DURABLE
SOLUTIONS
PLATFORM

PROGRAMMING TOWARDS DURABLE SOLUTIONS

Middle East Toolkit

Durable Solutions Platform

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DURABLE SOLUTIONS PLATFORM

DSP is a joint initiative of six NGO members: Action Against Hunger (ACF), Danish Refugee Council (DRC), International Rescue Committee (IRC), Oxfam, Norwegian Refugee Council (NRC) and Save the Children. Established in 2016, DSP seeks to support a collective agenda on durable solutions in the Middle East through joint research and cross-learning opportunities, evidence-based policy engagement and capacity strengthening on durable solutions concepts, approaches, and programming amongst members and partners.

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Introduction

This toolkit is intended to provide technical guidance on how to design and implement programs and interventions (humanitarian, development, or peacebuilding) that contribute towards durable solutions. It is designed to be used by humanitarian and development practitioners involved in programming for displaced people in the Middle East, although much of its content could also be adapted for use in other regions. The toolkit is divided into three sections:

- **Part 1 Durable Solutions Programming:** introduces the concept of durable solutions programming in the Middle East. It provides an overview of the displacement context in the Middle East and a summary of the definition and key concepts of durable solutions. This is followed by an introduction to the concept of 'durable solutions programming', which includes a definition, principles, and enabling factors.

- **Part 2 Durable Solutions Programming Levels and Approaches:** further unpacks what is meant by durable solutions programming, detailing actions that can be taken to support durable solutions at the project-, organization-, and inter-agency coordination-levels. It includes a checklist that can be used to incorporate a 'solutions lens' throughout the program cycle and detailed guidance on how to think about durable solutions concepts in assessments.

- **Part 3 Measuring Durable Solutions:** focuses on the measurement of durable solutions. This encompasses how to the assess the extent to which durable solutions have been achieved in a particular context, as well as how to understand an individual intervention's contribution to durable solutions.

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I. DURABLE SOLUTIONS IN THE MIDDLE EAST

The Middle East context has a long history of forced displacement. In 2022, the United Nations Refugee Agency (UNHCR) reported that around 5.5 million refugees and 12 million internally displaced persons (IDPs) were in Syria, Jordan, Lebanon, Turkey, Yemen, and Iraq alone.[1] The recent emergency crises and protracted conflicts in Syria, Iraq and Yemen have produced large displacement waves and have impacted neighboring countries' ability to support those fleeing. As crises continue to be protracted, displaced people find themselves living in limbo, and the majority of refugees and IDPs have little prospect for a durable solution in the near future. Most are unable to return home in a safe and dignified manner, or locally integrate either by accessing livelihoods, education, and basic services. Local integration, particularly for refugees, is highly politicized and sensitive in most countries in the Middle East. Opportunities for refugees to resettle to a third country or for IDPs to relocate to another part of their home country are also extremely limited.

Displacement-related vulnerabilities keep displaced families in a cycle of marginalization and unable to meet their basic needs. The situation has been exacerbated by the COVID-19 pandemic and continued economic and political instability in the region. The complex environment leaves operational actors grappling with difficult choices over the prioritization of available resources and how to meet immediate needs whilst maintaining any momentum on resilience and development-oriented approaches. In order to balance this prioritization, it is important to recognize that there is a need to develop a more holistic medium- and long-term response to displacement within the nexus space engaging humanitarian, development, human rights, peacebuilding, and government actors. Recognizing that durable solutions currently remain out of reach from most IDPs and refugees, it is crucial that interventions and programs are designed and implemented in a way that creates pathways towards future durable solutions.

DURABLE SOLUTIONS DEFINITION

A durable solution is reached when a displaced person no longer has any protection or assistance needs related to their displacement and can exercise their rights without discrimination linked to their displacement.[2] Supporting IDPs and refugees to find a durable solution from a programming perspective requires considering the priorities of displaced persons themselves, and factors such as protection, safety and security, access to shelter, food and basic services, access to livelihoods, the restoration of housing, land and property, and access to documentation.

There are three internationally recognized durable solutions for IDPs and refugees:

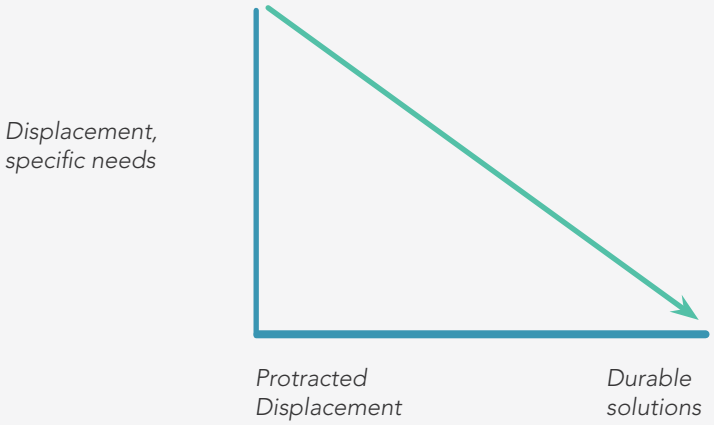
- Voluntary return and reintegration in safety and dignity at the place of origin;
- Sustainable local integration in the place of displacement;
- Resettlement to a third country (for refugees) or settlement in another area in the same country (for IDPs)

The Inter-Agency Standing Committee Framework on Durable Solutions for IDPs (The IASC Framework) provides the internationally recognized definition, criteria, and benchmarks for achieving durable solutions.[3] The framework emphasizes that achieving durable solutions is a process, during which over time displacement-specific protection and assistance needs are reduced.

[1] UNHCR And IDMC. Refugee Data Finder. 2022
[2] This definition is based on the 2010 IASC Framework on Durable Solutions for Internally Displaced Persons.
[3] IASC Framework on Durable Solutions for Internally Displaced Persons. April 2010.

Displacement-specific needs may include the following:

- Needs arising as a consequence of the events that caused displacement (e.g., losing personal documents during flight);
- Needs resulting from being away from home (e.g., not having land to cultivate);
- Needs arising from not having a viable settlement option (e.g., uncertainty about being able to remain in current place of displacement because of pressure to return/relocate); or
- Needs resulting from discrimination on account of being displaced (e.g., having limitations placed on the right to work because of displacement status).



It is important to understand that the achievement of a durable solution is inherently based on the perspective of the displaced person and not on physical movement or a tangible program. For example, if a displaced person has been part of a livelihoods and shelter rehabilitation program and now has both a job and a home, this does not necessarily mean that they have achieved a durable solution, as they may still have other needs specifically related to their displacement. However, they will still have made progress towards a durable solution through the reduction of their displacement-specific needs in relation to housing and employment. Physical movement (I.e., return or relocation) does not equate to a durable solution. For example, a family might return to their place of origin to find that their home has been destroyed, basic services are barely functioning, and there is ongoing insecurity. Despite returning home, the family will still have significant displacement-specific needs and will therefore have not achieved a durable solution.

There are eight criteria laid out in the IASC Framework that should be met for displaced people to achieve a durable solution. These criteria should be achieved without discrimination on account of being displaced. The criteria are listed below:

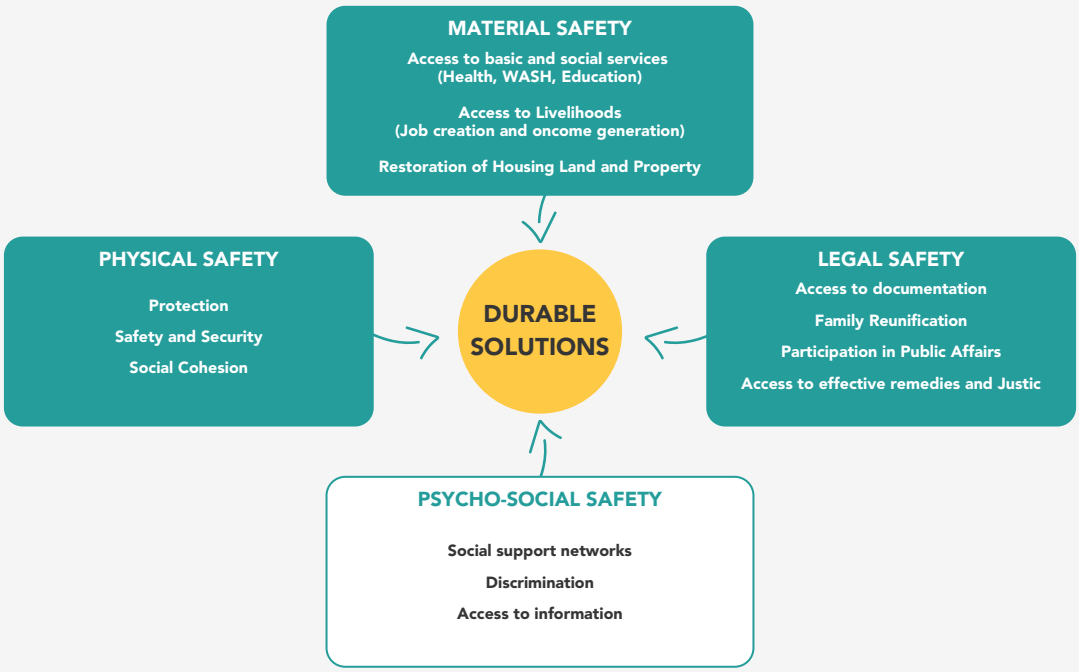
1. Safety and security in their place of residence
2. Enjoying an adequate standard of living (including access to food, housing, health, education, and WASH services)
3. Secure employment or engagement in economic activity that allows them to be self-sufficient
4. Enjoying access to housing, land, and property with secure tenure
5. Being able to prove their legal identity and status
6. Reunification with any family members from whom they were separated
7. Participation in public decision-making processes

Obtaining remedies for human rights violations which led to their displacement or were suffered as a result of displacement. [4]

[4] IASC Framework on Durable Solutions for Internally Displaced Persons. April 2010.

These 8 criteria have been developed into three categories of 'safety' (legal safety, material safety and physical safety). These safeties have been adapted into the DSP Analytical Framework[5] for the Middle East that includes the additional category of psychosocial safety (see diagram below). The DSP Analytical Framework can be used to measure the current conditions for durable solutions in a specific geographical area and encompasses all the criteria from the IASC Framework plus some additional areas. More information on the DSP Analytical Framework can be found in the 'Measuring Durable Solutions' section of this toolkit.

The 4 'safeties' in the DSP Analytical Framework



DISPLACEMENT-AFFECTED COMMUNITIES (DAC)

The term "displacement-affected communities" encompasses the refugees, IDPs, returnees, vulnerable host community and sometimes other vulnerable migrants/ asylum seekers living in an area that has experienced an influx of IDPs or refugees. It also includes the services, infrastructure, and institutions in that area. It is important to recognize that displacement impacts upon the areas that host IDPs and refugees. Assistance and services should be provided equitably to all populations living in the displacement-affected community.

This entails supporting people based on vulnerability rather than their displacement status. This approach can help to build social cohesion and ensures that the delivery of support does not create tensions between the displaced and host populations

[5] DSP Analytical Framework. Durable Solutions Platform. 2021.

II. DURABLE SOLUTIONS PROGRAMMING

The need for programming to be solutions-oriented, even in the ongoing emergencies and protracted contexts that characterize displacement in the region, has been highlighted in the section above. However, the practicalities of implementing programming in these contexts that enables pathways to durable solutions have been less clearly articulated. There is currently no agreed upon definition of durable solutions programming. Integrating a durable solutions lens into programming is a complex concept that cuts across various programs and approaches and must always be contextualized. The definition provided below has been developed by the DSP. It is informed by global durable solutions resources and is applicable to the regional context.

DSP defines "durable solutions programming" as encompassing a wide range of interventions and approaches that:

- ***Directly support a displaced person's ability to achieve a durable solution where this is possible in the near term, or***
- ***Help to build environments that enable pathways towards future durable solutions in contexts including emergencies or protracted displacement.***

These approaches and interventions may vary in terms of complexity and specialization. At a minimum, there are small steps that all programs, regardless of sector or context, can take to incorporate a 'solutions lens' in their work, such as gathering and utilizing data disaggregated between displaced and host populations in order to understand and address displacement-specific needs and vulnerabilities. At the other end of the spectrum, multi-sector and multi-actor programs and strategies that have specific, collective outcomes tailored towards increasing integration/reintegration of displaced populations can be implemented – this very much represents an ideal scenario and is dependent on a number of enabling factors being in place.

ENABLING FACTORS

A number of enabling factors, if present in a particular context, can help to create a conducive environment for durable solutions programming. These factors include the following:

- Government laws and policies that allow displaced populations to exercise their rights, including free movement, the right to work, and access to services. These rights should be equal to that of someone who is a resident of the host community. In the Middle East context this may include the ability to freely leave a camp without needing permission, the ability to gain a work permit (for all sectors of the economy) and decent work conditions, and access to education for children.
- National, regional, and local authorities have the capacity and willingness to take on their responsibility for facilitating pathways to durable solutions. It is important that there is engagement and an understanding of shared responsibility among all levels of government. One way that this could be achieved is through a national action plan on durable solutions.
- Displacement-affected communities believe there is a value in engaging with humanitarian, development, and peacebuilding organizations and agencies to find durable solutions.
- There is no pressure on displaced populations to return or relocate. In the current environment with protracted displacements, it is important that displaced people decide when they want to move and are not coerced or feel pressured to move.
- The security situation in the place of displacement/return is stable enough to allow 1) humanitarian organizations and their partners to access displacement-affected populations, 2) displaced populations to feel safe in these locations, and 3) the collection of data on the barriers and opportunities for durable solutions.
- Flexible, multi-year funding opportunities are available to implementing organizations.
- Inter-agency or government-led durable solutions plans and strategies exist, with clearly defined common outcomes.

- There is some level of collaboration between different spheres (humanitarian, development, peacebuilding, stabilization) in addressing displacement.
- There are community-based networks and civil society organizations providing support in displacement-affected communities.

The extent to which these factors are present will help to determine the level and complexity of durable solutions programming that will be possible in a particular context. It is rare to find all or even most of these factors in place in a given displacement context in the Middle East. It should be noted that it will still be possible for practitioners to take some steps to incorporate a durable solutions lens into their programming even when most of these enabling factors are not in place. Alongside programmatic interventions, these enabling factors also represent important priorities for advocacy in displacement contexts.

