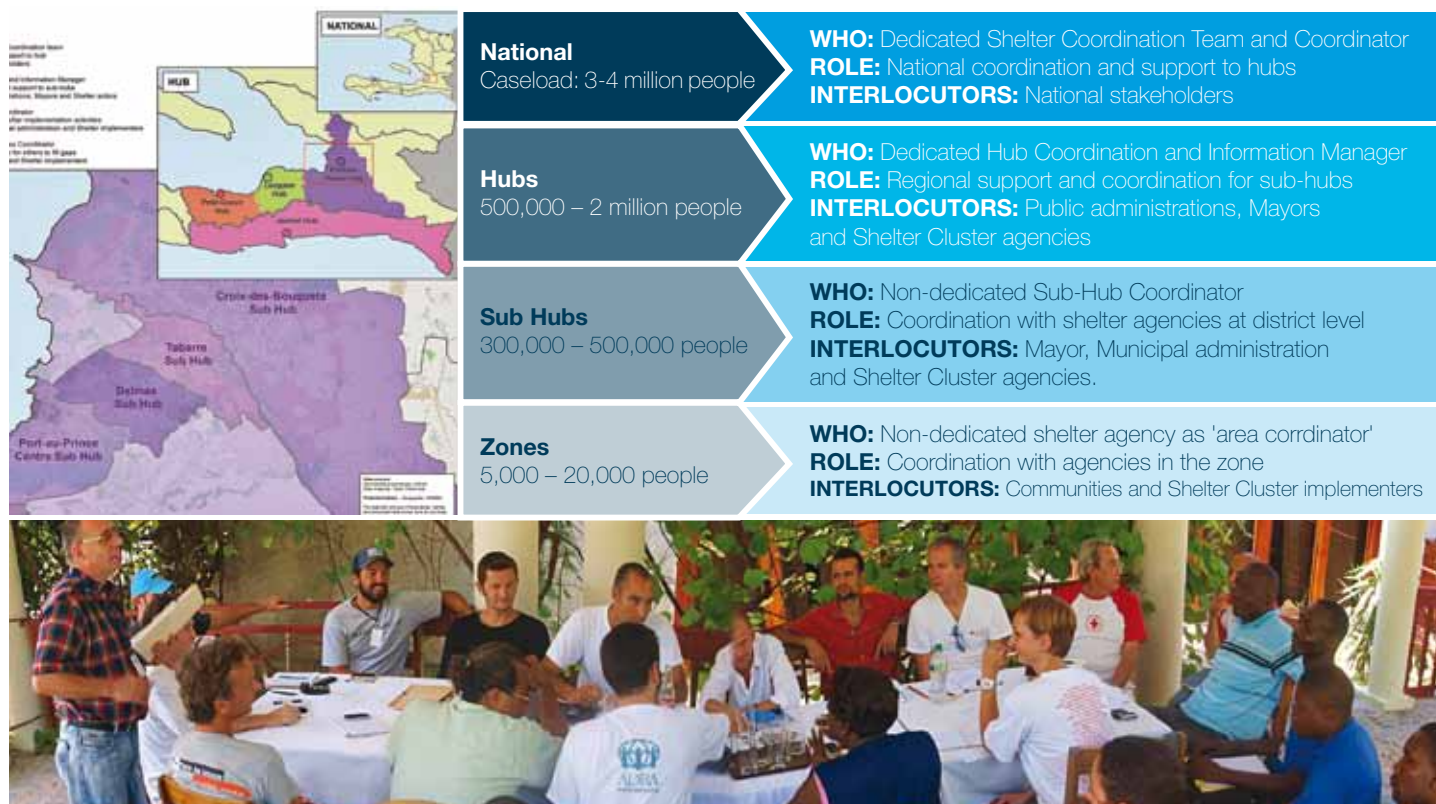


## Shelter Cluster

# Shelter Cluster coordination at the sub-hub level



## Summary

A sub-hub is a group of shelter agencies implementing in the same municipality. They coordinate themselves with the support of the sub-hub coordinator and the SCT. The following case study outlines the first-hand experience of a sub-hub coordinator during the Haiti earthquake operation in 2010.

