

Annexes

Annex 1: Factors that may influence access and/or quality in highly insecure environments

Element	Factor
Agency identity and background	<ul style="list-style-type: none"> • Country of origin • Religious mission or values • Previous country experience • Base of financial support • Staff composition and continuity
Overall operational approach	<ul style="list-style-type: none"> • Level of institutional commitment to humanitarian principles • Adherence to neutrality • Adherence to independence • Adherence to impartiality • Use of an active acceptance approach • Use of negotiated access with armed actors • Use of public and private advocacy • Level of engagement with the host government • Level of collaboration with other aid actors on negotiating access and managing security risks
Approaches to risk	<ul style="list-style-type: none"> • Overall approach to risks in decision-making • Informed acceptance of security risk to personnel, partners, facilities and assets • Informed acceptance of fiduciary risk • Informed acceptance of programme risk • Use of contingency plans in case of deteriorating access, including preparation for remote management
Ways of working with partners and the affected community	<ul style="list-style-type: none"> • Level of knowledge of affected population • Level of knowledge of conflict dynamics and how aid relates to these • Use of remote management
Types of assistance	<ul style="list-style-type: none"> • Type of locality (urban, rural, etc.) • General sector (health, protection, wash, etc.) • Specific type of intervention (e.g. distribution of tents, rehabilitation of water sources, women's empowerment, road construction, etc.) • Transfer modality (in-kind, cash or vouchers) • Use of specific delivery mechanisms (e.g. voucher fairs, mobile phones, cash in envelopes, mobile banking, private contractors, commercial channels, cross-border operations, cross-line operations, scannable/traceable items, air drops, etc.)

¹ To focus on negotiations inside the area of operation.

² To focus on advocacy outside the area of operation.

Annex 2: Field interview guide (aid actors)

Secure Access in Volatile Environments (SAVE) is a three-year programme of applied research on humanitarian access in insecure environments. The overall goal is to contribute to solutions for providing effective and accountable humanitarian action amid high levels of insecurity.

Field work is being undertaken in four contexts: Afghanistan; South Central Somalia; South Sudan; and Syria.

The research programme will be implemented through three linked, overlapping components:

1. **Access:** quantifying and mapping humanitarian coverage in relation to security conditions.
2. **Quality:** identifying the key determinants for enabling access and quality aid interventions.
3. **Accountability and learning:** providing practical lessons and guidance for improved monitoring and evaluation.

The intent of the interviews is to explore questions relating to access and the quality of humanitarian assistance provided to people living in highly insecure environments. This interview guide is not intended to be a checklist, but rather to provide a broad overview within which each interview will focus on different areas of inquiry to different degrees.

All interviews will be on a strict not-for-attribution basis. Interviewee names and affiliations will be listed in an appendix to the report, but individual comments will not be attributed by name or by organisation. The researchers will take notes, which will remain confidential and will not be shared beyond the research team. Each interview will take approximately 45 minutes to one hour.

1. **Programme overview:** How long has your organisation been working in [this context]? In what sectors / what types of activities? What are your main sources of funding and size of budget? (programme overview)
2. **How presence has changed:** In general, how has your organisation's programming and presence changed in the past two years? What were the main drivers of the change (e.g. security, donor funding, other)?
3. **How security affects programming approach:** What is the overall programming approach (i.e. how are needs assessed and how are goods and services implemented)? What aspects of this have been influenced by security conditions?
4. **Staff profiles:** What profiles / types of staff (national, diaspora, international etc.) are able to work in different areas of operation?
5. **Partnerships:** If implementing through local partners or sub-contractors, what types of entities are engaged? How were they selected? What have been some of the key experiences or learning points, including good practices, around these relationships?
6. **Risks:** How often and how formally does your organisation assess risks (security, fiduciary, programme, etc.)? How would you describe the level of risk tolerance of the country programme? How are risks factored in relation to the urgency / lifesaving nature of the intervention(s)?
7. **Outreach / negotiations:** How does your organisation engage in outreach or negotiations in order to enable humanitarian access? Or do you partner with (or rely on) others to do so? Do you have examples of good practice in negotiations?
8. **Principles:** What role do humanitarian principles (independence, neutrality, impartiality) play in your organisation's contact and discussions on enabling access?
9. **Quality:** How satisfied are you with the level of aid quality achieved in areas of high insecurity? What indicators are used to gauge the quality of aid delivered? Is there a trade-off between quality and the scale of assistance? Do you involve the affected communities in assessments of quality? How do you manage underperforming projects?

10. **Corruption and misuse:** Does your organisation have a way of assessing how its assistance may be subject to corruption or other abuses of power (e.g. local gatekeepers taxing / seeking rents)? What are they key challenges around managing conflict dynamics and the potential for aid to do harm?
11. **Level of access / determinants of access:** How satisfied are you with the level of access to the affected population that your organisation or programme has? Looking around, are there organisations or programmes that have achieved better access (either in terms of scale, or to the neediest), and what do you think are the reasons for this?
12. **Delivery mechanisms / approaches to get better access:** Are there certain types of delivery mechanisms or programming through which affected populations could better access humanitarian assistance? What are the main barriers to implementing these?

Annex 3: Composition of aid actor interviews by area, gender and nationality

Number of aid actor interviews conducted under Component 2, by area where the interviewee was based, with approximate percentages by nationality and gender

Afghanistan	
Kabul	22
Kandahar	22
Khost	16
Uruzgan	15
Paktika	13
Helmand	10
Kunar	10
Sub-total	108
Per cent national staff	90%
Per cent women	10%
Somalia	
Nairobi	57
Mogadishu	15
Gedo	9
Baidoa	9
Lower and Middle Juba	6
Sub-total	96
Per cent national staff	62%
Per cent women	24%
South Sudan	
Juba	40
Twic East/Duk	6
Leer	4
Akobo	4
Other	2
Sub-total	56
Per cent national staff	17%
Per cent women	41%

Syria	
Turkey	55
Al Hassekah	25
Damascus	23
Aleppo	21
Hama	12
Idlib	10
Deir Ezzour	15
Al Raqqa	6
Other locations	2
Sub-total	169
Per cent national staff	62%
Per cent women	25%
TOTAL country-level	429
Headquarters or regional location	90
TOTAL	519

Number of country-level aid actor interviews conducted by Component 1, which were included in the analysis for this report

Country	Number
Afghanistan	76
Southern Somalia	24
South Sudan	51
Syria	94
Total	245

Component 2 aid actor interviews by aid actor type

	Humanitarian aid agencies E.g. UN, INGO, national NGOs, Red Cross / Red Crescent, Islamic charities	Government/local governance E.g. ministries, departments, governors' offices, local councils, donor governments	Other actors E.g. community-based organisations, private-sector entities	Total
Afghanistan	70	28	10	108
Somalia	78	8	10	96
South Sudan	40	11	5	56
Syria	132	25	12	169
Total	320	72	37	429

Annex 4: Guide to consultations with affected populations

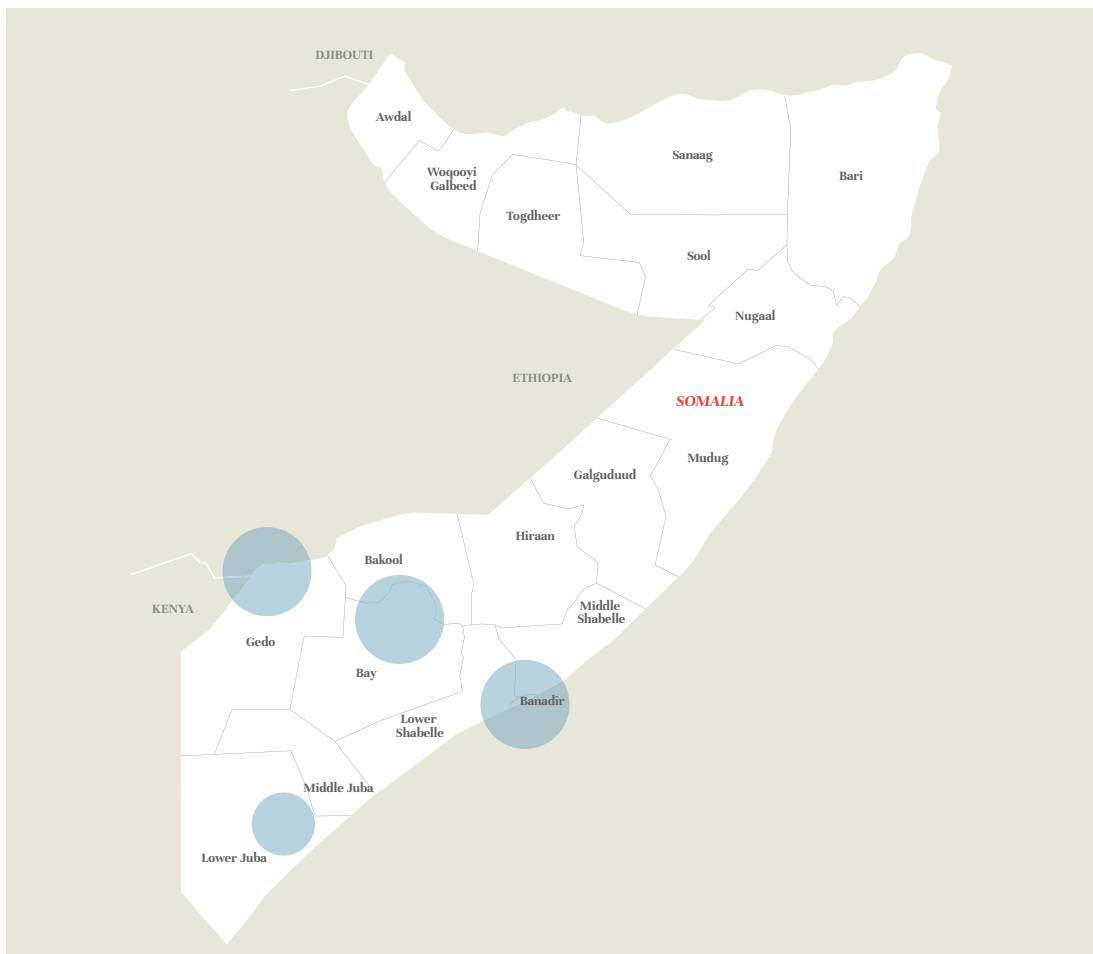
Note: A generic guide was developed and then slightly adopted for each country context. Questions were also slightly adopted for different subsets of the local population (e.g. small business owners, local relief committees, etc.) The version below is the guide used to consult affected people in Syria.

