

## SNFI Cluster Coordination Performance (CCPM) Survey - Summary December 2020

### Introduction

The shelter & NFI Cluster (SNFI) in South Sudan was established in 2011 acts as coordination mechanism of the partners in providing basic SNFI life-saving assistance to the displaced population affected by conflict and natural disasters. Since the onset of the conflict in 2013, the cluster has scaled-up the response providing much needed evidence -based interventions for the most vulnerable population across the country providing Shelter and NFI assistance to affected populations.

The below findings are the outcomes of the CCPM survey conducted from 1<sup>st</sup> – 15<sup>th</sup> November 2020 meant to identify key areas which may require improvement in coordination, ensuring that the cluster has an effective and efficient coordination mechanism to support the delivery of humanitarian assistance to the affected population. There are six core functions and accountability to affected populations that the cluster needs to fulfill:

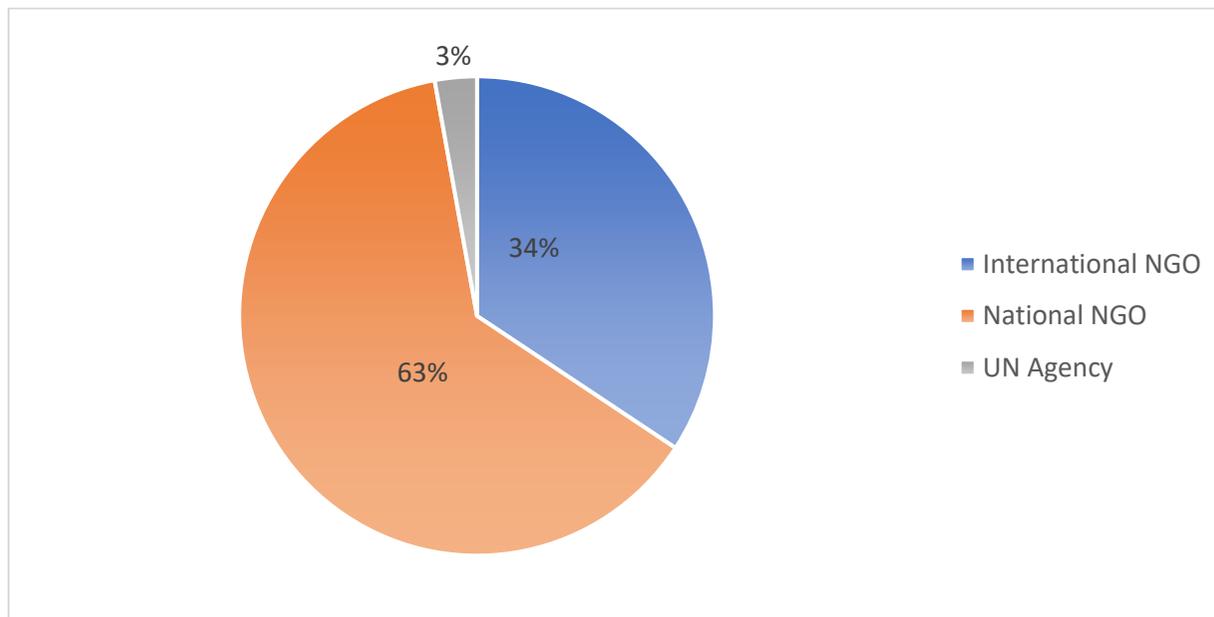
1. Supporting service delivery
2. Informing strategic decision making of HC/HCT for humanitarian response
3. Planning and strategy development
4. Advocacy
5. Monitoring and Evaluation
6. Contingency planning/preparedness
7. Accountability to the affected population, and
8. Capacity building for local partners

During this survey, the cluster also wanted to assess one more key function i.e. capacity building for local Partners as the cluster is putting huge effort on building the capacity of the local partners to able to response to the needs of SNFI in South Sudan in accordance with the international standards.

### Participation of partners in Cluster Coordination Performance Monitoring

There were 35 partners who participated in this survey. Of these, 63 % of the respondents were from National NGOs, 34% from International NGOs and 3% representing the UN Agencies. The online survey was open from 1 to 15 November 2020, which is considered long enough to allow partners to participate. The breakdown of the organization who participated in the CCPM survey is as below:

Type	Partners Participated	Total Partners in 2020	Participation Rate (%)
International NGO	12	12	100%
National NGO	22	24	92%
UN Agency	1	2	50%
<b>Total</b>	<b>35</b>	<b>38</b>	<b>92%</b>



