2025 mid-year core output indicators reporting – Outcome area 7

MENA AAP Reference Group meeting
23/07/2025

UNHCR MENA Regional Bureau-Protection Service
Community-Based Protection Unit

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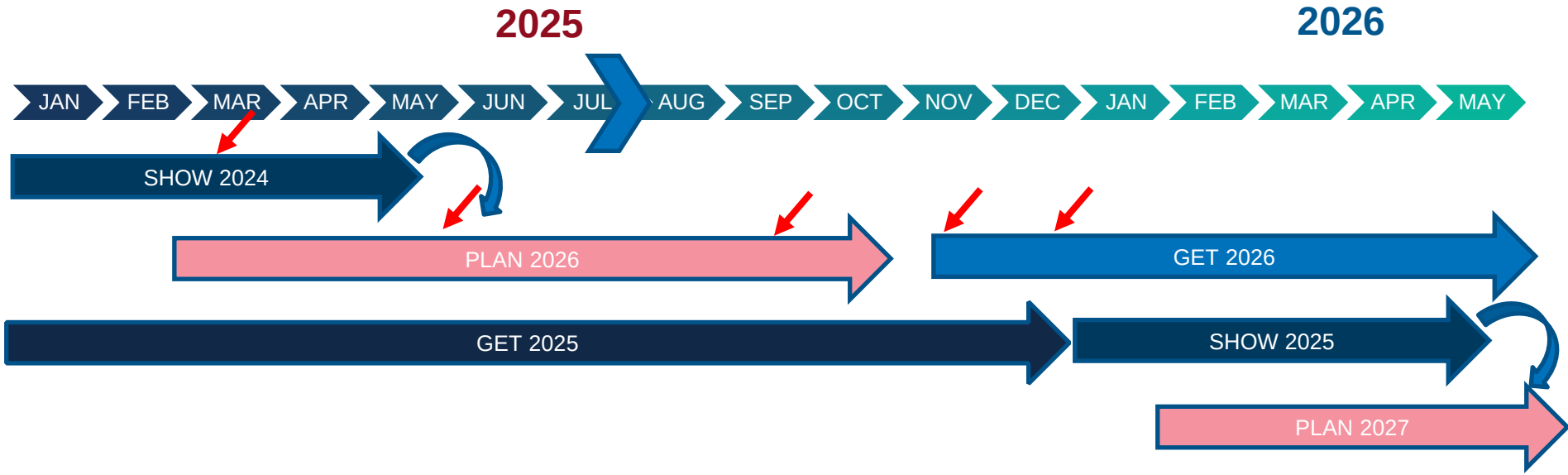
Agenda

1) Refresher on CBP/AAP-related reporting for the **mid-year Results Reporting**
   - Background and linkage with AAP
   - Guidance and timeline
   - Calculation and means of verification
   - Quality assurance tool – Intro and demo
2) Q&A

Operation Management Cycle

Where are we in the planning cycle?



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3 Work Streams	6 Areas of Engagement	10 Core Actions
AGD INCLUSIVENESS	1. AGD inclusive programming	CORE ACTION 1
ACCOUNTABILITY TO AFFECTED PEOPLE (AAP)	2. Participation and inclusion 3. Communication and transparency 4. Feedback and response 5. Organizational learning & adaptation	CORE ACTIONS 2-5
GENDER EQUALITY	6. Advancing gender equality a. Participate in all decision-making b. Individual registration and documentation c. Equal access and control over food, core relief items, and cash d. Equal access to economic opportunities, work, education, health e. SGBV prevention and response services	CORE ACTIONS 6-10

