



Funded by  
the European Union

*Załącznik nr 1.2 do Zapytania ofertowego z dnia 27 października 2023 r.  
na usługę skolekcjonowania, analizy, mapowania i opracowania danych  
dot. dobrych praktyk w ramach programu Bezpieczne domy  
dla Polskiego Czerwonego Krzyża*

## TERMS OF REFERENCE

### **Assessing Hosting Assistance Initiatives in Poland-Identifying Good Practices, Lessons Learned and Analysing Challenges with Recommendations for Future Responses 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 requires 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) guidance<sup>1</sup>. The programme includes the continuation of the implementation of hosting assistance 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 lessons learned that can be

---

<sup>1</sup> Safe Homes Guidance, published July 2022 found at [https://home-affairs.ec.europa.eu/safe-homes-guidance\\_en](https://home-affairs.ec.europa.eu/safe-homes-guidance_en)



Funded by  
the European Union

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.

While some countries are directly involved in the implementation of hosting assistance, others such as Poland, are mapping and reviewing previous and existing hosting assistance initiatives in their respective countries, aligning them with the guidance; The initiative contains the facilitation of transition strategies toward sustainable housing alternatives and the creation of a best practice model, which includes gathering lessons learned for future applications. This effort will enable the extraction of insights from activities conducted so far, the identification of national-level gaps, and the establishment of high-quality standards across all participating member states, ultimately building a comprehensive understanding of national experiences and drawing valuable lessons.

## **Purpose of the Service Provision**

The Polish Red Cross (PRC) seeks proposals from Service Providers to conduct an assessment of hosting assistance initiatives and related integration activities in Poland. Although PRC is not implementing hosting assistance project as part of the Safe Homes Programme, the Service Provider will be conducting a mapping and reviewing existing and previous hosting assistance initiatives and support programmes that have been undertaken in the country. Findings, analysis and learnings will be captured at different levels according to the stakeholders' interviewed by the Service Provider and they will be included in a Practitioner's Handbook & Lessons Learned report for the Safe Homes Programme.

## **Scope of the Work and Methodology**

The primary objective of this service is to conduct a comprehensive country-level mapping and analysis of hosting assistance initiatives in Poland and to draft a report containing clear guidelines and recommendations for any future programmes.

To carry out the tasks the Service Provider will:

- Design a clear methodology for mapping, analysis and interviews.



Funded by  
the European Union

- Map and identify key stakeholders, existing partnerships, practices, communication strategies, and other activities related to hosting assistance. This comprehensive analysis will encompass factors such as the target population, geographical distribution, duration of support provided, and available types of accommodation.
- Conduct in-person and/or remote interviews (and/or focus groups if relevant) with non-governmental and international organizations, central and local authorities, municipalities, private entities, and other relevant stakeholders involved at different levels in hosting assistance initiatives.
- Conduct in-person and/or remote interviews and/or focus group discussions with persons displaced from Ukraine who were provided accommodation within the hosting assistance initiatives in Poland. The Service Provider will conduct interviews with a minimum of 200 individuals.
- Conduct in-person and/or remote interviews and/or focus groups with hosts who hosted persons displaced from Ukraine. The Service Provider will conduct interviews with a minimum of 300 individuals.
- Analyse existing hosting assistance mechanisms and case management systems, examining processes such as information collection from interested participants, registration, identification, matching, and monitoring. Develop recommendations for best practices concerning the mechanisms below:
  - Analyse existing host-guest agreements and provide recommendation to develop a framework agreement that could potentially be used in the future.
  - Analyse existing standards/mechanisms used to confirm adequate accommodation minimum standards in accordance with national recommendations and develop recommendations for future approaches.
  - Collect most frequently asked questions (FAQ) and draft a document drawing on interviews with hosts and guests and review of other relevant documents/ websites/ platforms.
  - Develop guidelines for conflict management drawing on interviews with hosts and guests.
  - Collect and compile information about national or local emergency helplines and services available to hosted and guests and passing on information of already existing / known ones, including PRC ones, while conducting interviews.
- Map services and information provided by Integration Centres to hosted and guests and pass on information , including on PRC ones, while conducting interviews.
- Assess interest in country level stakeholders in an ongoing hosting family support system and level of involvement (including potential private sector engagement).
- Analyse experiences of phasing out (from hosting to independent living) and creating linkages to services through Polish Red Cross Integration Centres.
- Collect testimonies from hosts and guests (from no less than 20 individuals/household) 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.
- Draft a report based on the interviews and mapping conducted.

