2019 UNHCR-NGO Partnership Survey

Key Findings

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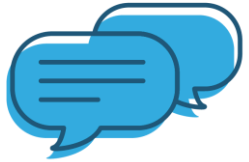
Background and

Objective: Track partnership dynamics and develop a body of evidence on perceptions of UNHCR-NGO Partnership.

Annual Survey – Started in 2014

Survey Dates: March 19-June 15, 2020



Sent to NGOs and UNHCR Offices

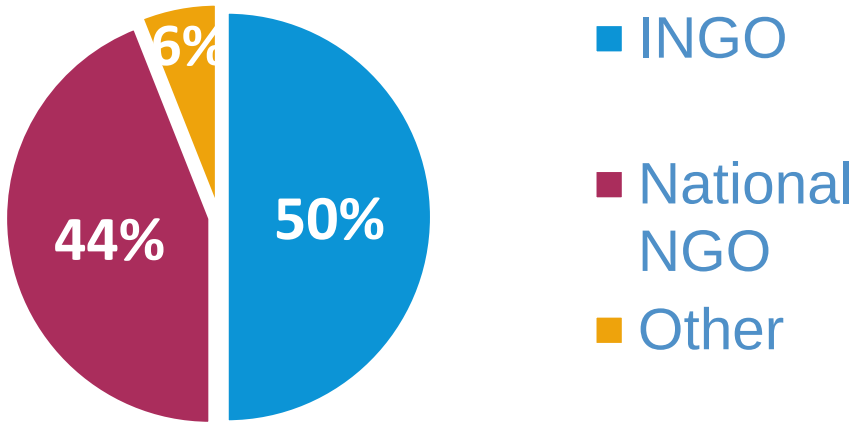
Sent through UNHCR, NGO Networks, INGO/NGO Fora and Consortia