## Introduction

At the start of the Shelter Cluster's operation in response to the Haiti earthquake in 2010, the Shelter Cluster hub coordinator in Port-au-Prince proposed to initiate sub-hubs in each commune of the metropolitan area (2 million people). In response, sub-hub coordinators from CARE, Concern Worldwide and the French Red Cross volunteered to organise coordination meetings respectively in the communes of Carrefour, Tabarre, Delmas and Croix-des-Bouquets.

**Tip:** A sub-hub coordinator is a volunteer. Taking responsibilities for coordinating a

group of Shelter agencies is time consuming but beneficial. The sub-hub coordinator serves as a critical information focal point and an interlocutor recognised by the sub-hub members and the authorities. This recognition has a positive influence on the sub-hub coordinator's own shelter programme.

## The Goal: Communication for Coordination and Partnership

In Haiti, the local government was not always aware of important decisions taken at a national level concerning humanitarian standards. On the oth-

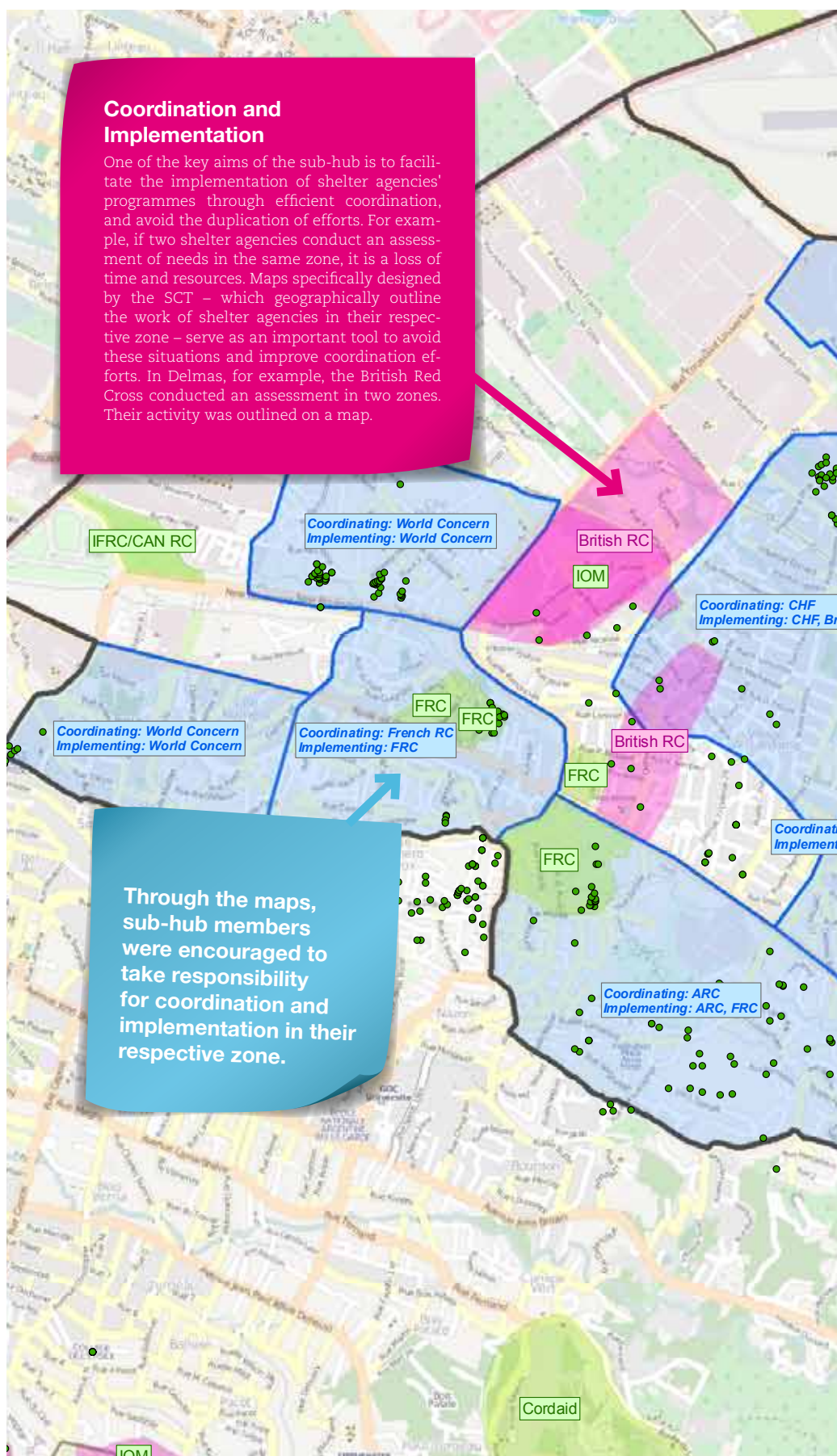
er hand, shelter agencies needed solutions to national-level issues such as land tenure, which could only be given by the local government. One of the main goals of the Shelter Cluster sub-hubs was to create partnerships between all concerned parties related to shelter implementation, and provide a forum where they could work together to find appropriate solutions.

