**Demo Survey Cluster Performance Monitoring (for Cluster and Sector Coordinators)**

Dear Cluster/Sector Coordinator,

This Cluster Performance Assessment Questionnaire is one of two surveys that cluster/sector coordinators will complete in the course of cluster performance monitoring.

(The second survey, a Cluster Description Questionnaire, will be sent to you in a separate email.)

It is designed to enable cluster/sector coordinators to assess the degree to which their cluster has fulfilled its six core functions (as determined by the IASC) and been accountable to affected populations.

The survey contains 60 questions. It should take about **20-30 minutes** to fill out and should be completed personally by the coordinator. Please note that the report will not attribute but will display your comments.

The results will be combined with the results of a similar questionnaire for cluster coordinators. The findings should 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” is understood to include sectors and all coordination mechanisms that fulfil the six core cluster functions.

**Cluster Performance Monitoring (for cluster and sector coordinators)**

**0.(1) General Information**

**1 [0.11]Date: \***

Please enter a date:

**2 [0.12] To which country will you be referring? \***

**3 [0.13] At what level is the cluster you lead? \***

Please choose **only one** of the following:

 National level

 Sub-national level

**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.*

**5 [1.11] Has the list of cluster partners (including members and observers) been updated as needed? \***

Please choose **only one** of the following:

 No list has been established

 The list has been updated far less often than needed

 The list has been updated less often than needed

 The list has been updated almost as often as needed

 The list has been updated as often as needed

 Do not know

**6 [1.12] Are you satisfied with the frequency of cluster meetings? \***

Please choose **only one** of the following:

 No meetings have been organized

 Not satisfied

 Satisfied to a limited extent

 Quite satisfied

 Completely satisfied

 Do not know

**7 [1.13] Have minutes been taken at cluster meetings, with action points? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 No minutes have been taken

 Minutes have been taken but action points have not

 Minutes with action points have been taken at some meetings

 Minutes with action points have been taken at most meetings

 Do not know

**8 [1.14] Have members and observers attended cluster meetings? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 Few attended

 Some attended

* Most attended, but few major actors attended
* Most attended, including major actors
* Do not know

**9 [1.15] Have cluster meetings been useful in helping partners to discuss needs, gaps and priorities? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 They have not been useful

 They have been somewhat useful

 They have generally been useful

 They have been very useful

 Do not know

**10 [1.16] Have you regularly attended humanitarian inter-sectoral coordination meetings, such as inter-cluster coordination meetings or country team meetings? \***

Please choose **only one** of the following:

 No meetings have taken place

 I have not attended any meetings

 I have rarely attended meetings

 I have sometimes attended meetings

* I have often attended meetings
* I have always attended meetings
* Do not know

**11 [1.17] Has the cluster supported or engaged with coordination mechanisms of national authorities in its sector? \***

Please choose **only one** of the following:

 No coordination mechanisms exist; engagement is not appropriate; question is not applicable

 Support or engagement have not occurred, although they would be appropriate

 National coordination representatives have rarely participated in cluster meetings  National coordination representatives have often participated in cluster meetings  National coordination representatives co-chair cluster meetings

 Cluster partners are fully engaged under national coordination

 Do not know

**12 [1.18] Could members and observers participate fully in cluster meetings? (For example, did meetings occur in accessible locations? Were participants able to speak in a range of languages?) \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 It was very difficult to attend/participate in cluster meetings

 It was somewhat difficult to attend/participate in cluster meetings

 It was fairly easy to attend/participate in cluster meetings

 It was easy to attend/participate in cluster meetings

 Do not know

**13 [1.19] Has the cluster taken strategic decisions about the direction of the humanitarian response? \***

Please choose **only one** of the following:

 No strategic decisions were taken

 Strategic decisions were taken but they were not useful

 Strategic decisions were taken and they were somewhat useful

 Strategic decisions were taken and they were generally 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.*

**14 [1.21] Has the cluster regularly mapped what partners are doing and where they are working (via 3W and similar mechanisms)? \***

Please choose **only one** of the following:

