



**Promoting Safer Building WG**  
**October Workshop – Activity report**  
**2018 October, 25-26**  
**Grenoble (France)**

DRAFT

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## The workshop programme

Thursday, October 25 <sup>th</sup> – VENUE: ENSAG	
10:30 – 11:00	Welcoming participants – intro on Global Shelter Cluster Forum feedbacks
11:00 – 12:30	Session 1: <ul style="list-style-type: none"> <li>- PSB 2018 outputs: focus on the protocol and the SR profiles: How do we finalize the deliverables? What next?</li> </ul>
12:30 – 2:00	Lunch break
2:00 – 3:30	Session 2: <ul style="list-style-type: none"> <li>- What about the other activities of the PSB WG: What is being done? What further work needs to be done? the communication working group, the IEC materials, the final report</li> </ul>
3:30 – 4:00	Coffee break
4:00 – 5.30	Session 2 (to be continued) <ul style="list-style-type: none"> <li>- SWOT of the PSB Working group</li> </ul>
5:30 – 6:00	CRS presentation on self recovery and behaviour change and discussion

Friday, October 26 <sup>th</sup> - VENUE: ENSAG	
8:30 – 10:30	Session 3: <ul style="list-style-type: none"> <li>- What should we plan as further activities for PSB 2019?</li> <li>- Self recovery as overarching title of the WG?? Sub groups: PSB, Effective communication, SR profiles, IEC ...</li> <li>- Health and housing</li> </ul>
10:30 – 11:00	Coffee break
11: 00 – 12:30	Session 3 (to be continued) <ul style="list-style-type: none"> <li>- Funding</li> </ul>
12:30 – 2:00	Lunch break
2:00 – 4:00	Session 4: <ul style="list-style-type: none"> <li>- Setting up an action plan</li> </ul>

## Synthesis of the action plan

**All - Feedbacks on the communication analysis: by October, 30<sup>th</sup>.** Select which parts to be included in the executive summary.

**By Nov 10<sup>th</sup>,** Pablo will tell us about the other WG expenses, and in case we have a chance to get something, David, Kike and Sonia will be asked to suggest some specific tasks to make the best use of these funds.

**All - Feedbacks on the protocol: by Nov 21st.**

**By the end of November, each chair person** should send recommendations and suggestions for the use of further funding about their sub-topic to feed the final report.

**Bill and Eugénie will coordinate the final report.** 2-3 pages on our activities, with documents produced as annexes. The opportunity to better link the different sub-activities and how we can benefit from each other? **To be submitted before Dec, 5<sup>th</sup>.**

About the name: Supporting self-recovery. It highlights the fact that we are not generating anything but accompanying a process that will happen anyway. Very much bottom-up. **Ask conflict people** if it resonates.

## Reminder of the sub-groups

6 groups were created (chair person in capital letters) to work on specific themes and suggest next steps:

- **Better defining our mandate:** BILL, Step, Holly, Olivier, Antonella, Sonia, Pablo
- **Communication strategy:** SONIA, Pablo, Eugénie, Antonella, Olivier
- **Lessons learnt and improvement of existing tools:** ENRIQUE, Pablo, Sonia, Miguel, Julien, Antonella, David (to be confirmed)
- **Extra tools:** OLIVIER, Eugénie, Bill, Antonella, Sonia, Holly, Florie
- Research 1: **Get evidence of good self-recovery initiatives to learn from it, gather data from shelter projects and learn from it:** EUGENIE, Yannick, Pablo, Holly, Antonella, Bill, Philippe, Mikel
- Research 2: **Where does self-recovery fit with government codes / what collaboration?**  
**Engineering research as a tool to rebuild trust in LBC:** ANTONELLA, Yannick, Eugénie, Mikel, Philippe, Step

### A few pictures from the workshop

The workshop gathered 20 participants. It included plenary sessions, group works, and was opportunity for participants to present their works and debates on the ways forward.



## The workshop participants

<b>Who ?</b>	<b>Organisation?</b>
Eugénie Créte	AECC
Olivier Moles	CRAterre
Enrique Sevillano Gutierrez	AECC
Florie Dejeant	AECC
Julien Hosta	CRAterre
Miguel Mendes Ferreira	CRAterre
Antonella Vitale	Red Cross / SRU
Sonia Molina	German Red Cross
Bill Flinn	CARE UK
Holly Schofield	CARE UK
Step Haiselden	CARE UK
David Dalgado	Consultant PSB
Mikel Larraza Alvarez	CRS
Pablo Medina	IFRC
Philippe Garnier	AECC
Yannick Sieffert	3SR
Thierry Joffroy	AECC
Santosh Yadav	3SR
Hala Damerji	3SR
Damien	3SR

## Shelter Response Profiles:

Feedbacks from Geneva : Many people are aware and sensitive. Only few people at the working group session, good institutional representation: IFRC, UNHAB, IOM. On the 2<sup>nd</sup> day, another discussion with different persons.

