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

**Survey**

Dear Cluster/Sector Coordinator,

This Cluster Performance Assessment Questionnaire is designed to enable Cluster/sector coordinators to assess how far their Cluster has fulfilled its six core functions (as determined by the IASC) and been accountable to affected populations.

The survey should take no more than **30 minutes** to fill out and should be completed personally by the Coordinator (jointly with the co-lead where applicable). Please note that the report will display your comments but will not attribute them.

The results will be combined with the results of a similar questionnaire for Cluster partners. 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’ refers to all sectors and coordination mechanisms including sub-Clusters of Protection.

**0.(1) General Information**

1 [0.1.1] **Today’s date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

2 [0.1.2] **Country \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

3 [0.1.3] **Cluster** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4 [0.1.4] **Is the Cluster you lead a national or sub-national Cluster? \***

National Sub-national

5 [0.1.5] **For how long have you led your Cluster or sub-national Cluster?**

Less than 3 months 3-6 months More than 6 months

**1.(1) Supporting service delivery**

**1.1 Providing a platform that ensures service delivery is driven by the Humanitarian Response Plan and strategic priorities**

6 [1.1.1] **Have you established a list of Cluster partners, including members and observers?**

No [skip to Question 1.1.3]

Yes.

Not applicable [skip to Question 1.1.3]

[if Yes to 1.1.1]

7 [1.1.2] **How often have you updated the list on average**?

Every three months

Every two months

At least once a month

Not applicable

8 [1.1.3] **How frequently do you hold Cluster meetings?**

Less than once a month

Every month

Every fortnight

At least once a week Not applicable

9 [1.1.4] **Have minutes with action points been taken at Cluster meetings?**

Never

Rarely

Fairly often

Very regularly Not applicable

10 [1.1.5] **How many Cluster partners and observers regularly attended Cluster meetings?**

Very few

Less than half

More than half

The great majority Not applicable

11 [1.1.6] **How consistently have you attended inter-sectoral coordination meetings (inter-Cluster, country team, etc.)?**

No meetings have taken place

Never

Rarely

Fairly often

Very regularly Not applicable

12 [1.1.7] **Do national government counterparts participate in your Cluster meetings?**

No national government counterparts exist; engagement is not appropriate

The Cluster has not engaged, though it would be appropriate

Never

Rarely

Quite often

Very regularly Not applicable

13 [1.1.8] **Was it easy for Cluster partners to reach the location of Cluster meetings?**

Very difficult for most

Difficult for more than half

Easy for more than half

Very easy for most

Don’t know Not applicable

14 [1.1.9] **What proportion of cluster partners could understand and participate easily in Cluster discussions?**

A few

Less than half

More than half

Almost all/all

Don’t know Not applicable

15 [1.1.10] **How many Cluster partners make good use of the Cluster website? \*¨**

None

A few

More than half

Almost all

Don’t know Not applicable

16 [1.1.11] **Do you feel your Cluster meetings have the right mix of practitioners, managers, and technical staff?**

No

Yes.

Don’t know. Not applicable

17 [1.1.12] **Were the Cluster’s strategic priorities discussed at your Cluster meetings?**

Never

Rarely

Fairly often

Very regularly Not applicable

**1.(2) Supporting service delivery**

**1.2 Developing mechanisms to eliminate duplication of service delivery**

18 [1.2.1] **Has the Cluster established a ‘Who does What Where When’ (4W) database (or an equivalent database for reporting operational results)?**

No [skip to comment section 1.2.5]

Yes

Not applicable [skip to comment section 1.2.5]

[If Yes to 1.2.1]

19 [1.2.2] **How many Cluster parters regularly update the 4W database (or its equivalent)?**

None

A few

More than half

Almost all/all

Don’t know Not applicable

[If Yes to 1.2.1]

20 [1.2.3] **Has the Cluster used the 4W database in its operational discussions?**

Never

Rarely.

Fairly often

Very regularly Not applicable

[If Yes to 1.2.1]

21 [1.2.4] **Have partners used the 4W database (or its equivalent) for their own operational decisions?**

Never

Rarely.

