

AGENDA

1. Introduction
2. Sub-National level Cluster coordination highlights
 - *East Hub general update*
 - *North Hub general update*
 - *South Hub general update*
3. 2025 Reponse Monitoring update
4. Technical coordination updates
5. Presentation from Help – Hilfe zur Selbsthilfe e.V.
6. AOB

Ukrainian translation of the meeting was available during the meeting on Webex

1. Introduction

- Simultaneous translation of the meeting into English and Ukrainian is provided;
- Two resources that can help you join us:
Website: [Ukraine | Shelter Cluster](#) and mailing list: [Ukraine SNFI Cluster \(list-manage.com\)](#);

Acting Shelter Cluster Coordination Officer (Kostyantyn Dmytrenko):

- **HNRP 2025 Reprioritization:** OCHA has published an [Addendum: Re-Prioritization of the Ukraine 2025 Humanitarian Needs and Response Plan](#) which complements [HNRP 2025](#). This addendum was developed due to a sharp and sudden contraction in humanitarian funding, driven in part by the suspension of humanitarian programming by the Government of the United States in January 2025, but also by the anticipated reduction of the overall availability of humanitarian funding for the year. In response to this evolving context, in line with the Emergency Relief Coordinator's call for a 'Humanitarian Reset,' and under the guidance of the Humanitarian Coordinator, the humanitarian community in Ukraine has undertaken a principled, evidence-based **reprioritization** of the 2025 Humanitarian Needs and Response Plan (HNRP). The process was informed by severity data, updated needs assessments, partners presence, and consultations with humanitarian actors. **As per Shelter Cluster:** we have prioritized areas across the Crescent and some areas with Severity of Needs 4 and 5. We have reprioritized our activities as well as our target.
- **Hub structure adjustment:** As you may know, there has been a restructuring of humanitarian architecture in the country, especially there were announcements of restructuring at Sub-national Hubs levels for improved coordination between different Clusters and partners following the HC vision. Within this reorganization, **Shelter Cluster has a slight adjustment as well: from next month on, we will have a separate stand-alone Kharkiv Hub**, so we will have East, South, North and Kharkiv Hub. We believe that it would improve the coordination and responsiveness.
- **Activity Handbook 2025:** We are pleased to announce that [Shelter Cluster Activities Handbook 2025](#) will be published on our [Shelter Cluster Webpage](#) today. Almost all recommendations and requests from partners have been incorporated into the Handbook. The vast majority of these suggestions have been

clarified, resolving previous ambiguities. As a result, the handbook is now much more robust and straightforward with clear explanations.

- **Winterization TWiG (including lessons learned):** we are currently doing the final data collection for Winterization and then we would kick off the **Winterization Technical Working Group**. There will be two sub-parts. The first will be a quick and concise winterization lessons learned. We expect you to follow requests from Sub-national coordinators on sharing PDMs through the system and links provided to you. This will ensure that we can incorporate your findings, which will always be anonymous and aggregated. We have no interest in identifying specific agencies. Our goal is to ensure that the overall response, strengths, and weaknesses are noticed and well-informed as well as fully incorporated into **Winterization Recommendations 2025-2026** which are supposed to be produced within this Winterization TWiG. We aim to finalize these Winterization Recommendations 2025-2026 in end of May- mid June. Additionally, we have initiated pre-discussions with the Ministry to ensure that we have a data collection exercise based on the recommendations from the Technical Working Group. This will ensure that all necessary data is provided and that the information works cohesively.
- **Dear partners, please complete the Ukraine Shelter Cluster Coordination Performance Monitoring (CCPM) exercise.** The survey can be accessed at: <https://enketo.unhcr.org/x/4d9k00py>. The survey is available in several languages including Ukrainian. **Please complete it by COB today, Wednesday, 30th of April 2025.**

2. Sub-national level cluster coordination highlights

- East Hub

Ukraine Shelter Cluster East Co-Chair (Natalie Martinson):

