



UNHCR UKRAINE
MONITORING OF THE 2018
SHELTER PROGRAMME



1,274 households received UNHCR permanent/long-term shelter assistance in 2018

1,103 light and medium repairs and 271 heavy repairs or reconstructions completed between March and Nov. 2018

Mar '18

Nov '18

Jan '18

Dec '18

Sep '18

Mar '19

464 monitoring visits conducted between Sept. 2018 and March 2019

Introduction

This report covers the finding of the post-execution monitoring of 464 houses repaired by UNHCR in the frame of the 2018 shelter programme in the east of Ukraine.

The monitoring visits took place between September 2018 and March 2019, and were performed by teams composed of at least two members, one from the shelter team and one from the protection unit.

The collection of the information was based on the standard Kobo Shelter Monitoring Form (electronic version available at <https://enketo.unhcr.org/x/#Ypmg>; paper version in Annex 3). The form has two main sections, one focusing on technical aspects, the other on protection. The decision was made to keep the form as per last year's version in order to ease the comparison of findings with previous exercises.

All visits were conducted in accordance with the recommendations included in the Standard Operating Procedures for Shelter (see Annex 4) and the dedicated guidelines (see Annex 5).

The monitored sample covers repairs completed in the geographic areas of all five UNHCR offices in eastern Ukraine (Mariupol, Sloviansk and Sievierodonetsk in government-controlled areas [GCA]; Donetsk and Luhansk in non-government-controlled areas [NGCA]).

The recommended criteria for the selection of the sample were:

- to cover as many areas as possible in order to capture the different conditions in which house repairs are conducted, while giving priority to areas with difficult access and conditions
- to accord priority to problematic cases (in terms of technical or protection-related issues)
- to cover all types of repairs, but giving priority to interventions that have required high investments in terms of time and money (heavy repairs and reconstructions)

The 464 monitoring visits on which this report is based represent 34% of the 1,374 repairs conducted in 2018 by UNHCR: a significant improvement compared to the 13% covered in the 2017 shelter monitoring exercise (232 visits out of 1,732 repairs conducted).

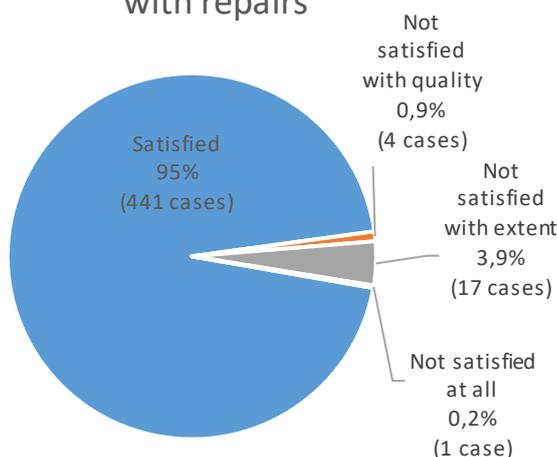
The 464 monitoring visits conducted in 2018 correspond also to more than three-quarters of the minimum sample suggested by the SOPs (602 visits, or 44% of the total number of repairs). Also this is a significant improvement compared to 2017¹, when the monitoring teams managed to cover only one-third of the recommended sample. UNHCR was able to monitor a higher proportion of houses in 2018 as compared to the previous year for two main reasons. First, to address the chronic lack of vehicles to conduct field visits, teams made a concerted effort to plan field visits in advance for times when vehicles would be available. Second, teams used the Kobo format of the monitoring form consistently and correctly, which eliminated the extra step of data entry and made the monitoring process more efficient.

¹ In this and other cases, in order to simplify the text, the year indicates the year during which the repairs were carried out, rather than the year in which the monitoring visit was conducted. For instance, in this case "2017" indicates the monitoring exercise of house repairs executed in the frame of the 2017 shelter programme.

PART 1 - TECHNICAL ASPECTS

The monitoring of 2018 shelter activities confirms the main findings of the 2017 campaign: the repair of houses damaged by conflict-related incidents is still highly appreciated by recipients (95% of respondents, compared to 97% in 2017) and is executed with good quality (99% of cases, compared to 100% in 2017)².

Satisfaction of beneficiary with repairs



In only 7 cases out of 464 (less than 2%), the repair works were deemed by the monitoring team as being not in accordance with the locally-accepted standards and good construction practices (0 cases in 2017).

Beneficiary satisfaction /1 - 95% of the interviewed beneficiaries of the repaired houses were satisfied with both the quality and the extent of the repairs. Among the 22 respondents who expressed their dissatisfaction, the majority (17

respondents) were not satisfied with the extent of the repairs³, while only a few expressed dissatisfaction with the quality or with both quality and extent (5 respondents).

Among those dissatisfied with repairs, 20 (out of 22 cases) are located in northern Donetsk oblast (GCA) and 2 in Luhansk oblast (GCA).

In 23 cases out of 464 (5%), the monitoring team reported that the repairs did not cover all the damages suffered by the house⁴. Twenty of these 23 cases are located in northern Donetsk oblast (GCA) and the remaining three in Luhansk oblast (GCA). In 15 of these 23 cases, the beneficiary expressed dissatisfaction with the extent of the repair.

Quality of the repairs /1 - Considering the 17 respondents not satisfied with the extent of the repairs, in 15 cases the monitoring team concurred that the repairs did not cover all the damages suffered by the house. Further crosschecking the data, we see that in 12 of these 15 cases the monitoring team has marked the intervention as non-compliant with

- 2 *The consistent quality is related to the fact that it is easy to find construction companies and brigades with sufficient expertise, and the technology involved is basic and repetitive.*
- 3 *Respondents are requested to state whether in their view the repair has covered all the needs. In answering so, recipients of shelter assistance often do not - and are not expected to - consider the limitations inherent in the scope of humanitarian interventions, as agreed upon and applied in the daily practice by Shelter Cluster members. In the humanitarian scope, repairs are not supposed to cover all the damages suffered by the house, but to provide the beneficiary family with a minimum functional space (a "one warm and dry room") to guarantee them a dignified life and prevent further deterioration.*
- 4 *Similarly to what explained in the previous note, also in this case the monitoring team is requested to state whether the house has suffered and still presents damages that have not been covered by the intervention: this is not to be confused with a statement of "non-compliance with the Cluster guidelines" as not all damages fall under the humanitarian scope.*

the Cluster standards⁵. Therefore, in at least these 12 cases - all located in northern Donetsk oblast - the beneficiaries' complaints appear well-founded.

Examples of repairs considered by the monitoring team as both incomplete and non-compliant include cases in which the partner has intended the intervention as a mere light repair (limited to the replacement of portions of the roof and/or one or more windows), while neglecting other parts of the house requiring repairs, such as chimneys, the kitchen and other functional interior spaces.

There are also five cases of repairs reported as complete, but with substantial works still pending. The relevant partner has already been notified and requested to complete the works as soon as possible. For this reason, they have not been marked as non-compliant.

In general, the total number of cases found by the monitoring team as "non-compliant with the agreed Cluster standards and guidelines" is 20 (4% of the total; it was only 1% in 2017). Nineteen of the 20 cases are located in northern Donetsk oblast (GCA) and one in Luhansk oblast (GCA). All these cases are being followed up to ensure that the shelter works are brought into compliance with Cluster standards.

Beneficiary satisfaction /2 - Only three beneficiaries - less than 1% of the total - complained that partner's/contractor's engineers had not regularly followed the repair works, nor been available to provide technical support.

Only nine beneficiaries - less than 2% of the total - claimed to have had no chance to discuss the type of repair works with the partner/contractor.

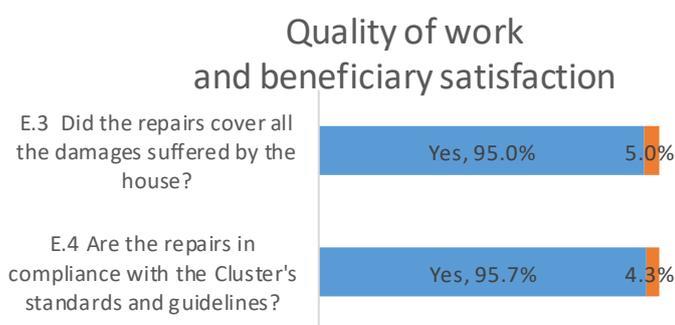
Quality of the repairs /2 -

During the monitoring visits, the Shelter team performed visual verification of the materials

actually used in the repairs against what partners/contractors reported in the final bills of quantities (including materials procured by both UNHCR and partners⁶). In only two cases out of 464 (vs. none out of 232 in 2017), the visual check revealed inconsistencies.

Cost analysis - In all 464 monitored cases, the partner/contractor shared the cost analysis⁷ with the monitoring team prior to the visit, as expressly recommended in the guidelines.

An analysis of the costs leads to the following conclusions:



5 While it is impossible to summarise in a document the generic "locally-accepted construction standards", the specific and complementary "Cluster standards" are summarised in the Cluster Guidelines - Structural Repairs and Reconstruction, published by the Shelter Cluster Ukraine in April 2016 [<https://www.sheltercluster.org/ukraine/documents/ukraine-cluster-guidelines-structural-repairs-and-reconstruction>].

6 The term "partner", in this and other cases, indicates those responsible for the different phases of the repairs: it includes therefore partner NGO staff, brigades of construction workers hired by partner NGOs, construction companies contracted by UNHCR (direct implementation) or partner NGOs.

7 For each intervention, the total direct costs, disaggregated in the three main components:
 (1) value of the in-kind material supplied by UNHCR;
 (2) value of the in-kind or cashed material supplied by the partner;
 (3) cost of the labour paid by the project

- When considering exclusively the cost of construction materials and labour, repairs in NGCA cost more than twice as much as repairs in GCA (+138% for medium repairs; +120% for heavy; +71% for reconstructions). However, this calculation does not include other costs associated with implementation through NGO partners, such as staff, transportation, administration, overhead, etc.). These add an estimated additional 33% to the costs of construction materials and labour. The table below compares the average costs in NGCA with the adjusted costs in GCA:

average cost of 1 repair (USD)

	GCA		NGCA	difference
	(original value)	(adjusted cost)		
Medium repairs	924	1.229	2.200	+79%
Heavy repairs	2,870	3,817	6,317	+65%
Reconstructions	10,012	13,316	17,187	+29%

- It is particularly difficult to analyse the cost and impact of repairs to multi-story buildings; the calculation of the cost “per household”⁸ depends heavily on how many households are considered direct beneficiaries. Some repairs may benefit all the residents of an apartment building (e.g., a roof repair), while others may benefit only some of the residents.
- In 2018, the shelter program in GCA experienced more divergences between planned and actual costs as compared to the previous year. Differences between the average planned (and budgeted) cost and the average actual cost (as calculated from the monitored sampled) are larger than in 2017, but not alarming as positive and negative differences compensated each other⁹, and both partners in GCA managed to achieve the agreed target within the allocated budget. Most evident discrepancies are represented by the average costs of the monitored light repairs in Mariupol AoR (+72% compared to the budgeted unit cost), medium repairs in Donetsk and Luhansk AoR (+50% and -41%), and heavy repairs in Sloviansk, Sievierodonetsk and Luhansk AoRs (-39%, +34% and -55%).

The complete analysis of the costs by type of repair is reported in Annex 2.

⁸ Big part of the interventions on multi-story buildings are repairs of roofs that benefit all the apartments located in that section of the building. It is often difficult to determine how many families can be considered as direct beneficiaries: the Shelter Cluster ruled that all apartments should be counted; others think that only the apartments actually occupied by their inhabitants should be counted; and others again say that also the families who are likely to move back to the apartment once the common roof is repaired should be considered as well.

A second issue that affects the relevance of the analysis is that under “repair of multi-story buildings” the monitoring teams have included three types of interventions that can be significantly different one from the other, including in terms of costs: (1) the repair of the common roof; (2) the repair of windows and other small indoor parts in a single apartment located in a multi-story building; (3) a mix of the previous two.

⁹ It’s worth mentioning again that types of repair (light, medium, etc.) and the related estimated costs have the only purpose of making planning, procurement and reporting easier. In real life, instead, the extent of a repair is dictated exclusively by the actual damage suffered by the house. This explains why repairs under the same category can have very different costs, and why sometimes there can be different opinions regarding how to categorize a specific repair.

