

GUIDELINES FOR THE DISTRIBUTION OF SHELTER/NFI KITS

April 2017

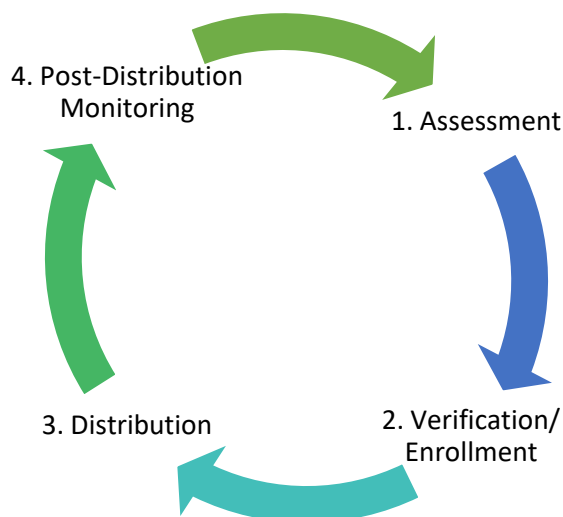
I. Purpose

The purpose of these guidelines is to lead Shelter-CCCM Cluster partners through the key stages of the distribution process, and to provide recommendations on approaches and minimum requirements as they pertain to distributions. These guidelines are not exhaustive but should provide partners with a clearer idea of the Cluster's expectations and standards in regards to S-NFI service delivery.

II. Definition

A distribution is the hand-over of commodities to intended beneficiaries, fairly and according to specified rations, selection criteria and priorities. A distribution is the process during which control over the commodity passes from the organization holding the stock to the intended beneficiaries.

Distributions are but one part of the shelter-NFI emergency response cycle:



Accountability to affected people (AAP) is an active commitment of humanitarian workers to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist. It is the responsibility of each humanitarian agency to engage communities and be accountable to the population it serves. As such, AAP should be integrated at all stages of the response cycle.

III. Key Actors

It is important to know and appreciate the roles and responsibilities of the main actors involved at various stages of commodity distributions. In most circumstances, key actors include the following:

- Conflict-affected people: IDPs, returnees, host communities or other potential recipients of aid.
- Implementing partner: organization conducting the distribution.
- Contributing organization: organization contributing stock, funds, or other support to the distribution.
- Government authorities: local or national authorities covering the area of intervention.
- Cluster: coordinating body that can assist in the organization of the intervention.

The roles and responsibilities of each of these key actors may include:

| Actor | Roles and Responsibilities |
|---------------------------|---|
| Conflict-affected people | <ul style="list-style-type: none"> • Assistance in distribution planning. • Assistance in the identification of people at risk. • Establishment of committees with adequate representation of women. • Information-sharing on the specific concerns of different groups of IDPs. • Dissemination of information on the commodities and the distribution process and system. • Crowd control at the distribution site and other casual labor for distribution-related activities. |
| Implementing partner | <ul style="list-style-type: none"> • Establishment of distribution site and distribution-related processes. • Dissemination of information to conflict-affected populations. • Management and equitable distribution of relief commodities using the appropriate distribution system. • Participation, inclusion, safety, and accountability in the distribution process. • On-site monitoring of distribution processes. • Reports on quality, quantity and impact of commodity distributions. |
| Contributing organization | <ul style="list-style-type: none"> • Movement of stocks to the field for distribution. • Provision of funds or other types of support for the intervention. • Guidance on technical issues where appropriate, e.g. protection referrals. • Monitoring the distribution program and reporting to donors and governments as relevant. |
| Government authorities | <ul style="list-style-type: none"> • Security and the creation of safe spaces for distribution. • Creation of initial beneficiary lists in consultation with communities (to be verified by humanitarian organizations). • Free and safe access of relief personnel to beneficiaries and of beneficiaries to aid. • Consultations on distribution set up, approach, and process. • Relevant permissions. |
| Cluster | <ul style="list-style-type: none"> • Coordination of the distribution and support for additional capacity if needed. • Advocacy around access. • Receipt and review of distribution reports. |

Note: The above list of responsibilities is not exhaustive and some responsibilities may not be applicable in every case.