- The Month of April was an active one for East Hub in terms of strike and also for coordination activities. **Shelter Cluster East conducted the monitoring of Collective Centre Rehabilitation in Zaporizhzhia with Caritas, Rokada, Save the Children and UNHCR** with the report to be released on the [East Hub Webpage](#) shortly. The mission monitored window installation and replacement, disability improvements, and replacement of pipes.
- A number of strikes took place in Dnipropetrovska Oblast and in all regions of Ukraine. Shelter Cluster East conducted the monitoring of ESK installation for collective centres in Dnipro and the newly damaged centres have been referred to partners for their consideration into upcoming rehabilitation interventions. Primary damages include windows and roof repairs. Shelter Cluster East also deployed to support the coordination of emergency response to Kryvyi Rih and is working with local authorities to provide support to coordination of repair interventions.
- A new **dashboard for stock mapping** was also introduced to enhance user readability. If your organization has not yet completed the stock mapping, you can scan the QR code to find the instructions on the dashboard.
- To align with the HC's vision to create humanitarian hubs, Shelter Cluster East also worked on the transition of coverage of Kharkivska Oblast. As of 5th of May, **Shelter Cluster Co-Chair will assume the role of Kharkiv Sub-Cluster Coordinator and can be reached out for Kharkivska Oblast specific questions. Her contact information is the following: Natalie Martinson** People in Need +380 988 151 905 +46 737 211 999 natalie.martinson@peopleinneed.net.
- Dates of next Cluster meetings were announced with Zaporizka Oblast meeting taking place on the 6th of May and Donetska Oblast meeting for mid-May (now confirmed and invited for 14th of May)
- In case of any questions, please contact us: Renee Wynveen wynveen@unhcr.org, Valeria Panina panina@unhcr.org.



For more info on East Hub dashboards and products



Use the QR code to join our WhatsApp groups



Referral System

- Please scan the QR codes for more information regarding East Hub and to get access to solid fuel tables.

- North Hub

Assistant Shelter Cluster Coordination Officer (Anastasiia Chornii):

Upcoming meetings:

- Sumy city coordination meeting (responds to 24.03 and 13.04 attack) – **May 16th, 2025**
 - Sub - National SNFI Cluster Meeting (online) – **May 21st, 2025**
- Information about the following coordination meeting is placed on [Shelter Cluster \(North Hub\) webpage](#): Sub-Nation SNFI Cluster meeting is planned to take place on [May 21 \(online format\)](#) and Sumy City coordination meeting to analyse the response to attacks on March 24, and April 13 will be held on May 16 (only for actors who provide the response).
 - Coordination of Emergency response in Sumy Oblast: partners are asked to submit information into [Stock Mapping survey](#) developed by East Hub, additionally, information about the response must be uploaded to [RAIS+ platform](#) with proper format and accurate data of distribution.
 - Coordination of Humanitarian repairs: addresses with damages in Sumy with details about vulnerability and damages are uploaded into [SIDAR](#). Partners are asked to share information about the results of assessment even if the address was not considered for further assistance.
 - In April, monitoring visits were conducted in cooperation with DRC, GER3, NRC for the activities "insulation of substandard houses", "social facility repairs". Results of the monitoring visits are available on the [North Hub web-page \(Documents\)](#).
 - The information about planned meetings is uploaded on the [North Hub Webpage](#). Or you can scan the QR code. There is also an option to add that to your calendar and schedule.
 - **Please note that coordination and communication of partners on winterization is mainly through Whatsapp groups. Please contact Anastasiia Chornii chornii@unhcr.org in case of any questions as well as to join Whatsapp group.**



- South Hub

Assistant Shelter Cluster Coordination Officer (Tetiana Kurinska):

Upcoming meetings:

- Mykolaiv SNFI Cluster meeting – **May 21st, 2025**
 - Kherson SNFI Cluster meeting – **May 21st, 2025**
- **The SNFI Cluster South Hub conducted monitoring missions of humanitarian repair activities in collaboration with GER3 and District#1 in Khersonska Oblast, with Acted also in Khersonska Oblast, and with Save the Children International (SCI) in Mykolaivska Oblast.** The findings and observations from these missions were subsequently discussed with the respective partners to strengthen implementation, address identified gaps, and ensure alignment with agreed standards.
 - **The SNFI Cluster convened a coordination meeting for Khersonska and Mykolaivska Oblasts,** bringing together partners to review ongoing shelter and NFI interventions, share operational updates, and align response priorities based on the latest contextual developments.
 - **A roundtable discussion was held in Bashtanskiy Raion** to assess the evolving humanitarian needs, foster local-level coordination, and strengthen collaboration between partners, local authorities, and community representatives for a more effective and needs-based response.
 - **Over the past month, Khersonska Oblast has witnessed a sharp escalation in hostilities,** with a notable increase in shelling, drone strikes, and missile attacks by Russian forces. This intensified military aggression has severely impacted civilian infrastructure and heightened humanitarian needs across the region. However, media and news coverage often fails to fully reflect the scale and severity of the situation on the ground. We have reached out to local authorities with a request to engage media outlets

and help ensure that the current situation in the southern Oblasts remains visible and does not fall off the national or international radar.

- Please let us know in case of any questions kurinska@unhcr.org, senkiv@unhcr.org.

3. 2025 Response Monitoring update

Information Management Associate (Oksana Myhaleha):

- **As we have recently concluded the March reporting, we can now review the results achieved during the first quarter of this year.** So far, we have reached 10% of our target—approximately 300K individuals. Of these, 184K were reached through NFI assistance, and 111K unique beneficiaries were assisted in the Shelter sector. In-kind modality of assistance remains the most widely used modality so far, reaching 221K beneficiaries, while the remaining individuals received support through cash and voucher assistance.
- **Dear partners, all our dashboards are available on the [Shelter Cluster Ukraine Response Webpage](#).** Please take the opportunity to explore them, locate your organization, and verify whether any underreporting may have occurred on your side.
- Additionally, I would like to remind everyone of the reporting deadlines. As always, **the final deadline is the 10th of the month (inclusive).** The **ActivityInfo database is currently open** for April reporting, with the **deadline for submissions 10th of May.** Please ensure that your April achievements are reported in ActivityInfo on time.
- **As per the Winterization Dashboard, I would like to highlight that April is the final month for Winterization reporting for the current season.** Please double-check that all your winter activities have been reported. If any of them remain unreported or underreported, make sure to add them to our response monitoring database before the deadline.
- **To date, we have reached nearly 1M unique beneficiaries through Winterization Assistance, which represents 54% of our original target.** The leading activities where we have fully—or almost fully—met our targets include Insulation of Substandard Houses, Winter Energy Assistance, and Cash for Utilities.
- If you identify any underreporting or misreporting within your organization, please notify me so we can address the issue bilaterally myhaleha@unhcr.org.
- Reach out to us in case of any challenges or questions: myhaleha@unhcr.org, mawhinne@unhcr.org.

4. Technical coordination updates

Shelter Associate (Mykola Fadieiev):

- The [2025 Activities Handbook](#) will be published today. The Ukrainian version will be ready in May.
- **The Activity Matrix 2025 will be updated in both languages shortly.** We have clarified the description of some activities.
- **Registration** for free e-learning courses on the Prometheus platform has begun. **Access** to learning materials will be available at the beginning of June. Registration for the courses is available at the following links: [Winter Preparation and Energy Conservation](#) and [Self-Help House Repair Skills](#). We are confident that it will be very interesting and useful courses not only from beneficiaries but also for your colleagues as well.
- The Shelter Cluster will soon share a **call for expression of interest** with partners regarding the upcoming TWiG “Winterization Lessons Learned and Winterization SOP 2025-2026.”
- Please reach out in case of any questions: fadieiev@unhcr.org.

