



ShelterCluster.org
Coordinating Humanitarian Shelter

GLOBAL SHELTER CLUSTER
ASSESSING SHELTER IMPACT WORKING GROUP
SHELTER CLUSTER INDICATOR GUIDELINES
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ACRONYMS

DFID	UK Department for International Development
DRR	Disaster Risk Reduction
ECHO	European Community Humanitarian Office
ERW	Explosive Remnants of War
FGD(s)	Focus Group Discussion(s)
GIS	Geographic Information System
GSC	Global Shelter Cluster
HH(s)	Household(s)
HLP	House, Land and Property
IASC	Inter Agency Standing Committee
IDP	Internally Displaced Persons
IFRC	International Federation of the Red Cross and Red Crescent Societies
IM	Information Management
IOM	International Organisation for Migration
IWG	Impact Working Group
NFIs	Non Food Items
OFDA	USAID Office of Foreign Disaster Assistance
SDR	Secondary Data Review
SPHERE	Humanitarian Charter and Minimum Standards in Humanitarian Response
UNHABITAT	United Nations Human Settlements Programme
UNHCR	United Nations Refugee Agency
UXOs	Unexploded Ordnances
WaSH	Water Sanitation and Hygiene

1. OBJECTIVE OF THE GUIDELINES

The *Shelter Cluster Indicator Guidelines* are produced by the Global Shelter Cluster's *Assessing Shelter Impact Working Group* as part of an overall objective to improve the effectiveness and efficiency of the cluster's activities. By facilitating the collection, management and dissemination of key data through better use of indicators, the guidelines support the shelter cluster in mapping sector-level priorities and tracking the cluster's progress against them. As such, the guidelines are a key component of the Global Shelter Cluster's Toolkit on Information Systems and Information Management.

The *Shelter Cluster Indicator Guidelines* form a list of indicators for use by shelter cluster members in their assessments, sector baselines, impact monitoring and/or evaluations. Specifically, they aim at facilitating the selection and use of key indicators by shelter cluster coordinators and members in line with the needs and objectives of the each country-level deployment. The guidelines also promote the global consolidation of key country-level cluster data, in turn facilitating comparisons between different cluster deployments and enabling a more effective capitalisation and dissemination of lessons learnt and best practices.

The guidelines build upon existing work by shelter cluster members and are intended for use as a reference document. They do not provide an exhaustive or complete list of indicators, nor do they recommend a standard package or approach to be implemented by country-level clusters.

2. BACKGROUND

2.1 RATIONALE

Lessons learned from recent crises have led to the IASC in December 2011 to adopt the *Transformative Agenda 2012*, which focuses on three key areas to improve emergency response: better leadership, improved coordination, and greater accountability. To achieve such objectives, there is a need for clusters to develop a more systematic approach to the collection, management, and reporting of key data in order to inform and improve operational and strategic decision-making and allow for the evaluation of the outputs, outcomes and eventually the impact of emergency responses.

During the 2011 annual meeting in Geneva, Global Shelter Cluster members identified the need to better track and articulate the impact of shelter cluster interventions. It was therefore decided to establish a Working Group dedicated to assessing shelter impact in emergencies. The goal of the Working Group was *'to identify and establish a number of tools to enable country-level shelter clusters to determine and monitor sector-level impact, in turn improving the cluster's planning, monitoring and evaluation capacity'*.

The Shelter Cluster Indicator Guidelines are the first output of the working group. They correspond to the required output, as per the working group's TORs, that: *'Reference indicators and a methodology are developed that promote the establishment of baseline data and assessments in emergencies to improve planning, monitoring and evaluation within the cluster'*. Further outputs of the working group will include guidelines on Assessment, Impact evaluation and MIS.

2.2 THE ROLE OF INDICATORS

Indicators are necessary in order to enable a reliable and consistent reporting of quantifiable data that informs actions and measure output, outcome and impact along an operational management cycle. Irrespective of the specific objective for selecting and measuring a set of indicators, the use of indicators allows data collection to be conducted in a manner that is systematic and that attains a recognised standard.

