

# Palestine

Level: National

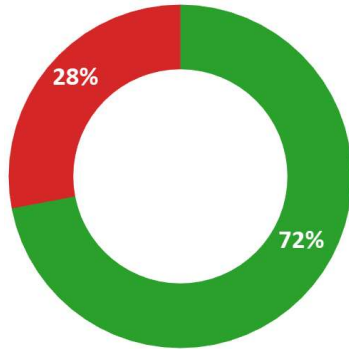
Completed on: 5 February - 2022

---

## Final report

## Overall response rate

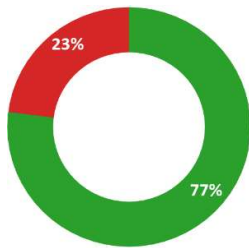
(Based on the number of organizations that are part of the cluster)



Total  
**72%**

Total number of partner's	Number of partner's responding
<b>25</b>	<b>18</b>

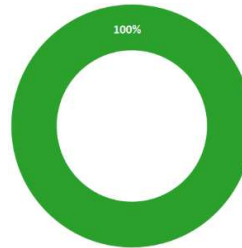
### International NGOs



Total  
**100%**

Total number of Partners	Number partners responding
<b>13</b>	<b>10</b>

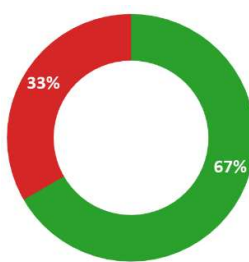
### National NGOs



Total  
**100%**

Total number of Partners	Number partners responding
<b>5</b>	<b>5</b>

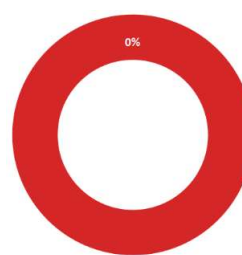
### UN Agencies



Total  
**67%**

Total number of Partners	Number partners responding
<b>3</b>	<b>2</b>

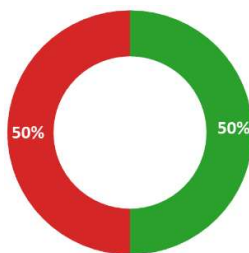
### National Authorities



Total  
**0%**

Total number of Partners	Number partners responding
<b>2</b>	<b>0</b>

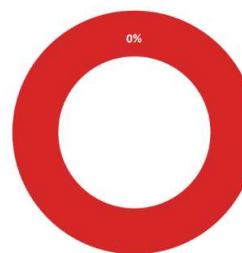
### Red Cross/Red Crescent



Total  
**50%**

Total number of Partners	Number partners responding
<b>2</b>	<b>1</b>

### Others



Total  
**0**

Total number of Partners	Number partners responding
<b>0</b>	<b>0</b>

### Overall Performance

Score	Performance status
> 80%	Green = Strong
61-80%	Yellow = Satisfactory (needs minor improvement)
41-60%	Orange = Unsatisfactory (needs major improvement)
21-40%	Red = Weak
≤ 20%	Grey = Don't know

### Global Shelter Cluster Core Function Satisfaction

1. Supporting service delivery?	Satisfactory
2. Informing strategic decision-making?	Satisfactory
3. Planning and implementing cluster Strategies?	Satisfactory
4. Monitoring and evaluating performance?	Satisfactory
5. Building national capacity in preparedness and contingency planning?	Satisfactory
6. Supporting robust advocacy?	Satisfactory

## Detailed Survey Analysis

### Overall Performance

Score	Performance status
> 80%	Green = Strong
61-80%	Yellow = Satisfactory (needs minor improvement)
41-60%	Orange = Unsatisfactory (needs major improvement)
21-40%	Red = Weak
≤ 20%	Grey = Don't know

### 1. Coordination facilitation

- |     |                                                       |               |
|-----|-------------------------------------------------------|---------------|
| 1.1 | Satisfaction of frequency of shelter cluster meeting. | <b>Strong</b> |
| 1.2 | Shelter cluster meetings are useful and relevant.     | <b>Strong</b> |

### 2. Information Management

- |     |                                                                                                         |                     |
|-----|---------------------------------------------------------------------------------------------------------|---------------------|
| 2.1 | The Cluster regularly share shelter updates and products (factsheets, dashboards) with cluster members. | <b>Strong</b>       |
| 2.2 | Cluster's updates and products useful/relevant to define cluster response or advocacy priorities?       | <b>Satisfactory</b> |
| 2.3 | Satisfaction of the useful to update the 4Ws/5Ws templates?                                             | <b>Satisfactory</b> |
| 2.4 | How you evaluate the simplicity of the tools used to collect information?                               | <b>Strong</b>       |

