

From: [REDACTED]
Subject: RE: UNRWA - Informatie t.b.v resultatenrapportage Nederlandse humanitaire hulp
Date: maandag 1 mei 2017 15:02:28
Attachments: [draft_2016_annual_operational_report - english.pdf](#)

Dear [REDACTED],

Answering you in English because I am copying your colleague [REDACTED] 10 2 e. As you may not be not aware of, most of the answers can actually be found in the annual operational report that was shared with the Harmonised Results Working Group, of which Netherlands is a member and attends discussions.

We would like to ask you to use the report for the answers that you are seeking. While we are of course available to answer questions related to the AOR, we would like to emphasise harmonised reporting as a means of stemming the tide against the production of a series of ad hoc reports for each of our donors. This is because, as I am sure you understand, we have finite capacity. We really hope you understand.

Naturally we would be more than willing to answer any additional questions that you do not see answered in the AOR.

All the best,

[REDACTED]

From: [REDACTED]
Sent: Friday, April 21, 2017 11:36 AM
[REDACTED]
Subject: UNRWA - Informatie t.b.v resultatenrapportage Nederlandse humanitaire hulp
Importance: High

Beste [REDACTED],

Op verzoek van mijn collega [REDACTED] – verantwoordelijk voor de jaarlijkse resultatenrapportage over NL humanitaire hulp – stuur ik jou onderstaand verzoek om aanvullende informatie mbt crisis response, preparedness & effective humanitarian system. Zouden jullie deze informatie uiterlijk 9 mei aan ons door kunnen sturen. Mochten er vragen aan jullie kant bestaan laat het mij weten.

Met dank en groet,

[REDACTED]

PS Ik heb [REDACTED] in cc gezet (heb [REDACTED] 10 2 a) op de hoogte gebracht van het verzoek).

Dear [REDACTED],

Each year, The Dutch Ministry of Foreign Affairs has to report to parliament what results have been achieved with Dutch humanitarian funding. In doing so, we meet our accountability requirements and it provides us with the opportunity to communicate to our public about the importance of our work. To ensure a rich and complete report, we require additional information from our humanitarian partners.

We kindly request you to send the necessary requested additional information **COB 9 May 2017** as answers to the questions below about the results of your organisation in 2016. Please note that we can only report on results achieved during the last calendar year (2016), so please do not send us any cumulative data (which includes results from previous years).

Questions:

-

Crisis response:

1. If available, please send us your draft/final report 2016. If not available, can you send the actual total (program, program support and other costs as management) costs (all expenditures and expenses) of your organization over 2016 in total and per crises? And if possible please indicate how much you have received from the Netherlands in 2016 as percentage of your total budget spent in 2016
2. If not in your annual report: How many people did your organization reach (without double counting) in 2016 with humanitarian aid?
3. To what extent did your organization adhere to your standards of timeliness in 2016 with regard to humanitarian aid? Please indicate a percentage or if not precise an indication, choose from 0-25%, 25-50%, 50-75% or 75-100%. Inclusion of your timeliness policy is appreciated.
4. Does your organization provide humanitarian assistance according to humanitarian program standards such as CHS, Sphere or IASC cluster standards and if so, to what extent has your organization been able to apply this in practice in 2016? Please indicate a percentage or if not precise an indication, choose from in 0-25%, 25-50%, 50-75% or 75-100% of the aid provided. Please also include an example of non-compliance and main reasons for non-compliance (for example no access, security reasons, lack of stock etc.)
5. To what extent has the affected population been consulted in the planning and implementation of your programs? Please indicate a percentage or if not precise an indication, choose from 0-25%, 25-50%, 50-75% or 75-100%. Please provide a short description how your organization ensures that affected populations are consulted.
6. Has your organization measured the satisfaction of beneficiaries with the assistance provided? If so, to what extent are the beneficiaries satisfied with the assistance provided? Please indicate a percentage or if not precise an indication, choose from 0-25%, 25-50%, 50-75% or 75-100%. If the satisfaction is not measures, please indicate why.
7. To what extent has your organisation applied the IASC, ECHO or other gender and age markers in your humanitarian funding allocations, in order to extend the monitoring of gender-equality measures across the full cycle of humanitarian programming and promotion of more rigorous accountability?