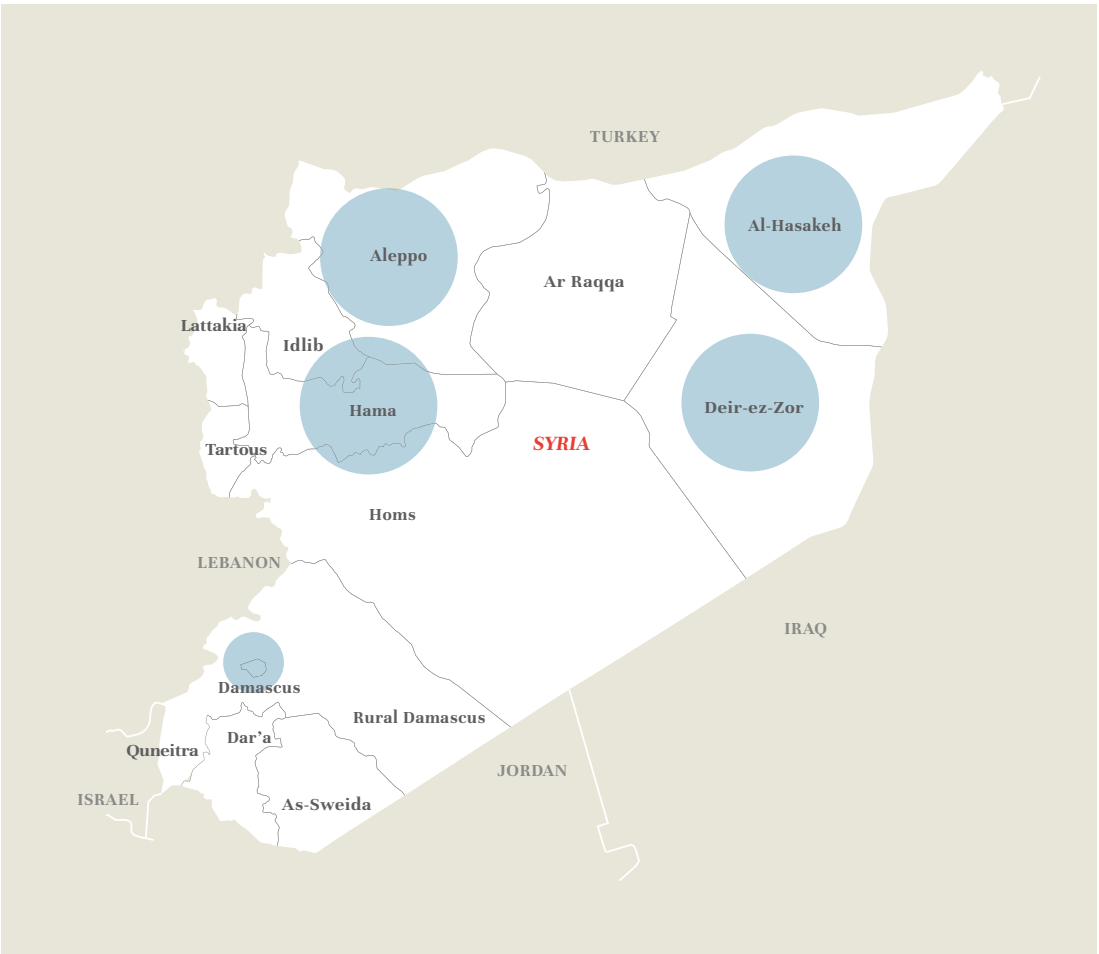
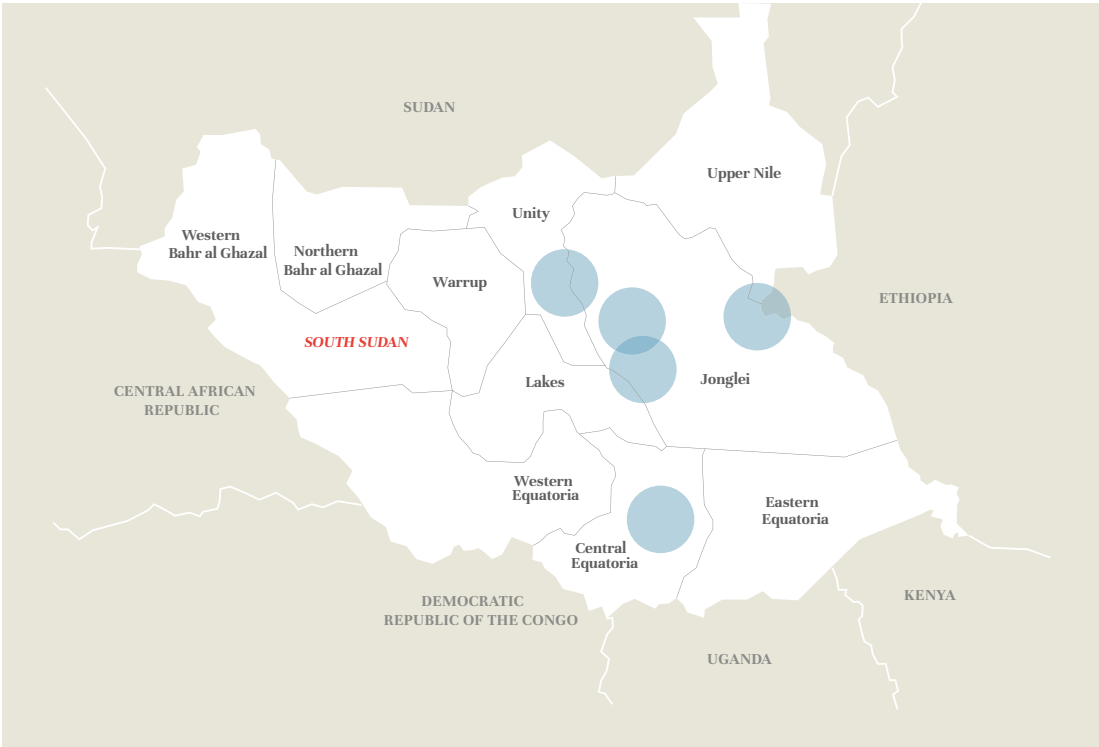
The intent of the consultations with affected populations is to better understand: the types of assistance that has been received; concerns people have related to the quality of aid; and what strategies people use to safely access aid in insecure environments.

All focus groups and interviews will be anonymous. The names of participants will be collected for verification only and will not be shared outside the research team. No comments will be attributed by name. The researchers will take notes, which will remain confidential and will not be shared outside the research team.

1. Have you, your family, or neighbours received international or local aid in the past three years?
2. At the times when you most needed help over the past few years, were aid organisations there to help you?
3. Did any of the following provide aid in your area? Please indicate all that apply:
 - a) Government authorities
 - b) Opposition forces
 - c) Local aid organizations
 - d) The national Red Crescent Society
 - e) The ICRC – the International Committee for the Red Cross
 - f) The UN (including UNICEF, WFP, UNHCR, WHO)
 - g) International NGOs
 - h) Community groups
 - i) Local businesses
 - j) Independent donor
 - k) Syrian groups from abroad
4. In the past year, would you say that there is more or less aid coming to the area compared with previous years? Why?
5. Is it dangerous for aid organisations to operate in your area? Why?
6. Is it dangerous for local people to try to receive aid in your area? If yes, what type of dangers do they face? (Prompt: physical safety, reputational damage/safety, gender issues, far travel, etc.) Why?
7. [If it is dangerous] Is it more dangerous or difficult for men or for women? What specific dangers do men and women face when trying to receive aid?
8. [If it is dangerous] What do people in your area do to try to access aid more safely?
9. In general, do you feel that certain groups or individuals are favoured over others in receiving aid? When is this usually the case? How or why do you think they are being favoured?
10. We have found that in some cases, people sell the aid that they received because the items are not relevant to their needs, or not of good quality. Has this ever happened to you or someone that you know in your community? Why did people sell the aid? Do you have specific examples? (Prompt: what was sold, why, to whom, for how much?)
11. Have any aid agencies asked you for your opinion about the aid projects? If yes, what mechanism can you use? (Prompt: hotline, suggestion box, meetings, feedback committees, email, through personal networks / friends / family, local councils, etc.)
12. In your opinion, which of these mechanisms is most / least useful? Which one would you like to use in the future?
13. Do you believe that the feedback that you give to aid organisations makes a difference? If not, why not? (Prompt: Give an example of how you know this.)
14. What information should aid organizations working in your area know or understand that they don't know or understand right now?
15. Do you have any further comments? Any questions for us?