**Tip:** Partnerships and exchange of information developed through sub-hubs can pave the way for effective coordination. Furthermore, by organising sub-hub meetings in the Mayor's office, local authorities are directly implicated in the shelter implementation process.

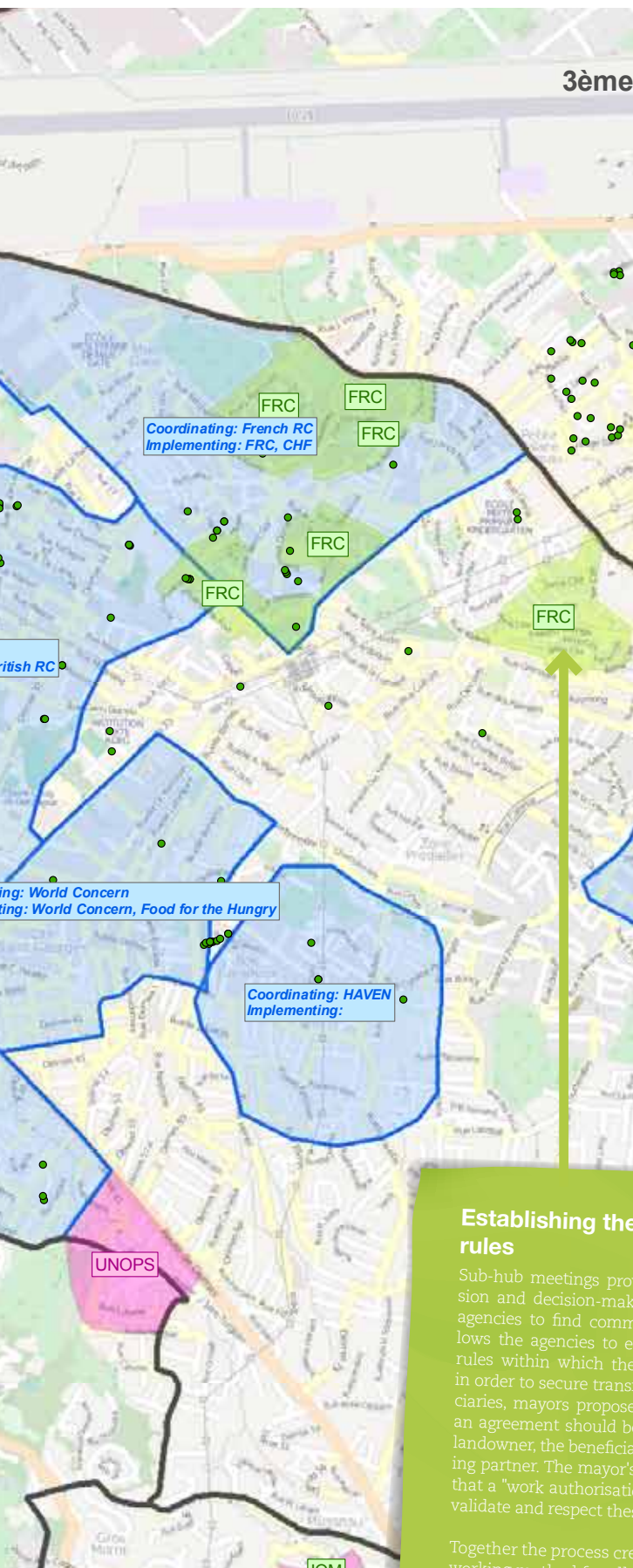
## Opening a Sub-Hub

In order to establish a sub-hub, coordinators from CARE, Concern Worldwide and the French Red Cross began by meeting with the mayor of each municipality to explain the general objectives. With the approval of each mayor, an invitation was then sent to all potential sub-hub members. Relevant information concerning the new meetings was also posted on the Shelter Cluster website i.e., date, address, GPS coordinates and contact persons.

**Tip:** The date and hour of the sub-hub meeting should be discussed and adapted if necessary, yet it should remain as consistent as possible for sub-hub members in order to guarantee participation. The sub-hub coordinator should send an invitation by email one week before, and a reminder two days before the meeting. This systematic approach helps shelter partners to organise their agenda accordingly.

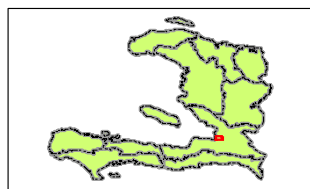






**IASC** Inter-Agency Standing Committee  
**HAITI SHELTER CLUSTER**

### T-shelter Coordination and implementation: Delmas Commune – 12th Oct. 2010



- Built T-shelters
- Coordination zone
- Implementation area (plans submitted to mayor)
- Activity area – status confirmed
- Commune
- Section communal

**Data sources:**  
 T-Shelter planning: Shelter cluster partners  
 Administrative boundaries: CNIGS  
 Base map: Open Street Map  
 Quartiers: Atlas Métropolitain du dossier établissant le  
 "Profil Environnemental de la Région Métropolitaine de  
 Port-au-Prince" Projet HAI/94/003, Solutions