Preparedness:

8. Does your organization have a policy and practice on preparedness to respond? E.g. Staff trained, contingency stocks, systems and procedures for quick response in place, simulations have taken place. Please elaborate.
9. Please indicate as percentage of your budget, how much of your program budget is transferred to local actors^[1] to implement humanitarian activities and to build their capacities? If you do not have a precise figure, choose from 0-25%, 25-50%, 50-75% or 75-100%. Please include your definition of local actor.
10. Please indicate as percentage of your budget, how much of your program budget is spent on building response capacities of national/local actors? If you do not have precise figure, use an indication, choose from 0-25%, 25-50%, 50-75% or 75-100%.
11. What percentage of your organization budget is spent on preparedness to respond (according to definition ISDR)^[2] (e.g. staff training, simulations, contingency stocks, y; number of simulations taken place/number of staff involved in simulation exercises; year/strategic/program plans of partners with clearly (according IASC guidelines and CHS) actions and budgets to reduce future risks and cope with future shocks).

Effective Humanitarian System:

12. Does your organization measure in a systematic way to what extent affected populations are appreciating the aid provided by your organization? If this is the case, can you indicate how affected populations rate the assistance provided, overall or per crisis? Indicate your answer with a mark from 1-5, (1 is completely dissatisfied and 5 is completely satisfied). Please use (an) example(s) to illustrate the given number.
13. Does your organization have a system to systematically learn from program interventions, to document learning, improve and innovate based on learning and affected population's feedback? Can you provide us with an example or examples of (successful or failure) improvements/innovations that resulted from learning and affected population's feedback?
14. What is the percentage of your organization's total budget that is being spent on M&E, learning and innovation?

I have included our results format for your information. If you have achieved other interesting results with our funding, please feel free to include them. Could you get these results back to us **by May 9th** at the latest?

Communication materials

The results report will be accompanied by a more accessible website. Do you have any materials we can use on this website? This can take many forms, such as photos, videos / interviews (please only send us the link to a website with the video / interview), human-interest stories, drawings, etc. This is a great opportunity for your organization to promote your work to the Dutch parliament and public. All material should be free of publisher rights etc. We will of course credit you and use the material solely for results reporting purposes. If possible, it would be great to receive photos in high resolution, to ensure the best quality. We would prefer to receive these materials **together with the answers to the questions above by May 9**, but later in May is also acceptable.

Do not hesitate to contact me in case of questions or remarks.

Please also send your reply to: [REDACTED] and

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Ministry of Foreign Affairs
Department for Stability and Humanitarian Aid (DSH)

Email [REDACTED]

T. [REDACTED]

M. [REDACTED]

[1] Local actors:

- National and local NGOs/civil society organisations: national NGO's/CSOs operating in the aid recipient country in which they are headquartered, working in multiple subnational regions. Local NGOs/CSOs working in specific geographically defined area, without affiliation to either a national or international NGO/CSO. The last category can include community based organisations and faith based organisations
- Red Cross/Red Crescent National Societies
- Governments: national governments and government institutions in aid recipient countries. I.e. National disaster management agencies, local state/provincial/municipal institutions
- National/local private sector organisations

Local actors are not: Affiliated national/local organisations (national and local organisations that are part of international (con)federations and where decisions about financing and governance are taking on an international level. If a local NGO is part of an international network, but decides itself on policy and financing, is recognized as local actor; Southern International NGOs, active in multiple countries; INGOs, Multilaterals (UN), ICRC, IFRC and national societies operating outside their country.

[1] Definition ISDR: Preparedness: The knowledge and capacities developed by governments, response and recovery organizations, communities and individuals to effectively anticipate, respond to and recover from the impacts of likely, imminent or current disasters.

Annotation: Preparedness action is carried out within the context of disaster risk management and aims to build the capacities needed to efficiently manage all types of emergencies and achieve orderly transitions from response to sustained recovery. Preparedness is based on a sound analysis of disaster risks and good linkages with early warning systems, and includes such activities as contingency planning, the stockpiling of equipment and supplies, the development of arrangements for coordination, evacuation and public information, and associated training and field exercises. These must be supported by formal institutional, legal and budgetary capacities. The related term "readiness" describes the ability to quickly and appropriately respond when required.

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[1]

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