Project: Flood Refuge Site

Benefit management approach

Documenting the approach you will take to benefits management in this project

UNHCR/FLOOD/BMA/V1.0

# Contents

[1. Scope 2](#_Toc487124180)

[2. Accountability 2](#_Toc487124181)

[3. Management actions 2](#_Toc487124182)

[4. Measuring achievement 2](#_Toc487124183)

[5. Resource requirements 3](#_Toc487124184)

[6. Baseline measures 3](#_Toc487124185)

[7. Arrangements for project product performance review 3](#_Toc487124186)

[Guidance on how to complete 4](#_Toc487124187)

# Scope

This project is expected to realise the following benefits:

1. Improved health from infectious diseases

2. Improved safeguarding of vulnerable persons

3. Improved well-being of UN and related support staff

4. Longer term improvement in flood protection

# Accountability

Accountability benefits one and two lies with the Senior User A (Refugee Support).

Accountability for benefit three lies with Senior User B (UN Human Resources).

Accountability for benefits four lies with Senior User C (Infrastructure Director)

# Management actions

In order to achieve our outcome of creating a suitable refuge for affected persons we will need to ensure that a suitable site if identified. This will require suitable access for the setting up of the facilities and the influx of the refugees.

The ongoing delivery of the outcome and the associated benefits will require regular site inspections and consultation with advocates for the refugees. The Infrastructure Director will need to ensure that the effectiveness of flood defences is monitored.

# Measuring achievement

(Example)

Benefit 1: Previous responses have shown that the onset of infectious disease will become evident within 10 days of the start of the emergency. Prompt action in setting up health facilities will enable health concerns to be dealt with more effectively and efficiently. Daily monitoring of reported incidences of infectious disease will enable us to assess whether these levels are less than normally reported.

# Resource requirements

Benefit 1: Trained medical practitioners will be needed in order to measure the number of cases of infectious disease being reported.

# Baseline measures

Benefit 1: Previous experience suggests that around 15% of a refugee influx will contract at least one form of infectious disease. If we are able to implement this project within the expected timeframe we anticipate being able to reduce this to 5% or less.

# Arrangements for project product performance review

Inspectors from the World Health Organisation will provide independent verification that the provided medical facilities are set up and operating to expected international standards.

Consultant Engineers will provide advice on a bi-annual basis that the implemented flood defence systems are being operated and maintained in order to reduce the chance of further flooding.

Guidance on how to complete

***(Note: following completion of the Benefit Management Approach the pages beyond this point can be deleted)***

## Purpose

A benefits management approach defines the benefits management actions and benefits reviews that will be put in place to ensure that the project’s outcomes are achieved and confirm that the project’s benefits are realized.

If the project is part of a programme, the benefits management approach may be contained within the programme’s benefits realization plan and executed at the programme level. Post-project, the benefits management approach is maintained and executed by corporate, programme management or the customer.

## Composition

A benefits management approach includes the following:

* the scope of the benefits management approach covering what benefits are to be managed and measured
* who is accountable for the expected benefits
* what management actions are required in order to ensure that the project’s outcomes are achieved
* how to measure achievement of expected benefits, and when they can be measured
* what resources are needed
* baseline measures from which the improvements will be calculated
* how the performance of the project’s product will be reviewed.

## Derivation

The benefits management approach is derived from the following:

* business case
* project product description (and the acceptance criteria in particular)
* the programme’s benefits management approach and benefits realization plan (when the project is part of a programme)
* the corporate, programme management or customer performance monitoring function (such as a centre of excellence), if one exists.

## Format and presentation

A benefits management approach can take a number of formats, including:

* a document, a spreadsheet or presentation slides
* an entry in a project management tool.

## Quality criteria

The following quality criteria apply to a benefits management approach:

* It covers all benefits stated in the business case.
* The benefits are measurable and baseline measures have been recorded.
* It describes suitable timing for measurement of benefits, together with reasons for the timing.
* It identifies the skills or individuals who will be needed to carry out the measurements.
* The effort and cost to undertake the benefits reviews are realistic when compared with the value of the anticipated benefits.
* Consideration is given to whether dis-benefits should be measured and reviewed.