Consultations with refugees on the targeting exercise:

*Key informant interview guide*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **General information (to be filled by the assessor)** | | | | |
| **Nr** | **Assessor’s name:** | | **Assessor’s organisation:** | |
| **1** |  | |  | |
| **2** |  | |  | |
| **3** |  | |  | |
| **Date of interview (dd/mm/yy):** | |  | **Location/site name:** |  |
| **Name of key informant:** | |  | **Role of key informant:** |  |
| **Contact details of key informant:** | | | | |
|  | | | | |
| **Informed consent:** | | | | |
| Good morning/afternoon, my name is \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_, I work for \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ (name of organisation), and I’m accompanied by my colleague \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ who works for \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ (name of organisation).  ***[Where needs-based targeting is being implemented for the first time, more information should be provided about the shift from status-based to needs-based assistance and any livelihoods and self-reliance activities that are being implemented.]***  We are consulting refugees from [country] in the [departments/regions] of [country] on [draft/proposed changes to the] eligibility criteria for receiving [cash and in-kind food] assistance that have been developed by our organisations. [The eligibility criteria are being updated to make sure that they stay relevant and appropriate to the context.]  The aim of the consultations is to collect feedback on the [draft/proposed changes to the] eligibility criteria to ensure that the most vulnerable refugee groups are included, to identify any additional challenges refugees are facing due to the ongoing Covid-19 pandemic that should be considered when deciding the final eligibility criteria, and to better understand how the upcoming changes may affect the refugee community. **Based on the results of the community consultations, the eligibility criteria will be further adapted and improved, so it’s important that we get your honest opinions and ideas**.  The consultation also includes questions related to livelihoods and self-reliance to better understand refugees’ capacities, skills and support needs in terms of becoming self-reliant.  You have been selected to participate as a key informant based on your expertise and experience in working with refugees.  We would appreciate if you could also provide us with additional information or references that we can use for our review during this interview or at a later date.  Please rest assured that your answers are confidential and will not be shared with other refugees, the host community or the government. Anonymised summary findings may be shared with the government.  The interview will take around 1 hour. Do you agree to proceed to the questions?  Yes [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature Date  No [ ] – if no, can we visit you at a later date/time? | | | | |

|  |
| --- |
| **Interview questions**  [*Note that the* ***bold*** *questions are the* ***main questions*** *to be asked, while the non-bold questions are follow-up questions that can be used to drive the discussion forward and probe for more detailed answers*] |
| **Section 1: protection** |
| 1. **What do you think about the [cash and in-kind food] assistance that our organisations are providing to refugees from [country]?** Is the assistance reaching those that need it most? |
|  |
| 1. **How would you describe the most vulnerable refugees in your community, meaning those that are most in need of assistance?**    1. How would you describe the most vulnerable household heads in your community in terms of gender, age, disability, health, marital status or in any other relevant ways?    2. How would you describe the most vulnerable refugee households and their different members in terms of gender, age, disability, health, family composition or in any other relevant ways?    3. Do the most vulnerable refugee households have specific needs? If yes, which ones?    4. Which of these refugee groups would struggle most if they [started receiving less/stopped receiving] [cash and in-kind food]assistance?   [*Note to assessor: If the informant mentions several refugee groups, please ask the informant to rank those groups by vulnerability*] |
|  |
| 1. **Has the Covid-19 pandemic affected some refugee groups more than others?** Which groups? How? |
|  |
| ***Continue with the below questions after presenting and explaining the [draft/updated] eligibility criteria:*** |
| 1. **Do you think that the proposed eligibility criteria include the refugee groups that are most in need of assistance in your community?** If not, which groups are missing? What needs do these groups have? |
|  |
| 1. **How do you think that the proposed changes to who receives how much assistance will affect the refugee community?** How do you think refugees will react to the proposed changes? How do you think will those refugees react that will [start receiving less/stop receiving] assistance? |
|  |
| 1. **If some refugees [start receiving less/stop receiving] assistance, will this affect their decision about returning to [country]?** |
|  |
| **Section 2: information sharing and feedback mechanisms** |
| 1. **How can we make sure that refugees will be informed about how the new changes will affect them?** Which communication channels should be used and how frequently? Are there any specific challenges refugees face in accessing information, also considering gender, age and disability concerns? |
|  |
| 1. **Do refugees know how to share questions, feedback, concerns or complaints with UNHCR and WFP, for example in case they disagree with the new changes?** Which feedback channels do community members prefer the most? How often do they use these feedback channels? |
|  |
| 1. **Is the community feedback mechanism accessible and trusted by all refugees – also considering gender, age and disability concerns –, and is it responsive?** What makes you say that? How could it be improved? |
|  |
| **Section 3: livelihoods and self-reliance** |
| 1. **What livelihoods opportunities are most common in your area?** Which of these income-generating activities are most stable and profitable and therefore increase refugees’ self-reliance in the best way? What other skills do the women and men of this community have that will enable them to be more self-reliant? |
|  |
| 1. **Does your community face any challenges regarding livelihoods?** Do working-age refugees have access to livelihoods? If not, why do some refugees not have access to livelihoods? How could our organisations strengthen access to and profitability of income-generating activities? |
|  |
| 1. **Are women generally engaged in income-generating activities?** If yes, in which ones? |
|  |
| 1. **Can men and women equally access:**    1. markets?    2. supplies?    3. technology?    4. credit?    5. skills training?    6. information?   Where there is no equal access, how does this affect women’s and men’s livelihoods? |
|  |
| 1. **Are there any limitations or risks that affect refugees’ ability to participate in livelihoods and income-generating activities, also considering gender, age and disability concerns?** |
|  |
| **Closing** |
| 1. **Do you have any other questions, feedback or concerns that you would like to share with us?** |
|  |