

## NEEDS ASSESSMENT & ANALYSIS

“Grand Bargain Signatories require needs assessments that are impartial, unbiased, comprehensive, context sensitive, timely and up-to-date.”

### This section covers:

- Needs assessments and CCCM
- Needs assessment process
- Types of CCCM Cluster assessments and analysis outputs

## NEEDS ASSESSMENTS AND CCCM

For a CCCM Cluster, there are two focuses of needs assessments (gathering and analysing information to understand needs).

Firstly, to understand CCCM humanitarian needs. This is one of the IASC core functions of a cluster (see [Toolkit Section 1.2 Core functions of a cluster](#) and [2. Information Management](#)) and marks the starting point of the humanitarian program cycle (see [Toolkit Section 5.1 Overview of the HPC](#) and [5.3 Humanitarian Needs Overview](#)). Secondly, to understand multi-sectoral humanitarian needs in displacement sites, as part of the **Camp Coordination** responsibilities carried out by a CCCM Cluster when activated. See [Toolkit Section 1.2 Core Functions of a Cluster](#).

### FIND OUT MORE

The [IASC Operational Guidance for Coordinated Assessments in Humanitarian Crises](#) (2012) outlines both the policies and processes to support coordination of assessments

This essential process involves collecting information about the needs of affected communities. The main goal of a needs assessment is to understand gaps in resources and services, allowing aid allocation to be prioritized. Subsequently, this information informs the response strategy, aiming not only for effectiveness and efficiency but also responsiveness to the current situation. Within the context of CCCM Cluster operations, the significance of needs assessments cannot be overstated. They serve as a fundamental aspect of on-site coordination and advocacy, targeting the needs of displaced communities residing in site settings.

Coordination of needs assessment activities serves a dual purpose: firstly, it supplies insights that inform strategic decision-making for the Humanitarian Coordinator (HC) and Humanitarian Country Team (HCT). This entails conducting comprehensive needs assessments, analysing gaps, and subsequently setting priorities for interventions. It is crucial to emphasize that the CCCM Cluster coordinator bears the responsibility for advocating for equitable and harmonized service provision across communal displacement settings. Simultaneously, site managers are entrusted with the task of universally implementing participatory and community-based approaches to promote inclusivity and effectiveness.

As highlighted in the [Camp Management Toolkit](#)<sup>1</sup>, information management is a pivotal process in any displacement site context. It involves gathering data at the site level from various sources, including the camp population, camp leadership, committees, service providers, host population, on-site authorities, and direct observations. The collected data is then used to analyse protection and assistance standards in relation to the needs and rights of the site population. Furthermore, this data is disseminated to site residents, service providers, and national authorities.

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<sup>1</sup>Camp Management Toolkit, 2015, Chapter 5 Information Management, available online at: <https://www.cmttoolkit.org/chapter/information-management/key-issues>

Cluster partners may carry out their own needs assessments to inform their programme planning and design of activities. Cluster should encourage the use of common indicators and sharing of analysis and data (in line with data protection responsibilities) to minimise duplication of effort and encourage collaboration in the response.

## NEEDS ASSESSMENT PROCESS

### CONSIDERATIONS

- Before launching new information initiatives, it is essential to take stock of existing information and analyses. This step helps prevent redundant assessments and data collection, minimizing instances where site populations are repeatedly surveyed.
- Clear communication should explain the purpose of data collection and the available response capacity, managing the expectations of communities effectively.
- It is important that data collection is planned and coordinated between agencies and that response and referral systems are in place or planned, to avoid either assessment fatigue or unrealistic expectations on the part of the displaced population.
- Accurate, well-organized, and easily accessible archiving of collected data is essential.

**Primary data** is directly collected from the camp population or through observations by the site management agency and service providers. **Secondary data** is compiled by other humanitarian actors and consolidated for new analysis. For instance, data initially gathered by site management agencies often compiled and analysed by the CCCM Cluster.

### PROCESS OF PLANNING AND CONDUCTING A NEEDS ASSESSMENT

To ensure effective decision-making, understanding the process of conducting a needs assessment is paramount. Collaborative discussions with CCCM Cluster partners, whether within a Strategic Advisory Group (SAG) or a dedicated Information Management (IM) technical working group, are crucial. Here is a breakdown of the process:

#### 1. Context review and scope definition

Begin by setting up a comprehensive context review. Define the scope and scale of the crisis, considering factors such as the affected population, geographic locations, and prevailing conditions. Also, assess the legal framework for data collection, ensuring that data collection adheres to ethical standards. Standards on data responsibility must be adhered to. See [IASC Operational Guidance on Data Responsibility in Humanitarian Action \(2023\)](#) and see [Toolkit Section 2. Information Management](#). This process will result in a comprehensive context review that forms the foundation of the assessment.

