



Overview of Global Shelter Cluster Survey Findings

September 2017

Introduction

This document provides an overview of responses to the Global Shelter Cluster (GSC) online survey, conducted in preparation for the annual GSC Meeting. Findings are based on a total of 106 responses, as of 26 September 2017.

Participant profile

The largest proportion of survey respondents are based in Asia & Pacific (54%) and Africa (14%). 15% of respondents work at “global” or Headquarter level, operating from European countries, the United States and Australia. Members of the Afghanistan Shelter Cluster represent the largest group of survey participants, with a total of 14 responses, followed by the Global Cluster (13) and Sudan (11). Syria and Sri Lanka are the next best represented with 9 and 8 survey respondents respectively. Respondents belong mostly to International NGOs (34% of respondents), UN Agencies (23%), National NGOs (18%) and the Red Cross and Red Crescent Movement (16%). Finally, 18% of respondents are shelter cluster coordinators, 17% are shelter specialists within their organisation, and 15% are representatives of their organisation.

Figure 1: Number of responses by country location

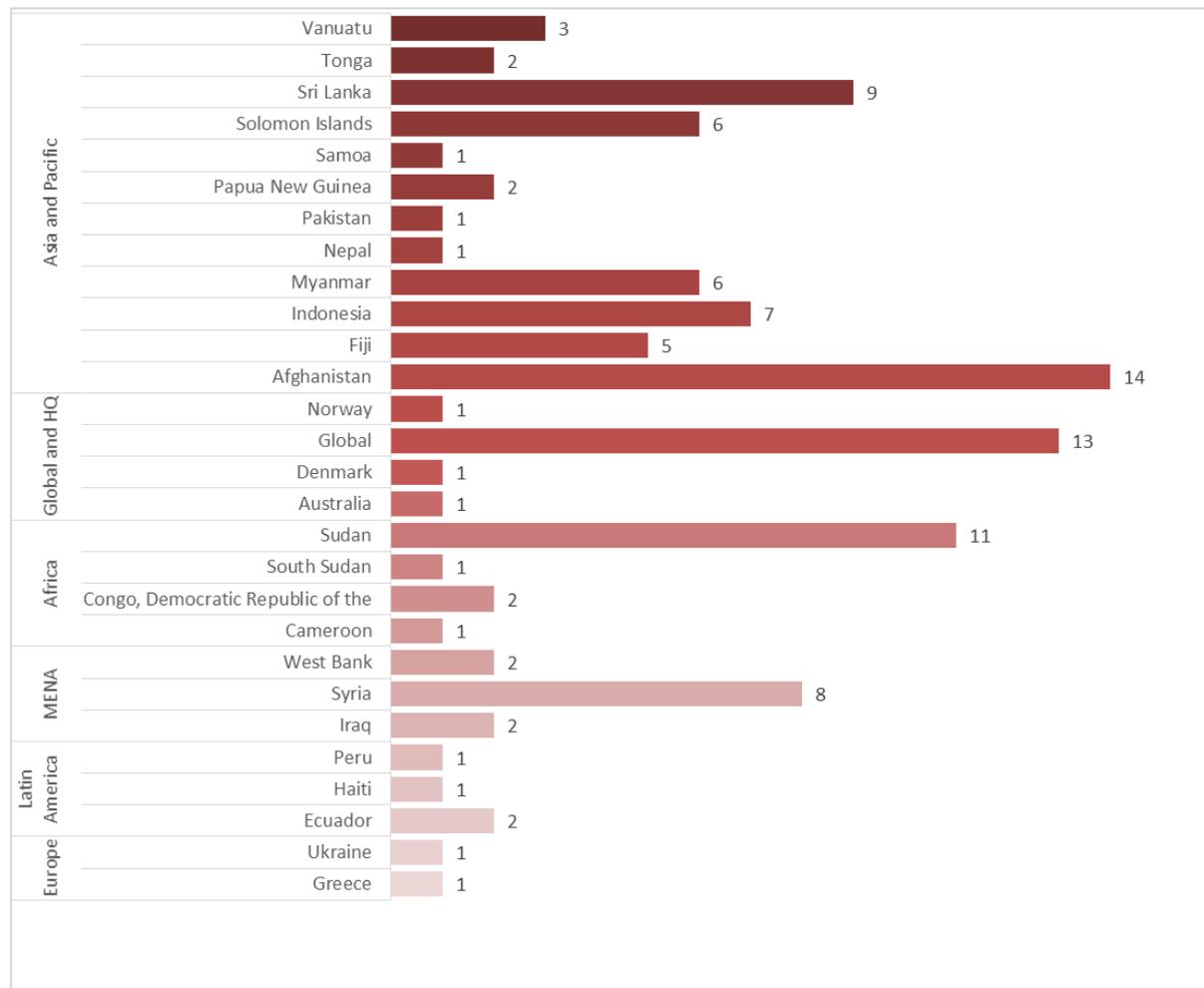
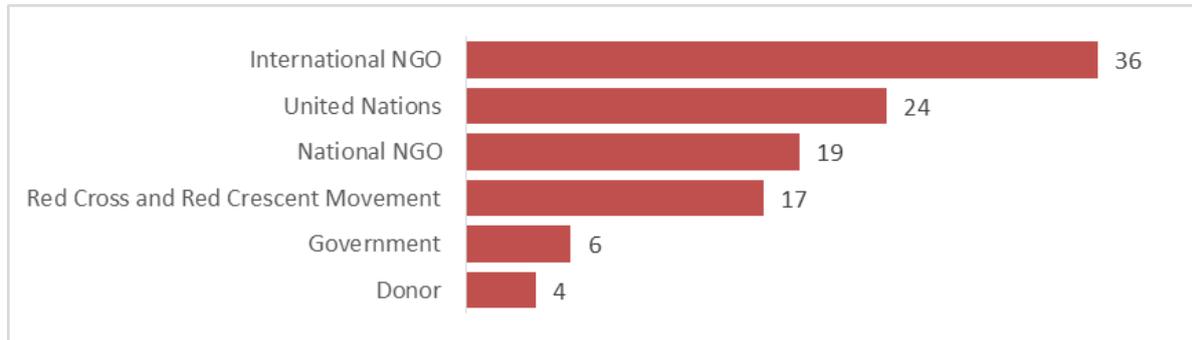