These guidelines are a first step towards making the process of measuring the progress, outcomes, and impact of the shelter cluster a more standardised and systematic one. Standardised indicators enable data reported by

country-level cluster stakeholders to be both comparable and informative to the reporting objectives of the cluster as a whole. The ability to divide indicators according to the various stages within an emergency and according to output (progress) or outcome (impact) indicators further gives the cluster the potential to tailor its information management towards the changing sector-level requirements over the course of a cluster deployment.

2.3 TARGET AUDIENCE

The guidelines are targeted towards Shelter Cluster teams (including coordinators, information managers, and assessment and database focal points) as well as other field practitioners either directly involved in shelter cluster coordination activities or participating in the shelter cluster mechanism with the shared objective of ensuring an effective and coordinated response.

The information presented in this document seeks to provide the user with operational flexibility in the choice and management of indicators according to context-specific needs and objectives. These guidelines do not provide exhaustive recommendations on the setup of the various data collection and data management tools. Users of these guidelines should therefore be well versed in setting up and managing monitoring mechanisms and in creating the framework for the reporting and analysis of any data collected.

2.4 DOCUMENT STRUCTURE

The guidelines are structured as a practical reference tool to support practitioners in the selection and use of indicators. Firstly, they propose a categorisation of indicators in order to facilitate their selection in a given context and for a given objective. Secondly, they provide practical guidance on how to use and measure indicators during a shelter cluster operation.

Individual indicators are in turn described in greater detail within **Annex I**, with summary overviews of *rationale, frequency of measurement, comments and recommendations, etc.*

3. INDICATOR SELECTION

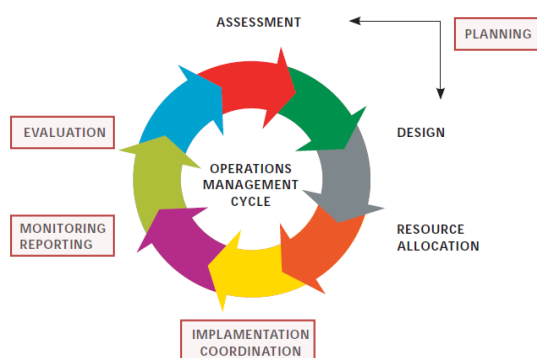
3.1 OVERVIEW

Indicators are used at various stages of an operation in order to (a) gather key data to inform planning and coordination and (b) to establish whether a given activity or strategy is achieving its intended results. Different sets of indicators can be used during a cluster deployment, in line with: the stage of the operational cycle; the thematic focus of the cluster; and the purpose of the indicators. In addition, a set of 'core' indicators is proposed to be used by all country-level clusters in order to promote comparison across different deployments, better capitalisation of lessons learnt and best practices.

