Partners Cluster Performance Assessment

This questionnaire will take 20-25 minutes to complete. It is anonymous, but please note that all comments will be reported.

It is designed to enable cluster partners to assess the degree to which their cluster has achieved its six core functions (as determined by the IASC). It focuses on core and sub-functions of the cluster, and the cluster’s accountability to affected populations. The results will be combined with the results of a similar questionnaire for cluster coordinators. The findings will be discussed with participants (including cross-cutting focal points) at a cluster meeting, where actions to improve performance will be planned if they are needed. Decisions on action will be shared (as appropriate) with cluster lead agencies, national authorities, the humanitarian coordinator, and global clusters.

**Note**. “Cluster” includes sectors and all coordination mechanisms that fulfil the six core cluster functions.

0.(1) General Information

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| 1 [0.11] Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 2 [0.12] Which country will you be referring to? \*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 3 [0.13] At what level do you participate in the cluster? \*  National Sub-national |

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| 4 [0.14] Please provide the name of the sub-national level? \*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Country - Subnational Level |

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| 5 [0.15] Do you work for? \*  International NGO National NGO UN Organization  National Authority Donor Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 6 [0.16] The organization you work for is a: \*  Cluster member Cluster observer\* Other Don't know    \*Observers are not full members of a cluster but may share information with it and participate in its meetings. |

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| 7 [0.17] Please provide any additional general information that you think is relevant. |

1.(1) Supporting service delivery

1.1 Coordinating to ensure that service delivery is driven by the agreed strategic priorities

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate).

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| 8 [1.11] Are you satisfied with the frequency of cluster meetings? \*  No meetings have been held  Not at all satisfied  Rather unsatisfied  Fairly satisfied  Very satisfied  Do not know |

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| 9 [1.12] How frequently has your organization participated in cluster meetings? \*  Never Rarely Sometimes Often Always Do not know |

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| 10 [1.13] Did the staff who represented your organization at cluster meetings have decision-making authority and were they able to follow-up on decisions made? \*  They had limited decision-making authority and some ability to follow-up on decisions made  They had full decision-making authority and were fully able to follow-up on decisions made |

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| 11 [1.14] Could your organization participate fully in cluster meetings? (For example, were meetings in accessible locations? Could participants speak in a range of languages?) \*  It was very difficult to attend and participate in cluster meetings  It was quite difficult to attend and participate in cluster meetings  It was fairly easy to attend and participate in cluster meetings  It was very easy to attend and participate in cluster meetings  Do not know |

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| 12 [1.15] Have cluster meetings been able to identify and discuss needs, gaps and response priorities? \*  No To a limited extent Quite a lot Definitely Do not know |

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| 13 [1.16] Has the cluster taken strategic decisions about the direction of the humanitarian response? \*  No strategic decisions were taken  Strategic decisions were taken but they were not useful  Strategic decisions were taken and they were somewhat useful  Strategic directions were taken and they were mostly useful  Strategic decisions were taken and they were very useful  Do not know |

1.(2) Supporting service delivery

1.2 Developing mechanisms that eliminate duplication of service delivery

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 14 [1.21] Has your cluster regularly mapped what members are doing and where they are working? Has your organization contributed? \*  No mapping has been done  Mapping has been done but my organization did not contribute  Mapping has been done and my organization contributed far less often than required  Mapping has been done and my organization contributed less often than required  Mapping has been done and my organization contributed almost as often as required  Mapping has been done and my organization contributed as often as required  Do not know  Not applicable (for example, because my organization is a donor) |

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| 15 [1.22] Has your organization contributed to analyses by the cluster of gaps and overlaps (capacity and complementarity), derived from this mapping? \*  No analyses of capacity and complementarity have been undertaken  Analyses have been done but my organization was not invited to participate  My organization was invited to participate but did not do so  My organization participated but its contribution was not adequately taken into account  My organization participated and its contribution was taken into account somewhat adequately  My organization participated and its contribution was adequately taken into account  Do not know  Not applicable (for example, because my organization has observer status or is not engaged in this cluster activity.) |

