



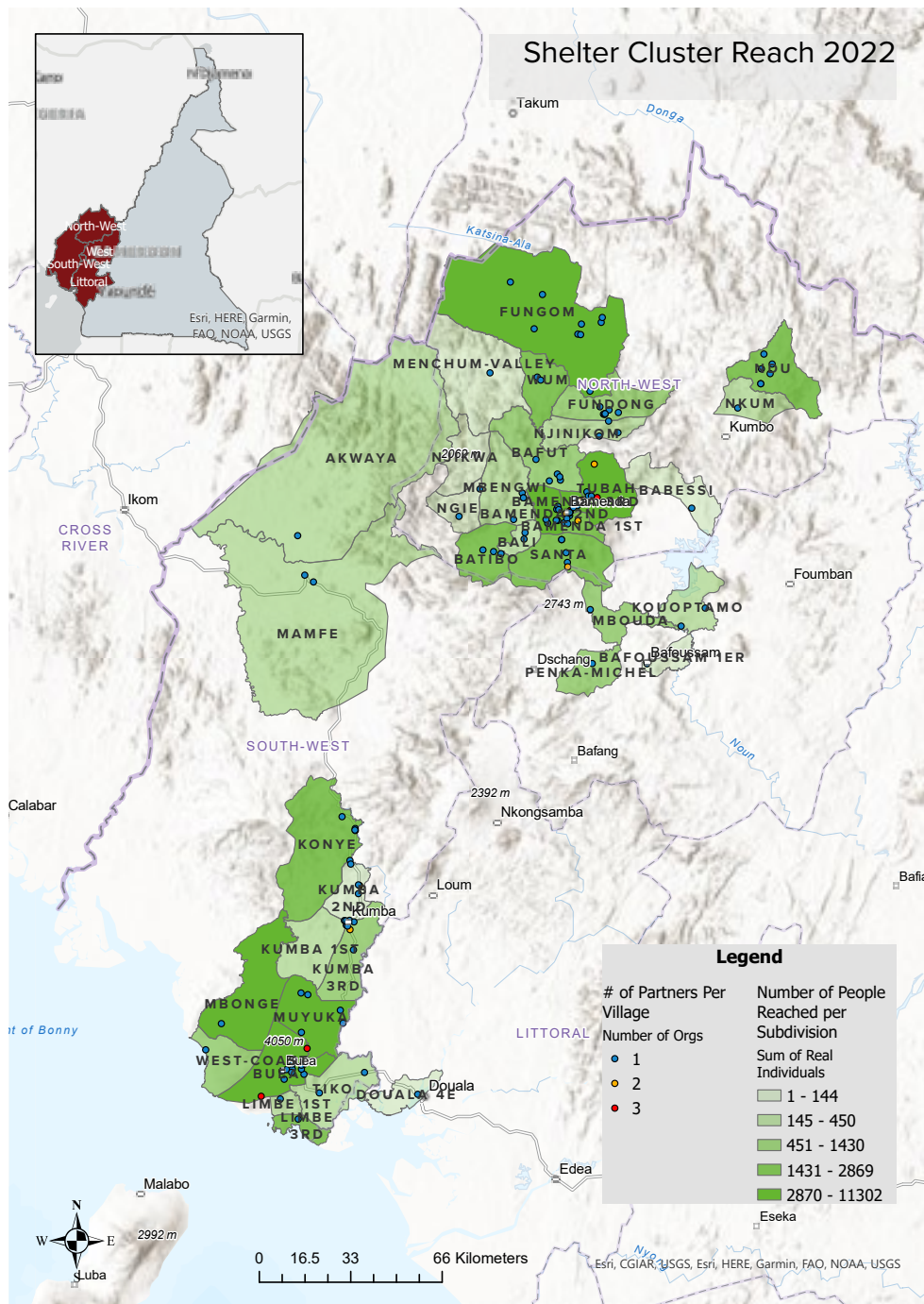
Shelter Cluster NWSW Cameroon

ShelterCluster.org

Coordinating Humanitarian Shelter

A photograph of a building with a blue corrugated metal roof and a brick wall. The roof is made of blue corrugated metal sheets. The wall is made of reddish-brown bricks. A white cloth is hanging from the edge of the roof. In the background, there are green trees and a clear blue sky. A person is visible in the background, standing near some wooden poles.

**Northwest and Southwest Cameroon Shelter Cluster 2022 Review
and
Cluster Coordination Performance Monitoring and Action Plan**



2022 in Shelter Response



**74,000 people reached
from 15,000 Households**



16 Implementing Organizations



11,534 households assisted with core and essential Non-Food Items
54,000 people reached



6920 households assisted with distributed/installed emergency shelter materials/kits
28,000 people reached



446 households assisted with shelter access
PDM to be conducted in 2023



237 households assisted with rental assistance
898 people reached



52 households (332 people) assisted with repaired/rehabilitated house/apartment
30 people trained on safer building practices



17 households assisted with access to fuel for cooking
102 People Reached



11 households assisted with paying utilities
66 People Reached

2022 in Shelter Coordination

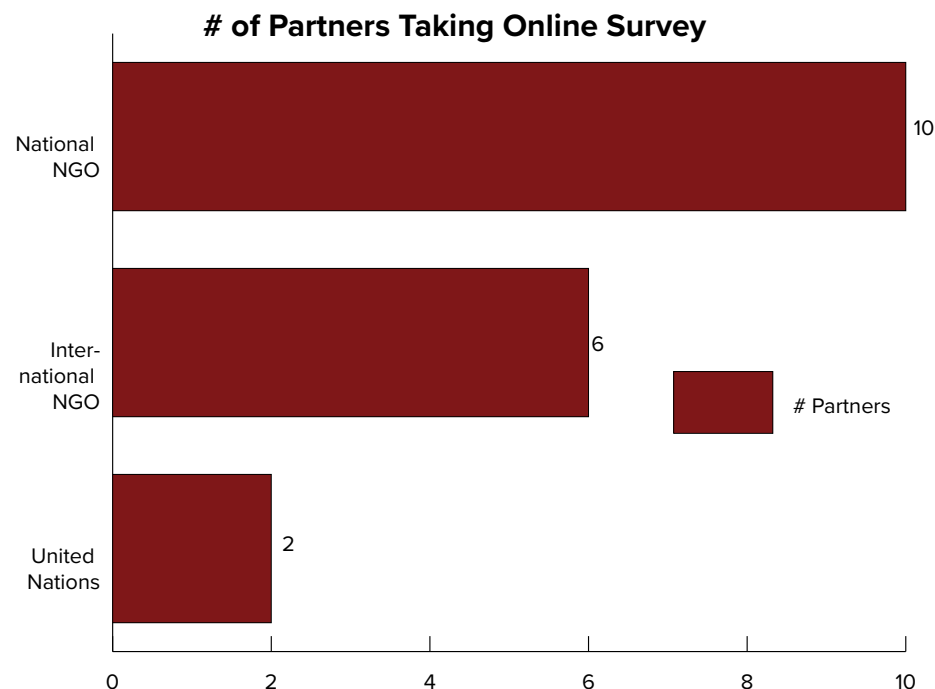


- 10 regular monthly Shelter Cluster meetings
- 8 workshops (4 in Bamenda, 4 in Buea)
- Shelter Cluster strategy updated
- 8 tools to support the shelter response updated
- 12 Monthly Factsheets/Sitreps published and sent to partners
- 4 Interactive Dashboards published based on the tools created
- 6 Technical Guidance Documents published/updated
- Analysis of Shelter Cluster Assessments:
 - 2x OCHA Multisector Needs Assessment,
 - 2 Household Assessments NWSW and West,
 - Analysis of data from partners reported through various tools
- Co-Chair Selection Process implemented and NRC selected
- Support to Shelter Cluster partners on technical aspects of their programs with two partners presenting their lessons learned in Cluster meetings and having those lessons learned made available to partners on the website
- Approximately 20 maps published to support Shelter response, coordination and analysis
- 1 Shelter Typology Document Updated
- 1 ArcGIS Story Map published to summarize response, accomplishments and upcoming strategy for 2023
- Humanitarian Needs Overview and Humanitarian Response Plan for 2023 successfully updated

Introduction

In 2022, the Shelter Cluster continued to respond to the dynamics of the crisis between non-state armed groups and the Cameroonian Defense Forces that has heavily impacted the Northwest and Southwest regions while also causing displacement to the West and Littoral Regions. Approximately 530,000 people are internally displaced in the four regions of the Northwest, Southwest, West, and Littoral. Since the beginning of the crisis 420,000 returnees have returned to their homes in the Northwest and Southwest regions mostly for adverse reasons despite the fear of insecurity. In villages impacted by intentionally burnt houses, the Shelter Cluster has estimated with OCHA that approximately 112,000 vulnerable people are living in damaged shelters that either were intentionally burnt or accidentally damaged during the course of conflict in the Northwest and Southwest Regions.

Cameroon continues to be the third most neglected humanitarian crisis in the world. In its fourth year since its activation in October 2018 in the Northwest and Southwest regions, Shelter Cluster partners continued to struggle in getting access to adequate funding. In 2022, the Shelter Cluster focused on moving away from a pure distribution of emergency materials mindset to focus on leveraging improved shelter and household conditions for the population that was assisting. While emergency distributions remains the bulk of its response, the Shelter Cluster also spelled out alternative ways of assistance to improve the quality of its response. This required the Shelter Cluster to have several workshops which focused on putting in place tools to support improved technical assistance while implementing the response. Shelter Cluster partners innovated activities in voucher and cash programming and improved the way they implemented programming to make it more accountable to the specific shelter needs of the affected population. What follows is a review of what was accomplished in 2022 and partners review of these activities, and recommendations for the Cluster to continue to improve its work in 2023.



The Shelter Cluster conducted its Cluster Coordination Performance Monitoring by using two methodologies. An [online survey](#) was launched by the Shelter Cluster on the 29th of December, giving partners one month until the end of January 2023 to provide their feedback. The survey was designed to be context specific reflecting on the specific activities and tools from the Shelter Cluster's work in 2022. The survey provided an opportunity to compile a quantitative score on the cluster's performance in line with global guidance. Given that only 18 individuals out of a mailing list of 150 individuals participated, it was necessary to also get feedback qualitatively. The Shelter Cluster Co-Chair therefore conducted individual feedback sessions with agencies throughout the months of January and February, and a discussion was held with partners to discuss jointly the feedback during the cluster meeting on the 3rd of February.

Overall Scores

This page provides an overview of these scores and a hyperlink to the place in the document, where one can find out more information.

Overall Shelter Cluster Performance Score: 67%
Satisfactory Needs Minor Improvement

Supporting Service Delivery	Coordination Management	73% Satisfactory Needs Minor Improvement
	Information Management	73% Satisfactory Needs Minor Improvement
Inform the HC/HCT's strategic decision-making	Assessments	65% Satisfactory Needs Minor Improvement
Planning and Strategy Development	Planning and Strategy Development	69% Satisfactory Needs Minor Improvement
	Technical Coordination	64% Satisfactory Needs Minor Improvement
	Settlement Mainstreaming	48% Dissatisfactory Needs Major Improvement
Monitor and Evaluate Performance	Monitoring and Evaluation	72% Satisfactory Needs Minor Improvement
Capacity building in preparedness and contingency planning.	Capacity Building and Localization	69% Satisfactory Needs Minor Improvement
	Preparedness	63% Satisfactory Needs Minor Improvement
Advocacy	Advocacy	71% Satisfactory Needs Minor Improvement
Accountability to Affected Population	Accountability to Affected Population/Protection Mainstreaming	72% Satisfactory Needs Minor Improvement

Coordination Management

In the area of coordination management, the Shelter Cluster looked at the following elements:

- Communication
- [Monthly Meetings](#)
- The Co-chair selection process and addition to the cluster
- De-duplication of activities in the implementation of assistance

The overall evaluation that Shelter Cluster partners gave was that the coordination management activities of the Shelter Cluster were satisfactory needing minor improvements. The recommendations that partners gave to the Cluster to improve in this area were:

- Creation of a Whatsapp group to improve communication between the partners and to reduce the number of emails sent.
- Partners to arrive on time to Shelter Cluster meetings and workshops on time.
- Shelter Cluster to create one distribution list of senior managers who may attend the monthly meeting online while assuring that they have one staff present in the room to maintain the liveliness of cluster meeting and keep Senior Managers informed of updates to the Shelter Cluster Strategy.
- Recall that the Co-Chair is only 50% dedicated to the Cluster, and that the activities implemented by the Co-Chair can also help inform cluster partners about lessons learned.
- Have one hour refresher sessions on the cluster tools, dashboards, and guidance to support partner capacity building and familiarization on these tools.
- Encourage ICRC and UNDP to be more active in shelter coordination fora even though they are already on the mailing list.
- Move the Cluster meetings to Friday later in the month at 10 AM.