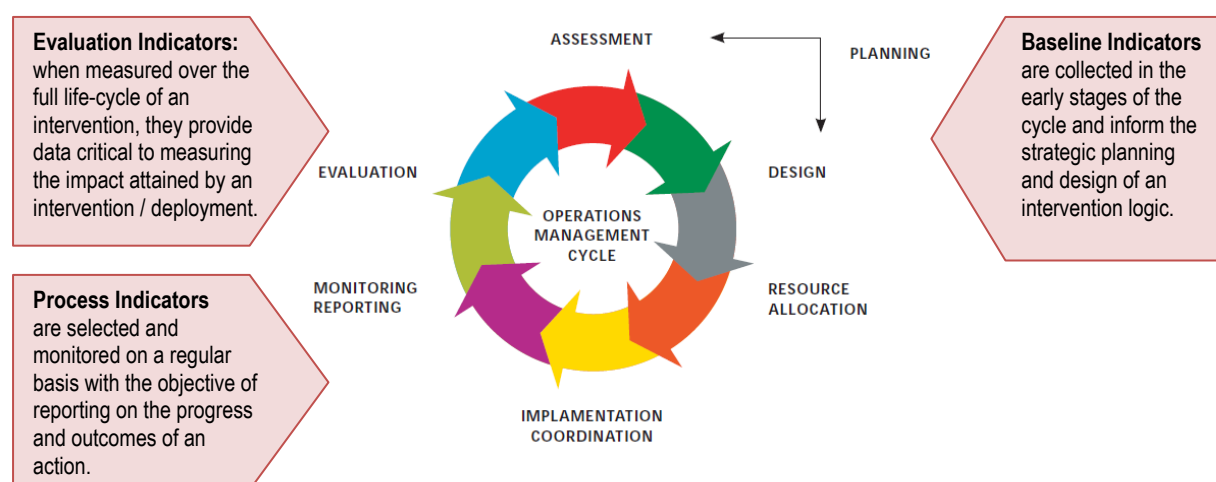
3.2 INDICATORS AND THE OPERATIONS MANAGEMENT CYCLE

The use of indicators differs according to the stage of the operational cycle of a cluster. The illustration of the operational management cycle (see figure left) is taken from UNHCR¹.

Figure 1: UNHCR's Operations Management Cycle



The key stages of this cycle include *planning*, *coordination*, *monitoring* and *evaluation*. Although many indicators are common to all stages of an operation, each stage will also require specific indicators to be selected based on its data needs. The figure below illustrates the types of indicators that are informed according to the stages of the operations cycle management, namely: baseline, process and evaluation indicators.



Baseline indicators are selected in order to enable the cluster to better understand the context of a crisis and determine the broad scope of the (shelter-related) needs of an affected population; in turn informing the strategic planning and design of a sector-wide response. Baseline indicators are collected at the outset of an operation and provide information which is time-sensitive. The data used to measure baseline indicators needs therefore to be time-bound. Moreover, given their role in providing an overview of a given context, baseline indicators are often not restricted to shelter-related information.

A number of key baseline indicators for the shelter cluster are listed in the information box below. Note however that many other indicators may function for the purpose of a baseline depending on the specific context of operations / intervention. In some cases (for example in prolonged crisis), baseline indicators may overlap with progress indicators by measuring outputs and outcomes of shelter interventions. For an individual review of indicators that can be used as baseline, refer to **Annex I**.

¹Practical Guide to the Systematic Use of Standards and Indicators in UNHCR Operations, Second Edition; UNHCR; February 2006

Examples of Key Baseline Indicators Relevant to the Shelter Cluster:

- Total number of people affected by [event];
- Number/ % of houses/dwellings damaged, destroyed or inaccessible;
- Number/ % of houses/dwellings uninhabitable as a consequence of [event];
- Number/ % of population in need of shelter assistance;
- Number/ % of households in affected areas indicating shelter as a priority need;
- Number/ % of households displaced from original home;
- Number/ % of landless households/people due to the [event].

Inter-Cluster Assessments

In the early phases of some emergencies, especially the larger Level 3 natural emergencies, inter-cluster baseline assessments are proposed and organised. An example is the MIRA assessment, which is coordinated by OCHA and WFP as parts of the Needs Assessment Task Force (NATF), in which the Global Shelter Cluster participates.

Shelter Cluster coordinators and teams are encouraged to actively engage and participate in inter-cluster baseline assessments such as the MIRA, which can provide valuable complementary information to cluster specific baselines.

Process indicators are linked to stages further along the operations cycle. They are selected and monitored on a regular basis with the objective of monitoring and reporting on the progress of an action in terms of its outputs and outcomes. Process indicators should be identified at the planning stages of the operations cycle in order to ensure that the cluster's data collection process takes the indicators into consideration. This is especially true if cluster members and other partners of the cluster are requested to report on these indicators to the cluster.

Evaluation indicators measure the impact of the overall intervention or deployment. Although these do not necessarily need to be monitored on a regular basis (see section 4), they must also be measured at the assessment stage of the process, in order to provide a baseline upon which changes can be measured.

Direct vs Indirect Indicators

Most indicators can be distinguished by whether they directly refer to the subject they have been developed for or whether it is only through the analysis of proxy data that the indicator can be measured. In the context of the shelter cluster indirect indicators are primarily used to measure qualitative aspects of an operation, most frequently behavioural change and/or living conditions.

A sample of process and baseline indicators is provided below (see section 3.5), as well as in **Annex I**.

3.3 THEMATIC GROUPING

To facilitate the process of identifying relevant indicators during a deployment indicators of relevance to the shelter cluster have been grouped according to their theme of focus and further sub-categories. These guidelines have distinguished between themes and related sub-categories as follows:

Shelter indicators enable: better profiling of target groups; a prioritization of the cluster's shelter interventions and strategies; and monitoring and evaluation of the impact of the cluster's shelter action.

