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AUSTRIAN RED CROSS



Црвени крст Србије
Red Cross of Serbia

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AUSTRIAN
DEVELOPMENT
COOPERATION

Strengthening resilience of older persons and persons with disabilities during COVID-19 and future disasters

Evaluation of the efficiency and effectiveness of services and the beneficiaries' satisfaction

Terms of Reference

Project sites:	Serbia, Albania, Bosnia and Herzegovina, North Macedonia, Montenegro and Kosovo* ¹
Project Number:	CN 2020/ 420-503
Partners:	Red Cross of Serbia, Austrian Red Cross, Albanian Red Cross, Albanian Association of Geriatricians and Gerontologists, Red Cross Society of Bosnia and Herzegovina, Association for Help and Development HAJDE, Red Cross of Montenegro, Association of the Blind of Montenegro, Red Cross of the Republic of Northern Macedonia, Humanity Association, Caritas Kosova, National Organization of Persons with Disabilities of Serbia, SeConS Development Initiative Group, AGE Platform Europe and European Disability Forum

1. Introduction/Background

The project “Strengthening resilience of older persons and persons with disabilities during COVID-19 and future disasters” is a three year initiative in the region of the Western Balkans, coordinated by the Red Cross of Serbia and supported by the European Union, Austrian Development Agency and Austrian Red Cross. Started in late 2020, it connects civil society partners from Serbia, Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Kosovo* and large civil society networks representing older persons and persons with disabilities at the level of European Union.

The overall objective of the project is to contribute to strengthened resilience of older persons and persons with disabilities in the Western Balkans during COVID-19 and future disasters.

The specific objective of the project is that older persons, persons with disabilities, CSOs and grassroots organisations are better able to cope with the COVID-19 situation in Albania, Bosnia and Herzegovina, North Macedonia, Montenegro, Serbia and Kosovo*.

The project activities are divided in **four thematic areas**:

Mental health

This component aims to preserve mental health and enhance resilience of 60,000 older persons and persons with disabilities across six project sites through:

¹ This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo declaration of independence



- Provision of accurate, timely and accessible information from verified trusted sources including on the epidemic, response progression and measures of protection and self-protection (e.g. elder abuse or abuse of a person with disabilities in family context) as well as individual rights;
- Provision of Psychosocial Support services to ensure preservation of mental health and building of resilience.

Relief/ Cash and Voucher Assistance

This component aims to preserve and enhance physical health and social welfare of 6000 older persons and persons with disabilities across six project sites while strengthening capacities of National Red Cross Societies to provide Cash and Voucher Assistance. The component will include:

- Relief assistance/basic needs assistance through a combination of Cash and Voucher and in kind activities based on needs, epidemiological situation, capacity and movement restrictions;
- Strengthening of cash preparedness capacities of Red Cross National Societies in the Western Balkans in order to provide sustainable CVA assistance.

Strengthening Local Communities

This component includes work on supporting and strengthening civil society organisations across the region to create local initiatives fostering social inclusion and direct support, as well as to engage with local policy makers.

- Engagement of CSOs and grassroots organisations with local level public policy and decision makers, with increased participation of older persons and persons with disabilities;
- Support provided to of a variety of social inclusion activities (including direct support and services) at community level for older persons and persons with disabilities;
- Provision of support and small grants to local level microprojects (60 in total) over the period of ten months in all the project sites as to identify best practices that will further be shared and presented across the region as replicable local models.

Research/ public policy/ advocacy

This component aims to assist public policy creators in the six project sites in improving public policy in the wake of the COVID-19 epidemic. It will do so through providing evidence-based recommendations of new and improved policy models taking the following steps:

- Conducting research on long term care services and provisions in the six project sites;
- Developing and disseminating recommendations on how to improve public policy and increase funding to ensure better access long term care services and provisions for older persons and persons with disabilities, with assistance of AGE Platform Europe and European Disability Forum;
- Supporting CSO networks in the six project sites in engaging in policy dialogue on improving access to rights of older persons and persons with disabilities, with focus on accessibility and provision of long term services;
- Public advocacy activities through campaigns and other means including include press conferences, E-newsletters, websites, poster campaigns, bus campaigns or outdoor exhibitions.

