Global Shelter Cluster Annual Meeting 2017

Overview of Global Shelter Cluster Survey Findings
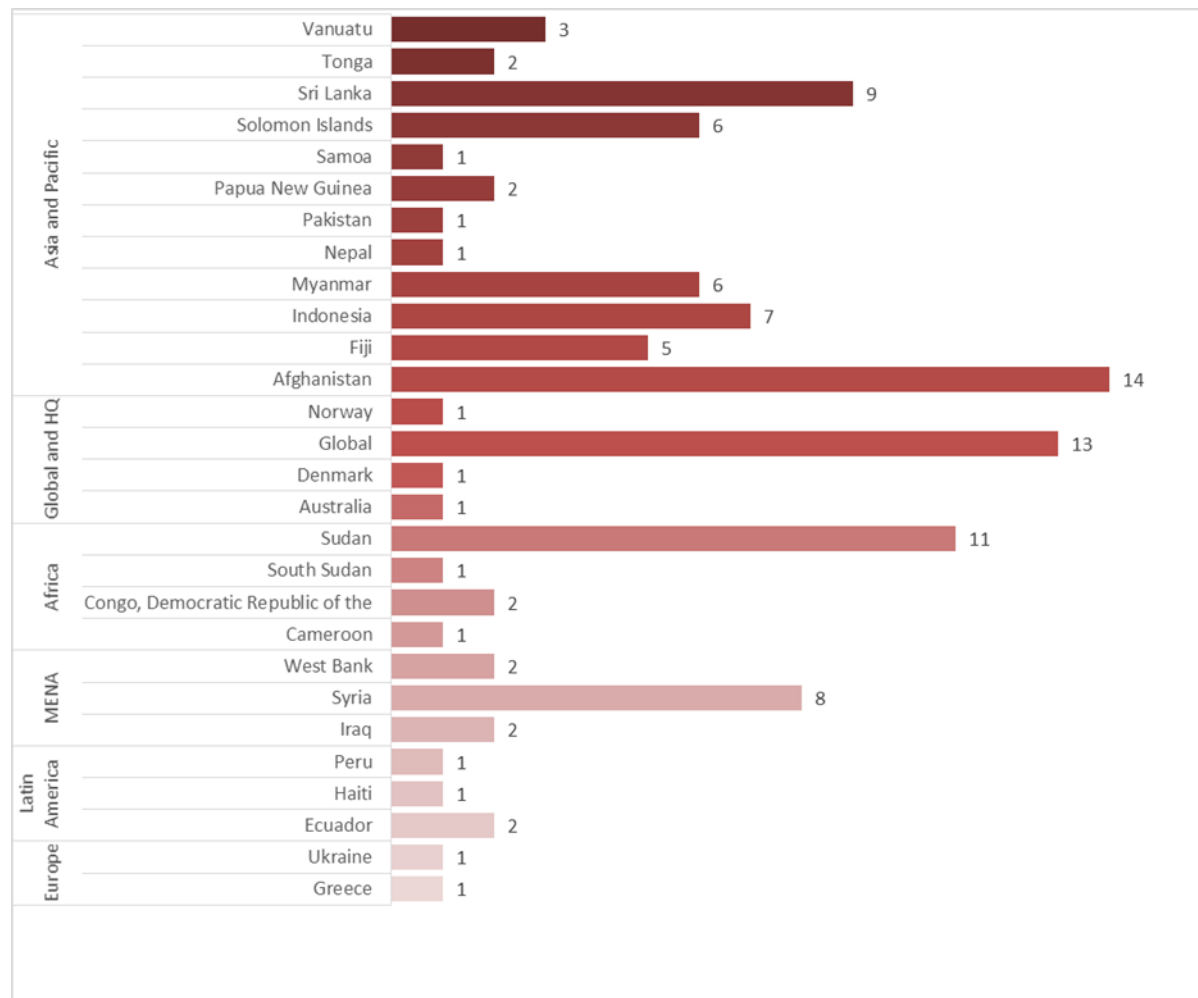
October 2017 - Geneva

Summary

- **Participant profile**

- **Reported Satisfaction**
  - **Services provided by Global Shelter Cluster**
  - **Satisfaction with the Global Shelter Cluster Website**

