

# **Global Shelter Cluster Satisfaction Survey**

## **Overview of Global Shelter Cluster Survey Findings February 2022**



# Summary

- **Participant profile**
- **GSC service usage and feedback**
- **Feedback from national shelter coordination teams**

Who participated in the survey?

# PARTICIPANT PROFILE

# NUMBER OF RESPONDENTS BY COUNTRY



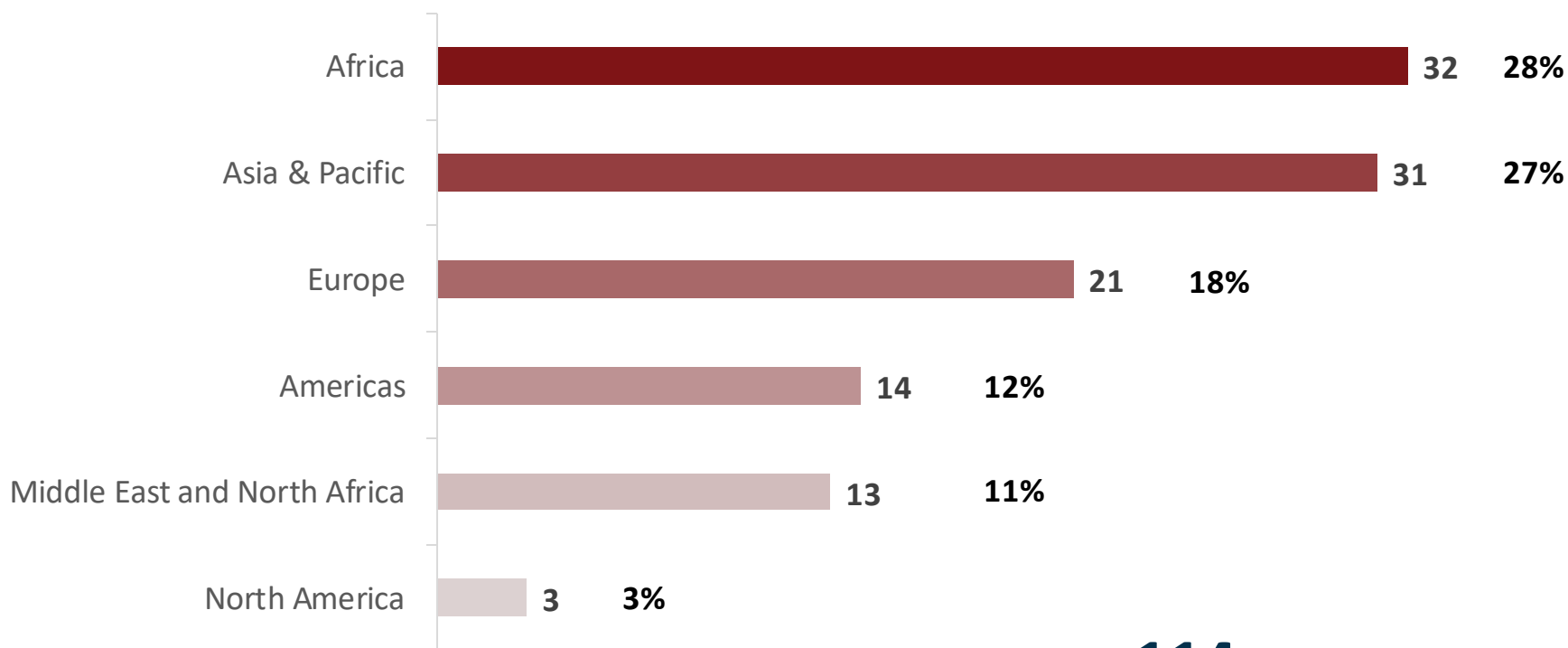
**114 responses**

**38 countries**

\*Only 95 respondents fully answered the survey

# Number of respondents by region

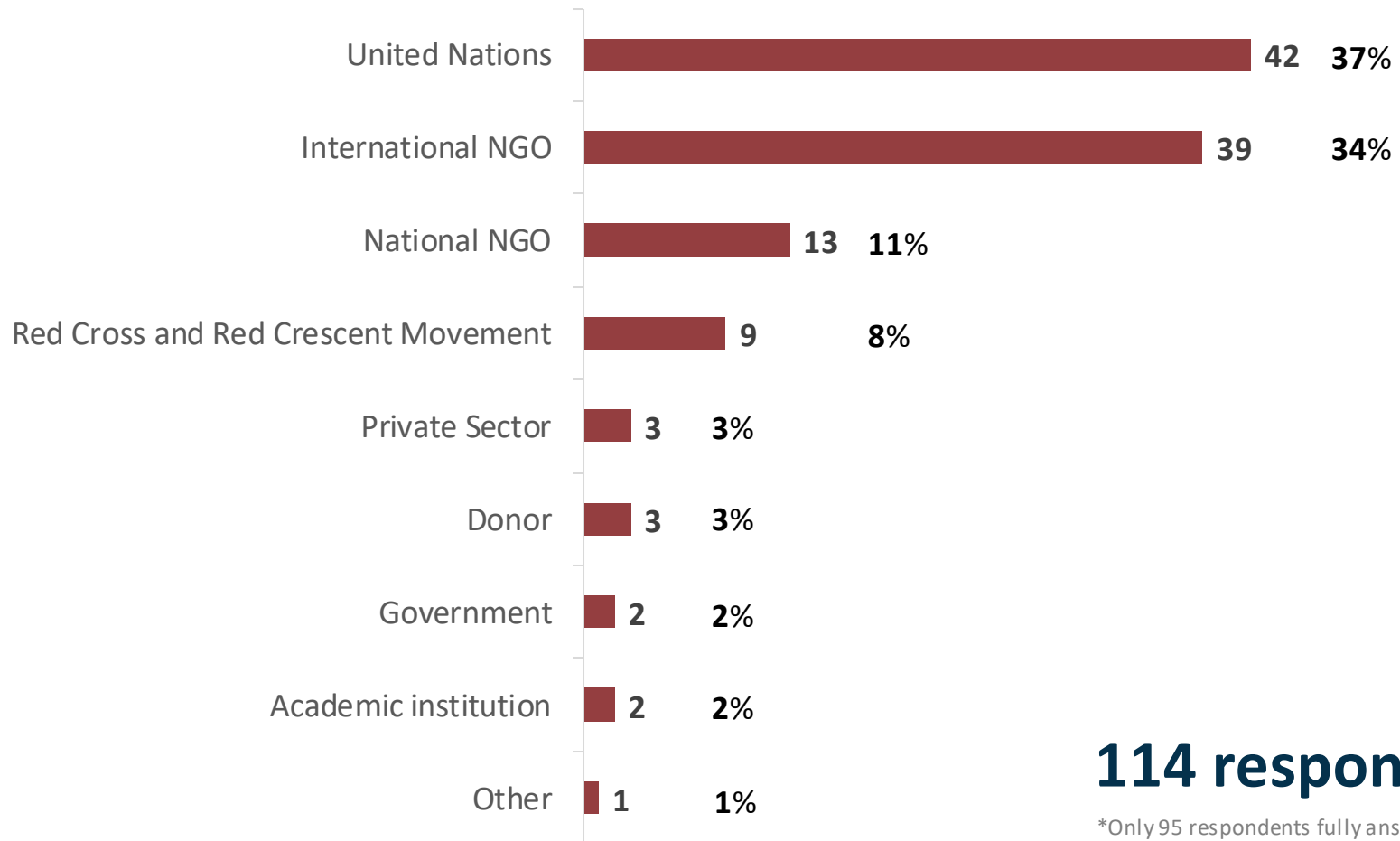
## Responses to GSC Satisfaction Survey per region