IV. Pre-Distribution Planning

Assessment of Needs

Prior to the planning of a distribution, it is assumed that a needs assessment and verification have taken place, and that the distributing organization has decided which non-food/shelter items will be distributed, in what quantities and to whom, and is aware of any special needs related to vulnerable people. The needs in an area, and an organization's assessment of them, will likely change over time, but for the purposes of the distribution exercise, it must be assumed that the distributing organization has reached a consensus with key partners as to what they are and that they are fixed for the duration of the distribution exercise. *(For further information on assessments, see the Cluster's Guidelines on Identifying Beneficiaries in Need of Shelter-NFI Assistance.)*

Agreement on a Population Figures

A planning figure for the population in need of assistance is essential in order to implement any distribution. Ideally, the number of people in need of assistance should be known and agreed to by all key

partners (government, partners, the Cluster, and beneficiaries). It is important that all parties understand that, while the exact number of people in need will not always be known, the assistance program must continue for an agreed number of beneficiaries, as per the initial assessment and verification exercises and availability of stocks. At the same time, steps should be taken, through further assessment, verification and monitoring, to ensure that any people in need who are missed in the initial exercise can be accounted for and served at a later date.

Beneficiary Community

Each beneficiary group has its own characteristics. Experience shows that it is essential to find out specific information concerning every distinct beneficiary group in order to provide appropriate services efficiently. Before designing a distribution system you must have specific information on the affected population, including population composition, gender and age, division of labor, and access to and control of resources. When distributing NFI/shelter items, it is important to be fully aware of the local community's traditions and lifestyle. Sometimes, what is acceptable in one area may not be similarly accepted in another. For example, some rural communities in Yemen might not be in favor of distributing dignity kits for women, even if they are distributed by women, and alternative methods for delivering assistance have to be found.

Government Policies

It is important to know the policy and procedures of the national and local government authorities regarding conflict-affected people and the humanitarian community's response to them. For example, type of shelter/settlement, local economy, job opportunities and other related issues may influence the type of distribution system and selection of commodities. Further, identifying in advance any policies that may need to be adhered to during the process, implementing partners can avoid unnecessary delays down the line.

V. The Distribution Process

These guidelines cover the three stages of the distribution process: setting up the distribution, running the distribution, and closure/reporting.

1. In Advance of the Distribution

In the days before the distribution, implementing organizations should be thinking about how they are going to set-up and manage the distribution in a manner that is effective, efficient, safe, and respectful of the needs of beneficiaries.

Establishing the Distribution Approach and System

Distribution of commodities should start only after a needs assessment and verification have taken place and the size of the beneficiary population (as reflected in a beneficiary list) has been set.¹ The decisions made regarding the distribution approach should take into consideration the information provided by these exercises, including: the types of beneficiaries being served, the number of beneficiaries being served, the existing coordination and community leadership structures, the training needs of the population, and the security and access situations in the area.

¹ The extent of these exercises will depend on the type of emergency and the existing circumstances. More guidance on assessments can be found in the Cluster's Guidelines on Identifying Beneficiaries in Needs of Shelter-NFI Assistance. In some circumstances, given the emergency nature of a situation, partners can proceed with a distribution without conducting a full needs assessment, but in these cases a verification will still be necessary to ensure that the beneficiaries identified have legitimate need. More guidance on the circumstances in which this response would be appropriate is outlined in the Cluster's Emergency Response Planning document.

Two basic questions generally come up when choosing a system: how much responsibility is appropriate to give to the IDPs themselves? What kind of resources (i.e. time, space, staff, financial resources) are available to set up and run the system?

In Yemen, material assistance is most often provided through the head of household or his/her representative, with the amount of assistance received corresponding to the size of the household. Distributing agencies should always ensure that those who lack the traditional family structures (e.g. unaccompanied minors, unsupported elderly or disabled people) also receive assistance, and should establish a distribution system that can accommodate this. This might mean grouping vulnerable people into “households” for the purposes of receiving assistance.