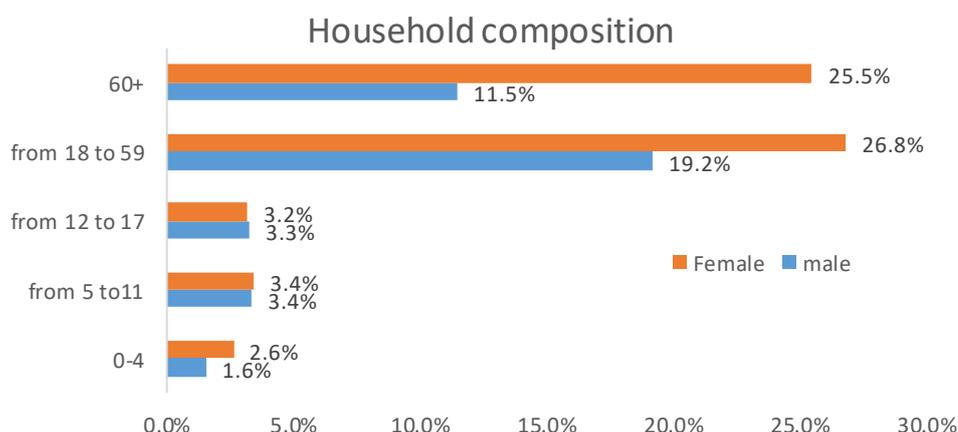
PART 2 - PROTECTION ASPECTS

In early 2018, UNHCR reviewed its standard operating procedures for the shelter programme. While some protection considerations had been included in previous versions of the procedures (e.g., use of vulnerability criteria for beneficiary selection), the revisions were intended to ensure a multi-functional assessment of protection and security conditions in specific geographic locations before undertaking shelter interventions. The shelter interventions monitored for this report are the first to be undertaken after the revised 2018 procedures came into force.

Household composition - The 464 vulnerable households visited during the shelter monitoring campaign are composed of 751 females and 468 males (62% and 38%; it was 57% and 43% in the previous year).

The average household size is 2.6 members¹⁰ (it was 3.3 in the 2017 sample).

Within the households, 37% of members are 60 or older; children under 18 represent less than 18% of the caseload (percentages are very similar to last year). The age group “18-59” represents 46% of the caseload; among these working-aged adults, the majority (58%) are women. The age group “60+” represents 37% of the caseload; the sampled population of older persons is disproportionately female, with twice as many women as men.



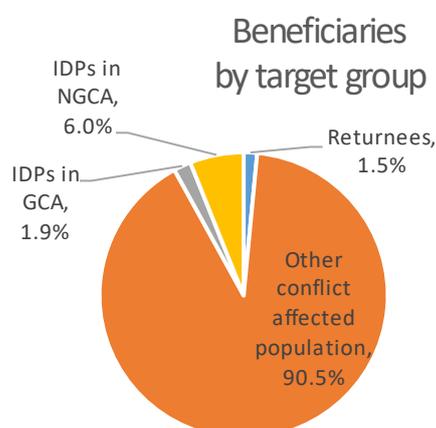
Beneficiary selection and vulnerabilities - All of the beneficiaries of the interventions monitored in this campaign were selected through the Joint Committee as prescribed by the 2018 Shelter SOPs¹¹ (it was only 90% in the previous round of monitoring).

Where the shelter programme was implemented by NGO partners, partners shared the profile of the beneficiaries prior to the visit - as prescribed by the guidelines - in 98% of the cases. In only 9 cases out of 464 (2%), the profile of the beneficiary family as assessed during the monitoring visits did not match the data available during the selection phase (0 cases in the 2017 sample).

¹⁰ The average household size used for planning and reporting UNHCR shelter activities in Ukraine is 2.42

¹¹ The selection of beneficiaries of shelter assistance is finalised through the Joint Committee. A JC is formed at least by Shelter and Protection staff from both UNHCR and the Implementing Partner (only UNHCR, where the programme is in direct implementation); the participation of security advisors is highly recommended. See chapter 6.d of the Shelter SOPs.

All selected beneficiaries belong to one of UNHCR's target groups. As expected, the large majority of the beneficiaries are non-displaced conflict-affected people (420 families, or 91% of total; it was 82% in the 2017 sample); IDPs in NGCA constitute the second largest group (28 HH, or 6%; it was the third largest group in the 2017 sample) followed by IDPs in GCA (9 HH, 2% of the sample), and returnees families (7 HH, less than 2%). It is worth noting that the number of returnees is considerably lower than last year, when this resulted the second most represented group and constituted 14% of the sample¹².



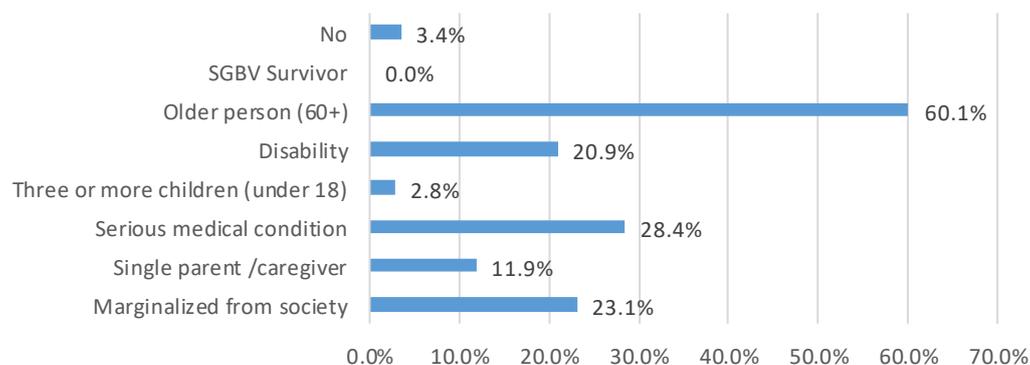
Monitoring visits confirmed that none of the selected recipients had the capacity or the financial means to repair the house by her/himself, which was of course a precondition to be selected for shelter assistance.

Only persons with vulnerabilities are eligible for assistance under UNHCR's humanitarian shelter programme; therefore, the monitoring teams sought to confirm whether the beneficiaries had been correctly identified. As expected - and mirroring the previous round of

monitoring - a significant majority of beneficiaries are older persons (60+) (60%) or persons with serious medical conditions (28%) or disabilities (21%)¹³.

Other groups of persons selected as beneficiaries include 107 households "marginalised from society or their community" (which is the third largest category, representing 23% of the beneficiaries selected for monitoring), 55 households with one member "single-parent / care-giver" (12%) and 13 "families with 3 or more children under the age of 18" (3%). In 16 cases (more than 3% of the sample; it was twice as much in the 2017 sample), the monitors could not confirm that the beneficiary had vulnerabilities in line with the established criteria.

Beneficiaries by vulnerability category

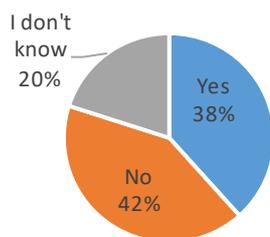


¹² These percentages do not necessarily represent the whole population in the target areas, but only the composition of the recipients of UNHCR shelter assistance.

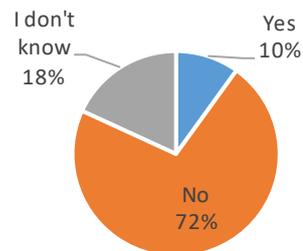
¹³ This is a multiple-choice question, hence percentages do not sum up to 100.

Safety/security - In the section dedicated to safety, 38% of beneficiaries¹⁴ (which is more than two times the 18% registered in the previous monitoring campaign) stated that there is a military presence close to their house; 10% stated that there are mines or UXO close to their house (this percentage was 4 times higher in the 2017 sample); 20% stated that they did not know about military presence or mines¹⁵. Of the 224 cases in which respondents signalled the presence of the military or of mines/UXO in the neighbourhood, only three refer to NGCA areas.

Military presence in the neighborhood



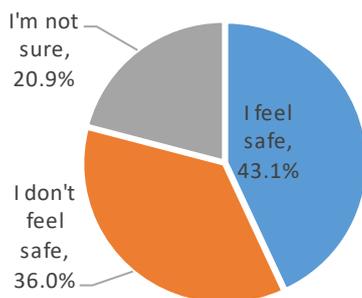
Mines/UXO in the neighborhood



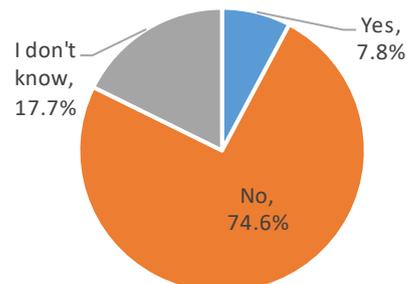
Some beneficiaries reside in areas that remain dangerous: 6 (a bit more than 1%) claim that there were houses in their neighbourhood damaged by the hostilities in the previous 3 months (4 in northern Donetsk (GCA), and 1 each in Luhansk (GCA) and Donetsk (NGCA)); another 6 (3 in southern Donetsk (GCA), 2 in northern Donetsk (GCA) and 1 in Luhansk (NGCA)) claim that their house has been damaged again after the completion of the repairs (it was 9 cases in 2017, 4% of the sample).

When asked about recent shelling, 37% of the monitored beneficiaries stated that in the previous three months there had been shelling on a daily (23%, compared to last year's 7%), weekly (10%), or monthly (4%) basis. All these respondents live in the GCA side, while all respondents from NGCA stated that there was no shelling in the three months before the monitoring visit.

How safe do you feel living in your house?



Are you planning to relocate should the situation aggravate?

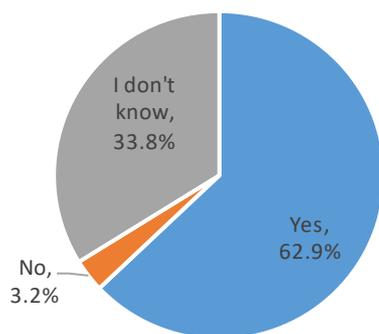


¹⁴ This percentage may be even higher, as respondents in NGCA might be uncomfortable speaking about this issue.

¹⁵ As to the questions (a) "Is there a military presence in the area?" and (b) "Are there mines/UXOs in the neighbourhood?", of the 224 cases in which the answer was "yes", only 3 refer to NGCA areas.

The percentage of monitored families who feel unsafe in their repaired house (36%, equal to 167 cases, all except one in GCA) grew by three times compared to last year, this figure being one of the most noteworthy of the whole report. A partial explanation for this unexpected result may relate to the composition of the monitored

Were the "likelihood of future shelling" and the "strategic military importance" of the neighborhood properly assessed?



sample: compared to the previous year, the monitoring campaign of 2018 shelter activities was better organised and had a wider geographic reach, including in areas close to the contact line¹⁶.

Despite the relevant increase in the perception of insecurity, a relatively small number of families (36, less than 8% of the total) expressed their intention to relocate in case of deterioration of the military situation, while 75% (compared to 79% in the 2017 sample) will not move even in case of deterioration and 18% remain unsure of what they would do.

For the last three questions, the responses are different in GCA and NGCA. Half of the

respondents in GCA stated that there is a military presence in their neighbourhood and that they feel unsafe in their house, against 1-2% of the respondents in NGCA. In GCA, 13% stated that there is presence of mines and UXO in their neighbourhood, as compared to 1% in NGCA. These differences relate to the fact that in GCA, humanitarian shelter actors have had broad access to communities for four years, and many repairs have already been done. In contrast, in NGCA, there have been fewer humanitarian shelter actors, and access is more restricted. This means that UNHCR has delivered shelter repairs in relatively safer neighbourhoods. Furthermore, these security-related questions are considered more sensitive in the NGCA context.

In a relevant number of cases (3% or 15 cases), the monitoring teams found that there had been insufficient assessment of the "likelihood to future shelling" and the "strategic military importance" of the neighbourhood prior to the construction works.

¹⁶ In the 2018 sample, 2/3 of those who claimed to feel insecure in their repaired house live in only 4 "hot-spots" (Toretsk, Myronovsky, Krasnohorivka, Popasna). In the 2018 sample, the respondents from these same 4 locations represent 43% of the total; in the 2017 sample, respondents living in the 4 most insecure locations (among those covered by the monitoring) represented only 28% of the total. The increase in the representation (from 28% in 2017 to 43% in 2018) explains only partially the increase in the percentage of respondents who feel insecure (from 11% in 2017 to 36% in 2018).

Another attempt to explain this unexpected result refers to the psychological sphere: it is possible that families that experience conflict-related threats on a daily basis become familiar with that context and feel less insecure than families who experience the same threats less often.

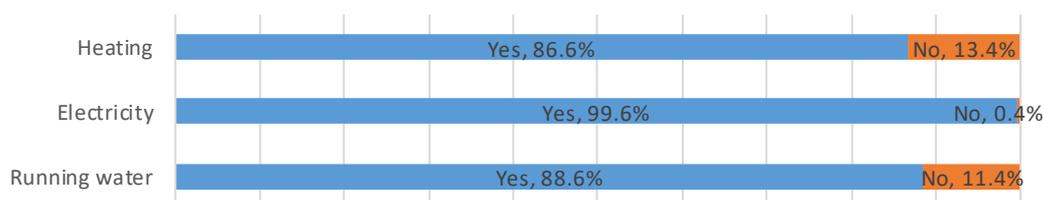
Access to basic services - In the section dedicated to the access to basic services, only two families (less than 1% of the respondents) claimed no access to electricity (same as in the 2017 sample), while 62 families (13%) have no access to heating¹⁷ (it was 8% in the previous round of monitoring).

