CORE HUMANTARIAN STANDARD SELF-ASSESSMENT MANUAL

CONTENTS

INTRODUCTION

THE CORE HUMANITARIAN STANDARD AND THE CHS ALLIANCE

The Core Humanitarian Standard on Quality and Accountability (CHS) is a set of nine commitments made by organisations and individuals delivering humanitarian assistance to people affected by crises. The CHS sets out what those affected by crises can expect from these organisations and individuals, and how they can hold them to account.[1] Each Commitment is supported by a Quality Criterion that indicates how humanitarian organisations and staff should work to meet it.

The CHS Alliance is a global alliance of more than 150 national and international humanitarian and development organisations committed to making aid work better for people. It asks all organisations working with people affected by crisis to measure how they are meeting their Commitments through the CHS Verification process, which comprises certification, independent verification and CHS self-assessment.

This guidance presents the methodology, tools and processes for organisations conducting their **CHS self-assessment**.

KEY DOCUMENTS

To support organisations in their verification journey, two important CHS Alliance guidance documents guide this self-assessment tool:

- **CHS Verification Scheme** – sets out the policies and rules of the verification processes to ensure it is conducted fairly and consistently for all participating organisations. The CHS Self-Assessment is one of the three options included in the Scheme; two other external verification options (independent verification and independent certification) are managed by an independent, International Organization for Standardization-accredited, conformity assessment body.[2]

- **CHS Verification Framework** – sets out 62 indicators for the 36 key actions and 26 organisational responsibilities that make up the nine CHS commitments. These indicators form the basis for the Self-Assessment questionnaires and are also used for the above-mentioned external verification options.

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[1] For more information on the Core Humanitarian Standard and related resources, please visit: www.corehumanitarianstandard.org.

[2] For more information on the Humanitarian Quality Assurance Initiative (HQAI) please visit: https://www.hqai.org/en/.

WHY DO A CHS SELF-ASSESSMENT?

There are several reasons why an organisation may want to conduct a CHS Self-Assessment.

TO LEARN AND IMPROVE, as by conducting a CHS Self-Assessment, an organisation can reflect, learn, and improve on how it applies the CHS in multiple ways, including:

Systems, guidance and policies in place at **organisational level** ensuring the quality and accountability of interventions.

Implementation of those policies in the projects and activities **in the field.**

Inclusion of quality and accountability measures in **partnership practices and tools.**

In addition, each organisation will automatically assess its performance on key cross-cutting issues mainstreamed in the CHS. The CHS Alliance has used indicators from the Nine Commitments to develop thematic indexes that reflect how well the organisation performs across three areas (see Annex 1 for the detailed list of indicators used):

- Protection against sexual exploitation, abuse, or harassment (PSEAH)

- Localisation

- Gender and diversity

TO CONTRIBUTE TO RAISING THE IMPORTANCE OF QUALITY AND ACCOUNTABILITY ISSUES IN THE AID SECTOR, and to make concrete progress on it by enabling different actors to speak a common language and to use common tools.

TO SHOW THE COMMITMENT OF THE ORGANISATION to working on and improving the quality and accountability of its activities towards people affected by crisis.

TO RAISE AWARENESS OF STAFF in the organisation about the Core Humanitarian Standards and the commitment made by the organisation to apply it in its work.

TO BENCHMARK AGAINST OTHER ORGANISATIONS VERIFIED IN THE SECTOR, by comparing results and identifying where fruitful exchanges of good practices might be possible.

TO PREPARE FOR AN EXTERNAL AUDIT AGAINST THE CHS, when and if the organisation wants to continue towards an Independent Verification or a Certification.

WHO CAN DO A SELF-ASSESSMENT?

ACCESS TO THE SELF-ASSESSMENT AND MEMBERSHIP OF THE CHS ALLIANCE

All member and non-member organisations can access the Self-Assessment tool for free (with the agreement that their data will be used confidentially by the CHS Alliance) but CHS Alliance members have access to a range of additional, exclusive services (see Table 1):

Services	Members	Non-members
Access and completion of the Self-Assessment online – allowing organisations to collect their data and see their results.	Yes	Yes
Access to online dashboards to visualise results and allow detailed analysis (by country etc.).	Yes	No
Debrief session with a member of the CHS Alliance Verification team to go through the dashboards analyse results prior to developing an improvement plan.	Yes	No
Review final report and validation of the Self-Assessment – issuing a letter and stamp to the organisation confirming that it has completed its CHS Self-Assessment.	Yes	No
Accompaniment along the organisation's "verification journey" (access to a repository of good practices from other members, availability of CHS Alliance thematic experts, access to CHS Alliance communities of practice etc…)	Yes	No

Table 1: CHA services available to members and non-members

HOW DOES SELF–ASSESSMENT WORK WHEN YOU'RE NOT IMPLEMENTING YOUR PROGRAMMES DIRECTLY (DIRECT IMPLEMENTATION VS PARTNERSHIP– BASED ORGANISATIONS)?

Partners' opinions and feedback are potentially a crucial source of information for many organisations completing a Self-Assessment. Two key principles should be kept in mind when collecting this feedback:

• The CHS is a standard promoting the quality and accountability of services provided to affected people and communities, putting them at the centre. It aims to measure the quality and accountability of the services provided, regardless of whether they are provided directly or via partner organisations.

• The organisation completing the Self-Assessment is being evaluated, not its partners. An organisation choosing to work with partners should have appropriate partnership tools and due diligence systems in place, as well as adequate support activities so that partners have sufficient capacity and expertise to ensure their programmes meet expected quality and accountability requirements.

During the preliminary phase of the Self-Assessment the user organisation will share with the CHS Alliance basic information on how it functions, including whether it works with local partners. Based on this information the scope of the Self-Assessment is determined and the various steps confirmed as described below (see Table 2).

Self–Assessment data–collection steps	Organisations regularly working with partners	Organisations not working with partners
Documentation review	Applicable	Applicable
Partnership practices and tools review	Applicable	Not applicable
Partners' survey	Applicable	Not applicable
Staff survey	Applicable	Applicable
Interviews with key informants	Applicable	Applicable

Table 2: Data-collection steps depending on organisations' partnership model

WHEN TO DO A SELF-ASSESSMENT?

WHAT ARE NEW CHS ALLIANCE MEMBERS REQUIRED TO DO?

CHS Alliance members have a requirement to conduct a verification against the CHS. All newcomers must do it within two years of joining. This requirement can be fulfilled by completing any of the three verification options, including the Self-Assessment.

WHAT IS THE LIFE CYCLE OF THE CHS SELF-ASSESSMENT?

A Self-Assessment is a two-year cycle of continuous learning and improvement: once the self-assessment is completed for the first time, it must feed into an improvement plan. This process and plan should be renewed every two years to measure progress made and ensure that the improvement plan remains up-to-date and focused on the most needed areas. The CHS Alliance encourages organisations, once they feel ready for it, to progress to external verification and ultimately to certification.

HOW LONG DOES IT TAKE TO COMPLETE A SELF-ASSESSMENT?

The length of the Self-Assessment varies from one organisation to another based on size and available resources. However, based on the experience of user organisations, it takes on average three to six months from the preparation phase to the final validation of the assessment.

HOW TO DO THE SELF-ASSESSMENT

The CHS Alliance has developed a standard process and tools to allow organisations to measure their performance against the CHS (see Figure 1). These are designed to help organisations undertake the Self-Assessment in as robust and representative a way as possible, while adding as little as possible to workload. Organisations are strongly encouraged to use the process and tools. However, recognising that the exercise remains a Self-Assessment, organisations who may struggle with some of the steps or requirements are welcome to engage with the CHS Alliance verification team to find tailored arrangements to help them.

WHAT ARE THE SOURCES OF INFORMATION?

The Self-Assessment triangulates information from different sources for the assessment (see Figure 1).

Figure 1: Self-Assessment data sources

WHAT ARE THE TOOLS AND PROCESSES USED IN THE CHS SELF-ASSESSMENT?

Overall, the Self-Assessment process follows three distinct phases:

Preparation	Collection of information	Analysis and reporting
(4 to 6 weeks)	(6 to 12 weeks)	(4 to 8 weeks)

Preparation

➡ The organisation's focal point for the Self-Assessment fills in **the preliminary survey**. This is an online questionnaire on the organisation's size, structure, and countries of operation. It provides the CHS Alliance with the information necessary to allow it to precisely define the scope and size of the sampling for the feedback to be collected from staff, partners (if relevant), and communities.

➡ The CHS Alliance shares the **Terms of Reference for the Self-Assessment** with the organisation, containing links to the different surveys and all necessary information (e.g., who should respond, what is the sample size etc.).

➡ The **organisation communicates internally and externally** with relevant stakeholders (including staff and partners) to inform them about the launch of the CHS Alliance Self-Assessment.

➡ The **focal point plans upcoming activities** with relevant colleagues. This includes (see Annex 2):

- creation of an internal task force to work on the documentation review;

- selection of partners who will be sent the partners' survey;

- selection of countries where the interviews with key informants will happen;

- discussions with staff who will be taking part in the process within the selected countries.

Collection of information

During this phase the four sources of information are consulted simultaneously.

Sources of information	Tool	Process
Systems and tools	**A desk review** (submitted through an online survey) of the organisation's existing guidance and policies is conducted to measure how it applies the 26 organisational responsibilities defined in the CHS (questionnaire 2), as well as how it partners with local organisations (questionnaire 3) – see Annex 3.	Within the organisation, a task force is gathered with representatives of various departments, facilitated by the Self-Assessment focal point.
Partners	**An online perception survey** to collect feedback from partners on how the organisation implements its partnership tools.	The survey is shared with a representative sample of partners. The number Is calculated based on the overall number of partners the organisation is working with (see sampling section that follows). Only one response is expected from a representative of the partner organisation.
Staff	**An online perception surve**y to collect feedback from staff on how the organisation applies the 36 key actions defined in the CHS.	The survey is shared with all of the organisation's staff and a representative sample is calculated to define a minimum number of responses expected, based on the overall number of staff working for the organisation (see sampling section that follows). Each staff answers individually.
Key community informants	**One-to-one interviews with key informants from crisis-affected communities** (submitted through an online survey) using a predefined questionnaire (based on the performance indicators) to collect feedback on the quality and accountability of services delivered (see Annex 6 on tips for how to conduct the interviews).	A minimum number of countries where the interviews should take place is calculated based on the overall number of countries in which the organisation works. A minimum requirement of 20 interviews per country is expected from the organisation. This minimum requirement applies to organisations working in one country.