Figure 2 Number of respondents by organisation type

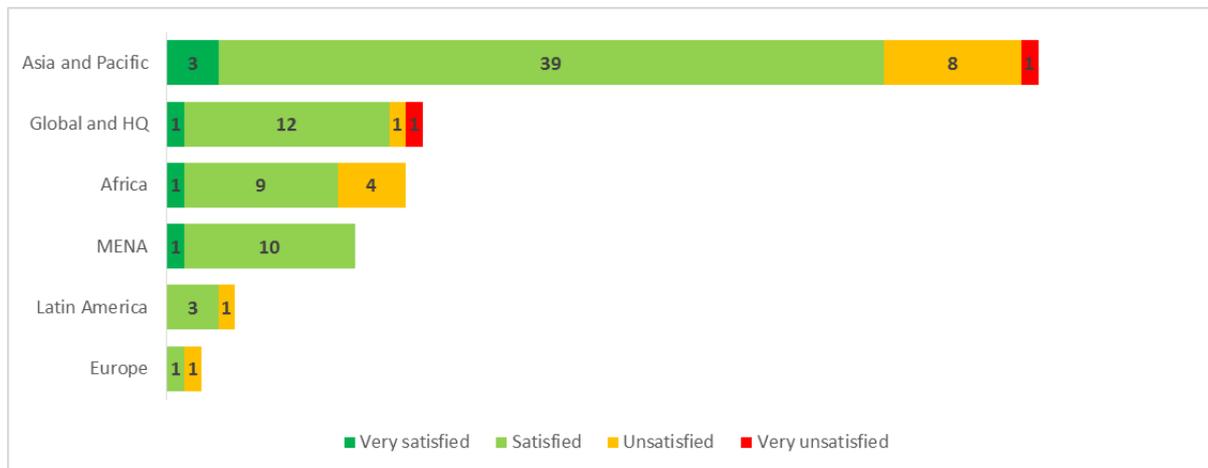


Reported satisfaction

A large majority of the respondents express satisfaction with the services provided by the GSC, with 70% of respondents being satisfied with the services and 6% being very satisfied. Only 14% state that they are unsatisfied, whilst 2% report to be very unsatisfied with the shelter cluster services. 8% have never used GSC services.