A comparable proportion of respondents (53 families, or 11% of the total) said they had no access to running water. These respondents live in private houses in rural or semi-rural areas; most of these houses were not connected to a water network even before the conflict.

The number of families with no access to both water and heating at the same time is 31 (7%). The two families with no electricity connection have instead both water and heating.

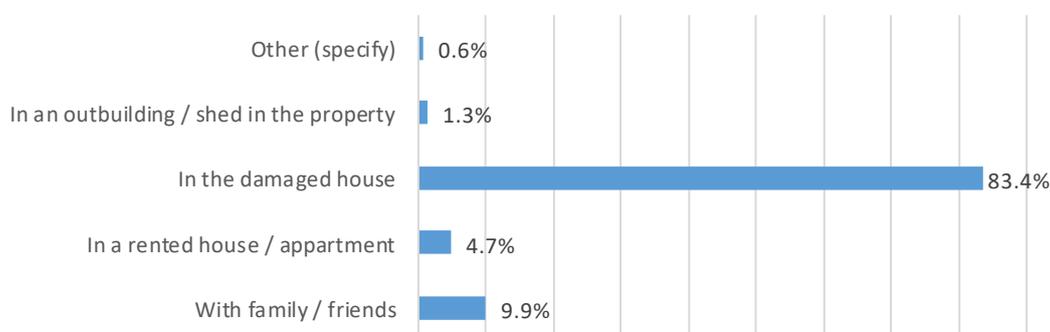
All respondents confirmed that they and/or the members of their family have regular access to schools, pensions and shopping/purchase services. Only 10 families (2%) reported no access to medical services.

Access to basic services



Among the beneficiaries, 83% lived in their damaged house before the repairs took place (it was 75% in the 2017 sample). It is interesting that - as in the previous campaign - this figure does not overlap perfectly with the 90% of respondents recorded under the “(non-displaced) conflict-affected” category.

Where did you live before the repairs took place?

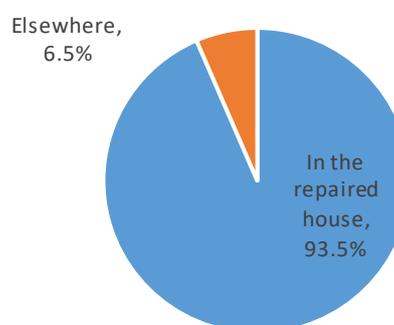


¹⁷ There are two acceptable cases in which beneficiaries of UNHCR-funded house repairs can declare no access to a heating system: (1) in the case of light and medium repairs, if the house was not connected to a system even before the repair works (light and medium repairs do not aim at the improvement of the living conditions, but at restoring the conditions before the damage); (2) in the case of heavy repairs and reconstructions, when what is missing or damaged is the main line of the heating system, whose restoration is beyond the scope of an emergency shelter programme. In both cases, the family can be selected for shelter assistance only upon explicit commitment by the beneficiary family to return to their repaired house even if this means living in a house that has no access to a heating system.

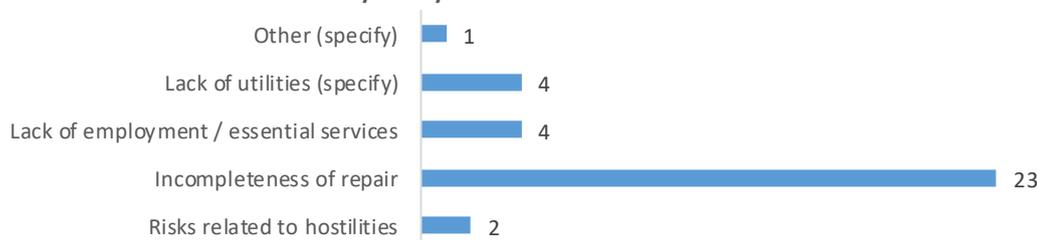
In a significant number of cases (30 families, almost 7% of the monitored households; it was 10% in the 2017 sample), respondents declared that they were not currently living in the repaired house. The reasons are:

- the incompleteness of the repairs for 23 families (in most cases, though, the missing construction works do not really fall under the humanitarian scope and the Shelter Cluster guidelines - for instance, bathroom equipment, furniture, wall covers, finishing works);
- the lack of utilities for 4 families (one family is currently working to obtain connection to the central heating system), and one not connected to the water network);
- the ongoing hostilities for two families

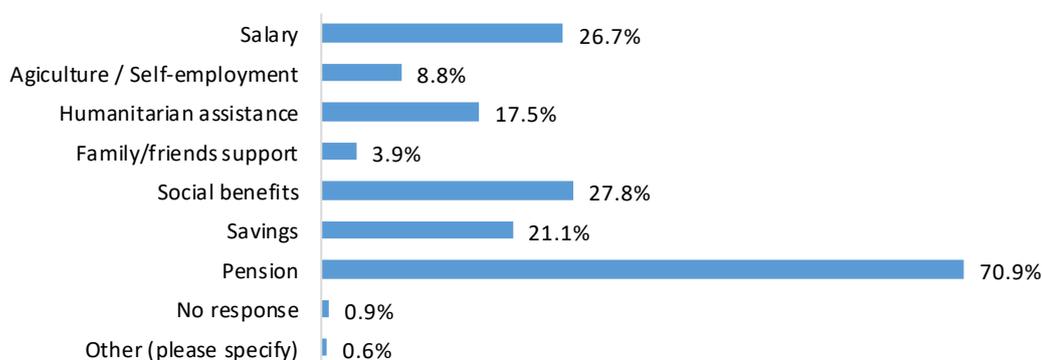
Where do you live now?



Why do you live "elsewhere"?



Households by family source of income



A high proportion of the respondents is dependent on pensions, humanitarian assistance, social benefits or family/friends support as their source of income¹⁸. This confirms their specific needs. A significant minority has income from salaries or self-employment, and while it is reasonable to expect that these persons would be able to contribute to the repair of their house, either financially or in kind, in most cases the monthly income is so modest that these contributions are beyond their capacity.

¹⁸ This is of course a multiple-choice question, and percentages don't sum up to 100. In Annex 3 a graph presenting the whole caseload.

PART 3 - CONCLUSIONS AND RECOMMENDATIONS

1. Monitoring of the shelter program. (a) In this round of monitoring visits, multifunctional teams were again not able to reach the recommended minimum target. There are two main and correlated differences, though, with the previous year: (1) in this year's monitoring, the ratio "actually covered" / "recommended minimum" was two times higher (77% compared to 38% of the previous round of visits); (2) this year the main reason for not reaching the target was the lack of access to some of the intervention areas (for security considerations in Luhansk GCA; and the usual limitations to movements in NGCA), while in the previous campaign the constraints were represented by the difficulties to have multi-functional teams and cars available. This positive achievement is the result of a much larger effort put in place by Field Offices (indicator of the importance accorded to shelter monitoring), and a better planning of the visits, which - in turn - was possible thanks to a more timely start and the experience gained in the previous round of visits.
(b) Based on this year's feedback, it is possible to conclude that the monitoring target is achievable. The target is to conduct monitoring for 30% of light and medium repairs and 100% of heavy repairs and reconstructions. Based on this year's experience, it seems reasonable to maintain the current target (considering, of course, that the higher the caseload, the more reliable and relevant the findings and the lessons to learn) and to allow for exceptions in cases in which movement and accessibility to intervention areas are limited by external factors.
(c) Figures related to the cost of repairs to the common parts of multi-story buildings (mainly sections of the roof) were interpreted in a non-homogeneous way. Some monitoring teams reported this information by analysing the cost "per building", while others looked at the cost "per beneficiary household". To standardize the approach, instructions will be circulated among UNHCR's shelter team.
2. Technical quality of construction. The monitoring shows that the quality of construction performed by partners and contractors remains very good. Beneficiary satisfaction remains high. Construction materials procured by UNHCR have been used in line with the bills of quantities. Partners/contractors have reported accurately on their good construction practices. In a few cases, shelter repairs are not compliant with the Cluster standards.
UNHCR will systematically follow up on these cases and document their resolution.
3. Incomplete repairs. A significant number of incomplete repairs were discovered during the monitoring. These repairs - at least 31 - were all reported by the implementing partner as complete, whereas in most of the cases important works were still pending and in a few the repairs had not even started. All these 31 cases were intended to be implemented using (in part) a cash-based modality (UNHCR-procured material supplied in kind; complementary material and labour to be procured by the beneficiary and paid through a grant that the beneficiary received from the

implementing partner). These cases provide the chance to stress once again two basic principles of shelter in Ukraine:

(a) when repairing a damaged house, the goal cannot be the simple delivery to the beneficiary of the needed material and/or cash grant. Furthermore, the completion of the repair works cannot be considered as the successful achievement of the goal. The final goal of shelter assistance in Ukraine is to assist the recipient family to live in the repaired house and resume living in a more suitable and dignified accommodation;

(b) the cash-based modality requires more technical assistance by the implementing partner and attention by UNHCR monitoring teams. The expected advantages of this modality are the beneficiary's sense of ownership and the savings in terms of logistics costs, not the decreased attention that we are requested to pay to the phases after the delivery to the beneficiary of the grant.

4. **Beneficiary selection.** In 97% of sampled cases, the monitoring confirmed that the selected beneficiaries had vulnerabilities that made them eligible for UNHCR's humanitarian shelter programme. The beneficiaries were disproportionately female (62%) and older persons (37%). While the percentage of beneficiaries for whom the monitoring teams could not confirm eligibility is not negligible (3%), it is significantly smaller than the previous year, as a result of the recommendations of the previous monitoring report to all Field Offices to convene multi-functional committees to review the beneficiary selection, in line with the revised 2018 Standard Operating Procedures.
5. **Physical security.** For two reasons, UNHCR expected that the beneficiaries of the 2018 shelter programme would report higher levels of physical security than those of the 2017 programme. First, UNHCR's revised SOPs for the shelter programme require the beneficiary selection process to include an assessment of the security conditions in the geographic area proposed for shelter interventions, in particular the likelihood that the area may be subject to further damaging effects of the armed conflict. Second, in 2018, there was a reduction in the number of houses newly damaged by the conflict. The results of the monitoring are surprising. Higher percentages of beneficiaries state that they reside in areas where there is military presence and report shelling in their area on an at least monthly basis. The percentage of beneficiaries who feel unsafe in their areas has tripled, reaching 36%, as compared to the 2017 sample. Meanwhile, the percentage of beneficiaries reporting mine/UXO contamination in their neighbourhoods has fallen. The considerations presented in the paragraph dedicated to safety/security, and especially in footnote 16, explain only partially the responses collected during the monitoring.

These results emphasize the importance of conducting a security assessment before selecting geographic areas for shelter interventions. The goal of this assistance is to create safe and dignified living conditions for beneficiaries. If the beneficiaries continue to feel unsafe after the shelter assistance, then the program is not achieving its stated objective. There is a difficult ethical issue here: If UNHCR repairs the shelter, this may encourage individuals to remain in areas that are unsafe. If UNHCR does not repair the shelter, the individuals are likely to remain anyway: among beneficiaries,

84% lived on their properties even before the repairs were conducted, many of them having resided in damaged houses for 3-5 years. The shelter repairs improve their quality of living without necessarily making them feel secure.

(b) A higher percentage of respondents stated that they would relocate in case the security situation worsened (5% higher as compared to the 2017 sample). Since it is not possible to conduct shelter repairs in dangerous locations, UNHCR should continue to implement its small-scale voluntary relocation programs targeting extremely vulnerable persons who are willing to consider that option.

(c) In follow-up to one of the recommendations from the 2017 Shelter Report, UNHCR formally introduced a security assessment into the beneficiary selection process. This contributed to further reduction of the already low number of houses damaged again after the repair works (4% in the 2017 sample, before the adoption of the SOPs) to a mere 1% of the total in the 2018 sample.

