Why review coordination performance?

• National and subnational coordination performance review is essential for clusters to
  – Take stock of functions and deliverables of the cluster
  – Identify good practice
  – Identify what the partners can do to improve coordination
  – Identify functions that require (external) support
  – Follow trend in performance

• National and subnational coordination performance review helps clusters to
  – Be accountable within the cluster to the CLAs, HC/HCT and other stakeholders
  – Be accountable to national authorities and affected population
What is reviewed?

- Review performance of the cluster as a coordinating body: Are we delivering as expected, at the right time, in the right way, and is it useful?
  - e.g. is strategy made in consultation with partners, and does it guide projects of partners?
- Does not look at performance of individual partners
- Is not a staff appraisal of cluster coordinators
- Is based on the Six Core Functions for all clusters (see IASC Coordination Reference Module (October '12):
  i. Supporting service delivery
  ii. Informing strategic decision-making of the HC/HCT for the humanitarian response
  iii. Planning and strategy development
  iv. Advocacy
  v. Monitoring and reporting
  vi. Contingency planning/preparedness

→ Plus Accountability to Affected Populations
How is it reviewed?

• Process initiated every 6 months
• Implemented and analysed separately for national and sub-national coordination
• On-line anonymous self-assessment mechanism to gather feedback to reflect on and improve cluster performance
• Based on a consultative, participative approach, and a mix of objectively verifiable facts and feedback from partners:
Step 1: The Email Invitation

This message is to be forwarded by the cluster coordinator to all partners registered under the cluster in this location.

Dear FSC Partner,

This questionnaire is anonymous and will take around 10-15 minutes to complete. Please note that when you add comments in the text boxes of the survey, these will be displayed in the report. The deadline is 2 weeks.

One questionnaire should be filled by each partner registered under and participating in the cluster coordination meetings in this location.

The Cluster Performance Assessment Questionnaire allows cluster partners to assess the performance of the cluster in achieving its core functions, as agreed by the IASC. It is articulated around the six core functions and sub-functions of the cluster, and the accountability of the cluster to affected populations.

The results of this questionnaire will be analysed together with the results of a similar questionnaire filled by the cluster coordinator.

The results of this survey will be shared with all partners, and then discussed among the cluster partners at the next cluster meeting, including cross-cutting focal points:
- To reach consensus on the performance status
- Agreement on follow-up actions to improve performance, constraints identified, and/or requests for support as needed

To fill out the questionnaire, please click on the following link: https://extranet.who.int/ihrmsurvey/index.php
The Assessment Form

Somalia Food Security Cluster Partners Assessment

The questionnaire is anonymous and will take around 10 minutes to complete.

This questionnaire for cluster partners is one of the self-assessment tools in the process to assess and monitor the performance of the cluster in achieving its 6 core functions, as determined by the IASC. The result of the questionnaire for partners will be compared to the results of the questionnaire for the cluster coordinators. This will then be used to discuss findings among partners during a cluster meeting and to decide on appropriate actions to be taken for improvement, if needed. The outcome of this meeting will be shared as appropriate with the cluster lead agencies, national authorities, the humanitarian coordinator and the global clusters.

The questionnaire first asks about a description of the respondents and a general description of the cluster structure and partners. Further questions are articulated around the core functions and sub-functions of the cluster and the accountability of the cluster to affected population.

There are 45 questions in this survey.

A note on privacy

This survey is anonymous.

The record kept of your survey responses does not contain any identifying information about you unless a specific question in the survey has asked for this. If you have responded to a survey that used an identifying token to allow you to access the survey, you can rest assured that the identifying token is not kept with your responses. It is managed in a separate database, and will only be updated to indicate that you have (or haven’t) completed this survey. There is no way of matching identification tokens with survey responses in this survey.
6 0.16 0.16 Do you work for?

This question is mandatory.

- International NGO
- National NGO
- International Organization (non-NGO, non-UN)
- UN Organization
- National Authority
- Donor
- Other

7 0.17 0.17 The organization you work for is a:

This question is mandatory.

- Cluster member
- Cluster observer*
- Don't know
- Other

*Observers are not full members of the cluster but share information with the cluster and participate in cluster meetings

8 0.18 0.18 Please enter below any further comments/clarifications you might have about general information:

Yippee I have completed this page
PAK_TEST - Cluster Partners Assessment

The questionnaire is anonymous and will take around 10 minutes to complete.

This questionnaire for cluster partners is one of the self-assessment tools in the process to assess and monitor the performance of the cluster in achieving its 6 core functions, as determined by the IASC. The result of the questionnaire for partners will be compared to the results of the questionnaire for the cluster coordinators. This will then be used to discuss findings among partners during a cluster meeting and to decide on appropriate actions to be taken for improvement, if needed. The outcome of this meeting will be shared as appropriate with the cluster lead agencies, national authorities, the humanitarian coordinator and the global clusters.

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1.1 Coordinating to ensure that service delivery is driven by the agreed strategic priorities

Please note: the questions in this section refer to the preceding 6 months.

9.1.11 Have regular coordination meetings been organized, as needed?

- No meeting
- Meetings organised far less often than needed
- Meetings organised less often than needed
- Meetings organised almost as often as needed
- Meetings organised as often as needed
- Do not know

14.1.16 Has the Cluster Strategic Advisory Group (SAG) or equivalent group* been useful in giving strategic direction?

- No SAG established
- SAG established but no regular meetings
- SAG established and regular meetings but not useful for giving strategic directions
- SAG established and regular meetings and somewhat useful for giving strategic directions
- SAG established and regular meetings and mostly useful for giving strategic directions
- Do not know

* "A Strategic Advisory Group" (SAG) or equivalent is a small sub-set of the wider Cluster membership, and is needed to allow decision-making to take place on behalf of all the partners. Each SAG member represents specific stakeholder groups. Representatives should "self-select" from within their particular groups. [http://clustercoordinators.org/sag](http://clustercoordinators.org/sag)
### Step 2: Automatic analysis of feedback from partners and coordinators, scoring of each function/sub-function

<table>
<thead>
<tr>
<th>1. Supporting service delivery</th>
<th>Performance status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Provide a platform to ensure that service delivery is driven by the agreed strategic priorities</td>
<td>Green</td>
</tr>
<tr>
<td>1.2 Develop mechanisms to eliminate duplication of service delivery</td>
<td>Yellow</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Informing strategic decision-making of the HC/HCT for the humanitarian response</th>
<th>Performance status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Needs assessment and gap analysis (across other sectors and within the sector)</td>
<td>Yellow</td>
</tr>
<tr>
<td>2.2 Analysis to identify and address (emerging) gaps, obstacles, duplication, and cross-cutting issues.</td>
<td>Yellow</td>
</tr>
<tr>
<td>2.3 Prioritization, grounded in response analysis</td>
<td>Yellow</td>
</tr>
</tbody>
</table>
Step 3
- Analysis findings shared with all partners

Step 4
- Organization of a SAG meeting to discuss these findings: discuss success factors, good practice and constraints, agree on follow-up actions

Step 5
- Outcome of the SAG meeting shared with all partners, CLA, other stakeholders
Thank You
Q&A