SURVEY
IASC TF4 Sub-Working Group
on the *Delivery of Basic Social Services by Humanitarians in Fragile and Conflict-Affected Settings*

03 May 2023

1) Background and Objective

The IASC Operational Policy and Advocacy Group has tasked IASC Task Force (TF) 4 on Humanitarian and Development and Peace collaboration to identify implications and map lessons learned and good practices on when and how humanitarian organizations have contributed to the delivery of Basic Social Services, where national authorities and supporting development actors have been unable or limited in their ability to deliver due to sanctions, crisis or other situations not conducive for development assistance[1].

To this end, IASC TF 4 established a Sub-Working Group (SWG) on the Delivery of Basic Social Services (BSS) comprised of representatives from OCHA, WFP, UNHCR, UNICEF, UNDP, Oxfam, Mercy Hands, ICRC and UNFPA. The SWG identified four countries (Afghanistan, Iraq, Yemen and Myanmar) in which the delivery of BSS is predominately supported by humanitarian organizations and, as such, will be used to explore the implications, challenges and good practices. Initial exchanges between the SWG co-Chairs and field representatives (selected by RC/HC's) were held over recent months with the objective of obtaining an initial understanding of BSS delivery in these countries as well as to introduce the IASC TF4 SWG workstream.

As a follow up, it was agreed to share a survey with these countries to generate an enhanced understanding of the delivery of BSS by humanitarians in operational contexts in which development actors are limited in their ability to support.

The information obtained through the survey will lead to the development of two outputs:
  a) Consolidated country briefs for the four countries; and
  b) A global synthesis document (informed by the country briefs) that identifies the challenges, provides good practices, lessons learned and recommendations for situations in which humanitarian organizations deliver BSS and how those services may be best transitioned back to development actors, if feasible.

2) Definitions, Methodology and Process

Definitions
The SWG refers to BSS as "a range of public services provided by the government, private, profit and non-profit organizations related to **health care, education, access to water and sanitation, housing, electricity and other services** whereby the interruption of which would endanger the life, health or personal safety of the whole or part of the population"[2].

Development actors are – first and foremost – national, regional and local service providers (e.g. ministries, local departments). Ideally national budgets provide direct BSS support (e.g. Education and health services) and progressively, as economies improve and the citizens increase and stabilize their income, these services may be run on a cost-recovery, user-pays or rate-based system (e.g. water and sanitation services). Such services are often supported by international development finance

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[1] A concept note and a background note on the IASC TF 4 workstream on basic social service delivery is attached for further descriptions of situations in which basic social services delivery is carried out by humanitarians [annex or hyperlinked on the IASC TF4 website].
[2] *Report of the Committee of Experts on the Application of Conventions and Recommendations*, ILO, 2001, p. 293.)

actors and programmatic technical entities be they bilateral or multilateral, including international financial institutions and Multi-Lateral Development Banks.

Humanitarian actors are a wide range of organizations, agencies and inter-agency networks that deliver assistance to people in need based on the humanitarian principles of humanity, impartiality, neutrality, and independence as highlighted by the United Nations in General Assembly Resolution 46/182.

The following steps outline the management of the distribution of the survey, ensure a high response rate and outlines the roles and responsibilities for analysing the responses obtained through the survey from the four countries.

Step 1: **Selection of country-level respondents:** SWG co-Chairs together with Country Lead organizations will be responsible to gather and identify with which organizations the survey should be shared at country level. In order to do so, the SWG co-Chairs and Country Leads will reach out to partners on the ground, to select appropriate organizations who deliver basic social services and who are willing to participate in the survey.

Step 2: **Survey provided to selected respondents at country level:** The SWG co-Chairs, in support of the SWG Country Leads, will share the survey directly with those nominated. The SWG Country Leads will ensure follow up at the country level to ensure compliance and completion of the surveys within the allotted timeframe. Country Leads will be responsible to follow up and ensure a high implementation rate of the survey.