#### 2. Setting objectives with cluster partners

Collaborate with CCCM Cluster partners to define clear objectives for the data collection. Determine the purpose of the assessment and align it with the overall response goals. While setting objectives, consider existing secondary data sources and insights. Develop a robust analytical framework that outlines the key dimensions to be explored during data collection and analysis.

For example, consider answering the following questions to set up objectives of the data collection:

- Is the primary objective to evaluate specific CCCM sectoral needs?
- Are we seeking to assess the comprehensive situation at the site?
- Is the focus on identifying gaps and needs in the response efforts on the site level?
- Are we aiming to map the service providers within the site?
- Is the goal to obtain a comprehensive overview of the surrounding area (area-based assessment)?
- Do we intend to find the intentions of the site's population?

### 3. Data collation and collection

Design the methodology for data collection in close partnership with cluster members. Collaboratively decide on the frequency of data collection, tools to be used, and geographic locations to cover. This phase involves selecting appropriate data collection methods, which can include surveys, interviews, focus group discussions, and observations. Ensure that the selected methods align with the assessment's objectives.

Selecting indicators

- Consult and adapt existing examples of indicators, such as the Minimum Standards for Camp Management (See [Toolkit Section 8.10 Minimum Standards for Camp Management](#)). Ensure to consult with other Clusters on the use of other sectoral indicators and with any Assessment Working Group on agreed standards in the response.
- Where possible, maintain consistency of indicators between rounds of assessment to enable longitudinal analysis (analysis over time).
- Sex and age disaggregation of data should be made wherever possible.
- Include indicators on Accountability to Affected People (AAP). Use tools such as the [REACH IASC AAP PSEA Task Team's Menu of AAP Questions for Needs Assessments](#) (2018) to help with this.

### 4. Data cleaning and verification

After collecting the data, rigorously clean and verify it to ensure accuracy and reliability. This involves reviewing the collected information for inconsistencies, errors, and gaps. Engage with cluster partners to verify the data's accuracy, cross-referencing it with other reliable sources when possible.

### 5. Drawing conclusions and analysis

Perform thorough analysis of the cleaned data to draw meaningful conclusions. Analyse the collected information to identify key trends, needs, challenges, and vulnerabilities. Highlight critical issues that require immediate attention and delve into insights that can inform effective decision-making. Reflect on lessons learned from the assessment process itself.

### 6. Sharing information and dissemination

The insights and conclusions derived from the analysis should be shared widely. Prepare and disseminate comprehensive reports, key highlights, dashboards, or other suitable means of data sharing. Ensure that the information reaches CCCM Cluster partners, the broader humanitarian community, and affected communities. Transparently communicate the findings and their implications.

The collaborative nature of the CCCM needs assessment process ensures that the perspectives, expertise, and contributions of all relevant stakeholders are considered. This comprehensive approach not only enhances the accuracy of the assessment but also strengthens the alignment of response efforts with the actual needs on the ground.

## CCCM ASSESSMENTS: INFORMING EFFECTIVE RESPONSES

The type and level of detail of CCCM needs assessments will vary depending on the context, and often the stage of the response. In a sudden-onset emergency, initial rapid assessments are usually conducted. In a protracted crisis, more detailed, regular needs assessments may be conducted.

Coordinated multi-sectoral assessments may be conducted in a sudden onset emergency, such as through a Multi Cluster/Sectoral Initial Rapid Assessment (MIRA). They are also usually conducted annually to inform response-wide planning (i.e., the needs analysis for the Humanitarian Needs Overview and Humanitarian Response Plan), such as through a Multi-Sector Needs Assessment (MSNA). A CCCM Cluster will need to contribute to multi-sector assessments, usually coordinated through the inter-cluster information management working group and conducted by a specialized assessment actor.

CCCM-specific needs assessments include the following. They might be conducted by a group of Cluster partners with data analysed by the Cluster IM team or conducted and analysed by a specialized assessment actor such as REACH or IOM-DTM in partnership with the CCCM Cluster.

## SITE-LEVEL ASSESSMENTS

Central to the objectives of Camp Management and the CCCM cluster is the systematic collection, analysis, and dissemination of site-level data. This process aims to identify service gaps, monitor site status, and facilitate informed decision-making by the humanitarian community. Site assessments are conducted using either Household Level or Key Informant approaches, tailored to operational capacities and available funding. The success of site-level assessments rests upon cluster partners and harmonious collaboration with other clusters/sectors. Before initiating on-site assessments, CCCM engages with other cluster/sectors to identify indicators that effectively expose service gaps. These indicators lay the groundwork for timely identification of concerns and present an initial snapshot of the on-site service status. By ensuring balance in these indicators, site assessment can produce a comprehensive view that not only informs immediate response tactics but also provides data for sectoral assessments.