Demographic

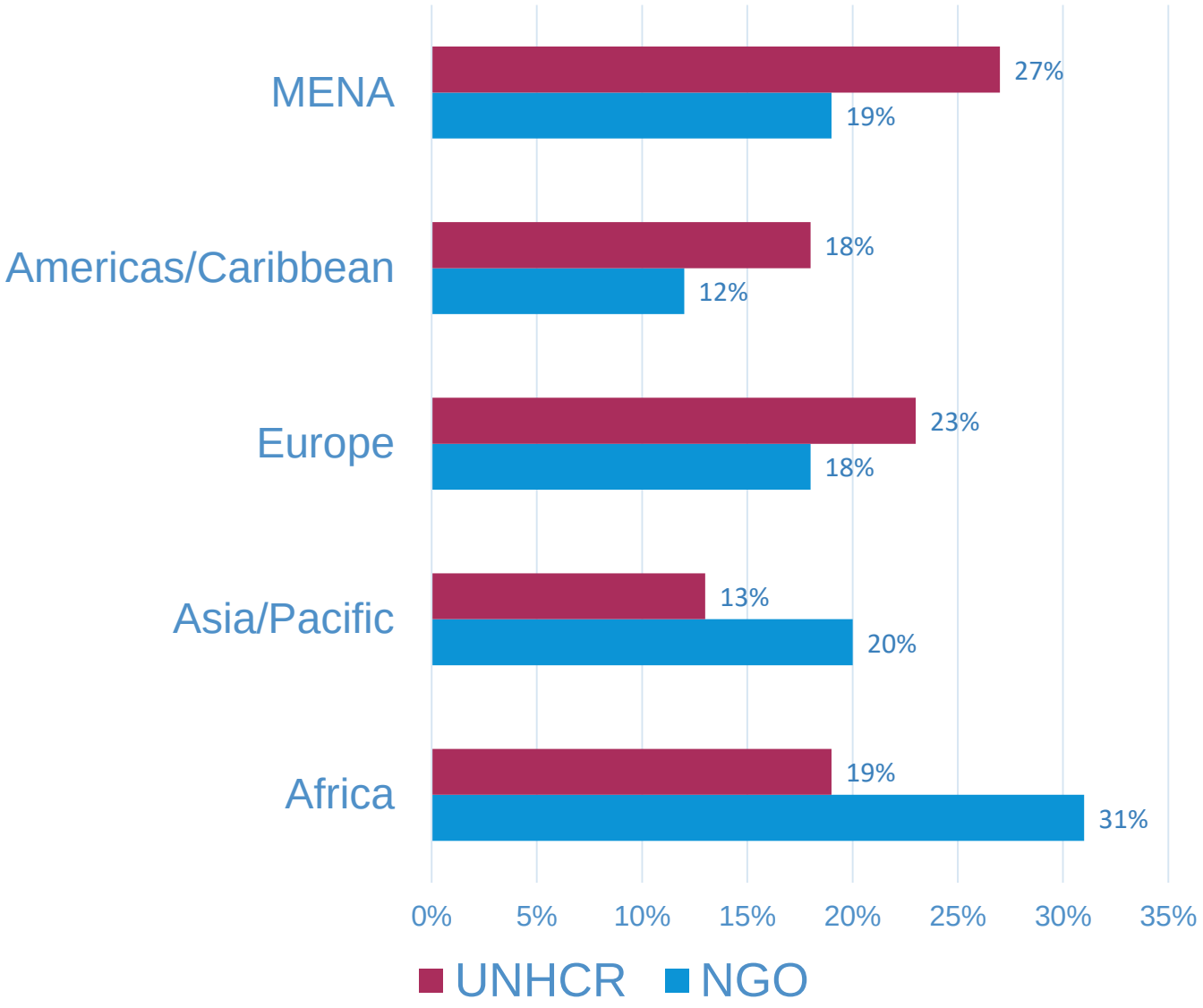
105 **UNHCR respondents**

550 **NGO respondents**

NGO Respondents



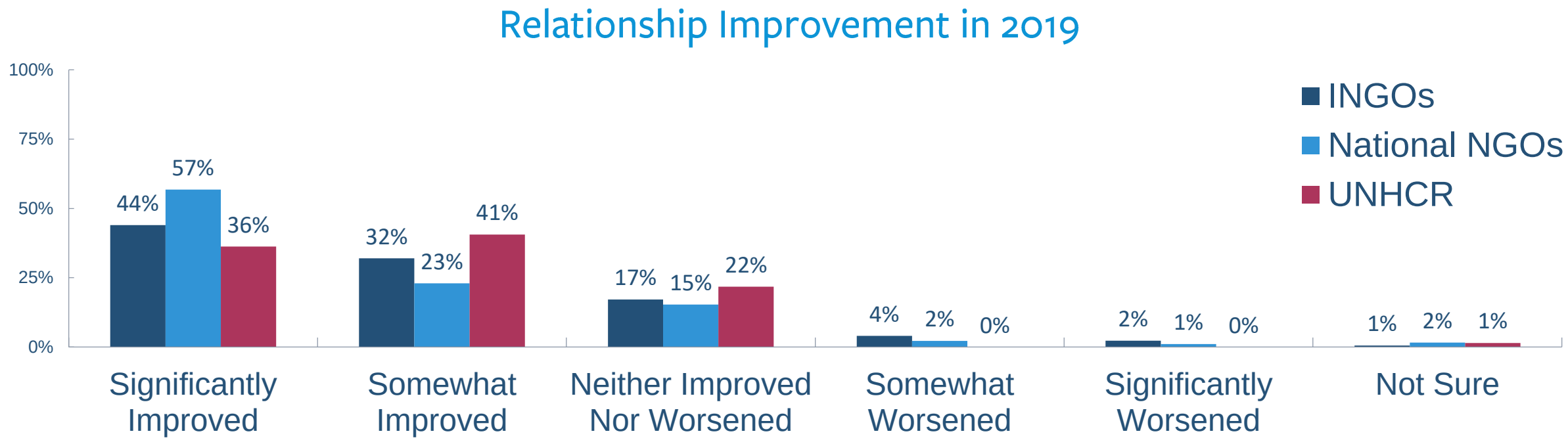
Region of Respondents



Overall Partnership Assessment

77% of all UNHCR and NGO respondents reported an overall improvement in the partner relationship during 2019

National NGOs and UNHCR reported having a **stronger** relationship compared to international NGOs and UNHCR