Getting the commodities to beneficiaries does not necessarily mean delivering them through the household structure. You may decide to channel the commodities through existing community structures, leaders, etc., or structures which you help to create, e.g. groups of families, women family representatives etc. This can help save time if the distributing organization has limited resources or access, but it must be based on a thorough understanding of the relationship between the beneficiaries and the community group that the organization has designated to receive the goods on their behalf. If there is any doubt about the intentions of the receiving group, or any potential conflicts, then this is not an appropriate approach for distribution.

In setting up a sound distribution system, it is essential that the distributing organization think first and foremost about access and security. Access includes a variety of considerations including how individuals are informed about the distribution, how they will get to the distribution site, how they will transport the aid back to their homes, whether they will feel secure getting to and moving within the site, and whether they know how to use the aid provided. A critical element of ensuring access is the sharing of information. Beneficiaries must be continuously and directly informed, i.e. not just through community leaders, about the distribution process and their entitlements as recipients of humanitarian aid.

| Checklist for Establishing the Distribution Approach and System | |
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| ❖ Coordinate with internally and/or with the cluster to ensure that there is consistent human resource coverage for the distribution. | |
| ❖ Meet internally or with partners to agree on approaches and methodologies of distribution and agree upon a team leader. | |
| ❖ Establish a complaints mechanism for beneficiaries and authorities. Where possible, international staff can help with difficult issues in order to take the pressure off of local staff. | |
| ❖ When establishing the methodology, consider the following: <ul style="list-style-type: none"> • How beneficiaries will travel to the distribution site; • How beneficiaries will carry kits from the distribution site; • How you will ensure security; • How you will pair the exercise with training, if necessary; • How you will ensure constant and direct communication with beneficiaries. | |
| ❖ Discuss and agree on the daily wages of the causal labors based on existing rates on the ground; agree how the costs will be split amongst agencies if more than one partner is involved in a distribution. | |
| ❖ Agree with community leaders on a storage area before delivery of items. Put security guards in place if necessary. | |
| ❖ Inform local authorities and community leaders about the expected date of distribution as well as the “humanitarian character” of the exercise (i.e. that in line with humanitarian principle, there should be no weapons or armed actors at the distribution site). | |
| ❖ Together with local authorities and community leaders, break down the households into a manageable number for each day/site (e.g. village A on first day, village B on second | |

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| day OR the creation of multiple sites). | |
| ❖ Inform beneficiaries about the schedule of the distribution, as decided above, as well as their entitlements and the process for accessing assistance and lodging complaints. | |
| ❖ Ensure you have all the updated enrollment lists at your disposal to avoid complications. | |

