Project monitoring is a critical part of the management of the YHF programme cycle and a key component of the Fund’s accountability framework. It enables the Fund to systematically assess progress made towards achieving the targets of YHF-funded projects, physically verify the accuracy and quality of results reported by partners, and provide assurances to stakeholders on the delivery of YHF-funded assistance to targeted communities.

Between January and August 2021, the YHF monitored 47 projects through 53 field monitoring missions. 49 of the field missions (92 percent) were carried out by two contracted Third-Party Monitoring (TPM) service providers while the remaining 4 missions (8 percent) were conducted by YHF staff members. During this period, YHF also undertook review of its monitoring approaches and tools and rolled out revised Beneficiary Verification Survey (BVS) questionnaires as well as a new monitoring template. An in-depth training on the revised tools and templates was also provided to YHF Program and Monitoring Officers and TPM service providers.

In addition to the field monitoring missions, YHF conducted remote call BVS to collect key monitoring data from assisted beneficiaries. This data helped to assess the level of actual delivery of assistance and beneficiary satisfaction with it. A total of 4,215 beneficiaries were randomly selected from distribution lists and interviewed using structured survey questionnaires. According to the survey results, 98 per cent of the interviewed beneficiaries reported receiving the assistance and 90 per cent of those indicated that they were satisfied with it.

As part of its commitment to enhancing Accountability to Affected Populations, the Fund continued to accept and manage complaints and feedback from communities targeted by YHF-funded projects through its Beneficiary Feedback and Complaints Mechanism (BFCM). A total of 933 feedback and complaints were received directly from beneficiaries through dedicated toll-free hotline and WhatsApp numbers.

Approximately 90 percent of all the feedback received was related to minor dissatisfaction (672 cases) and dissatisfaction (166 cases). Minor dissatisfaction refers to cases such as broken items in kits, poor quality items received, long queues at the distribution sites, and long distance between the location of beneficiaries and distribution sites. Whereas dissatisfaction refers to cases such as missing items from kits, being on a beneficiary list but not receiving assistance and being asked for money or favors by community leaders or other project stakeholders in exchange for receiving assistance.

The remaining 9 per cent (87 cases) of the calls were made to request information on projects while 1 per cent of the calls were related to favors by community leaders or other project stakeholders in exchange for receiving assistance.

In addition, YHF uses monitoring observations to assess and rate project implementation performance. Out of the 53 project implementations monitored, 42 per cent rated as performing good, 47 per cent rated as underperforming but due to reasons beyond the control of the partner and 11 per cent rated as poorly performing with no adequate justification.

YHF uses the key monitoring findings to formulate recommendations and action points which are shared with the partners and clusters as part of informing decisions regarding ongoing and future programming. Between January and August 2021, a total of 380 recommendations were shared and followed up upon. YHF also regularly drafted summaries of key monitoring findings and shared them with cluster coordinators and OCHA hub managers as part of ensuring wider utilization of the monitoring outputs by key actors.