

TERMS OF REFERENCE

Consultancy for external Project Evaluation

Background

Age International, through its implementing partner, HelpAge International is seeking a consultant or consultancy firm to conduct a final evaluation of Phase 2 of the project titled "Provision of Protection, Care, and Health Services to Earthquake-Affected People in Syria and Turkey." The project is funded by the Disasters Emergency Committee (DEC) and runs from June 1st, 2023, to January 31st, 2025, and is implemented in partnership with Syrian Expatriate Medical Association (SEMA) and Hope Revival Organisation (HRO).

The evaluation will commence on 10th November 2024 and conclude by 24th January 2025. A budget for the evaluation will be finalised during the contracting phase. The final evaluation report and management response is due by end of January 2025 and is expected to be published.

This evaluation will include both a comprehensive evaluation report focusing on SEMA's primary healthcare consultations and HRO's livelihoods initiatives, and a separate lesson learned report, capturing insights from other components such as protection, mental health and psychosocial support (MHPSS), capacity building, and community advocacy.

About HelpAge

HelpAge International works with partners and a diverse global network of more than 170 organisations over 90 countries, supporting millions of older people to live safe, dignified, and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age.

About HelpAge Partners

Hope Revival Organisation (HRO): HRO, based in Gaziantep, Turkey, operates in both Turkey and Syria. Since 2013, it has provided humanitarian support, focusing on internally displaced persons (IDPs) and refugees. Key areas include mental health and psychosocial support (MHPSS), protection, child protection, and peacebuilding.

Syrian Expatriate Medical Association (SEMA): SEMA, founded in 2011, is a humanitarian health NGO based in Syria, providing essential services through hospitals, health centres, and mobile clinics. SEMA focuses on emergency relief, non-communicable disease care, mental health, and integrates protection services for survivors of violence and other vulnerable groups.

Objective

The evaluation will assess the impact of healthcare and livelihood services provided to earthquake-affected communities and capture lessons learned from protection, MHPSS, and capacity-building activities.

The evaluation has two primary objectives:

1. **Evaluation Report (In Focus Activities):** This report will assess the effectiveness, relevance, efficiency, coherence, impact, and sustainability of SEMA's primary healthcare interventions and HRO's livelihoods programmes. The report will be developed using the DAC criteria and will include detailed analysis of project implementation, challenges, achievements, and areas for improvement. The evaluation will include an assessment of the effectiveness of the response and accountability to affected groups, with explicit consideration given to application of the Core Humanitarian Standards.
2. **Lessons Learned Report (Other Activities):** This secondary report will focus on capturing best practices, challenges, and innovations from the other project components, including protection, MHPSS, and capacity building. The purpose is to document learning that can inform future programming and strategies, both for HelpAge and its partners. An additional element is how HelpAge could improve its support to partners.

Project to be evaluated

The project has a multi-sectoral approach aimed at providing protection, healthcare, and livelihoods support to earthquake-affected communities. The key activities and outcomes of Phase 2 of the project, which will be evaluated, are outlined below:

- **Primary Health Care (SEMA)**
 - **Outcome:** Vulnerable people, including older people, have their basic health needs met through access to Primary Health Care.
 - **Activity:** SEMA will provide consultations to approximately 66,000 individuals through a Primary Healthcare Centre in Idlib. These services cover communicable and non-communicable diseases, reproductive health, psychiatric care, dentistry, and the provision of free medication.
- **Protection and MHPSS (HRO)**
 - **Outcome:** Older women and men have increased access to protection and MHPSS support in their communities.
 - **Activity:** HRO will deliver protection services through case management, home-based care, and referrals. Additionally, approximately 6,350 older people and their caregivers will benefit from awareness sessions, while 600 individuals will receive tailored MHPSS support via both group and individual sessions.
- **Capacity Building 1 (HelpAge)**