- **Access to Shelter:** this sub-group of indicators aims at identifying current access and needs in terms of settlement or shelter by communities/households/individuals.
- **Shelter Assistance:** includes all indicators related to needs and provision of shelter assistance, as well as monitoring and evaluation of the assistance provided to beneficiaries.
- **Shelter Damage:** includes data about damaged and/or destroyed shelter per type of construction. This information helps aid actors to understand which shelter categories are most affected and why.

NFI indicators enable: a prioritization of the cluster's NFI interventions and strategies; and monitoring and evaluation of the impact of the cluster's NFI action.

- **NFI Assistance:** this sub-group of indicators enables the identification of basic needs and the prioritisation of affected groups and geographic areas. It further includes the identification of people who have already received assistance in terms of NFIs, defining the coverage of NFI support. Indicators related to NFI assistance and impact monitoring are also included.
- **Access to Other Commodities:** related indicators can be used as a vulnerability marker and a progress/impact monitoring tool.

Vulnerability indicators contribute to effectively prioritise and target program beneficiaries. They also facilitate monitoring and evaluating the impact of the cluster's action. If relevant, coordination with the protection cluster could be beneficial when selecting and tracking protection-related indicators.

- **Social vulnerability:** The sub-group of indicators facilitates assistance planning that prioritises and tailors assistance according to vulnerability criteria.
- **Economic vulnerability** indicators enable an identification of the household's economic profile in order to prioritise and tailor assistance accordingly.
- **Displacement:** Displacement indicators enable the identification of potentially highly vulnerable sub-groups that may require tailored responses.
- **Landmines / UXOs:** This sub-group of indicators facilitate planning according to risk factors associated with conflict.

Housing, Land & Property indicators provide benchmarks for evidence-based advocacy, coordination and planning that are particularly critical during the recovery stages following an emergency. These indicators provide the basis for an equitable, rights-based approach to the recovery process and a focus on durable solutions. If relevant, coordination with the protection cluster could be beneficial when selecting and tracking HLP indicators.

- **Security of Tenure:** These sub-group indicators enable actors to follow equitable access to land.
- **Protection and Restoration of Land Rights:** These indicators follow the policy and institutional framework that exists for individuals to gain access and raise disputes over land.
- **Land Records and Administration:** This sub-group of indicators assist in understanding the administrative structures / systems that enhance the security of land tenure for affected / target groups.

Disaster Risk Reduction (DRR) indicators: DRR indicators are directly linked to the sustainability and long term impact of an action. They facilitate evaluating the outcome and impact of the work undertaken by the cluster.

- **Shelter Hazard Mitigation:** related indicators can be used to ensure that the action meets key requirements that reduce the vulnerability of beneficiaries to risk.
- **Improved Land Management Practices:** These indicators focus on durable solutions supported and enacted by local and national administrations to decrease the impact of future natural disasters.

Environment-related indicators are related to measuring or informing the potential environmental footprint of an action.

- **Environmental Protection:** related indicators enables actors to evaluate the sustainability of their actions with respect to the environment.

WaSH-related indicators: Indicators on access to basic services contribute to informing the level of vulnerability of target groups, in order to tailor assistance more effectively. If relevant, coordination with the WaSH cluster could be beneficial when selecting and tracking WaSH related indicators.

- **Access to Water:** related indicators can be used as a vulnerability marker and a progress/impact monitoring tool.
- **Access to Sanitation:** related indicators can be used as a vulnerability marker and a progress/impact monitoring tool.

3.4 CORE INDICATORS

Within the context of the shelter cluster a primary differentiation is made between **core** and other indicators. **Core** indicators refer to indicators that meet the following characteristics:

1. Information provided by these indicators can be used for the comparison of a given situation across countries or time.
2. The data measured by the indicators is time-bound. It can be collected at any stage in an emergency and across all stages of an operational cycle.

More generally, core indicators enable shelter cluster stakeholders to understand the intensity or impact of a given emergency and to create the parameters for determining an immediate response strategy. Data from core indicators contributes towards the consolidation of a baseline database that can inform impact evaluations further along the operational cycle.

