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*Załącznik nr 1.2 do Zapytania ofertowego z dnia 22 sierpnia 2023 r.
na usługę skolekcjonowania, analizy, mapowania i opracowania danych
dot. dobrych praktyk w ramach projektu Safe Homes Guidance Project
dla Polskiego Czerwonego Krzyża*

TERMS OF REFERENCE

Development of Good Practice Model with Recommendations for Future Responses including Mapping of the Activities for European Commission's, Safe Homes Guidance Project

Background

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, with 192 member National Societies. As part of the International Red Cross and Red Crescent Movement, our work is guided by seven fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

In late February 2022, a new phase in the armed conflict in Ukraine started with the intensification and spread of hostilities affecting many parts of the country and causing major concern for the protection of civilians and essential civilian infrastructure. This intensification started after months of rising political and military tensions – and eight years of conflict in and around Eastern Ukraine where an estimated 1,4 million were internally displaced. Within two weeks of the intensification, more than 2,5 million people from Ukraine had fled and were evacuated to seven neighbouring countries and beyond along with several million estimated to be displaced inside the country. IFRC, ICRC and numerous Partner National Societies have integrated their capacities to provide coordinated crisis response in Ukraine and the neighbouring countries. The IFRC in Poland, supporting Polish Red Cross, continue to provide humanitarian assistance and protection to people affected by the crisis.

Safe Homes Programme

Across the EU, national responses in providing access to services, housing and protection in line with the Temporary Protection Directive have mobilised unprecedented resources. Nevertheless, the likelihood of new arrivals of displaced people require an analysis of accommodation approaches.

The **Safe Homes Programme** aims to set up a transnational practice model and an EU coordinated approach to ensure a systematic application of principles and safeguards contained in the European Commission (EC) guidance¹. The programme includes the continuation of the implementation of hosting activities already running in certain EU Member States, aligning them with the guidance; the support for transition strategies towards sustainable housing alternatives and the development of a good practice model with the collection of

¹ Safe Homes Guidance, published July 2022 found at https://home-affairs.ec.europa.eu/safe-homes-guidance_en



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lessons learned that can be replicated for future needs. The initiative will allow lessons to be drawn from activities implemented so far, identify gaps at national level and ensure high quality standards across all the involved member states.

The Safe Homes Programme is being implemented over one year to support the hosting of families displaced from Ukraine to the EU. The programme proposal includes 2 modules:

1. Operational activities module (support to the implementation of safe homes guidance),
2. Stakeholder engagement, lessons learnt & collection of good practice module.

The first objective (Operational Activities Module) of the project is to support the matching of the housing needs of people fleeing Ukraine with the accommodation offers by the hosts. The aim is to facilitate access to suitable and safe accommodation in private homes by operationalising the European Commission's (EC) Safe Homes guidance and the EU Asylum Agency' (EUAA) recommendations. The second objective (Stakeholder engagement, lessons learnt & collection of good practice module) is to meet the needs of national authorities and implementing partners in the collection of lessons learned and evaluation of the work done through the development of a final report that compiles good practices, lessons learnt and recommendations for future replicability as well as a practice handbook.

Components of the programme will be implemented in Belgium, France, Germany, Hungary, Ireland, Netherlands, Luxemburg, Poland, Romania, and Slovakia. Each national Red Cross society and its partners will be implementing some of the activities proposed based on their capacity, experience and engagement with the national authorities. At the end of the programme, the European Commission's Safe Homes guidance will be operationally tested, and a good practice model will be developed with recommendations for future responses (in case of major crises or migrant reception related issues). The potential replicability will be assessed and challenged with consideration of specific context, and identification of risks.

Purpose of the Consultancy for Provision of Services

To support the Safe Homes Programme Polish Red Cross (PRC) would like to recruit a service provider to evaluate host family support and integration activities implemented in Poland through the collection and analysis of primary and secondary data. Although PRC is not implementing host family support activities as part of the Safe Homes Programme itself, the service provider will be undertaking a mapping and review of existing and previous host family support programmes that have been undertaken in the country, to build a picture of the national experience, especially by focusing in those locations where target groups are densely located and in other geographical areas (no less than 10 voivodeships).

Expected Tasks

The main aim of the service is to conduct a country level mapping (no less than 10 voivodship) and analysis of host family support mechanisms (conducted by various partners including state institutions) and outcomes, to develop clear guidelines and recommendations for the various stages and components of future programmes.

The tasks will include:

- Mapping of stakeholders (including state institutions), existing partnerships, practices, communication strategies and rosters connected to current and previous private housing



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schemes/programmes on the local housing market. This would need to include the scope, population, geographical spread, timeframe of support provided and types of available accommodation. The analysis will focus in those locations where target groups are densely located and in other geographical areas (no less than 10 voivodeships).

