

Technical Note on Complementing shelter assistance



This note refers to the case in which a shelter agency faces the need to provide assistance to a HH who has already received (or is about to receive) shelter assistance.

There are at least three main situations in which this may happen:

- (a) a house has received shelter assistance in the past, but this assistance - for different reasons - was not sufficient. As a result, the family is now either still not able to go back to their repaired house, or forced to live in a house that does not comply with sectoral standards or cannot be considered as a dignified accommodation¹;
- (b) a house has received assistance but has been later damaged again;
- (c) there is an agreement between two or more agencies to complement each other's interventions²;

¹ At the beginning of the response, and in a purely humanitarian perspective, shelter agencies were requested to limit their interventions to the restoration of the house's previous conditions, and based on the "one-warm-room" minimum standard.

In practical terms, agencies were not recommended, in their Light, Medium and Heavy Repairs, to provide internal toilets, or thermal insulations, or connection to utilities networks - just to make the most common examples - if the house didn't have them prior to the conflict.

Much of the discussion about what can be considered as "sufficient assistance" is based on whether shelter agencies still consider these minimum standards as valid or not. The scenario for this Technical Note is the strictest one, with the two minimum standards still valid.

² As an example, one agency may have funds for a window-replacement project and another agency funds for a complete repair; the first agency may want to involve the second one in cases in which the replacement of windows is not sufficient to provide a complete repair of the house.

- Based on the experience developed in the field, the Cluster recommends to consider double or complementary shelter assistance in all three cases presented above.
Agencies will decide whether to assist again a household disregarding the fact that the household has already received assistance in the past, and based only on:
 - (1) the same Protection and vulnerability criteria applied to the selection of households never assisted before;
 - (2) whether the current conditions of the house comply with the agreed standards.
- For the cases discussed here, the agreed standards are defined by type of repairs:

Light and medium Repairs: the house needs to be restored to the conditions prior to the damage caused by the conflict³

Heavy (Structural) Repairs: shelter agencies will comply with the Shelter Cluster's *Guidelines on Structural Repairs*

Reconstructions / Core Houses: shelter agencies will comply with the Ukrainian standards
- As to the case (b) - houses damaged again, after receiving shelter assistance - a thorough risk assessment is compulsory, before providing new assistance, to prevent both wasting funds and encouraging people to stay in unsafe areas.
- As to case (c) - two agencies who co-ordinate and deliver complementary assistance to the same household - what should be avoided is the provision of only-partial, not-sufficient assistance. Co-ordinated complementary interventions that prevent this risk are encouraged. In this case, particular attention has to be paid in avoiding double reporting⁴.
- In selecting recipients of shelter interventions, agencies will take into consideration the remarks of this Technical Note. In particular, agencies are advised to make sure that the recipients understand the type of intervention they are going to receive and accept the conditions.

³ This excludes, therefore, the compulsory provision of internal toilets or piping, as discussed in the previous footnote. Finishing will be limited to only the technical minimum (as an example: the provision of the ceiling is recommended, for practical reasons, but the use of row OSB will be preferable to fancy decorations). Insulation can instead be considered, but should be approached as a separate intervention and - especially - should be reported to the 5W separately, under "Shelter Winterization".

⁴ If two agencies assist in a co-ordinated way the same household, both agencies can report the intervention but both will signal the case by adding a remark in the dedicated column of the 5W template.