Note: In order to enable comparison between various deployments, all country-level shelter cluster coordinators are encouraged to report on a regular, at least monthly, basis on the cluster's progress against core indicators.

Core indicators should form the basis for minimum data requirements of the cluster at any point in time either within an emergency phase or along the operational life-cycle of the cluster. By the very nature of this fact, core indicators represent only a small sample of indicators and are considered to be critical to facilitating a rapid understanding of the context and preliminary needs. The following table provides a list of core indicators that are recommended to be used in all shelter cluster deployments:

Core Indicator List			
Theme	Sub-Theme	Indicator	Sub-Division (options)
Shelter	Access to Shelter	<ul style="list-style-type: none"> Number/ % of population in need of shelter assistance Number/ % of targeted households living in adequate shelters meeting shelter standards defined by the cluster 	<ul style="list-style-type: none"> Settlement type Shelter solution
	Shelter Assistance	<ul style="list-style-type: none"> Number/ % of households in need of shelter assistance receiving shelter support 	<ul style="list-style-type: none"> Shelter solution (emergency, transitional, permanent shelter)
	Shelter Damage	<ul style="list-style-type: none"> Number/ % of houses/dwellings damaged, destroyed or inaccessible Number/ % of houses/dwellings uninhabitable as a consequence of [event] 	<ul style="list-style-type: none"> Shelter type Settlement type Cause of damage Category/level of damage
NFI (if a cluster responsibility)	NFI Assistance	<ul style="list-style-type: none"> Number/ % of households in need of NFI assistance Number/ % of targeted population receiving NFI kits 	<ul style="list-style-type: none"> Beneficiary status (displaced, host family, etc.) NFI Category / Type
Vulnerability	Displacement	<ul style="list-style-type: none"> Number/ % of families displaced from original home 	<ul style="list-style-type: none"> Settlement type (at origin) Displacement conditions (formal camp, spontaneous settlement, hosted, evacuation centre) Displacement status (temporary, permanent, returnee etc.) Aid recipient / beneficiary

3.5 OUTCOME AND OUTPUT INDICATORS

The differentiation between **output** and **outcome** oriented indicators affects all process and evaluation indicators; they only affect baseline indicators that are used to measure the progress of humanitarian action. An **output** indicator is one that measures quantitative data related to a given action. By this definition direct results (progress) of a given action are quantified as outputs. **Outcome** indicators measure changes induced through a given action, and can show the progress of an intervention as well as being used to undertake an evaluation of an action. As such, outcome indicators are used to assess the overall impact of an operation. Although outcome indicators can be measured through quantitative data, the process of quantifying an outcome may involve collecting qualitative data.

The table below lists the shelter-related indicators by theme, differentiating only between output and outcome indicators according to each theme (note these are not sub-divided by sub-group within each theme – see **Annex I** for greater detail).

Output and Outcome Indicators Directly Related to <i>Shelter</i> Activities		
Theme	Output Indicator	Outcome Indicator
Shelter	<ul style="list-style-type: none"> Number/ % of affected families supported with shelter solutions Number/ % of households in need of shelter assistance receiving shelter support Number/ % of targeted households with a covered living area at least 3,5m² per person Number/ % of targeted households living in adequate shelters meeting shelter standards defined by the cluster Number/ % of households in need of shelter assistance receiving shelter grants Number/ % of shelters repaired Number/ % of host families supported with shelter solutions % of identified shelter beneficiaries who have not received any shelter assistance to date Number of shelter toolkits provided Average covered living area per person within the target population Average plot area per person in camps for displaced 	<ul style="list-style-type: none"> Number/ % of shelter grants used entirely for shelter purposes by the beneficiary household Number/ % of distributed shelter toolkits being used by beneficiary households Number of affected households that started shelter reconstruction/rehabilitation independently of humanitarian aid/actors Number/ % of beneficiary households satisfied/unsatisfied with shelter solution Number/ % of shelter beneficiary households with cases of Acute Respiratory Infection (ARI)
NFI	<ul style="list-style-type: none"> Number/ % of NFI beneficiaries receiving NFIs Number/ % of households in need of NFI assistance Total number of NFIs distributed Number/ % of population targeted for NFI assistance who have not received any NFI assistance to date 	<ul style="list-style-type: none"> Number/ % of distributed NFIs being used / sold by beneficiary households Number/ % of targeted households with access to firewood Number/ % of targeted households with access to electricity Number/ % of targeted households with access to gas Number/ % of targeted households that can meet their daily need for cooking/ heating fuel Average daily expenditure of a household on fuel for heating Average time (number of days per month) distributed fuel lasts at household level Number/ % of beneficiary households satisfied/unsatisfied with NFI solutions
Vulnerability	<ul style="list-style-type: none"> Number/ % of displaced households living in adequate shelters meeting shelter standards defined by the cluster Number/ % of non-displaced or returning affected households with adequate shelter meeting shelter standards defined by the cluster Number/ % of highly vulnerable affected families as defined by the humanitarian community given shelter assistance 	<ul style="list-style-type: none"> Number/ % of displaced persons returning to their shelter of origin Number/ % of affected households able to return and reconstruct an adequate shelter meeting shelter standards defined by the cluster Number/ % of highly vulnerable affected families as defined by the humanitarian community