When disaggregated by respondents’ region of current operation, findings do not differ significantly from overall satisfaction figures above. However, all respondents from MENA state that they are satisfied or very satisfied with cluster service. All respondents from Syria (7) and Fiji (5) are satisfied with cluster services. On the other hand, respondents from Africa are the most unsatisfied with the services, with 27% of respondents from Africa being unsatisfied.¹

Figure 3: Number of respondents by level of satisfaction with Global Shelter Cluster services per region

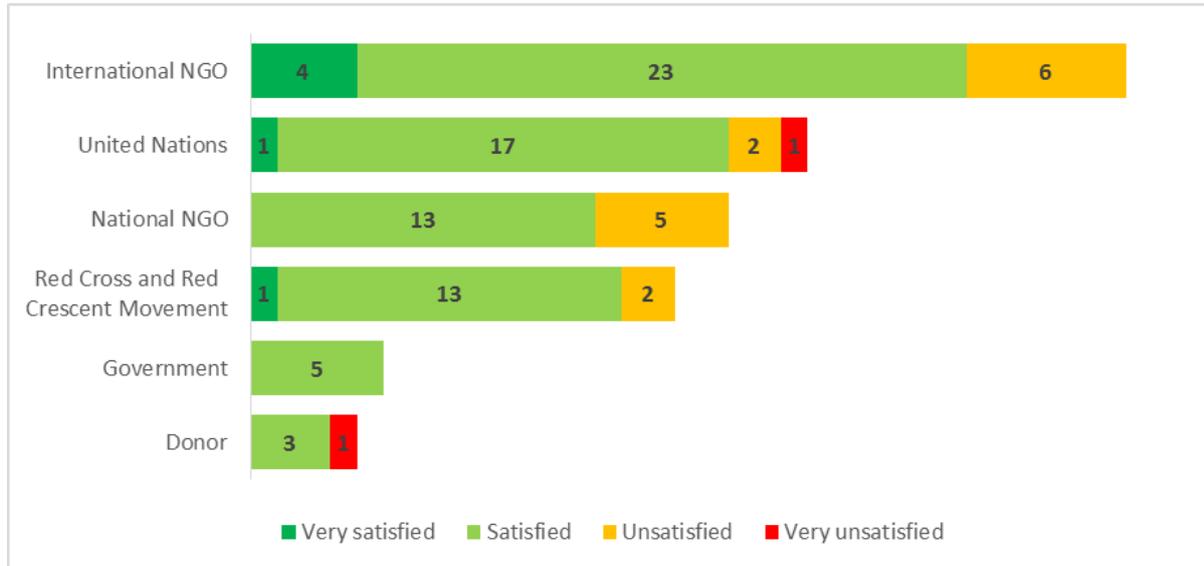


In general, respondents from Governments and the Red Cross and Red Crescent movements are more likely to be satisfied or very satisfied, with 83% and 82% respectively. Responses from other types of organizations are more varied: 75% of respondent from international NGOs have a positive feedback (very satisfied or satisfied), while only 17% are unsatisfied. However, 8% of respondents from international NGOs have never used Shelter Cluster’s services. Similarly, 68% of national NGO respondents have a positive feedback, while 26% have a negative feedback and 5% have never used the services. Lastly, one out of a total of four donor respondents reported to be very unsatisfied with Cluster services.

¹ Notably, one out of two respondents from Europe and one out of four respondents from Latin America reported being unsatisfied. Percentages in these regions are however not given due to the low number of respondents from these regions.



Figure 4: Number of respondents by level of satisfaction with Global Shelter Cluster services per organisation type



Findings differ when disaggregated by respondents' role. All six Shelter Cluster Information Managers that have used the services are satisfied. Likewise, all four government officials and all four program coordinators that have used the services are satisfied or very satisfied. On the contrary, representatives are the least satisfied with 31% being unsatisfied (56% satisfied and 13% have never used the services). Responses from Shelter Cluster Coordinators are varied: while 69% express satisfaction (53% satisfied and 16% very satisfied), 11% are unsatisfied and 5% very unsatisfied.

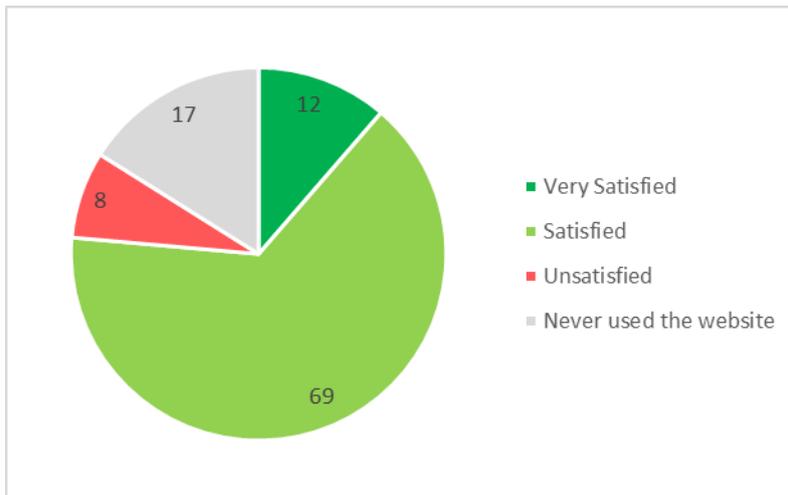
When asked about reasons for dissatisfaction, respondents mentioned a lack of knowledge from the GSC on the local context for shelter solutions, a high turnover rate of cluster coordination leads, inability to respond in a timely manner and a lack of preparedness and contingency planning. One respondent furthermore suggested that the GSC should invest more in capacity building and sharing new initiatives.



