

# Formative Evaluation of the Spilno Spots Initiative in Ukraine - LRPS-2024-9187924

Inception Report

10 September 2024

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# Introduction

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The ongoing full-scale war in Ukraine, which began in February 2022, has had wide-reaching negative socio-economic and humanitarian impacts. In response, UNICEF has undertaken a variety of measures to help address the needs of children and their caregivers in the context of war. This includes improving access to healthcare by providing child protection through MHPSS access, ensuring better access to education, WASH facilities and services, and providing social protection support through cash transfers.<sup>1</sup>

Among these forms of support which were provided, UNICEF, in collaboration with the government, local authorities, and partners, set up the **Spilno Spots initiative** as an emergency response to the closures or unavailability of educational, social, health and out-of-school facilities.<sup>2</sup> These Spots were meant to serve as a service provision platform responding to the needs of children and carers and as a child friendly space for host communities and internally displaced persons (IDPs). The first Spilno Spots were set up in Lviv and Uzhhorod, later being scaled up and expanded across different oblasts (regions) of Ukraine, including into newly accessible areas, following their liberation addressing the needs for returnees and local communities. In Spilno Spots children could, for example, have access to health workers consultations and checkups, psychosocial support, and recreational learning support. Meanwhile, their parents could, among other forms of support, receive information on services that are available to them, be put in contact with social workers, and in some cases, families could receive kits with supplies.<sup>3</sup>

PPMI Group was contracted by UNICEF to conduct the **formative evaluation of the Spilno Spots Initiative** in Ukraine. The evaluation seeks to serve a dual purpose of learning and accountability by considering the implementation of the initiative between February 2022 through December 2023 in all 23 oblasts (regions) of Ukraine where Spilno Spots are/were established. Therefore, this evaluation will assess the achieved results and the factors which contributed to or made achieving progress more difficult. Furthermore, it also aims to suggest approaches to sustainability through franchising, integration of the available system into community-based services or looking for opportunities for private or municipal partners to take over.

To achieve these aims the **Inception report** presents the detailed methodology of the evaluation. This includes the Theory of Change (ToC), a full evaluation matrix based on the OECD/DAC criteria of relevance, coherence, effectiveness, efficiency, and sustainability. Additionally, the inception report presents the data collection tools that will be used in the evaluation, with the Annexes featuring the proposed questionnaires for stakeholders and beneficiaries, and observation template.

During the inception phase of the project, the evaluation team conducted 4 interviews with key UNICEF project staff. It also analyzed documents provided by the UNICEF team, related to the third-party monitoring, UNICEF monitoring, UNICEF reports compiled between 2022-2024, Spilno Spot databases as well as external desk research (SITREPs, etc.).

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<sup>1</sup> UNICEF. 2024. Ukraine Humanitarian Situation Report No. 39 <https://reliefweb.int/report/ukraine/unicef-ukraine-humanitarian-situation-report-no-39-april-2024>

<sup>2</sup> UNICEF. 2022. End of Year Results Summary Extended Narrative. P.7

<sup>3</sup> Inception Interviews with UNICEF staff

# 1. Background

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## 1.1. Context

Russia's full-scale war against Ukraine, which escalated on February 24, 2022, caused enormous economic, infrastructural, and demographic damage across Ukraine. This put 27.4 million people in need, including 7.2 million children. Similarly, the daily threats faced due to the full-scale war forced 7.4 million Ukrainians to flee to Europe by the end of September 2022.<sup>4</sup> Currently, almost two and a half years later, figures show that these numbers have decreased. Nevertheless, according to UNICEF's Humanitarian Action for Children report 2024, about 16.6 million people inside Ukraine continue to be in need of assistance, of whom 2.9 million were children. Meanwhile, nearly 6 million Ukrainians, of whom about 88% are women and children, continue to be hosted across Europe.<sup>5</sup>

Education is one of the many areas of life that has been disrupted by the full-scale war against Ukraine. According to the Ministry of Education and Science of Ukraine, 3,798 educational institutions, or every seventh in total, were bombed and shelled, of which 365 were completely destroyed due to the Russia's attacks on Ukraine.<sup>6</sup> According to UNICEF report of 2023, 5.3 million of Ukrainian children faced barriers to education, with an estimated 3.6 million directly affected by school closures.<sup>8</sup> The destruction of quality and safe learning environments, results not only in the loss of educational attainment, but also has a significant negative impact on socialization opportunities.

On February 25, 2022, the day after the full-scale war began, the Ministry of Education and Science of Ukraine (MoES) recommended pausing the education process and starting a two-week vacation for all students and education workers. By March 14, the education process resumed in regions where the security situation allowed. Regional administrations and education institutions made decisions regarding the mode of classes<sup>9</sup>. As the political and security situation evolved, the education process shifted from almost all schools working remotely in March 2022 to half of them operating in the usual in-person mode in the school year 2023-2024. Most educational institutions continue distance learning in the regions close to the frontline and borderline<sup>10</sup>.

The full-scale war has also severely affected the mental health and well-being of children. About 1.5 million children are at risk of developing depression, anxiety, post-traumatic stress disorder, and other mental

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<sup>4</sup> UNICEF, 2022. Humanitarian Action for Children. Accessed at: <https://www.unicef.org/media/130176/file/2022-HAC-Ukraine-and-Refugee-Outflow-revised-November.pdf> p.1

<sup>5</sup> Ibid. p.4

<sup>6</sup> <https://saveschools.in.ua/en/> The website administrated by the Ministry of Education and Science of Ukraine that collects the information on the destructions caused to Ukrainian education institutions due to the Russia's attack on Ukraine.

<sup>7</sup> As of January 24, 2024. From the press conference of the Deputy Minister of Education of Ukraine <https://www.ukrinform.ua/rubric-society/3817654-v-ukraini-kozna-somaskola-zaznala-poskodzen-erez-vijnu.html>

<sup>8</sup> UNICEF, 2023. Annual Report UNICEF Switzerland and Liechtenstein 2022. Accessed at: [https://www.unicef.ch/sites/default/files/2023-06/WEB\\_Unicef\\_Jahresbericht\\_2022\\_en.pdf](https://www.unicef.ch/sites/default/files/2023-06/WEB_Unicef_Jahresbericht_2022_en.pdf)

<sup>9</sup> Cedos, 2022. Education and War in Ukraine (February 24 – April 1, 2022) <https://cedos.org.ua/wp-content/uploads/education-and-war-in-ukraine-1.pdf>

<sup>10</sup> Study of the educational process quality during the war in the 2023-2024 academic year (in Ukrainian) 2024. State Service of Education Quality of Ukraine [https://sqe.gov.ua/wp-content/uploads/2024/05/Zvit\\_Osvita-pid-chas-viyini-opituvannya\\_2024.pdf](https://sqe.gov.ua/wp-content/uploads/2024/05/Zvit_Osvita-pid-chas-viyini-opituvannya_2024.pdf)

health issues, with potential long-term consequences.<sup>11</sup> The war has severely disrupted services for children and caregivers, diminishing the abilities of educators and social workers. Consequently, the previously existing protection mechanisms could no longer adequately support vulnerable children and families.

## 1.2. Design of the intervention

In response to this situation, UNICEF together with the Government, local authorities, non-governmental organizations, volunteers, and the private sector is implementing an extensive Spilno Initiative throughout Ukraine, serving as an integrated humanitarian support initiative for families with children. A key component of this initiative is the Spilno Child Spots initiative, which operates in 23 oblasts.<sup>12</sup> “Spilno” means “together” in Ukrainian, reflecting the initiative's goal to create safe environments where children escape war-related stress and anxiety, participate in collective play, educational and socialization activities. These spots also serve as hubs for parents and children to access cross-sectoral assistance and counselling on psychological, social and healthcare aid facilitated through partners.<sup>13</sup> On many occasions the spots became a venue for social cohesion where host community members were engaged together with IDPs.

Spilno Spots operate indoors and outdoors in places such as community centers, hospitals, tents, train or metro stations, and shelters for displaced people. They provide a range of services for different age groups, including:

- learning and child development activities,
- parent sessions on child development and learning,
- provision of educational kits,
- counseling with psychologists and social workers, medical consultations,
- provision of hygiene products,
- guidance on accessing social services<sup>14</sup>.

These services are free of charge and available every day at most Spilno Spots. Examples of learning and development activities that seek to mitigate the loss of schooling rather than replace it, include English language classes, art therapy, courses on needlework, nutrition, mine safety, media literacy, sports, and playing activities.<sup>15</sup> Specialized services for children are offered in social centers, hospitals, border crossing points, and bomb shelters. Larger Spilno Spots, like the one at Kyiv railway station, offer additional activities and services such as: a library and science museum, private breastfeeding and changing rooms.<sup>16</sup> There is also a possibility of receiving the services of a pediatrician.<sup>17</sup> Furthermore, mobile teams actively visit affected communities to engage with every child and their caregivers.

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<sup>11</sup> Haddad, N., Koyiet, P. and Shaw, K., 2022. No Peace of Mind: The looming mental health crisis for the children of Ukraine. World Vision. p. 3

<sup>12</sup> UNICEF website. Spilno - integrated humanitarian support initiative for families with children <https://www.unicef.org/ukraine/en/spilno-social-support>

<sup>13</sup> UNICEF Ukraine. ToR for services-institutions, UNICEF website. Spilno - integrated humanitarian support initiative for families with children <https://www.unicef.org/ukraine/en/spilno-social-support>

<sup>14</sup> Spilno - integrated humanitarian support programme for families with children <https://www.unicef.org/ukraine/en/spilno-social-support>

<sup>15</sup> UNICEF. New start and new friends for children at Spilno Spot <https://www.unicef.org/ukraine/en/stories/new-start-and-friends-at-spilno-spot>. UNICEF. Art therapy helps nine year old find hope for future. <https://www.unicef.org/ukraine/en/stories/art-therapy-helps-find-hope>. UNICEF. Vlogging classes help children escape horrors of the war <https://www.unicef.org/ukraine/en/stories/spilno-vlogging-classes>, UNICEF. Ukraine Humanitarian Situation Report No.30 <https://www.unicef.org/ukraine/media/36141/file/Ukraine-Humanitarian-SitRep-No.30,-31-July-2023.pdf>

<sup>16</sup> Reliefweb. 2023. Largest-ever UNICEF Spilno Spot opens at Kyiv railway station <https://reliefweb.int/report/ukraine/largest-ever-unicef-spilno-spot-opens-kyiv-railway-station-enuk>

<sup>17</sup> UNICEF. Families find sanctuary at child-friendly spots in Kyiv <https://www.unicef.org/ukraine/en/stories/child-friendly-spots-in-kyiv>

As of March 2024,, UNICEF operated 115 Spilno Spots, which during 2024 alone had already received 417,000 visitors of which 250,000 were children.<sup>18</sup> As of July 2024, UNICEF supports 33 Spilno Spots.<sup>19</sup> In some oblasts that are further from the front line, the focus is on extracurricular activities and entertainment, while those closer to the front lines provide crucial spaces for children’s socialization and educational activities since formal education is delivered online, and preschool education is unavailable due to security concerns.<sup>20</sup>

As the full-scale war continues, the evaluation of the initiative is crucial for its further development, provision of critical services for children, and understanding how the sustainability of Spilno Spots can be ensured.

### 1.3. Management of the initiative

The initiative has nine implementing partners (IPs), with two coordinated by the Social and Behavioral Change section of UNICEF Ukraine and the rest by the Child Protection initiative section. UNICEF has partnered with implementing partners for the management of the Spilno Spots – therefore, UNICEF does not manage the Spots directly itself. The implementing partners involve a wide range of Ukrainian CSOs, businesses and some religious organizations most of whom have prior experience of working with children. In some cases, local government institutions such as municipalities helped with the provision of specific services or collaboration took place between UNICEF and public institutions such as hospitals where upon the provision of specific resources, the hospital would help support the local Spilno Spot infrastructure.<sup>21</sup> To ensure the quality of the services provided by the Spilno Spot, the chief operation manager of the implementing partner in charge of the Spilno Spot does oversight and control. Meanwhile implementing partners also help with monitoring by providing information about the opening and closing of the Spilno Spot as well as the general security of the Spilno Spot and its amenities. These elements are measured against UNICEF minimum standards for Spilno Spots.

The UNICEF team also took steps to ensure that implementing partners are capable of meeting assigned tasks. This was done through various training processes. Some of these processes were orientated on entry training to ensure that those working at a Spilno spot are capable of implementing day-to-day tasks. Service training was also implemented and included topics such as child safeguarding, gender equality, anti-abuse and harassment training.<sup>22</sup>

The management and quality of Spilno Spots is also monitored by UNICEF through, self-reporting, media listening, Third Party Monitoring, and through field visits by UNICEF staff. The Third-Party Monitoring Reports consider the following aspects of the Spilno Spot:

- Socio-demographic characteristics of the surveyed parents.
- Presence of UNICEF branding.

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<sup>18</sup> UNICEF, 2024. Ukraine Humanitarian Situation Report No.38. Accessed at: <https://www.unicef.org/ukraine/en/media/43646/file/UNICEF%20Ukraine%20Humanitarian%20Situation%20Report%20No.%2038%20-%20March%202024.pdf.pdf>

<sup>19</sup> Clarification from UNICEF during the tendering process.

<sup>20</sup> Clarification from UNICEF during the tendering process

<sup>21</sup> Inception Interview with UNICEF staff

<sup>22</sup> Inception Interviews

- Characteristics of the Spilno Spot (including its location, schedule, presence of amenities, user satisfaction).
- Frequency of a child's visits as well as the available activities.
- The staffing of the Spilno Spot.
- The services provided and available at the Spilno Spot.
- Information channels about children's points and the needs expressed by the parents.

Meanwhile, monitoring done by UNICEF staff also inspected selected Spilno Spots presenting the overall findings regarding the specific Spilno Spot operated by an implementing partner as well as filling out standardized questionnaires related to the quality of Spilno Spots and whether they meet the expected requirements of UNICEF.

Furthermore, Spilno Spot compliance with standards was reinforced by CCTV cameras, unannounced visits to a Spilno Spot by UNICEF, and opportunities for visitors to scan QR codes or use dedicated hotlines to provide feedback.<sup>23</sup>

Inception interviews noted that the Spilno Spots are flexible, meaning that if their need decreases in one area, the Spot is closed, but if an increased need arises, a Spot is opened. Trained Spilno staff is also relocated between Spilno Spots to ensure that such Spots can open and function quickly and smoothly.<sup>24</sup>

## 1.4. Purpose, objective, and scope of the evaluation

The purpose of this evaluation is to analyse the experience of the Spilno Spot project through a formative lens. This would be used to understand how Spilno Spots could be adapted by the government of Ukraine, local authorities, and private sector following the completion of the project with minimal involvement of UNICEF.

To achieve this purpose, the evaluation also has two principal objectives. Firstly, it seeks to promote **accountability** by considering the results which were achieved on Spilno Spots capacity to provide accessibility to critical services for those effected by Russia's full-scale invasion during different stages of the war, the cost-effectiveness of the project, and to see the opportunities and challenges that it faced during the evaluated period. Secondly, the evaluation also seeks to **learn** about and understand different sustainability approaches by using available data to inform how activities of Spilno Spots could be continued and what prerequisites need to be met to ensure that this would be possible.

