



## **BHA RESTORE II**

**Evaluation Report**

**On behalf of GOAL**

**7<sup>th</sup> September 2022**

## Table of Contents

1.	41.1.	51.2.	51.3.	71.4.	102.	112.1.	112.2.	122.3.	133.	133.1.	133.2.
	163.3.	174.	174.1.	174.2.	224.3.	234.4.	254.5.	405.	436.	46	

## Table of Tables

Table 1: Qualitative data collection methods	5
Table 2: Sample synergies	5
Table 3: Sectoral implementation by partner	11
Table 4: Key informant interviews	12
Table 5: Focus group discussions	13
Table 6: Survey sample synergies	14
Table 7: weighting of rCSI coping strategies	25

## Table of Figures

Figure 1: To what extent has the assistance received been appropriate to your needs (intervention)	17
Figure 2: To what extent has the assistance received had a positive impact on you and your HH? (intervention)	24
Figure 3: To what extent has the assistance received had a positive impact on you and your HH? (Gender)	24
Figure 4: rCSI scoring by intervention	26
Figure 5: rCSI scoring by gender	27
Figure 6: LCSl scoring by intervention	28
Figure 7: LCSl scoring by gender	28
Figure 8: HDDS scoring by intervention	29
Figure 9: HDDS scoring by gender	29
Figure 10: FCS by intervention	30
Figure 11: FCS by gender	30
Figure 12: Diarrhoea rate by intervention	31
Figure 13: Perceived ability to meet needs for one month after assistance ends, by intervention	37
Figure 14: Perceived ability to meet needs for six months after assistance ends, by intervention	37

## Acronyms

BHA	USAID Bureau for Humanitarian Assistance
COVID-19	Coronavirus Disease-2019
ERMS	Economic Recovery and Market Systems
FA	Food Assistance
FS	Food Security
FCS	Food Consumption Score
FGD	Focus Group Discussion
HH	Household

2

HDDS	Household Dietary Diversity Score
HoHH	Head of Household
IDP	Internally Displaced Person
IP	Implementing Partner
LCSI	Livelihoods Coping Strategy Index
KAP	Knowledge, Attitudes and Practices
KII	Key Informant Interview
MAM	Moderate Acute Malnutrition
MPCA	Multi-purpose Cash Assistance
NGO	Non-governmental Organisation
NWS	Northwest Syria
rCSI	Reduced Coping Strategies Index
SAM	Severe Acute Malnutrition
SEMA	Syrian Expatriate Medical Association
TOR	Terms of Reference
UN	United Nations
WASH	Water Sanitation and Hygiene
WGSS	Washington Group Short Set (questions on disability)
WHO	World Health Organization

# 1. Executive Summary

## 1.1. Background

Jouri for Research and Consulting (Jouri) was commissioned by GOAL to undertake an evaluation of the RESTORE II project, funded by USAID'S Bureau for Humanitarian Assistance (BHA). The project was implemented in Northwest Syria (NWS) and constituted a multisectoral intervention covering Food Security and Multi-Purpose Cash Assistance (FS-MPCA), WASH, Nutrition, Shelter, Economic Recovery and Market Systems (ERMS), and Humanitarian Coordination.

The RESTORE II project built on previous interventions including the RESTORE I program (also funded by BHA), consolidating progress and building on lessons learned, to provide critical life-saving and life-sustaining assistance within the aforementioned sectors. The target beneficiaries for the project were the most vulnerable displaced and host community households across Idleb and Aleppo governorates. The overall objective of the project was to ensure the basic needs of vulnerable households are met and to increase livelihood capacity, to reduce the adoption of negative coping strategies among affected communities. Food Security interventions included the distribution of food kits, and cash vouchers, WASH sector support included water supply services as well as hygiene promotion and waste removal, Nutrition activities focused on awareness raising around malnutrition (particularly for infants, children and pregnant and lactating women), and Shelter support consisted of residential building rehabilitation. ERMS activities included the Graduation Approach and Small to Medium-sized Enterprises (SME) support to vendors, while Humanitarian Coordination included support to the NGO Forum.

The project began on 1 June 2021 and ended on 31 May 2022, with a no-cost extension (NCE) to 30 June 2022. The RESTORE II project was implemented in Idleb and Aleppo governorates by GOAL and four partner organisations: Shafak, The Big Heart Foundation, Ihsan Relief and Development and Syrian Expatriate Medical Association (SEMA). The inception phase of the evaluation began in May 2022, with data collection taking place from 1-10 August 2022.

## 1.2. Methodology

Jouri employed a mixed-methods approach to data collection, including both quantitative and qualitative methods. Qualitative methods consisted of KIIs, FGDs and observation checklists, and were divided by sector, covering WASH, Nutrition, Shelter, ERMS and Food Security (including both food assistance and MPCA), summarised in Table 1 below:

Table 1: Qualitative data collection methods

Sector	KIIs*	FGDs	Observation checklists	Human stories
Food Assistance	46	2	-	1
Multi-Purpose Cash Assistance		2	-	
WASH		2	-	1
Shelter		2	20	1
Nutrition		2	-	1
ERMS		-	-	-
<b>Total</b>	<b>46</b>	<b>10</b>	<b>20</b>	<b>4</b>

KIIs included non-beneficiary stakeholders (i.e. project staff and local authorities) to cover all sectors:

Key informants	Interviews
Project staff (GOAL and partners)	20
Vendors who participated in SME support programme	10
Local council members and other local authorities	16

Quantitative data was collected in the form of an outcomes indicator survey, which covered a variety of international indicators for food security and WASH, in addition to questions covering the relevance, impact and sustainability of services. One survey tool was used for all respondents, with the sample divided by sectoral synergies according to which sectors the beneficiaries had received services from. The sample also included a group of non-beneficiaries, to function as a comparison group. The following table displays the sample distribution by synergy:

Table 2: Sample synergies

Sample Synergies	Surveys
Food Assistance (without Bakery) + MPCA	280
Bakery only	259
WASH only	272
Food Security (Bakery and FA) + MPCA	259
Food Security (Bakery and FA) + MPCA + WASH	210
Non-beneficiaries (comparison group)	253
All available services (Bakery, Winterization Assistance FS (Bakery & FA) + MPCA, Shelter, WASH)	73
<b>Total</b>	<b>1606</b>

A total of 596 female respondents and 1,010 male respondents took part in the survey. Furthermore, 587 (37%) respondents identified that they or a member of their household (HH) had a disability, according to the Washington Group Short Set Questions (WGSS).<sup>1</sup>

### 1.3. Key Findings

#### Relevance

- The majority of beneficiaries surveyed considered that the assistance they received had been appropriate to their needs; (72% of female beneficiaries and 77% of males, across all sectors).
- The synergy (intervention) group in which the highest proportion of respondents considered the services to have been very appropriate to their needs were those who received bakery only (76%) followed by those who received Food Security<sup>2</sup> + MPCA (70%). For these synergies, the proportion of beneficiaries who considered the assistance to have been either appropriate or very appropriate to their needs was 98% and 92% respectively.
- Excluding non-beneficiaries, the synergy sample with the lowest score for this question was those who received WASH only, with 67% of respondents reporting that the services were either appropriate or very appropriate to their needs.
- The evaluation also found that the majority of beneficiaries (73%) considered the beneficiary selection process for the activity or activities they took part in to have been either fair or very fair, with slightly more males (77%) than females (68%) considering this.
- Both beneficiaries and other project stakeholders such as staff and local council representatives felt that there were some deserving or eligible community members who were unable to receive assistance (particularly for food assistance and MPCA).
- Nutrition beneficiaries from both GOAL and SEMA felt that the assistance they received was tailored to their needs as pregnant women or mothers with young children, including the way in which information was presented to them in an accessible and easy to understand manner. However, SEMA beneficiaries felt that without the addition of food security assistance, the nutrition intervention they received was not fully relevant to their needs.
- WASH beneficiaries in Kaaiba camp, Aleppo considered the WASH intervention highly relevant in addressing needs in water supply, sanitation, hygiene and environmental health in their community.
- All shelter FGD participants felt that their needs had been correctly identified and addressed through the intervention (rehabilitation work), and all confirmed that their needs were identified prior to receiving assistance through a needs assessment

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<sup>1</sup> <https://www.washingtongroup-disability.com/question-sets/wg-short-set-on-functioning-wg-ss/>

<sup>2</sup> Food Security refers to combined Food Assistance + Bakery

activity conducted by GOAL staff. The same was reported by vendor key informants who participated in the SME support programme.

### **Coherence**

- The evaluation found a high level of coherence, with numerous key informants stating that GOAL and partners were often the only humanitarian actors in the targeted locations, and in the case of other implementing agencies operating, coordination with local authorities such as relief offices and local councils ensured a coherent approach without gaps or overlaps.
- 10 out of 16 local council key informants stated that there were no other agencies offering similar services in their respective communities. The remaining KIs explained that while there were other agencies operating, due to effective coordination, in most cases through the local relief office, overlaps and duplications in support were avoided.
- Some issues were identified regarding beneficiaries' knowledge of their ineligibility to receive services under RESTORE II if they were already receiving assistance from another agency. Several instances were reported where beneficiaries tried to receive assistance under RESTORE II services, however as they were found to be receiving assistance from other agencies, they were found to be ineligible. As they did not know that they would be ineligible, this led to some dissatisfaction and embarrassment (e.g., one BNF was informed at the distribution that they could not receive the assistance).
- Most informants agreed that for food security, the planned transition of beneficiaries from first-line responses to longer term interventions had not been achieved as beneficiaries are still highly dependent on receiving cash or in-kind food assistance in order to secure their HH needs. In contrast, other interventions, such as those under the WASH component, were assessed by project stakeholders to have been more successful in this matter.

### **Efficiency**

- Key informants from the field teams of GOAL and the IPs mostly evaluated the interventions positively with regard to efficiency and cost-effectiveness.
- Several staff key informants felt that although the project implementation adhered to measures to ensure cost-effectiveness, the funding budget was too small in order to make a large difference.
- Field staff, local council members and beneficiaries (including all SME vendor key informants) generally considered the assistance to have been delivered in a timely manner. Factors which project stakeholders identified as contributing to the timely achievement of project outcomes included strong cooperation and coordination between GOAL, implementing partners and local councils and relief offices.

- This was highlighted as the most important factor by more than half of local council and community leader key informants, as well as almost all staff key informants from GOAL and the IPs.

## **Effectiveness and Impact**

- 43% of surveyed beneficiaries considered that the assistance received had had a positive impact on their HH to a great extent, and a further 37% considered this to have occurred to some extent.
- The synergy for which the greatest proportion of respondents considered the assistance to have had a positive impact to a great extent was Bakery only (78%), followed by Food Security + MPCA (68%).
- Beneficiaries who received the comprehensive services (Bakery, Winterization, FS + MPCA, Shelter, WASH) reported the best score on the reduced Coping Strategies Index (rCSI) indicator, at 8.5,<sup>3</sup> followed by those who received Food Assistance + MPCA.
- In terms of qualitative findings, the evaluation again found strong evidence of positive impacts and achievement of outcome indicators. For example, all vendor key informants who participated in the SME support programme reported strong tangible benefits such as increased customer numbers and increased revenue.
- In addition to this, WASH beneficiaries spoke of the important positive effects of receiving clean drinking water through pumping from GOAL-supported water stations. These effects included financial relief, due to a mitigated reliance on purchasing tanked water, in addition to improved hygiene standards due to clean water, and in Kaaiba camp in Aleppo, wastewater services, solid waste removal and the installation of private latrines for each household.
- Other important examples of impacts from different sectors provided by key informants and FGD participants include knowledge acquisition through the nutrition awareness raising programme, in which all FGD participants reported learning new information. Several participants also gave examples of how they have changed their behaviour in response to the information they received.

## **Sustainability**

- The majority of survey respondents, key informants and FGD participants considered that most of the positive effects they had experienced as a result of the RESTORE II programme would not be long-lasting, and the benefits would cease to be felt shortly after support being withdrawn, owing to beneficiaries' reliance on project services to secure their needs, particularly with regard to food security.

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<sup>3</sup> N.b. the maximum possible score is 56, and this indicator uses reverse scoring, i.e. a higher score reflects a higher reliance on negative coping strategies in the past seven days.

- The groups in which the largest proportions of beneficiaries predicted that they would be able to meet all or most of their needs for one month after assistance ending were WASH only (56%) and those who received the most comprehensive support, i.e. the combination of Bakery, Emergency, FS + MPCA, Shelter and WASH (41%).
- For all synergy groups a large majority of beneficiaries consider that they will only be able to meet at maximum some of their household's needs for the six months following a potential end to assistance.
- However, all SME vendor KIs reported that the results of the assistance would be sustainable and long-lasting, due to factors such as equipment (like generators and solar panels) purchased through the cash grants, as well as the business and management knowledge gained through the trainings provided under the programme. Bookkeeping was identified as the most important skill gained by the informants, and they expressed that the knowledge they had gained through trainings such as this would remain with them and inform their business practices.

#### 1.4. Key Recommendations and Lessons Learned

- When informing community members about project services and enrolling them to receive assistance (particularly for food assistance and MPCA), GOAL and partners should ensure to adequately inform beneficiaries that they cannot receive assistance from multiple organisations, in order to manage expectations and maintain satisfaction, as the evaluation noted several instances where beneficiaries were unaware that they were ineligible for support until late in the enrolment process and were subsequently disappointed.
- Similarly, GOAL and partners should ensure to maintain coherent selection criteria and selection processes for beneficiaries in all targeted locations, including coordination with local authorities such as local councils and relief offices.
- When planning future rounds of food security assistance, it is recommended to focus on cash (e.g. voucher) assistance, as both beneficiaries and project stakeholders expressed preference for this over in-kind food kits.
- As the RESTORE II programme has already had some success in market activation and facilitating economic recovery, such as through the voucher programme and the SME support programme, it is suggested that GOAL take this further and develop further livelihoods interventions in order to create more sustainable outcomes for beneficiaries and reduce the reliance on assistance in order to meet their needs. Potential interventions could include an expansion of the SME support programme in addition to cash for work initiatives and training programmes. As female beneficiaries were found to be more likely to resort to severe negative coping strategies, livelihoods interventions targeting women may be a strong step forward.

