**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
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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.)
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