Annex 5: Locations of affected-population consultations





COMPOSITION OF AFFECTED POPULATION CONSULTATIONS BY AREA, GENDER

Number of people consulted through focus groups and individual interviews, by location and gender

Afghanistan	
Kandahar	40
Khost	38
Uruzgan	34
Paktika	47
Helmand	34
Kunar	27
Sub-total	220
Per cent women	23%
Somalia	
Mogadishu	61
Gedo	39
Baidoa	51
Lower and Middle Juba	10
Sub-total	161
Per cent women	47%
South Sudan	
Juba	32
Twic East/Duk	41
Leer	52
Akobo	78
Sub-total	203
Per cent women	57%
Syria	
Al Hassekah	43
Damascus	13
Aleppo	82
Hama	47
Deir Ezzour	20
Sub-total	205
Per cent women	30%
TOTAL affected people consulted	789
Per cent women	38%

Annex 6: Syria: Affected population household survey

INFORMATION TO BE COLLECTED:

Gender: (male, female)

Status: (IDP, host, neither)

Number times internally displaced since the onset of the conflict:

Living condition: [Proximity to elaborate on what this entails – they usually collect this]

Number of people in the household, broken down by age:

Head of the household: (male, female)

Pregnancies: (yes, no)

Last time they received aid:

What kind of aid it was:

1. *Are you in a camp/settlement, in your home, or staying with someone else?*
 - a) Camp/settlement
 - b) In my home
 - c) Staying with someone else

2. *Have you, your family, or neighbors received international or local aid in the past year?*
 - a) Yes
 - b) No

3. *If yes, was the aid provided what you and your family most needed*
 - a) Yes
 - b) No

4. *Who provides aid in your area? For this question, please tick any of the following groups that provide aid in your area:*
 - a) Government authorities
 - b) Opposition forces
 - c) Local aid organizations
 - d) Red Crescent society
 - e) ICRC - International Committee for the Red Cross
 - f) UN
 - g) International NGOs
 - h) Community groups
 - i) Local businesses
 - j) Independent donor
 - k) Syrian groups from abroad

5. *What sort of aid is being provided? For this question, please tick any of the following aid type provided in your area*
 - a) Food
 - b) Water/sanitation (ex: latrines, garbage collection)
 - c) Shelter /housing
 - d) Health
 - e) Children's education
 - f) Agriculture
 - g) Cash
 - h) Non-food items (prompt: such as (but not limited to) hygiene kits, lamps, mosquito nets, etc.)
 - i) Other (indicate)

6. *What sort of help is most needed? (pick one)*
- a) Food
 - b) Water/sanitation (ex: latrines, garbage collection)
 - c) Shelter
 - d) Health
 - e) Children's education
 - f) Agriculture
 - g) Cash
 - h) Protection
 - i) No outside help is needed
 - j) Other (indicate)
7. *In general, have the needs of people in your district increased or decreased compared to the year before?*
- a) Increased
 - b) Decreased
8. *Are there more or fewer aid organizations helping you, your family or neighbors in your community now compared to the past few years?*
- a) More aid organizations
 - b) Fewer aid organizations
 - c) Do not know
9. *Have any aid agencies asked you for your opinion about the aid projects?*
- a) Yes
 - b) No
10. *[If yes] What mechanisms can you use? (Select all that apply)*
- a) Hotline
 - b) Suggestion box
 - c) Meetings
 - d) Feedback committees
 - e) Email
 - f) Through personal networks/friends/relatives
 - g) Through local authorities
 - h) Do not know
 - i) Other
11. *Which of these mechanisms is most useful? (Select one)*
- a) Hotline
 - b) Suggestion box
 - c) Meetings
 - d) Feedback committees
 - e) Email
 - f) Through personal networks/friends/relatives
 - g) Through local authorities
 - h) Do not know
 - i) Other

12. *Which of these mechanisms is least useful? (Select one)*
- a) Hotline
 - b) Suggestion box
 - c) Meetings
 - d) Feedback committees
 - e) Email
 - f) Through personal networks/friends/relatives
 - g) Through local authorities
 - h) Do not know
 - i) Other
13. *In terms of corruption, would you say that aid in your area is:*
- a) Not at all corrupt
 - b) Somewhat corrupt
 - c) Very corrupt
 - d) I don't know
14. *Is it dangerous for international aid organisations to operate in your area?*
- a) Yes
 - b) No
 - c) Do not know
15. *Is it dangerous for local aid organisations to operate in your area?*
- a) Yes
 - b) No
 - c) Do not know
16. *In general, have you received aid in a timely way (i.e. in time to meet your needs)?*
- a) Yes
 - b) No
 - c) Do not know
17. *Is it ever dangerous for local people to try to receive aid?*
- a) Yes
 - b) No
 - c) Do not know
18. *Do people receiving aid in your area face any risks of damage to their reputation?*
- a) Yes
 - b) No
 - c) Do not know
19. *Do people in this area face physical danger when they try to collect aid during distributions (e.g. food or non-food items (prompt: including but not limited to hygiene kits, lamps, mosquito nets, etc.))?*
- a) Yes
 - b) No
 - c) Do not know
20. *If yes, is it more dangerous for:*
- a) Men
 - b) Women
 - c) No difference
 - d) Do not know

21. *Would you say that the distance travelled to collect aid during distributions (e.g. food or non-food items (prompt: including but not limited to hygiene kits, lamps, mosquito nets, etc.)) is:*
- a) Okay / acceptable
 - b) Too far
 - c) Do not know
22. *Who usually goes to distribution sites to collect aid in your family? (Select one)*
- a) Men (above 18)
 - b) Women (above 18)
 - c) Boys (under 18)
 - d) Girls (under 18)
23. *In your opinion, what is the biggest challenge to people receiving aid in your area: (select one)*
- a) Insecurity/violence
 - b) Corruption
 - c) Insufficient quantity
 - d) Transportation difficulty

Annex 7: Online survey

Introduction and overview

The survey was disseminated to field-based staff in a number of high-risk countries (see question 2) between January and March 2016. The survey was available in English, French and Arabic. A total of 537 usable responses were collected, as follows. Of these 537 responses, 242 were from staff members based in one of the four SAVE countries.

The responses to each question are presented below. For questions 6-21, only responses from the four SAVE countries are presented. For more information or an analysis of answers according to country, organisation type, staff type etc., please contact Katherine Haver at Katherine.haver@humanitarianoutcomes.org

Total number of respondents	700
Respondents who answered past question 5	537
Respondents who did not answer past question 5	159
Respondents removed because they were not based in one of the relevant countries	4

English	398	74%
French	101	19%
Arabic	38	7%
Grand Total	537	100%

Survey text with responses

Thank you for participating in this survey. Your input will contribute to the Secure Access in Volatile Environments (SAVE) research programme, conducted by Humanitarian Outcomes, which seeks to improve the evidence base on humanitarian access in highly insecure environments. It is designed to complement extensive in-person interviews conducted to date.

It will also contribute to the work of Conflict Dynamics International (CDI) to provide practical advice to practitioners during workshops on humanitarian access.

The survey should take approximately 10-15 minutes. Your responses will be anonymous and kept confidential. You are encouraged but not required to provide the name of your organisation. The organisation names of respondents will not be made public.

If you have any queries related to the survey, please contact katherine.haver@humanitarianoutcomes.org.

1. Which country do you work in/on?

Country	Number of respondents	Percentage
Afghanistan	79	15%
South Sudan	57	11%
Somalia	53	10%
Syria	53	10%
DRC	50	9%
Yemen	47	9%
Pakistan	45	8%
Mali	42	8%
Central African Republic	38	7%
Nigeria	30	6%
Iraq	24	4%
Palestinian territories / OPT	10	2%
Other (please specify below)	9	2%
Total	537	100%

2. Are you primarily based in:

Response	Number of respondents	Percentage
Capital city	290	54%
Field Offices	143	27%
Bordering Country	77	14%
Other	24	4%
Total	534	100%

3. Is your country of operation your home country?

Response	Number of respondents	Percentage
Non-SAVE countries	294	100%
No	138	47%
Yes	156	53%
SAVE countries	242	100%
No	148	61%
Yes	94	39%
Total	536	

4. Please indicate the role that closest corresponds to your position.

Response	Number of respondents	Percentage
Non-SAVE countries	295	100%
Field Other	152	52%
Field senior management / HQ	115	39%
Other	28	9%
SAVE countries	241	100%
Field Other	106	44%
Field senior management / HQ	111	46%
Other	24	10%
Total	536	

5. Your organisation type:

Response	Number of respondents	Percentage
Non-SAVE countries	295	100%
International NGO	119	40%
UN agency	102	35%
National NGO	40	14%
Donor	14	5%
Other	12	4%
Red Cross / Red Crescent	8	3%
SAVE countries	242	100%
International NGO	110	45%
UN agency	65	27%
National NGO	46	19%
Donor	9	4%
Other	8	3%
Red Cross / Red Crescent	4	2%
Total	537	

6. Which 3-5 humanitarian organisations do you believe have the best ability to access affected people in high risk areas in your country of operation? This can be any type of organisation (national/local or international, including UN, Red Cross/Crescent, NGO etc.)

Response	Number of respondents who filled in this organisation name ³
Afghanistan	297
ICRC	33
Afghan Red Crescent Society	24
WFP	20
Norwegian Refugee Council	19
Save the Children	14
Medecins sans Frontieres	14
UNHCR	11
OCHA	9

³ Note that a data analyst cleaned up this data to ensure that different spellings and acronyms were all counted.

Response **Number of respondents who filled in this organisation name³**

IOM	9
UNICEF	9
Danish Refugee Council	8
Local NGOs, FBOs or CBOs	7
UN (General)	6
Swedish Committee for Afghanistan	5
Danish Committee for Aid to Afghan Refugees (DACAAR)	5
IRC	5
Afghan Aid	5
Coordination of Afghan Relief (CoAR)	4
Norwegian Church Aid	4
Premiere Urgence Internationale	4
WHO	4
IMC	4
ACF	3
People In Need	3
Emergency	3
ACTED	3
Red Cross / Crescent	3
Relief International	3
WADAN	2
Sanayee Development Organization (SDO)	2
HAPA	2
INGOs	2
UNMAS	2
Women for Women International	2
Care	2
UNDP	2
NSP	2
World Vision	2
AKDN	1
Aga Khan	1
TLO	1

Response **Number of respondents who filled in this organisation name³**

Emergency Response Mechanism	1
USAID	1
Norwegian Red Cross	1
Social and Humanitarian Assistance Organization Assistance (SHAO)	1
FAO	1
CTG Global	1
Focus Humanitarian Assistance	1
UNMACA	1
GIZ	1
Watan’s Social and Technical Services Association (WSTA)	1
Organization for Research and Community Development	1
Muslim Hands International	1
OSDR	1
ADA	1
Oxfam	1
Coordination of Humanitarian Assistancess (CHA)	1
Government (General)	1
UNHAS	1
Peshawar-Kai	1
Islamic Relief	1
HADAF	1
Danish Demining Group	1
Red Cross	1
CAHPO	1
HALO	1
Welthungerhilfe	1
Child Fund	1
Afghan Help Development Services	1
Concern	1
IFRC	1
MADERA	1
ACBAR	1
MAPA	1