## **2. Context**

### **2.1. Organisational Background**

GOAL is a humanitarian organisation headquartered in Ireland, and has been operational in northwest Syria since 2013, working with various stakeholders including host communities, IDPs, and returnees. GOAL has expertise across numerous sectors, including gender and conflict-sensitive emergency response, food assistance, market strengthening, WASH, behaviour change, and cash and voucher-based assistance.

#### **2.1.1. The Big Heart Foundation**

The Big Heart Foundation was established in response to the Syrian conflict in 2013 and is a Syrian-led, non-profit NGO that aims to alleviate human suffering through the impartial provision of humanitarian assistance. The protracted nature of the crisis in Syria challenges traditional humanitarian response strategies. To address this issue, The Big Heart Foundation designs and implements innovative and effective interventions for immediate relief, as well as sustained programming to build resilience of affected populations and foundations for a better future.

#### **2.1.2. Shafak**

Shafak is a non-profit organization that was formed in 2013 by Syrians to provide humanitarian assistance across Syria. Shafak has extensive experience in the economic recovery sector, implementing a variety of livelihood activities focused on vocational training, agriculture, market strengthening, cash for work, small business development and micro-financing, among others. Shafak has implemented a variety of large-scale vocational training and small business development projects among youth in northwest Syria. Shafak is one of the most prominent Syrian NGOs operating in northwest Syria, playing an essential role among NGO Forum engagements within the humanitarian community. Shafak has actively engaged in working groups and coordination bodies, including the Syrian NGO Alliance.

#### **2.1.3. Ihsan Relief and Development**

Ihsan Relief and Development (Ihsan RD) is a service-oriented organization with developmental goals. Ihsan RD seeks to support basic development and service projects that address the needs of daily life while looking to have long-lasting impacts. Ihsan RD supports Syrians inside Syria. Ihsan RD has experience within the sectors of food, protection, education, and WASH. They currently have five offices in Syria, including a headquarters, and an operational office in Gaziantep, Turkey. Ihsan RD's mission is to provide Syrians with critical services to alleviate suffering and foster development.

### 2.1.4. SEMA

The Syrian Expatriate Medical Association (SEMA) is a humanitarian, medical relief, non-profit organization established in 2011 by a group of expatriate Syrian doctors in response to the deteriorating health system in Syria. SEMA operates across a vast network of primary healthcare and nutrition facilities in northwest Syria, as well as a network of Rapid Response Teams (RRTs) which provide prevention and treatment services for chronic and acute malnutrition. SEMA has high coverage in Idleb, as shown by the Nutrition Cluster 4W data and coverage maps, and has the capacity to expand its scope to fill existing gaps identified by the cluster.

## 2.2. Project Background

The RESTORE II project is being implemented in Northwest Syria and is funded by USAID’S Bureau for Humanitarian Assistance (BHA). The project period was from 1 June 2021 to 31 May 2022, with a one-month NCE to 30 June 2022. The objective of the project is to ensure the basic needs of vulnerable households are met and to increase livelihood capacity, to reduce the adoption of negative coping strategies among affected communities. The stated target beneficiaries of the intervention are the most vulnerable displaced and host community households across Idleb and Aleppo governorates. Food and Cash Assistance includes the distribution of food kits, and cash vouchers, WASH sector support includes water supply services as well as hygiene promotion and waste removal, Nutrition activities focus on awareness raising around malnutrition (particularly for infants, children and pregnant and lactating women), and Shelter support consists of residential building rehabilitation. Early Recovery/Livelihoods activities include the Graduation Approach and Small to Medium-sized Enterprises (SME) support to vendors, while Humanitarian Coordination includes support to the NGO Forum. Based on the Terms of Reference (ToR), the TPM assignment covers the following sectors, with activities implemented by GOAL and partners as follows:

Table 3: Sectoral implementation by partner

Sector	GOAL	Shafak	Ihsan	Big Heart	SEMA
Food Assistance and MPCA (e.g. food kit distribution, bakery rehabilitation and subsidised bread, cash voucher assistance)	x	x	x	x	
WASH (e.g. water supply services, waste removal, hygiene promotion)	x				
Nutrition (awareness raising and supplement distribution)	x				x
Shelter (e.g. building rehabilitation)	x				

## 2.3. Evaluation Objectives and Scope

As specified in the TOR, the main objectives of the evaluation were to articulate and test the RESTORE II Program's Theory of Change (ToC) and the assumptions that it is based on, and assess the performance and delivery of the RESTORE II program according to OECD evaluation criteria. The evaluation will help GOAL improve its future programming through lessons learned and best practices generated through this programme.

This evaluation took place in the project locations, across communities in Northwest Syria (NWS) within informal camps, established camps, host communities, urban settings, and more rural locations. The evaluation covered the sectors of WASH, Food Security, MPCA, Shelter, Nutrition and ERMS.

## 3. Methodology

### 3.1. Data Collection Methods

#### 3.1.1. Desk Review

The desk review informed the development of the evaluation matrix and evaluation questions and served as the basis for the development of the data collection tools and was used for data triangulation during the final report writing stage. Jouri's evaluation team reviewed all the relevant project datasets and documents provided by GOAL including the project proposal, logical framework, and narrative project reports. Additionally, international standards and guidelines on the project sectors of WASH, FA-CVA, Nutrition and Shelter informed the design of the data collection tools.

#### 3.1.2. Key Informant Interviews

- Semi-structured interview protocols were designed to guide KIIs with project stakeholders holding specific knowledge of the project implementation and the evaluation questions. In total, Jouri conducted **46 KIIs** with project staff, and external stakeholders, and 4 in-depth interviews with beneficiaries which were used to develop human stories.
- Project staff included interviews with field staff from GOAL and the implementing partners **(20 KIIs)**.
- KIIs with project beneficiaries were to develop **four human stories** to provide qualitative findings concerning the outcomes and impacts of the interventions for food assistance and MPCA, WASH, nutrition, and shelter **(4 KIIs)**. Additionally, Jouri interviewed vendors who received support from GOAL under the ERMS sector activities, specifically the SME support programme. **(10 KIIs)**.
- External stakeholders include representatives of local authorities, such as local council and relief committee members and other community leaders **(16 KIIs)**.

- All interviews were conducted face-to-face in the evaluation locations in Idleb and Aleppo governorates.

Table 4: Key informant interviews

Key Informant	#	IP	Related Activities	Location
FS-MPCA human story	1	Shafak	Food kits, cash/voucher distribution	Afrin, Aleppo
WASH human story	1	GOAL	WASH intervention	Kaaiba camp, Akhtarín, Aleppo
Nutrition human story	1	SEMA	Awareness sessions, supplements distribution, and community management of acute malnutrition	Aidoun camp, Salqín, Idleb
Shelter human story	1	GOAL	Shelter rehabilitation	IkdaH, A'zaz, Aleppo
Local council and community leaders	16	-	All	Idleb and Aleppo
Project staff from GOAL and IPs	20	-	All	Idleb and Aleppo
Vendors	10	GOAL	ERMS: SME support	Idleb and A'zaz, Aleppo
<b>Total KIIs</b>	<b>50</b>			

### 3.1.3. Focus Group Discussions

- **10** FGDs were conducted with project beneficiaries, in single-gender groups to account for gender sensitivity in the NWS context of the project. One FGD per gender was conducted for each sector, except for the Nutrition sector that primarily targeted female beneficiaries. Therefore, both FGDs under this sector were conducted with females. Each group was comprised of 5-6 participants.
- Participants were selected using a combination of convenience and purposive sampling, in coordination with GOAL and the implementing partners.
- Where activities were implemented by more than one organisation, Jouri did not mix beneficiaries of different organisations in one group in order to avoid potential conflicts over differing services received. Likewise, groups did not mix beneficiaries who received different modalities of assistance from each other, in line with Jouri's Do No Harm approach.

Table 5: Focus group discussions

#	IO	Sector	Gender	Location	# of FGDs
1	Big Heart	Food Assistance	M	Aleppo	1
2	Big Heart	Food Assistance	F	Aleppo	1
3	Ihsan	MPCA	M	Idleb	1
4	Ihsan	MPCA	F	Idleb	1
5	GOAL	WASH	M	Aleppo: Kaaiba	1
6	GOAL	WASH	F	Aleppo: Kaaiba	1
7	GOAL	Shelter	M	Aleppo	1
8	GOAL	Shelter	F	Aleppo	1
9	SEMA	Nutrition	F	Idleb	1
10	GOAL	Nutrition	F	Aleppo	1
<b>Total number of FGDs:</b>					<b>10</b>

### 3.1.4. Observation checklists

- Jouri conducted a total of **20 on-site observations**, in project locations across both Idleb and Aleppo. All observations carried out under the evaluation took place under the Shelter component and consisted of rehabilitation checklists. The checklists were developed by Jouri based on GOAL’s Shelter SOPs.

### 3.1.5. Surveys

- Jouri interviewed a total of **1606 survey participants** (distributed between seven sectoral synergies as outlined in the table below). Surveys targeted a range of beneficiaries, including men and women of different ages, people of different migratory statuses (i.e., hosts, IDPs, and returnees), and people with disabilities.
- The sample was calculated at a confidence level of 90% and margin of error of 5%.
- One survey tool was used, which was the same for all sample synergies. This tool consisted of the following indicators, as requested by GOAL:
  - Ability to meet basic needs
  - Household Diet Diversity Score (DDS)
  - Reduced Coping Strategy Index (rCSI)
  - Livelihood Coping Strategy Index (LCSI)
  - Food Consumption Score (FCS)
  - Diarrhea rate for children under 5

- Random sampling from anonymised beneficiary lists was used to select survey respondents. The sample and division by synergy and location was selected by GOAL and shared with Jouri.
- The non-beneficiaries group consisted of former GOAL beneficiaries who had not received support from GOAL for a minimum of one year prior to data collection. The decision was made to use them as a comparison group in order to access a population with similar vulnerabilities to current RESTORE II beneficiaries.

Table 6: Survey sample synergies

Sample Synergies	Surveys
Food Assistance (without Bakery) + MPCA	280
Bakery only	259
WASH only	272
Food Security (Bakery and FA) + MPCA	259
Food Security (Bakery and FA) + MPCA + WASH	210
Non-beneficiaries (comparison group)	253
All available services (Bakery, Winterization Assistance FS (Bakery & FA) + MPCA, Shelter, WASH)	73
<b>Total</b>	<b>1606</b>

- A total of 596 female respondents and 1010 male respondents took part in the survey. Furthermore, 587 (37%) respondents identified that they or a member of their household (HH) had a disability, according to the Washington Group Short Set Questions (WGSS).

### 3.2. Data collection, analysis, and reporting

The assessment followed a strict data quality assurance process throughout the data analysis and the report writing stage. For qualitative interviews and focus discussions, a team of male and female field researchers were trained by Jouri’s field coordinator on the tools and protocols, including explaining each question one by one and the purpose of each question. The training also included role-playing for conducting a real interview to ensure that trainees had absorbed the knowledge about the tools.

All Jouri field researchers have several years of experience in collecting data and conducting research, in-depth knowledge of the context about the target locations and received thorough training for two days on how to use these data collection methods. Robust field coordination ensured real-time data review and correction. The first day of the data collection served as a test for the KIIs to detect any gaps or problems in the tools and fix them before fully continuing the interviews.

The data analysis stage was followed by a data triangulation and quality assurance process in which Jouri discussed the key findings with the monitoring team and the field researchers. During the report writing stage, different components of the analysis were summarised and compared against each other. The monitoring team then developed the recommendations based on the findings of the data analysis. The report went through several rounds of drafting for quality assurance before it was finalised.

### **3.3. Limitations and Challenges**

- In terms of challenges faced by the evaluation team, the assignment went very smoothly, and Jouri did not experience any major challenges in the field.
- Regarding key limitations, a key factor to highlight is the lack of comparable baseline data for the quantitative outcome indicators, as the endline for RESTORE I did not focus on sectoral synergies. This was addressed by the inclusion of the non-beneficiaries sample group to act as a comparison group and gain some indication of the impact of the intervention.
- The evaluation presents quantitative findings disaggregated by both sex of respondent and sex of head of household (HoHH). However, the sample was not calculated to be sex representative, which should be noted when considering the findings.
- Sample groups are based on synergies, and although sample parameters are similar, some synergies have fewer areas than others which could affect the results.
- As mentioned above, the non-beneficiaries sample group was selected from previous GOAL beneficiaries who, as of at least one year, are no longer receiving assistance from GOAL or partners. However, it is not tracked whether they had received assistance from other agencies during this period, which again could affect the results.

## **4. Findings**

### **4.1. Relevance**

Under relevance, Jouri sought to assess the extent to which the RESTORE II programme had correctly identified the needs of the affected populations (taking into account factors such as gender, age, migratory status and disability), in addition to identifying the synergies generated between programme sectors and the extent to which these were appropriate for affected populations and relevant to local needs.

The majority of beneficiaries surveyed considered that the assistance they received had been appropriate to their needs. Overall, these figures were similar for both genders, with a total of 72% of female beneficiaries and 77% of males (across all sectors) considering that the services received were either appropriate or very appropriate to their needs. Furthermore,

just 7% of female beneficiaries and 2% of males considered the services to have not been appropriate.

Regarding the division of findings by sectoral synergy, the group in which the highest proportion of respondents considered the services to have been very appropriate to their needs were those who received bakery only (76%) followed by those who received Food Security<sup>4</sup> + MPCA (70%). For these synergies, the proportion of beneficiaries who considered the assistance to have been either appropriate or very appropriate to their needs was 98% and 92% respectively, with very similar results for both male and female respondents.<sup>5</sup> Excluding non-beneficiaries, the synergy sample with the lowest score for this question was those who received WASH only, with 67% of respondents reporting that the services were either appropriate or very appropriate to their needs. The following chart details the responses by synergy sample.

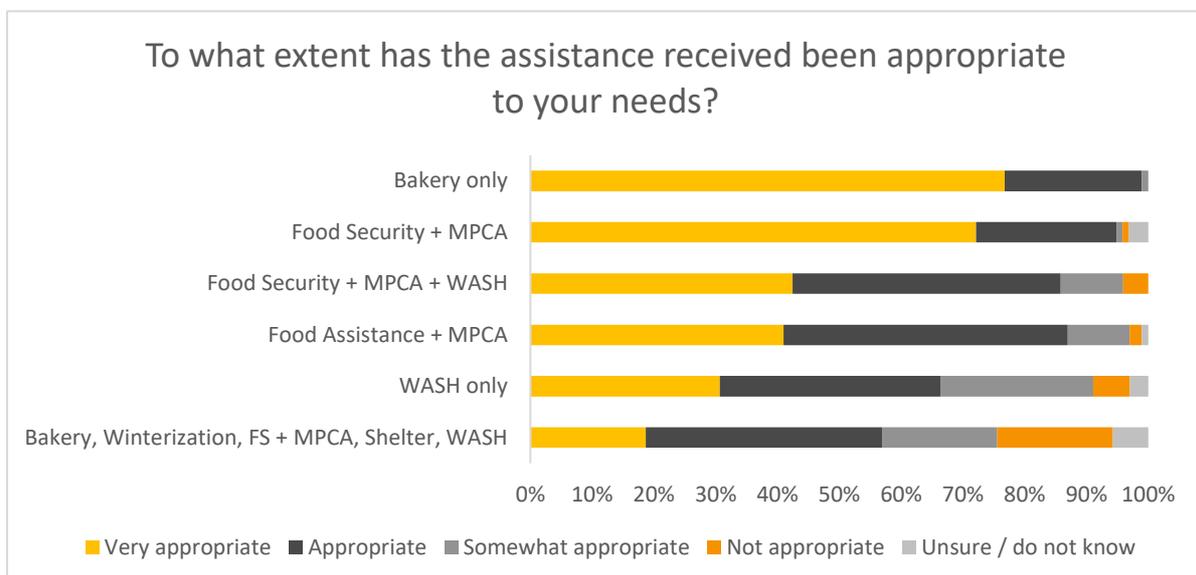


Figure 1: To what extent has the assistance received been appropriate to your needs (intervention)

As evident from the data displayed in the above chart, the beneficiaries who received the broadest ranges of services were *not* the group that rated the intervention highest in terms of appropriateness, which would perhaps indicate some redundancy in some components of the service package they received. In contrast, as mentioned above those who only received WASH rated the intervention to be less appropriate and suggests that support from further sectors could be relevant for these beneficiaries, excluding any cases in which other agencies are providing support for sectors other than WASH.

<sup>4</sup> Food Security refers to combined Food Assistance + Bakery

<sup>5</sup> For FS+MPCA, 94% of females and 92% of males considered the assistance appropriate or very appropriate. For Bakery only, 99% of females and 98% of males considered this.

The evaluation also found that the majority of beneficiaries (73%) considered the beneficiary selection process for the activity or activities they took part in to have been either fair or very fair, with slightly more males (77%) than females (68%) considering this. In FGDs with project beneficiaries from the different sectors, participants explained that registration in the project took place through local representatives, directly submitting names to the relief office, directly talking to IP's team/ staff, through questionnaires, local councils, and they expressed understanding that selection was conducted based on vulnerability criteria. However, as was the case for project staff and local council representatives, a clear trend emerged in that beneficiaries felt that there were community members deserving of assistance who were unable to participate.

*"In general the assistance is considered positive as it helped to provide a small part of their daily needs. But the conditions that have been set are "harsh" and not everyone in need benefits from the assistance."* – male FGD participant (Ihsan, voucher assistance), Jisr Al Shughur

The following section will further present the key qualitative findings for relevance, divided by sector:

### **Food Security and MPCA**

- Most FGD participants felt that the food assistance provided (both food kits and cash) was relevant to their needs and helped them to maintain food security, however the evaluation found that beneficiaries had differing views regarding the extent to which the assistance could meet the identified needs.

*"The assistance has reduced 70% of the financial burdens dedicated to purchasing the items provided in the kit, and has also helped to provide food when there is no money available to buy food."* – male FGD participant (Big Heart, food kits), Afrin<sup>6</sup>

*"Overall, the assistance helped solve some of the problems and improved the economic situation to some extent. However, the extent of the positive impacts is limited as the assistance was not enough to cover all needs."* – male FGD participant (Ihsan, voucher assistance), Jisr Al Shughur

- Beneficiaries were consulted on their needs through surveys and questionnaires.
- Food kit recipients mostly felt that the items provided were appropriate, however they requested some additional foodstuffs such as sugar and rice.
- All were aware of how special needs groups were identified for assistance; through local representatives, directly submitting names to the relief office, directly talking to

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<sup>6</sup> N.b. this suggests that the quantities provided in food kits are not sufficient to fully meet HH needs within each distribution period.

IP's team/ staff, through questionnaires, and through local councils and community representatives such as mukhtars.

- However, key informants from both organisation staff and local councils expressed the opinion that selection criteria (in particular for food and cash assistance) were too harsh, and that deserving community members were unable to benefit from assistance. For example, two field staff from Ihsan reported that the selection criteria excluded vulnerable individuals such as cancer patients, which they expressed dissatisfaction with.

*“Many people, such as cancer and kidney failure patients, asked for help, but the criteria did not include them even though they could not do any work and really needed help, the people who received help were suitable but there are people in need of help who have not been included either in our help or in other sectors.” –*

KII with member of Ihsan field staff, Jisr Al-Shughur

## **Nutrition**

- FGD participants reported that while the awareness raising initiatives certainly responded to needs in terms of being able to identify malnutrition and select nutritious foods, those from SEMA unanimously agreed that needs were not fulfilled, as they did not receive food security assistance in conjunction with the nutrition services. As such, they could not secure their or their children's nutrition needs, due to financial constraints. In contrast, all FGD participants from GOAL (all of whom were also food security beneficiaries) felt that their needs were correctly identified and addressed.
- Notwithstanding the above, beneficiaries from both GOAL and SEMA felt that the assistance they received was tailored to their needs as pregnant women or mothers with young children, including the way in which information was presented to them in an accessible and easy to understand manner.

## **WASH**

- FGD participants in Kaaiba camp, Aleppo stated that the intervention addressed problems and created numerous positive effects regarding water access, hygiene, sanitation and environmental health.
- All FGD participants agreed that the intervention had solved problems, such as mitigating the need to spend money on purchasing drinking water, as well as providing a more hygienic and pleasant environment to live in in camp.

*“The intervention contributed to solving many problems, previously most of the camp residents dug holes next to the tent to drain wastewater, but now after*

*...serving the camp with connected sewage, things have become much better and have a positive impact on all residents.” – female FGD participant, Kaaiba camp*

- Beneficiaries also reported increased levels of awareness (for example around hand washing) due to the hygiene promotion activities they had received. Alongside this, they reported greater consciousness around water storage and conservation.

*“We always strive to keep containers and their surroundings clean to prevent the spread of insects and disease outbreaks.” – female FGD participant, Kaaiba camp*

- However, several beneficiaries reported dissatisfaction with the quantity of water provided or stated that there were irregularities in pumping days.

## **ERMS**

- All vendor key informants considered the services they had received (i.e. business training and cash grants) to have been highly relevant to their needs.

*“Yes it was very convenient for my business, it provided me with great facilities in my work as my profit rate increased significantly by providing electricity service which is the basis of business in my commercial locality.”- KII with vendor in Armanaz, Idleb<sup>7</sup>*

- All vendor key informants also stated that they had been consulted on their needs prior to joining and receiving assistance from the project.
- The training topic most commonly named as the most relevant and useful was bookkeeping and maintaining records. Trainings on calculation-related topics were also identified as highly useful by a majority of informants.
- Four key informants expressed that the cash grant they received was less than they were expecting and therefore they were unable to purchase all of the equipment that they needed.

## **Shelter**

- All shelter FGD participants felt that their needs had been correctly identified and addressed through the intervention (rehabilitation work).
- All confirmed that their needs were identified prior to receiving assistance through a needs assessment activity conducted by GOAL staff.
- Several beneficiaries felt that the selection criteria were too strict, and that there were deserving HHs in their community who did not benefit from rehabilitation work.

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<sup>7</sup> The key informant received trainings and a cash grant with which he purchased solar panels to provide electricity for his shop.

*“Most of the houses in the village are in urgent need of rehabilitation, however only a minority received this, so I don’t think the criteria were fair.” – FGD participant in Ikdah, A’zaz*

## 4.2. Coherence

Under coherence, the evaluation sought to assess the level of cohesiveness and complementarity of the RESTORE II programme with other interventions in NWS, in addition to identifying coordination and cooperation mechanisms, including in needs assessments and project design, and any gaps or overlaps in services. Overall, the evaluation found a high level of coherence, with numerous key informants stating that GOAL and partners were often the only humanitarian actors in the targeted locations, and in the case of other implementing agencies operating, coordination with local authorities such as relief offices and local councils ensured a coherent approach without gaps or overlaps.

### **Complementarity, gaps and overlaps**

As outlined above, the evaluation found that, for the most part, the services offered under RESTORE II were often the only services available to beneficiaries in the target locations; for example, 10 out of 16 local council key informants stated that there were no other agencies offering similar services in their respective communities. The remaining KIs explained that while there were other agencies operating, due to effective coordination, in most cases through the local relief office, overlaps and duplications in support were avoided. For example, a member of the community committee in Afrin (speaking in regard to services from Shafak), explained that while there were other organisations operating in the area, they were providing different services such as WASH and medical support, in contrast to the cash (vouchers) assistance implemented by Shafak. This situation was also reported by key informants in other locations, and one KI from Rajo, Afrin (Big Heart) explained that although there was another organisation distributing food kits in this community/subdistrict, the coordination of the relief office in preparing distribution lists ensured no duplication of households in receiving assistance. However, FGDs with project beneficiaries revealed that some were not aware of the fact that receiving support (i.e. food or cash) from one organisation (including organisations that were not part of RESTORE II, such as Takkaful Al Sham)<sup>8</sup> would make them ineligible to receive assistance from others, and this led to some levels of dissatisfaction. As such, it is recommended that GOAL and partners ensure to inform beneficiaries of this when they register for assistance in order to maintain transparent information sharing and satisfaction levels. Other beneficiaries who were aware of this policy expressed satisfaction with it.

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<sup>8</sup> FGD with female beneficiaries from Ihsan, Jisr Al Shughur

*“I went to Shafak but after they knew that I was benefiting from the Big Heart Organization they did not respond to my request; there are no problems with the selection criteria.” –*  
Male FGD participant (Big Heart), Afrin

The issue of confusion around eligibility for beneficiaries receiving support from other organisations was also highlighted in KIIs with project staff, again indicating a need to ensure transparency and clarity around these policies when informing potential beneficiaries about the project and services, in order to avoid any issues.

*“Sometimes people who were selected after the verification process found out they can't benefit (e.g. because they benefited from another organization) when they were already in the distribution centre, this caused embarrassment.” –* KII  
with field officer from Ihsan, Al-Bab.

Regarding the coherence of beneficiary selection criteria, again the majority (12 out of 16) considered that these did not create any gaps in assistance. Four local council key informants considered that the selection criteria were too strict (i.e, as a result of the number of beneficiaries targeted being too low) and expressed their wish for this to change in order to better meet needs in their communities, as exemplified in the following quote.

*I believe there are some gaps in assistance due to the selection criteria, as in Jisr Al Shughur there are no other agencies providing support except for IhsanRD –* KII  
with member of local council in Jisr Al Shughur, Idleb

In evaluating the coherence of the RESTORE II programme, Jouri also sought to identify the extent to which the planned transition of beneficiaries from first line responses to longer term interventions was achieved. The findings for this varied between sectors and modalities of assistance; for example, most informants agreed that for food security, this had not been achieved as beneficiaries are still highly dependent on receiving cash or in-kind food assistance in order to secure their HH needs. In contrast, other interventions, such as those under the WASH component, were assessed by project stakeholders to have been more successful in this matter. Further findings on the perceived transition and longevity of services can be found in the Sustainability chapter (4.5).

### **4.3. Efficiency**

Regarding efficiency, the evaluation aimed to assess the delivery and integration of project services and modalities, taking into account the use of financial and human resources and any challenges, delays or difficulties experienced by both beneficiaries and the project implementation teams from GOAL and the implementing partners.

Key informants from the field teams of GOAL and the IPs mostly evaluated the interventions positively with regard to efficiency and cost-effectiveness. For example, a key informant from

Shafak explained that the implementation of cash assistance saves the cost that is paid on transporting, loading and packaging of food kits. In order to maintain efficiency when delivering food kit support, Shafak teams targeted rural areas which saved the cost and time of getting to the city and buying food and transporting the kits to beneficiaries. However, five staff key informants (from different partners) felt that although the project implementation adhered to measures to ensure cost-effectiveness, the funding budget was too small in order to make a large difference.

Field staff, local council members and beneficiaries (including all SME vendor key informants) generally considered the assistance to have been delivered in a timely manner. Factors which project stakeholders identified as contributing to the timely achievement of project outcomes included strong cooperation and coordination between GOAL, implementing partners and local councils and relief offices. This was highlighted as the most important factor by more than half of local council and community leader key informants, as well as almost all staff key informants from GOAL and the IPs. Local council KIs explained that efficient coordination included the selection of beneficiaries (i.e. for food, cash and shelter support), i.e. where the implementing organisation provides the local council, relief office or camp manager with the selection criteria, and they in turn provide a list of beneficiaries who meet the criteria. However, despite most reporting a similar process to this, one representative of the relief office in Sharran, Afrin expressed strong dissatisfaction at a lack of coordination and felt that the beneficiary selection process was handled in a very top-down manner from GOAL without adequate coordination and input from the local council.

*“The beneficiaries are selected randomly by the GOAL M&E team and the beneficiaries are accepted and rejected by the organisation without reference to the local council. There are GOAL beneficiaries who do not need assistance and there are people who meet the criteria and are not beneficiaries... The admission criteria have been imposed on the local council by the organisation - if the council accepts, the project is implemented in case of rejection by the local council the organisation withdraws, which made the local council accept GOAL’s selection because of the need of the district.” – KII with representative of relief office in Sharran, Afrin*

However, key informants from Shafak and Big Heart, who implemented food assistance in the Afrin area, spoke of a high level of coordination both between their respective organisations and with the local councils and relief offices. As such, while the evaluation considered it pertinent to highlight the dissatisfaction expressed above by a member of Sharran Relief Office, the majority of internal and external stakeholders interviewed considered the coordination to have been strong and fruitful and contributed to the efficiency and coherence of the intervention.