Fairly often

Very regularly

Don’t know Not applicable

|  |
| --- |
| 22 [1.2.5] **Please write here any comments you wish to add about the Cluster’s contributions to service delivery.** |

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

2.1 **Preparing needs assessments and analysis of gaps (across and within Clusters, using information management tools as needed) to inform the setting of priorities**

23 [2.1.1] **Have Cluster partners jointly agreed sectoral needs assessment tools?**

No [skip to Question 2.1.3]

Yes

Not applicable [skip to Question 2.1.3]

[If Yes to 2.1.1]

24 [2.1.2] **Have Cluster partners used the sectoral needs assessment tools?**

Never

Rarely

Fairly often

Very regularly/always

Don’t know Not applicable

25 [2.1.3] **Has the Cluster coordinated any sectoral needs assessments and surveys?**

No [skip to Question 2.1.5]

Yes

Not applicable

[If Yes to 2.1.3]

26 [2.1.4] **How many Cluster partners participated?**

None

A few

More than half

The great majority/all

Don’t know Not applicable

27 [2.1.5] **How many Cluster partners have shared their own surveys and assessments with the Cluster?**

None

A few

More than half

The great majority/all

Don’t know Not applicable

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

2.2 **Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues**

28 [2.2.1] **Has your Cluster identified factors affecting the emergency situation (i.e. completed a situation analyses) with Cluster partners?**

No [skip to Section 2.3]

Yes

Not applicable [skip to Section 2.3]

[If Yes to 2.2.1]

29 [2.2.2] **How many Cluster partners participated?**

None

A few

More than half

Almost all/all

Don’t know Not applicable

[If Yes to 2.2.1]

30 [2.2.3] **Have the Cluster’s situation analyses identified risks, needs, gaps, capacity to respond, and constraints?**

Not Partially Mostly Fully Don’t Not

identified identified identified identified know applicable

Risks

Needs

Gaps in response

Capacity to respond

Constraints

[If Yes to 2.2.1]

31 [2.2.4] **Do the Cluster’s situation analyses address any of these cross-cutting issues?**

Not Partly Mostly Fully Don’t Not

addressed addressed addressed addressed know Applicable

Age

Gender

Diversity (other than age and gender)

Human Rights

Protection (incl. SGBV)

Environment

HIV/AIDS

Disability

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

2.3 **Formulating priorities on the basis of analysis**

32 [2.3.1] **Are the Cluster’s response priorities based on analysis of risks, needs, gaps, etc., and cross-cutting issues?**

No

Yes

Not applicable

|  |
| --- |
| 33 [2.3.2] **Write here any comments or information you wish to add on how the Cluster has informed decisions of the HC/HCT.** |

3.(1) **Planning and implementing Cluster strategies**

3.1 **Developing sectoral plans, objectives and indicators that directly support realization of the overall response’s strategic objectives**

34 [3.1.1] **Has the Cluster agreed a Cluster response plan?**

No [skip to Question 3.1.10]

Yes

Not applicable [skip to Question 3.1.10]

[If Yes to 3.1.1]

35 [3.1.2] **How many Cluster partners contributed to it?**

None

A few

More than half

Almost all/all

Don’t know Not applicable

[If Yes to 3.1.1]

36 [3.1.3] **Does the Cluster’s response plan include strategic objectives? \***

No

Yes

Not applicable

[If Yes to 3.1.1]

37 [3.1.4] **Does the Cluster’s response plan include activities? \***

No

Yes

Not applicable

[If Yes to 3.1.1]

38 [3.1.5] **Does the Cluster’s response plan include indicators? \***

No

Yes

Not applicable

[If Yes to 3.1.1]

39 [3.1.6] **Has the Cluster’s strategic plan been reviewed against the host government’s strategy? \***

The host government has no strategy

No

Yes

Not applicable

[If Yes to 3.1.1]

40 [3.1.7] **Does the Cluster’s response plan address cross-cutting issues?**

Not Partly Mostly Fully Don’t Not

addressed addressed addressed addressed know Applicable

Age

Gender

Diversity (other than age and gender)

Human Rights

Protection (incl. SGBV)

Environment

HIV/AIDS

Disability

[If Yes to 3.1.1]

41 [3.1.8] **Does the Cluster’s response plan address early recovery?**

No

Yes

Not applicable

[If Yes to 3.1.1]

42 [3.1.9] **Does your Cluster’s response plan link with other sector/Cluster response plans to achieve the Humanitarian Response Plan’s strategic objectives?**

Not at all

A little

Quite a lot

A great deal/very much Not applicable

43 [3.1.10] **Have Cluster partners helped to identify deactivation criteria and a phase-out strategy for the Cluster?**

No

Yes

Not applicable

[If Yes to 3.1.10]