PRINCIPLES OF DURABLE SOLUTIONS PROGRAMMING

These principles are drawn from global durable solutions resources and have been adapted to the Middle East context.[6] The principles are aspirational in nature but provide a concrete way for practitioners to understand and find ways to adapt, design, and implement programming with a durable solutions lens. The enabling factors outlined above have an impact on how far programming can move towards applying these principles in each particular context.

1. **Shared Responsibility** - Programming recognizes that promoting and facilitating durable solutions is a collective responsibility. It recognizes that the State has the primary responsibility and, where possible and appropriate, supports national and local authorities to fulfil this responsibility. This includes supporting the inclusion of displaced persons in national and local systems, strategies, and policy frameworks, and to the greatest extent possible supporting displaced populations to access shared services provided by national and local service providers rather than creating parallel systems.

2. **Multi-Stakeholder and Multi-Sectoral** - Programming interacts and collaborates with other humanitarian actors, as well as development, stabilization, and peacebuilding actors when they are present, to promote a comprehensive multi-stakeholder, multi-sectoral approach to enabling durable solutions pathways. The strengths, weaknesses and specialisms of different actors are leveraged in order to pursue durable solutions in the most efficient and effective manner.

3. **Locally-led** - Programming engages with and supports local actors, including CSOs, the private sector and community representatives, to facilitate locally-led solutions. It recognizes and capitalizes on the local knowledge, expertise, networks, and relationships of these actors, and promotes sustainability through supporting them to play a central role in responding to displacement. A focus is placed on piloting interventions at the local level and documenting learning on what works and impact.

4. **People-centered** - Programming meaningfully engages with displaced, returnee and host populations, and is driven by their perspectives, preferences, and intentions. This means that programming pays special attention to the specific concerns and perspectives of women, youth, persons with disabilities and marginalized groups, recognizing that they

[6] Global Resources include Save the Children Durable Solutions Toolkit, ReDSS Programming Principles

are likely to face additional barriers to finding durable solutions. The needs of the host population should also be considered equitably, as these often mirror those of the displaced population or are impacted by hosting the displaced population.

5. **Voluntary, Safe & Dignified** – Programming respects the right of displaced persons to make an informed and voluntary choice on what durable solutions option (return, local integration, resettlement) to pursue and provides accurate and timely information to support them to do this. While recognizing that in many contexts return, local integration or resettlement may be unattainable, programming does not create or support incentives that persuade or coerce displaced persons to pursue durable solutions options that are not voluntary, safe, and dignified. All programming prioritizes the safety and dignity of those living in displacement-affected communities.

6. **Rights-based** - Programming is guided by the needs, rights, legitimate interests, resources, and capacities of displacement-affected communities. It helps individuals in displacement-affected communities to understand and claim their rights, while supporting institutions to protect these rights. Programming works towards helping displaced persons enjoy their economic, legal, social-cultural, and civil-political rights without any discrimination for reasons related to their displacement.

7. **Conflict-sensitive** - Programming should be delivered in a way which avoids creating or worsening tensions in displacement-affected communities, particularly between IDPs, returnees, host communities and the local authorities. Furthermore, programming should carefully consider all groups and actively take opportunities to foster collaboration and joint planning between these groups.

8. **Adaptive** - Programming has the flexibility to adapt to changes in the displacement context, changes in community preferences/priorities regarding their own futures, and learning from implementation. This requires flexibility from donors with appropriate funding modalities.

9. **Innovative** - Programming recognizes that there is not a one-size-fits-all approach, and that creativity and new approaches are required to support pathways to durable solutions. This may entail working with actors beyond the humanitarian sphere and testing new programming interventions and approaches that build self-reliance, resilience, and social cohesion.

10. **Evidence-based** - Programming is informed by evidence and learning on what works to move solutions forward, as well as a sound analysis of the displacement context and the barriers and opportunities for durable solutions. Programs should incorporate benchmarks, outcomes and indicators that are related to solutions- the Syria Analytical Framework[7] can aid in this process.

[7] DSP Analytical Framework. Durable Solutions Platform. 2021.

SUPPORTING PROGRESS TOWARDS FUTURE DURABLE SOLUTIONS THROUGH MEDIUM TERM APPROACHES

Achieving durable solutions remains a distant prospect for the majority of displaced people in the Middle East, and it is frequently impossible for IDPs and refugees to achieve durable solutions in the near term when many of the enabling factors are absent. Therefore, it is important to integrate medium-term approaches that support dignified lives and prepare displaced people for future durable solutions. By developing interventions that focus on supporting individuals and households to be able to meet their basic needs in a sustainable way or be better integrated into existing social services, displaced people will be better prepared to pursue a durable solution when it becomes available to them. This includes ensuring that displaced people have the resources, information, and capacity to thrive and to make decisions about their future freely and in an informed manner when conditions change to allow them to do so. This means that if a displaced family decides not to return to their area of origin but instead integrate locally into the community that they currently reside in, the choice was made without coercion and supported.
It is also critically important to recognize the impact that displacement can have on the areas that host IDPs and refugees. While these impacts can be positive, influxes of displaced people can also create or worsen existing vulnerabilities, stretch access to services, and create tensions between the host and IDP/returnee populations.
There are three mutually reinforcing and often overlapping medium-term approaches that can be taken to create pathways for future durable solutions:

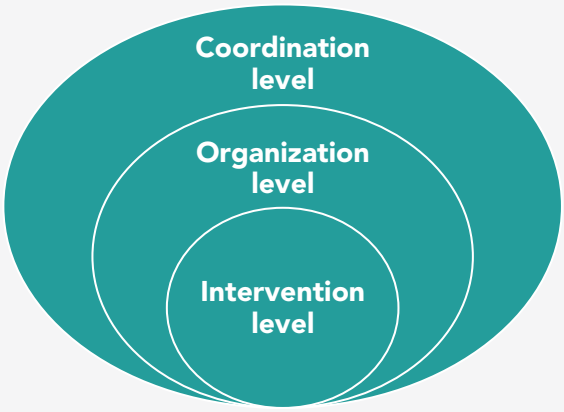
1. **Supporting the gradual reduction of displacement-specific protection and assistance needs:** Specific displacement related needs of IDPs and refugees that arise in relation to multiple areas including protection, social cohesion, access to services, economic opportunities, access to civil documentation, and securing housing, land, and property rights.

2. **Strengthening resilience and social cohesion in displacement-affected communities through an area-based approach:** This approach targets the whole population (displaced, returnee and host populations) within a specific geographical area, supports local services and institutions, integrates multiple sectors, and engages a wide range of actors, including the authorities and humanitarian, development, and peacebuilding actors, civil society, and the private sector. An area-based approach can be a vehicle for building self-reliance, resilience, and social cohesion, all of which can serve as transitional outcomes or "stepping stones" on the journey to an eventual durable solution for IDPs and refugees. Furthermore, it provides an opportunity to address the overall impact of displacement on a particular area, through addressing the needs and vulnerabilities of host populations and strengthening local institutions and services.

3. **Supporting the safe and dignified return or relocation of displaced populations where possible:** While durable solutions remain out of reach for the vast majority of IDPs and refugees, there may be 'islands of stability' to which IDPs and refugees may be able to return or relocate, and eventually integrate. This should be approached with extreme caution, and only in instances where return/relocation is the choice of IDPs and refugees, and it can be undertaken in safety and dignity.

III. DURABLE SOLUTIONS PROGRAMMING LEVELS AND APPROACHES

Durable solutions cannot be enabled by one actor working on one sector alone. In order to support pathways to durable solutions, the process must be collaborative, incorporating a diverse range of actors and stretching across a wide-range of interventions and sectors. Although one organization cannot do it alone, there are many ways and levels that an implementer can engage in that can support and contribute to durable solutions. This section outlines how durable solutions programming can entail taking action at the following three levels:



Coordination-level: Working with other stakeholders to support durable solutions.

Organization-level: Thinking about durable solutions throughout the programme cycle.

Intervention-level: Implementing activities that contribute to durable solutions.

This section outlines how implementers can adopt a durable solutions lens in their work at each of these levels. It is possible for all humanitarian and development actors to implement some level of durable solutions programming regardless of the context. Furthermore, many of the interventions and approaches outlined in this section will already be undertaken by implementing agencies. Durable solutions programming does not need to dramatically change the work we do, but it does mean that we need to view our work from new angles and consider what we might do differently. Taking action at these three levels involves staff ranging from project managers to senior management to sector coordinators. The 10 principles outlined above apply for all of these levels.

1. INTERVENTION LEVEL

When an intervention is designed and implemented with a forced displacement lens and takes into account the displacement-specific needs of IDPs and refugees, as well as any discrimination encountered on account of being displaced, then the intervention can contribute towards durable solutions. An individual intervention or project alone cannot provide durable solutions for displaced people, but it can contribute to the building blocks needed for those people to become self-reliant. These building blocks are contributed to by all actors and work towards building an enabling environment for durable solutions.

Durable solutions is not a sector or a specific type of programming. Durable solutions programming is not a binary choice, but rather something that occurs on a spectrum. Rather than asking *'is this a durable solutions intervention?'*, a more appropriate question is *'to what extent does this intervention contribute to durable solutions?'*.
This section looks at the criteria[8] needed to consider the extent to which an intervention contributes to durable solutions. It also looks at some illustrative examples of activities that can contribute to durable solutions.

1.1 Interventions Contributing to Durable Solutions

There are two factors that determine the extent to which an intervention is contributing to durable solutions:

1. **Alignment with the definition of durable solutions:** Interventions must contribute to reducing displacement-specific protection and assistance needs and help displaced persons to enjoy their rights without discrimination. As a reminder, displacement-specific needs may include those arising as a consequence of the events that caused displacement (e.g. losing personal documents during flight), those resulting from absence from home (e.g. not having land to cultivate), those arising from not having a viable settlement option (e.g. uncertainty about being able to remain in current place of displacement because of pressure to return/relocate), or those resulting from discrimination (e.g. having limitations placed on the right to work). Displacement specific needs and vulnerabilities will arise in relation to physical, material, legal or psychosocial safety. Interventions will often contribute to more than one category of safety. For example, a project helping people to obtain ID cards can increase access to documentation (legal safety), freedom of movement (physical safety), and access to services (material safety).

2. **Application of the durable solutions programming principles:** Interventions should apply the durable solutions programming principles to the greatest extent possible, while recognizing that full application of all 10 principles may not be possible in all contexts if enabling factors relating to security, access, funding, and the capacity and willingness of the authorities are not in place. The application of even just a few principles is a stepping stone in working towards an enabling environment for durable solutions. The interventions listed in this document should not be implemented in a vacuum. In order to ensure a multi-sectoral and multi-stakeholder approach (DS Programming Principle #2), implementing organizations should make efforts to integrate programming across sectors within their organizations and also ensure complementarity and connectedness with the interventions of other actors addressing the needs of the DAC in the area.

[8] This criterion is based on the internationally recognized durable solutions definition, the four safeties and the DSP programming principles.

1.2 Illustrative Examples of Interventions that Contribute to Durable Solutions

This section provides examples of interventions that contribute to durable solutions against each of the 4 'safeties' (Physical, Psychosocial, Material, and Legal). This is not meant to be an exhaustive list, but the aim is to provide a catalogue of different types of interventions that are relevant to durable solutions programming. Illustrative interventions against each category of safety are provided in the table below. This list draws upon learning from a number of existing resources[9] and applies this to the Middle East context. It is important to note that for the interventions listed below to truly contribute to durable solutions the two factors listed above 1) alignment with the durable solutions definition, and 2) application of the durable solutions programming principles to the great extent possible must apply.

CRITERIA	ILLUSTRATIVE INTERVENTIONS
PHYSICAL SAFETY	**Protection, safety, and security:** • Mobilizing DACs to prevent, mitigate and respond to protection risks (community-based protection approach). • Monitoring the voluntariness and safety of returns and relocations of IDPs and refugees. • Programs focused on mine risk education and the removal of landmines and unexploded ordinances in areas of origin. **Social cohesion:** • Providing training and awareness for government officials and service providers on conflict-sensitive approaches. • Peacebuilding initiatives that engage displaced/returnee populations and host populations and enable social cohesion, including through community dialogues and community-driven projects that foster positive collaboration.
PSYCHOSOCIAL SAFETY	• Creating safe spaces in DACs for adults to interact with others, build networks and undertake social activities. Providing relevant information to displaced persons to enable them to make voluntary, safe, and dignified choices regarding their own futures. • Advocating for laws and policies that discourage discrimination towards all and especially forcibly displaced populations.
MATERIAL SAFETY	**Adequate standard of living without discrimination:** • Forming/strengthening community-based structures that increase service user engagement and accountability of services providers (e.g., parent-teacher associations, water management committees, community health committees). • Providing capacity building and technical support to local authorities and other local actors to manage health, education, and water and sanitation facilities that benefit both the displaced and host populations. • Supporting access of DACs to social protection programs and national/local social services. • Advocating for the inclusion of DACs in local, municipal, and national development plans. • Providing support to voluntary, safe, and dignified return/relocation movements (e.g., through the provision of transportation or cash support) **Employment and Income:** • Providing legal information and counselling to workers and employers on rights and obligations under the labor law. • Advocating for changes that would increase refugee access to the labor market, such as expanding the number of sectors refugees can work in or reducing the prohibitive costs of obtaining work permits. • Supporting cash plus and additional programming around cash for work interventions in DACs.

[9] 1) Global Cluster for Early Recovery. Durable Solutions in Practice. September 2017. 2) United Nations Ethiopia. Durable Solutions Initiative. 3) Save the Children. Psychosocial Safety: Pathways to psychosocial safety for Syria's displaced children and adolescents policy brief. 2020.