HLP	<ul style="list-style-type: none"> Number of households provided legal advice on HLP issues Number/ % of landless population benefitting from programmes aimed at durable land resettlement solutions Number of trainings/ information campaigns conducted on land access % of affected population that has received information/ training on land access procedures 	<ul style="list-style-type: none"> Number/ % of target population affected by land disputes Number/ % of forced evictions / property confiscations within the target population Number of legal/policy reforms to promote equitable land access Number/ % of affected individuals with access to a land dispute resolution body (judicial or customary/informal) Number of land records restored/ issued % of affected population with restored / issued land records Number of days/steps necessary for access to necessary landholding documents
Disaster Risk Reduction	<ul style="list-style-type: none"> Number/ % of constructed/rehabilitated shelters incorporating hazard mitigation measures Number of information campaigns conducted aimed at informing target groups about more durable land management practices % of target groups/ population reached by information campaigns on more durable land management practices 	<ul style="list-style-type: none"> Number/ % of self-constructed shelters incorporating hazard mitigation measures Number/ % of shelter owners adopting hazard mitigation measures Number/ % of people reporting improved shelter hazard mitigation knowledge [x] months after training Number/ % of population/settlements occupying hazardous land
Environmental Protection	<ul style="list-style-type: none"> Number/ % of shelters constructed from sustainable / renewable supply sources 	<ul style="list-style-type: none"> Number/ % of shelter owners using sustainable / renewable materials for their rehabilitation/ reconstruction activities

Beyond the indicators directly related to the operations of the shelter cluster, additional indicators can be of interest to cluster members as they play a role in informing shelter targeting and solutions, as well as in measuring the longer-term impact of shelter cluster activities (see section on thematic divisions for further information). These **cross-cutting** indicators could be linked to other clusters, but may also be chosen to be collected or consolidated by the shelter cluster.

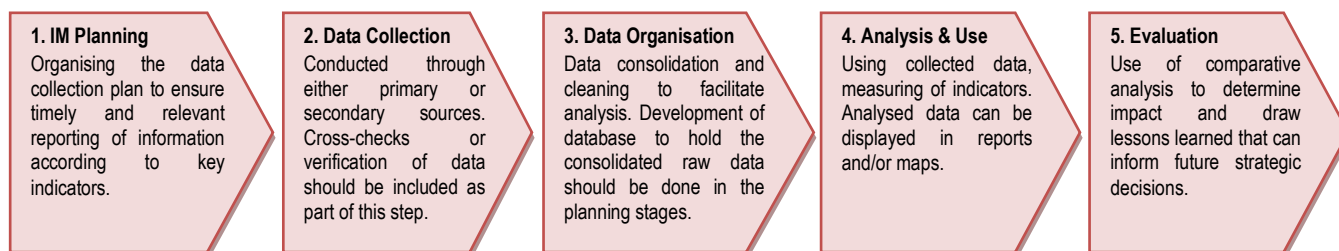
Output and Outcome Indicators Indirectly Related to the Shelter Cluster (Cross-Cutting Themes)

