

WASH Cluster Performance Monitoring

Final Report – April 2021

Cluster: WASH
Country: Afghanistan
Level: National
Completed on: 15/01/2021
 (survey)

Introduction:

This report provides the findings of the (WASH) Cluster Performance Monitoring and allows the reporting of good practices, constraints and action points that will be identified and agreed upon by the cluster during the revision of the preliminary report

The overall 2020 CCPM results were presented at the WASH Cluster monthly meeting held on February 9th, 2021:

- Increase of participation – thanks to all partners for their inputs:
 - 54 organizations having responded (38 last year): Donors: 1 -> 4; National Authority: 1 -> 1; NNGOs: 11 -> 16; INGOs: 23 -> 27; UN: 2-> 5.
- Feedback averages still good and satisfactory:
 - Slight increase of good appreciations despite COVID-19 (good: 10 -> 11 sub-functions; satisfactory: 9 -> 8; unsatisfactory 0 -> 0: weak: 0 -> 0)
 - Slight increases: Plan/objective/indicators; Protection/PSEA issues;
 - Slight decrease: Advocacy on behalf cluster, cluster members and affected people;
 - Pending challenges: Gap analysis; Early warning; Cluster role; Advocacy.

The action points (in the last 2 columns of the table report below) have been filled according to discussions held at a dedicated meeting reviewing the results of the cluster performance on March 31st, 2021 – in DACAAR office with 12 key WASH Cluster partners. The main CCPM recommendations for 2021 were presented at the WASH Cluster monthly meeting held on April 6th, 2021.

Table 1. Response rate among partners

Partner Type	Number of responded partners	Total number of partners	Response Rate (%)
Donors	4	2	200.0%
International NGOs	27	41	65.9%
National Authority	1	1	100.0%
National NGOs	17	41	41.5%
ICRC/IFRC	0	2	0.0%
UN Organizations	5	2	250.0%
Total	54	89	61%

Table 2. Score matrix

Core Functions	Performance status	Performance status Constraints: unexpected circumstances and/or success factors and/or good practice identified	Follow-up action, with timeline, (when status is orange or red) and/or support required	Timeline. When?
1. Supporting service delivery				
1.1 Providing a platform that ensures service delivery is driven by Humanitarian Response Plan and strategic priorities	Good	During the COVID19 pandemic, the WASH response to COVID19 was well coordinated, with reports being shared with partners and ICCT(OCHA-led) for advocacy and fund raising.	Improve and strengthen engagement/coordination with government line ministries on behalf of partners raised challenges/coordination issues with government line ministries.	April-December 2021
1.2 Developing mechanisms to eliminate duplication of service delivery	Good	COVID19 guidelines, approaches and strategy developed and shared with cluster partners. 4/5 W reporting matrix for COVID19 response in place, updated and generated report shared on regular basis. Dedicated COVID19 response dashboard generated and published online with web link and regular updates shared at WASH monthly cluster meeting.	Need for improvement in gap analysis especially at the regional level as well at inter-cluster level.	June 2021, Sept.2021, Dec. 2021
2. 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	Satisfactory	Support received from REACH with the Whole of Afghanistan Assessment that contributes towards needs and gap analysis-including cross cutting issues (Gender, disability etc.). Triangulation of WoAA with IPC analysis.	Articulate cross cutting issues especially at operational level as well as at strategic level-lack of survey or assessments report around access and use of WASH facilities/services (Safety Audits).	June 2021, Sept.2021, Dec. 2021
2.2 Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues	Satisfactory	HRP revision in view of emerging pandemic-COVID19. Incorporated gender/GBV indicators despite lack of safety audit reports-support from REACH HTR/ISETs ¹ round of assessments.	Establish Monitoring indicators for cross cutting issues and data collection. Cross cutting issues to focus: HIV/AIDS, Gender, Environment, Disability.	June 2021, Sept.2021, Dec. 2021
2.3 Formulating priorities on the basis of analysis	Good	Joint inter-cluster gap analysis and prioritization in the context of COVID19. Lack of data and data collection in-country for such cross cutting issues as disability, environment and HIV/AIDS.	Coordination through ICCT as well as through REACH regular in-country assessments (HTR/ISETs). Bi-lateral engagement with gender and protection sub groups.	April-December 2021
3. Planning and implementing Cluster strategies				

