



**GLOBAL
SHELTER CLUSTER**

Coordinating Humanitarian Shelter and Settlements

GSC COORDINATION WORKSHOP 2024

Day - 1

10 June 2024 - 14:00 – IFRC- Geneva



**WELCOME
BIENVENUE
AHLAN WA SAHLAN
WILLKOMMEN
BIENVENIDO**

HOUSEKEEPING RULES



Name Badges on!

Cell Phones on silent

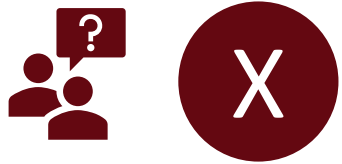


No food
or drink in
the room




IFRC Guest Wifi

Collaboration & Consultation



Q&A




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3. Click “+” to add a question or a comment – type & save
4. Click “ok hand” to vote question or comment
5. Click  to answer question or comment.



Feedback

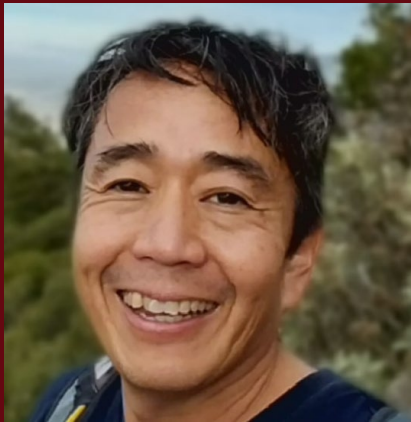


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Coordinating Humanitarian Shelter and Settlements



Welcome & Introduction

Global Shelter Cluster Co-Leads

Seki Hirano



Pablo Medina

AGENDA

DAY 1

Monday, 10 June 2024

Venue: IFRC

TIME	SESSION
14: 00 – 14:15	OPENING REMARKS
14:15 – 15:15	INTRODUCTIONS AND NETWORKING
15:15 – 15:45	Coffee Break
15:45 – 16:30	CCPM RESULTS ANALYSIS
16:30 – 17:00	SATISFACTION SURVEY

AGENDA

DAY 2

Tuesday, 11 June 2024

Venue : IFRC

TIME	SESSION
08:30 – 09:00	Welcome Coffee
09:00 – 09:15	RECAP FROM DAY 1
09:15 – 10:00	LOCALISATION
10:00 – 10:30	Coffee Break
10:30 – 11:15	AREA BASED COORDINATION
11:15 – 12:00	DURABLE SOLUTIONS
12:00 – 13:00	CLIMATE ACTION AND ENVIRONMENT
13:00 – 14:00	Lunch
14:00 – 14:45	DONOR ENGAGEMENT AND RESOURCE MOBILIZATION
14:45 – 15:30	ADVOCACY & COMMUNICATIONS
15:30 – 16:00	Coffee Break
16:00 – 17:00	INFORMATION MANAGEMENT

AGENDA

DAY 3

Wednesday, 12 June 2024

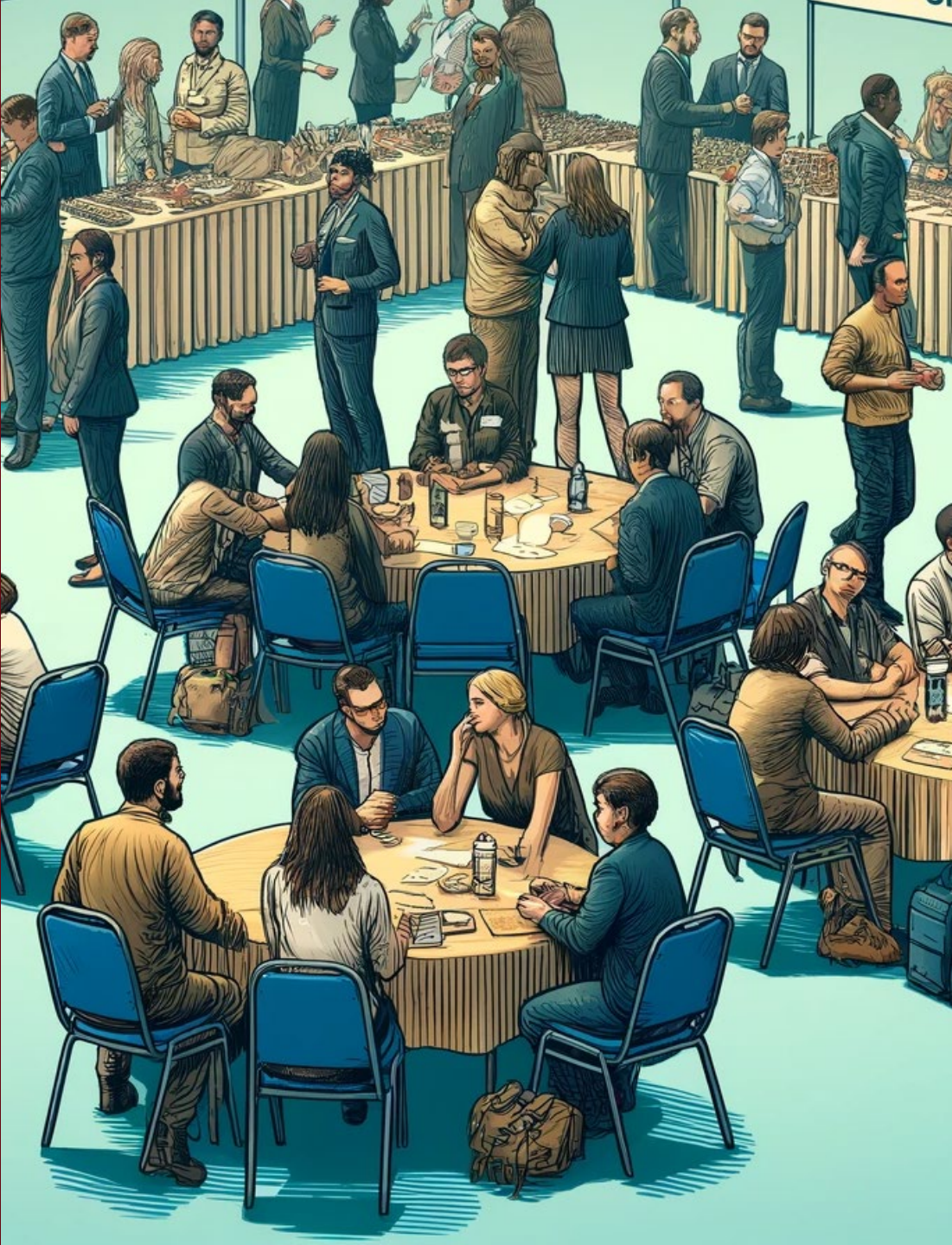
Venue : PALEXPO

TIME	SESSION
08:30 – 09:00	Welcome Coffee
09:00 – 09:15	RECAP FROM DAY 2
09:15 – 09:30	INTRODUCTION GLOBAL SAG MEMBERS, DONORS, WG AND CoP LEADS
09:30 - 10:45	COUNTRY CLUSTER ACHIEVEMENTS (PLENARY)
10:45 – 11:15	Coffee Break
11:15 – 12:30	PROPOSED SOLUTIONS TO OUR CHALLENGES
12:30 – 12:45	CLOSING SESSION
12:45 – 14:00	Lunch
14:00	JOIN ANNUAL MEETING



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Introductions & Networking Session

INTRODUCTIONS & NETWORKING

Instructions for the Session

1

Rules:

Each participant will provide the following information only:

(10 secs per participant)

- Name
- Country Cluster
- Title/position

10 MINUTES ONLY

INTRODUCTIONS & NETWORKING

Instructions for the Session

2

Conversation Starters

- "What inspired you to pursue your current career?"
- "Can you share a recent professional challenge you overcame?"
- "What are your key goals for this year?"
- "What skills or knowledge are you looking to gain from this workshop?"

Rules:

- Each participant will have 3 minutes per round to introduce themselves and discuss their professional background with the person seated opposite them.
- After 3 minutes, a signal will indicate it's time to switch partners.
- Participants in the outer circle will remain seated, while those in the inner circle will move one seat to the right.
- Continue this process until the participants have met everyone in the opposite circle.

Collaboration & Consultation




Easy Retro



1

Feedback



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4. Click “ok hand” to vote question or comment
5. Click  to answer question or comment.



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COFFEE BREAK
30'
Back at 15:45



CCPM Session


Cluster Coordination
Performance Monitoring

Collaboration & Consultation



Q&A



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Easy Retro



Feedback



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CCPM

CCPM

Analysis of the results and action plans

Presentation of the CCPM results in 2023 and 2024 and analysis of the overall situation

Analysis of the action plans from 2023 and 2024

Discussion around reasons for some of the areas identified for improvement and way forward



CCPM 2023 and 2024 RESULTS

Cluster Coordination Performance Monitoring

The Cluster Coordination Performance Monitoring (CCPM) is a self-assessment of cluster performance against the 6 core cluster functions and accountability to affected populations. This exercise is conducted annually at national level. It starts with an anonymous survey followed by a discussion of the results with the SC partners and finishes with the drafting of an action plan to reinforce the gaps jointly identified.

This dashboard presents firstly an overall analysis of the results for each of the core functions and AAP based on the average of the responses per country. Secondly, it shows the global and regional analysis of the results. And to finish, the general results of some of the most relevant additional questions.

Core Functions - Country Analysis

Core Functions - Global Analysis

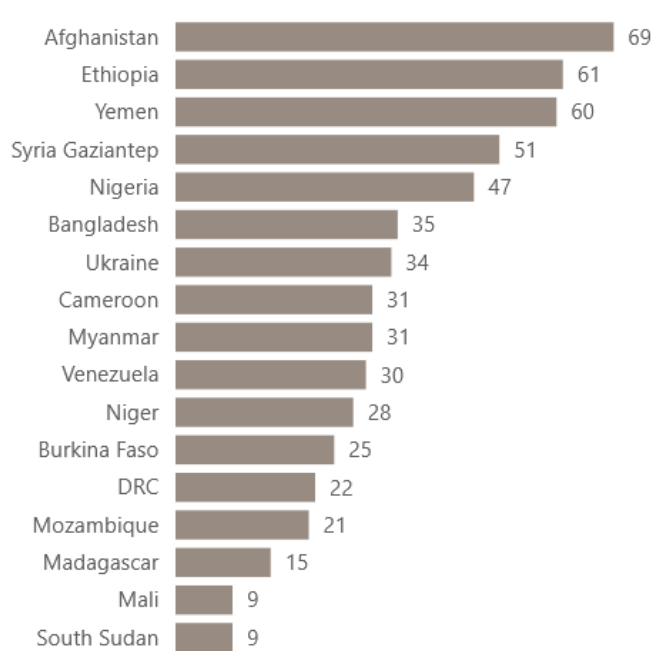
Extra questions (1)

Extra questions (2)

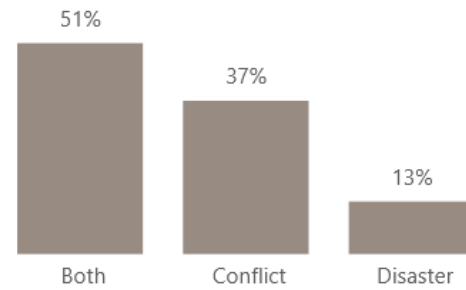
Extra questions (3)

Year: # of country clusters: **21** # of HRP based clusters: **21** # of other response type clusters: **0** # of responses: **588**

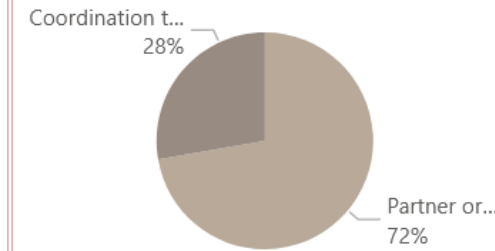
of responses per country



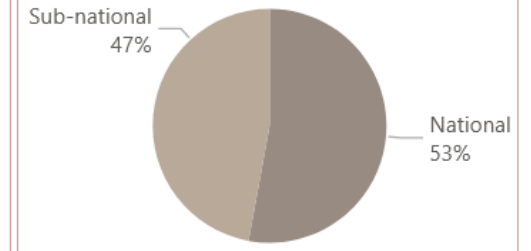
Respondents by crisis type



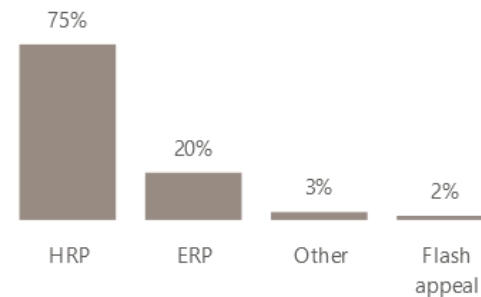
Respondent role: Coordination team & partner organizations



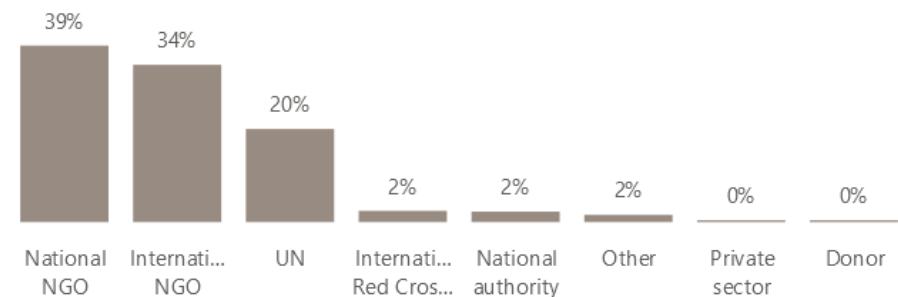
Respondent level: National & sub-national



Respondents by response type



Respondents by organization type



CCPM - 2023



CCPM - 2023

Region	Country Cluster	Response Count	Service Delivery	Decision Making	Cluster Strategy	Monitoring & Evaluation	Contingency Planning	Advocacy	AAP
Africa	Burkina Faso	26	77.69	76.15	82.31	75.38	69.23	70.77	70.00
Africa	Cameroon	25	80.00	75.20	71.20	77.60	76.00	77.60	74.40
Africa	CAR	10	74.00	86.00	74.00	72.00	58.00	62.00	76.00
Africa	DRC	17	72.94	81.18	81.18	68.24	68.24	76.47	68.24
Africa	Mali	12	86.67	81.67	85.00	75.00	61.67	68.33	76.67
Africa	Mozambique	6	73.33	70.00	60.00	50.00	46.67	53.33	63.33
Africa	Niger	24	81.67	86.67	86.67	81.67	74.17	72.50	76.67
Africa	Nigeria	9	86.67	86.67	77.78	71.11	86.67	66.67	86.67
Africa	Somalia	34	89.41	94.12	90.00	87.06	86.47	86.47	86.47
Africa	South Sudan	39	87.18	86.67	89.74	83.08	78.97	84.62	86.67
Africa	Sudan	12	78.33	83.33	85.00	76.67	73.33	76.67	71.67
Americas	Colombia	4	80.00	70.00	75.00	65.00	50.00	75.00	50.00
Americas	Haiti	3	73.33	80.00	80.00	66.67	60.00	60.00	60.00
Americas	Honduras	5	68.00	84.00	64.00	56.00	48.00	72.00	52.00
Americas	Venezuela	24	85.83	80.83	85.83	86.67	80.00	76.67	83.33
Asia-Pacific	Afghanistan	40	78.00	76.00	77.00	75.00	63.00	69.50	76.00
Asia-Pacific	Myanmar	29	80.00	75.17	72.41	77.93	68.97	66.90	78.62
Europe	Turkiye	20	76.00	76.00	71.00	60.00	42.00	64.00	53.00
MENA	oPt	22	86.36	92.73	88.18	80.00	78.18	74.55	80.00
MENA	Syria Gaziantep	21	86.67	88.57	86.67	80.00	77.14	82.86	79.05
MENA	Syria WoS	1	80.00	80.00	80.00	80.00	40.00	60.00	80.00
MENA	Yemen	31	79.35	81.29	85.81	83.23	77.42	72.90	73.55

CCPM - 2024



CCPM - 2024

Region	Country Cluster	Response Count	Service Delivery	Decision Making	Cluster Strategy	Monitoring & Evaluation	Contingency Planning	Advocacy	AAP
Africa	Burkina Faso	25	77.60	70.40	72.80	72.00	64.00	56.80	64.80
Africa	Cameroon	31	73.55	60.00	67.10	56.77	52.26	52.90	63.87
Africa	CAR	4	60.00	60.00	60.00	55.00	65.00	65.00	55.00
Africa	DRC	22	79.09	70.91	66.36	61.82	52.73	65.45	68.18
Africa	Ethiopia	61	84.59	78.69	79.67	78.36	67.21	71.80	81.64
Africa	Madagascar	15	54.67	61.33	57.33	50.67	53.33	48.00	49.33
Africa	Mali	9	77.78	66.67	64.44	66.67	66.67	62.22	66.67
Africa	Mozambique	21	84.76	77.14	81.90	70.48	79.05	71.43	73.33
Africa	Niger	28	79.29	72.86	70.71	70.71	67.86	69.29	79.29
Africa	Nigeria	47	79.15	80.00	77.45	74.04	74.89	73.62	76.60
Africa	South Sudan	9	82.22	84.44	88.89	71.11	77.78	73.33	91.11
Africa	Sudan	3	80.00	66.67	66.67	66.67	33.33	46.67	46.67
Americas	Venezuela	30	78.00	72.00	76.00	72.00	69.33	64.00	61.33
Asia-Pacific	Afghanistan	69	73.91	65.80	68.99	64.93	60.00	62.03	65.51
Asia-Pacific	Bangladesh	35	87.43	84.57	81.71	77.14	78.29	77.14	82.86
Asia-Pacific	Myanmar	31	70.32	63.23	66.45	65.16	63.23	61.29	68.39
Europe	Turkiye	2	80.00	90.00	80.00	80.00	80.00	80.00	80.00
Europe	Ukraine	34	77.06	71.18	72.94	72.35	68.24	50.59	67.06
MENA	Syria Gaziantep	51	81.18	87.45	89.80	82.35	82.35	92.16	88.63
MENA	Syria NES	1	20.00	100.00	80.00	80.00	80.00	80.00	80.00
MENA	Yemen	60	79.00	71.67	73.00	78.33	70.00	73.33	76.00

CCPM – Analysis of results (both years and considering the action plans)

- 1. Planning and implementing cluster strategy**
- 2. Supporting service delivery**
- 3. Informing HC/HCT strategic decision-making**
- 4. Promoting accountability to affected populations (AAP)**
- 5. Monitoring and evaluating performance**
- 6. Supporting robust advocacy**
- 7. Building national capacity in preparedness and contingency planning**



CCPM 2023 and 2024 ACTION PLANS

2023 Action plans	2024 Action plans
Afghanistan	Afghanistan
Burkina Faso	Bangladesh
Cameroon	Burkina Faso
Chad	Cameroon
DRC	DRC
Ethiopia	Ethiopia
Mali	Madagascar
Myanmar	Mozambique (2023-24)
Nigeria	Myanmar
NW Syria	Ukraine
Palestine	Venezuela
Somalia	Yemen
South Sudan	
Ukraine	
Venezuela	
Yemen	

Common issues 2023-24

Government and Stakeholder Engagement

- Challenges in engaging appropriate government counterparts at various levels
- Lack of active participation during meetings and discussions

Operational Constraints

- Language barriers and communication issues
- Power cuts and limited access to internet and phones
- Safety concerns and budget constraints

Common issues 2023-24

Data and Information Sharing

- Sensitivity and classification issues regarding shared data
- Ensuring accurate and timely reporting from partners

Accountability Mechanisms

- Establishing and promoting complaints, feedback, and referral mechanisms.
- Inclusion of accountability-related issues in technical guidelines.