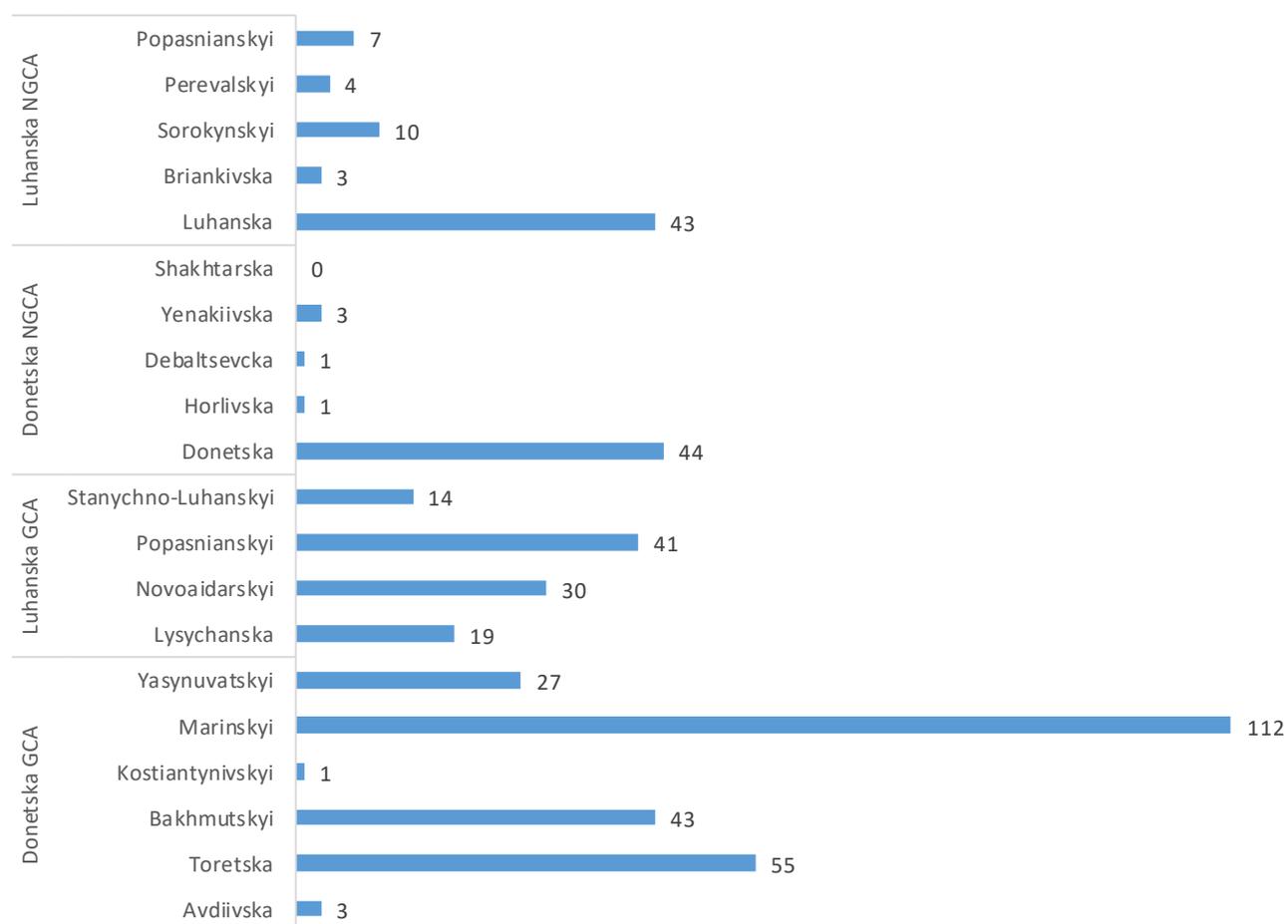
6. Access to services. Shelter beneficiaries have good access to most services, including schools, health facilities, shops and electricity. It is concerning that 13% reported not having access to heating, since this is essential. It is recommended to analyse which group(s) face this risk and target winterization support accordingly.
7. Durable solutions. There was a reduction in the percentage of beneficiaries who state that they are not currently residing in their repaired homes. Nevertheless, the percentage (7%) remains higher than desirable. As last year, in most cases (77%), they report that they do not live there because the repairs are incomplete. Indeed, UNHCR's monitoring has confirmed that 5% of shelter repairs remained incomplete at the time of the monitoring. This gap related mainly to repairs conducted in one geographic area (northern Donetsk oblast) where shelter repairs conducted using (in part) a cash-based modality were not completed at the end of the calendar year. UNHCR is closely following up on these outstanding repairs to ensure they are completed and families can move into their homes.

Annex 1 - Details of the monitored sample

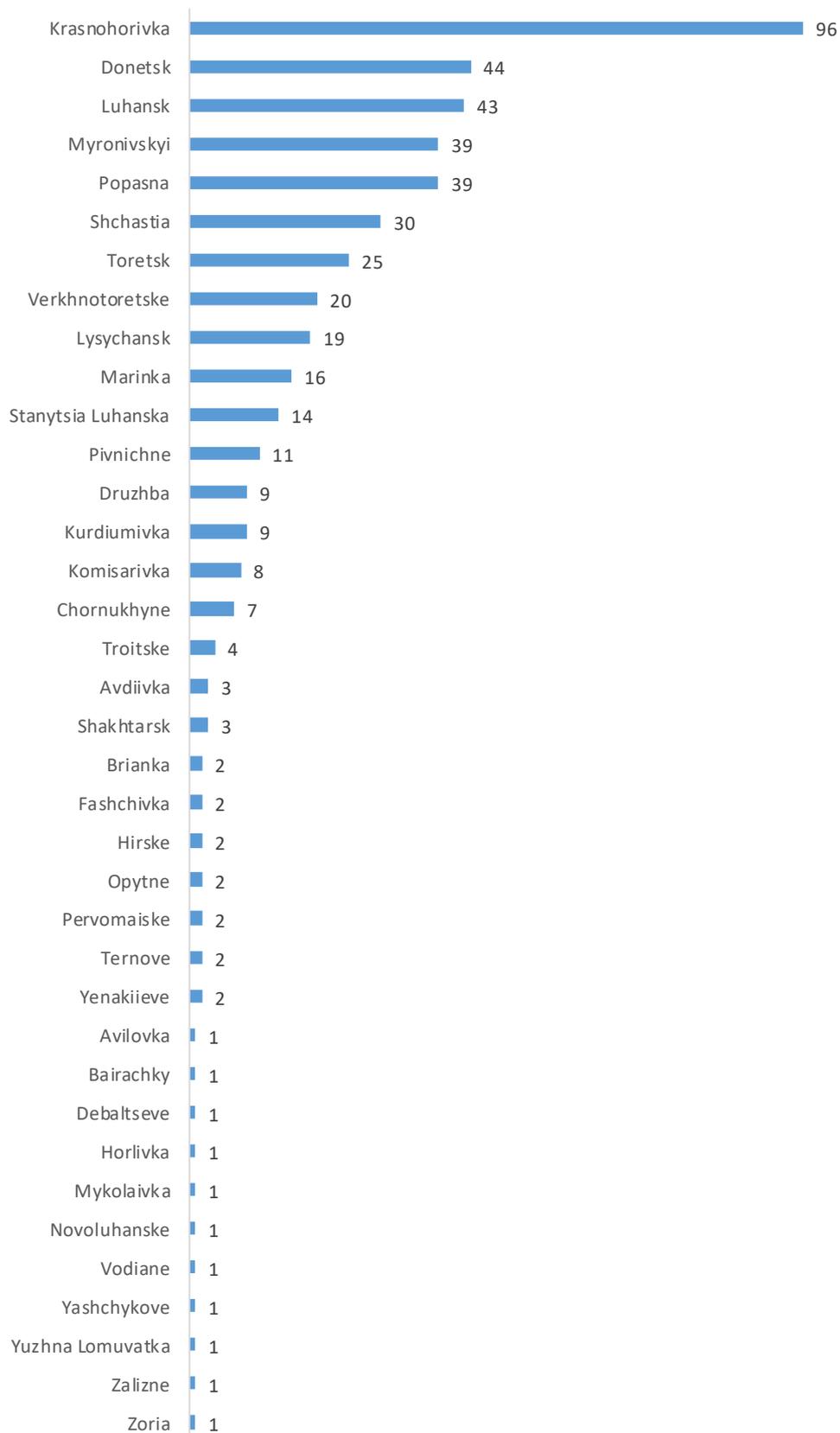
		Mariupol FO	Sloviansk FO	Severod. FO	subtot GCA	Donetsk FO	Luhansk FO	subtot NGCA	TOT
LR (light repairs)	Actually completed	132	143	223	498	86	1	87	585
	Suggested sample (30%)	40	43	67	149	26	0	26	176
	MsB	21	36	35	92	0	0	0	92
	Priv	9	16	41	66	0	0	0	66
	tot	30	52	76	158	0	0	0	158
% on the suggested sample		76%	121%	114%	106%	0%	0%	0%	90%
MR (medium repairs)	Actually completed	47	56	74	177	82	259	341	518
	Suggested sample (30%)	14	17	22	53	25	78	102	155
	Actually monitored	18	13	12	43	34	61	95	138
	% on the suggested sample	128%	77%	54%	81%	138%	79%	93%	89%
HR (heavy repairs)	Actually completed	74	63	35	172	67	9	76	248
	Suggested sample (100%)	74	63	35	172	67	9	76	248
	Actually monitored	67	61	3	131	16	6	22	153
	% on the suggested sample	91%	97%	9%	76%	24%	67%	29%	62%
R (reconstr.)	Actually completed	0	0	23	23	0	0	0	23
	Suggested sample (100%)	0	0	23	23	0	0	0	23
	Actually monitored	0	0	13	13	2	0	2	15
	% on the suggested sample	n/r	n/r	57%	57%	n/r	n/r	n/r	65%
All repairs	Actually completed	253	262	355	870	235	269	504	1374
	Suggested sample	128	123	147	398	117	87	204	602
	Actually monitored	115	126	104	345	52	67	119	464
	% on the suggested sample	90%	103%	71%	87%	44%	77%	58%	77%

Note:
(1) figures for “Actually completed” are expressed in “no. of families” who benefitted from house repairs;
(2) figures for “Suggested sample” are expressed in “no. of families” to be visited and interviewed;
(3) figures for “Actually monitored” are expressed in “no. of completed questionnaires”, which corresponds - in this table also in the case of multi-story buildings - to the “no. of interviewed households”

of Monitored repairs by Raion/Oblast



of monitored repairs per settlement



Annex 2 - Cost analysis

AVERAGE UNIT COSTS of the MONITORED SAMPLE

	no. of cases	cost of material (USD)		average cost of labour (USD)	tot (USD)	budgeted cost (as per PPA or Contract)	difference monitored / budgeted
		UNHCR-procured	partner-procured				
GCA							
multi-story buildings							
FO Mariupol AoR	21	1,662	505	1,689	3,857	140	
FO Sloviansk AoR	36	627	446	841	1,914	140	
FO Severod. AoR	35	151	37	141	329	402	
light repairs							
FO Mariupol AoR	9	191	161	128	479	396	+21%
FO Sloviansk AoR	16	92	196	139	427	396	+8%
FO Severod. AoR	41	152	38	113	303	402	-25%
medium repairs							
FO Mariupol AoR	18	453	163	359	975	997	-2%
FO Sloviansk AoR	13	524	247	396	1,166	997	+17%
FO Severod. AoR	12	313	66	206	584	402	+45%(*)
heavy repairs							
FO Mariupol AoR	67	1,307	783	1,048	3,138	4,019	-22%
FO Sloviansk AoR	61	1,019	609	813	2,442	4,019	-39%
FO Severod. AoR	3	2,165	36	3,420	5,620	4,197	+34%
reconstructions							
FO Severod. AoR	13	3,107	12	6,893	10,012	9,099	+10%
NGCA							
medium repairs							
FO Donetsk AoR	34	400	696	1,522	2,618	3,026	-13%
FO Luhansk AoR	61	681		1,287	1,968	3,342	-41%
heavy repairs							
FO Donetsk AoR	16	836	1,992	3,654	6,482	7,221	-10%
FO Luhansk AoR	6	1,166	0	4,711	5,876	13,091	-55%
reconstructions							
FO Donetsk AoR	2	1,358	5,830	9,999	17,187	17,270	0%

- NOTE: (1) The last two columns compare the average unit cost of the monitored sample with the budgeted unit cost (as per PPA or Construction Contracts)
- (2) NRC had one budget line for "Light/Medium repairs" under which they budgeted Light repairs in single houses, Light repairs in multi-story buildings, Medium repairs (*since the amount in that budget line is an average between Medium and Light repairs, it is not alarming that the average cost of a Medium repair exceeds the budgeted amount)
- (3) in this table, the average cost of repairs in multi-story buildings can be compared with the budgeted cost only in the case of FO Severodonetsk AoR, as in the other two AoRs the monitoring team have collected the costs "by building" instead of "by household"

BUDGETED UNIT COSTS as per 2018 PPAs and CONSTRUCTION CONTRACTS

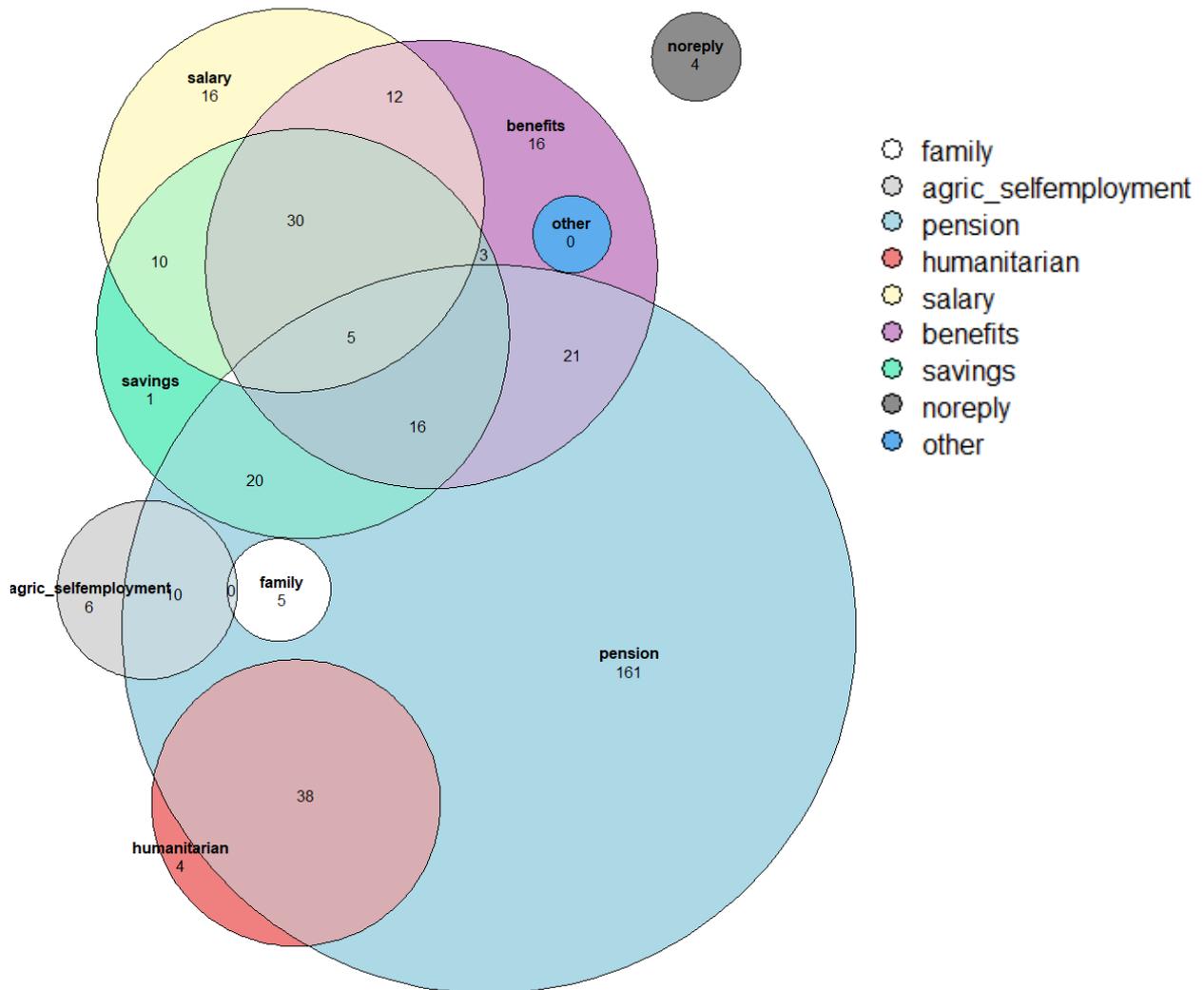
(all figures are in USD)		cost of material			cost of labour	tot	tot (after adjustment*)
		UNHCR-procured	partner-or-contractor-procured	sub tot			
Multistory buildings							
MRP / SLO	MSb (2-5) (PiN)	58	9	67	73	140	186
MRP / SLO	MSb (9) (PiN)	36	13	49	38	87	116
Light repairs							
MRP / SLO	LR (PiN)	173	73	246	150	396	527
SVR	LR (NRC)	165	87	252	150	402	535
DON	LR (contractor)	199	369	568	288	856	856
LUH	LR/MR (directimpl)	768	0	768	0	768	768
Medium repairs							
MRP / SLO	MR (PiN)	405	118	523	474	997	1,326
DON	MR (contractor)	598	915	1,513	1,513	3,026	3,026
LUH	MR (contractor)	873	798	1,671	1,671	3,342	3,342
Heavy repairs							
MRP / SLO	HR (PiN)	1,428	631	2,059	1,960	4,019	5,345
SVR	HR (NRC)	1,394	1,387	2,781	1,416	4,197	5,582
DON	HR (contractor)	995	2,616	3,611	3,610	7,221	7,221
LUH	HR (contractor)	2,511	4,035	6,546	6,545	13,091	13,091
Reconstructions							
MRP / SLO	R (PiN)	2,502	2,514	5,016	2,600	7,616	10,129
SVR	R (NRC)	2,762	3,226	5,988	3,111	9,099	12,102
DON	R (contractor)	1,358	5,832	7,190	10,080	17,270	17,270

MSb (2-5), MSb (9) = multi-story buildings 2 to 5 floors, 9 floors

NOTE: (1) In some lines, values in red appear in the table. For these repairs, the unit cost has originally only two components: the UNHCR-procured construction material and the contractor's fee, which includes both complementary construction material and labour. The breakdown of the Contractor's fee in these two components is tentative, and based on the assumption that cost of material (both UNHCR- and contractor-procured) and cost of labour is 50/50.

(2) In the last column of this table, the totals for GCA repairs are adjusted, to include a 33% (assumed) that approximates the additional costs (staff, admin, overhead, utilities, etc.) that UNHCR has to pay to PiN and NRC, to cover the costs of the structure that makes the repairs feasible. Not taking these additional costs into account would lead to an inaccurate comparison with the costs of repairs executed by construction companies.

Annex 3 - Sources of income



Annex 4 - Shelter Monitoring Form 2018

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Shelter Monitoring Form

Shelter Monitoring Form

PLEASE DON'T USE INTERNET EXPLORER. USE ANY OTHER MODERN BROWSER, PREFERABLY CHROME OR FIREFOX

A. SURVEY DETAILS

<p>A.1 DATE OF THE VISIT *</p> <p>yyyy-mm-dd</p>	<p>A.2 CODE OF THE VISIT *</p>
---	---

A.3 ORGANIZATION *

- UNHCR
- People in Need (PIN)
- Norwegian Refugee Council (NRC)
- Center for Social Development "Most" (Bridge)
- Donbas Development Centre (DDC)
- Proliska
- Right to Protection (R2P)
- Slavic Heart
- Youth Organization Maximal
- Other organization

A.3.1 OTHER ORGANIZATION *

A.4 OFFICE *

- Sloviansk
- Sieverodonetsk
- Mariupol
- Kharkiv
- Donetsk
- Luhansk
- Kyiv

<https://enketo.unhcr.org/x/#Ypmq>
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A.5 NAME AND SURNAME OF ENUMERATOR *

A.6 FUNCTIONAL AREA OF THE ENUMERATOR *

- Shelter
- Protection
- Programme
- Field
- Information Management
- Other

A.6.1 OTHER FUNCTIONAL AREA *

PLEASE PRESS "+" IF YOU NEED TO ADD DETAILS ABOUT OTHER SURVEYOR PARTICIPATING IN A MISSION. IF BLOCK FOR ADDING DETAILS ABOUT OTHER SURVEYOR WAS ADDED ACCIDENTALLY, YOU MAY USE "-" TO DELETE IT.

B. LOCATION

B.1 WHAT IS THE REGION OF THE REPAIRED SHELTER? *

- Donetska oblast Luhanska oblast

B.1.1 IS IT IN GCA OR NGCA? *

- GCA NGCA

B.1.2 WHAT IS THE RAYON OF THE REPAIRED SHELTER? *

B.1.3 WHAT IS THE SETTLEMENT OF THE REPAIRED SHELTER? *

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Shelter Monitoring Form

B.2 WHAT IS THE ADDRESS OF THE REPAIRED SHELTER? *

Format: Street Name, Street Type (Street/Prospekt/Boulevard/Spusk/Tupik/Road/Pereyulok), House Number

B.3 GPS COORDINATES OF THE REPAIRED SHELTER *

Please ensure to have GPS turned on

latitude (x,y °)

longitude (x,y °)

altitude (m)

accuracy (m)

**C. BENEFICIARY'S INFO**

C.1 NAME AND SURNAME OF BENEFICIARY *

TECHNICAL ASSESSMENT

D.1 PLEASE SELECT THE TYPE OF THE BUILDING *

- Private/Individual
- Multi-storey building (Light repair)

D.2 PLEASE SELECT A REPAIRS TYPE: *

- Light repair
- Medium repair
- Heavy repair
- Reconstruction
- Other

D.2.1 OTHER TYPE OF REPAIRS *

D.3 DID THE PARTNER MAKE THE COST ANALYSIS AVAILABLE PRIOR TO THE VISIT? *

- Yes No

D.3.1 PLEASE SPECIFY

<https://enketo.unhcr.org/x/#Ypmaq>

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<p>D.4 WHAT IS THE TOTAL VALUE OF THE MATERIAL SUPPLIED BY UNHCR? <i>in US\$</i></p>	
<p>D.5 WHAT IS THE TOTAL VALUE OF THE MATERIAL PROCURED BY THE PARTNER? <i>in US\$</i></p>	
<p>D.6 WHAT IS THE TOTAL COST OF THE LABOUR PAID BY THE PROJECT? <i>in US\$</i></p>	
<p>D.7 TOTAL: NAN</p>	
<p>D.8 WAS THE LIST OF SUPPLIED MATERIALS AND PROVIDED LABOUR AVAILABLE AND DULY SHARED BY PARTNER PRIOR TO THE VISIT?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>D.9 IS THE LIST OF SUPPLIED MATERIALS AND PROVIDED LABOUR ATTACHED TO THIS REPORT?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>D.10 ARE REPAIRS CONSISTENT WITH THE LIST OF SUPPLIED MATERIALS?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>D.11 ARE REPAIRS EXECUTED AS PER THE LOCALLY-ACCEPTED STANDARDS?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>D.12 REPAIRED SHELTER (GENERIC PICTURE) <i>Use your smartphone to take/upload a picture of the repaired shelter. Please, do not attach high resolution photo.</i></p> <p>Click here to upload file. (< 10MB)</p>	
<p>QUALITY ASSESSMENT/ SATISFACTION LEVEL</p>	
<p>E.1 IS BENEFICIARY SATISFIED WITH THE EXTENT AND QUALITY OF THE REPAIRS?</p> <p><input checked="" type="radio"/> Satisfied with quality and extent of repairs <input type="radio"/> Not satisfied with quality <input type="radio"/> Not satisfied with extent <input type="radio"/> Not satisfied at all</p>	
<p>E.2 DID THE BENEFICIARY'S FAMILY HAVE THE CHANCE TO DISCUSS AND AGREE IN THE TYPE OF REPAIR WORKS?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>E.3 DID THE REPAIRS COVER ALL THE DAMAGES SUFFERED BY THE HOUSE?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>E.3.1 PLEASE PROVIDE EXPLANATIONS</p>	
<p>https://enketo.unhcr.org/x/#Ypmq</p>	<p>4/9</p>

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E.4 ARE THE REPAIRS IN COMPLIANCE WITH THE CLUSTER'S STANDARDS AND GUIDELINES? *

Yes No

E.4.1 PLEASE PROVIDE EXPLANATIONS

E.5 DID PARTNER ENGINEERS REGULARLY FOLLOW THE REPAIR WORKS AND PROVIDE TECHNICAL SUPPORT? *

Yes No

E.6 HAVE THE BENEFICIARY HH RECEIVE THE LIST OF THE DELIVERED MATERIAL AND OF THE LABOUR? *

Yes No

E.6.1 PLEASE PROVIDE EXPLANATIONS

E.7 HAVE THE MONITORING TEAM DULY SHARED WITH PARTNER FINDINGS AND REMARKS FROM THE VISIT? *

Yes No

REPAIRED SHELTER (PICTURE) - DETAILS

Use your smartphone to take/upload a picture of the repaired shelter. Please, do not attach high resolution photo.

Click here to upload file. (< 10MB)

E.8 OTHER COMMENTS / OBSERVATIONS

Please type in this field any other important information on the repairs.

