



**Terms of Reference (ToR):**  
**Impact Study**  
**of the Child Protection Hub (ChildHub) for Southeast Europe**  
**in Croatia**

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*Brave Phone (Hrabri telefon) is seeking a qualified evaluator to conduct data collection and basic analysis on the impact of ChildHub in Croatia between 2015 – 2022. For further details, see this below ToR.*

*The ChildHub teams are conducting the same research (data collection & basic analysis) in the other seven countries of implementation as well: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Moldova and Romania.*

*If you are also interested to apply for any of these other seven countries (one or more of them), please find the ToR and application process for each separate assignment [at this link](#).*

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**Project Title:** Child Protection Hub for Southeast Europe (ChildHub)

**Countries of implementation:** Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary (project coordination work only), Kosovo, Moldova, Romania and Serbia

**Project Number:** 8309-00/2018

**Name of lead organisation:** Terre des hommes Hungary (with 8 partners, including Brave Phone)

## **1. Context and Background**

### **About Terre des hommes**

**Terre des hommes (Tdh)** is the **leading Swiss organization for children's aid**. In **Europe**, Tdh supports children who are affected by migration, who come in contact with the law as a victim, witness or offender and who need general protection including from the risk of abuse, trafficking or exploitation.

**Tdh's key activities include**, among many others:

- developing and strengthening comprehensive and well-coordinated child protection systems;
- building the capacities of professionals working for children;
- mobilising communities and educating families to create safe and nurturing environments for children and youth;
- empowering and increasing the resilience of children through mental health and psycho-social support and self-led art initiatives.

For more information about Tdh globally and in Europe, visit our [global website](#) and [European website](#).



## **About ChildHub**

**ChildHub** is an **interactive and innovative network of child protection professionals** in Central, East and Southeast Europe. ChildHub promotes **sharing of knowledge and good practices**, offers specific **professional trainings and skills development** opportunities and informs and **advocates with policy-makers to influence policies and practices** related to child protection. ChildHub ensures a space for constant learning and communication with the opportunity for professionals to become part of a strong regional community of practice. The **online platform of ChildHub** is available in nine languages and is open to a range of professionals from social and healthcare workers through justice and law enforcement professionals to policy-makers. For more details about the ChildHub platform, read this [project summary](#) or visit [the platform](#) itself.

**Key project information:** ChildHub was **set up in 2015** with funding for the first three years (**Phase 1**) from the Austrian Development Cooperation/Austrian Development Agency (ADA), the Oak Foundation and Tdh's internal resources, having a total project budget of EUR 1,696,000. Currently, ChildHub is in its **Phase 2 (2018-2022)** co-funded from the same three sources **until 31 March 2022**, with a total project budget of EUR 1.77million.

ChildHub has activities in **Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary** (only project coordination work), **Kosovo, Moldova, Romania** and **Serbia**. The project is coordinated by Terre des hommes' Regional Support Hub Budapest (located in Hungary), with dedicated local project associates/coordinators in Terre des hommes country offices in Albania, Kosovo, Moldova and Romania, and in the external partner organizations of Brave Phone in Croatia, the Center for Youth Integration in Serbia, the Know-How Centre for the Alternative Care of Children of the New Bulgaria University, and Save the Children North-West Balkans in Bosnia and Herzegovina.

**ChildHub's overall objective** (as a long-term vision) is to contribute to the realization of children's fundamental rights across the region, in particular the right to be protected from abuse and violence. **ChildHub's mid-term objective** is to contribute, together with child protection actors, to a functional child protection system and exert influence on the development of policies, structures, and accountability mechanisms for child protection. The project has **three particular purposes**, namely:

- 1) Key child protection stakeholders apply their competencies to prevent and address violence against children in the region;
- 2) Key child protection stakeholders support regional cooperation through cross-learning and exchange of experience;
- 3) The ChildHub community initiative and resource centre becomes increasingly sustainable and demonstrates measurable impact on the quality of care delivered by professionals and on the lives of children.