Common actions 2023-24

Advocacy and Awareness

- Developing and implementing advocacy plans
- Enhancing visibility and communication regarding shelter needs
- Conducting dedicated advocacy activities and sharing key messages

Coordination and Collaboration

- Strengthening coordination among cluster partners and other stakeholders
- Regular meetings and information sharing
- Developing contingency plans and improving coordination mechanisms

Common actions 2023-24

Capacity Building

- Training partners on accountability to affected populations (AAP)
- Providing technical support and guidelines
- Enhancing field visit frequency and engagement

Information Management

- Improving data sharing protocols and sensitivity classification
- Strengthening information management systems and tools
- Regular updates and monitoring of cluster activities

Common actions 2023-24

Resource Management

- Exploring opportunities for dedicated funding and donor briefings

Building national capacity in preparedness and contingency planning (overall lowest scoring core function)

Common Issues:

- Limited development of contingency plans.
- Challenges in collaboration and coordination during crises.
- Resource constraints impacting effective planning.

Planned Actions:

- Developing comprehensive contingency plans.
- Strengthening collaboration with cluster partners.
- Regular reviews and updates to contingency plans

Planning and implementing cluster strategy (overall highest scoring core function)

Common Issues:

- Weak strategic planning frameworks
- Limited engagement in strategic decision making
- Insufficient alignment with broader humanitarian goals

Planned Actions:

- Developing and implementing robust cluster strategies
- Engaging stakeholders in strategic planning.
- Aligning cluster strategies with broader humanitarian objectives

Trend comparison 2023-24



Increase in Advocacy Efforts



Improved Information Management



Enhanced Coordination



Recurring Resource and Operational



Continued Capacity Building

Challenges



WAY FORWARD DISCUSSION

Way forward

1. Does the situation in the country cluster you are working on align to these results and action plans analysis?
2. If not, what should we do to improve the process to be more reflective, representative and efficient?
3. For the improvement of the cluster coordination performance in the core functions scoring the lowest, what type of support would you like the GSC support team offer to your country coordination team?



www.menti.com Code 21410935

An elderly woman with grey hair, wearing a blue dress with a red and yellow floral pattern, is kneeling on the ground. She is using a wooden tray to spread a layer of brown mud. The background is a wall made of vertical bamboo poles. The text "THANK YOU" is overlaid in the center of the image in a bold, red, sans-serif font.

THANK YOU

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2

Feedback

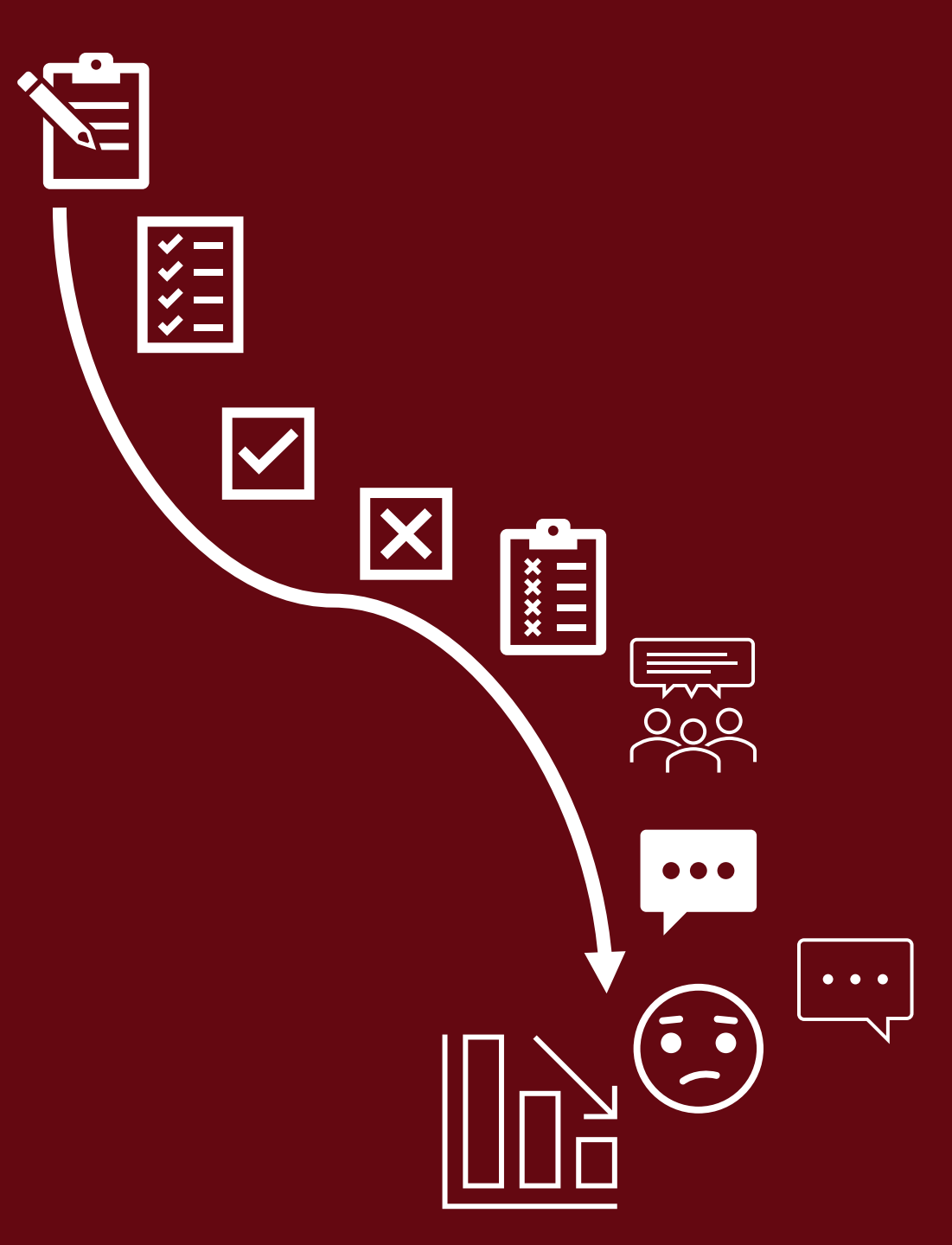


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Satisfaction Survey Analysis

Collaboration & Consultation



Q&A




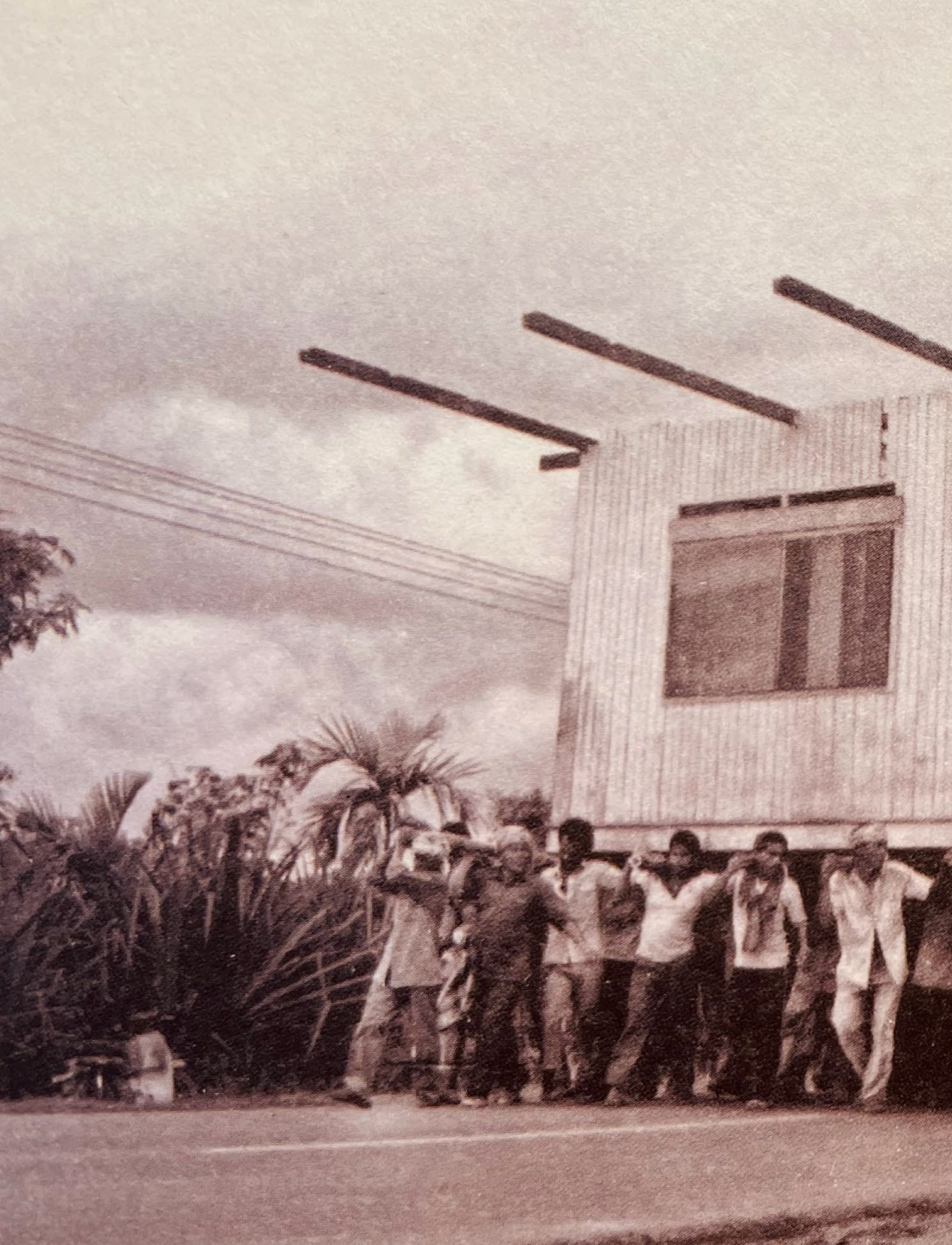
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Feedback

