

| QUESTIONS | | | | | | | | | | | Relation to evaluation criteria (A/N/A) | SUBQUESTIONS | Key areas of exploration | SOURCES | DATA COLLECTION TOOLS | |
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| KEQ 1: How effective has UNHCR been in supporting Morocco's National Strategy for Immigration and Asylum (NSIA), and most notably access to asylum, and what are the main challenges and opportunities for improving the current approach? ³⁶ | Q1 | EFFECTIVENESS | What are the main lessons when looking at strengths, weaknesses, opportunities, and risks of the current joint RSD process, as well as UNHCR's support to this process (capacity building, advocacy, and transfer of responsibility)? | 1. The extent to which UNHCR is able to transfer RSD responsibility to the government (limiting and facilitation factors) 2. Current government capacity to own the RSD process, and efforts undertaken by UNHCR to strengthen this capacity 3. Current status of the NSIA / NPJA 4. Advocacy activities undertaken by UNHCR to further the NSIA and NPJA, and possibilities for strengthening this approach 5. The extent to which rights of vulnerable groups have been considered in the NSIA / NPJA and access is granted to RSD | | | * UNHCR reports, policies, strategies, project documents * National legislation on asylum (NSIA, draft laws) * UNHCR implementing partners reports * OSC reports * Min Foreign Affairs, Min of Migration, Min of Interior (other public bodies) key documents * Community workers and representatives * PoC | | | * Documentary review * Interviews with key stakeholders * UNHCR database analysis | | | ELENA | | | |
| | Q2 | EFFECTIVENESS | Under which conditions have UNHCR support to and collaboration with the Government been effective in improving refugee access to asylum (i.e. the joint RSD procedure) and what were the main driving factors behind those achievements? | 1. Level of political interest to improve refugee access to asylum in Morocco (including national law on asylum) 2. Level of alignment between Min. of Foreign Affairs, Min. of Interior, and Min. of Migration 3. Assessment of UNHCR's methods of engagement with key political and decision making actors, and how effective the current approach is/how this approach can be improved? 4. Mapping of the RSD process and capacity/decision-making authority of the BRA and Interministerial Commission, understanding of key bottlenecks to further UNHCR mandate and priorities 5. Analysis of the current progress in RSD since 2017 (eg. nbr of new registrations vis-à-vis asylum requests - rate of registration) 6. Factors that determine RSD decision-making process, and UNHCR's sphere of influence on this process? | | | * UNHCR reports, policies, strategies, project documents * National legislation on asylum (NSIA, draft laws) * UNHCR implementing partners reports * OSC reports * Min Foreign Affairs, Min of Migration, Min of Interior (other public bodies) key documents * Key documents to mandate and functioning of BRA, Commission Inter ministérielle, and processes related to passing of "règlements" (titre séjour, titre voyage, etc.) * PoC | | | * Documentary review * Interviews with key stakeholders | | | ELENA | | | |
| KEQ 2: To what extent has UNHCR advanced to target objectives in protection and assistance to persons of concern in the NSIA over the last two years, and what key areas of the operation need to be strengthened to ensure optimal results? | Q3 | EFFECTIVENESS | What results (intended and unintended) have been achieved by UNHCR through its assistance and protection interventions (education, health, protection) in the current transitory period over the last two years? | PROTECTION, LEGAL AND SOCIAL: 1 Identification major protection risks in the context of Morocco, and exploration of the mechanisms through which UNHCR is made aware of these risks 2 The extent to which asylum seekers are registered by UNHCR and have free and swift access to RSD procedures 3 The conditions under which refugee status is granted/not granted and key factors contributing to this process 4 The extent to which refugees and asylum seekers have access to legal aid (eg: birth certificates, complaints against violent aggressors, legal representation towards moroccan tribunals) 5 The extent to which the most vulnerable refugees (single mothers, UAMS, victims of SGBV, people in need of medical assistance, LGBTIs, elderly people) have access to UNHCR financial support for shelter (including emergency shelter), food and social needs 6 The extent to which SGBV survivors are referred to relevant organisation for psychosocial, medical, legal and financial support 7 The extent to which PWG are functional, located in key locations and are able to refer cases to HCR in Rabat 8 The extent to which community workers are able to provide information to target groups and to identify vulnerabilities for referral to partner organisations. | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports * CSO reports * Min of Migration and other public bodies reports * National legislation * Community workers and representatives * PoC * PWG reports * UIR report and academic research | | | * Documentary review * Interviews with key stakeholders * Focus groups * UNHCR database analysis * National information system or databases analysis | | | ELENA, CHRIS, ENRIC | | | |