¹ Hard to Reach/Informal Settlements

3.1 Developing sectoral plans, objectives and indicators that directly support realization of the overall response's strategic objectives	Good	Development and revision of the 2020 (2018-2021) HRP to include COVID19 response as well as new indicators especially around COVID19 mitigation measure in WASH responses.		
3.2 Applying and adhering to common standards and guidelines	Good	Sphere standards complementing Afghanistan National guidelines for WASH in Emergency (ANGWE). Standardized hygiene kit customized for COVID19 response.		
3.3 Clarifying funding requirements, helping to set priorities, and agreeing Cluster contributions to the HC's overall humanitarian funding proposals	Satisfactory	Regular inter cluster meeting to analyze needs, identifying gaps and highlighting urgent needs for funding. Presentation of cluster's needs and gaps and need for funding and advocacy to the HC/HCT.	Other than depending largely on WoAA by REACH cluster to plan for sector countrywide assessment to complement REACH and capture areas not within REACH assessments. Cluster to work more on funding advocacy-WASH is crucial service – according to FTS (while not according to Report Hub) yet underfunded compared to other clusters-dedicated cluster donor advocacy paper/strategy.	June 2021, Sept.2021, Dec. 2021
4. Monitoring and evaluating performance				
4.1 Monitoring and reporting on activities and needs	Good	Established platform for partners to report on monthly basis-ReportHub. Partners share their needs assessment as and when conducted.		
4.2 Measuring progress against the Cluster strategy and agreed results	Good	Monthly cluster reports-produced, shared and published online. Cluster dashboards Quarterly HRP progress reports(Reporting and project monitoring).	HNO-needs indicator monitoring-actively in place, to analyze various routine assessments by partners as well as REACH	June 2021, Sept.2021, Dec. 2021
4.3 Recommending corrective action where necessary	Satisfactory	Challenges with ERM exits/handover process especially responses involving water trucking.	ANGWE-print and distribute the hardcopies to the regions. As it has important guidance including monitoring and evaluation. Need for national monitoring framework. ERM exit/response handover process paper in place	June 2021, Sept.2021, Dec. 2021
5. Building national capacity in preparedness and contingency planning				
5.1 National contingency plans identified, updated and shared	Good	Winterization, earthquake, flood, COVID19 preparedness plans prepared jointly with ICCT and shared with WASH cluster partners. Previously conducted contingency workshop-action points and plan never acted upon/failed to be shared for consolidation.	Improve on the contingency workshops to support partners at regional levels better prepare for emergencies.	June 2021, Sept.2021, Dec. 2021

5.2 Cluster roles and responsibilities defined and understood	Satisfactory		Sensitizations workshop around humanitarian architecture and cluster approach.	June 2021, Sept.2021, Dec. 2021
5.3 Early warning reports shared with partners	Satisfactory	No early warning reports shared with partners on disasters/hazards.	Establish early warning systems in place at regional as well as at national level. Share timely early warning reports with partners.	May 2021, June 2021, Sept.2021, Dec. 2021
6. Advocacy				
6.1 Identify concerns, and contributing key information and messages to HC and HCT messaging and action	Satisfactory	Through ICCT regular meetings has shared advocacy messages around challenges and need for funding advocacy. HC/HCT key messages regularly shared through ICCT.	Advocate for government's internal funding for emergencies especially related to Ministry of Rural Rehabilitation and Development (MRRD).	June 2021, Sept.2021, Dec. 2021
6.2 Undertaking advocacy on behalf of Cluster, Cluster members and affected people	Satisfactory	Cluster's presentation to the HC/HCT as shared through the HC/HCT calendar-on WASH achievements,needs,gaps and share key advocacy around WASH humanitarian and funding needs.	Consider and agree with cluster partners on advocacy messages to the HC/HCT	June 2021, Sept.2021, Dec. 2021
7 Accountability to affected people				
7.1 Mechanisms to consult and involve affected people in decision-making agreed upon and used by partners	Good	Establishment of AAP working group through ICCT working with clusters on actively involving and engaging with affected populations in humanitarian response.	More attention/focus for engagement with affected people in Hard to Reach areas.	June 2021, Sept.2021, Dec. 2021
7.2 Mechanisms to receive, investigate and act upon complaints on the assistance received agreed upon and used by partners	Good	Received regular update and complaint issues from affected population through AWAAZ for cluster follow up and actions. National cluster shared, followed up and updated AWAAZ online referral systems for the raised complaints/issues.		
7.3 Key issues relating to protection from sexual exploitation and abuse have been raised and discussed	Good	Organization checklist developed and shared through PSEA taskforce to clusters.		