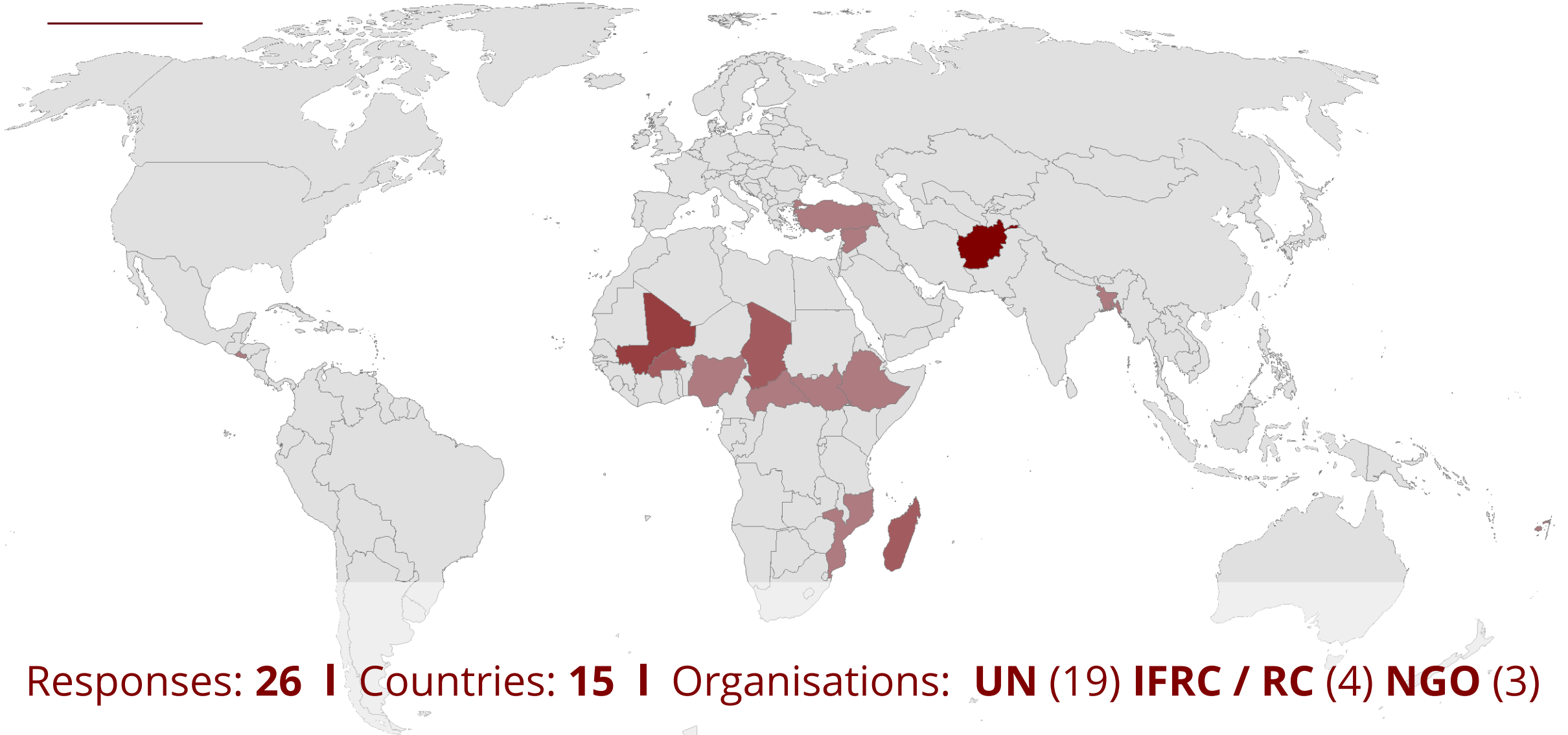


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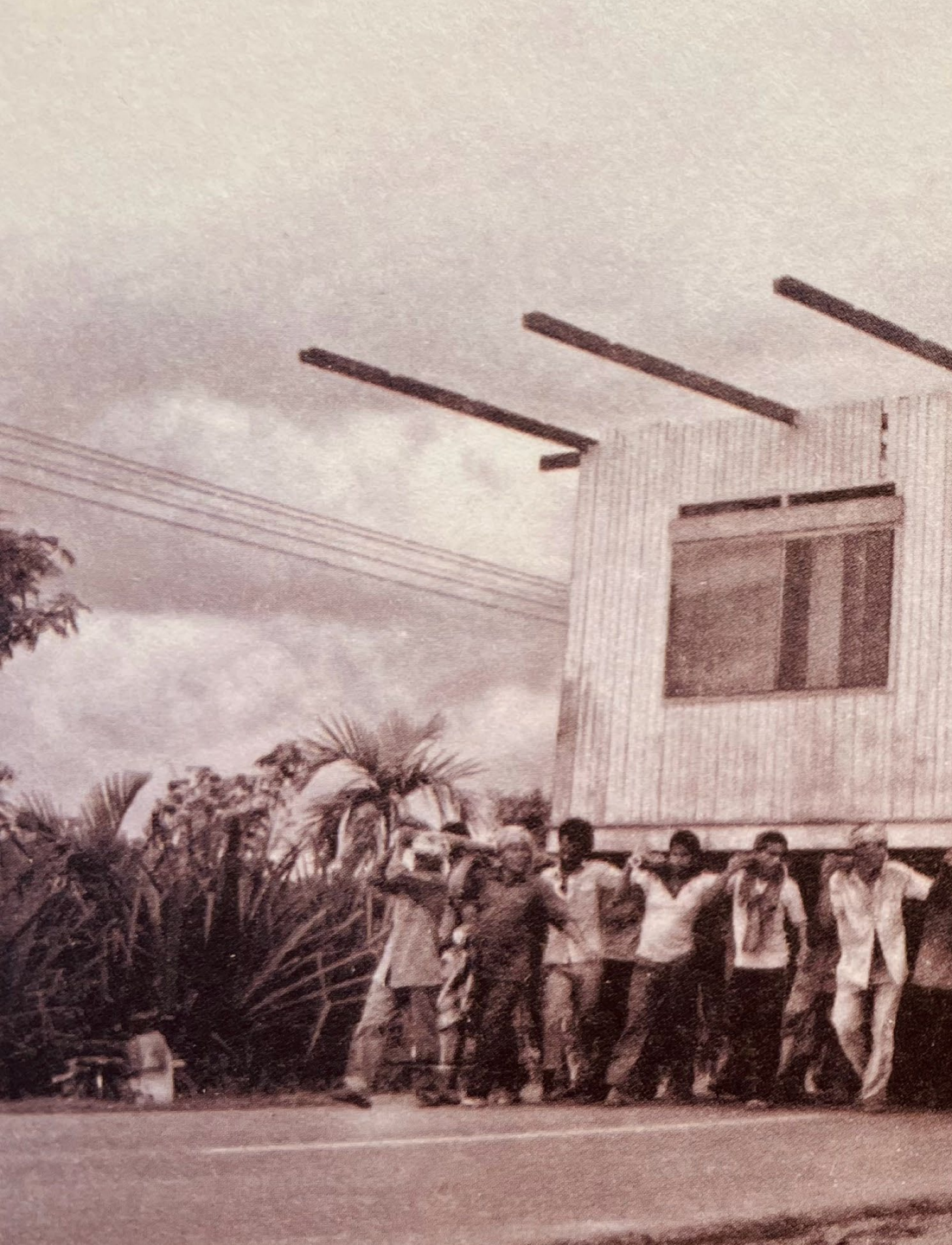


SURVEY OVERVIEW:

Survey Overview

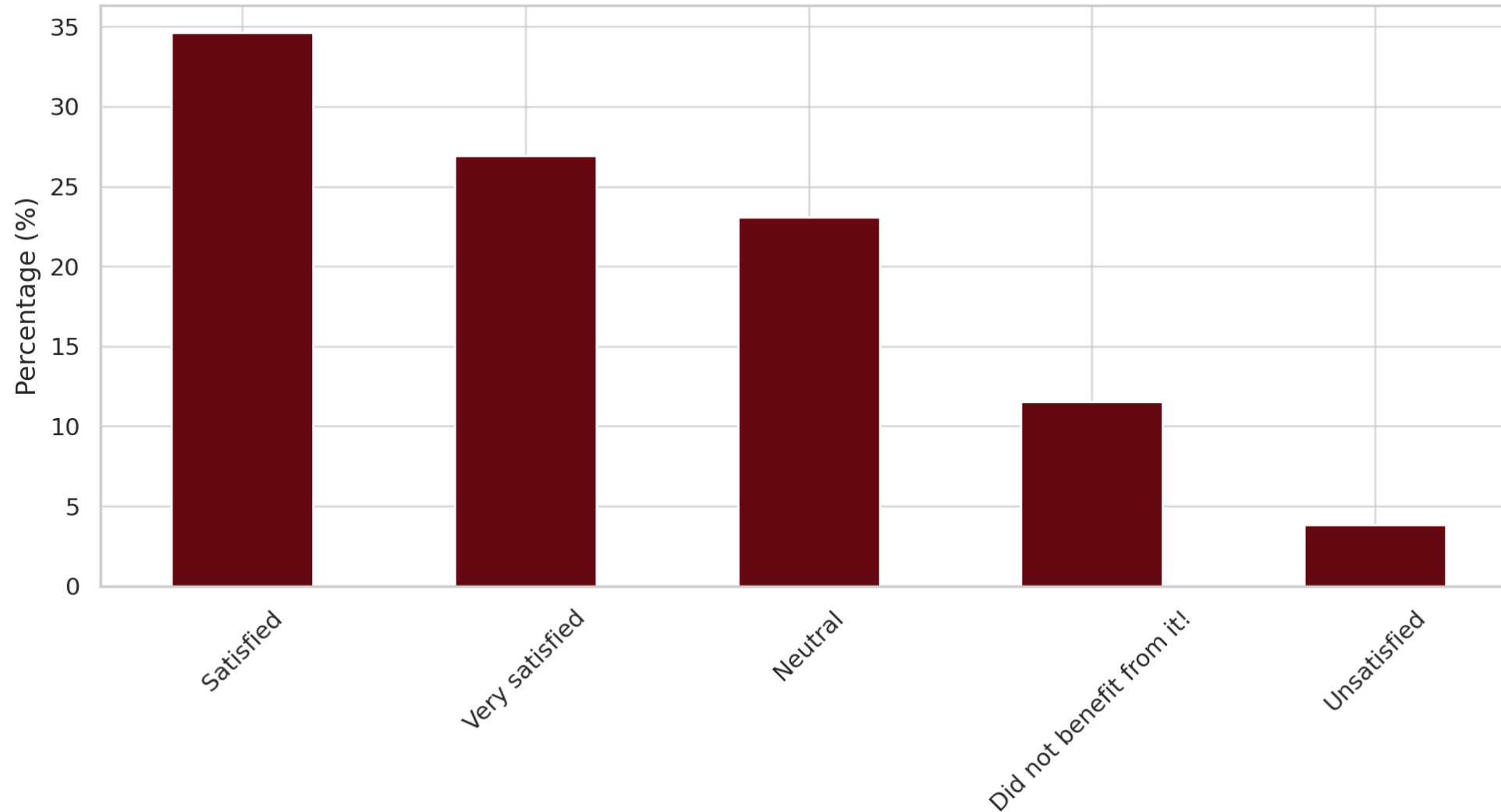


Responses: **26** | Countries: **15** | Organisations: **UN** (19) **IFRC / RC** (4) **NGO** (3)