Date created : 12 Oct 2010  
 Map number : SC068\_Delmas\_TShelterZoning  
 Projection/datum : Geographic / WGS84  
 GLIDE Number : EQ-2010-000009-HTI

The depiction and use of boundaries, names and associated data shown here do not imply endorsement or acceptance by the Shelter Cluster.

Produced by the Shelter Cluster. If you have any information to add to this map, please email : [shelterhait2010.im2@gmail.com](mailto:shelterhait2010.im2@gmail.com)  
[www.shelterhait.org](http://www.shelterhait.org)

DELMAS				
Section communale	Agency	Planned	Completed	Percentage
1ère Saint Martn	ARC	2,000	-	0%
	CHF	500	69	14%
	Food for Hungry	720	60	8%
	World Concern	150	116	77%
	HAVEN	200	-	0%
	French Red Cross	2,000	19	1%
	Christan A d	-	74	-
	UNOPS	-	120	-
<b>Delmas Total</b>		<b>5,570</b>	<b>458</b>	<b>8%</b>

### Establishing the operational rules

Sub-hub meetings provide a forum for discussion and decision-making that enables shelter agencies to find common solutions. It also allows the agencies to establish a framework of rules within which they operate. For example, in order to secure transitional shelter for beneficiaries, mayors proposed that at each sub-hub an agreement should be co-signed between the landowner, the beneficiary and each implementing partner. The mayor's office further proposed that a "work authorisation" be issued in order to validate and respect these rules.

Together the process created a clear, consistent working method for all parties involved.

0 0.25 0.5 1  
 Kilometers

## Sub-hub: not only a meeting

In the time between sub-hub meetings, communication between members continues. The sub-hub coordinator will receive requests or documents from the sub-hub members, and they will share with other members as necessary. This exchange is the essence of the sub-hub partnership.