44 [3.1.11] **How many Cluster partners participated in identifying those criteria?**

A few

Some

More than half

Almost all Not applicable

**3.(2)** **Planning and implementing Cluster strategies**

**3.2** **Applying and adhering to common standards and guidelines**

45 [3.2.1] **Have technical standards been identified?**

No [skip to section 3.3]

Yes

Not applicable [skip to section 3.3]

[If Yes to 3.2.1]

46 [3.2.2] **Have they been adapted in consultation with national authorities?**

No

Yes

Not applicable

[If Yes to 3.2.1]

47 [3.2.3] **Have they been shared with partners? \***

No

Yes

Not applicable

[If Yes to 3.2.1]

48 [3.2.4] **Have partners agreed to use them? \***

No

Yes

Not applicable

[If Yes to 3.2.1]

49 [3.2.5] **Have partners used them?**

Never

Rarely

Quite often

Almost always

Don’t know Not applicable

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

3.3 **Clarifying funding requirements, helping to set priorities, and agreeing Cluster contributions to the HC’s overall humanitarian funding proposals**

50 [3.3.1] **Did the Cluster adopt criteria for selecting projects to be considered for the HC’s overall funding plan?**

No [skip to comment section 3.3.4]

Yes

Not applicable [skip to comment section 3.3.4]

[If Yes to 3.3.1]

51 [3.3.2] **How many Cluster partners participated in agreeing the criteria?**

None

A few

More than half

Almost all/all Not applicable

[If Yes to 3.3.1]

37 52 [3.3.3] **In your view, was the selection of projects fair to all parties?**

No

To some extent

Yes Not applicable

53 [3.3.4] **How many Cluster partners shared information with the Cluster on funding they had received (using FTS or other means)?**

None

A few

More than half

Almost all/all Not applicable

54 [3.3.5] **How often did you update partners on how much of the Cluster’s response plan has been funded?**

Never

Rarely

Fairly often

Very regularly Not applicable

55 [3.3.6] **How much has your Cluster assisted Cluster partners to access funds?**

Not at all

A little

Quite a lot

A lot Not applicable

\* For example, by including their proposals in appeals or applications to the Emergency Response Fund or Common Humanitarian Fund.

|  |
| --- |
| 56 [3.3.7] Write **here any comments or information you wish to add about planning and strategy development.** |

**4. Monitoring and evaluating performance.**

4.1-3. **Monitoring and reporting on activities and needs: measuring progress against the Cluster strategy and agreed results; recommending corrective action where necessary.**

57 [4.1.1] **Has the Cluster agreed with its partners formats for monitoring and reporting needs?**

No [skip to question 4.1.3]

Yes

Not applicable [skip to question 4.1.3]

[If Yes to 4.1.1]

58 [4.1.2] **How consistently have partners reported on needs using those formats?**

Never

rarely

Fairly often

very frequently/always

Don’t know Not applicable

59 [4.1.3] **Is information on needs that partners send reflected in Cluster bulletins and updates?**

Not at all

A litte

Quite a lot

Very regularly/always

Don’t know Not applicable

60 [4.1.4] **Has the Cluster agreed a format for monitoring and reporting activities?**

No [skip to question 4.1.6]

Yes

Not applicable [skip to question 4.1.6]

[If Yes to 4.1.4]

61 [4.1.5] **How consistently have partners reported on activities ?**

Never

Rarely

Fairly often

Very frequently/always

Don’t know Not applicable

62 [4.1.6] **Has the Cluster used information reported by partners to recommend taking corrective action?**

Never

Rarely

Quite often

Very regularly

Don’t know Not applicable

63 [4.1.7] **Is information on activities that partners send reflected in Cluster bulletins and updates?**

Not at all

A litte

Quite a lot

Very regularly/always

Don’t know Not applicable

64 [4.1.8] **Has progress on the Cluster response plan been reported using agreed indicators?**

Never

Rarely

Fairly often

Very regularly/always

Don’t know Not applicable

65 [4.1.9] **Have Cluster bulletins or updates regularly highlighted achievements, gaps and changing needs?**

No

Yes

Not applicable

66 [4.1.10] **Have Cluster bulletins and updates influenced Cluster partners’ decisions?**

Never

Rarely

Quite often

Almost always/always

Don’t know Not applicable

|  |  |
| --- | --- |
| 67 [4.1.11] Write here any comments or information you wish to add on how the Cluster has monitored and reported on its strategy and results.   |  | | --- | |  | |