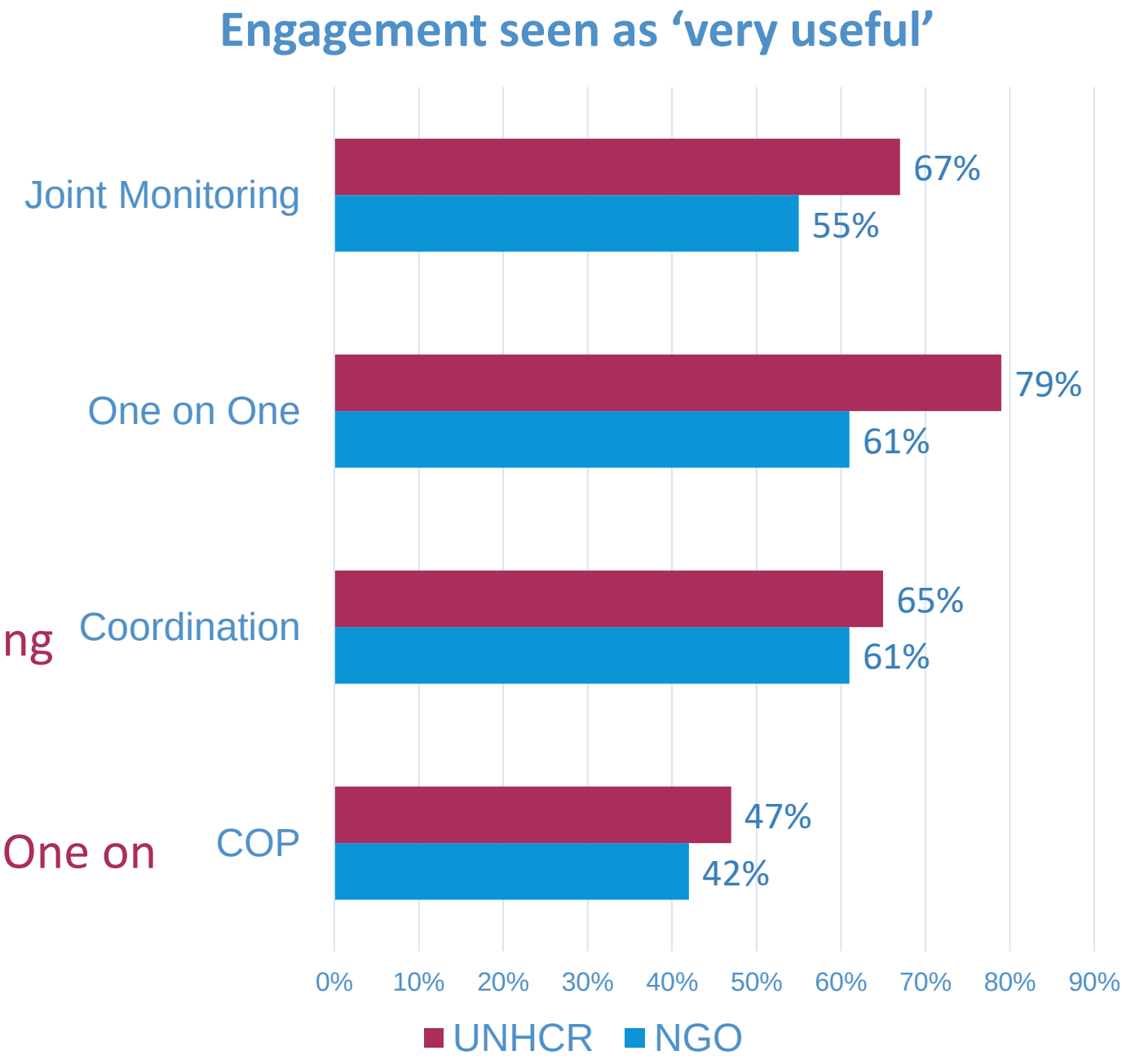
Planning and Consultations

Most Common Form:

- **NGOS:** Coordination Meetings and One on One Consultations
- **UNHCR:** Country Operations Planning

Most Useful Form:

- **NGOS:** Coordination Meetings and One on One Consultations
- **UNHCR:** One on One Consultations and Joint Monitoring

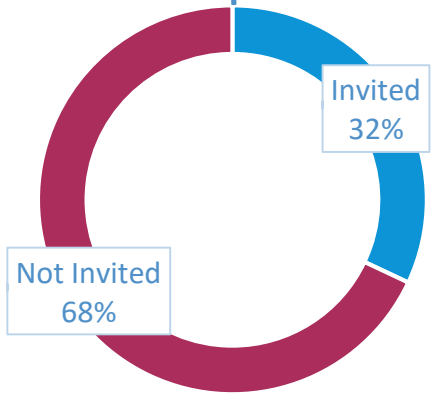


Country Operations Planning and Regional Consultations

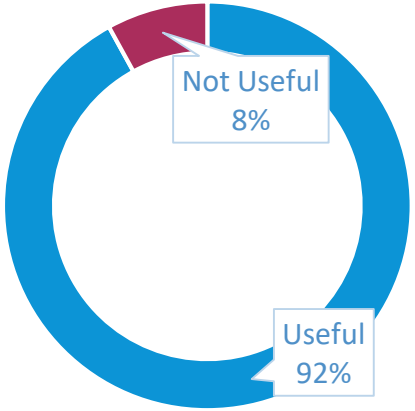
Country Operations Planning – seen as the least useful means of planning and coordination by both UNHCR and NGO Partners.

