

External Evaluation of “Promoting Rights-Based Solutions for Vulnerable Migrants through a Migrant Resource and Response Mechanism” (MRRM) Programmes

Prepared for: IOM Libya

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Background

IOM coordinated two MRRM programmes in Tripoli, funded by the Government of Switzerland and the Government of Netherlands; implementing activities across protection, NFI, Hygiene, Food Security, Health, MHPSS sectors in addition to assistance on Voluntary Humanitarian Return (VHR) programmes and awareness-raising sessions on risks of irregular migration, available services and alternative solutions. The two projects were designed to complement each other. The Dutch-funded project had an additional host family programme intending to support 70 migrants along with a production of a short documentary on the risks and realities in Libya. The evaluation took a mixed methods approach involving desk review, 40 semi-structured interviews with beneficiaries and 25 key informant interviews with implementers and stakeholders underpinned by a Qualitative Impact Assessment Protocol (QuiP) approach. The evaluation assessed the performance of the project against the OECD-DAC criteria of relevance, effectiveness, coherence, efficiency, impact and sustainability. The evaluation also assessed the extent to which the project integrated cross-cutting issues in addition to delving into the project’s overall logic and implementation processes to meet its objectives.

Key Findings

Overall, the projects increased migrants’ protection by consulting them upon registration and referring them to IOM-provided services or external services provided by other humanitarian actors available in Tripoli. The migrants’ awareness about the risks of irregular migration, health risks, available services and alternative solutions increased through awareness raising sessions, brochures and videos provided on this topic. Most beneficiaries and informants noted a lack of interaction between local communities and migrants, thus highlighting the difficulty for MRRM intervention to tangibly improve social cohesion.

The activities addressing different sectors such as Health, Protection and NFIs, showed strong relevance to the local context. With limited healthcare services in Tripoli, IOM’s provision of health teams integrated in the MRRM mobile teams, consultation, free medication, and referral to hospitals addressed the urgent healthcare needs among communities. The protection interventions helped beneficiaries cope with the difficult circumstances they faced, and they were particularly appreciated by women beneficiaries. The projects aligned with The Migration Governance Framework, with IOM national and regional strategies, and with IOM project development guidelines in a way that addressed local priority needs. Despite the emergency response nature of the food distributions, the sustainability is questionable without further livelihoods synergies and cluster support. IOM must consider effective ways to address this concern in collaboration with partners at the local and cluster level while keeping the Libyan labour laws and market context in mind. The intended results of both projects also aligned with and supported government officials building of capacities through trainings enhancing their understanding of migration related issues including migration governance.

The provision of food, as well as NFIs and hygiene kits were well-received by beneficiaries with many claiming they would not have been able to afford it on their own. There were concerns about the food distribution being irregular and unable to meet recurring needs but it addressed their urgent needs. MRRM teams established partnerships with embassies, local government actors, community leaders and other humanitarian actors in Tripoli which were mostly effective in setting up processes to identify, assess and respond to migrant needs. Four community leaders expressed it was sometimes challenging to coordinate and communicate with different IOM departments, that led to delays in responding to urgent medical and protection cases. While it was noted that collaboration with leaders from some communities was high, others reported that it could be improved. A successful referral mechanism was set up by IOM teams to ensure that migrants are able to reach and access MRRM services. While migrants' access to basic services increased during the project, some services were not very well-known among beneficiaries (e.g. Voluntary Humanitarian Return programme). A large number of the beneficiaries interviewed were also not aware of the feedback and complaints mechanisms available to them.

Finally, several aspects of the project have a long-term impact. The transfer of knowledge to relevant local authorities is improving their technical capacity to effectively respond to migration flows, human trafficking and smuggling of migrants. Many beneficiaries reported that the project instilled a sense of hope in them and changed their attitudes towards irregular migration. They also went on to inform their family members and friends about these issues, thus contributing towards more informed and safer decision-making in the larger community. While most stakeholders stated that IOM was doing its best to improve the conditions for migrants for the long term, some were doubtful if the impact would be sustained without improvement in the security and political situation. Although few (n=5/40) beneficiaries reported improved relations between migrants and the host community, the rest of them noted there wasn't much interaction between the two groups. In order to effectively contribute towards social cohesion, there needs to be more emphasis on community-based dialogues. Nevertheless, the project design followed a conflict sensitivity approach, especially with regard to social cohesion, capacity building and awareness raising.

The design and implementation of ongoing and future programming can benefit from the lessons and recommendations in this report, including but not limited to:

Relevance

- Promote tailored and contextually-nuanced shelter solutions for migrants as part of the project or in coordination with other IOM programmes to mitigate legal and cultural obstacles faced by non-Libyans when seeking safe and dignified housing solutions. Such approach could complement and strengthen the host family placement activity under the Dutch project.

Effectiveness

- Align dialogue transfer models with intended impacts at individual, relational and structural levels in order to guide MRRM programme design.
- Prioritize the involvement in social cohesion activities of community leaders with strong enthusiasm and dedication to project objectives over others who may have larger reach and experience but less motivation to guarantee the momentum and energy of key actors implementing the project and assuring timely project progress.

- Conduct meetings between IOM and partners on a more regular basis to discuss changing needs, challenges and adaptive ways of working together.
- Include the local population in awareness-raising sessions on migration and social inclusion.
- Set a more sustained strategy for local partner capacity-building and tailored support to ensure that they are able to appropriately carry out their role as expected and advance strengthening and upskilling of local CSOs (Multakana, Libyan Red Crescent, etc.).

Efficiency

- Optimize coordination and referral mechanisms internally and between partners so as provide timely assistance, especially for urgent medical and protection assistance.
- Prioritize dissemination of information regarding the VHR programme and improve coordination between VHR team and MRRM team so migrants receive timely and accurate information.

Impact

- Mobilize the media in a context-appropriate and culturally-sensitive manner to increase the visibility of dialogues between migrants and host communities.
- Connect dialogues between migrants and host communities with large visibility, high participation and tangible initiatives that help improve the local quality of life (sanitation infrastructure, waste management, sport playgrounds, etc.) to help materialize spaces of interaction and collaboration.
- Partner with Al Bayan centre for women and children to expand the provision of MHPSS services in Tripoli. Al Bayan centre is already collaborating with UNDP and IMC to support GBV survivors through individual and group sessions.
- Liaise with AICS, UNDP and UNICEF in the framework of their “Baladiyati” (“My Municipality”) programme.

Sustainability

- Support migrants with trainings on technical skills needed in the Libyan labour market to improve their prospects of sending remittances resulting in reduced vulnerabilities.
- Pilot regular labour mobility programming in collaboration with relevant government counterparts and respective embassies to promote migration of skilled workers to Libya as per the Libyan labour market demand for skills via targeted information campaigns in the country of origin.
- Advocate at national level for reforms in the banking and financial services sector aimed at improving migrants’ access to safe and reliable money transfer services and at facilitating their inclusion into the formal economy.

Cross Cutting Issues

- Improve accountability measures by increasing capacity to attend to the hotline number in addition to informing all beneficiaries about the available feedback and complaints mechanisms.
- Conduct regular follow-up calls/visits with beneficiaries who received relevant services through referrals to ensure their needs were met.

Monitoring and Evaluation

- Introduce separate M&E mechanisms for the two funds to allow for independent monitoring and assessment of the performance and progress of each project.
- Design a stronger project framework with a layered Theory of Change and SMART indicators to help better measure project impact and change, and structure project progress effectively.