**Partners Cluster Performance Assessment: Questionnaire**

This questionnaire will take less than 30 minutes to complete. It is anonymous, but please note that all comments will be reported.

It is designed to enable Cluster partners to assess how well their Cluster has achieved its core functions (as determined by the IASC). It focuses on six core and sub-functions of the Cluster, and the Cluster’s accountability to affected populations. The results of the survey will be combined with the results of a similar questionnaire for Cluster coordinators. The findings will be discussed with participants (including cross-cutting focal points) at a dedicated Cluster workshop, where actions to improve performance will be planned if they are needed. Decisions on actions will also 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.

Thank you for taking the time to participate in this important exercise

**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] **Do you participate in a national or sub-national Cluster?**

 National Sub-national

5 [0.1.5] **Who do you work for?**

 International NGO National NGO/CBO UN Organization ICRC /IFRC

 National Authority Donor Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6 [0.1.6] **The organization you work for is a:**

 Cluster member Cluster observer\* Other Don't know

\*Observers are not full members of a Cluster but may share information with it and participate in its meetings.

7 [0.1.7] **For how long has your organisation participated in the Cluster?**

 Less than 3 months 3-6 months More than six months Don't know

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

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

8 [1.1.1] **Are you satisfied with the frequency of Cluster meetings**?

 No meetings have been held

 Too few meetings have been held.

 Too many meetings have been held

 The number of meetings is about right

 Don’t know Not applicable

9 [1.1.2] **How frequently has your organization attended Cluster meetings?**

 Never [skip to Question 1.1.5]

Rarely

Fairly often

Very regularly

Don’t know [skip to Question 1.1.5]

Not applicable [skip to Question 1.1.5]

10 [1.1.3] **How easy it it for you to travel to Cluster meetings?**

Impossible

Difficult

Fairly easy

Very easy

Don’t know Not applicable

11 [1.1.4] **How easy is it for you to speak in a language used at Cluster meeting discussions?**

Very difficult

Difficult

Fairly easy

Very easy

Don’t know Not applicable

12 [1.1.5] **Does your organization make use of the Cluster website (e.g. on HumanitarianResponse.info?)**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

13 [1.1.6] **Overall, is the information your organization receives from the Cluster useful?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

14 [1.1.7] **Do you feel your Cluster meetings have the right mix of practitioners, managers, and technical staff)?**

No

Yes.

Don’t know. Not applicable

15 [1.1.8] **Did your Cluster discuss its strategic priorities?**

Never

Rarely.

Fairly often

Very regularly

Don’t know Not applicable

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

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

16 [1.2.1] **Has the Cluster established a ‘Who does What Where When’ (4W) database (or an equivalent)?**

No [skip to comment section 1.2.5]

Yes

Don’t know [skip to comment section 1.2.5]

Not applicable [skip to comment section 1.2.5]

[If Yes to 1.2.1]

17 [1.2.2] **Did your organization contribute to it?**

Never

Rarely.

Fairly often

Very regularly

Don’t know. Not applicable

[If Yes to 1.2.1]

18 [1.2.3] **Does the Cluster use the 4W database (or its equivalent) during discussions of operational gaps and overlaps?**

No

Yes.

Don’t know. Not applicable

[If Yes to 1.2.1]

19 [1.24] **Has the Cluster’s 4W (or its equivalent) influenced your own organization’s operational decisions?**

Never

Rarely.

Fairly often

Very regularly

Don’t know. Not applicable

|  |
| --- |
| 20 [1.2.5] W**rite here any comments or information you wish to add on how the Cluster supports 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**

21 [2.11] **Has the Cluster agreed sectoral needs assessment tools?**

No [skip to question 2.1.3]

Yes

Don’t know [skip to question 2.1.3]

Not applicable [skip to question 2.1.3]

[If Yes to 2.1.1]

22 [2.1.2] **Has your organization used those assessment tools?**

 Never

 Rarely

 Fairly often

 Very regularly

 Don’t know Not applicable

23 [2.1.3] **Has the Cluster coordinated any sectoral needs assessments and surveys?**

No [skip to question 2.1.5]

Yes

Don’t know [skip to question 2.1.5]

Not applicable [skip to question 2.1.5]

[If Yes to 2.1.3]

24 [2.1.4] **Did your organization participate?**

Never

 A little

 Quite a lot

 Fully

 Don’t know Not applicable

25 [2.1.5] **Has your organization conducted its own needs assessments or surveys?**

No [skip to section 2.2]

Yes

Don’t know [skip to section 2.2]

Not applicable [skip to section 2.2]