Local Building Cultures : do not forget cultural aspects! Local building practices must not be reductive, not focused on technical aspects.

BGD profile: More than 6 months to collect the information, 5 persons really involved and **many discussions on the contents to reach a consensus** (pilot document), CRAterre already had a strong documentary base, **many contributions within the WG, little participation from field partners**. **Need for feedbacks from users in Bangladesh, how did the efforts to disseminate it work? If people don't use it / read it, why? Or no feedback because they don't see the use of sending some? Could it be that the document is "good enough"?**

*Note: Add Madagascar and Mozambique one in p9 as emergency SR profile*

Ethiopia profile: Contribution from the field, very little info in our own database, **currently working on how field practitioners can help, need for trainings and interest not only in the profile itself but also in the whole process of including LBC in shelter projects**. Difficulties to get info from Ethiopian universities. Delays of responses to requests: how do we deal with it? We don't even know if we will finally have an answer. **A first part of the global objective is achieved by involving field partners in doing field surveys!** The very aim is to get the field partners involved in field surveys, and then to use the results of their findings in their projects. **It has to be demand-driven** to involve them.

Demand for covering 5 regions, so 80% of the country. What about the possibility of focusing on a district (especially in case it is demand driven after a crisis). But important to include info that is accurate even if it is not related to the specific territory, need for a balance. In Cox's bazaar, with Caritas BGD, Julien worked with them on the analysis of LBC. Julien tried to identify how he would reduce the BGD profile to focus on Cox's bazaar, and he just managed to reduce it by 5-10 pages (out of 60!), **much info at the country level were judged very interesting for this very specific territory**.

The info / analysis collected as part of the literature review is not "hazard-related", it has to be specifically analyzed with this grid, not just reorganizing existing info.

We are not able to prepare the profiles in 3 weeks after a crisis. So what? **Something has to be changed if it's not a preparedness activity**.

Three persons deployed in recent crises that know the approach and no request for a profile. But several requests in preparedness time. **We need to understand this, the main drivers or brakes for asking for it**.

Shelter projects website: very accessible, possibility to deposit documents on it.

So far, remote elaboration of the profiles. Now, demand for field interventions to go beyond the profile. Goal reached by getting this request. The profile is just an output of the process, memory of the process, record of the findings.

Funds for **action research to accompany the cluster (but not founded by the clusters), researchers deployed to analyze and study the process.** The PSB “wider” group already started thinking about it.

A technical co-coordinator (Ratan Kumar Podder, Caritas Bangladesh) in Cox Bazaar know very well Craterre’s approach and some of the ideas were included from the very beginning in the documents disseminated by the Shelter Cluster. So it is **difficult to identify the impact of the profile.** There are evidences that the approach works but not that the product itself reached its goal.

Importance of involving people in the process of elaborating the product. Not about elaborating a “fixed” recipe. A PhD student is going to work on the analysis of the process in Haiti. How will we translate it in operational tools?

Pakistan: Very clever responses from the moment when they did not have any more money so they had to focus on people’s capacities.

## Protocol

A draft was sent to 15 reviewers. On the website, each step with a separate pdf (from 2 to 20 pages, easy to read). Planning with milestones (external or internal communications, specific outputs)

A 4 or 8 pages document that would be an extension of the very short 2 pages document (introduction to the protocol). David asked for the last comments on Nov 21<sup>st</sup> to integrate the last comments before beginning of December. Present the whole protocol as a “best case scenario”, should not prevent people from opening the document. Importance of “saying it out loudly” in an introduction.

The profiles and guide will appear as links on the website, related to a specific step.

The conceptual framework: how the steps can be integrated into the spiral. How does it fit within the DRF? “What is the shelter cluster role” is a question that came back very often behind the comments David received. What about using the “hungry caterpillar” for the conceptual framework? To keep the iterative idea and mix with the linear part.

Terminology change: David went back to IEC materials, but it must not be related to “giving leaflets”.