All the above listed activities will be carried out in at least 5 voivodships across the country, with a particular focus on regions with a high concentration of individuals (not less than 200 individuals who were provided accommodation and 300 individual hosts with a total of 500 individuals) from Ukraine and/or any nationality in Poland as consequence of the new phase of the armed conflict between Ukraine and Russia Federation started in February 2022).

During the implementation of the above activities, the Service Provider is expected to:

- Collaborate with and report progress to PRC, in different phases of the service delivery.
- Incorporate comments and feedback provided by PRC through the entire service delivery process.
- Ensure technical accuracy, reliability, transparency, and impartiality in service delivery. Contribute to organizational learning and accountability while respecting the Red Cross Red Crescent Seven Fundamental Principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.
- Take reasonable steps to respect and protect the rights and well-being of the people and communities involved.

Public

Public



Funded by  
the European Union

- Adhere to data collection and data protection standards aligned with Polish law, including responsibility for sourcing data.

## Deliverables

The Service Provider will submit the following deliverables, including:

- Designing methodology,
- Mapping and analysing hosting assistance initiatives in Poland including State activities, highlighting key achievements, good practices, challenges, lessons learned.
- Interviewing stakeholders, hosts and guests,
- Preparing recommendations:
  - on potential hosting assistance programmes and to use in future initiatives
  - on identification and referral within hosting assistance initiatives and programmes
  - on minimum standards, developing Frequently Asked Questions (FAQ) document drawing on interviews with hosts and guests and review of other relevant documents/ websites/ platforms and other information on case management system for hosting assistance initiatives. related to exit strategies, on host-guest agreement for future hosting assistance programmes
  - on conflict management system in hosting assistance programme;
- Preparing the Frequently Asked Questions (FAQ) document.
- Collecting testimonies from hosts and guests (not less than 20 HHs);
- Drafting a report on information shared with hosts and guests about PRC services, including those provided at PRC Integration Centres.
- Designing and delivering a workshop presenting the findings and recommendations to the main stakeholders.
- Producing a comprehensive report based on the interviews and analysis conducted.

All deliverables will be prepared in English and Polish.

## Involvement of PRC in the realization of the Service Provision

Beyond general collaboration, PRC will:

- Inform authorities and other stakeholders, and in particular Polish Ministry of Interior and Administration, on the realization of the action by the Service Provider.
- Share information on PRC Infoline to be passed on to hosting and guests while conducting interviews.
- Share information about services provided by PRC Integration Centres to be passed on to hosting and hosted individuals/households while conducting interviews.
- Consult on the methodology development to create linkages between hosts, guests and Polish Red Cross Integration Centres.

## Duration

The provision of services will be performed between 20<sup>th</sup> November 2023 and 29<sup>st</sup> February 2024. This includes data collection, presentation of findings, presentation of a draft report, integration of feedback, preparation of the final report and workshop delivery.

## Payment Plan

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



Funded by  
the European Union

**2nd payment:** 40% of the total amount on presentation and approval of draft report.

**3rd Payment:** 30% of the total amount on presentation, completion and approval of final report.

## Required Qualifications and Experience

Experienced Service Provider with:

- Poland context knowledge.
- A minimum of 5 years of demonstrable experience in:
  - undertaking research and assessment projects, engaging with key informants and developing reports or studies.
  - data collection and analysis of social-related questions (ex. housing).
  - conducting studies and assessments in similar context.
- Excellent written and oral skills in Polish and English and (knowledge of Russian and/or Ukrainian is an advantage)
- Work on Ukraine Humanitarian Crisis or in any other humanitarian contexts would be considered an advantage.

The Service Provider can be either a company or a research agency, not limited to Poland.

## Proposal for the Provision of Services should include

- Service Provider profile and highlighting recent experience in carrying out assignments of similar nature.
- Cover letter summarizing relevant experience for this service.
- Curriculum Vitae (CV) of the lead researcher.
- At least one example of a previous study authored by the Service Provider and relevant to this service.
- 3 references

### Technical Proposal:

- Detailed description of how the Service Provider understands and will respond to the ToR.
- A short outline of the methodology.
- A timeline for completing the service.

### Financial Proposal:

- The costs per each deliverable and the total all-inclusive fees for the whole assignment.
- Travel costs and daily subsistence allowance to conduct the interviews.
- Any other estimated costs as applicable.