CRITERIA	ILLUSTRATIVE INTERVENTIONS
LEGAL SAFETY	**Access to personal and other documentation:** • Supporting the authorities to conduct mobile registration in DACs when appropriate. • Providing counselling and legal assistance to individuals to obtain documents such as birth certificates, marriage certificates, death certificates and ID Cards, and in particular supporting displaced populations to overcome any specific challenges they face in obtaining these documents. **Effective and accessible mechanisms to restore HLP:** • Increasing awareness among DACs of housing, land, and property rights, with a particular focus on women's rights. • Supporting HLP restitution for returnees. • Supporting individuals to obtain documentation for the land they own/rent in the place of displacement • Monitoring, documentation, and reporting of forced evictions, and engaging in dialogue between landlords and people under threat of eviction. **Family reunification:** • Monitoring and registering of unaccompanied or separated children (UASC) and vulnerable separated adults. • Establishing referral and response mechanisms for UASC. **Participation in public affairs:** • Supporting local decision-making structures to be more inclusive (particularly of displaced persons and women) and responsive. • Supporting the development and implementation of community-driven development initiatives that engage both displaced and host populations, as well as relevant local actors • Supporting the meaningful engagement of the DAC in humanitarian and development programs **Access to effective remedies and justice:** • Advocating for the establishment of mechanisms to provide remedies for human rights violations related to displacement. • Raising awareness among DACs on any remedies available for violations related to displacement. • Providing counselling and legal assistance to individuals wanting to access mechanisms for remedies.

2. ORGANIZATION LEVEL

Durable solutions programming is not just about the specific types of assistance and service we deliver. It is also about the processes we use when designing and implementing interventions. At the organization-level an implementer can apply a solutions lens to their programming – also known as 'solutions mainstreaming'. Solutions mainstreaming entails paying attention to, and seeking to address, displacement-specific needs and vulnerabilities of IDPs and refugees, as well as other needs arising in the DAC that arise from hosting a displaced population throughout the program cycle. Small steps can be taken to apply a solutions lens, for example through developing a needs-based rather than a status-based targeting criteria, supporting displaced populations to access host community services during implementation, or disaggregating monitoring data between displaced and host populations in order to understand and address displacement-specific vulnerabilities. Programming in all sectors in displacement contexts can and should take action to mainstream solutions regardless of whether the above-mentioned enabling factors are in place. Guidance on specific steps that can be taken is provided below.

2.1 Solutions Mainstreaming in the Program Cycle

The 2-page checklist below is a tool to assist program teams in solutions mainstreaming. The questions in the table below are intended to assist organizations in identifying issues that should be factored into assessments, design, implementation, and monitoring, evaluation, and learning, as well as the closure of their interventions. Explanatory notes for each of the questions can be found in Annex 1.

Solutions Mainstreaming Checklist

ASSESSMENTS	
1.Have you reviewed available secondary data to understand displacement trends and dynamics in the proposed area of intervention?	O
2.Has your assessment identified displacement-specific protection and assistance needs related to the sector(s) of intervention?	O
3.Has your assessment identified the capacities, skills, and assets of local actors in relation to the sector(s) of intervention?	O
4.Has your assessment identified relevant laws and policies and how these impact upon DACs?	O
5. Has your assessment identified relevant national and local authorities and assessed their capacity and willingness to address identified displacement-specific protection and assistance needs?	O
6. Has your assessment identified other key stakeholders working in the same sector(s) in the same geographical area?	O
7. Have you explored the possibility of conducting a joint assessment with other stakeholders working in the same geographical area?	O
8. Has your assessment engaged all sections of the DAC and disaggregated appropriately between different populations?	O
9. Has your assessment explored if there are any tensions or conflict between or within displaced and host populations?	O
10. Have you considered whether any relevant parts of assessment data can be shared with other stakeholders working in the DAC?	O
11. Have you shared assessment findings with representatives of the DAC?	O
DESIGN/PLANNING	
1. Have you analyzed the causes and effects of the displacement-specific protection and assistance needs that were identified during the assessment?	O
2. Have you identified the durable solutions outcome(s) to which your intervention will contribute? (see Annex 1 for a list of potential durable solutions outcomes which are linked to the 8 IASC durable solutions criteria)	O
3. Will the intervention reduce displacement-specific needs and contribute to the identified durable solutions outcome(s)?	O
4. Have you involved representatives of different sections of the DAC in the design of the intervention?	O
5. Have you explored how the intervention might increase the capacity and willingness of national and local authorities to fulfil their responsibilities?	O
6. Have you explored collaboration and partnership opportunities with other durable solutions stakeholders, including as part of an area-based approach?	O
7. Have you explored how the intervention could promote and support access to shared services?	O
8. Have you considered how the intervention might promote positive interaction between and within displaced and host populations and avoid creating or worsening any tensions?	O
9. Will the intervention have built-in mechanisms that will enable DACs to express their perspectives, intentions, and preferences regarding their own futures?	O
10. Have you considered how the intervention could have built-in flexibility to allow for adaptations?	O
11.Have you considered how the intervention can be aligned with any existing government-led or inter-agency durable solutions plan/strategy?	O

IMPLEMENTATION	
1. Does your intervention support national and/or local authorities to fulfil their responsibilities to support displaced populations in seeking a durable solution?	O
2. Does your intervention support local actors, including local authorities and CSOs, as well as DACs themselves, to lead implementation efforts?	O
3. Is your intervention integrated with other sectors within your agency, and with the work of other operational actors?	O
4. Does your intervention adopt the principles of an area-based approach? (Further information on area-based approaches can be found in the Strategic Coordination section of this document)	O
5. Does your intervention carve out space to listen to and understand the perspectives, preferences, and intentions of the DAC?	O
6. Are you sharing appropriate information related to solutions with the DAC?	O
7. Are you reporting any incidents of pressure/coercion to return or relocate, or actual incidents of involuntary return or relocation, to appropriate protection actors?	O
8. Is your intervention promoting positive interaction between displaced and host populations and avoiding creating and worsening tensions and conflict?	O
9. Are you making adaptations in response to changes in the displacement context, including the legal and policy environment?	O
10. Is information gathered during implementation used to inform advocacy and policy efforts?	O
11. Are you sharing appropriate information and pursuing opportunities to collaborate with other durable solutions stakeholders and within coordination structures?	O
MONITORING, EVALUATION, AND LEARNING	
1. Have you identified indicators that measure the extent to which the intervention reduces displacement-specific protection and assistance needs?	O
2. Have you explored opportunities to collaborate with other operational actors to decide on common benchmarks and measure the same indicators in order to understand collective contribution towards durable solutions?	O
3. Are you disaggregating indicators by displacement status (refugee, IDP, returnee, host), as well as by disability, age, gender, and any other relevant diversity factor?	O
4. If there is an evaluation, is it considering the project's contribution to durable solutions?	O
5. Are you monitoring changes in displacement dynamics in the DAC, including new influxes, return movements, pressure on displaced populations to return, and tensions between displaced and host populations?	O
6. Are you capturing learning on what works and what does not in durable solutions programming and using this information to inform new interventions?	O
CLOSURE	
1. Are project closure and handover plans integrated into project design and proposals?	O
2. Have local actors been evaluated, trained, and prepared for handover of activities?	O
3. Have potential gaps in handover been identified with relevant local actors, including the authorities?	O
4. Are DACs prepared for the project's closure, and informed well in advance?	O
5. Has important learning from the project been identified and shared with others working in the DAC?	O

2.2 Solutions Mainstreaming in Assessments

This section provides guidance on how to incorporate a focus on durable solutions in assessments.[10] It expands on the questions provided in the 'Assessments' section of the Solutions Mainstreaming Checklist above. The term 'assessments' is applied broadly here to cover a wide range of information gathering processes undertaken during the design and implementation of programming, including needs assessments, technical assessments informing project design, post distribution/post activity monitoring, protection monitoring, and community consultations, and this guidance can be applied in primary data collection as well as in the review of secondary data. A focus is placed on how existing assessment processes can incorporate a focus on durable solutions rather than initiating standalone durable solutions assessments.

Mainstreaming solutions in assessments entails placing a focus on two key elements:

1. **Identifying displacement-specific protection and assistance needs and discrimination on the basis of displacement:** Durable solutions are achieved when people no longer have protection and assistance needs related to their displacement and can enjoy their rights without discrimination on account of being displaced. Interventions should aim to reduce these needs and assessments should therefore aim to identify and understand displacement-specific needs that are relevant to the sector(s) of intervention. As a reminder, displacement-specific needs may include those arising as a consequence of the events that caused displacement (e.g., losing personal documents during flight), those resulting from absence from home (e.g., not having land to cultivate), those arising from not having a viable settlement option (e.g., uncertainty about being able to remain in the current place of displacement because of pressure to return/relocate), or those resulting from discrimination (e.g., having limitations placed on the right to work). Comparing the situation of the displaced and host population with specific regard to the proposed sector(s) of intervention is the key to understanding displacement-specific protection and assistance needs.

2. **Understanding how displacement has impacted upon broader needs in the target geographical area:** Displacement creates vulnerabilities and needs for displaced populations, but it also impacts on the area hosting displaced persons. Displaced populations frequently find themselves living in poor, marginalized areas. An influx of IDPs, refugees or returnees can place a strain on services, institutions, land availability, and income and employment opportunities, as well as create social tensions. Understanding how displacement has impacted on the broader needs of an area can help to inform area-based approaches that support the whole population (displaced and host communities) and local institutions, as well as contribute towards greater levels of social cohesion/inclusion between displaced and host populations.

Durable solutions programming strives for a multi-sector and multi-actor approach (Durable Solutions Programming Principle #2) and therefore program teams should explore collaboration with other stakeholders and sectors during assessment processes. Multi-sectoral needs assessments can be particularly useful in informing area-based approaches and strategies. More information on area-based approaches can be found in the 'Strategic Coordination' section of this document.

[10] This section builds on the ReDSS's "A Guide to Designing Durable Solutions-Oriented Programs."

Key Areas of Inquiry Relating to Durable Solutions

Mainstreaming solutions into assessments requires paying attention to a number of key issues. Some of these issues are cross-cutting, while others are specific to the sector(s) of an intervention.

Cross-cutting issues

Program teams should develop an understanding of several cross-cutting issues, which relate to the profile of the DAC, the legal and policy environment, the actors involved in responding to displacement, and the coordination mechanisms of the response to displacement. These are summarized in the table below:

CROSS- CUTTING ISSUE	KEY QUESTIONS ASSESSMENTS SHOULD TRY TO ANSWER
Profile of the DAC	**Information on the host community:** • What is the population of the targeted DACs (with any available disaggregation)? What is the ratio of host population to displaced population in these areas? • Does the host population live in urban, rural, or peri-urban areas? Are they mixed with, or separated from, the displaced population? **Background on displaced population:** • Where are the places of origin of the displaced population? • What is the size of the displaced population? (With any available disaggregation) • How long have they been displaced for? • Where does the displaced population live? (i.e., in camps, urban areas, in rural areas etc.) • What were the reasons for their displacement? • What are the stated intentions and preferences of the displaced population vis-à-vis durable solutions, including short, medium, and long-term plans? (i.e., do they intend to stay where they are, return home or move somewhere else) • Is there a history of displacement within the targeted population? (i.e., has there been a pattern of seasonal displacement flows as a result of climate shifts, or between actors within the places of origin of the displaced population, etc.) **Social cohesion:** • What are the attitudes of the host population towards displaced persons and vice versa? • What are the key sources of tension between displaced and host populations?
Legal and policy environment	• Has the host country ratified the Refugee Convention, and/or any regional conventions on displacement? • Which national laws, policies and regulations pertain to IDPs/refugees/returnees and durable solutions? What do they say about durable solutions? • Which local laws, policies and regulations pertain to IDPs/refugees/returnees and durable solutions? What do they say about durable solutions?
Actors and architecture	• What are the key governmental institutions at regional, national, and local level with responsibility in relation to IDPs/refugees/returnees? • What are the key local government structures? What is their capacity and willingness to address forced displacement and support an increased population due to displacement? • What mechanisms for coordination and planning exist, and which actors participate in these? • What local and national strategies and plans are in place- humanitarian, development, resilience etc.- including any existing durable solutions strategies? • What is the nature of the response to displacement? Is it mostly humanitarian in nature? Are development and peacebuilding actors involved in responding to displacement?

Issues specifically related to the sector(s) of an intervention

As well as considering the cross-cutting issues listed above, assessments should also try to answer a number of key questions that specifically relate to the sector (or sectors) of an intervention. Annex 2 contains a list of questions by different sectors relating to durable solutions that assessments should try to answer.

Mainstreaming solutions in sector-specific assessments

Assessments should consider the following questions in relation to the sector(s) of intervention (for example, a program team designing or implementing an education project would only consider these questions from the perspective of the education sector):

- What are the relevant laws and policies related to the proposed sector(s) of intervention and do these create barriers to accessing services/assistance/institutions?
- Do IDPs/refugees/returnees access the same services/assistance/institutions as the host population? If not, why?
- What barriers do people encounter in accessing services/assistance/institutions? Do IDPs/refugees/returnees face different/more/less barriers[11] in accessing services/assistance/institutions than the host population?
- To what extent do relevant local services and institutions have the capacity to absorb an increased population due to displacement?
- Are there particular groups who face more barriers to accessing services/assistance/institutions than others?
- Does the provision and utilization of services and assistance result in any tensions between IDPs/refugees/returnees and the host population?
- What is the role of different actors (government, humanitarian actors, private sector, development actors etc.) in terms of providing services and assistance?

[11] These may include barriers related to money, security, documentation, ability, age, gender, laws and policies, or discrimination.

3. STRATEGIC COORDINATION LEVEL

Durable solutions programming should be a collaborative endeavor. The durable solutions programming principles highlight the importance of leadership from the authorities (Principle #1), engagement of a wide range of humanitarian, development, stabilization, and peacebuilding actors (Principle #2), engagement of local actors (Principle #3), and meaningful participation of DACs (Principles #4 and #5). Durable solutions programming is therefore not just about single interventions or actions within one organization; it is also about how we engage with a wide range of external actors. This can include:

- Working with other actors in specific geographical areas using an area-based approach;
- Implementing integrated programming focusing on several sectors with different actors;
- Supporting and contributing to referral pathways and information sharing to reduce duplications and improve the response; and
- Engaging in the coordination architecture of the response to displacement with a range of stakeholders.

3.1 Area-based Approach

An area-based approach targets the whole population (displaced, returnee and host populations) within a specific geographical area, integrates multiple sectors, and engages a wide range of actors, including humanitarian, development, stabilization, and peacebuilding actors, civil society, and the private sector.

This approach also places an emphasis on supporting national, regional, and local authorities, when feasible and appropriate, to assume their primary responsibility for pursuing durable solutions.