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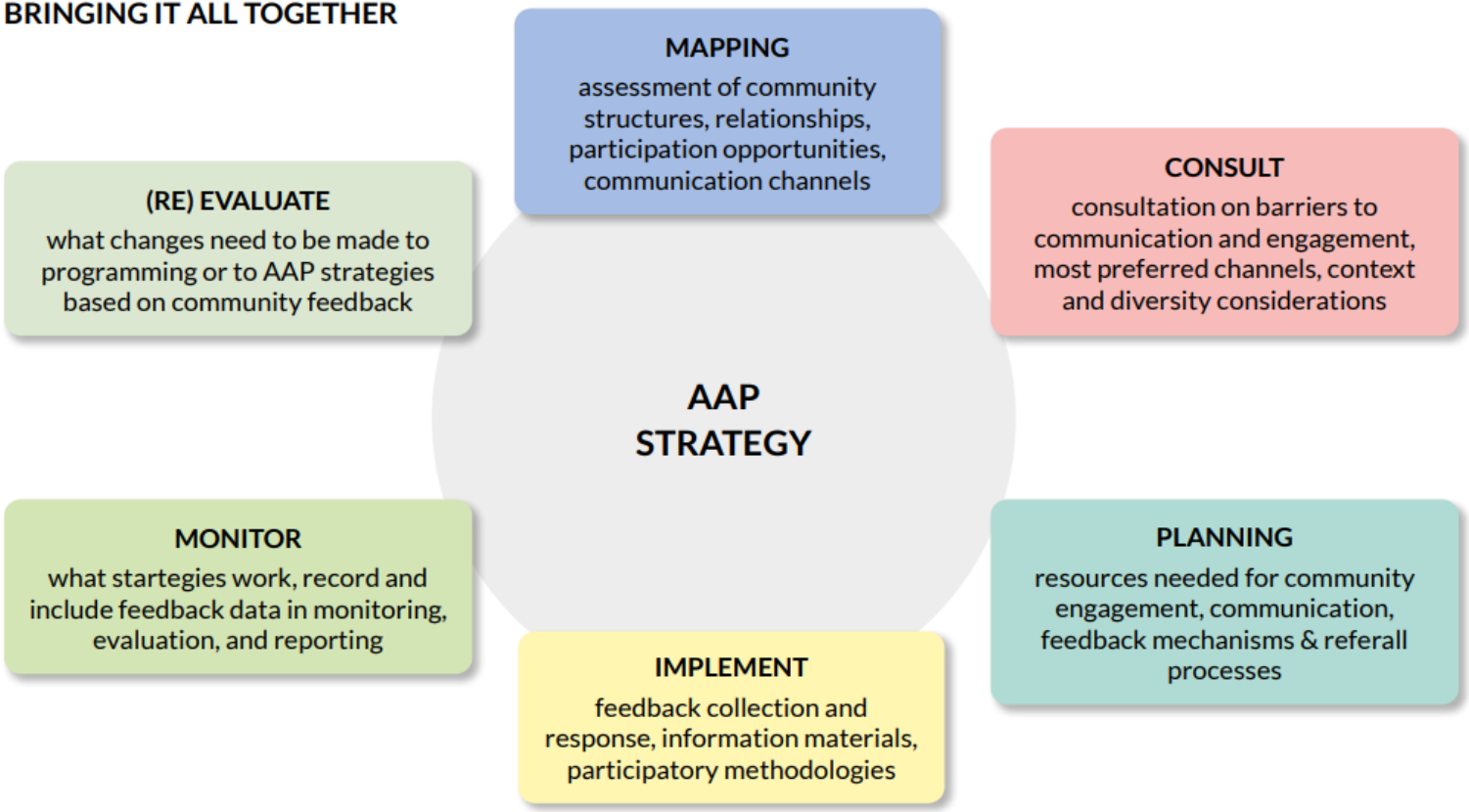
BRINGING IT ALL TOGETHER



UNHCR approach to RBM.
Formulation of results through an AAP lens

UNHCR's new results-based management approach:

Working together for **results**

Results are the changes we want to see at different levels

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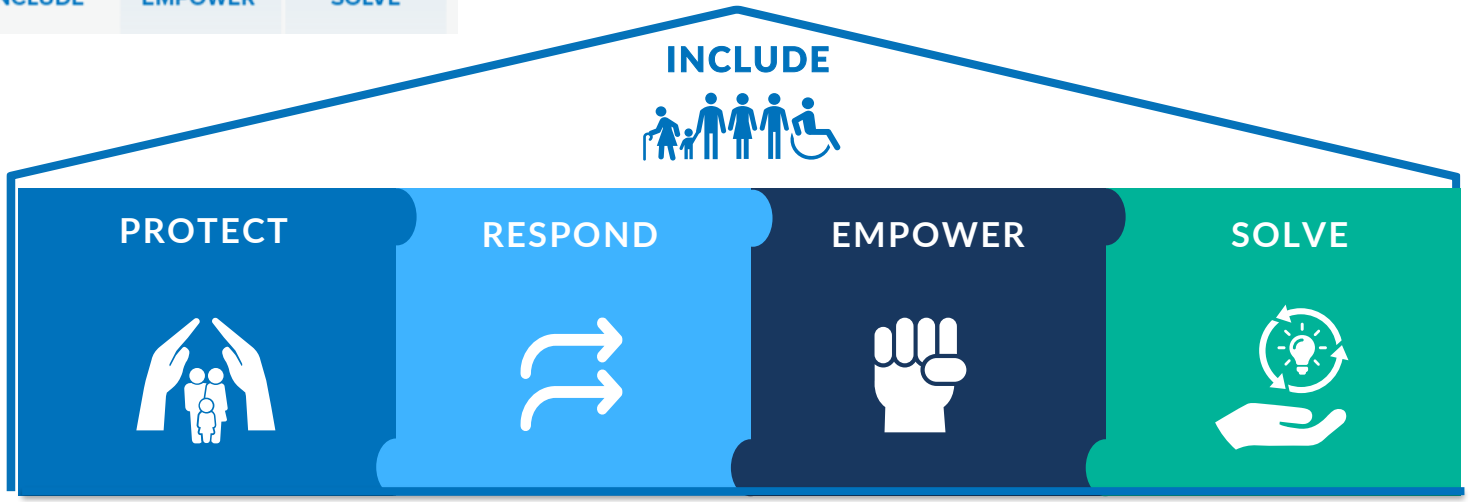
UNHCR Strategic Directions 2022-2026:
Renewed commitment for protection & solutions



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UNHCR's Global Results Areas

Global results areas help to aggregate budget and results data

[UNHCR results areas and core indicators]

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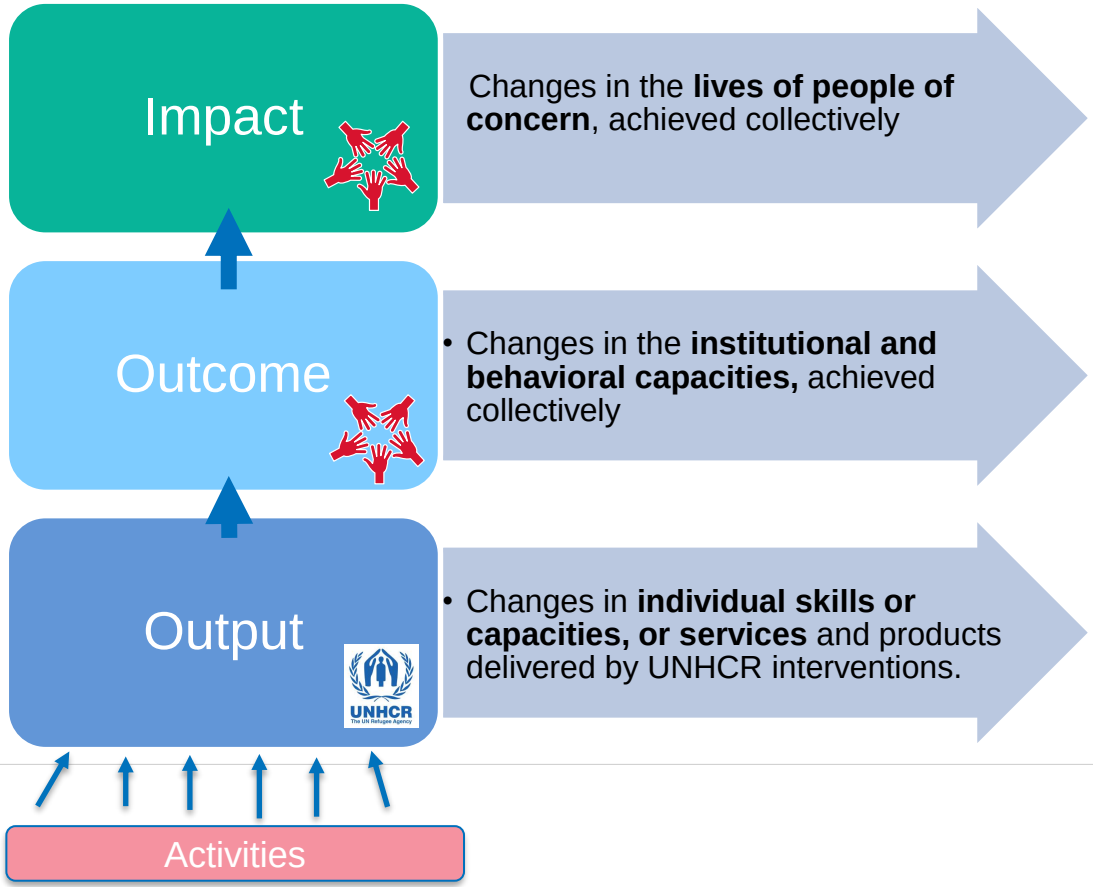
UNHCR's Results Hierarchy