PROTECTION PART: BENEFICIAR INFO

HH COMPOSIT	MALE	FEMALE
<i>Please make sure to put info about beneficiary as well</i>		
0-4		
5-11		
12-17		
18-59		
60+		

PROTECTION PART: SELECTION AND VULNERABILITY CRITERIA

G.1 BENEF HH WAS SELECTED THROUGH JOINT COMMITTEE *

Yes No

<https://enketo.unhcr.org/x/#Ypmq>
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G.1.1 PLEASE SPECIFY WHY NOT SELECTED THROUGH JOINT COMMITTEE *	
G.2 PROFILE OF BENEF HH WAS SHARED BY PARTNER PRIOR TO THE VISIT *	
<input checked="" type="radio"/> Yes <input type="radio"/> No	
G.3 PROFILE OF BENEFICIARY HH MATCHES THE ASSESSMENT *	
<input checked="" type="radio"/> Yes <input type="radio"/> No	
G.3.1 PLEASE SPECIFY WHY BENEFICIARY HH DOESN'T MATCH THE ASSESSMENT	
G.4 BENEF HH BELONG TO ANY OF THE TARGET GROUPS IN THE SOPS *	
<i>Area near the LoC: 20km on both sides of the line of contact (UNHCR Zone 1)</i>	
<input type="radio"/> Returnees <input type="radio"/> Conflict-affected <input type="radio"/> IDPs along the LoC <input type="radio"/> IDPs not along the LoC <input type="radio"/> No	
G.4.1 PLEASE SPECIFY WHY BENEFICIARY DOES NOT BELONG TO ANY OF THE TARGET GROUPS IN THE SOPS *	
G.5 BENEF HH HAD THE CAPACITY OR THE FINANCIAL MEANS TO REPAIR THE HOUSE BY THEMSELVES *	
<input type="radio"/> Yes <input checked="" type="radio"/> No	
G.6 BENEF HH PRESENTS AT LEAST ONE OF THE VULNERABILITIES LISTED IN THE SOPS *	
<i>Please make sure to avoid selection of option "no" with any other options in the list.</i>	
<input type="checkbox"/> Marginalized from society <input type="checkbox"/> Single parent /caregiver <input type="checkbox"/> Serious medical condition <input type="checkbox"/> Three or more children (under 18) <input type="checkbox"/> Disability <input type="checkbox"/> Older person (60+) <input type="checkbox"/> SGBV Survivor <input type="checkbox"/> No	
PROTECTION PART: SAFETY	
H.1 IS THERE A MILITARY PRESENCE IN THE NEIGHBORHOOD? *	
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know	
H.2 ARE THERE MINES/UXOS IN THE NEIGHBORHOOD? *	
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know	
https://enketo.unhcr.org/x/#Ypmq	6/9

12/09/2018		Shelter Monitoring Form	
H.3 WERE ANY HOUSES IN THIS NEIGHBORHOOD DAMAGED BY THE HOSTILITIES IN THE LAST 3 MONTHS?		*	
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know	
H.4 HOW OFTEN THERE HAS BEEN SHELLING IN THE LAST 3 MONTHS?		*	
<input type="radio"/> Daily	<input type="radio"/> Weekly	<input type="radio"/> Monthly	
<input type="radio"/> Year ago			
H.5 HAS YOUR HOUSE BEEN DAMAGED BY THE HOSTILITIES SINCE THE REPAIR WAS CONDUCTED?		*	
<input type="radio"/> Yes	<input type="radio"/> No		
H.6 HOW SAFE DO YOU FEEL LIVING IN YOUR HOUSE?		*	
<input type="radio"/> I feel safe	<input type="radio"/> I don't feel safe	<input type="radio"/> I'm not sure	
H.7 SHOULD THE SITUATION AGGRAVATE, ARE YOU PLANNING TO RELOCATE?		*	
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know	
H.8 WERE THE "LIKELIHOOD OF FUTURE SHELLING" AND THE "STRATEGIC MILITARY IMPORTANCE" OF THE NEIGHBORHOOD PROPERLY ASSESSED?		*	
<i>(this question TO BE ANSWERED BY THE ASSESSMENT TEAM IN CONSULTATION WITH THE SECURITY ADVISOR IN THE AREA)</i>			
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know	
PROTECTION PART: ACCESS TO BASIC SERVICES			
J.1 ACCESS TO HH BASIC SERVICES			
J.1.1 DO YOU HAVE ACCESS TO HEATING?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.1.2 DO YOU HAVE ACCESS TO ELECTRICITY?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.1.3 DO YOU HAVE ACCESS TO RUNNING WATER?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.2 ACCESS TO INDIVIDUAL BASIC NEEDS			
J.2.1 DO YOU HAVE ACCESS TO MEDICAL SERVICES?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.2.2 DO YOU HAVE ACCESS TO PENSION?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.2.3 DO YOU HAVE ACCESS TO SCHOOL?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
J.2.3 DO YOU HAVE ACCESS TO SHOP TO PURCHASE BASIC NEEDS?		*	
<input checked="" type="radio"/> Yes	<input type="radio"/> No		
https://enketo.unhcr.org/x/#Ypmq			
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Shelter Monitoring Form

PROTECTION PART: SUSTAINABILITY OF THE INTERVENTION

K.1 WHERE DID YOU LIVE BEFORE THE REPAIRS TOOK PLACE? *

- With family / friends
- In a rented house / apartment
- In the damaged house
- In an outbuilding / shed in the property
- Other (specify)

K.1.2 PLEASE SPECIFY OTHER PLACE WHERE YOU LIVED *

K.2 WHERE DO YOU LIVE NOW? *

- In the repaired house Elsewhere

K.2.1 IF YOU LIVE "ELSEWHERE, WHY? *

select all that apply

- Risks related to hostilities Incompleteness of repair Lack of employment / essential services
- Lack of utilities (specify) Other (specify)

K.2.1.1 PLEASE SPECIFY "INCOMPLETENESS OF REPAIR" *

K.2.1.2 PLEASE SPECIFY LACK OF UTILITIES *

select all that apply

- Heating
- Electricity
- Running water

K.2.1.2.1 PLEASE SPECIFY OTHER "LACK UTILITIES" *

K.2.1.3 PLEASE SPECIFY "OTHER" FOR WHY YOU LIVE ELSEWHERE *

<https://enketo.unhcr.org/x/#Ypmq>

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12/09/2018 Shelter Monitoring Form

K.3 WHAT ARE YOUR HOUSEHOLD'S SOURCES OF INCOME? (SELECT ALL THAT APPLY)? *

- Salary
- Agriculture / Self-employment
- Humanitarian assistance
- Family/friends support
- Social benefits
- Savings
- Pension
- No response
- Other (please specify)

K.3.1 PLEASE SPECIFY OTHER SOURCE OF INCOME *

.....

L.1 OTHER COMMENTS / IMPORTANT INFORMATION.

.....

<https://enketo.unhcr.org/x/#Ypmq> 9/9

Annex 5 - Practical guidelines for the organisation of shelter monitoring visits and the use of the shelter monitoring form

IMPORTANT: The present instructions apply mainly to the monitoring of already **completed house repairs executed by implementing partners**. For other types of situations (repairs still ongoing, repairs executed in direct implementation or repairs of non-residential or non-private buildings), some parts of the present document may not apply.

PREPARATION OF THE MONITORING VISIT

1. The partner should always be informed of the visit, especially if it involves the presence of UNHCR senior management (including the HoFO (Head of Field Office)).

Communication of the visit should be given by the FO, with sufficient notice for the partner to be able to join if they wish so.

Participation by the partner is not compulsory; but experience shows that the outputs of a monitoring visit are richer and more relevant when a partner's representative is able to join the party.

2. Ideally, the area of the monitoring (village or neighbourhood) and the exact addresses to be visited should be decided by the Monitoring Team leader in consultation with the FO (Field Office), not by the partner. If a visiting Shelter or Programme Officer is part of the team, s/he will be the team leader.
3. In choosing the repairs to be visited, the team leader will preferably give priority to:
 - > the most expensive interventions
 - > completed interventions
 - > beneficiaries with particular vulnerabilities
 - > interventions with technical problems, especially if assessed in previous monitoring visits
4. Once the repairs to be visited are identified, the Field Shelter Associate will contact the partner to share with them the addresses and request them to provide prior to the visit the following documents related to each selected address:
 - a. BoQ (the as-built being compulsory, and the original just facultative) or list of the delivered material
 - b. total cost of the intervention, disaggregated by
 - value of the UNHCR-procured material
 - value of the partner-procured material
 - value of the partner-procured labour
 - c. composition of the beneficiary family and assessed vulnerability

This set of documents must be in the hands of the monitoring team at the moment of the field visit, as it constitutes the basis for both the technical and the protection monitoring.

5. The FO should contact also all the selected beneficiaries with sufficient notice, to assure their presence and the feasibility of the visit.

In general, if the beneficiary is not present, it is recommended to cancel the visit, as too many and too relevant information can only be collected from the owner of the house.

6. The information will be collected through the use of a monitoring form using the Kobo platform. The use of this form is compulsory.

Information collected through this electronic form will be automatically stored in one database, maintained by the IM unit in consultation with the Shelter Officer. Practical instructions on the use of the Kobo Monitoring Form are provided in the next section of this document.

Beside the collection of information, also photos of the repairs (3 to 6 photos are sufficient) should always be taken. The subject of the photo should take into consideration not only technical aspects but also visibility and PI, and should be stored in an organised way, linked to the database.

USE OF THE SHELTER MONITORING FORM

A. SURVEY DETAILS

- A.2 Use your own code (it could be something like “PiN 006 18”, meaning “6th repair executed by PiN monitored in 2018”); the important is that to a code corresponds one repair only. For instance, I store any related documents (scans of BoQs, photos, etc.) in a folder with this code.
- A.3 - A.6 These questions refer to the Monitoring Party: in the paper-form, I found it useful to record who attended the monitoring visit, including partners, donors, local authorities, contractor’s representative, etc. There’s a button with a “+” to enter as many members of the party as we need.
- A.6 In my paper form, I used to record the “title”, not only the “functional area”. For instance, I used to record my presence as “Andrea Parisi - UNHCR Dnipropetrovsk - Shelter/NFI officer” (name / surname - organisation / office location - title)

B. LOCATION

- B.3 Oleksandr Boyarynov can give you better instructions on what to do if you are offline (if you are online, it should be easy to georeferenced the location automatically)

C. BENEFICIARY’S INFO

D. TECHNICAL ASSESSMENT

- D.1 If you select “multi-storey”, you will automatically select also “Light Repairs”
- D.3 - D.7 What we mean by “Cost Analysis” is a document that the Partner or Contractor is expected to submit preferably prior to the visit in which the cost of the intervention is broken down into 3 components:
- > value (in USD) of the UNHCR-procured material
 - > value (in USD) of the Partner-procured or Contractor-procured material
 - > value (in USD) of the Partner-procured or Contractor-procured labour
- D.8 As per the Cost Analysis (D.3), also the list of supplied material must be made available by the Partner or the Contractor prior to the visit. This is a must because you can answer to question D.10 only if you have the list of materials in your hands during the monitoring visit.
- D.8 - D.11 All these questions were already in the old form; there should be no problems
- D.12 If you use your smartphone to fill in the Kobo questionnaire, you should be able to take a photo of the building and automatically upload it in the questionnaire. My suggestion for the first photo: take it from distance, so that you have all the house and even the fence or a bit of surrounding, so that it is easier to recognise the house.

E. QUALITY ASSESSMENT / SATISFACTION LEVEL

- E.1 - E.7 Of all the seven questions under section E, the questions E.4 and E.7 must be answered by the Enumerator, while the other five must be answered by the beneficiary.

F. PROTECTION PART: BENEFICIARY INFO

G. PROTECTION PART: SELECTION AND VULNERABILITY CRITERIA

- G.2 Similarly to the Cost Analysis (D.3) and the List of supplied materials (D.8), also the profile of the beneficiary HH must be communicated by the Partner prior to the visit, because the verification of the HH profile is part of the monitoring of the quality of the Partner’s work.

H. PROTECTION PART: SAFETY

- H.8 Remember that this question must be answered by the Enumerator, preferably in consultation with the HoFO and the Security Advisor.

J. PROTECTION PART: ACCESS TO BASIC SERVICES

K. PROTECTION PART: SUSTAINABILITY OF THE INTERVENTION

Annex 6 - Shelter SOPs 2018-20

UNHCR Representation in Ukraine Standard Operating Procedures for Shelter Program in 2018-20 *9 August 2019 revision*

I. Strategic direction of UNHCR's shelter program in eastern Ukraine

1. UNHCR's multi-year, multi-partner strategy for 2018-2022 explains the overall direction of UNHCR's shelter activities in zone 1 (within 20 km on both sides of the line of contact):

Strategic Goal: By 2022, the most critical humanitarian and protection needs of IDPs and persons at risk of displacement will be met through an inter-agency response along the line of contact, with UNHCR responding in the areas of protection and emergency shelter/NFIs and meeting critical needs in partnership with government, NGOs and communities.