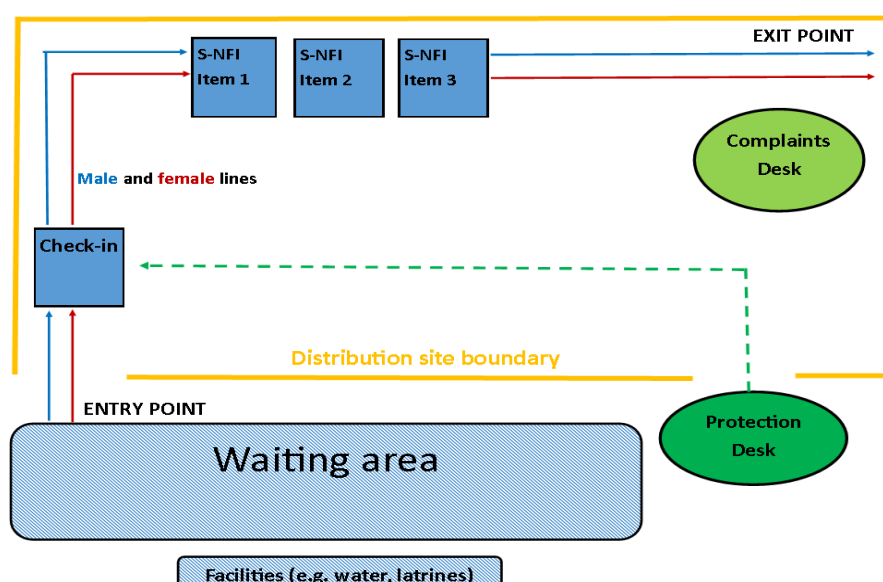
Organizing the Distribution Site

As a general rule, it is best to have the distribution points as close to the beneficiaries as possible so as to reduce the amount of travel for them both to and from the site. For dispersed populations, IDPs should not have to travel more than a maximum of 5km to distribution points. In selecting distribution points, factors affecting vulnerable people's physical access should be taken into consideration, e.g. physical security of women who may be threatened if they have to pass through a military/police camp; ability of disabled people to travel long distances, particularly in the dark.

Sites should also be established in a way that minimizes the number of people who are attending a distribution at any one point, as this can be a critical element of crowd control and in ensuring equitable access to humanitarian aid. One way of doing this, as noted above, is to call different communities on different days; another way is to create multiple distribution points to be managed simultaneously. An organization's decision in this regard should be based on a variety of factors (e.g. organizational resources, access constraints, etc.) as detailed below:

| Few distribution points | Many distribution points |
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| Advantages | |
| <ul style="list-style-type: none"> - Need less staff - Less infrastructure, sites, distribution structures, roads - Less transport required for distribution | <ul style="list-style-type: none"> - Fewer crowd control problems - Easier access for women - Shorter journeys home - Beneficiaries can see the distribution taking place - Special arrangements easier |
| Disadvantages | |
| <ul style="list-style-type: none"> - Longer journeys to the households - Potential crowd problems - Difficult for beneficiaries to see the distribution - Difficult access for weaker groups | <ul style="list-style-type: none"> - More staff and transportation needed - More structures, roads, access, cleared sites needed for distribution |

Each distribution point should facilitate ease of access and security for both beneficiaries and distribution staff. The simple graphic below demonstrates good practice for the set-up of a distribution point:



Some of the main characteristics include:

- A clearly delineated distribution space;
- Separate entry and exit points;
- Different lines for men and women;
- A simple structure that facilitates the flow of beneficiaries through the distribution point;
- Clear space between where people are waiting and the stacks of commodities;
- A separate entrance for vulnerable cases (e.g. beneficiaries who are elderly, disabled, sick or pregnant), and a protection presence to help identify them and provide referrals;
- The presence of a complaints desk, if this is the chosen method for dealing with complaints;
- A waiting area that has both shade and the presence of facilities in case beneficiaries have to wait for extended periods of time.

Ideally, distribution points should be located far away from crowded areas such as markets or hospitals, in enclosed areas such as schoolyards that enable the distribution team to control entry and exit, and avoid over-crowding. In lieu of this, distribution teams can also create their own enclosed sites with stakes and rope or other local materials, but in these cases may have to invest in additional crowd-control staff to ensure order within the site. Distribution points should never be in the vicinity of military barracks or facilities, nor should they be in locations that force beneficiaries to travel to or through highly militarized areas.

| Checklist for Organizing the Distribution Site | |
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| ❖ Select a distribution sites in consultation with relevant stakeholders, ensuring that they are safe and accessible to beneficiary populations. | |
| ❖ Choose/construct distribution points away from public gathering places e.g. hospitals, markets, or places of worship. Ensure that they are not in the vicinity of military barracks or facilities. | |
| ❖ Ensure that the site is large enough to accommodate comfortably a reasonable number of beneficiaries. | |
| ❖ Establish distribution points, to the extent possible, close to trees or other types of shade under which beneficiaries can sit while waiting. | |
| ❖ Ensure there are latrines, a resting area for staff, and a water point from which beneficiaries can drink. | |