- **Most Influential Impediments**

- **Priorities for the Global Shelter Cluster**
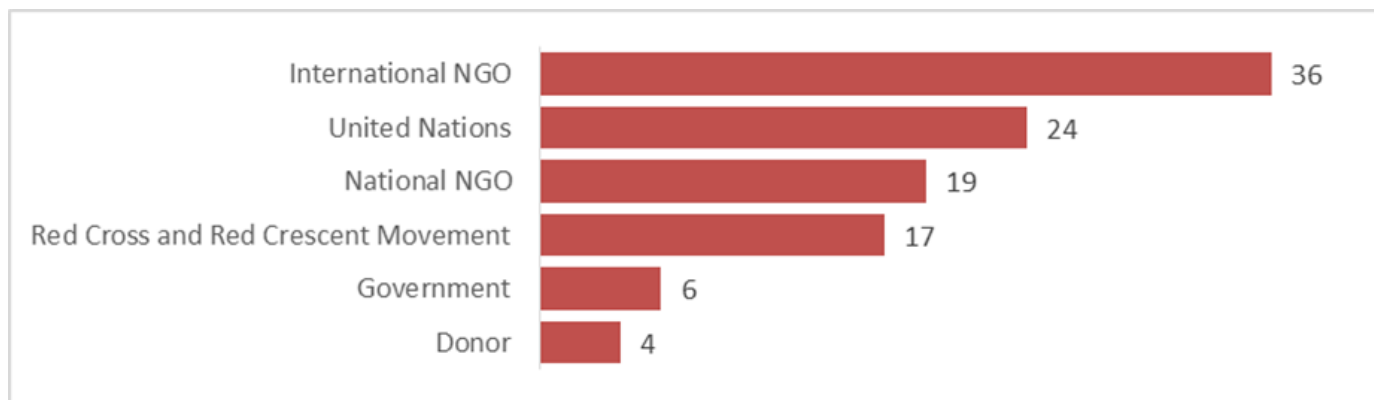
Who participated in the survey?

PARTICIPANT PROFILE

Number of respondents by country

■ **106 responses**

(as of 26 September 2017)

Number of respondents by organization type

International NGO — 36
United Nations — 24
National NGO — 19
Red Cross and Red Crescent Movement — 17
Government — 6
Donor — 4

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

REPORTED SATISFACTION

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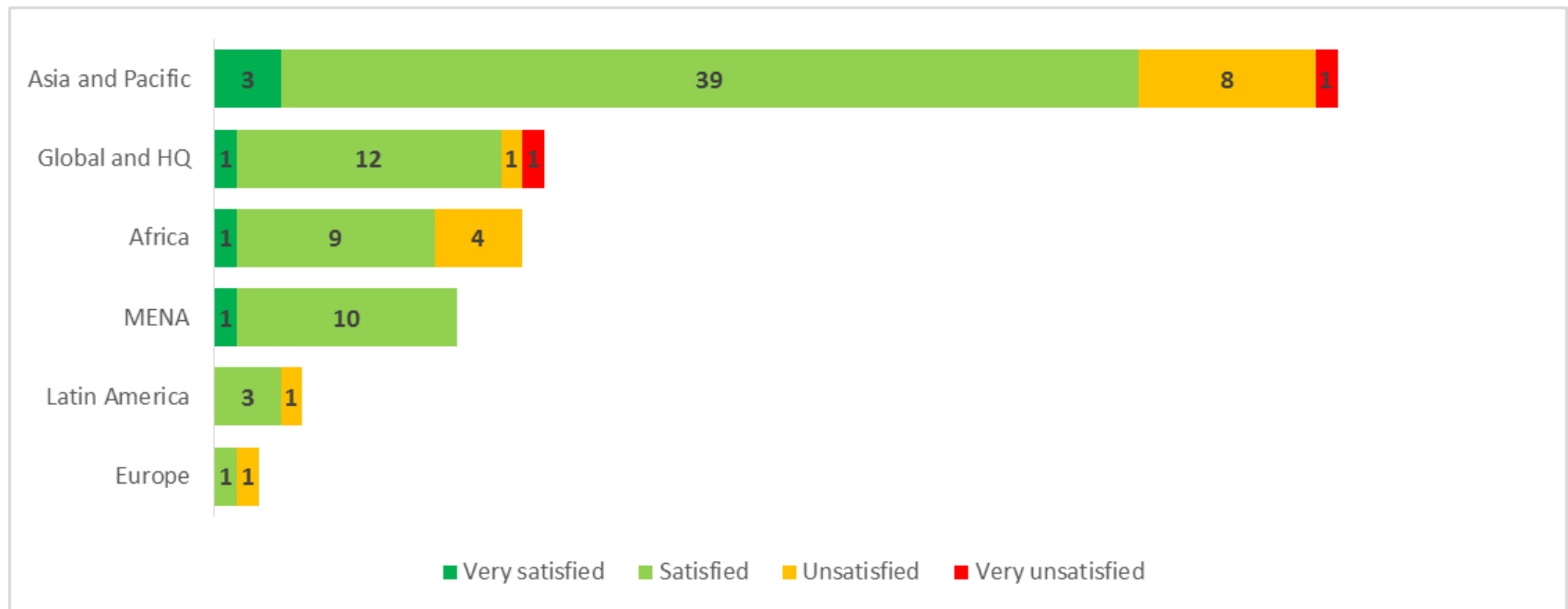Coordinating Humanitarian Shelter