➡ All online surveys are administrated by the CHS Alliance that provides links to user organisations.

Analysis, reporting, and developing the improvement plan [3]

➡ The Self-Assessment focal point accesses and analyses all results online using **dashboards prepared by the CHS Alliance**. If helpful a debriefing is organised with the CHS Alliance verification team to go through the dashboard and facilitate the analysis.

➡ The Self-Assessment focal point then develops a **Self-Assessment report** using the template provided by the CHS Alliance – see Annex 4. The report includes the key Self-Assessment statistics revealed by the surveys, summary of findings and an **improvement plan**. It is validated by the organisation's Senior Management Team and submitted to the CHS Alliance for review and validation (see next section on validation criteria).

➡ Upon validation, the CHS Alliance issues to the organisation a **completion letter** recognizing that the organisation has completed a CHS Self-Assessment using the tools and fulfilling the processes recommended by the CHS Alliance, and a **stamp**.

WHAT IS THE SAMPLING METHOD?

The Self-Assessment uses different methods to calculate sample sizes depending to the source of information, in order to try to make the samples as representative as possible. These sample sizes are the minimum acceptable, and organisations are welcome to expand them.

CRITERIA FOR A REPRESENTATIVE SAMPLE

First, the minimum number of countries from which responses from the staff and community interviews should come is calculated.

>> Minimum number of countries from where the responses of staff and communities should be provided = √(Total number of country programmes), rounded to the upper integer.

As a reference:

Number of country programmes	Minimum sample size
1–2	1
3–6	2
7–12	3
13–20	4
21–30	5
31–42	6
43–56	7
57–72	8

[3] This is only for members of the CHS Alliance. Non-members will get access to their results but will not have the review and validation by the CHS Alliance.

Second, the exact number of responses expected from staff, partners and interviews with key informants in the communities is then calculated:

Source of information	Methodology for calculating the sample size
Staff and partners	Use an online, public <u>Sample Size Calculator</u> (commonly used in the field of social science research, as well as in the aid sector by organisations trying to determine representative sample sizes for conducting needs assessment or post-evaluation monitoring). The **confidence level is 95%** and the **confidence interval (or margin of error) we take is three for staff, and five for partners**.
Interviews with affected people[4]	In each country selected in the sample, the organisation is required to conduct **20 interviews** with key informants and people affected with direct experience of the services delivered.

In addition, organisations are encouraged to meet the following criteria:

- *Gender and age balance* – Women and men of different ages should be invited to share their perceptions, especially for the interviews with community key informants. A target gender balance of 50% must be respected in the CHS Self-Assessment. Interviews should also be representative of the organisation's target groups.

- *Diversity and inclusion* – Special efforts should be made to reach out to individuals from marginal and vulnerable groups identified by the organisation in its context analysis.

- *Responses from countries should be collected at all levels*, both *geographical* – including field /programme level and not only at the capital or HQ – and according to *seniority* – including all levels of staff (senior management, middle management, and field staff).

WHAT IS THE SCORING METHOD?

Scores in the Self-Assessment are used to give the organisation an **indication of how it performs in applying the CHS requirements** and to track progress made between rounds of Self-Assessment. They also allow organisations to compare their results and identify good practices, as well as, at collective level, identify trends regarding common sector challenges in applying the CHS. Scores are not scientific though, and should always be complemented with the thorough analysis of all the explanations, comments and observations shared through the various surveys. Table 3 gives more precise information on how each of type of score is generated.

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[4] The sample used in the Self-Assessment is not large enough to claim to be "representative". However, the voices of the affected communities are an essential component of the Self-Assessment and bring valuable insights.

Type of scores	How they are generated in the Self-Assessment
Organisational responsibilities – 26 indicators composing the nine CHS Commitments.	In collaboration with the organisation's task force, the Self-Assessment focal point rates the organisation's performance in meeting the requirements of the CHS organisational responsibilities, **once and on behalf of the organisation** (see questionnaire 2 in Annex 3). The indicators are scored using a Lickert scale that aligns with the CHS Verification Scheme scoring grid. For each indicator a comment box is available in which the organisation is required to summarise how it is meeting the requirement and list the documents and/or evidence that justifies their scores.
	After submission, the CHS Alliance Verification team does a spot-check review of responses submitted. In case of serious doubts it reserves the right to ask organisations for back-up evidence for scores allocated.
	Scale used to rate how the organisation is meeting its requirements:
	0 – Very poorly: The required policies or procedures are not in place.
	1 – Poorly: Some required policies or procedures are in place and applied and some efforts are being made to train staff on how to use it.
	2 – Quite well: A majority of the required policies or procedures are in place and staff are often trained on how to use it.
	3 – Very well: All required policies or procedures are in place and staff are systematically trained on how to use it.
	4 – Outstandingly: All required policies or procedures are in place; staff are systematically trained on how to use it, AND it is shared with communities and relevant stakeholders.
Key actions – 36 indicators comprising the nine CHS Commitments	**Staff at all levels of the organisation, and in all countries where the organisation works, take the survey individually** to share their **perception on how the organisation applies the key actions**. The indicators are scored using a Lickert scale that aligns with the CHS Verification Scheme scoring grid (see below). A comment box is available if staff want to explain more.
	Scale used:
	0 – **Very poorly** – the requirement is not implemented in the field.
	1 – **Poorly** – some efforts are made to implement the requirement but it is anecdotal.
	2 – **Quite well** – systematic efforts are being made to implement the requirement in the field but it is still not entirely the case.
	3 – **Very well** – the requirement is systematically and entirely fulfilled in the field.
	4 – **Outstandingly** – the requirement is systematically and entirely fulfilled, and the activities go even beyond the requirements set.

Type of scores	How they are generated in the Self-Assessment
Performance indicators	A **bilateral interview** is conducted with **key informants from the affected communities** using a questionnaire that uses the 18 performance indicators developed by the CHS Alliance (along with other questions allowing the interviewee to share more of their views, so that the exercise is not solely extractive). The questions using the performance indicators are answered using a Lickert scale that aligns so that the scores can be put aside and compared at the commitment level: 0 – Not at all 1 – Not really 2 – Neutral 3 – Mostly yes 4 – Completely (I don't want to answer)
CHS partnership scores	**The organisation's Self-Assessment focal point** (after completion of the documentation review) **and representatives from partner organisations**, answer the two complementary surveys related to partnership. In the organisation's survey the focal point answers the question: "**How are the nine commitments of the CHS integrated into your partnership practices and tools?** and for each Commitment answers using the following scale (this also aligns with the other scales used in the Self-Assessment): 0 – **We don't** consider that commitment. 1 – **We encourage** our partners to fulfil this commitment –> it's mentioned in our partnership documents. 2 – **We encourage and require** our partners to fulfil this commitment –> mechanisms are in place to verify it. 3 – **We encourage, require, and support** our partners to fulfil this commitment –> we run capacity building activities. 4. **We require, support, and develop innovative ways** to apply it in **collaboration** with the partner. Mirroring this process, partner organisations answer the following question, again at commitment level: "**How are the following commitments of the Core Humanitarian Standard integrated into your partnership agreement with the organisation?**" using the following scale: 0 – It's **not mentioned**. 1 – It's **mentioned, but no particular action or follow-up is made** to check that we implement it. 2 – It's **mentioned, and we are being asked to report** on how we implement this commitment. 3 – It's **mentioned, we are being asked to report on it, and we get support** to implement it. 4. – It's mentioned, we are asked to report on it, we get support to implement it and **work together with the organisation to develop innovative ways** to implement this commitment. Ultimately the scores coming from the organisation and its partners on their partnership can be compared and analysed. The "**CHS partnership scores**" are proportionately relevant to the percentage of programmes that the organisation implements with partners.

Table 3: How each of type of score is generated

WHAT ARE THE VALIDATION CRITERIA?

The **validation** of the Self-Assessment is a **service proposed by the CHS Alliance for its members only**, and undertaken by the Verification team within a period of four weeks following submission of the summary report and improvement plan by the organisation. It is based on the following three criteria:

- The **organisation has self-assessed its performance against the nine commitments and 62 indicators of the CHS** using the process and tools proposed in this manual, or an alternative tailored approach discussed and agreed upon with the CHS Alliance Verification team prior to the assessment.

- The Self-Assessment **summary report and Improvement plan** has been developed, validated by the organisation's Senior Management Team , and submitted to the CHS Alliance.

- A **Code of Conduct** including the prohibition of Sexual Exploitation, Abuse and Harassment is in place for the organisation and shared with the CHS Alliance.

ANNEXES

1. DETAILED LIST OF INDEX SCORES

What are the index scores?

Since the creation of the Self-Assessment tool in 2016, the CHS Alliance has developed and used three index scores, on "PSEA", "localisation" and "Diversity and Gender". These cross-cutting themes are mainstreamed through the CHS and the CHS Alliance has used a selected list of relevant indicators within the different commitments to give organisations a reflection of their performance of them. The table below shows the detailed list of indicators used. The index scores are calculated with a simple calculation of the average between the indicators.

What is the interest for verified organisations?

The index scores don't replace the results by commitments and indicators. They complement it by showing a different reading of the results through an angle that focuses on a particular theme speaking more directly to certain practitioners / staff in the organisations2. Thus, they increase the impact of verification by enriching the analysis of the results, and by making them more directly usable by a larger audience in the organisation.

Detailed list of indices and indicators

Gender & Diversity

- 1.2 Programmes are appropriately designed and implemented based on an impartial assessment of needs and risks and an understanding of the vulnerabilities and capacities of different groups.

- 1.5 a. Policies set out commitments which take into account the diversity of communities, including disadvantaged or marginalised people.

- b. Policies set out commitments to collect disaggregated data.

- 3.3 Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an appropriate representation of marginalised and disadvantaged groups in local leadership and organisations.

- 3.6 Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic

- manner, including in the areas of a) people's safety, security, dignity and rights, b) sexual exploitation and abuse by staff, c) culture, gender, social and political relationships, d) livelihoods, e) the local economy, and the environment.

- 3.7 Policies, strategies and guidance are designed to a) prevent programmes having any negative effects such as for example, exploitation, abuse or discrimination by staff against communities & people affected by crisis and b) to strengthen local capacities.