To meet these objectives and evaluate the Spilno Spots project, the period between February 2022 up to and including December 2023 will be covered. In some cases, to have a better understanding of sustainability approaches the evaluation will go beyond the timeline envisioned in the ToR by considering developments in 2024. Meanwhile, the geographic scope will include all 23 oblasts (regions) or Ukraine where Spilno Spots were active or continue to operate.

The intended primary users of this evaluation include the UNICEF Ukraine office, governmental counterparts on central and local levels, implementing partners, community-based organizations and

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<sup>23</sup> UNICEF Ukraine. ToR for services-institutions

<sup>24</sup> Inception Interviews

community members – specifically Spilno users. Meanwhile, the secondary users are the UNICEF HQ and Regional Office (ECARO), donors, and other UN agencies. It is expected that this evaluation will be used to inform decision making, improve UNICEF, government, and humanitarian actors' responses and promote institutional learning.

## 2. Methodological approach

### 2.1. Evaluation framework

The evaluation uses a theory-based approach, with the reconstructed Theory of Change (ToC) (intervention logic) as a basis for analysis. The Spilno Spots initiative was not designed based on a ToC, but rather as an emergency response that developed during its implementation. Therefore, the ToC for the evaluation is broad, covering the entire evaluation period from February 2022 through December 2023, and had to be recreated based on discussions with staff on retrospectively envisioned outcomes for the initiative.

At the same time, as the ToC had to be newly constructed, the evaluation will also use an outcome harvesting approach. Namely, the evaluation team will remain open and flexible to explore the various outcomes that the initiative may have had. The results of the outcome harvesting will be used to confirm and/or further develop the initial ToC at the end of the evaluation.

The ToC and overall approach to the evaluation consists of two lenses:

**TABLE 1. EVALUATION LENSES**

HUMANITARIAN (REACTIVE) RESPONSE	LONG-TERM (PROACTIVE) DEVELOPMENT
<ul style="list-style-type: none"> <li>- Accounting for the gap in access to basic services</li> <li>- Output-level measurement on access to, and use of, such services.</li> <li>- Outcomes are short-term, focusing on awareness and satisfaction with services, and immediate results of services on beneficiaries' wellbeing.</li> <li>- Focus on immediate needs of vulnerable populations.</li> <li>- Direct intent and expected results of the evaluation as monitored by UNICEF</li> </ul>	<ul style="list-style-type: none"> <li>- Addressing pre-existing weaknesses in basic services and aiming for improvement</li> <li>- Higher-level outcomes and impacts, potential for sustainability</li> <li>- Focus on institutional capacity and improvements with longer-term and broader impact.</li> <li>- Unintended, positive side-effect of the initiative, not actively monitored</li> </ul>

The objective of the evaluation is to review both how Spilno Spots has fared as a humanitarian response, but also to assess the potential for Spilno Spots to be sustainable (e.g. integration in existing services, establishment of multi-service centres).

#### 2.1.1. Theory of Change / Intervention logic

The Evaluation Team identified two objectives of the initiative, which the evaluation will measure in terms of its effectiveness.

- *Humanitarian objective:* To restore access to basic services and a sense of normalcy for children and their families

- *Development objective*: To contribute to improvement of existing basic services in the longer term, regardless of whether the war continues or not.

To measure the *humanitarian objective*, the team first identified the **expected outputs** of the initiative. The outputs include the number of children and families who benefitted from the different types of services provided in the Spilno Spots, as well as those who received information and those who were referred to other services.

- **Expected outcomes** related to improved access to basic services include the following:
  - Beneficiaries have increased awareness of where they can obtain support (for their children)
  - Beneficiaries received services that meet the minimum quality standards of UNICEF
  - Beneficiaries received services that aligned with their identified needs.
  - Beneficiaries' wellbeing improved after their visit to the Spilno Spots, particularly children.
  - Beneficiaries were satisfied with the services they received.

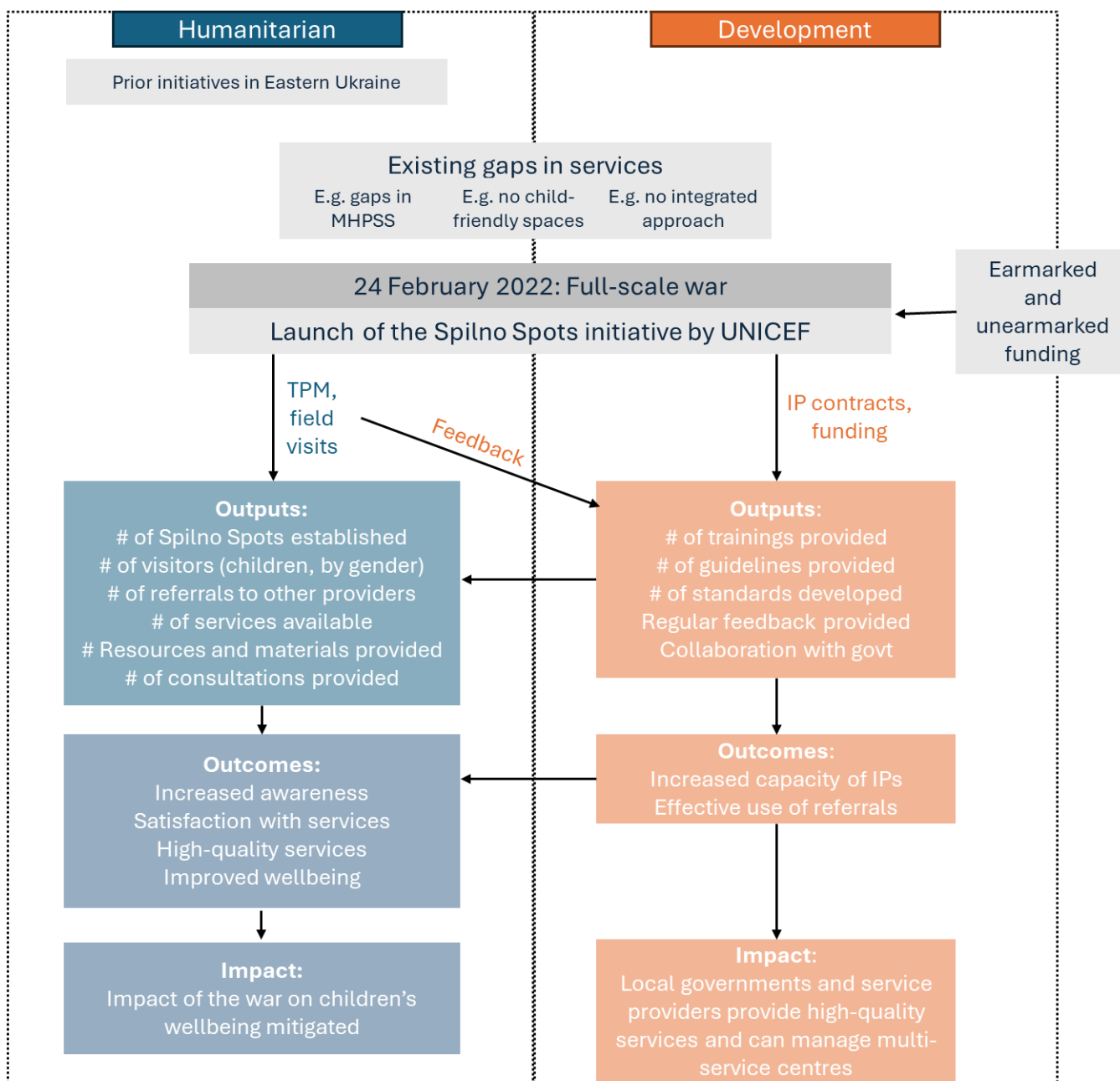
The impact of Spilno Spots includes reducing the effects of the full-scale war on the wellbeing of children and their families.

The *development objective* is slightly less clear as the capacity-building of key service providers and stakeholders was not a direct element of the initiative during the evaluation period, but rather a side-effect of it. The evaluation team will measure the following logic for this objective:

- The **outputs** that relate to this dimension include most clearly the trainings, standards, and guidelines that UNICEF provided to the implementing partners, thereby building their capacity on a variety of topics linked to quality service provision.
- The **outcomes** are the improved capacity of implementing partners to provide services, taking into account the specific needs of the affected population (e.g. gender-specific approaches, child protection, etc.).
- The **impact can** differ among municipalities. In cases where Spilno Spots close, and municipalities take back the full responsibility for basic services, the impact depends on whether the trained Spilno Spots staff can be absorbed by existing service providers, and on the continued work of the trained implementing partners. In cases where Spilno Spots are transformed to multi-service centres, the impact is linked to the ability of these centres to provide services of high quality.

The following Theory of Change / Intervention Logic demonstrates the logic of both objectives, as well as how the outputs and outcomes under both objectives interlink. The actual achievement of the results under the objectives will be measured under the effectiveness criterion. At this time, it is too early to measure whether impact was achieved, as it may only become apparent in the upcoming months or years. At the end of the evaluation process, the ToC can be revised based on the findings and conclusions.

FIGURE 1. INTERVENTION LOGIC



The main assumptions linked to the constructed ToC are linked to the ability of outcomes to create impact, particularly in relation to capacity. For example, there is an assumption that all staff and stakeholders who were trained by UNICEF have the willingness and capacity to continue using their new skills in service provision beyond the implementation of the Spilno Spots. Importantly, this links to the resources of municipalities to invest in the improvement of basic services.

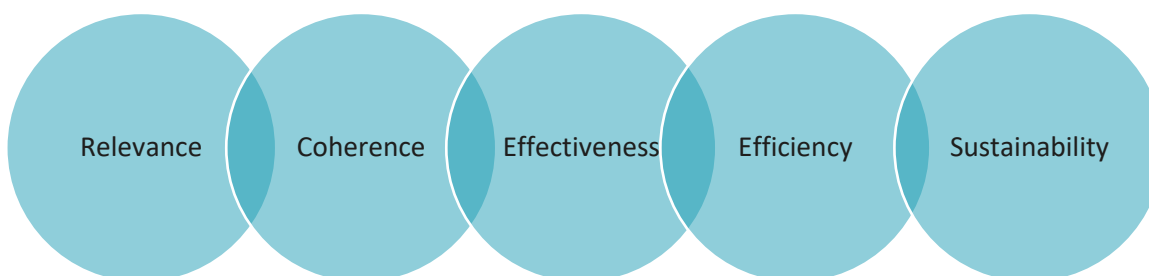
There is also an assumption that IPs trained by UNICEF share their knowledge with service providers who work with Spilno Spots through referrals, and with municipality actors. The team assumes that those existing service providers and municipal actors find these skills and knowledge relevant.

The main **risks** are related to the escalation of the war and further decline of resources and capacities of municipalities. Although staff may have been trained, such staff may become refugees or IDPs themselves, which affects the capacity of the service provider/municipality. Additional barriers and risks involved electricity blackouts and destruction of service infrastructure, which hinders the set-up and maintenance of the Spilno Spots.

### 2.1.2. Evaluation matrix

For this evaluation, the team will take the official OECD/DAC evaluation criteria as the basis for its design. However, given the recent implementation of the initiative, its impact is not yet measurable at this stage. Therefore, the impact criterion is not measured separately, but as part of sustainability.

FIGURE 2. OECD/DAC CRITERIA USED FOR THE EVALUATION



While not always explicitly described in the questions below, the evaluation will -where relevant- differentiate results based on **beneficiary characteristics and area characteristics**. For *beneficiaries*, the evaluation will distinguish between the needs of, and effects on, different groups of populations, such as refugees (who use Spilno Spots on their journey out of the country); internally displaced families (who are newly relocated to another community within Ukraine) and affected (host) communities, which can include families in frontline areas who have not relocated, as well as families in calmer areas which host IDPs.

Similarly, the challenges faced by local governments to provide services also differ by *regions*. In calmer areas, the service infrastructure itself may still be intact, but overwhelmed by the support for IDPs and refugees. In frontline areas and newly liberated areas, the demand may be lower (in terms of volume of beneficiaries), but the service infrastructure (staff, buildings, electricity) may have been damaged by the war.

**Relevance** considers the extent to which the initiative responded to the needs of different stakeholders in Ukraine and whether it addressed the main education, parental care and child protection, social protection, and MHPSS needs faced by children and caregivers during the war.

TABLE 2. EVALUATION QUESTIONS FOR THE RELEVANCE CRITERION

MAIN QUESTION	SUB-QUESTIONS	DATA COLLECTION METHOD	SOURCE OF INFORMATION	OF INDICATORS
To what extent was/is the	To what extent did the Spilno Spots initiative and its	- Desk research. - Interview.	-Initiative documentation.	Extent to which the initiative addressed needs of stakeholders.

<p><b>design and purpose of the Spilno Spots initiative aligned with needs and priorities of the affected population at the country and local level?</b></p>	<p>content and activities respond to the needs of (1) children and their families, (2) national and local government needs, and (3) other stakeholders?</p>	<p>- Community-level survey</p>	<p>-Beneficiaries, Government officials, IPs, Spilno Spot and UNICEF staff. -Responses to community level survey.</p>	<p>Extent to which interview respondents state that Spilno Spots’ services aligned with their needs. Share of survey respondents who agree or strongly agree that chosen activities aligned with their needs</p>
<p><b>Are Spilno Spots relevant to addressing existing needs in the existing education, health, and social services systems and did Spilno Spots adjust to changing needs and developments during the full-scale war?</b></p>	<p>To what extent did the initiative consider the most vulnerable groups’ needs? (e.g. children with disabilities, children with physical and mental war injuries, children who lost significant others, IDPs)</p>	<p>- Desk research. - Interviews - Community-level survey.</p>	<p>-Initiative documentation. -Beneficiaries, Government officials, IPs, Spilno Spot and UNICEF staff. -Responses to community level survey.</p>	<p>Extent to which the initiative ensured inclusivity for specific needs and vulnerable groups Extent to which respondents perceive that the initiative prioritised, and addressed, the needs of most vulnerable groups Share of survey respondents who agree or strongly agree that the initiative addressed the needs of most vulnerable groups.</p>
<p><b>Are Spilno Spots relevant to addressing existing needs in the existing education, health, and social services systems and did Spilno Spots adjust to changing needs and developments during the full-scale war?</b></p>	<p>To what extent did the project help respond to 1) educational; 2) health and MHPSS; 3) social services, 4) childcare and child protection needs, as caused by the full-scale war?</p>	<p>- Desk research. - Interviews. - Community-level survey</p>	<p>-Initiative documentation and monitoring data. - Beneficiaries, IPs, local stakeholders, Spilno Spot and UNICEF staff. - Community-level survey responses.</p>	<p>Extent to which educational, health and MHPSS, social services, and childcare and protection needs were included in the services offered by Spilno Spots. Extent to which stakeholders agree that educational, health and MHPSS, social services, and childcare and protection needs were included and offered at Spilno spots. Share of survey respondents who agree or strongly agree that the initiative responded to needs in educational, health and MHPSS, social services, and childcare and protection.</p>
<p><b>Are Spilno Spots relevant to addressing existing needs in the existing education, health, and social services systems and did Spilno Spots adjust to changing needs and developments during the full-scale war?</b></p>	<p>How did the Spilno Spots adjust based to changing beneficiary needs to respond to 1) educational; 2) health and MHPSS; 3) social services, 4) childcare and child protection provision service needs?</p>	<p>- Desk research. - Interviews. - Community-level survey.</p>	<p>-Initiative documentation and monitoring data. - Beneficiaries, IP, Spilno Spot and UNICEF staff.</p>	<p>Extent to which Spilno Spots responded to changes in the service provision needs of beneficiaries. Extent to which stakeholders agree that Spino Spots responded to changes in the needs of service provision. Share of survey respondents who agree or strongly agree that Spino Spots responded to changes in the needs of service provision.</p>

**Coherence** considers the extent to the Initiative complemented the projects/programmes implemented by other stakeholders at the national and local level. It also considers the extent to which the initiative integrated gender equality and human rights concerns.