Theme	Output Indicator	Outcome Indicator
WaSH	<ul style="list-style-type: none"> Number/ % of shelters with access to safe drinking water Average distance from a water source / facility Number/ % of shelters with individual sanitation facilities Number/ % of shelters with shared sanitation facilities Average distance between shelter and communal sanitation facilities 	
Vulnerability	<ul style="list-style-type: none"> Number/ % of shelters with presence of UXOs / ERW 	<ul style="list-style-type: none"> % of affected households under the poverty line after the [event] Average monthly income pre and post [event] within target population % of target families able to independently manage their daily needs

4. INDICATOR MEASUREMENT

4.1 THE INFORMATION MANAGEMENT CYCLE

The measurement and analysis of indicators –whether collecting baseline data, monitoring progress through outputs and/or outcomes, or measuring impact– will depend on the information management cycle which is in place within a cluster. Similarly to an operational cycle, an information management cycle exists and provides a strong planning tool when linked to the life-cycle of an emergency response. The figure below shows the key steps to be followed in the setup of an information management system.



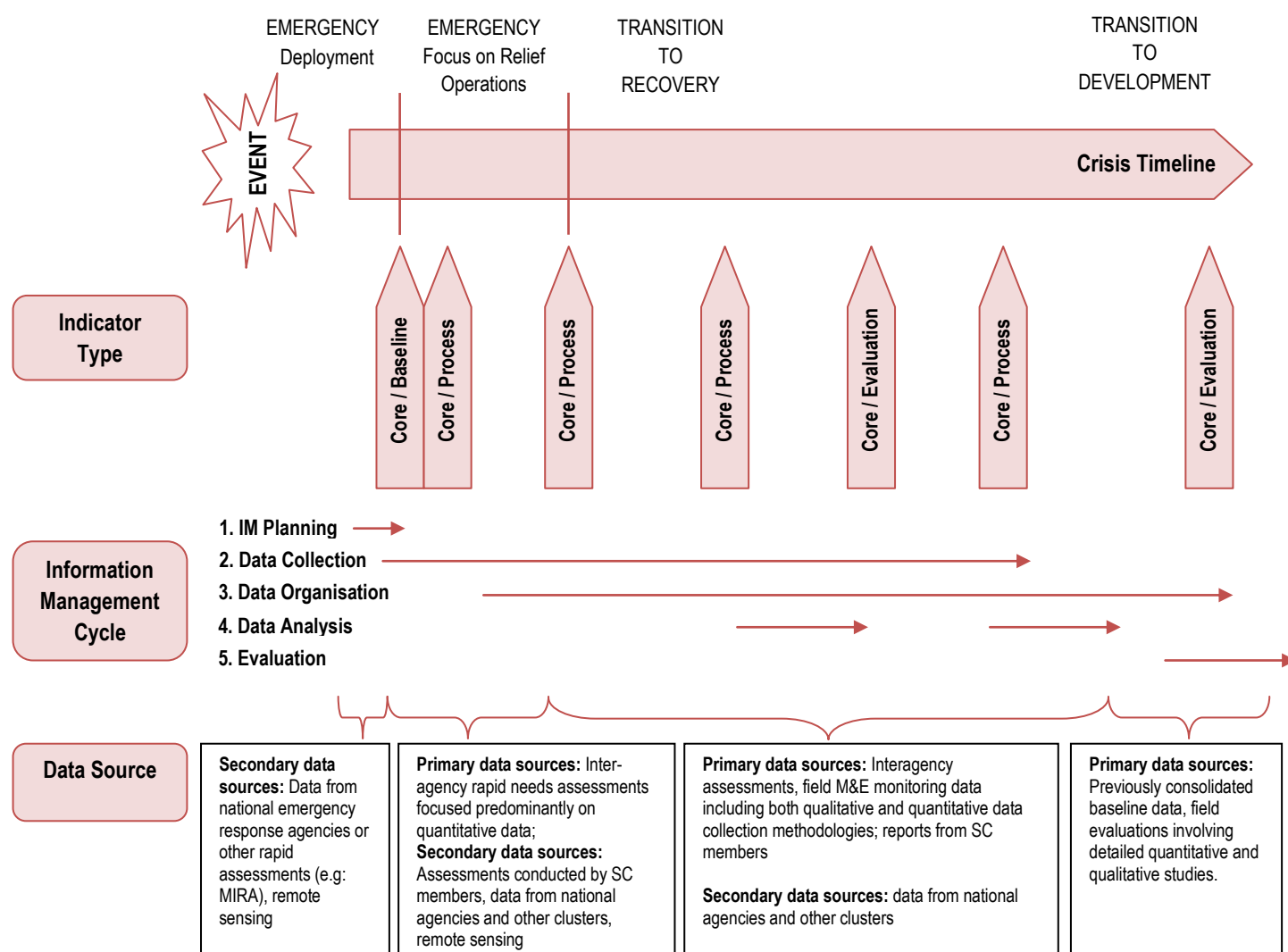
4.2 DATA SOURCES

The type of data available significantly influences the ability to measure indicators during a crisis. Whilst core indicators can often be measured based on estimates and secondary data, many of the process indicators require field-based data collection and thus cannot be measured in the early stages of a crisis. Primary data collection can be conducted through (a) the organisation of interagency assessments and/or evaluations and/or (b) the consolidation of data reported by individual cluster members. Both processes are likely to require significant investment by the shelter cluster team, as well as a methodological approach – both of which are beyond the remittances of these guidelines.

4.3 INDICATOR USE DURING THE TIMELINE OF A CRISIS

In order to effectively select an indicator to use at a given point in the timeframe of an emergency / action, it is necessary to link the information management cycle to the crisis timeline. The figure below provides a simple representation of the inter-relationship between three key considerations:

1. **Indicator Type:** The selection of the type of indicator to be used is highly dependent on the point-in-time at which the indicator is planned to be measured. Core indicators, by their definition (see relevant section above) are chosen based on the ability to be measurable either through secondary or primary data at any point during a crisis. Process and evaluation indicators on the other hand are often closely linked to a stage of the operational cycle and thus limited to later stages of a crisis.