*“The greatest coordination during the project was with the Shafak organization in Afrin and Rajo district to prevent duplication of services.” – KII with member of Big Heart Staff, Afrin.*

*“We worked with the Big Heart Organization in the same areas to satisfy all the needs. The rural areas were divided between us and the Big Heart Organization to prevent duplication. When it comes to Afrin Center, we targeted the area together to cover the needs with no duplication thanks to the coordination between project managers.” – KII with member of Shafak team, Afrin.*

#### 4.4. Effectiveness and Impact

Under effectiveness and impact, the evaluation sought to assess the extent to which the programme’s multi-sectoral approach effectively met the stated programme objectives, targets and delivered outputs in a timely manner, in addition to gathering data on specific indicators as requested by GOAL.

Overall, the evaluation found that the interventions under RESTORE II have had a positive effect on the communities in which the different services were provided. 43% of surveyed beneficiaries considered that the assistance received had had a positive impact on their HH to a great extent, and a further 37% considered this to have occurred to some extent. The results by synergy and gender are displayed in the following charts.

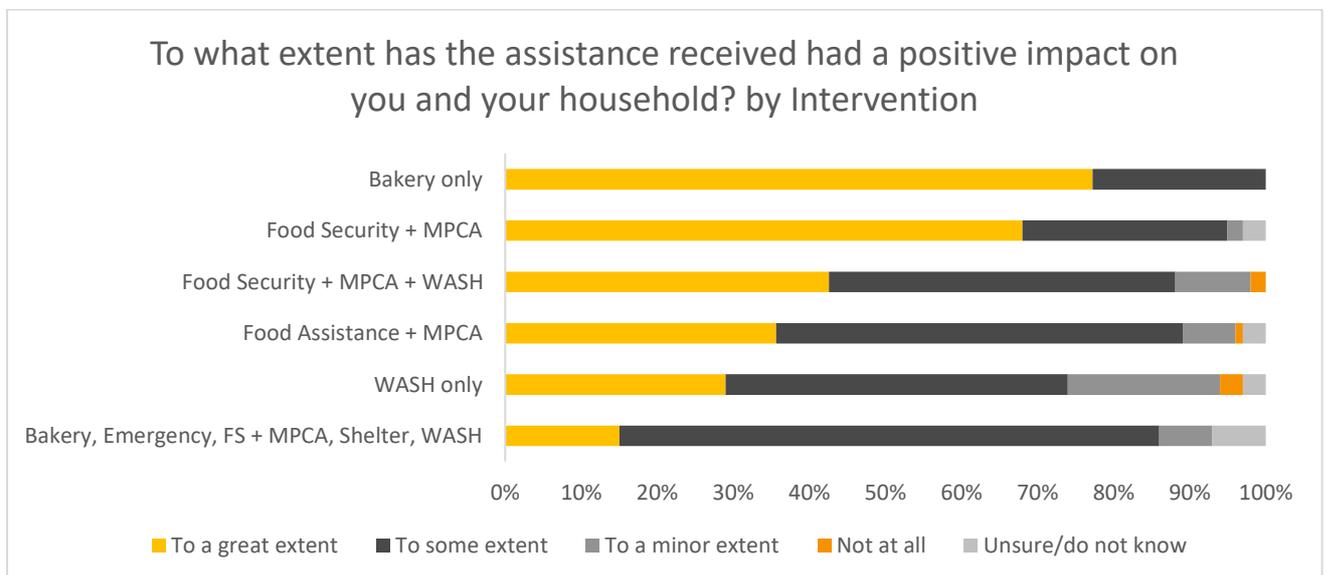


Figure 2: To what extent has the assistance received had a positive impact on you and your HH? (intervention)

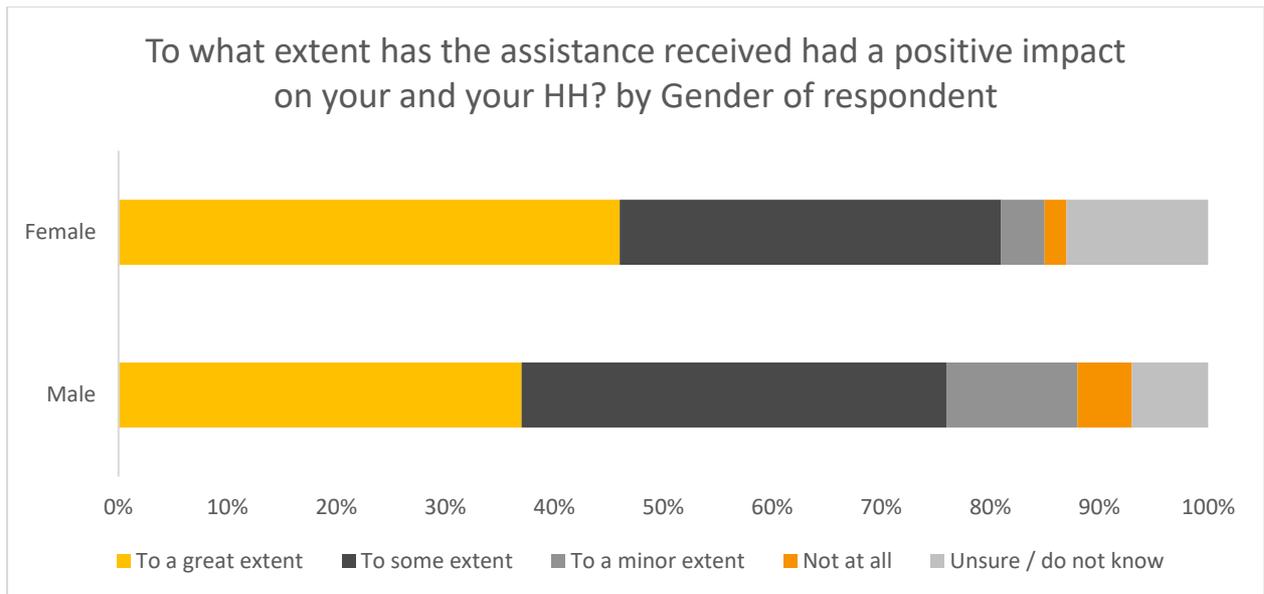


Figure 3: To what extent has the assistance received had a positive impact on you and your HH? (Gender of respondent)

The synergy for which the greatest proportion of respondents considered the assistance to have had a positive impact to a great extent was Bakery only (78%), followed by Food Security + MPCA (68%). As noted in the relevance section, bakery only was also the synergy group in which the greatest proportion of beneficiaries considered the assistance to have been highly appropriate to their needs.

In terms of qualitative findings, the evaluation again found strong evidence of positive impacts and achievement of outcome indicators. For example, all vendor key informants who participated in the SME support programme reported strong tangible benefits such as increased customer numbers and increased revenue.

*“The effects were excellent, they helped me tremendously to get my work done. I began to really aspire to work, the trainings were excellent, and I gained knowledge of how to handle my business.” – KII with vendor in Armanaz, Idleb*

In addition to this, WASH beneficiaries spoke of the important positive effects of receiving clean drinking water through pumping from GOAL-supported water stations. These effects included financial relief, due to a mitigated reliance on purchasing tanked water, in addition to improved hygiene standards due to clean water, and in Kaaiba camp in Aleppo, wastewater services, solid waste removal and the installation of private latrines for each household.

Other important examples of impacts from different sectors provided by key informants and FGD participants include knowledge acquisition resulting from the nutrition awareness raising programme, in which all FGD participants reported learning new information. Several

participants also gave examples of how they have changed their behaviour in response to the information they received.

*“Nutrition and hygiene practices have changed domestically e.g. acceptance of (COVID) vaccine, adherence to vitamin pills, commitment to eating healthy food, greater attention to food and hygiene sterilisation at home, regular visits to health centres.” – Nutrition FGD participants (SEMA), Idleb*

That said, participants in some interventions felt that although the services they received were effective, the impact was at times limited by the scale of the assistance.

*“Food assistance was helpful to us in times of hardship, but if the project had been on a larger scale, it would have been more useful” – male FGD participant (Big Heart: Food kits), Afrin*

#### **4.4.1. Outcome indicators**

The survey conducted by Jouri with beneficiaries from different sample synergies primarily focused on gathering outcome indicators, based on international indicators of food security and WASH. The results of these indicators are presented here, disaggregated by synergy and gender.

##### **Reduced Coping Strategies Index (rCSI)**

For this indicator, beneficiaries were asked about the frequency in which they had used five different coping strategies over the previous seven days. Each strategy was assigned a weighting (see below) and an average score for each synergy and gender group was subsequently calculated, as displayed in the following charts.

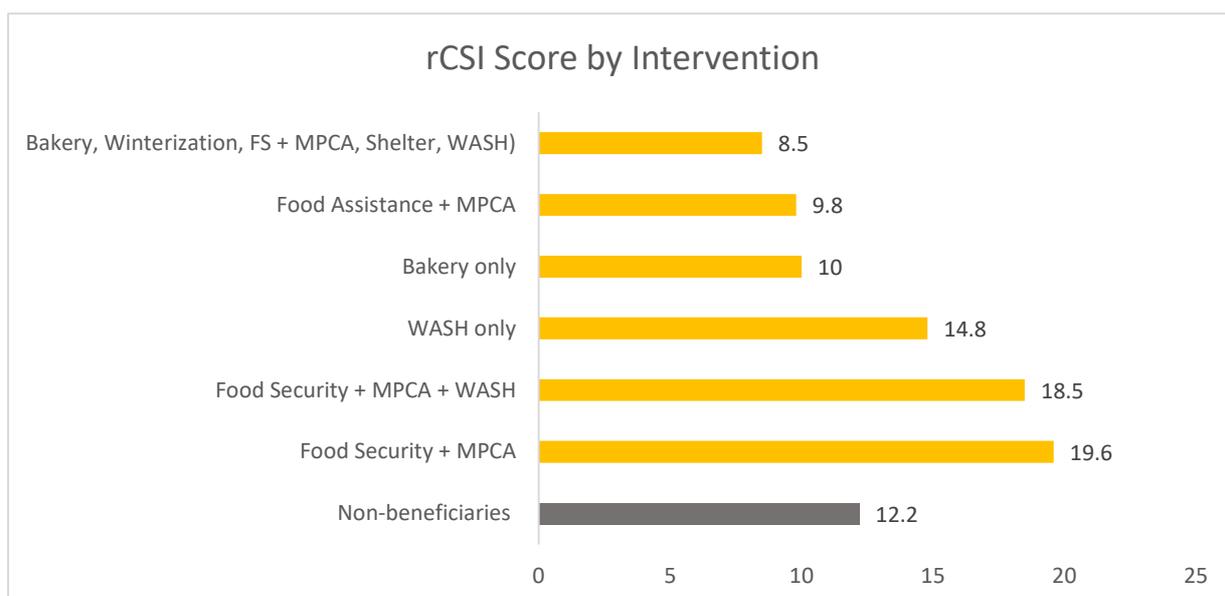


Figure 4: rCSI scoring by intervention

For this indicator, a higher score means an increased reliance on negative coping strategies. The maximum possible score is 56; which would mean that the household used all five strategies every day for the past seven days. It is important to note that the rCSI is prone to significant seasonal differences and only concerns the previous seven days, and as such these results should be taken into consideration in combination with the other indicators collected. The strategies asked about under this indicator are as follows:

Table 7: weighting of rCSI coping strategies

Strategy	Severity Weight
Relying on less preferred or less expensive foods	1
Borrowing food or relying on help from friends or relatives	2
Limiting portion size at mealtime	1
Restricting consumption by adults in order for small children to eat	3
Reducing the number of meals eaten per day	1

As demonstrated in the results table above, the scores are fairly low in comparison to the maximum, **with the overall average score being 13.7 out of 56**. Beneficiaries who received the comprehensive services (Bakery, Winterization, FS + MPCA, Shelter, WASH) reported the best score on this indicator, at 8.5, followed by those who received Food Assistance + MPCA. Interestingly, beneficiaries who received Food Security (i.e. inclusive of bakery) + MPCA

reported a higher average score, as did those who received FS + MPCA + WASH support. Of note, the average scores for these two samples were higher than the scores reported by non-beneficiaries, who have not received support from any organisation for at least 12 months preceding data collection. Regarding gender, the overall findings were similar for both male and female respondents, with females scoring slightly higher therefore showing a higher use of coping strategies.

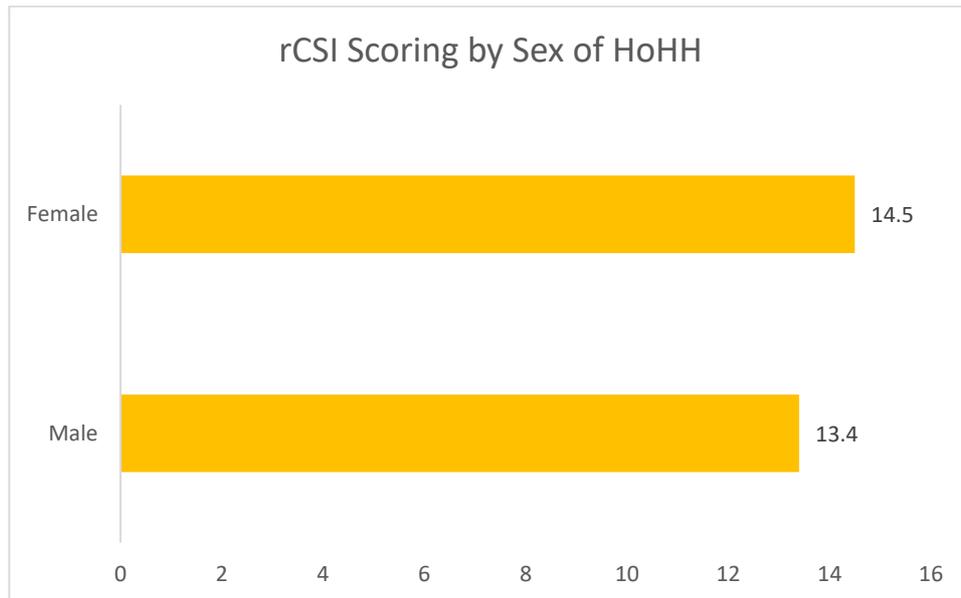


Figure 5: rCSI scoring by sex of HoHH

### Livelihoods Coping Strategy Index (LCSI)

The LCSI (Food Security) is used to understand medium and longer-term coping capacity of households in response to lack of food or lack of money to buy food and their ability to overcome challenges in the future. The indicator is derived from a series of questions regarding the households' experiences with livelihood stress and asset depletion to cope with food shortages.<sup>9</sup> Coping strategies are divided into the categories of stress, crisis and Winterization, with increasing severity.

The LCSI results per synergy and gender are presented as follows:

<sup>9</sup> <https://resources.vam.wfp.org/data-analysis/quantitative/food-security/livelihood-coping-strategies-food-security>

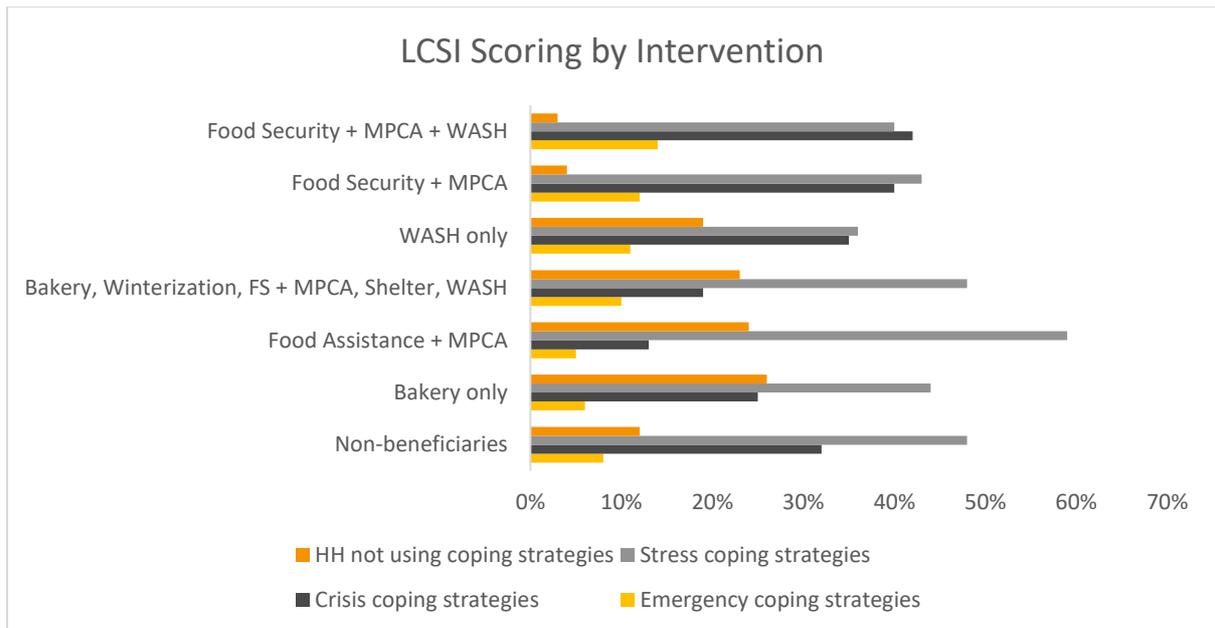


Figure 6: LCSI scoring by intervention

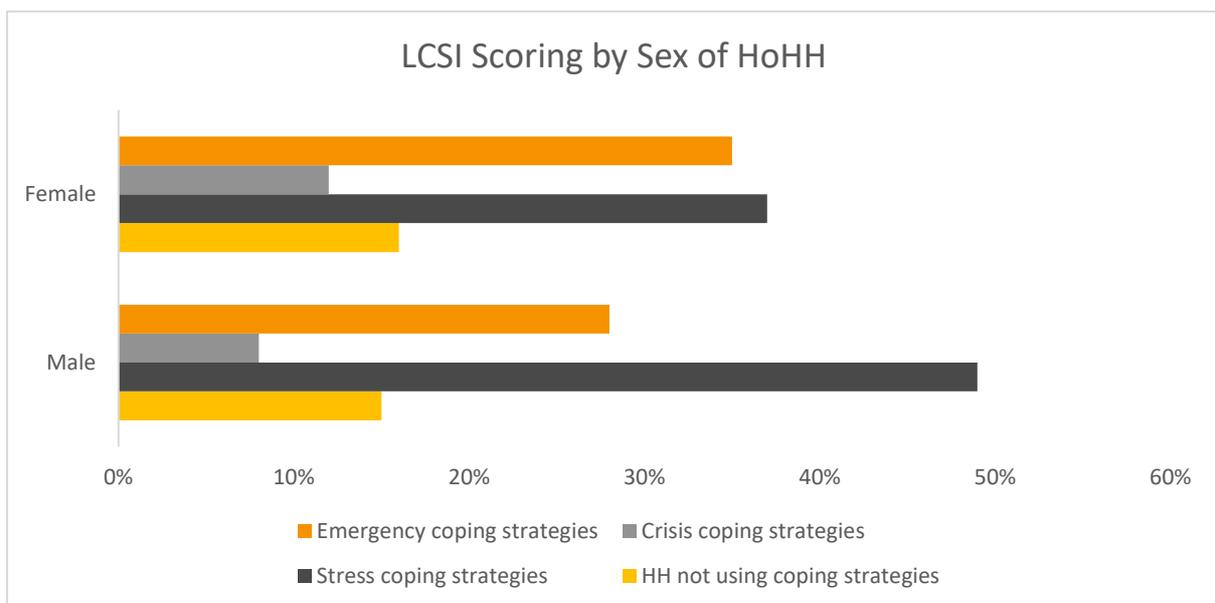


Figure 7: LCSI scoring by sex of HoHH

The results are broadly similar between synergy groups. The synergies with the highest proportion of beneficiaries not adopting coping strategies were bakery only (26%), Food Assistance + MPCA (24%) and Bakery, Winterization Assistance, FS + MPCA, Shelter and WASH (23%). These groups also had the lowest proportions of beneficiaries adopting crisis and emergency strategies. The lowest-performing group was Food Security + MPCA + WASH, in which a majority (56%) of respondents were using crisis or emergency coping strategies. However, some difference can be observed by gender, with female-headed HHs more likely to be using more severe coping strategies: 47% of female-headed HHs are using crisis or emergency coping strategies compared with 36% of male-headed HHs.

## Household Dietary Diversity Score (HDDS)

The HDDS is a qualitative indicator which measures HH access to a variety of foods. It concerns the types of foods eaten the previous day in both the day and night. It is not intended to be used for assessing dietary diversity at the individual level. Jouri followed the IFPRI guidelines under which a score of 6+ is considered good dietary diversity, a score of 4.5-6 is considered medium and a score below 4.5 is considered low. The maximum possible score on this indicator is 7.

The results by synergy and gender are as follows:

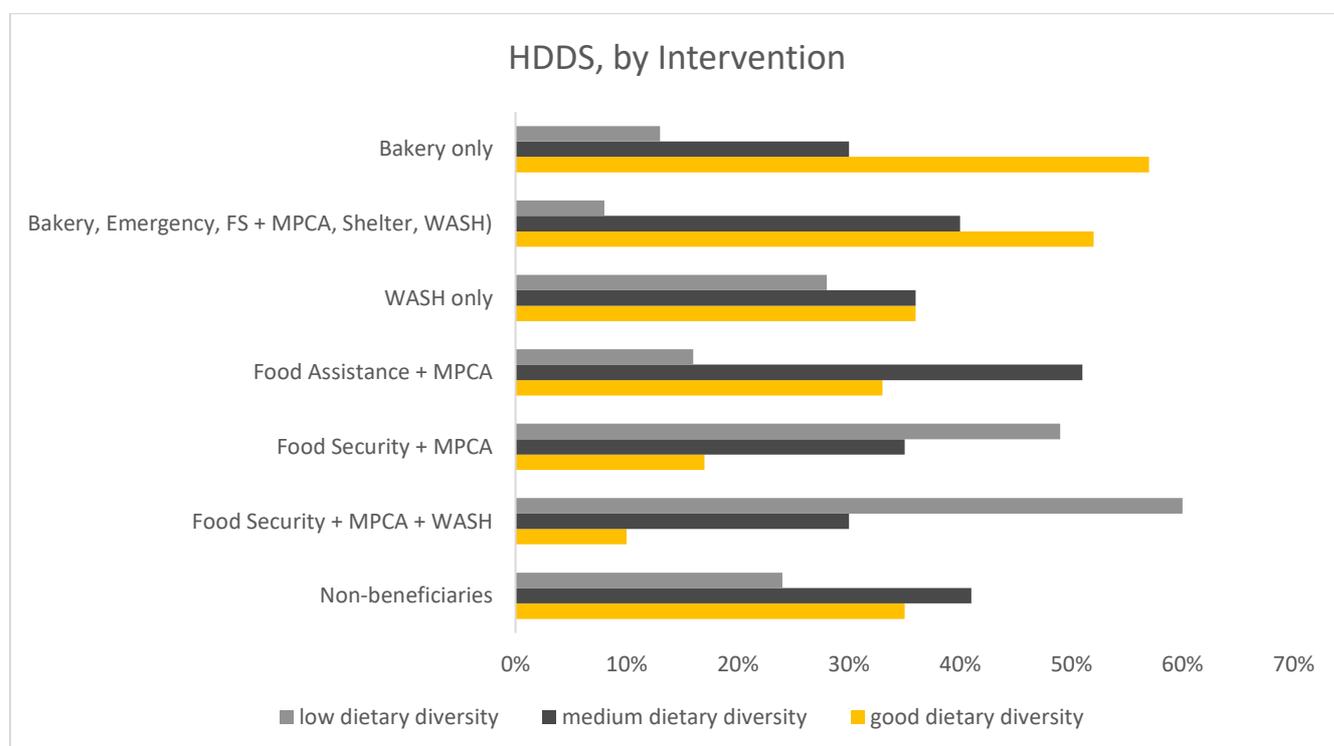


Figure 8: HDDS scoring by intervention

Overall, 33% of beneficiaries reported good dietary diversity in this indicator. Results were spread fairly evenly, with 38% reporting medium dietary diversity and 30% low dietary diversity. Males reported higher levels of good dietary diversity (36%) than females (28%). Bakery only beneficiaries reported the highest proportion of respondents with good dietary diversity (57%) followed by Bakery + Winterization + FS + MPCA + Shelter + WASH beneficiaries (52%). These were the only two synergy groups in which a majority of respondents demonstrated good dietary diversity on this indicator. Potential reasons for this could be that FS, FA and MPCA beneficiaries were already more vulnerable pre-intervention and therefore despite assistance are either unable to purchase diverse foods or are focusing their food purchasing on essentials such as bread and oil as they still perceive themselves as

vulnerable to shock. However, further research would be needed to confirm this theory. Furthermore, it must again be noted that HDDS has a recall period of just one day, and so scores have the potential to vary widely between one day and another.

### Food Consumption Score (FCS)

The FCS indicator is a score calculated by the frequency of consumption of different food groups consumed by a HH during the previous seven days. These groups are weighted according to their nutritional value, and the weighting and frequency of consumption are used to calculate the score which falls into the categories of acceptable, borderline and poor. The following charts display the results for this indicator:

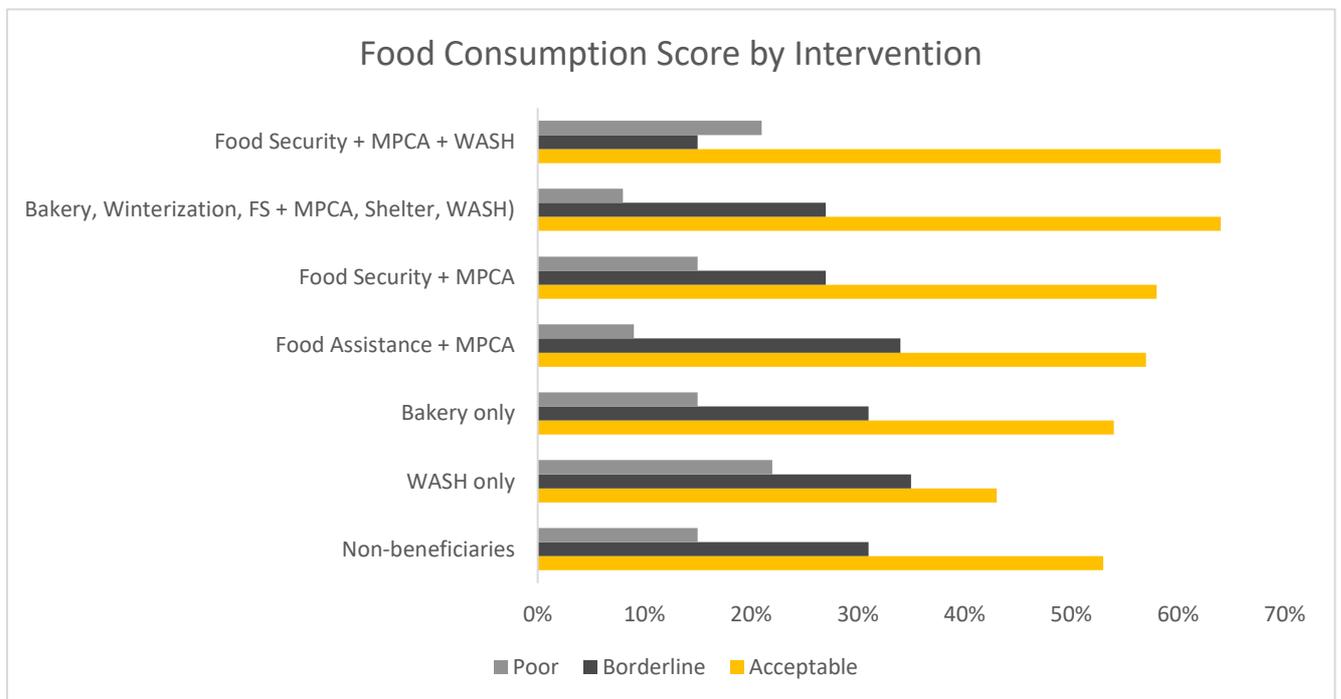


Figure 10: FCS by intervention

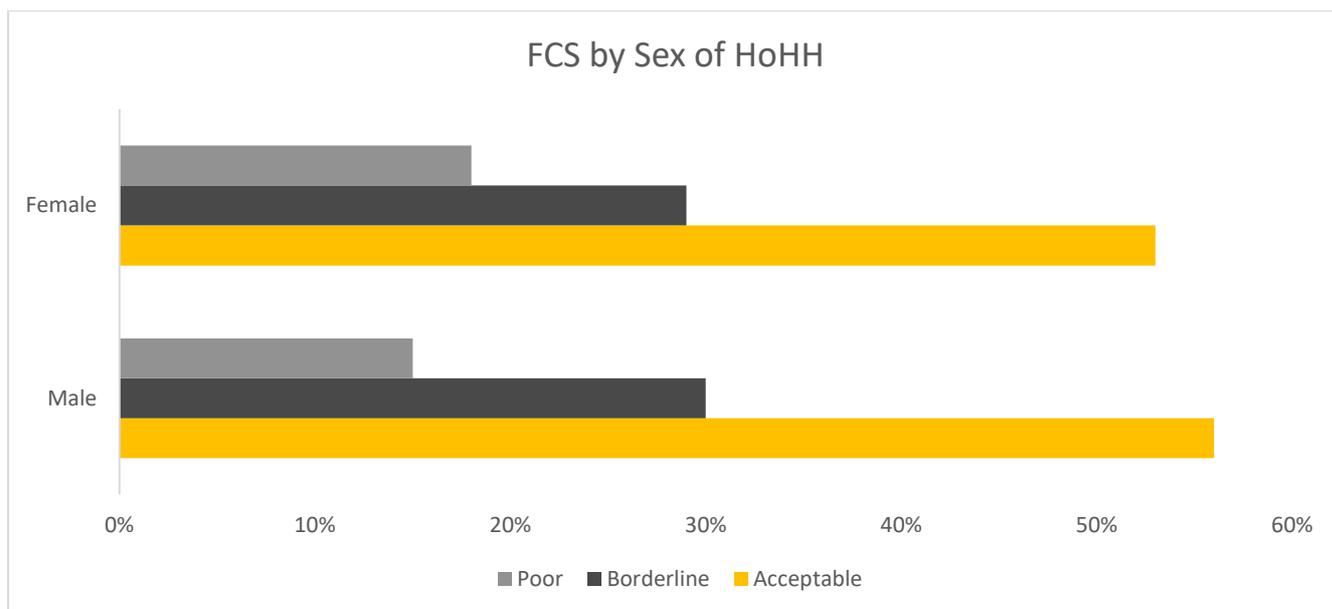


Figure 11: FCS by sex of HoHH

As evident above, the majority (55%) of beneficiaries surveyed reported acceptable food consumption scores. The results also suggest that this is due at least in part to the food security/food assistance services, as the only group in which less than half of beneficiaries achieved an acceptable score was those who received WASH only, the proportion of whom achieved an acceptable score was even less than non-beneficiaries. Overall, slightly more female-headed HHs (18%) than male-headed HHs (15%) had poor food consumption scores, and male-headed HHs also had a slightly greater proportion with acceptable scores (56% compared to 53%).

### WASH: Diarrhoea rate

This simple indicator asked survey respondents if their child (under the age of 5) had experienced diarrhoea (defined in the question as at least three loose or liquid stools in one day) during the previous two weeks. The following charts display the results (n.b. not all respondents had a child aged under 5 and therefore they selected 'not applicable').

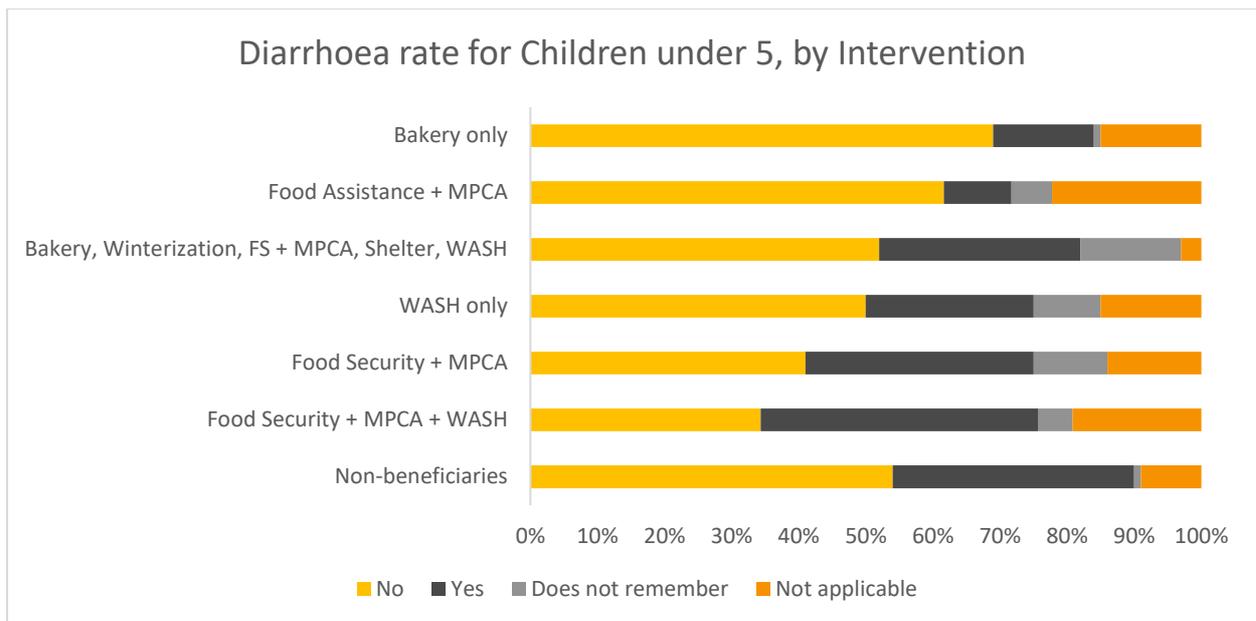


Figure 12: Diarrhoea rate by intervention

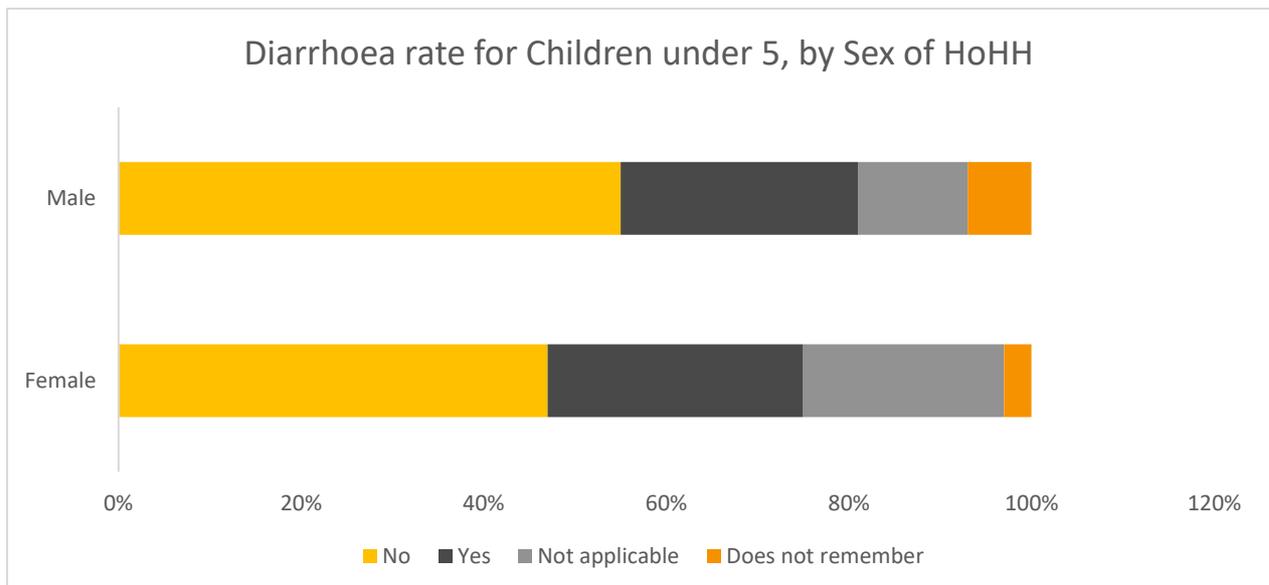


Figure 13: Diarrhoea rate by sex of HoHH

Overall, 26% of respondents reported that their child had had diarrhoea in the previous two weeks. The synergy that reported the highest prevalence of child diarrhoea was Food Security + MPCA + WASH, however results were broadly similar across synergies. Of note here is that most WASH beneficiaries surveyed were not receiving hygiene promotion messaging, the majority were only receiving water supply. Female-headed HHs reported marginally higher child diarrhoea rates (28% compared to 26% in male-headed HHs).

#### 4.4.2. Human Stories

The evaluation team gathered four human stories to serve as case studies of the effectiveness and impact of services in four different sectors of the RESTORE II programme; Food Security, WASH, Nutrition and Shelter. These case studies are presented below to illustrate the impacts at the micro (individual) level, in addition to any challenges faced or requests for additional services. All names have been changed in order to preserve beneficiaries' anonymity.

##### **Food Security (Shafak)**

Maarouf is a 44-year-old man who lives in a house in Afrin city with his wife and two children. He was forced to leave his hometown, Maarat al-Numan, in 2019 when the frequency of the bombing increased, as it was random and deliberate in order to force people out of their homes and displace them. On the day of his displacement, while Maarouf and his family were trying to escape the bombing, he lost one of his children, and his wife was maimed and left disabled by a missile that hit their car - Maarouf was injured too. After being displaced, he and his family had to spend 20 days on the street in winter, living in the rain until someone secured a house for them.

Maarouf used to own a plant nursery to grow flowers and trees in his village, where his two children used to go to school, but now they have dropped out. He describes the fact that they cannot continue their education as the 'worst thing he has ever done'. Although his wife is able to take care of herself despite her disability, their health conditions do not allow them to work and support their family. Their living standards experienced a drastic decline considering they used to have sufficient income and even owned property before the conflict. With the lack of income, his family struggles with housing costs, poor living conditions, malnutrition as well as poor water quality. In fact, they were and still are now suffering from malnutrition, and are trying to save food for their future needs. They did not only experience financial struggles but also the negative effects of societal disintegration, as he describes: "our community is destroyed intellectually, morally and culturally, and we live under a state of psychological pressure that I cannot describe."

He was previously registered in a project for food baskets and received them, but unfortunately was excluded from receiving assistance after some time. After that, he was accepted into the cash assistance intervention for another project through which he received support for five rounds and another three rounds of two months, which accounted to USD250 in total. Comparing these two modalities, he finds cash assistance to be more advantageous as food baskets may contain food materials that the family members do not eat and thus need to be distributed or disposed of.

He was registered in the project by members of the organization who visited his house. The staff verified his documents including all of his identification papers as well as medical reports to understand his situation, his living conditions were checked as well. Even though he is not a primary beneficiary, he was included to the list to benefit from the services. The project identified the needs and the beneficiaries were selected by prioritising those in most need. For example, he was prioritised because of his medical condition, and the specific dietary system his condition entails. That being said, Maarouf thinks that aid organizations cannot perform properly because of the restricting policies/laws and pressure inflicted on them, hindering the impartial and independent nature of humanitarian work.

The intervention allowed Maarouf to meet his medical costs, as his condition requires constant treatment and medical supplies such as sedative drugs to alleviate the pain. Moreover, he and his family are now in financial power to secure some of their basic necessities. After receiving the cash assistance, Maarouf immediately paid his debt to the pharmacy, and then bought some household supplies. The development of their financial sufficiency, and as a result, being able to secure various household needs, had a positive impact on the family's mental health as well. That being said, unfortunately, the cash assistance fails to secure all of his family's needs – given that he is unable to work and move and needs continuous treatments and medicines. For example, despite having a medical report that says he needs to undergo spinal surgery at the end of this month, first he needs to find a sponsor who would pay the surgery costs as he is unable to do so.

Maarouf wishes that people with disabilities and patients would receive special focus -i.e.: centres and projects- as they struggle to integrate with other groups of people. Waiting in the queue was also a struggle for him, and although the staff tried to help him, they could not meet everyone's needs due to large numbers of beneficiaries. As a solution to this, he suggests that the names of persons with disabilities to be sorted out/separated and they can receive the aid from special points that are assigned to them. Another two challenges he faced when receiving the cash grant was overcrowding and the security situation. Even in one incident, the area in which the distribution centre was located was bombed, and he was unable to run and move without help.

He also stresses the need around children's education hopes for an educational project for children to prepare them for a better future.

It is important to specify that Maarouf has a disability caused by fractures in the spinal cord, tears in the left hand and tendon rupture.

## **WASH (GOAL)**

Mohamed\* is a 50-year-old man with foot mobility impairment. He is currently residing in Al Kaaiba camp in A'zaz, Aleppo with his wife and two children (one girl and one boy). After the onset of the conflict, he was displaced from his village Kharaz that is located in the eastern countryside of Aleppo and he moved between several cities within the area. He stayed in the town of Ihtimalat for three years, before eventually relocating to the Kaaiba camp.

An injury which resulted in a motor disability in his knee and right foot impeded him from working in jobs that would cause him suffering. And because he has not been employed since the injury occurred, he can only manage to secure some of his needs with the help of some other people.

Before GOAL's WASH intervention, he and his family were struggling with the scarcity of water as well as poor hygiene standards of the camp. The bathrooms were not gender-segregated and the existing collective water tanks did not suffice to meet the needs of the entire population of the camp. This compelled him and his family to carry water to their residential numerous times every day and this was especially a challenge for him due to his health status. Additionally, the external sewage and refuse across the camp worsened general hygiene of the camp. He experienced several difficulties and he was even contracted an illness due to lack of water and poor hygiene standards.

