

Shelter/NFI/CCCM Cluster Coordination Team (CCT) Report

Mission Area: Aden, Yemen

Overall Mission Objective	Technical support and monitoring for Site Management and Coordination (SMC) activities in Aden.
Partners/Organizations represented	BCHR, SHS, CSSW, DRC, MEAL, HYAC, NMO, NRC, Diversity Organization, UNHCR, Al Amal Association-Lahj, Human In Arabic Foundation
National/Local Authority	<ol style="list-style-type: none"> 1. Najeeb Abdelrahman Alsaadi, Head of Executive Unit, Main Office Aden 2. Abdo Mohammed Suliman Mohadab, Head of Executive Unit, Aden; 3. Mohseen Ali Zaiid Almezgagi, Executive Unit, Aden - Site supervisor - Ammar ben Yasser School 4. Omar Muqbel Ali Abdo, Head of Executive Unit, Lahj 5. Yasser Munir Mubareek Haidra, Local council of Dar Sa'ad district – Aden, Local council of Dar Sa'ad district – Aden 6. Salah Ali Abdel wahab Abdullah, Executive Unit- Taiz governorate - Almaafer district 7. Mahmoud Saieed Mohammed Maarooof, Head of Executive Unit- Al Hudaydah Gov. 8. Anis Nasser Saieed Abdullah, head of Executive Unit- Abyan Gov. 9. Ayman Mohammed Hassan Attar, Executive Unit- Aden Gov. 10. Osam Abdo Saif Almashraqe, Head of Executive Unit - Taiz – Alshamayateen
Date of Visit	03/04/2019 – 10/04/2019
Location	Al Rabat, Al Baytara, Al Meshqafa, Al Garat, Al Mokha, Al Kohka (Al Gesha, Al Alili and Al Wara)
Visited By	<ul style="list-style-type: none"> • Jacqueline Parlevliet, Head of Sub Officer, Aden • Peres Abeka, Snr. SMC Focal Point – Shelter/NFI/CCCM Cluster • Tesfay Gerbe – Sub National Shelter/NFI/CCCM Cluster Coordinator • Essam Alduais, Snr. Field Assistant/Deputy SNCC • Muammar Alwan, Assistant field Officer
Other participating Staff	<ol style="list-style-type: none"> 1. Mirno Pasquali, CCCM S. manager, DRC 2. Esko Nummemna, CCCM Techincal Advisor, DRC 3. Alaá M. Nasser, CCCM Team Leader, South Yemen, DRC 4. Ala'a Saddam, Snr Field Assistant, UNHCR
Last Monitoring Report	05/09/2018

1.0 Missions Objectives

- 1.1 Assess conditions in IDP Hosting Sites;
- 1.2 Consult with authorities and service providers on modalities of strengthening coordination;
- 1.3 Briefing with the new Sub National Shelter/NFI/CCCM Cluster Coordinator;
- 1.4 Discuss roles and responsibilities of authorities in Site Management & Coordination (SMC);
- 1.5 Highlight protection and assistance gaps and suggest recommendations on improving conditions in IDP Hosting Sites;

2.0 Comments on implementation / progress

2.1 Meeting with Sub National Shelter/NFI/CCCM Cluster Coordination team

Purpose:

- Plan for the mission and adjust the agenda based on reality on the ground;
- Brief the new Sub National Shelter/NFI/CCCM Cluster Coordinator (SNCC) on Site Management and Coordination (SMC) in Yemen touching on overall operation, the dynamics, progress and future plans.



The mission team interacting with youth and adolescents at the school compound in Al Rabat

2.2 Field Visit to Al Rabat, Al Baytarah, Al Meshqafa and Al Garat IDP Hosting Sites in Lajh

Purpose: To assess living conditions for IDPs, their organizing ability and progress by Site Coordination Focal Point (SCFP) NGOs

Al Rabat (est. 500HH):

- DRC has a role of coordination in the site;
- Protection, Shelter/NFI, WASH, food distribution, health and education are among the main activities.

Observation/remarks:

WASH: -

- Most of the latrines are full to the brim, while some have been locked by padlocks by individual households for their own use, while a few remain open.
- The IDPs complained the toilets are not deep enough (1.5m), hence get filled fast. It was reported by both local authority and DRC that IDPs themselves damage water pipes, so the new site had gone without water for over 5 days. Further, some IDPs noted dumping of insoluble materials such as used sanitary towels and diapers fill the toilets.