Try to reach technical coordinators because they will have to develop messages. **Identify which steps they would focus on / apply / deeply work on?**

A lot of interest from Technical coordinators after Cecilia’s presentation. **What about a 1-page doc synthesizing the main changes in case of conflict related situations?**

KAP assessment forms? Sonia advises to look at DRR (preparedness) and mix with WASH one (emergency one) to get a shelter one? In step 1, different 2 pages docs that can be developed (David will share a doc he prepared).

Links with PASSA and examples related to settlements. **Need for actual case studies to illustrate the protocol.** A part of the mandate is to make things change at the government / legal level. Haiti could be one of the case study. Pakistan example is very interesting and Maggie was deeply involved (and she's wishing to involve more in the protocol development and PSB WG). Nepal is another one, especially now that the government approach is changing now that funds are reduced.

Usual coping practices affect the buy-in of the messages.

Multi purpose cash is an approach that is seen as more and more valuable, but it needs a lot of technical assistance and messaging. So we could assess the effectiveness of multi purpose cash on shelter improvement along with communicating. Importance of giving cash in a timely manner. Sheltering is often a high priority.

What about the neighbours, the one that did not receive the cash? It's not the same amount of cash that are at stakes, is it? The diaspora sometimes help and neighbours may also have money. Support self recovery is not the same as help receivers to make the best out of the grant. How could the protocol help in "accompanying programming"?

A small amount of money to leverage. Examples of a little grant given and people managing to build / repair "costly" house.

### **Communication sub-WG:**

Complement the protocol. A study on "How to best communicate" that is based on On-line survey, literature review, interviews, FGD.

Feedbacks should be given by the end of October, and final version by the end (beginning?) of December.

Chap 2 is based on the literature review, chap 3 on the analysis of surveys, interviews and FGD.

**Many ways to engage with people, and practitioners are using always the same few pathways.**

Interviews showed that **practitioners never do assessment of communication channels.**

A few major questions raised:

- Do we all have the same overall objective? **A safe house or allow informed choice to affected population.** Even within the WG, it's not obvious what we want to measure. Maybe the affected population will be informed and NOT choose to get a "safer" house.
- **What information do people actually need to continue their recovery process (and WHEN do they want this info) VS what do we think they should know**

- **Is communication considered as a complement to the hardware VS is it considered as important as construction**

Some next steps suggested:

- Include in the very first surveys some questions about the communication channels (from CDAC tool).
- Research on how to measure informed decision making?
- Bibliography to be shared
- Develop advocacy documents about the cost-effectiveness of good communication strategies

Some gaps: **listen to your audience, communicate more like your audience, reaching consensus**

Inter-sectorial communication WG: it exists but it seems not to be used. You usually don't communicate only on shelter projects

**Important not only to deliver your messages but also to learn from people AND to enhance knowledge exchanges between people** (that can turn a lot more effective to support self recovery, but messages must not be distorted).

Communication channel analysis is a tool for practitioners. **Two things as outputs of this work: the process that field practitioners should apply when deployed, and the generic communication channel analysis made by us to help and guide, but that is not context-specific.**

Vulnerability criteria: Security of tenure, over-crowding, ...

PSB: suggest structural safety, but we have a broader scope of stakes to take into account. We want to support self-recovery, and it happened that we are from the shelter cluster. It's not only a question of semantics, it's more about our objectives. What priorities are for affected people? A safe shelter may be quite low down in this list.

Behaviour change: adapted to WASH but not really to Shelter. Better "changing practices"? Does it fit with the "behaviour change" theory? Is it more an "awareness raising" theory? "behaviour" is understood by all sectors, and it also includes maintenance and how you use your house, so it includes daily habits.

**What people do once informed should also be analyzed to learn more from people.**

Better assessing vulnerabilities AND strengths. Recovery doesn't necessarily mean tackle vulnerabilities.

### **IEC library:**

How to determine which documents are useful? Quality review. 5 pages on this part that was included as an annex of the draft protocol sent for review.

Sources: shelter cluster web pages, the humanitarian library, IEC visual literacy for building library (facebook group), personal dropboxes and libraries... A few should be added.