Activities:

- Invest in building the preparedness and response capacity of national actors, in recognition of their role as first, local-level responders, and support their leadership in coordination mechanisms;
- Deliver emergency shelter/NFI support to conflict-affected persons, IDPs, persons at risk of displacement and returnees;
- Conduct light, medium, heavy repairs and reconstruction of damaged housing, in line with Shelter Cluster guidelines to cover the existing humanitarian shelter needs (in cooperation with other actors) by end of 2018 for GCA and another 4-5 years minimum for NGCA, depending on access and evolution of the conflict; thereafter, maintain a capacity to respond flexibly to new damage. UNHCR will give particular attention to shelter interventions in NGCA, since needs are high and fewer organizations provide assistance there. Shelter assistance will be targeted to avoid areas subject to frequent shelling;
- Support government programs to offer alternative housing to households living in dangerous areas along the line of contact, ensuring that any relocation programs respect the principles of voluntariness and informed consent and include procedural safeguards and remedies, provision of adequate housing and compensation;
- Integrate protection (including housing, land and property rights) into all shelter activities;
- Improve the quality of social infrastructure along the line of contact through community support projects implemented in cooperation with local actors and using a community-based approach;
- Winterization activities for 2018-2022 will not be in UNHCR's prioritized plan, but could be implemented if there are critical needs and pending availability of donor funds;
- Collect and analyze information about damage to housing, including in NGCA, to facilitate better planning of the humanitarian response;
- Provide leadership of the Shelter Cluster while implementing a transition plan to hand over the coordination role to government structures progressively in 2018; UNHCR will continue to support sectoral coordination at field level, as needed.

II. Scope of these SOPs

2. These SOPs cover UNHCR's interventions to provide light/medium/heavy repairs and reconstruction in both government-controlled areas (GCA) and non-government controlled areas (NGCA) of eastern Ukraine.

III. Implementation of the shelter program in 2018-20

[NOTE: UNHCR Ukraine's Country Operations Plan for 2018 set forth the plan for implementation of the shelter program as described in the following paragraph. Although some figures in the paragraph refer to the moment in which the first version of these SOPs was issued, the principles and rationale apply to the whole period 2018-20].

Objective: Shelter and infrastructure established, improved and maintained

The hostilities have generated significant humanitarian needs among displaced and non-displaced conflict-affected communities alike. Despite several ceasefire agreements, the hostilities continue. All along the line of contact, the consequences of hostilities are visible, with large-scale damage to housing and infrastructure. Many communities along the line of contact still suffer from regular shelling and are in need of urgent shelter assistance. It is estimated that 2,500-3,500 houses have been damaged in 2017 in GCA; a similar level of damage has occurred in NGCA. The Ukraine Shelter Cluster's Damage Database reflects that the conflict damaged about 24,000 households in GCA of Donetsk and Luhansk oblasts in Eastern Ukraine.

Though many homes have been repaired (either through humanitarian actors or by people themselves), the needs continue to exceed the current level of interventions by the Cluster members. As of the end of 2017, there are still unaddressed shelter needs; therefore, UNHCR will continue the repairs of damaged housing into 2018 on both sides of the line of contact, with outreach to areas which were impossible to reach before. The interventions will target returnees and conflict-affected populations who continue living along the contact line. In selecting locations for shelter activities, UNHCR will prioritize areas where there are relatively fewer risks from ongoing shelling.

UNHCR will conduct post-repair monitoring that incorporates protection issues in order to measure the protection impact of the shelter intervention. UNHCR will integrate protection (including housing, land and property rights) into all shelter activities.

The shelter activities will target 3,250 households with various types of shelter support. Sixty percent of the shelter beneficiaries will be in NGCA, and 40% in GCA, since in NGCA there are fewer humanitarian actors providing shelter support and the needs are higher. In GCA, the shelter activities will be implemented through NGO partners, and a cash grant will be used to facilitate some shelter activities. In NGCA, the shelter activities will be under direct implementation using a private contractor. A small number of extremely vulnerable families will be assisted with reconstruction of their homes (total of 40 houses).

To respond to the immediate needs of those affected by new shelling, UNHCR will pre-position 1,250 emergency shelter kits including tarpaulin complemented by other basic shelter materials appropriate to the Ukrainian context. UNHCR will advocate for IDPs' access to social housing and will provide coordination and protection expertise to programs implemented by the state and development actors to improve the access of IDPs and host communities to affordable and sustainable housing, including social housing; support the incorporation of protection measures in housing projects (e.g., beneficiary selection, accessibility, social cohesion, etc.) In terms of advocacy, UNHCR will also support government programs to offer alternative housing to households living in dangerous areas along the line of contact, ensuring that any relocation programs respect the principles of voluntariness and informed consent and include procedural safeguards and remedies, provision of adequate housing and compensation.

IV. Coordination

3. UNHCR coordinates all its shelter activities within the Shelter Cluster. UNHCR provides information to the 5W in order to prevent duplication and promote fair coverage of humanitarian needs. To achieve the highest possible technical standards, UNHCR adheres to guidance notes produced by the Shelter Cluster. When identifying damaged or destroyed houses, UNHCR includes that information into the damage database maintained by the cluster.
4. In GCA, where UNHCR implements its shelter program through NGO partners, it instructs those partners to coordinate through the Shelter Cluster and adhere to the established technical standards. When identifying damaged or destroyed houses, NGO partners include that information into the damage database maintained by the cluster.

V. Protection mainstreaming

5. Protection mainstreaming is the process of incorporating protection principles and promoting meaningful access, safety and dignity in humanitarian aid. As a protection agency, UNHCR incorporates protection into its shelter activities. In the Ukrainian context, this means:

Prioritize safety & dignity, and avoid doing harm

- Prevent and minimize as much as possible any unintended negative effects of the shelter intervention which can increase people's vulnerability to both physical and psychosocial risks.
- Ensure that the proposed locations for repaired housing are considered following an assessment of the threats associated with armed conflict (ongoing hostilities, presence of the military in/near the settlement), mines/UXOs and environmental conditions;
- Ensure that beneficiaries of the shelter program have legal tenure to the repaired/reconstructed housing, providing legal assistance as a complement to the shelter program as necessary;
- Assess whether access to shelter is causing tension or conflict;
- Ensure that essential services (e.g. health and educational facilities, food distribution and water points, etc.) and materials are operational and can be easily and safely accessed from the shelter and settlement locations;
- Prioritize shelter interventions in geographic locations where people can access employment or livelihoods (e.g., agriculture) in a safe manner;
- Avoid any shelter or settlement activities that involve forced relocation or return;
- Monitor safety of affected populations on an ongoing basis and make changes to the design of the shelter programme or advocate with local authorities for improved safety;
- Take into account local material, existing capacities and the environment. Whenever possible, locally acceptable and available materials and labor should be used to benefit the local economy, while not depleting local resources.

Meaningful Access

- Ensure that agencies consider the needs of different groups in shelter allocation, ensuring that the quality of shelter is equitable across all groups;
- Prioritize people and groups on the basis of need – do not prioritize certain groups because their solutions are easier to achieve;
- Ensure that shelters are accessible and appropriate to all groups and individuals, note in particular concerns of persons with physical or mental disabilities and older persons – where necessary, make individual changes to household shelters;

- Ensure particularly vulnerable groups such as female headed households, older persons and persons with disability have equal access to Core Relief Items and ability to transport them;
- Recognise the joint ownership rights of both male and female heads of household and prevent discrimination;

Accountability, Participation & Empowerment

- Ensure that protection staff work alongside shelter specialists to ensure that the protection implications of shelter interventions are taken into account at the onset;
- Ensure consultation with host communities, government authorities, as well as beneficiaries, men, women, boys and girls;
- Obtain permission (temporary or permanent) before using or building on any land or property, in writing where possible;
- Ensure that appropriate mechanisms are in place through which host communities can measure the impact of the intervention. Set up mechanism for complaints and appeals, and ensuring that men and women are both comfortable to access these complaints mechanism;
- Provide information about people's entitlements and where and how they can access remedies, resolve disputes or apply for compensation – by referring to relevant authorities, legal services, or another agencies specialising in housing, land and property rights.

VI. Selection of geographic areas and beneficiaries for the shelter program

A. Geographic areas

6. The Shelter Officer shall request from Partners and Heads of Field Offices recommendations about which geographic areas shall be prioritized for UNHCR's shelter interventions. The Shelter Officer will verify with the Shelter Cluster whether any other agency plans to cover the shelter needs in the identified areas.
7. In line with protection principles, UNHCR will target shelter assistance to avoid dangerous areas that are likely to be subject to further damaging effects of the hostilities. Instead, UNHCR will advocate for government programs to offer alternative housing to households living in dangerous areas along the line of contact
8. The Shelter Officer shall request Protection colleagues to assess the suitability of the proposed geographic areas. Their assessment shall take into consideration the following factors:
 - Availability of social infrastructure in the proposed area (schools, medical facilities)
 - Public transport to these areas
 - Any specific protection concerns about this geographic area
9. The Shelter Officer shall request Security colleagues to assess the security of the area, particularly the likelihood that the area may be subject to further damaging effects of the hostilities. Their assessment shall take into consideration the following factors:
 - Mine/UXO contamination
 - Extent and frequency of past shelling in this area; when this shelling occurred (with greater attention given to more recent incidents)
 - Likelihood of future shelling based on an assessment of the nature of hostilities
 - Strategic military importance of this area, if any
 - Military presence in the area (as military presence may attract incoming fire)
 - Any specific security concerns about this geographic area

10. If full information is not readily available, a multi-functional team of shelter/security/protection colleagues will make a field visit to assess the suitability of the proposed location.
11. The Shelter Officer shall prepare a note explaining the rationale for the approval/disapproval of each proposed geographic location based on recommendations from the respective field offices. This note shall be signed by colleagues representing the protection, shelter and security functions within the field office responsible for this geographic area, or within the sub-office at Sloviansk.

B. Mandatory criteria

12. All beneficiaries must fulfil the following criteria:
 - (a) The beneficiary occupied his/her house before the conflict and remains permanent inhabitant of the town/village (even if currently displaced)
 - (b) The beneficiary holds documentation proving his/her ownership of the house/apartment
 - (c) The house of the beneficiary was damaged/destroyed by the conflict and he/she was unable to repair/rebuild at the time of the physical assessment of the property
 - (d) The beneficiary does not own another undamaged and habitable property where s/he can reasonably be expected to relocate
 - (e) The beneficiary intends to return or remain on his/her plot and village of origin, on a permanent and sustainable basis
 - (f) The completion of the proposed repair will enable the beneficiary to live in the home in dignified conditions (i.e., home will have electricity, water, heating)
 - (g) The beneficiary presents a high degree of vulnerability which prevents him/her to undertake the repair works by his/her own

C. Vulnerability criteria

13. Given the limited resources and significant needs, UNHCR targets its humanitarian shelter program to those who cannot meet their shelter needs without support.
14. UNHCR's shelter program prioritizes persons who - due to the conflict - have lost their capacity to provide to the repair of their houses by themselves, and present the following vulnerabilities:
 - (a) **Marginalized from a society or community:** due to his/her age, personal history, ethnicity (e.g., Roma), religion, nationality, social group, caste, illness, disability, gender, sexual orientation or other factors, is marginalized or exposed to discrimination, harassment, exclusion from participation and/or physical abuse by his/her society. Such marginalization or discrimination may be the result of prejudices, xenophobia or other forms of intolerance.
 - (b) **Single parent/caregiver:** with one or more dependents, including biological or non-biological children, or other dependents (such as an older person). The single parent/caregiver (who may also be a child/elderly) is either the primary income earner or caregiver.
 - (c) **Serious medical condition:** a medical condition which requires assistance, in terms of treatment and medication and / or supervision / follow-up by a physician, including persons who has an alcohol, drug or any other substance addiction that hinders, restricts or affects his/her daily functioning, e.g. diabetes, respiratory illness, cancer, tuberculosis, HIV or heart disease.