Response **Number of respondents who filled in this organisation name³**

Response	Number of respondents who filled in this organisation name³
Somalia	194
Local NGOs, FBOs or CBOs	25
ICRC	14
Norwegian Refugee Council	12
Red Cross / Crescent	12
Danish Refugee Council	10
Save the Children	10
UN (General)	10
Concern	7
UNICEF	7
ACF	7
Medecins sans Frontieres	7
INGOs	6
WFP	6
FAO	4
UNHCR	3
Adeso	3
COOPI	3
World Vision	3
IRC	3
Somali Red Crescent Society	2
Baniadam	2
IOM	2
IFRC	2
Zamzam Foundation	2
Islamic Relief	2
ACTED	2
Oxfam	2
UNDP	1
Action Africa Help International	1
WASDA	1
Northern Frontier Youth League	1
Trocaire	1

Response **Number of respondents who filled in this organisation name³**

International Partners and Agencies	1
Government (Local)	1
OIC	1
World Assembly of Muslim Youth	1
Gargaar Relief and Development Organization -GRE-DO	1
Muslim Hands International	1
Qatar Charity	1
Development Alternative Inc - TIS	1
Red Cross	1
Islamic Charities	1
HIWA	1
WARDI	1
Relief International	1
CESVI	1
SADO	1
Manhal	1
IIDA Women's Development Organization	1
CISP	1
Somalia NGO Consortium	1
SYPD-Local	1
Muslim Aid	1
South Sudan	205
Medecins sans Frontieres	34
ICRC	28
WFP	16
Medair	14
UNICEF	12
UN (General)	9
South Sudan Red Cross	9
Local NGOs, FBOs or CBOs	7
UNHCR	5

Response **Number of respondents who filled in this organisation name³**

Save the Children	4
IOM	4
IRC	4
OCHA	4
INGOs	4
UNIDO	3
UNMISS	3
Samaritan's Purse	3
Nile Hope	3
Non Violent Peace Force	3
Catholic Relief Services (CRS)	2
UNDP	2
Norwegian Refugee Council	2
Red Cross / Crescent	2
Caritas	1
Danish Refugee Council	1
Children of Light Mission	1
GOAL	1
Support for Peace and Educaation Development Program (SPEDP)	1
AAH	1
Intersos	1
Mercy Corps	1
COMPASS	1
HWO	1
Solidarity	1

Response	Number of respondents who filled in this organisation name³
Oxfam	1
Tearfund	1
PIN	1
National and International NGOs	1
Red Cross	1
National Relief and Development Corps (NRDC)	1
VS Swiss	1
UNKEA	1
Danish Church Aid	1
FAO	1
World Relief	1
Windle Trust International	1
Resource Development Foundation for Africa	1
World Vision	1
Care	1
IFRC	1
Norwegian Church Aid	1
Syria	171
Syrian Arab Red Crescent	16
Local NGOs, FBOs or CBOs	14
SAMS Foundation	11
UN (General)	11
ICRC	10
Medecins sans Frontieres	9
Mercy Corps	6
IRC	5
IMC	5
GOAL	5
UOSSM	4
WFP	4
Big Heart	4
UNICEF	3

Response **Number of respondents who filled in this organisation name³**

Red Crescent	3
Relief International	3
Shafak	3
Ihsan	2
SEMA	2
UNHCR	2
USSOM	2
Ghiras Foundation	2
IHH	2
Syria Relief	2
Alseeraj	2
World Vision	2
Wattad	1
Syria Trust for Development	1
State Emergency Management Agency	1
Free Medical Association IDA Syria	1
Danish Refugee Council	1
Assistance Coordination Unit	1
Human Care Syria	1
WHO	1
Syria Recovery Trust Fund	1
Maram Foundation	1
Turkish Red Cross	1
Global Communities	1
International Relief and Development	1
Oxfam	1
FAO	1
PAC	1
Shama Association in North Homs	1
Perspective	1
Syria Civil Defence / White Helmets	1
Private Sector	1
Chemonics	1

Response **Number of respondents who filled in this organisation name³**

Care	1
Civil Defense	1
Red Cross / Crescent	1
Creative	1
GOPA	1
INGOs	1
Government (Local)	1
Emissa	1
SARC	1
Khayr Charity	1
Save the Children	1
Hand and Hand for Syria	1
Norwegian Aid Committee	1
SACR	1
Norwegian People's Aid	1
Norwegian Refugee Council	1

7. What do you believe are the main reasons these organisations have a better ability to access people? (Check up to three.)

Response	#	%
Strict adherence to humanitarian principles (neutrality, independence, impartiality)	130	54%
Strong understanding of the context, conflict and power dynamics	129	53%
Willingness to accept risk	127	52%
Staff who are from the local area, who know the context	130	54%
Level of resources (funding)	115	48%
Ability to negotiate for access with armed actors / Government	106	44%
Identity of the organisation (local, national, diaspora, religious etc.)	103	43%
Ability to operate independently	99	41%
The sector or type of programming being carried out	75	31%
Strength of organisational leadership	76	31%

Response	#	%
The quality of the programming being carried out	69	29%
Ability of senior staff to visit programme areas	45	19%
Other (please specify)	24	10%
Total	242	

8. Which 3-5 humanitarian organisations do you believe have the ability to deliver the highest level of quality programming in high risk areas within your country of operation? Quality is understood to mean that aid is relevant, timely, provided with dignity, minimises harm, and seeks to adhere to technical standards.

Afghanistan	267
ICRC	28
Norwegian Refugee Council	23
WFP	21
Afghan Red Crescent Society	14
Medecins sans Frontieres	13
UNHCR	12
Save the Children	11
UNICEF	10
OCHA	8
Danish Refugee Council	7
WHO	7
Afghan Aid	6
IOM	6
Care	5
Emergency	5
Swedish Committee for Afghanistan	4
FAO	4
Danish Committee for Aid to Afghan Refugees (DA-CAAR)	4
UN (General)	4
Premiere Urgence Internationale	3
People In Need	3
INGOs	3

NSP	3
Local NGOs, FBOs or CBOs	3
Norwegian Church Aid	3
Relief International	2
Red Crescent	2
WADAN	2
IRC	2
Red Cross / Crescent	2
ACTED	2
UNDP	2
ACF	2
Oxfam	2
HAPA	2
World Vision	1
UNFPA	1
SHAO	1
CTG Global	1
UNMACA	1
Muslim Hands International	1
Sanayee Development Organization (SDO)	1
Concern	1
HALO	1
Afghan Women's Network	1
Aschiana	1
Coordination of Afghan Relief (CoAR)	1
Women for Afghan Women	1
Afghanistan National Re-Construction Coordination	1
SADA	1
Organization for Research and Community Development	1
Aga Khan	1
Child Fund	1
HADAF	1
Focus Humanitarian Assistance	1
Afghan Help Development Services	1
Welthungerhilfe	1

UNHAS	1
PIN	1
CAHPO	1
Government (General)	1
UNMAS	1
Coordination of Humanitarian Assistances (CHA)	1
Watan's Social and Technical Services Association (WSTA)	1
Islamic Relief	1
IMC	1
Peshawar-Kai	1
MADERA	1
Women for Women International	1
MAPA	1
ACBAR	1
Medair	1
Somalia	156
Norwegian Refugee Council	13
ICRC	10
Danish Refugee Council	10
Red Cross / Crescent	8
Medecins sans Frontieres	8
UNICEF	7
WFP	7
Concern	7
ACF	7
UNHCR	6
Save the Children	5
Local NGOs, FBOs or CBOs	5
FAO	5
IRC	5
UN (General)	5
INGOs	4
Adeso	3
UNDP	3

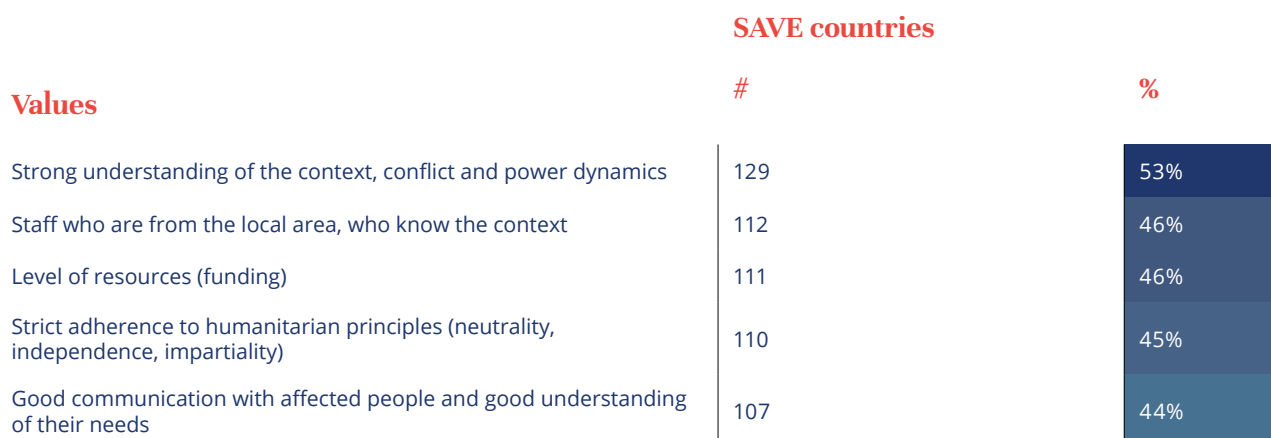
Islamic Relief	2
IOM	2
SYPD	2
Relief International	1
OIC	1
Elman	1
IFRC	1
Qatar Charity	1
Diakonia Sweden	1
Government (General)	1
COOPI	1
OCHA	1
Syrian Arab Red Crescent	1
Oxfam	1
IIDA Women's Development Organization	1
CESVI	1
SSF	1
SADO	1
Hijra	1
SOCPD	1
Norwegian Church Aid	1
Care	1
GIZ	1
WARDI	1
WHO	1
UNFPA	1
WASDA	1
ACTED	1
CISP	1
Development Alternative Inc - TIS	1
NoFYL	1
Muslim Hands International	1
Zamzam Foundation	1
Mercy Corps	1
Muslim Aid	1

