# HUMANITARIAN DASHBOARD

## Product Description and Process

**PRODUCT DESCRIPTION**

**Structure:** The humanitarian dashboard consists of two overview pages followed by more detailed sectoral pages supported by a dashboard matrix.

- The overview pages provide an 'at a glance' overview of all sectors and a brief analysis of the humanitarian situation. Information presented on the text boxes include: number of people in need, targeted and reached by cluster; Situation Overview; Key Figures; Priority Needs; Response Overview; Trend Analysis; Operational Constraints; and Information Gaps
- The sectoral pages provide a more in-depth picture of the situation per sector by: capturing and monitoring best estimates of the number of people in need, and targeted and covered; tracking indicators relevant to humanitarian needs and cluster response; and featuring an analysis and prioritisation of needs and gaps. The sectoral pages can be populated and maintained directly in the dashboard matrix.
- The dashboard matrix is a simple excel sheet for logging and tracking key figures over time. It consists of sectoral pages and an inter-sectoral overview that summarises and illustrates the data from each sector. An online version is under development to facilitate the data management.

**Time required:** 4 to 8 hours to input information each reporting cycle.

### Purpose

The humanitarian dashboard is an IASC tool designed to facilitate a process for the consolidation of needs assessment and response information, provide a structured format for the collection of data, and to present a shared analysis of a humanitarian situation. It supports both the CAP cycle as well as the consolidation of information in sudden-onset emergencies.

The dashboard is designed to:

- be used by Humanitarian Country Teams (HCT) to facilitate dialogue, analysis and strategic programming throughout the programme cycle;
- support HCTs by informing and monitoring the appeal process;
- help cluster leads collect consolidated information on each sector and track progress against CAP targets;
- highlight information gaps and areas that require further assessments;
- support advocacy efforts and the long-term analysis of a humanitarian situation and response by systematically logging, tracking and illustrating key figures and issues.

### Frequency

The dashboard should be updated whenever the humanitarian situation changes significantly. In a dynamic situation regular updates are required. In less dynamic situations updates should be frequent enough to support the CAP cycle (monthly or bi-monthly basis).

### Audience

HCT, cluster leads, Humanitarian Coordinators (HC), senior decision-makers including the ERC, agency management, governments and donors.

### Focal Point

Needs Assessment Coordinator (where present), supported by a cluster coordinator, information managers and the CAP focal point.

### Format

Overview page: A4 size, landscape (Word or online version)

Sector page: A4 size, portrait (Excel or Word)

Dashboard Matrix: Excel or online platform

## PROCESS

**Overview**: The dashboard process should be facilitated by an appropriate working group and an agreed data collection mechanism (an assessment and information management working group is ideal but established CAP/monitoring structures can also work). The final draft of the dashboard should be reviewed and cleared at the inter-cluster coordination or HCT level before submitting to the HC for publication.

**Process for the CAP 2012 cycle:** Much of the information that is gathered for the 2012 CAP document can be used to populate the first version of the dashboard (detailed references are included in the template of the overview pages). To facilitate the initial population of the dashboard, and to give an idea of the required information and language, a first draft will be populated at headquarters level (including the matrix) and sent to the CAP focal point in the first week of October. This draft should be revised and updated where possible with the information gathered for the CAP 2012 document.

Please send the populated dashboard to the CAP unit with a copy to Marcus Elten (elten@un.org) and Loretta Hieber-Girardet (hieber-girardet@un.org) along with the CAP documents at the end of October. The dashboard matrix should be completed in time for the monitoring of the CAP cycle (ideally before the end of January). At that point the dashboard is ready to be used to keep a systematic overview of the evaluation of needs and the response over the 2012 cycle. Regularly maintained it will facilitate the formulation of the mid-year review and also help develop future CAPs (further guidance will be provided ahead of the MYR).

**Process for sudden-onset emergencies**: As part of the suite of assessment tools developed by the IASC needs-assessment task force, the dashboard should be used to consolidate assessment and response information in sudden-onset disasters. Detailed guidance for sudden-onset emergencies will be provided separately.

## Main steps

### Setting up and maintaining the Dashboard Matrix

The systematic maintenance of the dashboard matrix is key to an informative and useful dashboard. While the matrix can be expanded and adapted to the information needs of each context it is important to establish a clear process to ensure the timely and regular contribution of data from each cluster. Cluster partners should only be asked to fill out the sectoral pages. Once this information is collected the graphs on the inter-sectoral overview (pls see paragraph below) should be updated by OCHA (if the linkages between the worksheets are carefully set up this can be automated). Where a standard reporting format for tracking such data already exists, the main elements of the sectoral pages should be added so that all the data is logged in one place.