Annex : Additional guidance to support the CCPM meeting facilitation

The Final Reporting Template serves as a common, mandatory, minimum reporting format for the CCPM. It enables Cluster coordinators, in conjunction with cluster members, to identify common issues and actions that will assist the cluster in coordinating an effective and accountable response. These can be both areas requiring improvement, and methods of good practice that can potentially be amplified. It will also help the global clusters to identify any common challenges that may be occurring throughout different country responses and across different sectors. Thus, further aiding action and advocacy at the global level in addition to existing support.

The form is arranged to correlate with the six core cluster functions, plus accountability to affected populations (6+1). The primary indicators (e.g. 1. Supporting Service Delivery – highlighted in bold/blue) relate directly to one of the 6+1 and are mandatory for all clusters to include in their final report. Each sub indicator is **non-mandatory** and relates to the additional information encompassed by the 6+1 framework. n.b. whilst non-mandatory, inclusion of those sub indicators is deemed best practice and enables cluster coordinators to identify further issues and action points in more detail.

Please ensure to remove any indicators from the final report that you are not reporting on (**Primary Indicators 6+1 MUST remain**). *Further indicative characteristics for each indicator are located below, these will assist to guide coordinators in conducting the meeting and completing the final report.*

In the third column (Performance Status Constraints), Cluster coordinators should attempt to describe circumstances that have had a positive, or negative impact on the Cluster's ability to function. This can include any unforeseen circumstances that appeared during the period of evaluation and also express any good practices that have been identified during the meeting.

In the fourth column (follow up action), for Cluster functions that have been identified as needing improvement, Cluster coordinators should focus on identifying specific and measurable actions that will assist in improving cluster functions relating to each of the 6+1 and assign responsibility to taking the actions forward. Those action items are not intended to provide feedback on individuals or agencies/organizations, they are primarily proposed to provide clusters with specific actions that they can implement, and thus improve the overall effectiveness of the cluster. Each action point should include specific forms of support that may be required to achieve the desired outcome, in addition to a timeline on proposed date of completion. If there are large cross cutting issues, then these can also be broken down into stages of implementation. Each action point should also allocate who will be responsible for follow up (if possible, these should be agreed upon at the meeting).

Indicative characteristics for each of the indicators in the Final Report Template

1. Supporting Service Delivery

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

- A relevant coordination mechanism recognising national systems, subnational and co-lead aspects is established
- Stakeholders participating regularly and effectively, and able to influence discussions at Cluster meetings
- Meetings take a people-centred approach and set out to understand the best ways to meet the needs of people on the ground
- Local NGO members are able to contribute own perspectives, experience and capacities to the Cluster's work as much as international UN/NGO members
- Cluster coordinator active in inter-cluster and related meetings.

1.2 Developing mechanisms to eliminate duplication of service delivery

- Cluster partner engagement in dynamic mapping of presence and capacity (5W)
- Assuring quality and consistency in interventions, maximising coverage and minimising risks and gaps in response
- Different members' mandates and capacities are taken into account when the Cluster is deciding how to respond to coverage gaps
- Information sharing across clusters in line with joint Humanitarian Response Plan objectives.

2. 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

- Use of assessment tools in accordance with approaches agreed in the Cluster; individual assessment/survey results shared and/or carried out jointly as appropriate
- Use of joint inter-sectoral assessment tools in accordance with approaches agreed in the inter-cluster coordination group; assessment/survey results shared and/or carried out jointly as appropriate
- Needs assessments that only consider "technical" data, without an adequate situational analysis, or qualitative data from the perspective of affected people are unlikely to help identify and prioritize needs comprehensively or find the most appropriate intervention strategies for the context.
- The Cluster regularly shares relevant information with all members

2.2 Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues

- Joint, continuous analysis for current and anticipated risks, needs, gaps and constraints
- Cross cutting issues addressed from outset.
- Without a good understanding of the situation and context, and the validation of local and other expertise, intervention strategies and approaches may be ineffective or even accentuate risks and vulnerabilities.

