ACCESS TO BASIC SOCIAL SERVICES

REPORT

OCT - 2016

URBAN MAPPING

LIBYA, TRIPOLI

Janzour, Abu Salim, City Center

ACCESS TO BASIC SOCIAL SERVICES

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action - helping people triumph over adversity and build stronger communities from within. Nows and for the future.

Working maps produced by MC / Moomken for humanitarian relief purposes only
Data contained on this map does not represent the opinion of any government or political body

UNHCR The UN Refugee Agency MERCY CORPS MOOMKENORG

Based on Sphere standards and agency indicators, this assessment approach could be adapted to different contexts in collaboration with local partners and civil society.

This approach uses new technology software to improve the performance of data collection, data anlysis and data sharing.

Click The Logo
To Get Online
DATA OF NEEDS & ACCESS

Table of CONTENTS

APPROACH 04
- Basic social services 04
- New information technologies 04
- Collective Assessment 05
- Analysis 06

METHODOLOGY 07
- Objectives 07
- Outcomes 07
- Activities 07
- Logical framework 08
- Definition of Critical vs. Non-Critica 09

DELIVERABLES 12
- Ushahidi 12
- Online mapping, factsheet and report 12

LIBYA & TRIPOLI 13
- Libyan Workshop 13
- Triopli Case 14
- Interview and Individuals survey 16
- Cross-checking & cleaning data 17

LESSONS LEARED 20

POTENATIAL IMPOVEMENT 20

About the APPROACH

// BASIC SOCIAL SERVICES

Access to basic social services is a fundamental rights. Enhancing access to social services, including water, shelter, health care, protection services, education and livelihood to population is a shared objective. Securing access to basic social services is also a fundamental to the UN mandate and the Millennium Development Goals(1).

Through “access”, this approach aims to understand the needs within the basic social services and the access issues for populations to reach each social basic services. As part of an effort to ensure access to protection and essential services by IDPs and migrants, Mercy Corps in partnership with Moomken and support from municipalities will conduct an assessment of basic needs and access focusing on the following essential issues:

- Health
- Education
- Shelter
- WASH
- Protection
- Livelihoods

// NEW INFORMATIONS TECHNOLOGIES

To ensure the quality of the data collection and analyse data quickly and efficiently, **various software**(2) were used.

Data collection and mapping

The data was collected through a Kobo platform. GPS is one of the most important components of the assessment as a technique used to project data on territories. This projection helps to understand the needs at different scales and measures the distance between IDP camps and basic social services. Mapping is not only a visualization tool; it can support analysis as well.

Analytical tool: efficiently

An analytical tool based on humanitarian standards is used to determine the data collected. This tool measures the current situation of an area and the humanitarian standards that need to be applied. It is based on access and delivery of basic social services. It is not related to household data.

Visualization tool: quick results

Visualization tools are designed and link to the analytical tool in order to have a real-time, visual representtion of the data to share with other stakeholders.

(1). http://www.un.org/millenniumgoals/
(2). Type of software: Kobbo Toolbox, Ushaihidi, N’vivo, Suite Adobe, ArcGIS and Microsoft Suite(

// COLLECTIVE ASSESSMENT & SNOWBOWLING

This approach can be adapted to various contexts with the help of the local government, the vulnerable populations, local CSO and any inhabitants of the area. The assessment uses a qualitative data collection method to identify the type of basic social services accessible to the local population.

To ensure a good understanding of the access to basic social services, various points of view are compared through individuals survey. Indeed, the list of the key informants is based on the goal of comparing the perception of the access to social basic services regarding their position within the city.

The data is collected from the humanitarian actors, the municipality, the crisis committee, IDPs camp representative, and the service providers in a specific order: from the humanitarian actors, the municipality and crisis committee to IDPs representative and service providers. The humanitarian actors and municipality provide the key information for the secondary data collection while the IDPs representative and service providers are related to the primary data collection.

These main four points of view are cross checking and permit to understand the access to social basic services and the needs to improve the current situation.