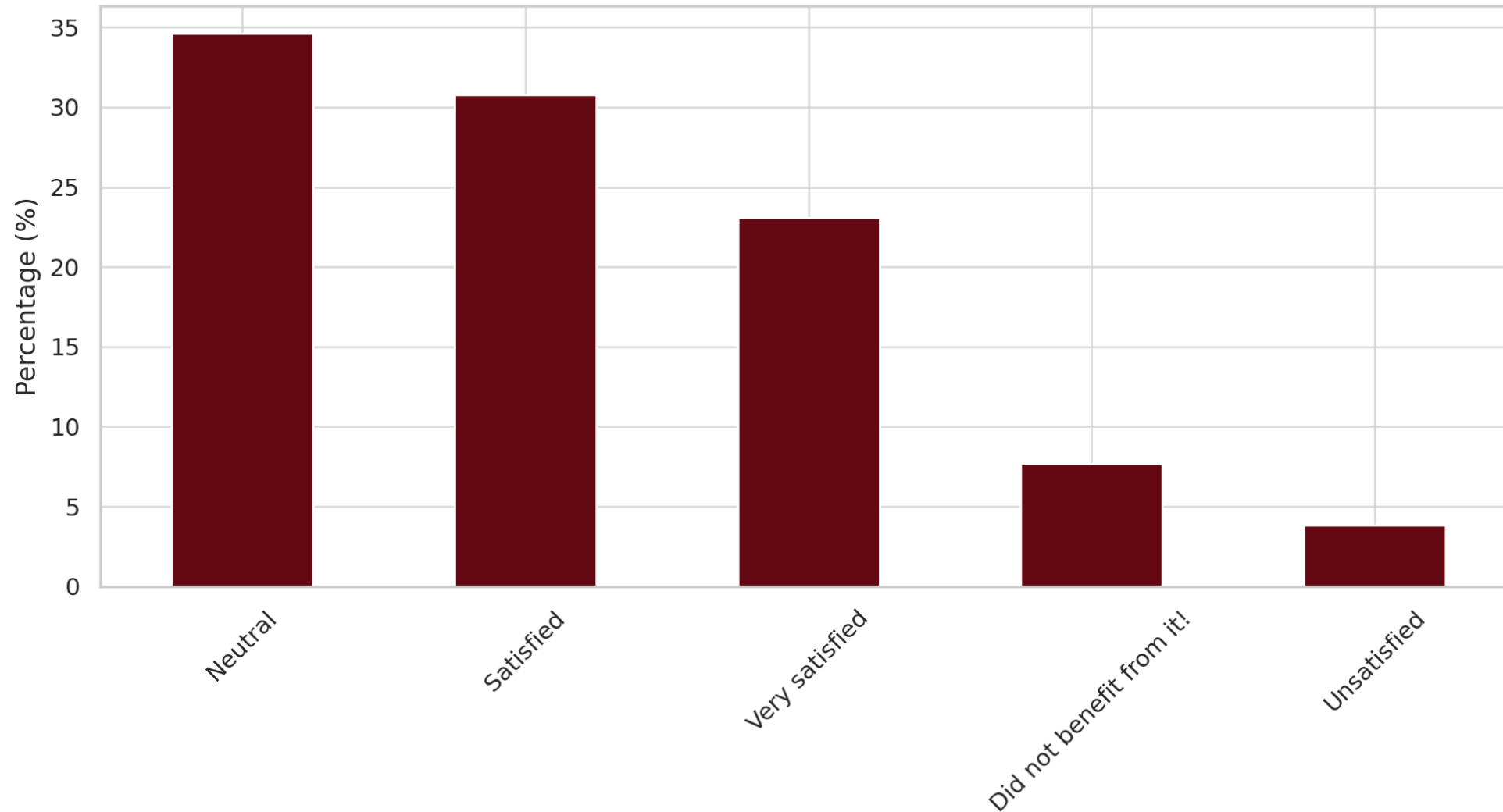


SATISFACTION BY SUPPORT TYPE:

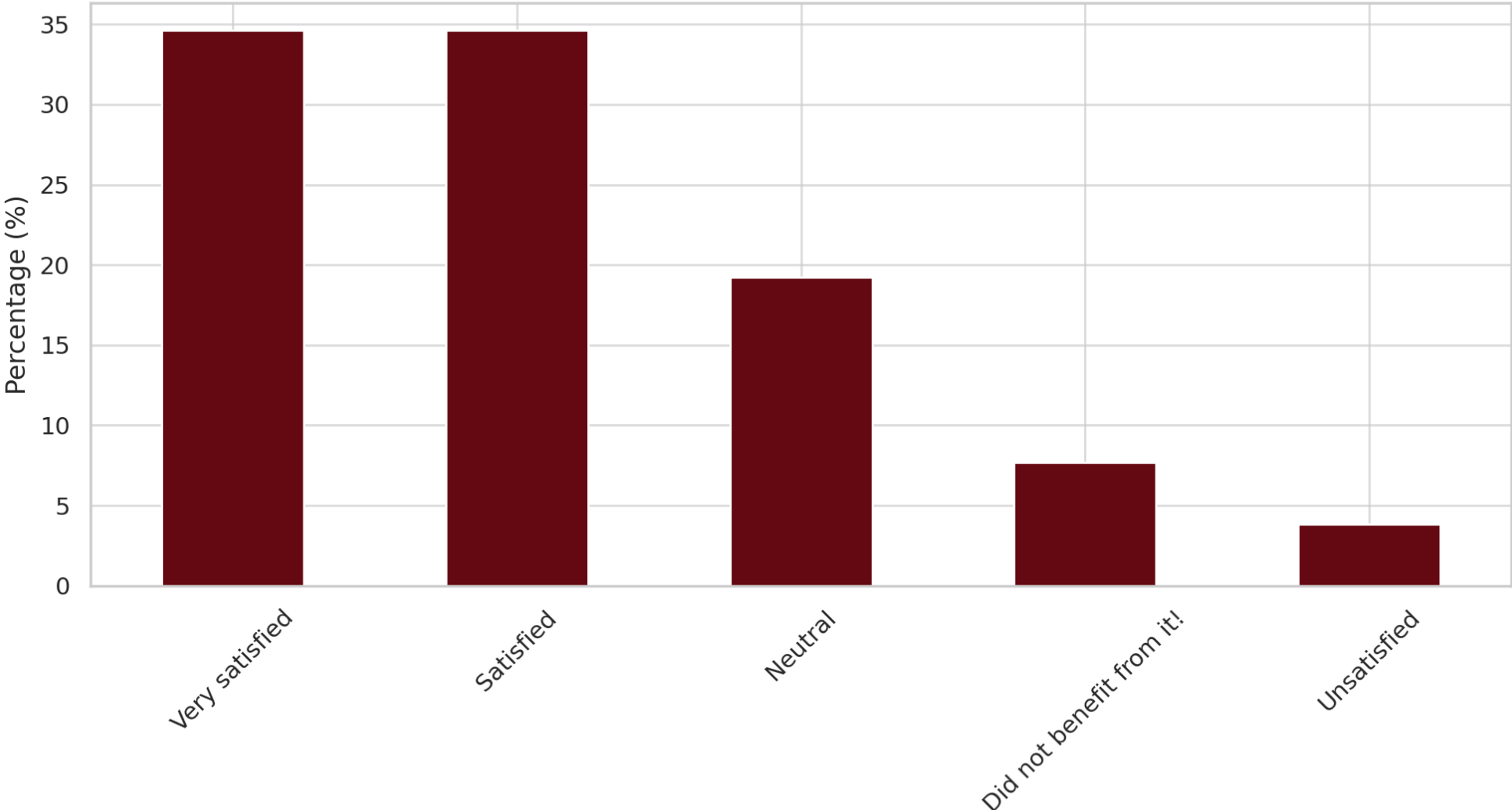
Information Management Support



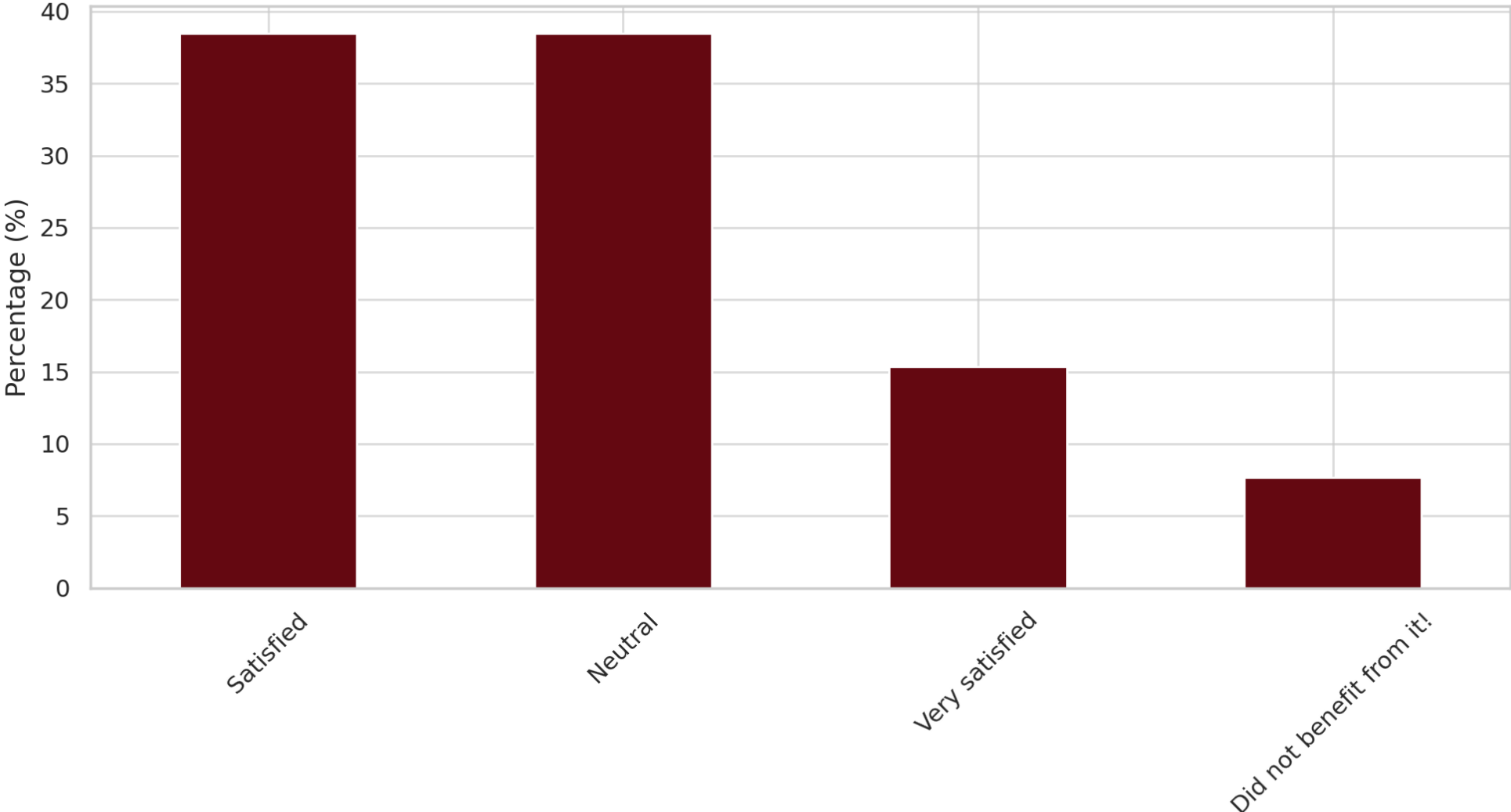
Information Management & Assessment Toolkit