South Sudan	168
Medecins sans Frontieres	31
ICRC	23
WFP	15
Medair	12
UNICEF	10
UN (General)	10
UNHCR	6
Local NGOs, FBOs or CBOs	6
INGOs	5
Save the Children	5
World Vision	4
IOM	3
IRC	3
Non Violent Peace Force	3
Oxfam	2
World Relief	2
Red Cross / Crescent	2
Catholic Relief Services (CRS)	2
Danish Refugee Council	2
Norwegian Refugee Council	2
Norwegian People's Aid	2
Windle Trust International	1
UNMISS	1
UNIDO	1
Danish Church Aid	1
VS Swiss	1
Resource Development Foundation for Africa	1
ACF	1
Samaritan's Purse	1
UNKEA	1
Support for Peace and Educaation Development Program (SPEDP)	1
UNOPS	1
Tearfund	1
Intersos	1

Caritas	1
Norwegian Church Aid	1
Mission Aviation Fellowship	1
FAO	1
Nile Hope	1
Syria	123
GOAL	10
IRC	10
SAMS Foundation	7
Mercy Corps	6
WFP	5
ICRC	5
Local NGOs, FBOs or CBOs	5
Medecins sans Frontieres	5
UOSSM	4
Syrian Arab Red Crescent	4
Shafak	4
World Vision	4
UN (General)	3
UNICEF	3
Relief International	3
IHH	2
SEMA	2
IMC	2
Chemonics	2
Syria Relief	2
Big Heart	2
International Relief and Development	2
Norwegian Refugee Council	2
Syria Civil Defence / White Helmets	1
Mavi Kalem Dernegi	1
IOM	1
WHO	1
Human Care Syria	1
Care	1

Concern	1
PAC	1
UNHCR	1
PIN	1
Welthungerhilfe	1
Private Sector	1
STL	1
Red Crescent	1
Syria Recovery Trust Fund	1
Catholic Relief Services (CRS)	1
Syria Trust for Development	1
Ihsan	1
GIZ	1
SARC	1
Global Communities	1
Ataa Relief Organization	1
Watan	1
Insur Organization	1
Binaa local organization	1
SRD	1
State Emergency Management Agency	1
Alseeraj	1
OCHA	1

9. What do you think are the main reasons these organisations have a better ability to deliver quality programming? (Check up to three.)



Values	SAVE countries	
	#	%
Knowledge of and adherence to internationally recognised standards	102	42%
Ability to operate independently	97	40%
Strength of organisational leadership	92	38%
Willingness to accept risk	84	35%
Identity of the organization (local, national, diaspora, religious etc.)	65	27%
Ability of senior staff to visit programme areas	58	24%
Other (please specify)	20	8%
Count of Respondent ID	242	

10. Do staff from your organisation communicate with members of a non-state armed actor, for the purpose of facilitating humanitarian access, in your country of operation?

Response	SAVE countries	
	#	%
Yes	116	51%
No	67	29%
Not sure	45	20%
Total	228	100%

Country	# replying yes	% replying yes
South Sudan	42	75%
Afghanistan	31	43%
Syria	28	57%
Somalia	15	29%
Total		

11. If yes, do they do so:

	Directly	Indirectly (through contacts such as elders, community members, etc.)	Not applicable (staff from my organisation do not communicate with members of a non-state armed actor)	Not sure	Total
South Sudan	27	16	5	2	50
Syria	14	15	3	7	39
Afghanistan	10	22	9	8	49
Somalia	5	11	7	7	30
Total for SAVE countries	56	64	24	24	168

12. If yes (directly or indirectly), what type of staff generally do so?

	International staff	National staff who come from another part of the country	National staff who come from the area where the armed actor operates	Not applicable (staff from my organisation do not communicate with members of a non-state armed actor)	Not sure	Grand Total
Afghanistan	4	2	23	9	9	47
Somalia		2	14	5	6	27
South Sudan	21		21	3	3	48
Syria	4	4	20	4	6	38
Total for SAVE countries	29	8	78	21	24	160

13. Do you believe that it's generally acceptable for a staff member of a humanitarian organisation to speak directly with a member of an armed non-state actor, for the purpose of facilitating humanitarian access?

	Afghanistan	Somalia	South Sudan	Syria
Yes	36%	55%	64%	57%
No	29%	24%	7%	22%
It depends on which armed non-state actor (please elaborate in comment box)	15%	14%	15%	14%
Not sure	19%	8%	15%	8%
Total	100%	100%	100%	100%

14. In the last two years, has any training been provided to staff from your organisation on how to communicate with non-state armed actors for the purpose of facilitating humanitarian access?

Row Labels	Afghanistan	Somalia	South Sudan	Syria
No	63%	62%	47%	49%
Not sure	20%	20%	16%	16%
Remarks (Optional)	0%	0%	0%	0%
Yes	17%	18%	36%	35%
Grand Total	100%	100%	100%	100%

15. Thinking back to a time in the last two years when your organisation was deciding whether or not to work in a new area in this country, what types of risk had the most influence on this decision? (Please check up to three reasons.)

Response	#	%
Security risks to staff	182	75%
Risks of interference by armed or political actors	120	50%
Security risks to beneficiaries	102	42%
Risk of aid being diverted to benefit non-target groups	91	38%
Risks of not achieving the programme objectives	83	34%
Risk of not fulfilling donor monitoring or reporting requirements	65	27%
Risk of fraud, bribery or embezzlement by staff members	37	15%
Risk of penalty or prosecution from host government laws and regulations, including counter-terror legislation	34	14%
Risk of penalty or prosecution from donor counter-terror regulations	26	11%
Other (please specify)	13	5%
Total	242	

16. When making difficult decisions about where or how your organisation should work in this country, how well supported is the country office by guidance and consultation from headquarters and/or regional offices?

Response	in SAVE countries	
	#	%
Very well supported	112	53%
Moderately supported	49	23%
Minimally supported	28	13%
Not at all supported	2	1%
Not sure or not applicable	21	10%
Total	212	100%

Response	Afghanistan	Somalia	South Sudan	Syria
Very well supported	57%	56%	49%	47%
Moderately supported	18%	19%	24%	34%
Minimally supported	10%	13%	20%	11%
Not at all supported	0%	4%	0%	0%
Not sure or not applicable	15%	8%	6%	9%
Grand Total	100%	100%	100%	100%

17. Do you agree or disagree with the following statement: "Donor requirements have negatively impacted the ability of humanitarian organisations to reach the most vulnerable people in this country?"

Response	in SAVE countries	
	#	%
Agree	58	
Somewhat agree	86	
Disagree	68	
Total	212	

Response	Afghanistan	Somalia	South Sudan	Syria
Agree	16%	27%	34%	36%
Somewhat agree	43%	46%	26%	47%
Disagree	40%	27%	40%	17%
Total	100%	100%	100%	100%

18. If you agree (or somewhat agree) with the above, what type of donor requirements do you believe have had the most negative impact on humanitarian access in this country? (Please select up to three)

Response	# in SAVE countries	%
Counter-terrorist regulations	73	30%
Financial reporting requirements	53	22%
Narrative reporting requirements	7	3%
Monitoring requirements	78	32%
Safety and security requirements	66	27%
Policies on the use of remote management	53	22%
Total	242	

19. Do you agree or disagree with the statement: "Our organisation's own policies and practices have negatively impacted our ability to reach the most vulnerable people in this country."

Response	Afghanistan	Somalia	South Sudan	Syria
Agree	8	9	9	14
Disagree	46	30	25	14
Somewhat agree	14	10	15	18
Total	68	49	49	46

Response	Afghanistan	Somalia	South Sudan	Syria
Agree	12%	18%	18%	30%
Disagree	68%	61%	51%	30%
Somewhat agree	21%	20%	31%	39%
Total	100%	100%	100%	100%

20. If you agree (or somewhat agree) with the above, what type of organisational policies do you believe have had the most negative impact on humanitarian access in this country? (Please select up to three)

Response	Afghanistan	Somalia	South Sudan	Syria
Safety and security requirements	18	17	22	19
Financial reporting requirements	9	15	8	12
Monitoring requirements	9	14	8	13
Policies on the use of remote management	9	8	10	14
Counter-terrorist regulations	8	10	1	10
Narrative reporting requirements	2	2		3
Total	79	53	57	53

21. Generally, in your country of operation, how often are possible instances of corruption or diversion of aid (occurring at the local level) discussed internally, within your organisation?

Response	Afghanistan	Somalia	South Sudan	Syria
At least once a month (Daily, Weekly, Monthly)	29	28	29	27
Less than once a month (Quarterly, Yearly or less often)	17	11	11	10
Not sure, or not applicable	22	8	9	9
Total	68	47	49	46

Response	Afghanistan	Somalia	South Sudan	Syria
At least once a month (Daily, Weekly, Monthly)	43%	60%	59%	59%
Less than once a month (Quarterly, Yearly or less often)	25%	23%	22%	22%
Not sure, or not applicable	32%	17%	18%	20%
Total	100%	100%	100%	100%

22. Do you believe that corruption, bias and/or favouritism make it difficult for affected people to access humanitarian assistance in the areas where your organisation works?

Response	Afghanistan	Somalia	South Sudan	Syria
This is a major problem	40	30	26	15
This is a minor problem	24	17	19	27
This is not a problem	4	1	3	1
Total	68	48	48	43

Response	Afghanistan	Somalia	South Sudan	Syria
This is a major problem	59%	63%	54%	35%
This is a minor problem	35%	35%	40%	63%
This is not a problem	6%	2%	6%	2%
Total	100%	100%	100%	100%

Thank you! In order to ensure we achieve a representative sample, it is helpful if you provide the name of your organisation. (Your responses will be anonymous and the organisation names of respondents will not be made public.)

If you would like to receive a copy of the results of this survey, as well as reports and other outputs from the SAVE research programme, please enter your email address below.

You may also visit the SAVE website (www.humanitarianoutcomes.org/save) or the CDI website (<http://cdint.org/humanitarian-access.htm>) for more information.