Filled up toilets at Al Rabat

Shelter: -

- The new site where some IDPs have been moved to looks planned, however the IDPs have erected additional makeshift structures in between the tents for privacy, and to acquire additional space. Such areas are congested and dangerous in case of disease and fire outbreak, particularly in summer when such cases are common.
- Inside the tents are too hot and unbearable both day and night. The IDPs who are still in the old site live in congested and contaminated littered environment, with makeshift shelters.
- Some families have solar lamps, while others don't, or partially have functional sets. There are illegal electricity connections in most of the shelters where solar lamps are non-functional.
- The communal kitchens are half way done – cooking takes place inside the tents, posing danger. IDPs expressed there is need to raise the wall for purposes of privacy, and to prevent toxic materials blown by wind from contaminating the food. The floor also needs compacting.



- IDPs requested for fencing of the area sighting fear of being attacked by unknown people, or protection risk for women and girls as the site is open and strangers get in and out freely;

Health:

- No medication arrangement for those suffering from chronic diseases;
- Children are fetching water from one of the full toilets. Chances of the IDPs consuming contaminated water cannot be ruled out, and this is a serious health risk to the site population.

Education:

- There is presence of a school structure. Children access school, however, there is need to replenish stationary and other learning materials; and procure desks and chairs. Children sit on the dusty floor. Talking to the children, they expressed the need to be provided with a furnished safe-child friendly space.

Food: Some families had not received food in a span of two months, the affected being those in the old site.

Protection: Some IDPs lack identification documents, no proper referral system, some cases of child labour, unreported cases of SGBV and marginalization of certain groups;

SMC:

- Lack of community self-awareness in, eg hygiene promotion, care and maintenance of the facilities, safety, security etc. Lack of proper community organizing ability – some self-imposed community leadership structure – no proper representation for all IDPs, lack of proper on-site coordination among partners.
- There are lots of cars packed randomly inside the site. It's being alleged many of them are owned by members of the host community. IDPs complained of reckless driving that may cause accidents if not properly managed.

Al Baytarah (est. 130HH):

- No Site Coordination Focal Point;
- Potential risk of environmental impact to the water aquifer at the IDP Hosting Site.
- The local authority is yet to act on its decision to move the IDPs from their self-made make-shift tents to the proposed site in Al Garad (which still has HLP issues with the landlord).
- No response by humanitarian actors is feasible throughout the site.
- The ExU is against any physical intervention at the site as this may be seen as a pull factor, however, there are other underlying concerns related to moving IDPs, as they claim host communities have occupied the area for years without any threat of eviction.
- The IDPs were in a state of anxiety and apprehension wondering what services will be available, how and when to access them. Their most fear being any abrupt eviction.
- There is no system in place to present key messages to IDPs, or to their volunteer representatives;



Shelter at the Al Baytarah IDP

Al Meshqafa (est. 300HH):

- NRC is the Site Coordination Focal Point.
- Protection, Shelter/NFI, WASH, food distribution, health and informal education are among the main services being provided.
- General Shelter, Health, protection and food issues are similar to the ones captured for Al Rabat in the previous pages.

SMC: -

- Site level committee is present, comprising a total of 17 members (8 women and 9 men), but there is need to strengthen site management structure, define roles and responsibilities for members; and to ensure active participation and fair representation.
- There is no area set aside for community engagement activities, therefore IDPs do not know how/where to report gaps or issues affecting them.
- Most school age children – mainly those from the marginalized communities are not attending school, however, other children attend schools within the host community, despite the long distance. There exists some child friendly spaces within the site.
- In addition to protection concerns, lack of fuel has forced IDPs to encroach in to the host community in search of firewood. This has created consistent conflict between the two communities, with IDPs feeling insecure.
- Women and girls are also at risk of SGBV while they fetch firewood. The same fear relates to fetching of water from far within the host community. IDPs also expressed the need for NFIs.

Al Garad site: (est. 66HH):

- No Site Coordination Focal Point Agency.
- This is the planned relocation site for the Al Baytarah IDPs. No significant service provision, although there were two upcoming shelter constructions by a charity organization. Land issue is yet to be settled with the land lord;

2.4 Visit to Ammar Bin Yasser Collective Centre, Aden (ext. > 188HH)

- Intersos in partnership with UNHCR is the Site Coordination Focal Point agency.
- From previous visit by the Shelter/NFI/CCCM cluster national team in Sep 2018, there was significant progress;
- IDPs are both accommodated inside the building that are now partitioned for privacy purposes; while others are accommodated in tents that are also partitioned;
- Spacing in between tents is according to standards, although IDPs have erected make-shift structures in between the tents for similar reasons explained in previous pages.