Regional Consultations: Low participation, but high value

Regional Consultation Participation



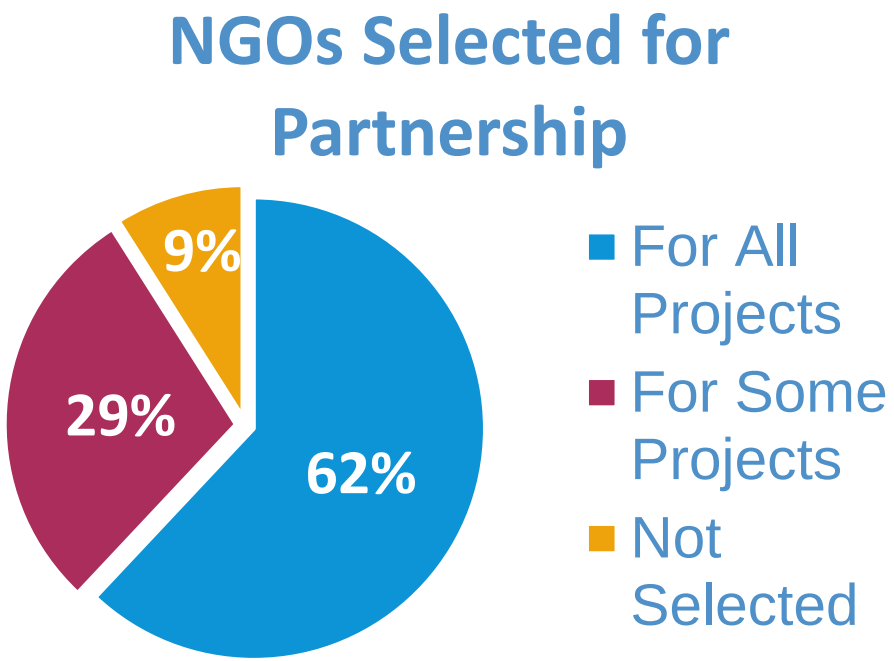
Significantly or Moderately Useful

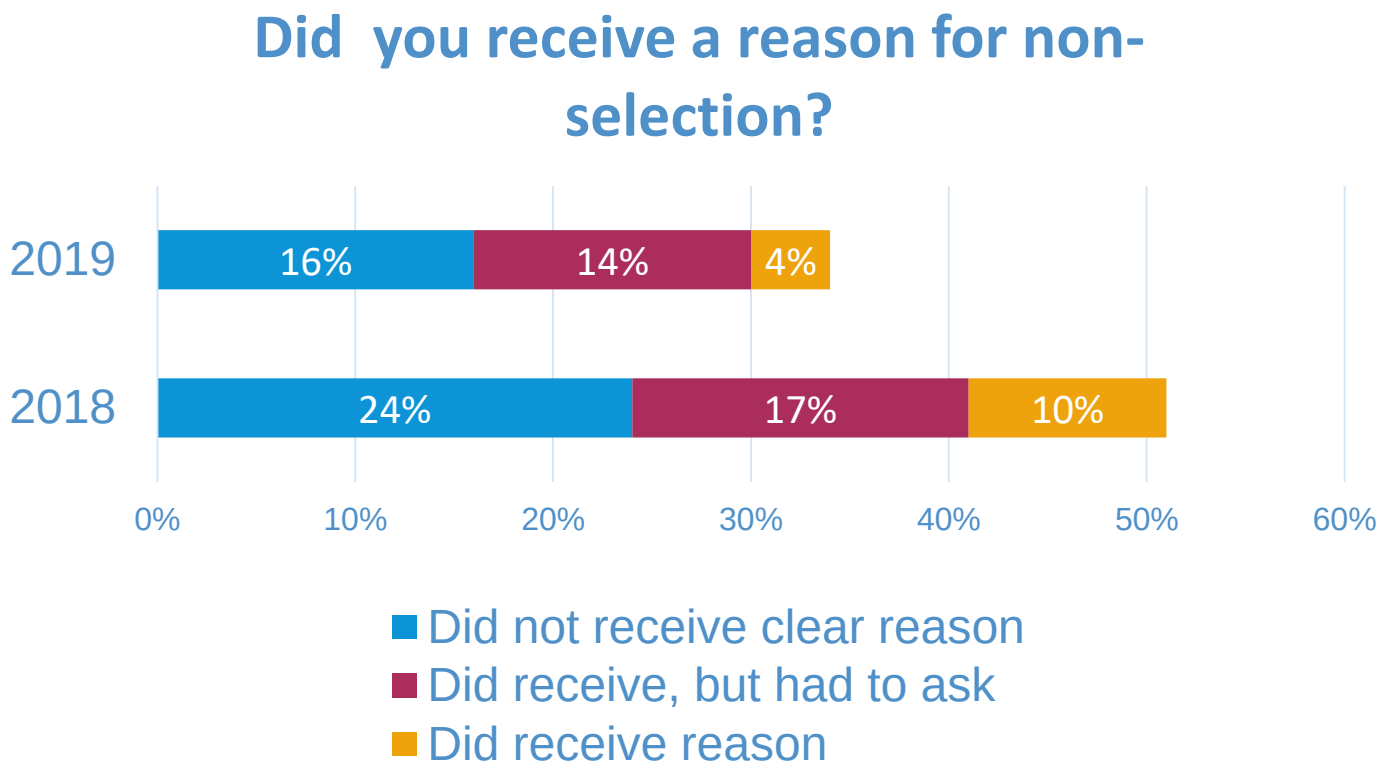


Selection

UNHCR Offices 4 calls per year, with 9 submissions per call on average.