- 4.2 Communication with communities and people affected by crisis uses languages, formats and media that are easily understood, respectful and culturally appropriate for different parts of the community, especially vulnerable and marginalised groups.

- 4.3 Inclusive representation, participation and engagement of people and communities are ensured at all stages of the work.

- 4.4 Communities and people affected by crisis are encouraged to provide feedback on their level of satisfaction with the quality and effectiveness of assistance, paying particular attention to the gender, age and diversity of those giving feedback.

- 8.5 Staff policies and procedures are fair, transparent, non-discriminatory and compliant with local employment law.

- 8.7 A code of conduct is in place that establishes, at a minimum, the obligation of staff not to exploit, abuse or otherwise discriminate against people.

Localisation

- 3.1 Programmes are built on local capacities and work towards improving the resilience of communities and people affected by crisis.

- 3.2 The organisation uses the results of any existing community hazard, risk assessments and preparedness plans to guide activities.

- 3.3 Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an appropriate representation of marginalised and disadvantaged groups in local leadership and organisations.

- 3.4 A transition or exit strategy is planned in the early stages of the humanitarian programme to ensure longer- term positive effects and reduce the risk of dependency.

- 3.5 Programmes are designed and implement-ted in order to promote early recovery and to benefit the local economy (see 3.6).

- 3.6 Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic

- manner, including in the areas of a) people's safety, security, dignity and rights, b) sexual exploitation and abuse by staff, c) culture, gender, social and political relationships, d) livelihoods, e) the local economy, and the environment.

- 3.7 Policies, strategies and guidance are designed to a) prevent programmes having any negative effects such as for example, exploitation, abuse or discrimination by staff against communities & people affected by crisis and b) to strengthen local capacities.

- 4.2 Communication with communities and people affected by crisis uses languages, formats and media that are easily understood, respectful and culturally appropriate for different parts of the community, especially vulnerable and marginalised groups.

- 4.3 Inclusive representation, participation and engagement of people and communities are ensured at all stages of the work.

- 6.1 The roles, responsibilities, capacities and interests of different stakeholders are identified.

- 6.2 The response complements the action of national and local authorities and other actors.

- 6.5 Policies and strategies include a clear commitment to coordination and collaboration with others, including national and local authorities without compromising humanitarian principles.

- 6.6 Work with partners is governed by clear and consistent agreements that

- respect each partner's mandate, obligations and independence, and recognises their respective constraints and commitments.

- 9.4 Local and natural resources are used taking their actual and potential impact on the environment into account.

Protection against Sexual Exploitation, Abuse and Harassment (PSEAH)

In October 2020, the CHS Alliance published an updated PSEAH Index as part of its verification tools, to give organisations verifying their performance against the CHS the ability to determine whether they have the policies and practices in place to protect people in vulnerable situations. The update clearly states the safeguarding requirements for the relevant indicators of the CHS Verification Framework. These requirements will be essential elements of the three CHS Verification options. These updated requirements are mapped against all other sector wide PSEA standards, (IASC PSEA MOS; UN Implementing Partner PSEA Capacity Assessment, proposed indicators for MOPAN, DFID enhanced due diligence for Safeguarding and OECD DAC Recommendations).

The index takes the following indicators into account the following indicators of the CHS:

- 1.2 Programmes are appropriately designed and implemented based on an impartial assessment of needs and risks and an understanding of the vulnerabilities and capacities of different groups.

- 2.1 Programmes are designed taking into account constraints so that the proposed action is realistic and safe for communities.

- 3.6 Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of people's safety, security, dignity and rights, sexual exploitation and abuse by staff, culture, gender, social and political relationships, livelihoods, the local economy, and the environment.

- 3.7 Policies, strategies and guidance are designed to prevent programmes having any negative effects such as, for example, exploitation, abuse or discrimination by staff against communities and people affected by crisis, and to strengthen local capacities.

- 3.8 Systems are in place to safeguard any personal information collected from communities and people affected by crisis that could put them at risk.

- 4.1 Information is provided to communities and people affected by crisis about the organisation, the principles it adheres to, the expected behaviours of staff, and its programmes and deliverables.

- 4.5 Policies for information- sharing are in place, and promote a culture of open communication.

- 5.1 Communities and people affected by crisis are consulted on the a. design, b. implementation, and c. monitoring of complaints handling processes.

- 5.2 Complaints are welcomed and accepted, and it is communicated how the mechanism can be accessed and the scope of issues it can address.

- 5.3 Complaints are managed in a timely, fair and appropriate manner. Complaints handling mechanisms prioritises the safety of the complainant and those affected at all stages.

- 5.4 The complaints-handling process for communities and people affected by crisis is documented and in place. The process covers programming, sexual exploitation and abuse, and other abuses of power.

- 5.5 An organisational culture in which complaints are taken seriously and acted upon according to defined policies and processes has been established.

- 5.6 Communities and people affected by crisis are fully aware of the expected behaviour of humanitarian staff, including organisational commitments made on the prevention of sexual exploitation and abuse.

- 5.7 Complaints that do not fall within the scope of the organisation are referred to a relevant party in a manner consistent with good practice.

- 6.1 The roles, responsibilities, capacities and interests of different stakeholders are identified.

- 6.4 Information is shared with partners, coordination groups and other relevant actors through appropriate communication channels.

- 6.6 Work with partners is governed by clear and consistent agreements that respect each partners mandate, obligations and independence, and recognises their respective constraints and commitments.

- 8.1 Staff work according to the mandate and values of the organisation and to the agreed objectives and performance standards.

- 8.2 Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.

- 8.7 A code of conduct is in place that establishes, at a minimum, the obligation of staff not to exploit, abuse or otherwise discriminate against people.

- 8.9 Policies are in place for the security and wellbeing of staff.

- 9.5 The risk of corruption is managed, and appropriate action is taken when corruption cases are identified.

For each of these indicators above, specific requirements have been made explicit and incorporated into the verification Framework, they are accessible on the CHS Alliance website following this link: https://www.chsalliance.org/get-support/resource/pseah-index/.

2. SELF–ASSESSMENT PREPARATION CHECKLIST FOR THE FOCAL POINT

Before starting off the data collection phase, there are a few preparatory actions that should be taken to ensure that the rest of the Self-Assessment will run smoothly. The following list is a suggestion for the focal point of the Self-Assessment in an organisation:

- **Get buy-in from your senior management**, ensuring that you have necessary resources for completing the Self-Assessment and a firm commitment to allocation resources to the improvement plan. If possible, an **internal message is sent to everyone in the organisation** to announce the starting the Self-Assessment, explaining the reasons behind (to fulfill the commitment made by the organisation to the CHS)

- **Gather a working group at the HQ level**, comprised of representatives from different departments in the organisation (see Annex 5).

- **Select partners you want to get feedback from – if you work with partners only**, taking into account the mandate (humanitarian, development, both), location (country or region) and years of experience working with your organisation.

- **Select the countries** (for international organisations only) **where the interviews with Key Informants from affected communities** will take place, considering the number of years your organisation has been active in the country, and the type of intervention you implement in the country (humanitarian, development, transition...).

- **Discuss with the staff in the countries where the interviews will happen to select staff with the appropriate skills to conduct the interviews** (used to conduct community consultations exercise), and ensure they are aware of the type of work required of them.

- **Develop a work plan** for the Self-Assessment, taking into account the data collection and the reporting phase.

3. SELF-ASSESSMENT QUESTIONNAIRES

Preliminary questionnaire – 1/7

Introduction

Thank you for your interest in the CHS Self-Assessment. Undertaking this exercise will bring your organisation substantial learning on how you apply the CHS in your programmes and activities with people and communities affected by crisis.

This questionnaire is the preliminary one we're asking you to complete to tailor the scope of the self-assessment to your organisation, based on the general information you'll share with us. If you have any question, please reach out to Adrien Muratet at the CHS Alliance.

Questions

1. What category best describes your organisation?
   - National organisation
   - International organisation
   - Global network/international federation
   - Other (please specify)

2. What category best describes your mandate?
   - Humanitarian
   - Development
   - Both

3. Do you collaborate with partners to implement activities in the field? ("partners" are defined here as the organisations with which you have a contractual relation by which they receive support from you to implement programmes or activities).
   - Not at all – direct implementation
   - A little bit – less than 20% of programs
   - Somewhat – 20 to 50% of programs
   - Quite a bit – 50 to 80% of programs
   - A tremendous amount – More than 80% of programs

4. Do you have a permanent presence in the countries where you work?
   (i.e. a country office established)
   - Never
   - Rarely
   - Sometimes
   - Usually
   - Always
   Please describe

5. Does your organisation engage directly with affected communities?
   (i.e., for needs assessments, implementation of activities, monitoring and evaluation of programs...)
   - Never
   - Rarely
   - Sometimes
   - Usually
   - Always
   Please describe

6. Can you describe the management structure of your organisation?

7. To what extent do you collect information on whether crisis-affected people and communities are satisfied with the quality and accountability of your services?
   • Never
   • Rarely
   • Sometimes
   • Usually
   • Always
Comments

8. If you do, are you referring to the CHS and its nine commitments in your tools?
   • Not at all
   • A little bit
   • Somewhat
   • Quite a bit
   • Systematically
Please describe

9. What was the budget of your organisation in the last calendar year (in USD)?

10. How many staff are currently working for your organisation?

11. In how many countries does your organisation work? (global networks: please indicate the number of affiliates):

12. If you work with partners, can you give an estimate of how many partners you work with globally?

13. In what country is your organisation's headquarter?

14. What is your main incentive for starting a CHS Validated Self-Assessment?

	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
Learning and improving the quality and accountability of your services					
Pressure from donors					
Showing your commitment to quality and accountability to other stakeholders					
Benchmarking against other organisations in the sector					
Other (please specify)					

15. Does your organisation consider using external verification (certification or independent verification) as an alternative to self-assessments in the future?
- Yes
- No
- Maybe – we would like to receive more information

Please specify the email on which you would like to be contacted:

17. When would you like to start your self-assessment (dd/mm/yyyy)

18. Name & contact of internal lead assessor:

Documentation Review – 2/7

Introduction

The following questionnaire evaluates the performance of your organisation against the indicators categorised as the "Organisational Responsibilities" in the CHS Verification framework. They measure the systems in place in your organisation to ensure that the CHS is implemented throughout the activities. Please note that the newly developed PSEAH requirements have been inserted – in pink colour – under the relevant indicators, to emphasize their PSEAH component.

