

Mission Report for Shelter, NFI and CCCM Activities

In Ibb Governorate, Yemen

Shelter/NFI/CCCM Cluster Coordination Team (CCT)

MISSION INFORMATION	
Overall Mission Objective	<i>Familiarization visit and technical support to Cluster Partners in Ibb Governorate</i>
Cluster Partners	<i>ACTED, Humanitarian Forum Yemen (HFY) and Yemen Red Crescent Society (YRCs)</i>
Date of Visit	<i>19 – 22nd June 2017</i>
Location	<i>IDP Hosting Sites (Collective centers and spontaneous sites) in Ibb Governorate</i>
Visited By	<i>Charles Campbell - Senior Cluster Coordinator, Monir Al-Sobari - Deputy Cluster Coordinator, Hani Chatila – Cluster Co-Chair</i>
Other participating Partner Staff	<i>ACTED: Samy Guessaby - Area Coordinator Ibb/AI Dhale'e, Ayane Ezaki – Program Manager, Ibb/AI Dhale'e, Shaima – Project Manager, Salama– Project Manager</i> <i>Humanitarian Forum Yemen: Ishrak AlSabri – Project Assistant, Sumaya Sahlul – Project Assistant, Bashir Ahmad – Project Manager and Noaman AlHakami – Head of Ibb Office</i> <i>Yemen Red Cross: Nor Aldin Shamsan – Program Manager, Nabil AlJaran – Program Assistant and Majeed Qassem – Program Assistant</i>
Last Monitoring Report	<i>N/A</i>
1.0 Missions Objectives	
1.1. Meet Sub national Cluster Coordination partners. 1.2. Assess Cluster needs by carrying out meetings with authorities and partners as well as conducting visits to IDP Hosting Sites (collective centers and spontaneous sites). 1.3. Establish and strengthen the relationship between Cluster and local authorities.	
2.0 Comments on implementation / progress	
General remarks on implementation: <ul style="list-style-type: none"> i. The most positive impacts are observed when WASH intervention are implemented with Shelter interventions at the IDP hosting sites using an integrated response concept. ii. WASH soft component (Hygiene promotion) has the most impact when implemented with hard component (construction of WASH facilities). iii. Coordination at site level is needed between NGOs as well as with local authorities to minimize overlap and gaps. 	Photos

- iv. Beneficiary engagement and complaints and feedback mechanisms are an important component to ensure that responses are appropriate to the needs of IDPs
- v. The integrated response methodology ensures that beneficiary needs are holistically met
- vi. In the sites visited there were some coordination structure already set up among IDPs or staff of government authorities (i.e. ExU, Education Ministry Office) and they normally reported to ExU or the Governorate Relief Committee. There needs to be more information on the work of the Relief committee and its coordination function.

Al Shaheed Al Sabahi School (Collective Center):

The school was accommodating approximately 190 individuals in 27 families. They were mostly from Taizz, Aden and Sana'a Governorates. Some of them had been accommodated in the school for close to a year and a half. ACTED provided an integrated response comprising hygiene kits and promotion, and water filter as well as NFI kits. Wet feeding is provided once a day for lunch by AlBayhani organization but the IDPs complained that the food is not enough.

The IDPs were not aware that they were going to be relocated even if the process had been going on for several months as ACTED did not want to raise expectations unduly until a solution had been confirmed. Some of them also mentioned that their priority was to find livelihood opportunities and they would prefer more food as that was a greater priority for them and the food provided was not adequate.

Al Ghaithi IDP Hosting Site (Collective Center):

There were 55 families in 41 rooms, with some rooms shared by more than one family, however the families are normally related. The families accommodated had been moved from schools over a year ago.

The building was rented from a private landlord in 2016 for three years and was rehabilitated by ACTED through a project funded by UNHCR in 2016 and by the HPF (Humanitarian Pooled Fund) in 2017.

The physical rehabilitation including installing missing doors and windows, partitioning and sealing off with cement blocks were supported by UNHCR. The Solar system and some structural works were funded by the HPF in 2017.

There was a coordinator present who volunteered to manage the site. He advocated for the needs of the IDPs at the site and liaised with the school authorities and other Humanitarians and charitable individuals who wanted to assist.

Al-Shaheed Mohamed Muqbel Abu Ras school

There were approximately 80 individuals in 11 families accommodated at the school. During school time, the families were moved to an annex classroom block



Al Shaheed School building



A Shaheed School playground



Al Ghaithi Solar panel battery to be elevated



Mohamed Muqbel school NFI items in IDP shelter

outside the main compound so that more classes could be used by the school. Food was provided by WFP and ACTED supported with four rounds of Food vouchers.