| | | | | HEALTH: 1 The extent to which refugees have access to public health and health needs are covered (including access to medicines) 2 How UNHCR can build on successes, as well as mitigate gaps? | | | * UNHCR reports, project documents and data * UNHCR implementing partners reports * NSIA reports * CSO reports * Min of Migration and other public bodies reports * Min of Health reports and data * National legislation * Community workers and representatives * PoC * PGW reports * UIR report and academic research | | | * Documentary review * Interviews with key stakeholders * Focus groups * UNHCR database analysis * National information system or databases analysis | | | ENRIC | | | |
| | | | | EDUCATION 1 The extent to which refugees (including children) have access to Moroccan public educational institutions (identification of gaps in educational services to refugees) 2 The conditions under which their previous diplomas and curricula are recognised 3 The extent to which available educational options are adapted to their specific needs 4 Identification of gaps in educational services to refugees, and exploration of new and potential partnerships/mechanisms to expand outreach | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports * CSO reports * Min of Migration and other public bodies reports * National legislation * Min of Education reports and data * Community workers and representatives * PoC * UIR report and academic research | | | * Documentary review * Interviews with key stakeholders * Focus group * UNHCR database analysis * National information system or databases analysis | | | CHRIS | | | |
| | Q4 | EFFECTIVENESS | What are the main challenges, strengths, weaknesses, opportunities, and risks UNHCR faces in achieving intended objectives within each intervention strategy (keeping in mind different Rights Groups and Planning Population Groups)? | 1 The extent to which UNHCR achieves intended objectives within each intervention strategy per target population groups (special focus on UAMS, women at risk, LGBTIs) 2 Identification of strengths, weaknesses, opportunities and risks in UNHCR operational strategy in Morocco. (Prompts: e.g. difficulties in accessing and identifying certain population groups / Geographical spread / Limited financial resources / Global interest in African and Mediterranean migration flows / Good recognition of UNHCR / RSD not granted to LGBTIs, resettlement to third country is needed. Security concerns for LGBTIs.) | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports * CSO reports * Min of Migration and other public bodies reports * National legislation * Community workers and representatives * PoC * PGW reports * UIR report and academic research | | | * Documentary review * Interviews with key stakeholders * UNHCR database analysis * Focus group | | | ELENA, CHRIS, ENRIC | | | |
| KEQ 3: To what extent can the Global Compact on Refugees be used in Morocco's context, as a vehicle to advance durable solutions for refugees, and in particular how can the country operation ensure improved local integration and employability, including through outreach to the private sector? ³⁶ | Q5 | COHERENCE | To what extent does the UNHCR approach to durable solutions in Morocco align itself to the new global compact and to what extent is it appropriate to the local context (mixed flows)? | 1 To what extent is UNHCR's current programme approach aligned to the GCR? And what are the major gaps/potential areas for strengthening the approach? 2 The extent to which UNHCR's strategies, institutional partnerships (with private sector) and advocacy efforts improve refugees access to the labour market, their employability and enable their local integration 3 The extent to which UNHCR's resettlement programme offers durable solutions to target groups whose care conditions in Morocco do not allow them to be sufficiently protected or to find satisfactory local integration solutions due to specific vulnerability criteria 4 The conditions and the extent to which UNHCR offers support for voluntary repatriation (also through IOM) to asylum seekers who, after RSD, are not recognised as refugees and to those refugees who wish to return to their country of origin. The extent to voluntary repatriation should be an area of focus for UNHCR in Morocco | | | * GCR, GCM documents (UNHCR and UN) * UNHCR strategic documents, project data * Partnership frameworks * UN / UNHCR country analysis, strategies and programme documents * NSIA reports and Steering and thematic committees minutes * CSO reports * Min of Migration and other public bodies reports * National legislation * OSC reports | | | * Documentary review * Interviews with key stakeholders | | | CHRIS, ENRIC | | | |
| | Q6 | EFFECTIVENESS | Which UNHCR's livelihood interventions have been most successful, and least successful at promoting local integration and employability of refugees? | 1 Identification of major barriers to local integration for refugees 2 The extent to which the interventions of UNHCR and its partners focused on vocational training and professional skills of refugees, improved their employability and enabled their professional and local integration 3 The extent to which the interventions of UNHCR and its partners focused on ISA development and entrepreneurship improved refugee's economic resources and enabled their professional and local integration | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports and Steering and thematic committees minutes * CSO reports * Min of Migration and other public bodies reports * National legislation * Private sector partners relevant documents * PoC | | | * Documentary review * Interviews with key stakeholders * UNHCR database analysis * Focus groups | | | CHRIS | | | |