Improved communication of reasons for non-selection in 2019 than 2018.



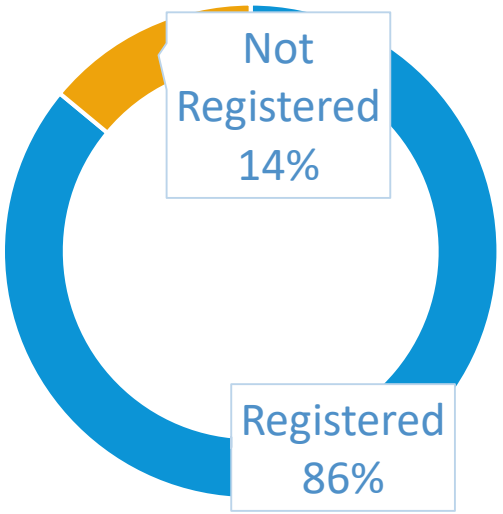


UN Partner

96% of UNHCR offices reported using the Portal to post Calls for Expression of Interest for 2019 (up 16% from 2018).

45% of NGOs learned about Calls for Expression of Interest from the Portal.

NGO Partners - UNPP



Most NGOs (71%) and UNHCR offices (73%) reported the UNPP moderately to significantly improved their grant management and partnership agreement management processes for 2019.

UN Partner Portal

NGO Recommendations:

- Use for whole grant cycle (proposal submissions, reporting)
- Provide a dashboard for overviews
- Offline options for poor internet
- Use for UNHCR to provide feedback and updates
- Provide orientation sessions for partners/ staff
- More user-friendly interface

UNHCR Recommendations:

- More detailed info on objectives/activities/areas
- More user-friendly (specifically for NNGOS)
- Automatic updates and feedback to partners, acknowledgement of submissions
- Enable partner to submit reports
- Use for greater documentation

Multi-Year (MY)

72% of UNHCR Offices did not offer MY PPA

51% of NGOs were aware of MY PPA

32% of NGOs applied for MY PPA

81% of NGOs that applied were selected

Why Not? (UNHCR Responses)

- *Challenging context*
- *Senior Management decision*
- *Only if funding is confirmed and secured for MY PPA*
- *No predictability of funding*
- *Waiting for other offices to test and share best practices*

"Most UNHCR Country Offices we contacted were little aware of the option, and not ready to pursue MY PPAs." – NGO respondent

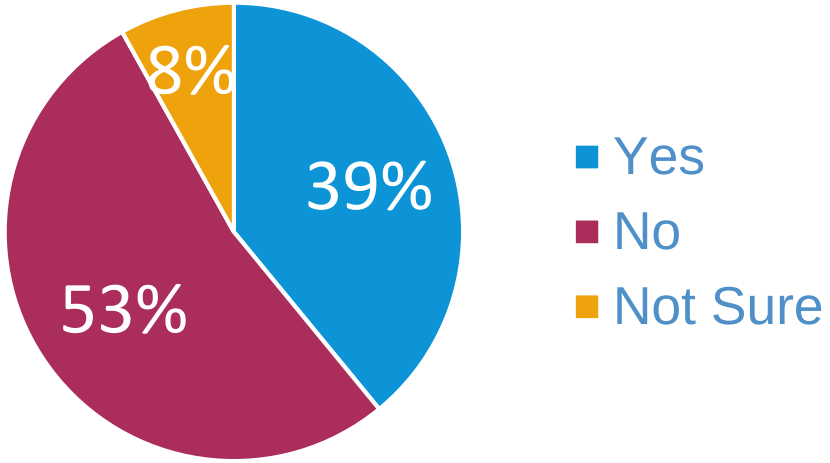
"UNHCR indicated that it was not yet an option in that context." – NGO respondent