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| 16 [1.23] Has your organization taken decisions based on the cluster’s analysis of gaps and overlaps (capacity and complementarity), derived from this mapping? \*  Never  Seldom  Sometimes  Often  Always  Do not know |

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| 17 [1.24] Please provide here any additional comments or information you may have about cluster support to service delivery. |

2.(1) Informing strategic decisions of the Humanitarian Coordinator (HC) and Humanitarian Country Team (HCT)

2.1 Needs assessment and gap analysis

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 18 [2.11] Has your organization used sectoral needs assessment tools and guidance agreed by cluster   partners? \*  No assessment tools and guidance have been agreed  Assessment tools and guidance have been agreed but my organization has not used them  Assessment tools and guidance have been agreed but my organization has seldom used them  Assessment tools and guidance have been agreed and my organization has sometimes used them  Assessment tools and guidance have been agreed and my organization has often used them  Assessment tools and guidance have been agreed and my organization has always used them  Do not know |

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| 19 [2.12] Has your organization been involved in coordinated sectoral needs assessment and surveys? \*  No coordinated assessments or surveys have been done  Coordinated assessments and surveys have been done but my organization has not been involved  My organization has rarely been involved in coordinated assessments and surveys  My organization has sometimes been involved in coordinated assessments and surveys  My organization has been involved in most coordinated assessments and surveys  My organization has been involved in all coordinated assessments and surveys that have taken place  Do not know  Not applicable (for example because my organization has observer status or is not engaged in this cluster activity.) |

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| 20 [2.13] Has your organization shared reports of its surveys and assessments with the cluster? \*  No surveys or assessments have been done  My organization has shared none of its survey or assessment reports  My organization has shared few of its survey and assessment reports  My organization has shared some of its survey and assessment reports  My organization has shared most survey and assessment reports  My organization has shared all its survey and assessment reports  Do not know  Not applicable (for example because my organization has observer status or is not engaged in this cluster activity.) |

2.(2) Informing strategic decisions of the HC/HCT

2.2 Analysis to identify (emerging) gaps, obstacles, duplication and cross-cutting issues

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 21 [2.21] Has your organization done situation analyses together with cluster partners? \*  Yes No Do not know |

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| 22 [2.22] Have these analyses identified risks, needs, gaps, capacity to respond, and constraints? \*  Not Partially Mostly Fully Do not  identified identified identified identified Know   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Risks |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Needs |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Gaps in response |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Capacity to respond |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Constraints on response |  |  |  |  |  |  |  |  |  | |
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| 23 [2.23] Have these analyses considered cross cutting issues? \*   Not Partially Mostly Fully Do not  considered considered considered considered Know   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  |  | | Age |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Gender |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Diversity (other than age and gender) |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Human Rights |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Protection (incl. sexual and gender based violence) |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Environment |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | HIV/AIDS |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | | Disability |  |  |  |  |  |  |  |  |  | |

2.(3) Informing strategic decisions of the HC/HCT

2.3 Prioritizing on the basis of response analysis

Please note: the questions of this section refer to the preceding 6 months

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| 24 [2.31] Have these analyses supported response planning and prioritization? \*  Never Sometimes Often Always Do not know |

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| 25 [2.32] Please provide here any additional comments or information you may have on the cluster’s contribution to strategic decisions of the HC/HCT.    Please write your answer here:   |  | | --- | |  | |  | |

3.(1) Planning and strategy development

3.1 Developing sectoral plans, objectives, indicators that directly support HC/HCT strategic priorities

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| 26 [3.11] Has your organization helped to develop a cluster strategic plan? \*  The cluster has not developed its strategic plan  A plan has been developed but my organization was not asked to participate  My organization was asked to help develop the plan but it did not contribute  My organization helped develop the plan but its contribution was not adequately taken into account  My organization helped develop the plan and its contribution was taken into account somewhat adequately    My organization helped develop the plan and its contribution was adequately taken into account  Do not know  Not applicable (for example, because my organization has observer status or is not engaged in this cluster activity.) |