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| ❖ Ensure that the distribution point is properly enclosed and demarcated with the following: <ul style="list-style-type: none"> ○ A waiting area for beneficiaries, with a calling point if necessary; ○ An entrance point (names, cards, thumbprints collected); ○ A storage area/collection point (where stock can be stored, organized into packages, and collected); ○ An exit point. | |
| ❖ Establish a complaints desk at the site. | |
| ❖ Set up a separate entrance for vulnerable people in case they are unable to wait in line, and involve protection actors in identifying the vulnerable people throughout the distribution and dealing with any protection issues that may arise, including through the offering of referrals. | |
| ❖ If no existing structure for the distribution is available, hire local volunteers and use local materials to construct clear pathways and corridors at the site. | |

Building the Distribution Team

The size of a distribution team should be linked to the size of the distribution; generally, the larger the distribution, the larger the team. At a bare minimum, distribution teams should contain the following:

- A team leader, as agreed upon at the outset (see above), who will be the primary focal point for communications with leaders and beneficiaries;
- A logistics focal point to deal with offloading, counting of items, temporary storage, and arrangement of kits;
- A security focal point who is responsible for monitoring the security situation and making decisions, in consultation with the team where possible, on the evacuation of staff and/or abandonment of supplies;
- A complaints focal point to deal with issues on-site as they arise;²
- A protection focal point, if possible, to assist in identifying vulnerable cases, facilitating their movement through the distribution point, and referring people for additional services as needed.

Teams should be made up of both genders and be sensitive to the political context.

Designating these roles and responsibilities in advance of a distribution can help ensure streamlined and clear communications, which in turn can help prevent disorder at the distribution site. Team leaders should be the focus of communications so as not to pass mixed messages to authorities, community leaders or beneficiaries, but should also consult core team members on critical decisions related to the distribution in advance of any communications in order to ensure transparency and consistency of messaging. Team leaders should communicate regularly with both leaders and beneficiaries, providing updates on wait-times, processes (e.g. around lodging complaints), and stock availability, and should avoid any sudden or abrupt changes that might cause distress amongst the population (e.g. new distribution systems or requirements for accessing assistance). Team leaders should also ensure effective communications with distribution staff through the use of walkie-talkies, radios, or any other communications equipment.

During the distribution, team members should position themselves throughout the site, with at least one team member assigned to manage each major point in the site – i.e. one person at the entry, one at check-in, one at stock and packaging, one at protection desk, and one at complaints desk (should this be the complaints mechanism chosen).

² If there are enough staff available, you may want to consider having two focal points for complaints – one for men and one for women – given the gender sensitivities, particularly in more rural areas.

The rest of the team will usually be comprised of locally hired individuals who can fill the following roles:

- Crowd controllers;
- Enumerators (to support check-in);
- Demonstrators (if necessary, e.g. to demonstrate proper usage of plastic sheeting);
- Offloaders/kit packagers;
- Security, as needed.

All distribution staff should be visible to both other staff and beneficiaries by wearing hats, vests, or other visibility materials.

Distribution points can become the focus of disorder, particularly when there are long wait-times or commodity shortages. Security at distributions, as elsewhere, is the responsibility of government authorities, who should be informed of any foreseen security problems. Once serious disorder has broken out there is little that distributors can do except to ensure the safety of the distribution staff, usually through evacuation. It is therefore advised to reduce the potential for disorder through good site selection, design and operating procedures. Distribution teams can often prevent these situations in the first instance by positioning sufficient crowd control personnel strategically throughout the site to facilitate flow, minimizing long waiting periods to the extent possible, and dealing with fraud or cases of cheating in a quick and transparent manner.

