

## Evaluation summary

In January 2007 UNHCR issued a document entitled 'Policy Framework and Implementation Strategy: UNHCR's role in support of an enhanced humanitarian response to situations of internal displacement'. The primary purpose of this document was to set out the key considerations and principles guiding UNHCR's engagement with IDPs in the context of the UN's humanitarian reform process, and in particular, within the new institutional arrangements known as the 'cluster approach'. This evaluation report is one of a series which seeks to analyse UNHCR's initial experience in the implementation of the cluster approach as part of the humanitarian reform process, with the aim of identifying lessons learned and effective practices which may be drawn upon as the cluster approach is rolled out to other operations. The evaluation process also provided an early opportunity to review field operations in the light of the IDP policy framework referred to above, together with UNHCR's paper on 'The Protection of IDPs and the Role of UNHCR', issued in February 2007. The countries selected for evaluation were those in which the cluster approach was initially rolled out (Democratic Republic of Congo (DRC), Liberia, Somalia and Uganda), together with Chad, where a 'cluster-like' arrangement was already in place at the time the evaluation was undertaken.

This evaluation report is based on a mission to the DRC undertaken from 16 to 27 July 2007. The evaluation team consisted of three UNHCR staff members: Khassim Diagne (Senior Advisor IDP Operations), Claire Bourgeois (IDP Advisory Team) and Vicky Tennant (Senior Policy Officer, Policy Development and Evaluation Service). The team visited Kinshasa, Bukavu, Bunia and Goma, and met with staff from a number of UN agencies (including military and civilian staff of MONUC, the United Nations Mission in the Democratic Republic of Congo), local and international NGOs, government officials, and IDPs. Team members participated in a number of protection and early recovery cluster meetings at national and provincial level.

Workshops on the humanitarian reform process were conducted for UNHCR staff in Kinshasa, Bukavu and Bunia and the team also made a short presentation at the Humanitarian Advocacy Group meeting in Kinshasa on 27 July. Initial evaluation findings were presented to UNHCR staff in Kinshasa on 26 July and to UNHCR Headquarters staff on 30 July.