**114 responses**

\*Only 95 respondents fully answered the survey

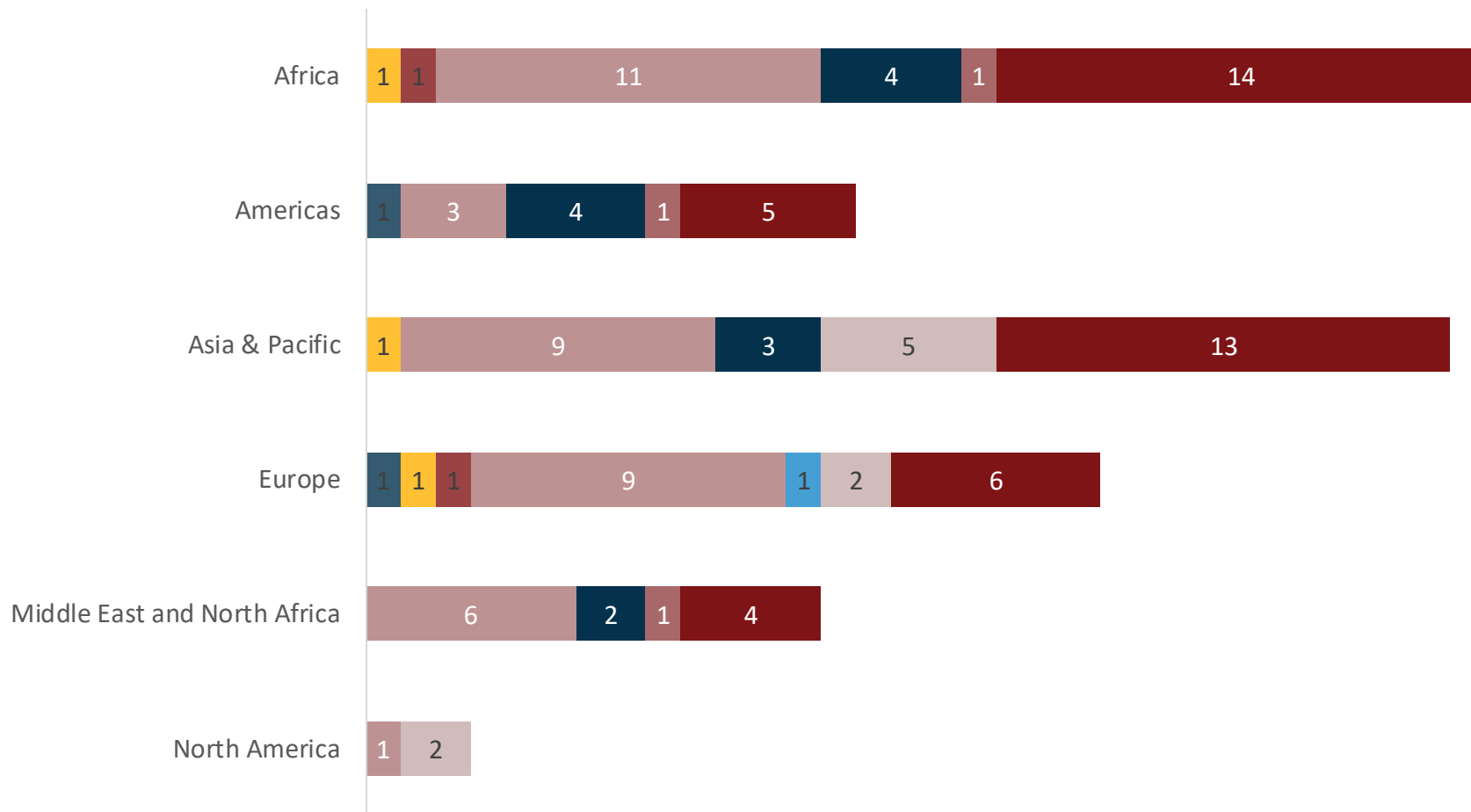
# Number of respondents by organization type



**114 responses**

\*Only 95 respondents fully answered the survey

# Organization Type by Region



■ Academic institution

■ Donor

■ Government

■ International NGO

■ National NGO

■ Other

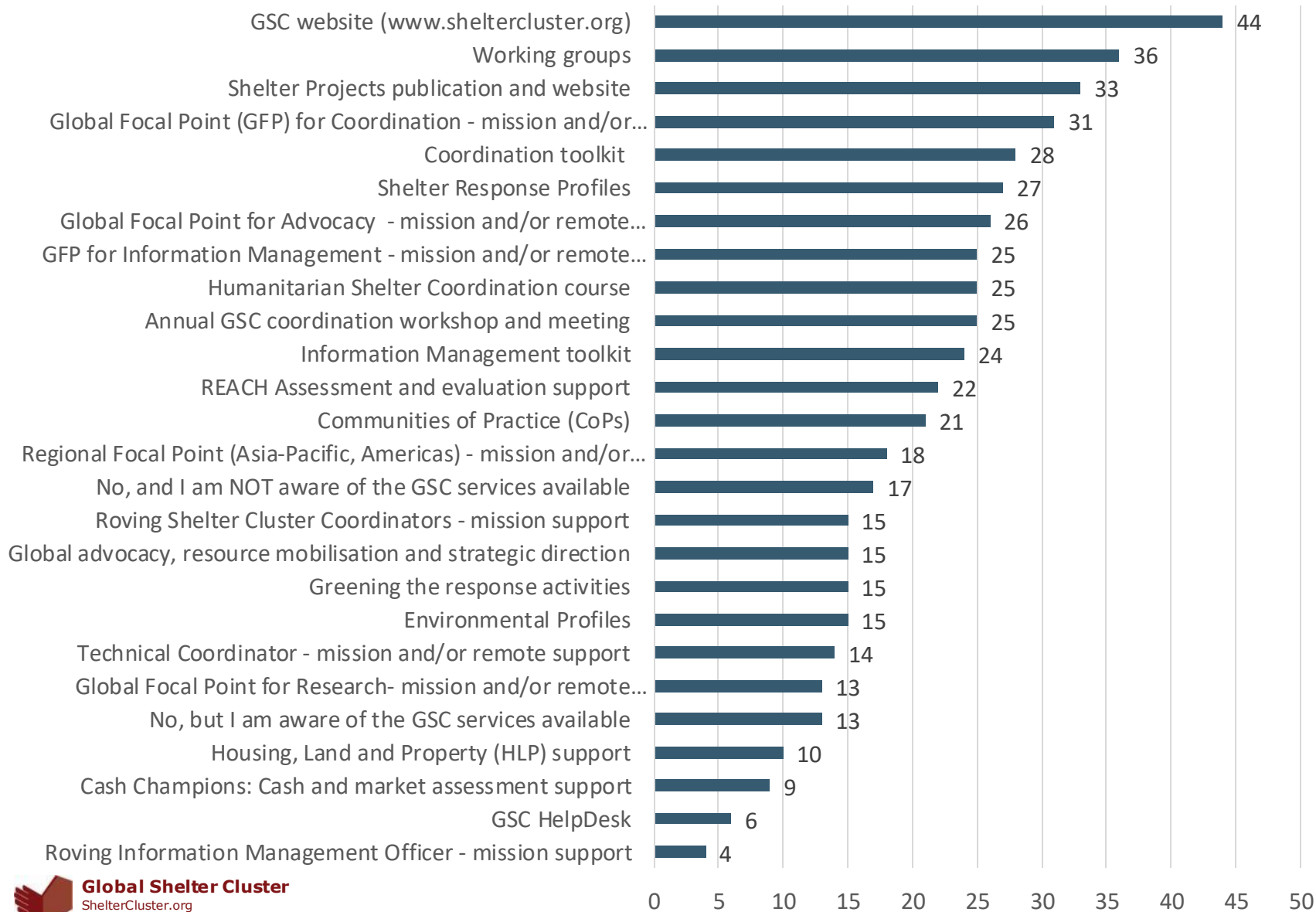
■ Private Sector

■ Red Cross and Red Crescent Movement ■ United Nations

What GSC services or support from GSC global support team have respondents benefited from?

