

Cluster Coordination Performance Monitoring			
Date of the first meeting:	23.01.2019	Time:	14:00
Participants:	UNHCR, DRC, Reach Out, COHEB, MBONWEH-WDA, PEP Africa	Location:	UNHCR Office in Buea, SW
Description of the monitoring exercise			
<p>To this first meeting, only a total of 15 members were invited in order to create the conditions for the discussion among all the participants about each one of the topics, allowing them to provide feedback in the most participatory possible way.</p> <p>They were all the SAG members (7), 6 organizations selected due to their constant participation since the activation of the cluster, 2 organizations chosen by the plenary during the previous Shelter Cluster Coordination meeting, when the CCPM was announced and explained.</p> <p>Since this performance monitoring exercise was done 3 months after the activation of the cluster and some of the organizations were working in a humanitarian response for the first time (local NGOs in these regions have been mainly working in development), the participants were briefed on the CCPM process, the cluster core functions, the services corresponding to each one of them and examples of the deliverables.</p> <p>After that, the matrix with the core functions, services and deliverables was projected on the room and the plenary evaluated as a group each of the parts and expressed their comments and recommendations. Since the evaluation of the core function in abstract was a little bit hard for them given the moment on the emergency response, the evaluation was done backwards, starting the discussion by the deliverables (discussing the status of them: done, not done, planned, not planned, ongoing, not ongoing, not applicable at this moment), then evaluating the services and finally the general evaluation for the core function (all this information in the excel file, in this report it has been only taken the core function evaluation, comments and recommendations).</p> <p>Given the absence of some of the SAG members in the meeting, the result of that meeting was circulated by mail among all of them for feedback. We got some feedback and new comments and recommendations that were included in the matrix.</p>			
Date of the second meeting:	31.01.2019	Time:	10:00
Participants:	Shelter cluster partners present in the coordination meeting	Location:	UNHCR Office in Buea, SW
Description of the monitoring exercise			
<p>The results of the CCPM were presented to all the shelter cluster partners in the following meeting and again there were some comments and feedback about it.</p> <p>The consolidation of a permanent shelter cluster hub in Bamenda to coordinate better the NW response and the need of improving the accountability towards population were highlighted as key general concerns. Monitoring of the response and its challenges were also discussed by the cluster partners.</p> <p>The improvement of the advocacy to the government with regards to the cash based intervention authorization was also pointed out as important also.</p> <p>All the information from these two exercises are summarised in the following pages and all the details from the first meeting in the excel file attached.</p>			



Core Function	Evaluation	Comments	Recommendations
1. Supporting service delivery	satisfactory	It is appreciated the cluster coordinator is based in SWNW regions and is a position fully dedicated to coordination, which is perceived as a positive point in favour to the independence. Minutes, ToRs and key documents can be found at https://www.sheltercluster.org/response/cameroon	The consolidation of a cluster hub in Bamenda to provide the same level of coordination in the NW, so far very unbalanced compared to the SW. Continue explaining the cluster approach to the new local organizations joining the cluster, specifically in NW, where there have been a much lower presence of the clusters and international humanitarian organizations in general.
		4W matrices are frequently updated with information of a higher number of cluster partners each time. Factsheets are produced in a monthly basis, December 2018 one can be found in: https://www.sheltercluster.org/cameroon/documents/factsheetcameroon1812122 Analysis products are ongoing (Presence map available at: https://www.sheltercluster.org/sites/default/files/docs/nw_sw_presence_map_complete_copy.pdf)	Keep the subdivision level as the maximum level of detail for analysis products shared widely, for security reasons, as it has been done so far. More analysis products would be appreciated to understand better the progress on the activities and the gaps in the response, in order to support the strategic planning of the shelter cluster partners. A fully dedicated IMO for the shelter cluster would be able to continue with the work the previous shelter cluster IMO was doing, specially to produce these analysis products.
		The coordination with the national actors given the nature of the response has been very constrained.	Strengthen the coordination with the national actors, currently led by OCHA, but independently to the current coordination meetings.
2. Informing HC/HCT strategic decision-making	satisfactory	Shelter/NFI and WASH Joint Needs Assessment performed in December 2018. Inter-cluster capacity mapping of the local partners ongoing.	For future needs assessments, an approach that could provide a deeper level of detail than the key informant approach would be recommended. Household level assessment are desired wherever are feasible to conduct them. Better assuring the surveyed population is gender balanced is also recommended.
3. Planning and strategy development	good	The Shelter Cluster Strategy was developed during a workshop and endorsed the 23-11-2018. Available here: https://www.sheltercluster.org/sites/default/files/docs/sc_swnw_cameroon_strategy.pdf . The SAG contributed to the adaptation of the national HRP shelter and NFI framework to the particularities of the NWSW crisis. HRP-2019 will be launched the 14th of February 2019.	Revision of the Shelter Cluster Strategy once published the results of the first round of the DTM and the final report of the Shelter/NFI and WASH Joint Needs Assessment. In this revision, it would be recommendable to stress harder the strong shelter and NFI needs the self-settled IDPs are facing, especially on hard-to-reach areas and in the worse communicated geographical areas.



		<p>NFI and shelter kits compositions harmonized within a TWiG https://www.sheltercluster.org/cameroon/documents/swnw-cameroon-minimum-nfi-kit https://www.sheltercluster.org/cameroon/documents/sw-nw-cameroon-minimum-shelter-kit The NFI kit composition was closely coordinated with the wash cluster to avoid duplications of items. Technical guidelines suitable for the context have been shared with the partners. There is a dropbox folder for them where the interesting materials are loaded to share with the partners.</p>	<p>By the moment, the shelter and NFI response does not seem to require differences in the design for the NW and SW, but for a future phase, when the population could come back to their places of origin or set for a longer period of time, the design of the required more durable solutions should take into account the differences between the two regions. At that moment, technical support will be needed by some partners to implement the response. Capacity building activities will be also required and important monitoring.</p>
		<p>In order to have a better understanding of the local NGOs capacities and offer the possibility to them to access to partnerships with INGOs and UN agencies, it is being conducted a Capacity Mapping of the local partners which would summarize the human and technical resources these organizations have.</p>	<p>Continue explaining the funding mechanisms available and the requirements to access to them. Capacity building programme should be design for the local partners. With better capacities, they would have better access to additional funding or to potential partnerships.</p>
4. Advocacy	unsatisfactory	<p>It has been developed a presence map with the information of all the partners active in shelter and NFI in the SW and NW. It has been conceived as a living document that has to continue being updated with the future changes. Available here: https://www.sheltercluster.org/sites/default/files/docs/nw_sw_presence_map_complete_copy.pdf</p> <p>Legal and regulatory issues have not been tackled more than the identification of 2 local organizations that are working within Housing, Land and Property issues and their introduction to the Shelter Cluster.</p>	<p>Continue with the advocacy for cash based interventions and design a better strategy commonly with other clusters to improve the efficiency in this aspect. Communication in general should be improved and sector key messages could be developed and shared through different channels (social media, radio...). Some activities are starting in this moment, but mainly coordinated generally by OCHA, not at the clusters level yet.</p> <p>Strengthen the support of the partners with regards of Housing, Land and Property issues.</p>
5. Monitoring and reporting	weak	<p>By the moment, the monitoring of the response in general is poor and post-distribution monitoring activities (PDM) are challenging. The Shelter Cluster has not performed any monitoring activity yet.</p>	<p>Start monitoring the response in the way that could be feasible and collect the PDM reports that the organizations are planning to conduct. Support the organizations without humanitarian background to design and conduct PDM activities.</p>
6. Contingency planning / preparedness	unsatisfactory	<p>Potential scenarios for contingency planning has not been identified yet.</p>	<p>Evaluate the need of defining a contingency plan for specific potential scenarios.</p>



		Given the early moment of the emergency, the exit-strategy still has not been designed.	
7. Accountability to affected population	weak	<p>There are very few mechanisms in place to guarantee the accountability towards the affected population. The level of communication is low and there is only one organization we know has a complaint system working.</p> <p>As explained in the point n.5, the PDM activities are very challenging and partners are starting now to conduct them.</p>	<p>Improve urgently the level of accountability towards the affected population by providing a 2-way channel of communication. One proposal has been the centralization of the community complaints by the cluster as an independent entity that would address these concerns to the partners to respond.</p> <p>Support the organizations without humanitarian background to design and conduct PDM activities.</p>