

Final Evaluation: Terms of Reference

Depaul Ukraine/CAFOD/Development and Peace; Global Affairs Canada IHA Project- Integrated Protection Support to Vulnerable Households impacted by the Ukraine Conflict 2025-2026

1. Introduction

a. Evaluation Overview

In the run up to the completion of the Global Affairs Canada (GAC) International Humanitarian Assistance (IHA) funded project (herein 'IHA Project'), this evaluation will assess the project and the lessons learnt during its two-year duration. Its purpose is to ensure accountability to clients and communities, partners and donors, and to present learnings that can inform future programming for Depaul, CAFOD, and the wider sector in Ukraine. It will assess the project using the Core Humanitarian Standards (CHS) and the OECD/DAC criteria.

b. Background

Following the full-scale invasion of Ukraine in 2022 and continued humanitarian situation, Oblasts in Ukraine are experiencing heightened risk in Mental Health, Protection, including GBV, and an increase in IDPs. The 2026 OCHA Humanitarian Needs and Response Plan (HNRP) for Ukraine reported that 11.9 million people need protection related support, including 2.5 million children, and a further 5.6 million people with health-related and/or shelter needs. However, Ukrainian Government Services remain stretched, with only 1 psychologist for every 100,000 people.

In response to the gaps in services for the most vulnerable households, Depaul Ukraine, along with the Catholic Agency for Overseas Development (CAFOD) and Development and Peace - Caritas Canada (DPCC), with International Humanitarian Assistance (IHA) funding from Global Affairs Canada, have implemented a two-year Integrated Protection Support project.

Depaul Ukraine (DPU) is a national Ukrainian NGO and homelessness charity founded in 2007 that has consistently worked with vulnerable and marginalised people. Before 24 February 2022 DPU employed around 60 staff, working in Kharkiv, Kyiv, and Odesa cities in Ukraine as well as in Ivano-Frankivsk oblast. Services delivered were typical of an organisation working with people affected by homelessness – night shelters, day centres, hygiene services, working with vulnerable children, and social support / casework. By March 2023 DPU had over 150 full-time staff plus volunteers and was managing funding equivalent to around 30 times the 2021 budget, with services including food and NFI distribution, shelter repairs/ building materials, mental health and psychological services (MHPSS), cash transfers, and accommodation for internally displaced people (IDPs). DPU has continued to develop its MHPSS, case management, and homelessness service provision following the initial phase of the humanitarian response.

The Catholic Agency for Overseas Development (CAFOD) is the official development and humanitarian relief agency of the Catholic Church in England and Wales and is part of Caritas Internationalis (CI). With an annual income of approximately £56m, it works alongside people of all faiths and none, and with around 450 partners in over 30 countries across the world to bring hope, compassion and solidarity to poor communities to end poverty and injustice. In response to the conflict in Ukraine, CAFOD has raised over 4.5M GBP through their Ukraine Emergency Appeal and received over 18M GBP via the Disasters Emergency Committee (DEC). Since 2022, CAFOD has supported 10 national partners in Ukraine,

Romania, Poland, Moldova, and Slovakia to deliver a multi-sector humanitarian response reaching over 210,000 conflict-affected Ukrainians.

Development and Peace - Caritas Canada (DPCC) has been implementing emergency relief and reconstruction programs since its establishment in 1967. Since 2010, DPCC has implemented 55 IHA-funded projects in 19 countries worth over 110M CAD among them a 2015 IHA-funded project that served over 3,000 HHs with unconditional cash transfers and NFI support in Eastern Ukraine.

DPCC and CAFOD are both members of the Caritas Internationalis (CI) confederation, which includes more than 160 Caritas organizations worldwide (making it the second-largest humanitarian aid network in the world after the Red Cross / Crescent).

c. Project Goal and Objectives

The two-year IHA project was designed as a multi-sectoral integrated project to meet the critical needs of female single-headed and older-single-headed households (SHHs) with children and older dependents.

Overall Project Outcome: Reduced suffering, increased and maintained human dignity and lives saved for 6,250 vulnerable women, men and children impacted by the ongoing conflict in Mykolaiv, Odesa and Kharkiv oblasts.	
Project Duration: 24months (February 2025 to Jan 2027)	
Total # of beneficiaries: 6,250 (4,313 female 1,937 male) Total Budget: £2,106,192	Key Project Outcomes:
	Intermediate Outcomes: 1) Immediate protection needs of vulnerable children and adults living in single/older headed households are met 2) Basic needs (medical, shelter, material) of vulnerable children and adults living in single/older headed households are addressed 3) Mental health needs of vulnerable children and adults living in single/older headed households are addressed Immediate Outcomes: 4) Increased equitable access to gender and age sensitive protection services for vulnerable children and adults living in single/older headed households 5) Increased equitable access to emergency shelter for vulnerable children and adults living in single/older headed households 6) Basic physical needs of vulnerable children and adults living in single/older headed households are addressed 7) Increased equitable access to MHPSS services for vulnerable children and adults living in single/older headed households.