There are 26 indicators to measure, and for each of them you are required, after the necessary consultation with colleagues from various departments, to answer one generic question: how does your organisation perform against the following requirements of the CHS?

Under each indicator, we've also added the description given in the CHS Guidance notes and indicators (2018 version), to give you better understanding of what the requirement means in practice.

For any question, please consult the Self-Assessment manual or reach out to amuratet@chsalliance.org.

Scoring grid reminder

The scoring grid used in this questionnaire to rate the performance of your organisation against the different indicators is the following:

- **Very Poorly** – The required policies or procedures are not in place.

- **Poorly** – Some required policies or procedures are in place and applied and some efforts are being made to train the staff on how to use it.

- **Quite well** – A majority of the required policies or procedures are in place and the staff is often trained on how to use it.

- **Very well** – All required policies or procedures are in place and the staff is systematically trained on how to use it.

- **Outstandingly** – All required policies or procedures are in place; the staff is systematically trained on how to use it, AND it is shared with communities and relevant stakeholders.

Questions

....

Commitment 1. Communities and people affected by crisis receive assistance appropriate to their needs.
Quality Criterion: Humanitarian response is appropriate and relevant.

How does your organisation perform against the following requirements of the CHS?

1.4 – Policies commit to impartial assistance based on the needs and capacities of communities and people affected by crisis.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Organisations maintain policies, processes and systems that support a commitment to humanitarian principles and inclusiveness.
- All staff understand their responsibilities and how they may be held to account.
- Organisations share these policies transparently with other stakeholders.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

1.5 – a. Policies set out commitments which take into account the diversity of communities, including disadvantaged or marginalised people. b. Policies set out commitments to collect disaggregated data.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Required levels of data disaggregation for assessment and reporting are clearly outlined.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

1.6 – Processes are in place to ensure an appropriate ongoing analysis of the context.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Humanitarian workers have management support to acquire the knowledge, skills, behaviours and attitudes necessary to manage and carry out assessments.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to aid that is relevant and appropriate?
Please upload here.

....

Commitment 2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.

Quality Criterion: Humanitarian response is effective and timely.

How does your organisation perform against the following requirements of the CHS?

2.6 – Programme commitments are in line with organisational capacities.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Policies reflect the importance of using agreed humanitarian technical quality standards and developing expertise in chosen areas of intervention.
- Acknowledge the conditions under which the organisation may need to provide services outside this area of expertise until others can do so.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

2.7 – a. Policy commitments ensure a systematic, objective and ongoing monitoring and evaluation of activities and their effects (see 1.3). b. Policy commitments ensure that evidence from monitoring and evaluations is used to adapt and improve programmes. c. Policy commitments ensure timely decision-making with resources allocated accordingly.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to aid that is effective and timely?
Please upload here.

....

Commitment 3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

Quality Criterion: Humanitarian response strengthens local capacities and avoids negative effects.

How does your organisation perform against the following requirements of the CHS?

3.7 – Policies, strategies and guidance are designed to prevent programmes having any negative effects such as, for example, exploitation, abuse or discrimination by staff against communities and people affected by crisis, and to strengthen local capacities.

PSEAH requirement to fulfil this indicator: The organisation needs to have documented policy, strategies and guidance in place to prevent SEAH.

    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

3.8 – Systems are in place to safeguard any personal information collected from communities and people affected by crisis that could put them at risk.

PSEAH requirement to fulfil this indicator: The organisation needs to have systems in place to safeguard personal information relating to SEAH incidents that could put affected people at risk.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Establish clear and comprehensive policies on data protection, including electronic registration and distribution systems.
- Inform those receiving aid about their rights in relation to data protection, how they can access the personal information that an organisation holds about them and how to raise concerns they have about misuse of information.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to aid that strengthens local capacities and avoids negative effects?
Please upload here.

………..

Commitment 4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

Quality Criterion: Humanitarian response is based on communication, participation and feedback.

How does your organisation perform against the following requirements of the CHS?

4.5 – Policies for information-sharing are in place and promote a culture of open communication.

PSEAH requirement to fulfil this indicator: The organisation needs to have an information sharing policy that addresses PSEAH.

 CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Define and document processes for sharing information.
- Strive to share organisational information about successes and failures openly with a range of stakeholders to promote a system-wide culture of openness and accountability.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

4.6 – Policies are in place for engaging communities and people affected by crisis and reflect the priorities and risks communities identify in all stages of the work.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Outline how staff members are trained and encouraged to facilitate community engagement and decision-making, listen to diverse communities of affected people and manage negative feedback.
- Design policies and strategies to help create space and time for community dialogues, decision-making and self-help.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

4.7 – External communications, including those used for fundraising, are accurate, ethical and respectful, presenting communities and people affected by crisis as dignified human beings.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Share information based on risk assessment. Consider potential harm to the population, such as when sharing information about cash distributions or demographics of specific settlements, which can put people at risk of being attacked.
- Exercise care when making use of stories and images that discuss and depict affected people, as this can be an invasion of their privacy and a breach of confidentiality if their permission is not sought.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to aid that based on communication, participation and feedback?
Please upload here.

....

Commitment 5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.
Quality Criterion: Complaints are welcomed and addressed.

How does your organisation perform against the following requirements of the CHS?

5.4 – The complaints-handling process for communities and people affected by crisis is documented and in place. The process covers programming, sexual exploitation and abuse, and other abuses of power.

PSEAH requirement to fulfil this indicator: The organisation needs to have a documented complaints-handling and investigations process that addresses SEAH, is survivor/victim centred, and sets out mandatory reporting obligations relating to SEAH.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Keep records of how the complaints mechanism is set up, decision criteria, all complaints made, how they were responded to and within what time frame.
- Take care to ensure that information on complaints is kept confidential, in strict accordance with data protection policies.

- Work with other organisations on complaints mechanisms, as this may be less confusing for communities and staff.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

5.5 – An organisational culture in which complaints are taken seriously and acted upon according to defined policies and processes has been established.

PSEAH requirement to fulfil this indicator: The organisation needs to have an organisational culture that takes SEAH complaints seriously and acts upon them according to its PSEAH Policy and processes.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Publicly share policies which relate to an organisation's duty of care to the people it aims to assist, its codes of conduct and how it will protect potentially vulnerable groups such as women, children and people with disabilities.
- Establish formal investigation procedures that adhere to the principles of confidentiality, independence and respect. Conduct investigations in a thorough, timely and professional manner, meeting legal standards and local labour law requirements. Provide training to designated managers on investigations and on handling staff misconduct or provide access to specialist advice.
- Include a grievance procedure and whistleblowing policy to deal with staff complaints and make staff aware of them.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

5.6 – Communities and people affected by crisis are fully aware of the expected behaviour of humanitarian staff, including organisational commitments made on the prevention of sexual exploitation and abuse.

PSEAH requirement to fulfil this indicator: the organisation needs to ensure that affected people are fully aware of the expected behaviour of staff in regard to PSEAH, and organisational PSEAH commitments.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Explain the complaints process to communities and staff. Include mechanisms for both sensitive issues (such as those relating to corruption, sexual exploitation and abuse, gross misconduct or malpractice) and non-sensitive information (such as challenges to the use of selection criteria).
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

5.7 – Complaints that do not fall within the scope of the organisation are referred to a relevant party in a manner consistent with good practice.

PSEAH requirement to fulfil this indicator: The organisation needs to refer SEAH complaints/ reports that do not fall within the scope of the organisation to a relevant party in a manner consistent with good practice.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Clarify guidance on which complaints fall within the organisation's remit, and when and how to refer to other service providers.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment that complaints are welcomed and addressed?
Please upload here.

....

Commitment 6. Communities and people affected by crisis receive coordinated, complementary assistance.

Quality Criterion: Humanitarian response is coordinated and complementary.

How does your organisation perform against the following requirements of the CHS?

6.5 – Policies and strategies include a clear commitment to coordination and collaboration with others, including national and local authorities without compromising humanitarian principles.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Include coordination in organisational policies and resourcing strategies. The organisation should provide a statement on how it will engage with partners, host authorities and other humanitarian or non-humanitarian actors.
- Staff representing agencies in coordination meetings should have the appropriate information, skills and authority to contribute to planning and decision-making. Clearly articulate coordination responsibilities in staff job descriptions.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
Comments

6.6 – Work with partners is governed by clear and consistent agreements that respect each partner's mandate, obligations and independence, and recognises their respective constraints and commitments.

PSEAH requirement to fulfil this indicator: the organisation needs to have clear and consistent agreements with its partners specifically addressing PSEAH obligations.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Local and national organisations engage or collaborate with partners with a shared understanding of each other's organisational mandate and mutual roles and responsibilities, for effective and accountable action.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to aid that is coordinated and complementary?
Please upload here.

………..

Commitment 7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

Quality Criterion: Humanitarian actors continuously learn and improve.

How does your organisation perform against the following requirements of the CHS?

7.4 – Evaluation and learning policies are in place, and means are available to learn from experiences and improve practices.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Organisations include a performance review and improvement plan that is based on measurable, objective indicators in their learning cycle.
- All staff understand their responsibilities in relation to monitoring the progress of their work and how learning can contribute to their professional development.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

7.5 – Mechanisms exist to record knowledge and experience and make it accessible throughout the organisation.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Organisational learning leads to practical changes (such as improved strategies for carrying out assessments, reorganisation of teams for more cohesive response, and clearer articulation of decision-making responsibilities).
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

7.6 – The organisation contributes to learning and innovation in humanitarian response amongst peers and within the sector.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Compile and publish reports on humanitarian responses, including key lessons learned and recommendations for revised practices during future responses.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to continuous learning and improvement?
Please upload here.

....

Commitment 8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.
Quality Criterion: Staff are supported to do their job effectively and are treated fairly and equitably.

How does your organisation perform against the following requirements of the CHS?