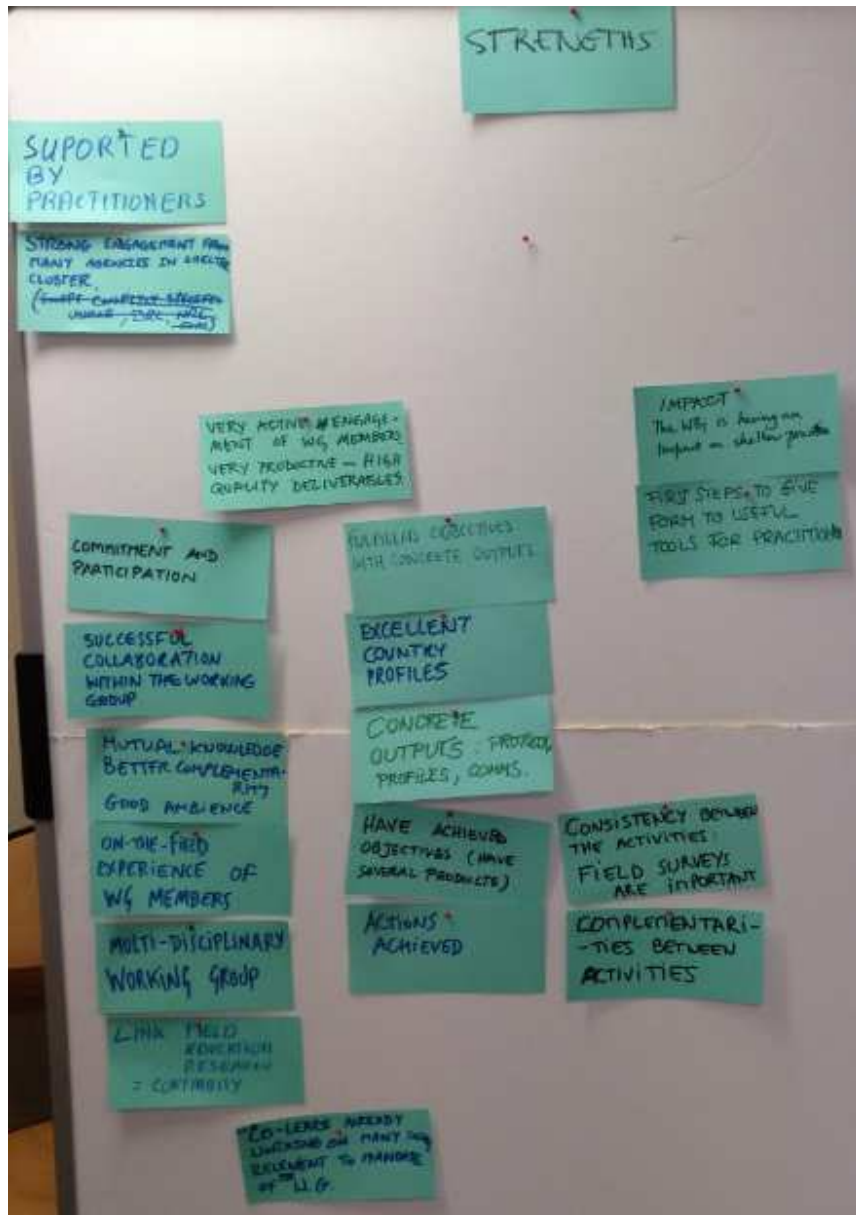
An IEC library should have these **suggested functionalities: allow users to upload contents (tagged “not yet reviewed” for example if they have not been), allow tagging for easy classification and searching, comments from users and endorsements by users. Along with a quality-review process.** The hosting of the library is covered by the GSC if it's on their webpage, which is not a problem. 5 to 10 admins should be nominated to “run” the library. Copyright documents cannot be uploaded.

What about the request of having a bank of icons? Could it be counter-productive because of preventing people from performing field surveys about the best ways of communicating / technical solutions / local practices? Some icons are really good and it would be a pity to reinvent the wheel.

The GSC webpage: different admin rights for each page.

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## SWOT of the PSB WG 2018



# WEAKNESSES

TURN OVER HUMAN RESOURCES

RISK OF GENERATING ENTROPY

MULTI-DISCIPLINARY WORKING GROUP

LIMITED ENGAGEMENT WITH CONFLICT SPECIFIC SHELTER CLUSTER ACTIVITIES (UNHCR, NRC, NRC 2011 etc.)