2. Purpose of the Evaluation

a. Purpose of the Evaluation

The final evaluation is to review the two-year IHA project; assessing its achievements, challenges and key learnings or programme adaptations that have contributed to the success and/or failures of the project. It will assess how recommendations from the learning review conducted at the end of Year 1 informed adaptations to the second year of programming and will develop further learnings to provide a complete evaluation that will support future programming of Depaul Ukraine and CAFOD, whilst also ensuring accountability to clients, communities, partners, donors and the humanitarian sector. The evaluation will

also feed into CAFOD's wider programme review for the Ukraine Crisis Response which is scheduled to take place at the end of 2027.

The objectives of this evaluation are:

- 1) To assess the relevance, coherence, effectiveness, efficiency and impact of the IHA project and its adherence to the Core Humanitarian Standards and OECD/DAC Criteria.
- 2) To identify examples of good practices, challenges, lessons learned and critical gaps in project implementation to inform programme quality in wider and future programmes, with a particular focus on how case management and psychological support services have contributed to clients' long-term resilience and recovery.
- 3) To assess to what extent a localised approach has been effective in strengthening the capacity and sustainability of Depaul Ukraine as a specialised homelessness organization to deliver both homelessness and humanitarian programmes.
- 4) To assess to what extent recommendations and key learnings from previous DPU-CAFOD DEC-funded projects and the IHA Project Year 1 Learning Review informed the implementation of the project.

b. Key Audiences and Uses

STAKEHOLDERS	STAKEHOLDER EVALUATION DATA NEEDS AND USE	STAKEHOLDERS' ROLE IN THE EVALUATION	JUSTIFICATION FOR STAKEHOLDER ROLE
GAC-IHA	Accountability and learning	Audience	Donor
DPCC	Accountability purposes; as a basis to improve future projects and partnerships of a similar nature	Respondents, primary source of data, audience	Technical support for implementation and grant holder with GAC-IHA
CAFOD	Accountability purposes; as a basis to improve future projects and partnerships of a similar nature	Respondents, primary source of data, audience	Technical support for implementation and sub grant-holder
Depaul Ukraine	Accountability purposes; as a basis to improve future projects and partnerships of a similar nature	Respondents, primary source of data, audience	Responsible for project implementation
Clients and affected communities	Share perspectives and perceptions relating to the value of the project, in particular how the project had affected individuals, families and communities positively and negatively	Respondents, primary source of data, audience	Primary recipients of assistance
Other NGOs in Ukraine	Gain insights into the effectiveness of the project and Depaul's approach	Audience	Implementing similar responses within the same context

3. Evaluation Questions and Objectives

OECD-DAC criterion will be incorporated with CHS quality criteria, as the basis for the evaluation and in line with best practices in the sector. The following table provides suggested questions and outlines linkages between the CHS quality criteria and OECD-DAC criteria. These questions should be further refined by the evaluator(s) in consultation with the evaluation stakeholders with an aim to identify 6 priority questions.