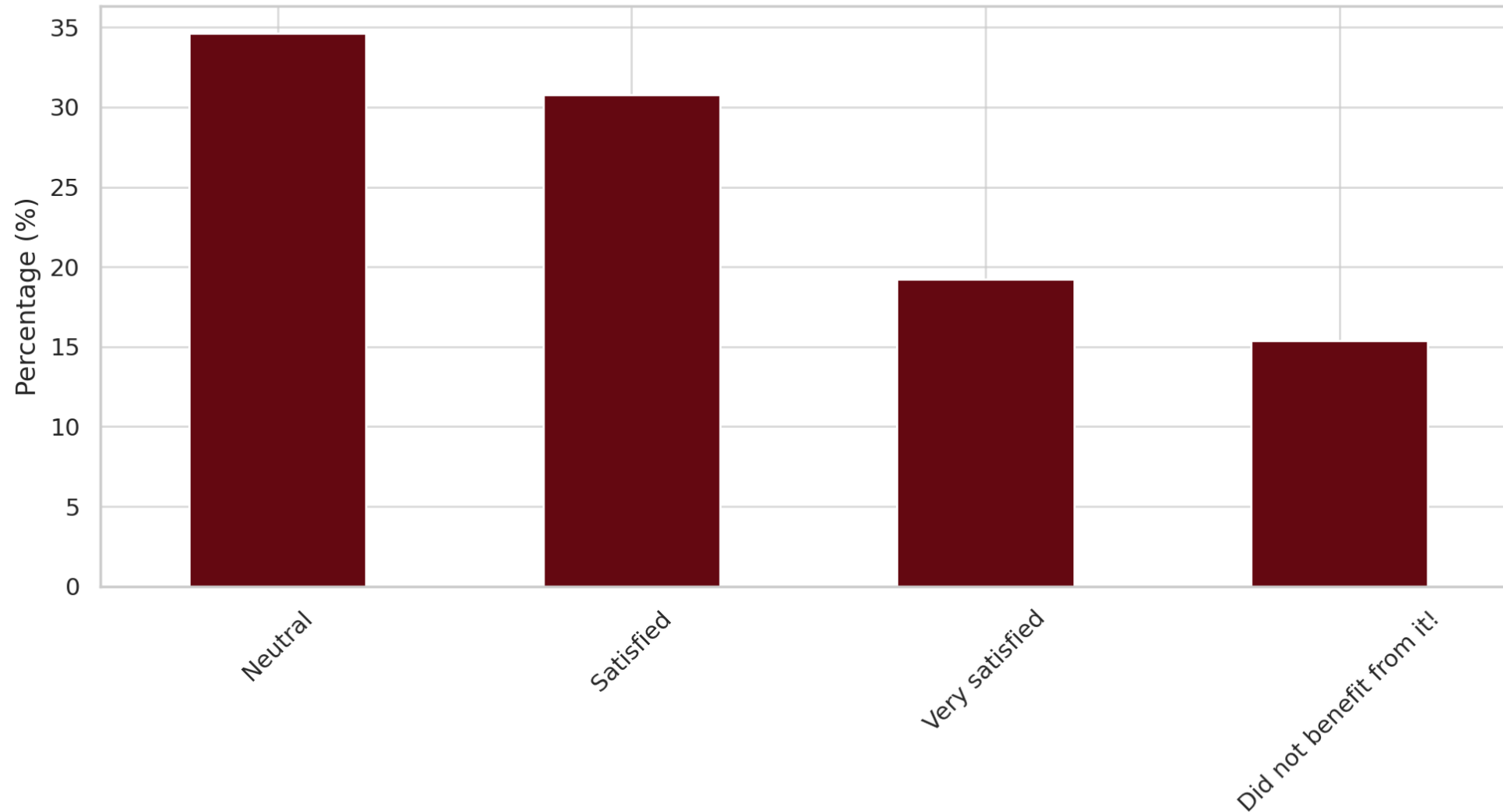
Shelter Severity Classification



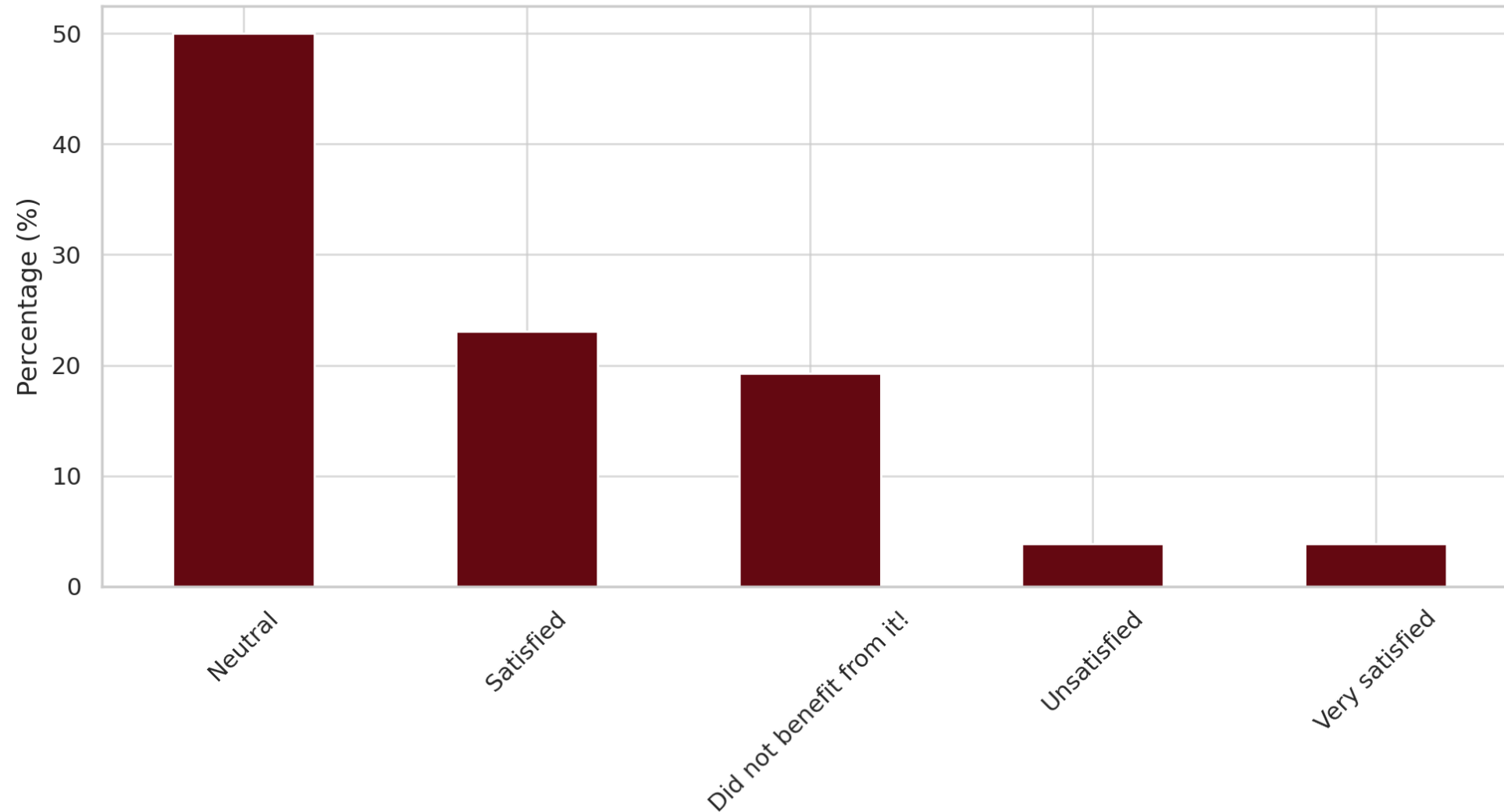
Advocacy & Communications Support

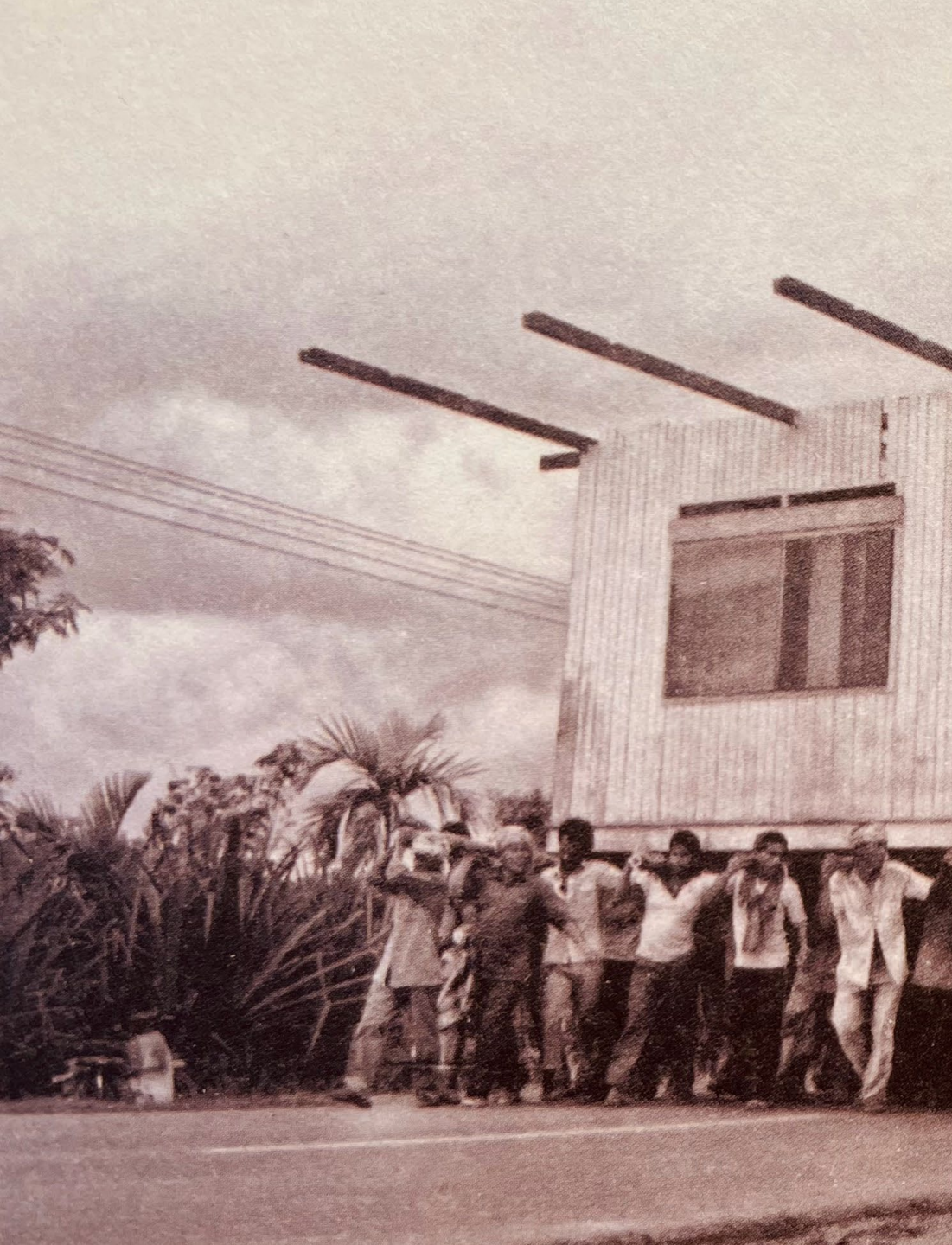


Environmental Support



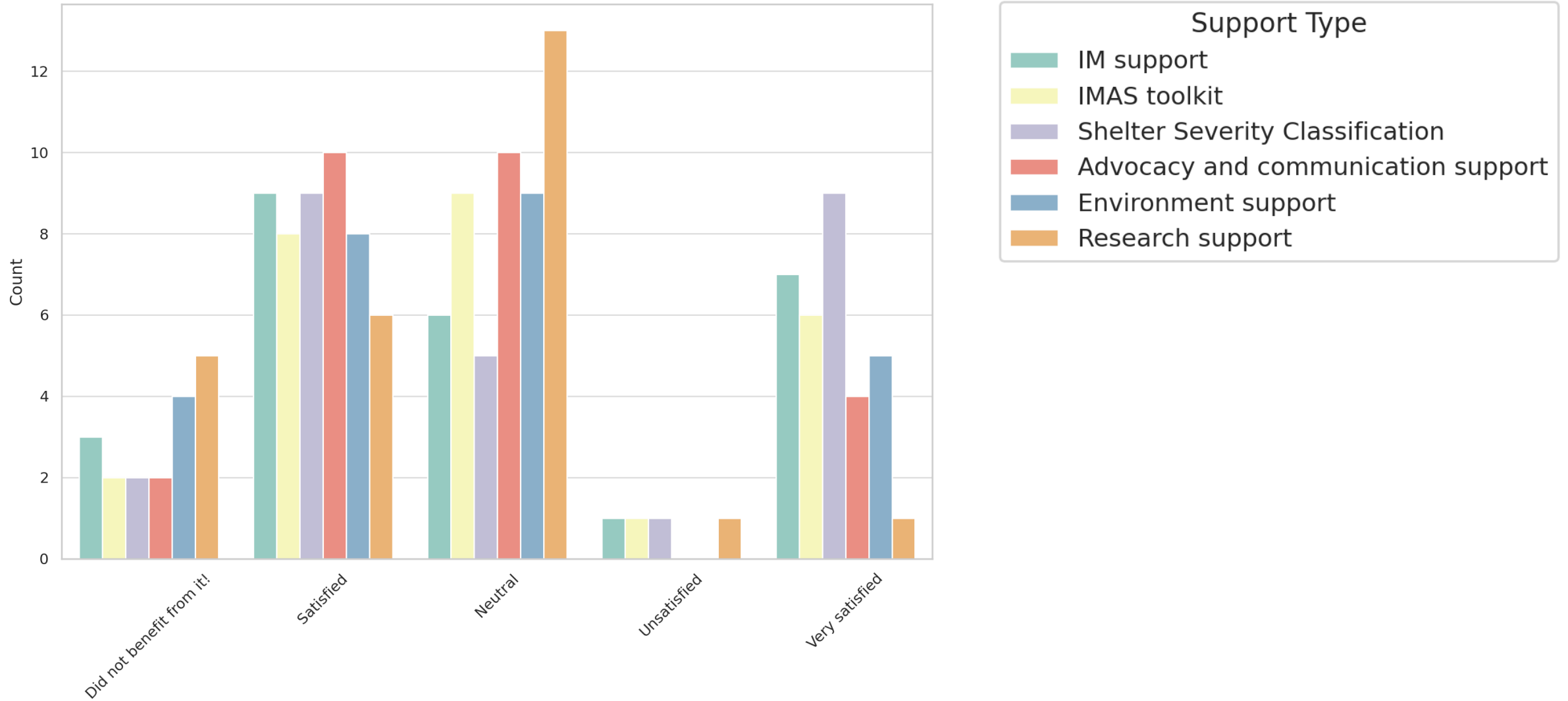
Research Support





SATISFACTION LEVELS ACROSS SUPPORT TYPES:

Trends Across All Support Types

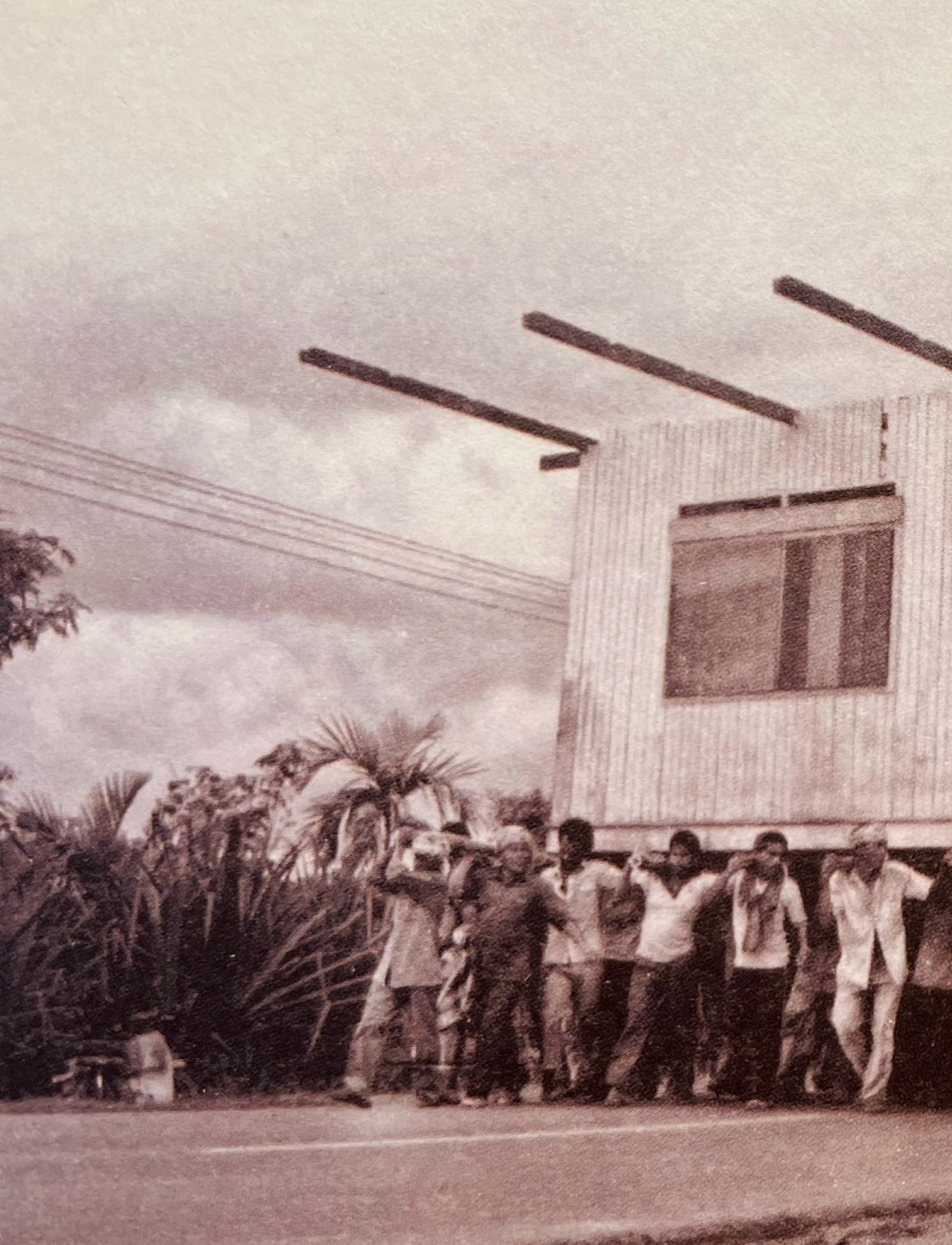


Topic Trends in Qualitative Feedback

Most frequently highlighted topics in qualitative feedback

Key issues include:

- Need for more dedicated IM resources.
- Importance of regular and effective communication.
- Demand for increased training and capacity building.



