

Partners Self-Assessment Form

Cluster	Shelter/NFI.CCCM		Date Completed	11 th March 2019
2019 Baseline				
Component	2019 Baseline Level	2019 Target Level	2019 Actions	Comments
Provide information to the public	<i>Level 1 given the data analysis (baseline 1.1 and target 2.2)</i>	LEVEL 3	Cluster Partners will continue to establish adequate means to inform the Affected Population (AP) on how they can access information, discuss various modes of information dissemination for the APs to make choice on what their preference is; and organize sensitization sessions to explain their work, procedures and processes and to provide APs with information on a regular basis.	Developing new & different messaging such as developing standard needed information to be provided through diversified means of information sharing eg brochures, billboards, info-graphics short videos, radio PSAs, SMS, WhatsApp, messagesetc. will help to reach affected populations. Posters only may not be most appropriate means as vast population may not get access to posters.
Involve community in decision making	<i>Level 2 given the data analysis (baseline 1.5 and target 2.1)</i>	LEVEL 3	Cluster Partners will put systems and structures in place to facilitate participatory approaches and to ensure equal participation of APs of different age, gender and of diverse background, including the minority and marginalized groups.	
Learn from feedback and complaints	<i>Level 1 given the data analysis (baseline 1.3 and target 2.2)</i>	LEVEL 3	Cluster Partners will adopt the common Shelter/NFI/CCCM SoP and Guidelines on Complaints and Feedback mechanism, and proper monitoring and evaluation procedures will be put in place to measure their functionality to address APs complaints/feedback, and how they impact lives of the APs.	Establishing Hotline will help affected people to provide their feedback and compliance without fear of not getting the service again. If proper monitoring systems and structures are not in place at every level, then it would be challenging to monitor progress and to share a true picture on the ground. Through the Intergraded multi-cluster response that underscores coordination at the various levels, it would be possible to track progress.

Staff attitudes and behavior	<i>Level 1 given the data analysis (baseline 1.3 and target 1.2)</i>	<i>LEVEL 3</i>	Cluster Partners will remain committed to AAP though transparency in conducting activities by explaining key policy documents eg HR, CoC, and procurement among other policies - and ensure all these are understandable to the community.	Conducting training that targets all staff from partners will be dependent on access and good will from the local authorities. Improved security will be most desirable.
Use information from project learning¹	<i>Level 2 given the data analysis (baseline 1.1 and target 2.4)</i>	<i>LEVEL 3</i>	The Cluster Partners will document lessons learned from the project and have shared the results with the APs, seeking their recommendations on how to strengthen future project designs, monitoring and evaluation.	CCT will encourage partners to monthly provide their success and lesson learnt stories. Through a form developed by the CCT.
Assessments	<i>Level 2 given the data analysis (baseline 1.0 and target 2.1)</i>	<i>LEVEL 3</i>	Cluster Partners will involve the APs in all the assessments including those taking place within the IDP Hosting Sites, ensuring integration of protection, age, gender and diversity mainstreaming.	CCT will continue to ensure that assessment tools are reviewed through a protection, GBV and gender integration lens.

¹ Includes monitoring, evaluations and reviews.