8.4 – The organisation has the management and staff capacity and capability to deliver its programmes.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Hire people who will increase the accessibility of services and avoid any perception of discrimination, considering language, ethnicity, gender, disability and age.
- Consider how the organisation will address peaks in demand for qualified staff in advance. Clarify country-level roles and responsibilities as well as internal decision-making responsibilities and communication.
- Avoid deploying staff for short periods of time which leads to high staff turnover, undermines continuity and programme quality and may lead to staff avoiding personal responsibility for assignments.
- Adopt ethical recruitment practices to avoid the risk of undermining local NGO capacity.
- Develop locally recruited staff who are likely to stay for longer periods of time. In multi-mandated agencies, development staff should be trained and available for humanitarian response.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

8.5 – Staff policies and procedures are fair, transparent, non-discriminatory and compliant with local employment law.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Organisational policy and practice promote the role of national staff at management and leadership level to ensure continuity, institutional memory and more contextually appropriate responses
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

8.6 – Job descriptions, work objectives and feedback processes are in place so that staff have a clear understanding of what is required of them.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Job descriptions are accurate and kept up to date.
- Staff develop individual objectives for work aspirations and competencies which are documented in a development plan.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

8.7 – A code of conduct is in place that establishes, at a minimum, the obligation of staff not to exploit, abuse or otherwise discriminate against people.

PSEAH requirement to fulfil this indicator: the organisation needs to have a code of conduct that includes the obligation of staff and associated individuals and entities, not to sexually exploit, abuse or harass people and to comply with reporting obligations.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- The organisation's code of conduct is understood, signed and upheld, making it clear to all representatives of the organisation (including staff, volunteers, partners and contractors) what standards of behaviour are expected and what the consequences will be if they breach the code.
  - Very Poorly
  - Poorly
  - Quite well
  - Very well
  - Outstandingly
  Comments

Please share your Code of Conduct.
Please upload here.

8.8 – Policies are in place to support staff to improve their skills and competencies.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Organisations should have mechanisms to review staff performance, assess capacity gaps and develop talent.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly

    Comments

8.9 – Policies are in place for the security and wellbeing of staff.

PSEAH requirement to fulfil this indicator: the organisation needs to have policies in place for the safeguarding of staff to protect them from sexual exploitation, abuse and harassment, and retaliation, including a Whistleblower Protection policy.

CHS Guidance Notes and Indicators (2018 version incorporated in the Sphere handbook)

- Agencies exercise a duty of care to their workers. Managers make humanitarian workers aware of risks and protect them from exposure to unnecessary threats to their physical and emotional health.
- Measures that can be adopted include effective security management, preventative health advice, active support for working reasonable hours and access to psychological support.
- Establish a policy that expresses zero tolerance for harassment and abuse, including sexual harassment and abuse, in the workplace.
- Establish holistic prevention and response strategies to address incidents of sexual harassment and violence as experienced or perpetrated by their staff.
    - Very Poorly
    - Poorly
    - Quite well
    - Very well
    - Outstandingly

    Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to good people management practices?
Please upload here.

....

Commitment 9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

Quality Criterion: Resources are managed and used responsibly for their intended purpose.

How does your organisation perform against the following requirements of the CHS?

9.6 – Policies and processes governing the use and management of resources are in place, including how the organisation:
  a. accepts and allocates funds and gifts-in-kind ethically and legally;
  b. uses its resources in an environmentally responsible way;
  c. prevents and addresses corruption, fraud, conflicts of interest and misuse of resources;
  d. conducts audits, verifies compliance and reports transparently;
  e. assesses, manages and mitigates risk on an ongoing basis; and
  f. ensures that the acceptance of resources does not compromise its independence.
    • Very Poorly
    • Poorly
    • Quite well
    • Very well
    • Outstandingly
  Comments

What guidance or policy do you have in your organisation that best illustrates your commitment to good resource management?
Please upload here.

Partnership agreement review – 3/7

Introduction

Thank you for taking this questionnaire. It is designed to help you evaluate the robustness of the partnership agreements and due diligence systems used by your organisation. It should be answered by the focal point of the Self-Assessment in the organisation on its behalf, after necessary consultation with relevant colleagues.

As a reminder, the term of "partner" in the context of the Self-Assessment refers to the organisations that receives support from you to implement programmes or activities.

If you have questions, please reach out to Adrien Muratet (amuratet@chsalliance.org).

Thank you.

Questions

1. Does your organisation have a partnership policy?
  • Yes, and it's reasonably updated.
  • Yes, but it has to be updated.
  • No

2. Does your organisation's partnership policy refer to the 9 CHS Commitments?
  • Yes
  • No
  • Partially (please specify)

3. Does it contain a clause about the Prohibition of Sexual Exploitation and Abuse?
- Yes
- No

Please report the clause below.

4. Can you share your partnership policy?
Please upload here.

5. What due diligence processes does your organisation use in working with partners?
Please describe.

6. How are the nine commitments of the CHS integrated into your partnership practices and tools?

....

Commitment 1. Communities and people affected by crisis receive assistance appropriate to their needs.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 6. Communities and people affected by crisis receive coordinated, complementary assistance.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

- We don't consider that commitment
- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

....

Commitment 9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically. We don't consider that commitment

- We encourage our partners to fulfil this commitment – it's mentioned in key partnership docs, including partners documentation we request and review.
- We require our partners to fulfil this commitment – mechanisms are in place and functional to verify that the partners implement this commitment in the activities.
- We require and support our partners to fulfil this commitment – 2+ active support and training for the partners.
- We require, support, and develop innovative ways in collaboration with the partner to meet the commitment.

Please describe.

Partners survey – 4/7

Introduction

Thank you for taking the time to answer this survey. You're receiving this because our organisation has made a strong commitment towards the Core Humanitarian Standard and decided to complete a Self-Assessment, to learn and improve on the quality and accountability of our programmes. This Self-Assessment is a tool developed by the CHS Alliance; you can read more information about it following this link: https://www.chsalliance.org/verify/self-assessment/.

More information on the Core Humanitarian Standard can be accessed here, and a short introductory video can be seen here.

As a partner of our organisation, your opinion is crucial for us to identify where some improvements can be made, including in the way we work with organisations like yours.

Please note that this survey is anonymous, and you are encouraged to be as honest as possible in your feedback. If you have any question, please reach to Adrien Muratet (amuratet@chsalliance.org) at the CHS Alliance.

Thank you.

Questions

In what country are you working? (please select from the list)

What category best describes the context of your work?
- Humanitarian response
- Development work
- Both / Transition between humanitarian and development

What category best describes the type of your organisation?
- International NGO
- National NGO
- Government Institution
- Faith-based organisation / religious centre
- Local / Community based organisation

Have we shared our partnership policy with you?
- Yes
- No

Have you been involved to develop a partnership agreement together?
- Yes
- No

Does the partnership agreement include information on the following topics:

	Very little information	Some information	Detailed and precise information
How and when the partner and the organisation will share information?			
How beneficiaries and communities will participate in different stages of the project: planning, implementation, and monitoring and evaluation?			
The knowledge, skills, behaviours and attitudes that a partner's staff require (including in relation to the prevention of sexual exploitation and abuse) to meet agreed commitments?			
How both partners will raise and handle disagreements with each other?			
How both partners will enable beneficiaries and communities to provide feedback in a safe and accessible way?			
How the organisation and the partner will jointly monitor and evaluate programmes?			
Comment			

Generally speaking, are you satisfied with our partnership?
- Not at all
- Not so much
- Neutral
- A little
- A lot

What could be improved? Please share your suggestions if you have.

How are the following commitments of the Core Humanitarian Standard integrated into your partnership agreement with the organisation?

(> Below the commitments we have listed the key actions defined in the CHS, to clarify how the commitments are meant to be implemented)

....

Commitment 1. Communities and people affected by crisis receive assistance appropriate to their needs.

1. Conduct a systematic, objective and ongoing analysis of the context and stakeholders.
2. Design and implement appropriate programmes based on an impartial assessment of needs and risks, and an understanding of the vulnerabilities and capacities of different groups.
3. Adapt programmes to changing needs, capacities and context.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain…

....

Commitment 2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.

1. Design programmes that address constraints so that the proposed action is realistic and safe for communities.
2. Deliver humanitarian response in a timely manner, making decisions and acting without unnecessary delay.
3. Refer any unmet needs to those organisations with the relevant technical expertise and mandate, or advocate for those needs to be addressed.
4. Use relevant technical standards and good practice employed across the humanitarian sector to plan and assess programmes.
5. Monitor the activities, outputs and outcomes of humanitarian responses in order to adapt programmes and address poor performance.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain…

....

Commitment 3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

1. Ensure programmes build on local capacities and work towards improving the resilience of communities and people affected by crisis.
2. Use the results of any existing community hazard and risk assessments and preparedness plans to guide activities.
3. Enable the development of local leadership and organisations in their capacity as first-responders in the event of future crises, taking steps to ensure that marginalised and disadvantaged groups are appropriately represented.
4. Plan a transition or exit strategy in the early stages of the humanitarian programme that ensures longer-term positive effects and reduces the risk of dependency.
5. Design and implement programmes that promote early disaster recovery and benefit the local economy.
6. Identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of: (1) people's safety, security, dignity and rights; (2) sexual exploitation and abuse by staff; (3) culture, gender, and social and political relationships; (4) livelihoods; (5) the local economy;
   - It's not mentioned.
   - It's mentioned, but no particular action or follow-up is made to check that we implement it.
   - It's mentioned, and we are being asked to report on how we implement this commitment.
   - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
   - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain...

....

Commitment 4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

1. Provide information to communities and people affected by crisis about the organisation, the principles it adheres to, how it expects its staff to behave, the programmes it is implementing and what they intend to deliver.
2. Communicate in languages, formats and media that are easily understood, respectful and culturally appropriate for different members of the community, especially vulnerable and marginalised groups.
3. Ensure representation is inclusive, involving the participation and engagement of communities and people affected by crisis at all stages of the work.
4. Encourage and facilitate communities and people affected by crisis to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received, paying particular attention to the gender, age and diversity of those giving feedback.
   - It's not mentioned.
   - It's mentioned, but no particular action or follow-up is made to check that we implement it.
   - It's mentioned, and we are being asked to report on how we implement this commitment.
   - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
   - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain...

....

Commitment 5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

1. Consult with communities and people affected by crisis on the design, implementation and monitoring of complaints-handling processes.
2. Welcome and accept complaints, and communicate how the mechanism can be accessed and the scope of issues it can address.
3. Manage complaints in a timely, fair and appropriate manner that prioritises the safety of the complainant and those affected at all stages.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain...

....

Commitment 6. Communities and people affected by crisis receive coordinated, complementary assistance.