OECD/DAC	Core Humanitarian Standard	Critical Learning Question (IEPM)
Appropriateness, Relevance	CHS 1: Is humanitarian response appropriate and relevant?	To what extent has this project reached those most at risk and excluded and were the selection criteria relevant?
		To what extent have the project services responded and adapted to the clients and affected communities' immediate needs, and contributed to their longer-term resilience and recovery?
		To what extent does the programme build upon Depaul's expertise in homelessness and Vincentian values?
Effectiveness, Appropriateness	CHS 2 – Is humanitarian response effective and timely?	To what extent did the project achieve its planned objectives?
		Which objectives were not met (if any) and why?
		Were case management and referral approaches, as well as services for children, effective and relevant?
		How did the protracted security situation affect the services provided to children within the project and to what extent were the project adaptations effective and appropriate?
Impact, sustainability	CHS 3 - Is humanitarian response strengthening local capacity and avoiding negative effects?	Did the project have unanticipated negative or positive effects on its clients and communities? If so, what were these effects and how did they affect clients?
		How well has the project engaged with communities to ensure the project is safe and dignified and adjusted to meet clients and communities' needs and priorities?
		How well has the project built upon and strengthened existing local capacities and structures, particularly in relation to referral pathways? To what extent have CAFOD / DPCC capacity strengthening efforts effectively supported Depaul Ukraine's programme delivery and longer-term organizational development?
Relevance, coherence.	CHS 4 - Is humanitarian response based on communication, participation and feedback?	How well was participation and feedback used to identify and address programme gaps and challenges?
		To what extent did clients/communities feel that they were consulted and engaged during project design, implementation and monitoring?
		To what extent were clients and community members informed about their entitlements, expected staff behaviour and feedback?
		Which project interventions were perceived as the most valuable by clients and why?
		What opportunities are there to enhance client and community communication and participation?
		To what extent was the use of Depaul's Programme Quality checklist effective in strengthening safe and dignified programming, and what good practices can be replicated across wider programming?
Coherence	CHS 5 – Are complaints welcomed and addressed?	To what extent were the feedback and complaints mechanisms relevant, timely, and appropriate to the context?
		To what extent did community members use the feedback and complaints mechanisms?
		How can feedback and complaints mechanisms be improved?
Relevance, efficiency, sustainability,	CHS 6 - Is humanitarian response	To what extent did the project coordinate with and was complementary to other relevant social support and aid efforts?

coverage, coherence.	coordinated and complementary?	To what extent have the partnerships developed within the IHA project added value and/or resources to the project and the efforts of Depaul more widely?
Coherence, impact	CHS 7 – Are humanitarian actors continuously learning and improving?	To what extent has the monitoring and evaluation system supported reflection and learning?
		Have recommendations and learning from the Y1 Learning Review of the IHA Project, and the final evaluation from the DEC funded project, led to any project changes or improvements?
		Which project approaches can be scaled up, replicated or institutionalised within Depaul and more widely?
Effectiveness	CHS 8 – Are staff supported to their job effectively and are they treated fairly and equitably?	How well have project staff been supported to do their job effectively?
		To what extent has the project supported staff welfare and treated staff fairly and equitably?

4. Evaluation Methodology

a. Evaluation Design and Approach

The evaluation criteria will follow OECD/DAC criteria for evaluations and Core Humanitarian Standards applying an appreciative enquiry approach. The evaluation questions identified in the TOR will serve as a basis for key areas of inquiry, data collection and corresponding evaluation tools. The evaluator(s) will provide a description of their selected methods to answer the questions and rationale for choosing them.

Overall, it is expected that a range of qualitative methods (secondary data review, key informant interviews, focus group discussions, site visits, observations, etc.) will be applied to gather information from various stakeholders including project beneficiaries, community/government stakeholders (including local partners of DPU), DPCC, Depaul Ukraine and CAFOD staff.

b. Sources of Data and Data collection methods

Evaluator(s) will detail links between data collection methods and sources to evaluation questions and sub-questions in their proposals. This should include any sampling approaches to data collection methods and data sources. Depaul Ukraine will provide beneficiary data to aide in the selection of a representative sample of evaluation participants.

Evaluation participants should include:

- CAFOD Ukraine Programme Manager and Programme Officer
- DPCC Programme Manager
- Depaul Ukraine: Director, Programme Director, Project Manager, Programme Quality Manager, MEAL Officer/Manager, Regional Project Managers, Branch Directors
- Project beneficiaries
- Local community stakeholders (Local partners of DPU / Social services / authorities) C
- Other NGOs implementing similar programs in Ukraine

Key secondary data will be provided to the evaluator(s). This includes: project proposals, logical frameworks, budgets, monitoring data, progress reports, risk logs, lessons learned/learning reviews, financial reports, etc.

5. Evaluation Team

The external evaluation consultant(s) should have proven experience of leading evaluations in a humanitarian relief and response contexts. Ideally the consultant will be familiar with the Ukrainian Crisis context and have experience evaluating similar multi-sectoral and/or Protection/MHPSS projects. Experience assessing the effectiveness of localisation strategies and partnership approaches is also essential. The evaluator must meet the following technical qualifications:

Essential

- Experience of the Ukraine crisis;
- Experience in the humanitarian sector;
- Experience evaluating Protection, MHPSS, and Cash interventions in humanitarian response;
- Experience evaluating the effectiveness of localisation strategies and partnership approaches in humanitarian response;
- Substantial professional management or research experience in the evaluation of international development and humanitarian programmes;
- A proven track record in conducting different types of evaluation and learning reviews and knowledge of various qualitative evaluation methods
- Understanding of the Core Humanitarian Standard on Quality and Accountability and OECD/DAC criteria;
- Excellent analytical and facilitation skills;
- Knowledge of Ukrainian language (spoken and written)
- Knowledge of English language (spoken and written);

