

ANNEX 5 – DRAFT MANAGEMENT RESPONSE MATRIX

Evaluation Recommendations	CHS Alliance opinion on the recommendation e.g. accept / partially accept / reject	CHS Alliance actions to be taken to address the recommendation, by whom and when.
CHS Verification Framework and Scheme		
Recommendation 1 – In order to demonstrate the commitment of certified agencies to the CHS, the CHS Alliance should explore the use of a CHS kitemark for certified agencies, rather than the current HQAI kitemark.	Partially accepted as the CHS Alliance is one of three copyright holders of the CHS. It is the sole copyright holder of the CHS verification scheme	Membership and nominations committee and Board. First quarter 2019
Recommendation 2 – the CHS Alliance should explore a broader range of accredited organisations able to offer third party verification options.	Accepted	Board discussion Sept 2018 -
Recommendation 3 – The CHS Alliance Secretariat should provide more guidance to organisations working through partners on how to conduct the CHS self-assessment.	Accepted	Included in Operational plan 2019
CHS Alliance Services		
Recommendation 4 – the CHS Alliance should clarify with the CHS Steering Group the authorisation and quality assurance process for approving translations of the CHS and supporting tools, as well as updating the CHS Translation Guidelines.	Accepted	On going discussion with CHS Management Group
Recommendation 5 – the CHS Alliance should encourage the CHS Steering Committee to consider how to broaden the reach of trainings into Asia, the Pacific and the Middle East, as well as targeting trainings into current humanitarian settings.	Accepted	On going discussion with CHS Management Group and CSH Steering Committee
Recommendation 6 – in the short term, the CHS Alliance should start summarising feedback data from training courses into concise training reports, to more systematically track the outcome of trainings and the quality of training events. In the medium term, the CHS Alliance should undertake a formal and systematic review of the quality and utility of trainings and ensure the curriculum and teaching methods are regularly updated by subject matter experts.	Accepted	Membership services operational plan 2019.
Recommendation 7 – the CHS Alliance should work with the CHS Steering Committee to systematically track CHS commitments from donors, since this information is important for advocacy.	Accepted	On going CHS Alliance and CHS management Group
Recommendation 8 – the CHS Alliance should build on the Strategy and 2018 Operational Plan to develop further advocacy and policy objectives, in order to give clear direction on who to engage with and how the Alliance wants key decision-makers in the sector to move on quality and accountability	Accepted	Operational plan 2019,

(for example; lobbying the UN and donors, which new members to seek after, key messaging on the importance and value of quality and accountability for members themselves to use to do their own advocacy and influencing, key messaging for donors themselves to use at multilateral level, clear 'policy asks'). The results of the engagement should be evaluated on a regular basis.		Executive director, head of policy, Board members, advocacy messages.
Recommendation 9 – the CHS Alliance should invest in the Resource Area on the website and turn this into a well moderated Community of Practice for accountability focal points, with key tools made widely and easily available to the whole sector.	Partially accepted, recognising the focus is the membership	Revision of webpage planned for 2018-2019 with an improved member area.
Strategy		
Recommendation 10 – The CHS Alliance should refresh the strategy to particularly take account of the current concerns on safeguarding and in turn relaunch the strategy with strong communications to promote key messages.	Accepted	Mid strategy review in April/May 2019 Operational plan 2019 already takes into account PSEA and safeguarding.
Governance		
Recommendation 11 - The Board should consider a mechanism for ensuring a greater plurality of Board membership, such as a certain number of people from a representative range of nominated groups on the Board.		For further discussion with the Board Membership and Nomination Committee
Membership		
Recommendation 12 – the CHS Alliance Secretariat should continue to make a paradigm shift from being the initiator to being the catalyst and enabler, with members in the driving seat.	Accepted	On going- Learning event Nov 2018 Support to members Peer to peer support Member of the month