

**Annex 1: Self Reporting Tool – 2018 Cluster Baseline**

<b>Cluster</b>	<b>Shelter/NFI/CCCM</b>		<b>Date Completed</b>	<b>11<sup>th</sup> March 2019</b>
<b>2018 Baseline</b>				
<b>Component</b>	<b>2018 Baseline Level</b>	<b>2018 Target Level</b>	<b>2018 Actions</b>	<b>Comments</b>
<b>Provide information to the public</b>	<i>Level 1 given the data analysis (baseline 1.1 and target 2.2)</i>	<i>LEVEL 3</i>	<p>Some Cluster Partners regularly provided project updates publicly through notice boards or quarterly Focus Group Discussions (FGD) and disseminate at activity points bi-monthly.</p> <p>The cluster coordination team and TWiG developed a draft of Community Engagement operational guidance, training materials and Toolkit for the use of Partners</p>	
<b>Involve community in decision making</b>	<i>Level 2 given the data analysis (baseline 1.5 and target 2.1)</i>	<i>LEVEL 3</i>	<p>Some Cluster Partners involved affected population in the design, monitoring and evaluation projects through consultations/FGD. To facilitate the involvement of IDPs in decisions about their shelter solution the cluster developed and shared a Shelter Focus Group Discussion format that was actively promoted.</p> <p>The cluster coordination team and TWiG developed Site Management Coordination (SMC) special operation procedures (SOPs) and IDP's representatives' selection procedures. Representatives will voluntarily reflect the needs of IDP's community through monthly meetings.</p>	
<b>Learn from feedback and complaints</b>	<i>Level 1 given the data analysis (baseline 1.3 and target 2.2)</i>	<i>LEVEL 3</i>	<p>The cluster coordination team established a CFM (Complaints and Feedback Mechanism) TWiG to provide guidance to Partners and a CFM guideline was developed and will be finalised in 2019. The CFM TWiG will now operate under the supervision of the SMCAG (Site Management and Coordination Advisory Group) to finalise the CFM guideline and develop other tools to complement the CFM.</p> <p>The SMCAG developed reference documents on how to actively seek feedback and outline a formal mechanism to hear and address feedback/complaints as an integral part of implementation.</p>	

<b>Staff attitudes and behavior</b>	<i>Level 1 given the data analysis (baseline 1.3 and target 1.2)</i>	<i>LEVEL 3</i>	<p>Some Cluster Partners held trainings for project staff on how to promote dialogue and relationships of mutual respect.</p> <p>Cluster coordination team will provide conflict sensitiveness &amp; Protection with NO Harm standards and an initial training and TOT.</p>	
<b>Use information from project learning<sup>1</sup></b>	<i>Level 2 given the data analysis (baseline 1.1 and target 2.4)</i>	<i>LEVEL 3</i>	<p>Some Cluster Partners held project-learning workshops in the year with sessions presented to reflect their outcomes. This commitment needs to be further improved as not a lot of progress has been achieved in 2018.</p> <p>A few Cluster Partners were requested to give presentations on their projects at cluster meetings where lessons were drawn and discussed with Partners. The next step would be for these lessons learned sessions to take place at the field level and include the beneficiaries.</p> <p>The Cluster also organised a training sessions for Partners on Monitoring and Evaluation with tips on how to include beneficiaries in the process.</p>	
<b>Assessments</b>	<i>Level 2 given the data analysis (baseline 1.0 and target 2.1)</i>	<i>LEVEL 3</i>	<p>More Cluster Partners continue to disaggregate their assessments to more directly target the needs of men women boys and girls. Our Key Resource person for Gender integration and GBV reviewed our Shelter Assessment tools to ensure that it reflects these priorities.</p>	

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<sup>1</sup> Includes monitoring, evaluations and reviews.