# **GSC SUPPORT & SERVICE USAGE AND FEEDBACK**

# What GSC services or support from GSC global support team have respondents benefited from?

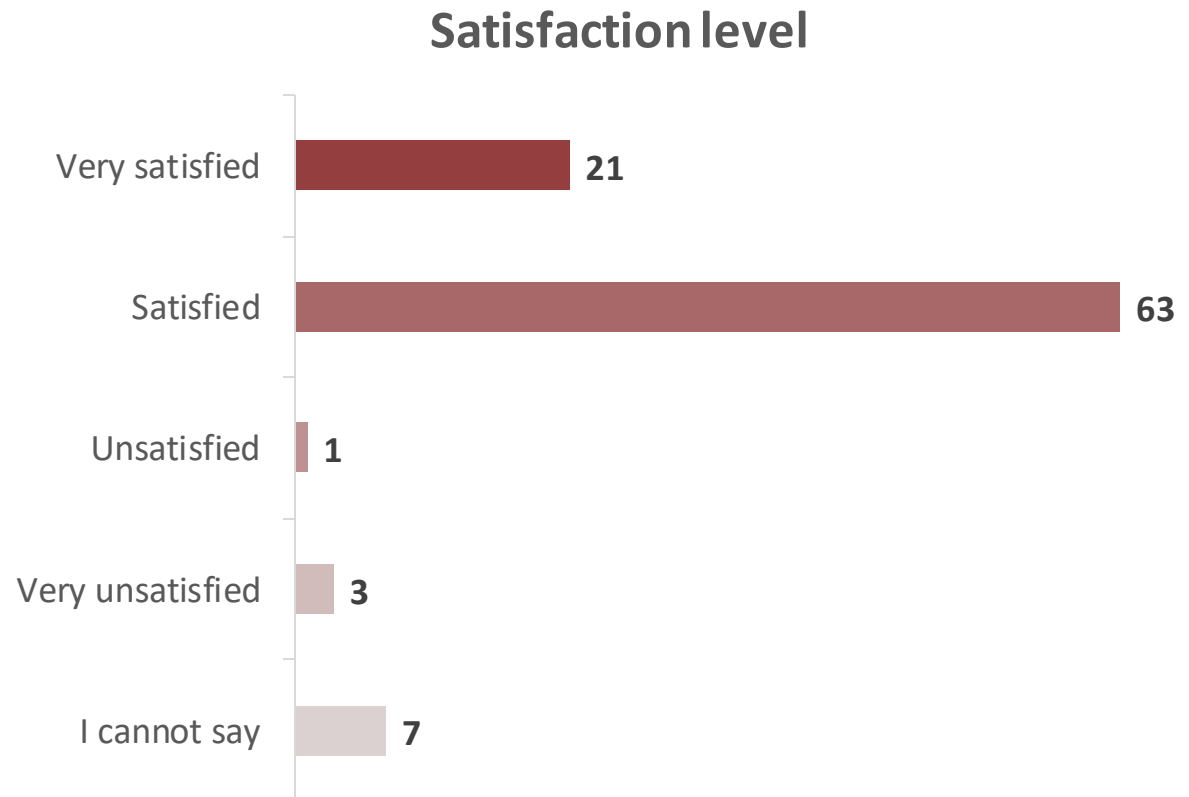


# GSC services: level of satisfaction

**Coordination Indicator 1.1:** % of stakeholders who are satisfied with the performance of the Shelter Cluster disaggregated by country-level and global.