"The discussion was not even on the table." – NGO respondent

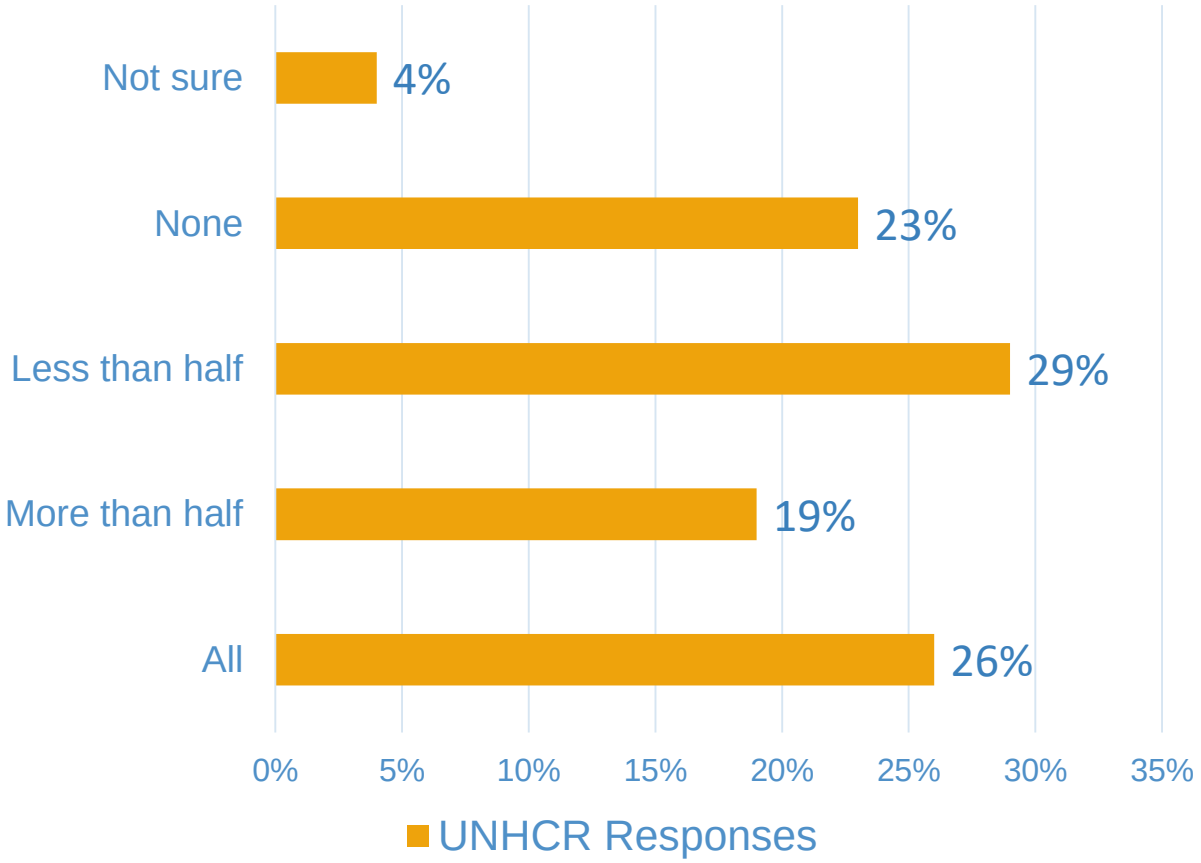
PPA Signing and Implementation

Main causes of delays remained the same as in 2018: negotiations over **project narrative** and **budget**

One or More 2019 PPAs Not Signed On Time (NGO)