An area-based approach can be a highly effective vehicle for building self-reliance and resilience and advancing progress towards durable solutions for a number of reasons. It provides an opportunity to focus on addressing the overall impact of displacement on a particular area. Rather than just focusing on the specific needs of displaced populations, an area-based approach also considers the needs and vulnerabilities of the host population and the capacity of local services and institutions. In doing so, it can help to support shared services for displaced and host populations and promote social cohesion.

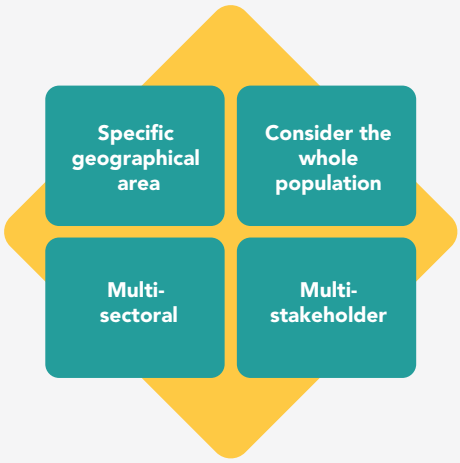
An area-based approach also provides an opportunity to engage development, peacebuilding, and local actors in the response to displacement which can mean less humanitarian focused care and maintenance approaches are used.

An area-based approach is usually considered to have 4 elements:[12]

1. It is implemented in a specific geographical area that is affected by displacement;
2. It considers the whole population in that area regardless of displacement status;
3. It adopts a multi-sectoral approach to promote physical, psychosocial, material, and legal safety;
4. It adopts a multi-stakeholder approach, recognizing that finding durable solutions is a collective responsibility

These 4 elements are considered in greater detail below:

1. A specific geographical area:



Locations selected for an area-based approach should have high levels of need and vulnerability, which have been created or exacerbated by hosting IDPs or refugees or receiving returnees. How a specific geographical area is determined will depend on contextual factors. The area might be determined by administrative boundaries, and be of varying size, including a neighborhood, district, or city. Determining a geographical area for an area-based approach should be done in partnership with the authorities, the DAC, and other local actors, recognizing that they may have different ideas of the specific geographical area to humanitarian actors. For example, some area-based assessments in Northeast Syria determined boundaries of the area through a participatory mapping exercise with several different groups in that geographical location.

When implementing an area-based approach it is also important to be mindful that displaced populations are mobile - for example, IDPs and refugees may go back and forth between a place of displacement and place of origin. The area-based approach should not therefore be implemented in a vacuum and consideration should also be given to other locations that mobile populations travel to. The focus on a specific geographical area necessitates that actors implementing an area-based approach are flexible in their implementation, in order to adapt interventions to changes in the context, displacement dynamics, local laws/policies, and changes in priorities/relations between displaced and host populations. Opportunities to replicate successful area-based approaches in other geographical areas should also be explored.

2. Consider the whole population:

An area-based approach adopts a needs- and rights-based approach within the specified geographical area, which seeks to equitably address the needs of IDPs, returnees, refugees, and the host population. This does not mean that the same assistance is provided to displaced and host populations, but rather that support is provided fairly and on the basis of need and vulnerability, rather than on displacement status. Responses to forced displacement have traditionally focused on the displaced population, but the needs of the host population should not be overlooked, as these often mirror those of the displaced population. Furthermore, an influx of displaced persons or returnees may well have created or exacerbated vulnerabilities in DACs related to stretched access to services, diminished access to economic opportunities and the emergence of tensions between the host and refugee populations. In considering the whole population, an area-based approach will also support access to shared services for displaced and host populations, rather than creating parallel service delivery for the former. It is, however, important to note that the displaced population will almost always have some protection and

[12] Elizabeth Parker and Victoria Maynard. 2015. Humanitarian response to urban crises: a review of area-based approaches. IIED Working Paper. IIED, London.

assistance needs relating to their displacement, and therefore some activities or interventions specifically targeting them will be required.

A participatory approach which considers the whole population is also central to an effective area-based approach. Representatives of all the DACs should be involved in the assessments, planning and implementation of interventions under an area-based approach. This may for example involve working with existing or new groups from the DAC to develop community actions plans, which identify priority actions required to improve physical, psychosocial, material, and legal safety and reduce displacement-specific protection and assistance needs. These plans can then inform the interventions of stakeholders implementing the area-based approach.

3. Multi-sectoral:

Reducing displacement-specific protection and assistance needs, as well as addressing the broader needs arising from displacement in the specific geographical area, requires a multi-sectoral approach. Enhancing physical, psychosocial, material, and legal safety requires interventions in a number of sectors, including protection, education, WASH, shelter, health, and livelihoods. Interventions in different sectors should be closely coordinated. By focusing the work of different sectors and actors with different expertise in a specific geographical area, an area-based approach provides a good opportunity to avoid sectors working in silos and move towards integrated programming and stronger coordination. It can reduce duplication of certain sectors and identify other sectors that might need more support in the area.

4. Multi-stakeholder:

The authorities have the primary responsibility for promoting and facilitating durable solutions, and an area-based approach offers an opportunity for implementing agencies to support them to undertake this role. Interventions under an area-based approach can therefore seek to enhance the capacity and incentives of national and local authorities through technical, financial and coordination support. These authorities might include local/municipal authorities, national government agencies with responsibilities related to displacement or disaster management, or line ministries. However, it may not be feasible or appropriate to provide such support in certain contexts, such as when authorities are perpetrating human rights abuses in DACs, or when they are forcefully returning displaced populations. In such contexts, humanitarian actors will need to give careful consideration to the level of engagement with stakeholders linked to the government or de facto authorities. There are several levels of government that can be engaged with and sometimes one level is easier to work with than others. It is important to do a mapping of those that are willing to work with implementing agencies and see where there are entry points for engagement.

Local actors, including CSOs, the private sector and community representatives, should be supported to play a central role under an area-based approach, and the approach itself should capitalize on their local knowledge, expertise, networks, and relationships. It is particularly important to have consultations and engagement with representatives of the DAC, including both displaced people and the host community. Specific vulnerable groups should also be represented when relevant and possible- this could be in the form of a representative from a women's group or someone who works in the community with people with disabilities, or members of youth groups within the area.

It is also critically important to think about the **nexus approach** and engage with **development**

and peacebuilding actors in the defined geographical area when they are present. An area-based approach can offer an opportunity for humanitarian, development, and peacebuilding actors to work towards a collective set of outcomes in areas affected by displacement. The engagement of these actors in DACs from the early stages of displacement onwards can help to build self-reliance and resilience and put in place the foundations for future durable solutions. To improve the engagement of nexus stakeholders in responding to displacement there is a need to reduce the fragmentation in humanitarian and development funding, which often sees displaced people not included in programs and activities carried out by development actors, while at the same time host communities often do not benefit from humanitarian assistance.

Joint Analysis & Joint Planning

The actors mentioned under the Multi-stakeholder section above can effectively collaborate in an area-based approach through:

- Joint assessments, which engage the stakeholders above, are crucial in informing area-based approaches and help to inform integrated programming. It is important that information is shared between several actors to help improve the response and reduce assessment fatigue. This could be as simple as sharing of assessments on a secure platform that all actors can access or join up when conducting baseline or ah-hoc assessments.
- Joint analysis, this could be done in smaller groups or a specific area through the area-based approach mechanism but should be done with all actors on a regular basis. Conducting a joint analysis will help map out current services and assistance while identifying gaps and areas that can be improved in the response.
- Joint planning, including the development of community action plans and identification of clearly defined, collective outcomes (focused on reducing displacement-specific needs and enhancing physical, psychosocial, legal, and material safety) that different stakeholders can contribute towards is also an important ingredient of an area-based approach. Joint planning should be done in coordination and consultation with community members of representing DAC and government.

The Regional Durable Solutions Secretariat have produced further guidance on joint analysis and planning which can be found here.

Area-Based Approach (ABA) – a case study of ABA in Northeast Syria

In 2021, REACH and ACTED piloted an Area-Based Approach in four locations across Northeast Syria. This program developed a series of multi-sector, multi-stakeholder initiatives that support relief, recovery, and resilience of crisis-affected populations. REACH led on four Area-Based Assessments that included a participatory, mixed methods approach that focused on the inclusion of community members of different backgrounds as well as local governance and service provision actors. It aimed to provide an in-depth analysis of resilience and recovery challenges, capacities, and priorities. Bringing

in evidence of key issues from the Area-Based Assessments, ACTED then facilitated workshops in each location with community members and civil society, community leaders and local authorities and service providers to agree on priorities and solutions. The goal of these workshops was to draft a Community Relief and Recovery Plan (CRRP) for each location that outlines the shared vision of how to respond to identified needs, with consideration of how to sustainably build on existing local capacities. As such, the CRRP workshops resulted in detailed and actionable response plan documents that are both evidence-based and community-led and can be used for project planning by ACTED and other response actors. Following the initial drafting, ACTED plans to hold follow-up workshops on a regular basis to discuss CRRP and ACTED activity progress, discuss challenges and changes in context, and identify any changes in needs and priorities.

3.2 Integrated Programming

Integrated programming brings together different sectoral interventions to contribute to addressing identified needs and risks. It is not simply about having multiple sectors in one place, it is about these sectors building on each other to holistically achieve strategic outcomes. In the context of durable solutions, these outcomes will be focused on reducing displacement-specific protection and assistance needs, preserving/ensuring the rights of displaced populations and addressing broader needs in communities which have arisen as a result of hosting a displaced population. Traditional humanitarian funding streams and coordination mechanisms (such as the cluster system) with their strong sector-specific focus do not lend themselves to integrated programming.

Integrated programming is a key component of an area-based approach or holistic programming. Engaging in multi-sectoral needs assessments which identify community priorities and needs is a key starting point for integrated programming.

Examples of integrated durable solutions programming include:

- An agency's shelter team constructs/rehabilitates shelters for returnees and collaborates with their protection colleagues who provide counselling and legal assistance to enable these same returnees to obtain documentation for their HLP.
- An agency providing GBV prevention and response services for GBV survivors designs a joint program with another agency who specializes in livelihoods programming to ensure that survivors are offered opportunities to access employment and income generating opportunities.
- A group of agencies with different specialisms (protection, shelter, WASH, education, livelihoods) develop a strategy to provide holistic support to displaced persons who are at risk of, or have experienced, eviction.

An individual agency should explore integrated programming from an internal angle, ensuring its own work across different sectors is integrated, and from an external angle, seeking to ensure its work complements and builds on the work of other agencies

Graduation Approach – case study of integrated programming

The "graduation approach" has started in several countries in the Middle East including Jordan, Turkey, and Iraq. The graduation approach is a combination of small cash transfers, capital transfers, skill development, protection and financial support coupled with mentorship to make sustainable improvements in the lives of those in displacement-affected communities.[6] The program was first piloted by BRAC in Bangladesh in 2002 and is now being tested throughout the Middle East. The approach usually runs for 18-24 months and allows a person to develop a skill or experience in order to have a sustainable livelihood.

The approach targets people on the basis of vulnerability rather than displacement status and families living in extreme poverty. There are four major components to the approach. The first is immediate consumption support to meet basic needs. The second is to help them plan and build their assets through increasing livestock or a savings account. The third part is skills development and entrepreneurial trainings. The last component is mentorship and support throughout the process. The graduation approach focuses on building an individual's ability to provide for themselves and their families by offering them both immediate assistance and a sustainable livelihood.

3.3 Referral Pathways & Information Sharing

Coordinating information management and information sharing is crucial for an effective response. There are several ways to engage in information exchange in order to improve response mechanisms, reduce duplications and effectively coordinate services. Actors can coordinate in the ways outlined below:

- There needs to be **information-sharing** on planned and current activities, identified community priorities and needs, and any changes in the displacement context (e.g., arrivals of new IDPs, spontaneous return of refugees to their home country etc.). By coordinating information sharing actors can reduce assessment fatigue, engage better with communities, and have a better picture of the overall needs.
- Procedures for making **referrals** should also be established and supported by all actors. For example, if an agency hears that IDPs in a certain location have been threatened with eviction a referral should be made to an agency that works on housing, land and property rights and engages in negotiations between landlords and individuals threatened with eviction.

Referral Information Management System (RIMS) – a case study of referral information management in Lebanon

RIMS is a platform with over 110 partners that supports an effective referral mechanism in Lebanon. The platform sends, receives, and tracks referrals across all sectors of the humanitarian response. The platform allows for partners to quickly submit and receive referrals, while also serving as a data management and analysis system. The information is continuously updated with current services provided and each organization has a focal point for RIMS and is onboarded to use to platform. This platform is an example of how different stakeholders can work together to provide a more coordinated response for DAC. This information sharing allows for a reduction in duplication and also helps to ensure that services are targeted towards the most vulnerable.

3.4 Engagement in the Wider Coordination Architecture

It is important to look beyond the above approaches and consider engagement in the wider coordination architecture of the response to the displacement crisis. These include:

- **Humanitarian clusters and refugee sector working groups** which, although not specifically focused on durable solutions, should place a focus on considering on how interventions within their sector of focus can help to support individuals to make progress towards future durable solutions. An education working group, for example, might consider how education actors can support refugees who are considering return to have the required documents and certificates in place to be able to enroll in school when back in their country of origin.
- **National NGO fora** offer good opportunities for information exchange and advocacy around durable solutions as they usually engage both development and humanitarian actors, including national civil society actors.
- In some contexts, there are also **durable solution working groups** or other fora specifically focused on durable solutions, which can play an important role in developing joint strategies and operational priorities pertaining to durable solutions.

IV. MEASURING DURABLE SOLUTIONS

There is a growing interest among implementing agencies about how to measure the extent to which durable solutions have been achieved in a given context, and how this changes over time. If our key outcome when working with displaced populations is to help them end, and move on from, their displacement then we need to be able to tangibly measure progress towards durable solutions. This section considers this challenging issue at three different levels:

1. Measuring the extent to which displaced people have achieved a durable solution in a given context using a durable solutions analysis: The focus here is on understanding the context and the lived reality of people in displacement-affected communities (DACs), rather than understanding how an intervention or interventions have contributed to durable solutions. The process of durable solutions analysis and the DSP Analytical Framework are introduced in this sub-section.

