

Terms of Reference

Evaluation of the Typhoon Wutip emergency operation

1 Summary

1.1 Purpose:

The Vietnam Red Cross (VNRC) and the Secretariat of the International Federation of Red Cross and Red Crescent Societies (IFRC) seeks to evaluate the relevance and effectiveness of the one-operational plan for the 2013 Wutip operation in nine provinces of central Viet Nam to identify key lessons and recommendations to improve ongoing and inform future response and recovery operations.

1.2 Audience:

This evaluation will be used by the VNRC, the IFRC to improve delivery in the Vietnam-related operations and to help plan future strategies and interventions. It will also inform Red Cross and Red Crescent Movement (Movement) partners involved in the operation, and those having a particular interest in international disaster response.

1.3 Commissioner:

This evaluation is being commissioned by IFRC Viet Nam Office in compliance with its Evaluation Policy for final evaluations.

1.4 Reports to:

IFRC Country Representative Viet Nam

1.5 Duration of consultancy:

Approximately 32 days (with approximately 19 days in the field)

1.6 Estimated dates of consultancy:

30 June – 27 August 2014

1.7 Methodology summary:

The methodology for conducting the evaluation will include desktop review, field visits, and individual and stakeholder group interviews. The methodology will be discussed and approved by the VNRC Vice President/Secretary General and IFRC country Representative.

1.8 Location:

Central Provinces of Vietnam including Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Quang Nam, Da Nang and Quang Ngai.

1.9 Application requirements:

An open tender process will be undertaken to identify two consultants to undertake the evaluation. The consultants will be required to submit a proposal responding to the terms of reference as a team. In addition VNRC will nominate one representative to join the team.

2. Background

During the first two weeks of October 2013, the central provinces of Viet Nam were hit by two major storms, Typhoon Wutip on 30 September and Typhoon Nari on 15 October. The two storms and their subsequent flooding caused significant damages to public infrastructure, houses and agriculture in the affected provinces. The total economic loss due to Typhoon Nari is estimated to be VND 1.5 trillion (USD 71 million), over and above the VND 13.5 trillion (USD 663.23 million) economic loss earlier caused by Wutip. In total, up to 504,339 people were affected in the nine provinces by both typhoons.

In response to the typhoon events the Vietnamese Red Cross (VNRC) established a single-operation plan that aimed to deliver humanitarian assistance to 8,570 households including food and non-food items, shelter, water and sanitation and livelihood assistance in the nine provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Quang Nam, Da Nang and Quang Ngai. As a contribution to the one-operation plan, the International Federation of Red Cross and Red Crescent Societies (IFRC) launched an emergency appeal to support the provision of humanitarian assistance to 7,570 affected households in a timely, effective and efficient manner. Bilateral support was also received by VNRC towards the plan of action from the German Red Cross, the Swiss Red Cross and the Spanish Red Cross.

The operation is structured into response, recovery and disaster preparedness activities incorporating four intervention areas supporting the immediate life-saving and medium-term recovery needs in the following sectors: food and non-food relief, water and sanitation, livelihoods, plus preparedness for response.

3. Purpose and Scope of the evaluation

3.1 Purpose

This external evaluation is for the purpose of accountability and learning. Specifically, it will assess the extent to which the outcome, output and activities of the VNRC's one-operation plan were achieved in terms of relevance and appropriateness, effectiveness, efficiency and the needs of beneficiaries. Where relevant, the evaluation will highlight good practices, lessons learned and areas of improvement for future response operations.

The evaluation will also examine the effectiveness of the 'one operation' approach, coordination mechanisms and areas of collaboration throughout the operation between VNRC, IFRC and PNS at the national headquarters and chapter levels, as well as coordination with other agencies responding in the field.

3.2 Scope

The evaluation will focus on the relief and recovery actions implemented by VNRC with support from the IFRC and PNS. It will consider actions undertaken in response to the impact of typhoons Wutip and Nari in the nine affected provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Quang Nam, Da Nang and Quang Ngai.

4. Evaluation Criteria and Key Questions

The one-operation plan established by VNRC for typhoon Wutip and Nari will be assessed based on the following criteria and key questions, which should be taken as a guide where the consultant is encouraged to expand where appropriate.