RECOMENDATIONS FOR IMPROVEMENT

Key Recommendations

1. Improve IM Support:

- Provide more training and resources to increase satisfaction.
- Regularly update and communicate available support options.

2. Enhance IMAS Toolkit:

- Collect feedback on specific features or tools to identify areas for improvement.
- Increase user engagement through interactive workshops or tutorials.

3. Shelter Severity Classification:

- Continue to refine and adapt the system based on user feedback.
- Offer additional guidance on utilizing the classification system effectively.

4. Advocacy and Communication Support:

- Strengthen communication channels for timely and clear information dissemination.
- Develop targeted advocacy materials for specific needs and challenges.

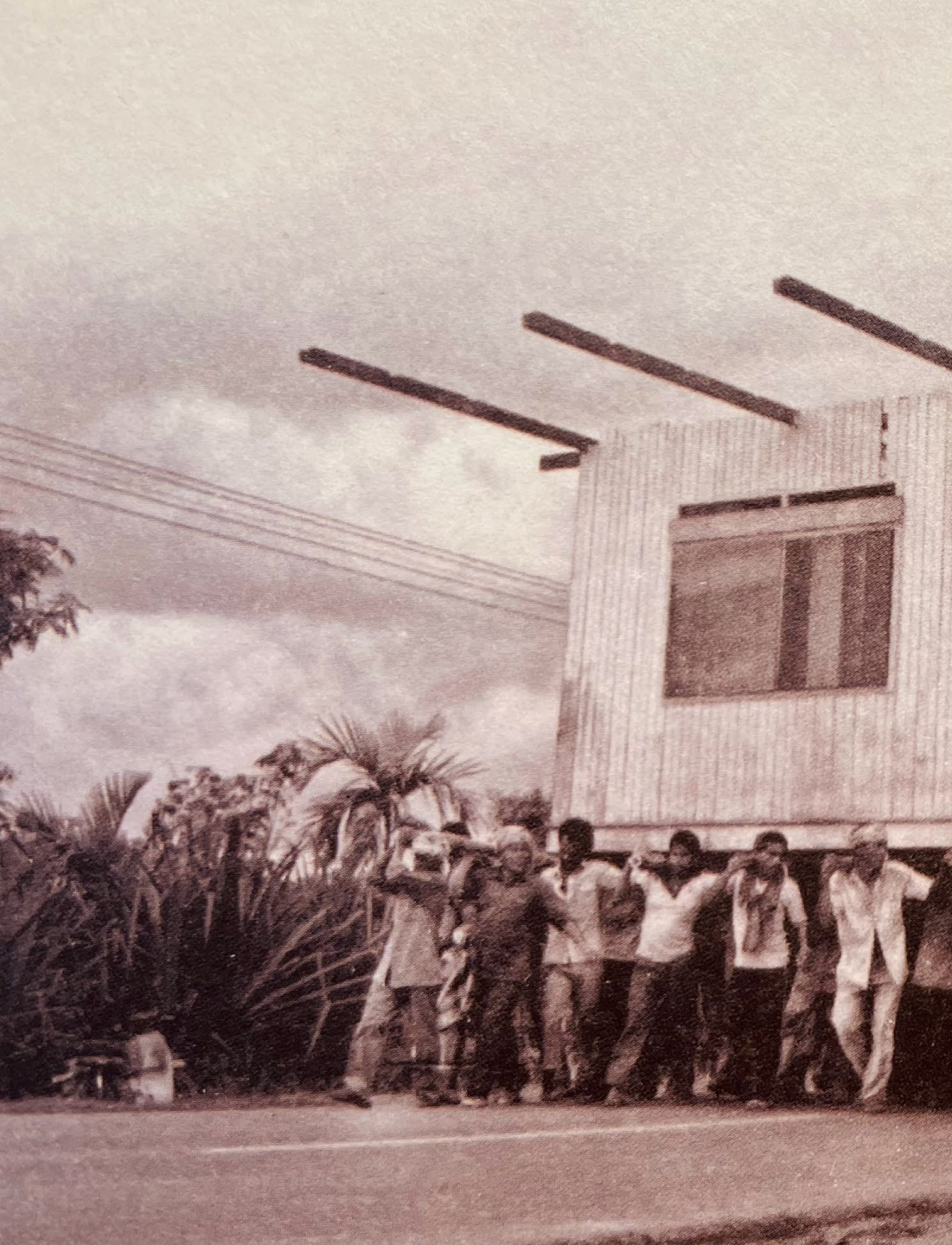
Key Recommendations

5. Environment Support:

- Increase focus on sustainable practices and environmental impact assessments.
- Provide case studies or success stories to illustrate benefits.

6. Research Support:

- Enhance availability of research resources relevant to current challenges.
- Foster collaborations with academic institutions for fresh perspectives.



**+ FEEDBACK
AND
NEXT STEPS**

The Way Forward

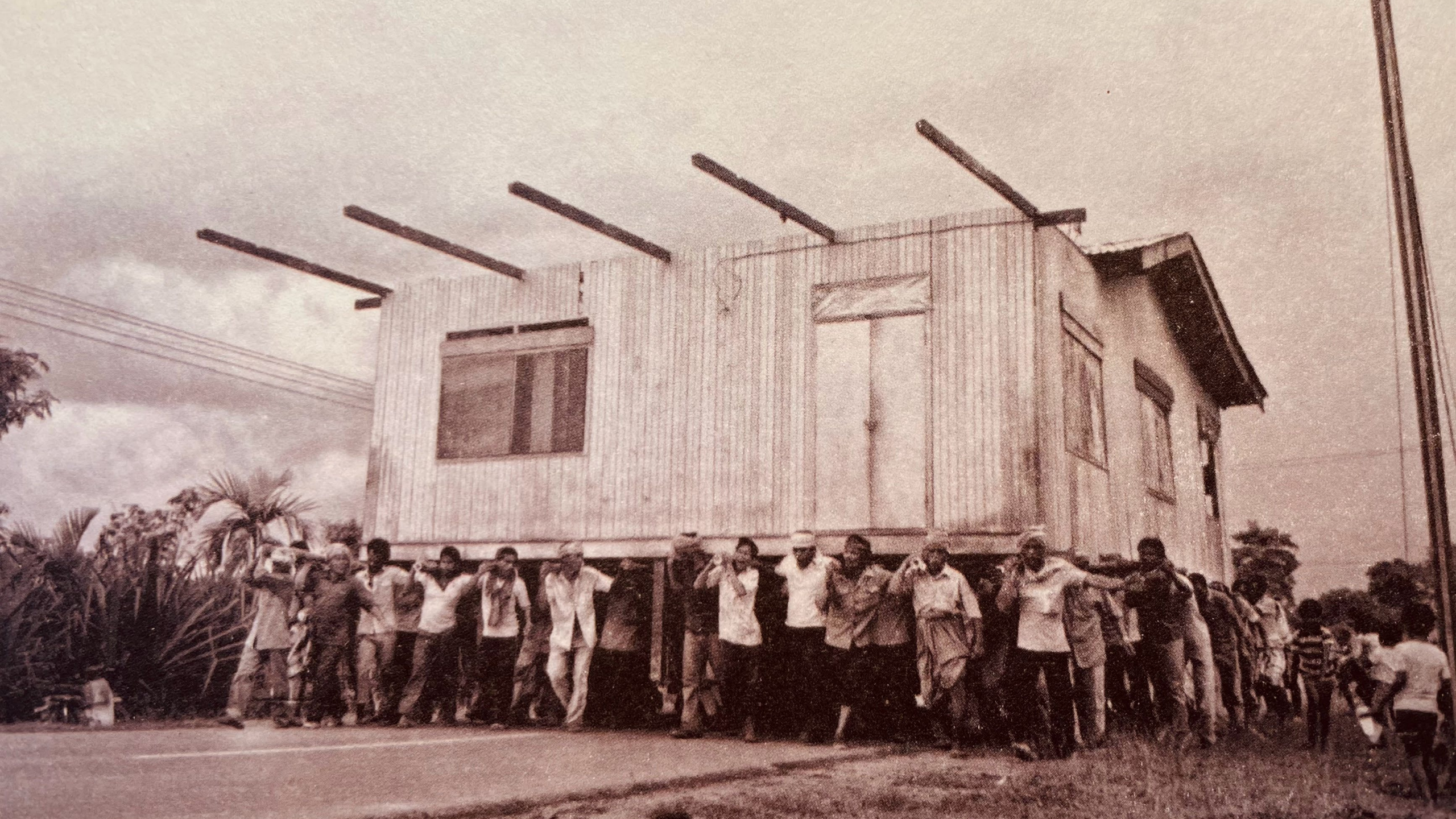
Is your perception on the support you needed and have received in line the survey results and recommendations?



The Way Forward

In the areas where you feel tools and support are poor or insufficient, what do you think a better support to Country level Shelter Cluster Coordination from the Global Shelter Cluster level would look like?







THANK YOU

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3

Feedback



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An elderly woman with grey hair, wearing a blue dress with a red and yellow floral pattern, is crouching and working on a wall made of vertical bamboo poles. She is looking towards the camera with a slight smile. The wall has some mud or plaster applied to it. The background shows more of the bamboo structure and a white door or panel.

THANK YOU

SEE YOU TOMORROW HERE AT 8:30AM SHARP!



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