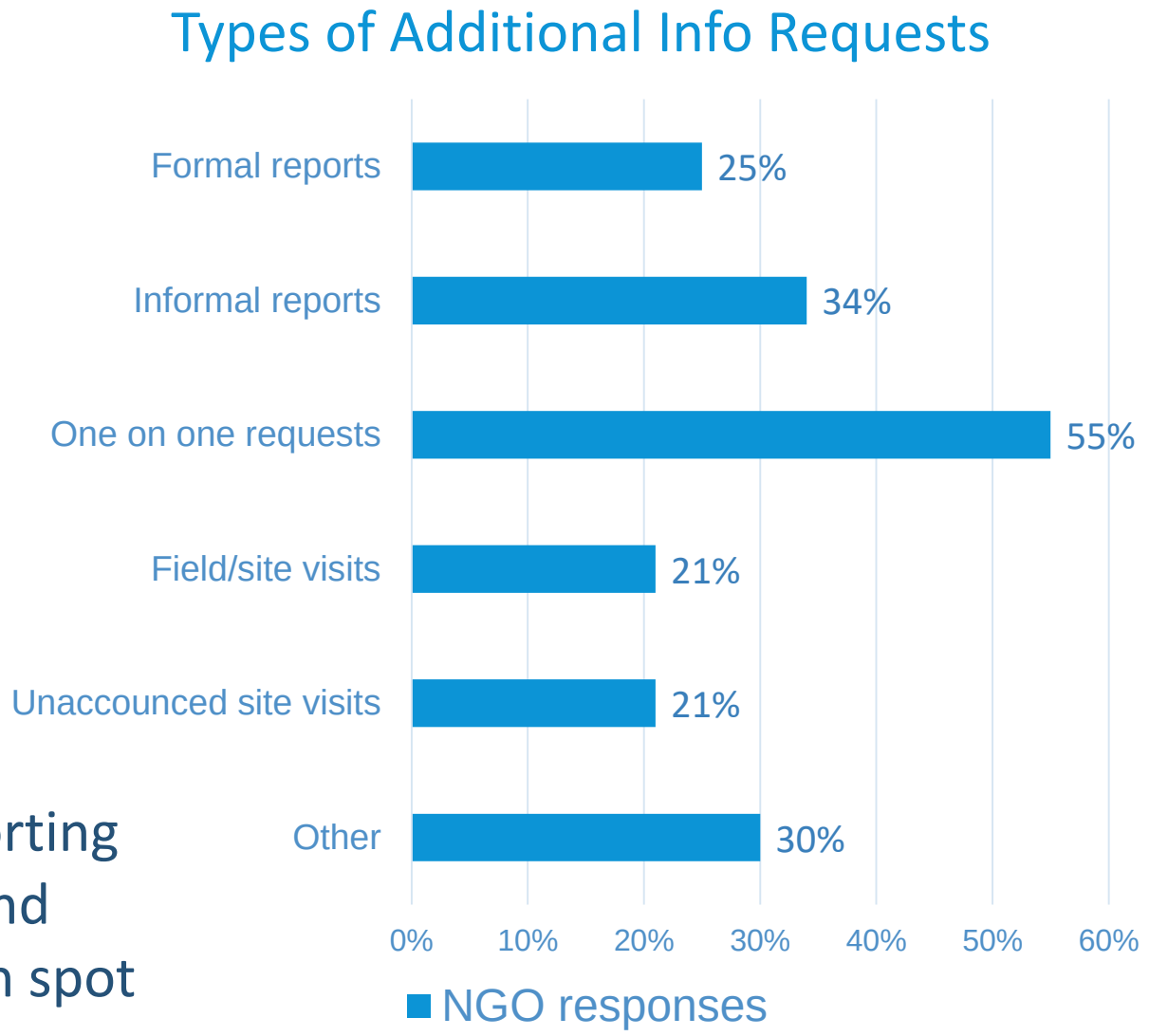
Proportion of PPAs Signed On Time (UNHCR)



Most PPA delays lasted **1-3 months**

Additional Information Requests

70% of UNHCR respondents who reported that they requested additional information, reporting, or site visits not outlined in PPAs.



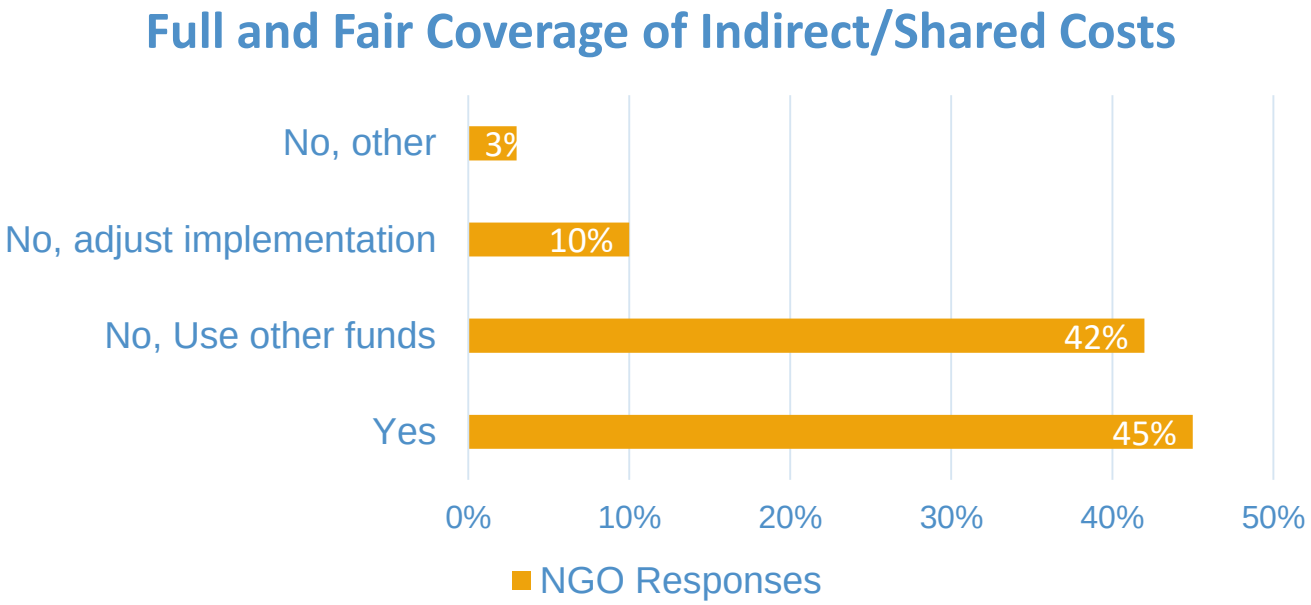
"UNHCR required all the official reporting mentioned in the PPA, plus weekly and monthly reports and data and info on spot requests." – NGO Respondent