1. Identify the roles, responsibilities, capacities and interests of different stakeholders (including local actors, humanitarian organisations, local authorities, private companies and other relevant groups.
2. Ensure humanitarian response complements that of national and local authorities and other humanitarian organisations.
3. Participate in relevant coordination bodies and collaborate with others in order to minimise demands on communities and maximise the coverage and service provision of the wider humanitarian effort.
4. Share necessary information with partners, coordination groups and other relevant actors through appropriate communication channels.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain...

....

Commitment 7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

1. Draw on lessons learnt and prior experience when designing programmes.
2. Learn, innovate and implement changes on the basis of monitoring and evaluation, and feedback and complaints.
3. Share learning and innovation internally, with communities and people affected by crisis, and with other stakeholders.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.

- It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain…

………..

Commitment 8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

1. Staff work according to the mandate and values of the organisation and to agreed objectives and performance standards.
2. Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.
3. Staff develop and use the necessary personal, technical and management competencies to fulfil their role and understand how the organisation can support them to do this.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain…

………..

Commitment 9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

1. Design programmes and implement processes to ensure the efficient use of resources, balancing quality, cost and timeliness at each phase of the response.
2. Manage and use resources to achieve their intended purpose, minimising waste.
3. Monitor and report expenditure against budget.
4. When using local and natural resources, consider their impact on the environment.
5. Manage the risk of corruption and take appropriate action if it is identified.
    - It's not mentioned.
    - It's mentioned, but no particular action or follow-up is made to check that we implement it.
    - It's mentioned, and we are being asked to report on how we implement this commitment.
    - It's mentioned, we are being asked to report on how we implement this commitment, and we are supported to do so.
    - It's mentioned, we are being asked to report on how we implement this commitment; efforts are made to support us in doing so AND we work together with the organisation to develop innovative ways to implement this commitment.

Please explain…

Staff survey – 5/7

Introduction

Thank you for taking this survey. It is a crucial step in the Self-Assessment against the Core Humanitarian Standard (CHS) taken by your organisation. The following questionnaire evaluates how your activities align with the key actions of the CHS Verification framework. They measure the implementation of the CHS in the delivery of the assistance brought to people and communities in need.

There are 36 indicators to measure, and please note that the newly developed PSEAH requirements have been inserted – in pink colour – under the relevant indicators, to emphasize their PSEAH component. For each indicator you are asked to answer one generic question: "How does your organisation perform against the following requirements of the CHS?". The few additional questions asked at the beginning will help the organisation completing the self-assessment better understand and analyze the results obtained globally.

The self-assessment is primarily a learning exercise, and the answers are anonymous. Therefore, we strongly encourage you to share your most honest opinion. If you don't have one on some of the indicators below, please just skip the question and move on to the next.

More information on the Core Humanitarian Standard can be accessed here, and a short introductory video can be seen here.

For any question, please reach out to Adrien Muratet (amuratet@chsalliance.org) at the CHS Alliance.

Questions

Demographic questions

In what country do you work? (select from a list)

What category best describes the context of your work?
• Humanitarian response
• Development work
• Both / Transition between humanitarian and development

Where are you based?
• Headquarter
• Field / Capital
• Field / outside of the Capital

For how long have you been collaborating with your organisation?
• 0 to 3 year
• 4 to 10 years
• More than 10 years

What seniority level is your position?
• Officer / Frontline Manager role
• Middle manager role
• Senior manager role

What is your gender?
• Male
• Female
• Intersex
• Other
• I'd rather not say

In what department do you work?
• Support services (including finance, administration, HR & logistic)
• Communications
• Advocacy
• Policy
• Programmes
• Coordination

If you clicked "programmes" to the last question, please indicate the sector of programming:
• Water supply, Sanitation and Hygiene Promotion (Wash)
• Food Security and Nutrition
• Protection (including GBV, child protection, protection of civilians) Health
• Shelter and Settlement Other (please specify)
• education

Scoring Grid reminder

For the following question you are asked to evaluate the performance of the organsiation against the requirements (key actions) of the CHS. As a reminder, the scoring grid used in this questionnaire is the following:

• **Very poorly** – the requirement isn't implemented in the field.

• **Poorly** – some efforts are made to implement the requirement but it's anecdotal.

• **Quite well** – systematic efforts are being made to implement the requirement in the field but it's still not entirely the case.

• **Very well** – the requirement is systematically and entirely fulfilled in the field.

• **Outstandingly** – the requirement is systematically and entirely fulfilled, and the activities go even beyond.

CHS Key Actions

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Commitment 1. Communities and people affected by crisis receive assistance appropriate to their needs.
Quality Criterion: Humanitarian response is appropriate and relevant.

How does your organisation perform against the following requirements of the CHS?

1.1 – The context and stakeholders are systematically, objectively, and continuously analysed.
• Very Poorly
• Poorly
• Quite well
• Very well
• Outstandingly
Comments

1.2 – Programmes are appropriately designed and implemented based on an impartial assessment of needs and risks and an understanding of the vulnerabilities and capacities of different groups.

PSEAH requirement to fulfil this indicator: Programmes need to be designed and implemented based on an assessment of SEAH risks and understanding of SEAH vulnerabilities of different groups.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

1.3 – Programmes are adapted to changing needs, capacities and context.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

. . . .

Commitment 2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.
Quality Criterion: Humanitarian response is effective and timely.

How does your organisation perform against the following requirements of the CHS?

2.1 – Programmes are designed taking into account constraints so that the proposed action is realistic and safe for communities.

PSEAH requirement to fulfil this indicator: Programmes need to take into account organisational and contextual constraints so that the proposed action is safe in relation to PSEAH for communities.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

2.2 – Decisions affecting programming are taken and acted upon without unnecessary delay so that the humanitarian response is delivered in a timely manner.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

2.3 – Unmet needs are referred to an organisation with relevant technical expertise and mandate or there is advocacy to address these needs.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

2.4 – Programmes are planned and assessed using relevant technical standards and good practice employed across the humanitarian sector.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

2.5 – a. Activities, outputs and outcomes are monitored. b. Programmes are adapted based on monitoring results. c. Poor performance is identified and addressed.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.

Quality Criterion: Humanitarian response strengthens local capacities and avoids negative effects.

How does your organisation perform against the following requirements of the CHS?

3.1 – Programmes are built on local capacities and work towards improving the resilience of communities and people affected by crisis.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

3.2 – The organisation uses the results of any existing community hazard and risk assessments and preparedness plans to guide activities.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

3.3 – Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an appropriate representation of marginalised and disadvantaged groups in local leadership and organisations.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

3.4 – A transition or exit strategy is planned in the early stages of the humanitarian programme to ensure longer-term positive effects and reduce the risk of dependency.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

3.5 – a. Programmes are designed and implemented in order to promote early recovery. b. Programmes are designed and implemented in order to benefit the local economy.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

3.6 – Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of people's safety, security, dignity and rights, sexual exploitation and abuse by staff, culture, gender, social and political relationships, livelihoods, the local economy, and the environment.

PSEAH requirement to fulfil this indicator: Programmes need to identify and act upon potential or actual unintended negative effects relating to SEAH.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

……………………………………………………………………..………………………………………………..

Commitment 4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.
Quality Criterion: Humanitarian response is based on communication, participation and feedback.

How does your organisation perform against the following requirements of the CHS?

4.1 – Information is provided to communities and people affected by crisis about the organisation, the principles it adheres to, the expected behaviours of staff, and its programmes and deliverables.

PSEAH requirement to fulfil this indicator: Information provided to communities needs to cover the organisation's commitment and expected staff behaviours in relation to PSEAH.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

4.2 – Communication with communities and people affected by crisis uses languages, formats and media that are easily understood, respectful and culturally appropriate for different parts of the community, especially vulnerable and marginalised groups.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

4.3 – Inclusive representation, participation and engagement of people and communities are ensured at all stages of the work.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

4.4 – Communities and people affected by crisis are encouraged to provide feedback on their level of satisfaction with the quality and effectiveness of assistance, paying particular attention to the gender, age and diversity of those giving feedback.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

Quality Criterion: Complaints are welcomed and addressed.

How does your organisation perform against the following requirements of the CHS?

5.1 – Communities and people affected by crisis are consulted on the a. design, b. implementation, and c. monitoring of complaints handling processes.

PSEAH requirement to fulfil this indicator: Communities and affected people need to be consulted on how the complaints handling process will accommodate SEAH.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

5.2 – Complaints are welcomed and accepted, and it is communicated how the mechanism can be accessed and the scope of issues it can address.

PSEAH requirement to fulfil this indicator: Complaints handling mechanism needs to welcome and accept reports relating to SEAH, and communities need to know how and what to report.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

5.3 – a. Complaints are managed in a timely, fair and appropriate manner. b. Complaints handling mechanisms prioritise the safety of the complainant and those affected at all stages.

SEAH requirement to fulfil this indicator: Complaints or reports relating to SEAH need to be managed in a timely, fair, appropriate and safe manner.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 6. Communities and people affected by crisis receive coordinated, complementary assistance.

Quality Criterion: Humanitarian response is coordinated and complementary.

How does your organisation perform against the following requirements of the CHS?

6.1 – The roles, responsibilities, capacities and interests of different stakeholders are identified.

PSEAH requirement to fulfil this indicator: The roles, responsibilities and capacities of partners and other stakeholders to prevent SEAH need to be identified.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

6.2 – The response complements the action of national and local authorities and other actors.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

6.3 – The organisation participates in relevant coordination bodies and collaborates with others in order to minimise demands on communities and maximise the coverage and service provision of the wider humanitarian effort.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

6.4 – Information is shared with partners, coordination groups and other relevant actors through appropriate communication channels.

PSEAH requirement to fulfil this indicator: Information relating to PSEAH needs to be shared with partners, coordination groups and other relevant actors.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

Quality Criterion: Humanitarian actors continuously learn and improve.

How does your organisation perform against the following requirements of the CHS?

7.1 – Programmes are designed based on lessons learnt and prior experience.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

7.2 – The organisation learns, innovates and implements changes on the basis of monitoring and evaluation, and feedback and complaints.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

7.3 – Learning and innovation are shared internally, with communities and people affected by crisis, and with other stakeholders.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

Quality Criterion: Staff are supported to do their job effectively and are treated fairly and equitably.

How does your organisation perform against the following requirements of the CHS?