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| 27 [3.12] Has the cluster strategic plan guided the response of your organization in the last 6 months? \*    A strategic plan exists but it has not been shared with my organization  The strategic plan has been shared but my organization has not used it  The strategic plan has been shared and my organization has sometimes used it.  The strategic plan has been shared and my organization has often used it  The strategic plan has been shared and my organization has always used it.  Do not know |

3.(2) Planning and strategy development

3.2 Adherence to and application of standards and guidelines

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 28 [3.21] Have cluster partners agreed technical standards and guidance and has your organization applied them? \*  No technical standards/guidelines have been agreed  Technical standards/guidelines have been agreed but my organization has not used them  Technical standards/guidelines have been agreed and my organization has sometimes used them  Technical standards/guidelines have been agreed and my organization has often used them  Technical standards/guidelines have been agreed and my organization has always used them  Do not know  \*Technical standards and guidlines may be issued either by specific technical working groups or emerge from cluster discussions. |

3.(3) Planning and strategy development

3.3 Clarifying funding needs, prioritization, and cluster contributions to HC funding needs (for example, CAP/Flash Appeals, ERF/CHF, CERF)

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 29 [3.31] Have cluster members participated in prioritized proposals under the strategic plan. Were transparent criteria agreed? \*  No transparent criteria were agreed and partners did not jointly prioritize proposals  Transparent criteria have not been agreed but partners jointly prioritized proposals  Transparent criteria were agreed but partners did not jointly prioritize proposals  Transparent criteria were agreed and partners jointly prioritized proposals to some extent    Transparent criteria were agreed and partners were fully involved in prioritizing proposals  Do not know |

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| 30 [3.32] Were proposals prioritized against the strategic plan in a manner that was fair to all partners? \*  Proposals were not prioritized against the strategic plan  Proposals were prioritized but in a manner that was unfair to partners  Proposals were prioritized in a manner that was unfair to the majority of partners  Proposals were prioritized in a manner that was fair to the majority of partners  Proposals were prioritized in a manner that was fair to all partners  Do not know |

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| 31 [3.33] How often has the cluster coordinator reported on the cluster’s funding status against needs? \*  Never Far less often than needed Less often than needed  Almost as often as needed As often as needed Do not know  \*For example, tracking funds received against CAP and other appeals and proposals. |

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| 32 [3.34] Please provide here any additional comments or information on the cluster's contribution to planning and strategy development.   |  | | --- | |  | |

4.(1) Advocacy

4.1 Identifying advocacy concerns that contribute to HC/HCT messaging and action

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 33 [4.11] Have issues requiring advocacy been identified and discussed together with your organization? \*  No advocacy issues have been discussed  Advocacy issues have been discussed but my organization was not invited to participate  My organization was invited to discussions of advocacy issues but did not participate  My organization participated in advocacy discussions but its views were not adequately considered  My organization participated in advocacy discussions and its views were adequately considered  Do not know  Not applicable (for example, because my organization has observer status or is not engaged in this cluster activity.) |

4.(2) Advocacy

4.2 Undertaking advocacy activities on behalf of cluster participants and affected people

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 34 [4.21] Has your organization participated in cluster advocacy activities? \*    The cluster has undertaken no advocacy  The cluster has undertaken advocacy but my organization was not invited to participate  The cluster invited my organization to participate in its advocacy, but it did not.do so  My organization has participated in some of the cluster’s advocacy activities  My organizatioon has participated in most of the cluster’s advocacy activities  Do not know  Not applicable (for example, because my organization has observer status or is not engaged in this cluster activity) |

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| 35 [4.22] Please provide here any additional comments and information you may have on the cluster's role in advocacy activities.   |  | | --- | |  | |

5. Monitoring and reporting on implementation of the cluster strategy and results;

recommending corrective action where necessary.

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate).