2. Evaluation Purpose

The purpose of this evaluation is to analyse the design, progress and performance of the project as compared to the project document, logframe indicators and situation analysis framework, in general.

This shall serve to develop lessons learned and provide recommendations for future activities and projects in this field.

The evaluation is a process carried out by an external consultant, involving all project partners and project related stakeholders, including national government, ministries, local government entities, media, public service providers and others, as defined by each national coordinator. The analysis within this evaluation shall, at all stages be carried out in cooperation and consultation with the main stakeholders.

3. Evaluation Objectives

The **general** objective of the evaluation is to identify and describe the project performance through presenting results (output, outcome), conclusions, lessons learnt and recommendations.

Specifically the evaluation aims to assess the project progress, relevance, effectiveness, impact and sustainability towards the set project goals, by drawing a focus on activities related to

- Mental health support component
- CVA component
- Research and advocacy component and
- Sub-granting component

As an outcome of this evaluation, it is expected to summarize the project achievements, performance and experiences, and recommend the most effective approaches and methodologies.

This will be particularly relevant for the project partners, the member organization of the national networks and the project management of the RC of Serbia in view of relevance, direction and improvement of their activities. The evaluation's outcomes will be used for the development of future projects. It will be relevant for networking, lobbying and relationship building with relevant future partners, stakeholders or donors, especially in the framework of further EU-supported initiatives in the region.

4. Subject and Focus

This review will focus on five evaluation criteria:

- relevance,
- effectiveness,
- efficiency,
- impact and
- sustainability.

The **first part of the analysis will focus on the performance and efficiency** by looking at the numbers and the progress against the set indicators.

The second part of the analysis will assess the relevance, effectiveness, impact and sustainability of delivered services and implemented activities.

Target group for the evaluation:

- Users of services, CVA and microprojects' activities across the six project sites
- Volunteers and coordinators working on the delivery, management, planning and reporting of services, finance staff of partners involved in CVA activities, civil society partners implementing microprojects

- Relevant stakeholders (e.g. relevant ministries, relevant public institutions, healthcare or social welfare providers, organisations of older persons, organisations of persons with disabilities etc.)

Geographical area:

- The evaluation will take place in all six project sites where the project is implemented.

5. Main Evaluation Questions

Relevance:

- Have the provided services been relevant to the needs of the majority of users?
- Have the implemented CVA activities been well targeted and responded to the priority needs of the beneficiaries?
- Have the implemented activities in the sub-granting component been in line with the project objectives?
- Has the research and subsequent advocacy been in line with the project objectives and policy priorities addressed by the project?

Effectiveness

- To what extent has the implementation of activities achieved expected results/outcomes/ outputs?
- What were the major factors influencing the achievement or non-achievement of the outcome(s)/expected results/outputs? (Also consider any which were possibly beyond the control of the project).
- Are there any strengths and weaknesses in terms of planning, management, implementation and monitoring observed?
- To what extent have all the relevant staff and stakeholders collaborated as planned?
- Did the implementation of activities (particularly in mental health support and CVA components) contribute to capacity building as envisioned?

Efficiency

- Were activities implemented in the most efficient way (time, personnel resources)? Have any issues emerged, if so which ones and why?
- Have the planned expected results/outcomes/ outputs been achieved within the set timeframe and planned budgetary boundaries?

Impact

- How many beneficiaries have benefited from the activities implemented (immediate impact)?
- What exactly has changed in the lives of those people (immediate impact)?
- How did the implementation address the relevant policy needs in the project sites, particularly in terms of research and advocacy?
- What was the immediate and what was the lasting impact of microprojects implemented at local level?

Sustainability

- To what extent will the service delivery and other activities continue after the withdrawal of the external funding?
- Will the service delivery be integrated in local structures and/or funded by other sources?
- What were the major factors which influenced the achievement or non-achievement of sustainability of the service delivery?
- What needs to be done and/or improved to ensure sustainability of the relevant components in the project?