- **Outcome 1:** Older people and their families have their needs met by the wider humanitarian response due to HelpAge International strengthening of coordination mechanisms.
 - **Activity:** HelpAge has deployed an Age Inclusion Specialist, based in Gaziantep, who is working with clusters, including the Protection Cluster, and the Inclusion Working Group to raise awareness about older people's rights. The specialist will deliver targeted capacity-building sessions for humanitarian actors and contribute to the production of key reports, such as a comprehensive needs assessment for older people in Northwest Syria.
 - **Outcome 2:** Older people's rights are better understood and advocated for within communities.
 - **Activity:** HelpAge has trained approximately 60 key stakeholders in Gaziantep on older people's rights, based on the United Nations Principles for Older Persons, focusing on independence, participation, care, self-fulfilment, and dignity.
- **Rights Recognition (HelpAge)**
 - **Outcome:** Voices of older people are amplified through establishing community-led Older People Committees.
 - **Activity:** Two Older People Committees will be established in Northwest Syria to advocate on behalf of older people in their community.
- **Livelihoods (HRO)**
 - **Outcome:** Older women and men have greater economic independence.
 - **Activity:** HRO will organise vocational training and digital literacy workshops for around 400 older individuals, particularly focusing on income-generating activities, such as soap making, tailoring, and digital marketing.

Geographic Locations

The evaluation will cover activities implemented in the following geographic areas in Northwest Syria:

- SEMA: Idleb Governorate, Idleb district, Idleb Sub-district.
- HRO: Aleppo Governorate, Azaz district, Azaz and Aghtrin Sub-districts

Specific Objectives for In-Focus Activities (Evaluation Report)

The evaluation of the healthcare and livelihoods interventions will be guided by the following questions, aligned with the DAC evaluation criteria:

- **Relevance:** Did the activities meet the needs of at-risk groups, especially older people and people with disabilities?
- **Coherence:** Were the activities aligned with sector-wide best practices and coordinated with other humanitarian efforts?
- **Effectiveness:** To what extent were the objectives met, and what were the key factors influencing success?

- Efficiency: Were resources used optimally to achieve the intended results?
- Impact: What measurable changes did the activities bring to the lives of beneficiaries?
- Sustainability: Will the benefits continue after the project ends? Was there an effective exit strategy?

Additionally, the evaluation will undertake specific focus on the cost-efficiency of these activities, their alignment with the Core Humanitarian Standard, and the degree to which the services were inclusive of older people and people with disabilities.

Specific Objectives for Other Activities (Lessons Learned Report)

The lessons learned report will focus on documenting key insights and best practices from the following activities protection, mental health and psychosocial support (MHPSS), and capacity building, . Furthermore provide insights on any challenges the partners faced regarding engaging with HelpAge and how HelpAge could be more supportive. How does the partner evaluate the support received from HelpAge International including but not limited to:

- Provision of technical support and guidance.
- Sharing resources and materials.
- Involvement in decision making.
- Other capacity strengthening activities.

Methodology

HelpAge will offer flexibility to the firm or consultant to develop their own methodology to meet the evaluation's objectives. This will be further discussed during the development of the inception report. This will subsequently be reviewed by HelpAge and partners before commencing data collection ensure robustness of approach and logistical feasibility. However, HelpAge anticipates the methodology could include:

Activities In Focus

- Desk Review: A comprehensive review of project documentation including project reports, assessments, budgets and survey data.
- Key Informant Interviews: Conduct interviews with programme staff, key external stakeholders and beneficiaries to gather insights.
- On-Site Observation: Carry out visits to partner projects for direct observation of activities.
- Focus Group Discussions (FGDs): Organise FGDs with a range of stakeholders, including beneficiaries, to gather diverse perspectives.
- Reflection Exercises: Facilitate reflection exercises for each activity, allowing for the development of SMART recommendations.

Consultants are encouraged to adapt the methodology of the evaluation based on their experience in the context bringing lessons learned in conducting evaluations and what works better.

Other Activities

- Desk Review: Continue reviewing reports, assessments, survey data, and other documents to support the evaluation.
- Lesson learnt workshop: Conduct an in-person workshop to review all activities, identify good practices, and discuss lessons learnt.