TABLE 3. EVALUATION QUESTIONS FOR THE COHERENCE CRITERION

MAIN QUESTION	SUB-QUESTIONS	DATA COLLECTION METHOD	SOURCE OF INFORMATION	INDICATORS
To what extent were Spilno Spots coherent with the 1) Government and 2) implementing partners' humanitarian response on central and local levels?	To what extent did the initiative complement or unnecessarily duplicate the 1) Government's and 2) IPs' response on national and local levels?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community level survey.</li> </ul>	<ul style="list-style-type: none"> <li>- Governmental, IP humanitarian responses, initiative documentation, sources available online.</li> <li>- Government officials, IP and UNICEF staff.</li> <li>- Community level survey responses.</li> </ul>	<p>Extent to which evidence of complementarity or duplication exist based on other ongoing initiatives of the government or IPs.</p> <p>Stakeholders' perceptions on alignment or duplication based on other ongoing initiatives of the government or IPs.</p> <p>Share of survey respondents who agree or strongly agree that Spilno Spots complemented the response of the Government's or IPs' responses.</p>
	To what extent the roles and responsibilities were clear for the 1) national and sub-national governmental institutions and 2) IPs during implementation?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation.</li> <li>- Government, IP and UNICEF staff.</li> </ul>	<p>Evidence of clear communication and collaboration between the governmental stakeholders or partners and UNICEF.</p> <p>Stakeholder's perceptions on effective communication and collaboration with UNICEF</p> <p>Examples of coordination mechanisms</p> <p>Extent to which respondents were satisfied with the collaboration, communication and coordination with UNICEF and Spilno Spots staff.</p>
How well have gender equality, disability inclusion, age, AAP, PSEA, child safeguarding, and human rights standards and commitments integrated into Spilno Spots initiative programming?	To what extent did Spilno Spots ensure equitable and non-discriminatory (gender, disability, age, ethnicity) access to services offered by Spilno Spots?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey.</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>- Spot users, IPs, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<p>Extent to which activities ensured equitable and non-discriminatory access based on documentation and responses.</p> <p>Share of survey respondents who agree or strongly agreed that equitable and non-discriminatory access was ensured.</p>
	To what extent did the initiative integrate prevention of sexual exploitation and abuse, child safeguarding, human rights standards and commitments into its design?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey.</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>- Spot users, IPs, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<p>Extent to which activities integrated prevention, safeguarding and human rights based on documentation and responses.</p> <p>Examples of mechanisms put in place to prevent SEA, and to promote human rights standards.</p>

**Effectiveness** considers the extent to which the initiative manages to address the most urgent needs of children in the areas of education, parental care and child protection, social protection, and MHPSS as well

as the support provided to the care givers of children. It also considers the potential enablers and barriers of results.

**TABLE 4. EVALUATION QUESTIONS FOR THE EFFECTIVENESS CRITERION**

MAIN QUESTION	SUB-QUESTIONS	DATA COLLECTION METHOD	SOURCE OF INFORMATION	INDICATORS
<b>To what extent did/does the initiative achieve its intended outcomes?</b>	To what extent did children’s wellbeing (including children with specific needs and from vulnerable backgrounds) improve after the provision of Spilno Spots services?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>-Beneficiaries, Government officials, IPs, local stakeholders, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<ul style="list-style-type: none"> <li>Extent to which changes are observed in the physical, psychosocial, and emotional wellbeing of children.</li> <li>Share of survey respondents who agree or strongly agree that the physical, psychosocial, and emotional wellbeing of children increased.</li> </ul>
	To what extent did the initiative raise awareness among beneficiaries on available services at Spilno Spots and, if needed, successfully referred them to other service providers?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>-Beneficiaries, Government officials, IPs, local stakeholders, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<ul style="list-style-type: none"> <li>Extent to which beneficiaries were aware of where Spilno Spots and their services are available or referred to other service providers, if needed.</li> <li>Share of respondents who were completely aware or mostly aware of the services provided by Spilno Spots or where they could get needed services.</li> </ul>
	To what extent did the initiative ensure the quality of Spilno Spot services (including for beneficiaries with specific needs or from vulnerable background)?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>-Beneficiaries, Government officials, IPs, local stakeholders, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<ul style="list-style-type: none"> <li>Extent to which beneficiaries were able to access services that they were satisfied with and met their needs at a satisfactory level without discrimination due to specific needs or vulnerabilities.</li> <li>Share of respondents who were completely satisfied or mostly satisfied by the quality of services at Spilno Spots.</li> </ul>
	To what extent did Spilno Spots reinforce the capacity of 1) national and local governments and 2) IPs to respond to the needs of affected populations?	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Community-level survey.</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>-Beneficiaries, Government officials, IPs, local stakeholders, Spilno Spot and UNICEF staff.</li> <li>- Survey responses.</li> </ul>	<ul style="list-style-type: none"> <li>Extent to which the initiative supported the Government’s and IP response to deliver needed services to affected populations.</li> <li>Share of respondents who agree or completely agree that the initiative supported Government’s and IP response to deliver needed services to affected populations.</li> </ul>
<b>What factors influenced the achievement of the intended results of the</b>	What factors supported or hindered the achievement of results under the	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> </ul>	<ul style="list-style-type: none"> <li>-Initiative documentation and monitoring data.</li> <li>-Government officials, IPs, local stakeholders,</li> </ul>	<ul style="list-style-type: none"> <li>Examples of factors facilitating or hindering the provision of results under the humanitarian objective.</li> <li>Extent to which facilitating or hindering factors were more pertinent than others.</li> </ul>

<b>humanitarian and development objectives?</b>	humanitarian objectives?		Spilno Spot and UNICEF staff.
	What factors supported or hindered the achievement of results under the development objectives?	- Desk research. - Interviews.	-Initiative documentation and monitoring data. -Government officials, IPs, local stakeholders, Spilno Spot and UNICEF staff.

**Efficiency** determines whether the initiative’s activities were achieved in an economic and timely manner through the efficient use of human and financial resources. It will also consider the quality of the initiative’s management arrangements and monitoring to inform and guide the implementation of Spilno Spots.

**TABLE 5. EVALUATION QUESTIONS FOR THE EFFICIENCY CRITERION**

MAIN QUESTION	SUB-QUESTIONS	DATA COLLECTION METHOD	SOURCE OF INFORMATION	INDICATORS
<b>How efficient is/was the use of human and financial resources in the delivery of Spilno Spots initiative objectives through different modalities?</b>	To what extent did the initiative efficiently use human resources at different levels to achieve its results?	- Desk review. - Interviews.	- Initiative budget, monitoring data, and implementing partner data. - IPs, Spilno Spot and UNICEF staff.	Extent to which available team was sufficient to meet project objectives in a timely manner. Extent to which initiative members knew the role that was assigned to them.
	To what extent did the initiative manage to efficiently allocate resources between the most vulnerable regions and target groups?	- Desk review. - Interviews.	- Initiative budget, monitoring data, and implementing partner data. - IPs, Spilno Spot and UNICEF staff.	Extent to which financial resources were allocated based on need. Extent to which allocated financial resources were sufficient to achieve objectives. Extent to which allocated financial resources contributed to the needs and satisfaction of the beneficiaries. Extent to which synergies were created to ensure efficient allocation of resources.
	To what extent did the initiative use earmarked and unearmarked funding in a cost-efficient manner?	- Desk research. - Interviews.	- Initiative budget and monitoring data. - Donor and UNICEF staff.	Extent to which earmarked funding was sufficient for project implementation. Extent to which unearmarked funding was used to supplement earmarked funding needs. Extent to which certain results required less earmarked or unearmarked funding then envisioned and why. Extent to which donors were satisfied with the use of their allocated funding. Examples of benefits and challenges of earmarked and unearmarked funding use.
<b>To what extent does UNICEF have the right people,</b>	To what extent were initiative management	- Desk review. - Interviews.	- Implementation reports.	Clear description of the initiative’s management and governance structures.

<p>systems and structures in place to successfully achieve Spilno Spots initiative objectives?</p>	<p>arrangements conducive to efficient initiative implementation at national and local levels?</p>	<p>- IPs, Spilno Spot and UNICEF staff.</p>	<p>Perceptions on efficiency of initiative management. Extent to which synergies were established to ensure efficient implementation. Extent to which management arrangements supported or undermined effective implementation of the project.</p>	
	<p>To what extent did collaboration between different actors (government, NGOs, IPs) contribute to cost-efficiency and reduced duplications during the project, including using cross-referrals to achieve initiative objectives?</p>	<p>- Desk review. - Interviews.</p>	<p>- Implementation reports. - Government, IPs, Spilno Spot and UNICEF staff.</p>	<p>Extent to which collaboration between different actors to support efficient implementation of the initiative was present. Extent to which respondents highlight examples of collaboration between different stakeholders to improve the efficiency of the initiative. Extent to which cross-referrals were used for more efficient implementation of the project.</p>
	<p>To what extent was sufficient monitoring data available during the initiative to inform management?</p>	<p>- Desk review. - Interviews.</p>	<p>- Implementation reports and monitoring data. - IPs and UNICEF staff.</p>	<p>Extent to which sufficient and the right monitoring data was available to implement the project. Extent to which monitoring supported the implementation of the project. Extent to which monitoring was done in a cost-efficient manner.</p>

**Sustainability** considers the extent to which local actors can continue to keep offering services related to the initiative, show willingness and capacity to continue project results, account for the potential enablers and barriers that might arise during in the foreseeable future, and consider potential ways to integrate Spilno Spot services with minimal UNICEF involvement.

**TABLE 6. EVALUATION QUESTIONS FOR THE SUSTAINABILITY CRITERION**

MAIN QUESTION	SUB-QUESTIONS	DATA COLLECTION METHOD	SOURCE OF INFORMATION	INDICATORS
<p>To what extent have beneficiaries become more self-sufficient without the projects support and is there ownership and capacity to continue</p>	<p>To what extent have Spilno Spot support contributed to the capacity of children and their carers to maintain their level of well-being without the support of the project?</p>	<p>- Desk research. - Interviews. - Community-level survey.</p>	<p>-Initiative documentation. -Beneficiaries, Government officials, IP's, Spilno Spots and UNICEF staff. - Survey responses.</p>	<p>Extent to which beneficiaries would be able to address their needs without Spilno Spots support. Share of respondents who agree or strongly agree that if Spilno Spots closed they would have the capacity to support their own well-being.</p>

<p><b>implementing similar services where needed?</b></p>	<p>To what extent do local actors (national and local government, IPs, private entities) show capacity and willingness to continue supporting the activities implemented by Spilno Spots?</p>	<ul style="list-style-type: none"> <li>- Desk research on annual and initiative’s implementation reports.</li> <li>- Interviews with UNICEF and stakeholders</li> <li>- Community-level survey.</li> </ul>	<ul style="list-style-type: none"> <li>-Project documentation.</li> <li>- Government officials, IPs, UNICEF staff.</li> <li>- Survey response.</li> </ul>	<p>Extent to which actors show willingness to continue implementing Spilno Spot activities.</p> <p>Extent to which actors show capacity to continue implementing Spilno Spot activities.</p> <p>Share of respondents who agree or completely agree that they are willing to continue Spilno Spot activities.</p> <p>Share of respondents who agree or completely agree that they have capacity to continue Spilno Spot activities.</p>
<p><b>Which models of sustainability are possible and can any best practices triangulating the efforts of UNICEF, private and public counterparts be applied?</b></p>	<p>To what extent can currently applied models and/or best world practices in triangulating UNICEF’s efforts, the private and public partners be the most effective and efficient for the initiative's sustainability if the war ended in 1, 2 or 3+ years?</p> <p>To what extent do opportunities and risks exist to the initiative’s sustainability after the war ends?</p>	<ul style="list-style-type: none"> <li>- Desk research.</li> <li>- Interviews.</li> <li>- Final workshop.</li> </ul> <ul style="list-style-type: none"> <li>- Desk research on initiative reports</li> <li>- Interviews.</li> <li>- Final workshop.</li> </ul>	<ul style="list-style-type: none"> <li>-Existing information on applicable best practices.</li> <li>- Interviews with Government, IPs, and UNICEF staff.</li> <li>- Workshop outputs.</li> </ul> <ul style="list-style-type: none"> <li>-Monitoring reports, available data.</li> <li>- Interviews with Government, IPs, and UNICEF staff.</li> <li>- Workshop outputs.</li> </ul>	<p>Models most effectively and efficiently enabling sustainability noted in the initiative’s reports and by respondents.</p> <p>Examples of good practices that can be applied in Ukraine in other programming reports.</p> <p>Examples of good practices that can be applied in Ukraine noted by respondents.</p> <p>Examples of risks and opportunities for the initiative’s sustainability in case war is over.</p> <p>Extent to which risks or opportunities were more pertinent than others.</p>

### 2.1.3. Evaluation limitations

Potential limitations of the assessment relate to several aspects. First, the selection bias associated with the fact that the object of the study is primarily operating Spilno Spots, opened in the period from February 2022 to December 2023. They can skew the results towards the most relevant, effective, sustainable models and hide most of those that have stopped functioning for various reasons. In order to reduce this risk, PPMI with the support of UNICEF will seek to involve in the evaluation the implementing partners and staff of Spilno Spots that have been closed.

Second, recruiting beneficiaries who visited Spilno Spots six months ago or earlier presents significant challenges due to potential loss of contact, changes in beneficiaries' circumstances, and the impact of trauma on memory. Tracking individuals who have since moved or experienced significant life changes may lead to incomplete or inaccurate data, as their current situations and psychological states might affect their recollections of past experiences.

Third, changes in implementing partners and Spilno Spots staff can also limit the evaluation, as new personnel may lack comprehensive knowledge of the program’s history and previous practices. This can result in inconsistent perspectives and reporting, as well as potential biases reflecting only recent

experiences. Thorough documentation of these transitions and engaging both former and current staff can help address these gaps and provide a more complete evaluation.

To reduce the potential limitations of the evaluation, the team will use multiple data sources and combine feedback from current beneficiaries, past beneficiaries, and program staff to build a more complete picture of the program's evolution and outcomes. It will also maintain detailed records of program changes and partner involvement to provide context for evaluating how these factors may have influenced the program's outcomes.

## 2.2. Data collection tools

During this evaluation, the evaluation team will use a mixed-methods data collection and analysis approach – a combination of qualitative and quantitative research methods. The table below presents the preliminary number of respondents the evaluation team plans to involve in data collection:

**TABLE 7. RESPONDENTS REACHED BY EACH DATA COLLECTION METHOD**

METHOD	ENVISIONED (NUMBER OF) RESPONDENTS
Interview programme	National level stakeholders (22) <ul style="list-style-type: none"> <li>- 4 government partners</li> <li>- 6 UNICEF staff</li> <li>- 3 development partners and donor representatives</li> <li>- 9 implementing partners</li> </ul>
	Local stakeholders (22) <ul style="list-style-type: none"> <li>- 22 Oblast representatives</li> </ul>
Spilno Spot visits	Within the Spilno Spot: <ul style="list-style-type: none"> <li>- An interview with Spilno Spot coordinator</li> <li>- One-two interviews with other staff members (depending on the number of staff)</li> <li>- One-two interviews with beneficiaries (if any happen to visit the Spot)</li> </ul>
	Outside the Spilno Spot: <ul style="list-style-type: none"> <li>- Municipality official</li> <li>- Existing service providers (involved e.g. through referrals)</li> </ul>
Survey	Targeting all Spilno Spots beneficiaries (no sampling) by leaving QR codes and links in Spilno Spots (which need to be promoted by the Spilno Spot coordinators).

