

Mission Wrap-Up: Ten Key Findings

Joint Donor Mission on cash programming to Jordan and Lebanon 4-8 February 2018

- 1. There is a huge amount of innovation and learning to be drawn from both contexts.** Existing systems in both countries have many strong points, and there is much to build upon. Technology has the potential to provide people with more choice and convenience. Technology also provides opportunities for working more efficiently and effectively, in ways which make us more collaborative and less siloed.
- 2. We recognise the need for better donor coordination and to clearly communicate a shared vision and principles for reform.** Donors have pushed to accelerate change in both contexts, and we recognise the need to learn from these experiences in order to incentivise change in a more coordinated manner in other contexts. Donors will strive to reconfirm a set of basic principles and agree on next steps, so that in new emergencies we have a clear and shared set of expectations.
- 3. Cash assistance must be understood in context.** We should ensure that we do no harm, contribute to building social cohesion, and work in partnership with national authorities and civil society where possible.
- 4. It is clear that delivering better means working together differently in areas which go far beyond cash.** Delivering on our cash commitments in the Grand Bargain requires system-wide reforms and making progress on other Grand Bargain commitments.
- 5. We take as our starting point the need to put people before systems.** We will seek to measure multi-sectoral outcomes (people's ability to meet their basic needs, as well as the protection impacts of cash assistance), and design based on these. We recognise that cash cannot deliver all outcomes and should continue to be used in a complementary manner with other services and modalities.
- 6. We see a need in both countries to move towards longer term operational planning and a safety-net approach, i.e. predictable transfers, ideally with multi-year funding, to cover people's basic needs.** There is an opportunity for the gains made in the humanitarian response to strengthen national systems. We need to work closely with a broader range of partners, including civil society, Financial Service Providers, International Financial Institutions, development partners and governments, both to mobilise funding and share expertise.
- 7. Significant progress has been made in coming together to deliver better for the affected people. However, we still see a need for greater harmonization around the programme cycle,** capitalising on the good practices that exist and accelerating reform. We appreciate the common needs assessment and common targeting approach in Lebanon, and would like to see this applied also in Jordan. We want to optimise the effectiveness of our assistance for vulnerable people, including in ensuring protection, while further streamlining operations to avoid duplication and parallel systems.
- 8. We see an opportunity to use the wealth of data that exists more effectively, as a common good to improve programming across the system.** We should make the most of technology to ensure appropriate access and appropriate data protection.
- 9. We recognise that the scale up of cash has implications for the future roles of all humanitarian actors.** We recognize the added value of national and international NGOs in implementation, accountability and bringing us closer to the people we serve.
- 10. We believe that part of the intrinsic value of cash assistance is the choice and dignity it gives to affected people. We encourage agencies to continue to focus on accountability,** ensuring that people's voices feed into programme design and adaptation, through feedback mechanisms that result in specific actions - both for individual cases and for programmes - and that rigorous monitoring and evaluation inform operations.