 No mapping has been done

Mapping was done but not updated  Mapping was done but not updated as often as required  Mapping was done and usually updated as often as required



 Mapping was done and always updated as often as required

 Do not know

**15 [1.22] How many partners have helped to map programme activities and their geographical presence? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 None

 Few  Most  All  Do not know

**16 [1.23] Has the cluster used information on programme activities and partners’ geographical presence to analyse capacity and complementarity (gaps and overlaps). Has that information influenced cluster partners’ decisions? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 No analysis has been done

 Analysis has been done but has not been used for decision making

 Analysis has been done and has been used by a few partners for decision making  Analysis has been done and has been used by some partners for decision making  Analysis has been done and has been used by most partners for decision making  Do not know

**17 [1.24] Please provide here any additional comments or clarifications you may have about the cluster's support to service delivery.**

Please write your answer here:

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

2.1 Needs assessment and gap analysis

*Please comment on your experience in the LAST 3-6 MONTHS.*

**18 [2.11] Have cluster partners used jointly agreed needs assessment tools and guidance?\***

Please choose **only one** of the following:

 No assessment tools or guidance have been agreed

 The cluster has agreed tools and guidance but no partners have used them  The cluster has agreed tools and guidance and a few partners have used them  The cluster has agreed tools and guidance and some partners have used them  The cluster has agreed tools and guidance and most partners have used them  Do not know

**19 [2.12] Have cluster partners been involved in coordinated sectoral needs assessments and surveys?\***

Please choose **only one** of the following:

 No coordinated assessments have been done

 Coordinated assessments have been done but partners have not been involved

 Partners have been involved in some coordinated assessments  Partners have been involved in most coordinated assessments  Partners have been involved in all coordinated assessments

 Do not know

**20 [2.13] Have cluster partners shared their own surveys and assessments with the cluster? \***

Please choose **only one** of the following:

 No surveys or assessments have been done

 Survey and assessment reports have not been shared by any partner

 Survey and assessment reports have been shared by a few partners  Survey and assessment reports have been shared by most partners  Survey and assessment reports have been shared by all partners

 Do not know

**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.*

**21 [2.21] Have you done situation analyses together with cluster partners? \***

Please choose **only one** of the following:

 Yes

No



 Do not know

**22 [2.22] Have these analyses identified risks, needs, gaps, capacity to respond, and constraints? \***

**Only answer this question if the following conditions are met:**

° ((**2.21.NAOK** == "4"))

Please choose the appropriate response for each item:

Not Partially Mostly Fully

identified identified identified identified Do not know

Risks

Needs

Gaps in response Capacity to respond Constraints

**23 [2.23] Have these analyses considered cross-cutting issues? \***

**Only answer this question if the following conditions are met:**

° ((**2.21.NAOK** == "4"))

Please choose the appropriate response for each item:

Not Partially Mostly Fully

considered considered considered considered Do not know

Age

Gender

Diversity (other than age and gender)

Human Rights

Protection (including 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 precedi ng 6 months*

**24 [2.31] Have these analyses supported response planning and prioritization? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 Joint analyses have been done but were not used to prioritize and support response planning  Joint analyses have been done and were sometimes used to prioritize and support response planning  Joint analyses have been done and were often used to prioritize and support response planning

 Joint analyses have been done and were always used to prioritize and support response planning

 Do not know

**25 [2.32] Please provide here any additional comments or clarifications you may have about the cluster’s role in informing HC/HCT decisions.**

**Only answer this question if the following conditions are met:**

Please write your answer here:

**3.(1) Planning and strategy development**

3.1 Developing clusteral plans, objectives and indicators that directly support HC/HCT priorities

**26 [3.11] Has a cluster strategic plan been developed? \***

Please choose **only one** of the following:

 Yes

 No

 Not applicable

**27 [3.12] Does the cluster’s strategic plan include objectives, activities and indicators? \***

**Only answer this question if the following conditions are met:**

° ((**3.11.NAOK** == "4"))

Please choose **only one** of the following:

 No

 To some extent  To a large extent  Fully

 Do not know

**28 [3.13] Has the cluster’s strategic plan been reviewed against the host government’s strategy? \***

Please choose **only one** of the following:

 The host government lacks a strategy

 Yes

 No

 Do not know



**29 [3.14] Did cluster partners help to develop the cluster’s strategic plan? \***

**Only answer this question if the following conditions are met:**

Please choose **only one** of the following:

 Cluster partners did not participate in developing the plan

 Cluster partners were involved to some extent in developing the plan  Cluster partners were involved to a large extent in developing the plan  Cluster partners were fully involved in developing the plan

 Do not know

**30 [3.15] Does the cluster’s strategic plan address cross cutting issues? \***

**Only answer this question if the following conditions are met:**

° ((**3.11.NAOK** == "4"))

Please choose the appropriate response for each item:

Not Partially Mostly Fully

addressed addressed addressed addressed Do not know

Age

Gender

Diversity (other than

age and gender)

Human Rights

Protection (incl. sexual and

gender-based violence

Environment

HIV/AIDS

Disability

**31 [3.16] Does the sectoral strategic plan show synergies with other sectors, in line with the strategic objectives of the HCT? \***

**Only answer this question if the following conditions are met:**

° ((**3.11.NAOK** == "4"))

Please choose **only one** of the following:

The cluster’s strategic plan does not address synergies with other sectors



 The cluster’s strategic plan addresses synergies with other clusters to some extent  The cluster’s strategic plan addresses synergies with other clusters to a large extent  The cluster’s strategic plan addresses synergies with other clusters fully

 Do not know

**32 [3.17] During the last six months, how many partners have used the cluster’s strategic plan to guide their response? \***

**Only answer this question if the following conditions are met:**

° ((**3.11.NAOK** == "4"))

Please choose **only one** of the following:

 None  A few  Some  Most  Do not know

**33 [3.18] Have partners helped to identify deactivation criteria and a phase out strategy for the cluster? \***

Please choose **only one** of the following:

 Deactivation criteria and a phase-out strategy have not been identified or discussed with partners

 Deactivation criteria and a phase out strategy have been identified but without partners  Deactivation criteria and a phase out strategy have been identified with some partners  Deactivation criteria and a phase out strategy have been identified with most partners  Deactivation criteria and a phase out strategy have been identified with all partners

 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.*

**34 [3.21] Have national and international standards and guidance been identified, adapted in consultation with national authorities (when necessary), and shared with partners? \***

Please choose **only one** of the following:

 No standards and guidance have been identified

 Standards and guidance have been identified but have not been adapted or shared

 Standards and guidance have been identified and shared but have not been adapted  Standards and guidance have been identified and adapted but have not been shared  Standards and guidance have been identified, adapted, and shared

 Do not know

**35 [3.22] Have technical standards and guidance been agreed and have partners used them? \***

Please choose **only one** of the following:

 No technical standards and guidance have been agreed

 Technical standards and guidance have been agreed but no partners have used them

 Technical standards and guidance have been agreed and a few partners have used them  Technical standards and guidance have been agreed and some partners have used them  Technical standards and guidance have been agreed and all partners have used them  Do not know

**3.(3) Planning and strategy development**

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

*Please comment on your experience in the LAST 3-6 MONTHS.*

**36 [3.31] Have cluster partners participated in prioritizing proposals against the strategic plan? Were transparent criteria agreed? \***

Please choose **only one** of the following:

 Transparent criteria have not been 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

**37 [3.32] Were proposals prioritized against the strategic plan in a manner that was fair to all partners? \***

Please choose **only one** of the following:

 Proposals were not prioritized against the strategic plan

 Proposals were prioritized but in a manner that was not fair to partners  Proposals were prioritized in a manner that was unfair to most partners  Proposals were prioritized in a manner that was fair to most partners  Proposals were prioritized in a manner that was fair to all partners

 Do not know

**38 [3.33] Has the cluster assisted partners to access funds (for example by including their proposals in appeals or applications to the Emergency Response Fund or Common Humanitarian Fund)?\***

Please choose **only one** of the following:

 The cluster has given partners no support

 The cluster has given partners poor support

 The cluster has given partners average support

 The cluster has given partners good support

 The cluster has given partners very good support

 Do not know

**39 [3.34] How often have you reported on the funding status of the cluster against needs? \***

Please choose **only one** of the following:

 Never

 Far less often than needed

 Less often than needed

 Almost as often as needed

 As often as needed

 Do not know

\*For example, by tracking funds received against appeals and proposals.