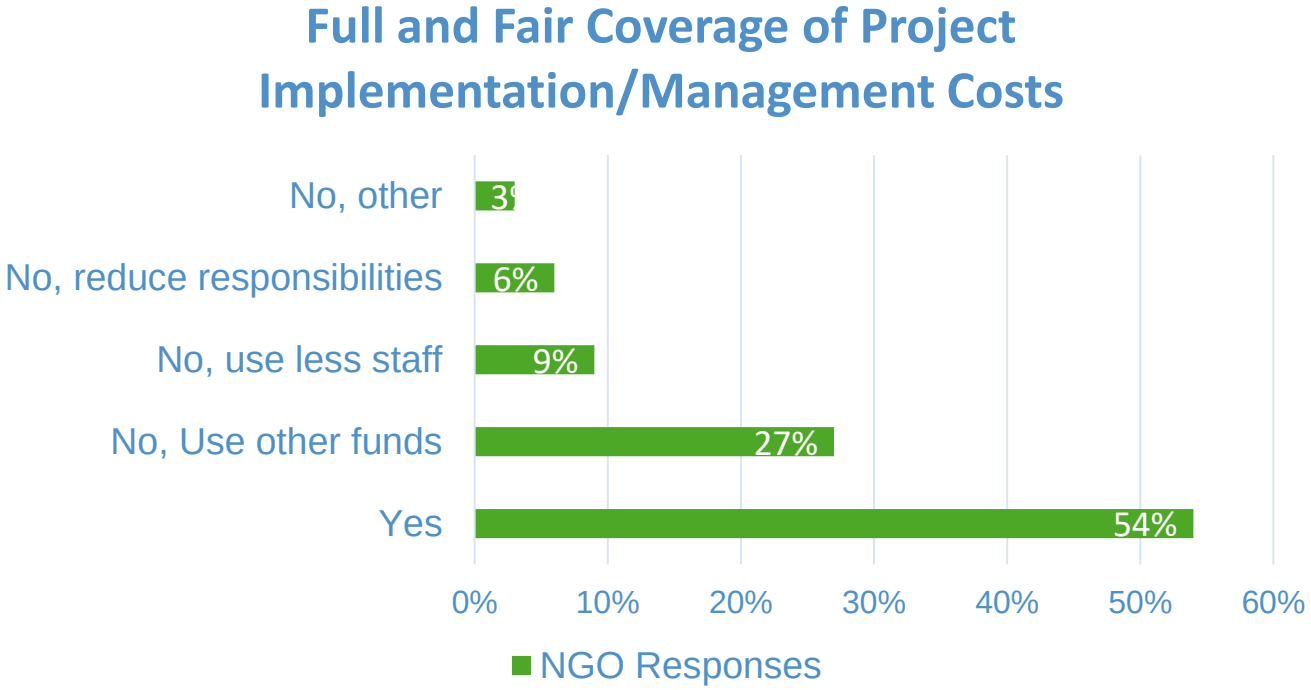
UNHCR Funding

50% of **national NGOs** reported that 50% or more of their 2019 budget came from UNHCR

54% of project management costs fully and fairly funded

45% of other partner indirect/shared costs fully and fairly funded





Concluding Comments

Recommendations from NGO respondents:

- Provide more clarity and feedback during selection processes, specifically on MY agreements
- Simplify administrative burdens associated with PPAs and reporting
- Reinforce MY agreements that allow budget carry over to the second implementation year
- Allow organizations to have more autonomy in project implementation by not constantly intervening without necessary reason
- Respect the hierarchy of partner organizations by communicating appropriately through the correct channels

Recommendations from UNHCR respondents:

- Improve UNHCR internal communication and coordination (specifically on processes and compliance) to ensure consistent information is sent to partners
- Share new partnership policy/requirement updates on UNHCR broadcast to reach a wider audience
- Develop a common UN database on partner performance to make the selection process easier (similar to service providers in supply sector)
- Revise NGO partner selection criteria/ratings to place more weight on financial management and technical experience
- Open consultations to new/other partners rather than the same ones every year

Questions?

Key Findings