UNHCR's role

UNHCR wishes for these changes, some contribution

UNHCR contributes to these changes, significantly

*Changes can be attributed **directly to UNHCR and funded partners***

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From the People of Japan

UKaid
from the British people

DANISH REFUGEE COUNCIL

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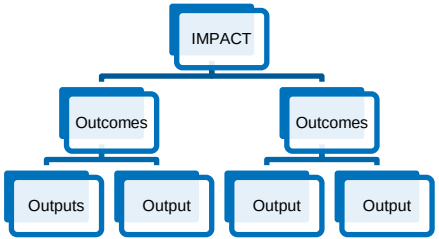
Example Results Framework statements

Impact	Girls and women lead dignified and safe lives, making informed and supported decisions about their future.
Outcome	Public health institutions and related structures are increasingly capacitated to ensure reproductive health without discrimination or prejudice.
Output	All [refugee] women have access to reproductive health services and care to maintain their health and that of their infants



Mid-year reporting: Core output indicators

What are they used for?

- **Mid-year:** global aggregates for Global Humanitarian Overview, Global Appeal, Reporting to Governing Bodies and Donors

Who reports?

- All countries report on 7 indicators
- Operations with relevant programming in the area report on 16 indicators

What to report?

- Actuals for each selected core output indicator for all relevant population types
  - ✓ *Complete or adjust targets if not already done*
- Report AGD breakdown

Reporting is cumulative: 1 January to 30 June

OA3	3.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness
OA7	7.1.1 Number of people consulted through Participatory Assessments
	7.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback
	7.3.1 Number of people who received protection services
OA14	14.1.1 Number of people who received counselling and/or information on voluntary repatriation
OA15	15.1.1 Country issues machine-readable travel documents
OA16	16.1.1.Government Social protection system is inclusive of forcibly displaced and stateless people

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Global Timeline

July 31:
Operations submit core output indicator Q2 actuals in COMPASS
(January to June 2025 achievements)

August 31:
Bureaux approve the core output data

September 4:
HQ process and clearance; Reporting to the Standing Committee

September/October:
Reporting data externally, incl. in the Global Appeal

Quality assurance process:

- Bureau review data & provide feedback
- HQ support bureaus in review
- Operations revise data, if necessary

Quality Assurance Tool

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MENA RB Timeline

July 31:
Operations submit actuals and relevant calculation templates **AND update targets aligned with current budget**

August 14:
Bureau completes review of all output indicator data

August 21:
Operations have taken necessary action in COMPASS and responded to RB feedback

August 27:
RB confirms all necessary changes have been made in COMPASS, does final checks

August 31:
RB confirms to HQ that core output data is validated

Continuous review/feedback:

- Bureau review data & provide feedback
- Operation can review RB feedback anytime through the QA tool and take necessary action
- RB can review operation's responses and validate data anytime

Each operation has a focal point who is coordinating the mid-year review process for the operation. Please check who your focal point is if you don't know already!

Quality Assurance Tool

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Guidance on reporting actuals

July 31:
Operations submit core output indicator Q2 **actuals** in COMPASS

What to report in COMPASS?