The Global Shelter Cluster Website

Overall 76% of those who responded are either satisfied or very satisfied with the GSC website. The remaining are either unsatisfied (8%) or have never used the website (16%). No respondents were very unsatisfied with the website. All respondents from MENA which have used the GSC website are satisfied. Respondents from the Global and HQ level are the most dissatisfied, with 19% unsatisfied.² Reasons for dissatisfaction mostly concerned the user friendliness of the website, as well as the need to improve the ease of access to information.

Figure 5: Number of respondents by level of satisfaction with Shelter Cluster website



² Notably, one out of two respondents from Europe reported being unsatisfied with the website. All four respondents from Latin America are satisfied or very satisfied. Percentages in these regions are however not given due to the low number of respondents from these regions.



Most Influential Impediments

Respondents to the survey were asked to identify three main impediments hindering the Shelter Cluster's activities from a list. **Insufficient funding for shelter programming** came up as the most influential impediment, cited by 57% of respondents. **Security and poor humanitarian access** to affected populations come second (30%), followed by **limited national-level preparedness activities and contingency planning** (25%). Other impediments that were often mentioned are: **insufficient capacity of local partners**, **limited engagement with Housing, Land and Property issues**, **insufficient funding for shelter coordination** and **poor understanding of field realities and needs** (all mentioned by between 19% and 23% of respondents). On the contrary, **poor quality technical solutions** and **inadequate handover processes and limited exit strategies** do not pose a significant problem according to respondents (mentioned by only 6% and 5% respectively).

Impediments per region

In most regions the 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, 40% of the respondents from Africa mentioned insufficient funding for shelter coordination (compared to 19% overall), making it the second most reported impediment for this region. Moreover, insufficient funding for shelter programming was especially mentioned by respondents from Africa (87%), compared to 57% overall. The same applies to security and poor humanitarian access to affected population, which was mentioned by 75% of respondents from MENA (compared to 30%). **Inadequate sub-national cluster coordination** seems to be mainly a problem in Asia and Pacific (19%, compared to 12% overall), whilst these impediments have not been mentioned in Africa, MENA and at Global and HQ level. Inadequate handover processes and limited exit strategies impediments are primarily mentioned at Global and HQ level (25%), compared to 5% overall. **Inadequate data collection from operational agencies** is not a major issue in Africa (no respondents from Africa mentioned this issue, compared to 16% overall). Limited engagement with Housing, Land and Property issues was mentioned by 3 out of 4 respondents from Latin America. Both respondents that work operationally in Europe identified **poor quality inter-cluster coordination and planning** as a major impediment.

Impediments per organization type

When disaggregated by respondents' type of organization, findings also differ. Again, Insufficient funding for shelter programming is the most commonly identified impediment. Respondents from national NGOs seem to be highly concerned with this issue, with 74% of respondents identifying this as a major impediment to successful shelter programming (compared to 57% overall). Respondents from National NGOs are highly concerned with limited national-level preparedness activities and contingency planning (42% mentioning this, compared to 25% overall). Security and poor humanitarian access to affected populations is highlighted by 54% UN respondents, whilst only 16% of national NGO respondents identify this as the most influential impediment (compared to 30% overall). Poor quality inter-cluster coordination and planning is identified by 33% of International NGO respondents, whilst only 6% and 8% of respondents from the Red Cross and Red Crescent Movement and United Nations agencies mention this as an influential impediment (17% overall). **Low engagement with non-tradition actors** has not been identified by any of the national NGO respondents, whilst 35% of the Red Cross and Red Crescent Movement respondents mentioned this (14% overall). The same applies to **high turnover of staff in operational agencies** and **poor humanitarian understanding of urban responses**, which have also not been mentioned by national NGO respondents (compared to 12% and 8% overall). Lastly, 3 out of 6 respondents from governments identified insufficient capacity of local partners as an influential impediment.