WG OBJECTIVES RELATED TO SAFER OR BETTER NEED CLARIFICATION

MANY DIFFERENT OUTCOMES/PRODUCTS → NEED TO LINK THEM TO BE CONSISTENT

LIMITED ENGAGEMENT OF CONFLICT SIDE

OBJECTIVES OF WG: NO CONSENSUS (YET)

ALL OF ENGAGEMENT WITH CONFLICT ACTORS

MEETING\* OF THE TWO GROUPS (LIFE) - (ARE)

BFD PROFILE DID WE FOCUS TOO MUCH ON THE PRODUCT RATHER THAN PROCESS?

PROFILES → ONLY ONE PATHWAY - SHOULD WE EXTEND TO OTHERS?

NEED BETTER LINK BETWEEN TOPICS

WEAK COLLABORATION WITH SOME PSB PARTNERS

OVERSIZED ACTIONS CONSIDERING AVAILABLE FUNDS

ARE WE HAVING A BIG ENOUGH EFFECT ON THE CLUSTER & WAYS OF WORKING?

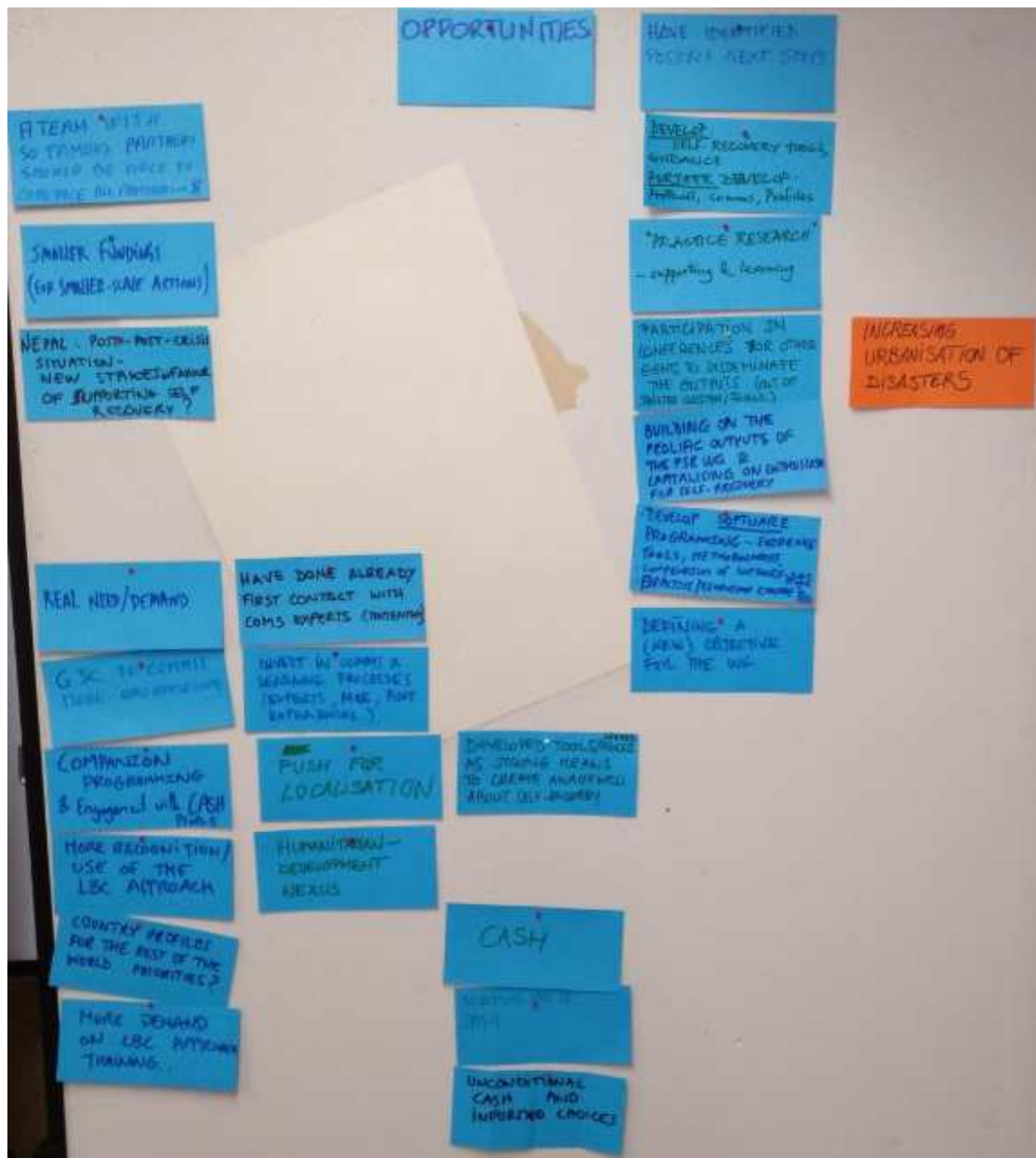
LITTLE CONTACT/ FEEDBACK FROM FIELD LEVEL