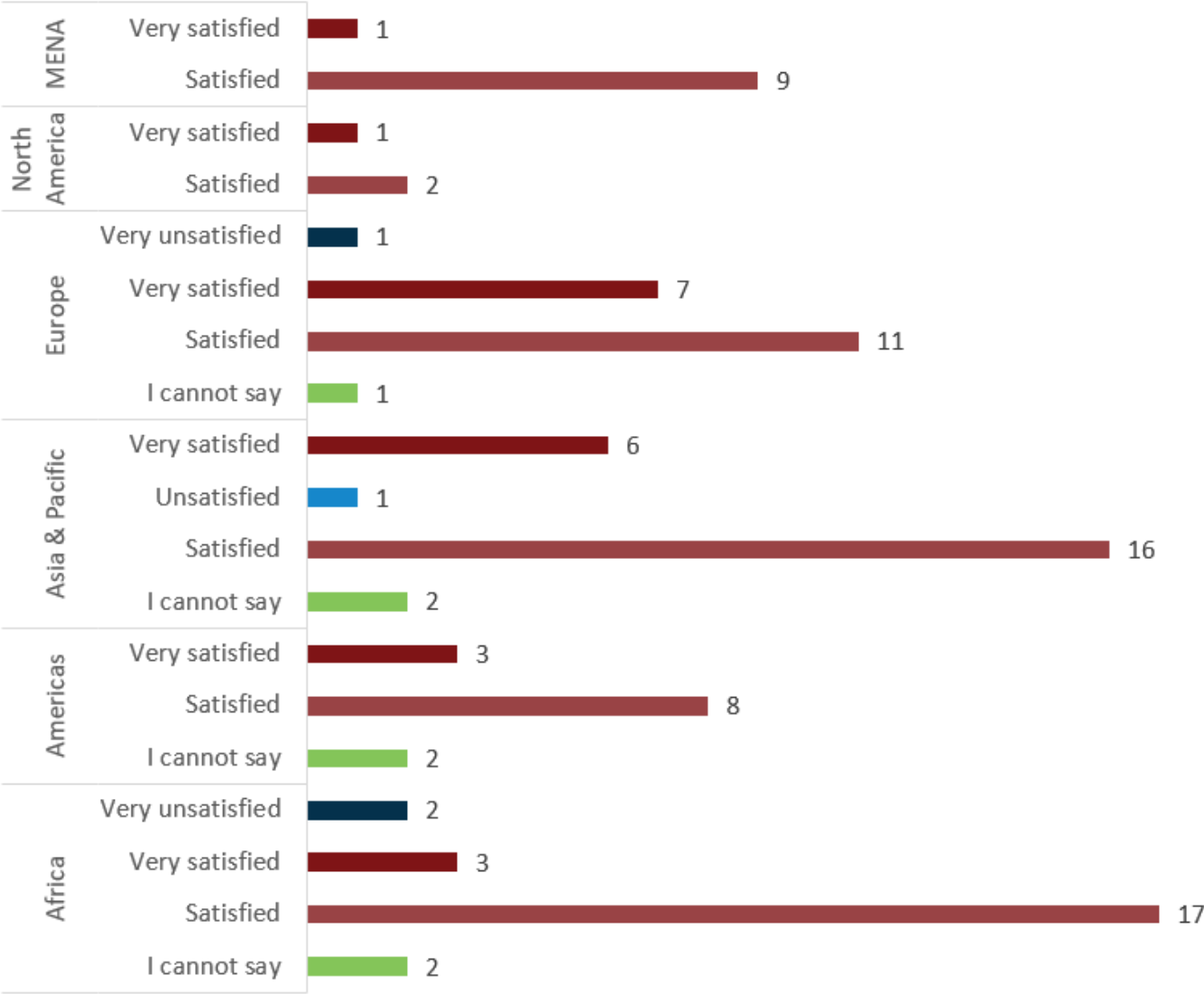
**Target 2021: 90%**

**Survey result: 88%**



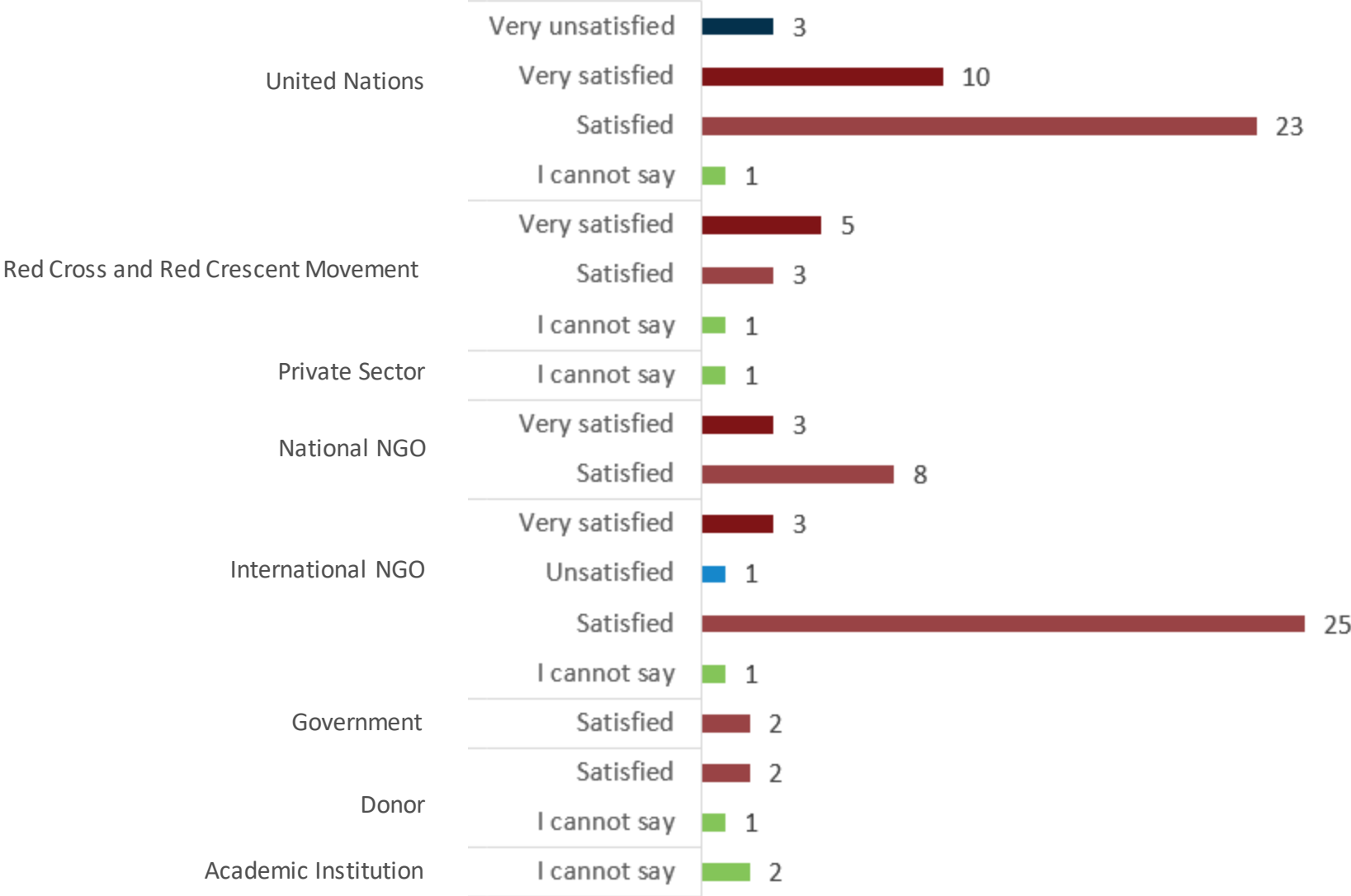
\*This analysis is based on 95 respondents (19 respondents did not answer this question)

# Satisfaction with GSC services by region & country



\*This analysis is based on 95 respondents (19 respondents did not answer this question)

# Satisfaction with GSC services by organisation type



\*This analysis is based on 95 respondents (19 respondents did not answer this question)

# Qualitative feedback on preferences to improve GSC services

Tools development

Clear website where info needed can be found

Timely and effective advocacy towards donors and government departments.

As some countries speak French, I advise the GSC to make efforts to publish the documents in French as well to allow people who work with Shelter Cluster at county level to be interested and understand the information shared.

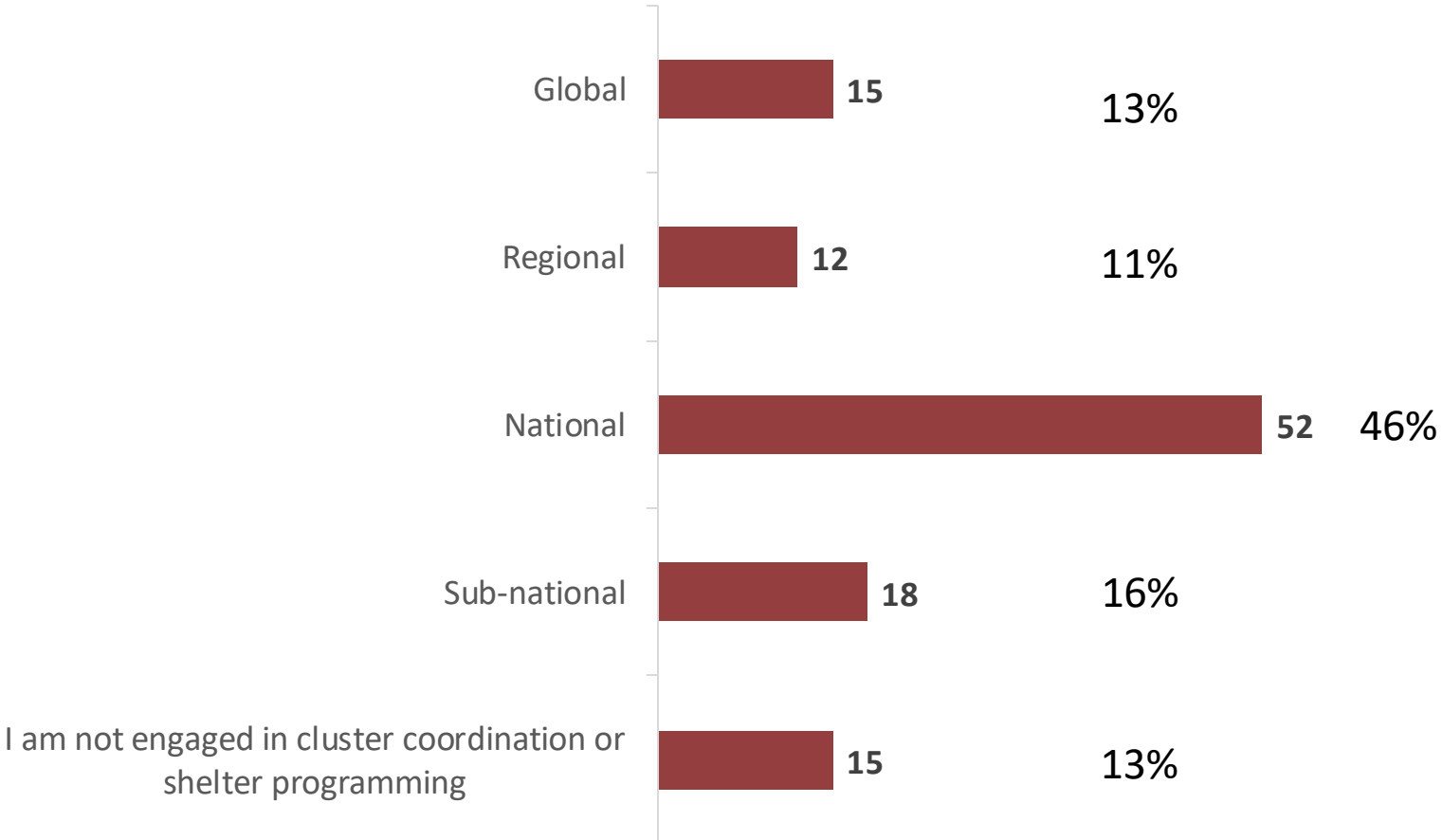
To make more training opportunity both for the cluster team and key partners to ensure boosting their capacity



What tools do partners/members of in-country coordination team most commonly use, and do they feel prepared to address challenges?