Step 3: **Survey data collected and analysed:** Based on a template provided by the SWG co-Chairs, SWG Country Leads will analyse the information obtained from several organizations per country and develop a country brief capturing feedback.

Step 4: **Recommendations agreed and Synthesis document finalized:** Based on the country briefs and the initial recommendations put forward, the SWG will review the output collectively and jointly agree on the final draft of the *Synthesis Document* and any recommendations contained within.

Confidentiality
In case an organization does not want to provide attributable information, they will need to highlight this in the survey. The survey will offer a prompting question in this regard. If confidentiality is requested, SWG co-Chairs will treat the information as such. However, the information will be placed in a consolidated country brief which will, in turn, inform the global synthesis document within which information will not be attributed. A draft will also be shared with the four countries prior to publication to ensure agreement on its content.

3) **Roles and Responsibilities of SWG Country Leads**

The below describes roles and responsibilities of country lead agencies. The following organizations have agreed to act as SWG Country Leads:

UNHCR	Afghanistan
UNICEF	Iraq
UNDP	Myanmar
OCHA	Yemen

SWG Country Leads will assume the following roles and responsibilities during the work undertaken on their assigned country:
1. Act as the Focal Point within the SWG for the assigned country (see table above), with the responsibility to participate in the initial calls;

2. Once surveys have been distributed to country representatives, respond to any additional queries that may arise as well as encourage participating organizations to submit surveys by established deadlines;
3. Analyse the data received and develop a *Country Brief* based on the responses; and
4. Once the *Country Briefs* are consolidated, provide the completed document to the SWG co-Chairs by the agreed deadline.

4) Intended Products

The intended output of this process is a consolidated document per country (*Consolidated Country Brief*) which will likely be 2-3 pages that consolidates and synthesizes the input received from the country survey and will inform the development of *a Global Synthesis Brief* that highlights challenges, good practices and includes recommendations and key messages.

5) Timeline

The following timeline will be used to ensure final products are delivered on time against the deadlines of the IASC TF4 Chairs.

17 March	Draft survey provided to SWG members
28 April	• Foundational calls complete • Survey finalized • SWG co-Chair and Country Leads have identified and developed a list for survey respondents
01 May	Select respondents identified and Survey provided
15 May	Survey's returned to SWG co-chairs. Analysis commences
5 June	Draft of country documents (*Consolidated Country Briefs*) available and shared
3 July	Draft **Synthesis Document drafted by SWG co-Chairs and chaired with SWG** based on agreement on recommendations and key messages by all SWG members, for each country brief and the Synthesis Document
17 July	Final **Synthesis Document** delivered with clear recommendations for next steps.

6) Proposed Key Questions for the Survey

The proposed survey will address five key areas:
a) What is being delivered in terms of BSS sectors in what context;
b) Key challenges to such service delivery;
c) Issues around resourcing;
d) Good practices in dealing with challenges; and
e) Next steps and support required.

Identifier
1. Briefly describe your organization and the basic social services you deliver or support.

(a). What is the name of your organization?: _____

(b). Please indicate your organization type from the drop-down options provided:
- ☐ United Nations
- ☐ International NGO
- ☐ National NGO
- ☐ Community Service Organization
- ☐ Authorities
- ☐ Other

(c) In the space provided below, Please indicate the type of basic social services your deliver or support, to whom and where and over what period. Please ensure responses are kept concise and placed in bullet form. If possible, please provide one line per service. [max 300 words]

(d) Is the country you are operating in subject to any form of international sanctions for development assistance] **YES/NO**

Operational Context and Services
2. Briefly describe the reason and the operational context for delivering basic social services.
[Please state why you as a humanitarian (or other organization) are providing or supporting the provision of basic social services? What is preventing or minimizing, the national/local authorities or regular development actors from providing basic social services? Are you delivering what development actors had previously delivered? Is a development actor providing in similar in parallel? [Max 300 words – but preferably in a few short bullet points]