The results of this approach aims to provide information to various stakeholders:

- at the municipality level, the results provide a sound basis for an urban diagnostic and support the urban planning development.
- at the IDPs level, the results provide a dataset of information for the right of all the individuals to a **universal service** (primary social services and primary services in a broader sense),
- at the humanitarian stakeholders level, the results provide an overview of the access to the social basic services and the multisectorial needs of the population and specificely the IDPs.

Various feedback analyzed to provide multisectorial basic informations.

// ANALYSIS

The data is analysed through various software and the analytical approach is based on three compoments:

- The capacity of basic social services to absorb the primary needs of the population (avaibility of and the functionality of basic social services and the capacity to absorb the needs).
- The possibility of the population and IDPs to reach the facilities of basic social services (security, safety, costs).

The data collected is chosen depending on the types of basic social services (health centers, primary schools, protection centers, etc) and humanitarian standards (SPHERE project, UNHCR standards & indicators, UNICEF standards & indicators, and Save The Children standards).

This method allows specific data to be chosen in order to provide the appropriate information for humanitarian programs. A specific analytical tool is developed to analyse the data using humanitarian standards.

METHODOLOGY

// OBJECTIVES

Provide a comprehensive overview of basic needs and gaps in essential services among urban IDPs in order to inform humanitarian action to support the most vulnerable groups.

// SPECIFIC OBJECTIVES

- Programmatic recommendations (priority groups, areas, and sectors / recommended interventions and recommended local partners).
- Advocacy recommendations (priority advocacy messages, target audience, recommended approach, etc.).

// OUTCOMES

- Information on the basic needs and infrastructures in 4 municipalities in Tripoli.
- Knowledge on IDP and migrants access to social basic services in 4 municipalities in Tripoli.

// ACTIVITIES

- **Activity 1:** Training of CSO for data collection.
- **Activity 2:** Data collection.
- **Activity 3:** Data cleaning and preparation (data visualization, mapping, thematic data package for qualitative sections)
- **Activity 4:** Analysis and production of findings.
- **Activity 5:** Formulation of recommendations for programmatic interventions and advocacy.

LOGICAL FRAMEWORK

GOAL: To provide the foundation on which municipalities and humanitarian actors can build on for proper planning and designing strategies to meet needs of IDPs and migrants.

1ST OBJECTIVE: Programmatic recommendations (priority groups, areas, and sectors, recommended interventions and recommended local partners).

ACTIVITIES	INDICATORS	MEANS OF VERIFICATION
ACTIVITY 1: Training of CSO for data collection.	# Of people trained on urban mapping, data collection and analysis.	Training report
ACTIVITY 2: Data collection.	# assessments completed for each group of KIs: group 1. NGOs, CSOs, other relevant institution. group 2. municipalities. group 3. IDPs reps and service providers.	Key informant interviews with municipality members, IDP representatives and service providers. completed assessment forms for each Tripoli neighbourhood.
	Identification, GPS and mapping of: • Shelter • WASH • Education • Protection • Livelihood • Markets	GPS locations of services.
ACTIVITY 3: Data cleaning and preparation (data viz, mapping, thematic data package for qualitative sections).	# Of maps and factsheets on accessibility to social services developed and disseminated to municipality members and partners.	Overview of the needs and the access.
	# packages of thematic informations for qualitative sections.	Recommendation reports: section for programmatic intervention.

2ND OBJECTIVE: Advocacy recommendations (priority advocacy messages, target audience, recommended approach, etc.)

ACTIVITIES	INDICATORS	MEANS OF VERIFICATION
ACTIVITY 4: Analysis and production of findings.	# consolidated profiles for neighbourhoods (maps, visuals, key facts on needs, services, infrastructure)	Final map and factsheets.
	# Of maps and factsheets on accessibility to social services developed and disseminated to municipality members and partners.	
ACTIVITY 5: Formulation of recommendations for programmatic interventions and advocacy.	# consultations sessions, A) with program team, B) with advocacy team, to present findings and agree on recommended interventions.	Evaluation and analyses of social basic services gaps at the municipalities level.
	A) This is when you discuss priority needs, groups, and areas, according to needs and gaps identified. Then you discuss feasibility in terms of access (security, acceptance), response capacities (local CSOs), and feasibility (funding, compliance, and other considerations). B) This is where you design a strategy for what you can't address with a program. What are the key messages? who is your audience? how/through who to best channel advocacy efforts?.	Recommendation reports: section for advocacy intervention.