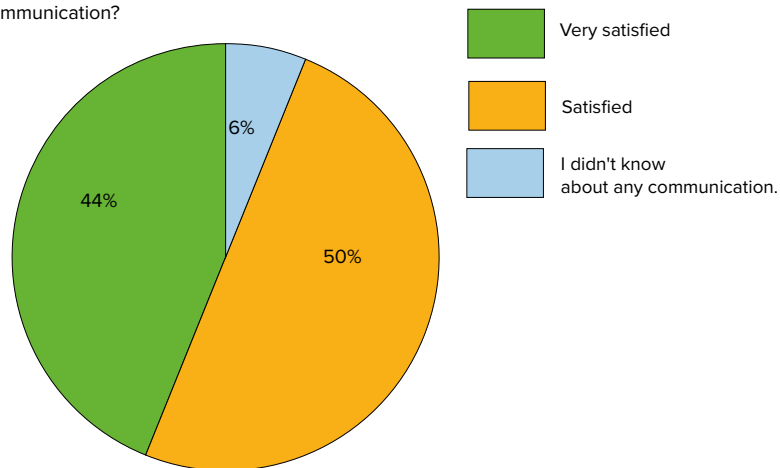
73% Satisfactory Needs Minor Improvement



Coordination Management

COMMUNICATION

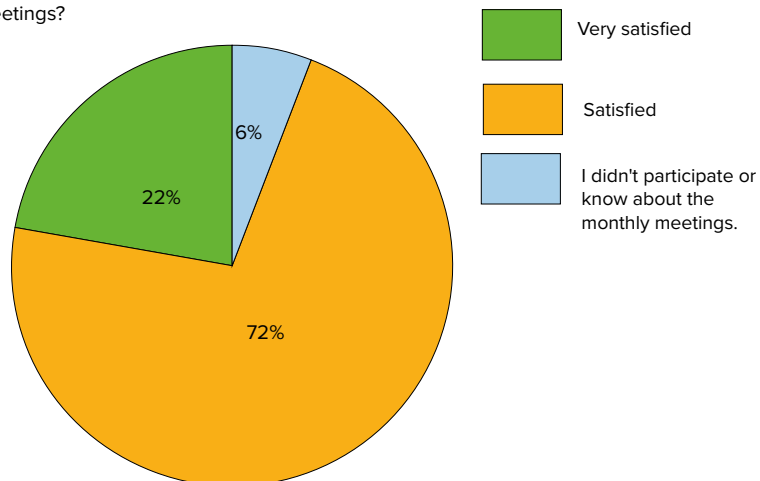
How satisfied were you with the Cluster's Communication?



of Responses

MONTHLY MEETINGS

How satisfied were you with monthly coordination meetings?



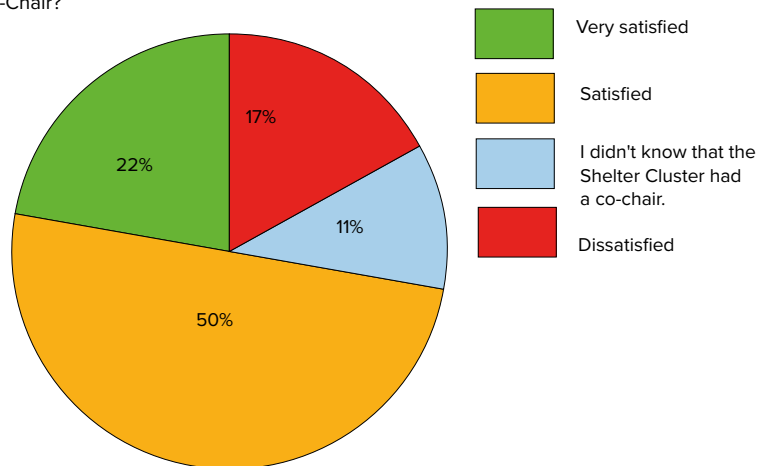
Comments from Partners

- Communication to me very timely and in advance for members to prepare them selves in advance for any meeting.
- Information was shared on time and often very detailed and directive
- Le coordinateur du shelter en tant que lead a contribué à mobiliser le secteur pour combler les gaps après les EMS du RRM
- The Shelter Clusterster Coordinator made communication easier despite not being the IMO!
- The communication in the shelter cluster has been flowing very smoothly and constantly. the cluster coordination always sends information regularly on all aspects and activities of the cluster as ell as regular updates
- The coordinator brought in so many innovation like the 5w Kobo tool, PDM etc. This makes easier
- The Schelter Cluster NSW with the Coordination of Renee, much was done in ensuring the effective 5W online platform and new approach in series of trainings on building the capaciity of partners inter alia
- The Shelter cluster coordinator is alway on time and keep reminding cluster partners days ahead of online meeting. Her communication system is good during workshops and online meeting approach.
- They are already Putting in a lot but they could do more
- It is recommended to put in place a Whatsapp group to improve information sharing.
- I will recommend sharing of analyzed data with partners prior to sharing in the Shelter website for easy accessibility within partners
- Les informations fournies permettent de faire l'état des besoins dans la région
- Meeting scheduled were shared on time and the meeting times duly respected
- Meetings were regular, consistent and focus oriented
- Shelter Cluster meetings have been regular despite the negative impact of the COVID-19 pandemic but sometimes the meetings were scheduled at short notice!
- The meetings have been holding regularly and information on the meeting and dates is always shared on time.
- The monthly meeings were good but attendance was not the best. most of the meetings were scheduled on Tuesdays which is the beginning of the week since Mondays are none working days in the NW/SW regions. Most members usually have much on their table at the beginning of the week. I suggest that meetings should not be schedule on the first day of the week. This will improve the attendance.
- The monthly meetings was regular
- Those attending online usually have problem with connection.
- Meetings were long.
- Less time given to cluster coordination with partners, 2 hours for cluster meeting seems small
- Some didn't like that there was no meeting link shared while others appreciated dynamism.

Coordination Management

CO-CHAIR

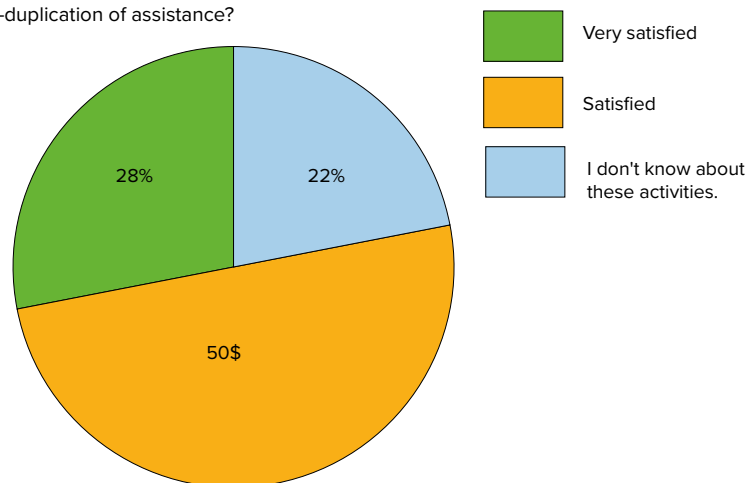
How satisfied are you with the Shelter Cluster Co-Chair?



of responses

DE-DUPLICATION OF ACTIVITIES

How satisfied are you with the Shelter Cluster's de-duplication of assistance?



Comments from Partners

- He focuses alot on his organization's activities far more than he does as far as Shelter Cluster support is concern!
- It because, he or she done don't do more advocacy for funding to the shelter cluster partners for NWSW this year.
- Le colead étant staff du HCR qui est une grosse boîte permettant de contribuer en appui en abri
- She is always available and energetic and understands her work so well.
- The Co-Lead was elected I know but impact on ground is not much impactful as we expected some promised trainings during the polls.
- The shelter cluster co-chair has good experience and innovative too
- More engagement of NRC as CO-Lead
- I did not feel their impact in the absence of the coordinator

- Elle permet d'optimiser les interventions et d'atteindre plus de cible
- Incidences of duplication are gradually reduced given the activity mapping by the Cluster
- It helps capture all what the shelter cluster is doing
- Organisations are not duplicating activities because they are less partners on the field.
- Thanks to the able Coordination of the Shelter Cluster Coordinator, no duplication of activities exist in the NW/SW! However, much needs to be done as far as resource mobilization is concern!!
- Well organised coordination of partner intervention locations
- Try to include organisations implementing shelter activities but not attending the cluster meetings to avoid duplication of assistance in some locations eg ICRC.
- Improve cordination between partners to map out locations of implementation.

Information Management

In the area of information management, the Shelter Cluster covered the following areas:

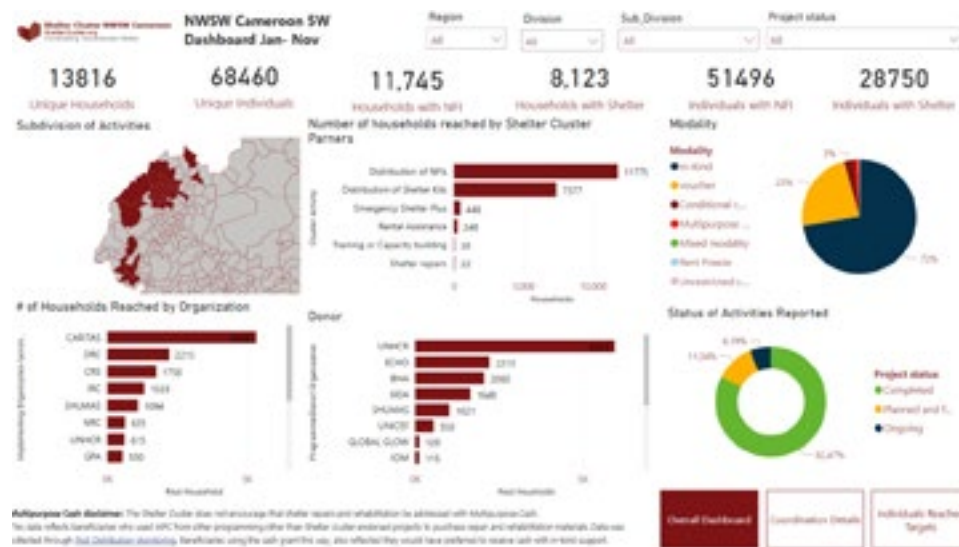
- [The 5W Reporting Tool](#)
- [The 5W Dashboard](#)
- [The Photo Collection Tool](#)
- [The Photo Galleries](#)
- [The Shelter Cluster web page](#)
- [The Maps and Infographics published](#)

The overall performance of the Shelter Cluster was that the information management activities of the Shelter Cluste were satisfactory, needing minor improvement. The following recommendations were made to improve the information management functions of the Shelter Cluster:

- Include sub-partners of international NGOs in the 5W tool in order to give them more visibility in the implementation of projects.
- Include the transfer value for cash and voucher assistance in the 5W tool. For in-kind items, also try to include the cost of assistance in order to better update the activity matrix and provide another feedback to the price monitoring.
- Create a feedback alert each time a Shelter Cluster partner submits its report to the 5W tool.
- Partners need to regularly provide gender, age, and disability breakdown for their activities when the project is in ongoing or completed stage. There was a gap throughout the year on this data and also for individuals reached.
- Provide a refresher training on the 5W dashboard so that partners improve their ability to analyse this information.
- Use AltText to make infographics and maps more disability inclusive.

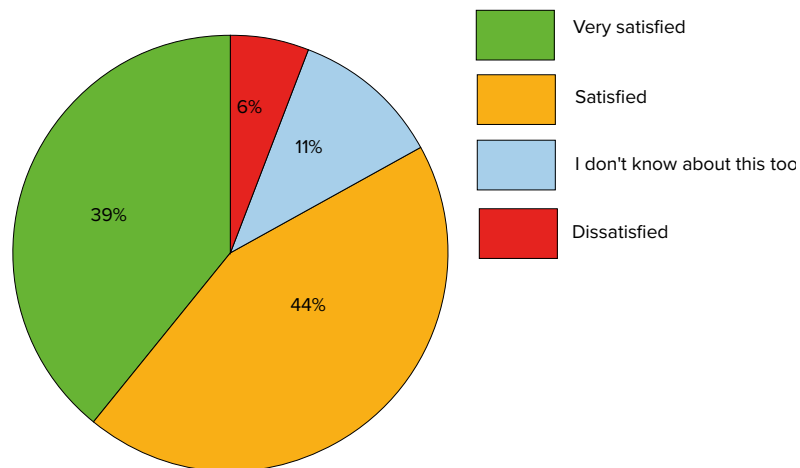
73% Satisfactory Needs Minor Improvement

- Partners to continued to share photos from their activities to bring greater visibility to the cluster and its activities.
- Cluster team to more regular update the photo galleries.



5W REPORTING TOOL

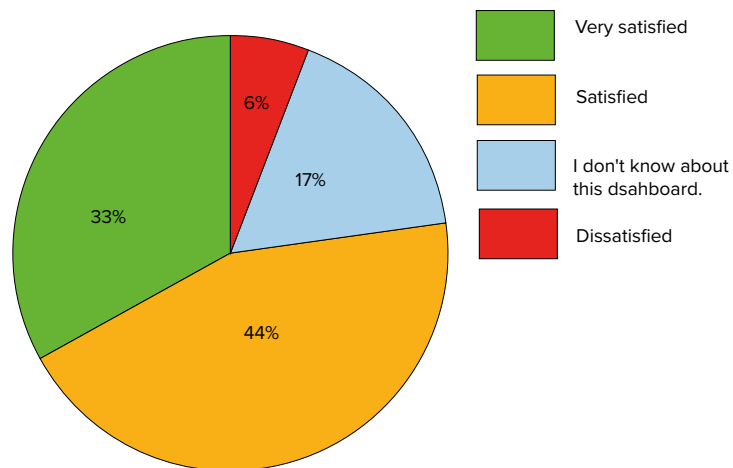
How satisfied are you with the 5W Reporting Tool?



of responses

5W INTERACTIVE DASHBOARD

How satisfied are you with the 5W Dashboard?



of responses

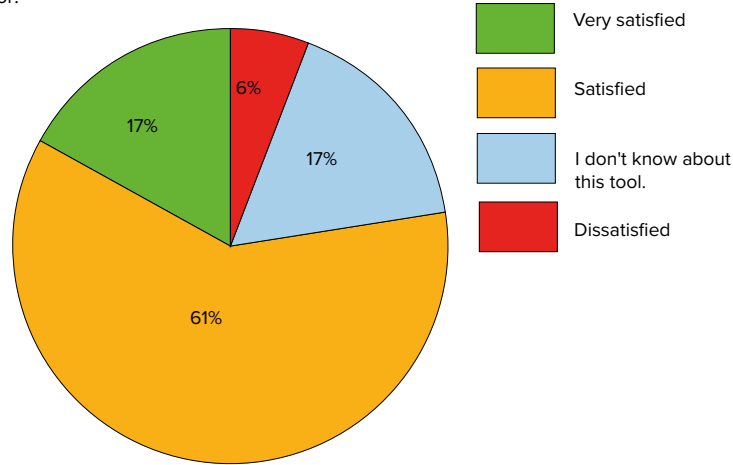
- It enables organisations to present thier work vividly.
- It is simple and captures all key informations
- Les interventions des partenaires sont connu et les gaps identifiés
- The dashboard produced help avoid duplication of activities
- The IMO is consistent and readily available.
- This new system of collecting this data using the Kobo tool is quite effective and efficient.
- Though not easy to use, it is a wonderful tool!
- We don't have feedback of our 5W when submitted. Improvement is that, when we submit our 5W, a PDF page should come up for us to download the subitted 5W and keep for the organisation for my organisation have any copy of the 5W submitted through the kobo tool for 2022 as reference for the organisation.
- Innovative 5W tool on kobo
- 5W tool has provisions only for those implementing and no provisions for those monitoring.
- Partners not trained on the kobo tool for 5W.
- 5W tool had some lapses(gender breakdown & PWD)
- Review 5W Tools
- 5W to capture transfer value for CVA for partners doing CVA
 - Avec la situation de connexion de l'extreme nord souvent difficile à charger
 - consistent
 - It presence organisations on the field and the number organisation who have done an ativities
 - It's easy to use
 - It's good but not easy to use!
 - The interactive dashboard show the actual situation of work done in field for easy understanding and for necessary actions to be taken where there are lapses.
 - Very good as it enable us to know the level of assistance given
 - Geographic representation of activities by partners on cluster dash board went well this year.

