

Mission Report for Shelter, NFI and CCCM Cluster

In Aden Hub

Shelter/NFI/CCCM Cluster Coordination Team (CCT)

MISSION INFORMATION	
Overall Mission Objective	<i>Familiarization visit and technical support to Sub Cluster in Aden Hub</i>
Cluster Partners	<i>Active partners in Aden Hub</i>
Date of Visit	<i>9 – 13th July 2017</i>
Location	<i>Aden 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	<p><i>Yanabeeh Aden:</i> Mohamad Rustom (President), Arfad Fouad (Operations Manager) and Waheeb Ahmed (External Relations).</p> <p>Governor's Office Humanitarian Focal Points: Dr. Amin Alyani (Lahj Governorate), Abdo Mohsen Nasher (Dhale'e) and Khaled Ibrahim Sheikh (Abyan governorate).</p> <p>Active partners who attended Sub Cluster meeting held on July 12, 2017. The list of participants and their respective agencies/NGOs will be shared with minutes of meetings that will be shared by the Sub National Cluster Coordinator.</p>
Last Monitoring Report	<i>N/A</i>
1.0 Missions Objectives	
<p>1.1. Support and empower of Sub National Cluster Coordination.</p> <p>1.2. Assess Aden Shelter/NFI/CCCM Sub-National Cluster needs by carrying out meetings with authorities and partners as well as conducting visits to spontaneous settlements, IDP rented accommodation and returnee homes.</p> <p>1.3. Meet with government official to strengthen the coordination of cluster activities to be aligned with the government plans particularly on the rehabilitation of damaged / destroyed houses.</p> <p>1.4. Meet with Cluster partners to explore their plans and visions towards durable solutions as well as emergency responses in the south region and Taizz.</p>	

2.0 Comments on implementation / progress	
2.1 Visit to Al Shaab spontaneous settlement in Buraiqa district: <ul style="list-style-type: none"> Consists of approximately 40 HH Implemented by Yanabeeh Aden and funded by Kuwaiti private donors Site management is set up and run by Yanabeeh Aden. Management consists of NGO employee and IDP representatives (only men). One kitchen shared by 2 HHs 16 toilets/showers (segregated equally) 	Photo

- Electricity is available every other 3 hours
- Water is provided by the public network for 4 hours every three days
- Wastewater is discharged into two septic tanks
- Desludging is performed by authorities
- Cluster partner provides monthly “in-kind” food packages while no distribution of food from WFP – Esam to find out why?
- Children are enrolled in schools
- Needs: rehabilitating one of the septic tanks, summer options (cooling), medical mobile unit and livelihood opportunities.

2.2 Action points for CCT:

- Support Yanabeeh Aden to advocate for additional support/funding
- Look into shelter and NFI summer options (cooling)

2.3 Visit to IDP rented accommodation in Dar Sa’d district:

- IDP HH consists of 5 people
- Living in home since displacement in 2015
- Renting at 15,000 YER per month
- Shelter is safe yet toilet/shower does not meet minimum standards. It lacks: door, lock, light bulb, privacy and tiled floor.
- Public water is not enough, water is purchased through trucking
- Male head of HH is a skilled barber working in daily wage

2.4 Action points for CCT:

- Remind partners implementing cash for rent that shelters need to meet minimum acceptable standards. If not, then shelter rehabilitation in exchange of reduced rent is an optimal option.

Advocate for more sustainable approach, linking shelter with livelihood support.

2.5 Visit to Returnee HHs in Al Towahi area:

HH #1

- Returned home 6 months ago
- 7 persons in the family
- Man of HH is a daily laborer
- House was damaged and looted
- Electricity is operational every other 3 hours
- Water is available daily for 4 hours in the morning
- House is connected to the sewerage network

HH #2

- Returned home 6 months ago
- 10 persons in the family
- Man of HH is an employee at the Ministry of Electricity and still receiving salary
- House was damaged and looted



Al Shaab settlement



Operational septic tank in settlement



Toilet shower lacking door, lock, light bulb, privacy and tiling.