6. Evaluation Approach and Methodology

The evaluation will be carried out according to evaluation standards of the AutRC (Annex 7) by an external consultant, with support of the implementing partners, RCS and AutRC Headquarters staff.

Participation of project stakeholders as defined by the national project coordinators in the evaluation should be maintained at all the times, reflecting opinions, expectations and vision about the contribution of the project towards the achievement of its objectives.

The evaluation/review consists of several phases as outlined under 7) Workplan.

For the different phases it is expected that data and information will be obtained through different methods such as: analysis of documents (e.g. project document, financial and narrative reports, evaluation reports of trainings and any other documents if relevant; mid-term review of the project), structured interviews, semi-structured interviews face-to face or by phone, group discussions, online-survey (if applicable), others.

All data collected needs to be disaggregated by sex.

As part of the analysis, it is expected that the consultant will present concrete recommendations which are addressed to the specific stakeholders.

7. Proposed Timeline

Duration: The internal evaluation will be carried out during a period of 2 months, in April-May 2024.

Workplan:

What		Who	When
<u>Contract and Kick-off meeting</u>	Contract is signed and a discussion of the assignment takes place. First documents, including available data, are provided to the consultant .	RCS	TBD
<u>Analysis of documentation</u>	The consultant studies all necessary project/programme documents; re-construct and analyse the intervention logic/programme theory and theory of change and its assumptions. Existing data needs to be analysed and interpreted.	The consultant	TBD
<u>Inception-Phase</u>	In the inception report the consultant will describe the design of the evaluation and will elaborate on how data will be obtained and analysed. The use of a data collection planning worksheet or a similar tool is required. Inception report will provide details on the timeline, methodology and milestones.	The consultant	TBD
<u>Data collection phase</u>	Data will be gathered, analysed and interpreted. It is expected that the evaluation will include quantitative and qualitative data.	The consultant	TBD
<u>Presentation</u>	Presentation of key findings (feedback meeting) at the end of the data collection phase.	The consultant	TBD
<u>Final Draft Report</u>	Submission and presentation of final draft report, inclusion of comments from partners and contractor.	The consultant	TBD
<u>Final Report</u>	Submission of final report, see reporting requirements under point 9).	The consultant	TBD

8. Deliverables, Reports

The external consultant shall provide the RCS with the following deliverables:

- An inception report (max 5 pages without annexes)
- A final **draft evaluation report** for review and comments by all project partners (25-30 pages without annexes).
- A **final evaluation report** taking into consideration additional input on the draft report from the project team (25-30 pages without annexes). Both reports shall be provided in the following format:
 - o Executive summary
 - o Purpose of the evaluation and the methodology applied
 - o The main findings based on the objectives and scope set out above.
 - o Lessons learned on operational and developmental levels based on the assessment of attainment of objectives and project indicators.
 - o Conclusions and recommendations for future projects.
 - o *Annexes to report*: ToR, Questionnaires, guidelines and other methodologies applied, List of people interviewed, List of documents reviewed, etc.

9. Evaluation Team & Qualifications

The evaluation process is carried out under the overall guidance of the **RCS** to coordinate all activities of the evaluation, provide information to the consultant, including the timing, budget, and quality of analysis.

The external **consultants** to be recruited must have the following key qualifications:

- Relevant academic degree (master level) in social science
- A minimum of three years' experience and expertise in the field/sector of consultancy services and project/program evaluations
- Participated in at least two evaluations ideally in the relevant field in the last five years.
- Knowledge of the region for which the local consultant is hired.
- Knowledge of the local language is preferred.
- Experience and expertise in evaluating cross-cutting issues.
- Experience in social science research methods and proven analytical skills.
- Oral and written English skills (state other language too, if applicable)
- Sound MS Office and IT skills

For the candidates that fulfil the above listed requirements, the decision will be made based on the price.

10. Annexes

Annex 1: Description of the Action

Annex 2: Logical framework

Annex 3: Activity plan

Annex 4: First Interim report to the EU

Annex 5: Second Interim report to the EU

Annex 6: Third Interim report to the EU

Annex 7: AutRC Evaluation Guideline