In addition, all respondents had the opportunity to provide additional impediments that hinder Shelter Cluster Activities. An impediment that was highlighted by 5 respondents was the **lack of engagement and coordination with national governments**.



Figure 6: Most reported influential impediments, as per the respondents³

| | 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 national-level preparedness activities and contingency planning |
| By region:* | | | |
| Africa | Insufficient funding for shelter programming | Insufficient funding for shelter coordination | Security and poor humanitarian access to affected populations |
| Asia & Pacific | Insufficient funding for shelter programming | Insufficient capacity of local partners | Poor understanding of field realities and needs |
| | | | Limited national-level preparedness activities and contingency planning |
| Global & HQ | Insufficient funding for shelter programming | Security and poor humanitarian access to affected populations | Limited national-level preparedness activities and contingency planning |
| | | Limited national-level preparedness activities and contingency planning | |
| MENA | Security and poor humanitarian access to affected populations | Insufficient funding for shelter programming | Limited national-level preparedness activities and contingency planning |
| By organization:* | | | |
| International NGOs | Insufficient funding for shelter programming | Poor quality inter-cluster coordination and planning | Security and poor humanitarian access to affected populations |
| National NGOs | Insufficient funding for shelter programming | Limited national-level preparedness activities and contingency planning | Insufficient funding for shelter coordination |
| Red Cross and Red Crescent Movement | Limited national-level preparedness activities and contingency planning | | Insufficient funding for shelter programming |
| | Low engagement with non-traditional actors | | Insufficient funding for shelter coordination |
| UN | Insufficient funding for shelter programming | Security and poor humanitarian access to affected populations | Limited engagement with HLP issues |
| | | Limited national-level preparedness activities and contingency planning | |

* Please note that only regions or organizations with more than 6 respondents are shown in this table. Hence, respondents from Europe, Latin America, donors and governments are not listed.

³ When two (or more) impediments were reported by the same number of respondents, both impediments are shown in the figure.



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, which could thus be considered as priorities for the GSC. Unsurprisingly, **improved, more predictable funding for shelter operations** was the most commonly mentioned priority, with 57% of respondents choosing this priority area. Followed by **increased coordination capacity at the sub-national level** (30%) and the **need for the GSC to develop and deliver more regional or country-specific cluster trainings** (26%).

Priorities per region

Areas with the greatest potential to reduce impediments by region 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 (respectively 80%, compared to 57% overall). The development and delivery of more regional or country-specific cluster trainings was a major concern for respondents working in Africa (with 47% mentioning this, compared to 26% overall). **Improved, more predictable funding for shelter coordination** does not seem to be a priority for respondents from MENA (with 0% mentioning this, compared to 22% overall). However, respondents from MENA highly prioritised **improved cluster-led field-based situation monitoring** (33%) and **developing and delivering more technical trainings** (33%), compared to 14% and 16% overall. Participants from Global and HQ level are more interested in **improved technical support from global and regional sources** (31%, compared to 16% overall), the **availability of more cash and shelter expertise** (25%, compared to 14% overall) and **improved technical guidance on urban shelter response** (25%, compared to 8% overall). Lastly, 3 out of 4 participants from Latin America mentioned **improved guidance on Housing, Land and Property issues at country level** as a priority.

Priorities per organization type

Minor differences are visible when disaggregating findings by respondents' type of organizations. Again, improved, more predictable funding for shelter operations is mentioned by all types of organizations, but it is mostly mentioned by respondents from national NGOs (74%, compared to 57% overall). Improved guidance on Housing, Land and Property issues was the most mentioned priority by respondents from the Red Cross and Red Crescent Movement (42%). **Guidance and support on inter-cluster coordination and engagement** was highly prioritised by international NGOs (25%, compared to 15% overall). Lastly, the development and delivery of more technical trainings is a priority which was highlighted by respondents from the Red Cross and red Crescent Movement (24%) and United Nations agencies (25%, compared to 16% overall).

In addition to the list of priorities provided in the survey, several respondents highlighted that the GSC should **prioritise the development of better coordination and engagement with national governments** and national disaster response.



Figure 7: Areas with greatest potential to reduce impediments, as per the respondents⁴

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

* Please note that only regions or organizations with more than 6 respondents are shown in this table. Hence, respondents from Europe, Latin America, donors and governments are not listed.

⁴ When two (or more) impediments were reported by the same number of respondents, both impediments are shown in the figure.