- Analysing existing host family support mechanisms and case management systems, including processes for collection of information of those interested to be part of host family support programmes, processes of registration, identification, and monitoring of private homes; to develop recommendations on good practice/ appropriate case management mechanisms. Sample size will not be less than 1500 households.
- Analysing existing host-guest agreements and provide recommendation to develop a framework agreement that could potentially be used by future host - guests. Sample size will not be less than 1500 households.
- Analysing existing standards/mechanisms) used to confirm adequate accommodation minimum standards in accordance with national recommendations and developing recommendations for future approaches. Sample size will not be less than 1500 household and 80% of stakeholders implementing household support programmes.
- Collecting most frequently asked questions (FAQ) and draft a document drawing on interviews with hosts and hosted families (not less than 1500 households to be reached) and review of other relevant documents/ websites/ platforms.
- Developing guidelines for conflict management drawing on interviews with hosts and hosted families. Sample size will not be less than 1500 households.
- Collecting and compiling information about national or local emergency helplines and services available to hosted and hosting families and passing on information of already existing / known ones while conducting interviews to no less than 1500 households).
- Mapping services and/or information provided by Polish Red Cross Integration Centres to hosted and hosting families and passing on information while conducting interviews to no less than 1500 households.
- Assessing interest in country level stakeholders in an ongoing hosting family support system and level of involvement (including potential private sector engagement).
- Analysing experiences of phasing out (from hosting to independent living) and creating linkages to services through Polish Red Cross Integration centres to no less than 1500 households.
- Collecting testimonies from hosts and hosted people (from no less than 60 households) for the purpose of evaluation, case studies as well as for communicating about private hosting initiatives to the public and give visibility to people's stories.

In the implementation of above activities, the service provider will also be expected to:

- collaborate with Red Cross staff and volunteers;
- comply with data collection and data protection standards aligned with Polish regulations are mandatory;
- undertake reasonable steps to ensure that the services are designed and conducted to respect and protect the rights and welfare of the people and communities involved and to ensure that the consultancy is technically accurate and reliable, is conducted transparently and impartially, and contributes to organizational learning and accountability, including by respect the Red Cross Red Crescent 7 Fundamental Principles.

Deliverables

- Draft and final reports compiling the results of the tasks mentioned in the section **Expected Tasks** including:



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- Mapping and analysis of private host family support schemes in Poland including State activities, highlighting key achievements, challenges, lessons learned and recommend changes to any programmes;
- Recommendations on mechanisms for collecting information on those interested in host family support programmes;
- Recommendations on safe identification and referral for those engaged in host family support programmes;
- Recommendations on minimum standards, developing Frequently Asked Questions (FAQ) document drawing on interviews with hosts and hosted families and review of other relevant documents/ websites/ platforms with
- Recommendations on case management system to be used by implementing agency, hosts and hosted families;
- Recommendations around phase out experience/ exit strategies;
- Recommendations on host-guest agreement for future host family support programmes;
- Frequently Asked Questions (FAQ) document for host family support programmes;
- Recommendations for guidelines for conflict management in host family support programmes;
- Collection of testimonies from hosts and hosted families (not less than 20 HHs);
- Recommendations and opportunities for host family support programmes in Poland into the future.
- Realization of workshops presenting national evaluation of host family support in conjunctions with reports presentations.

All deliverables will be prepared in English and in Polish

Duration The provision of services will be performed across the timeline of 1st October -31st January 2024. This includes data collection, presentation of findings, presentation of draft report, integration of feedback and final report and workshops.

Payment Plan

1st payment: 30% of the total amount on approval of methodology, planning, time frames and assigned personnel.

2nd payment: 30% of the total amount on presentation and approval of draft report.

3rd Payment: 40% of the total amount on presentation, completion and approval of final report.

Required qualifications and experience

Experienced company or research agency with:

- Poland context knowledge.
- A minimum of 5 years of demonstrable experience in undertaking research projects, engaging with key informants and developing reports on studies.
- Lead researcher has at least 5 years demonstrable experience of in leading studies in similar context, with specific experience in data collection and analysis.
- Service provider has a minimum of 5 years of experience working in data collection and analysis of social-related questions (ex. housing).
- Excellent written and oral skills in Polish and English



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- Work on Ukraine Humanitarian Crisis or in any other humanitarian contexts would be considered an advantage.

Proposal for the provision of services should include

- **Company profile** highlighting previous similar assignment(s);
- **Curriculum Vitae** (CV) of the lead reviewer;
- Cover letter summarizing experience as it pertains to this review supported by professional references.
- At least **one example of a previous study authored by the consultancy firm** most similar to that described in this TOR.
- Technical proposal based on **expected tasks** and **deliverables** stated above: outline methodology including data collection and data analysis methods, presentation of deliverables , structure of final reporting and timing for each element.
- **Budget proposal.**