4. Presentation from Help – Hilfe zur Selbsthilfe e.V.

External Relations Officer (Liliia Domnicheva):

- Today I am going to make a presentation on **Solid Fuel Assistance for the 2024-2025 Heating Season**. As a part of introduction, **Help – Hilfe zur Selbsthilfe e.V.** is a German international humanitarian organization with over 40 years of experience in humanitarian aid and development cooperation in more than 25 countries worldwide. In Ukraine, Help has been active since 2021. Initially supporting as a development of small and medium sized business, following the outbreak of the war in 2022, help expanded its operations across Ukraine, focusing on multi sectoral humanitarian aid and poor affective communities internally displaced persons and vulnerable populations. Help works closely with local authorities, communities, partners, aligns all activities with Clusters and develops coordinated response solutions working with Shelter, FSL, WASH, Health, Protection, Education Clusters, and Cash Working Group.
- Solid Fuel assistance was adopted during 2024-2025 heating season, within this project, we focused on two Oblasts and established close cooperation with representatives of local hromadas to ensure accurate and effective identification of the most vulnerable population. Thanks to our field offices, we have an ongoing assessment of needs in these two Oblasts which are also prioritized in HNRP 2025 because they're located on the contact line. **Prioritization of affected people was based on the following vulnerability criteria:**
 1. Disability group 1, 2, 3
 2. Single parenthood confirmed by Article 135
 3. Large families (3 or more children)
 4. Single elderly people
 5. Elderly people 60+ years old
- **As per our results and achievements:** More than 2000 HHs received solid fuel in the form of sunflower husk briquettes which burned longer than other types of by fuel and also generate more heat. In addition, based on the results of the needs and risk assessment, we decided to provide in-kind assistance as this way we are fully confident in the targeted use of the aid. Because we have identified cases where people provided with funds for solid fuel and people already ordering firewood or briquettes from unscrupulous suppliers which do not deliver them at all or deliver lower amount which is very difficult to control. We will not focus today on the fact that some people spend these funds on other purposes. **In line with Shelter Cluster Recommendations, 3.5 tons per household were provided** according to the results of the post monitoring, most people indicate that this amount is enough for the entire heating season. The main goal was to provide assistance before the start of the heating season and we managed to achieve this goal as 90% of people received assistance by end of November. 10 % of the total amount was an additional purchase with saved funds.
- **Registration and distribution:** Registration via KOBO Form ensured secure storage of beneficiary data. The application was filled out by hand and also collected orders of all the necessary documents. Printed instructions on how to use the briquettes were provided. As we realized during the survey that not all people knew how to use them correctly. Before the distribution, we prepared Distribution Sheets which contained detailed records maintained for each distribution.
- **Risks and Mitigation Strategies:** First risk was mobilization. We have involved employees and representatives of partner local organization who do not meet the criteria for mobilization in the project implementation. There was a case when a driver loaded with briquettes was mobilized at the checkpoint blocked right at the entrance to the hromada and he was on his way to deliver. Since we communicated with all suppliers on a regular basis, we quickly got to know about it and promptly responded to the situation. We also solved the problem of untimely provision of households with solid fuel at the beginning of the project by diversifying. We had seven suppliers with whom we signed rare work agreements and thanks to this we reduced both force majeure and time risks. We were delivering solid

fuel 7 days a week. We also faced an issue of duplication. **For this purpose we use the Shelter Cluster RAIS+ tool which allows us to check beneficiaries for uniqueness. We coordinated all of our actions with the relevant Cluster coordinators.** In addition, all the lists of people we confirmed as eligible for assistance were transferred to local authorities so that they could understand who had already received assistance. **Lessons learned** in this project is that the preparation should be started in summer in order to be in time for the heating season. **It's better to hold tender procedures in summer** and sign framework agreements. In the framework agreements with suppliers, **we fixed the price** immediately and this managed to save about 10% since the price of solid fuel in September and the price in December are completely different. **There must be clear packaging conditions**, unifying bag weights reduces the risk of misunderstandings. **This year we had targeted delivery**, meaning that suppliers brought solid fuel directly to the doorstep of homes. It has significantly reduced the burden on vulnerable recipients. Cooperation with local authorities was the key to successful logistics.