| | Q7 | EFFECTIVENESS | What are the different roles UNHCR has played in interventions that target local integration of refugees, and what were the major constraints and lessons that can inform future programming? | 1 The extent to which complementary UNHCR roles (eg: relationships broker, facilitator, direct financial support, technical assistance, lobbyist) allowed for a comprehensive and adapted to context response to local integration challenges. 2 The conditions under which durable solutions have been achieved. | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports and Steering and thematic committees minutes * CSO reports * Min Foreign Affairs, Min of Migration * Private sector partners relevant documents | | | * Documentary review * Interviews with key stakeholders * Focus groups | | | CHRIS | | | |
| CROSS CUTTING QUESTIONS | Q8 | EFFECTIVENESS & EFFICIENCY | What partnerships and partnership arrangements have been most effective (and less effective) in achieving results in refugee protection and local integration and which key lessons can be drawn from these partnerships? | 1 The extent to which UNHCR's Partnership with private sector, state institutions, civil society have been effective towards relieving restriction in terms of refugee protection and local integration 2 The conditions, processes and challenges under which such partnerships have taken place. 3 The extent to which partnerships show a clear added value and complementarity towards results. | | | * UNHCR Memorandums of understanding * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports and Steering and thematic committees minutes * CSO reports * Min Foreign Affairs, Min of Migration, Min of Interior reports * Private sector partners relevant documents | | | * Documentary review * UNHCR database analysis * Interviews with key stakeholders * Focus groups with refugees | | | ELENA, CHRIS, ENRIC | | | |
| | Q9 | COORDINATION | What are the main strengths, weaknesses, opportunities and risks of the existing coordination modalities between the various international, national and local actors involved in the protection and local integration of refugees in Morocco? | 1 The extent to which existing coordination modalities at national level (SNIA, UNDAF) are conducive to better protection and local integration of PoC. 2 The extent to which existing coordination modalities at regional and municipal level are conducive to better protection and local integration of PoC. 3 The conditions under which refugee protection and integration policies are being implemented (e.g. territorialization and decentralization) | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports and Steering and thematic committees minutes * UN / UNDAF reports * IOM reports * CSO reports * Min Foreign Affairs, Min of Migration, Min of Interior reports | | | * Documentary review * Interviews with key stakeholders | | | ELENA, CHRIS, ENRIC | | | |
| | Q10 | COORDINATION | How can UNHCR ensure its mandate and that refugee priorities are adequately represented among partners working on migration and the GCM in Morocco? | 1 The extent to which UNHCR is participating in policy and operational discussions with partners and stakeholders about the implementation of the national policy on migration (of relevance for asylum and protection issues - eg: border control) and of the GCM local integration of PoC. 2 The extent to which UNHCR has developed long-term relationships with partners and key stakeholders based on local integration of PoC. 3 The conditions under which UNHCR can further its mandate in refugee protection through GCM stakeholders and existing efforts. | | | * UNHCR reports, project documents and data * UNHCR implementing partners and other CSO reports * NSIA reports and Steering and thematic committees minutes * UN / UNDAF reports * IOM reports * UN / UN / IIR reports * CSO reports * Min Foreign Affairs, Min of Migration, Min of Interior reports | | | * Documentary review * Interviews with key stakeholders | | | ENRIC | | | |
| | R1 | OPERATIONAL LEVEL | How can UNHCR better support the Government in accurate monitoring of performance and results of the joint RSD procedure, and which Key Performance Indicators can be used to track this progress over time? | 1 Identify areas for UNHCR support to develop government KPIs which should allow for a sound, simple and sustainable follow-up and analysis of the implementation of the RSD procedure and for evidence decision making. 2 Explore ways in which existing Government tools and information system can be reinforced and contribute to a more reliable RSD procedure follow-up. | | | * UNHCR reports, project documents and data (Morocco and other comparable or relevant countries) * Min Foreign Affairs, Min of Migration, Min of Interior statistics and information systems * UNHCR guidelines and indicators for protection * UNHCR, Moroccan public government institutions | | | * Documentary review * UNHCR database analysis * Interviews with key stakeholders * M&E System Assessment Grid | | | | | | |