**40 [3.35] Please provide here any further comments or clarifications you may have about the cluster's role in planning and strategy development.**

Please write your answer here:

**4.(1) Advocacy**

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

*Please comment on your experience in the LAST 3-6 MONTHS.*

**41 [4.11] Has the cluster identified issues requiring advocacy and discussed them with partners?** **\***

Please choose **only one** of the following:

 The cluster has not discussed advocacy issues

 The cluster has identified advocacy issues without consulting partners  The cluster has identified advocacy issues in consultation with some partners  The cluster has identified advocacy issues in consultation with most partners  The cluster has identified advocacy issues in consultation with all partners

 Do not know

**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.*

**42 [4.21] Have advocacy activities been agreed and undertaken together with partners? \***

Please choose **only one** of the following:

 No advocacy activities have been agreed

 Advocacy activities have been agreed but no partners have taken part in them

 Advocacy activities have been agreed and some partners have taken part in them  Advocacy activities have been agreed and most partners have taken part in them  Advocacy activities have been agreed and all partners have taken part in them

 Do not know

**43 [4.22] Please provide below any additional comments or clarifications you may have about the cluster's role in advocacy activities:**

Please write your answer here:

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

*Please comment on your experience in the LAST 3-6 MONTHS.*

**44 [5.1] Have partners used programme monitoring and reporting formats that cluster partners have agreed? \***

Please choose **only one** of the following:

 The cluster has not agreed standards for monitoring and reporting

 Standards have been agreed but few partners have reported regularly  Standards have been agreed and some partners have reported regularly  Standards have been agreed and most partners have reported regularly

 Standards have been agreed and all partners have reported regularly

 Do not know

**45 [5.2] Is the information that partners send reflected in cluster bulletins and updates? \***

Please choose **only one** of the following:

 No information has been shared

 Information has been shared but has not been taken into account

 Information shared and has been taken into account to some extent  Information has been shared and has been taken into account to a large extent  Information has been shared and has been taken into account fully

 Do not know

**46 [5.3] Has progress on programmes or the strategic plan been reported using agreed indicators for monitoring the humanitarian response? \***

Please choose **only one** of the following:

 Never

 Far less often than needed

 Less often than needed

 Almost as often as needed

 As often as needed

 Do not know

**47 [5.4] Have cluster bulletins or updates been published? \***

Please choose **only one** of the following:

 Never

 Far less often than needed

 Less often than needed

 Almost as often as needed

 As often as needed

 Do not know

**48 [5.5] Have cluster bulletins and updates highlighted risks, gaps and changes in need, and has this information influenced decisions? \***

Please choose **only one** of the following:

 Changes in needs, risks and gaps have not been highlighted in any bulletins or reports

 Changes in needs, risks and gaps have been highlighted but have not been used for decision-making

 Changes in needs, risks and gaps have been highlighted and have sometimes been used for decision-making

 Changes in needs, risks and gaps have been highlighted and have often been used for decision-making  Changes in needs, risks and gaps have been highlighted and have always been used for decision-making  Do not know

**49 [5.6] Has your cluster taken into account the distinct needs, contributions and capacities of women, girls, men and boys, in its response and monitoring? \***

Please choose **only one** of the following:

 Not applicable

 The distinct needs of women, girls, men and boys have not been considered

 The distinct needs of women, girls, men and boys have been considered marginally

 The distinct needs of women, girls, men and boys have been considered to some extent  The distinct needs of women, girls, men and boys have been considered top a large extent  The distinct needs of women, girls, man and boys have been considered fully

 Do not know

\* Answer ‘*Not applicable’* if cluster activities do not involve direct contact with affected populations or directly affect or determine the selection or use of resources, goods or services accessed by affected populations.

