

Glossary to the Cluster Coordination Performance Monitoring

- 1. Accountability to affected populations** Accountability to affected populations (AAP) is about placing the needs, concerns and priorities of affected people at the centre of how aid organisations and Clusters work. Commitments to AAP include the responsibility to provide assistance and protection that is timely, effective, relevant and appropriate to address the needs, and priorities of all different groups of people affected by crisis. It includes effectively and transparently communicating with affected people, collecting and acting on feedback from them, and engaging them in all stages of the response. It also means taking measures to protect vulnerable groups from harm, abuse and exploitation. Accountability is also the responsibility to use resources efficiently and in a coordinated manner in order to maximise the impact for affected people.

For more information see: www.corehumanitarianstandard.org and <https://interagencystandingcommittee.org/accountability-affected-populations-including-protection-sexual-exploitation-and-abuse>

- 2. Advocacy** A humanitarian operation may be required to undertake various kinds of advocacy. The HC and HCT need to explain the need for international support to donor agencies, governments and international media. It may be necessary to explain the operation's priorities, challenges and achievements to the national government and national media, and sometimes to push for more access or more protection for groups at particular risk. Clusters support the advocacy of the HC and HCT by providing information and analysis. Cluster members may also undertake advocacy on issues relevant to the Cluster's expertise or in support of affected groups.
- 3. Age** A cross-cutting issue that must be considered in all Clusters and programmes. Takes account of the fact that children, young adults, and the elderly have specific needs and vulnerabilities that may require specific forms of attention. All aid organisations and Clusters should aim to collect sex and age disaggregated data (SADD) to ensure responses are adapted and prioritised to respond to different needs in the population.

For more information see: [Minimum Standards for Age and Disability Inclusion in Humanitarian Action](#)

- 4. Cluster response plan** Those responsible for leading a humanitarian operation prepare an overall Humanitarian Response Plan in consultation with Clusters, national governments and other relevant actors. Within that exercise, each Cluster develops its own response plan, reflecting the priorities of the overall strategic plan and the needs of affected people in the Cluster's sector. Cluster response plans set priorities and objectives, define the needs of affected people in the sector, describe the programmes and projects that members of the Cluster will implement to meet those needs, and set out a detailed budget for all the activities listed. The plan takes account of the different needs of women, girls, men and boys, as well as any gaps or issues that require support from other Clusters, advocacy, etc. Ideally, plans should also include provisions on how to regularly monitor progress, and how Cluster members can ensure quality and accountability to affected people (such as sharing information from feedback mechanisms).

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/strategic-response-planning>

5. Contingency Plan A Contingency Plan (CP) should be developed whenever risk analysis indicates a specific risk with potentially catastrophic impact (e.g. earthquake, drought, typhoon, flood) or risk monitoring suggests an emergency may be imminent. If an emergency occurs, the CP informs the Situation Analysis, the Strategic Statement, and the Preliminary Response Plan.

6. Coordinated sectoral needs assessment and surveys Needs assessments and surveys that are carried out collectively by members of a Cluster. They use an agreed methodology and tools. This ensures that all the organisations involved ask the same questions and submit data in the same form, making it possible to pool and analyse the information gathered.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/strategic-response-planning>

7. Cross-cutting issues Cross-cutting issues are key issues that need to be considered and addressed by every Cluster and programme to meet the needs of all groups of affected people effectively. These include: age, gender, diversity (other than age and gender), (dis)ability, protection, human rights, environment, and HIV/AIDS.. As such, they are key to the ensuring better quality, effectiveness and accountability in a response.

For more information see: <https://www.humanitarianresponse.info/en/topics>

8. Disability A cross cutting issue that must be considered in all Clusters and programmes. Covers physical disabilities due to wounds, injuries or disease, and mental health. Mental health includes mental disabilities and the effects of stress or trauma associated with the emergency. All aid organisations and Clusters should aim to collect data on disabilities to ensure responses are adapted and prioritised to respond to different needs in the population.

For more information see: [Minimum Standards for Age and Disability Inclusion in Humanitarian Action](#)

9. Diversity (other than age and gender) A cross cutting issue that must be considered in all Clusters and programmes. Includes social groups with specific needs and risks, who require specific forms of attention and protection. In particular, certain groups may suffer discrimination and exclusion because of their identity, including ethnic, religious and sexual minorities.