8.1 – Staff work according to the mandate and values of the organisation and to agreed objectives and performance standards.

PSEAH requirement to fulfil this indicator: Recruitment, screening and staff performance processes need to promote safeguarding from SEAH.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

8.2 – Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.

PSEAH requirement to fulfil this indicator: Staff need to adhere to PSEAH policies, including mandatory obligation to report and understand the consequences of not adhering to them.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

8.3 – Staff develop and use the necessary personal, technical and management competencies to fulfil their role and understand how the organisation can support them to do this.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

....

Commitment 9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

Quality Criterion: Resources are managed and used responsibly for their intended purpose.

How does your organisation perform against the following requirements of the CHS?

9.1 – Programmes are designed and processes implemented to ensure the efficient use of resources, balancing quality, cost and timeliness at each phase of the response.

- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

9.2 – The organisation manages and uses resources to achieve their intended purpose and minimise waste.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

9.3 – Expenditure is monitored and reported against budget.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

9.4 – Local and natural resources are used taking their actual and potential impact on the environment into account.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

9.5 – The risk of corruption is managed, and appropriate action is taken when corruption cases are identified.

PSEAH requirement to fulfil this indicator: Serious misconduct needs to be taken seriously and acted upon.
- Very Poorly
- Poorly
- Quite well
- Very well
- Outstandingly
Comments

Community perception survey – 6/7

Introduction

Dear colleague,

Thank you for using this survey. This is a crucial step in the process of the CHS Validated Self-Assessment your organisation has started, as it brings the voices and opinions of the communities in the assessment process.

This questionnaire is designed to record *individually* the feedback of interviewees who should be beneficiaries of your programmes. Their responses will help inform the overall assessment of the organisation, as it is being used in many different countries and programmes.

Before starting the interview, please inform the respondent that **answers are anonymous**, and **participation only voluntary**. Explain that this is feeding into a global learning exercise for the organisation and encourage the respondent to be very honest in his answers. Responding the questions should not take longer than 20 minutes.

If you have any question please contact the focal point for the Self-Assessment in your organisation (most probably the colleague that shared with you this link), or Adrien Muratet at the CHS Alliance.

The survey starts with a consent and a few demographic questions that will allow the organisation to better analyse the results collectively.

Consent question

Do you consent to taking part in this survey?
- Yes
- No

Demographic questions

1. In what country is this interview taking place?
Select the answer from a list of countries

2. What type of humanitarian assistance have you and your family received in the last 6 months?
- Education services
- Health services
- Livelihood
- Cash
- Nutrition / Food
- Shelter
- WASH (Water, Sanitation and Hygiene)

3. What best describes your current status?
- You came from another country.
- You left your home due to the crisis (violence, discrimination, the economy, etc.) and now live elsewhere in the country.
- You returned home after leaving your place of residence due to the crisis.
- You remained at your home.

4. Are you living in a rural or urban area?
- Rural
- Urban

5. How old are you?
   • Under 18
   • 18-24
   • 25-34
   • 35-44
   • 45-54
   • 55-64
   • 65+

6. What is your gender?
   • Female
   • Male
   • Intersex
   • Others
   • I'd rather not say

The next questions ask about difficulties you may have doing certain activities because of a HEALTH PROBLEM:

7. Do you have difficulty seeing, even if wearing glasses?
   • No difficulty
   • Some difficulty
   • A lot of difficulty
   • Cannot do at all
   • Refused
   • Don't know

8. Do you have difficulty hearing, even if using a hearing aid?
   • No difficulty
   • Some difficulty
   • A lot of difficulty
   • Cannot do at all
   • Refused
   • Don't know

9. Do you have difficulty walking or climbing steps?
   • No difficulty
   • Some difficulty
   • A lot of difficulty
   • Cannot do at all
   • Refused
   • Don't know

10. Do you have difficulty remembering or concentrating?
   • No difficulty
   • Some difficulty
   • A lot of difficulty
   • Cannot do at all
   • Refused
   • Don't know

11. Do you have difficulty (with self-care such as) washing all over or dressing?
  • No difficulty
  • Some difficulty
  • A lot of difficulty
  • Cannot do at all
  • Refused
  • Don't know

12. Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood?
  • No difficulty
  • Some difficulty
  • A lot of difficulty
  • Cannot do at all
  • Refused
  • Don't know

Performance indicators – core questions rating the quality and accountability of the services delivered

(The questions following a clear order – i.e. 1.1, 1.2, etc are the CHS Alliance performance indicators, taken from the Self-Assessment tool and revised, when the questions marked with a (*) have been added in the list to improve the understanding, allow the interviewee to express his/her opinion and suggestions, and therefore allow the organisation collecting the results to build more tailored improvement plans at global and country level.

1. Do the assistance/services we provide [specify the type of assistance/services provided] meet your priority needs?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

* What are your unmet needs?
(text answer)

2. Do you feel that the assistance/services we provide [specify the type of assistance/services provided] target people who need them most?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

* Do you know how humanitarian organisations decide who receives humanitarian aid
  and who does not?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

* Who is left out?
(text answer)

2.1 Do you receive the support [specify the type of assistance/services provided] when you need it?
• Not at all
• Not really
• Neutral
• Mostly yes
• Completely
• I don't know
• I don't want to answer

* What can humanitarian personnel do to better ensure that you receive aid when you need it most?
(text answer)

2.2 Do you think that people who needed help were given enough support?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

3.1 Do you feel the support [specify the type of assistance/services provided] you receive prepares you to
    live without this type of aid in the future?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

3.2 Do you feel that local service providers (local authorities, health care providers and/or community leaders)
    are more capable to respond to an emergency in the future because of the assistance we provide?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

3.3 Has the support [specify the type of assistance/services provided] had any negative impact on your
   community?
   • Not at all
   • Not really
   • Neutral
   • Mostly yes
   • Completely
   • I don't know
   • I don't want to answer

* Do you feel safe when accessing aid or services? If no, why?
(text answer)

4.1 Do you feel informed about the services [specify the type of assistance/services provided] available
to you?
   • Not at all
   • Not really
   • Neutral
   • Mostly yes
   • Completely
   • I don't know
   • I don't want to answer

4.2 Is the information you receive clear enough?
   • Not at all
   • Not really
   • Neutral
   • Mostly yes
   • Completely
   • I don't know
   • I don't want to answer

* What type of information would you need?
   • Information on beneficiary selection and criteria
   • Information on the project implementation (when, where, for how long..)
   • Information on the staff of the organisation
   • Information on the organisation implementing the project
   • Information on the organisation funding the project
   • Other (please specify)

* In what way(s) would you like to receive information?
   • Community meetings
   • Community leaders.
   • SMS
   • posters
   • Other (please specify)

* Do you have any obstacle to access information and if yes, which one(s)?
(text answer)

4.3 Do you feel your views are taken into account in decisions made about services provided [specify the type of assistance/services provided]?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

* Would you like to participate more to the projects?
  • Yes
  • No

* If yes, how?
  • Committee
  • Interview
  • Focus Group Discussion
  • In-kind contribution
  • Physical contribution
  • Other (please specify)

* Is there any obstacle to your participation and if yes, which one(s)?
  • Disability
  • Distance
  • Schedule
  • Language
  • No access to mobile phone or radio
  • Information is not shared by community representatives or committee members
  • Other (please specify)
  • I don't want to answer

5.1 Do you know how to make suggestions or complaints if there are any problems with the project or staff?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

5.2 Do you feel that it is easy and safe for you to make a suggestion or complain?
  • Not at all
  • Not really
  • Neutral
  • Mostly yes
  • Completely
  • I don't know
  • I don't want to answer

* (for those who answered 1-3) Why not?
(text answer)

* Have you filed a suggestion or a complaint?
- yes
- no

5.3 Are you satisfied with the responses provided to your complaints?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

* How would you be most comfortable complaining on the behavior of humanitarian actors (Sexual exploitation and abuse, frauds, corruption)?
- Complaint box
- Hotline (telephone)
- SMS/Whatsapp
- Face-to-face with community member
- Face-to-face with humanitarian worker
- Other (please specify)
- I don't want to reply

* Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

6.1 Do you see evidence that aid agencies and workers work together to improve the services they provide?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

7.1 Overall, has the support received [specify the name of your organisations/type of services] improved over time?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

8.1 Are you satisfied with the way aid workers providing services [specify the name of your organisations/
type of services] behave towards members of your community (quality of the relationship, the
languages used, the attitude, respect of your culture and beliefs and values, etc.)?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

9.1 Are you well informed on the progress and results of the programme/project?
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

9.2 In your view, have the services your community receives [specify the corresponding type of service]
been provided in an honest way? (free of corruption or unethical behaviour)
- Not at all
- Not really
- Neutral
- Mostly yes
- Completely
- I don't know
- I don't want to answer

Feedback questionnaire – 7/7

Introduction

Congratulations for completing your self-assessment. In order for us to continuously improve the services we
offer to our members, we would really like to hear your feedback on this exercise, as well as your suggestions
on how we can improve it in the future. This should not take you more than a few minutes. If you have any
question, please direct them to Adrien Muratet (amuratet@chsalliance.org) at the CHS Alliance.

Questions

1. Did you find this tool effective to support a self-assessment?
- Not at all
- Only partially
- Unsure
- To a large extent
- Absolutely
Comments

2. Did you find the amount of time needed to complete the self-assessment appropriate?
- Not at all
- Only partially
- Unsure
- To a large extent
- Absolutely
Comments

3. Do you feel you got the appropriate guidance and support from the CHS Alliance to use this tool?
   • Not at all
   • Only partially
   • Unsure
   • To a large extent
   • Absolutely
Comments

4. How would you change this tool to make it more effective and user friendly?

5. With the revision of the CHS planned to start in 2021, would you have comments or suggestions on the standard itself that you would like to share?