4.1 Relevance and appropriateness

1. Did the assessments carried out by VNRC and later by the joint recovery assessment team (JRAT), provide an adequate picture of the communities affected by the floods, including their locations and needs? How did this affect the planning for the operation?
2. To what extent, were the strategies employed to meet the needs and priorities identified by the targeted communities, tailored to the local context? Note: This should consider how well the intervention took into account the economic, social, political and environmental context, thus contributing to ownership, and accountability.
3. Were the operation's strategies and priorities in line or complement those of the authorities and other international humanitarian actors? If not, why?
4. What was implemented to ensure the needs of the affected population or communities were met?
5. Were beneficiary selection processes transparent, fair, appropriate and effective? Did they actively exclude bias?
6. Could the operation have expanded to cover more of the affected communities?

4.2 Effectiveness

1. To what extent has the operation achieved the proposed objectives of the one-operation plan? Were the services delivered in a timely manner?
2. What challenges and constraints have been faced during the implementation of the operation and how were these being addressed?
3. What were the factors that helped to move the operation effectively forward, and what factors hindered progress?
4. Did redistributions take place in an "organised" or "spontaneous" manner? If yes, at what scale? What measures were taken to prevent this occurrence?
5. How effective were VNRC's SoPs, relief and cash guidelines in supporting planning, implementation, monitoring and reporting of the operation at the headquarter and provincial levels? Where relevant suggest areas for the revision or further development of existing guidelines, and procedures covering both the relief and recovery phase.
6. What changes in capacity, capability, understanding and learning have occurred within the VNRC as a result of the operation so far? Are these appropriate?
7. To what extent were recommendations from the 2011 Viet Nam Mekong Delta Floods Operation evaluation implemented and how did it impact the operation?

4.3 Efficiency

1. Were there adequate resources (financial, human, physical and information) available and were they utilized efficiently?

2. What monitoring and evaluation activities were carried out during the operation? For example, were there regular field visits by VNRC, IFRC, and PNS representatives? Were regular reports submitted from the field to VNRC? What were the monitoring and evaluation criteria?

4.4 Accountability to beneficiaries

1. Was there a beneficiary feedback mechanism, and was it effective?
2. In terms of visibility, were beneficiaries aware that support was provided by VNRC? Was it difficult to differentiate VNRC support from local authorities and other donors?
3. To what extent did the operation support the targeted communities' own problem-solving and decision-making to address local needs?

5. Evaluation Methodology

5.1 Management team

An evaluation management team will oversee the evaluation and, with the evaluators, ensure that it upholds the IFRC Management Policy for Evaluation. The evaluation management team will consist of VNRC Vice President/Secretary General and IFRC country Representative people not directly involved with the operation.

5.2 Methodology

The evaluation will include visits to programme site areas. The methodology will be discussed and approved by the VNRC Vice President/Secretary General and IFRC country Representative. The methodology shall include:

3.2.1 Secondary information review (this will include but is not limited to):

1. Written/published material, including statistics, archived materials, operational plans, updates, reviews and reports.
2. Initial damages assessments from the Vietnamese authorities.
3. Needs assessments from VNRC.
4. Guidelines for selection of beneficiaries and organization of distributions used by VNRC/IFRC/PNS.
5. Previous evaluation reports from VNRC/IFRC and external consultants.
6. Other information from humanitarian actors in Vietnam.

3.2.2 Field visits:

Field visits will be conducted to locations supported by VNRC in response to the impact of typhoons Wutip and Nari in the nine affected provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Quang Nam, Da Nang and Quang Ngai.

Field locations will be approved by VNRC Vice President/Secretary General and IFRC country Representative and include a mix of those communities who received relief assistance only, relief and recovery assistance, and recovery assistance only.

3.2.3 Interviews:

Semi-structured individual interviews and focus group discussions as well as a household survey will be conducted with members of the communities (including beneficiaries) in order to ensure their participation and to encompass various perspectives.

5.3 Evaluation process

During the evaluation process, the evaluation team members will undertake and be responsible for the following activities:

1. Review of all papers, reports and documents such as the evaluation reports from previous operations, common guidelines used by VNRC/IFRC/PNS and consolidated data related to items distributed.
2. Discuss with VNRC, IFRC and PNS representatives to understand the context in which activities have been developed as well as the constraints and limits related to donors requirements, suppliers, budgets and capacities on the field. After initial discussions, an inception report will be drafted by the consultant and submitted to the VNRC Vice President/Secretary General and IFRC country Representative for final approval.
3. Field visits to the programme area(s) to gather first-hand understanding of the activities at the field level via soliciting survey feedback from programme beneficiaries. It is important to mention that the selection of provinces, districts and communes will previously be done in consultation with VNRC, IFRC and PNS.
4. Training of volunteers on data collection/compilation and survey methodology.
5. Compilation of data, analysis of findings and preparation of a draft evaluation report for submission to the VNRC and IFRC Office in Viet Nam. A workshop with VNRC, IFRC and PNS operation staff (and others as appropriate) will be organized to present preliminary findings and discuss how the design, planning and implementation of future operations be strengthened.
6. Final meeting to present their final report.