# **FEEDBACK FROM NATIONAL SHELTER COORDINATION TEAMS**

# Engagement Level in Cluster Coordination or Shelter Programming



\*This analysis is based on 12 respondents (3 respondents did not answer this question)

# COUNTRY SHELTER CLUSTER SERVICES: LEVEL OF SATISFACTION

**Coordination Indicator 1.1:** % of stakeholders who are satisfied with the performance of the Shelter Cluster **disaggregated by country-level** and global.

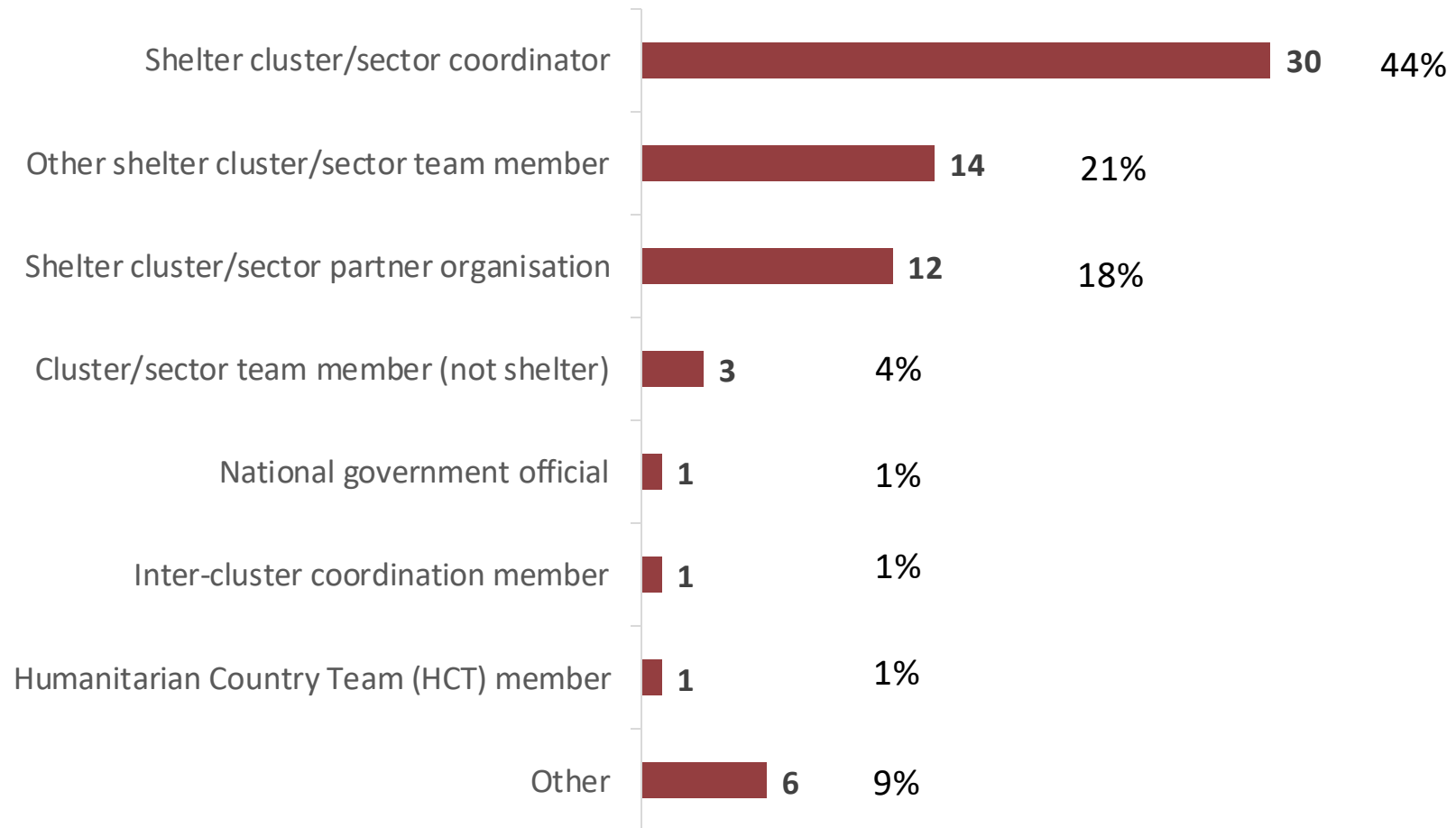
Target: 90%

Achieved: 82%

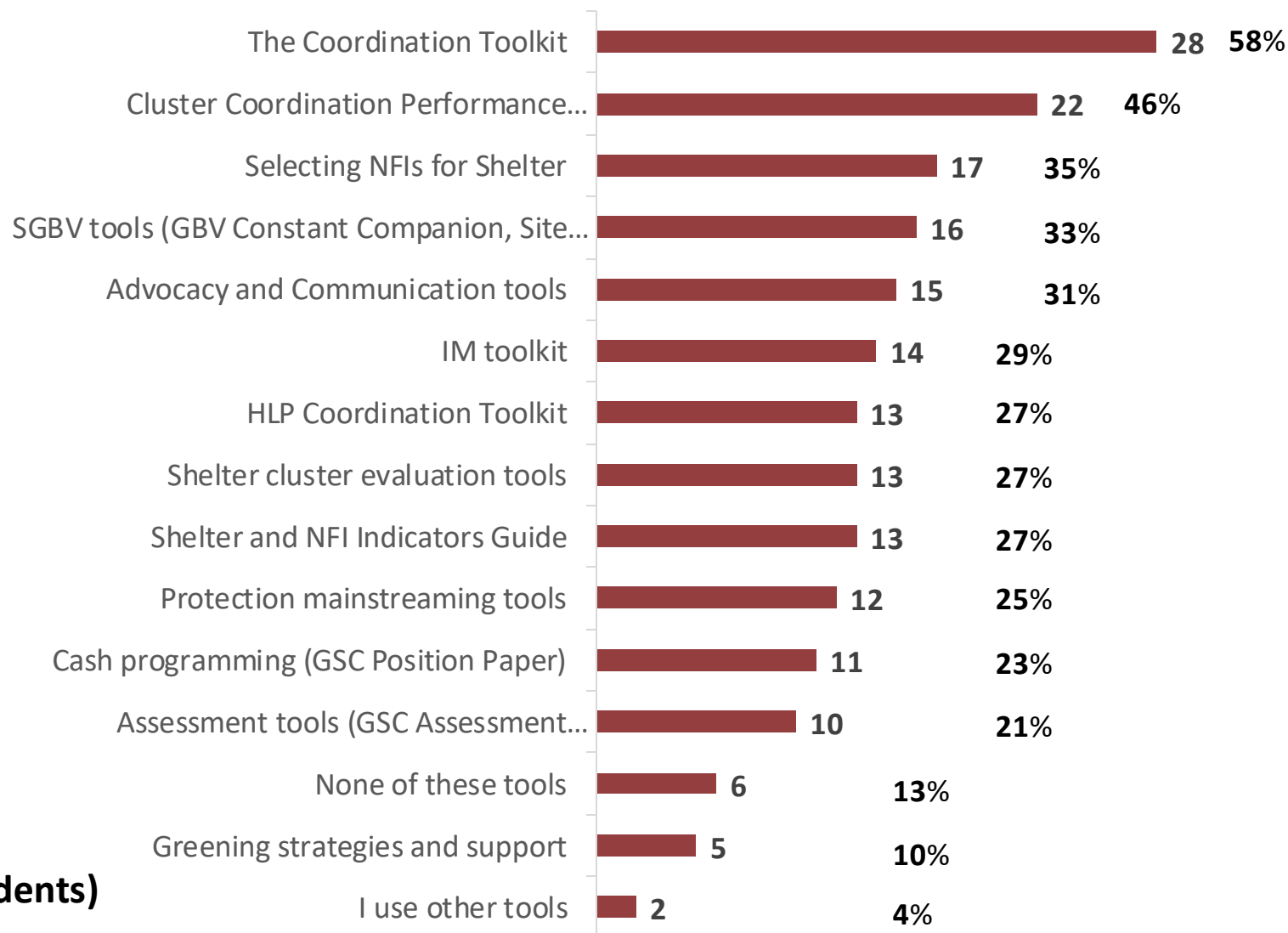


\*This analysis is based on 68 respondents

# MOST RECENT JOB POSITION (68 RESPONDENTS)



# Tools used by shelter coordination teams



**(48 respondents)**

# Tools that are missing from the list?

Climate change assessment toolkit

Settlement/Urban planning toolkit



Sustainability & resilience assessment toolkit

Risk assessment toolkit

# Coordination team preparedness to address challenges

**Evidence-Based Response Indicator 4.1:** % of shelter cluster coordination team members who feel prepared / have access to tools to address ongoing and emerging challenges