### 3. Cluster strategy and standards

- |     |                                                                                                                                              |                     |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 3.1 | SAG meetings are useful and relevant.                                                                                                        | <b>Satisfactory</b> |
| 3.2 | The cluster provide regular and systematic updates/feedback to the cluster members on sag discussions, actions and decisions/recommendations | <b>Satisfactory</b> |
| 3.3 | Partners informed adequately of the cluster's 2022 strategic planning process (HNO/HRP).                                                     | <b>Satisfactory</b> |
| 3.4 | The cluster's 2022 HNO reflects appropriately the shelter contexts, and key shelter/NFIs needs in your operation.                            | <b>Satisfactory</b> |

**Overall Performance**

Score	Performance status
> 80%	Green = Strong
61-80%	Yellow = Satisfactory (needs minor improvement)
41-60%	Orange = Unsatisfactory (needs major improvement)
21-40%	Red = Weak
≤ 20%	Grey = Don't know

3.5 The 2022 HRP project submission and selection process clear and transparent.	<b>Satisfactory</b>
3.6 The cluster provide updated technical standards from the cluster (like shelter min standards, NFIs standards,..)	<b>Strong</b>
3.7 The cluster activate Technical Working Groups to achieve particular goals (CP TWG, assessment TWG.)	<b>Satisfactory</b>
3.8 Does the cluster give enough space for the partners to exchange knowledge, sharing lessons learned, Presentations ...etc.?	<b>Strong</b>
3.9 Does the cluster address the cross cutting issues in proper way PSEA, Gender, protection mainstreaming, AAP?	<b>Satisfactory</b>

**4. Contingency planning**

4.1 The cluster request to update the NFIs stockpile in regular basis.	<b>Satisfactory</b>
4.2 Partners involved in the revision of the shelter cluster Contingency plan in 2021.	<b>Satisfactory</b>
4.3 Have you received the last version of shelter NFIs updated standards?	<b>Satisfactory</b>

**5. Monitor and evaluate response**

5.1 Satisfaction by the frequency of shelter cluster requests for update on the indicators matrix to review response progress and achievements against strategic objectives and indicators.	<b>Strong</b>
5.2 How effective and useful is the cluster monitoring of the quality and impact of field shelter activities.	<b>Satisfactory</b>

**Partners Comments and Feedback**

Partners	Action Points
<b>1. Coordination facilitation</b>	
<ul style="list-style-type: none"> <li>• Meeting are useful as they include regular updates about the actions/interventions and plans of national and international organization affiliated to the cluster. During the cluster meetings, discussions about the possible interventions, need priorities, and challenges take place which allow partners to plan well and benefit from the captures lessons learned of other organization. The proper arrangements and coordination for meetings help partners to participate effectively in the meetings. In addition, the cluster meetings keep participants informed about the situational updates and overall achievements, and they foster effective coordination between partners.</li> <li>• Use of English language in almost all meetings make it difficult for national organizations to participate and engage properly. There are lack or negative participation in the meetings by the national authorities.</li> <li>• Physical meeting is preferred. - We miss field visit; to exchange experience.</li> <li>• The COVID 19 implications and the change to the virtual meetings.</li> <li>• The shelter cluster website link present in the humanitarian response info in oPt is broken and in active for more than 5 years at minimum. To date there is no online platform to share information knowledge SOP's guides and manuals</li> </ul>	<ul style="list-style-type: none"> <li>• To consult with SAG about the language, Shelter Cluster to consider translation or use of local language as needed.</li> <li>• Due to COVID 19- SC to try to resume in person meetings and field visits as appropriate and when possible.</li> <li>• A new platform is adopted by the cluster and all members are updated with the link of the new webpage.</li> </ul>

