military and political situation along the KRI/Ninewa border as well as the stabilization process across Ninewa has resulted in that a significant number of IDPs have remained in Erbil governorate and East Mosul camps.

The displaced population remaining in KRI is composed by vulnerable families in camps and urban areas. The return trends and the shift of focus of humanitarian response to return areas will result in a reduction of assistance available for POCs in Erbil governorate and East Mosul camp. This adds to existing accountability issues stemming from coordination challenges in the existing Community Feedback Mechanisms (CFMs), as identified in UPP's assessments carried out during 2017.

2. Specific Objectives and Outcomes of the project

<p>Specific objective 1: Providing orientation and guidance on key protection issues and available services to 24,500 IDPs in East Mosul camps and Erbil Governorate camps - Baharka, Harsham, Debaga - and urban areas through communication tools, information and awareness sessions, social and local media and Wi-Fi Spots.</p>
<p>Outcome 1: 24,500 IDPs in Erbil governorate receive reliable, timely and accurate information on available services, key protection issues, rights, entitlements and responsibilities. IDPs will have a better understanding of the environment they live in and the assistance available to them, to take informed decisions and their level of insecurity will decrease.</p>
<p>Specific Objective 2: Strengthening two-way communication channels between the POCs and humanitarian actors through improved CFMs in camp and non-camp areas.</p>
<p>Outcome 2: IDPs residing in East Mosul camps and Erbil Governorate camps - Baharka, Harsham, Debaga – as well as in the urban areas have access to improved Complaint and Feedback Mechanism (CFM).</p>
<p>Specific Objective 3: Strengthening the communication capacities of humanitarian actors, local institutions, local media, key informants and community members interacting with POCs to include them in a CwC handover strategy.</p>
<p>Outcome 3: Humanitarian actors, local institutions, local media, key informants and community members improve their CwC skills and integrate/mainstream CWC in their activities.</p>

¹ As per IOM DTM round n. 83, 15 of November 2017.



3. Mid-term evaluation of the project

A Consultant will be contracted by UPP to carry out the mid-term evaluation of the project with a twofold aim: a) improve current management and implementation and b) systematize and capitalize knowledge, practices and approaches produced through project experience.

3.1. Objectives

Referring to these aims, the objectives of the mid-term evaluation will be:

- Assess the project design and implementation, in accordance with OECD-DAC and internationally acknowledged evaluation criteria, with a strong focus on the impact of the interventions and outcomes in KRG and Ninewa areas;
- Identify and evaluate approaches and practices developed through the project activities that can be adapted and replicated in other contexts;
- Define recommendations addressing UPP for the improvement of the current project and the identification and formulation of further initiatives focusing on providing IDPs with information and communication;
- Formulate guidelines for setting standards in relevant practices and disseminating best practices.

3.2. Main evaluation themes

The evaluation will refer to the original and revised overall logical frameworks for the project, as well as to the national-level logical frameworks developed by partners, taking into account the following themes:

- **Conception of the project/Relevance:**
 - o Relevance and appropriateness of project objectives, activities and methodologies in relation to local and national context and to emerging issues; project's significance with respect to specific needs and its relevance to the priorities of the communities involved.
- **Methodology:**
 - o Community based approach, relationships and engagement mechanisms with stakeholders and local communities; Complaint and Feedback Mechanism (CFM) systems, designing and testing process; impact evaluation.
- **Effectiveness:**
 - o Assessment of the extent to which the intended outputs and results were achieved.
- **Impact and project outcomes:**
 - o Assessment of changes emerged at community level, including modified behaviours, and levels of information raised among the targeted population.
- **Recommendations:**
 - o Strategic and operational recommendations aimed at improving project management, focusing on organizational mechanisms, stakeholders' engagement, communication approaches, communication focus and contents.
- **Best practices:**
 - o Identification and formulation of best practices focusing on methodological approaches, procedures, engagement with stakeholders and communities, communication tools, information selection and formalization, including limits and requirements for their replication.



3.3. Main methodological features

Due to time and resources constraints, the methodology should be based on the use of several sources of information, including documentary analysis and consultation of key informants and stakeholders. Rapid Appraisal and innovative evaluation approaches, as well as the use of new media, will be considered relevant.

3.4. Output

The evaluation should be presented in the form of a written report, in English, including:

- The presentation of the findings, focusing on the above mentioned themes;
- Detailed methodology;
- Relevant and feasible recommendations.

4. Timeline

1 month including field visit in Iraqi Kurdistan.

5. Consultant profile

5.1. Skills and experience

- Strong background in a relevant field of Communication, Anthropology or Political Science at least at Master Level;
- Proven experience in reviewing and evaluating similar project involving UNHCR or other major donors;
- Experience working with NGO or Institutions in a developing country, especially in ME area;
- Knowledge of monitoring and evaluation processes and experience in evaluating Community-Based Communication project with major donors;
- An excellent English is essential. Arabic is favourable.

Please note that the successful candidate will undertake field visits in KR-I.

HOW TO APPLY: Interested candidates are invited to submit a detailed CV, a brief cover letter to address the requirements above and contact information for two professional references to:

vacancy@unponteper.it by the 15th September. Please reference "CwC Consultant" in the subject line of your email application. Only shortlisted candidates will be contacted.