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| 36 [5.1] Have cluster bulletins or updates highlighted risks, gaps and changing needs, and has this information influenced your organization’s decisions? \*  Cluster bulletins and other reports have not highlighted risks, gaps and changing needs.  My organization has not used cluster information on needs, risks and gaps for decision-making  My organization has sometimes used cluster information on needs, risks and gaps for decision-making  My organization has often used cluster information on needs, risks and gaps for decision-making  My organization has always used cluster information on needs, risks and gaps for decision-making  Do not know |

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| 37 [5.2] Has your organization used programme monitoring and reporting formats agreed by the cluster? \*  No standards for monitoring and reporting have been agreed  Standards have been agreed but my organization does not use these formats for reporting  Standards have been agreed and my organization has sometimes used these formats when it reports  Standards have been agreed and my organization has regularly used these formats when it reports  Standards have been agreed and my organization has used these formats very regularly for reporting  Do not know |

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| 38 [5.3] Has your cluster taken account of the distinct needs, contributions and capacities of women, girls, men and boys in its response and monitoring? \*  Not applicable No To a small extent Partially  Mostly Fully Do not know    \* Answer “Not applicable” if the cluster’s activities do not involve direct contact with affected populations, or do not directly affect or determine the selection or use of resources, goods or services accessed by affected populations. |

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| 39 [5.4] Please provide here any additional comments or information you may have on monitoring or reporting by the cluster of its strategy and results.   |  | | --- | |  | |

6. Preparedness for recurrent disasters (when feasible and relevant)

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 40 [6.1] Has your organization helped to develop or update preparedness plans (including multisectoral ones) that address hazards and risks?\*    A preparedness plan has not been written or updated  A preparedness plan was drafted/updated but my organization was not invited to participate  My organization was invited to help develop/update the preparedness plan but did not do so  My organization helped develop/update the preparedness plan but its contribution was inadequate  My organization helped develop/update the preparedness plan and its contribution was adequate  Do not know  Not applicable (for example because my organization has observer status or is not engaged in this cluster activity.) |

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| 41 [6.2] Has your organization committed staff or resources that can be mobilized when preparedness plans are  activated? \*  No staff or resources have been committed  Limited staff or resources have been committed  V  Adequate staff or resources have been committed  V  Do not know  Not applicable (for example because my organization has observer status or is not engaging in this cluster activity.) |

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| 42 [6.3] Please provide here any additional comments or information you may have on preparedness.   |  | | --- | |  | |

7. Accountability to affected populations

Please comment on your experience in the LAST 3-6 MONTHS (as appropriate)

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| 43 [7.1] Have cluster partners agreed mechanisms (procedures, tools ormethodologies) for consulting and involving affected people in decision-making?\* Has your organization applied them?\*    No mechanisms for consultation/involvement have been agreed  Mechanisms have been agreed but my organization has not applied them  Mechanisms have been agreed but my organization has seldom applied them  Mechanisms have been agreed and my organization has sometimes applied them  Mechanisms have been agreed and my organization has often applied them  Mechanisms have been agreed and my organization has always applied them  Do not know  \*in line with CAAP (IASC principals’ commitments on accountability to affected populations). |

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| 44 [7.2] Have cluster partners agreed mechanisms (procedures, tools ormethodologies) to receive, investigate and act on complaints by affected people? Does your organization apply these mechanisms? \*  No investigation/complaint mechanism has been agreed  An investigation/complaint mechanism has been agreed but my organization has not applied it  An investigation/complaint mechanism has been agreed but my organization has seldom applied it    An investigation/complaint mechanism has been agreed and my organization has sometimes applied it  An investigation/complaint mechanism has been agreed and my organization has often applied it  An investigation/complaint mechanism has been agreed and my organization has always applied it  Do not know  \*in line with CAAP (the IASC principals’ commitments on accountability to affected populations) |

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| 45 [7.3] Please provide here any additional comments or information you may have on cluster accountability to affected populations and how feedback systems are performing.   |  | | --- | |  | |

Thank you very much for taking the time to complete the Cluster Performance Assessment Questionnaire.