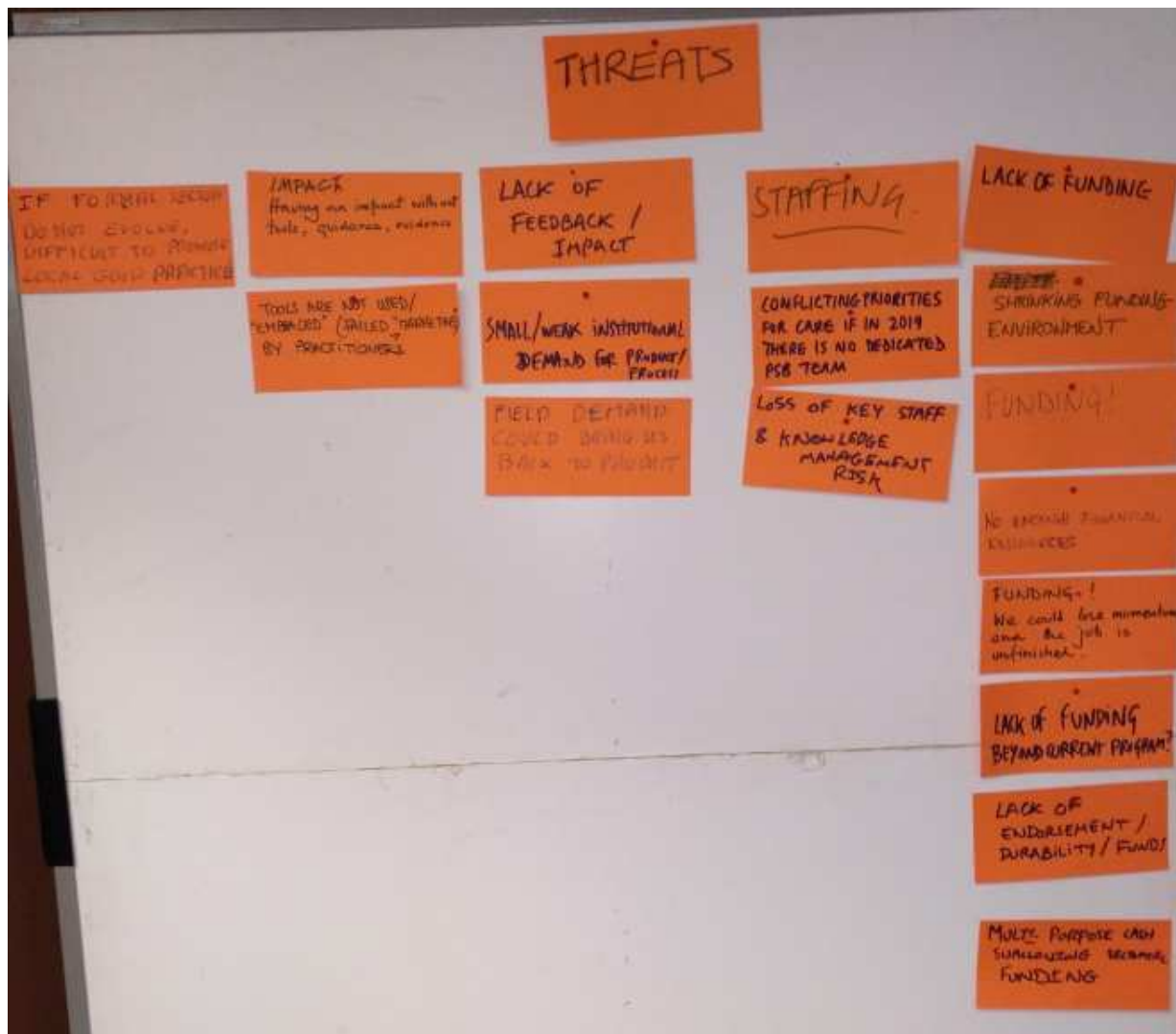
NOT ENOUGH LINK BETWEEN DIFFERENT ACTIVITIES (NO TIME TO FOLLOW) LACK OF CLEAR LINKS BETWEEN ACTIVITIES

INADEQUATE ENGAGEMENT WITH GSC & IN COUNTRIES & REGIONS

NOT ENOUGH "PRACTICE RESEARCH"

COMMUNICATION (ETC) WITHIN THE WG!