**50 [5.7] Please provide here any additional comments or clarifications you may have about monitoring and reporting on implementation of the cluster strategy and results. Where you can, provide examples of where this information has been used in decision-making.**

Please write your answer here:

**6. Preparedness for recurrent disasters whenever feasible and relevant**

*Please comment on your experience in the LAST 3-6 MONTHS.*

**51 [6.1] Have national preparedness or contingency plans (sectoral or multi-sectoral) been identified and shared? \***

Please choose **only one** of the following:

 No national preparedness or contingency plans have been identified

 A national plan has been identified but the cluster has not discussed it

 A national plan has been identified and the cluster has discussed it

 Do not know

**52 [6.2] Have cluster partners contributed to initial risk assessments and analysis (including multi sectoral), or updates? \***

Please choose **only one** of the following:

 No risk assessment has been done

 Risk assessment has been done but has not involved partners

 Risk assessment has been done and some partners have participated  Risk assessment has been done and most partners have participated  Risk assessment has been done and all partners have participated

 Do not know

**53 [6.3] Have cluster partners helped to develop or update preparedness plans (including multisectoral ones) that address hazards and risks? \***

Please choose **only one** of the following:

 No preparedness plan has been written or updated

 Preparedness plans have been written/updated but partners have not participated

 Preparedness plans have been written/updated and some partners have participated  Preparedness plans have been written/updated and most partners have participated  Preparedness plans have been written/updated and all partners have participated

 Do not know

**54 [6.4] Have cluster partners committed staff or resources that can be mobilized when preparedness plans are activated? \***

Please choose **only one** of the following:

 No partners have committed staff or resources that can be mobilized  Few partners have committed staff or resources that can be mobilized  Some partners have committed staff or resources that can be mobilized  Most partners have committed staff or resources that can be mobilized  All partners have committed staff or resources that can be mobilized

 Do not know

**55 [6.5] Have you regularly shared and discussed early warning reports with cluster partners? \***

Please choose **only one** of the following:

 There are no early warning reports

 No early warning reports have been shared

 Early warning reports have rarely been shared

 Early warning reports have sometimes been shared

 Early warning reports have often been shared  Early warning reports have always been shared  Do not know

**56 [6.6]Please provide here any additional comments or clarifications you may have about preparedness.**

Please write your answer here:

**7. Accountability to affected populations**

*Please comment on your experience in the LAST 3-6 MONTHS.*

**57 [7.1] Have cluster partners agreed and applied mechanisms (procedures, tools or methodologies) for consulting and involving affected people in decision-making?\***

Please choose **only one** of the following:

 No mechanism for consulting/involving affected people has been agreed

 Mechanisms for consulting/involving affected people have been agreed but no partners have used them

 Mechanisms for consulting/involving affected people have been agreed and some partners use them  Mechanisms for consulting/involving affected people have been agreed and most partners use them  Mechanisms for consulting/involving affected people have been agreed and all partners use them

 Do not know

\* in line with the IASC principals’ commitments on CAAP (accountability to affected populations).

**58 [7.2] Have cluster partners agreed and applied mechanisms (procedures, tools or methodologies) to receive, investigate and act on complaints about assistance received? \***

Please choose **only one** of the following:

 No mechanism for investigating/acting on complaints has been agreed

 Mechanisms for investigating/acting on complaints have been agreed but no partners use them

 Mechanisms for investigating/acting on complaints have been agreed and some partners use them  Mechanisms for investigating/acting on complaints have been agreed and most partners use them  Mechanisms for investigating/acting on complaints have been agreed and all partners use them

 Do not know

\*in line with the IASC principals’ commitments on CAAP (accountability to affected populations).

**59 [7.3] Please provide here any additional comments or clarifications you may have on accountability to affected populations and how feedback systems are performing.**

Please write your answer here:

**8. Other information**

**60 [8.1] Please provide here any additional comments or information on clusters and the work they do.**

Please write your answer here: