Global Shelter Cluster
ShelterCluster.org
Coordinating Humanitarian Shelter

Overview of Global Shelter Cluster Survey Findings
September 2015

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 98 responses, as of 24 September 2015.

Participant profile

The largest proportion of survey respondents are based in Asia (37%) and Africa (27%). 24% of respondents worked at "global" or Headquarter level, operating from Switzerland, other European countries and the US. After the Global Cluster, members of the Somalia Shelter Cluster represent the second largest group of survey participants, with a total of ten responses. Nepal and Myanmar are the next best represented with eight and seven survey respondents respectively. The majority of respondents belong to UN Agencies, International NGOs and the Red Cross, and the Red Crescent Movement; 26% of respondents belongs to each of these organisations. Finally, 29% of respondents are shelter specialists within their organisation, 23% are or have been shelter cluster coordinators in the past and 20% are representatives of their organisations.

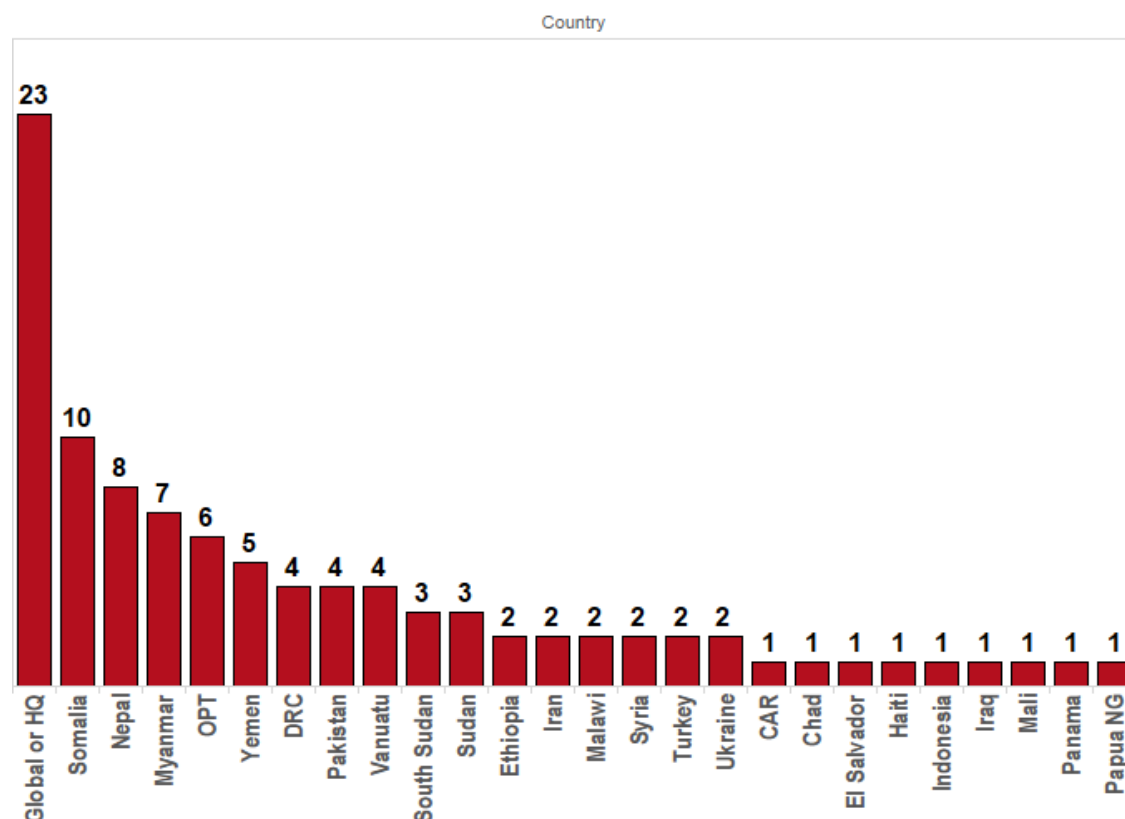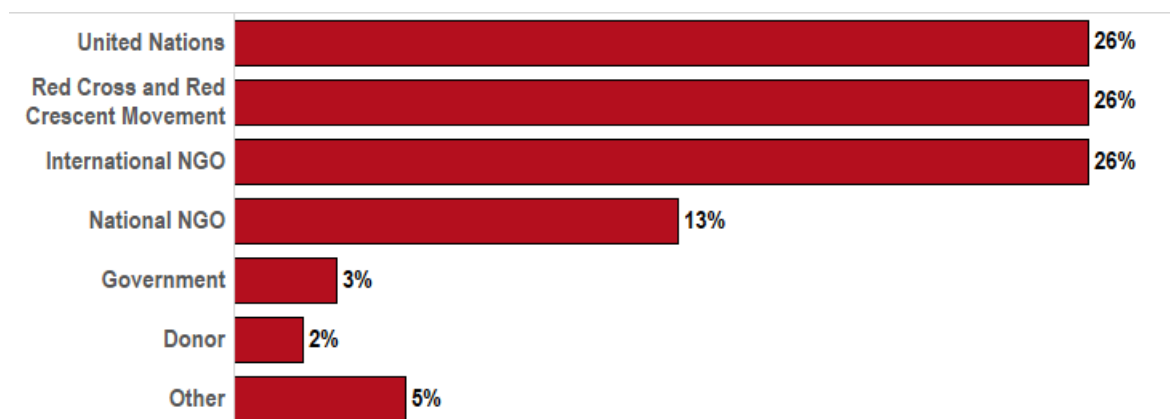**Figure 1: Number of responses by country location**

Country

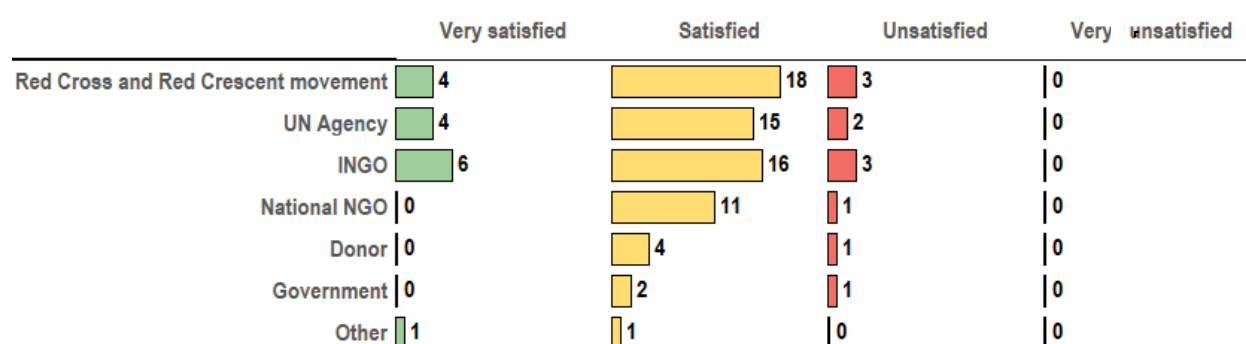**Figure 2 Percentage of respondents by Organisation type**

Reported satisfaction

68% of respondents express satisfaction with the services provided by the shelter cluster and 15% are very satisfied. Only 11% state that they are unsatisfied whilst none report to be very unsatisfied with shelter cluster services.

When disaggregated by respondents' region of current operation, findings do not differ significantly from overall satisfaction figures above. However, 83% of Global-level respondents state that they are satisfied or very satisfied with cluster services, and all nine survey respondents from Somalia (who responded to this question) are 100% satisfied with the cluster services. Ethiopia, with two responses, was 100% 'very satisfied' with cluster services as were four countries (Panama, El Salvador, Ukraine, Chad), each with a single survey response. On the other hand Haiti, Turkey and Malawi, each with single responses, the DCR (2 responses) and Global level (4 responses) are unsatisfied with the services. In general, respondents from International NGOs and the Red Cross and Red Crescent movements are more likely to be satisfied or very satisfied, each with 88%. Of respondents from the United Nations, 76% are either satisfied or very satisfied, and 16% are unsatisfied. There is only one response from a donor reporting to be unsatisfied with Cluster services.

Figure 3: Reported satisfaction with Global Shelter Cluster services by Organisation
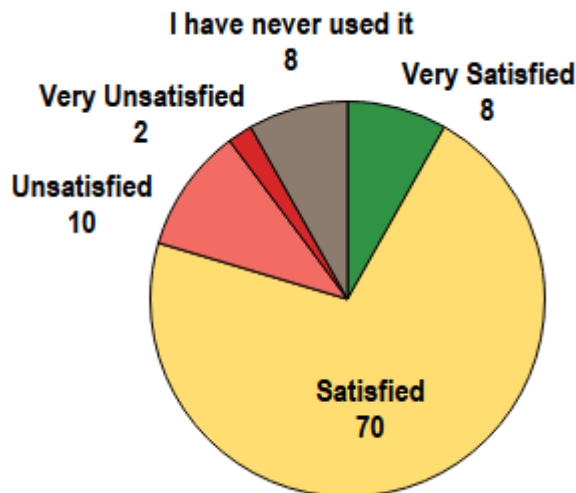
The Global Shelter Cluster Website

Only 11% of all respondents report using the website at least once a day, whereas 26% use between once a week and 23% once a month. 33% report having used the website only a few times in the past year and 7% had never used the website. Overall 80% of those who responded are either satisfied or very satisfied with the Global Shelter Cluster website. The remaining are either unsatisfied (10%), have never used the website (8%) or very unsatisfied (2%).

Figure 4: Shelter Cluster website satisfaction

When asked for their favourite feature of the website, respondents commonly mention the information available through this platform, such as the availability of detailed and transparent online documentation, clearly archived resources and the availability of online training. Respondents also mention emergency support, the speed of the website and the availability of templates, among their favourite features
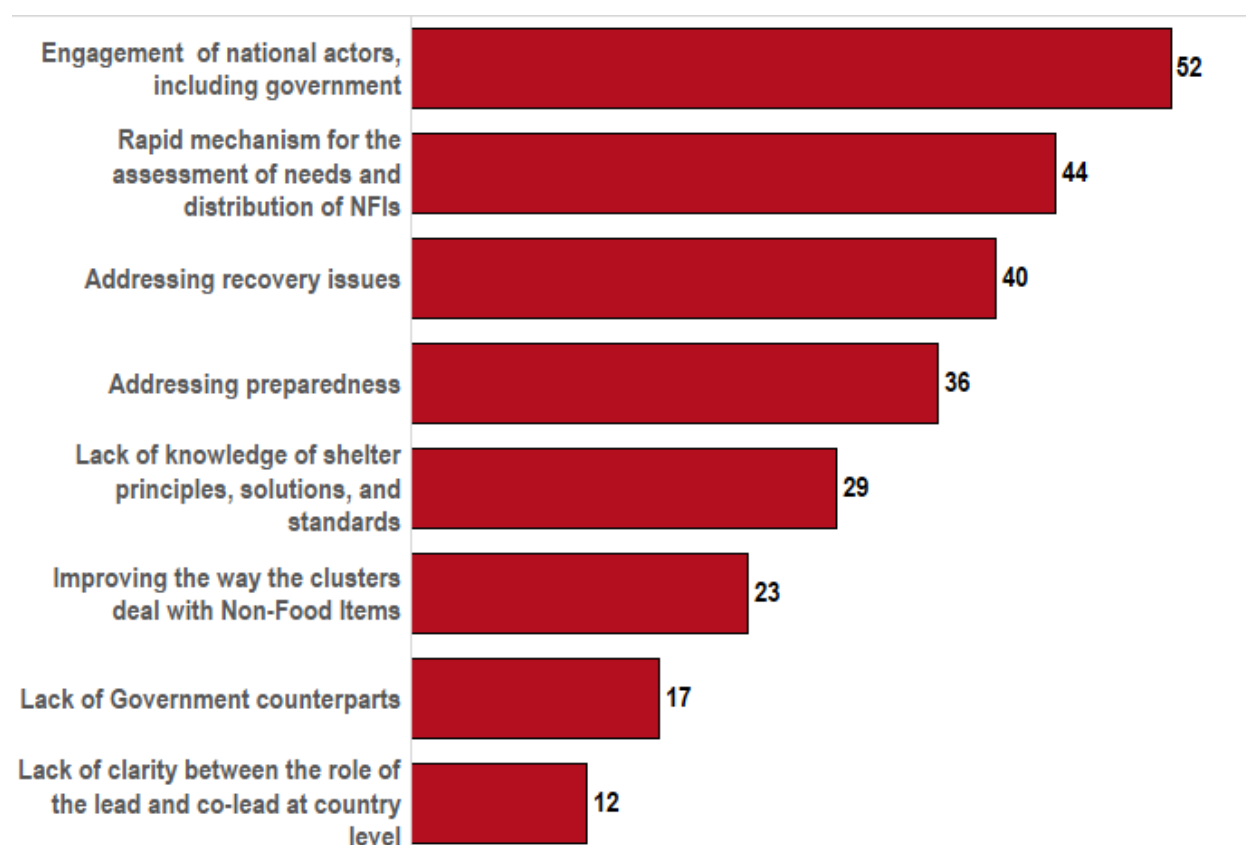
Effectiveness of the website

24% of the respondents have given suggestions regarding which features could be changed on the website. The comments provided vary considerably, with the majority of comments falling into two main themes. The most commonly reported suggestions concern the need to improve the ease of access to information, for example through improving the search function and clearly labelling folders. A second theme of comments concerned website graphics and visuals, with requests to make it appear "less basic", and to improve and more regularly update the home page. Other suggestions include adding a shelter option for urban interventions; providing access to global references for technical standards; having a photo gallery of shelter typologies across the globe; including a section on best practices in the cluster; and the suggestion that maps should include large-scale typography.

Priorities for the Global Shelter Cluster

Responses to the Shelter Cluster Survey reveal that there are four main areas which respondents would like the GSC to prioritize in order to better support shelter clusters at country level. These areas are: the engagement of national actors (including government); rapid mechanisms for the assessment of needs and distribution of Non Food Items; addressing issues related to shelter recovery; and preparedness.[1] In addition, the lack of knowledge of shelter principles, solutions and standards and improving the ways the cluster deals with NFIs were chosen by 30% and 23% of the respondents. Smaller proportions of respondents also mention; a lack of government counterparts, and a lack of clarity between the role of the lead and co-lead at country level.

Figure 5: Prioritisation areas in order to support clusters at country level, as per the respondents

When asked about key concerns that should be discussed at the next GSC coordination meeting respondents have given varying answers. These included support to country-level shelters, whether that be in developing tools and strategies, capacity building, technical support or training staff; how to enhance coordination with Governments and local actors (NGOs and Community leaders); and how to provide support to less experienced coordination teams. Many other topics for discussion are suggested in the survey.

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[1] Respondents could provide multiple answers to this question.