## Tools and tips

**Meetings:** The hub coordinator and/or information manager from the SCT come to the sub-hub meetings to deliver information, but it is the representative from the local government and the sub-hub coordinator who chair the sub-hub meeting. In some instances, in order to solve specific issues between partners or authorities, the sub-hub coordinator will act as a mediator and the hub coordinator will take the lead.

**Contact list:** It is advisable to print out the contact list before each meeting. Sub-hub members can make relevant corrections or sign with their approval. New members should be added at the beginning of each meeting, or they should request to be added to the **mailing list** by writing to a designated **contact person(s)**.

**Minutes of meetings:** It is difficult for the sub-hub coordinator to chair a meeting and to write notes at the same time. An assistant, or members

by turn, should take notes and prepare the minutes. The sub-hub coordinator can then finalise and distribute the minutes through the **mailing list**.

### Operational rules of the sub-hub:

The operational rules are the most important decisions of the sub-hub, and should be adapted when necessary. They should be distributed to new members at the beginning of each meeting in order to avoid discussions on matters already solved.

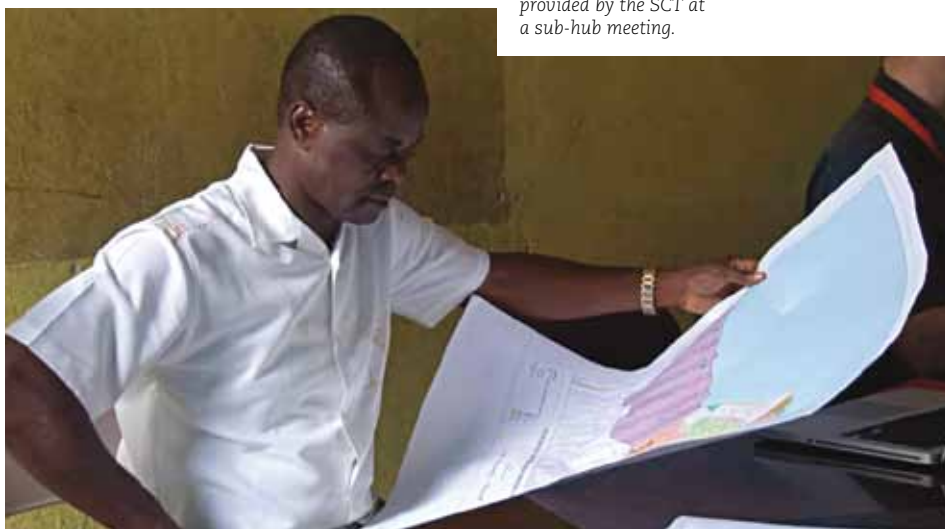
**Maps:** This is a critical coordination tool. Each meeting can begin with a mapping activity i.e., corrections and evolutions. The SCT information manager is responsible for these maps and they will be posted on the **Shelter Cluster's** ('sub-hub' section) website. Partners are also encouraged to send their data directly to the SCT in charge of the hub, or through the sub-hub coordinator.

**Shelter Cluster website:** The website may have a specific section dedicated to each sub-hub in order to share the contact list, minutes of meetings, coordination and implementation maps, operational rules of the sub-hub, and all other relevant documents.

**Mailing list:** The mailing list is used by the sub-hub coordinator to send meeting invitations, and disseminate all other relevant information and documentation produced by the sub-hub.

**Contact persons:** Phone and email addresses of the Shelter Cluster hub coordinator, the sub-hub coordinator and the person acting as focal point at the Mayor's office should be posted on the Shelter Cluster website (sub-hub section).

*Local government liaison for humanitarian organisations, Mr. Elie Blaise, reviews a map provided by the SCT at a sub-hub meeting.*



For more information on the IFRC shelter and settlements programme, please contact:

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For more on the Humanitarian Reform, the role of the IFRC as convener of the Shelter Cluster and the SCT, please visit [www.sheltercluster.org](http://www.sheltercluster.org)

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