**5.** **Building national capacity in preparedness and contingency planning**

5.1-3. **National contingency plans identified and shared, an partners contributing; Role of the Cluster and partners are clearly defined and understood in the Contingency Plan; The Cluster has discussed how to strengthen response capacity in country.**

68 [5.1.1] **Does a national contingency plan exist that addresses hazards and risks?**

No [skip to question 5.1.5]

Yes

Not applicable [skip to question 5.1.5]

[If Yes to 5.1.1]

69 [5.1.2] **Did the Cluster help to develop or update the contingency plan?**

No

Yes

Not applicable

[If Yes to 5.1.1]

70 [5.1.3] **How many Cluster partners participated in preparing/updating the contingency plan?**

None

A few

More than half

Almost all/all

don’t know Not applicable

[If Yes to 5.1.1]

71 [5.1.4] **Are the roles of the Cluster and its partners clearly defined in the contingency plan?**

No

Yes

Don’t know Not applicable

72 [5.1.5] **Has the Cluster discussed what Cluster partners might do to strengthen response capacity in country?**

Not at all

Not in detail

In some detail

In great detail Not applicable

73 [5.1.6] **Has the Cluster discussed taking action to strengthen response capacity in country?**

Never

Rarely

Quite often

Very regularly Not applicable

74 [5.1.7] **Have you shared and discussed early warning reports with Cluster partners?**

Not at all

Rarely

Fairly often

Consistently/always Not applicable

|  |  |
| --- | --- |
| 75 [5.1.8] Please write here any other comments or information you wish to add on preparedness and contingency planning.   |  | | --- | |  | |

**6.** **Supporting robust advocacy**

6.1-2 **Identifying concerns and contributing key information and messages to HC/HCT messaging and action**

76 [6.1.1] **Have Cluster meetings discussed issues requiring advocacy?**

No [skip to question 6.1.3]

Yes

Not applicable [skip to question 6.1.3]

[If Yes to 6.1.1]

77 [6.1.2] **How many partners participated?**

None

A few

Over half

All/almost all Not applicable

78 [6.1.3] **Has the Cluster agreed advocacy messages?**

No [skip to question 6.1.5]

Yes

Not applicable [skip to question 6.1.5]

[If Yes to 6.1.3]

79 [6.1.4] **How many partners participated in agreeing advocacy messages?**

None

A few

Over half

All/almost all Not applicable

80 [6.1.5] **Has the Cluster undertaken advocacy activities?**

No [skip to comment section 6.1.7]

Yes

Not applicable [skip to comment section 6.1.7]

[Yes to 6.1.5]

81 [6.1.6] **How many partners participated in advocacy activities?**

None

A few

Over half

All/almost all

Don’t know Not applicable

|  |
| --- |
| 43 82 [6.1.7] Write here any other comments and information you wish to add on the Cluster's role in advocacy activities. |

**7. Accountability to affected populations**

in accordance with the IASC Principals’ commitments on accountability to affected populations (CAAP)

7.1-3 **Mechanisms to consult and involved affected people in decision making; agreed mechanisms to receive, investigate and act upon complaints; key issues relating to protection from sexual violence and abuse raised and discussed**

83 [7.1.1] **Has the Cluster discussed how partners consult and engage affected women, girls, men and boys at each phase of the emergency?**

Not

No Yes Don’t know Applicable

Preparedness

Needs assessment

and analysis

Strategic planning

Resource mobilization (project

selection)

Implementation and monitoring

Operational peer review

and evaluation

84 [7.1.2] **Has your Cluster discussed how partners implement complaints and response mechanisms for affected women, girls, men and boys?**

No

Yes

Don’t know Not applicable

85 [7.1.3] **Has your Cluster discussed with partners the protection of affected women, girls, men and boys, including from sexual exploitation and abuse?**

Never

Rarely

Fairly often

Very regularly / always Not applicable

86 [7.1.4] **How consistently does the Cluster discuss with its partners the key issues raised by affected people?**

Never

Rarely

Fairly often

Very regularly/always

Don’t know Not applicable

|  |
| --- |
| 87 [7.1.5] Please write here any comments or information that you wish to add on Cluster accountability to affected women, girls, men and boys, and how feedback systems are performing. |

8. **Other information**

88 [8.1.1]Please write here any comments or information that you wish to add on Clusters and the work they do.

Thank you.