// Definition of Critical vs. Non-Critical and Criteria for Satisfaction

The following calculations have been developed to measure the level of access and service provision based on international humanitarian standards. The below outlines the criteria used to assess all basic social services to understand IDP's levels of vulnerability.

Definition for Satisfaction:

IDPs & Service Providers level of Satisfaction		Enumerator Satisfaction		Access Satisfaction
Fully satisfied	+	Fully satisfied	=	Fully satisfied
Moderately satisfied		Moderately satisfied		Moderately satisfied
Not satisfied		Not satisfied		Not satisfied

NOTE: If the social service facility is within the camp, no level of satisfaction is determined as this relates to access.

General Camp Definition for Critical vs. Non-Critical

- Perception Of Needs

	1. IDP Perception		2. Enumerator Perception			3. Perception Of Needs
(	No needs identified = 0	+	No needs identified = 0	)	/2 =	Non-critical = 0
	Few needs identified = 1		Few needs identified = 1			Critical = 1 & 2
	Critical conditions = 2		Critical conditions = 2			Very critical = 3
	Very critical conditions = 3		Very critical conditions = 3			

- Perception Of Access

	1. IDP Perception		2. IDP Perception			3. Perception Of Acces
(	The road is fine = 0	+	The road is fine = 0	)	/2 =	Non-critical = 0
	Lack of public transportation = 1		Lack of public transportation = 1			Critical = 1 & 2
	Road is damaged = 2		Road is damaged = 2			Very critical = 3
	Road is insecure = 3		Road is insecure = 3			

Shelter Definition for Critical vs. Non-Critical:

- Definition of shelter needs

1. Problems with the owners
YES = 1
NO = 0

+

2. Type of shelter
Finished building = 0
Unfinished building = 1
Tent/caravan = 2
Makeshift shelter = 3

=

3. Shelter Conditions
Non-critical = 0
Critical = 1 to 3.5
Very critical > 3.5

- Definition of shelter access

1. Average access to water per household
Non-critical = 0
Critical = 1
Very critical > 2

+

2. Private access to latrines
YES = 0
NO = 1

=

3. Access to Shelter
Non-critical = 0
Critical = 1 to 2
Very critical > 2

=

1a) Liters of water accessible to households
Less than 10 liter per day = 3
10 to 20 liter per day = 2
More than 20 liters = 1

+

1b) Access to water inside the house
YES = 0
NO = 1

Water Definition for Critical vs. Non-Critical

- Definition of water needs and access if there is no external water source

1. Type of water access in the camp
Non-critical = 0
Critical = 1 and 2
Verty critical > 3

+

2. Average water access per household
Non-critical = 0
Critical = 1
Very critical > 1

Definition of water access (see the previous page)

=

3. Water Needs
Non-critical = 0
Critical = 1 and 2
Very critical = 3

No external source of water

=

(**1a) Access problematics**
no problem = 0
Few problems = 1
Critical problems = 2
Very critical problems = 3

+

1b) Access type of water
Main water network = 0
Water truking = 0
Protected spring = 0
Bottled water = 3
Other = 1

) /2

- Definition of water needs if there is an external source of water

3. Water Needs
Non-critical = 0
Critical = 1 and 2
Very critical = 3

No external source of water

+

4. Distance from external source of water (GIS)
Less than 500 m = 0
More than 500 m = 1

+

5. Number of HH per collective source
If < 250 = 0
If > 250 = -1
If > 400 = -2

=

6. Water Needs
Non-critical = 0
Critical = 1 & 2
Very critical = 3

If there is external source of water

Latrines Definition for Critical vs. Non-Critical

- Definition of latrine access

1. Distance from external collective latrines (GIS)		2. Number of household per collective latrines		3. Access to latrines
Less than 500 meters = 0	X2 +	If < 250 = 0	=	Non-critical = 0
More than 500 meters = 1		If > 250 = 1		Critical = 1 and 2
		If > 500 = 2		Very critical = 3