Information Management

Comments from Partners

PHOTO COLLECTION TOOL

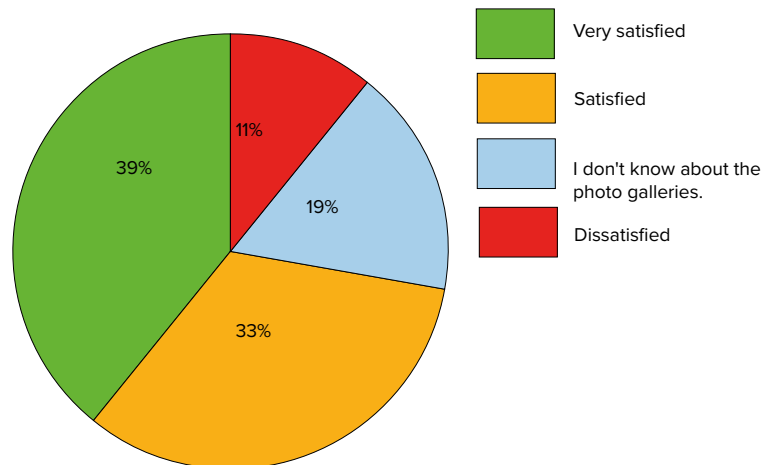
How satisfied are you with the Photo Collection Tool?



of responses

PHOTO GALLERIES

How satisfied are you with the Photo Galleries?



of responses

- consistent
- From this tool one can see activities carried by each organisation.
- It show as prove that you have done an activities for that month and the type of activity match with the picture
- It's a wonderful tool!
- utile mais souvent probleme de connexion internet
- The tool has made it possible for good photos to be submitted by partners which are available on the shelter cluster website

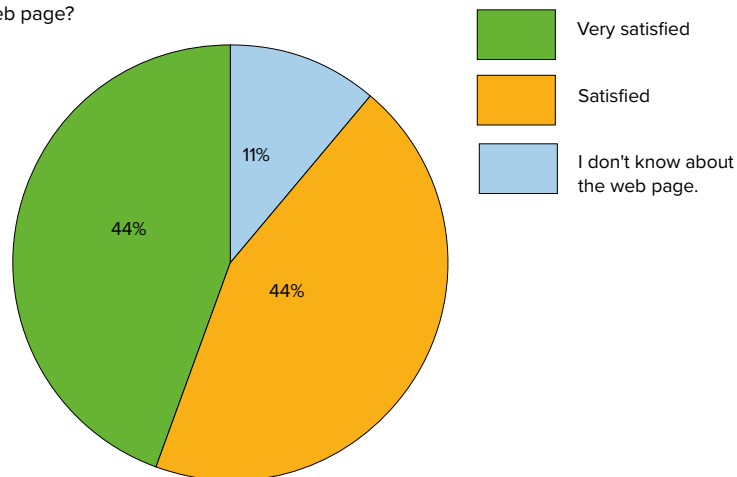
- an innovation highly applauded and should be continued
- It should have more of Field ction photos
- j'ai pas utilisé
- Superb!
- The pictures are well very clear and well layed out.
- What organisations had submitted, not all organisation pictures as least one is found is found in the galleries page. Improvement, at least by the end of the year galleries page should have at least a picture from all the implementing partners to show their visibility too.
- There are very good photos reflecting partners activities in the field. Partners should continuously be encouraged to share photos of their work.
- We would expected more pictures from the field.

Information Management

Comments from Partners

SHELTER CLUSTER WEB PAGE

How satisfied are you with the Shelter Cluster Web page?

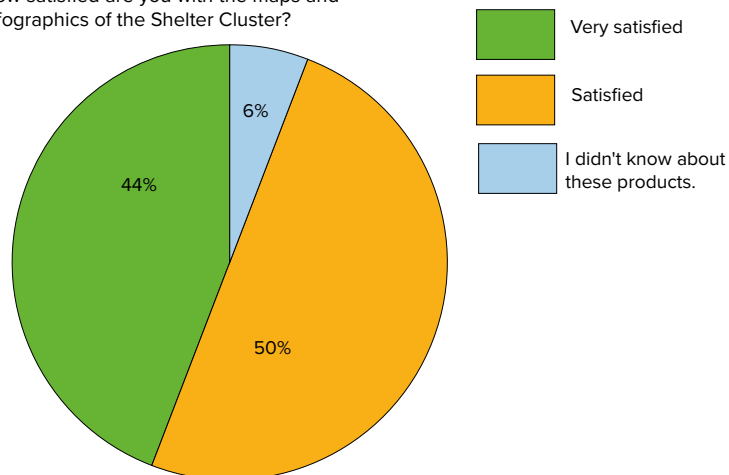


of responses

- Excellent, keep it up!
- It has relevant details though we expect this data at development shared with partners prior to sharing in the website
- It help us to download more documents on shelter and read more on activities.
- Its very accessible and always updated.
- La page permet de donner des details sur la situation avec une vision d'ensemble dans le pays et les regions d'intervention.
- The shelter cluster has a very functional website from which high quality information, tools, reports etc can be accessed. Infact the shelter cluster has the best, most populated and most active website when compared with other clusters . Other clusters need to learn from the shelter cluster.

MAPS AND INFOGRAPHICS

How satisfied are you with the maps and infographics of the Shelter Cluster?



of responses

- But villages data should be detail if possible
- Great job, keep it up!!!
- It show partners presence
- The map help other organizations to know their presence and the presence of other organizations
- The maps are well labled for easy identification of places and planning of activities there by preventing the dublication of activities.
- They can be made to be more disability inclusive (Alt Text)
- PIN map developed to guide partners was helpful.
- It is easy to track where partners are concentrated using the maps, which partners are working where etc which is very helpful. Some partners may however need more guidance on how to better navigate and extract information from the maps and infographics

Planning and Strategy Development

In the area of planning and strategy development, the Shelter Cluster covered the following areas:

- [2022 Cluster Coordination Performance Monitoring and Work Plan](#)
- [Shelter Cluster Strategy](#)
- Humanitarian Needs Overview 2023
- Humanitarian Response Plan 2023

Shelter Cluster partners rated this area as satisfactory needing minor improvements. Recommendations for improving the process include the following:

- Continued efforts need to be made to base the strategy on the reality on the ground and not only rely on the OCHA Multisector Needs Assessment. There were several observations of where this assessment differed from reality and having other sources of data such as the household assessment and partners' feedback could update the Cluster's strategic understanding of the response.
- Continue to involve partners in updating of the strategy of the Cluster.
- Next year's Humanitarian Needs Overview should promote more multisectoral dialogue with other clusters to develop a joint understanding of the needs. This lack of joint dialogue also limited planning of a multisectoral response.
- The OCHA Project system should be made more suitable for environments where the wifi connection is weak.
- Partners continue to associate the Humanitarian Response Plan with a lack of funding and therefore they were dissatisfied with the HRP due to the fact that their projects are not funded. The HRP continues to raise expectations of national partners, and so there is a need to develop meaningful localization strategies both at intersector and sectoral level.

69% Satisfactory Needs Minor Improvement

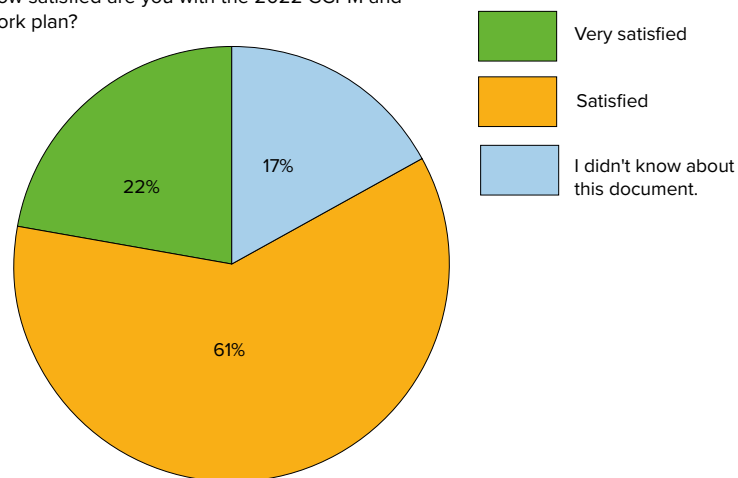


Planning and Strategy Development

Comments from Partners

2022 CLUSTER COORDINATION PERFORMANCE AND WORK PLAN

How satisfied are you with the 2022 CCPM and work plan?

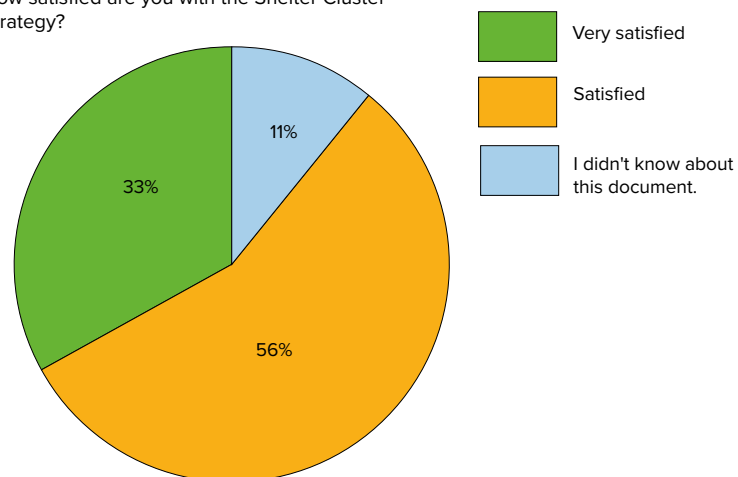


of responses

- Activities planned were implemented accordingly.
- It was adequately prepared and it met our expectations!
- Relevant
- We met two-thirds of the work plan
- It was participatory with cluster members actually giving their inputs

2022 SHELTER CLUSTER STRATEGY

How satisfied are you with the Shelter Cluster Strategy?



of responses

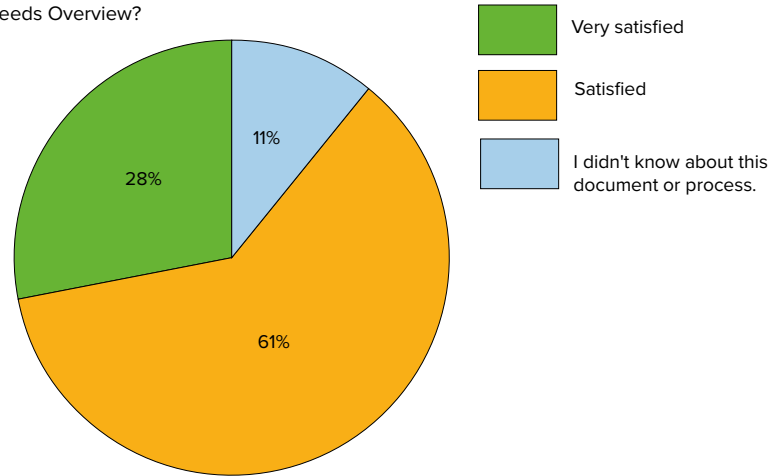
- It unveiled the various activities carried out in different places and the impact on the affected population.
- It was good, however, provision needs to be made for a Cluster Needs Assessment & not just continue relying on the MSNA which is not upto date!
- Its satisfying
- The strategy were follow-up
- Shelter cluster strategy for 2022 developped was one of the things that went very well in 2022.
- The shelter cluster strategy was developed through joint partner participation and detailed every relevant information from the context, to the categories of persons targeted, objectives and outputs and targets for 2022. This was a good base to give direction and better measure and assess progress made.

Planning and Strategy Development

Comments from Partners

2023 HUMANITARIAN NEEDS OVERVIEW

How satisfied are you with the 2023 Humanitarian Needs Overview?