23. Contact information (optional)

Organisation name:

Email address:

Annex 8: Template provided to country-based researchers for the synthesis of aid actor interviews

Note: These templates were adapted slightly for each country. The example below is the template used for Syria.

Secure Access in Volatile Environments (SAVE)

Component 2: Synthesis 1 of the first round of aid actor interviews for Syria

- Approx limit of 20-25 pages (no more than 15,000 words), in a Microsoft Word document
 - This report should be in full sentence form, not bullet points.
 - The questions in bullet points below are meant for guidance. It is not necessary to systematically answer each question one-by-one, but generally do try to cover all areas described by the questions (or indicate where evidence is not sufficient to do so).
 - The synthesis should cover all interviews with aid organisations, private sector companies, government / authorities and other stakeholders, interviewed both inside and outside Syria or by phone/Skype. It is separate to the 'affected populations' synthesis report.
 - When making statements, put in brackets which organisations this applies to, like this:
 - o Several organisations indicated they had never heard of humanitarian principles [org name, org name]
 - o Most INGOs interviewed had invested in building the capacity of their Syrian NGO partners [org name, org name, org name, org name, org name, org name] but a few said that this was not a priority for them [org name, org name]
- (We will remove all identifying information when publishing anything, but it's very important for now that we know how to assess the strength of the evidence collected.)
- Questions should generally be answered with regards to current practice, but differences can be drawn out between now and the early days of the response, where relevant
 - Questions should mainly be answered based on interview material, taking care to note where other sources (e.g. the researchers' own knowledge, or other studies etc.) are being drawn upon

1. INTRODUCTION

1.1 OBJECTIVES OF ASSIGNMENT [NB. THE TEXT BELOW IS DRAWN FROM PROXIMITY'S TOR]

Humanitarian Outcomes and partners are undertaking a programme of primary and applied research that seeks to contribute to practical solutions for maintaining effective humanitarian response amid high levels of insecurity. The research programme consists of three phased components:

1. **Access:** quantifying and mapping humanitarian coverage in relation to security conditions.
2. **Quality:** identifying the key determinants for enabling access and quality aid interventions.
3. **Accountability and learning:** providing practical lessons and guidance for improved monitoring and evaluation.

The four case study contexts are Afghanistan, Somalia, South Sudan and Syria. Proximity is working on the second component of the study ('enabling humanitarian access and aid quality') in relation to Syria. It is also conducted the affected population consultations, which will inform all three components. The research focuses on the humanitarian response inside Syria, and not the wider sub-regional (refugee) response.

The objective of the present assignment is to conduct 130 face-to-face, semi-structured interviews with relevant personnel from aid agencies, government and donors, as well as other relevant actors. These were separated into two rounds: the first round (with a target of 50 interviews), covered by the present summary, and the second round (covering all 130 interviews).

Researchers from Humanitarian Outcomes and Proximity sought to systematically construct a sample of different types of actors to be interviewed. Priority was given to actors not typically well consulted during research of this nature (e.g. Islamic charities and other non-Western entities, private sector contractors, community councils, relief committees, small NGOs, small businesses involved in aid delivery etc.). Emphasis was on ensuring representation of interviewees among national staff in areas close to affected communities. The focus was on aid projects involving food assistance, protection, health, and/or projects where cash and vouchers are used or could have been used.

A breakdown of the approximate target interview sample is as follows.

	Humanitarian aid agencies (e.g. UN, INGO, Syrian NGOs, Islamic charities etc.)	Government / local governance (e.g. relevant GoS ministries, local governance structures involved in aid decisions, local councils, Turkish authorities)	Other actors (e.g. relief committees, community-based orgs, private sector entities)	Total
Turkey	20 INGOs or UN 20 Syrian/Islamic/ Gulf orgs	3 (Turkish Authority/Govt, Turkish RC)	5	48
Hama	9	2 (Local councils)	5	16
Idlib	7	2 (Local councils)	3	12
Aleppo	7	2 (Local councils)	2	11
Deir Ezzour	5	—	3	8
Al Hassekah	9	2	5	16
Damascus	6 INGO or UN 10 Syrian NGO / Red Crescent	3 (Relevant GoS ministries)	—	19
Total	93	14	23	130

Interviews were conducted based on an interview guide developed for SAVE Component 2.

1.2 METHODOLOGY

- Annex 1: List of individuals interviewed. Please include name, title, organization, who interviewed them, the date interviewed, whether it was by Skype or in person, location where the interview took place, and what type of organization it was (using the categories in Table 1)
- Table 1: Number of interviews conducted, broken down by aid actor type and location
- How does this sample of interviews compare to the overall spread of humanitarian aid actors working inside Syria? What can this sample tell us and what can it not tell us, i.e. what are the limitations and biases of this range of sources and opinions?
- How were individuals and organisations selected to be interviewed (i.e. sampling method)? Why was this approach used and what biases / limitations might it have had?
- What issues / challenges were faced in terms of organisations and people being willing or able to talk freely, how these were addressed, and what biases or limitations remained?
- Any other issues / challenges faced – describe in brief any disruptions to fieldwork, and how this may affect the results presented
- Reflections on the benefits / drawbacks of in-person versus Skype interviews
- Reflections on gender, including the extent to which female Syrian aid actors were reached and if the gender of the interviewer influenced this

Table 1: Aid actor interviews—by location and type

	Humanitarian aid agencies (e.g. UN, INGO, Syrian NGOs, Islamic charities etc.)	Government / local governance (e.g. relevant GoS ministries, local governance structures involved in aid decisions, local councils, Turkish authorities)	Other actors (e.g. relief committees, community-based orgs, private sector entities)	Total
Turkey	[# INGOs, # UN, # of Syrian NGOs, # of Islamic / Gulf / other orgs]	[# Turkish Authority/Govt, Turkish RC]		
Hama		[Local councils?]		
Idlib		[Local councils?]		
Aleppo		[Local councils?]		
Deir Ezzour				
Al Hassekah				
Damascus	[# INGOs, # UN, # of Syrian NGOs, # SARC, # of Islamic / Gulf / other orgs]	[Relevant GoS ministries]		
Total				

Table 2: Aid actor interviews—by gender

Male	
Female	
Unknown	
Total	

Table 3: Aid actor interviews—by nationality (Syrian versus other – where known)

Syrian	
Other	
Unknown	
Total	

Table 4: Aid actor interviews – by programme type / role

General / multi sector (including senior management)	
Food security	
Protection (including GBV, education, child protection)	
Health	
Security advisers	
Logistics	
Other sector (aid org)	
Others (non aid org)	
Total	

Table 5: Aid actor interviews—by method

In-person	
Skype	
Total	

2. DELIVERY MECHANISMS / PROGRAMME APPROACHES

Question 3: What is the overall programming approach (i.e. how are needs assessed and how are goods and services implemented)? What aspects of this have been influenced by security conditions?

2.1 HEALTH SECTOR

- Describe some of the range of programming approaches used, including how goods are delivered from point A to point B, how services are delivered, and how organisations have adapted their approaches in recent months / years as conditions have changed. Provide specific examples of interesting / innovative / noteworthy practices.

2.2 FOOD AND NUTRITION SECTOR

- As above

2.3 PROTECTION (CHILD PROTECTION, GBV)

- As above
- Note that because of the difficulty of doing protection programming in the Syria context, education may also be looked at as a way to address child protection and possibly other protection issues.

2.4 OTHER HUMANITARIAN SECTORS (E.G. SHELTER, WASH, ETC.)

2.5 CASH / VOUCHERS

- Describe the extent to which cash and vouchers are used as a transfer modality, and how this is changing and why. What are the considerations for organisations when deciding what transfer modality to use? (in-kind versus cash versus vouchers) Provide specific examples of interesting / noteworthy practices.

3. QUALITY

Question 9: How satisfied are you with the level of aid quality achieved in areas of high insecurity? What indicators are used to gauge the quality of aid delivered? Is there a trade-off between quality and the scale of assistance? Do you involve the affected communities in assessments of quality? How do you manage underperforming projects?

3.1 LEVEL OF QUALITY

- Generally, are aid orgs becoming more or less satisfied with the quality of their programming in Syria?
- How does the level of satisfaction with quality differ across different sectors, especially health, protection and food assistance? How does it differ across different types of activities, within the focus sectors (e.g. primary health care versus trauma care, food distributions versus flour deliveries, etc.)
- How does the level of satisfaction differ between different agency types? (ICRC / SARC, INGOs, Syrian / diaspora NGOs, Islamic charities, Gulf actors, UN)
- Are there differences between organisations' self-perceptions of the quality of their programming others' perceptions of this?

3.2 INDICATORS FOR QUALITY

- What were some of the indicators used to assess quality? Did it change depending on the extent to which the programme was remotely managed? Is there consensus around the type of indicators, or does it vary depending on the programme / organisation?
- How does managing quality relate to managing fiduciary (corruption, diversion) or security risks?
- Positive examples of where affected people were involved in assessments of quality?
- Examples of managing under-performing projects / programmes?

3.3. QUALITY AND SCALE

- Did agencies report a trade-off between quality and scale? How did they navigate this? What role did donors play?

3.4 WHAT WORKS

- What works for enabling quality programming?
- Where some level of quality is thought to have been achieved, what were the reasons for this?

3.5 AREAS TO EXPLORE FURTHER

- Do we need more information? How could we get this?

4. STAFF PROFILES

Question 4: What profiles / types of staff (national, diaspora, international etc.) are able to work in different areas of operation?

Other dynamics that could be considered: gender of staff, ethnicity, religious sect, nationality, education level, work history, affiliations with armed actors / authorities, etc.

4.1 OVERVIEW

- What profiles / types of staff are used by different organisations? How is this impacted by which authorities or groups are in control in that area, or by other security considerations?

4.2 COMPARING DIFFERENT TYPES OF ACTORS

- How have different types of aid organisations (Syrian NGOs, ICRC and Syrian Arab Red Crescent, UN, Western INGOs, Islamic INGOs / donors, etc.) approached decisions on which type of staff to hire and deploy in different areas?
- Is there a difference in the profile of staff of private sector contractors / transporters and that of aid organisations?
- To what degree are hiring decisions and staff profile carefully considered?
- Other human resources or hiring issues?