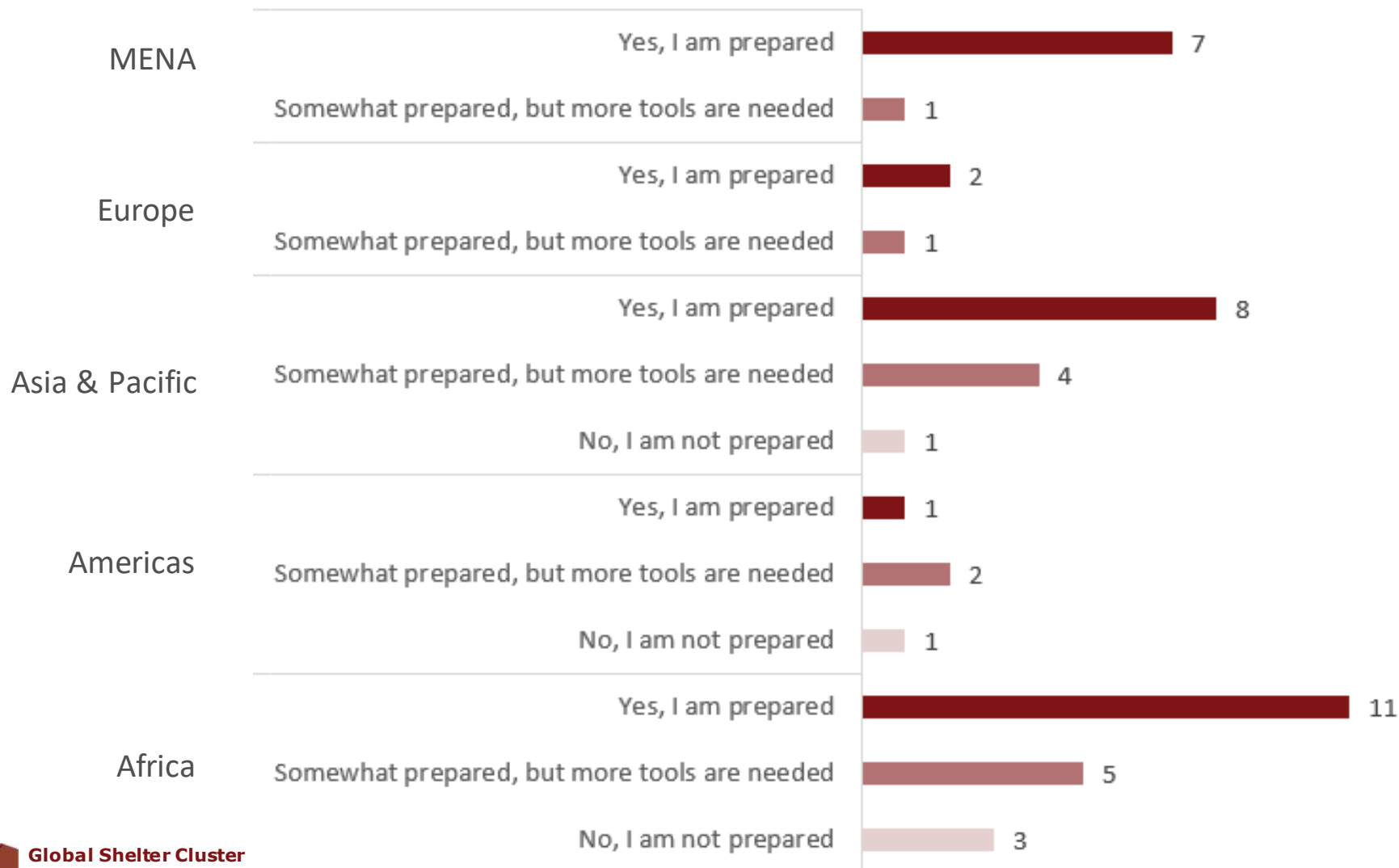
**Target 2021:** 70%

**Survey result:**

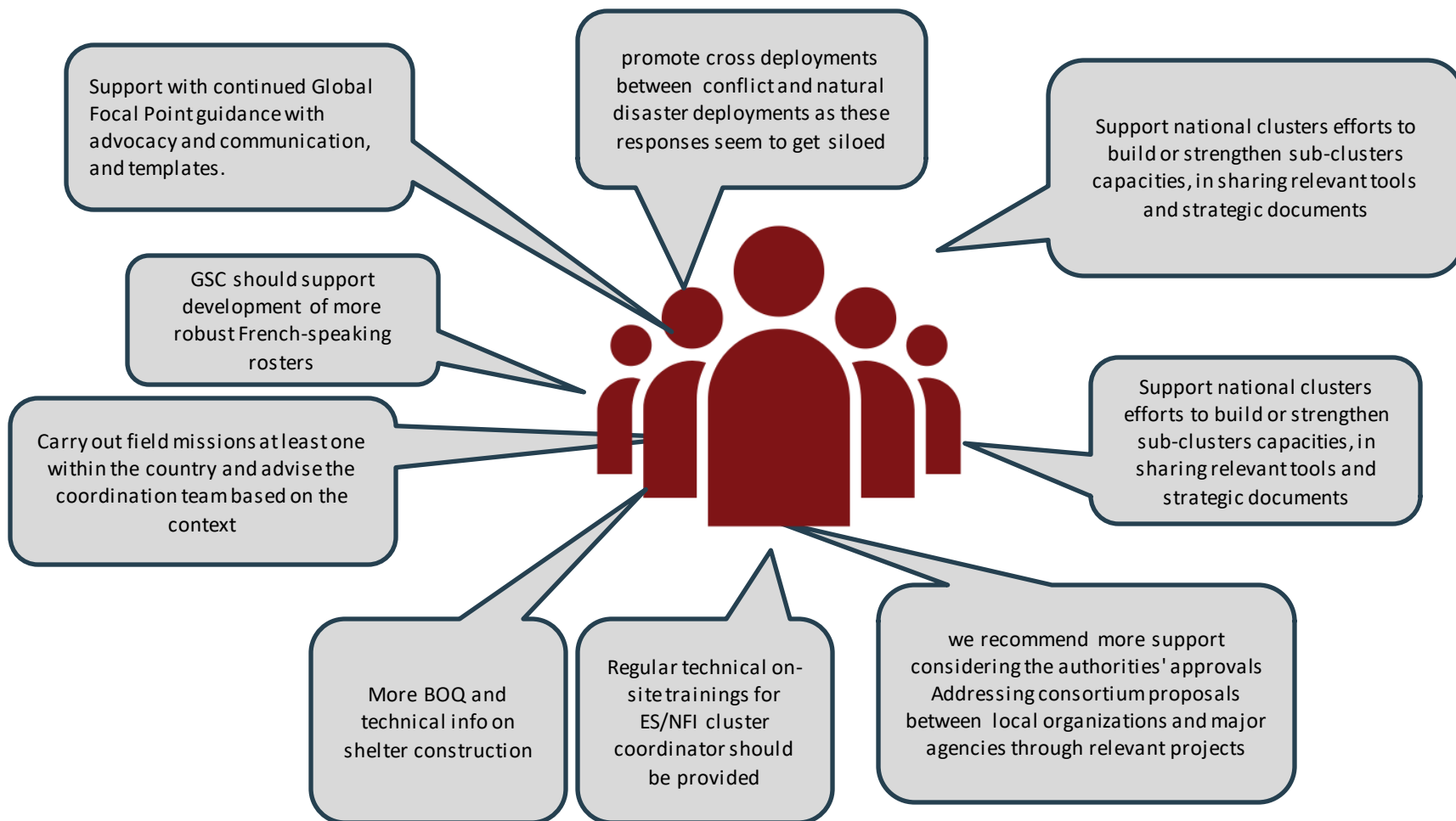
- **62%** feel fully prepared;
- **28%** feel somewhat prepared but need more tools,
- **11%** do not feel prepared

Coordination team members were asked if they felt sufficiently prepared to address challenges, and whether they needed more tools.

# Coordination team preparedness to address challenges by region



# Coordination team qualitative feedback on how GSC can support capacity building



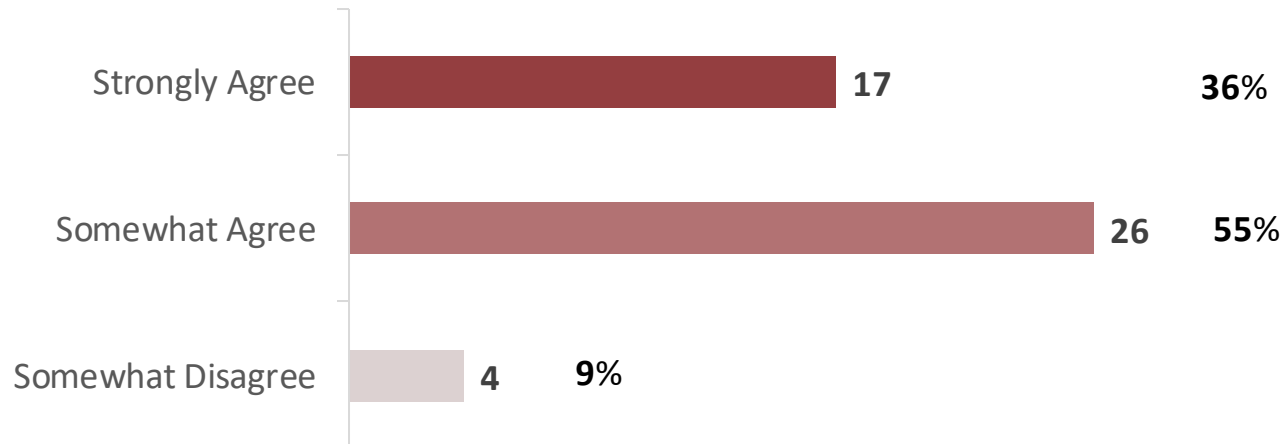
