

Cluster Coordination Performance Monitoring – Action Plan

Country : Nigeria Year : 2023

Date of launch of the CCPM process (sharing of the online survey): Jan

2023

Date of the survey results revision and action plan meeting: 6 July 2023

Date of completion of the CCPM (sharing of the action plan at the GSC): 31 August 2023

Cluster Core Functions	Performance Status (Partners and stakeholders)	Performance Status (Coordination Team)	Prioritisation	Actions agreed	Timeframe agreed	Responsible to follow up	Constraints and challenges	Good practices and lessons learned	Comments
1. Supporting service delivery	30% Strong, 65% Satisfactory, 3% Unsatisfactory, and 2% Weak	30% Strong, 65% Satisfactory, 3% Unsatisfactory, and 2% Weak	Top priority Top priority	 Intensify advocacy with the government to decongest overpopulated camps in the North- East and other locations of Nigeria. Support community initiatives to ensure local inclusiveness. 	November to December 2023	Sector Coordinators	Reduced funding for sector partners has affected the Sector's response in the North- East Nigeria.	Expanded NNGO partner presence.	5% of the responded were not convienced of the Support provided, as such, the Sector aims to improve service delivery 5% to have 0% unsatisfactory response for 2023 implementation.
2. Informing HC/HCT strategic decision-making	30% Strong, 55% Satisfactory, 13% Unsatisfactory, and 2% Weak	30% Strong, 55% Satisfactory, 13% Unsatisfactory, and 2% Weak	Top priority Medium Priority	Ensuring well-coordinated SNFI and CCCM assistances promote inclusive participation, gender mainstreaming and engagement of displaced persons, referral, and advocacy to reduce protection risks and strengthen accountability to affected populations. Inter-sector information sharing in regards to humanitarian access	August 2023 Ongoing	Sector Coordinators and Team	OCHA refusal to give Sector coordinators a platform to team the HCT for over two years. Prioritizing of other sectors over shelter/CCCM due to the reduced funding that requires response to the most critical needs such as Health, WASH and FSL	Having bi-lateral discussions with donors. Donor and HCT briefings to inform on the needs and gaps.	 More capacity building among the stakeholders in 2023. The development of appropriate tools and guidance materials. To create more awareness about the sectors reports to the stakeholders and partners. To conduct extra coordination of assessments with partners. 15% unsatisfied responded. The sector Will aim to reduce this % by half.
3. Planning and implementing cluster strategies	30% Strong, 60% Satisfactory, 2% Unsatisfactory, and 8% Weak	30% Strong, 60% Satisfactory, 2% Unsatisfactory, and 8% Weak	Top priority	Effective coordination of the Shelter, NFI, and CCCM responses at all levels to avoid duplication and gaps, feed into a relevant reporting system.	August – December 2023	Sector Coordinators and partners Technical team M&E Officer from the sector	Continuous change of implementing/operational environment that renders some of the plans and strategies unfit for response e.g plan of construction of emergency shelters and decongestion of camp that were rendered impossible due to government change in Model of shelters requested and also the involuntary relocation of IDPs to different locations.	Flexibility in planning and strategy is required as such, review of the plans and strategy periodically is advised.	 Adherence to common standards was widely lacking and that there was a further red to enhance monitoring. Sector to enhance physical monitoring of sites to ensure minimum standards are observed. To repair of the shelters at the sites in timely manner. A funding requirement for the camp closure. Durable solutions for the affected populations.

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4. Monitoring and evaluating performance	25% Strong, 55% Satisfactory, 15% Unsatisfactory, and 5% Weak	25% Strong, 55% Satisfactory, 15% Unsatisfactory, and 5% Weak	Top priority Top priority Top priority	Conduct effective CCCM, Shelter and NFI needs assessments and analysis, involving all relevant partners. Strengthen its monitoring and evaluation mechanisms, primarily physical monitoring of IDP sites. Improve the local	December 2023	Sector Team	Wide Area of coverage, restricted movement and limited number of staff were the main challenges of M&E.	 Plan for joint field visits. Schedule rotational sector visits to deep field locations. 	frequent joint field visits. (Monitoring and Reporting Officer is onboard from 2023.) In the future, there should be a term of Reference (TOR) for the sector coordination
	200/ 51	200/ 55 52//	Top priority	committee group (LCG) and Camp coordination meetings. Monitor the local coordination policy. There should be monitoring exercises for partners and periodic reports to the sector to improve the dynamics of issues, gaps, and trends.	Oncertain				services. To send out hard copies of the report to specific agencies and partners to promote inclusivity All the reports are published online in relief web, CCCM Cluster and Shelter cluster websites. (Actioned) 20% unsatified respondents. Sector Will aim to reduce this % to half.
5. Building national capacity in preparedness and contingency planning	28% Strong, 52% Satisfactory, 18% Unsatisfactory, and 2% Don't Know	28% Strong, 52% Satisfactory, 18% Unsatisfactory, and 2% Don't Know	Top Priority Top Priority Top Priority	 Strengthen Shelter/NFI and CCCM Capacity Building through relevant workshops, training, technical review of tools, SOPs, sector strategies, etc. Strengthen advocacy for funding within the sector to enable the implementation of the contingency and preparedness plans, including prepositioning and pipeline reinforcement. To enhance the capacity of partners around contingency planning by providing timely analysis of risks and needs. Encourage the use of locally available materials to boost the local economy and enhance the capacity of the communities. 	Ongoing	Sector Coordinators Sector technical team (IM, CCCM, SNFI) Sector technical team (IM, CCCM, SNFI)	• Funding	Having a learning needs assessment carried out periodically for planning of required trainings.	20% of respondents were unsatisfied. Sector aims to reduce this to half for 2023.



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6. Supporting robust advocacy	23% Strong, 60% Satisfactory, 15% Unsatisfactory, and 2% Don't Know	23% Strong, 60% Satisfactory, 15% Unsatisfactory, and 2% Don't Know	Top priority	 To prioritize enhancing coordination with a wider spectrum of stakeholders, including the local community, through the existing government structures. Enhanced advocacy to ensure timely and responsive humanitarian responses. As part of the sustainability of the initiative, it was recommended that localization be prioritized, especially in the hard-to-reach areas. To provide more technical support to the government authorities and partners. 	August - December 2023	Sector Team/Governements/Stakeholders	Lack of funding has affected the timely humanitarian response.	To increase advocacy for resources through donor engagement and diversification of funding. To increase advocacy for resources through donor engagement and diversification of funding.	20% unsatisfied respondents. Sector will aim to reducing this % to half for 2023
7. Promoting accountability to affected populations	45% Strong, 43% Satisfactory, 8% Unsatisfactory, 2% Weak and 1% Don't Know	45% Strong, 43% Satisfactory, 8% Unsatisfactory, 2% Weak and 1% Don't Know	Top priority Top priority	 Enhance participation in the community engagement working groups, strengthen engagement directly with the community through the respective field focal person, and advocate for the mainstreaming of complaints and feedback mechanisms. Rework on Standard Operating Procedures (SOPs). Support capacity- 	August - December 2023	Sector Team	Channels and guidance on accountability required to handle cases or partners defaulting on AAP.	Advocacy for the sector partners capacity building.	11% unsatisfied respondents. Sector will aim to reduce this to half for 2023.
			Top priority Medium priority	strengthening initiatives, including those aimed at mainstreaming protection and accountability to affected population (AAP). • Strengthen monitoring systems to ensure accountability to affected population (AAP).					