6. Evaluation Deliverables

In order to provide guidance to the process, the IFRC Office in Viet Nam will be the main focal point and will be responsible for approving the various outputs of the process. The team members will report directly to the IFRC Country Representative based in Hanoi.

Once the first draft is completed by the team members, the findings will be submitted to IFRC, VNRC and PNS representatives for feedback. Once a final draft is complete, the document will be passed on to VNRC, IFRC and PNS for management response and eventually to the VNRC for final approval.

All reports are required to be submitted in both Vietnamese and English language.

The key deliverables/outputs from the evaluation are:

6.1 Inception report

The inception report will be submitted to the IFRC Country Representative by the 4th of July. It will be a scoping exercise for the evaluation and will include: the proposed methodology, data collection and reporting plans with draft data collection tools such as interview guides; the allocation of roles and responsibilities within the team; a timeframe with firm dates for deliverables; and the travel and logistical arrangements for the team. The scoping exercise will allow the team to gather initial information and draw first impressions of the key issues to be covered.

6.2 Draft report

A draft report, identifying key findings, recommendations and lessons for the current and future operation, will be submitted to the IFRC Country Representative by 15th August, 2014. Comments will be provided by the VNRC, IFRC and PNS within one week.

6.3 Findings Workshop

A one-day workshop will be facilitated by the consultants on the 15th of August to share the findings of the review with relevant stakeholders and programme staff.

6.4 Final report

The final report will contain a description of the evaluation methods and limitations, findings, conclusions, lessons learned, clear recommendations. A suggested outline is attached as Annex 1. The report will contain appropriate appendices, including a copy of the ToR, cited resources or bibliography, a list of those interviewed, and any other relevant materials. The final report will be submitted no later than the 29th of August 2014.

All products arising from this evaluation will be owned by the IFRC. The team leader and / or members will not be allowed, without prior authorization in writing, to present any of the analytical results as his or her own work or to make use of the evaluation results for private publication purposes.

7. Timeframe

The evaluation team will be recruited by the 20th of June 2014. It is estimated the team will require approximately 32 days for carrying out this evaluation. This includes time for desk reviews, interviews in the field and for clarification/writing up a synopsis of main findings, lessons and recommendations.

The tentative planning for the evaluation is outlined in the following table. This will be confirmed by the 7th of July 2014.

Necessary logistical support will be provided to the consultant by the VNRC and IFRC.

Timing	Day	Activity
27 June	-	Appointment of evaluation team members
30 June – 4 July	5	Secondary data review and discussions with VNRC, IFRC and PNS Discuss with VNRC, IFRC and PNS.
7 July	-	Approval of inception report
7-18 July	-	<i>Field visit preparation – VNRC/IFRC task.</i>
21 July -8 August	19	Travel to field locations. Field visits and meetings with key

		stakeholders.
11-14 August	4	Compilation of data, analysis of findings and preparation of a draft evaluation report
15 August	1	Findings Workshop
18 August	1	Draft report submission
18-22 August	-	VNRC, IFRC and PNS feedback on draft report.
25-26 August	2	Updating draft report
27 August	-	Final report submission
Total	32	

8. Evaluation Quality & Ethical Standards

The evaluators should take all reasonable steps to ensure that the evaluation is designed and conducted to respect and protect the rights and welfare of people and the communities of which they are members, and to ensure that the evaluation is technically accurate, reliable, and legitimate, conducted in a transparent and impartial manner, and contributes to organizational learning and accountability. Therefore, the evaluation team should adhere to the evaluation standards and specific, applicable process outlined in the [IFRC Framework for Evaluation](#). The **IFRC Evaluation Standards** are:

1. **Utility:** Evaluations must be useful and used.
2. **Feasibility:** Evaluations must be realistic, diplomatic, and managed in a sensible, cost effective manner.
3. **Ethics & Legality:** Evaluations must be conducted in an ethical and legal manner, with particular regard for the welfare of those involved in and affected by the evaluation.
4. **Impartiality & Independence:** Evaluations should be impartial, providing a comprehensive and unbiased assessment that takes into account the views of all stakeholders.
5. **Transparency:** Evaluation activities should reflect an attitude of openness and transparency.
6. **Accuracy:** Evaluations should be technical accurate, providing sufficient information about the data collection, analysis, and interpretation methods so that its worth or merit can be determined.
7. **Participation:** Stakeholders should be consulted and meaningfully involved in the evaluation process when feasible and appropriate.
8. **Collaboration:** Collaboration between key operating partners in the evaluation process improves the legitimacy and utility of the evaluation.

