MONITORING & EVALUATION (M&E) POLICY MANUAL

Hikma Charity Association Somalia

(Approved by the Board on: _2nd January 2020 _____)

1. INTRODUCTION

This Monitoring & Evaluation (M&E) Policy establishes the framework for planning, tracking, assessing, and reporting the performance and impact of programs implemented by Hikma Charity Association Somalia.

The purpose of this policy is to:

- Ensure accountability to beneficiaries, donors, and stakeholders
- Measure program effectiveness and impact
- Promote evidence-based decision-making
- Improve learning and organizational performance
- Strengthen transparency and reporting

This policy applies to all programs, projects, staff, and partners of the Association.

2. M&E GUIDING PRINCIPLES

The Association commits to:

1. **Accountability** – Responsible use of resources and transparent reporting.
2. **Participation** – Engaging beneficiaries in monitoring and feedback.
3. **Integrity** – Accurate and honest data collection and reporting.
4. **Learning & Improvement** – Using data to improve program quality.
5. **Do No Harm** – Ensuring monitoring activities do not negatively affect communities.

3. M&E OBJECTIVES

The M&E system aims to:

- Track project progress against objectives and indicators
- Assess outcomes and impact
- Ensure compliance with donor requirements
- Identify challenges and corrective actions
- Document lessons learned and best practices

4. M&E STRUCTURE AND RESPONSIBILITIES

4.1 Board of Directors

- Reviews annual program performance reports
- Ensures accountability and oversight

4.2 Executive Director

- Ensures M&E systems are implemented
- Approves evaluation reports
- Ensures corrective actions are taken

4.3 M&E Officer (or Assigned Staff)

- Develops M&E plans
- Designs tools and indicators
- Collects and analyzes data
- Prepares monitoring reports
- Conducts field visits

4.4 Project Officers

- Collect field data
- Monitor activities
- Submit regular progress reports

5. PROJECT PLANNING REQUIREMENTS

Each project must include:

1. A clear Logical Framework (Log frame)
2. Defined objectives and expected results
3. Measurable indicators
4. Baseline data
5. Targets
6. Means of verification
7. Risk analysis

No project shall begin without an approved M&E plan.

6. INDICATOR DEVELOPMENT

Indicators must be:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound (SMART)

Indicators may include:

- Output indicators (e.g., number of beneficiaries served)
- Outcome indicators (e.g., improved school attendance)
- Impact indicators (long-term change)

7. DATA COLLECTION METHODS

The Association may use:

- Surveys
- Interviews
- Focus Group Discussions (FGDs)
- Observation
- Attendance sheets
- Distribution lists
- Case studies
- Digital data collection tools

All data collection tools must be approved by management.

8. BASELINE, MIDLINE & ENDLINE

8.1 Baseline

Conducted before project implementation to establish starting values.

8.2 Midline (if applicable)

Conducted midway to assess progress.

8.3 Endline

Conducted at the end of the project to measure results against baseline.

9. DATA QUALITY ASSURANCE

To ensure quality data:

- Data must be verified before reporting
- Field supervision must be conducted

- Random spot checks may be done
- Double-entry or cross-checking procedures may be applied

Data must be:

- Accurate
- Complete
- Reliable
- Timely

10. REPORTING REQUIREMENTS

10.1 Internal Reporting

- Monthly project progress reports
- Quarterly performance reports

10.2 Donor Reporting

- Reports must comply with donor agreements
- Reports must include narrative and financial updates
- Success stories and case studies may be included

10.3 Annual Report

The Association shall prepare an annual program performance report.

11. FIELD MONITORING VISITS

1. Monitoring visits shall be conducted regularly.
2. Field visit reports must be documented.
3. Community feedback must be collected.
4. Identified gaps must be addressed promptly.

12. COMMUNITY FEEDBACK & COMPLAINT MECHANISM

The Association shall establish:

- Suggestion boxes
- Hotline numbers (if possible)
- Community meetings
- Feedback forms

All complaints must be recorded, investigated, and resolved.

13. EVALUATIONS

13.1 Internal Evaluation

Conducted by internal staff to assess performance.

13.2 External Evaluation

Independent consultants may conduct evaluations when:

- Required by donors
- Project value is significant
- Strategic review is necessary

Evaluation findings must be documented and shared with management and the Board.

14. LEARNING & KNOWLEDGE MANAGEMENT

The Association shall:

- Document lessons learned
- Share best practices

- Conduct review meetings
- Update policies based on findings

Learning shall inform future project design.

15. DATA PROTECTION & CONFIDENTIALITY

All beneficiary data must be:

- Stored securely
- Protected from unauthorized access
- Used only for intended purposes
- Shared only with authorized persons

Sensitive information must be handled confidentially.

16. RISK MANAGEMENT IN M&E

Risks may include:

- Inaccurate data
- Security challenges in field areas
- Political interference
- Community bias

Mitigation strategies must be included in project planning.

17. USE OF TECHNOLOGY

Where possible, the Association may use:

- Digital data collection tools
- Mobile-based reporting systems
- Spreadsheet tracking systems
- Secure cloud storage

Access to digital systems must be restricted to authorized staff.

18. POLICY REVIEW AND AMENDMENT

This M&E Policy shall be reviewed every two years or as required by the Board.

Amendments must be approved by the Board of Directors.

APPROVAL

Approved by the Board of Directors of
Hikma Charity Association Somalia

Signed on This day 2nd January, 2020