Partners	Action Points
<p>minute meetings. Shelter cluster is the least active cluster in coordinating responses between aid actors, the coordination is strictly limited to designs of HRP and HF proposals and even with the two mentioned, it's not consistent.</p> <ul style="list-style-type: none"> <li>• Coronavirus and work pressure.</li> <li>• Trying to produce the monthly dashboards in Arabic as well. Run the meeting in Arabic as a main language and offer English translation when required. Involve more local and national partners NGOs to attend and participate.</li> <li>• Equal opportunities for the different members.</li> <li>• Quick coordination from the shelter cluster in the emergency situation. We did not see effective role of shelter cluster in coordination during the last escalation took place in Gaza in May 2021. Provide more discussion on the different type of assistance (Cash, NFI ...) that provided to families with totally damaged houses. How is the coordination mechanism to avoid duplication of assistance?</li> <li>• To organize field visit. - To encourage partner prepare presentations about their works and new ideas.</li> </ul>	<p>To increase the partners awareness and knowledge of available tools and coordination mechanisms of the cluster.</p> <ul style="list-style-type: none"> <li>• As above</li> <li>• Already considered</li> <li>• All partners were well informed of all needs and responses during the escalations, and coordination was taking place with all relevant partners. Cash assistance was coordinated with relevant ministries and cash working group. Cross check of beneficiaries is provided by the cluster as requested by implementing partners.</li> <li>• Ongoing and will continue according to covid-19 measures</li> </ul>
<b>2. Information Management</b>	
<ul style="list-style-type: none"> <li>• The cluster is doing well in terms of information management and sharing. Yet, the tools sometimes do not support for the easy or full insertion of information.</li> </ul>	<ul style="list-style-type: none"> <li>• The cluster team is available to provide any training or technical support as requested.</li> </ul>

Partners	Action Points
<ul style="list-style-type: none"> <li>Issue period dashboards with full information on needs and implemented activities disaggregated geographically.</li> <li>Assessments are done through the shelter cluster regularly as a shelter cluster task done haphazardly. No updated status provided by the cluster on shelter priority and needs through the year to facilitate informing aid actors on met needs that are being met throughout the year which could cause overlap throughout the designs. Coordination overlap is strictly left for the members before and during the submission of the projects and are being accountable to coordination efforts with little to complete lack of accountability on such coordination efforts from the cluster itself.</li> <li>It is recommended to use social media platforms to share cluster information to be more useful for both partners and public.</li> </ul>	<ul style="list-style-type: none"> <li>It is issued nearly in monthly basis, depending on availability of information shared by partners.</li> <li>Assessments are usually done by partners, the cluster role is to consolidate shelter assessment shared data and provide overall needs and gap analysis.</li> <li>The cluster addressed all the needs, priorities, and objective through the HNO and HRP process. All information were shared with partners in timely manner.</li> <li>Online live mapping sheet was shared with all partners to insert and view the type of activities and the targeted geographical areas to avoid overlapping.</li> <li>All products of the shelter cluster are shared and published on the global social media accounts.</li> </ul>
<b>3. Cluster strategy and standards</b>	
<ul style="list-style-type: none"> <li>Advocate for more fund to achieve high quality in shelter rehabilitation.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum standards are already identified, partners are the ones responsible to determine the cost of rehabilitation based on needs assessment.</li> </ul>
<b>4. Contingency Planning</b>	
<ul style="list-style-type: none"> <li>We believe that the cluster is doing very well in this area. Regular sharing of information and updates take place. In addition, partners have participated in meetings to review the contingency plan. The feedback and thoughts of the participant organizations were respected.</li> </ul>	<ul style="list-style-type: none"> <li>The cluster facilitated 3 reserve funds from HPF during last year under fast track to respond to urgent needs after May escalation. Additionally updated stockpile of NFIs is maintained.</li> </ul>

Partners	Action Points
<ul style="list-style-type: none"> <li>It is recommended to adapt a fast track process for emergencies</li> </ul>	
<p><b>5. Monitoring and evaluating performance</b></p>	
<ul style="list-style-type: none"> <li>Shelter cluster should present to all members results of monitoring visits and feedback, best practice apart from OCHA monitoring report.</li> </ul>	<ul style="list-style-type: none"> <li>It is the role of HPF monitoring team, the cluster participates in the monitoring as a member.</li> </ul>
<p><b>6. Advocacy and communication</b></p>	
<ul style="list-style-type: none"> <li>Putting more pressure on the related ministries to be more involved as a members of the shelter cluster Palestine.</li> <li>Activate the advocacy working group.</li> <li>Regular diplomats /donor field visits to the affected localities exposed to coercive environmental of forcible transfer, then to have effective feedback from visitor/s.</li> <li>Publishing reports in Arabic language for visibility among non-English speakers on national level CSO's, Government. etc.</li> <li>Translation of all shelter cluster documents into Arabic and to target more donors to contribute in filling the gaps.</li> </ul>	<ul style="list-style-type: none"> <li>Line ministries are already on the mailing lists of the cluster and invited to participate effectively in all activities. Bilateral coordination meeting are also maintained through the year.</li> <li>Will be discussed with SAG and partners.</li> <li>Coordinated with HCT advocacy working group, and such visits are regularly implemented.</li> <li>Is considered however the cluster coordination team lack financial resources. Any support from partners is most welcome.</li> </ul>