[If Yes to 2.1.5]

20 26 [2.1.6] **Have you shared your results/your reports with the Cluster?**

Never

Rarely

Fairly often

Very regularly

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**

27 [2.2.1] **Has your Cluster identified factors affecting the emergency situation (situation analyses)?**

No [skip to section 2.3]

Yes

Don’t know [skip to section 2.3]

Not applicable [skip to section 2.3]

[If Yes to 2.2.1]

28 [2.2.2] **Did your organization participate?**

Never

Sometimes

Fairly often

Very regularly

Don’t know Not applicable

[If Yes to 2.2.1]

29 [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]

30 [2.2.4] **Have your Cluster’s situation analyses addressed 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**

31 [2.3.1] **Are the Cluster’s response priorities based on those analyses (of risks, needs, gaps, etc., and cross-cutting issues).**

 No

 Partially

 Yes

 Don’t know Not applicable

|  |
| --- |
| 32 [2.3.2] **Please write here any comments or information you wish to add on how the Cluster informs 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**

33 [3.1.1] **Has the Cluster agreed a Cluster response plan?**

No [skip to question 3.1.10]

Yes

Don’t know [skip to question 3.1.10]

Not applicable [skip to question 3.1.10]

[If Yes to 3.1.1]

34 [3.1.2] **Does the Cluster’s response plan include strategic objectives?**

 No

 Yes

 Not applicable

[If Yes to 3.1.1]

35 [3.1.3] **Does the Cluster’s response plan include activities?**

 No

 Yes

 Not applicable

[If Yes to 3.1.1]

36 [3.1.4] **Does the Cluster’s response plan include indicators?**

 No

 Yes

 Not applicable

[If Yes to 3.1.1]

37 [3.1.5] **Did your organization contribute to the Cluster’s response plan?**

Not at all

Very little

Quite a lot

Very much

Don’t know Not applicable

[If Yes to 3.1.1]

38 [3.1.6] **Did the Cluster response plan take your organization’s contributions into account**?

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

[If Yes to 3.1.1]

39 [3.1.7] **Did the Cluster response plan guide your organization’s activities?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

[If Yes to 3.1.1]

40 [3.1.8] **Does the Cluster’s response plan 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

[If Yes to 3.1.1]

41 [3.1.9] **Does your Cluster’s response plan address early recovery?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

42 [3.1.10] **Have Cluster partners helped to identify deactivation criteria and a phase-out strategy for the Cluster?**

 No [skip to section 3.2]

 Yes

 Not applicable [skip to section 3.2]

[If Yes to 3.1.10]

43 [3.1.11] **Did your organization participate in identifying those criteria?**

Very little

A kittle

Quite a lot

Very much Not applicable

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

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

44 [3.2.1] **Has your Cluster agreed technical standards?**

No [skip to section 3.3]

Yes

Don’t know [skip to section 3.3]

Not applicable [skip to section 3.3]

[If Yes to 3.2.1]

45 [3.2.2] **Has your organization agreed to use them?**

 No

 Yes

 Not applicable

[If Yes to 3.2.2]

46 [3.2.3] **Has your organization used them?**

Never

Rarely

Fairly often

Very regularly/always

Don’t know Not applicable

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

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

47 [3.3.1] **Did the Cluster adopt criteria for selecting projects to be considered for the HC’s overall funding plan?**

No [skip to question 3.3.3]

Yes

Don’t know [skip to question 3.3.3]

Not applicable [skip to question 3.3.3]

[If Yes to 3.3.1]

48 [3.3.2] **Did Cluster partners participate in agreeing the criteria?**

No

A few

More than half

Almost all

 Don’t know Not applicable

49 [3.3.3] **In your view, was the process for selecting projects fair to all parties?**

No

To some extent

Yes

 Don’t know Not applicable

50 [3.3.4] **Did your organization share information with the Cluster on funding it received (using FTS or other means)?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

51 [3.3.5] **Has the Cluster updated Cluster partners on how much of the Cluster’s response plan has been funded?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

52 [3.3.6] **How much has your Cluster assisted your organization to access funds?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

|  |
| --- |
| 53 [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.**

54 [4.1.1] **Has the Cluster agreed with its partners formats for monitoring and reporting needs?**

No [skip to question 4.1.3]

Yes

Don’t know [skip to question 4.1.3]

Not applicable [skip to question 4.1.3]

[If Yes to 4.1.1]

55 [4.1.2] **Has your organization reported using those formats?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

56 [4.1.3] **Is information on needs that your organization sends to the Cluster reflected in Cluster bulletins and updates?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