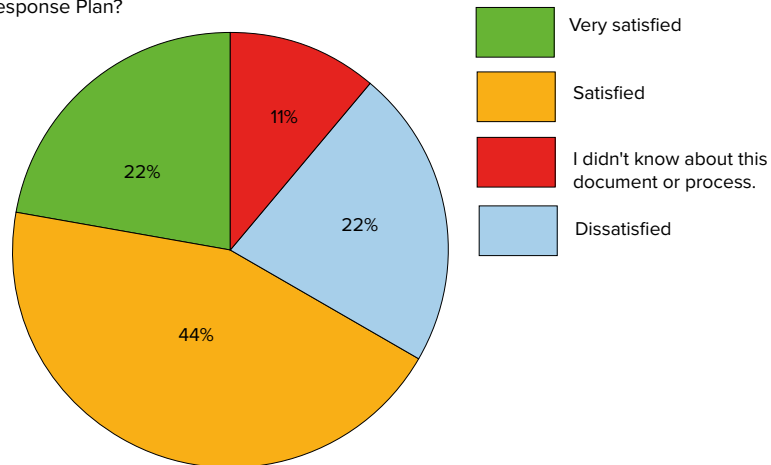


of responses

- There should have been more opportunities to jointly analyse the needs with other sectors.

2023 HUMANITARIAN RESPONSE PLAN

How satisfied are you with the 2023 Humanitarian Response Plan?



of responses

- Because the funds allocated for the Shelter Cluster for the NSW was all divulged to the Extreme North
- It because shelter cluster for NSW didn't have any fuding
- Should be more disability inclusive through the organizations
- The process was properly conducted and on time compared to other clusters!
- Partners were adequately informed of the process and made their contributions to the overall plan through project submission.
- The project portal was slow and with the internet connection issues, it was difficult to use.

Assessments

In the area of assessments, the Shelter Cluster covered the following areas:

- [Assessment Tracker Tool](#)
- [Assessment Tracker Dashboard](#)
- [NWSW Household Assessment Dashboard](#)
- [Household Assessment in the West](#)
- [Standardized Shelter Household Needs Assessment Tool](#)
- [Methodology for Vulnerability Analysis and Beneficiary Selection](#)
- [Shelter Section of the OCHA Multisector Needs Assessment](#)

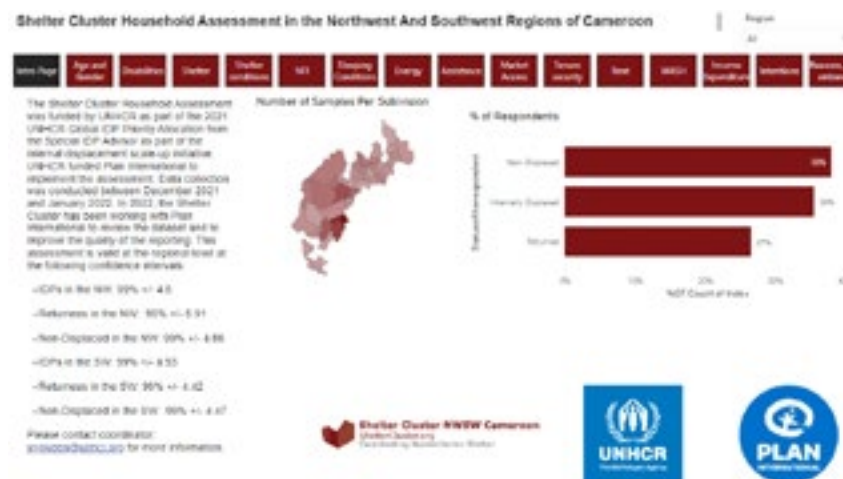
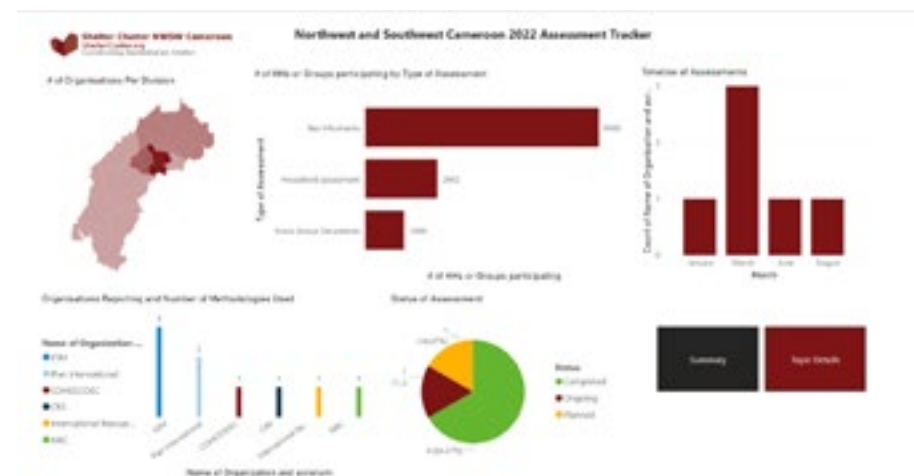
Overall the Shelter Cluster ranked the performance in the area of assessments as satisfactory, needing minor improvement. The following recommendations were made to improve the Cluster's performance in this area:

- The Assessment Tracker should be more regularly updated by both partners and the cluster team.
- The Assessment Tracker Dashboard should be revised to make it more operational for partners to coordinate on assessments.
- Partners sharing updates to the Assessment Tracker, should also ensure that they are sharing the findings of assessments they are doing.
- More partners should make sure of the Standardized household needs assessment tool and share the findings with the Cluster.
- There should be a tool made available to facilitate the vulnerability analysis and make beneficiary selection easier.
- The vulnerability analysis should ensure mainstreaming of protection indicators.
- There is a need to ensure there is other data in place to not rely on the OCHA Multisector Needs Assessment, the only source of data

65% Satisfactory Needs Minor Improvement

in the response.

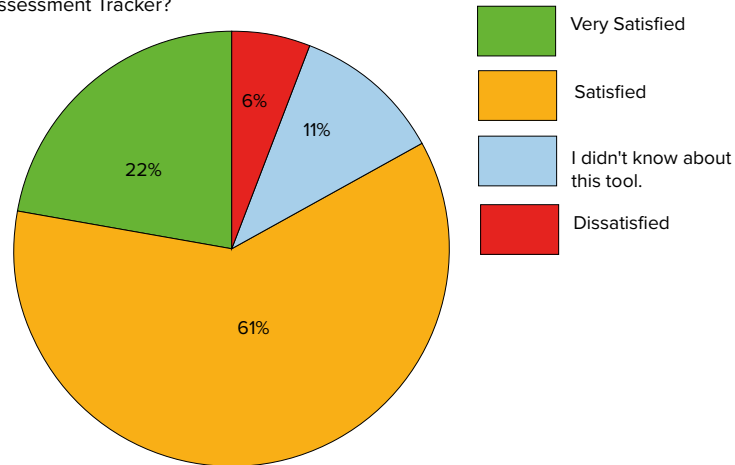
- Continue to advocate for more improvements on the Multisector Needs Assessment.



Assessments

ASSESSMENT TRACKER

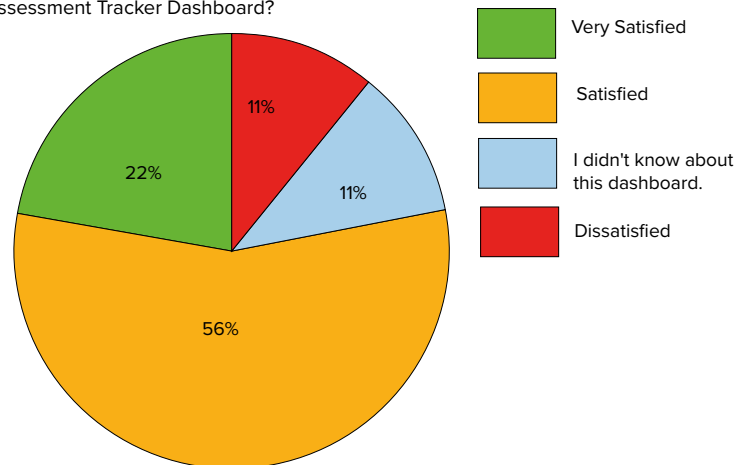
How satisfied are you with the Assessment Tracker?



of responses

ASSESSMENT TRACKER DASHBOARD

How satisfied are you with the Assessment Tracker Dashboard?



of responses

65% Satisfactory Needs Minor Improvement

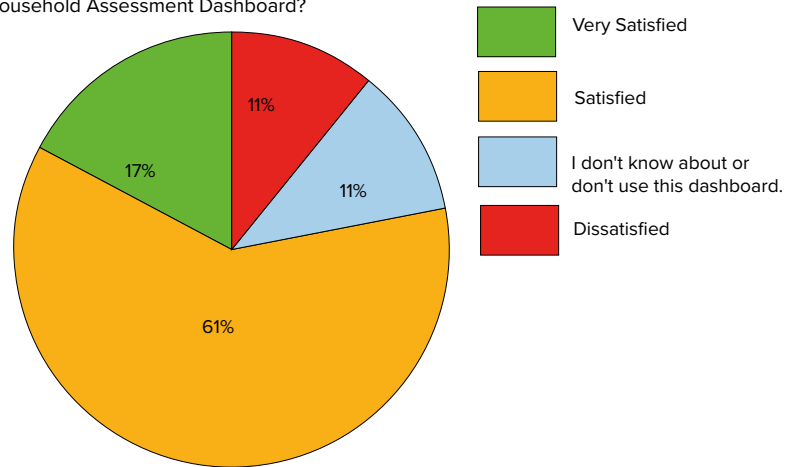
- It track down what is needed
- It's a good tool!
- satisfying
- It is a good tool whose results can add more value to the work of partners and the cluster as a whole. More partners need to make use of it.
- The Shelter Cluster team should do a better job of encouraging reporting to this tool and keeping it up-to-date. It needs to be moved to the regular server.

- It's wonderful analytical tool!
- satisfying
- There is a need to review some of the content of the dashboard to make it more operational for partners. Those who report should also be sharing outcomes with partners to ease information shraing.

Assessments

NWSW HOUSEHOLD ASSESSMENT DASHBOARD

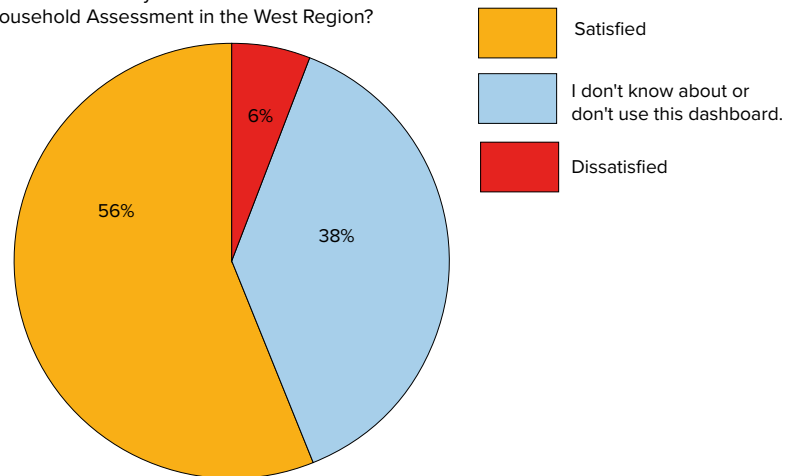
How satisfied are you with the Household Assessment Dashboard?



of responses

HOUSEHOLD ASSESSMENT IN THE WEST

How satisfied are you with the Household Assessment in the West Region?



of responses

Comments from Partners

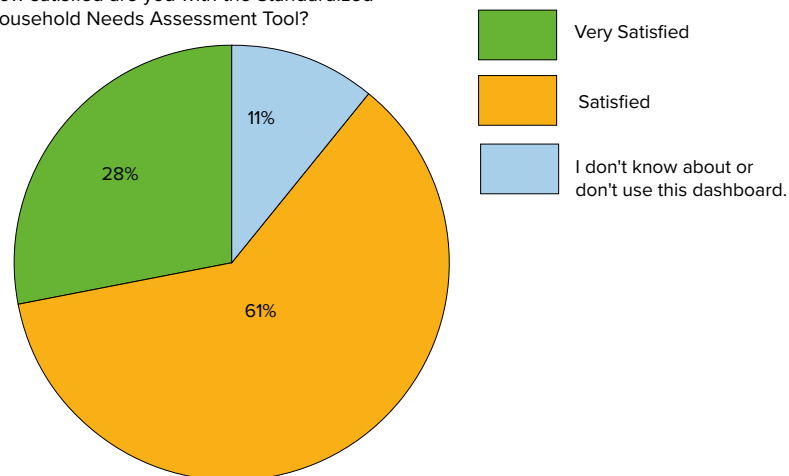
- Great tool, keep thinking out of the box!
- It was a good idea
- Pas souvent adapté au contexte de certaine localité
- satisfying
- there were many gaps that needed explanation that could not be cleared.
- The Household Assessment should cover more areas to make it very representative.
- The information available on the dashboard is very helpful in understanding trends, perceptions, and preferences of households.

