

Global Shelter Cluster Retreat

Findings from the pre-meeting survey

October 2016 - Geneva

Summary

- **Reported Satisfaction**
- **Reported Satisfaction with the Global Shelter Cluster Website**
- **Most Influential Impediments**
- **Key opportunities**

Reported level of satisfaction with the services provided by the Global Shelter Cluster.

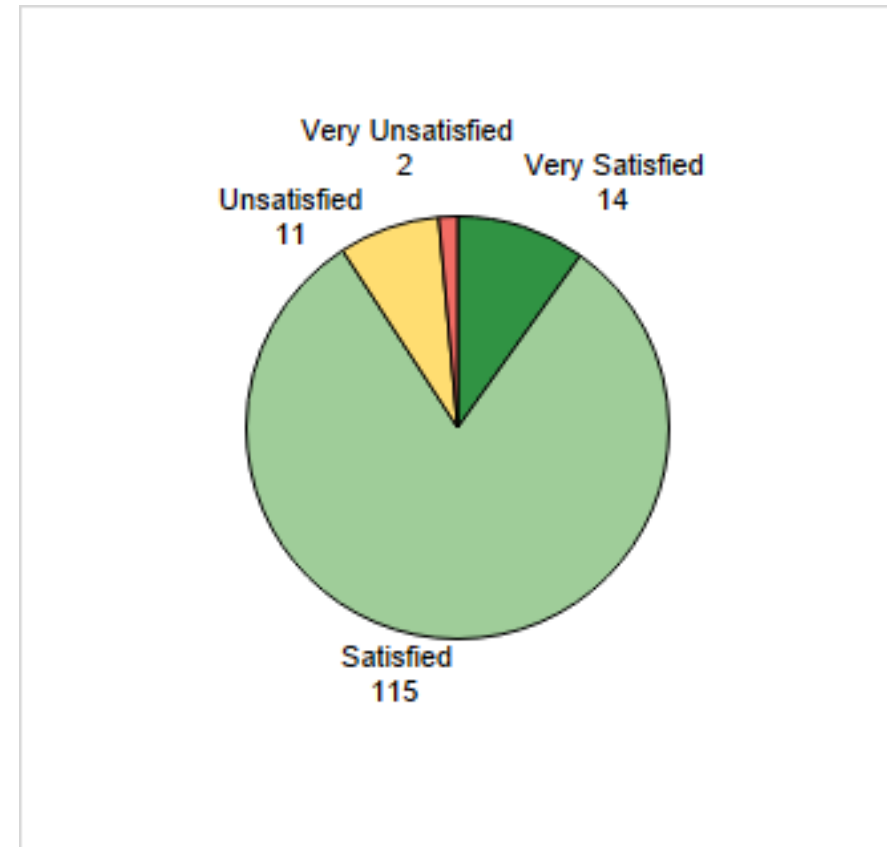
REPORTED SATISFACTION

Reported satisfaction with the Global Shelter Cluster's services

- A large majority of the respondents express satisfaction with the services provided by the GSC:
 - 66% reported being “satisfied”
 - 9% reported being “very satisfied”
- Only 11% state that they are unsatisfied while 2% report to be very unsatisfied with GSC's services.
- 12% have never used these services.

Website Satisfaction

- Overall 73% of those who responded are either satisfied or very satisfied with the Global Shelter Cluster Website.



Reasons for Dissatisfaction

- **Lack of coordination and of support – including financial and technical support**
- **Delays and inadequate information**
- **Disconnection from field realities**
- **Lack of web regular updates**
- **Difficulty to access/search information in the web portal**

Most reported influential impediments hindering Global Shelter Cluster's activities.

MOST INFLUENTIAL IMPEDIMENTS

Most Influential Impediments

- **Top three reported impediments:**
 - **Insufficient funding for shelter programming (66%)**
 - **Security and poor humanitarian access to affected populations (45%)**
 - **Limited engagement with Housing, Land and Propriety issues (21%)**

Impediments by Region

	1 st most reported	2 nd most reported	3 rd most reported
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	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

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

Impediments by Organisation

	1 st most reported	2 nd most reported	3 rd most reported
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*

Area with reported greatest potential to reduce impediments.

PRIORITIES FOR THE GLOBAL SHELTER CLUSTER

Areas with greatest potential to reduce impediments

- **Top three reported impediments:**
 - Improved, more predictable funding for shelter operations (56%)
 - Harmonized data collection by cluster partners (25%)
 - Increased coordination capacity at the sub-national level (24%)

Opportunities by Region

	1 st most reported	2 nd most reported	3 rd most reported
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
	Harmonized data collection by cluster partners		
Global & HQ	Improved, more predictable funding for shelter operations	Improved technical guidance on urban shelter response	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

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

Impediments by Organisation

	1 st most reported	2 nd most reported	3 rd most reported
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

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Thank you