The approach to applying each of these research methods is described below.

### 2.2.1. Desk research

The first step of data collection is **desk research**. It includes a review of all available initiative documentation, including monitoring data and qualitative analysis of FGDs of Spilno Spots users, conducted in 2022. UNICEF was requested to provide the evaluation team with all relevant documentation and information, and this process will continue throughout the evaluation, where needed.

**Desk research** will be implemented in two phases:

- **Initial desk research** was carried out in the inception phase when planning the evaluation. The desk research helped the evaluation team better understand the initiative, clarify the evaluations objectives, and provided a background for the development of data collection questionnaires.
- **Desk research for data collection** will be carried out during the data collection stage to inform the evaluation questions listed in sub-chapter 3.1.2. The desk research will also help ensure the relevance of the interview questions (validation, exploration, etc.). A separate element includes the review of global best practices in business models where a UN agency hands over a similar initiative to national stakeholders.

The desk research will also comprise the analysis of all monitoring data collected through UNICEF’s monitoring visits and through the Third-Party Monitoring, to collect statistical and comparable data on the functioning of the Spilno Spots throughout the implementation period. Financial data, specifically for Spilno Spots, will be requested as well. The evaluation will consider the costs per child and how this evolved or differs between locations, as well as broader costs of operating Spilno Spots (including as differentiated by IP) and whether the upscaling of the initiative has resulted in more cost-effective operations.

### 2.2.2. Interview programme

**Interviews** with national-level stakeholders (UNICEF, government partners, development partners, implementing partners) and Oblast authorities will also be conducted in two stages:

- **Initial (scoping) interviews** were conducted online during the Inception Stage to better understand the specific context of the evaluation and UNICEF’s expectations towards the evaluation. These interviews were held with core UNICEF staff responsible for the initiative.
- **In-depth interviews for data collection** will be conducted during the structured field work phase and will focus on the specific evaluation questions. These interviews cover all identified stakeholders.

During the data collection phase, the team foresees approximately 64 interviews (excluding the Spilno Spot visits) per the table below. This number was decided based on the timeline available for this initiative and with the aim of including all relevant stakeholders. The interviews are expected to take place in August 2024 to leave sufficient time for analysis and reporting.

The sampling was done purposefully, including all main government stakeholders at national and oblast level, and all implementing partners. Furthermore, online interviews will be carried out with coordinators of Spilno Spots which are now closed. These interviews will cover the remaining Oblasts besides the five oblasts selected for the field visits (section 3.2.3.). Sampling will mostly be randomized based on the list of Spilno Spots, but also depend on which coordinators can still be contacted. It was noted by UNICEF that it may be difficult to still reach them.

**TABLE 8. PRELIMINARY LIST OF INTERVIEWEES FOR THE DATA COLLECTION STAGE**

National-level stakeholders (~13)	<ul style="list-style-type: none"> <li>- 4 Government partners</li> <li>- 6 UNICEF staff</li> <li>- 3 partners / UN agencies, and donor representatives</li> </ul>
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Regional stakeholders (29)	- 22 Oblast representatives - 9 implementing partners
Closed Spilno Spots (20)	- 20 Spilno Spots coordinators of closed Spilno Spots

\*As noted in Table 7, interviews with local stakeholders, Spilno Spots staff and users will be described under the field visits.

The sampled number for the national stakeholders is *preliminary*. During the data collection phase, the evaluation team will explore with UNICEF which ministry respondents and development partners are actually capable of providing insights into the Spilno Spots effort. If those are limited, more interviews with UNICEF staff can be considered. The regional stakeholders are not further sampled, as they include all implementing partners and representatives of all Oblasts.

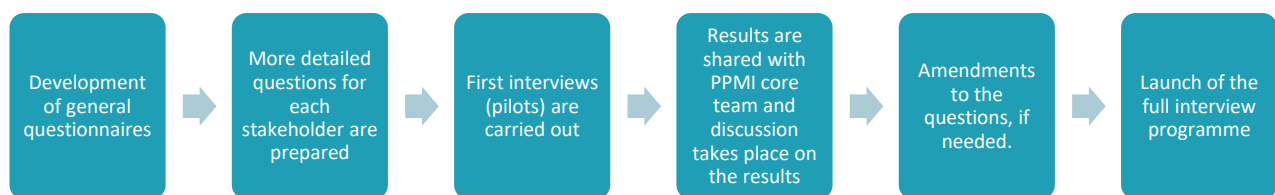
The number of coordinators of closed Spilno Spots is a maximum estimate and depends completely on the willingness of the coordinators to participate. The team will use snowball sampling through the implementing partners to identify which coordinators are still reachable. The team expects a low response rate in this regard.

Ideally, if many coordinators still remain available, the snowball sampling will be complemented with the application of the following criteria:

- The interviews should cover both Spilno Spots that were closed and not handed over, and those that were handed over to a local authority or service provider.
- The interviews can be conducted in different Oblasts, or at least covering both “front-line Spilno Spots” and those in the Western Regions receiving IDPs.

The interview questions were designed according to the evaluation matrix, but with rephrasing to avoid special terminology, formality and to tailor them to each target group. National-level interviews focus more on the broader picture of the initiative (e.g. coherence with policies, humanitarian approaches of the government, and coordination with other UN agencies), while local stakeholders are best placed to describe the changes that the initiative created for people on the ground, and the needs and challenges that these target groups faced.

General questionnaires were designed for the different stakeholder groups. However, in preparation for each interview questions are tailored for relevancy to the respondent’s profile. In general, the interviews will take place according to the following procedure:



To facilitate analysis, the interviewers will prepare notes within the predetermined template. The interview responses will subsequently be coded alongside the desk research and other data (e.g. using NVivo).

Ideally, each interview will not last longer than one hour, to avoid an unnecessary burden on the respondents, particularly the stakeholders. Upon agreement with the respondents, interviews with UNICEF staff can be held longer if deemed necessary.

The interviews will be carried out in Ukrainian and will be carried out in person with stakeholders in Kyiv and virtually with stakeholders outside of Kyiv. Interviews with English-speaking stakeholders can also be carried out online with the core team.

The evaluation team will consult UNICEF on whether certain stakeholders need to be approached through any specific channels or through the introduction by UNICEF. The following process shows the common process of organizing interviews.



We will also enquire which UNICEF persons are the focal points for specific stakeholders. Namely, if a stakeholder refuses or does not respond, we will need the assistance of UNICEF to facilitate contact or to identify a replacement.

*The questionnaires for the different stakeholders are included in Annex 1.*

### 2.2.3. Spilno Spots visits

Additionally, the national research team with guidance from the evaluation team will visit Spilno Spots in selected oblasts, for the purpose of observations (reviewing facilities and materials), as well as interviews. The evaluation team initially applied the following sampling strategy for the fieldwork:

- 1) Covering oblasts with a high number of Spilno Spots
- 2) Covering oblasts with a high number of IDPs
- 3) Covering oblasts closer to the frontline and those hosting IDPs and along refugee routes.
- 4) Selecting both urban and rural Spilno Spots
- 5) Visiting at least one Spilno Spot per implementing partner, so that all nine are covered.

**TABLE 9. SPILNO SPOTS PER OBLAST, 22 JANUARY**

Oblast	Number of Spilno Spots	Oblast	Number of Spilno Spots
Lvivska	16	Mykolaivska	4

Kirovohradska	15	Khersonska	3
Zhytomyrska	12	Odeska	3
Kharkivska	11	Poltavska	3
Dnipropetrovska	7	Zaporizka	3
Kyiv	7	Chernivetska	2
Kyivska	7	Khmelnyska	2
Ternopil'ska	6	Zakarpatska	2
Vinnytska	5	Chernihivska	1
Cherkaska	4	Rivnenska	1
Ivano-Frankivska	4	Volynska	1

Source created by PPMI using UNICEF's provided data

FIGURE 3. DISPLACED PEOPLE IN UKRAINE, 2023 OCTOBER

### DISPLACEMENT AND MOBILITY TRENDS

Map 1: Estimated IDPs presence by oblast of displacement



Source IOM Ukraine internal displacement report, 2023 October

Based on the sampling approach, the fieldwork was intended to cover five oblasts:

- Kyivska,
- Lvivska,
- Kirovohradska,
- Dnipropetrovska
- Kharkivska.

6) Kirovohradska and Lvivska oblasts have the highest density of Spilno Spots (Visiting at least one Spilno Spot per implementing partner, so that all nine are covered).

Table 9), while Dnipropetrovska, Kharkivska and Kyivska, according to the IOM internal displacement report<sup>25</sup>, hosted between 6-14% of displaced people (figure 3) at the end of 2023. Dnipropetrovska and Kharkivska are also closer to the frontlines.

However, during the Inception Phase, data on the Spilno Spots found that **currently only 19 Spilno Spots are open**, which were also open within the evaluation period (in total, 33 are open, but 14 of them opened only in 2024). Fortunately, these 19 Spilno Spots largely cover the five identified Oblasts. In principle, the 19 Spilno Spots will all be visited unless the security situation changes.

TABLE 10. SELECTED SPILNO SPOTS

OBLAST	SETTLEMENTS
Kharkivska	Kharkiv (5), Balakliia (1)
Kirovohradska	Kropyvnytskyi (2), Bobrynets (1), Rivne (1), Oleksandriia (1)
Lvivska	Lviv (2)
Kyivska/Kyiv	Kyiv (3), Hostomel (1)
Dnipropetrovska	Kryvyi Rih (1)
Zakarpatska	Uzhgorod (1)

Source: "Spilno Spots database, 4 June 2024".

*In the case of Kharkivska and Dnipropetrovska, developments regarding the frontline are ongoing. Therefore, there is a need to closely follow the development and assess whether it is safe to visit the region, or whether specific Spilno Spots can be selected which are outside a potentially dangerous zone.*

The fieldwork to Spilno Spots will be conducted by our local partner "Research Bureau Sociologist" in Ukrainian language. Each Spilno Spot visit will comprise:

- An interview with a municipality official (only one interview if there are multiple Spilno Spots in the same municipality)

<sup>25</sup> IOM Ukraine internal displacement report, 2023 October

- An interview (if relevant) with an existing service provider
- A visit to the Spilno Spot, which comprises the following activities:
  - o An interview with the manager
  - o One-two interviews with other staff members (depending on the number of staff)
  - o One-two interviews with beneficiaries (if any happen to visit the Spot)

Some flexibility from our side will be needed to adjust to whomever is in the Spilno Spot at the moment. If no beneficiaries are visiting, more interviews could be done with staff. If limited staff are present, but multiple beneficiaries are willing to participate in the interview, the evaluation will not limit itself to two.

For the **observations**, for which the template can be found in Annex 2, the evaluation team prepared a list of the facilities, services, and materials that should be found in Spilno Spots according to the activities recorded to have been implemented. During the visit, staff members will be asked to (1) give a tour of facilities and present the materials that are being used, (2) explain how these facilities and materials are used in day-to-day activities, and (3) if possible, let the national team observe activities and talk to Spilno Spots users afterwards.

To facilitate the interviews and Spilno Spots visits, the evaluation team will seek assistance from UNICEF and its implementing partners in establishing contact with the designated Spilno Spot person/manager. This cooperation aims to plan the visit in advance and ensure the successful execution of the outlined activities.

#### 2.2.4. Online survey

The effectiveness of the Spilno Spots can be best evaluated by reaching out to all communities that had direct experiences of activities implemented. Furthermore, it will help validate and provide a broader context for the qualitative findings, enhancing the overall reliability and robustness of the evaluation. The collection of firsthand experiences of Spilno Spots users across all oblasts will help to determine whether some activities are perceived as more relevant, or whether some regions register more progress than others. Therefore, the evaluation team will conduct a community-level survey throughout all Spilno Spots.

To address the issue of Spilno Spots having no registered contact information for the users, our Ukrainian partners suggest a common approach which involves creating a QR code with a link to the survey. The QR code will be shared with all Spilno Spots managers and staff, and other persons for whom we have contact information and who are in regular contact with the beneficiaries.

*No specific sampling approach will be used.* Instead, the survey link and QR code will be shared with *all* open Spilno Spots managers for dissemination with beneficiaries. Namely, we already expect a rather low response rate due to the absence of contact information, and sampling would limit the responses even further. The use of control questions will allow us to note the limitations in the report or, where possible, use weighing or disaggregated data to show differences between beneficiary types or regions. If we see during the survey launch that limited responses come in from certain regions, we can communicate this to implementing partners and reach out again to Spilno Spot staff to boost outreach.

We are aware that various Spilno Spots currently open were not open during the evaluation period. However, for the purpose of assessing the future need of beneficiaries and preparing recommendations on which activities need to be continued, the experiences of beneficiaries with new Spilno Spots will also be useful. Therefore, we will not exclude these Spilno Spots from the survey scope.

We ask UNICEF and the implementing partners to request Spilno Spots staff to encourage beneficiaries to complete the survey. All people who organized and participated in the initiative activities (users, teachers, volunteers, psychological, social, and medical service providers) can answer the survey (i.e. not limiting to one response per Spilno Spot). For this purpose, we can initiative questions guiding respondents to the question most relevant to them (e.g. the first question might ask about the background of the respondent, identifying whether they are staff or users).

We will programme the survey into Alchemer, our trusted survey tool. Some control questions will be posed to support the analysis, e.g. which oblast they represent, gender, age, number of children, IDP status, etc. Overall, the survey will include pre-fielding, fielding, and post-fielding stages as summarized in the table below.

**TABLE 11. THREE STAGES INVOLVED IN THE SURVEY LAUNCH**

PRE-FIELDING STAGE	FIELDING STAGE	POST-FIELDING STAGE
<ul style="list-style-type: none"> <li>Development of the survey questionnaire</li> <li>Programming the survey and the QR code</li> <li>Piloting the questionnaire and the survey</li> </ul>	<ul style="list-style-type: none"> <li>Sharing the survey with the Spilno Spots staff and other stakeholders</li> <li>Monitoring the survey implementation and the results</li> </ul>	<ul style="list-style-type: none"> <li>Data preparation: checking quality, data cleaning, etc</li> <li>Data analysis</li> <li>Data triangulation with other methods</li> </ul>

We will use SPSS software to analyze the survey, mostly through frequency analysis and cross tabulations.

One of the limitations of online surveys is that they preselect (proficient) internet users. However, other research methods, such as interviews during the visits and the analysis of the 2022 FGDs will ensure in-person and more local participation and reflection of other groups as well.

### 2.2.5. ERG workshop / co-creation workshop

The Terms of Reference indicate that a meeting with the ERG should take place in November to discuss the draft report and co-create the recommendations. The evaluation team recommends opening this workshop to broader stakeholders (e.g. Ministry representatives, local authorities). The exact composition will be agreed upon with UNICEF closer to the date.