4.3 WHAT WORKS?

- How much does staff profile impact access? (relative to other factors)
- How much does staff profile impact quality? (relative to other factors)
- What types of staff profiles contribute to enabling access, and in what combinations (i.e. when does this factor make a difference)?
- Examples of good or bad practice?

4.4. AREAS TO EXPLORE FURTHER

- What information is missing to be able to answer the 'what works' question? How could we get this?

5. PARTNERSHIPS

Question 5: If implementing through local partners or sub-contractors, what types of entities are engaged? How were they selected? What have been some of the key experiences or learning points, including good practices, around these relationships?

5.1 PARTNERSHIPS/CONTRACTS WITH SYRIAN NGOS

- Approximate proportion of INGOs interviewed that programme directly versus (at least in part) through Syrian NGOs? Why did they choose to partner or not?
- Has this changed recently and if so how, where and why?
- Do Islamic or Gulf charities (INGOs) partner with Syrian NGOs? How does their practice in partnerships differ from other INGOs?

5.2 PARTNERSHIPS/CONTRACTS WITH PRIVATE SECTOR CONTRACTORS

- What types of private contractors do INGOs or UN agencies use to deliver cross-border aid from Turkey?
- What sectors / types / activities of programming or operations are these being used for?
- How are these contractors selected and vetted? Does this differ by type of contractor or contracted entities? (Do private sector companies get vetted more or less, or differently, than Syrian NGOs? Do UN agencies vet differently than INGOs? Any differences between Islamic charities and other INGOs?)

5.3 APPROACHES TO RISK WITH PARTNERS

- How do INGOs discuss different types of risk – fiduciary, programme, security – with their Syrian NGO partners? Are risks shared or not?
- How does this differ by different types of contracting or contracted entities?

5.4 WHAT WORKS?

- How much does approach to partnerships impact access? (relative to other factors)
- How much does approach to partnerships impact quality? (relative to other factors)
- What types of approaches to partnership contribute to enabling access and quality?
- Examples of good or bad practice?

5.5 AREAS TO EXPLORE FURTHER

- What information is missing to be able to answer the ‘what works’ question in this area? How could we get this?

6. RISKS

Question 6: How often and how formally does your organisation assess risks (security, fiduciary, programme, etc.)? How would you describe the level of risk tolerance of the country programme? How are risks factored in relation to the urgency / lifesaving nature of the intervention(s)?

6.1 APPROACHES TO RISK

- How do different types of organisations differ in the ways they assess risks, including the level of formality / tools and approaches used? Are formal risks assessments seen as relevant and useful?
- Is the urgency / lifesaving nature of the intervention compared to risk levels when making decisions about where or what (sector/activity/transfer modality, i.e. cash or in-kind) agencies deliver?
- What factors contribute to an organization having a better understanding of threats and risks (i.e. being able to make informed decisions)?
- What factors contribute to an organization being willing or able to take on relatively high levels of risk (and programme in difficult areas)? What role do donors play in this? Organisational culture or history? Other factors?

6.2 WHAT WORKS?

- How much do approaches to risk impact access? (relative to other factors)
- How much do approaches to risk impact quality? (relative to other factors)
 - What are the differences between quality programming and programming safely and without diversion?
- What types of approaches to risk seem to contribute to enabling access?
- Examples of good or bad practice?

6.3 AREAS TO EXPLORE FURTHER

- What information is missing to be able to answer the ‘what works’ question in this area? How could we get this?

7. OUTREACH / NEGOTIATIONS

Question 7: How does your organisation engage in outreach or negotiations in order to enable humanitarian access? Or do you partner with (or rely on) others to do so? Do you have examples of good practice in negotiations?

7.1 TRENDS IN OUTREACH / NEGOTIATION

- Broadly, what are the main approaches used to negotiate and reach out to armed actors (as required to enable access)?
- To what extent do aid organisations use an ‘acceptance’ strategy to ensure access? How exactly is this used?
- How has this changed in different areas (Aleppo, Hassekah, etc.) as the conflict has evolved?

7.2 APPROACHES TO OUTREACH / NEGOTIATION

- How do different types of organisations differ in the ways they understand conflict dynamics?
- How do they differ in how they reach out / negotiate with armed actors, communities, local authorities and Government actors? (especially comparing UN to INGO to Syrian NGO to Islamic charities and Gulf actors)
- To what extent does the UN engage with non-state armed actors so as to enable access? What are the reasons for this? (i.e. role of formal policies versus perceptions / beliefs, or other factors)
- Are there any examples of joint (inter-agency) approaches to outreach and negotiations, either from Damascus or within the cross-border operation from Turkey? What lessons were drawn from this?
- What factors are seen as contributing to an organization being able to engage in successful outreach / negotiation? (staff, organizational culture, sector of of programme (e.g. are there certain sectors of programming where access is easier to negotiate?), transfer modality (cash versus in-kind) etc.)

7.3 GOVERNMENT / AUTHORITIES' VIEWS ON NEGOTIATIONS AND AID QUALITY

- What did the Government actors and other authorities (including local councils) interviewed think about aid agencies' presence, quality programming and impact? What does this suggest about how well negotiations or outreach may or may not be working?

7.4 WHAT WORKS?

- How much does ability to engage in outreach/negotiation impact access? (relative to other factors)
- How much does ability to engage in outreach/negotiation impact programme quality? (relative to other factors)
- Examples of good or bad practice?

7.5 AREAS TO EXPLORE FURTHER

- What information is missing to be able to answer the 'what works' question in this area? How could we get this?

8. PRINCIPLES

Question 8: What role do humanitarian principles (independence, neutrality, impartiality) play in your organisation's contact and discussions on enabling access?

8.1 REFERENCE TO AND USE OF PRINCIPLES

- Do aid organisations report referring to or using humanitarian principles during discussions on enabling access? How exactly? Any specific examples?
- How did answers to this question vary by organization type? (ICRC / SARC, INGOs, Syrian / diaspora NGOs, Islamic charities, Gulf actors, UN)
- What are the views of ICRC and SARC on the degree to which humanitarian principles have played a role in their access overall?
- Did the Islamic charities make reference to any other types of principles (solidarity etc.)?
- Did Syrian orgs make reference to any other types of principles? Or have comments on the relevance of humanitarian principles?
- Did interviewees make reference to joint operating protocols (JOPs) or other statements of principles at all? Positive or negative experiences?
- To what extent is a principled approach stressed by donors (e.g. donors funding organisations to engage in humanitarian as well as stabilisation activities?)

8.2 WHAT WORKS?

- How much does acting in a principled way or being seen as a principled humanitarian actor impact access? (relative to other factors)
- How much does acting in a principled way or being seen as a principled humanitarian actor impact quality? (relative to other factors)

8.3 AREAS TO EXPLORE FURTHER

- Do we need more information? How could we get this?

9. CORRUPTION AND MISUSE

Question 10: Does your organisation have a way of assessing how its assistance may be subject to corruption or other abuses of power (e.g. local gatekeepers taxing / seeking rents)? What are they key challenges around managing conflict dynamics and the potential for aid to do harm?

9.1 LEVEL OF CORRUPTION AND MISUSE

- Generally, how do aid orgs perceive the level of corruption and misuse?
- What different kinds of this are thought to be most prevalent?
- Do aid orgs perceive their (and others') programming in Syria to becoming more or less corrupt / prone to diversion? If so, why?
- Are certain sectors / types of programming seen as more prone to diversion than others, including cash/ vouchers?

9.2 WAYS OF ASSESSING AND PREVENTING CORRUPTION AND MISUSE

- What were some of the ways that organisations are seeking to detect and prevent corruption / misuse / diversion? How have these evolved recently?
 - Differences between different types of orgs?
 - Role of donors?
- What views were expressed about the extent to which affected people themselves are misusing aid, e.g. selling items they've received or using cash to buy 'unnecessary' items etc.?

9.3 WAYS OF ASSESSING AND PREVENTING THE POSSIBILITY FOR AID TO DO HARM AND EXACERBATE CONFLICT

- What examples were given around managing the potential for aid to do harm (e.g. exploitation, supporting war economy) or to exacerbate conflict or local power dynamics?
- Any examples of managing this well?

9.4 WHAT WORKS

- What approaches are perceived as working well to detect, prevent and address corruption and misuse?

9.5 AREAS TO EXPLORE FURTHER

- Do we need more information? How could we get this?

10. PRELIMINARY ANALYSIS

- What role does insecurity play relative to other factors in determining where agencies programme?
- Are there organisations or programmes that have achieved better access (either in terms of scale, sustained presence, or to the neediest), and what do you think are the reasons for this?
- If this is too difficult to judge, why? What information do we need?
- Are there organisations or programmes that have achieved better quality? How do they define this and what do you think are the reasons for this?
- If this is too difficult to judge, why? What information do we need?
- Do some organisations have good access but not good quality, or vice versa, or do the two tend to go hand-in-hand?
- Are there certain approaches that could be used to get better access or quality but aren't being used? If not, why not? What could be done to enable these?