The sanitation was in poor shape in the annex building where some 50 individuals (7 families) were using one latrine and open defecation was being practiced. Some of the families had found jobs mostly daily wage work (carry loads, washing cars etc) to supplement their income.

Some relief items were distributed by multiple NGOs indicating a need for more efficient coordination to avoid overlaps. There was a coordinator at the site who was the deputy principle of the school. He reported to the principal and the local council who reported to the Governorate relief committee on activities at the site.

Al-Najah school

There were approximately 120 individuals in 17 families accommodated at the school. During school time during the day the families stayed in the emergency shelters constructed within the compound and slept in the school classes at night. INTERSOS provided bins and solid waste management support with the municipality emptying the garbage bins.

ACTED provided their integrated assistance package Food, Hygiene kits and promotion, and rehabilitation works including construction of elevated foundations for the emergency shelters in the compound. INTERSOS provided hygiene kits and hygiene promotion and WFP provided dry food rations which IDPs complained was not enough. The deputy principal of the school was coordinating assistance to the site and also ensuring the management. He was also a volunteer and reported to the Local council who reported to the Governorate Relief committee.

Khaled Ben Al-Waleed School

There were 150 individuals in 24 families accommodated at the school. There was a coordinator also present at the site who was responsible for management of assistance to the site. Education was supported by UNICEF with several tents set up in the school compound and a blocks of latrines. Families were allocated latrines and they were responsible for keeping them clean. The school compound was quite filthy as there was no system in place for keeping it clean. There was also a dumpster just outside the school gate which did not facilitate the cleanliness of the area as the neighborhood dumped their waste there.

Unfortunately there was not enough time to visit the unfinished basement and Spontaneous settlement sites.

UNHCR Shelter Project

The UNHCR rental subsidy project was ongoing with 1,200 families targeted in Ibb and 300 in Taiz. A beneficiary list was provided by the local authorities but was not clear to inform their needs for rental assistance. ACTED planned to identify additional beneficiaries. UNHCR had included two additional selection criteria in



**Al Shaheed school
open defecation**



**Al Nagah school
UNHCR Supported
Shelter unit**



School playground

addition to the 12 existing vulnerability criteria including families at risk of eviction so that interested families residing in schools could also be targeted.

Meeting with HFY

CCT met with HFY team in Ibb and briefed on their ongoing humanitarian programs and the progress of implementing the project of cash in lieu for NFIs / Shelter for 381 families. The organization made a plan with each family which includes a monthly spending of the cash. HFY visits beneficiaries after 15 days from the disbursement of the cash transfer to monitor the spending and to check the documents obtained by beneficiaries as an evidence of the spending (i.e. invoices). HFY has already filled the Call of Expression of Interest to take up the role of the sub-national cluster coordinator in Ibb and willing to re-assign one of its existing skilled staff for this role.

Meeting with YRCs

CCT met with YRCs team in Ibb. YRCs team presented their programs in Ibb which responds to needs resulting from sudden onset of crisis. YRCs expressed their inability to support families outside Ibb city who has particular need for rental assistance.

3.0 Good practice and Lessons learned

- 3.1. In all the sites visited there were very strong appreciation for the work that ACTED was doing and this was an indication that the quality of assistance was good and there was a link between their needs and the response provided
- 3.2. The relationship between ACTED and the local authorities visited was very positive and they were quite satisfied with the level of collaboration
- 3.3. The integrated response concept being implemented by ACTED with various priority sectors supported for a holistic response addressing various needs as one package was also commendable.
- 3.4. The Site Management concept planned to be implemented in the IDP hosting sites starting with a site management needs assessment that would ensure that support provided to each site responded to the gaps identified rather than a one size fits all structure.
- 3.5. The Shelter/protection response of installing temporary partitions in the classrooms was quite appropriate as it responded to potential SGBV issues as well as privacy issues. It could also potentially address issues related to separation of sexes and separation of adults and children. Further it could be removed when the IDP leaves as it was temporary.

4.0 Recommendations

- 4.1. There needs to be better coordination both between Humanitarian organizations as well as with local authorities (ExU, Local council and Governorate Relief Committee) to minimize gaps and overlaps in assistance. CCT would engage with OCHA to encourage the revitalization of the RCT (Regional Coordination Team) mechanism
- 4.2. The criteria for prioritization of IDP hosting sites to be targeted needs to be more clearly defined. One criteria could be targeting locations where no other organizations was already providing assistance in a similar sector.

- 4.3. The Sub National Cluster Coordination function was important for the enhancement of coordination in Ibb and the CCT encouraged organizations to submit their candidature before the deadline of 4th July 2017.
- 4.4. There needs to be more systematic engagement and consultation of IDPs through the programme cycle to encourage more engagement in finding solutions to their challenges, this would reduce dependency and increase responsibility.
- 4.5. ACTED to engage with beneficiaries in schools to be relocated over the next weeks after Eid holidays to sensitize them on the challenges of finding accommodation for them and encourage them to find solutions that could be supported. CCT would meet with ACTED around end of July to discuss the beneficiary feedback. Any changes to the project would be supported by the CCT with OCHA.
- 4.6. Before site management structures were set up in the IDP hosting sites, it was advisable to carry out a Site Management needs assessment that would identify the gaps in site management. This would result in targeted support for Site management appropriate to the particular site rather than a one-size fits all.
- 4.7. It is important to ensure a visible beneficiary feedback and complaints mechanism that ensures that beneficiaries have a voice in programmes with a clear system of incorporating relevant feedback into the programmes to ensure it meets their needs.

5.0 Global Appreciation

ACTED's operation in Ibb continues to work to improve the lives of the IDP caseload within its scarce resources and the dedication of staff is commendable. There is still room for improvement in beneficiary engagement, sensitization of IDPs on the fact that, in order for ACTED intervention strategy to be sustainable with the very limited resources, IDPs need to participate much more and take greater responsibility for activities being implemented.

Many thanks goes to ACTED's IbbArea Coordinator and the Program Manager for supporting the mission and accompanying the CCT during visits to the various IDP hosting sites.

6.0 Partner's comments

Prepared by	Hani Chatila – National Cluster Co-Chair (Shelter/NFI/CCCM) Monir Al-Sobari - Deputy Cluster Coordinator (Shelter/NFI/CCCM)	Reviewed by	Charles Campbell – Senior National Cluster Coordinator (Shelter/NFI/CCCM)
Date	22 nd June 2017	Date	23 rd June 2017

ANNEX 1: Mission Schedule - revised

Date	Time of activity	Venue	Location
19 th of June	11:00	Travel: Sana'a - Ibb	
20 th of June	10:00	Meeting with ACTED	ACTED Office
	11:00	Meeting with cluster partners	ACTED Office
	12:00	Meet with the Governor, ExU and other relevant governorate counterparts	Governor Office
	13:00	Visit collective centers / spontaneous settlements	Alghaithi collective centre
			Alsabahi school
			Unfinished basement (IDPs site) - Not visited due to lack of time
21 st of June	11:00	Travel to Dhi Sufal district to visit collective centers / spontaneous settlements also meeting with local authorities during the visits	Al-Shaheed Mohamed Muqbel Abu Ras school
			Al-Najah school
			Khaled ben Al-Waleed
			Spontaneous Settlement (IDPs) - Not visited due to lack of time.
	14:45	Travel back to Ibb city	
22 nd of June	11:00	Travel: Ibb – Sana'a	

ANNEX 2: Minutes of Meetings

Meeting with ACTED

Venue: ACTED offices in Ibb

Attendees: Charles, Monir and Hani (Cluster Coordination Team – CCT), Arwa and Fatima (UNHCR Field Team), Samy, Ayane and Shaima (ACTED).

Date/Time: 20 June 2017 at 9:15 AM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
1. IDP Relocation <ol style="list-style-type: none"> ACTED indicated that IDP relocation from schools has been a challenge now for several months. Several owners of buildings that could be rented as collective centers were reconsidering allowing IDPs to reside in their buildings due to several reasons including the fact that they thought the IDPs would not want to leave and some didn't like the Muhamasheen staying on their property. CCT advised on considering other solutions such as mobilizing IDPs to rent small shelter units, such as encouraging them to stay in host families, extending existing collective centers or as a last resort supporting them with emergency shelter kits to stay in spontaneous sites etc . It was suggested that ACTED support the IDPs by providing cash for rent for an initial period of 6 months to be reassessed afterwards based on the vulnerability status of the family.. To ensure sustainability of the intervention the cash for rent intervention can be coupled with livelihood interventions allowing the IDPs to more sustainably support themselves. ACTED ensured that in addition to cash for rent, food vouchers and hygiene kits will be provided over a period of 6 months. 	<p>To meet up with ACTED end of July and assess whether CASH for rent is a suitable solution. In case CASH for rent works out, CCT will facilitate budget amendment with OCHA.</p>
2. Site Management <ol style="list-style-type: none"> The existing IDP hosting sites either have an adhoc management structure or no structure. CCT advised that the IDP sites should be assessed in terms of site management capacity and gaps. It was more prudent to fill in gaps using existing capacities rather than establish the textbook site management structure as described in the IDP Hosting Site guidelines for Yemen. ACTED proposed to include Site management assessment questions to the CCCM baseline assessment to take gain time and use the same teams. 	<p>CCT to advice on site management assessment form. The list of priority sites will also be shared with ACTED</p>