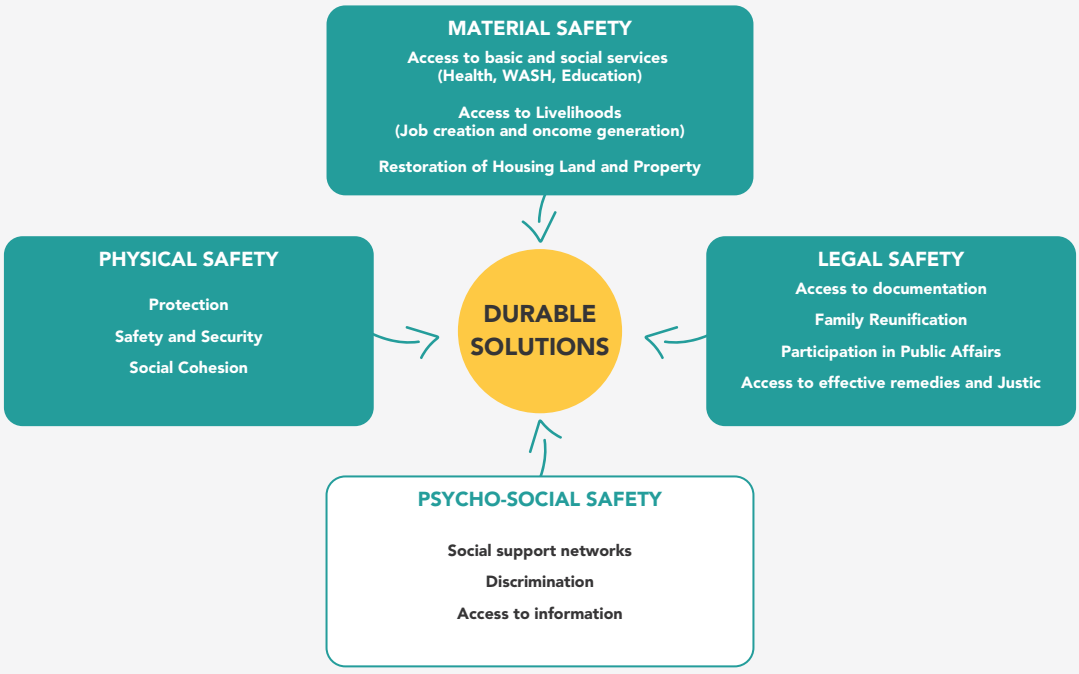
2. Measuring the contribution of multi-stakeholder, multi-sector responses to durable solutions: The focus here is on understanding the collective contribution to durable solutions of stakeholders responding to displacement.

3. Measuring the contribution of an individual project to durable solutions: The focus here is on how the contribution of an individual project to reducing displacement-specific needs and vulnerabilities can be measured. A number of steps are outlined along with some specific examples of indicators that might be used in project logframes.

1. Measuring the extent to which displaced people have achieved a durable solution in a given context

In recent years, there has been growing interest globally in how we can measure the extent to which durable solutions have been achieved in a given context and how this changes over time. For the Syria crisis, the **DSP Analytical Framework** was developed in order to assess progress towards durable solutions for displaced Syrians both inside and outside the country. It draws its design and indicators from existing global and regional resources.[13] Although the Analytical Framework was created for the Syria crisis it could also be adapted for use in other contexts.
The DSP Analytical Framework provides a set of 32 outcome indicators in the categories of Physical, Psychosocial, Material, and Legal Safety covering a number of thematic areas including access to services, employment and economic activity, exposure to protection risks, civil documentation, housing, land and property, and social cohesion.

The 4 'safeties' in the DSP Analytical Framework



Separate indicators are provided for the refugee context in host countries and the IDP context inside Syria. By comparing data relevant to each of these 32 indicators for displaced, returnee and host populations, the user can identify displacement-specific needs and vulnerabilities. For example, data relevant to indicator #15 - "Primary school net attendance ratio in target population"- might reveal that IDP children are less likely to be attending primary school than children from the host population.

The key to understanding the extent to which durable solutions have been achieved is to compare the situation of the displaced population with that of the host population. Through gathering data disaggregated by displacement status against the indicators in the DSP Analytical Framework it will be possible to identify the existence of any displacement-specific needs or discrimination against displaced populations on account of their displacement. This

[13] the IASC Framework on Durable Solutions for Internally Displaced Persons, the ReDSS Solutions Framework, the JIPS Durable Solutions Indicator Library, and UNHCR's Protection Thresholds and Parameters for Refugee Return to Syria

can sometimes prove challenging due to a lack of existing data disaggregated by displacement status or data specifically on the situation of the host population.

The indicators in the Analytical Framework are designed to measure progress towards a set of outcomes in a particular context; they are not intended as a menu of indicators that can be directly incorporated into project logframes to measure a project's specific contribution towards durable solutions. The process of measuring a project's contribution to durable solutions will be considered later in this section.

The Analytical Framework's primary purpose is to be utilized as a tool during a **durable solutions analysis.**
A durable solutions analysis helps us to understand the extent to which durable solutions have been achieved in a particular context. It specifically aims to:

i. Identify barriers and opportunities that exist for displaced persons (including returnees) to find a durable solution;
ii. Identify and analyze the specific needs and vulnerabilities of displaced persons, through comparing their situation to that of the host population; and
iii. Develop recommendations to inform solutions-focused policy and practice.

The durable solutions analysis process involves multiple stakeholders, including governmental (if feasible and appropriate), development, and humanitarian actors. The process can also benefit from the engagement of actors focused on research and information management. The indicators in the Analytical Framework may be assessed through the collection of primary data in DACs, analysis of secondary data, or a combination of both. Durable solutions analysis is intended to be more than just a one-off process: an initial durable solutions analysis will set a baseline, against which subsequent durable solutions analyses (conducted, for example, every 1 or 2 years) can be compared to understand the progress that has been made towards a durable solution.[14]

2. Measuring the contribution of multi-stakeholder, multi-sector responses to durable solutions

The outcome indicators in the Analytical Framework can also be used/adapted to understand how the actions of the multiple stakeholders responding to a displacement situation are contributing towards durable solutions. The measurement is the collective contribution of all stakeholders (humanitarian, development, government etc.) rather than the contribution of one individual project or agency. So, for example, if the measurement of indicator #11 in the Analytical Framework - *Proportion of target population reporting access to essential (physical) health services in the past 12 months* - demonstrates an improvement in access for displaced persons, then this can be regarded as a collective contribution to durable solutions (and material safety in particular) by actors working in the health sector.

Measuring this collective contribution can be particularly effective within the context of multi-stakeholder and multi-sector area-based approaches, and area-based strategies can adapt the Analytical Framework's indicators into their results framework to measure progress towards durable solutions outcomes that have been collectively agreed upon.

[14] The Durables Solutions Platform has conducted a series of solutions analyses for Syria including Whole of Syria Solutions in 2020 and a Northwest Syria and Northeast Syria in 2021.

3. Measuring the contribution of an individual project to durable solutions

A project's contribution to durable solutions can be specifically understood to mean the effect that it has on reducing displacement-specific needs and vulnerabilities and addressing wider needs in DACs resulting from displacement. This sub-section provides guidance for program teams on how to go about measuring this contribution. This guidance focuses on:

- Identifying relevant durable solutions outcomes
- Exploring the changes and interventions required to address identified displacement-specific needs and vulnerabilities; and
- Incorporating SMART indicators into the project's logframe that measure contribution to durable solutions.

This is not intended to be a detailed guide on how to design a project and develop a M&E framework, but rather aims to provide practical guidance on how to apply a durable solutions lens during these processes. There is considerable interest among agencies working in the Middle East in understanding how to more effectively measure how their work is contributing to durable solutions. What is provided below should be considered an initial attempt by DSP to articulate some key considerations, but a longer term, multi-agency process will be required to more comprehensively answer the questions that agencies have around measurement.

A series of 8 key steps for measuring a project's contribution to durable solutions is presented below. In order to demonstrate how this guidance might be applied, a case study of an NGO developing and implementing a project supporting individuals to access documentation is provided, which explains actions undertaken by staff of the NGO for each of the 8 steps.

1. During the assessment and design phases, identify and analyze the causes and effects displacement-specific protection and assistance needs

Detailed guidance on how to identify displacement-specific protection and assistance needs relevant to the sector(s) of intervention during assessments and other information gathering processes is provided above in the Solutions Mainstreaming in Assessments section of this document. In summary, the key issues to explore in assessments include the following:

- The extent to which relevant laws and policies create barriers to accessing services/assistance/institutions;
- The extent to which displaced populations access the same services/assistance/institutions as the host population;
- The barriers people encounter in accessing services/assistance/institutions, and whether displaced populations experience the same or different barriers to host populations;
- The extent of any tensions arising between displaced and host populations as a result of the provision and utilization of services and assistance; and
- The role different actors play in providing services and assistance.

The 'problem tree' is a common tool used in project design that can be useful when analyzing displacement-specific needs and vulnerabilities. A problem tree is a diagram of the causes and effects of one particular problem. For one prioritized problem (a displacement specific need/vulnerability), a problem tree 1) identifies the immediate and direct causes of the problem and 2) identifies the immediate and direct effects of the problem.

NGO documentation project case study:

The NGO conducted a needs assessment which identified the following displacement-specific needs and vulnerabilities in relation to access to documentation:

- Displaced persons require additional legal support in order to obtain/replace legal and civil documentation
- Displaced persons are unaware of how to obtain/replace documents in their place of displacement
- People living in the DACs have to travel long distances in order to obtain documentation
- Many displaced people lost documents during flight and the cost of replacing documents prevents people from doing so.

The NGO analyzed each of the above individually. For example, for #2 they identified that there were two main causes of people being unaware of how to obtain/replace documents: 1) no information on how to obtain documents had been provided to the DAC; and 2) the procedures for replacing lost documents were unnecessarily complex.

The NGO also found that the effect of the identified displacement-specific needs and vulnerabilities was that displaced persons were less likely to be in possession of documentation and this in turn meant that they were less likely to leave their communities to travel to work. Some children's access to education was also affected as some primary schools were refusing to admit children without birth certificates.

2. Identify which durable solution outcome(s) your project is contributing to

Durable solutions outcomes are achieved when displacement-specific protection and assistance needs are reduced, and other DAC needs resulting from displacement are addressed.

Displacement-specific needs and vulnerabilities may include those arising as a consequence of the events that caused displacement (e.g. losing personal documents during flight), those resulting from absence from home (e.g. not having land to cultivate), those arising from not having a viable settlement option (e.g. uncertainty about being able to remain in current place of displacement because of pressure to return/relocate), or those resulting from discrimination (e.g. having limitations placed on the right to work).

As well as creating vulnerabilities and needs for displaced populations, displacement also impacts on the area hosting displaced persons. Displaced populations frequently find themselves living in poor, marginalized areas.
An influx of IDPs, refugees or returnees can place a strain on services, land availability,

and income and employment opportunities, as well as create social tensions. Durable solutions outcomes should therefore outline a situation where there is an absence of displacement-specific needs and vulnerabilities, and those living in the DAC can enjoy their rights without discrimination.

The table below identifies durable solutions outcomes, which have been developed based on the criteria of physical, psychosocial, material, and legal safety:

CRITERIA	Durable solutions outcomes *(to be realized without any discrimination on account of being displaced)*
Physical safety	• People are safe and secure in their place of residence • People can move freely • People's exposure to physical, psychological, and sexual violence is limited • People's exposure to tensions and conflict with others in their community is limited
Psychosocial safety	• People can make decisions based on accurate and reliable information • People's exposure to discrimination is limited • People can access support in dealing with trauma and/or mental health conditions • People have others in their community who they can go to when they need support
Material safety	• People have adequate access to food • People can adequately access WASH services • People can adequately access healthcare services • People can adequately access education services • People can adequately access national social protection programs • People are not prevented from accessing employment or engaging in economic activity • People are self sufficient • People secure and retain decent work or engage in economic activity
Legal safety	• People realize their housing, land, and property rights • People are in possession of documents that prove their legal identity and status • Families separated because of displacement are reunified • People can participate in public decision-making processes without discrimination • People obtain remedies for human rights violations which caused displacement or were suffered as a result of displacement

A key first step in the design process is to identify which of the above durable solutions outcomes a project will contribute towards. It is important to note that the focus is on contribution and not on one project or projects fully achieving the outcome.

NGO documentation project case study:

The NGO staff designing the project immediately identified *"People are in possession of documents that prove their legal identity and status"* as a durable solutions outcome area to which their project will contribute. While designing the project, the NGO also came to learn that some IDPs were choosing not to travel out of their community for work because the police were arresting people who did not have ID Cards. There were also reports of some primary schools refusing to enroll children who did not have birth certificates. Because of this, the NGO recognized that their project would also be contributing to an additional 3 durable solutions outcomes: *"People can move freely'; "People secure and retain decent work or engage in economic activity"; and "People can adequately access education services"*

3. Identify the changes and interventions that are required to reduce identified displacement specific needs and vulnerabilities and contribute to the identified durable solutions outcome(s).

Through analyzing the problem tree (see above) we can start to identify the interventions and changes required to address displacement-specific protection and assistance needs and vulnerabilities. Examples of types of changes and illustrative interventions that might help to bring about those changes are provided in the table below:

Type of change	Illustrative intervention
Increased availability of support to individuals to access a particular service or institution	Providing legal assistance to help individuals obtain civil documentation
Increased capacity or willingness of institutions to support DACs	Providing technical support to municipal authorities to manage WASH facilities in DACs
Reduced protection risks in DACs	Supporting community protection committees to prevent, mitigate and respond to protection risks
Empowering DACs to engage in decision-making processes that affect their lives	Supporting local decision-making structures to be more inclusive (particularly of displaced persons and women) and responsive
Removal of barriers that DACs face in accessing services, institutions, or opportunities	Advocating for refugees to have the right to work in more sectors

Developing a theory of change is a good practice in program design and, in the context of durable solutions, it can a useful process for understanding the strategic interventions and changes that are required to reduce displacement-specific needs and vulnerabilities and reach an identified durable solutions outcome. Detailed guidance on theories of change can be found elsewhere but, in summary, developing a theory of change should follow a number of steps:

i. Identify a long-term outcome (see the durable solutions outcomes identified above);
ii. Working backwards from the long-term outcome, identify the changes that are needed in order for the outcome to be met;
iii. Identify strategic interventions that are required to bring about the identified changes;
iv. Develop indicators to measure progress against planned interventions and desired changes (see #4 below); and

v. Identify assumptions without which the above theory would not work.