# Coordination team feedback evidence-based

**Evidence-Based Response Indicator 3.3:** 91% of shelter cluster coordinators and partners reporting that they have access and use evidence, learning and best practices

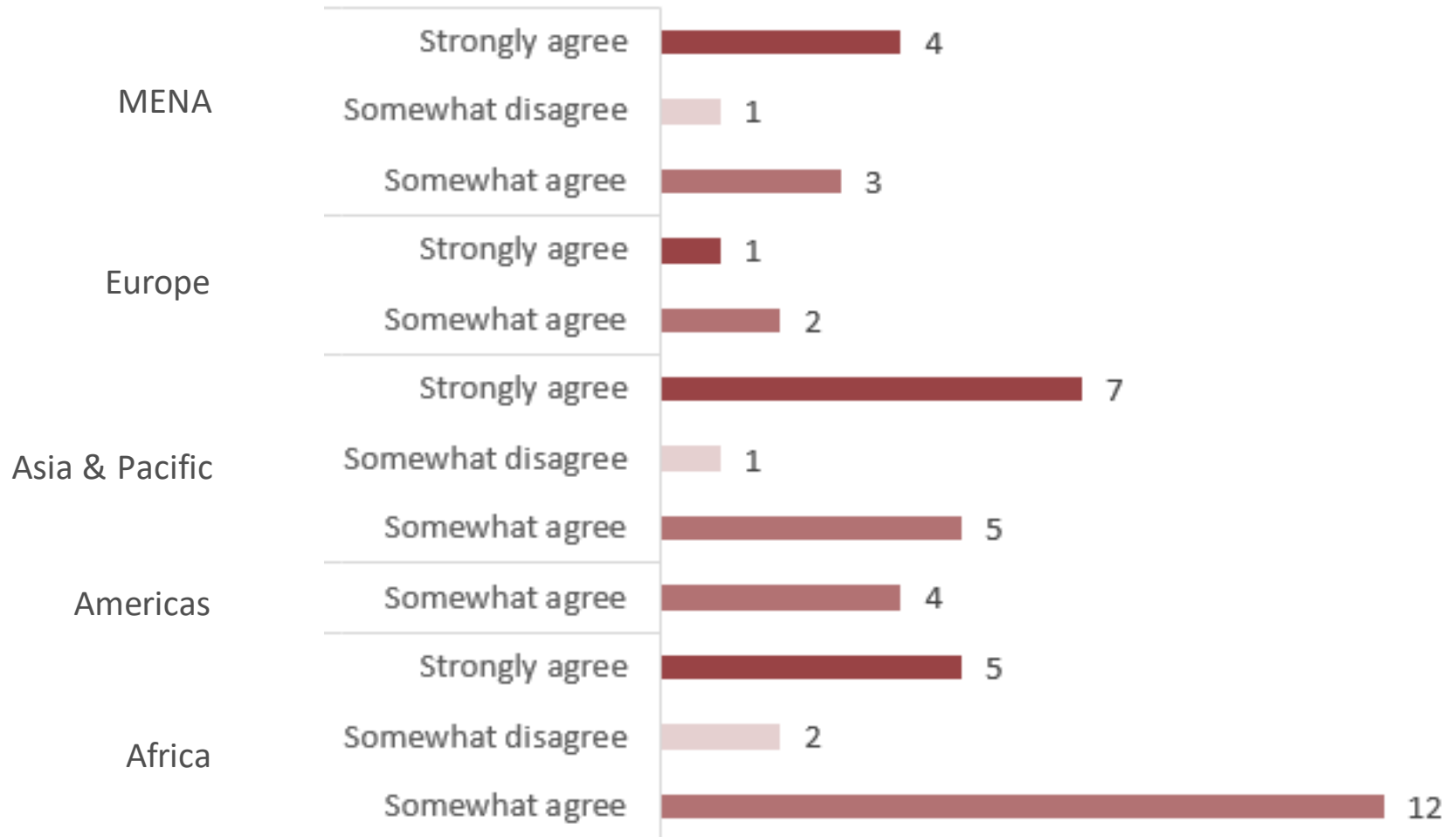
**Target 2020:** 90%

**Survey result:** 91 %

Coordination team members and partners were asked to agree with a statement: “I have sufficient access and consistently use evidence, learning and best practice in my daily work.”



