

Services to be provided by country level shelter clusters

Core Function	Service	Description	Deliverables
1. Supporting service delivery	Coordination management	Establish and manage relevant coordination mechanism (Hubs, SAG, TWiGs). Foster participation of national and international stakeholders. Represent the cluster at inter-cluster, HCT, OCHA, Government and other appropriate venues. Ensure response is driven by agreed strategic priorities and relevant guidelines and standards. Daily administrative, financial and operational management of the Shelter Coordination Team.	Minutes Cluster orgchart ToRs
	Information management	Collect, process, analyse data and deliver appropriate information (matrices, tables, maps, etc.). Regular website update to support dissemination of information among stakeholders. Regularly updated overview of needs, capacities, gaps, progress and achievements in the response. Liaise with information managers in other clusters and OCHA to ensure the use of common data.	4W matrices Website update Factsheets
	Integration	Coordinate with other clusters to improve response (protection, WASH, logistics, etc.). Facilitate partnerships between the private sector and humanitarian shelter agencies.	
2. Informing HC/HCT strategic decision-making	Coordinated assessments	Identify, adapt, agree on and train on common assessment methodologies and related tools. Compile individual agency assessments for joint analysis and/or coordinate joint assessments. Identify needs, capacities, gaps and constraints, addressing cross cutting issues. Carry out joint analysis that supports response planning and prioritisation in short & medium term.	Assessments reviews Gap analyses MIRA reports
3. Planning and strategy development	Strategic planning	Develop shelter strategic plan, based on joint analysis and agreed upon priorities. Ensure inclusion of synergies with other sectors against strategic objectives and integration of cross cutting issues. Formulate deactivation criteria and transition, hand-over and exit planning.	Strategic Framework Decision log
	Technical coordination	Identify, adapt as required, agree on and share relevant shelter technical standards and guidance. Provide guidance to agencies from an environmental perspective (re-use, materials, transport, etc). Liaise with other clusters to ensure there is a complementary approach to technical issues.	Guidelines
	Recovery guidance	Advise the shelter cluster in considering recovery in the relief activities of the shelter response. Provide necessary guidance on long-term planning, land use and community infrastructure needs. Liaise with recovery/development initiatives to improve the socioeconomic fabric of communities.	
	Resource mobilization	Determine jointly with partners the funding requirement for the sector strategic plan. Facilitate joint agreement on criteria and prioritisation for the allocation of funds among partners Coordinate shelter cluster partners' submission to pooled funds (CAP, CERF, etc.). Vet cluster proposals for inclusion in appeals to ensure that they meet agreed criteria.	Shelter sections of appeals Tables, maps, graphs

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4. Advocacy	Coordinated communications and advocacy	<p>Define joint shelter sector key messages and advocacy priorities (gaps, access, resource, etc.).</p> <p>Support implementation of a coordinated communication/advocacy campaign on priorities/needs.</p> <p>Develop and share common communication tools and resources.</p> <p>Represent the cluster with the media and link local/international journalists with shelter agencies.</p> <p>Lead initiatives for beneficiary communications.</p>	Stakeholders mapping Advocacy messages
	Government liaison	<p>Represent the cluster with national government and other governments providing support.</p> <p>Develop relations with all stakeholders to ensure the interests of the sector are represented.</p> <p>Provide feedback to cluster agencies on government policies, standards, contact information, etc.</p>	
	Legal and regulatory issues.	<p>Promote implementation and adherence to existing national policies, guidelines and standards.</p> <p>Support a harmonized approach to legal & regulatory issues related to housing, land and property.</p> <p>Provide guidance and advice on disputes (evictions, encroachments, missing title deeds)</p> <p>Inform cluster agencies on local regulatory framework (building codes, etc.) to be respected.</p>	
5. Monitoring and reporting	Performance monitoring	<p>Identify, adapt, agree on and share relevant monitoring tools in accordance with agreed standards.</p> <p>Consolidate monitoring reports based on information shared by partners in agreed formats.</p> <p>Define corrective actions to address changes in needs, risks and gaps identified in cluster reports.</p>	Cluster reviews (lessons learned impact)
6. Contingency planning / preparedness	Contingency planning	<p>Identify and share national contingency plans when available.</p> <p>Identify risks through joint analysis, multi-sector and addressing cross cutting issues if needed.</p> <p>Facilitate the development of a sector DRR plan, or contribute to a multi-sector plan if any.</p> <p>Lead contingency planning processes ensuring alignment with local government and other clusters.</p> <p>Maintain an overview of the stocks and location of shelter materials.</p> <p>Compile available early warning reports and support preparedness activities of shelter agencies.</p>	Shelter section of Contingency plan
	Exit-strategy	<p>Organize provision of remote support at critical response periods (transition, hand-over, exit).</p> <p>Support activities that can be carried-out outside of the affected country (websites, analysis, etc.).</p>	
7. Accountability to affected population	Community liaison / AAP	<p>Support the establishment of consultative and feedback mechanism with the affected population.</p> <p>Support the establishment of complaint and grievance committees at community level.</p> <p>Facilitate the participation of communities in the planning and implementation of the response.</p> <p>Disseminate with shelter actors the affected population's needs and capacities.</p> <p>Communicate to the affected population on the plans of shelter agencies.</p> <p>Compile feedback provided by communities on the response and identify corrective measures.</p>	Information leaflets (in local language)