The project's **expected results** are as follows:

- learning happens through active communities of practice;
- continuously developing competences of stakeholders;
- national and regional/cross-border research and exchanges taking place in a multi-disciplinary approach;
- measurable and demonstrable impact on ChildHub's indirect beneficiaries (i.e., children)
- increased sustainability of ChildHub in terms of financial, political and human resource aspects

ChildHub's **target groups** and at the same time **beneficiaries** include:



- at least **4,000 professionals (in total) in Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, Moldova, Romania and Serbia** involved in child protection, such as statutory social workers (social assistants, child protection unit workers), NGO staff, teachers, school psychologists, justice and law enforcement, and health professionals as well as policy-makers, government officials, academics, community leaders who are made aware of the professional development and learning opportunities available through the existence of ChildHub;
- **at least 600 child protection professionals (in total)** who benefit from specific trainings;
- **at least 300 child protection resource persons (in total)** (from different disciplines) who act as enablers of peer support, exchange of innovation and good practices, policy and service improvement;
- at least **80,000 visitors (over three years)** to the ChildHub online platform including children, among them children with disabilities;
- at least **50,000 children (in total) as ultimate and indirect beneficiaries** who benefit from ChildHub's work being at risk of or victims of abuse, exploitation, trafficking and other forms of violence in the implementation countries. Special attention is on vulnerable groups, such as Roma, Ashkali, and Egyptian children and children facing multiple forms of discrimination (e.g., girls from vulnerable families, girls with disabilities etc.)

All **key and relevant project documents** will be available for the selected evaluator upon signature of the contract. These will include the following:

- 1) original project proposal, incl. project theory of change and log frame
- 2) donor reports submitted as of the start of the evaluation (including results of interim project reviews and online surveys on the level of participation, knowledge and attitude of ChildHub members and training attendees)
- 3) research conducted by ChildHub, including ToRs and reports
- 4) results of Organizational Capacity Assessment (if already conducted by Tdh)
- 5) sustainability model and business plans prepared or coordinated by the ChildHub team.

## 2. Purpose and objectives

The project's logical framework includes the conduct of an **impact study at the end of Phase 2**.

This study will:

- 1) measure **the impact of ChildHub as a Community of Practice on the quality of the work of professionals who work with children AND who have benefitted from ChildHub activities during Phase 1 & 2** (i.e., over the six years since ChildHub exists) **in each project country**;
- 2) explore **what impact ChildHub has had on the child protection system in each project country through its capacity-building efforts, including its impact on policies, structures, processes, capacities and accountability mechanisms**.

**The objectives of the impact study are:**

- **Organizational knowledge and learning:** to understand if and how capacity-building and skills development activities and access to and participation in Communities of Practice influence the work of professionals including their knowledge, attitudes and practices. The study will also help to understand how this work influences the functioning and strengthening of child protection systems in the implementation countries.



- **Steering and ownership:** The learning and evidence collected by the study will inform the work of ChildHub in potential future phases and the design of capacity-building programmes. It will also inform ChildHub’s advocacy efforts targeting policy- and decision-makers on the linkages between professional learning, development and networking opportunities and the quality of protection work and the protection system in the country.
- **Accountability and credibility:** to ensure that ChildHub is accountable, first and foremost to children who are to ultimately benefit from capacity-building efforts provided to professionals. The study will also ensure accountability towards the direct beneficiary professionals, stakeholders, donors and the project team itself, assessing what impact the 6-year work has had or may not have had on the quality of professionals’ work and the child protection system in the implementation countries.

**The results of the impact study will be used by the:**

- **ChildHub project team** – including project stakeholders, such as **in-country resource people and national government representatives** – to reflect on and learn from what impact ChildHub has delivered and in what ways across Phase 1 & 2 and how this can be replicated in potential future similar projects.
- **senior management teams of Tdh and the partner organizations** to make strategic decisions regarding potential follow-on phases of ChildHub and to use key and impactful results for external communication and advocacy purposes.
- **ChildHub’s donors** to assess how the project they have supported has performed and how their funding has contributed to strengthening child protection work and professionals’ capacities as well as child protection systems in the implementation countries.

**3. Scope**

The exact **scope of the impact study** is as follows:

Scope	IMPACT STUDY
Level of analysis	ChildHub as a 2-phase project
Period	Phase 1 & 2: 2015 - 2021
Geographic level	Eight countries: Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, Moldova, Romania and Serbia  <i><b>NOTE: this ToR is specifically for Croatia.</b></i>
Stakeholders to engage	Target beneficiary professionals, key child protection system stakeholders.

**IMPORTANT - ROLES AND RESPONSIBILITIES:**

- Tdh and the 8 local partners are engaging a **lead evaluator** responsible for methodology development to be used in all 8 countries and preparation of a summary regional report (covering all 8 countries). **The lead evaluator is already identified and contracted.**



- Tdh and the local partners are also engaging **8 country researchers (or teams), one per country**, who will collect data locally, using the methodology developed by the lead AND prepare a basic analysis about their country data (from which the lead can synthesize a broader and more in-depth 8-country regional report). **Country researcher for Croatia is being sought through this ToR.**

The **distribution of roles and responsibilities** and the exact **scope of work** required from **country researchers** is illustrated below:

Roles & responsibilities	LEAD EVALUATOR	COUNTRY RESEARCHER
Methodology development (incl. desk review & data collection tools)	•	
Written feedback (in English) on the data collection method & tools (prior to the kick-off meeting – 31 Jan)		•
Provision of 2 country-specific questions to the standardized online questionnaire		•
Kick-off meeting between lead and country researchers (on methodology, tools, process, etc.) – in English	•	•
Data collection in-country – in local language or English		•
Basic analysis of country data – in English (in Tdh template)		•
In-depth, summary analysis of 8 country data (in English)	•	
Preparation of regional (8-country) report – in English (in Tdh template)	•	
Presentation of findings – in English	• (lead)	• (Support to lead)

**Limitations of the research include:**

- Due to the restrictions caused by the Covid-19 pandemic (and continued lack of visibility of the exact future situation until March 2022), some (if not all) of the data collection may need to take place virtually in a remote way, even if the researcher is based in country. **The project team would like to keep, however, the possibility of potential in-person data collection if feasible. The final decision will be made jointly with the lead and the country evaluators in January at the kick-off meeting of the local country research phase, based on the actual situation at that time.**
- Due to the same reason, and out of considerations for protecting everyone’s health, certain beneficiaries (professionals and/or the children they work with and for) may not be accessible for data collection, even in a virtual manner.

**4. Evaluation/Study Questions**

The planned study/research questions are as follows in all eight countries:



#### **Impact on beneficiaries:**

- *How has ChildHub – as a Community of Practice – impacted on the quality of the work of professionals who work with children and benefitted from ChildHub activities across Phase 1 & 2 in the implementation countries?*
- *How has ChildHub impacted on child protection systems in the eight implementation countries including policies, laws, structures, processes, capacities, and accountability mechanisms?*
- *Which project elements have had the most significant contribution? Which have proven to be less or not effective?*

#### **Sustainability and empowerment:**

- *To what extent are ChildHub's outcomes over the past six years appear sustainable in the longer run?*
- *To what extent has ChildHub built and empowered local child protection professional communities and networks in continuing project efforts after project-end?*

#### **Diversity and inclusion:**

- *How has ChildHub considered age, gender, disability and other diversity and inclusion aspects during Phase 1 & 2?*
- *To what extent has ChildHub's work contributed to promoting equal access and opportunities to the various diversity groups of professionals?*

## **5. Design and Approach**

**Methodology development is the responsibility of the lead evaluator** who has already been identified. Country evaluators/researchers will work and use the methodology developed by the lead (with some pre-agreed country/context specifications if and where needed).

**Country evaluators/researchers will not be required to design any (further) methodology as part of their assignment/contract.**

The methodology is currently being developed by the lead. Some advance information that can already be shared is as follows to guide interested applicants on the **type of country-level research** and the **estimated volume of work expected from country researchers**.