3. What impact has the delivery of basic social services had in your country context?
[Please highlight what you consider the most significant short and medium impact is of the delivery of your basic social services your provide or support. What would be at stake if the delivery of basic services were disrupted? Would a reduction or discontinuation of the service impact on the rights of people and increase humanitarian needs?] Please ensure responses are kept concise and placed in bullet form. *[Max 300 words.]*

Challenges in the delivery of Basic Social Services
4. Describe what kind of challenges your organization has faced in the delivery or the support of basic social services as a humanitarian organization?
[These challenges could be related to funding, access to select sub populations for instance, partnerships, coordination or mandate related.] Please ensure responses are kept concise and placed in bullet form. *[Max 300 words.]*

5. Please indicate the three key challenges relevant for your organization in the delivery of basic social services.
- ☐ Sanctions
- ☐ Unstable / unsafe operational environment (please outline the specifics in the text box provided)
- ☐ No or unwilling national or local authority partner available/ present
- ☐ No or unwilling development partner available/ present
- ☐ No humanitarian actor available
- ☐ A lack of resources (funding/ technical capacity)
- ☐ A lack of capacity to implement
- ☐ Other (please indicate any other challenges in the box below)

__Financing and Funding__

6. What is the main source of funding to deliver those basic social services?

- ☐ Development funding
- ☐ Humanitarian funding
- ☐ Private Sector support
- ☐ Other (please indicate in the box below)

7. Who are your primary funding stakeholders for the delivery of the basic social services?

- ☐ National/ regional budgets
- ☐ User-pays/ Rate based utilities
- ☐ Bilateral donor(s)
- ☐ International Financial Institutions
- ☐ Multi-lateral institution
- ☐ Other (Please indicate other donors who may be involved.)[Text Box]

__Coordination Structures__

8. What are the coordination structures that exist around basic social service delivery in your context?

- ☐ National coordination structures / Authorities, acting ministries etc.
- ☐ Local authorities
- ☐ Area Based Approaches
- ☐ UN Development System processes (RC-led UNSDCF etc)
- ☐ UN/ IASC Humanitarian / Cluster structures
- ☐ Other (Please indicate what other coordination structures exist in the space provided) [Text Box]

9. If you have indicated any of the structures listed above, how do the interrelate?
[Please outline the specific role these forums play in the delivery of basic social services in the space provided.] Please ensure responses are kept concise and placed in bullet form. *[Max 200 words.]*

__Good Practices & Lessons learned__

10. What has worked well in your delivery or support of Basic Social Services?
[Please highlight any lessons learned or good practices you encountered or created while delivering basic social services as an organization – especially in terms of considering the longer term, building resilience, and reducing dependency?] [Max 300 words. Preferably bullet points.]

11. What opportunities exist and what are the achievable results, if the resources, structures, etc. were in place to scale-up interventions? Note the top three key factors (e.g. systems and structures) critical to be in place for effective basic social services delivery in your context
[Max 300 words. Preferably bullet points.]

__Recommendations & Next Steps__

12. Are there specific areas of support you might like to see/request from IASC TT4 to further strengthen the delivery of Basic Social Services? (Please indicate all those that might apply.)

- ☐ A common humanitarian position among IASC members of when, how and if to engage in basic social service delivery.
- ☐ Overview of best practices and lessons learned of where various actors worked jointly on the delivery of basic social services based on comparative advantage
- ☐ Key advocacy messages for longer term development actors (Bi-laterals, MDBs, IFIs etc.) on their role in basic social service delivery, as well as towards humanitarian / transitional actors.
- ☐ Other (Please indicate any additional area you might like to see the IASC provide support to your work on basic social services.) [Text Box]

Additional Information
Should your organization have any additional information, would you be interested in providing this if required? (YES/NO)

If Yes, please provide the email address of the person that could be sharing extra views and details.

Should you have any complementary information on this topic to share, any review, evaluation or key document that develop key element on this topic, please send that information to Mr. Ben Negus (negus@un.org) and Ms. Ulrika Josefsson (ulrika.josefsson@wfp.org).

IASC TF4 SWG on Basic Social Services thanks you for your support in completing this survey.