- Did not read much about it
- It lacks much needed details in most areas!
- Satisfying

Assessments

STANDARDIZED HOUSEHOLD TOOL

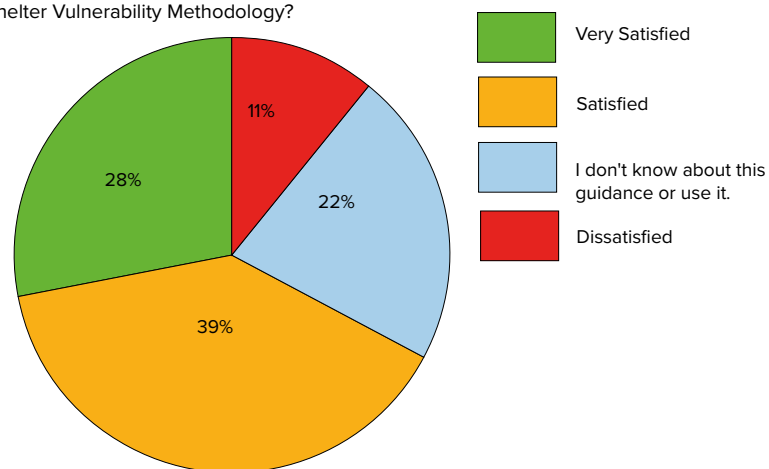
How satisfied are you with the Standardized Household Needs Assessment Tool?



of responses

VULNERABILITY METHODOLOGY ANALYSIS

How satisfied are you with the Shelter Vulnerability Methodology?



of responses

Comments from Partners

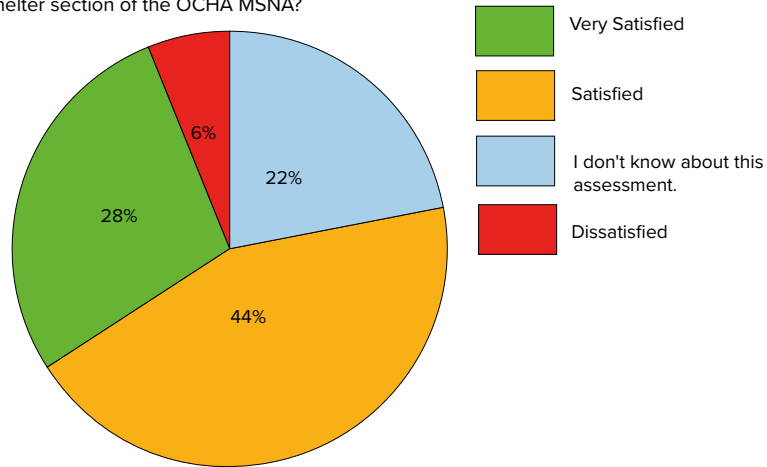
- It helps capture what a household needs
- It will go a long way to ease the process of partners conducting need assessments!
- satisfying
- It is a good tool for household needs assessment. However, more partners need to use it.

- In 2022, more partners will have to adopt this methodology, but more tools should be put in place to ease the analysis.
- The methodology for shelter beneficiary selection should merge with other classic vulnerabilities such as single female headed household, disabilities, below a certain income level, victims of gender-based violence, and other aspects.

Assessments

SHELTER SECTION OF OCHA MSNA

How satisfied are you with the
Shelter section of the OCHA MSNA?



of responses

Comments from Partners

- It was necessary because of the shortcomings of the MSNA!
- Needs more detail explanation
- satisfied
- Shelter Cluster playing a lead role on needs assessment on NFI and Shelter in all 34 sub divisions in NWR and not depending on the MSNA
- The changes were relevant to the shelter cluster data needs
- I have not taken note of the changes made yet so cannot comment objectively

Technical Coordination

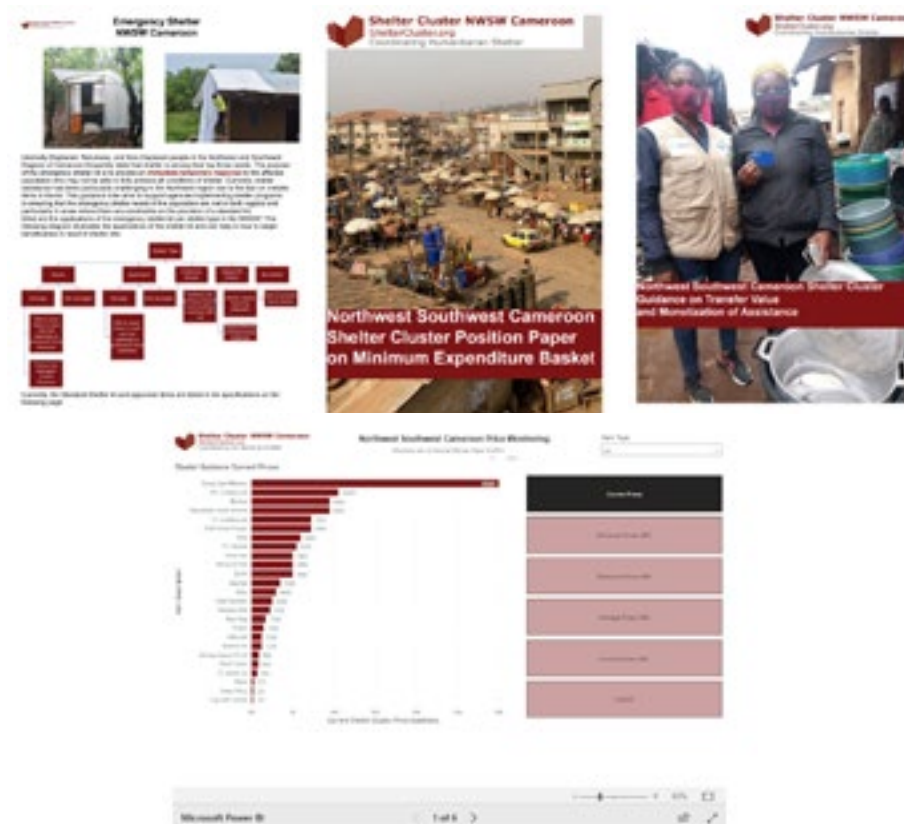
In the area of technical coordination, the Shelter Cluster covered the following guidance and tools:

- [Standardized Minimum NFI Kit](#)
- [Emergency Shelter Kit Guidelines](#)
- [Shelter Kit Checklist](#)
- [Shelter Cluster Position Paper on Minimum Expenditure Basket](#)
- [Guidance on Recommended Transfer Value and Cash for Shelter](#)
- [Shelter Typology Overview](#)
- [Market Monitoring Tool](#)
- [Market Monitoring Dashboard](#)
- Greening the Response

The Shelter Cluster evaluated technical coordination as satisfactory, needing minor improvements. The recommendations for improving include the following:

- Need for refresher sessions with agencies concerned by the relevant guidance to better ensure compliance.
- Continue to update the guidance by also including prices in the 5W tool as a second check to the price monitoring tool.
- Include a better update of the tools by the partners.
- Continue to ensure better contextualization of the kits to different scenarios of displacement and locations of displacement.
- Put tools and guidance in place for greening.
- Put a tool in place for monitoring rental and housing prices

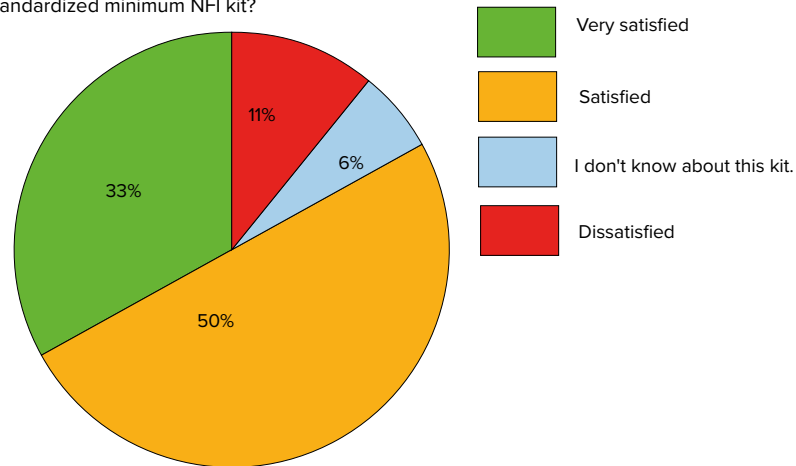
64% Satisfactory Needs Minor Improvement

[illegible]

Technical Coordination

STANDARDIZED MINIMUM NFI KIT

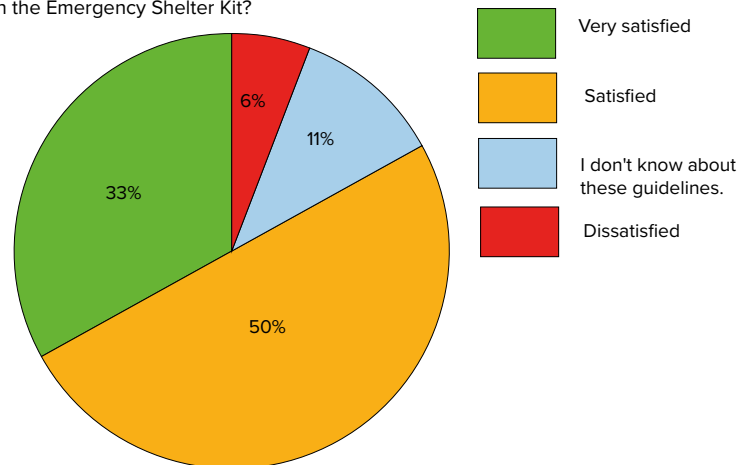
How satisfied are you with the standardized minimum NFI kit?



of responses

GUIDELINES ON EMERGENCY SHELTER KIT

How satisfied are you with the updated guidelines on the Emergency Shelter Kit?



of responses

Comments from Partners

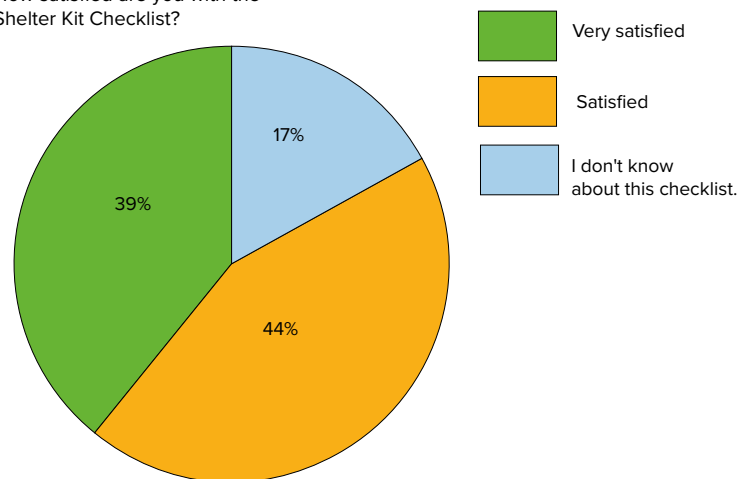
- acceptable
- Good as it meets administrative demands & to a greater extend beneficiary needs!
- It covers the basic and essential NFI items
- Pas d'information sur la base d'analyse qui a amené cette standardisation des kits
- Partners need to however be able to access more funding to be able to provide kits that meet the requirements.

- acceptable
- But it needs to be reviewed.
- Great initiative! Keep it up!
- Review of the Shelter SOPs
- There are certain items that are not relavant in all communities. eg the tapolin that are miss used by many people Some use it to dry their crops than construction.

Technical Coordination

SHELTER KIT CHECKLIST

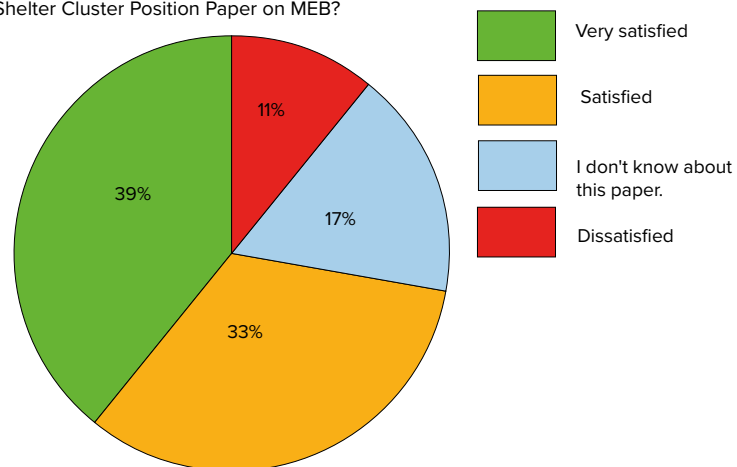
How satisfied are you with the Shelter Kit Checklist?



of responses

CLUSTER POSITION ON MINIMUM EXPENDITURE BASKET

How satisfied are you with the Shelter Cluster Position Paper on MEB?



of responses

Comments from Partners

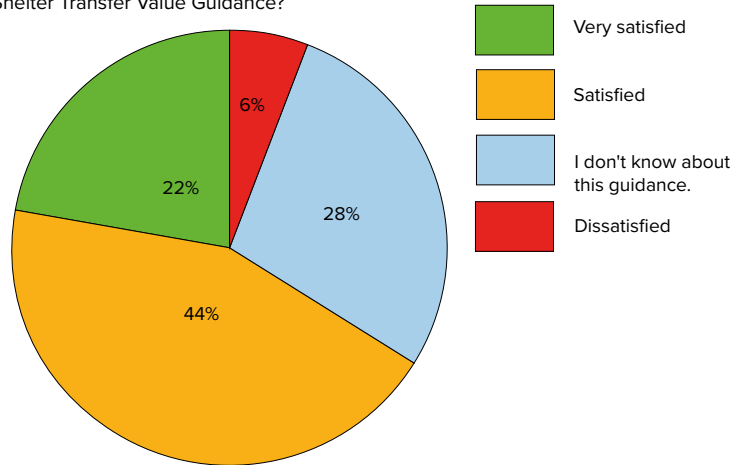
- Appropriate!
- positive
- More partners need to use the checklist especially on the outcome of the emergency shelter assistance to see if it is relevant.

- Elle doit être fait en tenant compte des besoins des communautés et non predefini par les ONGs
- Very very important!
- workable
- it is clear and detailed enough

Technical Coordination

TRANSFER VALUE GUIDANCE AND CASH FOR SHELTER

How satisfied are you with the Shelter Transfer Value Guidance?