Desirable

- A master's degree in international development, social sciences or a related field;
- Understanding of Sphere Standards;
- Understanding of partnership approaches
- Understanding of homelessness services programming
- Experience working with faith-based NGOs
- Experience in assessing case management approaches

Applications should include:

- An evaluation proposal providing an expression of interest, and outlining the chosen methodology, timeframe and summary budget in **no more** than 4 pages.
- A CV with two references.
- Examples of past work may be requested from shortlisted candidates.

Applications for the consultancy should be submitted by e-mail to Emily Williams ewilliams@cafod.org.uk specifying in the subject line: **Consultant application for the final evaluation of the Ukraine IHA Project.**

The deadline for applications is 11:59 GMT Wednesday **09 September 2026**

The roles and responsibilities of the evaluator(s) should be detailed in the submitted proposal. Roles and responsibilities include conducting desk review, refining evaluation questions, developing evaluation methodology, drafting an inception report, coordinating/overseeing the evaluation process, final reporting and incorporating comments/suggestions and presenting findings through a briefing session. The evaluator(s) are expected to apply predominantly qualitative tools and conduct appropriate data analysis processes, including triangulating/validating data.

The independent evaluation should adhere to standards and principles of CAFOD, DPCC and Depaul Ukraine. The evaluation team will work closely with CAFOD and Depaul Ukraine who will guide the process of the evaluation and approve the selection of the external evaluator, approval of the evaluation methodology and endorsement of reports. The selected consultant(s) are expected to closely liaise with CAFOD Programme Manager and Depaul Ukraine's Programme Manager throughout the evaluation process. CAFOD, DPCC and Depaul Ukraine project management staff will provide required documents for the desk review stage. Depaul Ukraine will provide logistical support to the evaluator(s) for in-country visit. CAFOD, DPCC and Depaul Ukraine will provide comments to the final report, with Depaul Ukraine, DPCC and CAFOD issuing a management response.

6. Reporting and Dissemination Plan

a. Evaluation Report

The suggested layout and content for the evaluation report is as follows:

- A title page
- A list of acronyms and abbreviations
- A table of contents, including a list of annexes
- An executive summary summarising key findings, lessons learned, recommendations and assessment against evaluation criteria
- An introduction describing the program's background and context
- A description of the program, including the results framework or theory of change
- A statement of the purpose of the evaluation
- Key evaluation questions or objectives and a statement of the scope of the evaluation, with information on limitations and delimitations
- An overview of the evaluation approach and methodology and data sources
- A description of the evaluation findings
- Lessons learned and good practices based on the evaluation findings
- Recommendations based on the evaluation findings
- Appendices, including amongst others the Terms of Reference, List of documents reviewed, List of Persons/organizations consulted, data collection instruments, etc.

The report (excluding Appendices) should not exceed 30 pages.

b. Dissemination Plan

The evaluation team will involve the following people in identifying implications and drafting recommendations.

- The preliminary findings will be presented in-person to selected Depaul Ukraine staff at the end of the site visits and to Depaul and CAFOD staff online for validation. This feedback will inform the production of the draft report.
- Learning from the evaluation will be shared and explored through a dissemination meeting / learning event with CAFOD, DPCC and Depaul staff.
- The final report will be shared internally amongst Depaul and CAFOD staff and externally through the CAFOD, Depaul Ukraine and ALNAP websites, and with Global Affairs Canada IHA department.
- An executive summary will be shared (translated into Ukrainian) with local communities and stakeholders.

STAKEHOLDER	KEY FINDINGS	CHANNEL(S) OF COMMUNICATION	PRODUCT(S) TO SHARE
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CAFOD and DPCC	- Lessons learnt & recommendations - Findings against the OECD/DAC criteria & Core Humanitarian Standards	- Learning meeting (conducted by the evaluator) - Website CAFOD - ALNAP website	- PowerPoint presentation - Final report and recommendations - Management response
Depaul Ukraine	- Findings against the OECD/DAC criteria & Core Humanitarian Standards - Lessons learnt & recommendations	- Learning meeting (conducted by the evaluator) - Internal meetings - Email communication with relevant departments/units - Meeting to validate preliminary findings - PM to present key findings and recommendations back to DPU team	- PowerPoint presentation - Final report and recommendations - Management response
Global Affairs Canada IHA	- Findings against the OECD/DAC criteria & Core Humanitarian Standards - Lessons learnt & recommendations	Final Report shared with Final Project Reports	Final report and recommendations

7. Schedule and Logistics

The evaluation will be undertaken between September and December 2026, with a total of approximately 35 working days. All deliverables are to be submitted no later than **16 December 2026**.