- **Feedback from beneficiaries:** people were happy to receive solid fuel assistance as it was an expensive luxury they could not afford on their own. Beneficiaries also mentioned that sunflower briquettes were very convenient and easy to use. Safety of sunflower briquettes was additionally mentioned by responders.
- **Please scan the QR code on the right to visit our social media platforms.**
- If you have any questions concerning this project, its implementation, key results, please feel free to contact Kostyantyn Skinder: +380 50 224 1313; kskinder@help-ukraine.org.ua.

6. AOB

Acting Shelter Cluster Coordination Officer (Kostyantyn Dmytrenko):

- Dear Shelter Cluster partners, I would like to highlight the importance of reporting on all Shelter Cluster platforms such as: 5W, ActivityInfo, SIDAR, RAIS+. You can learn more about which platform your organization should use in our [Activities Handbook 2025](#). Making it easier to understand when you are providing assistance on an individual level, use RAIS+, if you provide assistance on the address level – use SIDAR for deduplication, but please read our Handbook carefully for instructions. **Make sure that you update the information regularly.** Next month Shelter Cluster will cooperate with organizations even more closely and we will cross check your work in all of our platforms and reporting to ensure that we are fully aligned.
- The issue of conscription was also discussed during the AOB session. Partners will try to find different approaches to address this issue.
- If the house has been damaged for the second time but it has been already marked as repaired in SIDAR, you should add a new damage assessment to that same address stating new damage assessment date, level of damage and indicate the date when the house was damaged. After you add a new assessment, this address will now be marked as “damaged” again. This same approach is applicable to the RAIS+ as well while deduplicating assistance, for instance, if another organization has provided kitchen sets already but the person asks you for a blanket which they haven’t received before, you can add a blanket in this case. Sometimes people might lose some NFIs, that’s why you should make decision on a case-by-case basis.

Participants List (online)

Global Empowerment Mission, Solidarities Ukraine, Medair, Norwegian Refugee Council, World Jewish Relief, Stabilization Support Services, Premiere Urgence Internationale, Agency for Technical Cooperation and Development, Solidar Suisse, Save the Children, United Nations Office for the Coordination of Humanitarian Affairs, Arche Nova, Right to Protection, International Organization for Migration, Swiss Red Cross, Misson East, Danish Refugee Council, Caritas Kramatorsk, ZOA, SPIR, Humedica e.V., NRC, Podilska Regional Development Agency, Help - Hilfe zur Selbsthilfe e.V. (HELP e.V.), Caritas Ukraine, International Committee of the Red Cross, East-SOS (East-SOS), WHH, People In Need, Joint Emergency Response in Ukraine (JERU), Save the Children, United Nations High Commissioner for Refugees, Plan International, Integra Foundation, WeWorld – Child Fund Alliance (WW), World Relief Ukraine, AN, Catholic Relief Services, Project HOPE, Mercy Corps, Global Emergency Relief, Recovery & Reconstruction, Bureau for Humanitarian Assistance, Posmishka UA, Polish Humanitarian Action, Alight, NW, UA Brokers Without Borders.

Shelter Cluster Coordination Team

Acting National SNFI Cluster Coordinator

dmitrenk@unhcr.org

Technical Coordinator

fadieiev@unhcr.org

Sub-national coordination- East Hub

wynveen@unhcr.org

Sub-national coordinator- South Hub

kurinska@unhcr.org

Sub-national coordinator- North Hub

chornii@unhcr.org

Information Management Team

im.ukraine@sheltercluster.org/
mawhinne@unhcr.org