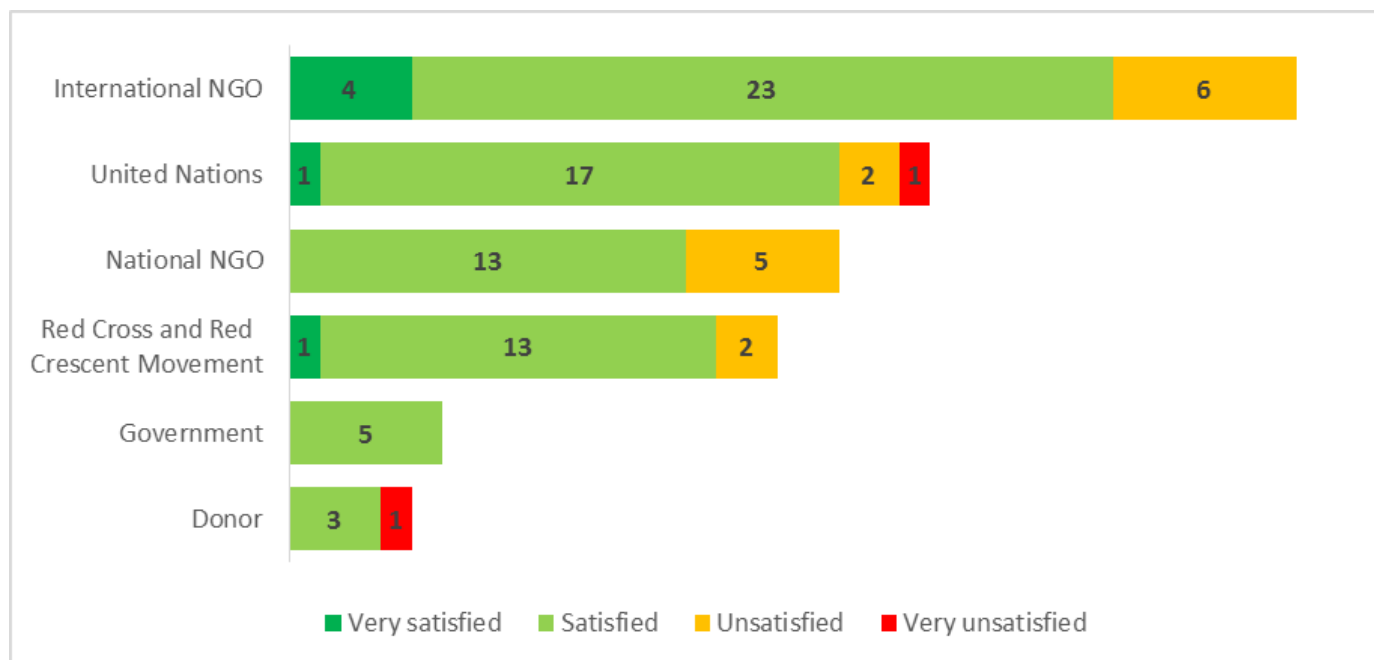# Reported satisfaction with Global Shelter Cluster services

- **Majority of respondents were satisfied with GSC services**
  - **70% reported being "satisfied"**
  - **6% reported being "very satisfied"**

- **16% were not satisfied with GSC services**
  - **14% said they are "unsatisfied"**
  - **2% reported being "very unsatisfied" with GSC's services.**

- **8% have never used these services.**

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Number of respondents by level of satisfaction per Region

Asia and Pacific: 3 | 39 | 8 | 1
Global and HQ: 1 | 12 | 1 | 1
Africa: 1 | 9 | 4
MENA: 1 | 10
Latin America: 3 | 1
Europe: 1 | 1

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied

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Number of respondents by level of satisfaction per organisation