## CRS – Extending Impact Study and 2018 practical review

Question about the very notion of “extending impact”. Promoting things that require you to have an influence on the market will ultimately exclude most people, is it consistent with supporting self-recovery?

## Collaboration between practitioners and researchers:

After the earthquake in Nepal, there were a lot of engineers that worked for NRA on a list of criteria to accept (or not) techniques of reconstruction. But there were gaps and contradictions between this list and the DUDBC catalogue, so the list was not published / further worked.

AECC: research collaboration on communication and the production of IEC materials?

ODI is leading as a research center the PSB wider group (CARE cannot lead as they relied on a research grant). Several universities and research institutes involved, collaboration on several aspects, included multi-risk studies. The strength of the GSC PSB WG is that it gathers a lot of practitioners from different implementing agencies.

Systemic problem of working with academicians: there is a pressure to produce different tools (papers ranked A and practical tools). Timing is key when sharing information, the link between agencies and research centers often doesn't exist, **access to different fundings that are complementing, collaborations must not rely on a funding dedicated to one or the other activity (research / implementation) otherwise the pressure on a specific tool is too important.**

### **What next on ongoing activities?**

Four main axes identified after a general brainstorming:

- The monitoring and testing of the developed tools
- Advocacy activities and opening the scope
- Extra tools
- Reinforcement of internal collaboration

1. SELECT 2 OR 3 OF THESE LABS
2. GO FOR IT
3. WHEN ASKED, GO BACK TO #1 FOR REFINING IDEAS

**WHAT NEXT ON ONGOING ACTIVITIES**  
Priority

BROADEN SCOPE OF THE NG TO WORK ON VARIOUS PROJECTS UNDER THE THEM 'SUPPORTING SELF-RECOVERY'

NAME WORKSTIONS 'PROMOTING BETTER SHELTER & SETTLEMENT OUTCOMES'

**MONITORING & TESTING THE DEVELOPED TOOLS**  
PILOT & REFINE THE PROTOCOL + TOOLS.

TEST THE PROTOCOL IN A REAL RESPONSE.

PILOT / TEST THE PROTOCOL

PILOT COUNTRY FOR COMPREHENSIVE DEVELOPMENT OF TOOLS

TEST PROTOCOL & REVISE AS NECESSARY

CONTINUE WITH THE COMS WORK TRYING TO FINALISE ORANGE TABLE AND FIND EVALUATION BODY

GET EVIDENCE OF GOOD SELF RECOVERY INITIATIVES TO LEARN FROM IT

WHAT END/CONTINUITY FOR ETHIOPIA SRP NOW THAT CONTRIBUTION AND MOBILISATION STAFF AND TIME IS ALMOST OVER

HOW TO GET FEEDBACK FROM BANGLADESH (SRP)

**ADVOCACY**

LOBBY TO REFINI MORE PEOPLE/ ORGANISATIONS WITHIN GCS

DISSEMINATION/ ADVOCACY STRATEGY

ADVOCATE AND PROMOTE USE OF PROTOCOL AND IMPLEMENTATION OF COMS STRATEGY

PROMOTE REPAIR PROFILES AS A GSC SERVICE AVAILABLE TO COUNTRY LEVEL CLUSTERS

IDENTIFY REQUEST FOR S.R.P

WORK ON LINKS WITH CASH - SELF RECOVERY

DEVELOP EFFECTIVE COMS STRATEGIES

LINKS WITH - CASH - HEALTH - HEALTH WEI PROPOS

BUILDING BACK BETTER POST-CONFLICT

RESEARCH ON LINK BETWEEN URBAN RESPONSE AND SELF-RECONSTRUCTION

**EXTRA TOOLS**

PRACTICAL SUPPORTS FOR FIELD SURVEYS THAT WILL GIVE INPUTS FROM COMMUNICATION PARTNER

CASE STUDIES - FIELD REVIEW ON DIFFERENT COMMUNICATION MECHANISMS.

LEARNING & RESEARCH (CASE STUDIES/ EVALUATIONS...)