HelpAge Management Response

- Presentation to Senior Management: Present the key findings to HelpAge's senior humanitarian management team and support them in developing a Management Response to the evaluation.

Deliverables

- **Inception Report** (November 2024): This includes an outline of methodology and detailed budget. This will subsequently be reviewed and approved by HelpAge and partners.
- **Final Evaluation Report** (January 2025): Includes SMART recommendations and will be translated into English and Arabic. It must also assess the activities adherence to the Core Humanitarian Standards. The final evaluation report should be maximum 25 pages long. This will subsequently receive feedback from HelpAge and partners. In addition, the evaluator is required to **produce an executive summary** of the final evaluation report to be provided to HelpAge International in January 2025.
- **Lessons Learned Report** (December 2024): Workshop report documenting insights from non-health and livelihoods activities. The lesson learnt report should be maximum 10 pages long.
- **Management Response Presentation** (January 2025): Presentation of key findings to HelpAge's senior management team, supporting them in developing a Management Response.

Timeline

To be completed by 24 January 2025.

- 25 November 2024: Inception report.
- 20 December 2024: Lessons Learned Report.
- 24th January 2025: Final Evaluation Report and presentation.

Budget

The maximum available budget amount for this evaluation is 15,000 GBP. This amount is to cover all costs incurred by the firm/consultant during the evaluation. The budget should be detailed – including calculations - and include:

- Fees and per diem
- Medical and Repatriation insurance (proven at contract signature)
- Third party liability Insurance (if/when required)
- Travel expenses to project locations in Northwest Syria - including visa expenses (if any)

- Accommodation within project locations (if any)
- Communication costs (internet connection, mobile credit)
- Workshop or meeting organization and logistics (estimated)
- Staff
- All Taxes (if/when applicable)

The disbursement will follow the schedule below:

- Satisfactory submission of the inception report– 30%
- Completion of the final evaluation – 70%

Qualifications

- Experience of having conducted at least one final project evaluation of similar nature over the last 2 years.
- Strong background and experience in data collection and analysis.
- Strong contextual knowledge of Northwest Syria.
- Ability to cover all logistical and administrative costs of data collection and stick to budget requirements (no hidden costs).
- The consultant or consultancy firm who can undertake site visits within Northwest Syria.
- Fluency in Arabic and English
- Preferable experience of engaging with older people and those with disabilities in humanitarian contexts.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with. Therefore The consultant must ensure:

- Adhere to HelpAge International's Code of Conduct policy, PSEAH policy, anti-fraud and anti-corruption policy.
- **Guarantee the safety of participants**, partners and teams: the technical offer must specify the risk mitigation measures.
- **Ensuring a person/community-centered approach:** the technical offer must propose methods adapted to the needs of the target population (e.g. tools adapted for illiterate audiences / sign language / child-friendly materials, etc.).
- **Obtain the free and informed consent of the participants:** the technical proposal must explain how the evaluator will obtain the free and informed consent and/or assent of the participants.
- **Ensure the security of personal and sensitive data throughout the activity:** the technical offer must propose measures for the protection of personal data.
- *These measures may be adapted during the completion of the inception report.

Diversity & Inclusion

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work.

We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviours across our work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious beliefs, marital status, pregnancy, social status, and political beliefs.

Application Process

Interested consultants are invited to submit the following documents to HelpAge HR Jobs@helpage.org with the email subject: Consultancy –External Project Evaluation

The short EOI should include:

1. A brief technical proposal of how you will approach the evaluation including proposed evaluation design and methodology & brief activities and timeline (3-page max).
2. Financial proposal: all costs related to the evaluation without exceptions should be figured into the financial plan of the consultant, including consultancy fees, domestic and international travel, visa, accommodation, and per diem.
3. CV of independent consultant/consulting firm and key assessment team members
4. Contact information for one professional reference for each of the proposed team leads
5. An example of a recent humanitarian project evaluation report, ideally from Northwest Syria.

Applications should be submitted by **Friday, 25 October 2024**.