Annex

See description above

Annex 9: Template provided to country-based researchers for the synthesis of the affected population consultations

Component 2

Synthesis of affected population consultations, Syria

- Approx limit of 20-25 pages (no more than 15,000 words), in a Microsoft Word document
- The report should be in full sentence form, not bullet points.
- All of the bullet point questions should be removed and the report should be readable as a stand-alone document that would be understandable to an external, well-informed audience
- The questions in bullet points below are meant for guidance. It is not necessary to systematically answer each question one-by-one, but generally do try to cover all areas described by the questions (or indicate where evidence is not sufficient to do so). The sub-sections are for suggestion only – feel free to add or remove sub-sections as needed. Also feel free to answer / pursue interesting questions that are not asked here!
- The synthesis should focus on interviews conducted so far with affected people. This can also bring in themes from the aid actor interviews (especially local ones), as necessary to better understand the key themes emerging from the affected population.
- Where it's not possible to answer a question, just note this and describe what type of research might need to be done to answer this.
- When making statements, put in brackets which areas this applies to, like this: [example from South Sudan]
 - “Women in a few locations indicated they had to wait more than half a day in the sun to receive food distributions [Leer Town, Akobo Town center]”

1. INTRODUCTION

1.1 OBJECTIVES OF ASSIGNMENT [FROM TOR]

1.2 METHODOLOGY

- How / why the areas of focus (Aleppo rural, Aleppo City, Hasakeh City, Hama, Damascus, Deir Ezzour) were selected. Why this balance? What bias / limitations does this sample leave us with?
- Total number of consultations conducted, broken down by consultation type, gender and location (see below)
- How were people selected to participate in the interviews (KIIs) and focus group discussions (FGDs), i.e. the sampling method? Why this approach was chosen, how were potential obstacles to having a representative sample addressed, and what biases / limitations may still remain (e.g. due to security/gatekeeper/logistical considerations, networks of the individual(s) arranging the focus groups, etc.)
- What issues / challenges were faced in people being able to talk freely, how these were addressed, and what biases or limitations remained?
- Reflections on the appropriateness / usefulness of the questions: Were they understandable? Were they all asked or was it necessary to omit or adjust them? Were there other questions that should have or could have been asked?
- Any other issues / challenges faced
- Reflections on gender and the use of a mixed gender team

Table 1: Number of FGDs—by location and type

	FGDs men	FGDs women	FGDs IDPs	FGDs host families / host communities	FGDs local councils / relief committees
Aleppo rural area (western Aleppo)	[Total # here]				
Aleppo City					
Hassekah City					
Hama (opposition-controlled)					
Damascus City					
Total					

Table 2: Number of men and women in each focus group

#	Name of focus group	# of men in this focus group	# of women in this focus group	Total # of people
1.	[Total # here]			
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
Total				

Table 3: Number of KIIs – by location and type

	KIIs men	KIIs women	KIIs IDPs	KIIs host families / host communities	KIIs local councils / relief committees
Aleppo rural area (western Aleppo)	[Total # here]				
Aleppo City					
Hassekah City					
Hama (opposition-controlled)					
Damascus City					
Deir Ezzour					
Total					

2. AID OVERVIEW

Note: All question numbers in the boxes below refer to the questions in the “FGD and KII guide 1 – male female IDPs host”, except those in italics, which draw from the “FGD and KII guide 2 – relief committees, local councils”.

Question 1: Have you, your family, or neighbors received international or local aid in the past three years?

Question 3: Did any of the following provide aid in your area? Please indicate all that apply:

- a) Government authorities
- b) Opposition forces
- c) Local aid organizations
- d) The national Red Crescent Society
- e) The ICRC – the International Committee for the Red Cross
- f) The UN (including UNICEF, WFP, UNHCR, WHO)
- g) International NGOs
- h) Community groups
- i) Local businesses
- j) Independent donor
- k) Syrian groups from abroad

Question 4 (Guide 2): Could you please describe the role you have played in providing aid in this community? (e.g. local council, relief committee, etc.)

Question 4: In the past year, would you say that there is more or less aid coming to the area compared with previous years? Why?

2.1 AID RECEIVED HASAKEH

- What types of aid (sectors or cash/vouchers) did people report receiving in this area?
- Do people perceive the amount of aid as increasing or decreasing or staying about the same, in recent months?

- What types of actors are providing this aid? (see list in question 3 above)
- Do people report receiving any assistance from outside the country? (If so, which type of people?)
- What role do the local councils and relief committees play in this area?
- What changes, if any, do people perceive in the types of entities that are providing assistance, in the past year?
- Is there any evidence of Government providing assistance directly? If so, what kinds?
- Is there any evidence of private sector businesses providing assistance directly? If so, what kinds?
- Are there any differences in the types of aid and types of actors that women report receiving aid from versus men?
- Do the interviews with aid actors (or other evidence) suggest that there are differences between what assistance people perceive as being provided (by whom) and what actually is?
- Was there a difference in what IDPs said they'd received versus what host community or other groups said they'd received? What about between IDPs living in camps/sites versus hosted?

2.2 AID RECEIVED ALEPPO RURAL

See questions above

2.3 AID RECEIVED ALEPPO CITY

See questions above

2.4 AID RECEIVED HAMA

See questions above

2.5 AID RECEIVED DAMASCUS

See questions above

2.6 AID RECEIVED DEIR EZZOUR

See questions above

2.7 OTHER AREAS

- Recognising that people from other areas were not consulted and that available information is incomplete on this question, how might the above picture be different if we had consulted people in all conflict-affected areas of Syria? I.e. what are the major differences in the types of aid being provided in these three areas versus elsewhere, including rural areas other urban areas? (links to methodology discussion above) [can refer to other sources here as necessary; additional research is not necessary – just answer to the extent possible based on existing knowledge]

3. SECURITY CONSIDERATIONS

Question 5: Is it dangerous for aid organisations to operate in your area? Why?

Question 6: Is it dangerous for local people to try to receive aid in your area? If yes, what type of dangers do they face? (Prompt: physical safety, reputational damage/safety, gender issues, far travel, etc.) Why?

Question 7: [If it is dangerous] Is it more dangerous or difficult for men or for women? What specific dangers do men and women face when trying to receive aid?

Question 8: [If it is dangerous] What do people in your area do to try to access aid more safely?

3.1. OVERALL SECURITY FOR AFFECTED PEOPLE

- How safe do people feel generally in receiving aid, and how did this differ by geographic area or population type?
- If they feel unsafe, what are the specific problems, i.e. who do they feel threatened by and how / why?

- Are there any differences in the threats / difficulties posed to men and women trying to receive assistance? How did this differ by geographic area?
- Are there certain types of aid orgs that people do not want to receive aid from, or be seen as receiving aid from?
- If people do not report feel unsafe, what are the reasons for this? Do the answers change when the questions are asked again or in different ways?
- What do people do to try to access aid more safely / effectively, and how did this differ by geographic area?
- Did people have ideas for how they could receive assistance more safely or easily?
- Did the views of local councils and relief committees differ from those of other affected people on this question?

3.2 SECURITY FOR AID ORGANISATIONS

- How do affected people view the security of aid organisations, staff and programming, and how did this differ by area?
- What do they see as the major threats faced to aid orgs / staff?
- Do affected people think that different types of aid orgs (SARC, UN, Syrian NGOs, Gulf-funded actors, Western INGOs etc.) can operate more or less safely than others? If so, why?
- Is this echoed by the aid orgs themselves, or are there differences there? If there are differences, why?
- Did the views of local councils and relief committees differ from those of other affected people on this question?

4. QUALITY (RELEVANCE/APPROPRIATENESS, TIMELINESS, TARGETING, CORRUPTION/DIVERSION)

Question 2: At the times when you most needed help over the past few years, were aid organisations there to help you?

Question 9: In general, do you feel that certain groups or individuals are favoured over others in receiving aid? When is this usually the case? How or why do you think they are being favoured?

Question 10: How common is it for people to sell the aid they receive? (About what percentage of people do this? Roughly how much of the aid that they receive is sold? Are certain types of aid more often sold than others? Why?)

Question 11: Have any aid agencies asked you for your opinion about the aid projects? If yes, what mechanism can you use? (Prompt: hotline, suggestion box, meetings, feedback committees, email, through personal networks / friends / family, local councils, etc.)

Question 12: In your opinion, which of these mechanisms is most / least useful? Which one would you like to use in the future?

Question 13: Do you believe that the feedback that you give to aid organisations makes a difference? If not, why not? (Prompt: Give an example of how you know this.)

Question 14: What information should aid organizations working in your area know or understand that they don't know or understand right now?

Question 15: Do you have any further comments? Any questions for us?

4.1 RELEVANCE / APPROPRIATENESS

- What type of aid did people report was most important to them? Why? Any differences by geographic area or population type (urban versus rural, IDP versus others, men versus women)?
- Were there certain types of aid that were provided that people reported were not relevant or appropriate, or were less so? If so, why?

- Were there differences by org type in terms of the relevance of the aid provided?
- Did people feel the aid provided was of a good quality?
- Did people report selling any items they received? Approximately how pervasive is this (or is this perceived to be)? (volume and % of recipients) If so, which types of items and why?
- Were there any difference in people's impressions about the quality and relevance of assistance provided by different types of groups (Syrian NGOs, SARC, Gulf actors, Western INGOs, UN, local aid groups / local councils / relief committees etc.)?
- Did the views of local councils and relief committees differ from those of other affected people on issues of relevance / appropriateness or timeliness?

4.2 TIMELINESS

Did people feel that the aid provided was timely or not?

Was certain types of aid, or certain sectors of aid, seen as more timely than others?

4.3 TARGETING

- What were people's perceptions about targeting (how it was decided who would be assisted)? Was this seen as fair or unfair?
- Any differences between different org types?
- Any differences in the answers to this question by population type (urban/town center versus rural, IDP versus others, men versus women)?
- Did the views of local councils and relief committees differ from those of other affected people on issues of targeting?

4.4 CORRUPTION / DIVERSION

- How much of an issue is corruption / diversion, overall, for affected people? Do they see this as a bigger or smaller problem than other quality issues (relevance, timeliness, overall quantity etc.)?
- Generally, do people view corruption and diversion of aid as getting worse or better in recent months / years?
- Do people view different types of orgs as more or less susceptible to corruption / diversion (Syrian NGOs, SARC, Gulf actors, Western INGOs, UN, local aid groups / local councils / relief committees etc.)? Certain orgs more corrupt than others? Different types of aid? (by sector as well as cash / voucher) Or due to pressures of different types of authorities (Government, various armed actors)?
- What are the major types of corruption / diversion that people perceive taking place? Can they be categorized by scale, actor and level? What differences might there be between perceptions and reality?
- Did the views of local councils and relief committees differ from those of other affected people on issues of corruption / diversion?

4.5 AREAS TO EXPLORE FURTHER

- What information is missing to be able to have a clear picture of how people view the quality of assistance?

5. CONCLUSIONS / 'WHAT WORKS?'

- Recognizing the limited /sample of views obtained, what is the overall picture of affected populations' views on (1) safety of accessing aid and (2) the quality of aid received?
- What do these suggest about 'what works' for enabling access and quality humanitarian assistance in Syria?

Annexes

[include any extra information as annex]