

Shelter Cluster Coordination Team Monitoring Guide

(Refer to Project) – Developed on 20th of Sep 2023

Purpose of the Guide:

This guidance presents recommendations for systematically monitoring the Shelter Cluster partner's projects through the Cluster Coordination Team based on available capacities and resources. The monitoring aims at identifying project lessons learned, best practices, and corrective actions, which will ultimately aid the creation of formal evidence based on the project performance and inform future shelter programming and monitoring activities. The activity is not intended to criticize the partner but to provide support and recommendations for improvement in assisting the affected population, as well as understand the challenges faced and how they could be addressed. The outcome of this process is to draw upon findings to analyze results, derive conclusions about project progress, and make recommendations for action — to be presented in a Mission Report. Key considerations of the monitoring include:

a. **Before:**

- Read and understand the partner project details.
- Discuss with the partner your plan(s) to visit and monitor their project activities.
- Provide the contact details of yourself and other cluster representatives participating in the monitoring and ask the partner to do the same so that both parties know who will be part of the monitoring team.
- If applicable, involve a government representative at the local level or community leader in this exercise.
- Complete all the preparations and paperwork required for the mission, including security clearances.

b. **During:**

- Introduce the team to the targeted population and inform them about the purpose of your mission.
- Seek consent from the population planned to be interviewed before asking them questions or taking their photos (if needed).
- Avoid asking sensitive questions or anything that may put the population at risk.
- Record all observations and feedback received during the mission.
- At the end of the visit, thank the population and community leader (if applicable).

c. **After**

- Discuss with the partner the issues that you observed and agree on the actions that need to be taken for the current or future projects.
- Prepare a concise report of your mission.
- Ensure that the cluster representative(s) and the partner representative(s) sign the report.
- Follow-up with the partner to ensure that action points are implemented in the agreed timeframe.
- If critical issues might delay the project¹, discuss them with OCHA (if related to the Humanitarian Pool Fund) and inform the National Cluster to ensure timely follow-up before the project's expiration date.

¹ It is important that all projects are implemented within the agreed timeframe. It is doubtful that the Humanitarian Coordinator will approve a request for a no-cost extension with unreasonable justification, as it may be perceived as a lack of planning and programming.

Annex I: Guiding questions

1. Assessments:

- What specific needs assessment was used to define the needs of crisis-affected people in this project (including assessment dates, areas covered, methodology used, and sample size applied)? Did the assessment provide information on the different needs of women, men, girls, boys, age groups, and vulnerable groups, as well as an explanation of how the diverse needs of these groups will be addressed? — If it is a multi-sectorial assessment, did it sufficiently identify the Shelter/NFI needs of the targeted population?
- Has the household needs assessment been carried out for all beneficiaries?
- Was there a market assessment and feasibility analysis to determine the appropriate assistance delivery modality?

2. Selection of Beneficiaries:

- How was the beneficiary selection designed or used?
- Did the partner use the Shelter Cluster-approved targeting and prioritization tool? Has the most vulnerable population been targeted?
- Has the project prioritized the needs of vulnerable populations?

3. Communication and Engagement of Affected Population:

- Were the beneficiaries informed and consulted about the project details and the different stages of the project management cycle?
- Is there a complaint and feedback mechanism(s) in place? Is it functional? Is the population aware and consulted on selecting this mechanism(s)? Have the beneficiaries been informed of the corrective actions taken due to their feedback?
- Were they aware of the assistance available to them, distribution time, etc.?

4. Provision of assistance:

- Did the population receive the appropriate assistance addressing their needs and aligned to the Shelter Cluster standards as reflected in the project?
- Did the provision of assistance consider the different needs of vulnerable groups within the family i.e., the elderly, persons with disabilities, etc.?
- Did the population have access to assistance on time?
- Was there special support provided to vulnerable groups i.e., was there a special line or place for women, the elderly, or persons with disabilities?
- If the project is related to prepositioning, did the partner preposition all items outlined? What is the warehouse condition? Are all safety measures in place to protect the items, including guards, fire extinguisher(s), etc.?
- Was there adequate partner's monitoring during the project implementation?
- Will the project be completed on time? If not, why?

5. Modality of Assistance:

- If in-kind, was the distribution organized in close proximity to the beneficiary's accommodation? Did the quality and quantity of items consistent with the cluster standards? Did the population receive technical support or training?
- If cash, what was the channel of distributing cash to beneficiaries? Are there any risks or incidents encountered or expected during the cash distribution?
- If voucher, were there various material choices for beneficiaries and several suppliers contracted to support the implementation?

Annex II: Mission Report Template

Date of the monitoring visit: [dd/mm/yyyy]

Name of Agency implementing the project:

Name of Partner Focal Point:

Project location(s):[Governorate, District, Sub-district, Village/Site]

Project Duration: [From dd/mm/yyyy to dd/mm/yyyy]

Project activities:

Key observations: *(include photos if possible)*

Key Recommendations: *(who should do what and when)*

Signed by Shelter Cluster Sub-National Coordinator

Name:

Signature:

Date:

Signed by Partner:

Name:

Signature:

Date: