



Overview of Global Shelter Cluster Survey Findings

September 2016

Introduction

This document provides an overview of responses to the Global Shelter Cluster online survey, conducted in preparation for the annual Shelter Cluster Coordination Workshop. Findings are based on a total of 177 responses, as of 29 September 2016.

Participant profile

The largest proportion of survey respondents are based in Africa (41%) and Asia & Pacific (20%). 14% of respondents worked at “global” or Headquarter level, operating from Switzerland, other European countries and the US. Members of the Democratic Republic of the Congo Shelter Cluster represent the largest group of survey participants, with a total of 26 responses, followed by Somalia (23) and Ukraine (21). The Global Cluster and Afghanistan are the next best represented with 19 and 14 survey respondents respectively. Respondents belong mainly to International NGOs (42% of respondents), UN Agencies (24%), National NGOs (18%) and the Red Cross and Red Crescent Movement (10%). Finally, 24% of respondents are representatives of their organisations, 18% of are shelter specialists within their organisation, and 12% are shelter cluster coordinators.

Figure 1: Number of responses by country location

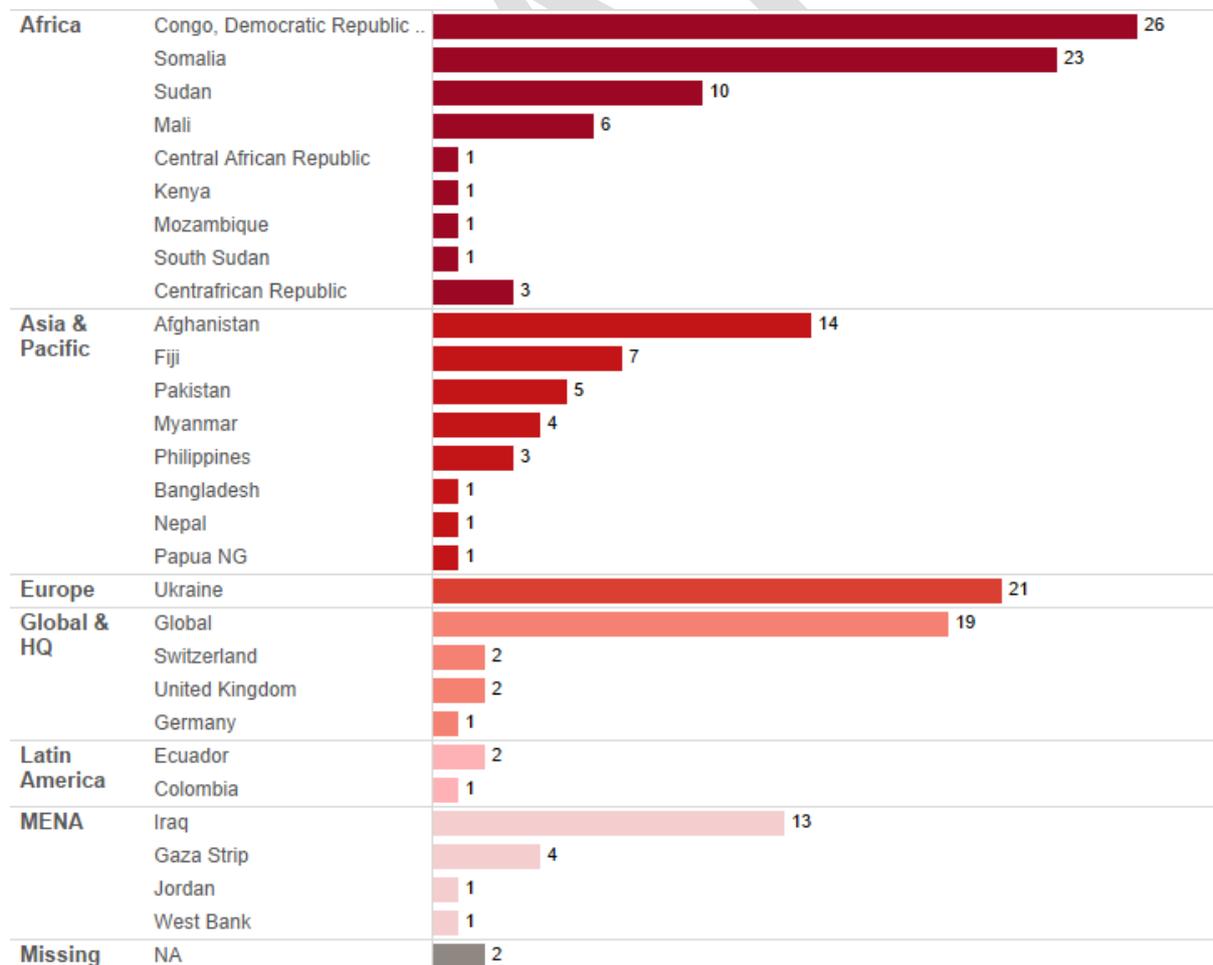
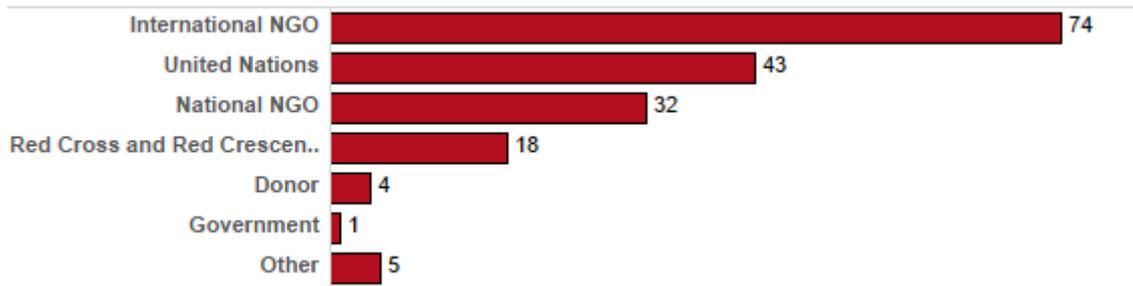




Figure 2 Percentage of respondents by Organisation type

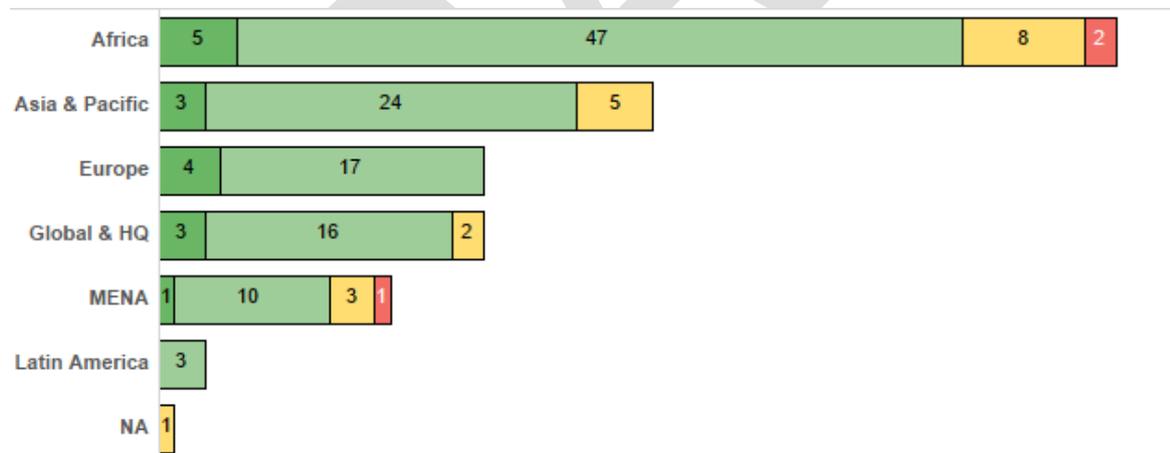


Reported satisfaction

A large majority of the respondents express satisfaction with the services provided by the GSC, with 66% of respondents being satisfied with the services provided and 9% being very satisfied. Only 11% state that they are unsatisfied whilst 2% report to be very unsatisfied with shelter cluster services. 12% have never used these services.

When disaggregated by respondents' region of current operation, findings do not differ significantly from overall satisfaction figures above. However, all respondents from Europe state that they are satisfied or very satisfied with cluster service. All respondents from Ukraine (21) and Afghanistan (11 who answered this question) are satisfied or very satisfied with cluster services. On the other hand, respondents from the MENA region are the most unsatisfied with the services, with 16% unsatisfied and 5% very unsatisfied. Respondents from Africa are the second most unsatisfied, with 11% unsatisfied and 3% very unsatisfied.

Figure 3: Reported satisfaction with Global Shelter Cluster services by Region



What is your level of satisfaction with the services provided by the Global Shelter Cluster?

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

In general, respondents from the Red Cross and Red Crescent movements, International NGOs, and the United Nations are more likely to be satisfied or very satisfied, with 89%, 76% and 76% respectively. Responses from national NGOs and other types of organizations are more varied: 69% of respondents from national NGOs have a positive feedback (very satisfied or satisfied) while only 22% have a negative feedback (unsatisfied or very unsatisfied). However 9% of respondents from national NGOs have never used Shelter Cluster's services.



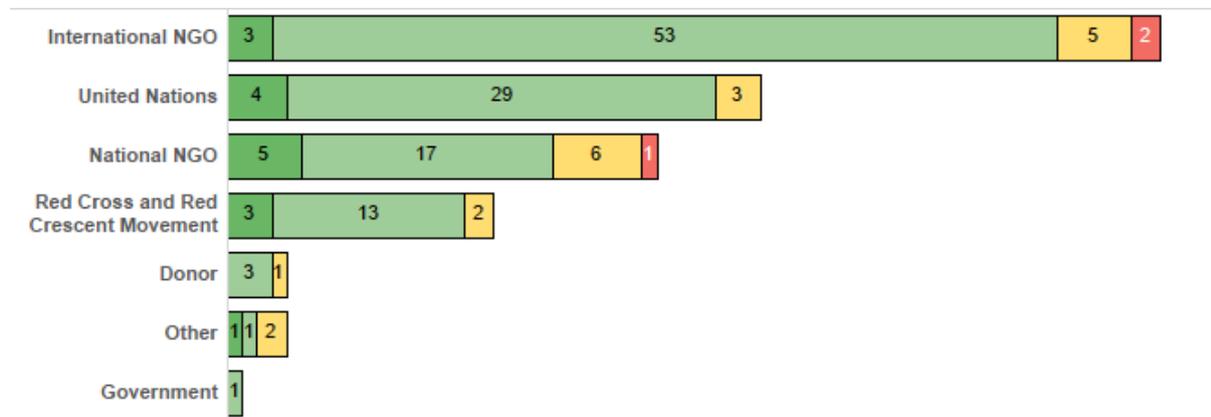
Global Shelter Cluster

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Coordinating Humanitarian Shelter

Similarly, 40% of respondents from other types of organizations have a positive feedback, while 40% have a negative feedback and 20% have never used the services. There is only one response from a donor (out of four) reporting to be unsatisfied with Cluster services.

Figure 4: Reported satisfaction with Global Shelter Cluster services by Organisation



What is your level of satisfaction with the services provided by the Global Shelter Cluster?

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

Findings differ when disaggregated by respondents' role. All seven Cluster Coordination team members (not shelter) that have used the services express satisfaction: six are satisfied, one is were satisfied while three others have never used the services. Likewise, all six engineers and infrastructure managers are satisfied with the services provided by the Global Shelter Cluster. On the contrary, program / project manager respondents are the least satisfied (63% satisfied and none very satisfied) with 19% being unsatisfied. Responses from shelter specialists are varied: while 79% express satisfaction (66% satisfied, 13% very satisfied), 16% are unsatisfied and 3% are very unsatisfied. 5% and 10% of representatives are respectively very unsatisfied and unsatisfied with the Global Shelter Cluster's services.

When asked about reasons for dissatisfaction, respondents mentioned a lack of coordination and of support – including financial and technical support – from the Global Shelter Cluster, delays and inadequate information as well as the fact that it can be disconnected from field realities.

Examples of unsatisfied respondents' comments include:

"Inadequate information and not deliver timely"

"Very weak support provided or inadequate resources made available"

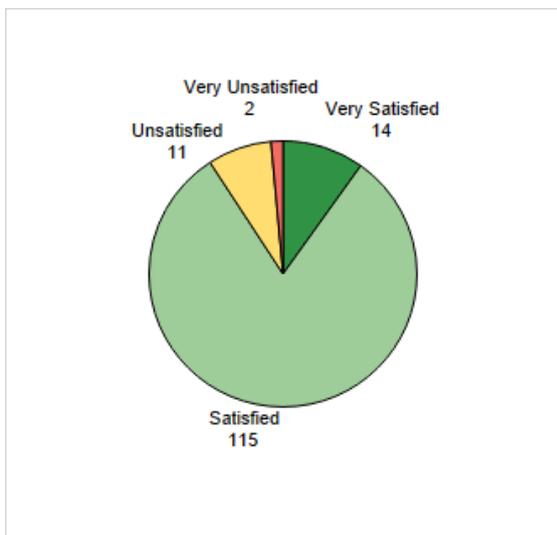
"Have no coordination with local actors to understand local realities"

The Global Shelter Cluster Website

Overall 73% of those who responded are either satisfied or very satisfied with the Global Shelter Cluster website. The remaining are either unsatisfied (6%), very unsatisfied (1%), or have never used the website (20%). Respondents from Global / HQ level and Africa were the most dissatisfied, with respectively 12% and 8% unsatisfied or very unsatisfied.



Figure 5: Shelter Cluster website satisfaction



Reasons for dissatisfaction mostly concerned a lack of regular updates as well as the need to improve the ease of access to information.

Examples of negative comments include:

“Not updated regularly enough with pertinent information”

“Categorisation and searchability of documents is limited”

“Next to nothing on Non-Food Item response”



Most Influential Impediments

Respondents to the survey identified three main impediments hindering the Shelter Cluster's activities. Insufficient funding for shelter programming came up as the most influential impediments, cited by 66% of respondents. Security and poor humanitarian access to affected populations come second (45%), followed by limited engagement with housing, land and propriety issues (21%). On the contrary, turnover of staff in operational agencies and in coordination teams does not pose a significant problem according to respondents (mentioned by only 8% and 3% respectively). Other responses include reasons linked to inadequate coordination, and poor humanitarian understanding or solutions, all mentioned by between 6% and 19% of respondents (see Figure 6 below).

Top three impediments disaggregated by region do not vary significantly from general findings described above, with insufficient funding for shelter programming being the most influential one identified by respondents from all regions. However variations in the proportions of respondents mentioning each factor can be observed. As such, insufficient funding for shelter programming was especially mentioned by respondents from Africa (85%), as well as concerns over security and poor humanitarian access to affected populations (63%). Similarly, poor humanitarian understanding of urban responses seem to be mostly an issue concerning Global / HQ level and Europe, with 33% and 24% of respondents from these current regions of operations mentioning it, compared to 13% overall. So are an inadequate handover processes and limited exist strategies for respondents from the Global level and the MENA region (13% and 11% respectively, compared to 6%). Inadequate data collection from operational agencies was also especially mentioned by respondents from Europe (19%). On the contrary, only 5% of respondents from Europe and 7% from Africa identified poor quality technical solutions as a major impediments to shelter cluster's activities, compared to 21% from Global/HQ level, 17% from Asia & Pacific and 16% from MENA. Moreover, low engagement with non-traditional actors was mostly mentioned by respondents from the MENA region (16%, compared to an average of 6%), whereas limited national-level preparedness activities and contingency planning came up mainly from respondents in Asia & Pacific (28%). The three respondents from Latin America stated that insufficient funding for shelter coordination (100%), poor understanding of field realities and needs (67%), and limited national-level preparedness activities and contingency planning (67%) were the most influential impediments.

When disaggregated by respondents' type of organizations, findings differ more significantly. Insufficient funding for shelter coordination was mainly highlighted by respondents from the Red Cross and Red Crescent Movement, as well as poor use of cash and local market systems and limited national-level preparedness activities and contingency planning (33%, 17% and 39% compared to an average of 14%, 5% and 15%). 66% of respondents from national NGOs mentioned security and insufficient capacity of local partners, compared to only 11% of respondents from the Red Cross and Red Crescent Movement. Poor understanding of field realities and needs; and inadequate handover processes and limited exist strategies were impediments identified mostly by "other types of organization" (both 40%) which comprise mainly consultants and academics. Donors (although comprise only 4 respondents) seem to be more concerned about poor understanding of urban responses (75%), as well as inadequate handover processes and limited exist strategies (50%).



Figure 6: Most reported influential impediments, as per the respondents

	1 st most reported	2 nd most reported	3 rd most reported
	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Limited engagement with HLP issues
By region:*			
Africa	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Insufficient capacity of local partners
Asia & Pacific	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Limited national-level preparedness activities and contingency planning
Europe	Insufficient funding for shelter programming		Poor quality inter-cluster coordination and planning
	Security and poor humanitarian access to affected populations		Limited national-level preparedness activities and contingency planning
Global & HQ	Insufficient funding for shelter programming	Poor humanitarian understanding of urban responses	Limited engagement with HLP issues
MENA	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Poor quality inter-cluster coordination and planning
By organization:*			
International NGOs	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Limited engagement with HLP issues
National NGOs	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Insufficient capacity of local partners
Red Cross and Red Crescent Movement	Limited national-level preparedness activities and contingency planning		Insufficient funding for shelter coordination
			Insufficient funding for shelter programming
UN	Insufficient funding for shelter programming	Security and poor humanitarian access to affected populations	Poor understanding of field realities and needs

* Please note that only regions or organizations with more than 5 respondents are shown in this table



Priorities for the Global Shelter Cluster

After having identified the most influential impediments hindering Shelter Cluster's activities, respondents were asked to choose areas with the greatest potential to reduce these impediments and which should thus be considered as priorities for the Global Shelter Cluster. Findings mostly mirror the impediments identified above, with respondents mostly mentioning the need for an improved, more predictable funding for shelter operations (56%), a harmonized data collection by cluster partners (25%) and an increased coordination capacity at the sub-national level (24%). On the other hand, only 5% of respondents mentioned expanded, more flexible rosters; and 6% improved guidance on handover processes and exist strategy planning.

Areas with the greatest potential to reduce impediments by region slightly differ from the overall findings. Although the most mentioned by all regions, the need for an improved, more predictable funding for shelter operations was especially identified by respondents from Africa and MENA (respectively 69% and 63%). Respondents from Global / HQ level were more interested than others in improved technical guidance on urban shelter response; improved cluster engagement with non-traditional actors; and improved technical support from global and regional sources (respectively 38%, 29% and 29% compared to 15%, 12% and 10% overall). However, only 8% of them cited increased coordination capacity at the sub-national level, compared to 39% of respondents from Asia & Pacific; and the proportion who mentioned harmonized data collection by cluster partners (13%) was around half the overall average. Only 5% of MENA respondents identified the need for an improved, more predictable funding for shelter coordination (compared to 23% overall) whereas respondents from Asia & Pacific seemed less likely to mention guidance and support on inter-cluster coordination and engagement (8% compared to 17% overall). Furthermore, proportions of respondents who mentioned improved cluster-led field-based situation monitoring range from 5% in the MENA region and 8% in Global / HQ level to 22% in Africa and Asia & Pacific. Improved cluster guidance on cash-based interventions was only mentioned by respondents from Asia & Pacific, Europe and Africa (respectively 19%, 10% and 4%). An increased availability of cash and shelter expertise was considered as a priority need for 24% of respondents from Europe and 21% from the MENA region. The three respondents from Latin America agreed on the need for an improved, more predictable funding for shelter coordination.

Clear differences are visible when disaggregating findings by respondents' type of organizations. Indeed, unlike other types of organizations, respondents from the Red Cross and Red Crescent Movement seem to prioritize funding for shelter coordination over shelter operations (mentioned by respectively 50% and 22% compared to 23% and 56% overall). They also are less concerned with guidance on support on inter-cluster coordination and engagement (6% compared to 17% overall), but more when it touches increased coordination capacity at the sub-national level; and improved cluster guidance on cash-based interventions as a modality (33% and 17% compared to 24% and 7%). National NGOs are them more interested than the others in receiving more technical trainings (31%). 28% of respondents from the UN mentioned the need for improved cluster-led field based situation monitoring, which contrasts with only 12% from International NGOs. Similarly concern over harmonized data collection by cluster partners range from 16% of respondents from national NGOs to 35% from the UN. Having expanded, more flexible rosters; and improved guidance on handover processes and exist strategy planning seem to be nearly exclusively a concern for academics and consultants (ie. "other type of organizations"), both mentioned by 20% of respondents from this category compared to an average of respectively 4% and 6%, as well as an increased availability of cash and shelter expertise (40% compared to 11%). The four respondents from donor agencies would prioritize improved technical guidance on urban shelter response (75%) and improved guidance on HLP issues at country level (50%). No major differences was found concerning the need to develop and deliver more regional or country-specific cluster trainings, with around 15% of all regions and organizations mentioning it.



Figure 7: Areas with greatest potential to reduce impediments, as per the respondents

	1 st most reported	2 nd most reported	3 rd most reported
	Improved, more predictable funding for shelter operations	Harmonized data collection by cluster partners	Increased coordination capacity at the sub-national level
By region:*			
Africa	Improved, more predictable funding for shelter operations	Improved, more predictable funding for shelter coordination	Increased coordination capacity at the sub-national level
Asia & Pacific	Improved, more predictable funding for shelter operations	Increased coordination capacity at the sub-national level	Harmonized data collection by cluster partners
Europe	Improved, more predictable funding for shelter operations	Harmonized data collection by cluster partners	Increased coordination capacity at the sub-national level
Global & HQ	Improved, more predictable funding for shelter operations		Improved cluster engagement with non-traditional actors
	Improved technical guidance on urban shelter response		Improved technical support from global and regional sources
MENA	Improved, more predictable funding for shelter operations	Harmonized data collection by cluster partners	Guidance and support on inter-cluster coordination and engagement
			Improved guidance on HLP issues at country level
By organization:*			
International NGOs	Improved, more predictable funding for shelter operations	Harmonized data collection by cluster partners	Improved guidance on HLP issues at country level
National NGOs	Improved, more predictable funding for shelter operations	Improved, more predictable funding for shelter coordination	Develop and deliver more technical trainings
Red Cross and Red Crescent Movement	Improved, more predictable funding for shelter coordination	Improved, more predictable funding for shelter operations	Increased coordination capacity at the sub-national level
UN	Improved, more predictable funding for shelter operations	Harmonized data collection by cluster partners	Improved cluster-led field-based situation monitoring

* Please note that only regions or organizations with more than 5 respondents are shown in this table