Some of the interventions and changes identified may be beyond the scope of work your own agency. It is still important to recognize these interventions are needed and try to identify and engage other actors and institutions with the necessary expertise to assist the community.

NGO documentation project case study:

Based on the displacement-specific needs and vulnerabilities outlined under Step 2, the NGO determined that the following changes were required:

1. Increased availability of legal support available for those living in targeted DACs
2. Increased awareness in the DAC of procedures for obtaining/replacing documents.
3. Simplified procedures for obtaining documents.
4. Closer proximity of government offices/agencies where people can register life events and apply for other documents.
5. Reduced cost for replacing lost or destroyed documentation.

Of the above, the NGO recognized that they only had the capacity and expertise to address #1 (through the provision of legal assistance by their lawyers) and #2 (through delivering information campaigns in the targeted DACs), as well as partially address #3 (through working with the relevant government agencies to organize mobile documentation clinics). They still made a note of #4 and #5 and engaged with other stakeholders on these issues (see below under Step 7 and Step 8)

4. Develop indicators to measure progress against planned interventions and desired changes

A project's indicators should be specifically tailored to measure the desired changes that the project wishes to bring about. Some examples of indicators that can be used to measure specific types of change can be found in the table below, while more detailed examples can be found in Annex 3.

Type of change	Example indicator
Increased availability of support to individuals to access a particular service, opportunity, or institution	# of individuals supported to find and retain decent work
Increased capacity or willingness of institutions to support DACs	# of local and national WASH actors supported to own and manage WASH services and structures in DACs
Reduced protection risks in DACs	% of refugees who report feeling safe in their place of residence as a result of the project's intervention
Empowering DACs to engage in decision-making processes that affect their lives	# of community action plans developed and implemented by DAC representatives
Removal of barriers that DACs face in accessing services, institutions, or opportunities	Existence of legal/administrative obstacles to employment

The 32 outcome indicators in the DSP Analytical Framework were not specifically designed to be project indicators, and they will often be unsuitable for direct incorporation in project logframes and monitoring for the following reasons:

- **The scope/timeframe of projects:** A project may have a short timeframe or may not be of a sufficient scale to lead to any noticeable changes in the indicator measurement between baseline and end of project:

o Example: A job matching project lasts for one year and helps 100 individuals into employment in one district with a population of 400,000. This project will be unlikely to significantly affect indicator #20 in the analytical FW- *"Proportion of target population employed in formal and informal sectors"*- as those supported under the intervention constitute a very small proportion of the total population of the targeted district.

- **Attribution:** It may not be possible to say whether a change in the indicator between baseline and end of project was due to the project or other factors: '

o Example: Indicator #4 in the Analytical Framework is: *"Proportion of target population feeling safe in their place of residence"*. Although a community-based protection project may have an impact on people's perceptions of their own safety, other factors that are not within the control of the project may have just as much or more influence on how safe people feel. These factors may include proximity of conflict, actions of police or military, and relations with neighbors/other groups.

Despite the above, there will still be instances where the Analytical Framework indicators can be utilized or adapted for use in project logframes.

For example, a multi-year housing, land and property project focused on institutional capacity building might realistically be able to adopt or adapt indicator #26: "Existence of accessible mechanisms for resolving housing, land, and property disputes/claims".
The Analytical Framework's indicators will be more likely to be suitable for adoption into multi-year, multi-stakeholder projects that focus on specific geographical areas.

NGO documentation project case study:

The NGO identified the following as indicators that would measure the project's contributions to reducing displacement-specific needs and vulnerabilities:

- % of individuals supported under the project who report possessing legal and civil documentation as a result of the project's interventions
- # of people receiving information on how to obtain documentation
- # of people receiving counselling and legal assistance to support them obtaining documentation

These indicators were not developed as specific 'durable solutions indicators'. They were already among the indicators the NGO commonly uses in its programming.

5. Disaggregate indicators by displacement status

In order to understand how a project has reduced displacement specific needs and vulnerabilities it is critical to disaggregate monitoring data by displacement status (refugee, IDP, returnee, and host). In some contexts, differentiating between these different groups may not be straightforward. For example, the lines between IDPs and economic migrants living in urban locations are often blurred.

In such contexts, it may be wise to ask questions about the reasons for people's movements rather than directly asking them if they are an IDP. Similar problems may arise in categorizing a refugee returnee who has returned to their home country but not to their place of origin (i.e., they could be considered a returnee or an IDP). The agencies working in a particular context should aim to make collective decisions on these definitional issues and can use proxy questions to better understand the context.

Consideration should also be given to other types of disaggregation, given that some people experience additional displacement-specific needs based on their gender, age, ability, or belonging to a marginalized group.

6. Use monitoring data to inform any required project adaptions

Durable solutions programming should be adaptive (DS Programming Principle #8). An adaptive program learns, and uses that learning to make adjustments and adaptations during implementation. One key source of learning is monitoring data, which can help us to understand a project's successes and areas for improvement in terms of contributing to durable solutions, and, following on from that, identify potential adjustments that may be required to improve this contribution. Project teams should periodically reflect upon monitoring data alongside any shifts in context, such as changes in displacement trends/dynamics, changes in laws and policies affecting DACs, and changes in the priorities and needs of DACs and determine if any adjustments and adaptations to how the project is being implemented are required.

7. Use monitoring data to inform advocacy

It must be recognized that many of the barriers to durable solutions are related to policy, for example refugees may face restrictions on their right to work or their freedom of movement. Monitoring data can play an important role in informing evidence-based advocacy.

NGO documentation project case study:

The NGO's monitoring data provided further evidence of how complex procedures, high costs of replacing documents, and the absence of registration offices in the targeted DACs were all hindering access to documentation. This data was used by the NGO and it partners in the Protection Cluster to develop an advocacy strategy on access to documentation in DACs which targeted relevant government agencies, donors, and development actors.

8. Explore opportunities to collaborate with other actors

Opportunities to collaborate with other operational actors to measure the same indicators in order to understand collective contribution towards durable solutions should be explored. Harmonized indicators and joint analysis of monitoring data can offer a better understanding of collective contribution of programming to durable solutions and inform learning on what works and what does not. It can further help to inform the design and implementation of future interventions. Where different agencies agree to collect data on the same indicators it will also be important to harmonize definitions, disaggregation and the frequency and methodologies of data collection.

NGO documentation project case study:

The NGO recognized that there was a need for capacity building and technical support to be provided to the government agencies responsible for issuing documentation. However, the required institutional strengthening was outside of the expertise of the NGO. They decided to approach a UN agency and another development actor with expertise in institutional strengthening to share their data and discuss their potential engagement in supporting the agencies responsible for issuing documentation.

ANNEX 1:
Explanatory notes for solutions mainstreaming checklist

ASSESSMENTS	
1. Have you reviewed available secondary data to understand displacement dynamics in the proposed area of intervention?	Understanding the wider displacement context is critical for effective durable solutions programming. Issues to understand include dynamics of displacement (e.g., length of displacement and number of times displaced), the barriers/opportunities for durable solutions and future intentions of displaced populations. Key documents to consult may include context analyses, protection analyses, and intentions surveys, as well as reports of any durable solutions analyses that have been conducted.
2. Has your assessment identified displacement-specific protection and assistance needs related to the sector(s) of intervention?	Displacement-specific needs and vulnerabilities may include those arising as a consequence of the events that caused displacement (e.g. losing personal documents during flight), those resulting from absence from home (e.g. not having land to cultivate), those arising from not having a viable settlement option (e.g. uncertainty about being able to remain in current place of displacement because of pressure to return/relocate), or those resulting from discrimination on account of displacement (e.g. having limitations placed on the right to work). Examples of questions that can be included in assessments can be found in the "Durable Solutions Mainstreaming in Assessments" section of this toolkit. Specific areas of enquiry should include the following in relation to the proposed sector of intervention: • Any protection concerns that are specific to the displaced population; • Any assistance needs that are specific to the displaced population; • Specific barriers encountered in accessing services, opportunities, or mechanism(s); • Whether displaced and host populations are accessing the same or different services, opportunities, or mechanisms; and • Whether there are any tensions between the displaced and host populations.
3. Has your assessment identified the capacities, skills, and assets of local actors in relation to the sector(s) of intervention?	Durable solutions programming should aim to be locally led (Durable Solutions Programming Principle #3). Assessments should therefore identify the capacities, skills, and assets of relevant local actors, including CSOs, the private sector and representatives of displacement-affected communities (DACS).
4. Has your assessment identified relevant laws and policies and how these impact upon DACs?	Barriers to durable solutions are often due to laws and policies that restrict the rights of displaced populations. They may, for example, restrict rights to work or access services. Many of the barriers to durable solutions are related to policy, and therefore all durable solutions programming efforts must inform and be closely aligned with advocacy and policy influencing efforts. Engagement of advocacy colleagues in assessments will therefore be important.
5. Has your assessment identified relevant national and local authorities and assessed their capacity and willingness to address identified displacement-specific protection and assistance needs?	The state has the primary responsibility for promoting and facilitating durable solutions (Durable Solutions Programming Principle #1). Assessments should therefore seek to understand the capacity and willingness of national and local authorities to take on this responsibility.
6. Has your assessment identified other key stakeholders working in the same sector(s) in the same geographical area?	Durable solutions programming should adopt a multi-stakeholder approach (Durable Solutions Programming Principle #2). Assessments should therefore identify other key stakeholders working in the DAC, including other humanitarian actors, as well as development, stabilization, and peacebuilding actors when they are present. This should include information on where these actors are working, their sectors of focus, and the populations groups they are supporting.

7. Have you explored the possibility of conducting a joint assessment with other stakeholders working in the same geographical area?	Durable solutions programming is a shared responsibility (Durable Solutions Programming Principle #1) and should be multi-stakeholder (Durable Solutions Programming Principle #2). Efforts to work collaboratively with other humanitarian actors, as well as development, stabilization, and peacebuilding actors when they are present, should start at the assessment stage. Joint assessments can be particularly useful in informing area-based approaches and strategies. Joint assessments will not always be possible given that different agencies will have their own timelines and priorities. When joint assessments are not possible, consideration should be given to what assessment data can be shared with other actors (see question #10). Agencies might also explore the development of standard tools for data collection to enable harmonized data that is compatible and comparable.
8. Has your assessment engaged all sections of the DAC and disaggregated appropriately between different populations?	Durable solutions programming should be person-centered (Durable Solutions Programming Principle #4). This means that assessments must seek to understand the perspectives, preferences, and intentions of those living in DACs, as well as their specific needs and vulnerabilities. Special attention should be paid to the specific concerns and perspectives of women, youth, persons with disabilities and marginalized groups, recognizing that they are likely to face additional barriers to finding durable solutions. The needs of the host population should also be considered equitably, as these often mirror those of the displaced population or are impacted by hosting the displaced population. The need for the meaningful participation of DACs must be carefully balanced with the need to avoid creating "assessment fatigue".
9. Has your assessment explored if there are any tensions or conflict between or within displaced and host populations?	Durable solutions programming should be conflict sensitive. In particular, it must avoid creating or exacerbating tensions between the displaced and host populations and foster positive interaction between these two groups. Assessments should therefore capture information on existing tensions and conflict between or within displaced and host populations. This includes information on the causes of conflict, the factors that drive it, the actors and institutions involved (those who are stoking conflict and those who promote peaceful coexistence), and what their interests are[15].
10. Have you considered whether any relevant parts of assessment data can be shared with other stakeholders working in the DAC?	Sharing of relevant assessment data with other key stakeholders can help to promote a multi-stakeholder approach (Durable Solutions Programming Principle #2) and is particularly important when implementing an area-based approach. Consideration should therefore be given to what assessment data can be shared and with whom, taking into consideration any risks and sensitivities around sharing as well as confidentiality.
11. Have you shared assessment findings with representatives of the DAC?	This helps to establish a people-centered approach (Durable Solutions Programming Principle #4) at the assessment stage. It is a good practice to also have the DAC validate assessment findings.

DESIGN/PLANNING	
1. Have you analyzed the causes and effects of the displacement-specific protection and assistance needs that were identified during the assessment?	Mapping out the causes and effects of displacement-specific needs and vulnerabilities is a key initial activity that subsequently helps to inform a project's outcomes, results, and activities. The 'problem tree' is a common tool used in project design that can be useful when analyzing displacement specific needs and vulnerabilities. A problem tree is a diagram which, for one prioritized problem (a displacement specific need/vulnerability), 1) identifies the immediate and direct causes of the problem and 2) identifies the immediate and direct effects of the problem. More information on analyzing the causes and effects of displacement-specific needs and vulnerabilities can be found in the "Measuring Durable Solutions" section of this toolkit.