- Actual by population type
  - ✓ Validate/complete targets
  - ✓ Compete/update MOVs; ensure each indicator has a responsible person
  - ✓ MCOs: report by country
- Use "data limitations" to document concerns or issues related to the reported data
- Use "calculation comment" to provide narrative details on data sources, calculation methodology, population covered (camp/urban), a more detailed narrative explanation of figures or activities covered by the reported figure
- Use COMPASS functionality to flag whether an indicator should be excluded from external use.
- Complete and share calculation templates (where applicable)
- For all other indicators – make sure to document your calculation methodology
- Only report 0 if the actual is 0

Roles and responsibilities

Country operations

- Review guidance
- Lead data reporting and internal clearance
- Submit actuals in COMPASS
- **Complete/update OP/OL targets in line with the current budget**
- Complete/update MOV

Country operation focal points

- Coordinate the reporting process within the operation
- Entry point for communication with RB
- Support result managers to complete calculation sheets

Country operation focal points

- Support result managers to quality assure the data (actuals, OL/OP targets) before submission
- Upload calculation sheets to shared folder

MENA RB

- Quality assurance & review
  - Technical review = Programme/ DIMA
  - Detailed subject-matter review = indicator focal points

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Quality assurance: a recap

What?	Process of ensuring that indicator data is of high quality, e.g., accurate, complete, consistent and relevant.
Who?	**Step one**: country and multi-country operations **Step two**: regional bureaux
When?	▪ **Actual Results data (Mid-year and end-year actuals)**: SHOW phase ▪ **Targets/MoVs**: PLAN & GET phases

Quality criteria

Completeness

- Relevant indicators are selected
- No missing data

Accuracy

- Data complies with guidance
- Calculation sheets support review
- Data has been entered correctly

Consistency

- Consistent across different externa/ internal sources
- Consistent with RB knowledge of operational context

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Quick check: mid year reporting

- ❑ Review if all mandatory and relevant core output indicators are configured
- ❑ Check if the relevant **population types are ticked**
- ❑ Report data disaggregated by AGD
- ❑ Report data for the period from **January to June 2025**
- ❑ Ensure **data source** is complete and aligned with the guidance
- ❑ Ensure reported data is **aligned with other systems** (CBI, ASR, proGres or assessments)
- ❑ Ensure there are no **data entry errors**
- ❑ **Keep empty** if data is not available and explain under data limitations
- ❑ Do **not enter 0** if data is not available
- ❑ Keep a **clear record** of your data sources, calculation and analysis steps

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Core COMPASS indicators: CBP/AAP

Outcome Area 7: Community Engagement and Women's Empowerment

Core Indicators | Results Based Monitoring

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Core Output Indicator: 7.1.1 Number of people consulted through Participatory Assessments [mandatory for all operations] (Guidance)

Includes

- **Unit of observation**: **Individual**
- All UNHCR population types + HC and OC ✓
- Age: ✓ Gender: ✓ Disability: ✓

Calculation & MOV

✅Total number of individuals engaged in PA/FGDS/PAs/KII Consultations & HH IV)

✅ Partner Reports – Cross-check participatory assessments conducted by implementing partners to **avoid duplication.**

✅ Use the **MENA Digital Participatory Tool.**

Note

- PA should be carried out by UNHCR and its **funded partners.**
- Inclusion of the **Field offices**
- Indicate in your '**data limitation**' field where PA was not possible in some locations, some population types or AGD groups.

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Core Output Indicator: 7.2.1 Number of people who used UNHCR - supported feedback & response mechanisms to voice their needs/ concerns/feedback [mandatory for all operations] (Guidance)

Includes

- **Unit of observation**: Individual
- All UNHCR population types + HC and OC ✓
- Age: ✓ Gender: ✓ Disability: ✓

MOV & Calculation

✅ **Count**: Total number of individuals who used UNHCR-supported feedback and response mechanisms to voice their feedback.
✅ Conduct a mapping of FCRM
✅ An MFT at field level aggregate the number of individuals that have used the FCRMs mapped complaints.
✅ Partner reports if they manage feedback mechanisms.
✅ Use **RAIS!**

Note

- ***Avoid duplication*: Each individual is counted once.**
- ***Excludes*: people who participated in PA, PDM, protection monitoring & estimated recipients of mass text messaging or mass information campaigns.**
- ***Anonymous feedback*** may be counted as one individual.