For more information see: <http://www.globalprotectioncluster.org/en/areas-of-responsibility/age-gender-diversity.html>

10. Environment A cross cutting issue that must be considered in all Clusters and programmes. Earthquakes, floods, volcanic eruptions, tsunamis cause many disasters. During emergencies, the climate, temperature, rainfall, landscape, etc. influence the ability of affected populations to meet their needs, and of humanitarians to assist them. 'Environment' also covers pollution and other harmful environmental impacts of emergencies, displacement, and humanitarian interventions.

For more information see: <https://www.humanitarianresponse.info/en/topics>

11. Gap analyses Identify where needs are not being met. They are done at intervals during an emergency to make sure that all the essential and different needs of affected people (women, girls, men, boys) are being met and that no affected groups are neglected. Any gaps that cannot be addressed by the Cluster should be identified and shared at the inter-Cluster level and with the HCT in order to ensure an adequate overall response to a crisis.

12. Gender A cross cutting issue that must be considered in all Clusters and programmes. Women and men, boys and girls are affected differently at all stages of an emergency. Women and children - especially girls - face increased risks of adverse effects and violence. Understanding and responding to gender differences, inequalities and capacities is important in order to ensure that all women, girls, boys and men of all ages and backgrounds are able to access assistance and support that cater to their distinct needs and experiences. The overall goal of mainstreaming gender is to achieve gender equality and improve the quality, effectiveness and accountability of any response.

For more information see:

<https://www.humanitarianresponse.info/en/coordination/gencap/gender-humanitarian-programme-cycle>

13. HIV/AIDS A cross cutting issue that must be considered in all Clusters and programmes. In crises, poverty, powerlessness, social instability and displacement increase, making people more vulnerable to HIV/AIDS. At the same time, medical services, including specialized HIV/AIDS services, are often disrupted. It is therefore necessary to establish programmes to prevent the spread of HIV/AIDS, and treat it, throughout all phases of a crisis.

14. Humanitarian Programme Cycle The IASC has set out the recommended phases of a well-structured response to humanitarian crises, and the different responsibilities and actions that should be completed in each phase. The six phases are: Preparedness (which occurs before the crisis starts); [Needs assessment and analysis](#); [Strategic response planning](#); [Resource mobilization](#); [Implementation and monitoring](#); and, [Operational review and evaluation](#).

For more information see IASC, Reference Module for the Implementation of The Humanitarian Programme Cycle (2015) :

<https://www.humanitarianresponse.info/en/programme-cycle/space>

15. Humanitarian Response Plan Confirms the status of the crisis, lists needs, sets priorities and objectives, determines timelines for achieving them based on detailed assessments, and approves a detailed budget. The Plan is reached in consultation with Clusters, the national government, and other key partners.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/strategic-response-planning>

16. **Humanitarian Coordinator** The senior UN official in a country, charged with leading the response to an emergency.
17. **Humanitarian Country Team** The senior management group that manages a country emergency under the leadership of the HC.
18. **Human rights.** A cross cutting issue that must be considered in all Clusters and programmes. The UN (and all its agencies) has undertaken to respect internationally recognized human rights principles and standards, as well as the principles and standards of International Humanitarian Law.
19. **Inter-Agency Standing Committee (IASC)** Composed of the heads (principals) of UN and major independent humanitarian agencies, the IASC is the highest executive body representing the humanitarian community. It defines humanitarian policy and oversees humanitarian interventions.
For more information see: www.interagencysteeringcommittee.org
20. **Monitoring and evaluating performance** Humanitarian programmes should regularly monitor their performance against the objectives and priorities set out in the Humanitarian Response Plan. As part of this exercise, or to review their work, Clusters also monitor and report on their own performance in fulfilling its *coordination* function (including coordination with other Clusters and sectors). Cluster Other monitoring and reporting exercises examine the extent to which the Cluster is making progress towards its agreed objectives, adequately supporting the operation's Response Plan, adapting its programmes and plans as required to meet the changing needs of affected people (women, girls, men and boys), preparing sound longer term solutions, managing its budget and resources efficiently, etc.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/monitoring-overview>
21. **Needs assessments** Evaluate the needs of those affected by a crisis, taking account of the different needs of women, girls, men and boys. An initial rapid assessment is usually followed by a more substantially researched analysis based on documentary evidence, surveys and consultation on the ground. Needs assessments provide the evidence that is used for setting priorities in emergencies, and should be regularly updated to ensure response plans are adapted to address changes in the context or needs. Whenever possible, needs assessments should include sex, age and (dis)ability disaggregated data to ensure responses meet specific needs of different groups in the population. Efforts should also be made to engage with affected populations as part of an assessment to ensure their needs, concerns and priorities are reflected in any response plans.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/assessments-overview>
22. **Preparedness** All activities and planning that are undertaken in a country in advance of a possible disaster or emergency to assess risks, identify existing capacities, evaluate needs, assemble and pre-stock resources, plan a response and train staff for it. Preparedness and contingency activities are undertaken ahead of a crises that are foreseen; and during an emergency

when the response considers the risks of a crisis recurring after the transition out of emergency.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/preparedness>