## Cluster Performance Summary – December 2020

Sr. no	Category	Indicative characteristics of functions	Score	Performance / Satisfactory Status	Performance Status Constraints: unexpected circumstances and/or success factors and/or good practice identified	Action Points	Timeline to take Actions
<b>Overall performance</b>				<b>82%</b>			
<b>1</b>	<b>Supporting Service Delivery</b>		<b>87%</b>	<b>Good</b>			
	1.1. Coordinating to ensure that service delivery is driven by the agreed strategic priorities	<ul style="list-style-type: none"> <li>- Established relevant coordination mechanism</li> <li>- recognizing national system, sub national and co-lead aspects</li> <li>- Cluster coordinators active in inter-cluster and related meeting</li> </ul>	86%	Good	The cluster established the coordination mechanism both at the national, state and site level (particularly on the IDPs sites such as PoCs and Collective Centre). The cluster actively participate at the inter-cluster coordination group (ICCG) meeting both at National and Sub-National level. The cluster has conducted regular monthly coordination meeting that are open to all partners to share the context updates and other relevant information.	The cluster will maintain the current coordination mechanism.	Throughout the year
	1.2. Developing mechanisms that eliminate duplication of service delivery	<ul style="list-style-type: none"> <li>- Cluster partners engagement in dynamic mapping of presence and capacity (5W), information sharing across the clusters in line with the joint strategic objectives in the Humanitarian Response Plan</li> </ul>	87%	Good	The cluster activities are regularly mapped and discussed every two weeks through the Operational Working Group Meeting to support the coordinated responses, identify the emerging needs, response capacity and gaps. The cluster also share this information to OCHA in form of 5Ws on monthly basis.	The cluster will maintain the current response coordination mechanism.	Throughout the year
<b>2</b>	<b>Informing strategic decisions of the Humanitarian Coordinator (HC) and Humanitarian Country Team (HCT)</b>		<b>86%</b>	<b>Good</b>			
	2.1 Needs assessment and gap analysis	<ul style="list-style-type: none"> <li>- Use of assessment tools in accordance with agreed minimum standard, individual assessment/survey results shared and/or carried out jointly as appropriate</li> </ul>	86%	Good	The cluster has developed assessment tools including household interview tools, FGD and key informant interviews. The analysis tools is also mainstreaming the cross cutting issues such as AAP, protection, gender, and risk mitigation. All partners are currently use these tools to analyze the needs and inform the cluster if the response is needed. The reports shared with the cluster coordination team for review and endorsement.	The cluster will keep using the current assessment tools and will revise it if necessary.	Throughout the year
	2.2 Analysis to identify (emerging) gaps, obstacles, duplication and cross-cutting issues	<ul style="list-style-type: none"> <li>- Joint analysis for current and anticipated risk, needs, gaps and constraints; cross cutting issues addressed from outset</li> </ul>	85%	Good	In anticipation of a changing humanitarian and political landscape in South Sudan, the cluster works with partners and all stakeholders to analyze the current and anticipated risk, needs, gaps and constraints by developing/updating the contingency planning.	The cluster will maintain the same approach	Throughout the year

2.3	Prioritizing on the basis of response analysis	- Joint analysis supporting response planning and prioritization in short and medium term	92%	Good	The prioritizations have been included in to the cluster response plan and agreed among the partners including other stakeholders at the NAWG	The cluster will maintain the same approach	Throughout the year
<b>3</b>	<b>Planning and strategy development</b>		<b>78%</b>	<b>Good</b>			
3.1	Developing sectoral plans, objectives, indicators that directly support HC/HCT strategic priorities	- Strategic plan based on identified priorities, shows synergies with other sectors against the strategic objectives, addresses cross cutting issues, incorporated exit strategy discussion and is developed jointly with partners. Plan is updated regularly and guides response	76%	Good	Strategic plan have been developed and discussed with the Strategic Advisory Group (SAG). Partners are well informed about the cluster strategic plan and requested to reflect it to their proposal and their response plan. - Partners regularly received information being shared with and/or from ICCW and HC/HCT.	The cluster will update its humanitarian response plan for 2021 and the Cluster Strategy Document for 2021-2022	HRP: February 2021  Cluster Strategy Workshop: February 2021  Final Cluster Strategy document: March 2021
3.2	Adherence to and application of standards and guidelines	- Uses of existing national standards and guidelines where possible. Standard and guidelines are agreed to, adhered to and reported against	87%	Good	Cluster guidelines, standards and other strategy documents exist and are agreed upon by the partners, 90% of partners adhere to cluster standards and guidelines. The cluster as much as possible tries to provide info-sessions to ensure partners are well informed with the cluster standards.  <i>The cluster made all the standards, guidelines and other resources available online at the cluster website (<a href="http://sheltersouthsudan.org/documents">http://sheltersouthsudan.org/documents</a>).</i>	The cluster will maintain the same approach.	
<b>Sr. no</b>	<b>Category</b>	<b>Indicative characteristics of functions</b>	<b>Value</b>	<b>Performance Status</b>			
3.3	Clarifying funding needs, prioritization, and cluster contributions to HC funding needs (for example, CAP/Flash Appeals, ERF/CHF, CERF)	- Funding requirements determined with partners, allocation under jointly agreed criteria and prioritization, status tracked and information shared	78%	Good	The cluster periodically updates partners on the funding opportunities and status whenever new allocations from the SSHF are announced.	The cluster will maintain the same approach.	

