**2022 Country Cluster Performance Monitoring**

**Survey review**

32 participants attended the CCPM review: International Charity Organization “Izolyatsia”, FSL and MPCA Coordinator from Polish Humanitarian Action, Livelihood Officer from IOM, Swiss Embassy to Ukraine, Economic and Market Analyst from Merci Corps, World Vision International (Food and NFR representative), Education consult of Welthungerhilfe (WHH), Safeway, Emergency Coordinator from People in Need (PIN), Slovakia PIN, Typically Ukraine, Representor of DB people of Ukraine, Coordinator of the FS Programme of Estonian Refugee Council, Red Cross Ukraine, Ukraine Programme Manager of World Jewish Relief, Charity Organization Network 100% Rivne, Mercy Corps, Caritas, FAO, The International Committee of the Red Cross (ICRC), NGO ASB Ukraine, [Polska Akcja Humanitarna](https://www.eurodesk.pl/organizacje/pah-polska-akcja-humanitarna) (PAH).

**Aim**: to review Cluster’s activities and performances, receive suggestions for Cluster improvement, and note partners’ needs.

**Key points**: 11 Indicators from the Survey were discussed.

**In detail**:

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| *Q1.1* | Providing a platform that ensures service delivery is driven by the humanitarian response plan and strategic priorities. | 4.4 (Good)  |

Cluster provides both physical and online platforms i.e. Working Groups for coordination and following up on implementation and challenges. In addition, there is an Operational Presence Map – dashboard that shows our activities and geographical presence. This dashboard provides greater visibility of partners focus and presence.

* *Action Point*: Cluster to incorporate more national NGOs as implementation partners and aim for more donors’ presence.

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| *Q1.2* | Developing mechanisms to eliminate duplication of service delivery. | 4.1 (Needs minor improvement)  |

Dashboard should be more detailed to include the presence in Hromada/Rayon level with monthly or quarterly updates due to unequal food distribution. Some hromadas get to much of in-kind assistance, while other may get nothing. Noted that the work of the local officials at the areas with high hostilities is interrupted, therefore it is difficult to understand the situation at those communities. Moreover, it was suggested to strengthen coordination with the local authorities as they would know exactly who provides food.

* *Action Point*: Cluster to continue working towards monthly public reporting via the ActivityInfo platform at the hromada level.

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| Q2.1 | Preparing needs assessments and analysis of gaps (across and within clusters, using information management tools as needed) to inform the setting of priorities. | 3.5 (Needs minor improvement) |

* *Action Point*: Cluster to work over improvement of information quality and quantity.

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| Q2.2 | Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues. The questions in this section refer to the preceding 6 months. |  3.4 (Needs minor improvement) |

Assessment fatigue is increasing. There is a need to have a rapid multi-sector assessment tool that covers all the sectors: FSL, Shelter, Education, Protection, etc. In addition, FSLC has no presence on the ground and fully depends on the partner’s reports. Partners lack time to do and share assessments themselves.

* Action Point: Cluster to improve information gathering as there is already enough of data available.

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| Q2.3 | Formulating priorities based on analysis.  |   |

The questions of this section refer to the preceding 6 months.

There is a lack of gaps analysis. Approximately 90% of people receive food assistance, while there is a gap in other aid. Furthermore, a join analysis is required. Challenges: how to harmonize the tool (between those working at the national level, western areas, and hard-to-reach locations), correctly identify the targeting, how not to overcomplicate it. To add, importance of Post Distribution Monitoring (PDM) was highlighted. PHA shared their practice of not delivering food at the smaller locations as this negatively impacts local shops.

* *Action Point*: Cluster to work on a better mechanism for identifying people’s needs.

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| Q3.1 | Developing sectoral plans, objectives and indicators that directly support realization of the overall response's strategic objectives. | 3.98 (Needs minor improvement) |

Information incorporation is a key as there are varied Clusters present and other means such as Inter-Agency-Convoys (IAC).

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| Q3.2 | Applying and adhering to common standards and guidelines.  | 3.65 (Needs minor improvement) |

N/A

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| Q3.3 | Clarifying funding requirements, helping to set priorities, and agreeing Cluster contributions to the HC's overall humanitarian funding proposals.  | 3.95 (Needs minor improvement) |

Usage of common vocabulary/language was considered as useful. Also, early targeting at the beginning of the year helps. One of the partners aims to develop a livelihood programming to conduct day by day market assessment.

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| Q4 | Overall (Monitoring and evaluating performance). | 3.57 (Needs minor improvement) |

N/A.

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| Q5 | Overall (Building national capacity in preparedness and contingency planning).  | 3.39 (Needs minor improvement) |

It was suggested that posting of available sessions, sources and training would be useful. In addition, a partner offered to start contingency planning/advocating to get the access to the NGCA.

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| Q6 | Overall (Advocacy).  | 2.55 (Needs major improvement) |

Partner reiterated the need for advocating for access to the NGCA. Also, funding towards other projects: early recovery, safer oblasts, etc.

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| Q7 | Overall (Accountability to affected populations). | 3.34 (Needs minor improvement) |

Partners noted that there are different ways of delivering food aid: door to door, via collective centres, etc. Available training on PGAAP for the new NGOs and partners is desired. Suggested to have a language consideration: English, Ukrainian and Russian, where applicable. In addition, a point was raised to have harmonized messages on a joint platform: on information, service mapping, job opportunities, employment, harmonized targeting frameworks.

**Summary:**

According to the survey, the Cluster has been rated as "Good" for providing a platform that ensures service delivery is driven by the Humanitarian Response Plan and strategic priorities.

However, there is room for improvement in developing mechanisms to eliminate duplication of service delivery and preparing needs assessments and analysis of gaps.

The Cluster should improve information quality, identifying and addressing gaps in assistance, and building national capacity in preparedness and contingency planning.

Additionally, advocacy efforts and accountability to affected populations require minor improvements, such as providing Protection, Gender, and Accountability to Affected Population (PGAAP) training and harmonizing messages on a joint platform.