- 23. Protection (including sexual and gender based violence)**
- A cross cutting issue. In humanitarian emergencies, affected populations face a wide variety of ordinary and extraordinary risks and dangers from which they are entitled to be protected. These include protection from hunger and the weather, from physical insecurity (due to war or crime), from human rights abuses, from illness and disease and psychological insecurity, etc. Children, notably children who are not accompanied by their relatives, need specific forms of protection, as do people with disabilities, minorities and women in certain circumstances.

For more information see: <http://www.globalprotectioncluster.org/en/areas-of-responsibility/protection-mainstreaming.html>

- 24. Protection from sexual exploitation and abuse (PSEA)**
- The UN (and UN agencies) prohibit sexual exploitation and abuse by their own or their partners' security or humanitarian staff. For definitions and a description of the problem, see the website of the IASC's PSEA task force, and also the UN Secretary-General's Bulletin on Protection from sexual exploitation and abuse (UN DOC ST/SGB/2003/13). All programmes and Clusters should take measures to integrate the Minimum Operating Standards for PSEA into their work.

For more information see: https://interagencystandingcommittee.org/system/files/3_minimum_operating_standards_mos-psea.pdf

- 25. Risks**
- Situations or events which, if they occur, will endanger affected populations or efforts to assist them.

- 26. Sectoral needs assessment tools and guidance**
- After initial priorities have been agreed, a humanitarian operation undertakes more detailed assessments of need based on documentation and surveys. Each Cluster develops specific methods and tools for conducting needs assessments in its sector (health, education, WASH, child protection, etc.). The assessments they produce provide the foundation for the operation's Response Plan. To conduct surveys and inquiries in their areas, Clusters need to apply an agreed methodology and use agreed tools. Whenever possible, Clusters should look for ways to systematically collect and analyse the views and perspectives of all groups of an affected population in order to triangulate data from other sources and plan a more effective response.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/assessments-overview>

- 27. Sectoral plans,**
- Each Cluster develops a sectoral response plan in its area of expertise (WASH, nutrition, etc.). The plan sets out all the activities the Cluster will undertake. It includes objectives (what

**objectives
and
indicators**

the Cluster wants to achieve) and indicators (performance markers that show whether the Cluster is making progress towards its objectives). Sectoral plans should reflect the operation's overall objectives and the overall Humanitarian Response Plan. Plans should also show the linkages with the work of other Clusters and sectors, as well as how cross-cutting issues are addressed.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/assessments-overview>

**28. Situation
analyses**

Identify, research and analyse the main factors that influence the situation of affected populations and the performance of those assisting them. Clusters organize Cluster situation analyses periodically to understand all the factors that are relevant to each sector (health, child protection, shelter, etc.). Members of each Cluster work collectively to produce them. Situation analyses need to take account of the different needs of women, girls, men and boys, as well as other cross-cutting issues.

For more information see: <https://www.humanitarianresponse.info/en/programme-cycle/space/page/assessments-overview>

**29. Strategic
decisions**

Strategic priorities are agreed at the start of a crisis and confirmed in the Response Plan. Based on needs, they define the overall direction of a response.

**30. Technical
standards
and guidance**

In each humanitarian operation, Clusters agree technical standards that are appropriate for their field and the specific crisis context, and prepare guidance to help members of the Cluster achieve them. Technical standards and guidelines may be based on existing national standards, international standards, issued by specific technical working groups or may emerge from Cluster discussions.

For more information see: www.sphereproject.org

**31. Who does
What, Where
and When
database
(4W)**

In the CCPM, the term 4W is used to refer to any software or system that collects detailed information from Cluster partners on the progress of activities and outputs. This database is used by the Cluster to identify operational gaps and overlaps against the strategic plan of the Cluster and/or the overall Humanitarian Response Plan. It is not to be confused with a simple 3W that simply lists the names and locations of implementing partners.