Mohamed knew about the project since he arrived at the camp, as at the time he was working for the organization that installed the camp, through which he learned about the GOAL intervention as well. At first, needs related to hygiene and sanitation were identified in the camp by collecting information from the residents in the camp. After the intervention began, the camp's condition became significantly more organized and hygienic. His situation markedly improved due to water availability on pumping days and the sewage extension allowed him to take care of his personal hygiene without needing someone else's help. Services were especially useful for him since they eliminated his dependency on other people imposed by his limited mobility. Moreover, the saved time and effort from water carrying boosted positivity in the household, in addition to encouraging them to make time to take care of their personal hygiene. Another important achievement of the water provision was reducing the costs of buying water, which Mohamed personally did not have the financial capability to do so. This was a positive development for all of the breadwinners in the camp who used to be burdened by constant water expenditure. Also, odours caused by external sewage extensions and scattered garbage have significantly decreased as the sewage system is an internal extension now within a network for the whole camp, and garbage has been eliminated with the distribution of garbage containers across the camp.

Services mean a great deal for Mohamed, as he explains “continuous availability of water means continuous sanitation for the entire community”. If it were not for the services provided, they would have to deal with spread of many diseases caused by the external sewage and prevalent garbage in the camp.

Mohamed hopes that in the future there will be larger tanks for big families, so that they can secure their water needs without the need for purchasing additional quantities, especially with the increased need for water in the summer. He would also like to see small relief projects that focus on addressing existing gaps in other sectors, as the camp is only targeted for WASH services.

### **Nutrition (SEMA)**

Fatima\* is a 30-year-old, married woman currently residing in the Aidoun camp in Salqin, Idleb. Shortly after the conflict in Syria began, Fatima was displaced from her hometown in Al-Hawash in the Al-Ghab Plain. Since then, Fatima and her family have moved between numerous camps and villages, before eventually finding a more permanent residence in the Aidoun camp, where they have been residing for the last six years. Along with her husband of 14 years, Fatima has two young children who live with her. The eldest is 4 years old while the second child is a year and a half and suffers from cerebral atrophy and malnutrition. Fatima does not work and while her husband is employed as a daily labourer, he earns a very low wage which is not enough to cover the needs of the family. Fatima’s youngest child needs constant medication, the price of which is too high for the family to afford. Furthermore, her son also needs periodic visits to the doctor, which is far from the camp. Due to Fatima and her family’s current displaced situation, it has become incredibly difficult for her to acquire the necessary nutritional foods, such as vegetables, meats, and fruits. Instead, the family’s source of food has become limited to the materials included food aid packages and specific types of vegetables.

Fatima learnt about the project through the SEMA’s mobile team, who were working in the camp during field visits. Before taking part in the information sharing activities, Fatima had a limited knowledge surrounding the issue of malnutrition and was not aware of the severity of the weakness and thinness of her son and his need for treatment and follow-ups. After the team visited and discovered the case of severe acute malnutrition, Fatima’s son was given therapeutic butter and the team returned a month later to follow-up and check his condition. As a result of the project activities, Fatima realized that malnutrition is a disease like any other that can affect children and needs to be urgently treated. In addition, Fatima has become aware of ways to detect malnutrition and check for cases. Fatima felt the nutrition services were good and useful, especially in times of displacement, because they help malnourished children to recover, as demonstrated in the case of her own child who recovered from

malnutrition. Despite her own benefits of the project, Fatima believes that the project was limited in its scope as there are many children whose parents do not have the ability to provide their children with the correct variety of foods that contain the vitamins and minerals that the child needs. Moreover, Fatima felt the project could have been improved by providing nutritional supplements. Despite this, the nutrition project successfully increased Fatima's interest in her children's food, the quality of the food and taught her the cause of malnutrition and how to treat it. As a result of the intervention, not only has Fatima's knowledge of malnutrition increased, but her son has recovered. To recover, her son was given 60 therapeutic butter sachets (Plumpy Nut) - two sachets a day - while the team followed up on the child's condition every month. Owing to the nutrition project and regular home visits from the team, Fatima has gained good information surrounding malnutrition and its risks to children and society, and this knowledge also increased Fatima's understanding of the importance of breastfeeding and complementary foods. In the future, Fatima hopes that there will be services that continue to detect cases of malnutrition within the camp on an on-going basis or that provide a fixed centre for malnutrition to take care of children with special needs. Fatima was grateful to the team for providing treatment to her child and wished for the service to be improved in the future to provide materials to help children in their nutrition.

It is notable that, due to disruptions and suspension in the service, the follow-ups stopped, and Fatima's child's state deteriorated and returned to malnutrition.

### **Shelter (GOAL)**

Hasan\* is a 30-year-old man, currently residing in Ikdah (Al Zaizafoun), A'zaz. In 2013, Hasan was displaced from his home in Al-Safira, and since then has moved between the western countryside, Jarablus and Ghandoura, before finally settling in Ikdah for the last two years. Hasan shares his home with thirteen other people: his three brothers, their wives, and children. Included in the family unit is also Hasan's five children, two daughters and three sons who are all under the age of 7. The extended family of 13 decided to come to Ikdah because of the village's remoteness and the low rent prices for their home. Hasan works as a block plunger, however due to the nature of the work this role is not permanent, and the living income is generally insufficient. At home, Hasan and his family face many challenges, in particular with his empty water tank and his lack of funds to refill it, making their living situation very difficult. Hasan learned about the project through -the local mukhtar and GOAL's field team. Before the project, Hasan and his brother lived in a tent inside the house. The shelter rehabilitation project therefore met many necessary and fundamental needs of Hasan and his family, with the works repairing the house's windows and doors as well as installing a water tank, restoring the kitchen, and restoring another room in the house. There has been a multiplier of positive effects owing to the intervention, with Hasan and his family feeling both the physical and psychological benefits of the shelter rehabilitation in their home.

Their house now reminds them of the home they had to leave all those years ago and has enabled them to live in a place that they are proud of. Owing to the intervention, Hasan can begin to live a normal life where he can invite his neighbours to stay and be more social with others in the community. Although, the most important result of the rehabilitation works is how it has secured privacy and security, as well as increased Hasan's and his family's standard of living. Looking to the future, Hasan hopes that there will be additional services that will provide fundamental assistance, such as bread, water, or electricity, or provide the opportunity to secure a permanent livelihood. Alternatively, Hasan dreams of working so that he is able to secure financial sufficiency.

#### **4.5. Sustainability**

Regarding sustainability, the majority of survey respondents, key informants and FGD participants considered that most of the positive effects they had experienced as a result of the RESTORE II programme would not be long-lasting, and the benefits would cease to be felt shortly after support being withdrawn. However, the evaluation did find some notable exceptions to this such as the benefits experienced by vendors in the SME support programme under the ERMS sector, who overwhelmingly considered that the impact of their participation would be long-lasting.

Of survey participants, the majority expressed that they would not be able to meet 'all' or 'most of' the needs for the course of one month if the assistance were to end, and the proportion stating that they would not be able to do was even larger when respondents were asked if they could meet their needs for six months after assistance ending. This clearly demonstrates a high level of perceived reliance on project services, for all sectoral synergies. The groups in which the largest proportions of beneficiaries predicted that they would be able to meet all or most of their needs for one month after assistance ending were WASH only (56%), followed by those who received the most comprehensive support, i.e. the combination of Bakery, Winterization, FS + MPCA, Shelter and WASH (41%). The following charts display the results for all synergy groups. It is likely that WASH only scored the highest here as these beneficiaries are not currently relying on GOAL or partners to meet their food security needs (as they are not receiving FS/FA services under RESTORE II) and therefore their situation would not change for them should assistance end, as only WASH would be affected (and for the majority of those surveys the only service received was water pumping). In contrast, those receiving multisectoral support are more reliant on services and hence are less likely to be able to maintain their needs should assistance end.

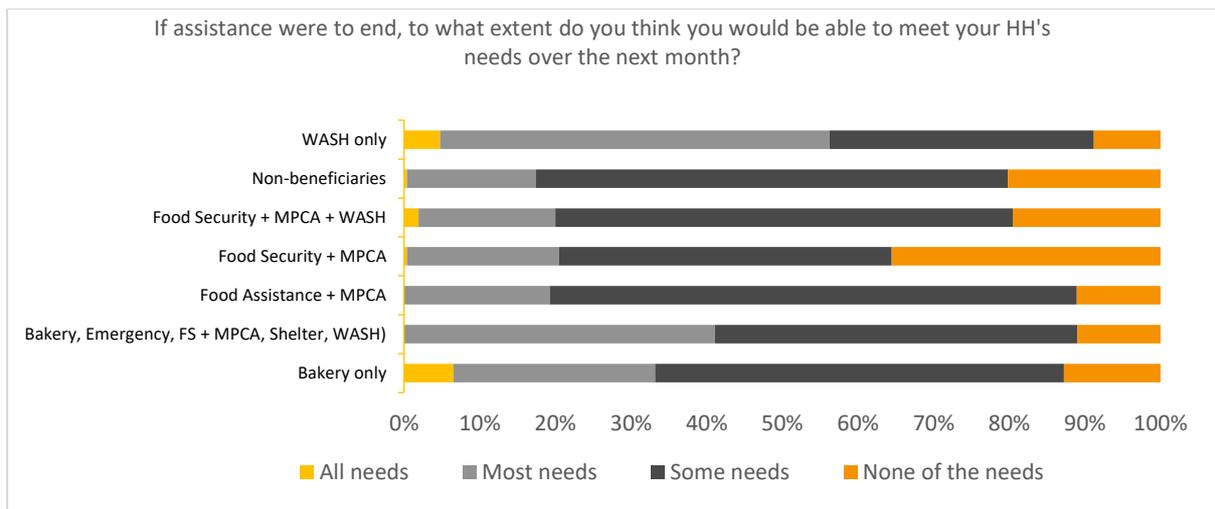


Figure 13: Perceived ability to meet needs for one month after assistance ends, by intervention

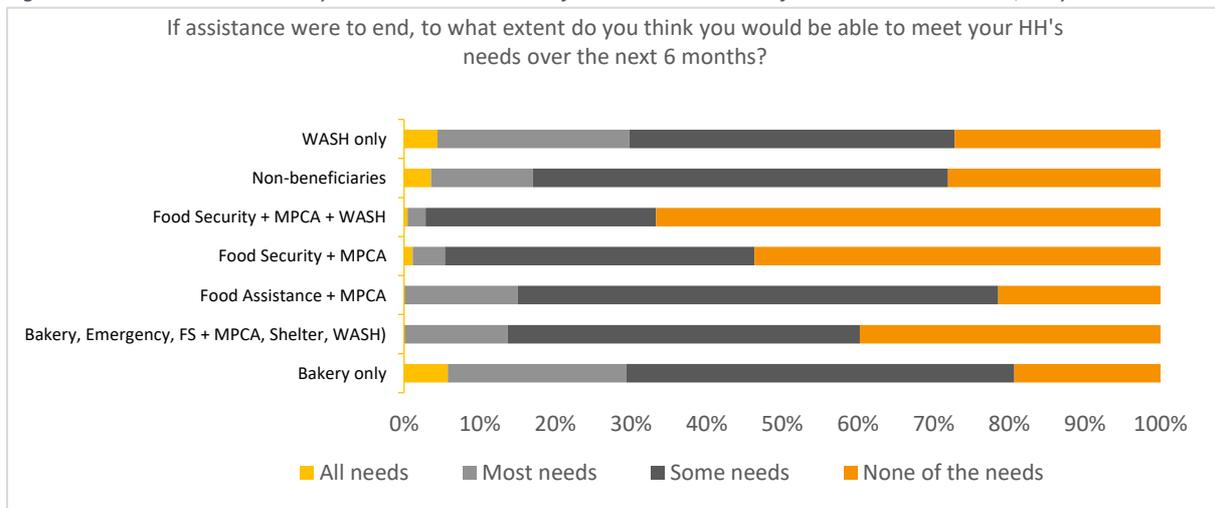


Figure 14: Perceived ability to meet needs for six months after assistance ends, by intervention

As is clear from the second chart, for all synergy groups a large majority of beneficiaries consider that they will only be able to meet at maximum some of their household's needs for the six months following a potential end to assistance. This suggests that the interventions have limited sustainability and for the majority of services, if assistance were to end then the positive effects would also end.

This was also reflected in KIIs with local council members and community leaders, of whom only two out of ten considered that the results would be sustainable and long-lasting. These two informants were both interviewed regarding the nutrition services provided by SEMA, and both considered that the knowledge and information sharing effectuated by the awareness raising sessions would be long-lasting. In addition to this, two local council key informants, speaking in reference to GOAL services in Harim, Idleb and Afrin, Aleppo mentioned that the effects would be long-lasting for vendors who received SME support as well as bakery owners and subsidised bread beneficiaries, however for all other interventions the effects would end concurrently with the withdrawal of assistance.

The remainder of local council KIs emphasised the reliance of beneficiaries in their respective communities on assistance, particularly in the case of food security assistance. As such, they considered that local populations would immediately struggle to meet their needs and as such would return to negative coping mechanisms such as selling possessions and taking on debts in order to purchase food and other basic needs.

*The results of the program are instantaneous and end with the end of the project and the outputs of the program will not last long. There will be no impact on the beneficiaries when the assistance ends and they will return to their old method of buying with debt.* – KII with member of local council in Jisr Al-Shughur, Idleb

*When the assistance ends, the situation of families will deteriorate due to the high prices, the lack of job opportunities and the inability of most families to secure their expenses.* – KII with member of community committee in Afrin, Aleppo

Food Security (voucher) beneficiaries from Ihsan who participated in FGDs echoed these opinions. Among male FGD participants it was unanimously agreed that the impacts of the assistance would not continue in the case of interventions being ended, and just one female beneficiary considered that there would be some latent benefit of the assistance received, however it would be short term and the positive effects would end even sooner for larger families. That said, several participants reported spending cash assistance on items which would last beyond the lifetime of the project, such as one who purchased a solar energy panel and a battery with the cash distributed by IhsanRD. It is used to generate electricity and its impact will continue throughout its shelf life which extends for more than a year. Therefore, it can be said that while there is some degree of sustainable impact at the micro level, at a macro level it is clear that the intervention has not generated sustainable outcomes and beneficiaries are dependent on continued assistance in order to meet their needs.

However, as mentioned above, a contrast to this was the SME support programme, as vendors who participated in this and informed the evaluation considered that they will experience long-term benefits, as well as general improvements in local markets as a whole. All key informants reported that the results of the assistance would be sustainable and long-lasting, due to factors such as equipment (like generators and solar panels) purchased through the cash grants, as well as the business and management knowledge gained through the trainings provided under the programme. Bookkeeping was identified as the most important skill gained by the informants, and they expressed that the knowledge they had gained through trainings such as this would remain with them and inform their business practices.