<p>d. ACTED confirmed that they would need to carry out some capacity building on the assessments and CCT would ask DRC for an example of the forms they were using for their Site management assessment form.</p>	
<p>3. CCCM Baseline Assessment</p> <p>a. CCCM baseline assessment is different than the site management assessment. The site management assessment will elicit site management needs and provide an indication of the most appropriate structure to be established. CCCM baseline assessment elicits needs in the various sectors</p> <p>b. ACTED to coordinate with IOM in order to carry out timely assessment of CCCM needs in sites not covered by ACTED.</p> <p>c. ACTED will be able to carry out baseline assessment in 20 sites in August and 20 sites in September.</p>	<p>CCT to ensure Sites assessed by ACTED are communicated to IOM to avoid overlaps and gaps.</p>
<p>4. Sub Cluster Coordinator</p> <p>a. As had been discussed previously CCT confirmed that the call for Expression of Interest (CEI) had been launched and the deadline was on the 4th July. ACTED reconfirmed that they would submit their interest in becoming a Sub National Cluster coordinator in Ibb.</p> <p>b. ACTED informed that they would be interested for a maximum duration of 6 months and they felt that the role should rotate among the organizations present in Ibb. They planned to hire a national staff full time for the role.</p> <p>c. CCT acknowledged ACTED's preference for a rotational lead and inquired whether ACTED would be interested in a collaborative shared leadership with a national NGO and after a 6 months period hand over to the national NGO. ACTED welcomed the idea.</p>	<p>ACTED will consult with their country office and submit their candidature for Sub national Cluster Coordinator next week</p>

Meeting with Humanitarian Forum Yemen (HFY)

Venue: ACTED offices in Ibb

Attendees: Charles, Monir and Hani - Cluster Coordination Team – CCT, Ishrak AlSabri, Sumaya Sahlul, Bashir Ahmad and Noaman AlHakami.

Date/Time: 20 June 2017 at 10:00 AM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. HFY in Ibb</p> <p>a. HFY are active in Ibb. They are currently implementing shelter, health, education and food security projects.</p> <p>b. Donors include HPF and private funding.</p>	<p>CCT to liaise with HFY while drafting CASH for rent tools</p>

c. The shelter/NFI project includes a 6 months plan for 380 households in 3 districts of Ibb. The plan includes a detailed assessment of needs catered for via CASH and NFI distributions over the 6 months period. The household's situation is assessed after 3 months from first distribution to assess the continued need to intervene with the same HH.	
2. HFY – Sub Cluster Coordinator <ul style="list-style-type: none"> a. HFY is interested in supporting CCT in Ibb. HFY has an office and space for monthly Sub Cluster meetings. b. They stressed the priority of coordinating with local authorities and Cluster partners as well as defining appropriate shelter options. 	

Meeting with Deputy Governor

Venue: Ibb Governor's office

Attendees: Deputy Governor - Amin Warafi and Charles, Monir and Hani - Cluster Coordination Team – CCT.

Date/Time: 20 June 2017 at 1:00 PM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
1. Introduction by CCT <ul style="list-style-type: none"> a. HFY are active in Ibb. They are currently implementing shelter, health, education and a. CCT introduced themselves to the Deputy Governor. b. As Senior Coordinator and CoChair are relatively new in country, they are visiting various hubs and getting to meet authorities. c. CCT would hope to initiate and strengthen Sub Cluster role. 	
2. Overview by Deputy Governor <ul style="list-style-type: none"> a. More than 600,000 IDPs reside in Ibb governorate. b. 70% of population live under poverty line. c. All IDP site need support, Cluster should give special attention to the scattered small shelter units and not only the CS and SS. d. The security situation in Ibb is stable. e. Cholera in settlements is evident. f. The current coordination with partners is ongoing yet there is a need to increase Cluster support. 	

Debriefing Meeting with ACTED

Venue: ACTED offices in Ibb

Attendees: Samy and Ayane (ACTED), Charles, Monir and Hani (Cluster Coordination Team – CCT), Fatima and Arwa (UNHCR Field Team).