CAFOD/DPCC/Depaul Ukraine foresee four main stages of the evaluation:

- Inception phase:** Initial desk review of project documents, on which basis an inception report will be submitted detailing the evaluation approach, methodology, key questions and foreseen limitations. CHS quality criteria should be used to develop data collection tools.
- Data collection and analysis phase:** This phase concerns the implementation of the evaluation mission and the synthesis of findings. Data collection will take place in project locations in Ukraine and should be undertaken in October 2026. Interviews will also be held with relevant CAFOD, DPCC and Depaul Ukraine staff both in person and online.
- Reporting phase:** A draft report will be submitted for review and validation by CAFOD/DPCC/Depaul Ukraine prior to the submission of a final report. The report should refer to the CHS quality criteria to structure the analysis and present findings. All data sets are required to be submitted along with the final report.
- Using the evaluation:** Findings of the evaluation will be presented to CAFOD/DPCC/Depaul Ukraine by the evaluator(s). As a follow up CAFOD/Depaul Ukraine will provide a management response, which will be disseminated together with the report internally and externally.

Logistical arrangements:

Where requested, CAFOD and Depaul Ukraine can assist in arranging in-country accommodation and transportation, the costs of which will be borne by the evaluation budget. CAFOD will assist in scheduling required interviews with CAFOD and DPCC staff. Depaul Ukraine will schedule on-site meetings, interviews with beneficiaries and community discussions in accordance with the final timeline submitted by the evaluator(s). Depaul Ukraine will provide local transportation support in Ukraine and office space if required. The office space can be used to meet with Depaul Ukraine staff and community members. Translators should be arranged by the evaluator(s) with support from Depaul if needed. All in-person

evaluation activities will be subject to ongoing security review in light of the deteriorating security situation in key project locations.

8. Deliverables and Timeline

The evaluation will be undertaken between September and December 2026, with a total of approximately 35 working days. The final version of the evaluation report should be completed no later than 07 December 2026. Final payment is contingent upon receipt and approval of all expected deliverables.

DELIVERABLES	ESTIMATED NUMBER OF DAYS NEEDED TO COMPLETE	TARGET DATES TO COMPLETE
<i>Please note timeframe below is reviewable pending availability of consultant and project teams.</i>		
Interviews		09/09-18/09/2026
Independent evaluator/evaluation team selected (CAFOD/Depaul)		18/09/2026
Initial discussion on ToR, scope of work and expected deliverables (evaluator(s) & CAFOD/Depaul)	1	w/c 21/09/2026
Literature review completed	3	05/10/2026
Inception report completed and submitted	2	12/10/2026
Inception report approved		19/10/2026
Data collection tools completed and field tested	4	26/10/2026
Data collection completed	10	09/11/2026
Data analysed	3	16/11/2026
Draft report completed	5	23/11/2026
Results validated through reflection meetings with key stakeholders (in Ukraine and online)	2	30/11/2026
Final report completed (including a succinct summary of findings, lessons and recommendations)	2	07/12/2026
Dissemination meeting	1	11/12/2026
Datasets (or recordings and transcripts/notes), codebooks, syntax or other files submitted	1	16/12/2026

9. Budget

The evaluator(s) are expected to submit a budget proposal. The budget should include the following:

1. Per diems/daily subsistence allowances
2. Interpreter allowances (if required)
3. Direct costs relating to selected methodology
4. Daily fees for the evaluator(s)
5. Communication costs (as required)
6. Any other foreseen costs - Insurance and transport costs to be discussed with CAFOD.

10. Ethical Considerations

In proposals submitted by evaluator(s), a section should be provided on ethical considerations and how they will be addressed. For example, basic principles such as respect for project participants should be demonstrated by seeking informed consent. Evaluation participants should be made aware through clear communication of how confidential information is treated and how privacy will be protected. If collecting information from vulnerable populations (i.e. pregnant and lactating women), written consent must be secured.

The following ethical considerations should be explained in the evaluation plan:

- Informed consent
- Voluntary participation
- Anonymity
- Do no harm
- Confidentiality