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Quality assurance tool

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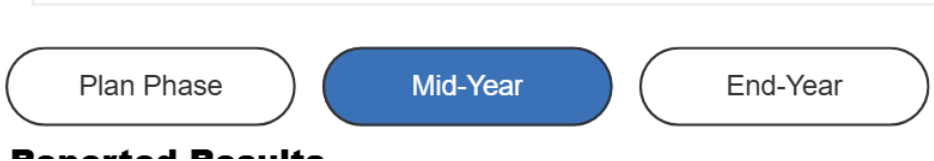
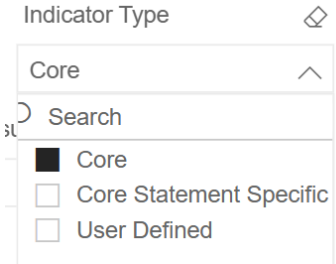
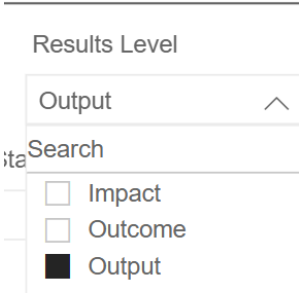
Important reminders

- Filter for mid-year:



- Filter for outcome result level, and core indicators:





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Resources

Programme Hub on the Intranet:

To understand the requirements of each indicator, including how to collect and calculate indicators:

- See indicator guidance sheets and tools: Managing UNHCR's results indicators
- UNHCR Global Results Framework
- List of Core Impact, Outcome and Output Indicators with detailed overview of changes

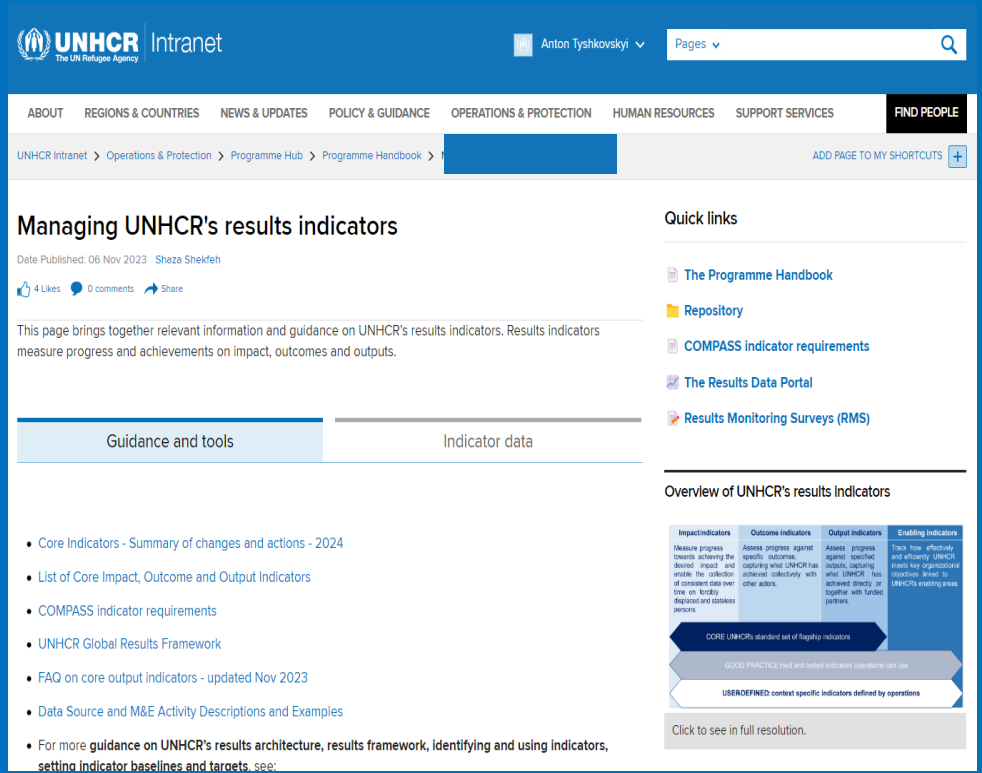
For checking your indicator data and validation for completeness, accuracy and coherence:

- Results Data Portal

For guidance on monitoring and reporting in case of office (ABC) closure:
Guidance on monitoring and reporting – office (ABC) closure

If you have any questions:

- For CO/MCO, reach out to Bureau colleagues (strategic planning and indicator focal points depending on the process in each region)
- For Bureaus, contact colleagues in DSPR and HQ indicator focal points for specific indicators



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Thank you!

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