[15] Further information on conducting a conflict sensitivity analysis can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/765453/SU_Conflict_Sensitivity_Guidance.pdf

2. Have you identified the durable solutions outcome(s) to which your intervention will contribute?	Durable solutions outcomes are achieved when displacement-specific protection and assistance needs are reduced, and broader needs in the DAC resulting from displacement are addressed. A list of durable solutions outcomes and further guidance can be found in the "Measuring Durable Solutions" section of this toolkit.
3. Will the intervention reduce displacement specific needs and contribute to the identified durable solutions outcome(s)?	Through analyzing the problem tree (see above) we can start to identify the interventions and changes required to address displacement-specific protection and assistance needs and vulnerabilities. Developing a theory of change is a good practice in program design and, in the context of durable solutions, it can be a useful process for understanding the strategic interventions and changes that are required to reduce displacement-specific needs and vulnerabilities and reach an identified durable solutions outcome. Further guidance can be found in the "Measuring Durable Solutions" section of this toolkit.
4. Have you involved representatives of different sections of the DAC in the design of the intervention?	Durable solutions programming should be person-centered (Durable Solutions Programming Principle #4). Representatives of different sections of the DAC should therefore participate in the design process to ensure that their perspectives and priorities inform programming, as well as to ensure that programming is built upon their perceptions of the priority protection and assistance needs relating to displacement. Consideration should be given to factors such as displacement status (i.e., refugee, IDP, returnee, or host), gender, age, nationality, ethnicity, and any other relevant diversity factor.
5. Have you explored how the intervention might increase the capacity or willingness of national and local authorities to fulfil their responsibilities?	The state has the primary responsibility for promoting and facilitating durable solutions (Durable Solutions Programming Principle #1). The design process should therefore explore the extent to which the intervention can enhance the capacity and incentives of national and local authorities to fulfill this responsibility. There may not always be a rationale for providing such support and engagement e.g., when authorities are perpetrating human rights abuses in DACs, or when they are forcefully returning displaced populations etc.
6. Have you explored collaboration and partnership opportunities with other durable solutions stakeholders, including as part of an area-based approach?	Durable solutions programming should adopt a multi-stakeholder approach (Durable Solutions Programming Principle #2). The design process should therefore explore partnership and collaboration opportunities with other humanitarian actors as well as development, stabilization, and peacebuilding actors when they are present. An area-based approach can be a highly effective vehicle for building self-reliance and resilience and advancing progress towards durable solutions. An area-based approach targets the whole population (displaced, returnee and host populations) within a specific geographical area, integrates multiple sectors, and engages a wide range of actors, including humanitarian, development, stabilization, and peacebuilding actors, civil society, and the private sector. This approach also places an emphasis on supporting national, regional, and local authorities, when feasible and appropriate, to assume their primary responsibility for finding durable solutions. More information on area-based approaches can be found in the "Strategic Coordination" section of this toolkit.
7. Have you explored how the intervention could promote and support access to shared services?	If services are shared between displaced and host populations this can provide a platform for integration. It also allows for a more development-oriented approach that leads to greater investment in existing host community services, instead of parallel humanitarian service provision that focusses on the displaced population.
8. Have you considered how the intervention might promote positive interaction between and within displaced and host populations and avoid creating or worsening any tensions?	Durable solutions programming should be conflict sensitive (Durable Solution Programming Principle #7). Interventions should be designed to avoid having any negative impact on relations between the displaced and host population, as well as minimize any other negative impacts in the DAC (e.g., on the environment, on the local market etc.). Interventions should also aim to promote positive interactions between displaced and host populations as a means of building social cohesion.

9. Will the intervention have built in mechanisms that will enable DACs to express their perspectives, intentions, and preferences regarding their own futures?	Durable solutions should be person-centered (Durable Solutions Programming Principle #4). This means that the design of interventions must ensure that those living in DACs are able to express their perspectives, preferences, and intentions (including on whether they intend to remain where they are, return home, or move elsewhere), as well as their specific needs and vulnerabilities. This information should be used to inform adaptations during implementation (see below)
10. Have you considered how the intervention could have built-in flexibility to allow for adaptations?	Intervention design should allow for adaptations and course corrections to be made in response to changes in the displacement context, community preferences/priorities regarding their own futures, and the legal and policy environment (Durable Solutions Programming Principle #8).
11. Have you considered how the intervention can be aligned with any existing government-led or inter-agency durable solutions plan/ strategy?	Intervention design should be aligned with the priorities, objectives, results, and indicators of any existing inter-agency durable solutions plans or strategies, including area-based strategies. It should also support any government-led durable solutions plans/strategies, as long as they support durable solutions that are voluntary, safe, and dignified (i.e., plans/ strategies recognizing return as the only option for displaced populations should not be supported).

IMPLEMENTATION	
1. Does your intervention support national and/or local authorities to fulfil their responsibilities to support displaced populations in seeking a durable solution?	The state has the primary responsibility for promoting and facilitating durable solutions (Durable Solutions Programming Principle #1). Where feasible and appropriate, interventions should therefore seek to enhance the capacity and incentives of national and local authorities to fulfill this responsibility, including through technical, financial and coordination support. However, such support may not always be appropriate (e.g., when authorities are perpetrating human rights abuses in DACs, or when they are forcefully returning displaced populations etc.)
2. Does your intervention support local actors, including local authorities and CSOs, as well as DACs themselves, to lead implementation efforts?	Durable solutions programming should aim to be locally led (DS Programming Principle #3). Support to local actors may include helping them to take ownership of services, processes and infrastructure that are delivered under the intervention.
3. Is your intervention integrated with other sectors within your agency, and with the work of other operational actors?	Durable solutions programming should aim to be multi-sectoral (Durable Solutions Programming Principle #2). Opportunities for integration between different sectors, both within your agency, and also with the work of other operational actors should be sought during implementation. At a minimum, it is essential to be aware of the work of other actors and avoid duplication. More information on integrated programming can be found above in the "Strategic Coordination" section of this toolkit.
4. Does your intervention adopt the principles of an area-based approach? (Further information on area-based approaches can be found in the Strategic Coordination section of this document)	Adopting area-based approaches in DACs is critical in supporting displaced populations to integrate or returnees to reintegrate. An area-based approach targets the whole population (displaced, returnee and host populations) within a specific geographical area, integrates multiple sectors, and engages a wide range of actors, including humanitarian, development, stabilization, and peacebuilding actors, civil society, and the private sector. This approach also places an emphasis on supporting national, regional, and local authorities, when feasible and appropriate, to assume their primary responsibility for finding durable solutions. An individual intervention does not need to address all the displacement-specific needs and vulnerabilities within its area of implementation; however, it is important to understand the planning and interventions that exist, the gaps that can be filled, and the opportunities to advance solutions that can be capitalized on in the geographical area of implementation. More information on area-based approaches can be found in the Strategic Coordination section of this toolkit.

5. Does your intervention carve out space to listen to and understand the perspectives, preferences, and intentions of the DAC?	Durable solutions programming should be person-centered (Durable Solutions Programming Principle #4). This means that interventions must ensure that those living in DACS are able to express their perspectives, preferences, and future intentions (I.e., whether displaced populations intend to return, remain where they are, or relocate), as well as their specific needs and vulnerabilities. Special priority must be placed upon hearing the voices of the most marginalized in the community, considering age, gender, and other diversity factors. This information is vital in informing adaptations in ongoing programming and the development of new programming (see below).
6. Are you sharing appropriate information related to solutions with displacement-affected communities?	DACs should be provided with timely and relevant information that informs them of their rights and entitlements and helps them to make decisions regarding their own future (Durable Solutions Programming Principle #5). Information provision should promote agency in decision-making and should not be used to force a particular agenda on DACs.
7. Are you reporting any incidents of pressure/coercion to return or relocate, or actual incidents of involuntary return or relocation, to appropriate protection actors?	All agencies have a responsibility to be alert to and report protection incidents. Incidents of involuntary return or relocation, or pressure/coercion to return or relocate should be reported to UNHCR (for refugees) or the Protection Cluster (for IDPs).
8. Is your intervention promoting positive interaction between displaced and host populations and avoiding creating and worsening tensions and conflict?	Durable solutions programming should be conflict sensitive and, in particular, it must avoid creating or exacerbating tensions between displaced populations and foster positive interaction between these two groups. Program teams should periodically review the conflict sensitivity of interventions and use this information to make any necessary adaptations.
9. Are you making adaptations in response to changes in the displacement context, including the legal and policy environment?	Durable solutions programming should have a built-in flexibility (Durable Solutions Programming Principle #8). Interventions should be adapted in response to changes in the displacement context, community preferences/ priorities regarding their own futures, and the legal and policy environment.
10. Is information gathered during implementation used to inform advocacy and policy efforts?	Many of the barriers to durable solutions are related to policy (for example, barriers to employment or accessing services), and therefore all durable solutions programming efforts must inform and be closely aligned with advocacy and policy influencing efforts.
11. Are you sharing appropriate information and pursuing opportunities to collaborate with other durable solutions stakeholders and within coordination structures?	Sharing of relevant information with other key stakeholders can help to promote a multi-stakeholder approach (Durable Solutions Programming Principle #2). Consideration should therefore be given to what information can be shared and with whom, taking into consideration any risks and sensitivities around sharing as well as confidentiality.

MONITORING, EVALUATION, AND LEARNING	
1. Have you identified indicators that measure the extent to which the intervention reduces displacement-specific protection and assistance needs?	Durable solutions are achieved when people no longer have specific protection and assistance needs related to their displacement. Programming should therefore be designed to reduce these needs in relation to the sector(s) of intervention and appropriate indicators should be selected to measure this change. These indicators might, for example measure the following changes: • Increased availability of support to individuals to access a particular service or institution; • Increased capacity or willingness of institutions to support DACs; • Empowerment of DACs to engage in decision-making processes that affect their lives; • Reduced protection risks in DACs; or • Removal of barriers that DACs face in accessing services, institutions, or opportunities. Further information on selecting appropriate indicators can be found in the "Measuring Durable Solutions" section of this toolkit.

2. Have you explored opportunities to collaborate with other operational actors to decide on common benchmarks and measure the same indicators in order to understand collective contribution towards durable solutions?	Harmonized indicators and joint analysis of monitoring data can offer a better understanding of the collective contribution of programming to durable solutions and inform learning on what works and what does not. Furthermore, it can help to inform the design and implementation of future interventions. Where different agencies agree to collect data on the same indicators it will also be important to harmonize definitions, disaggregation and the frequency and methodologies of data collection.
3. Are you disaggregating indicators by displacement status (refugee, IDP, returnee, host), as well as by age, gender, and any relevant diversity factor?	Disaggregated data is essential in order to understand the extent of any displacement specific protection and assistance needs among the target population and how your intervention influences this. Consideration should also be given to other types of disaggregation, given that some people experience additional displacement-specific needs based on their gender, age, ability, or belonging to a marginalized group.
4. If there is an evaluation, is it considering the project's contribution to durable solutions?	Durable solutions can be included in evaluations in a number of ways. Firstly, if a focus is placed on durable solutions in a project's theory of change and indicators (see above), then an evaluation will be able to develop an understanding of a project's contribution to durable solutions. Secondly, an evaluation might also explore a number of process questions related to the Durable Solutions Programming Principles to assess the extent to which these principles have been applied during the project.
5. Are you monitoring changes in displacement dynamics in the DAC, including new influxes, return movements, pressure on displaced populations to return, and tensions between displaced and host populations?	Changes identified when monitoring these issues can help to inform adaptations to interventions in order to ensure that they are still relevant and appropriate. Any identified incidents, or threats of, involuntary return or relocation should be reported to relevant actors.
6. Are you capturing learning on what works and what does not in durable solutions programming and using this information to inform new interventions?	Programs teams should carve out space for reflection on what is working and what is not in terms of program approaches and interventions. This process of identifying lessons learned and good practices can help us to understand our strengths and weaknesses, and what can be improved in terms of advancing durable solutions for displaced populations. In order to be conflict sensitive, this reflection should also consider the impact of the intervention on any tensions within the DAC, as well any other negative outcomes within the DAC. Crucially, this process should lead to actual adjustments in how programming is implemented currently and in the future. Learning can be generated before an intervention takes place, while it is being implemented, and once it is completed.

CLOSURE	
1. Are project closure and handover plans integrated into project design and proposals?	The conditions that will bring about the closure of a project should be considered starting from the design stage. These conditions may include that the services/assistance provided are no longer needed, or that the ownership of services/assistance is handed over to another actor. Unfortunately, projects are often also closed because of funding shortages- agencies should therefore also plan for contingencies in the event that follow-on funding is not made available after the current funding cycle.
2. Have local actors been evaluated, trained, and prepared for handover of activities?	Durable Solutions Programming should engage with and support local actors to facilitate locally led solutions (Durable Solutions Programming Principle #3). Local actors might include local authorities, civil society actors, and the private sector. Opportunities to support local actors to deliver services/assistance or handover to them should be considered during the design and implementation stages.
3. Have potential gaps in handover been identified with relevant local actors, including the authorities?	Durable Solutions Programming should engage with and support local actors to facilitate locally led solutions (Durable Solutions Programming Principle #3). Local actors might include local authorities, civil society actors, and the private sector. Opportunities to support local actors to deliver services/assistance or handover to them should be considered during the design and implementation stages.

4. Are DACs prepared for the project's closure, and informed well in advance?	Durable solutions programming will contribute to building resilience and self-reliance among people in the DAC, and therefore better prepare them for the end of a project (if services/support provided under the project are not to be handed over to another actor). It is also critically important to inform people well in advance that a project will be closing and what this means in terms of services ceasing or being taken on by another actor. Other actors and institutions working in the DAC should also be informed well in advance of a project's closure.
5. Has important learning from the project been identified and shared with others working in the DAC?	Durable solutions programming should be evidence-based (Durable Solutions Programming Principle #10). Programs teams should carve out space for reflection on what is working and what is not in terms of program approaches and interventions. This process of identifying lessons learned and good practices can help us to understand our strengths and weaknesses, and what can be improved in terms of advancing durable solutions for DACs. Key learning should be shared with other actors working in the DAC, taking into consideration any risks and sensitivities around sharing as well as confidentiality.

ANNEX 2:
Mainstreaming durable solutions in assessments: sector-specific questions

CATEGORY	SUB-CATEGORY	KEY QUESTIONS ASSESSMENTS SHOULD TRY TO ANSWER
Physical Safety	Threats to safety and security	• What are the major threats to safety and security in the DAC? (e.g., harassment, forced conscription/recruitment, intimidation, physical/sexual/psychological violence, landmines etc.) • Is there a risk of forced/involuntary return/relocation of IDPs/refugees? • Are IDPs/refugees/returnees still exposed to the threats that led to their displacement? • Do IDPs/refugees/returnees face more or different threats than the host population?
	Freedom of movement	• Are there legal or other restrictions on freedom of movement? What is the nature of these restrictions? • Do IDPs/refugees/returnees face more or different restrictions than the host community? • What is the impact of these restrictions, particularly upon livelihoods and access to services?
	Access to police and judiciary	• What level of policing exists in the DAC? • What level of functioning formal/informal courts are there? • Are IDPs/refugees/returnees able to access police and courts to the same extent as the host population? • What barriers exist to accessing the police and the courts that are specific to IDPs/refugees/returnees?
	Social cohesion	• What are the attitudes of host population/media/local and national government towards IDPs/refugees/returnees? • What are the attitudes of the IDPs/refugees/returnees towards the host population? • Where negative attitudes exist, why is this? • What current efforts are being undertaken to mitigate negative attitudes? • What is the nature of relations between the displaced/returnee population and the host population/local institutions? Does the legal and policy environment or the response to forced displacement have any impact on this?
Psychosocial Safety	Social support networks	• To what extent do people in the DAC feel that they have someone they can go to for help if needed? How does this compare for refugees/IDP/returnees/host community?
	Access to information	• To what extent do people in the DAC have access to the information they need to access services and entitlements? • How does access to information compare for refugees/IDP/returnees/host community? • What are the main sources of information used by people in the DAC? • What do people living in the DAC feel are the key gaps in information?
	Discrimination	• To what extent do people living in the DAC feel that they experience discrimination? • Do IDPs/refugees/returnees face more/the same/less discrimination than the host community? • Are certain sections of the population more likely to face discrimination? • What are the major areas in which people face discrimination?