Destruction in HH#1



Destruction in HH#2

- Electricity is operational every other 3 hours
- Water is available daily for 4 hours in the morning
- House is connected to the sewerage network

HH #3

- Returned November 2016 home was severely damaged, as such, now renting
- 5 persons in the family. Father passed away as a consequence of home being destroyed.
- Father's governmental pension is used for survival of family
- HH are not paying rent as they have invested 2,000 USD in rehabilitating the house.
- HH did not sign a rent contract with landlord
- Electricity is operational every other 3 hours
- Water is available daily for 4 hours in the morning
- House is connected to the sewerage network



Destruction in HH#3

2.6 Action points for CCT:

- Speed up CASH for shelter operational tools that will be used by Cluster partners (especially contracts that will protect beneficiaries from landlords)
- Advocate for more CASH for shelter activities for IDPs and returnees
- Look into governmental plan for reconstruction as returnee homes requiring reconstruction will need to be referred
- Advocacy to donors for funding activities related to the rehabilitation grants to allow families to return back to their damaged and destroyed houses.

3.0 Constraints faced and shortcomings identified

- 3.1. Funding in general and specifically for national NGOs is lacking
- 3.2. Capacity building for national NGOs (need for shadowing other more experienced international NGOs)
- 3.3. Operational tools for carrying out cash for shelter
- 3.4. Clarity on way forward for returnees who's homes have been totally destroyed
- 3.5. Clarity on governmental reconstruction plan
- 3.6. Clarity on geographical jurisdiction of Aden hub
- 3.7. Closer and stronger ties needed with National Cluster

4.0 Recommendations and follow up Action Points

- 4.1. **Coordination** – The Protection Officer is the official Shelter/NFI/CCCM sub national Cluster Coordinator – it will be good for her to support specific meetings in which important issues are being discussed. The Cluster should also identify an International or national NGO that could provide technical support.
- 4.2. **Stronger linkages with National Cluster** – Linking national cluster meetings through VCT, sharing Arabic translated documents and sending guidance to Sub National Cluster to review and make more relevant for their Partners. Monthly updates provided by both National and sub national Clusters to discuss at general meetings. Strengthen coordination - include sharing of lessons learned by Partners. Identify champions of guidance documents to provide feedback. Training or explaining guidelines released for better uptake.
- 4.3. **Cluster reporting and monitoring** – reporting format and details to be shared to ensure all Cluster Partners report on activities. Each meeting to be done as a PPT presentation so that it can be translated

and shared on the website for other Hubs. Follow up guidance on the reporting and other IM related guidance will be provided by Monir after the mission.

4.4. **Cholera Response** – constant update on discussions with National level, support activities to be carried out including community engagement, support to improving water and sanitation facilities and distribution of jerry cans, soap and chlorine tabs if available

4.5. **Establish NGO capacity database** – information on National NGOs capacity and reach collected from Hub for Cluster to support International Partners with this information to facilitate implementation

5.0 Global Appreciation

The CCT registers its appreciation to the Head of Sub Office and the team in Aden who made this a very interesting and successful mission. Special mention and appreciation to Esam for his support and engagement during the mission and in the Cluster.

The Sub National Cluster in Aden are active and motivated to cater needs on the ground. CCT will endeavor to support the Sub national Cluster in providing technical guidance as well as advocacy for funding and capacity building.

6.0 Partner's comments

Prepared by	Hani Chatila – National Cluster Co-Chair (Shelter/NFI/CCCM) with comments from Monir Al-Sobari – Deputy National Cluster Coordinator (Shelter/NFI/CCCM)	Reviewed by	Charles Campbell – Senior National Cluster Coordinator (Shelter/NFI/CCCM)
Date	15 th July 2017	Date	16 th July 2017

ANNEX 1: Mission Schedule

Date	Time	Venue
9 July	11:00	Travel to Djibouti (Air)
	18:00	Travel to Aden (Boat)
10 July Monday	09:00	Arrival in Aden
	10:00	Meeting with UNHCR Aden office including the sub-national cluster coordinator
	12:30	Visit of settlement in Al Buraika District consisting of some 40 households. Visit urban small shelter unit (Dar Sa'd District, Aden).
11 th July Tuesday	10:00	Visit returnees homes in Aden (Al-Towahi area)
	12:00	Meeting with government officials (Lahj/Abyan and Al-Dhale'e) governorates coordinators as authorities are de-centralized in southern governorates.
12 th July Wednesday	10:00	Sub-National Cluster Meeting
	13:00	Debriefing with UNHCR/IOM Aden teams
	14:00	Travel: Aden – Djibouti (Boat)
15 th July	07:00	Travel: Djibouti – Sana'a (Air)

ANNEX 2: MINUTES OF MEETINGS

1st Meeting with UNHCR

Venue: UNHCR offices in Aden

Attendees: Charles, Monir and Hani (Cluster Coordination Team – CCT), Jacqueline Parlevliet (Head of Sub Office, UNHCR) and Esam Alduais (Sub Cluster Focal Point).