<p><b>4 Advocacy</b></p> <p style="text-align: right;"><b>72%</b></p>	<p><b>Satisfactory, (need minor improvement)</b></p>		<p>1. Advocate for more funding national NGOs</p> <p>2. Advocate for meaningful access including more funding for logistics to support hard to reach areas</p> <p>3. The S/NFI Cluster will engage the CCE from CCCM to improve messaging</p> <p>4. Work with CCE to develop clear messaging on sub national violence</p> <p>5. Advocate with national authorities on flood mitigation measures including building of dykes , completing stalled canals and relocations to safe grounds</p> <p>6. Identify DRR Partners including line ministries</p>			
<p>4.1 Identifying advocacy concerns that contribute to HC/HCT messaging and action</p>	<p>- Concern for advocacy identified with partners, including gaps, access, resources needs</p>	<p>75%</p>	<p>Satisfactory, (need minor improvement)</p>	<p>Concern/issues that require advocacy are periodically discussed with partners mainly during the cluster meeting and/or bilaterally and if it necessarily, the cluster brings it to the ICWG, donors and/or HCT meeting. All the developments and updates are regularly shared with the partners</p>	<p>The S/NFI Cluster will engage the CCE from CCCM to improve messaging</p>	
<p>4.2 Undertaking advocacy activities on behalf of cluster participants and affected people</p>	<p>- Common advocacy campaign agreed and delivered across partners</p>	<p>68%</p>	<p>Satisfactory, (need minor improvement)</p>	<p>Overall, the SNFI cluster have good advocacy approach while advocating its partners, donors and HC/HCT. For example: The cluster helps partners in advocating to OCHA and relevant stakeholders in negotiating access to deliver humanitarian assistance in hard to reach areas. The cluster also leads the coordination efforts with the Logs cluster to transport the cargo to the distribution site. The cluster undertakes advocacy for funding to meet needs of affected populations.</p>	<p>The S/NFI Cluster will engage the CCE from CCCM on messaging to improve on advocacy</p>	
<p><b>5 Monitoring &amp; Evaluation</b></p>	<p><b>Good</b></p>	<p>82%</p>				

<p>5.1 Monitoring and reporting on implementation of the cluster strategy and results; recommending corrective action where necessary.</p>	<ul style="list-style-type: none"> <li>- Use of monitoring tools in accordance of minimum standards, regular report sharing, progress mapped against agreed strategic plan, any necessary corrections identified.</li> </ul>	<p>82%</p>	<p>Good</p>	<p>The cluster monitoring and evaluation (M&amp;E) tools has developed in line with the cluster strategic plan, shared and used widely by the partners. The cluster has developed the Post Distribution Monitoring (PDM) toolkit, rapid monitoring tool and safety audit tool that widely used by the cluster partners.</p> <p>Together with OCHA, the cluster also conducted the periodic monitoring to measure its achievements against the indicators used in the HRP 2020.</p>	<p>The cluster will maintain the current monitoring system</p>
<p><b>6 Contingency Planning and Preparedness</b></p>		<p>85%</p>	<p>Good</p>		
<p>6.1 Preparedness for recurrent disasters (when feasible and relevant)</p>	<ul style="list-style-type: none"> <li>- Contingency plan (at national and sub-national level) are identified and share; risk assessment and analysis carried out, multisectoral where appropriate; readiness status enhanced; regular distribution of early warning report</li> </ul>	<p>85%</p>	<p>Good</p>	<p>The Cluster has developed contingency plans at both national and sub-national level. The State Focal Points (SFPs) are involved during the development of these contingency plans and partners are informed.</p>	<p>The cluster will continue developing contingency plans working with the ICCG.</p>
<p><b>7 Accountability to Affected Population</b></p>		<p>82%</p>	<p>Good</p>		
	<ul style="list-style-type: none"> <li>- Affected population conduct or actively participate in regular meetings on how to organize and implement the response; agencies have investigated and, as appropriate, acted upon feedback received about the assistance provided</li> </ul>	<p>82%</p>	<p>Good</p>	<p>Guidelines on how to improve the accountability to the affected population have been developed. The affected populations are involved as much as possible during the when partners are planning for response. Complain desks are there during the distributions; need to improve the complaint and feedback mechanism during the distribution and its follow-up.</p>	
<p><b>8 Capacity Building</b></p>		<p>77%</p>	<p>Good</p>		

<p>1. Cluster info-session 2. Training/Workshop 3. Knowledge Management</p>	<p>- Partners are actively involved during the capacity building activities.</p>	<p>77%</p>	<p>Good</p>	<p>Due to the high rate of staff turnover in South Sudan, the cluster regularly conduct the cluster info-session, training/workshop, and knowledge management to increase the capacity of the partners especially for the local NGOs ensuring they are well informed with the cluster strategy, standards, and guidelines.</p>	<p>Cluster will continue with the capacity building efforts</p>
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