If there is external collective latrines

Waste Management Definition for Critical vs. Non-Critical

- Definition of Waste Managment Needs

1. Solid waste management		2. Water standing (flooded, eroded)		3. Waste management needs
Non-critical = 0	+	YES = 0	=	Non-critical = 0
Very critical = 2		NO = 1		Critical = 1 and 2
				Very critical = 3

If Garbage elimination = 0

1a) Number of garbage elimination per week
1 time or more = 0
Less than 1 = 1

If Garbage elimination > 0

1b) Num. of waste containers	X	Avg. capacity of waste containers	÷	Num. of households
Less than 10 = 2				
10 or More = 0				

- Definition of Garbage Elimination

1. Ways to eliminate garbage		2. Number of garbage elimination per week		3. Garbage Elimination
Waste management services = 0	+	1 time or more = 0	=	Non-critical = 0
Burned or buried = 1		Less than 1 = 1		Critical = 1 and 2
Left in the street = 2				Very critical = 3

DELIVERABLES

// USHAHIDI

Ushahidi helped agencies see what was happening on the ground, as it was unfolding. Organizations could see who needed what kind of relief, when and where. They could then follow up to see that aid was actually delivered.

WHY DID WE CHOOSE USHAHIDI?

Ushahid has many great features:

- Collect reports from the ground and your field staff via SMS, email, web app.
- Quickly triage reports and organize rapid response across numerous agencies.
- Document ongoing changes in the field with real time mapping and visualization tools.
- Easily manage incoming posts as a team to survey, triage, and respond to the situation.

HOW WE WORK ON USHAHIDI?

We use Ushahidi manly as visualization tool and to follow up the process of data collection from the field.
Each survey that Moomken make on the ground is gonna be uploaded on Ushahidi map as a report.

Click the logo to get online data of needs and access

// ONLINE MAPPING

IDPs settlements location and basic information

Basic social services locations

// FACT-SHEET

IDPs settlements: needs and access and basic information

Basic social services: needs and access

// FINAL REPORT

Access to basic social services for IDPs

About LIBYA & Tripoli

// LIBYAN WORKSHOP

As part of an effort to ensure access to protection and essential services by IDPs, Mercy Corps in partnership with Moomken and support from the municipalities will conduct an assessment included a mapping of basic needs and infrastructure. The focus will be on essential sectors, namely: Health, Education, Housing, WASH, Protection and Livelihoods.
The mapping considered two components: IDPs and community service providers.

Through in-depth structured individuals, interviews with key informants relevant data will be obtained on the current situation both on the side of urban IDPs and municipalities and the side of community service providers.
The data gives insight into respondents' perception of their needs and access to essential services. The same data enable to draw some conclusions and formulate recommendations in comparison to availability of essential services.

Mercy Corps workshop, Tunis, September 2016

Municipality and CSOs workshop allow to adapt the approach to the Libyan urban cities.

Mercy Corps workshop, Tunis, September 2016

During the Mercy Corps workshop on September, Moomken and Mercy Corps, choose the specific type of social basic services related to Tripoli and the areas of the pilote project.

// TRIPOLI CASE

As the largest city of Libya and the capital, Tripoli represent an intersting and ambitious case for this exercise to provide an overview of the social basic services specifically for the protection sector.

Within the Libya context, Moomken and Mercy Corps developed a pilot project in 3 municipalities of Tripoli:

- Janzour
- Abu Salim
- City Center

To ensure a good overview of IDP access, the existing IDP settlements in these 3 municipalities are assessed according the presence of IDPs (sources: DTM, IOM) and basic social services.