| Checklist for Building the Distribution Team | |
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| ❖ Ensure that you have enough staff on the mission to support a successful distribution. The recommended number of the staff for a medium-sized distribution (not including local hires) is around 5. Ideally, the team will be gender balanced and sensitive to the current political context. | |
| ❖ Ensure that there is a team leader in place who can be in charge of overall management and communications during the distribution. | |
| ❖ Appoint a security focal point to monitor the situation with local authorities, update the team accordingly, and call for evacuation if necessary. | |
| ❖ Nominate a logistic focal point to deal with offloading, counting of items, storage, and delivery to the actual site of distribution. By keeping tabs on what has been delivered and distributed, this person can identify gaps in cargo delivery, raise the issues of shortages in a timely manner, and ensure the distribution is running according to the plan. | |
| ❖ Involve protection actors in the distribution if possible. Among other things, they can assist in identifying the most vulnerable beneficiaries during the distribution. | |
| ❖ Ensure one person is designated as the focal point for complaints and knows how to respond to any concerns raised by beneficiaries or others at the site. | |
| ❖ Identify the following laborers locally; <ul style="list-style-type: none"> ○ Crowd controllers ○ Enumerators (for check-in) ○ Demonstrators (e.g. for shelter construction) ○ Security guards ○ Off loaders (porters) | |
| ❖ Ensure that the team knows the concentration point in case of evacuation. | |
| ❖ Ensure that all distribution staff know their roles and responsibilities, as well as their “station” for the duration of the exercise. | |
| ❖ Ensure that all distribution staff have visibility items so that they can clearly be identified during the distribution. | |

Day Before the Distribution

Prior to the launch of the exercise, the team needs to ensure that all distribution structures are in place and that operating procedures are clear; this can help to expedite the distribution process and reduce the chances of disorder or problems at the site. If possible, the right quantities of commodities should be pre-positioned at the distribution site, or in a place very close to it, at least one day before the distribution.

| Checklist for the Day Before the Distribution | |
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| ❖ The team leader should brief the core distribution team on the following:- | |
| <ul style="list-style-type: none"> ○ The number and type of items to be distributed per household; ○ Each team members' specific role during the distribution; ○ The distribution process (a walk-through of the site); ○ The start and end times each day, as well as any breaks (i.e. lunch), as agreed beforehand; ○ The complaints mechanism (as noted above); ○ How issues or concerns should be raised throughout the day; ○ Means for feedback on the process; e.g. evening meetings to discuss how the distribution is going, any issues, gaps, etc. | |
| ❖ Ensure you have the necessary enrollment lists for the first day of the distribution. | |
| ❖ Ensure that all team members have functional communications equipment (VHF radio, mobile phones, etc.), and that all team members know how to reach each other. | |
| ❖ Ensure that all needed local staff (i.e. crowd-controllers, offloaders, etc.) have been identified and are aware of responsibilities and start/end times each day. | |
| ❖ Confirm that the beneficiaries have been notified of the distribution, as per the plan. | |
| ❖ If possible, pre-position all supplies in the right quantities at the distribution site (or nearby); the distribution organization may need to hire security to watch the items overnight. | |
| ❖ Have the following items ready for the distribution (as needed): | |
| <ul style="list-style-type: none"> ○ Ink pad; ○ Cutter/knives (for stock); ○ Megaphone (if needed); ○ Pens; ○ Masking tape/extra rope; ○ Flag or visibility materials, if available; ○ Vests or arm bands for casual workers; ○ Empty enrollment forms, if applicable; ○ A hole punch; ○ Table and chairs for staff and vulnerable people. | |
| ❖ If applicable, ensure that vehicles are filled with fuel and in good working order. | |
| ❖ If applicable, ensure that the equipment above has been loaded into the vehicles. | |

2. Day of the Distribution

All members of the distribution team, including casual laborers, should report to the site on time for a final briefing by the team leader. After all processes and procedures are once again articulated, and any final questions answered, all staff should report to the "stations" that they were assigned. Should the distribution include loose items (as opposed to pre-packed kits of assistance), those working directly with the commodities should begin laying out packages of assistance so that they are ready to be picked by the beneficiaries. The replenishment of these packages should continue throughout the day.

Once staff are in place and beneficiaries have assembled in the waiting area, the distribution can begin. In order to control the flow of people, many organizations choose to call heads of household (or their confirmed representative) one by one to the entry point. It should be noted, however, that this processing can be done in a variety of ways depending on how the enrollment was conducted (i.e. can be done using the enrollment number or by calling the group representative). Either way, beneficiaries must present an identification document and whatever enrollment card or voucher was issued by the organization during the enrollment period; these must match the information recorded in the enrollment list. Beneficiaries thumb print the list and their receipt of assistance recorded to avoid duplications.