Date/Time: 21 June 2017 at 4:30 PM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. Debriefing of Mission</p> <p>CCT made the following comments</p> <ul style="list-style-type: none"> a. It was clear that ACTED had very good relations with authorities in Ibb the representative of the Governor had very good things to say about the collaboration with ACTED. The beneficiaries also were very appreciative of ACTED assistance in all the sites visited b. It is good practice to have a systematic analysis of the various settlement options considered for relocation. The process would benefit from more systematic consideration of a ladder of identified settlement options with clear justification of the option retained. c. Even in emergency Cluster Partners should seek to provide durable and sustainable solutions and avoid creating dependency on aid as financial resources cannot be guaranteed. A more solutions oriented approach for Shelter and settlement for IDPs, further nuanced for the Muhamasheen should be considered. The Cluster can assist in this matter. d. There should be systematic beneficiary engagement and consultation regarding the shelter options being considered specifically for the relocation but for all assistance being provided. e. It is important to have a clearly articulated system of complaints and beneficiary feedback process in IDP hosting sites. This was something the Cluster could support on. This would be part of the Site management structures to be established in IDP hosting Sites. f. As some of the activities implemented by ACTED like the Site Management was new ACTED was encouraged to record and share any lessons learned during implementation that would be shared with Cluster Partners. g. Issues of coordination both at site level and at the governmental level needed support. In most of the sites more than one agency was providing similar assistance to the same beneficiaries. This would also be improved by more systematic and meaningful engagement with the beneficiaries. 	<p>CCT will discuss at national level with OCHA on how to improve coordination in Ibb.</p>

<ul style="list-style-type: none"> h. Clearly articulated evidence based criteria to determine priority locations of intervention and the appropriate intervention is important. One criteria could be locations where there was no other organization providing similar assistance in the IDP hosting site. i. Although it was unlikely that there would be a revisit of the no camps policy, the Shelter/ NFI/CCCM Cluster would be willing to support it as an option of last resort if a systematic analysis of all other options had been done and no other viable option could be found. However it would need to be for small population sizes and the Government would have to be willing to provide the land. j. The CCT would engage with OCHA in Sana'a on how the coordination in Ibb can be improved. k. An update on the UNHCR rental subsidy project was also requested to clearly identify the next steps and timelines. 	
<p>2. Feedback from ACTED</p> <ul style="list-style-type: none"> a. ACTED reiterated that there was a felt need for more coordination in Ibb. The institution of the Regional Coordination Team /(RCT) and the engagement of a Sub National Cluster Coordinator are needed to improve coordination environment in Ibb. b. Relocation of IDPs in schools has been a challenge for several months now as IDPs are comfortable residing in schools free of charge while receiving humanitarian aid especially for the vulnerable cases. IDPs expressed concern that short term rental support in the community might not meet their needs. c. ACTED agreed to carry out beneficiary engagement and sensitization over the next weeks after Eid to test the viability of the new option of cash support for rental subsidy complemented with livelihood support to ensure sustainability and reduce the vulnerability of the targeted families. d. ACTED voiced its concern on the suitability of this option especially for vulnerable groups like the Muhamasheen who were unlikely to find rental options in Ibb. However this small group would have to be supported accordingly. e. Regarding the UNHCR rental subsidy project to support 1,200 families in Ibb and 200 in Taiz. However the list of beneficiaries from the Authorities was not enough and ACTED would go ahead and define their own list in addition to that provided. UNHCR has included two other criteria to facilitate the identification of beneficiaries. ACTED would start the process after Eid. 	

Meeting with Yemen Red Crescent (YRC)

Venue: UN offices in Ibb

Attendees: Nor Aldin Shamsan, Nabil AlJaran and Majeed Qassem - YRC, Charles, Monir and Hani - Cluster Coordination Team – CCT

Date/Time: 22 June 2017 at 11:45 AM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. Introduction and Update on Cluster's mission</p> <ul style="list-style-type: none"> a. CCT is in process of visiting all of the hubs in order to strengthen sub cluster coordination role as well as being more aware of the needs and challenges on the ground. b. CCT is in process of facilitating the position of sub cluster coordinator role in Ibb governorate. c. As YRC is a Cluster partner in Ibb, it is good to get an overview of their projects, needs, challenges and way forward for cluster in Ibb. 	
<p>2. Feedback from YRC</p> <ul style="list-style-type: none"> a. YRC attends any shelter, NFI and CCCM cluster meeting set up in Ibb. b. Coordination takes place amongst NGOs and local authorities yet there is room for improvement. c. Funding is a challenge yet YRC has capacity to implement. d. Sub Cluster Coordinator role will surely facilitate the work of actors in Ibb. 	<p>CCT to support YRC in Ibb branch in linking up with potential agencies and/or international NGOs</p>