The 'needs/coverage bar chart' featured in the inter-sectoral overview of the matrix is designed to illustrate best estimates of people in need, targeted and covered by cluster and is one of the main features of the dashboard. A discussion with partners about the following key terms will most likely be required when walking them trough the sectoral templates:

- **Affected people** includes all people whose lives have been affected in some way by the crisis. Not all affected people are in need of humanitarian assistance.
- **People in need** includes those affected people who require humanitarian assistance in some form. People in need represent a sub-group of affected people.
- **People targeted** includes all people the cluster system is trying to assist. This will most likely be a sub-group of people in need. It is always helpful to explain how the target was defined, in particular if there is a gap that is not covered by actors not participating in the cluster system such as the affected communities themselves, government authorities, Red Cross/Red Crescent movement, and NGOs.
- **People reached** includes those who have received some form of assistance from a cluster member. This figure says nothing about how long and how well this assistance covers the needs of the beneficiary. A more meaningful picture provides the estimate of people covered (pls. see below).
- **People covered** indicates the number of people whose needs, defined by a humanitarian standard such as SPHERE, have been met. There is a significant difference between the two statements: 1000 people received water (people reached), or, 1000 people received enough water to cover their needs (15 litres per day) for the next two weeks (people covered).

### Setting up and maintaining the Overview Pages

- The main text boxes in the overview pages are: Situation Overview, Key Figures, Priority

Needs, Response Overview, Trend Analysis, Operational Constraints, and Information Gaps. The template attached provides detailed references to various sections in the CAP document.

- To populate the Situation Overview and Priority Needs sections in sudden-onset emergencies use information provided in the MIRA (if available, applicable to sudden-onset emergencies).
- Figures for people in need, targeted and reached by cluster should be taken directly from the dashboard matrix. Copy and paste the bar chart from the matrix into the text box in the bottom-left of the first overview page.
- Consult the guidance embedded in the dashboard matrix template for information on how to draft the narrative for the Response Overview text box.

### Setting up and maintaining the Sectoral Pages

- Reach an agreement with Cluster Leads on which indicators each cluster will monitor. This requires an in-depth discussion about what indicators are both appropriate and measurable (see Section 4 Part 1 of the CAP Guidance). For CAP countries, this discussion will usually take place during the CAP preparations.
- Adapt the sectoral page template to the information and monitoring needs of the country team.
- Reach an agreement with clusters on a process and schedule for regular updating of the sectoral pages.
- Ensure that the information in the sectoral page is automatically linked to the inter-sectoral overview (first worksheet). Consult with a savvy IM colleague on how to best do this.
- Copy and paste information from the sectoral pages of the dashboard matrix into the dashboard document. Quick way to do this: Set the print area on the sectoral pages, open the print preview, select and copy-paste the pdf-screen shot into the word document (we acknowledge that this process can be improved and hope the online version of the dashboard under development will provide an easy solution).
- For more information refer to the technical guidance embedded in the dashboard template.

### Clearance / Ownership

The Head of Office (or as delegated by her/him) is responsible for ensuring that the dashboard is produced and for facilitating the dashboard maintenance process. The dashboard should be issued under the name of the Humanitarian Coordinator (HC). Where there is no HC present, the UN Resident Coordinator is responsible for the dashboard.

Cluster Leads are responsible providing the information on the sector pages. This information should be reviewed and cleared by the inter-cluster/sector coordination mechanism.

### OCHA's Role

OCHA is responsible for supporting the HC, HCT and Cluster Leads by coordinating the process of establishing and maintaining the humanitarian dashboard. To do this OCHA will actively reach out to the various information sources, with cluster/sector leads serving as the 'first port of call' for sectoral information. If there is no OCHA office, this support work can be done through the OCHA Regional Office. Clusters/sectors are responsible for sharing *existing* information by filling in the sectoral page, and assessing, consolidating and improving information from the sector.

### Distribution

The first version of the dashboard overview pages will be included in the CAP document. Subsequent versions should be posted internally on OCHANET, and externally on OCHA online and ReliefWeb (tagged: assessments).

In cases where it is decided that the dashboard should not be shared with the broader public it should still be posted on OCHANET and, where appropriate, emailed from the Desk to decision-makers and donors.

### Deadline

For this CAP cycle, dashboard should be submitted along with the CAP document as per CAP guidance. As for sudden-onset emergencies or non CAP countries, deadlines should be coordinated with the release of OCHA information products, the appeal process and requirements from senior-management.