**Note:** *the below volume of work and thus the number of interviews, FGDs etc. in each country may change based on the financial proposal/daily fee proposed by the applicant. In the donor contract, there is a set budget for each country research. Lower fees will allow for more days, and thus more interviews and FGDs, whereas higher fees will allow for fewer days that can be fitted into the available budget. The number below has been set based on the calculation of days in the work plan (see section 6.)*

In general, ChildHub has the following **stakeholders from whom sampling will be done:**

- Local ChildHub project coordinator/national associate
- Some 20-resource people (child protection professionals or system stakeholders) in each country, who are the primary target group of activities. They are both external contributors and semi-internal collaborators.
- Additional child protection professionals who have benefitted from ChildHub activities, access to whom will be facilitated by the national project coordinators.



- **Control group:** for reasons of results/impact attribution, data collection will also include a non-beneficiary control group. The national project coordinators will facilitate access to stakeholders and professionals who were not beneficiaries and could be considered for the group.

Data collection method	Volume of work per country
<p><b>Online survey</b></p>	<p>Quantitative data collection will be based on an online survey. The surveys will target resource people, and track capacity-building activities and perception of (level of) empowerment. A plausible sample size would be at least 10 participants per country.</p>
<p><b>Focus group discussions (FGDs)</b></p> <p><i>Composed based on different sub-groups, e.g., policy, direct service provision, academia. One FGD should have 6 participants. If just 3 participate, a further FGD should be organized. The duration is approximately 1h30m.</i></p>	<p>2 FGDs with a total of 12 professionals benefitting from ChildHub (as CoP)</p> <p>2 FGDs with a total of 12 professionals not benefitting from ChildHub (as CoP) <u>as control group</u></p>
<p><b>Key informant interviews (KIIs)</b></p> <p><i>The key informant interviews will not use rigid questionnaires, which inhibit free discussion. However, interviewers must have an idea of what questions to ask. The guide will list major topics and issues to be covered.</i></p>	<p>1 KII (individual) with target beneficiary professional per country (elaborating further on focus group results and other impact aspects)</p> <p>1 KII (individual) with non-beneficiary professional per country (elaborating further on focus group results and other impact aspects)</p> <p>1 KII (individual) with key child protection system representative/ stakeholder per country.</p> <p>1 KII (individual) with professional community/network participant per country</p> <p>1 KII (individual) with target beneficiary professional per country (elaborating further on focus group results and other diversity-related aspects as necessary)</p> <p>1 KII (individual) with non-beneficiary professional per country (elaborating further on focus group results and other diversity-related aspects as necessary)</p>

The entire research process (including data collection) should keep in mind the following **underlying principles:**

- **equality and non-discrimination** of any individual involved in the data collection and consultation process;
- **participation and inclusion of different diversity groups** to the extent possible, while ensuring that participation and inclusion does not cause any harm or distress to the individual;
- **transparency and accountability** throughout the preparation of the study vis-à-vis all organizations and individuals involved;

- **empowerment of marginalised children** in case children are involved at any point of the process e.g., communication of evaluation findings;
- **confidentiality** must be preserved and names and personally identifiable information should not be collected or, if they are necessary, they should be duly coded and encrypted;
- **informed consent and assent:** should be sought from all participants, including providing them with information on the objective of the evaluation and how data will be used as well as ensuring the opportunity to ask and confirm questions before agreeing to participate;
- **child safety:** whenever children are involved, the researcher(s) and anyone affiliated with the research (assistants, translators) must sign the Tdh Child Safeguarding Policy and Code of Conduct and adhere to its principles.