2. **Stage of the Information Management Cycle:** Ensuring that an IM cycle is both properly planned and coordinated across the stages of an intervention based on the data sources available and the selected indicator type is crucial to ensuring that the information collected is relevant and reported in a timely manner. Most critically, this will also ensure that cluster members can support the data collection process thus contributing to a comprehensive database from which the indicators will be measured.
3. **Data Sources:** As mentioned above, data collection methodologies will vary according to the context and timeline of a given crisis. Data sources include primary data collection/surveys, analysis of imagery derived from remote sensing and secondary data reviews.



The indicators listed in **Annex I** provide some guidance as to the applicability of a given indicator in relation to the three considerations listed above. Nonetheless, given the diversity of contexts and environments within which the cluster operates these should be interpreted as guidance for users, and thus a careful analysis of the interrelation as shown above should be conducted within each context.

Technical considerations including the use of different qualitative and/or quantitative data collection methodologies, along with the type of database system to be used should be based on the HR and IT capacities available in the field as well as the time-constraints faced.

5. BENCHMARKS / RELEVANT INITIATIVES

This document and its Annex have been compiled by IMPACT Initiatives based on a review of documentation related to measuring impact and enhancing accountability of shelter and shelter related actions. A first selection of indicators was made by collecting shelter related indicators from resources compiled by the main humanitarian actors and coordination bodies (e.g. IASC), clusters and cluster lead agencies (IFRC, UNHCR), UN agencies, International Organisations and NGO initiatives (UN-HABITAT, IOM, SPHERE, Park database resource center, etc.), as well as donors guidelines (OFDA, DG ECHO, DFID) and assessment tools (e.g. MIRA, Lenss, etc.). All indicators have been gathered and divided according to the identified themes and relevant uses. By this

procedure, it has been possible to discard those irrelevant to this exercise, whilst merging those that were similar and organizing them into further subsets, to narrow down and refine the final list.

The proposed set of indicators is not exhaustive and therefore does not try to “overrule” other similar initiatives. Rather, it represents a digested literacy review of what has been produced, tested and used by the humanitarian community in its shelter interventions.

LIST OF ANNEXES TO THIS REPORT

Annex I; Indicator List