It is also expected that the evaluation will respect the seven **Fundamental Principles of the Red Cross and Red Crescent**: 1) humanity, 2) impartiality, 3) neutrality, 4) independence, 5) voluntary service, 6) unity, and 7) universality. Further information can be obtained about these principles at:

www.ifrc.org/what/values/principles/index.asp

9. Team Composition and Profile

The evaluation team will be composed of two national consultants and a VNRC representative. The purpose of this multi-profile team is to provide an external point of view, a deep understanding of the context and a thorough knowledge of VNRC structure and previous emergency operations.

Where relevant, IFRC and PNS representatives will have the possibility to join the evaluation team as observers.

Regarding surveys and interviews of community members affected by typhoons Wutip and Nari, they will not be conducted by parties which participated in the relief or recovery activities subject to this evaluation.

9.1 Evaluation Team Leader

The Team Leader will hold responsibility for the management of the team member and liaison with the VNRC representative. The Team Leader will hold responsibility for coordinating with the IFRC Country Representative and ensuring the achievement of the deliverables.

The Team Leader will be based in Vietnam and s/he will have the following skills and experience:

- A background that includes disaster response and/or recovery / risk reduction.
- Be familiar with carrying out operational evaluations.
- Possess diplomacy and consensus-building skills – to manage relations with representatives from VNRC, government, donors and the community
- Experience with coordination mechanisms, operational processes and working modalities and linking to VNRC organisational and strategic frameworks.
- Have experience of working at community level gathering beneficiary feedback through a variety of methodologies.
- Have experience in facilitating lessons learned meetings/workshops involving different stakeholders.
- Familiar with the Red Cross Red Crescent and sensitive to the complexities and constraints associated with the mandate of Red Cross Red Crescent organizations
- Demonstrate experience in the use of both qualitative and quantitative methodologies.
- Knowledge and experience of working in South East Asia would be an advantage.
- Excellent spoken and written command of Vietnamese and English.
- Report writing capacity

9.2 Team member

The Team Member will support the Team Leader in designing the methodology, undertake the evaluation and completing the evaluation report.

The Team Member will be based in Vietnam and s/he will have the following skills and experience:

- A background that includes disaster response and/or recovery/risk reduction.
- Be familiar with carrying out operational evaluations.
- Have experience of working at community level gathering beneficiary feedback through a variety of methodologies.
- Demonstrate experience in the use of both qualitative and quantitative methodologies.

- Technical skills and competencies in the area of Cash Transfer Programming (CTP)
- Familiar with the Red Cross Red Crescent and sensitive to the complexities and constraints associated with the mandate of Red Cross Red Crescent organizations
- Vietnamese mother tongue and a good level of English.

9.3 VNRC Representative

The VNRC Representative will support the Team Leader and Team Member to undertake the evaluation through supporting the coordination of field activities and understanding of the VNRC systems, procedures and mandate.

The VNRC Representative will have the following skills and experience:

- Experience in undertaking monitoring and evaluation of previous activities conducted by VNRC.
- Significant involvement in the planning and monitoring of VNRC projects and programmes.
- Have experience of working at community level gathering beneficiary feedback through a variety of methodologies.
- Possess analytical and communication skills.
- Good level of English.

Annex 1: Suggested Report Outline:

No.	Content	Description
01.	Executive Summary	Summarise the overall findings of the evaluation with key conclusions and recommendations. Executive Summary must be specific to the evaluation and clearly outline the specific context of the operation.
02.	1. Background	A general section that will outline the overall objectives, aims, intervention strategy, policy frameworks, targets, main stakeholders, financial frameworks, institutional arrangements.
03	2. Methodology	Outlines the overall approach used, the tools applied and the key assumptions. It will focus on consideration for relevance and appropriateness, effectiveness, efficiency and the needs of beneficiaries.
04.	3. Comparative Findings	Outlines the findings within the evaluation.
05.	4. Conclusions	Outlines the main conclusions that have emerged from the findings.
06.	5. Lessons Learnt to date and Recommendations	General overall recommendations on cross cutting issues that affect not only the specific project and programme.