6. In order to facilitate peer exchanges with other members of the CHS Alliance, do you allow the CHS Alliance secretariat to share, only for the indicators where you score 2 or higher (please tick the answer you agree with):
   • The name of your organisation
   • The contact of the Self-Assessment focal point (so other organisations can reach out to you)
   • The detail of the answer (only if the indicator is an organisational responsibility analyzed through the documentation review – i.e. not the answers from the staff survey)
   • The associated guidance or tools shared through the documentation review

7. Based on your results, would you like to benefit from support by the CHS Alliance to develop and implement your improvement plan?
   • Yes
   • No, we have the resources required internally

8. If you answered "yes" to the last question, can you let us know:

a. On what area of the CHS you would like to receive more support:
   • AAP
   • PSEAH
   • People Management
   • Resource Management
   • Coordination
   • Localisation
   • Gender & Diversity
   • Other (please specify)

b. through what channel would you prefer to receive support (please rank the following options):
   • Peer learning through participation in a Community of practice
   • Trainings
   • Bilateral support through one-to-one discussions with thematic experts
   • Access to validated good practices and tools from other verified organisations
   • Other (please specify)

9. Additional comments

4. TEMPLATE SELF ASSESSMENT REPORT

Summary presentation of the organisation

A brief presentation of the organisation with key figures related to the size of the organisation (number of countries where the organisation operates, number of staff, partners etc..), and highlights of how it operates (with or without partners, field of expertise…).

Statistics of the Self-Assessment

Key figures: number of staff who responded, number of countries that took part, number of partners, number of community members interviewed, to show the scope and strength of the exercise.

Summary of the findings

Findings on partnership

An analysis of the responses to questionnaire 3 (from the organisation), and 4 (from the partners) > what is working and what can be improved in the way the organisation is working in partnership?

Findings on commitments/indicators results

Within a few pages, a summary of the findings of the assessment. The organisation is free to only report at commitment level, since more detailed findings will be discussed later, or at indicator level. For each commitment the organisation must analyse separately the different sources of information (documentation review, partners perception surveys, staff perception surveys, key informant interviews).

Findings on index scores

A summary analysis of the results obtained on the index built within the CHS (PSEAH, Localisation, Gender and diversity).

List of weaknesses identified & Improvement plan

Provide the detailed and comprehensive list of indicators scoring less than 2. If no indicators score less than two then provide the list those scoring less than three. For each of them and for the coming two years, you should establish an improvement plan.

The table below shows an example that can be adapted to each organisation.

CHS Commitment	Targeted indicator(s)	Self-Assessment baseline score	Activity required	Resources required	Focal point	Timeline	Comment

A prioritization must be done in case there are many areas of improvement identified. This prioritization must be established based on a risk analysis of the non-compliance with the requirement, for the safety and dignity of the communities the organisation is working for.

Endorsement of the Self-Assessment report by the Senior Management in the organisation

I acknowledge and understand the findings of the CHS Self-Assessment.

- Yes
- No

Name, position, and signature of the organisation's representative:

Date and place:

5. LIST OF POTENTIAL SOURCES OF EVIDENCE AND DIRECTORY OF CHS COMMITMENTS BY FUNCTIONAL AREA

Directory of CHS Commitments by functional area

The mapping below is an attempt to support organisations in identifying the most relevant colleagues to consult in the different departments of the organisation, for the documentation review part of the Self-Assessment process:

Organisational department	CHS Commitment
Programmes	1, 2, 3, 4, 5, 6, 7
Policy	1, 2, 3, 4, 5, 6, 7
Monitoring, evaluation, and learning	7
Communication	4
People Management / Human Resources	8 – as well as for all commitments on the aspect of the support made to train the staff on the existing policies
Finance, Logistics and administration	9

Potential sources of evidence

The table below presents a list of potential sources of evidence for where to look for the systems and policies required in the different organizational responsibilities of the CHS.

1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs.	
CHS N°	**Examples of sources**
1.4	• Mission and vision statement, code of conduct • Protection policy • Proposals, needs assessments templates • Operational handbook • Commitment to relevant standards • Staff induction program, and staff awareness
1.5	• Proposals, needs assessments and reporting templates • Participation / gender and diversity policy (corporate statement / staff guidelines, code of conduct) • Disaggregation guidelines for people you aim to assist • Operational handbook • Staff induction program, and staff awareness
1.6	• Proposal, needs assessments, report templates • Operational handbook
2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.	
CHS N°	**Examples of sources**
2.6	• Annual report, publications on program area of expertise • Training plans and training reports, Staffing reports,
2.7	• M&E policy, learning policy, Learning tools (database, peer learning, communities of practice) • Minutes of meeting SMT, Management response, after action reviews
3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.	
CHS N°	**Examples of sources**
3.7	• Data collection and data protection policies • Information disclosure policy • Code of conduct, staff contracts • Operational handbook • Protection policy, do no harm policy, resilience policy
3.8	• Data collection and data protection policies • Information disclosure policy • Code of conduct, staff contracts

4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.	
CHS N°	**Examples of sources**
4.5	• Information sharing policy (corporate statement / staff guidelines) • Language options for documents
4.6	• Community engagement policy, participation handbook, accountability Framework • Staff diversity policy
4.7	• Ethical policy, fundraising policy, image use policy, informed consent policy • Code of conduct, staff induction curriculum

5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.	
CHS N°	**Examples of sources**
5.4	• Complaints handling policy and procedure (including any existing specific policies on staff grievance, whistle blowing, prevention of sexual exploitation and abuse, etc.) • Code of conduct • Guidelines on how complaints should be handled • Records of consultations • Records of complaints handled
5.5	
5.6	
5.7	• Referral policy • Mapping of referral mechanisms • Evidence of coordination and communication with relevant coordination mechanisms and cluster

6. Communities and people affected by crisis receive coordinated, complementary assistance. Quality Criterion: Humanitarian response is coordinated and complementary.	
CHS N°	**Examples of sources**
6.5	• Coordination and partnership policy • Operational handbook • MoU templates, partner assessment formats • Country and organisational strategy • Secondment / stand by partner policy and agreements
6.6	

7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.	
CHS N°	**Examples of sources**
7.4	• Learning policy, knowledge management policy (organisational and programmatic)
7.5	• Budget dedicated to learning
7.6	• File management system, learning database • Membership of learning networks, publications (evaluations, learning reviews, case studies, etc...)

8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.	
CHS N°	**Examples of sources**
8.4	• Vacancy rate, staff turnover rate • Surge capacity plans
8.5	• Staff policies (national / international) • HR or People Management handbook/manual
8.6	• Job descriptions • HR or PM handbook/manual • Staff satisfaction surveys
8.7	• Code of conduct
8.8	• Induction and briefing procedures • Training and capacity development plans, Performance appraisals
8.9	• Security policy and guidelines, Health and safety policy (national / international)

9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.	
CHS N°	**Examples of sources**
9.6	• Fraud and ethics policy • Internal control system • Code of conduct • Environmental policy • Audit policy • M&E policy • Risk management matrix • Financial systems

6. TIPS FOR CONDUCTING INTERVIEWS WITH KEY INFORMANTS

Why is feedback from communities and people affected by crisis important?

Putting people at the centre of humanitarian response is the rationale behind the CHS. Therefore, it is essential that the voices of people and communities affected by crisis counts as a key element of the CHS self- assessment, as **communities and people affected by crisis are the stakeholder best placed to say whether a response is appropriate, effective and timely.** Therefore, we ask organisations undertaking a CHS self-assessment to gather and consider feedback from communities and people affected by crisis. To maintain visibility of this feedback, the scores you get for the "**performance indicators"** (see below) for each one of the CHS commitments will be visible in the final dashboards, helping to raise your awareness of any discrepancy in terms of scoring with scores coming your documentary review or from the staff survey.

Does this feedback cover all areas of the CHS?

Communities and people affected by crisis will not (and don't need to) be aware of all the requirements of the CHS. Therefore, the questions in this part of the self-assessment are more succinct in some areas, for example CHS commitments 6, 7, 8 and 9, and focusing on the quality and accountability of the services delivered to communities, on CHS Commitments 1, 2, 3, 4, and 5.

How is the feedback collected?

The best way to account for the views of communities and people affected by crisis will depend on the context and best ways to reach all relevant subgroups of a community (accounting for gender, age, disability, and diversity). **For the CHS Self-Assessment, you are required to conduct individual interviews with Key Informants** (recipients of your programmes).

What good practices should be used to conduct the interviews?

The following tips can be useful to plan and conduct interviews and ensure the process is respectful and positive for the people you are working with:

• The staff conducting the interview for the organisation is not the staff usually working on this programme and in this precise location.

• Get permission to take notes during the interview. In the case where you're not immediately recording the responses into the online survey, written notes are kept for every interview for as long as you do record them through the online survey. Until this is done notes should be kept in a secured and confidential manner. They should be deleted afterwards.

• Put participants at ease and ensure they clearly understand who you are and what is the purpose of the discussion, using translation if necessary.

• Record their consent – this should have been done in advance, but it is important to recheck after you have explained the purpose of the meeting.

• Explain how the information will be recorded and used. Explain that no name will be asked or recorded. Explain that answers won't be recorded in a way that links them to the individual.

• Explain that their answers won't affect the assistance that they, their families or communities receive and that they are encouraged to provide an honest assessment of an organisation's performance

- Use an environment where the interviewee will feel comfortable to speak.

- Ensure that you follow best practices related to PSEAH and Safeguarding and that all interviews are conducted in a safe environment

- Be attentive and listen well – trust that each person's experience will contribute something; go with the flow of conversation even if it means asking questions in a different order; avoid getting defensive or correcting people when feedback is negative.

How can feedback from communities and people affected by crisis be scored?

We acknowledge that satisfaction of communities and people affected by crisis – in particular when accounting for gender or diversity – cannot easily be summed up with a figure. Collecting feedback on the indicators below is not meant to be a process that is conducted only for the purpose of a self-assessment. Rather, it is meant to suggest useful ways to routinely gather information aid workers can use to improve their programmes. Though feedback can sometimes be summed up through a figure, for example in the form of satisfaction score, the value of collecting feedback lies mostly in understanding why communities and people affected by crisis are satisfied or not about specific aspects of the CHS, where and why different groups may have contradicting opinions, and what they would suggest doing differently.

For the purpose of this self-assessment, but also when you do routinely want to assess the degree of satisfaction of communities and people you work with, we invite you to **use the online survey provided by the CHS Alliance in your Self-Assessment Terms of Reference**. Most questions get scored using a Likert scale, while others require a narrative answer that will help your organisation building its improvement plan. **Every interview must be reported in the online survey using the link provided by the CHS Alliance** in the ToRs of your Self-Assessment.

CHSAlliance

Maison Internationale de l'Environnement 2, Chemin de Balexert 7
CH — 1219 Châtelaine, Geneva, Switzerland

info@chsalliance.org | www.chsalliance.org
+41 (0)22 788 16 41