

Guidance on the Cluster Performance Monitoring Tool

Cluster performance monitoring is mandatory for all clusters according to the Transformative Agenda Protocols. In order to assist clusters to fulfill this responsibility, the global level created a specific tool. The cluster performance monitoring tool is an online questionnaire for cluster/sector partners to assess and monitor the performance of the cluster/sector in achieving its 6 core coordination functions in addition to evaluating accountability to affected populations, as determined by the IASC.

The online survey is not a stand-alone exercise, if you decide to engage in the roll-out, your cluster should be prepared to do at least the following:

- ✓ Each cluster member to reply to the questionnaire (in paper form or online)
- ✓ Review the survey results in a consultative process within your own cluster and add comments/suggestions for follow up and how to improve in areas which have been identified as “unsatisfactory” or “weak”
- ✓ Draft an action plan within your cluster on how to address the challenges identified and how to capitalize on your strengths
- ✓ Share your findings with the HCT and report back to them after a period of six months on the progress made of the agreed upon actions

The tool is NOT:

- ✓ Mandatory for clusters; if you have another tool to evaluate the core coordination functions you are free to use it
- ✓ A tool for response monitoring of the cluster or the quality of its interventions; the tool only evaluates coordination functions of the cluster as a whole
- ✓ A tool to evaluate the performance of the cluster lead agency or co-facilitator, but should assist cluster members to identify areas of expertise to replicate its success and challenges where some improvements could be made
- ✓ Meant to be used in a transitional/phase out of clusters as most of the questions are not adapted to capture this situation
- ✓ Meant to evaluate if/when clusters should be de-activated

Be aware that:

- ✓ Your cluster is free to determine when best to conduct the exercise during the year; however, the Global Cluster recommends to carry out an evaluation once a year
- ✓ Your cluster should decide if you want to use the online tool; you could use a paper version, but you would need to identify who will be responsible to collect, enter and analyze the data produced through the paper version which might include considerable resources depending on the size of your cluster
- ✓ Your cluster can decide whether or not it is meaningful to roll-out the survey at the sub-national level (district, territory, province); your decision might be guided by the questions whether or not you have a coordination structure in place including partners at sub-national level; the roll-out at sub-national level might be especially useful for larger operations such as DRC, Pakistan etc.
- ✓ It is recommended to roll-out the tool together with other clusters; though this is not mandatory
- ✓ Ideally, you would want to have separate questionnaires for your sub-cluster/working groups (GBV, Child Protection, HLP,..) as the tool being standardized for all clusters, it does not accurately reflect the specific differences in coordination structure of the protection cluster
- ✓ Discussions are ongoing to include in the questionnaire further questions to evaluate aspects of inter-agency coordination and questions which are particularly relevant for the protection cluster, but distinct from other clusters

Areas where the Global Protection Cluster may support you:

- ✓ Provide you with technical support to administer the survey for your cluster
- ✓ Advice on how to conduct the review exercise of the survey results and how to set up an action plan for response
- ✓ Explain the importance of the overall exercise to cluster members



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