Additional make-shift (in between the NRC tents) at Al Meshqafa IDP Hosting Site



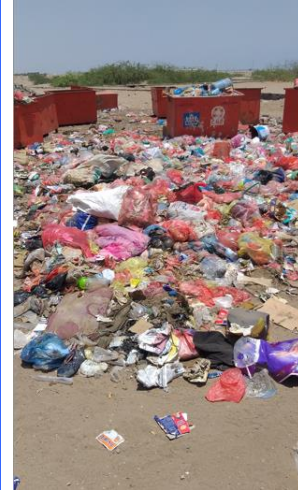
Proposed relocation site at Al Garad



The mission team interacts with representative of EXU at Amman Bin Yasser



- There are new WASH facilities constructed for women, however they remain locked and used by certain IDP families. Next to these structures are toilets that are full to the brim, and locked, while others remain open with contaminated water and floats of garbage;
- Some of the water points require maintenance with broken/non-functional water taps and solar panels – symbolizing lack of water;
- Adjacent to the entrance of the site, is a pile of decomposed garbage, including overflowing garbage bins - a health hazard to the residents;
- IDPs expressed desire to have consistent food distribution;
- IDPs access medical services from the nearby health facility (on referral), and there is a first aid tent within the site. IDPs reported UNICEF stopped referring patients to the local health facility. They appealed for a resumption of referrals sighting an increase in summer related health conditions.
- Children are able to access schools within the community, although those belonging to the marginalized communities still face difficulties and discrimination;
- The area looks quiet congested with >36 HH currently occupying areas that were designated as community kitchens. There is need for the local authority to identify a relocation area for these IDPs. The area they occupy is closer to the gate with uncollected garbage.



Garbage pile at the entrance of Ammar Bin Yasser Collective Center

SMC:

- There is no designated space for meeting with the community leaders, or reporting gaps and receiving any feedback;
- The community organizing ability is still weak. No structured leadership, although there seems to be an existing team that links the community to service providers;
- The local authority is corporative, however requires capacity building on his roles and responsibilities, and to understand roles and responsibilities for SMC NGO and other service providers too;

2.3 Meeting with Executive Unit (ExU)

Purpose: To consult and review proposed roles and responsibilities for the local authorities - Site Focal Points (SFP)

Observation/remark

- The meeting was well attended by 10 representatives of ExU in the entire region, including Head of ExU.
- Desire for the ExU to be capacitated to gain skills and knowledge on overall SMC (practicality); and for retention of institutional memory;
- Need to nurture mutual understanding between ExU and the humanitarian community, and to keep consultation lines open on issues related to improving living conditions of IDPs;
- The local authority feel they are not in sync with overall humanitarian operation, and seek to be incorporated in the existing coordination structures;



Filled up toilet with an overflow with floating tins at Amman Bin Yasser Collective Centered.



- Refine the proposed ToRs and agree on an implementation plan with SMC agencies and roll this out to all the governorates as endorsed ToRs.

2.4 Meeting with DRC and the SNCC team

Purpose; To further explore on previous discussions with ExU, and to agree on key roles and responsibilities of the authorities in relation to SMC.

Head of ExU was expected to attend the joint meeting, but was held up in an emergency by then. DRC and SNCC team discussed three drafts ToRs for the local authority which included; one developed by the ExU; draft from the cluster; and a consolidated draft based on the previous day's discussion with a team of 10 ExU representatives from the south. A refined copy to be shared with the ExU for their input/endorsement and onward dissemination to the governorates and districts/site levels.

2.5 Planning meeting with DRC on visit to Al Mokha and Al Kokha;

Purpose; Plan on how to cover the two areas within the limited time, and to consult on their SMC experience in the area, and chart a way forward;

Observations/remarks

Due to time constraints, the team split in to two to cover both areas. DRC expressed their frustrations to coordinate with the Emirates Red Crescent (ERC) charity organization, with no clear protocol or authority to consult with on SMC related areas in Al Wara IDP Hosting Site in Al Kokha. According to DRC, the services provided by ERC have fallen short of humanitarian standards. Proposals on joint capacity building plans didn't bear any fruits. The same case was reported by UNHCR and partners.

The UNHCR Head of Sub Office Aden offered to advocate with ERC management on scheduling a meeting with DRC to expound on the SMC concept and chart a way forward on effective provision of protection and assistance to IDPs. Focus would be on partnership and collaboration; identification of ERC Focal point to consult on SMC operational issues; and agree on conducting a joint SMC training as soon as possible.