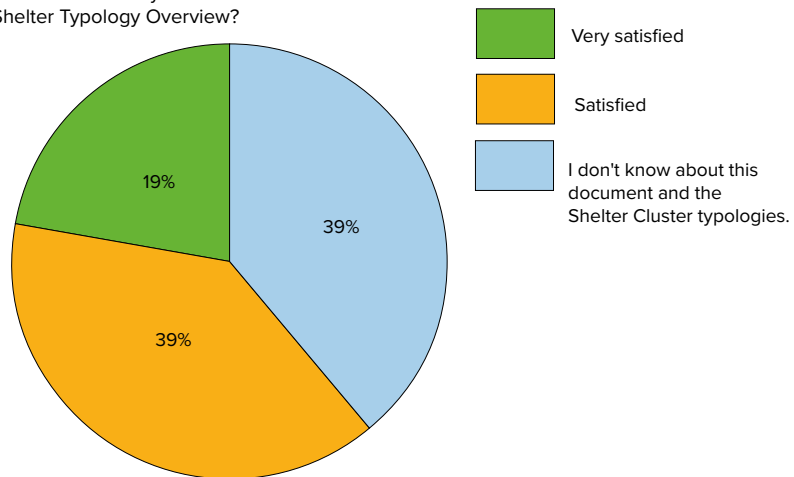
of responses

Comments from Partners

- Relevant!
- Satisfying
- clear and detailed enough

SHELTER TYPOLOGY OVERVIEW

How satisfied are you with the Shelter Typology Overview?



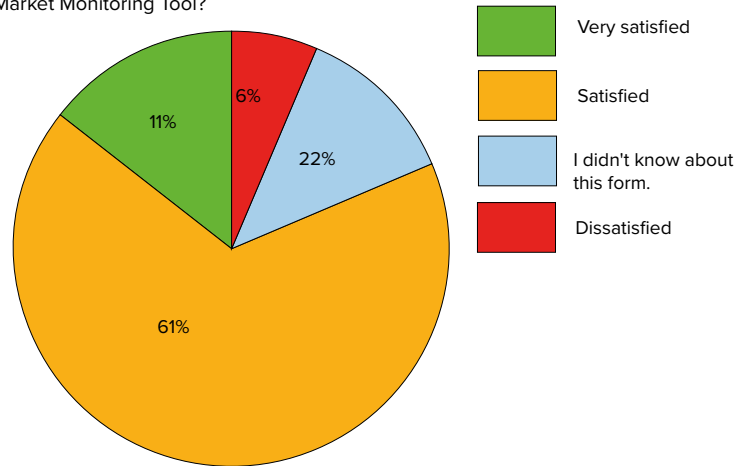
of responses

- Need time to master the document
- right approach
- Wonderful! It was very helpful!
- it clarified the different shelter types

Technical Coordination

MARKET MONITORING TOOL

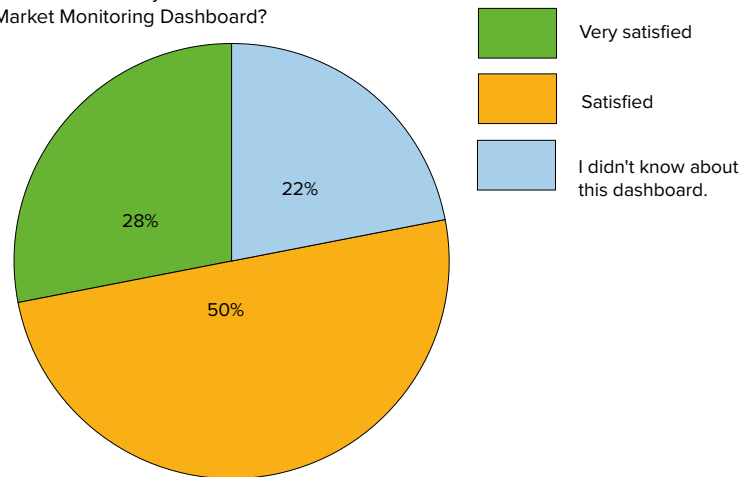
How satisfied are you with the Market Monitoring Tool?



of responses

MARKET MONITORING DASHBOARD

How satisfied are you with the Market Monitoring Dashboard?



of responses

Comments from Partners

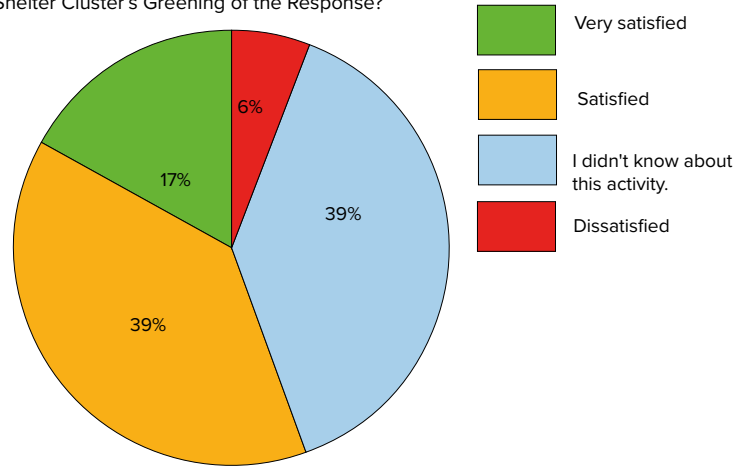
- Good
- It's good to do market monitoring before engaging on shelter purchases
- Relevant!
- It is a good tool to track prices of items and make informed decisions
- More partners should make use of this tool in their programming and keep it up to date.

- good
- It is explicit
- Very Relevant!

Technical Coordination

GREENING THE RESPONSE

How satisfied are you with the Shelter Cluster's Greening of the Response?



of responses

Comments from Partners

- Encouraging
- Good!
- The response needs to be more greening

Advocacy

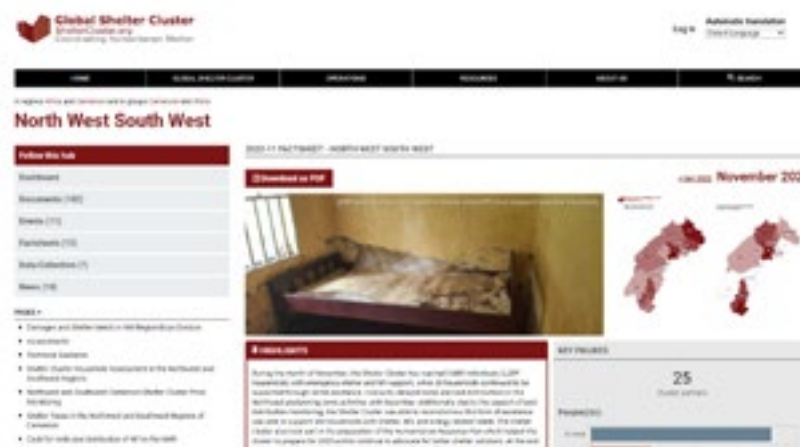
In the area of advocacy, the Shelter Cluster covered the following guidance and tools:

- [Shelter Cluster Factsheet Sitrep](#)
- Overall Advocacy Activities
- [Shelter Cluster Story Map](#) (not included in the survey)

The Shelter Cluster rated the advocacy efforts of the Shelter Cluster as satisfactory, needing minor improvement. Shelter Cluster partners were particularly disappointed by the dismal funding levels received in the shelter response. It was recommended to improve the advocacy efforts of the Shelter Cluster through the following:

- Continue to map out donors through the 5W, and try to advocate to more donors about the shelter response, reaching beyond CERF.
- Ensure better communication with national level both sectorally at intercluster level, and through cluster lead agency to ensure that Northwest and Southwest shelter situation is understood by donors, inter-sector, and the humanitarian coordination team.
- Advocate for better understanding of shelter as a protection solution to some of the protection challenges created by the Northwest Southwest Crisis.
- Find a way to improve coordination with local authorities and use data coming from technical guidance as evidence-base that shelter assistance is life-saving and improves living conditions.

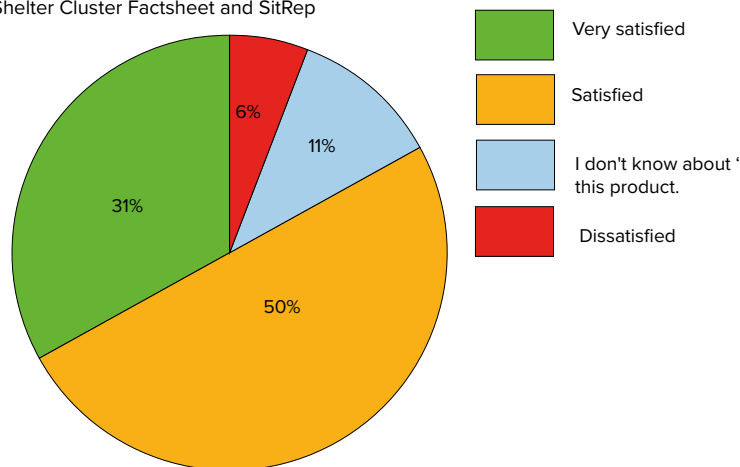
71% Satisfactory Needs Minor Improvement



Advocacy

FACTSHEET AND SITREP

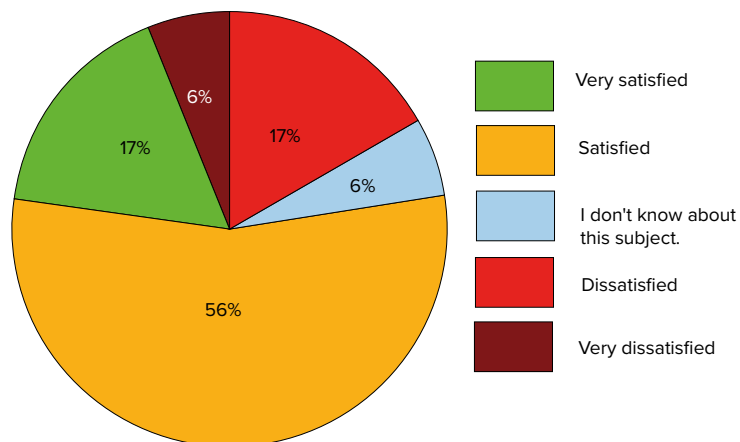
How satisfied are you with the Shelter Cluster Factsheet and SitRep



of responses

OVERALL ADVOCACY

How satisfied are you with the Shelter Cluster's Overall Advocacy?



of responses

Comments from Partners

- Acceptable
- its very elaborate and potrays reality.
- Very useful, we often enjoy the analysis!
- very informative
- Need to adjust the layout on the Shelter Cluster web page to make it more reader friendly.

- Its acceptable but need to be improved upon
- Much needs to be done in this domain especially as far as advocacy for funding in the cluster is concern!
- Much still has to be done especially with the government on the emergency shelter kit.
- The cluster need to do more advocacy
- Funding situation was not the best and the little funds that came was sent to the Far North
- Cluster did not do well in ensuring resource mobilisation (share projects opportunities and support partners in writing projects).
- Encourage more funding coming to the shelter cluster
- Advocate for projects of partners to be funded
- Mobilise for resources and share project opportunities with partners so that partners will have what to report on 5W
- more funding
- Depend only on funds from CERF and not other donor. Cluster not mobilizing resources from other donors and relying only on CERF
- Cluster should lobby for projects for the NW/SW region.

Monitoring and Evaluation

In the area of monitoring and evaluation, the Shelter Cluster covered the following guidance and tools:

- Lessons learned sharing during the cluster meetings and sharing of documentation such as post distribution monitoring and lessons learned documents

- [Shelter Cluster Post Distribution Monitoring Tool](#)

The Shelter Cluster rated the monitoring and evaluation activities of the Shelter Cluster as satisfactory, needing minor improvement. The following recommendations are made to improve the Cluster's performance:

- More partners should be willing to share the results of their programming and PDMs to encourage discussions and prompt any updates to technical guidance that the Cluster needs to put in place.
- The lack of uptake of such tools limits other core functions such as advocacy and technical coordination, so it is important to ensure that all partners are making use of the tools.
- More Shelter Cluster partners to make use of the post distribution monitoring tool.
- Shelter Cluster team to make the XLS form widely available to encourage Shelter and NFI officers to use the tool.
- Shelter and NFI officers to sensitize their Monitoring and Evaluation colleagues about the use of this tool for the sector.
- Shelter Cluster to do several monitoring missions in the field to also strengthen technical feedback and visibility of partner projects.