Sources: Google maps, september 2016

TRIPOLI SOCIAL BASIC SERVICES

Social Basic Services Sectors	Tripoli Context	Sub Sector	Indicator's Sub Sectors
Shelter	Very dense city, most important part of IDPs live in a camp or non-formal settlements. Not within a host family.	• IDPS CAMPS	LOCATION, NEEDS AND ACCESS OF IDP CAMPS
WASH	Water supply is developed in the project area	ACCESS TO WATER AND QUALITY OF WATER SANITATION GARBAGE MANAGEMENT	INSIDE EACH IDP CAMPS & BASIC SOCIAL SERVICES FACILITIES
Health	Few hospitals and many primary health center.	HEALTH CENTER, CLINIC, HOSPITAL (RECOGNIZED BY MoH)	ACCESS, FUNCTIONING, PRIMARY NEEDS
Protection	Difficult to understand the location and the availability of protection services. General gap of information.	• PROTECTIN SERVICES • LOCAL CSO • SPECIALIZED • ADMINISTRATION	ACCESS, FUNCTIONING, PRIMARY NEEDS
Education	Important problemcs relating to school facility. Municipalities and civil societies involve in this problems.	PRIMARY PUBLIC SCHOOL AND NON FORMAL SCHOOLS	ACCESS, FUNCTIONING, PRIMARY NEEDS
Livelihood	Specific IDP bank, dense commercial area, few markets. Gap of information: market, prices, bank and micro credit.	MARKETS AND PRICES	ACCESS, FUNCTIONING (MARKETS) NFI & FOOD PRICES

ANALYZE TOOLS
Multisectorial matrix based on indicators > sub sector > context > humanitarian sectors

RESULTS
Urban diagnostic, needs and gaps overview, priorities.

// INTERVIEWS & INDIVIDUALS SURVEYS

Three types of tools to collect data have been designed and collected through KOBO toolbox:

- Open interview to exchange with the municipality.
- Individuals survey to exchange about the perception and the needs of IDPs representative in camps.
- Individuals survey to exchange about the perception of services providers and the needs within the basic social services.

1. INTERVIEWS WITH MUNICIPALITY

Two interviews per municipality:

- One with a civil servant.
- One with a representative of the crisis committee.

Aim of the data collection:

1. Census and estimate number of population, IDPs (number of IDPs and issues), other vulnerable population (migrants, refugees, returnees...),
2. Shelter conditions (IDP camps and non-formal settlements),
3. WASH issues in the municipality and camps,
4. Protection services (availability of MH/PSS, GBV, Child safe spaces) and administration (Birth documentation, information...)
5. Livelihoods (Banks, micro-credit organizations, source of livelihoods)
6. Access perception of IDPs and migrants to social basic services.

2. INDIVIDUALS SURVEY WITH IDPS REPRESENTATIVE

Aim of the data collection:

1. IDP population and vulnerability of population,
2. Shelter living conditions,
3. WASH (access to water and sanitation, garbage management),
4. Availability of social basic services in the camp (Child friendly space, school, health center, protection services, markets)
5. Access to social basic services out of the camp and indications of social basic services used,
6. Access to IDP camp.

3. INDIVIDUALS SURVEY WITH SERVICE PROVIDERS

For each social basic services, a survey is developed

Aim of the data collection:

1. Location and physical access to facilities,
2. Understand the capacity of the social basic services to cover the needs of the area.

// PILOT CROSS-CHECKING DATA

Once the results are available, data is cross-checked between the different key informants (KI). During the cleaning stage, the cross-checking aims to verify the lack of information for each types of KI. Communications tools are adapted according to the responses.

DEMOGRAPHICS	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Number of inhabitant (children, women, men)	✓	✓		
• Number of housholds	✓	✓		
• Presence of IDP	✓	✓	✓	✓
• Number of IDP(children, women, men)	✓	✓	✓	✓
• Origins of IDPs			✓	
• Presence of (migrants, refugees, returnees)	✓	✓	✓	✓
• Origen of (migrants, refugees, returnees)		✓		

PRESENCE OF VULNERABLE PEOPLE	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Female headed household		✓	✓	✓
• Pregnant / lactating women		✓	✓	✓
• Teenage pregnancy		✓	✓	✓
• Elderly headed household with minor children		✓	✓	✓
• Older person unable to care for self		✓	✓	✓
• Family member with disabilities and caregivers		✓	✓	✓
• Witness of violence to others		✓	✓	✓
• Survivors of torture		✓	✓	✓
• Witness of violence to others and/or forced to gregerious • acts		✓	✓	✓
• Formerly associated with armed forces or groups		✓	✓	✓
• Threat of honor killing / violence		✓	✓	✓
• Families needing reunification		✓	✓	✓
• Child –headed household		✓	✓	✓
• Child associated with armed forces or groups		✓	✓	✓