## Coordination team access to evidence and learning by region: “To what extent do you agree with the following statement: I have sufficient access and consistently use evidence, learning and best practice in my daily work?”



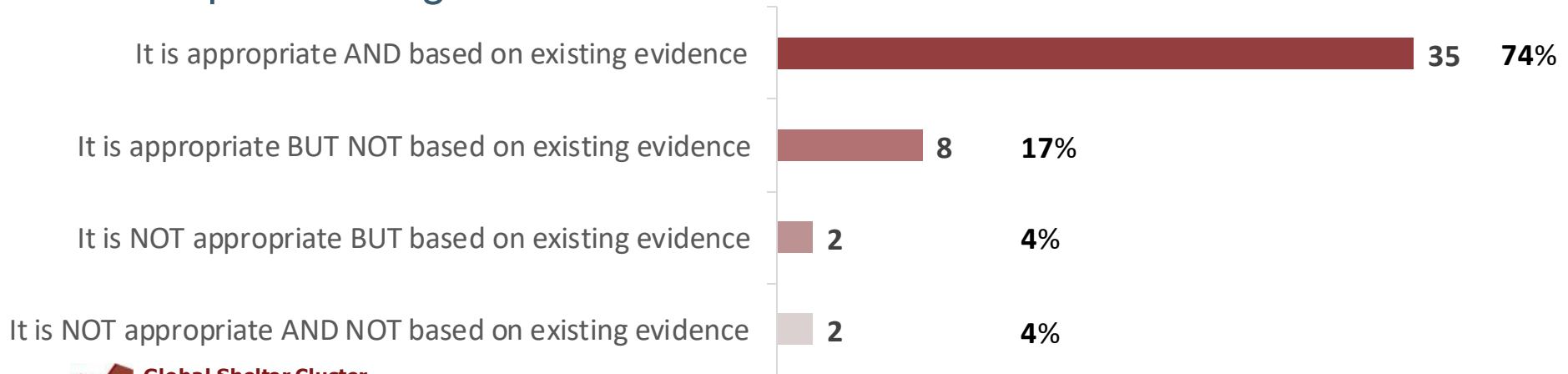
# Coordination team feedback on response strategies

**Evidence-Based Response Indicator 3.1:** % of shelter cluster partners reporting that response strategies are ‘appropriate’ based upon the existing evidence

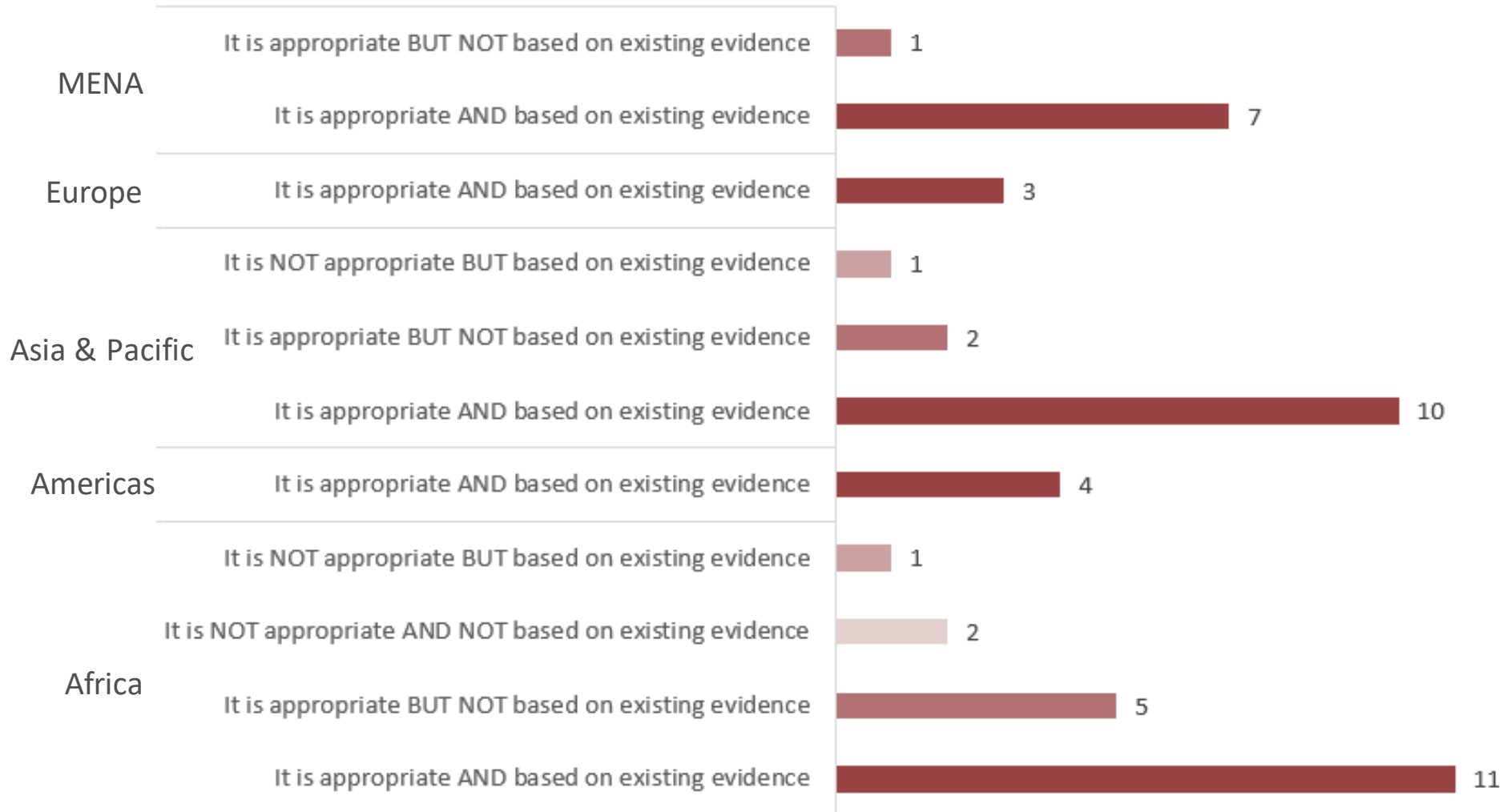
**Target 2020:** 68%

**Survey result:** 74%

Coordination team members were asked if they agree with the statement ‘The current shelter strategy of the country-level cluster is appropriate AND based upon existing evidence?’



# Coordination team feedback on country-level shelter cluster strategy by region



# DO YOU HAVE OTHER COMMENTS, QUESTIONS OR CONCERNS, OR WOULD YOU LIKE TO GIVE THE GSC ADDITIONAL FEEDBACK?

French language

More diversity through having representativeness of gender, global south, and race in teams

Awareness raising and more engagement with actors

Lack of resources remains as one of the main challenges

Localization

Capacity building

Reporting requirements (factsheets & dashboard) consume long time

Improve services in terms of quality and quantity

UN organizations should at least give opportunity to those in other INGOs to become their potential team members



# Thank you