### Household-level Assessments

These assessments are carried out by on-site field teams or external INGOs such as REACH, delving into camp residents' needs and viewpoints regarding received services, insights gained optimize service delivery.

Conducting Household Level Assessments involves careful site sampling for a comprehensive perspective. Striking a balanced approach, assessments need appropriate length and language to avoid unintended sensitivities. Inclusivity is ensured by considering Female Headed Households, broadening perspectives.

Recognizing residents' limited awareness of service providers and technical aspects, framing questions thoughtfully is vital for accurate responses. Direct engagement with residents captures detailed data for a nuanced understanding of their needs.

Implementing household level assessments requires sufficient enumerators, extended data processing time, and has financial implications. However, the deep insights gained from these assessments justify the investment.

### Key Informant Interviews

The Key Informant Interview (KII) is typically conducted with a Site Manager or a community leader (such as the Sheikh, Umda, or an Elderly member of the site). The choice depends on the presence and context of Site Management. The data collected offers insights from the KII's perspective, necessitating coordination with other sectors to address knowledge gaps about the site. For instance, clarifying water quantity with the WASH sector.

It's recommended to triangulate KII assessments with other sources for data accuracy. This could involve combining them with Focus Group Discussions or cross-referencing with data from other assessments on the same site. The outcomes of these assessments provide valuable insights into service provider gaps and site needs. This information can be visually represented through a traffic light matrix or a comprehensive site profile.

The frequency of KII assessments should align with changes in site data. If no significant changes are observed over a certain period, the assessment frequency can be extended to longer intervals.

## SITE POPULATION AND DEMOGRAPHIC DATA

Existing data such as site population and demographic data should be used to as part of needs assessment and analysis. The CCCM Cluster should maintain a comprehensive database of displacement sites, encompassing classifications, demographic data, status, GPS coordinates, and establishment years. Demographic data, collected on a regular basis—often monthly or quarterly—is cleaned, analysed, and disseminated across the humanitarian community. This is the basic assessment data that the cluster can agree to collect with Cluster partners and gives basic information on needs on the site level, e.g., number of shelters needed. This information serves as a foundation for strategic response planning and allocation of resources.

## EXAMPLES OF OTHER ASSESSMENT TYPES

The following are examples of other types of assessment conducted by, or contributed to, by CCCM Clusters to inform planning and response for specific issues.

### Intentions Surveys

In certain countries, CCCM partners opt to gather data on the intentions of camp/site residents regarding whether they plan to stay or leave displacement sites. This also includes reasons behind their decisions and potential areas of return. Such data serves to inform partners' future planning and budgeting strategies, as well as informing work to support or advocate for durable solutions for displaced families. The data collected can serve as a foundation for the cluster's transition strategy, ensuring relevant measures are considered in the event of camp closures or evictions.

The responsibility for collecting this data varies: in some cases, it is managed by Protection Clusters, while in others, CCCM takes charge based on context, operational presence, and needs.

To ensure data compatibility for combined analysis, the CCCM Cluster can outline the key components of the survey and share it with partners for implementation. Alternatively, the Cluster can conduct a comprehensive survey across all camp/site locations simultaneously, ensuring consistent and appropriate analysis.

Given the sensitivity of intention surveys, datasets should be securely stored within the cluster and anonymised data only shared with humanitarian actors in line with protection recommendations in the context.

#### Find out more

Examples of indicators can be found in the [Interagency Durable Solutions Indicator Library](#) from JIPS. These can be used for analysis and monitoring and integrated into tools such as intentions surveys. The [Interagency Durable Solutions Analysis Guide](#) provides some more context.

### Site exit and follow-up surveys

In certain operational contexts where robust Site Management agencies are in place, supported by sufficient staffing and an established system on the camp/site, an Exit Survey is implemented, using a common survey tool of the CCCM Cluster. This survey aims to comprehend the intentions of camp/site residents who plan to leave, including their intended destination and the reasons behind their departure. Typically, the survey is conducted with households preparing to leave or in cases where evictions are scheduled. Additionally, consent is sought from households to enable subsequent phone call surveys, which serve to track their progress, ascertain whether they have arrived at their intended destination, and identify any encountered challenges. It is important to note that if the camp permits easy entry and exit, the survey outcomes might only reflect the intentions of those who have voluntarily communicated their plans to the camp management. Given the sensitivity of household data, storage and analysis protocols are imperative. Furthermore, having the capacity to conduct follow-up phone calls is essential for the success of this approach.

