**3.1 Cluster Coordination Performance Monitoring (CCPM) – Problemistan…**

**Day 3:  1100 – 1210 and 1310 – 1400**

**Facilitator:**

**Session Purpose:**

**Learning Outcomes:**

By the end of this session, participants will be able to:

1. Answer the question, ‘What is CCPM?’
2. List the six (+1) core functions that are monitored in the CCPM process.
3. Identify ways to use the tool to improve Cluster performance.
4. Identify the ways to introduce empowerment programmes for all, particularly for women and girls when it is slow-onset emergency.

**Outline of the Session**:

|  |  |  |
| --- | --- | --- |
| **Topic** | **Time** | **Guidance notes for facilitator** |
| What is CCPM? | 15 min | * Use slides to introduce the CCPM and why it’s important. |
| CCPM Group work | 55 min | * Groups to work on CCPM from a region. |
| CCPM Group work feedback | 40 min | * Each group present various action points for improvement of the core functions (plenary). |
| Nutrition Cluster CCPM status report | 10 min | * Optional: Can use the slides to review the current status of NC CCPM practice. |
| **Total time: 2 hr** | | |

**Session Materials:**

|  |  |  |
| --- | --- | --- |
| **General** | **Handouts for folders /give out during sessions** | **Electronic materials to give to participants for USB sticks** |
| * PowerPoint presentation * Flipcharts * Markers | * CCPM Report from regional Group work * 5.2 HO CCPM questionnaire empty form | * CCPM Guidance Note |

**Facilitator Notes**:

Note to Facilitator:

* Be aware that there may be differing opinions in support of and against the CCPM tool, or questions from partners who work in several different clusters where the CCPM is not used.
* Negative opinions may be based out of a lack of understanding of the tools and process, or experiences based on a poor or inadequate implementation of the process.
* The facilitator should stress that the main point of the CCPM is to help cluster coordinators and partners better identify what is working well, and where improvements can be made on how the cluster functions, and the GNC has successfully promoted the CCPM to support NC to improve their working approaches.
* **As with any monitoring tool, most important elements is taking the opportunity to review the data and to jointly discuss the findings and implications in terms of what can be done to improve how the cluster works in order to achieve more effective results in nutrition programming incorporating gender equality and prevention of gender-based violence.**

What is CCPM? – 15 minutes:

* Ask participants what they know about CCPM?
* Explain that the CCPM tool arose through the Transformative Agenda process and was adopted in September 2013 by the Global Cluster Coordination Unit (GCCU) to support the UNICEF (co)led Clusters and AoRs.
* The tool aims to enable self-assessment, consultation, reporting (accountability) and identification of areas for improvement. It is carried out annually in protracted crisis, or 3-6 months after sudden on-set emergencies.
* The CCPM approach considers only *process* and does not evaluate quality of programme delivery, partners or the coordinators.
* It is a country-led process, supported by Global Clusters and OCHA.
* See if anyone has any comments about CCPM in their Clusters or countries.

CCPM Group work – 55 minutes:

* The facilitator can choose to have:
* *6 groups working on each core function*

*OR*

* *3 groups working on 2 core functions each*
* Each participant is also given an empty format of the CCPM questionnaire.
* Each participant is asked to read through the results of the report (all or only the ones for the allocated core functions).
* During the group work the participants are requested to discuss suggestions **how and by whom** performance of the chosen core function(s) can be improved (draft an action plan in the document itself, ideally on a laptop that can be used during the plenary feedback session).

CCPM Group work feedback – 40 minutes:

* Take feedback from groups. It is possible that some groups will choose to focus on the CCPM tool or results, while others may choose to focus on improving the core functions.
* Please adjust feedback session to meet the needs of the groups.
* Stress the importance of having a meeting/workshop at the end of the process to go beyond the CCPM survey results and use it as an opportunity to validate what is working well, what needs to be improved, and how this will be done (and by whom) in order to improve cluster performance.

Nutrition Cluster CCPM status report – 10 minutes:

* If there has been much discussion on the course functions, it may be useful to finish the session with a short presentation on how the NC is doing on these functions.

**Key Messages:**

* + Which agreed technical indicators (Sphere, etc.) are being applied to asses gender equality and protection in nutrition programmes
  + Degree of satisfaction with the quality, timeliness, relevance, appropriateness and effectiveness of nutrition interventions to different groups of people including women, children and marginalized
  + Degree of satisfaction with the *relationship* between affected communities and aid providers,
  + Degree of participation of communities and local actors in all phases of the HPC (localization)
  + Degree to which feedback and complaints are analyzed and acted on by decision-makers, and these decisions shared back to communities
* In all these kinds of indicators, its always important to recognize that the crisis context and many other factors beyond the control of cluster members may make it extremely difficult to meet agreed standards, targets or benchmarks. (for example, challenges with access, resources, capacity, etc.)
* Still, regular monitoring and joint analysis and discussion at the cluster level helps identify gaps and look for solutions to problems.
* The aim should be for continual improvement, not achieving perfection, so sometimes taking small steps (especially around AAP issues), and tracking progress is better than setting unrealistic or unachievable targets and monitoring the failure to meet those targets.

The Role of the NCC – 20 minutes:

* Ask groups to return to their discussion on their monitoring challenges. Ask them to identify things the NCC can do to address those issues specifically or improve Cluster monitoring generally. *(****Note:*** *The role of IM was discussed during the IM session the previous day).*
* Debrief with the groups, highlighting that the NCC can:
* Facilitate **the design of the monitoring *system***
* Ensure Nutrition Cluster partners’ **commitment to monitoring**
* Supervises and guides the **IM** manager
* Ensure that **consideration is given to AAP and cross-cutting issues**
* Facilitate **standardization** of monitoring and reporting tools (supported by TWiG or Task Force)
* Use **Nutrition Cluster meetings (and/or the SAG)** tostrategically to address challenges identified during monitoring
* Ensure that any **needs for resources for monitoring** **activities** at Nutrition Cluster level are identified and mobilized.

Repository of Nutrition Indicators – 15 minutes:

* The facilitator shows directly on the computer the repository (<https://ir.humanitarianresponse.info/indicators/cluster/nutrition>). It is important to show the various functions of the indicators: baseline, output, outcome and process.
* Also highlight that the GNC AAP Operational Framework includes suggested indicators for AAP related.
* You can also show the CODs and FODs relevant to countries participants represent, in order to demonstrate the baseline data available and in which contexts they could be used.
* Also highlight that the GNC AAP Framework includes examples of indicators around AAP that can be used or adapted for NCC.
* Remind participants that there are many ongoing discussions and proposals on how to better integrate AAP into all aspects of the HPC, and they may be required to monitor and report on different elements as part of the HRP, etc.
* By taking a proactive approach, the NNC has an opportunity to define these AAP indicators in advance, rather than have to retro-actively review and develop monitoring tools to report against AAP commitments.

**Key Messages:**

**Missing**

**5.2 CCPM – Problemistan (Not a respectful name for the people from that particular region)**

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