**Concept Note – Annex 4 – CHS Checklist**

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| **#** | **Standard** | **Quality Criteria** | **Capacity** | **Potential means of verification** | **Ideas for tools to use** |
| 1 | Communities and people affected by crisis receive assistance appropriate and relevant to their needs | Humanitarian response is appropriate and relevant | Choose an item. | * Response is based on an impartial needs assessment * Specific needs assessment * Vulnerabilities capacities assessment (VCA) to determine capacities * PDM/ongoing monitoring to verify relevance of response | * Assessment template, score card and weighing matrix * Context analysis template and guidance * VCA template and guidance * PDM template and guidance * Final evaluation |
| 2 | Communities and people affected by crisis have access to the humanitarian assistance they need at the right time | Humanitarian response is effective and timely | Choose an item. | * Gauged by assumptions and risks * Gauged by the Alliance’s capacity to carry out programming without constraints * Review internal decision-making and administrative validation processes to be light and quick as possible. | * Risk matrix and LogFrame * Inputs to outputs table * Meeting minutes |
| 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 | Humanitarian response strengthens local capacities and avoids negative effects | Choose an item. | * Vulnerability Capacity Assessment * Focus group discussion with relevant local stakeholders to establish existing DRR mechanisms and gaps * Mainstreaming DRR (or have specific components) in projects based on local capacity-building and awareness raising * Enforcing code of conduct (to avoid exploitation, impartiality, etc.) * Information management systems | * VCA template including hazard maps * Meeting minutes * LogFrame and Appeal * Code of conduct signed by member and staff members are monitored to adhere to conduct. * Information management protocol is set-up to ensure that members are not sharing sensitive information that might put people at risk |
| 4 | Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them | Humanitarian response is based on communication, participation and feedback | Choose an item. | * Programme communication strategy vis-à-vis the crisis affected persons * External communication strategy for fundraising that promotes dignity and respect * Gauge level of participation in response | * Key messaging * Translation of key messages into local language and use of pictorial IEC materials * External communication protocol * Participation assessment template and matrix |
| 5 | Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints | Complaints are welcome and addressed | Choose an item. | * Gauge level of participation in establishing a pertinent complaint mechanism * Gauge the scope, impartiality and effectiveness of the complaint mechanism in place | * Focus group discussions accompanied by SWOT diagram to determine most pertinent complaint mechanism * Peer monitoring assessment template * Beneficiary survey |
| 6 | Communities and people affected by crisis receive coordinated, complementary assistance | Humanitarian response is coordinated and complementary | Choose an item. | * Attendance to clusters, SAGs, sector meetings, community meetings, etc. * Information management (sharing) systems | * Roles and responsibility matrix for sector specific responses * Signing MoUs with relevant stakeholders * Meeting minutes * Information management protocols |
| 7 | Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection | Humanitarian actors continuously learn and improve | Choose an item. | * Evaluation and learning policies * Means are available to learn from experience and improve practices. | * MEAL mechanism in place * Peer member and organization information sharing protocol |
| 8 | Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers | Staff are supported to do their job effectively, and are treated fairly and equitably | Choose an item. | * Impartial and objective recruitment process * Impartial periodical staff evaluations and feedback * Staff development and HR policies * Staff security policy | * Assess the transparent HR recruitment procedures (peer monitoring/evaluation) * Assess the accuracy of job descriptions (employee feedback forms) * Code of conduct * Staff appraisal forms * Security protocol |
| 9 | Communities and people affected by crisis can expect that organisation assisting them are managing resources effectively, efficiently and ethically | Resources are managed and used responsibly for their intended purpose | Choose an item. | * Suitable administrative (financial, human resources and logistics) | * Financial audits * Logistic records * Environmental footprint /product resourcing assessment * Code of conduct (corruption, fraud, conflict of interest, etc.) |