## 6. Workplan

The expected **schedule/work plan for the country researchers** (also vis-à-vis the lead) is as follows:

Steps/phases/deliverables	Who	No of days (tentative)	Timeframe/deadline (tentative)
Starting date of contract/ assignment	Country evaluators	n/a	<b>25 Jan 2022</b>
Feedback on data collection tools (developed by the lead)	Country evaluators	0.5	<b>By 31 Jan 2022</b>
Kick-off meeting on methodology & tools & process (For all researchers)	Lead & country evaluators	0.5	<b>31 Jan 2022</b>
Data collection in country	Country evaluators	7 + 2	<b>31 Jan – 7 Mar 2022 (tentative)</b>
Basic analysis of country data			
<i>Preparation of regional summary report</i>	<i>Lead evaluator (only)</i>	5	<b>28 Feb –14 Mar 2022 (tentative)</b>
Presentation of findings (Led by the lead)	Lead & country evaluators	0.5	<b>14 March 2022 (tentative)</b>
Closing date of contract, final administration and payment	Lead & country evaluators	n/a	<b>By 31 March 2022</b>

As noted above, the **exact number of days in each country may vary** based on the proposed daily fee (with higher fees allowing for less than 10 days, while lower fees for more than 10 days from the pre-set budget by the donor).

The **final schedule/work plan** will be agreed mutually between Brave Phone and the selected evaluator, taking into consideration the schedule/work plan drawn up by the lead and the work plans proposed by the evaluators selected for the other 7 countries to ensure full harmonization.

***Selected evaluators will need to guarantee availability for the kick-off meeting and available time between February and March to do field research.***



## 7. Evaluation Management Arrangements

**Questions relating to the assignment** can be submitted to the ChildHub Croatia Project Coordinator, Brave Phone, via [emina@hrabritelefon.hr](mailto:emina@hrabritelefon.hr) at latest by **10/01/2022** using the subject line “ChildHub impact study – submission of question”. Answers that may concern all applicants will be shared with all applicants as deemed necessary.

### **Roles and responsibilities of the evaluators:**

- To carry out the contracted assignment as per the signed contract, Terms of Reference and the mutually agreed Technical and Financial Offer and all relevant annexes, including Tdh and Brave Phone policies where applicable (e.g., related to Data Protection and Child Safeguarding).
- To ensure all underlying principles above are followed during the conduct of the assignment.
- To be available for quick updates requested the ChildHub project team, when necessary, on the status of the process.
- To generally ensure the confidentiality of the process, information and documents received from the ChildHub Croatia Project Coordinator in relation to the assignment and people involved at any stage in the evaluation.
- To ensure that the ChildHub project team is duly informed and consulted (through the ChildHub Croatia Project Coordinator) in case any questions or issues emerge. To immediately inform the ChildHub Croatia Project Coordinator in case of any issues, delays, and likely changes for mutual discussion and agreement, including any risk of not being able to comply with the above points.

## 8. Requirements for the evaluators

Brave Phone will accept applications from **both individual evaluators** and **teams**. In the latter case, the evaluator team should be diverse, inclusive and gender-balanced as much as possible.

Evaluators can be a company, an NGO, academic entities or individual consultants.

### **Required skills and expertise:**

- At least 5 years of experience in conducting impact evaluations/studies as per the specifications described above. Previous experience in evaluations in the field of child protection and in looking at the impact of online communities of practice on the capacities and the quality of work of professionals is a strong asset.
- Strong skills in developing and using both quantitative and qualitative methods and conducting both types of analysis.
- Experience in working in or knowledge of the country where the research takes place and familiarity with the socio-cultural and political context.
- Full written and oral proficiency in English for the production of a quality report.
- Strong writing skills and ability to convey technical and complex information in a structured, logical, clear and concise manner for different audiences.
- Strong computer proficiency in producing written reports of quality and including clean visual representation of data and findings.
- Master’s degree (or higher) in social sciences, economics, public policy, law, research and evaluation, management or other related field(s) from an accredited university



The evaluator must not have been involved in the design, implementation or monitoring of the ChildHub project at any stage, nor have benefitted from ChildHub activities (trainings, peer-to-peer support, etc.), for instance as a resource person or other beneficiary.

## 9. Reports and deliverables

The following deliverables will be required from the country evaluators/researchers:

- **Inception report** (5-7 pages max.) – in English that describes the schedule and work plan for the country-based data collection and approach to the basic data analysis. Tdh will provide a template.
- **Basic data analysis** – in English, based on the collected data, for further usage by the lead evaluator for the regional summary report. Tdh will provide a template.
- **Contribution to the presentation of the preliminary findings by the lead** – in English in a dedicated meeting, to be attended by all country evaluators and the project team.
- **Inputs to the Results Assessment Form (see Annex 2)** – as mandatory annex to the impact study to be completed by the lead and country-based evaluators (as well as the ChildHub team) using the donor’s template.