11th March 2019

Proposed AAP Survey questions for 2019

Component	Score	Baseline / Status
1.0 Provide Information to the Public		
1. The organization has put measures in place to inform the Affected Population (AP) on how they can access information		
2. The organization has explained to the APs on the various modes of information dissemination and held discussions on choices of relevant means of information dissemination and feedback mechanism.		
3. The organization has organized sensitization sessions to the APs to discuss its work, procedures, structures and processes?		
4. The organization is routinely engaged 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 also considering messaging that are tailored and accessible in formats suitable for different stakeholder groups.		
5. The organization ensured regular updates (progress monitoring) are provided publicly, using the communities' preferred communication methods.		
1. Information is presented in Arabic language using formats and media that are appropriate for and accessible by the people it aims to assist and other stakeholders, making use of a range of relevant methods, from new technologies to simple face to face or written methods, including methods already being used.		
2.0 Involve community in decision making		
1. The organization has developed SoPs and guidelines ensuring that accountability to affected populations is integrated into relevant and key organizational processes and documentation. The organization trained the community leaders on participatory approach and how to integrate APs of different age, gender and of diverse background allowing all stakeholders, including the women, men, girls and boys it aims to assist, to hold the organization account for its commitments. .		
2. The organization has put measures in place on how to include APs from minority or marginalized groups in decision making process that affect their lives		
3. The organization has involved APs in the design, monitoring and evaluation of the projects through consultations/FGDs.		
4. The organization has supported in establishment and maintenance of community structures to promote informed decision making on leadership especially in IDP hosting sites		
5. The organization has sensitized the APs and facilitated democratic elections within the IDP Hosting Sites		
3.0 Learn from feedback and complaints		

1. The organization has SoP and Guidelines on CFM (Complaints and Feedback Mechanism) which are implemented as required.		
2. The organization applies at least two of these (Community Help Desks – mobile or static, suggestion boxes, Hot lines or conduct Face-to-Face meetings with individuals) or other innovated ideas agreed with APs that are safe, accessible and confidential entry points through which they can raise complaints, and that the means by which they can lodge their complaints and receive a response are appropriate to the context and based upon their expressed preferences, as outlined during consultation.		
3. The organization has put in place proper means of providing feedback to the AP, and refers sensitive protection cases appropriately.		
4. The organization ensures future intervention take in to consideration feedback provided by the APs in every stage of project life cycle and takes in to consideration integration of protection and AGDM (Age, Gender, Diversity Mainstreaming) approaches		
4.0 Staff attitudes and behavior		
1. The organization has conducted trainings for all project staff on how to effectively relate and engage with the AP		
2. The organization has a Code of Conduct which is signed by all staff working with the APs that explicitly addresses protection of people the agency seeks to assist from sexual abuse, corruption, exploitation and other human rights violation.		
3. The organization has at least three of the following policies and guidelines (Human Resource policy, partnership agreements, procurement policy, and performance management system) that sets a clear definition and documentation, including through updated job descriptions, of the knowledge, skills, behaviors and attitudes that staff need to do their jobs effectively and to meet the organization’s commitments..		
4. The organization has proof that the relevant policies or guidelines are being implemented as required;		
5. The organization has a strategy for managing risk when working within insecure environments that both protects staff and enables a continual striving to attain whatever level possible of accountability to affected populations, even when access to them is limited.		
5.0 Use information from project learning		
1. The organization held an experience sharing workshop to evaluate and reflect on project learning outcomes		
2. The organization has a monitoring and evaluation guideline which is being implemented.		
3. There is an evidence that the organization has systems in place, and that they are employed, to ensure that interventions and activities do not exacerbate community conflict or cause harm to aid recipients		
4. The findings of monitoring and evaluations routinely feedback to communities		

<p>5. The organization strives to establish systems and agreements whereby short and longer-term (positive and/or negative) effects of the humanitarian response and related projects on the affected and wider populations are monitored and measured.</p>		
<p>5.0 Assessments</p>		
<p>1. The organization has involved the APs during design of the assessment tools, explained the entire process and the results expected and not to raise their expectations and invited the community representatives to participate in conducting them.</p>		
<p>2. The organization teams are recruited with attention to a balance of women and men, cultural diversity and age.</p>		
<p>3. The organization has put measures in place to regulate assessments to ensure the APs are not over assessed and asked the same questions by different individuals.</p>		
<p>4. The organization has established a two way communication with the APs and feedback on status of the assessment communicated in a timely manner.</p>		
<p>5. The organization takes in to consideration recommendations from key planning documents such as HNO, HRP and other related findings from other clusters and partners.</p>		