Date/Time: 10 July 2017 at 10:00 AM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. Briefing from UNHCR Head of Sub Office</p> <ul style="list-style-type: none"> a. Office fully operational after evacuation in March 2017 b. Hub is different than other hubs in terms of needs, gaps, challenges, resource allocations and partnerships. c. Returnees have exhausted their financial resources after protracted displacement. d. HLP issues - Work more with Protection Cluster of which HLP is a sub Cluster to address land issues that are becoming more common for returnees e. Shelter Strategy – stronger links with protection monitoring for referral of cases and more community engagement and participation. Shelter response options need to take into consideration local environment and context f. Cash grant – more cash based responses including rental subsidy. Livelihoods support are an option but may need to review beneficiary selection criteria to ensure a good mix of beneficiaries and not just the extremely vulnerable g. UNCT position on Hub expansion - Cluster lead is Fern and Esam provides day to day management and leadership. HCT wants dedicated international Cluster Coordinator. However if operations expands this arrangement will need to be reviewed as Fern is also leading IDP unit and Shelter/NFI/CCCM & Protection Sub-National Clusters. Possibility to look for I/N NGO support h. Remote support to Operations - beneficiary identification methodology to be reviewed and support from national Cluster needed. Links by VCT to national Cluster meetings and systematic inclusion of input from South in Policy and guidelines. Frequency of linking through VTC to be discussed. i. More favorable implementation environment in South - less limitations but problem is with capacity on the ground, beneficiaries list and coordination with local authorities. Good grounds to pilot innovative approaches. j. Partner and donor engagement – meeting with Emirate Red Cross not recommended at this stage since there is new leadership in place who knows very little of the situation. National Cluster engages remotely with some donors and can provide link. 	

2nd Meeting with Governor's Humanitarian Focal Points

Venue: UNHCR offices in Aden

Attendees: Charles, Monir and Hani (Cluster Coordination Team – CCT), Esam Alduais (Sub National Cluster Focal Point), Dr. Amin Alyani (Lahj Governorate), Abdo Mohsen Nasher (Aldhale'e Governorate) and Khaled Ibrahim Sheikh (Abyan Governorate).

Date/Time: 11 July 2017 at 12:00 PM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. Discussion and Feedback from Dr. Amin Alyani (Lahj Governorate)</p> <ul style="list-style-type: none"> a. Lahj is largest governorate in Aden region. b. Tension between IDPs and vulnerable hosting community c. Largest Governorate in Aden hub and influx of IDPs from bordering Governorates as well as IDPs fleeing Lahj. d. Largest number of refugees received in Lahj and refugee camp Kharaz in Lahj Governorate e. 600 shelter rehabilitation from UNHCR out of 3,000 exposed to partial damage, rehabilitation not sufficient need reconstruction but Cluster mandate focuses only on minor to partial rehab. and not reconstruction. f. Most living with their relatives in host families but if they are in the city they are likely renting. Movement of IDPs guided by where they have relatives that can host them. g. Muhamasheen living out in the open with about 100/200 families in total, always marginalized in society and on the margins of shelter provision. Priority target with emergency transitional shelter as they are in spontaneous sites 	<p>Expand shelter/NFI/CCCM response options taking into consideration local specificities</p> <p>Linkages with EERC for major rehab. and reconstruction</p> <p>Include shelter response options for Muhamasheen in shelter options addressing their specificity</p>
<p>2. Discussion and Feedback from Abdo Mohsen Nasher (Dhale'e Governorate)</p> <ul style="list-style-type: none"> a. 60 homes fully destroyed and 2,300 partially destroyed b. Approx. 400 houses already rehabilitated this year while 200 targeted to be rehabilitated by UNHCR c. Sometimes rehab not fully completed because of funding limitations, 134 houses rehab average ceiling is \$ 1,200 per house d. Improving livelihoods and cash for Shelter - what type of activities? Livestock, beehives and agricultural inputs and startup kits Coordination a problem - some NGOs don't coordinate at all but the Shelter/NFI/CCCM Cluster is doing great job in the coordination with Government e. Coordination inconsistent in each Governorate - NGOs should go to MOPIC and they should share with Government focal points. They provide beneficiary 	<p>Standards and guidance on rehabilitation to be developed</p> <p>Guidance on linking rental subsidy with complementary support activities like livelihoods</p> <p>Sub national cluster to identify Government procedures in place and share with</p>