ADMINISTRATION	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• IDP system registration		✓	✓	
• System to share information		✓	✓	
• Birth documentation system		✓		

SHELTER, IDPS CAMP	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Number of camp	✓	✓	✓	✓
• Land owner and eviction		✓	✓	
• Size of the camp	✓		✓	
• Type of shelter	✓		✓	
• Access to water	✓		✓	
• Access to sanitation and waste management	✓		✓	
• Child friendly space: presence, access and needs			✓	
• Health center: presence, access and needs			✓	
• Schools: presence, access and needs			✓	
• Protection center: presence, access and needs			✓	
• Camp management system			✓	
• Needs in the camp		✓	✓	✓
• Access to basic social services (out of the camp)			✓	
• Access to IDPs camps (challenges, safe road)			✓	

PROTECTION	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Number of facility	✓	✓	✓	✓
• CSO specialized	✓	✓	✓	✓
• Services available			✓	✓
• Number of qualified staff			✓	✓
• Utilization rate			✓	✓
• Access to facility (challenges, safe road)			✓	✓
• Needs in the facility			✓	✓
• Building: GPS, dammages and size area			✓	✓

HEALTH CENTER	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Number of facility	✓	✓	✓	✓
• CSO specialized	✓	✓	✓	✓
• Services available and drug management			✓	✓
• Number of qualified staff			✓	✓
• Utilization rate and fee cares			✓	✓
• Access to facility (challenges, safe road)			✓	✓
• Needs in the facility			✓	✓
• Building: GPS, dammages and size area			✓	✓

HEALTH CENTER	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Number of facility	✓	✓	✓	✓
• CSO specialized	✓	✓	✓	✓
• Type of school and shifts			✓	✓
• Number of teachers			✓	✓
• Number of child (grils, boys)			✓	✓
• Access to facility (challenges, safe road)			✓	✓
• Needs in the facility			✓	✓
• Building: GPS, dammages and size area			✓	✓

LANDMINES & UXOS	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Trainings received		✓	✓	✓
• Cares for victims		✓	✓	✓

POWER	TERTIARY DATA	MUNICIPALITY	IDPS CAMP	SEVICE PROVIDERS
• Level of power supply		✓	✓	✓
• Power access		✓	✓	✓
• Availability of electricity storage		✓	✓	✓

// LESSONS LEARNED

The quantitative and qualitative feedback from IDP households is needed to give an overview of the access to basic social services.

Each surveys can be better adapted to the area based on the interaction between with municipality members, services providers and IDPs representatives.

Weight of data can be based on the household perception (from their perception of importance based on their own needs and ways of life).

This assessment can be used as a monitoring tool to understand the access to settlements and basic social services.

The schools facilities present various gaps: # of schools, # of teachers paid by the government. The questions regarding the questionnaires of schools should be more related to the misunderstandings (for example, ask how many time each teacher work per day).

The protection and child protection facilities and services are difficult to reach. A specific part of the methodology should be related to this sector and trainings should be done to the municipality, service providers and enumerators about the possible humanitarian protection activities for the Libyan context.

// POTENTIAL IMPROVEMENT

Develop a new survey with analysis calculation on.

Develop a new training workshop for enumerators regarding the calculation.

The cross checking and cleaning data process can be automate with Excel.

The cleaning dataset can be linked to InDesign in ordure to automate the visualization.

Using ArcGIS present more possibility of analysis than Ushahidi.

Create 3 others analysis tool of the results:
- access to basic social services per municipality,
- needs of basic social services per municipality regarding the population.

Improve the analysis tool in order to give the possibility of calculate more than 1 basic social services within the camp.

ACCESS TO BASIC
SOCIAL SERVICES

UNHCR The UN Refugee Agency
MERCY CORPS
MOOMKENORG