The workshop should be interactive and practical, using the “User Journey” methodology. The main questions to be answered through this workshop are:

- What sustainability models (i.e. PPP, full hand-over to local governments, etc.) are most suitable *in case the war continues*? What steps need to be taken by UNICEF and its stakeholders to achieve this model?

The evaluation team will start with a plenary presentation, and then divide the group into subgroups, depending on the number of participants. Ideally, there could be four groups, covering four different possible journeys:

- First business model (e.g. PPP) in a continuing war context
- First business model in a context where war is over.

- Second business model (e.g. fully public) in a continuing war context
- Second business model in a context where war is over.

For each group, we will prepare the scenario (where are we now, what would the ideal situation look like) and remind the groups of the challenges identified during the evaluation. The tasks of the subgroups are to develop an action plan (Step 1. Xxx, Step 2. Xxx) for their journey to achieve a successful business model in their context, as well as assigning tasks and responsibilities to relevant stakeholders, and tools to engage them (e.g. what could be the benefits for the private sector?).

Each subgroup will present their results in the plenary, with space for discussion on which models are the most likely to succeed and why. The evaluation team will use the results to develop recommendations for the initiative's sustainability.

## 2.3. Analysis and reporting

After approval of the Inception Report, the evaluation team will prepare a **coding structure** (e.g. in NVivo) to organise all incoming data under the relevant evaluation questions. The coding structure will follow the evaluation matrix. As a result, after data collection, each question in the coding structure will have all relevant desk research, interview, and survey data listed under it, facilitating the identification of trends and the triangulation of findings.

The evaluation will use a rights-based framework, incorporating principles from CRC (Convention on the Rights of the Child), CCC (Core Commitments for Children), CEDAW (Convention on the Elimination of All Forms of Discrimination Against Women), and other relevant rights-related benchmarks. Therefore, specific codes will be developed to capture data relevant to child rights, gender equality, and human rights issues. This includes assessing the program's alignment with rights-based principles and standards. **Qualitative data** will be collected from desk research (including FGDs conducted in 2022), interviews and observation notes. Interviews will be summarised in writing and anonymised.

To analyse qualitative data and identify causal relationships, we will employ several analytical methods:

- **Thematic analysis:** Transcripts will be coded using both inductive and deductive approaches. Codes will be grouped into themes that aligned with the evaluation criteria and programme logic model. Thematic analysis will help in identifying how specific activities and outputs led to immediate outcomes and how these outcomes contributed to the expected long-term results.
- **Comparative analysis:** To identify the most effective and efficient model of Spilno Spots, different approaches in management, financing, operation will be compared.
- **Process tracing:** the method will be used to identify and examine the causal mechanisms that link program activities to outcomes. It involves collecting and analyzing evidence to test hypotheses about how and why specific outcomes were achieved.

**Quantitative data** will be collected from the survey, and from UNICEF, based on internal initiative statistics and TPM data. This data will be analyzed using Excel or, if needed, data analysis tools such as SPSS or STATA.

The core principle of data analysis is **triangulation**, which involves integrating data from various sources such as interviews, documents, surveys, focus groups, and observations. This approach ensures the

reliability of the information and the validity of the findings. Each question from the evaluation matrix will be addressed using different methods and resources.

The **Final Evaluation Report** will follow the expected structure outlined in UNICEF's adapted UNEG Evaluation Report Standards and will be guided by the ToC outlined in Chapter 3. The Final Evaluation Report will include a title page and opening pages which will include the name of the evaluation, timeframe table of content, list of acronyms and other relevant information as well as an executive summary. This will be followed up with a presentation of the object of the evaluation, key information about what is being evaluated as well as the purpose, objective and scope of the evaluation along with its methodology.

The findings section will present the gathered data to analyse each of the selected OECD/DAC evaluation criteria. By combining qualitative and quantitative findings, the evaluation team will ensure triangulation of data to the greatest extent possible contributing the reliability, impartiality, and validity of findings for each sub-question.

To improve legibility, the findings under each criteria's sub-question will be structured as follows:

- One or two sentences introducing what the evaluation criteria sub-question describes (e.g. defining relevance to the needs of stakeholders).
- One or two sentences providing the main conclusion statement towards the evaluation criteria and questions.
- Paragraph(s) providing evidence (desk research, interviews, survey) that support the main conclusion.
- Paragraph(s) providing nuances, discrepancies, exceptions to the main conclusion, if any.

If responses for sub-questions under the same criteria yield very similar response, the evaluation team will group these sub-questions into a single sub-question based on topic. This will make the report easier to understand and prevent repetition which was not envisioned in the Inception stage.

The findings will inform the conclusions, lessons learned, and the recommendations for finding opportunities for the further sustainable management or transformation of Spilno Spots that would require only minimal involvement of UNICEF. Finally, the annexes will be featured at the end of the Final report.

## 2.4. Ethical considerations

PPMI's experience conducting evaluation and studies which covered vulnerable groups of different ages, ethnicities, and backgrounds has allowed the evaluation team to design, test, implement, and update our ethical processes for evaluations and research. Meanwhile, research bureau "Sociologist" researchers have 22 years conducting research with vulnerable populations for international agencies.

This evaluation comprises two types of ethical considerations:

- General ethical considerations applicable to evaluations (e.g., UNICEF's [procedure for ethical standards in research, evaluation, data collection and analysis](#), the evaluation will comply with the United Nations Evaluation Group (UNEG) [Norms and Standards for Evaluation](#), [UNEG Guidelines for Integrating Human Rights and Gender Equality in Evaluations](#), [UNEG Code of Conduct for](#)

Evaluation in the UN system [UNEG Ethical Guidelines for Evaluation](#)., which we apply in all our evaluations for ILO, IOM and UNESCO).

- Ethical considerations specifically related to conducting research and evaluations with the target groups of Spilno Spots (i.e. vulnerable populations, IDPs). The evaluation team will prepare a specific protocol on how to engage them safely in the evaluation process.

These ethical standards and considerations, in particular UNICEF's principals of do no harm, informed consent, privacy and confidentiality, impartiality and professional conduct will be integrated into the evaluation design, evaluation data collection and the reporting of data.

#### 2.4.1. Ethical design of the evaluation

The first step in an evaluation which includes the integration of ethical conduct of research, studies and data collection, is the selection of the right overarching principles and approaches. Therefore, these concerns are integrated into all dimensions of design of the evaluation including frameworks, questions, tools, and outlines. To ensure that harms are minimised, and benefits maximised the evaluation team will focus on:

- Participatory evaluation: To involve the stakeholders and beneficiaries in the evaluation process, not just as passive respondents but as contributors to shaping the data collection tools and frameworks. *The interviews will as much as possible be semi-structured to ensure that beneficiaries can present topics and issues beyond the initial scope of questions prepared. This ensures that the evaluation can reflect concerns most prominent for the beneficiaries and thereby possibly expand the evaluation framework to include also topics of interest to beneficiaries (which will be triangulated with desk research and other interviews). The survey will also leave space for respondents to add information that was not requested in the survey.*
- Doing no harm: The participation of people in the evaluation process should be an opportunity or benefit for them and should not cause them discomfort. In this case, working with IDPs includes the risk that they relive traumatic experiences. *The evaluation team will as much as possible avoid personal questions related to the war and focus on their experiences with the Spilno Spots. The interviews will be planned together with Spilno Spots managers to ensure that psychological support staff is available during the interview, in case a respondent becomes uncomfortable. The content of interview and surveys will be carefully described enabling respondents to make informed decisions and have an opportunity to refuse participation. They will also be allowed to discontinue the interview or at any stage.*
- Transformative evaluations encompass methodologies designed to support the active involvement of marginalised communities to ensure that evaluation results contribute to a more socially, economically, and environmentally just society.<sup>26</sup> *This principle is mostly applied in the reporting part, where our team will ensure that recommendations are -as much as possible- based on the voices of the beneficiaries, thereby allowing them to support the future of the Spilno Spots and related initiatives of UNICEF.*

Furthermore, this evaluation will be implemented in the context of war. Therefore, the overall methodological and analytical approach needs to be highly flexible in case the current situation rapidly changes and hinders some of the visits or other activities. We will be flexible to adjust the methodology in that case, in close collaboration with UNICEF.

### 2.4.2. Ethical data collection

The core team will prepare detailed guidelines with instructions on how to conduct the interviews and Spilno Spot visits in a proper, ethical manner and how to create safe spaces for sharing, in compliance with the do-no-harm principle described above. Furthermore, when collecting data the evaluation team will adhere to the principles of informed consent and privacy and confidentiality outlined below:

- Informed consent: To ensure that stakeholders and beneficiaries feel comfortable participating in interviews, surveys it is important that they understand the data collection process in which they are participating. *The evaluation team prior to engaging stakeholders and beneficiaries, who express their consent to participate in interviews and surveys, will be informed about the data collection process they will be participating in, the type of data that will be collected and how the data collected will be used.*
- Privacy and confidentiality: PPMI is based in the EU, meaning the evaluation team is obliged to apply strict data protection policies aligned with the General Data Protection Regulation (GDPR). *Interviewees will be asked permission to record the interview and will be provided with space to ask the evaluators questions about the purpose of the interviews. All recordings and transcripts will be stored on PPMI's server which complies with GDPR standards for data protection. Transcripts are only available and accessible by the identified members of the evaluation team.*

The evaluation and consultations will be conducted by applying a culturally and gender sensitive approach. Namely, our national consultants conduct all interviews in Ukrainian to ensure participants can express themselves in their preferred language and that contextual information can be provided to support the information from the interviews.

Because of the traumatizing experience of the war, respondents can be extremely sensitive to the topic of life in Ukraine. Possible complications of communication with respondents. Actions to minimize the impact on the result include the close compliance with ethical principles when formulating questionnaires and interview questions, training interviewers on the peculiarities of discussing sensitive topics, and the involvement of only highly experienced interviewers. The Ukrainian team is experienced in creating trust and comfort during interviews, to mitigate the power imbalance and ensure that respondents are comfortable. Moreover, the national team will take all appropriate steps to ensure that participants feel that their participation was valuable to the inputs of the data collection.

At the same time, interviews in Spilno Spots need to be carefully organized to ensure that, during air raids, both interviewers and respondents can access shelters and locations meeting safety requirements.

### 2.4.3. Ethical reporting

During the reporting process, the evaluation team will give due respect to the different groups of beneficiaries and how achievements and challenges should be interpreted in each of their local contexts (e.g. particular experiences of IDPs and families with children with disabilities). By involving marginalised communities, the evaluation results will contribute to a more socially, economically, and environmentally

just society.<sup>27</sup> Thus, the voices of beneficiaries and stakeholders will help craft the recommendations allowing them to support the future of the Spilno Spots and related initiatives of UNICEF.

Throughout all three stages the evaluation and national teams, in line with UNICEF's procedures, will carry out evaluation related activities with honesty and integrity by disclosing conflicts of interest, presenting potential limitations of findings, ensuring consistent referencing, and presenting findings, with sensitivity to stakeholders, while clearly highlighting potential alternate or competing implications that the findings may present.

## 2.5. Quality assurance

### 2.5.1. General quality assurance

The evaluation team will ensure **high-quality work and deliverables** through the following steps:

- *Continuous and adequate coordination* – the team leader and project manager in communication with UNICEF will continuously and adequately coordinate the activities and organise or participate in regular meetings to ensure mutual understanding of the objectives of the evaluation in all its stages while implementing the evaluation during its four stages.
- *Punctuality and speed* – the team leader and project manager will ensure effective compliance with internal as well as external deadlines (e.g., the submission of written materials, the implementation of assignments, the submission of reports, invoices, and other relevant documentation etc.). A well-elaborated work plan will guarantee the timely submission of all key deliverables of the contract.
- *Clear language aimed at a broad audience* – all team members have at least C1 level of the Common European Framework for Reference for Languages in English. Meanwhile, the two senior experts, one research associate and the national experts are fluent in Russian, and the research associate and national experts are also fluent in Ukrainian.
- *Supporting the national research team* – to ensure that the data collected by the national research team matches the high standard of quality that is expected, the evaluation team will organise a training workshop detailing how to fill in the observation template for the Spilno Spot visits. Throughout the data collection stage, the gathered data will be checked, and the evaluation team will ensure that data collected is accurate, responds to the questions and needs of evaluation. In case any clarifications would be needed the project manager will organise additional check-ins to discuss any issues and find mitigation options.

All written outputs will be submitted to a thorough **editorial review**, including high-quality proofreading by a native English speaker or other native language speaker where appropriate. In practice, such editorial work requires two stages:

- Editing of the text to check not only for linguistic style but also for logical inconsistencies in argumentation and the flow of the text and incomplete referencing etc.

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<sup>27</sup> Donna M. Mertens and Amy T. Wilson in Program evaluation theory and practice: a comprehensive guide.

- Final proofreading to check for errors in spelling and punctuation (typos, etc.) once the substantive content of the text has been agreed upon and finalised.

Another important dimension of quality assurance includes the **quality control of data collection** by the national experts.

- Firstly, the national experts will be **trained by the core international team** on the data collection procedures. All questionnaires, as well as general considerations for interview and observation processes will be discussed. However, as the national experts have extensive, valuable experience, the workshop is also space for them to share their ideas to improve the data collection tools and their implementation with vulnerable groups.
- Next, all data will be submitted to the core team through **a dedicated template on MS Teams**. Therefore, every time an interview is conducted, it is immediately uploaded, and the core team can provide immediate feedback.

### 2.5.2. Risk matrix

Finally, to ensure the quality of the assignment, the team identified possible risks for the evaluation. The main risks are listed in the table below, and are reviewed regularly.