<p>lists to Partners when they are aware and requested. Need to clarify Government procedures for implementation and share with Partners</p> <p>f. Displacement also due to search for locations where there are basic services like water sewerage, electricity health and education access</p> <p>g. Shelter support options for various categories proposed. Host families - rehabilitation of shelters and improvement in houses' annexes Rental subsidy - not sustainable in short term but then what? Linked to livelihoods activities good but like what? Improving skills of people, farming, sewing etc. Increased rental subsidies for families renting and continuing rehabilitation of houses a priority Provisions of NFI and Shelter items</p>	<p>Partners to enhance coordination</p>
<p>3. Discussion and Feedback from Khaled Ibrahim Sheikh (Abyan Governorate)</p> <p>a. Abyan most affected Governorate due to wars from 2011-2017</p> <p>b. 1,642 households displaced from Northern Governorates to Abyan Majority of IDPs are living in the open air?! Need follow up.</p> <p>c. 2,000 shelter repair kits through Abyan Foundation and Yemen Women Union already provided in the past</p> <p>d. Cholera spreading in Abyan - lack of WASH services and support</p> <p>e. Families returned but staying in Collective centers because houses damaged. Need rehabilitation as a priority</p> <p>f. Issues with targeting with criteria beyond the vulnerability criteria of the Cluster? Like those living in critical government buildings (not only schools) to be relocated? IDPs living in educational institutions Health its institutions 34 of them hosting 279 families</p> <p>g. Governor promised to provide rental subsidy for a year for those in public buildings to be relocated but not yet provided.</p> <p>h. Permanent solution will be rehabilitation of houses so that families can leave the centers to go back to their homes.</p> <p>i. Suggested rental subsidy and complementary Livelihood projects like taxi, motorcycles, kiosks for small businesses (fruits and vegetables),</p> <p>j. What type of support to families being hosted? - Most families living in thatch structures within compound with no facilities and poor conditions.</p>	<p>Sub National Cluster to link with WASH cluster especially in collective centers</p> <p>Need to review vulnerability criteria for shelter interventions with national support</p> <p>Need for clear and written procedure for coordinating humanitarian actors projects in the south region.</p>

3rd Meeting – Debrief with UNHCR and IOM Aden teams

Venue: UNHCR offices in Aden

Attendees: Charles, Monir and Hani (Cluster Coordination Team – CCT), Jacqueline Parlevliet (Head of Sub Office, UNHCR), Esam Alduais (Sub Cluster Focal Point), Rabih Saredidine (Head of Sub Office, IOM) and Lina Koussa (Emergency Officer, IOM).

Date/Time: 12 July 2017 at 1:00 PM

Issues discussed	Action required by Shelter/NFI/CCCM Cluster
<p>1. CCT Debrief and issues highlighted</p> <ul style="list-style-type: none"> a. Emergency response – summary document of guideline being finalized to support response. UNHCR Aden published Call for Expression of Interest (CEI) for standby partner for shelter and NFI distribution. b. Improve IM capacity – more support from National Cluster. c. Capacity building – Cluster training was done previously and exists on how to respond to an emergency from assessments to beneficiary identification to post distribution monitoring that could be replicated if needed d. Support Cash for shelter - people sell what they have to get what they need so why not give them the cash in the first place. CASH for shelter TWiG guidance, advocacy on including livelihood and other complementary activities with Shelter interventions to ensure sustainability. e. Geographical coverage of Aden hub – Since there are locations in the North that can be relatively easily accessed from Aden Hub such as Southern Taiz, it would be good to link and share information with the sub national Cluster in those locations f. Mapping of potential national NGOs capacity and reach g. Follow up on reconstruction plan led by the government h. Guidance on beneficiary selection process 	<p>General Cluster Meeting on 20th August will be linked by VCT to Aden</p> <p>Detailed Action Points on individual activities, to be undertaken / to be discussed or shared with Esam (identification of technical and IM support required including for reporting, linking meetings and management support, sharing updates before meetings, capacity building activities, etc.)</p>

End of Mission Report