57 [4.1.4] **Has the Cluster agreed with its partners a format for monitoring and reporting partners’ activities?**

No [skip to question 4.1.7]

Yes

Don’t know [skip to question 4.1.7]

Not applicable [skip to question 4.1.7]

[If Yes to 4.1.4]

58 [4.1.5] **Has your organization reported using that format?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

59 [4.1.6] **Has the Cluster used the information reported to it to recommend taking corrective action?**

Never

Rarely

Quite often

Almost always/always

Don’t know Not applicable

60 [4.1.7] **Is information on activities that your organization sends to the Cluster reflected in Cluster bulletins and updates?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

61 [4.18] **Has progress on the Cluster response plan been reported using agreed indicators?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

62 [4.1.9] **Have Cluster bulletins or updates regularly highlighted achievements, gaps and changing needs?**

No

Yes

Don’t know Not applicable

63 [4.1.10] **Have Cluster bulletins and updates influenced your organisation’s decisions?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

|  |  |
| --- | --- |
|

|  |
| --- |
| 64 [4.1.11] Write here any comments or information you wish to add on how the Cluster has monitored and reported 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.**

65 [5.1.1] **Does a national contingency plan exist that addresses hazards and risks?**

No [skip to question 5.1.5]

Yes

Don’t know [skip to question 5.1.5]

Not applicable [skip to question 5.1.5]

[If Yes to 5.1.1]

66 [5.1.2] **Has your Cluster discussed the national contingency plan?**

 No

 Yes

 Don’t know Not applicable

[If Yes to 5.1.1]

67 [5.1.3] **Did your organization help to prepare or update the contingency plan?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

[If Yes to 5.1.1]

68 [5.1.4] **Do you understand your organization’s role if the plan is ever activated?**

Not at all

Not well

Fairly well

Very well

Don’t know Not applicable

69 [5.1.5] **Has the Cluster discussed what partners might do to strengthen the response capacity in country?**

Not at all

Not in detail

In some detail

In great detail

Don’t know Not applicable

70 [5.1.6] **Has the Cluster discussed taking action to strengthen response capacity in country?**

Never

Rarely

Quite often

Very regularly

Don’t know Not applicable

71 [5.1.7] **Has your Cluster shared and discussed early warning reports?**

Not at all

Rarely

Fairly often

Consistently/always Not applicable

|  |
| --- |
| 72 [5.1.8] Please write here any other comments or information you wish to add on preparedness and contingency planning.  |

**6.(1)** **Supporting robust advocacy**

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

73 [6.1.1] **Have Cluster meetings discussed issues requiring advocacy?**

No [skip to question 6.1.3]

Yes

Don’t know [skip to question 6.1.3]

Not applicable [skip to question 6.1.3]

[If Yes to 6.1.1]

74 [6.1.2] **Did the Cluster take your organization’s views into account?**

Not at all

A little

Quite a lot

Fully

Don’t know Not applicable

75 [6.1.3] **Has the Cluster agreed advocacy messages?**

No [skip to question 6.1.5]

Yes

Don’t know [skip to question 6.1.5]

Not applicable [skip to question 6.1.5]

[If Yes to 6.1.3]

76 [6.1.4] **Did your organization participate in agreeing advocacy messages?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

77 [6.1.5] **Has the Cluster undertaken advocacy activities?**

No [skip to question 6.1.7]

Yes

Don’t know [skip to question 6.1.7]

Not applicable [skip to question 6.1.7]

[If Yes to 6.1.5]

78 [6.1.6] **Did your organization participate in advocacy activities?**

Not at all

A little

Quite a lot

Very much

Don’t know Not applicable

|  |  |
| --- | --- |
| 79 [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**

80 [7.1.1] **Has the Cluster discussed with its partners how partners consult and involve all affected people (i.e. all 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

Implementation and monitoring

Operational peer review

and evaluation

81 [7.1.2] **Has your Cluster discussed with its partners how partners implement complaint mechanisms for affected people?**

 No

 Yes

 Don’t know Not applicable

82 [7.1.3] **Has the Cluster discussed with partners the protection of affected women, girls, men and boys from sexual exploitation and abuse?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

83 [7.1.4] **Has your Cluster discussed with partners the key issues raised by affected people?**

Never

Rarely

Fairly often

Very regularly

Don’t know Not applicable

|  |
| --- |
| 84 [7.1.5] Write here any comments or information you wish to add on Cluster accountability to affected women, girls, men and boys, and how feedback systems are performing. |

Thank you for taking the time to complete the Cluster Performance Assessment Questionnaire.