**Annex 2: Detailed analysis of 2018 baseline:**

Component	Score	Baseline / Status
<b>1. Provide Information to the Public</b> - Provide accessible and timely information to affected populations on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organization and its affected populations over information provision		
1.1. The organization is routinely engage in a two-way dialogue with affected communities, even during crisis responses, including to determine what kind of information they require and in what formats	79%	Good, Partners gain suggestions, feedback and complains from affected populations during regular consultations & FGD.
1.2. The information routinely provided on an appropriately updated basis to the communities the organization seeks to assist by both the organization and its partners	71%	Satisfactory, needs minor improvement. Partners rarely update the data
1.3. The communities always know who they are dealing with, their role, and for which organization they work	83%	Good, partner's staff introduce themselves and provide brief information about the organization scope of work to the community.
1.4. The organization have a code of conduct signed by all staff that specifically addresses sexual exploitation and abuse	88%	Good, Organizations employees sign code of conduct before working in the field.
1.5. The resources needed to improve and ensure accountability during a response routinely incorporated into project plans and proposals	75%	Good, partners ensures accountability during project cycle.
<b>2. Involve community in decision making</b> - Enable affected populations to play an active role in the decision-making processes that affect them through the establishment of clear guidelines and practices to engage them appropriately and ensure that the most marginalized and affected are represented and have influence.		
2.1. The design, monitoring and evaluation of projects were performed through consultations/FGD with the affected population as an integrated activity	88%	Good, partners consult the community during project cycle.
2.2. All interest groups have a voice, including women, children, the aged, minority cultural groups and people living with disabilities	75%	Good, partners takes in consideration to involve all mentioned groups of affected population in project cycle.
2.3. The community participation take place during needs assessment and program planning	100%	Good, all partners do needs assessment to the community before conducting projects activities.
2.4. The community participation take place during monitoring and evaluation	88%	Good, partners monitor and evaluate their projects according to community feedback.

2.5. The staff and partners confident that information flows effectively between representatives and the people they represent	50%	Satisfactory, needs minor improvement. Partners answers doesn't match the question
2.6. There are strategies in place to allow for community members to participate in conducting assessments where appropriate	58%	Satisfactory, needs minor improvement Partners answer doesn't match the question
2.7. The 'Do No Harm' framework or equivalent approach employed with the participation of stakeholders, to ensure that the organization humanitarian interventions will not exacerbate conflict	67%	Satisfactory, needs minor improvement. Partners use protection principles
3. <b>Learn from feedback and complaints</b> - Actively seek the views of affected populations to improve policy and practice in programming, ensuring that feedback and complaints mechanisms are streamlined, appropriate and robust enough to deal with (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction.		
3.1. The means by which a two way dialogue and feedback collection occurs based upon the local context and the preferences of communities	71%	Satisfactory, needs minor improvement. Partners coordinate with local authorities and community members.
3.2. The communities regularly provided with feedback as to how their input was used	54%	Satisfactory, needs minor improvement. Partners take communities feedback in consideration.
3.3. There are clear records of what complaints have been received and how they were responded to	79%	Good, partners received complaints by phone, complaints box, face to face...etc. they try to resolve and replay to the complainer.
3.4. The organization have a policy or guidance on the prevention of sexual exploitation and abuse	83%	Good, partners have manuals and policies that employees should read and sign to use during his work.
3.5. There are clear procedures in place to address allegations of abuse and the expertise to handle and investigate allegations of abuse, including sexual abuse and corruption, exists in the organization	75%	Good, partners have these procedures.
4. <b>Staff attitudes and behavior</b> - Demonstrate their commitment to accountability to affected populations by ensuring recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting		
4.1. There are trainings are being held for all project staff on how to actively promote dialogue and relationships of mutual respect	71%	Satisfactory, needs minor improvement.
5. <b>Use information from project learning</b> - Design, monitor and evaluate the goals and objectives of programs with the involvement of affected populations, feeding learning back into the organization on an ongoing basis and reporting on the results of the process		
5.1. A project learning workshop was held with sessions presented by your partners to reflect project learning outcomes	42%	Unsatisfactory, needs major improvement.
5.2. The program design based on an analysis of the specific needs and risks faced by different groups of people	92%	Good, partners design their project according to the community needs.
5.3. The findings of monitoring and evaluations routinely fed back to communities	42%	Unsatisfactory, needs major improvement

5.4. There is an evidence that the organization has systems in place, and that they are employed, to ensure that its interventions and activities do not exacerbate community conflict or cause harm to aid recipients	75%	Good, Partners has manuals and operation procedures that they follow.
5.5. The program designs revised to reflect changes in the context, risks and people needs and capacities	79%	Good, partners design their projects according to community needs.

Color code:

Performance	Range/ Color
Good	75 - 100
Satisfactory, needs minor improvement	50 - 74
Unsatisfactory, needs major improvement	25 - 49
Weak	0 - 24