**TABLE 12. PRELIMINARY RISK MITIGATION STRATEGY**

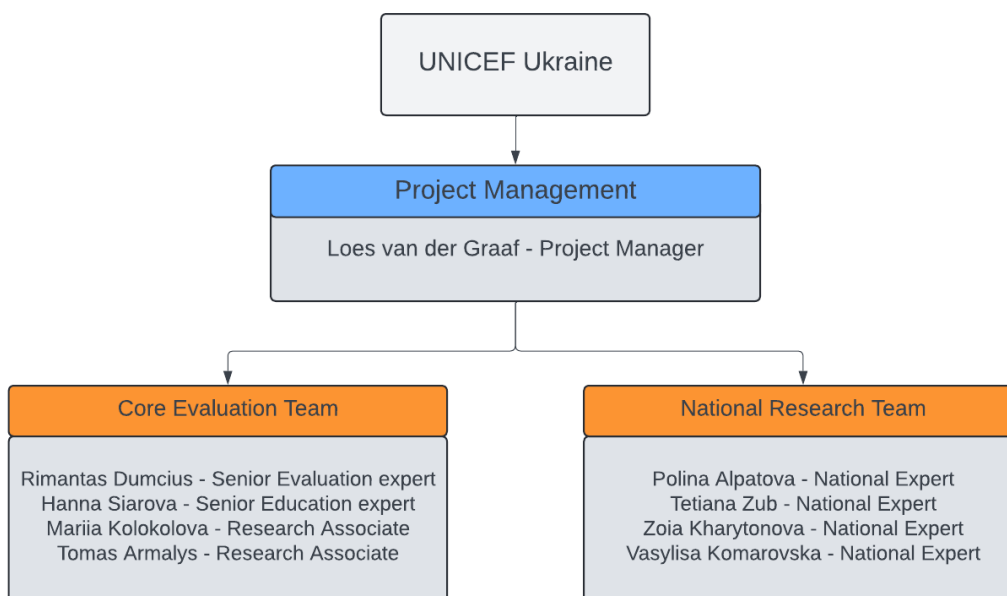
RISK	LIKELIHOOD	IMPACT	MITIGATION STRATEGY
A member of the evaluation team is not available to contribute to the evaluation	Low	High	PPMI has many experienced employees who would be able to contribute to the evaluation in case a member of the evaluation team drops out. Furthermore, all the senior experts (team lead, evaluation specialist, and project manager) will be involved in overseeing the coordination and continuity of the evaluation. In that way, if one of the senior experts cannot continue their work, other experts can easily take over without any disturbance to work. In addition, the evaluation team can rely on additional Ukrainian team members who are available to continue the evaluation work as well.
Deliverables produced by the evaluation team are of insufficient quality	Low	High	The Team Leader and Project manager will work in close cooperation with UNICEF to ensure the high quality of deliverables, in line with UNICEF's standards. All team members will be briefed on quality requirements at the outset of the evaluation and will be reminded about them regularly during the team meetings.
Deliverables are produced with a significant delay	Medium	Medium	An experienced Team Leader and Project Manager will be responsible for the evaluation's timely submission. A comprehensive work plan was developed and will be executed thoroughly while implementing the project. The evaluation team is well-resourced in terms of the number of experts involved. To avoid running into delays, the Team Leader and Project Manager will monitor progress and act as soon as there is a risk of a delay (e.g., reallocate resources, allocate additional resources, prioritize tasks, improve planning, etc.).
Limited outreach to Spilno Spots users for the survey	High	High	As no contact data is available for all Spilno Spots users, the evaluation is fully dependent on the ability of Spilno Spots managers to invite and engage people in Spilno Spots to scan the QR codes and complete the survey. We will carefully and very regularly check the incoming responses to see where more efforts

RISK	LIKELIHOOD	IMPACT	MITIGATION STRATEGY
			<p>are needed (by region) and ensure the survey is open long enough to ensure long-term engagement. To increase the response rate, we will openly communicate the purpose of the survey to the respondents, emphasizing that their participation contributes to improving the services of Spilno Spots. We will also develop an attractive survey invitation (with the QR code) and indicate that the survey takes only a short time to complete.</p> <p>At the same time, the limitation of having limited responses will be communicated in the report, and interviews and data from the 2022 FGDs will be used for triangulation.</p>
<p><b>Worsening war contexts prevents field visits</b></p>	<p>Medium</p>	<p>High</p>	<p>Our national expert team is experienced conducting interviews in the context of war, for example by making more use of online interview tools. If some selected oblasts are more affected by the war, the team is flexible to change the selected oblasts for the visits. If no visits can be carried out, the team will conduct interviews with Spilno Spots staff via phone / MS Teams and liaise with them to interview some users for which staff has contacts (depending on an assessment of the situation on the ground and whether it would be ethically appropriate to contact people in that region at that time).</p>

## 3. Work organization

### 3.1. Composition of the team

The **evaluation team** comprises of experts who have extensive experience both thematically in the field of institutional development, child protection, education and early childhood development, and methodologically, both quantitatively and qualitatively, in the field of evaluation research. The team has collaborated on various evaluation projects before for different UN agencies. The team is balanced between senior and more junior team members, and includes international and national experts, all of whom have extensive experience conducting research in Ukraine and the broader region.



The **Project Manager** is responsible for day-to-day coordination, administration and management of deadlines and requirements, and acts as liaison between the Client, core team, and national team. As Loes has lived in Ukraine before, worked on a study on ECEC in Ukraine in 2023 and visited Kyiv and Irpin in September 2023, she is well-placed to fulfil this role.

This allows the **two senior experts** Rimantas Dumcius (20+ years of experience with evaluations in the education and training sphere) and Hanna Siarova (12+ years of experience with education and inclusion) to focus fully on the methodological and analytical tasks and the quality of the deliverables. Both speak fluent English and Russian, and both have worked with UNICEF and EU institutions in this region before. The two **research associates** will support them with the organization and processing of data.

We have engaged a highly competent **national research team** with extensive experience conducting research with vulnerable populations in the ongoing war and well-acquainted with the operations of UNICEF Spilno Spots in the field. We have existing relations with them, which facilitated the proposal-writing stage and will facilitate our close cooperation during the evaluation.

TABLE 13. EVALUATION TEAM

STAFF NAME AND PROFILE	RELEVANT EXPERIENCE
<p><b>Rimantas Dumčius</b> Team leader and lead evaluator (evaluation expert)</p>	<p>Rimantas Dumčius is a research director and one of the partners in PPMI since 2001. Over 20+ years of his career as a public policy researcher and evaluator, Rimantas has developed and led many multinational and multidisciplinary expert teams developing public policy studies and evaluations for the EU institutions and agencies, national governments, and other public sector clients. Rimantas is an experienced public policy evaluator with a strong experience in various thematic areas, including institutional development and education. He led or was one of the key evaluators for multiple internal evaluations of the EU's European Training Foundation (including <b>Eastern-European countries</b>) including ETF Monitoring (2021), ETF Networks (2019-20), ETF Functions (2018), ETF Torino Process (2017-18), and ETF VET Governance (2016-17). He also acted as Director for PPMI's work for <b>UNICEF</b> in Uzbekistan and for the <b>UNICEF ECARO</b> study on children affected by migration in Central Asia.</p> <p>Currently, Rimantas supports Loes in evaluating the ILO 8.7 Accelerator Lab Initiative and the ILO's programme Accelerating action for the elimination of child labour in supply chains in Africa (ACCEL). He is currently the methodological lead for the evaluation of the ILO's Towards a Holistic Approach to Labour Migration Governance and Labour Mobility in North Africa (THAMM) programme and IOM's Independent Final Evaluation of Governance of Labour Migration South and South-East Asia (Goals) Programme. He is fluent in English and has strong working proficiency in Russian, as demonstrated in his previous projects for UNICEF.</p>
<p><b>Hanna Siarova</b> Education/ child protection/ development expert</p>	<p>Hanna Siarova has more than ten years of experience in leading policy studies in areas of education, inclusion and social justice across Europe and beyond. Hanna works as a Research Director at PPMI Group (Vilnius) and specialises in evaluating and analysing public policies, particularly focusing on inclusive education (ECEC, school, non-formal learning), teacher education and professionalisation, good governance and effectiveness of educational reforms, education for sustainable development and global citizenship. Hanna has led and contributed to research projects commissioned by European Commission (e.g., Study on supporting school innovation in Europe (DG EAC), European Parliament, Eurofound, <b>UNICEF</b>, UNESCO, World Bank, ETF, EIGE and other organisations. A number of these studies involved complex research methodologies (covering both quantitative and qualitative methods) and participatory research techniques. Hanna has been leading a number of research studies for <b>UNICEF in Eastern Europe and Central Asia</b>, focusing on protection of children's rights, skills education and educational assessment. She also coordinates several research activities in the Network on the social dimension in education and training (NESET).</p> <p>Recently, Hanna worked with Loes and Laura on studies for possibilities of <b>alternative childhood education and care services in Ukraine</b> and Moldova (for ILO), also on the evaluations for UNESCO: "Strengthening Teacher Education Programmes in Cambodia (STEPCam)", "Girls' Right to Education Programme (GREP) and "Korea International Cooperation Agency (KOICA)-supports to national capacity building to realize Girls' Right to Education in Punjab and Gilgit-Baltistan".</p>
<p><b>Loes van der Graaf</b> Project manager and research associate</p>	<p>Loes van der Graaf is a Research Manager at PPMI since 2017, focusing predominantly on projects for UN clients, such as ILO, IOM, the World Bank, <b>UNICEF</b> Uzbekistan, <b>UNICEF ECARO</b>, UNDP Kazakhstan, and UNESCO.</p> <p>Projects of Loes mainly involve non-EU countries and education in the development context. Loes studied challenges related to access and quality of education across the world: She studied possibilities for alternative early childhood education and care (ECEC) in <b>Ukraine</b> and Moldova for ILO (including a <b>field visit to Ukraine</b>), children affected by migration in Central Asia for <b>UNICEF</b>, youth vulnerability to extremism in Central Asia for UNDP, a global study on the role of teachers in creating safe and non-violent learning environments, and a learning assessment to determine the factors causing low achievement of pupils in Uzbekistan for <b>UNICEF</b>. She also evaluated efforts to strengthen teacher education programmes in Cambodia and efforts to improve the participation, retention, and quality of education for girls in Pakistan both for UNESCO. Besides that, she was the PM for nine evaluations of ILO projects, four UNESCO projects and two IOM projects.</p> <p>In all UN projects, where she was a project manager, gender equality and gender-sensitive evaluation techniques were part of her responsibilities. As a result, she recently supported PPMI's gender team to develop a framework for mainstreaming gender and environmental principles in evaluation design.</p> <p>Prior to working at PPMI, she was a trainee at the EU Delegation in Tajikistan, and interned at the Kharkiv Human Rights Protection Group in <b>Kharkiv</b>.</p>

<p><b>Tomas Armalys</b> Research Associate</p>	<p>Tomas Armalys is a researcher at PPMI since 2021, focusing mainly on evaluations related to migration, labour rights and education for UN clients such as the ILO, IOM. He has previously managed the implementation of ILO ACCEL, a project funded by the Government of the Netherlands which sought to accelerate the elimination of child labour in select supply chains of six African countries. He also has extensive experience in writing analytical chapters, conducting field work activities and carrying out other tasks related to the implementation of monitoring and evaluation.</p> <p>Tomas has recently completed his master's degree in international security at the Paris School of International Affairs (Sciences Po). Here, he honed his understanding of contemporary security issues and humanitarian intervention as well as his qualitative research skills.</p>
<p><b>Mariia Kolokolova</b> Research Associate</p>	<p>Mariia Kolokolova is a Researcher at PPMI since 2023. She has over ten years of experience in applied research and consulting. Mariia has experience in strengthening the capacities of higher and VET educators in civic education and student-centred learning together with IFES Ukraine and MoES. She also conducted comprehensive assessments on social policies, human rights, and justice reform in <b>Ukraine</b>, using qualitative and quantitative data to support policy suggestions with evidence. She has extensive experience in conducting in-depth interviews, specifically on sensitive topics with different vulnerable groups such as IDPs and refugees, torture victims, people with disabilities, Roma people, persons with difficult life circumstances, elderly people, orphans, and others. Mariia has worked on various assignments under UNICEF, UNDP, USAID, the European Commission, OECD, Pact, IFES and others' projects in Ukraine. She is proficient in qualitative and quantitative research methods (conducting literature review, interviews, focus groups, and launching surveys) and analysing and visualising data. She is a native <b>Ukrainian</b> and Russian speaker, besides being fluent in English.</p>
<p><b>Tetiana Zub</b> National Expert</p>	<p>Tetiana Zub is a director and key researcher at the NGO Research Bureau "Sociologist" since 2014. She has over 20 years of experience in social and political research as well as experience in non-governmental agency consulting. She managed and conducted various research on education, children's needs and protection, youth, health, refugees and displaced people, gender, and women's rights in <b>Ukraine</b>. Tetiana managed and contributed to the projects particularly focusing on <b>Lviv, Kyiv, Kherson and Kharkiv</b>. She has experience working with the European Commission and international organisations, such as WHO, the Global Fund, The European Wergeland Centre, GIZ, and USAID. Her research skills cover both quantitative and qualitative research methods as well as behavioural modelling.</p> <p>She, together with Polina and Vasyliisa, recently finalised a project on "Democratization of preschool education in <b>Ukraine</b>" for the European Wergeland Center (Norway) together with the All-Ukrainian Foundation "Step by Step" with the support of the Ministry of Education and Science of Ukraine.</p>
<p><b>Polina Alpatova</b> National Expert</p>	<p>Polina Alpatova is a lead analyst at the NGO Research Bureau "Sociologist" since 2014. She has over 20 years of experience in sociological and political research. Her experience covers research on youth, children and vulnerable groups, social work and social support, health, and analysis of the needs for social services. She also has experience in non-governmental agency consulting. Her methodological knowledge covers quantitative and qualitative research methods and behavioural modelling. Polina's research over the years also included a focus on specific areas of <b>Ukraine</b>, namely <b>Lviv, Kyiv, Kherson, Kharkiv, Poltava and Zhytomyr</b>. She has worked on different projects for the European Commission and international organisations, such as WHO, The Global Fund, The European Wergeland Centre, GIZ, and USAID.</p>
<p><b>Vasyliisa Komarowska</b> National Expert</p>	<p>Vasyliisa Komarowska is an analyst at the NGO Research Bureau "Sociologist" since 2019 as well as head of monitoring and coordination at the NGO "Center for Educational Initiatives" since 2023. She has 6 years of experience in social research. Her main competencies cover education, youth and vulnerable groups, and public health. She has knowledge and skills in the development of research tools, analysing quantitative and qualitative data, organising and conducting interviews and FGDs. Her research experiences also included a specific focus on <b>Lviv and Kyiv</b> as well as work with international organisations (WHO, GIZ, the European Center for Verheuland, and USAID).</p> <p>Currently, Vasyliisa is managing a project "Strengthening the capacity of young people as agents of change, developing life skills in adolescents and supporting youth activism in 7 western regions".</p>

**Zoia Kharytonova**  
National Expert

Zoia Kharytonova is a managing director at the research agency Yasno Research & Consulting Group since 2011. She has over 20 years of experience in national and international project management, organisation of social research, development of research methodology and tools, and analysis of qualitative and quantitative data. One of her responsibilities are moderation of in-depth interviews, online and in-person FGDs with a wide spectrum of target audiences.

One of her latest projects was “**Kharkiv** Oblast residents’ needs in the context of Russian invasion”, which was a study of the basic needs of people affected by the war, as well as an assessment of the humanitarian aid provided by international organizations.

### 3.2. Allocation of HR

Based on the timeline and the volume of work, the evaluation team has developed the following allocation of days across the tasks and across the team members:

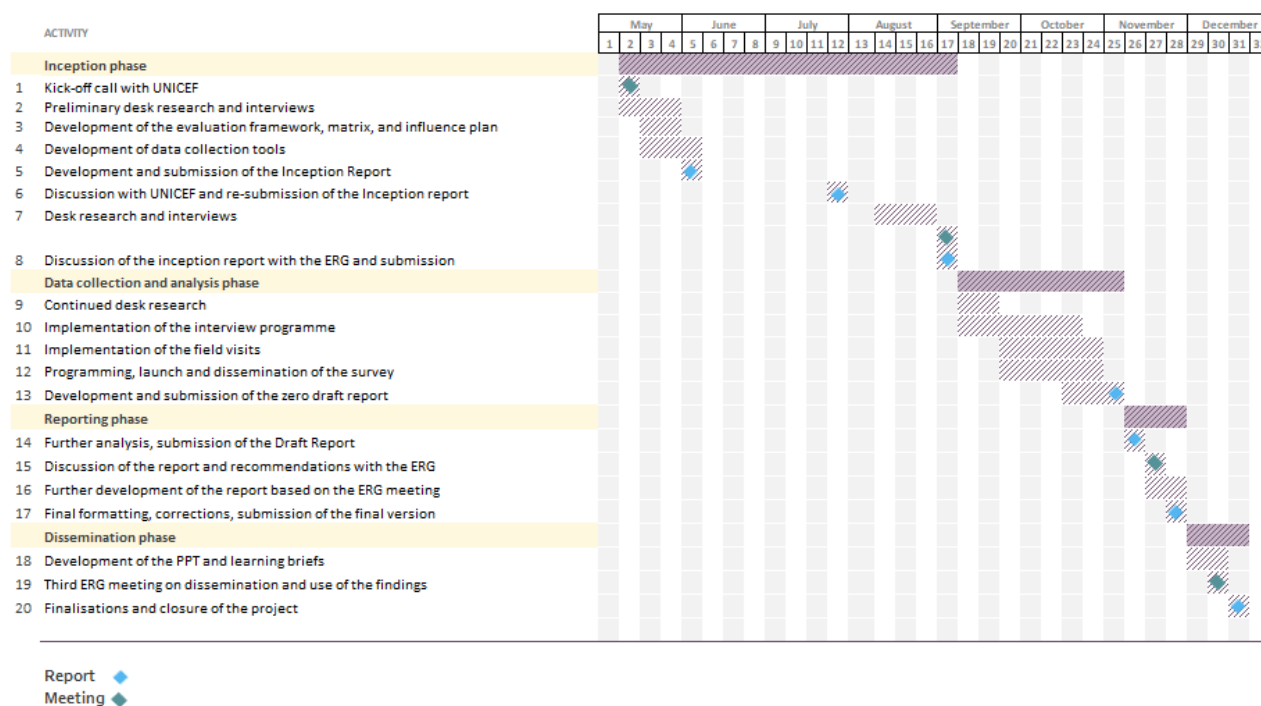
**TABLE 14. PRELIMINARY ALLOCATION OF HR (NUMBER OF DAYS)**

		Rimantas Dumcius	Hanna Siarova	Loes van der Graaf	PPMI research associates	Research Bureau "Sociologist"	Total
	<b>Inception phase</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>14</b>
1	Preliminary desk research and interviews			1	2	2	5
2	Development of the evaluation framework, matrix, and influence plan	1	1	1			3
3	Development of data collection tools	1	2	2			5
4	Development and submission of the Inception Report			1			1
	<b>Data collection and analysis phase</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>67</b>	<b>109</b>
5	Continued desk research				3	3	6
6	Development and submission of the phase I document review report	2	3	1	4	2	12
7	Programming, launch and dissemination of the survey	1		2		2	5
8	Implementation of the interview programme			1		22	23
9	Implementation of the field visits		1	2		33	36
10	Development and submission of the draft report	4	7	7	4	5	27
	<b>Reporting phase</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>10</b>
11	Further development and resubmission of the report based on the ERG meeting	2	3	2	2		9
12	Final formatting, corrections, submission of the final version			1			1
	<b>Dissemination phase</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>

13	Development of the PPT and learning briefs		1		2	2	5
14	Finalisations and closure of the project			1			1
	<b>Total</b>	<b>11</b>	<b>18</b>	<b>22</b>	<b>17</b>	<b>71</b>	<b>139</b>

### 3.3. Evaluation implementation schedule

The evaluation team has mobilized sufficient staff to complete the assignment within the timeframe proposed by UNICEF. This requires us to conduct certain tasks in parallel and we have made staff available to do so, as mentioned above, and we have additional staff in-house (including additional Ukrainian researchers) who can support the overall assignment or an individual task if needed.



The zero draft report is due on the 8<sup>th</sup> of November, while the Draft Final Report is due at the end of December. The full evaluation will be completed in the second half of December.

# Annex 1. Interview questionnaires

## Group 1: National-level stakeholders: UNICEF, donor, development partners, Ministries

These interview questions are addressed to respondents who have a high-level, national perspective on the implementation of the Spilno Spots.

### 1. INTRODUCTION

Could you briefly introduce yourself, your organization and how you were involved in the Spilno Spots initiative? Since when were you involved in Spilno Spots?

RELEVANCE	RESPONDENTS
1 What were the main lessons learned and good practices from the Spilno Spots predecessor in Eastern Ukraine? How were they used to inform and improve the design of the Spilno Spots initiative?	UNICEF
2 How did you identify the needs of affected populations? To what extent were these findings integrated into the implemented activities to address these needs?	UNICEF
3 What did you see as the main needs and challenges faced by IDPs, refugees and host communities who made use of the Spilno Spots?  How did this differ by area (transit areas for refugees, host communities for IDPs, frontline areas, newly-liberated areas)?	UNICEF, development partner, ministries, donors
4 To what extent the Spilno Spots were designed to address the most pressing needs of beneficiaries? How did this differ by area?	UNICEF, ministries
5 What groups of people do you think were most vulnerable during the war? Did Spilno Spots consider their needs as well, how?  Did the initiative design consider gender, children with disabilities, children of different age groups, and other characteristics that may affect their needs?	UNICEF, development partners, ministries, donors  UNICEF
6 To what extent did the initiative adapt to the changing needs of affected populations in different areas of Ukraine, based on how the war context adjusted as well?	UNICEF, development partners, ministries

7	<p>What were the main challenges that local governments faced to address the needs of their population? And how did the war affect basic service provision?</p> <p>How did this differ by area? And by level of government (national, oblast, municipality)</p> <p>How did the Spilno Spots support the governments at different levels in this regard?</p>	UNICEF, development partners, ministries, donors
8	<p>How were implementing partners chosen to support the implementation of Spilno Spots?</p> <p>What steps were taken to ensure they can meet the expected requirements to operate Spilno Spots?</p>	UNICEF

COHERENCE		RESPONDENTS
1	To what extent did the initiative complement or align with the Government's humanitarian response on central and local levels? Was there any duplication or overlap?	UNICEF, Ministries
2	To what extent were the roles and responsibilities clear for the national governmental partners? What mechanisms or coordination tools were used to divide roles and avoid overlaps?	UNICEF, Ministries
3	To what extent did the initiative complement or align with the humanitarian response projects of other partners? Was there any duplication or overlap?	UNICEF, Development partners
4	To what extent were the roles and responsibilities clear for partners? What mechanisms or coordination tools were used to divide roles and avoid overlaps?	UNICEF, Development partners

EFFECTIVENESS		RESPONDENTS
1	What do you consider the main achievements of the Spilno Spots initiative? Do you think it managed to mitigate the impact of the war on children's wellbeing? Why yes? Why not?	UNICEF, Development partners, ministries, donor
2	How did you ensure the quality of services (meeting UNICEF standards)? Especially in cases where quick responses were needed or when needs changed? How did you ensure the quality and professionalism of IPs?	UNICEF

3	Did you have any standards or measures in place to prevent sexual exploitation and abuse, and to ensure child safeguarding in the Spilno Spots? How was this monitored?	UNICEF
4	To what extent did Spilno Spots support your organizations/institutions humanitarian response?  How did Spilno Spots support the broader humanitarian response of UNICEF?	Development partners, ministries, donors  UNICEF
5	Which factors enabled the implementation of the Spilno Spots initiative?	UNICEF, development partners, ministries, donors
6	Which factors hindered the implementation of the Spilno Spots initiative?	UNICEF, Development partners, ministries, donors

EFFICIENCY		RESPONDENTS
1	To what extent were financial and human resources used efficiently to achieve the best possible humanitarian response? What tools or mechanisms were used to ensure the most cost-effective approach to the initiative's implementation?	UNICEF, donors
2	To what extent did the availability and cost-effectiveness of resources differ between objectives, regions, implementing partners, or target groups?	UNICEF, donors
3	How did the scaling-up of the initiative during its implementation affect the average cost per child/visitor?	UNICEF, donors
4	How did the initiative balance its objective to provide aid to vulnerable groups, with its need to allocate resources where they are most needed?	UNICEF, donors, ministries
5	How did you experience the management of the initiative? Were there sufficient tools to coordinate the initiative within UNICEF?  And with the Implementing Partners?	UNICEF, donors
6	How do you perceive the management of Spilno Spots by the implementing partners? Were you satisfied with the management? What challenges did you observe?	UNICEF

	Were the IPs efficient in the use of their resources?	
7	To what extent was sufficient data available during the initiative to inform management? Can you share examples of how monitoring data informed decision-making in the initiative?	UNICEF, development partners
8	How did you experience collaboration between different actors? Would you say it was efficient and was it able to refer visitors to other partners if needed?  Do you feel that the presence of Spilno Spots contributed to a better holistic humanitarian response by improving collaboration between different actors?	UNICEF, development partners, ministries

SUSTAINABILITY		RESPONDENTS
1	Do you believe there is a continued need for an initiative such as Spilno Spots after the war ends?  <ul style="list-style-type: none"> <li>What needs and challenges regarding basic service provision do you think would continue to exist, in case the war ends?</li> <li>What needs for Spilno Spots would exist in the longer-term development context / recovery context?</li> <li>How would Spilno Spots need to transform to become relevant in the post-war context?</li> </ul>	UNICEF, ministries, development partners, donors
2	To what extent would you say are government stakeholders and other partners willing to continue implementing the services offered by Spilno Spots, e.g. by integrating them in existing services?  What enables or hinders them to do so, both in case the war continues and in case the war soon ends?	UNICEF, ministries
3	What opportunities exist to continue transforming Spilno Spots into multi-service centres?  What factors support and hinder the establishment of such centres, both in case the war continues and in case the war soon ends?	UNICEF, ministries
4	Do you know any mechanisms, good practices, or examples from other countries on how Spilno Spots could become sustainable, without resources provided by UNICEF?	UNICEF

5	Are there examples of where UNICEF support was taken over by the government already? Both in the Spilno Spots initiative, or other UNICEF initiatives. What factors influenced this decision and the ability of the government to take over?	UNICEF
6	What are the main risks you see for the continued access to quality basic services for vulnerable people in the future: <ul style="list-style-type: none"> <li>- In case the war continues</li> <li>- In case the war ends</li> </ul>	UNICEF, ministries, development partners, donors

## Group 2: Regional stakeholders: Oblast officials, UNICEF field offices, implementing partners

These questionnaires apply to all respondents who have a regional/oblast-level view on the implementation of the Spilno Spots. They likely have a closer connection to the beneficiaries (though not directly) and the needs in different areas.

### INTRODUCTION

Could you briefly introduce yourself, your organization and how you were involved in Spilno Spots initiative? Since when were you involved in Spilno Spots?

RELEVANCE		RESPONDENTS
1	To what extent were you consulted for, or participated in, need assessments to ensure the Initiative successfully respond to the needs of affected individuals?	Oblast officials, implementing partners
2	What did you see as the main impacts of the war on basic service provision in your Oblast / area of work? <ul style="list-style-type: none"> <li>- What were the needs of people in your oblast?</li> <li>- And what challenges did service providers face to address those needs?</li> </ul> How does this compare to before the full-scale war?	Oblast officials, implementing partners
2	To what extent would you say the initiative's addressed those main challenges? <ul style="list-style-type: none"> <li>- Did the Spilno Spots react to the most pressing needs of the affected population?</li> <li>- Did the Spilno Spots react to the challenges of service providers?</li> </ul>	Oblast officials, UNICEF field offices, implementing partners
3	What groups of people do you think were most vulnerable during the war? Did Spilno Spots consider their needs as well, how?	Oblast officials, UNICEF field offices, implementing partners

4	How did the situation in your Oblast change during the two years of full-scale war? Do you think the Spilno Spots adjusted accordingly to remain relevant?	Oblast officials, UNICEF field offices, implementing partners
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COHERENCE		RESPONDENTS
1	Did the Oblast introduce any humanitarian responses? Do you think the Spilno Spots contributed to the measures of the Oblast? Or were there any overlaps?	Oblast officials, UNICEF field, implementing partners
2	What mechanisms were in place to ensure coordination between UNICEF offices, implementing partners, and government officials in the Oblast and in municipalities? Was there a clear division of roles and responsibilities?	Oblast officials, UNICEF field
3	What about the alignment of Spilno Spots with humanitarian responses of other UN agencies and international partners? Did you see any overlaps there? Were there any mechanisms to coordinate the work done by Spilno Spots and by other actors?	Oblast officials, UNICEF field, Implementing partners

EFFECTIVENESS		RESPONDENTS
1	To what extent did Spilno Spots restore access to basic services for children and caregivers affected by the war? <ul style="list-style-type: none"> <li>— Increased awareness of people on how and where to access services</li> <li>— Effective use of referrals to other services <ul style="list-style-type: none"> <li>- Satisfaction of Spilno Spots visitors with the services</li> <li>- Provision of high-quality services</li> <li>- Improved wellbeing of children after visiting Spilno Spots</li> </ul> </li> </ul>	Oblast officials, UNICEF field offices, implementing partners
2	How did you monitor and ensure the quality of Spilno Spots in your oblast/area? Did you notice any challenges in this regard? And how did you address those?	UNICEF field offices
3	Did you learn anything new from the Spilno Spots initiative on how to provide basic services? Did you receive any information, guidelines, or training from UNICEF? What did you learn?  Did you notice an improved capacity of implementing partners and local service providers to provide high quality services?	Oblast officials, implementing partners  UNICEF field offices,
4	How effective were referral systems (from the Spilno Spot to other service providers)? Did the effectiveness of the referral system change throughout the war? If yes how? Did you undertake any measures to strengthen referrals?	Oblast officials, UNICEF field offices, implementing partners

5	Which factors do you think helped Spilno Spots to achieve the intended results?	Oblast officials, UNICEF field offices, implementing partners
6	What factors undermined Spilno Spots to achieve the intended results?	Oblast officials, UNICEF field offices, implementing partners

EFFICIENCY		RESPONDENTS
1	<p>To what extent did you have sufficient resources (human and financial) to implement Spilno spot activities?</p> <p>Did you provide any financial or in-kind support to the Spilno Spots initiative?</p>	<p>Implementing partners, UNICEF field offices</p> <p>Oblast officials</p>
2	<p>Have you noticed changes in the time and resources it takes to set up a Spilno Spot from the first time you established a Spilno Spot, until now? Have you become more efficient in the set-up? How long did it take the first time, and now? Do you have any lessons learned or good practices on the efficient set-up of Spilno Spots?</p>	<p>Implementing partners, UNICEF field offices</p>
3	<p>What measures did you take, if any, to ensure that resources were used to address the most pressing needs in the most affected areas?</p>	<p>UNICEF field offices, implementing partners</p>
4	<p>Do you think there was a difference in value-for-money among the services provided by the Spilno Spots? E.g. were there any services that required little resources but were highly effective? Or services requiring a lot of resources but with limited results?</p>	<p>UNICEF field offices, implementing partners</p>

SUSTAINABILITY		RESPONDENTS
1	<p>Do you believe there is a continued need for an initiative such as Spilno Spots after the war ends?</p> <ul style="list-style-type: none"> <li>What needs and challenges regarding basic service provision do you think would continue to exist, in case the war ends?</li> <li>What needs for Spilno Spots would exist in the longer-term development context / recovery context?</li> </ul> <p>How would Spilno Spots need to transform to become relevant in the post-war context?</p>	<p>Oblast officials, UNICEF field offices, implementing partners</p>
2	<p>To what extent would you say are government stakeholders and other partners willing to continue implementing the services offered by Spilno Spots, e.g. by integrating them in existing services?</p>	<p>Oblast officials, UNICEF field offices, implementing partners</p>

	What enables or hinders them to do so, both in case the war continues and in case the war soon ends?	
3	<p>What opportunities exist to continue transforming Spilno Spots into multi-service centres?</p> <p>What factors support and hinder the establishment of such centres, both in case the war continues and in case the war soon ends?</p>	Oblast officials, UNICEF field offices, implementing partners
4	<p>What are the main risks you see for the continued access to quality basic services for vulnerable people in the future:</p> <ul style="list-style-type: none"> <li>- In case the war continues</li> <li>- In case the war ends</li> </ul>	Oblast officials, UNICEF field offices, implementing partners
5	Have you experienced the closure of Spilno Spots that were managed by you / in your area? If yes, can you explain how the decision was made to close the Spilno Spots?	UNICEF field offices, implementing partners
6	What discussions were taken with UNICEF, implementing partners and local government staff about the closure and handover of the Spilno Spot? How did you perceive the willingness and interest of the municipality and local service providers to take over the Spilno Spot services?	UNICEF field offices, implementing partners
7	In cases of handover, how did you prepare for the handover by the municipality/other service providers? Did they receive any training? From your perspective, do they have the necessary capacity and resources?	UNICEF field offices, implementing partners
8	In case of no handover, to what extent do you think the local municipality and service providers are sufficiently capable of providing basic services that were provided by your Spilno Spot. Do you think a gap now exist in the municipality services since the Spilno Spot closure	UNICEF field offices, implementing partners
9	From your experiences, what are the main lessons learned and good practices regarding the handover of Spilno Spot services to the local governments?	UNICEF field offices, implementing partners

## Group 3: Local stakeholders: Spilno Spots staff, municipality staff, service providers

### INTRODUCTION

Could you briefly introduce yourself, your organization and how you were involved in SPILNO Spots initiative? Since when were you involved in Spilno Spots?

RELEVANCE		RESPONDENTS
1	To what extent were you consulted on the services and overall establishment and content of the Spilno Spots?	Spilno Spots staff, municipality staff, service providers
2	<p>What did you see as the main impacts of the war on basic service provision in your municipality?</p> <ul style="list-style-type: none"> <li>- What were the needs of people in your municipality?</li> <li>- And what challenges did service providers face to address those needs?</li> </ul> <p>How does this compare to before the full-scale war?</p>	Spilno Spots staff, municipality staff, service providers
3	<p>How did the Spilno Spots fit into the existing system of service provision, in terms of:</p> <ul style="list-style-type: none"> <li>- Education provision</li> <li>- Medical consultations</li> <li>- Child-friendly spots</li> <li>- Psychosocial support</li> <li>- Consultations on social services</li> <li>- Etc</li> </ul> <p>Did the position and role of Spilno Spots in relation to the existing systems change during the war?</p>	Spilno Spots staff, municipality staff, service providers
4	<p>To what extent would you say the initiative's addressed those main challenges?</p> <ul style="list-style-type: none"> <li>- Did the Spilno Spots react to the most pressing needs of the affected population?</li> <li>- Did the Spilno Spots react to the challenges of service providers?</li> </ul>	Spilno Spots staff, municipality staff, service providers
5	Can you describe the process in the Spilno Spots? If a beneficiary walked in, how did you assess their needs and refer them to the right staff member or to other existing services?	Spilno Spots staff
6	What services were most popular in your Spilno Spot? And which were least requested?	Spilno Spots staff
7	What groups of people do you think were most vulnerable during the war? Did Spilno Spots consider their needs as well, how?	Spilno Spots staff, municipality staff, service providers
8	How did the situation in your municipality change during the two years of full-scale war? Do you think the Spilno Spots adjusted accordingly to remain relevant?	Spilno Spots staff, municipality staff, service providers

COHERENCE	RESPONDENTS
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1	Did your municipality have its own humanitarian response plan or strategy? How did the Spilno Spots initiative fit into this	Municipality staff
2	How did coordination take place between the local government, service providers, implementing partners, Spilno Spots staff, etc? Was this coordination effective to divide roles and responsibilities?	Spilno Spots staff, municipality staff, service providers
3	Were there any other humanitarian initiatives in the municipality? Did you coordinate with them as well? Did you see any overlaps with Spilno Spots?	Spilno Spots staff, municipality staff, service providers

EFFECTIVENESS		RESPONDENTS
1.	<p>To what extent did Spilno Spots restore access to basic services for children and caregivers affected by the war?</p> <ul style="list-style-type: none"> <li>- Increased awareness of people on how and where to access services</li> <li>- Satisfaction of Spilno Spots visitors with the services</li> <li>- Provision of high-quality services</li> <li>- Improved wellbeing of children after visiting Spilno Spots</li> </ul>	Spilno Spots staff, municipality staff, service providers
2	Do you think the initiative mitigated the impact of the war on children's wellbeing? How so? Or why not?	Spilno Spots staff, municipality staff, service providers
3	Which services were most effective to mitigate the impact of the war on children's wellbeing?	Spilno Spots staff, municipality staff, service providers
4	<p>Have you noticed an increase in your knowledge and/or capacity regarding these services? Did you learn anything new from the Spilno Spots initiative on how to provide basic services?</p> <p>Did you notice an improved capacity of other service providers to provide high quality services?</p>	Spilno Spots staff, municipality staff, service providers
5	How effective were referral systems (from the Spilno Spot to other service providers)? Did the effectiveness of the referral system change throughout the war? If yes how? Did you undertake any measures to strengthen referrals?	Spilno Spots staff, municipality staff, service providers

6	Which factors do you think supported the Spilno Spots initiative to be successful?	Spilno Spots staff, municipality staff, service providers
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7	What factors undermined the Spilno Spots initiative?	Spilno Spots staff, municipality staff, service providers
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EFFICIENCY		RESPONDENTS
1	To what extent did you have sufficient resources (human and financial) to implement Spilno spot activities? Were there moments that the needs were larger than your available resources? And were there moments that more support was available than requested?	Spilno Spots staff
2	To what extent was the monitoring and reporting mechanism clear to you? Did you receive feedback to the functioning of your Spilno Spot and support for improvements?	Spilno Spots staff
3	Were you satisfied with the management and oversight of the Spilno Spots by the implementing partner (add name) and UNICEF? What challenges did you see?	Spilno Spots staff, municipality staff

Sustainability		RESPONDENTS
1	<p>Do you believe there is a continued need for an initiative such as Spilno Spots after the war ends?</p> <ul style="list-style-type: none"> <li>• What needs and challenges regarding basic service provision do you think would continue to exist, in case the war ends?</li> <li>• What needs for Spilno Spots would exist in the longer-term development context / recovery context?</li> <li>• How would Spilno Spots need to transform to become relevant in the post-war context?</li> </ul>	Spilno Spots staff, municipality staff, service providers
2	To what extent do you think the initiative supported local ownership and capacity development?	Spilno Spots staff, municipality staff, service providers

3	<p>Are you willing to continue implementing the services offered by Spilno Spots, e.g. by integrating them in existing services? Have you already taken over the services of Spilno Spots that closed? Why/why not?</p> <p>What enables or hinders you to do so, both in case the war continues and in case the war soon ends?</p>	<p>Spilno Spots staff, municipality staff, service providers</p>
4	<p>What opportunities exist to continue transforming Spilno Spots into multi-service centres?</p> <p>What factors support and hinder the establishment of such centres, both in case the war continues and in case the war soon ends?</p>	<p>Spilno Spots staff, municipality staff, service providers</p>
5	<p>What are the main risks you see for the continued access to quality basic services for vulnerable people in the future:</p> <ul style="list-style-type: none"> <li>- In case the war continues</li> <li>- In case the war ends</li> </ul>	<p>Spilno Spots staff, municipality staff, service providers</p>

Group 3 also includes a separate list of interview questions for coordinators of CLOSED Spilno Spots. This questionnaire is shorter to enhance the likelihood of coordinators to agree to be interviewed

**INTRODUCTION**

**Could you briefly introduce yourself, your organization and how you were involved in SPILNO Spots initiative? Since when were you involved in Spilno Spots?**

RELEVANCE	RESPONDENTS
<p>1 What did you see as the main impacts of the war on basic service provision in the municipality of your Spilno Spot?</p> <ul style="list-style-type: none"> <li>- What were the needs of people in your municipality?</li> <li>- And what challenges did service providers face to address those needs?</li> </ul> <p>How does this compare to before the full-scale war?</p>	<p>Spilno Spots staff</p>
<p>2 How did the Spilno Spots fit into the existing system of service provision, in terms of:</p> <ul style="list-style-type: none"> <li>- Education provision</li> <li>- Medical consultations</li> <li>- Child-friendly spots</li> <li>- Psychosocial support</li> <li>- Consultations on social services</li> <li>- Etc</li> </ul>	<p>Spilno Spots staff,</p>

	Did the position and role of Spilno Spots in relation to the existing systems change during the war?	
3	What services were most popular in your Spilno Spot? And which were least requested?	Spilno Spots staff
4	How did the situation in your municipality change during the two years of full-scale war? Do you think your Spilno Spot adjusted accordingly to remain relevant? How?	Spilno Spots staff,

COHERENCE		RESPONDENTS
2	How did coordination take place between the local government, service providers, implementing partners, Spilno Spots staff, etc? Was this coordination effective to divide roles and responsibilities?	Spilno Spots staff

EFFECTIVENESS		RESPONDENTS
2	Do you think your Spilno Spot mitigated the impact of the war on children's wellbeing? How so? Or why not?	Spilno Spots staff
5	How effective were referral systems (from the Spilno Spot to other service providers)? Did the effectiveness of the referral system change throughout the war? If yes how? Did you undertake any measures to strengthen referrals?	Spilno Spots staff

SUSTAINABILITY		RESPONDENTS
1	How was the decision made to close your Spilno Spot? Do you think this was the correct decision?	
2	What discussions were taken with UNICEF, implementing partners and local government staff about the closure and handover of the Spilno Spot? How did you perceive the willingness and interest of the municipality and local service providers to take over the Spilno Spot services?	
3	<i>In cases of handover:</i> How did you prepare for the handover by the municipality/other service providers? Did they receive any training? From your perspective, do they have the necessary capacity and resources?	

*In case of no handover:* To what extent do you think the local municipality and service providers are sufficiently capable of providing basic services that were provided by your Spilno Spot. Do you think a gap now exist in the municipality services since the Spilno Spot closure

## Group 4: Spilno Spot users

### 2. INTRODUCTION

What was your status when the full-scale invasion started? Were you displaced from where you lived or did you stay in your community? How often did you visit a Spilno Spot?

RELEVANCE	RESPONDENTS
<p>1 What challenges did you encounter before you first visited the Spilno spot? Which services or support did you need?</p> <p>Why were you not able to get them from the government or existing service providers?</p>	Spilno Spot Users
<p>2 How did you experience your visit(s) to the Spilno Spot? Can you explain what happens when you enter the Spilno Spot? How are your needs assessed?</p>	Spilno Spots users
<p>3 Were the staff nice and welcoming? Did you feel your child is safe in the Spilno Spot? Why?</p>	Spilno Spots users
<p>4 Did you find the environment inclusive for your children? Do you feel it catered to their specific needs?</p>	Spilno Spot Users
<p>5 Did you need any support that the Spilno Spot did not provide? And if yes, was the staff able to direct you to another service provider? <i>(note: the respondent is not obliged to say what help they needed if they don't want to. We are mostly interested if the referral system works).</i></p>	Spilno Spot Users
<p>6 Have you visited any other Spilno Spots? <i>If yes:</i> Do you notice a difference between them? Were they equally able to meet your needs?</p>	Spilno Spot Users

### EFFECTIVENESS

### RESPONDENTS

1	After visiting the Spilno Spot, is it now clearer for you where you can get different types of support? Or you already knew where different services were available?	Spilno Spot Users
2	Do you think that Spilno Spots helped you access Services that were not provided elsewhere?	Spilno Spot Users
3	Do you feel you received accurate information about which support you were entitled to?	Spilno Spot Users
4	Where you overall satisfied with the Spilno Spots' support? Why? Why not?	Spilno Spot Users
5	Did you notice an improvement in your child's well-being after visiting the Spot? And your own well-being?	Spilno Spot Users
6	Do you think there were gaps in services that Spilno Spots should have provided? If so, which ones?	Spilno Spot Users
7	Do you feel that Spilno Spots were sufficiently accessible, ensuring that you and your child can rely on their services?	Spilno Spot Users

# Annex 2. Observation template

## Observation template for Spilno Spots visit

### General information

<b>PROVIDER NAME</b>	
<b>Location</b> (Address of the Spilno Spot: region, city/town/village name, street)	
<b>Rural/urban area</b> (indicate)	
<b>Outdoors/Indoors</b> (indicate)	
<b>Size of Spilno Spot</b> (sq.m. Ask the staff or measure approximately)	
<b>Type of Spilno Spot location</b> (i.e., a tent, church, hospital, railway station, culture house, dedicated space etc.)	
<b>Open hours</b> (weekdays and open hours)	
<b>Shelter</b>	1. Yes, Spilno Spot is located on a shelter premises 2. Yes, there is a shelter nearby 3. No shelter nearby

Comments

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### Visibility and information

SINGS TO SPILNO SPOT	YES	NO
UNICEF logo	Yes	No
Specialists schedule	Yes	No
List of planned activities	Yes	No

Comments

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**Staff**

<b>TOTAL NUMBER OF STAFF</b>		
<b>Number of staff during a visit</b>		
<b>Specialists</b>		
<b>Psychologist</b>	Yes <i>Working hours:</i>	No
<b>Social Worker</b>	Yes <i>Working hours:</i>	No
<b>Health Care Worker</b>	Yes <i>Working hours:</i>	No
<b>Other (specify)</b>		

Comments

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**Visitors**

<b>NUMBER OF PARENTS AT SPILNO SPOT DURING A VISIT</b>	
<b>Number of children at Spilno Spot during a visit</b>	
<b>Age of children at Spilno Spot during a visit</b>	0-5 years – 6-11 years – 12-17 years –

Comments

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**Facilities and equipment**

<b>LIGHT (ASSESS WHETHER THE LIGHT CONDITIONS</b>	1. VERY GOOD 2. GOOD
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ARE APPROPRIATE TO READ AND PLAY AT THE SPOT)	3. SATISFACTORY 4. BAD 5. VERY BAD	
<b>Temperature</b> (assess whether the temperature conditions are comfortable, not too warm, not too hot)	1. Very good 2. Good 3. Satisfactory 4. Bad 5. Very Bad	
<b>Ventilation</b> (whether Spilno Spot is properly ventilated)	1. Very good 2. Good 3. Satisfactory 4. Bad 5. Very Bad	
<b>Waiting area</b>	Yes	No
<b>Children's corner for playing</b>	Yes	No
<b>Changing room for babies</b>	Yes	No
<b>Breastfeeding room</b>	Yes	No
<b>Charging station for mobile phones and other devices</b>	Yes	No
<b>Equipment</b>		
<b>Hygiene products</b>	Yes	No
<b>Drawing tools and consumables</b>	Yes	No
<b>Toys</b>	Yes	No
<b>Developing games</b>	Yes	No
<b>Children books</b>	Yes	No
<b>UNICEF handouts (children's kits)</b>	Yes	No

Comments

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**Services**

TYPE	COMMENT
<b>Activities for parents</b> (describe observed activities)	
<b>Activities for children</b> (describe observed activities)	

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Comments

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**Phycological conditions of children, parents and staff**

<b>CONDITIONS</b>	<b>COMMENT</b>
Children look happy and unstressed	
Children are left to themselves VS All children are engaged in activities	
Parents look happy and unstressed	
Staff look friendly and unstressed	

Comments

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