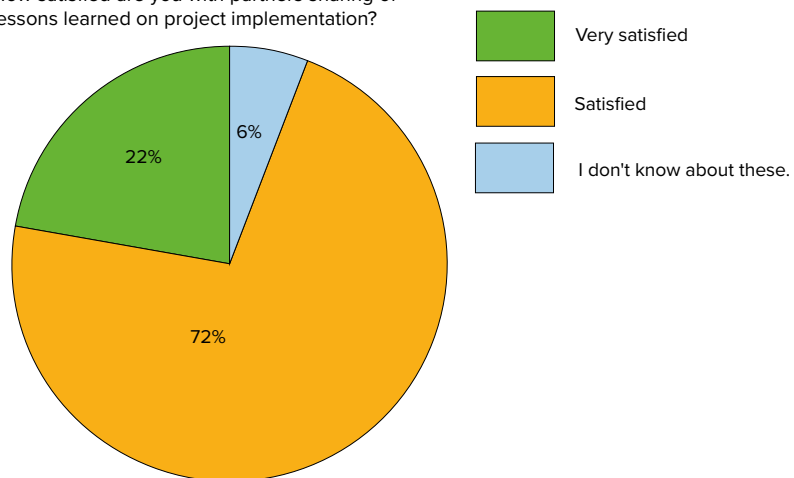
72% Satisfactory Needs Minor Improvement



Monitoring and Evaluation

LESSONS LEARNED SHARED BY PARTNERS

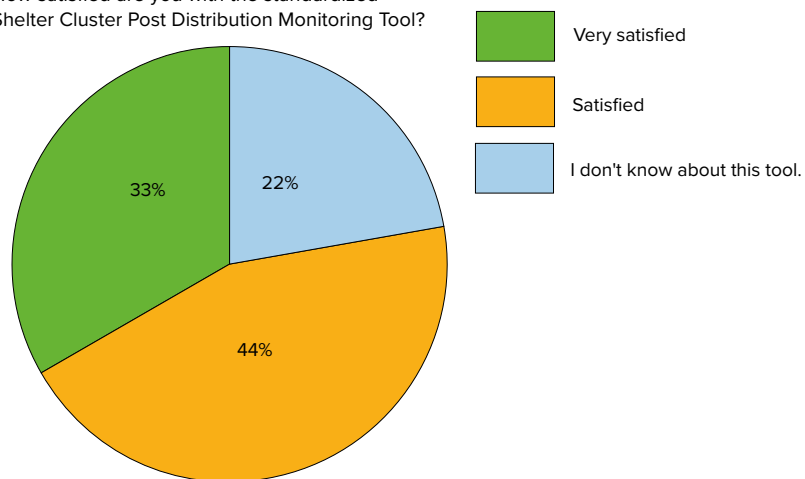
How satisfied are you with partners sharing of lessons learned on project implementation?



of responses

STANDARDIZED POST DISTRIBUTION MONITORING TOOL

How satisfied are you with the standardized Shelter Cluster Post Distribution Monitoring Tool?



of responses

Comments from Partners

- Documents shared improved the understanding of work done by members for better implementation in future.
 - satisfying
 - Useful!
 - Engage partners to be active partners in the cluster meetings
 - More knowledge sharing and lessons learnt sessions from partners
-
- Excellent!
 - Good
 - Focus was more on distributions and the impact of the shelter activities were not measured, therefore more partners should ensure that they include this tool in their monitoring.
 - The questions are highly relevant to monitor changes resulting from partners interventions

Accountability to Affected Populations/ Protection Mainstreaming

In the area of monitoring and evaluation, the Shelter Cluster covered the following guidance and tools:

- Collaboration with Housing, Land, and Property Area of Responsibility and sample tenure agreement.
- Collaboration with Gender-Based Violence Area of Responsibility and mainstreaming of prevention and response to incidences of gender-based violence through shelter and NFI assistance.
- Collaboration with Protection Cluster and mainstreaming of protection principles through shelter responses
- Mainstreaming of disability in the shelter response
- The Shelter Cluster's taking into account of accountability to affected populations in its responses.

The Shelter Cluster rated this activity as needing minor improvement and the following actions are recommended to improve its performance:

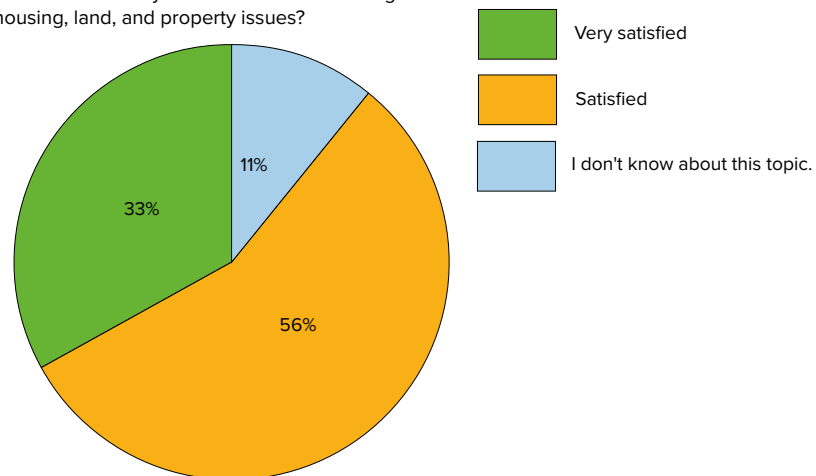
- Continue to ensure linkages to Housing, Land, and Property for rights aspects of housing.
- Revisit the possibility to have trainings on GBV mainstreaming and have the pocket companion made available to partners.
- Contextualize existing guidance and tools on GBV.
- Do some joint guidance with Protection Clusters and Area of Responsibilities to ensure that these linkages are fully mainstreamed in all tools.
- Ensure that donors have feedback from beneficiaries about Shelter assistance and about their prioritization of shelter response to ensure that donors do not continue to fund assistance that is not prioritized by beneficiaries.

72% Satisfactory Needs Minor Improvement

Accountability to Affected Populations/ Protection Mainstreaming

HOUSING, LAND, AND PROPERTY

How satisfied are you with the mainstreaming of housing, land, and property issues?

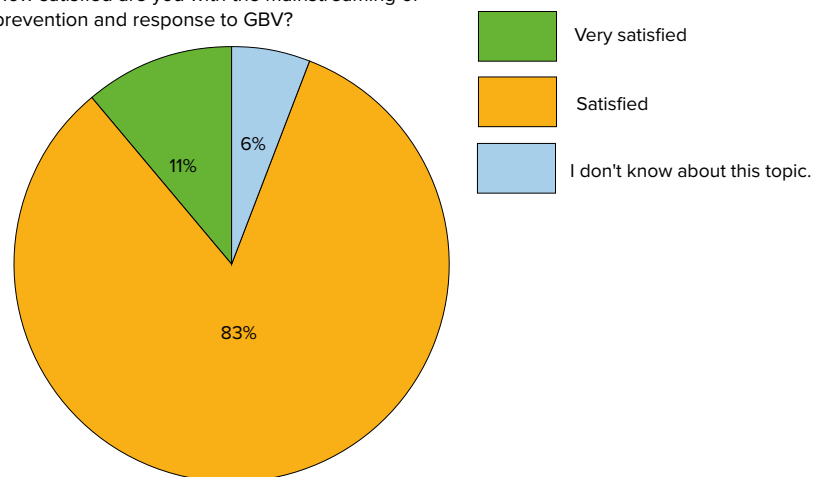


of responses

- It's very important especially when it's comes to transitional shelter
- though satisfied we need to ensure its more spread.
- Vital & most relevant!

PREVENTION AND RESPONSE TO GENDER BASED VIOLENCE

How satisfied are you with the mainstreaming of prevention and response to GBV?



of responses

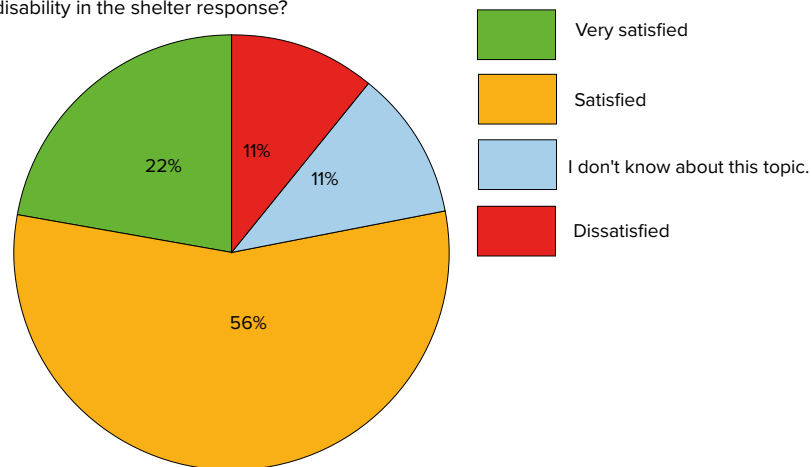
- Good approach
- Most organisations carry out this mainstreaming.
- Much is still desired in this area!
- Improve relationship with GBV and Protection cluster or actors since shelter response is directly related with these areas
- No intergration of elements of protection and GBV which are directly linked to shelter

Comments from Partners

Accountability to Affected Populations/ Protection Mainstreaming

DISABILITY MAINSTREAMING

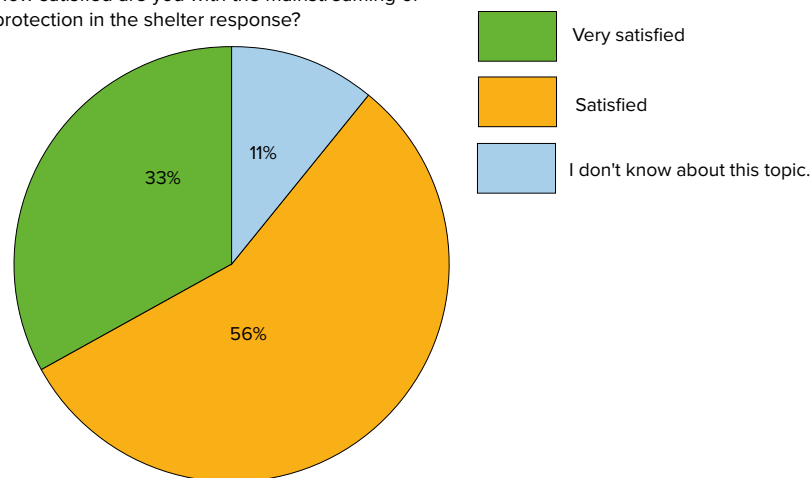
How satisfied are you with the mainstreaming of disability in the shelter response?



of responses

OVERALL PROTECTION MAINSTREAMING

How satisfied are you with the mainstreaming of protection in the shelter response?



of responses

Comments from Partners

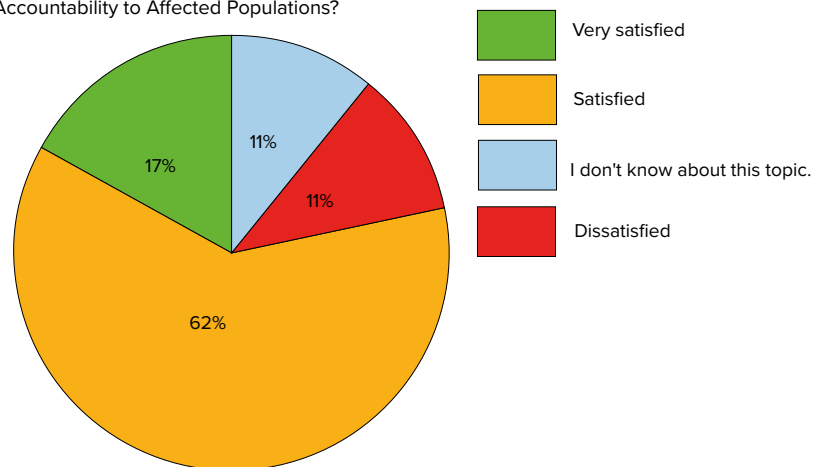
- Much still needs to be done in this area!
- Right direction
- They need to involve persons with impairment at all levels
- Shelter Cluster to continue to reach out to other organizations with specializations in disability mainstreaming to cover other regions where the Coordinating Unit of Persons with Disabilities is not present.
- Connect disability mainstreaming to other areas of infrastructure such as Health.

- Before providing shelter activity, we must consider protection risk first.
- Great job in this area!
- Its apt and concised
- Protection is involved in all humanitarian activities

Accountability to Affected Populations/ Protection Mainstreaming

ACCOUNTABILITY TO AFFECTED POPULATIONS

How satisfied are you with the Shelter Cluster's
Accountability to Affected Populations?



of responses

Comments from Partners

- Its interesting but need wider reach
- Much still needs to be done in this area!
- AAP needs to be more intentional accross the project cycle
- Some changes were made in the shelter checklist, the needs assessment tool, and the pdm tool to collect the perspective of the population, but more focus on this should be done to also ignite a change in the shelter activities that donors prefer to fund.

Settlement Mainstreaming

In the area of settlement mainstreaming the Shelter Cluster covered the the following:

- Collaboration with the WASH Cluster
- Collaboration with the Education Cluster
- Collaboration with the Health Cluster
- Collaboration with the Food and Security Livelihoods Cluster (not included in the Survey)
- Addressing Community Infrastructure

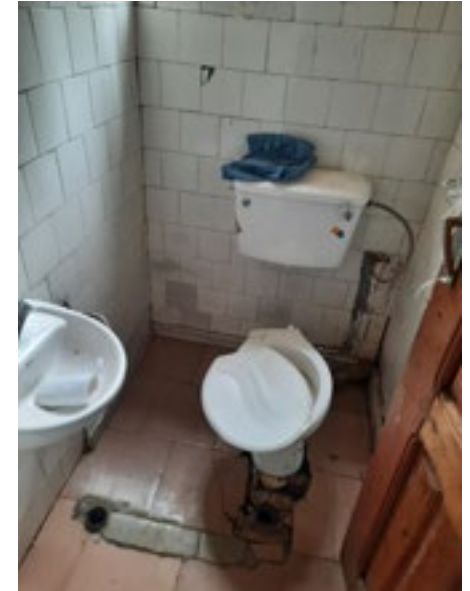
This aspect was where the Shelter Cluster performed the lowest and where the most work was left to be done. The following recommendations are made for the Shelter Cluster to improve its performance in this aspect:

- Put in place a joint framework with the WASH Cluster to show the complementarity of Shelter and NFI interventions and to assure that these activities are implemented jointly where appropriate.
- Ensure collaboration with the Education Cluster to include school infrastructure on attacks on education, and share where shelter actors have also done repairs on schools.
- Collaborate with the Health Cluster on the issue of health centers serving as temporary shelters and seek to make improvements in case of new displacements/in response to displacements.
- Strengthen the collaboration with the Food Security and Livelihoods Cluster especially where livelihoods can support shelter interventions such as rental assistance, or in improving access to repairs.
- Support community infrastructure components as a way of improving the settlements where our shelter response is located.