| RECOMMENDATIONS | R2 | OPERATIONAL LEVEL | What recommendations can be made to improve outreach, identification, registration, access to asylum, and documentation services (including referrals, profiling in border areas, joint RSD, and data management)? And what steps should UNHCR take to ensure more Government ownership of this process? | 1 Explore ways in which UNHCR and its partners can improve the coverage and accessibility of refugee protection and assistance services: better identification, accessibility to legal protection, education and health, better identification, assistance and protection to the most vulnerable people 2 Identify the conditions under which the deployment and coordination of refugee protection policies and programmes in the context of decentralization and advanced regionalization explore ways to improve coverage of refugees throughout the country 3 Identify areas which UNHCR additional actions (eg: advocacy, technical assistance, research) can contribute to Government ownership 4 Identify sustainable options (partnerships, collaboration, procurement) for UNHCR to reduce costs in health service provision to refugees 5 Explore new and potential partnerships/mechanisms to expand outreach in education services. | | | * UNHCR reports, project documents and data (Morocco and other comparable or relevant countries) * Moroccan government policy and legal key documents on asylum * Implementing partners * International organisations * CSO * PoC | | | * Documentary review * UNHCR database analysis * Interviews with key stakeholders * Focus groups | | | | | | |
| | R3 | OPERATIONAL LEVEL | How can UNHCR better measure the impact of their Cash-based Interventions (CBIs), with particular emphasis on unconditional cash transfers to the most vulnerable, and conditional cash transfers for education? | 1 Identify possible areas to improve the monitoring system, allowing to measure appropriateness, timeliness, effectiveness and impact of the CBIs, adapted to organisational needs and context specifics, based on available evidence or best practices. | | | * UNHCR CBI reports, project documents and data (Morocco and other comparable or relevant countries). * CALP (Cash Learning Partnership) guidelines * Publications in specialised journals * Specialised UN agencies and NGOs reports * PoC | | | * Documentary review * UNHCR database analysis * Interviews with key stakeholders * Focus groups * M&E System Assessment Grid | | | | | | |
| | R4 | OPERATIONAL LEVEL | How can UNHCR improve and better capitalize on the durable solutions approach implemented, and in particular actions to promote the local integration of refugees? | 1 Explore ways in which UNHCR can systematically address major barriers to local integration for refugees. 2 Explore: potential and opportune vehicles/ways/partnerships that UNHCR can utilize to further the GCR agenda in Morocco 3 Identify the conditions and enabling factors under which UNHCR and its partners can strengthen programmes focusing on local integration of refugees through employability, better access to jobs, employment policies or ISA programmes. | | | * UNHCR reports, project documents and data (Morocco and other comparable or relevant countries) * UNHCR implementing partners programmatic reports and KPIs * Private sector reports * National legislation on employment and entrepreneurship * CSO reports * Community workers and representatives * PoC | | | * Documentary review * Interviews with key stakeholders * Focus groups | | | | | | |
| | R5 | OPERATIONAL LEVEL | What opportunities can UNHCR explore to mobilize external (non-UNHCR) resources towards its Protection Working Groups, and network of partners at the national and international level? | 1 Explore ways in which UNHCR may have access to national and international funding sources to support PWG (eg: national government funds; private sector; decentralized cooperation; Moroccan and international philanthropy, etc). | | | * UNHCR reports and financial accounts * PWG and UNHCR implementing partners reports, programmatic and financial data * National and international tenders focusing on refugee protection and assistance * Mapping of donors with interest in the Global Compact Refugees * ReliefWeb, DEVEX, funding trackers * Philanthropy networks | | | * Documentary review * Mapping * Interviews with key stakeholders | | | | | | |
| R6 | STRATEGIC LEVEL | How can UNHCR ensure appropriate attention and response for the specific protection needs of PoC and uphold its mandate in a national context characterised by mixed migrations flows and the transfer of responsibilities to the Moroccan Government? | 1 Identify the conditions under which the national and regional political context are made conducive to policies upholding refugee protection in mixed-migration flows. 2 Explore ways in which GCR is used as framework to consolidate the national asylum policy and mainstream refugee protection principles and practice in key public policies and programmes. 3 Explore ways in which a specific action plan for the implementation of the GCR in Morocco can be developed and adopted by Min of Foreign Affairs and national key stakeholders. 4 Identify the conditions under which a coordination mechanism between IOM, UNHCR, other key international agencies and national authorities define a clear distribution of roles, scopes of action and complementarities can be put in place. 5 Assess to which extent the GCM is used as framework to consolidate the national migration policy and mainstream migration in key public policies and programmes. | | | * UNHCR reports, project documents * UN GCM and GCR documents and other related UN reports * UNHCR 10 points plan and GCM / GCR reflection documents * European Union policy documents on migration and asylum, and specific orientations and strategies for Southern Mediterranean neighbouring countries * IOM Morocco strategy and programmatic documents. * UN agencies (eg: UNDP, UNODC) / UNDAF Morocco country analysis and documents * Moroccan government policy and legal key documents on asylum and migration (Min Migration, Min Interior, Min Foreign Affairs, QNDH) * CSO organisations | | | * Documentary review * Interviews with key stakeholders | | | | | | | |