Material Safety	Housing and essential services	**Housing** • What type of housing/shelter do IDPs/refugees/returnees have? • Is it of a similar standard/type to that of the host population? **Water & sanitation** • What barriers exist to accessing water and sanitation facilities? Do IDPs/refugees/returnees enjoy the same access as the host population? Do they access the same facilities? **Health** • What are the major health problems experienced by IDPs/refugees/returnees and are these worse or different to those experienced by the host population? • What health facilities exist in the DAC? Who runs/manages these? • What barriers exist to accessing health care facilities? • Do IDPs/refugees/returnees enjoy the same access as the host population? Do they access the same health facilities/services?
	Education	• Are there children who are out of school? What are the main reasons for this? • Do IDPs/refugees/returnees enjoy the same access as the host population? • Do IDPs/refugees/returnees access the same education services as the host population? • Do girls enjoy the same access as boys?
	Food security	• Are there food shortages in the DAC? When do these occur? Are there particular groups who are affected more than others? • How does the food security of IDPs/refugees/returnees compare with that of the host population? • Who receives food assistance (including cash) in the DAC?
	Social protection	• What national and local social protection programs exist? Who can access these? • Are IDPs/refugees/returnees able to enjoy the same access to these as the host population?
	Income and employment	**Employment/economic activity** • Are there any legal or administrative restrictions on employment or economic activity for IDPs/refugees/returnees? • What types of work and economic activity are undertaken by IDPs/refugees/returnees? How do these differ from those undertaken by the host population? • What types of work/economic activity were IDPs/refugees/returnees undertaking previously, prior to displacement/return? **Skills development/training** • Are IDPs/refugees/returnees able to access professional skills and vocational training? Do they enjoy the same level of access as the host population? **Access to credit and loans** • Are IDPs/refugees/returnees able to access credit and loans? Can they access the same credit/loans services and schemes as the host population?

Legal Safety	Personal and other documentation	• Are there mechanisms in place for people to obtain/replace documents? What is the nature of these mechanisms? Who manages them? • To what extent are these mechanisms accessible? Do IDPs/refugees/returnees enjoy the same level of access as the host population? • What are the main reasons that people do not have birth certificates (or other documents)? • Are IDPs/refugees/returnees less likely to have documents than the host population?
	Housing, land, and property	**Security of tenure** • To what extent do IDPs/refugees/returnees have security of tenure? (As renters? As owners?) • Do women face specific challenges in terms of security of tenure, including in relation to inheriting property? • Do those who own/rent have documents of ownership/tenancy? • To what extent are IDPs/refugees/returnees at risk of forced eviction? Are there particular groups that are vulnerable to forced eviction? Are there mechanisms in place to support those who are evicted? **Enforcement of housing land and property rights** • Are there mechanisms in place to provide those who have lost their HLP with compensation, restitution, or some other form of remedy? • Are there mechanisms in place through which people can enforce their housing, land, and property rights? What is the nature of these mechanisms? Who manages them? • To what extent are these mechanisms accessible? Can IDPs/refugees/returnees access the same mechanisms as the host population?
	Family reunification	• Are there mechanisms in place to reunite separated family members? Who manages these? • To what extent are these mechanisms accessible? • In the case of unaccompanied/separated children (UASC), is there a process in place to ensure that reunification is in their best interests? • Are alternative care arrangements found for UASC who cannot be reunited with their families? • Can IDP/refugee/returnee UASC access the same child protection mechanisms as the host population?
	Participation in public affairs	• Are IDPs/refugees/returnees eligible to vote on the same basis as the host population? If not, what obstacles exist to IDPs/refugees/returnees voting? • Can IDPs/refugees/returnees be elected to positions of power on the same basis as members of the host population? If not, why? • What local governance structures/decision-making bodies exist? Are IDPs/refugees/returnees able to participate within these?
	Access to effective remedies and justice	• Are there mechanisms in place that can provide remedies for violations suffered (either violations that led to displacement or those experienced during displacement)? What is the nature of these mechanisms? Who manages them? • What types of remedy do they provide? (e.g., compensation, restitution etc.) • To what extent are these mechanisms accessible? Are there particular groups who are less likely to be able to access these mechanisms?

ANNEX 3:
Illustrative indicators to measure a project's contribution to reducing displacement-specific needs and vulnerabilities

Examples of indicators are provided below that could be used in projects that contribute to the following durable solutions outcomes:

1. People realize their HLP rights
2. People secure and retain decent work
3. People are able to access safe, affordable water in sufficient quantities
4. People are in possession of documents that prove their legal identity and status

For each of the above, the following is detailed in the tables below:

- Illustrative indicators- the aim is not to provide an exhaustive list of indicators that could be used as these will always vary according to context. There is nothing dramatically new about the indicators- most of them will already be frequently used by humanitarian actors.
- Examples of displacement-specific needs/vulnerability that are relevant to the indicator.
- The desired change in the displacement-affected community (DAC) that the indicator is measure.
- Explanatory notes, including information on when the indicator may be used and definition of key terms.

Example 1: A project supporting individuals to access housing, land, and property

DURABLE SOLUTIONS OUTCOME: PEOPLE REALIZE THEIR HOUSING, LAND AND PROPERTY RIGHTS			
Illustrative indicators	**Examples of relevant displacement-specific need/ vulnerability**	**Desired change in DAC**	**Explanatory notes**
Proportion of target population with secure tenure over housing, land, and property	Displaced persons are less likely to have secure tenure	More people in DAC have secure tenure over HLP	Indicator is taken from the Syria Analytical Framework. Indicator should only be used in project logframe if project is of a big enough scope to impact upon it. "Secure tenure" refers to both rental accommodation as well as housing, land and property that is owned.
Existence of accessible mechanisms for resolving housing, land, and property disputes/ claims	There are less mechanisms available for displaced persons Displaced persons face specific barriers to accessing existing mechanisms	Effective and fair mechanisms for resolving disputes and dealing with HLP claims are available in the DAC	Indicator is taken from the Syria Analytical Framework. Indicator should only be used in project logframe if the intervention will enhance of the capacity of HLP mechanisms. HLP mechanism may be formal or informal
# of people provided with support to access HLP rights	Displaced persons require additional support to access their HLP rights due to the complexity of their claims. Displaced persons' properties are more likely to be occupied by others or destroyed in conflict. Displaced people are more likely to be involved in HLP disputes.	More people in DAC are able to access their HLP rights People whose lost their HLP during displacement are able to obtain compensation or restitution	"Support" includes information provision, counselling, and legal assistance. "HLP rights" include right to use, control, transfer and enjoy a plot of land, home, or property.
% of those supported who report possessing documentation to prove HLP rights as a result of project's intervention	Displaced persons require additional support to access HLP documentation	Increased effectiveness of HLP interventions in DAC	"HLP rights" and "support" are provided above.
# of mechanisms operating n DACs that resolve housing, land, and property disputes/ claims	There are less mechanisms available for displaced persons Displaced persons face specific barriers to accessing existing mechanisms	HLP mechanisms in DACs have increased capacity to handle HLP claims and resolve HLP disputes	HLP mechanisms may be formal or informal
Level of confidence in HLP mechanisms	Existing HLP mechanisms are not providing adequate support to displaced persons to help them resolve their claims. Existing HLP mechanisms discriminate against displaced persons	People in the DAC are more satisfied with HLP mechanisms	HLP mechanisms may be formal or informal

# of people provided with support in the event of an actual or potential forced eviction	Displaced persons are at greater risk of evictions Current support available to displaced persons who have experienced, or are at risk of, eviction is inadequate.	More support is available in the DAC for people who experience, or are at risk of, eviction	"Support" can be provided before, during and after a forced eviction. Before an eviction takes place, support might include facilitating discussions and dialogue between landlords and DACs under threat of eviction and advocating for the identification of land for relocation. After an eviction has taken place, support might include identifying land for relocation, or rehabilitating properties for evictees to live in.

Example 2: A project supporting individuals to find decent work

DURABLE SOLUTIONS OUTCOME: PEOPLE SECURE AND RETAIN DECENT WORK			
Illustrative indicators	**Examples of relevant displacement-specific need/ vulnerability**	**Desired change in DAC**	**Explanatory notes**
Proportion of target population employed in formal and informal sectors (employment rate)	Displaced persons are less likely to be in employment	The employment rate is higher in the DAC and the gap between employment rates for displaced and host populations is reduced	Indicator is taken from the Syria Analytical Framework. Indicator should only be used in project logframes if project is of a big enough scope to impact upon it. Employment can include part-time or full-time.
# of individuals supported to gain employment	Displaced persons need additional support to access employment	More support is available for individuals wishing to access employment	Employment can include part-time or full-time
% of persons supported to gain employment that retained it for at least XX months	Job retention rates are low for displaced persons and therefore it does have a long-term impact on people's livelihoods	Improved job retention for those supported into employment in the DAC	Number of months to be determined based on context. Employment can include part-time or full-time
Average monthly income of those supported into employment	Displaced persons are earning low incomes	Improved income for those supported into employment	Employment can include part-time or full-time
Existence of legal/ administrative obstacles to employment	Displaced persons are facing additional legal/administrative obstacles to employment (e.g., requirements for a work permit, restricted number of employment sectors).	Reduction in the number of legal/ administrative obstacles faced by individuals in the DAC	This indicator will only be relevant if a project specifically aims to support/influence laws, policies and/ or procedures around displaced persons access to employment

Example 3: A project supporting people to access water

DURABLE SOLUTIONS OUTCOME: PEOPLE ARE ABLE TO ACCESS TO SAFE, AFFORDABLE WATER IN SUFFICIENT QUANTITIES			
Illustrative indicators	**Examples of relevant displacement specific needs and vulnerabilities**	**Desired change in DAC**	**Explanatory notes**
Proportion of target population with access to safe, affordable water in sufficient quantities	Displaced persons have less access to safe affordable water in sufficient quantities	More people in DAC have access to safe, affordable water in sufficient quantities	Indicator is taken from the Syria Analytical Framework. Indicator should only be used in project logframe if the project is of a big enough scope to impact upon it. It will be important to disaggregate according to source or water. Clearly, a population receiving their water through water trucking will have made less progress towards a durable solution than a population accessing a sustainable water supply system managed by a national WASH actor.
# of individuals accessing safe, affordable, and sufficient quantities of water through the construction of new, or rehabilitation of existing, water networks/systems	Displaced persons have less access to safe affordable water in sufficient quantities	More people in the DAC have access to safe affordable water in sufficient quantities from sustainable sources	
The affected population takes responsibility for the management and maintenance of facilities as appropriate, and all groups contribute equitably	There is a lack of community ownership of water facilities in the DAC	Representatives of the DAC take ownership of water facilities.	This indicator is taken from the IASC humanitarian indicator registry. Forming/supporting water management committee is a recognized good practice that can aid sustainability and social cohesion.
All groups within the affected population have equitable access to water facilities and services	Displaced persons have less access to water facilities and services than the host population	There is more equitable access to water facilities and services in the DAC	This indicator is taken from the IASC humanitarian indicator registry. "Groups" may refer to displacement status (refugee, IDP, returnee, host) or also other factors such as age, gender, ethnicity.
# of local and national WASH actors supported to own and manage water facilities and services	Water services provided to displaced persons are not currently sustainable	Local and national WASH actors take ownership and manage WASH services	Local and national WASH actors may include public agencies, local authorities, the private sector, civil society, and community committees

Example 4: A project supporting access to documentation

DURABLE SOLUTIONS OUTCOME: PEOPLE ARE IN POSSESSION OF DOCUMENTS THAT PROVE THEIR LEGAL IDENTITY AND STATUS			
Illustrative indicators	**Examples of relevant displacement-specific need/ vulnerability**	**Desired change in DAC**	**Explanatory notes**
Proportion of target population currently in possession of valid civil documents among	Displaced persons are less likely to possess legal and civil documentation which affects their freedom of movement, as well as access to education and economic opportunities	More people in the DAC are in possession of legal and civil documentation	Indicator is taken from the Syria Analytical Framework. Indicator should only be used in project logframe if project is of a big enough scope to impact upon it. Documents might include birth certificates, national ID cards or other personal identification document.
Existence of safe and accessible mechanisms for obtaining/replacing documents in the DAC	Displaced people have less access to mechanisms for obtaining/replacing documentation	Effective and fair mechanisms for obtaining/ replacing documents are available in the DAC	Mechanisms may be formal or informal and must be serving the DAC(s) targeted by the project. For scope of documentation covered see above. Accessibility relates to a number of factors, including affordability, distance from DAC, extent of any protection risks accessing the mechanism exposes individuals to, and the complexity of procedures.
% of beneficiaries who report possessing legal and civil documentation as a result of the project's interventions	Displaced persons require additional support in order to obtain/replace legal and civil documentation	Increased effectiveness of legal and civil documentation interventions in the DAC	For scope of documentation covered see above
# of people receiving information on how to obtain documentation	Displaced persons are unaware of how to obtain/replace documents in their place of displacement	People in DACs have a better understanding of how to obtain/replace documents	For scope of documentation covered see above
# of people receiving counselling and legal assistance to support them obtaining documentation	Displaced persons require additional support in order to obtain/replace legal and civil documentation	People in DAC have greater access to counselling and legal assistance to help them obtain/replace documentation	For scope of documentation covered see above
# of mechanisms responsible for providing legal and civil documentation supported	There are less mechanisms available for displaced persons Displaced persons face specific barriers to accessing existing mechanisms	Increased capacity of mechanisms providing legal and civil documentation in DACs	Mechanisms may be formal or informal and must be serving the DAC(s) targeted by the project. For scope of documentation covered see above.

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