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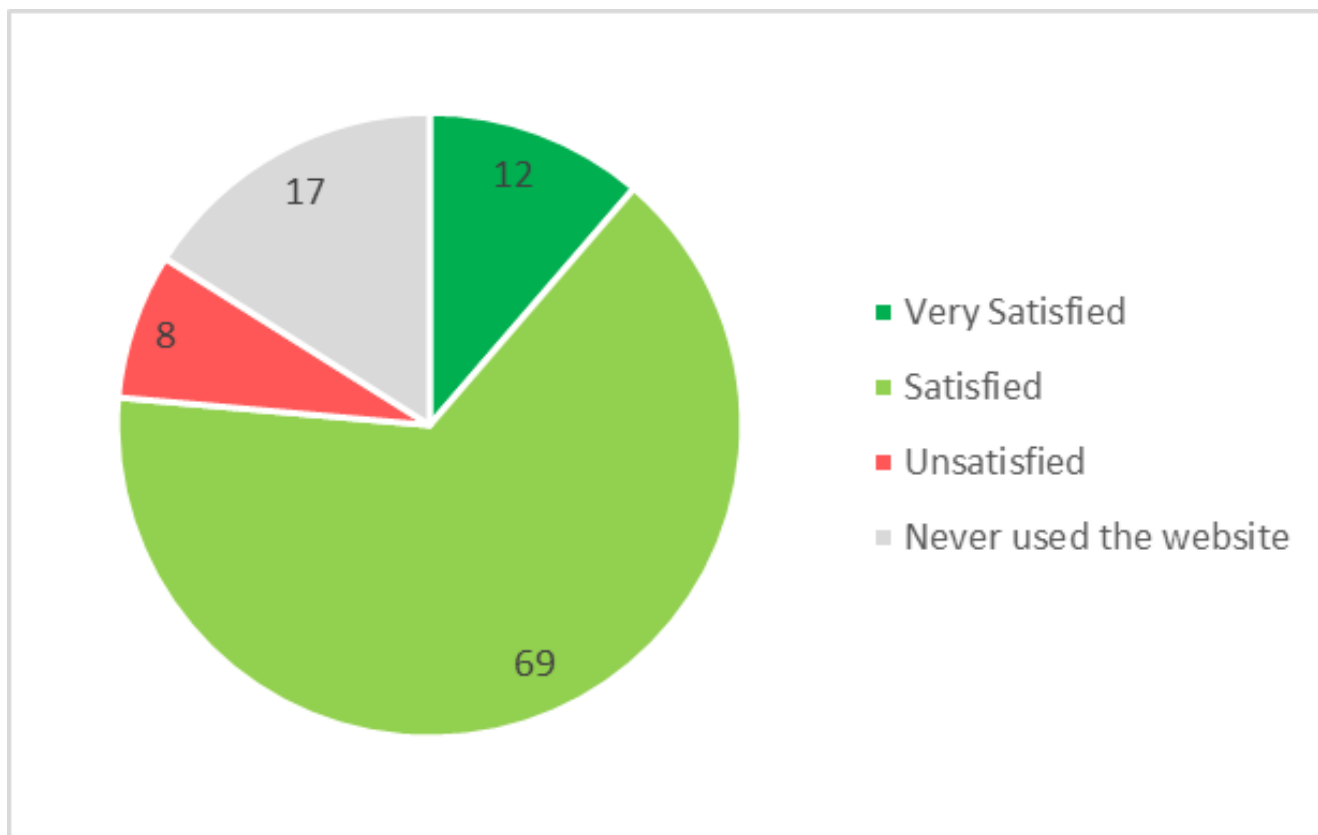
Reasons for Dissatisfaction

- **Lack of knowledge from the GSC on the local context for shelter solutions**

- **A high turnover rate of cluster coordination leads**

- **Inability of GSC to respond in a timely manner**

- **A lack of preparedness and contingency planning**

Reported level of satisfaction with the Global Shelter Cluster website.

REPORTED SATISFACTION WITH THE GLOBAL SHELTER CLUSTER WEBSITE

Website Satisfaction

- **76% are either satisfied or very satisfied with the Global Shelter Cluster Website.**

- Very Satisfied (12)
- Satisfied (69)
- Unsatisfied (8)
- Never used the website (17)

What could be improved

- **User friendliness of the website**

- **Ease of access to information**

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

MOST INFLUENTIAL IMPEDIMENTS

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Most Influential Impediments

- **Most reported top three impediments:**
  - **Insufficient funding for shelter programming (57%)**
  - **Security and poor humanitarian access to affected populations (30%)**
  - **Limited national-level preparedness activities and contingency planning (25%)**

Impediments by Region

	1st most reported	2nd most reported	3rd most reported
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	
MENA	Security and poor humanitarian access to affected populations	Insufficient funding for shelter programming	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

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Impediments by Organisation

	1st Most Reported	2nd Most Reported	3rd Most Reported
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**	
		Insufficient funding for shelter coordination	
	Low engagement with non-traditional actors	**Limited engagement with HLP issues**	
UN	**Insufficient funding for shelter programming**	**Security and poor humanitarian access to affected populations**	**Limited national-level preparedness activities and contingency planning**

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

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Area with reported greatest potential to reduce impediments.

PRIORITIES FOR THE GLOBAL SHELTER CLUSTER

How to reduce impediments

- **Most common top three suggested improvements:**
  - **Improved, more predictable funding for shelter operations (57%)**
  - **Increased coordination capacity at the sub-national level (30%)**
  - **Develop and deliver more regional or country-specific cluster training (26%)**

Opportunities by Region

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

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Opportunities by Organisation

	1st Most Reported	2nd Most Reported	3rd Most Reported
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 5 respondents are shown in this table

Thank you

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