2.3 Formulating priorities on the basis of analysis

- Joint, continuous analysis throughout the year supporting response planning and prioritization in short and medium term, consider affected people's needs, priorities and preferences
- There strong collaboration between the Cluster and other Clusters (Health, WASH, Nutrition etc.) where relevant, to ensure that the Cluster approach is complementary to what others are doing

3. Planning and implementing Cluster strategies

3.1 Developing sectoral plans, objectives and indicators that directly support the overall response's strategic objectives (e.g. of an HRP)

- Strategic plan based on identified priorities, addressing affected people's needs and priorities, shows synergies with other sectors against strategic objectives, addresses cross cutting issues, incorporates exit strategy discussion and is developed jointly with partners.
- Plan is updated regularly and guides response.

3.2 Applying and adhering to common standards and guidelines

- Use of existing national standards and guidelines where possible.
- Standards and guidance are relevant to the local context, agreed to (including by the affected population), adhered to and reported against.

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

- Funding requirements determined with partners, allocation under jointly agreed criteria and prioritization, status tracked and information shared.
- The Cluster has considered ways to prioritize and allocate funding and resources to local communities and actors to help ensure effective and sustainable outcomes for affected people.
- The Cluster tells all members what resources it has available for the Cluster itself (e.g. funding for staff, meetings, training etc.) and how the Cluster is spending it

4. Monitoring and evaluating performance

4.1 Monitoring and reporting on activities and needs

- Regular, ongoing monitoring of the context, the coverage and technical quality of interventions, and the satisfaction of affected people takes place and the Cluster regularly shares relevant information with all members
- A balance of quantitative and qualitative data helps Clusters to have an evidence base to inform decision-making and ensure interventions are relevant and appropriate

4.2 Measuring progress against the Cluster strategy and agreed results

- Regular reporting and sharing of information between the cluster members, coordinators and inter-cluster mechanisms that includes results reported against planned indicators, targets, baselines and in-need figures.
- Where relevant to informing and effective response plan to meet the needs of all affected people, reporting should be disaggregated by sex and age, and include vulnerable and marginalised groups

4.3 Recommending corrective action where necessary

- The results of monitoring lead to direct action, e.g. the cluster adjusts response activities, indicators and priorities
- The strategic plan might also be changed to reflect changes in underlying need and context
- Advocacy to relevant actors around funding, capacity or other bottlenecks to achieving planned results.

5. Building national capacity in preparedness and contingency planning

5.1 National contingency plans identified, updated and shared

- Local capacity building strategies should go beyond preparedness and contingency planning to include response and coordination capacity that will minimise the need and improve the effectiveness of international assistance in future crises.

5.2 Cluster roles and responsibilities defined and understood

- Local capacity is able to contribute own perspectives, experience and capacities to the Cluster's work as much as international UN/NGO members
- Different members' mandates and capacities are taken into account when the Cluster is developing strategies
- Clusters are meant to complement and support national coordination efforts, not replace them.
- This means building on existing plans and capacities and identifying and planning for potential risks and scenarios that could increase vulnerabilities, and the role of Clusters to support national actors to minimise those risks.

5.3 Early warning reports shared with partners

- The cluster must be effective and timely in sharing early warning reports

6. Supporting robust advocacy

6.1 Identify concerns and contributing key information and messages to HC and HCT messaging and action.

- The Cluster periodically shares key advocacy messages with the HC/RC and HCT, e.g. on Capacity, coordination gaps (current or upcoming), funding and other barriers to an effective response.

6.2 Undertaking advocacy on behalf of Cluster, Cluster members and affected people

- Advocacy that is not grounded in the experiences and realities of affected people is unlikely to lead to the changes that will help improve the response or their situation.

7. Accountability to affected populations

7.1 Mechanisms to consult and involve affected people in decision-making agreed upon and used by partners

- Does the Cluster encourage consultation and involvement of affected people in decision making?
- Accountability to affected people is a shared responsibility of all aid providers.
- Cluster members also have mutual accountabilities to each other, and to other stakeholders, such as local actors.

7.2 Mechanisms to receive, investigate and act upon complaints on the assistance received agreed upon and used by partners

- Does the Cluster encourage engagement with affected through feedback mechanisms?
- While accountability to affected people is much broader than simply having 'feedback mechanisms' in place, failure to address issues of feedback and complaints, and protection can create serious risks and consequences for affected people, as well as undermine the overall quality and effectiveness of responses

7.3 Key issues relating to protection from sexual exploitation and abuse have been raised and discussed

- Does the Cluster encourage all agencies to have a code of conduct to prevent abuse and other human rights violations?
- The Cluster meetings have included discussions with partners around the key issues raised by affected people.