48% Dissatisfactory Needs Major Improvement



NRC School Repair

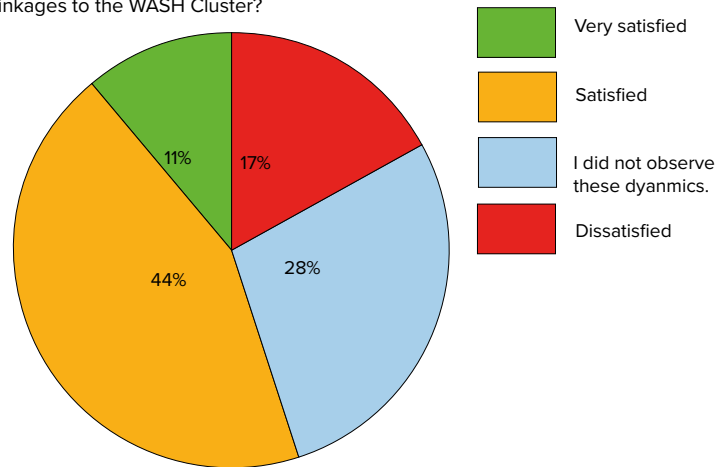


Health Center used as temporary shelter with poor latrine conditions @IMC

Settlement Mainstreaming

LINKAGES TO WASH CLUSTER AND SHELTER & WASH

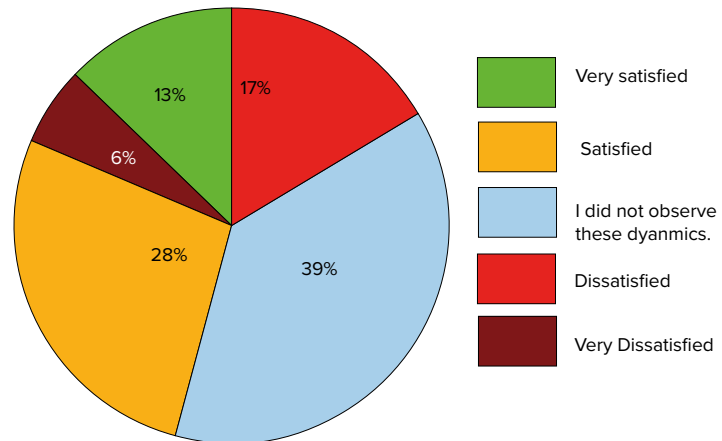
How satisfied are you with the Shelter Cluster's linkages to the WASH Cluster?



of responses

LINKAGES TO EDUCATION CLUSTER

How satisfied are you with the Shelter Cluster's linkages to the Education Cluster?



of responses

Comments from Partners

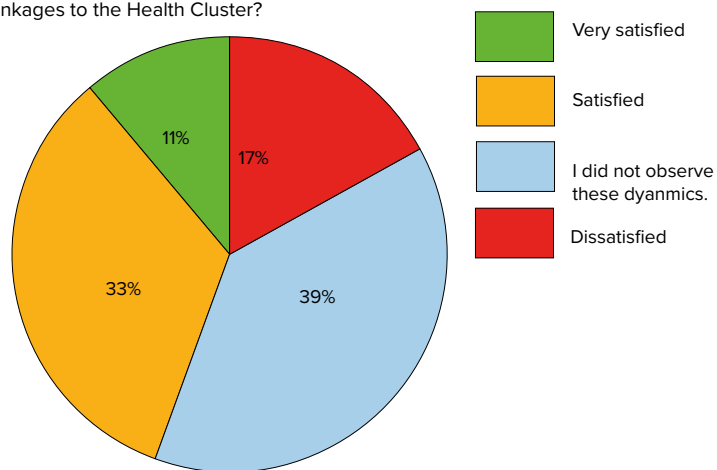
- Appreciative!
- good
- They are interlink
- Shelter and WASH are closely related and interconnected however the coordination between the clusters need to improve.

- Great
- Much is required!
- More to be done to capitalize on the engineers shared between the two clusters when it comes to conditions of schools and those damaged during the course of the crisis.

Settlement Mainstreaming

LINKAGES TO HEALTH CLUSTER

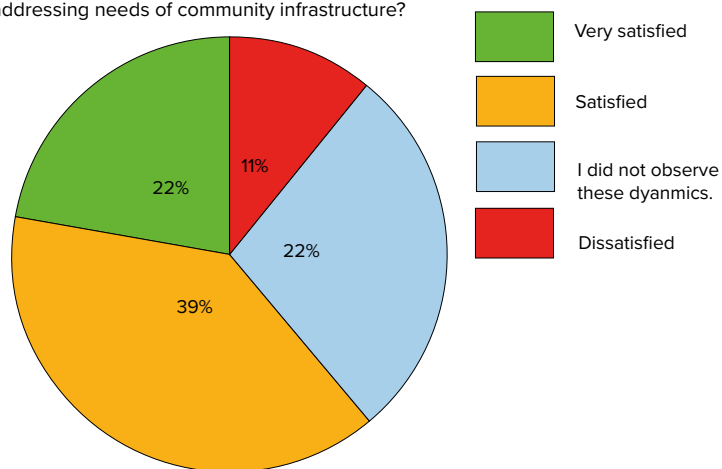
How satisfied are you with the Shelter Cluster's linkages to the Health Cluster?



of responses

ADDRESSING COMMUNITY INFRASTRUCTURE

How satisfied are you with the Shelter Cluster's addressing needs of community infrastructure?



of responses

Comments from Partners

- Much still desired!
- Reaching out to a wider public
- Shelter improvements on health is an area that can be explored in addition to disability improvements to health centers.
- The issue of IDPs using health centers as a shelter is also something that should be further highlighted to create joint programming between the two sectors.

- Much still desired!
- This aspect of the response could also have links with protection in fostering a sense of community, peaceful coexistence, and ending marginalization of those who have been further isolated by the crisis.

Preparedness

In the area of preparedness, the Shelter Cluster covered the following:

- Preparedness for new damages and displacements
- Referrals of needs by other actors

This was an area where the Shelter Cluster began implementation in 2022 but where more improvements could be made. Some referrals were made to partners based on the geographic location of activities that they reported in the 5W, but it was rare that partners would actually report doing an assessment to confirm the need or report back that assistance would be provided. Two Cluster partners had rapid response mechanisms, where they were in a position to provide some assistance but they were limited in covering all needs. A better referral system will have to be established in 2023.

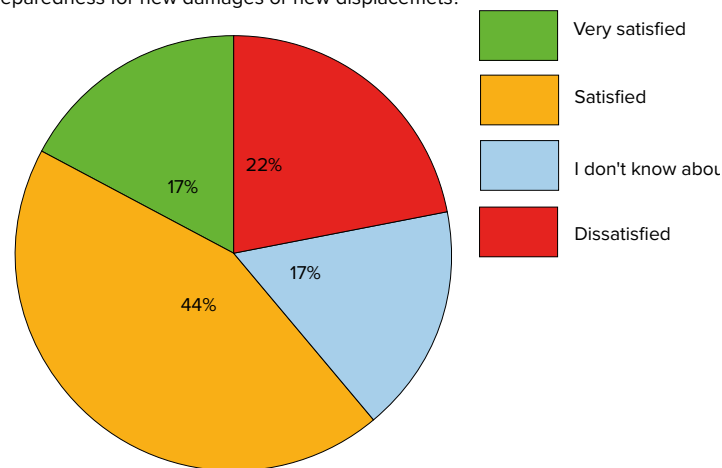
In the area of preparedness, the Shelter Cluster did not have a proper contingency plan or a database of emergency stocks in 2022. In 2023, the Shelter Cluster should work both multisectorally and sectorally to set up a contingency plan and the indicators for the release of an emergency stock. The Shelter Cluster should also map out which actors have and will be in a position to provide emergency assistance.

63% Satisfactory Needs Minor Improvement

Preparedness

PREPAREDNESS FOR NEW DAMAGES AND DISPLACEMENTS

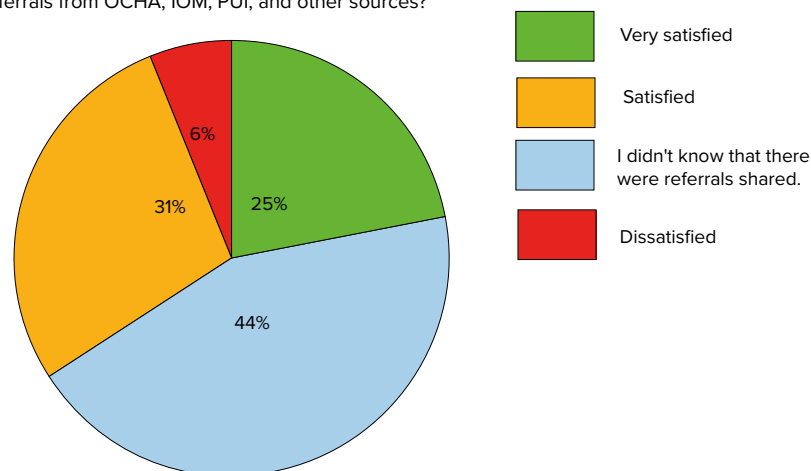
How satisfied are you with the Shelter Cluster's preparedness for new damages or new displacements?



of responses

REFERRALS OF NEEDS

How satisfied are you with the Shelter Cluster's referrals from OCHA, IOM, PUI, and other sources?



of responses

Comments from Partners

- Appreciative!
- improved for the 2023
- I did not observe any preparedness at the level of the cluster
- More needs to be done in 2023 on the issue of contingency planning.

- Good!
- satisfying
- The referrals usually came in time but not sure if any response was provided by the shelter cluster, so it is important that partners report back to the referrals sent.

Capacity Building and Localization

In the area of capacity building and localization, the Shelter Cluster covered the following aspects:

- The Shelter Cluster workshops on strategy, needs assessments, post distribution monitoring and outcomes, and the cash training.
- The interoperability and cooperation between international and national organizations in the cluster.

Overall, participants were satisfied with the training and workshops held throughout 2022, and desired to have more in 2023. On the right, several training ideas were proposed. Cash seems to still be a frequent request even though the Shelter Cluster delivered a first training on this topic in December of 2022.

Shelter Cluster partners desired to see more interoperability between national organizations and international organizations. It is noted that there are more national organizations in the cluster than there are international, but only a few of the national organizations are actually able to receive funding from the international organizations. The Shelter Cluster will continue to advocate for opportunities for inclusion of national partners in 2023, and also include them in the 5W dashboard if they are sub-contracting for international organizations.

69% Satisfactory Needs Minor Improvement

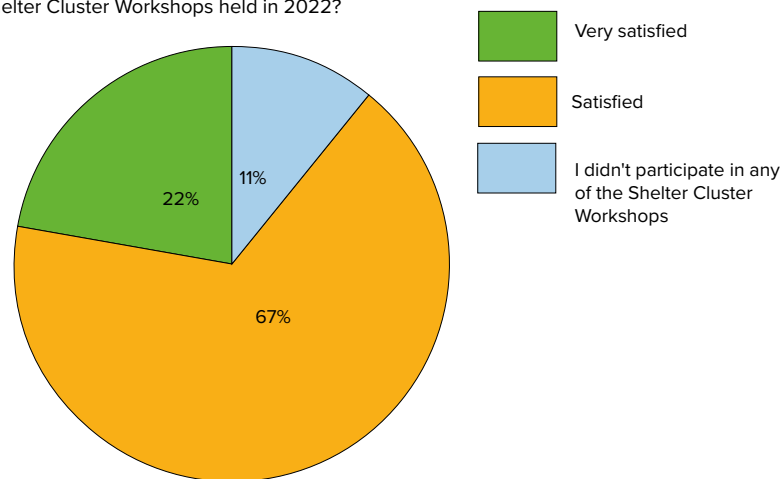
Proposed Training Topics

- Cash transfer training
- Cash will still be relevant and protection
- CBI trainings and Training on rental subsidies.
- Houses reconstructions and cash for rents
- Inclusion of persons with disabilities to actively participate
- Modus operandi of Shelter for community intervention strictly Shelter
- Monitoring and evaluation, resources mobilization
- RAS
- Resource Mobilization or Proposal Writing, Protection Mainstreaming e.t.c
- Shelter Fundamentals (Disaster Cycle Services), Disaster Health and Sheltering
- Training on child protection, Abuse identification and follow up.

Capacity Building and Localization

SHELTER CLUSTER WORKSHOPS

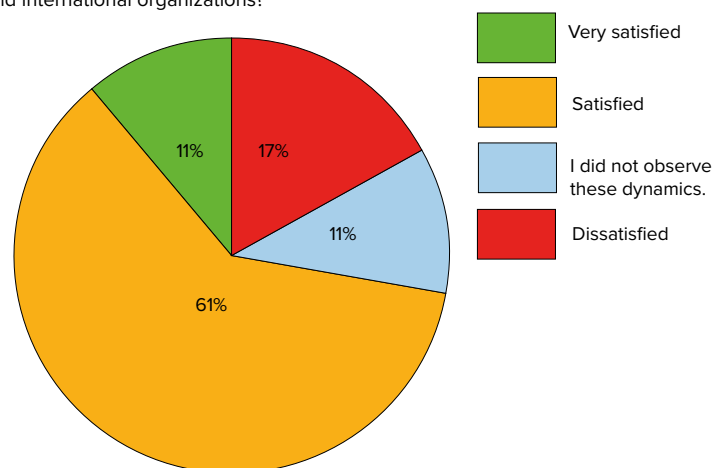
How satisfied are you with the Shelter Cluster Workshops held in 2022?



of responses

NATIONAL AND INTERNATIONAL ORG INTEROPERABILITY

How satisfied are you with the interoperability of national and international organizations?



of responses

Comments from Partners

- Build many organization capacity in different domains such as PDM and even with the Multi sector tool used by IOM
- Good but much is still desired!
- Impressive and recommend continuity
- It bring us to more face-to-face meetings than online. Improvement is more workshops this year to be organise including transportation
- They were very educative and interesting.
- Capacity building sessions in the form of training were helpful
- Capacity buidings in the form of trainings
- we never had many trainings as we should have had
- More trainings to build capacity of partners
- Continue to engage partners in the development tools and planning of shelter interventions in the field so as to gain from the field experiences of partners.
- Workshops tranining organised should facilitated praticipants with transportation.
- More trainings should be scheduled to mobilize financial resources or funding proposals for cluster members!
- Encourging
- Partnerships between national and international NGO's needs to be stepped up!
- To work with organization base on their geographical area of coverage and their proximity to the intervention area
- Développer d'avantage la synergie dans la réponse
- Did not notice this aspect.