Analysis is then shared by the CCCM Cluster to inform CCCM and other sectoral response planning, and to inform durable solutions work.

### Site safety audits

Safety audits are a key way for site management agencies to identify GBV risks, and barriers to accessing multisector services at site-level. Common tools can be developed at cluster level (usually, collaboratively between the CCCM Cluster, GBV Area of Responsibility, and often other clusters) to be used by site management agencies and other partners at site level. Data can then be analysed across sites to identify common issues, informing advocacy efforts and planning of response. See [Toolkit Section 9.3 GBV Risk Mitigation](#) for more information and example tools.

## Learning Needs Assessment/Capacity Assessments

Learning Needs Assessments help understand the capacity building needs of different stakeholders involved in the displacement response. These assessments can help the CCCM Cluster design capacity building activities tailored to the specific learning needs and capacity gaps of stakeholders. These usually take the form of a survey sent out to the stakeholders. See [Toolkit Section 8.5 Capacity Building](#).

### CIVILIAN CHARACTER OF CAMPS AND RIGHTS VIOLATION MATRIX, IRAQ

In response to the increasing instances of violations against the civilian character of IDP camps throughout Iraq in 2019, a need arose for quantifiable data to bolster advocacy efforts. The National Protection Cluster, with support from the CCCM Cluster, devised Kobo-based reporting tool. This tool aimed to document incidents involving breaches of the humanitarian and civilian character of camps, as well as violations of the fundamental rights of individuals with perceived affiliations to extremists. These tools draw from Iraq's constitutional, international human rights, and international humanitarian law obligations.

An "Incident Matrix" is used to enhance the monitoring of incidents in camps. This matrix is used to track trends and support higher-level advocacy within the cluster mechanism, aiming to maintain the civilian and humanitarian nature of the camps. The matrix could be expanded to encompass rights violations related to individuals with perceived affiliations within the camps.

It's important to note that this system doesn't replace the proper referral pathways and case management tools of the Protection cluster. Instead, it gathers data to quantify the number of incidents per site or camp in an anonymous manner, contributing to effective advocacy efforts.

Key points about the matrix include:

- It's a joint tool involving all humanitarian partners in the camp.
- It concentrates on incidents involving armed actors' presence within camp boundaries.
- It does not report individual or household-level information.
- It is not a response or case management tool, capturing both first-hand and second-hand reports.
- Data cleaning involves Protection Cluster validation, removal of duplicated cases, and follow-up. The

primary objective of these matrix is to enhance the tracking of both protection-related and nonprotection-related incidents. The gathered trends are then used for high-level advocacy with the Government of Iraq through the Humanitarian Coordinator and Humanitarian Country Team in the country. It's important to note that these matrices are designed for use by humanitarian partners, not the affected populations directly. Furthermore, they are not intended to serve as "response and/or case management" tools. Existing and operational referral mechanisms should continue to be the initial response after an incident occurs.

## RESOURCES

### Related Resources

Title	Type	Language	Date
Example – <a href="#">Camp profiling and intentions questionnaire</a>	Example	English	2022
Example – <a href="#">Rapid site assessment tool</a>	Example	English	2020
Example – <a href="#">Site and service monitoring dashboard</a>	Example	English	2021
Example – <a href="#">Site and service monitoring tool</a>	Example	English	2021
Example – <a href="#">Site verification tool</a>	Example	English	2022
Exemple – <a href="#">Evaluation des sites questionnaire</a>	Example	French	2021

## References & further reading

- [Humanitarian Needs Assessment Overview](#)
- [ACAPS Our Methodologies](#)
- [Camp Management Toolkit](#) (2015) Chapter 5 Information Management, Key Issues, available online in multiple languages
- IASC (2012) [Operational Guidance for Coordinated Assessments in Humanitarian Crises](#)
- IASC (2015) [The Multi Cluster/Sector Initial Rapid Assessment \(MIRA\) Manual](#)
- IASC Workstream 5 (2019) [Grand Bargain Principles for Coordinated Needs Assessment Ethos](#)
- IASC (2023) [Operational Guidance on Data Responsibility in Humanitarian Action](#)
- JIPS (2018) [Interagency Durable Solutions Analysis Guide](#)
- REACH and IASC AAP PSEA Task Team (2018) [Menu of AAP Questions for Needs Assessments](#)
- UNHCR (2023) [Needs Assessment Handbook](#)
- UN Women (2020) [Guidance note: How to promote gender equality through impartial and joint needs assessments](#)