## 10. Specifications for the Submission of Offers

Interested applicants are invited to submit their application **via e-mail to the following e-mail address: emina@hrabritelefon.hr, with the subject line: “ChildHub impact study – submission of offer – Croatia”, at latest by 16<sup>th</sup> of January 2022.**

### Applications should include:

- Technical Offer (see indicative content under the assessment criteria) – max. 5 pages;
- Financial Offer – with a detailed line-item budget, and indicating costs in EUR;
- Up-to-date CV of the evaluators/team members – max. 2 pages/CV;
- Example of previous work carried out (if any).

Applications incl. annexes must be in English. Submissions in other languages will not be accepted.

The Technical and Financial Offer must be signed on the first or last page (as well as stamped if an official stamp is available). Both Offers should contain the name and contacts of the evaluator (or the representative of the evaluator team).

### Applications will be assessed based on the following criteria:

Assessment and selection criteria	Max. number of points
<b>Technical Offer</b> – based on: 1) the understanding of the nature and objectives of the assignment; 2) understanding of the ToR; 3) specific schedule, plan and approach proposed for the data collection and basic analysis.	<b>40 points</b>
<b>Financial Offer</b> – based on: 1) price-value ratio and demonstration of maximum value for money; 2) completeness of information; 3) consistency with the technical offer and approach.	<b>40 points</b>
<b>Profile and experience of the applicant</b> – based on: 1) submitted CV; 2) submitted	<b>20 points</b>



previous work.	
<b>TOTAL</b>	<b>100 points</b>

The applications will be **evaluated by an Evaluation Committee** led by the ChildHub Project Coordinator in the country. The application **achieving the highest number of points** will be selected for contracting. In addition to the review of applications, **short interviews may also be conducted** if deemed necessary to clarify details of the offers and motivation and experience of the applicant.

### 11. Payment conditions

The tranches of payment will be as follows:

Steps/phases/deliverables	Timeframe/deadline	% of total payment
Inception report by the country researcher (Upon approval by Brave Phone)	<b>4 Feb 2022</b>	<b>30%</b>
Acceptance of regional eight-country report by Tdh and ADA	<b>31 Mar 2022</b>	<b>70%</b>

Payments will be transferred by Brave Phone upon the submission of the deliverable, acceptance by Tdh (and ADA) and the accompanying invoice issued by the evaluator. Payments will be transferred within a maximum of 30 working days following the receipt of the deliverables and invoice (this includes the review and approval timeframe by Tdh, ADA and the Brave Phone). No advance payments will be provided.

### 12. Annexes:

- **Annex 1 - Evaluation Matrix – to be completed by the lead evaluator (only)** as part of the preparation of the inception report. **No action needed here from the country evaluators.**
- **Annex 2 - Results Assessment Form – to be completed by the lead evaluator and country evaluators together** as part of the preparation of the basic country-level data analysis and regional summary.
- **Annex 3 – Feedback Matrix template** – which will be *used during the feedback process by the Childhub project team* to share feedback with the evaluators on the different reports.
- **Annex 4 – Management response template – *for information only*** (As per ADA's Evaluation Policy and Tdh's Minimum Requirements for Monitoring and Evaluation, all similar studies, researches, evaluations are *followed up by a management response by those commissioning the study* within one month of the acceptance of the report to react and take the necessary actions based on the findings and recommendations.) **No action needed here from the lead and country evaluators.**

Upon request, Brave Phone can also share the **following documents in the application phase to guide interested evaluators** in the preparation of their offers:

- Project Description and Logical Framework
- Project Theory of Change



Child Protection Hub  
[www.childhub.org](http://www.childhub.org)

In case of interest, please e-mail KHC, ChildHub Croatia Project Coordinator at [emina@hrabritelefon.hr](mailto:emina@hrabritelefon.hr) to request the copies.