DEVELOP PRACTICE BEHAVIOUR CHANGE TECHNIQUES BROCHURE FOR KEY DETERMINATES

TRAINING OF "PROFESSIONALS"

DIAGNOSIS CAPABILITIES TO BE IMPROVED

TO HEAL THINGS ABOUT KNOWLEDGE TRANSFER & COMMUNICATION

DEVELOP A TRAINING FOR SHELTER PRACTITIONERS ON COMMUNICATION OF SAFER SHELTER

DEVELOP COMMUNICATION STRATEGIES AND (SKILLS/RESOURCES/TIME)

FROM THEORY TO PRACTICE - GUIDANCE - TOOLS

SHARE AND PROMOTE USE OF COMS DOCUMENTS RELEVANT IDENTIFIED

**REINFORCE INTERNAL NETWORK & COLLABORATIONS**

WORKING SESSION ON HOW THE DIFF ACTIVITY CAN BENEFIT FROM EACH OTHER

BUILDING RELATION WITH COMMUNICATION EXPERTS

DEVELOP A PROJECT PROPOSAL TO SECURE FUND FOR THE NEXT 3 YEARS

DEVELOP CO-WRITING FOR S.R.P

COMPENDIUM OF SHELTER SOFTWARE APPROACHES & TOOLS

## What next with a broader perspective?

There is funding around cash programming so that is another reason to get closer to these themes.

Focusing too much on structural safety? All issues related to quality of housing: water borne diseases (3.5 millions persons killed in average per year), smoke inhalation (1.5 million), malaria (1) and earthquake / storms / floods : approx between 10k and 40k) –**rebuilding a house MUST be the opportunity to tackle these major daily vulnerabilities.**

What are people's priorities after a disaster? Immediately after, trauma, and structural safety usually is a major priority. But priorities evolve a lot. But the IEC materials you produce interfere with people's risk perception and hence their priorities.

In order to better advocate:

- The global approach is to **clarify the mandate, identify the ways to assess our actions, to make sure that we do an appropriate advocacy.**
- **Build on the existing network and assess the current dissemination of existing tools and approach**
- **Once we tested the materials (next 6 months), they can be wider disseminated through the GSC toolkit (2019)**
- **From the testing and monitoring, we will identify what is missing and then suggest new tools to be developed (2019)**
- **Have a clear mandate, write a manifesto with key partners.**
- **We need to map the different partners, initiatives and funding opportunities.**
- **Identify key events and develop the promotion strategy and promotion materials.**

Beware! A **WG should keep focused on core activities.**

Regarding the mandate / collaborations / scope of activities:

- Promoting resilience? Support self-recovery / self-reliance (that seems more adapted to protracted crisis and conflicts)?
- Access to resources – cash programming
- Links with HLP
- Links with “dealing with regulatory frameworks”

In terms of activities:

- **Redefine the mandate and redefine what is a “good house”**
- **Mapping the trends**
- **Collaborating with other actors on market assessment / cash and shelter (CRS, IFRC SRU, Habitat for humanity, NRC already have launched work on these themes)**

A final report should include a few recommendations from each group: mandate, communication strategy, lessons learnt and improvement of the existing tools, extra tools, research. Chair persons are

nominated, with participants. This report and the recommendations will be used to candidate for PSB 2019.

## Funding

In case other working groups have not spent all the money, maybe we can use some of them by the end of the year. SAG has to decide, but an email would be enough. Miquel and Petya have to assess if there are chances that some money is not used by others. Could we suggest something? Pablo will tell us, and in case we have a chance to get something, David, Kike and Sonia will be asked to suggest some specific missions to make the best use of these funds.

Funding can come from country level shelter cluster funds, especially for territory-specific activities.

Australian Red Cross has agreed to give CARE UK 28 000 € for the PSB activities, so we have to think about how to make the best use of this money, by June 2019.

Pacific Islands: HLP profiles were done in the area, research could be funded thanks to Australian Red Cross funds on examples of self-recovery and the process of developing SR profiles or applying the LBC approach.

We started great works on the communication channels, could German Red Cross extend a bit Sonia's mission to "finalize" this job?

Could we do a concept note to gather partners for a 3-year project?

ECHO Emergency Capacity Building: a call for proposal will be issued, concept note to be sent by the end of February.

Global Challenges Research UK: lots of money but 80% covering only.

## Planning for further activities

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## **Action plan:**

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About the name: Supporting self-recovery. It highlights the fact that we are not generating anything but accompanying a process that will happen anyway. Very much bottom-up. **Ask conflict people** if it resonates.

Note that SRP is already used a lot for Strategic Response Plan.