As previously noted, the team leader will be responsible for the overall management of the site to ensure calm and orderly processing of beneficiaries, as well as regular communications throughout the intervention. Other core distribution staff will manage their assigned “stations,” and will let the team leader know directly if there are problems or if they have to leave their posts for any reason. Those designated to deal with complaints and with protection cases should be circling the site, responsive to needs as they arise throughout the day.

| Checklist for During the Distribution | |
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| ❖ Ensure that all staff are punctual. | |
| ❖ Conduct final briefing with all staff to make sure that everyone understands how the distribution will work and their specific roles/tasks. Ensure that staff have proper identification and visibility showing they are participating in the distribution (even if improvised like colored cloth tied to the arm). | |
| ❖ Prior to the start of the distribution, each staff member should go to their post and ensure that they have all the materials that they need. | |
| ❖ At the beginning of the day, the team leader should communicate to the beneficiaries how the whole process of distribution will work and what will be distributed; regular communications should continue throughout the day. | |
| ❖ Make separate lines for men and women, and maintain a separate entrance for vulnerable people. | |
| ❖ Pack/display a reasonable number of items on the ground at any one time for easy monitoring; ensure that you have enough casual workers to continue laying out the items in packages throughout the distribution. | |
| ❖ Keep away any people who are not working at the site or collecting items. | |
| ❖ The logistics focal point must count (tally) all items as they are released from the storage point in order to track the quantity distributed and report on stock counts periodically. With support from the logistics focal point, the team leader should continuously work to ensure that: <ul style="list-style-type: none"> ○ A solid stock checking system is in place; ○ Amounts being removed from the warehouse are being recorded; ○ Each kit that goes out from the site itself is also being recorded, so you have a double check that the logs focal point can reconcile at the end of the day. | |
| ❖ Ensure that the coded tokens or enrollment cards are checked against distribution lists. Verify the beneficiaries by asking them to confirm their names. | |
| ❖ Ask the beneficiaries to thumbprint the list in order to confirm that they received their packages of assistance. | |
| ❖ Mark the tokens/enrollment cards as well so they cannot be reused during the same distribution. | |
| ❖ The protection focal point should monitor the beneficiary waiting area and pick out any vulnerable cases that may need assistance moving through the line or accessing additional services. | |

- ❖ Ensure that the complaints mechanism is functioning properly. During the distribution, take trouble cases away from the distribution point and refer any major issues to the end of the distribution.

3. After the Distribution

Distribution organizations are also responsible for the proper closure and clean-up of a distribution site. Generally, this includes clearing the site of any refuse, resolving any outstanding issues, compensating casual laborers, and putting a plan in place to report on and monitor the results of the distribution.

Reporting

In the aftermath of a distribution, it is essential that a distribution organization report to both the national and sub-national cluster on the intervention and its results. This allows the cluster to know that the needs in an area have been covered, which in turns enables the cluster to avoid duplication in the future. Reports to the cluster should include information on which commodities were distributed, in what quantities, to which populations, in which areas, and in what time period. If all of the needs of the community were not met during the exercise, the distribution organization is requested to include the percentage of total needs met. Lastly, any problems that occurred during the distribution should be noted, particularly if they may impact the ability of partners to operate in the area moving forward.

Distribution reports from several sites/implementing partners should be consolidated. Photos with captions should be attached to the report, where possible. A simple template is provided here for guidance:

| Item | Description |
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| Distributing organization | Fill in the name of the organization that organized the distribution. |
| Site(s) and location | Fill in the name of the distribution site (e.g. Ben Aqeel School) and its location (governorate, district, village/neighborhood) |
| Date(s) of distribution | Give the exact dates of the distribution, inclusive (e.g. January 4-7, 2017) |
| No of beneficiaries | Give the total number of beneficiaries served through the intervention, disaggregated by gender and age. |
| Rations | Specify what each household was meant to receive, including whether different packages were delivered to different sized families (e.g. 3 blankets/family of 6, 1 bar of soap/person) |
| Initial stock count | Give the number of items delivered at the outset of the distribution, listed by item (e.g. 1,000 blankets, 1,000 mattresses, etc.) |
| Stock distributed | Give the total number of items distributed, listed by item (e.g. 850 blankets, 850 mattresses, etc.) |
| Remaining stock count | Give the number of remaining items, if any, listed by item (e.g. 150 blankets, 150 mattresses, etc.). Ideally, this number will equal the initial stock count minus the stock distributed. |
| Percentage of needs covered | Give an estimation of the needs covered. If there was a shortage of stock, then this number will be below 100%. Similarly, if there are new arrivals, the team might note that the needs as per the assessment have been covered but that new needs have arisen. |
| Distribution approach | Detail how the distribution was set up and managed. |
| Problems encountered during the distribution | List any problems encountered during the distribution such as fraud, issues of access, claims of exclusion, etc. |
| Plan for follow-up | List any actions that the organization plans to undertake in the aftermath, e.g. a PDM or a follow-up distribution to account for new arrivals. |

Post-Distribution Monitoring

Following the full closure of a distribution, distribution organizations may want to start thinking about conducting a post-distribution monitoring (PDM) exercise in order to assess the effectiveness, appropriateness and coverage of the intervention, and overall satisfaction with the assistance provided. Ideally, PDMs should evaluate a single response about a month after the intervention occurs. This allows time for beneficiaries to use the items provided and offer useful feedback on quality, but not so much time that the recipients of the aid will have moved.

| Checklist for Closure of the Distribution | |
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| ❖ Ensure that the distribution center is left clean and free of trash. | |
| ❖ Deal with any outstanding complaints from the community. | |
| ❖ If applicable, decide on how you will follow-up on any shortages OR what you will do with any remaining balance of assistance packages. | |
| ❖ Have a meeting with local authorities to iron out any outstanding issues, share lessons learnt, and close out the activity, with thanks for their support. | |
| ❖ Ensure that all laborers have been paid for their services and that the team leader has all the necessary receipts and records of labor payments. | |
| ❖ The team leader should make sure all team members have transport away from the distribution site. | |
| ❖ Ensure that reporting responsibilities are clear and that the relevant information is shared with the sub-cluster and national cluster in a timely manner. | |
| ❖ Begin planning for post-distribution monitoring exercises to be undertaken by the distribution organization. | |

VI. Protection Mainstreaming

Protection mainstreaming means that partners are undertaking activities in a manner that safeguards people from violence, coercion, deprivation, and discrimination and that aims at attaining full respect for the rights of the individual. For organizations implementing emergency shelter and NFI programs and activities, protection mainstreaming implies that organizations are implementing projects in an impartial and non-discriminatory way that promotes the safety, dignity and integrity of the people receiving assistance.

While protection mainstreaming should be integrated into every part of the distribution process (and are integrated accordingly into the guidelines above) the checklist here provides S-NFI partners with some basic considerations, incorporating the four key elements of protection mainstreaming, which include:

1. Avoiding causing harm and prioritize safety and dignity
2. Ensuring meaningful access
3. Practicing accountability
4. Promoting participation and empowerment

| Checklist for the Mainstreaming of Protection | |
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| ❖ Distribution times are safe for beneficiaries to travel to the distribution point and return home without exposure to further risk of harm | |
| ❖ Physical location of the distribution can be easily and safely accessed, particularly against the risk or threat of gender-based violence and attacks from armed groups | |
| ❖ Shelter and NFI distributions are designed to be respectful and inclusive of cultural and religious practice | |
| ❖ Shelter and NFI distribution methodology are designed to preserve safety and dignity | |
| ❖ Options for home delivery of shelter materials/NFIs for vulnerable persons (e.g., persons | |

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| with disabilities who cannot access the distribution point, elderly, child-headed households, etc.) or systems by which representatives can collect assistance packages on their behalf. | |
| ❖ The provision of additional NFIs essential for personal hygiene, dignity and well-being, including sanitary materials for women and girls are consistent with cultural and religious traditions | |
| ❖ Complaints mechanisms and monitoring are integral to the distribution plans. | |