

ANNEX 3: EVALUATION CRITERIA AND THE CHS

Where a humanitarian actor is committed to the CHS, this may be an important reference point when evaluating its humanitarian action. This section provides guidance on how the CHS can be integrated with the evaluation criteria.

The CHS has nine commitments (see [Box A 1](#)), each underpinned with practical 'requirements'. The overall aim is to ensure that organisations support people and communities affected by crisis and vulnerability in ways that respect their rights and dignity and promote their primary role in finding solutions to the crises they face. The CHS is founded on the humanitarian principles and it builds on the Sphere Humanitarian Charter (Sphere Project, 2018).

BOX A 1: THE NINE CHS COMMITMENTS

People and communities in situations of crisis and vulnerability...

1. can exercise their rights and participate in actions and decisions that affect them
2. access timely and effective support in accordance with their specific needs and priorities
3. are better prepared and more resilient to potential crises
4. access support that does not cause harm to people or the environment
5. can safely report concerns and complaints and get them addressed
6. access coordinated and complementary support
7. access support that is continually adapted and improved based on feedback and learning
8. interact with staff and volunteers who are respectful, competent and well-managed
9. can expect that resources are managed ethically and responsibly.

Source: CHS (2024).






























The CHS can be applied to any humanitarian actor.³⁰ Some actors prefer the CHS compared to more conceptual evaluation criteria, due to the clarity of the CHS commitments (e.g. stated as sentences), its operational orientation, and therefore its accessibility to programme staff. The CHS has proven particularly popular among some INGOs for real-time learning and evaluation (Buchanan-Smith and Morrison-Metois, 2021).

³⁰ In practice, international and national NGOs are the main users of the CHS, with some choosing an external audit to verify how they apply the CHS.

How does the CHS relate to the ALNAP evaluation criteria?

As with the humanitarian principles, some CHS commitments clearly relate to specific evaluation criteria. For example, commitment 6 on coordination and complementarity fits with coherence. However, most CHS commitments straddle more than one criterion, as shown in [Table A 4](#). How evaluation questions on the CHS commitments relate to the criteria will depend partly on the particular issue to be explored. And this may be at the discretion of the evaluation manager who drafts the TOR.

Table A 4: Mapping the CHS commitments to the evaluation criteria

CHS commitment	Evaluation criteria							Priority themes		
People and communities in situations of crisis and vulnerability...	Relevance	Effectiveness	Efficiency	Inter-connection	Coherence	Coverage and inclusion	Impact	Putting people affected by crisis at the centre	Locally led humanitarian action	Environment and climate crisis
1. can exercise their rights and participate in actions and decisions that affect them										
2. access timely and effective support in accordance with their specific needs and priorities										
3. are better prepared and more resilient to potential crises										
4. can access support that does not cause harm to people or the environment										
5. can safely report concerns and complaints and get them addressed										

CHS commitment	Evaluation criteria							Priority themes		
People and communities in situations of crisis and vulnerability...	Relevance and appropriateness	Effectiveness	Efficiency	Inter-connection	Coherence	Coverage and inclusion	Impact	Putting people affected by crisis at the centre	Locally led humanitarian action	Environment and climate crisis
6. can access coordinated and complementary support										
7. access support that is continually adapted and improved based on feedback and learning										
8. interact with staff and volunteers who are respectful, competent and well-managed										
9. can expect that resources are managed ethically and responsibly										