- (d) **Families with 3 or more children under the age of 18:** families with multiple children require shelter of a larger size, and also have a higher dependency ratio than other families.
- (e) **Disability:** Physical: visual, hearing, speech impairment, or physical disability. Mental/Intellectual: person who has a mental or intellectual impairment from birth or resulting from illness, injury, trauma or old age (including disorder, psychosis, epilepsy and somatization disorder). A mental impairment is defined as “disability” when it is long-term and may hinder full and effective participation in society on equal basis with others. (Use of a definition from the Ukrainian law and regulations classifying levels of disability, 1st, 2nd and 3rd groups. Please note, IDP may not always have a certificate of it)
- (f) **Older persons (60+):** unable to care for self on daily basis or who have been separated from their usual caregivers; without support or neglected by caregivers. He/she may also suffer from health problems and/or have difficulty adjusting to their new environment and knowing where to seek assistance.
- (g) **Survivors of SGBV:** persons who may be at risk or have experienced sexual, physical, emotional, psychological, socio-economic violence based on gender or sex. NRC will collect, organise and store information on each beneficiary of shelter interventions, along with property documents and – upon completion – the acknowledgment of the received assistance. At the closure of the PPA, NRC will transfer to UNHCR copies of the original beneficiary lists, together with the raw dataset in Excel format (including at least the following fields: first name, patronymic, last name, age, sex, tax number, date of receipt of aid, phone number, and vulnerability criteria, for each beneficiary).
- (h) **Unmet basic needs:** unable to achieve, in his/her current place of residence, a minimum standard of living, including access to food, clothing, sanitary material, housing/shelter, water, medical care, which is otherwise available to persons of concern residing in other parts of the country. More specifically: low income families with unemployed individuals of pre-retirement age (40+); families with one or more children where both parents are unemployed and; individuals whose unemployment is directly caused by the conflict.

D. Procedures for selection of beneficiaries

15. All beneficiaries are selected by through a Joint Committee organized at the Field Office or Sub-Office responsible for the geographic area in which the beneficiaries reside.
16. The Head of Sub-Office/Head of Field Office establishes a multi-functional Joint Committee for each respective Sub-Office/Field Office and appoints its Chairperson, Secretary, members and alternates. The Joint Committee shall include a minimum of four members: UNHCR shelter officer/associate; UNHCR protection/field officer/associate; partner’s shelter officer(s) (where partners are involved in the shelter activities); and a partner legal officer (where partners are involved in the shelter activities). Other UNHCR staff (programme, supply, security, IM) may be invited to join the committee.
17. Depending on the location, either a partner organization or UNHCR staff member presents the draft beneficiaries’ list. The list contains information collected by an assessment team during house-to-house visits to the proposed beneficiaries. The assessment team shall include at least one person trained on protection issues. For each house, the assessment team completes a *Housing Technical Survey Form* to collect data on damages and socio-economical information of the households. The assessment team also takes pictures of the damaged house (full house + damage details).

18. The Joint Committee approves beneficiaries who meet the mandatory criteria and at least one vulnerability criteria. The decisions are taken by consensus reached among members of the Joint Committee. Decisions can be taken only when there is a quorum, requiring the presence of the Chairperson (or alternate) and two-thirds of the members (or alternates). The Chairperson of the Joint Committee has a right to make a final decision when consensus is impossible.
19. The Joint Committee shall review the supporting documentation regarding all cases for heavy repairs and reconstruction. It will also review the supporting documentation for at least 20% of light and medium repairs, selected at random from the list.
20. At the end all members of the committee shall sign the *Beneficiary Selection List*.
21. If during the implementation period for some reasons some beneficiaries will be removed from the list, all these cases will be explained and documented. If new requests on Heavy Repair/reconstruction are received, another selection committee meeting will be organized to review these cases.

VII. Implementation of shelter program in GCA and NGCA

22. In GCA, UNHCR implements its shelter program through international NGO partners. The partners identify beneficiaries, prepare bills of quantities, distribute building materials, mobilize communities and construction brigades (where necessary) for conducting works, and monitor the quality of works. UNHCR conducts the large-scale procurement of construction materials. UNHCR also accompanies the shelter partner in every phase of the project's implementation: identification of areas, needs assessments, selection of beneficiaries, technical support, monitoring and evaluation.
23. In NGCA, UNHCR implements its shelter programme with different modalities, to fit the different context and opportunities available in those areas.
 - a. in Donetsk NGCA, the execution of **light repairs** is assigned to local NGO partners who, based on the UNHCR vulnerability criteria, identify and verify beneficiaries in cooperation with the local authorities. The list of the potential beneficiaries is then submitted to a selection committee, composed of both UNHCR and partners' representatives, for review and approval. It's the partner NGOs' responsibility also to select a private contractor company for the implementation of repairs and installation works, and to monitor the construction activities.
Medium and heavy repairs and reconstructions are instead executed by UNHCR, in direct implementation, through private construction companies. UNHCR identifies beneficiaries in cooperation with the local authorities, obtains and revises bills of quantities from the local authorities, procures the main construction materials and monitors the construction works; the construction companies procure complementary material and execute the repairs. In some cases, local NGOs may also be involved in the monitoring of the construction activities.
 - b. in Luhansk NGCA, **light and medium repairs** are implemented in two different modalities: (i) direct implementation, in the case of families who are able to execute the repair works by themselves; these families receive in-kind construction material directly by UNHCR; (ii) direct implementation through contractor, for more vulnerable families who are not able to execute the works by themselves. In both cases - as well as in the case of heavy repairs (see next paragraph) - UNHCR identifies beneficiaries in

cooperation with the local authorities, prepares bills of quantities, procures the main construction materials, provides technical expertise and monitors the construction works.

Heavy repairs and reconstructions are executed in direct implementation, but only through private construction companies. The company procures the complementary material and execute the repairs.

24. For this reason, while the SOPs have the same principles in both NGCA and GCA, the composition of the Joint Committee must be adapted to the particular context.
25. As there are fewer shelter actors in NGCA and higher needs, UNHCR prioritizes shelter interventions in NGCA.

VIII. Construction

1. Diverse delivery methods will be used in the shelter programme 2018-20:
 - *in-kind provision* of shelter material remains the preferred option in both GC and NGC areas, and in case of either direct implementation or implementation through shelter partners;
 - *cash-based* shelter interventions will be limited to GCA; beneficiaries of heavy repairs and reconstructions will receive conditional grants for (1) the payment of labour only; or (2) the payment of both labour and non-standard construction material¹⁹;
 - *works contracts* will be the option adopted by FOs in the case of interventions in direct implementation, where volunteer brigades are not available and/or where repairs are complex and require specific expertise or machineries. Standard construction material should still be supplied by UNHCR, whenever possible;
 - *self-implementation* and *community mobilisation* remain guiding principles for the 2018-20 shelter programme.
2. UNHCR and its partners apply the standards set forth in the Shelter Cluster's *Guidelines on Structural Repairs and Reconstruction*²⁰.
3. For heavy repairs and reconstructions, UNHCR does not repair or reconstruct the full house, due to budget constraints. Instead it provides at least 12 m² per person (gross covered area), with a minimum of 24 m², and the imperative of including in this core space kitchen and bathroom.

IX. Referral of shelter beneficiaries for protection services

4. For each geographic area, UNHCR protection will provide shelter actors with information about how to refer persons for protection services. UNHCR protection will provide shelter actors with training about how to make preliminary identification of protection needs.
5. Shelter actors (whether UNHCR or NGO) will refer persons for protection services when they identify a need.

¹⁹ "Non-standard" are items which are not in the list of the UNHCR-procured construction material, and are procured either by partners or by the beneficiary in the case of some cash-based interventions.

²⁰ *Guidelines on Structural Repairs and Reconstruction* (March 2016; <http://sheltercluster.org/ukraine/documents/ukraine-cluster-guidelines-structural-repairs-and-reconstruction>).

X. Accountability mechanism

6. UNHCR utilizes both proactive and reactive feedback mechanisms.
7. A proactive mechanism is when UNHCR proactively seeks feedback/opinion of those persons of concern whom UNHCR and partners have assisted in one form or another to see if the assistance was effective, efficient and met the purpose of the assistance. Current tools of this proactive mechanism include: (a) Shelter monitoring (see section X below); and (b) Partner performance monitoring: multi-functional teams consisting of Protection, Program, Supply or other relevant Units to conduct quarterly or semi-annual monitoring on the assistance itself, the financial aspects.
8. Reactive feedback mechanisms are when persons of concern know where to file a complaint or give feedback, if he or she is not satisfied with the work of a particular staff (UNHCR or partner) or of UNHCR or partner organizations in general. Current tools include:
 - (a) UNHCR hotline: 0-800-307-711;
 - (b) UNHCR complaint boxes installed at UNHCR and partner offices (weekly or monthly)
 - (c) Personal approaches to UNHCR offices: Office hours from 9 am until 6 pm, lunch break: 1-2 pm.
9. All complaints coming from IDPs, host communities, non-profit organization, government structures, media shall be recorded in writing and shared with the Head of Office who oversees the functioning of the accountability framework in each respective UNHCR office.
10. Each feedback/complaint will be handled confidentially. UNHCR will provide a reply/response to the applicant within 2-3 weeks of the initial intake of the complaint. On UNHCR or partner work, UNHCR together with partners will consider lessons learned and may decide to adjust its work for the next year. If the complaint is related to the individual performance of the staff member, it is to be recorded either in the ePAD of the UNHCR staff member or discuss it with the coordinator of the PPA of the partner organization. If it is related to UNHCR or partner misconduct, then UNHCR IGO will recommend the management of the UNHCR Operation in Ukraine to take actions. These actions may involve from warning up to termination of the contract or referring a case to the local law enforcement authorities for criminal actions (depending on the severity of the offence).

XI. Monitoring and evaluation

A. Objectives of the monitoring

11. The monitoring of shelter activities funded by UNHCR is a core activity for both protection and shelter teams in Ukraine. The purpose of the monitoring is threefold:
 - (a) to verify the compliance of the works with:
 - the SoW (Scope of Work) and any other technical document (mainly the BoQs (Bills of Quantity) and/or the technical requirements annexed to contracts and ITBs (Invitations to Bid)
 - the locally-accepted quality standards
 - the expectations of beneficiaries and final users
 - (b) to measure the protection impact of shelter activities
 - (c) to generate recommendations for improving the quality of shelter works and the protection impact of these activities, as well as to inform planning exercises, the evaluation of partners and contracted companies, and to report to donors.

B. Monitoring Plans

12. Each field office/sub-office shall develop a detailed Monitoring Plan covering the shelter activities in its geographic area of responsibility. The Monitoring Plan shall ensure the following:
 - The plan will include monitoring of both ongoing house repairs, and completed house repairs, which shall be conducted 1-6 months after the construction is completed.
 - Monitoring of completed house repairs will be done for all heavy repairs and reconstructions;
 - Monitoring will be done for at least 30% of light and medium repairs; monitored areas should be proportional to the number of repairs in that area
 - Monitoring will be conducted of at least some repairs in each settlement where UNHCR/partners are conducting shelter activities.

C. Monitoring Team

13. For monitoring of ongoing house repairs, the shelter officer/associate may conduct the monitoring alone. S/he will focus on technical aspects of the ongoing construction and will fill in only page 1 of the *Shelter Monitoring Form*. The shelter officer/associate will monitor the pace of the progress of the whole shelter programme in the area (a visual verification of what reported verbally or in writing by partners or contractors regarding the progress of the works) so that, in case of deviation from the expected performance a timely feedback can be provided to the HoFO and senior management, for their follow-up with the partner or the contractor. The shelter officer/associate will also evaluate the quality of the works (or the selection of the recipients), so that technical advice and remarks can be provided in time to reverse partners' or contractors' decisions - if any - not in line with the agreed technical or protection standards
14. For monitoring of completed house repairs, the monitoring team shall be multi-functional. It may include staff members from various units: Shelter, Protection, Programme, Supply, Security, IM or Public Information. At a minimum, the monitoring team should always be composed of field Shelter and Protection staff. The team shall verify the technical aspects by filling out page 1 of the shelter monitoring form (covering quality of the execution, correspondence between BoQ and as-built, etc.) and the protection impact by filling out page 2 of the shelter monitoring form (covering safety, vulnerability, access to services).
15. The presence of a representative of the implementing partner or the contractor, is desirable (because many more relevant answers or information can be obtained already on the spot, increasing the quantity and quality of the information collected), but it is not compulsory. Partners should always be informed in advance of a monitoring visit, with sufficient notice to allow them to participate in the visit as part of the monitoring party, if they wish so. The location of the visit and - if relevant - the exact address selected for the monitoring visit can instead be disclosed with a limited notice, sufficient - in case - for the partner to prepare the requested supporting documents (BoQs, Demographic data, Contracts, etc). This is to guarantee an as objective as possible assessment of the partner's performance. Visits to construction works executed by contracted company do not require a compulsory notice to the contractor.

D. Evaluation

16. The IM officer in cooperation with the Shelter Officer will compile data from the shelter monitoring visits into a common database.
17. The Shelter Officer will convene discussions of a multi-functional team, including the functions of protection, programme, supply shelter and IM, to analyze the data. These discussions will take place twice annually (analyzing mid-year and end-year data).
18. Based on the analysis by the multi-functional team and with the help of the IM unit, the Shelter Officer will prepare a report analyzing the quantity and quality of shelter activities, with the Protection Officer contributing analysis of the protection impact of the shelter activities.
19. These reports will be used to correct mistakes and introduce improvements so that UNHCR's shelter activities result in durable housing solutions for vulnerable persons, reaching as many people as possible with the resources available.