



# Terms of Reference

## Social Service Mapping

**Aug 2020**

### **Introduction**

#### **Help a Child Netherlands and 121**

Help a Child is a Christian, international relief and development organization, founded in 1968 in the Netherlands. Help a Child provides a future for children in need, their family and their entire community. By empowering vulnerable communities, we help them to change their own living conditions and opportunities in a sustainable way. Help a Child works in areas with a high incidence of poverty or in places where children and families are extra vulnerable due to disasters or (imminent) conflicts. Help a Child develops innovative programs, for example about youth & work, child development and the transition of relief help towards sustainable development. We work together with various Dutch, international and local partners. Help a Child works across India, Kenya, Ethiopia, Malawi, Burundi, Rwanda, DRC, Uganda and South Sudan.

Help a Child is involved in an innovation project that aims to improve cash-based assistance: <https://www.510.global/the-future-of-cash-based-aid/>. A project supported by the Dutch Relief Alliance (DRA) under the DRA Innovation Fund (DIF). 121 is a cash transfer platform designed to effectively connect donors with beneficiaries in crisis situation. It also aims to allow for more efficient, effective and transparent provision of cash support to people in need.

Red een Kind is involved in the protection side of the project. In the beginning of the project, we set up a 'user journey' for people affected to see how best they can be supported protection-wise. It includes a list of different protection service providers so that people can easily find out where to go when they have a specific vulnerability for which they want to make an appointment at some service provider.

### **Background**

121 will be piloted in Amsterdam among undocumented migrants who are at the LVV-waiting list of Amsterdam municipality. LVV stands for 'Landelijke Vreemdelingenvoorzieningen' ('National Immigration Facilities') and is a pilot of the Dutch government (Ministry of Justice and Security) in collaboration with five municipalities and local aid organizations to set up a nationwide network of shelter and counselling facilities for foreign nationals without a right of residence and without entitlement to the central reception facilities (Rijksopvang). The aim

of the LVV is to find sustainable solutions for these people by guiding them to assisted voluntary return, onward migration or, if appropriate, legalization of residence.

Among undocumented migrants, there is high need for protection information so that they can access the goods and services they need. Help a Child will gather information about key protection and social service providers so that more is known on where to get support. This will be done in collaboration with Red Cross, who are working on 'de Wegwijzer': an overview of updated information on social services where undocumented migrants can receive support. Subsequently 'de Wegwijzer' will be linked to the innovative system 121.

### The role and minimum responsibilities of the consultant

1. Support Help a Child and Red Cross with the development of 'de Wegwijzer' through mapping the social services accessible for undocumented migrants in Amsterdam.
2. Provide recommendations regarding protection:
  - a. What are the risks/opportunities for linking 121 with 'de Wegwijzer'?
    - i. Are these risks/opportunities similar in online or offline settings?
    - ii. Are these similar for all social services, or are there differences between different kinds of services?

### Expected Activities and Objectives

Phase	Activity	End Results	Days	Who
Inception Phase	(Skype) meeting with the Help a Child Jr. Protection Officer	Knowledge on organisation, project and expectations	0.5	External consultant and HaC Jr. Protection Officer.
Inception Phase	Meeting with all stakeholders involved the activity to map social services for 'de Wegwijzer'	Deeper knowledge of the project and the expectations	0.5	External consultant, HaC Jr. Protection Officer, the 510 volunteer coordinator and the Red Cross Projectleider Noodhulp Ongedocumenteerde migranten
Inception Phase	Preparation	Fully prepared for the activity to map social services	1	External consultant
Conducting activities	Data collection	Data collected of all social services accessible for undocumented	4	External consultant in cooperation with Support of the Jr. Protection Officer.

		migrants in Amsterdam and collecting recommendations on research question		
<b>End phase</b>	Meeting with all stakeholders involved in the activity, and writing an evaluation report (including recommendations on research questions)	Draft report	2	External consultant
<b>End Phase</b>	Commenting on draft report by Help A Child and 510 and Red Cross	Review		Help A Child
<b>End Phase</b>	Based on comments, the consultant will write a final report	Final report	0.5	External consultant

## Timeframe

The ToR is released in August 2020. The deadline for application is the 4<sup>th</sup> of September 2020 and the selection of a consultant will take place before the 11<sup>th</sup> of September 2020.

Activities must take place in September 2020. The activities will take around 8.5 working days.

## Deliverables

- o Excel document with accessible social services for undocumented migrants in Amsterdam (including opening hours, the kind of service provided, and other relevant information).
- o Draft and final report on recommendations from social services to include a referral system in the 121 system (including an annex with interviews on the research questions).

The deadlines for the deliverables will be agreed upon, in close consultation with the selected consultant; however we aim for having the final evaluation report ready by the beginning of October 2020.

## Qualifications and Experience of the Consultant

- o Affinity with the target group of undocumented migrants.
- o The consultant must have strong communicative and analytical skills, draw practical conclusions, make recommendations and to prepare well-written reports in a timely manner. Experience in conducting research in advantage.

- The consultant should demonstrate the capacity to collect data, and to use Excel to process this data.
- Availability for the period indicated
- Speaking English (Dutch is an advantage)

## Submission of an application – Requirements

Application materials shall include:

- A written response to this TOR in terms of a proposal detailing:
  - the technical understanding of the task,
  - proposed work plan and schedule,
- Detailed CV
- Financial bid

The Proposal and its annexes should be submitted via email as below, and latest before **September 4th 2020**, please send it to:

[Annelotte.speelman@redeenkind.nl](mailto:Annelotte.speelman@redeenkind.nl)

## Clauses

### Child Protection

The consultant will adhere to the Child protection policy of Help a Child. He/she will sign the policy (annex 1) and take all regulations in to account.



Annex 1 Code of  
Conduct Child Safegu



Child Safeguarding  
Policy - complete.pdf

### Early Warning

The Consultant shall notify the employer as soon as he is aware of any circumstances that may delay the works. The Consultant shall take all reasonable steps to minimize these effects.

### Remedying Defects

The Client may at any time notify the Consultant of any defects or outstanding works. The Consultant shall remedy at no cost to the client any defects due to Consultant's design, quality of materials or workmanship. Failure to remedy any defects or complete outstanding work within a reasonable time of the client's notice shall entitle the client to carry out all necessary work at the Consultant's cost.

### Approval and Termination of the Agreement

This agreement will be effective only if both Help a Child, Help a Child Rwanda and the consultant have signed it. Any breach of issues laid down in this agreement the employer shall have the mandate to terminate the agreement. Termination of the agreement shall not warrant any compensation to the Consultant.

## Budget and Payment Terms

1. Consultant's budget:

Type of cost	Total costs in Euro
Human Resource	
Total Budget	

2. Payment schedule:
  - 100% payment after submission and approval of final report