## 5. Conclusions, Recommendations and Lessons Learned

### 5.1. Conclusions

The Theory of Change of the RESTORE II programme was that if conflict-affected households are supported with an integrated multisectoral response, then the basic needs of the target population will be met while strengthening household and community resilience to future shocks. The evaluation aimed to test this hypothesis by gathering data from different synergy groups relating to the sectors under which beneficiaries had received assistance. The Theory of Change articulates that those who received multisectoral support (i.e. benefited from assumed synergies between sectors) would be more likely to meet their needs and would therefore report better indicator scores. However, the evaluation found that in actuality, there was less of a clear pattern and in fact beneficiaries who *only* received Bakery (i.e. subsidised bread) were the synergy group that reported the best scores. The table below shows the ranking of each synergy for nine key indicators measured in this evaluation and outlined in the findings chapter above. As demonstrated, there is not a clear validation of Theory of Change based on these indicator scores alone, with most synergy groups overall performing very similarly and with little to no quantitative evidence that a multisectoral approach led to better results. However, qualitative data from the evaluation has provided examples of how a multisectoral approach is valuable in terms of meeting beneficiaries' needs, as outlined below.

Table 8: Synergy Ranking n.b. 1=best, 6=worst

	Bakery only	Food Assistance (without Bakery) + MPCA	All available services (Bakery, Winterization, Assistance, FS (Bakery+FA) + MPCA, Shelter, WASH)	Food Security (Bakery and FA) + MPCA + WASH	Food Security (Bakery and FA) + MPCA	WASH only
To what extent has the assistance received been appropriate to your needs (intervention)?	1	4	6	3	2	5
To what extent has the assistance received had a positive impact on you and your HH? (intervention)	1	4	6	3	2	5
rCSI scoring by intervention	3	2	1	5	6	4
HDDS scoring by intervention	1	4	2	6	5	3
FCS by intervention	5	4	2	1	3	6
Diarrhoea rate by intervention	1	2	3	6	5	4
Perceived ability to meet needs for one month after	1	4	4	3	5	2

assistance ends, by intervention						
Perceived ability to meet needs for six months after assistance ends, by intervention	1	5	6	4	3	2
<b>TOTAL</b>	<b>14</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>31</b>	<b>31</b>

Overall, despite the above, the evaluation found that the RESTORE II project is responding to needs in the targeted locations and creating positive effects for the sectors of WASH, Nutrition, Food Security (including MPCA) and Shelter.

The value and relevance of the project is being demonstrated by the fact that beneficiaries have reported numerous positive effects of the different interventions, including increased food security and water access. They also report that their priority needs have been taken into account, including directly through needs assessments and community consultations prior to receiving assistance. The evaluation found numerous qualitative examples of the positive effectiveness and impact of the respective interventions, however the outcome indicators calculated from the quantitative data did not demonstrate a correlation between the level of support received (i.e. benefiting from multisectoral assistance) and higher indicator achievements. While findings were generally similar between genders, the evaluation did find that both female beneficiaries and beneficiaries from female-headed households were likely to be resorting to more severe coping strategies than their male counterparts. However, given the absence of comparable baseline data, it is difficult to draw firm conclusions from the quantitative data alone, and as such the evaluation has ensured to synthesise the qualitative and quantitative findings, and in doing so has found strong evidence for a positive impact generated by the programme.

As to be expected from an emergency context, the evaluation assessed that the interventions provided generally have very limited sustainability, and most beneficiaries will be reliant on continued assistance in order to meet their needs, particularly for food security. However, interventions such as nutrition awareness raising, shelter rehabilitation and the SME support programme provided to vendors were assessed to have generated some sustainable impacts, for example due to knowledge transmission and market activation.

## 5.2. Lessons Learned and Recommendations

Based on the findings, the evaluation has identified several key lessons learned and recommendations to consider in future interventions and cycles of the RESTORE programme in Northwest Syria.

- When informing community members about project services and enrolling them to receive assistance (particularly for food assistance and MPCA), GOAL and partners should ensure to adequately inform beneficiaries that they cannot receive assistance

from multiple organisations, in order to manage expectations and maintain satisfaction, as the evaluation noted several instances where beneficiaries were unaware that they were ineligible for support until late in the enrolment process and were subsequently disappointed.

- Similarly, GOAL and partners should ensure to maintain coherent selection criteria and selection processes for beneficiaries in all targeted locations, including coordination with local authorities such as local councils and relief offices.
- When planning future rounds of food security assistance, it is recommended to focus on cash (e.g. voucher) assistance, as both beneficiaries and project stakeholders expressed preference for this over in-kind food kits.
- As the RESTORE II programme has already had some success in market activation and facilitating economic recovery, such as through the voucher programme and the SME support programme, it is suggested that GOAL take this further and develop further livelihoods interventions in order to create more sustainable outcomes for beneficiaries and reduce the reliance on assistance in order to meet their needs. Potential interventions could include an expansion of the SME support programme in addition to cash for work initiatives and training programmes. As female beneficiaries were found to be more likely to resort to severe negative coping strategies, livelihoods interventions targeting women may be a strong step forward.
- Based on the diarrhoea rate indicator, Jouri recommends expanding the implementation of hygiene promotion messaging to more communities, as reported rates were relatively high even among beneficiaries who had received WASH services (i.e. water pumping).<sup>10</sup>

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<sup>10</sup> Idleb and Harim districts, Idleb governorate.

## 6. Annexes

### 6.1.1. Evaluation matrix

Key Evaluation Questions (EQ)	Sub-Questions (SQ)	Indicators	Sources of information
<b>RELEVANCE</b>			
1. Has the program correctly identified the highest priority needs of the affected populations (women and men of different ages, children and persons with disabilities)?	1.1 Have the differing needs of women and men of different ages, children and people with disabilities been correctly identified through the program?	% of beneficiaries reporting that their needs have been correctly identified, disaggregated by age, gender, disability status and displacement status	Surveys
	1.2 Were beneficiaries' and communities' highest priority needs correctly identified?	# of beneficiaries who reported being consulted about their needs prior to their participation in the program. # of interviewed staff who reported conducting a needs assessment with the community and confirmed using the report results to inform the project design.	FGDs Desk review KIs
	1.4 Were these needs met by the program interventions?	% of beneficiaries (disaggregated by age, gender, disability status and displacement status) reporting that their needs have been met by the project activities.	Surveys FGDs
	1.3 Were project activities suitable for people with disabilities?	% of beneficiaries with disability reporting that activities were suitable for them	Surveys FGDs On-site observations

		Observed evidence of accommodations for persons with disabilities, including use of distribution observation data from TPM	Desk review
2. To what extent have the synergies between programs / sectors proven to be appropriate for the most vulnerable population, including women, children, persons with disabilities and older persons?	2.1 What synergies are identified between project programs and sectors? -	Identification of program components being well configured to reflect both background sector and context on the ground, e.g. referral mechanisms between sectors. - Advertising/awareness efforts used to raise BNFs' awareness of project activities	Desk review KIIs -
	2.2 Have synergies between programs and sectors been appropriate for the most vulnerable populations?	Comparison of outcome indicator scores between sampled synergies, disaggregated by vulnerability status e.g. disability, displacement status, female headed HHs etc	Surveys FGDs
	2.2 How relevant were these to local needs in the targeted locations?	% of beneficiaries who report that combined interventions were relevant to meeting local needs Qualitative examples of this	Surveys FGDs
3. To what extent did the program consider gender equity, protection, age, physical and emotional challenges of the participants, and risks to participation in various interventions in activity design and implementation?	What were the inclusion criteria to select the beneficiaries?  Was beneficiary selection deemed to be fair (inclusion/exclusion bias) and transparent?	% of beneficiaries who think that the selection process was fair for everyone Procedures reported by project staff to ensure matching the selection criteria	Surveys  KIIs
<b>COHERENCE</b>			

3. How compatible is the RESTORE II Program with other interventions in North-West Syria (NWS)?	3.1 What level of cohesiveness and complementarity does RESTORE II have with other implementing agency programs?		
	3.2 Was the intervention designed based on coordination with other parties?	Evidence/reporting of coordination e.g. at cluster level Service mapping conducted at the beginning and during the intervention.	KIIs Desk review
	3.3 Have any gaps or overlaps been identified in the target locations of the intervention?	% of beneficiaries who report having received duplicate assistance from other organisations during the project period Gaps/overlaps identified by key informants	KIIs Desk review Surveys
4. Were the targeting criteria between different programs/sectors mutually reinforcing?	4.1 Was there any conflict between selection criteria for beneficiaries across different sectors?	# of interviewees who reported having no conflict in the selection criteria for the different services  Identified conflicts and complementarities between selection criteria	Desk review  KIIs
6. How has management adapted the activity design or implementation based on monitoring information and feedback from the target population?	6.1 Was monitoring and feedback regularly collected and used to inform program design and adaptation?	Evidence of monitoring and feedback collection  Examples of how this was used to inform program design and implementation	Desk review KIIs FGDs
7. Was the planned transition of beneficiaries from first line responses to longer term interventions achieved?		Evidence of beneficiaries being transitioned in terms of services received and progress made as a result of receiving each tier of intervention.	KIIs FGDs

		# beneficiaries who report having received follow-up assistance after receiving a first line response	
<b>EFFECTIVENESS AND IMPACT</b>			
8. To what extent has the program's multi-sectoral approach effectively met the stated program objectives, targets and delivered outputs in a timely manner?	8.1 Have program objectives and targets been met? To what extent?	Evidence of achievement of select project indicators	Desk review Survey
	8.2 Were the assistance modalities adequate to meet sectoral and programmatic objectives?	Evidence of achievement of select project indicators Disaggregation by modality of assistance	Desk review
	8.3 Did women and men participate and benefit equally or differently? (Gender sensitive programming and gender mainstreaming. Safety.)	% of male and female beneficiaries # of beneficiaries reporting challenges in participating, disaggregated by gender + nature of challenges	Surveys FGDs
	8.4 Did beneficiaries feel safe while participating in the project?	% of beneficiaries who report feeling safe while participating (e.g. at distribution site)	Surveys
	8.5 What was the added value of coordinating with other agencies and between sectors? Did inter-IPs coordination prevent beneficiaries from receiving assistance in multiple locations?	Evidence of coordination between IPs and GOAL + reported effects Evidence of coordination measures in place to prevent beneficiaries receiving assistance in multiple locations # of beneficiaries who report having received assistance in multiple locations	Desk review KIIs

	8.6 To what extent was the project flexible to adapt to changing circumstances?	Reported examples of adaptations made in response to changing circumstances (e.g. modality of assistance)	KIIs Desk review
9. Are there any ill effects or unplanned impacts as a result of this program?	<p>How did the project change the lives of the beneficiaries and other local stakeholders?</p> <p>What factors, internal and external to the project, contributed to the changes, or detracted from more potential change?</p> <p>What were the unintended and/or negative consequences of the project, if any?</p> <p>What effects did the project have on local market conditions?</p> <p>Did the project cause any changes to community dynamics (including between IDP-host communities, leaders-communities, interhousehold, intrahousehold)?</p>	<p>Qualitative examples of changes</p> <p>Qualitative examples of factors</p> <p>Qualitative examples of effects on local market conditions (e.g. price changes, availability of products, demand for products)</p> <p># stakeholders reporting changes in community dynamics</p>	Surveys FGDs KIIs
<b>EFFICIENCY</b>			
10. Was the integration approach of various assistance modalities cost-effective?	What were the advantages and disadvantages of using the various assistance modalities, according to the different stakeholders?	<p>Degree of budget execution</p> <p>Reported advantages and disadvantages of different modalities</p>	<p>KIIs</p> <p>Desk review</p> <p>FGDs</p>

	To what extent were the assistance modalities used for their intended purposes?	Reported challenges faced by beneficiaries and project staff, disaggregated by modality	
11. Were program outputs delivered in a timely manner?	Were the project's administrative, financial, logistical and M&E processes deemed adequate to ensure timely delivery of project interventions ?( Contracts, procurement, cash transfers. Monitoring of vendors (check BF IDs, buy vouchers for less amount of cash).. Voucher redemption at shops. Cash at hawalas. Sanitation needs, suitable shelters)	% of beneficiaries who feel they received assistance in a timely manner  # challenges/delays reported by project staff and stakeholders	Surveys  KIIs  Desk review
12. Are there any efficiencies gained or lost by the current beneficiary selection process and how household data is sourced?	12.1 Were beneficiaries selected in an efficient way?		KIIs  Desk review
	12.2 How is household data sourced?	Method of HH data collection	Desk review
	12.3 Were any challenges experienced in the beneficiary selection process?	# and nature of challenges reported	KIIs  Desk review
13. Have adequate human and financial resources been applied to delivering program outcomes?	13.1 Did GOAL or partners experience any challenges in delivering the program activities due to human or financial resources?	Reported challenges experienced by GOAL/partner staff regarding human or financial resources	KIIs

SUSTAINABILITY			
14. What aspects of GOAL's RESTORE II program are 'sustainable' for target communities?	14.1 Has the RESTORE II program affected households' use of negative coping strategies, and to what extent? Disaggregate by modality type.	% of beneficiaries who report reduced use of negative coping strategies + qualitative examples	Surveys FGDs
	14.2 To what extent the program synergies are creating a sustainable outcome for the targeted communities? To what extent are benefits likely to be felt after assistance ends?	% / # beneficiaries and external stakeholders who feel that outcome(s) will be sustainable	KIIs  Survey  FGDs
	14.3 To what extent are RESTORE II interventions using, supporting, or developing markets in NWS? Have these interactions been positive or negative?	# vendors who report positive effects as a result of their participation in the SME support programme  Reported outcomes of assistance on local markets in the project locations	KIIs
LEARNING			
15. To what extent was the learning between different programs/sectors mutually reinforcing?	15.1 What evidence is there of the shared learning and research being applied to enrich the multisectoral design/implementation?	Reported recurring meetings between management of different sectors, and ways in which learning was shared  Reflections upon overall analysis, once completed?	KIIs Desk Review
16. What other lessons learned have been identified over the course of the project implementation?		Reflections upon our overall analysis, once completed.	KIIs FGDs Desk Review