2.6 Sub Cluster Coordination adhoc meeting

Purpose: To introduce the new SNCC to the team, and to discuss progress on cluster interventions at the IDP Hosting Sites;

Observation/remarks

The emerging key issue was on land, property and fears of eviction for IDPs. Cases discussed were related to relocation of families who are occupying communal kitchen area in Ammar Bin Yassen Collective Centre and IDPs in Al Baytra. DRC underscored the need for UNHCR as the Cluster Lead to reinforce its advocacy efforts with the authorities in order to find solutions. UNHCR HoSO, in an e mail responded in details explaining steps that have been taken with limited progress. She highlighted her plans to address the issue – among



Discussion between the cluster and ExU on ToRs and how to strengthen partnership and collaboration.



Preferred tent material at Al Gesha IDP Hosting Site



DRC staff gives an overview of Al Gesha IDP Hosting Site as he appreciates the corporation from the local authority in the area.



DRC team introduces the Site Committee members at Al Alili IDP Hosting Site



others with the Prime Minister in a meeting scheduled to take place in a weeks' time.

2.7 Visit to Al Gasha, Al Alili and Al Wara in Al Kokhah;

Purpose: To assess living conditions for IDPs, their organizing ability and progress by Site Coordination Focal Point (SCFP) NGOs

Observation/remark

- The two sites were previously established by local authorities and DRC's physical intervention as Site Coordination Focal Point started in November 2018.
- The local authority representative is corporative and supportive to DRC and other service providers.

The two sites in Al Khokha district (Al Alili - >900HH and Al Gasha - >410HH) have protection, shelter/NFI, WASH and mobile health provisions except **Education**. School age children in both sites are not enrolled in any form of education program and there is no place where the children can spend quality time, including Child Friendly Centres. Concerns on garbage collection and disposal was raised by IDPs and ExU representative, with recommendation on follow-up with relevant Sub National clusters. The mobile health teams visit the two sites once a week, but only provide basic health services.

- The IDPs in **Al Gasha** seem settled, although there is need to strengthen community self-governing structures.
- DRC deployed three site-based SMC staff and the number will increase to six soon (as mentioned by DRC).
- The tents were supplied by the authorities, and the material is the most preferred one by the IDPs.
- They are made out of hard canvas material which are more resilient to wind and harsh hot weather condition.
- IDPs have also reinforced the shelters with local materials. Al Gasha is established along the coast with effects of strong waves and erratic wind.
- DRC plans to establish a community centre for protection monitoring activities at Al Gasha site, which can also be used for community engagement through representatives supported by the SMC staff.
- At **Al Alili site**, community centre was recently established, and is operational for protection monitoring activities.
- The same centre is serving as a community engagement area through a newly established community committee (CC) with specific responsibility for WASH and maintenance.
- Our interaction with the committee revealed the need to reinforce service provision in WASH, Shelter for the extra population, food distribution; and health services particularly for eye, respiratory and chronic diseases.
- Women representatives at the meeting mentioned that most IDP women have previous life-skill trainings on tailoring and embroidery activities and requested for refresher skills trainings, business



Meeting with members of the site committee at Al Alili IDP Hosting Site.



A section of ERC managed IDP Hosting Site at Al Wara

management trainings and to be support to with start-up funds for income generation activities.

3.0 Constraints faced and shortcomings identified

- 3.1. Relationship between the authorities and humanitarian community, especially with SMC agencies is still work-in-progress key assignment for the SNCC - with advocacy from UNHCR;
- 3.2. Limited presence of authorities (SFP) to perform their responsibilities within the sites. In many cases, one person is assigned roles at the governorate and within the district;
- 3.3. Although Site Coordination Focal Point (SCFP) NGOs are progressively settling in to undertake SMC related activities, the establishment and maintenance of community self-governing structures is still weak;
- 3.4. ExU lacks adequate human resource and administrative infrastructure to fully operate at the proposed levels;
- 3.5. Lack of heat-protection in Al Rabat, Meshqafa and Al Wara IDP Hosting Sites. These are sites with UNHCR, NRC and ERC tents respectively – with potential increase in risk of fire related to overheating (where women, elderly and young children are most vulnerable);
- 3.6. Overcrowding, particularly in Ammar Bin Yasser Collective Center where over 36 HH have occupied communal kitchen construction. The same applies to IDPs who are occupying old site in Al Rabat;
- 3.7. Nonexistence of designated areas within the sites where IDPs can report gaps or issues affecting them, or receive feedback – symbolizing weak community engagement;
- 3.8. Maintenance of WASH facilities eg filled up toilets require dislodging. Similarly, some toilet doors and water pipes require maintenance;
- 3.9. Lack of proper community organizing ability to tackle common issues that could easily be addressed by the community;
- 3.10. Confusion on limitations of the cluster as perceived by the authorities and the IDPs vis avis the role of UNHCR;
- 3.11. Lack of community knowledge about sites management and coordination structures indicates substandard community participation in SMC activities and poses accountability risks;
- 3.12. Incomplete or inconsistent distribution due to limited stock allocations making some IDPs feel discriminated;
- 3.13. Helpless IDPs with respiratory and chronic medical conditions;
- 3.14. Harmful or exploitative coping mechanism adopted by some IDP families who expose their children (boys and girls) to serve as labourers to earn a living to support their families;
- 3.15. Limited reporting based on agreed indicators with the cluster, and sometimes an oversight in concrete reporting on SMC activities;
- 3.16. Although a few children in Al Meshqafa IDP Hosting Site access schools within the host community, the school locations are too far, and children – mainly girls may be at risk.
- 3.17. Marginalization for minority groups, and their children in terms of access to services or distributions. Children from marginalized communities do not attend school. They are idle and are susceptible to different forms of protection risks eg child labour;
- 3.18. Lack of fuel expose families to look for firewood off the neighbourhood, and this causes rifts between the host communities and IDPs;
- 3.19. IDPs do not have consistent water flow. This was the case in Al Rabat, Al Meshqafa and Ammar Bin Yasser;

4.0 Recommendations and follow up Action Points

- 4.1. Need for consistent touch with the SNCC team in Aden – a task for the National Cluster coordination team that will help strengthen partnership and collaboration with the authorities; and promote advocacy around key issues affecting IDPs such as land and eviction, improved intervention in sectoral gaps etc;
- 4.2. ExU should appoint their representatives at the governorate levels. Cluster to identify NGOs with capacity at the governorate level to support with coordination and work a long side the appointed ExU representative.
- 4.3. Need for consistent mentorship and coaching for the local authority and NGO staff on SMC;
- 4.4. Increased advocacy by the SNCC on the relocation plans for IDPs at Al Baytarah to Al Garat. While the advocacy continues, there is need for the humanitarian community to agree with the authorities on the level of support mechanism for the most vulnerable IDPs without any support mechanism;
- 4.5. SNCC to ensure SCFPs designate structures within the IDP Hosting Sites where IDPs can report gaps and issues affecting them – implementation of Complaints and Feedback mechanism. The designated area will also act as general meeting place with the site committees; and to ensure Accountability to the Affected Populations (AAP);
- 4.6. Sub National cluster to advocate with the humanitarian community to support the local authority administratively in terms of setting up office infrastructure at both district and governorate levels;
- 4.7. SNCC to ensure ExU's active engagement at the Sub national cluster coordination meetings as one way of ensuring the authorities are included in coordination and planning response. This will also promote their knowledge of the humanitarian community's work.
- 4.8. Cluster to finalize and share draft ToRs for SFP based on the three drafts discussed during the mission. SNCC to ensure the ToRs are shared with ExU for their input/approval and onward dissemination to governorate and District/site levels for adoption;
- 4.9. Shelter/NFI/CCCM cluster at the national level to ensure SMC reports are based on the indicators agreed with the cluster;
- 4.10. Shelter/NFI/CCCM cluster at the national level to ensure harmonized reporting tools and processes are finalized and shared with SNCC for adoption based on dynamics on the ground.
- 4.11. SNCC to consistently follow up with SCFP NGOs to ensure implementation of harmonized approaches, and follow up with related sub cluster coordinators and partners on identified gaps (outlined in 3.0 above) and report progress;
- 4.12. SNCC to work closely with Generation Without Qatts (GWQs) on their planned SMC activities in order to adopt the most practical means on the ground. SNCC to advise the national cluster coordination team on progress;
- 4.13. SNCC to closely follow up and continue advocating with the authorities on identification of land to relocate IDPs occupying communal kitchens at Ammar Bin Yasser. On the same tune, the Al Garat land issue and relocation of IDPs at Al Baytarah is of essence;
- 4.14. SNCC to follow up on agreed tasks with ERC aimed at capacity building and improved relationship between DRC and ERC;

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