



Global Shelter Cluster

Pre-Workshop Participants Survey Findings

8-9 October 2014

Participants' profile

The majority of the 79 survey respondents are based in Africa (34%) and Asia (31%). 20% of respondents belong to the "global" level and operate from Switzerland, other European countries and the US. The Philippines Shelter Cluster and its members have been by far the most pro-active in their survey participation, with 12 answers. Democratic Republic of Congo and Central African Republic were also well represented with 9 and 6 survey respondents. The majority of respondents belong to UN Agencies (38%) and International NGOs (32%), with 13% from the Red Cross and the Red Crescent Movement. Finally 26% of respondents are or have been shelter cluster coordinators in the past. 24% are shelter specialists within their organization and 19% have a representative, management or program role.

International NGOs were more likely to be satisfied or very satisfied, 83%, than respondents from UN agencies, 73%. Of respondents from the Red Cross and Red Crescent movement, 89% were either satisfied or very satisfied. Finally, Shelter Cluster coordinators and shelter experts reported to be generally more satisfied (78% and 77%) than information managers (40%) and independent consultants (25%). For those who reported to have a representative, management or program role in their organization, satisfaction rate reached its peak with 93% of them satisfied by the coordination services provided by the Global Shelter Cluster.

Satisfaction

65% of the respondents express satisfaction with the coordination services provided by the shelter cluster and 11% were very satisfied. Only 23% stated they were unsatisfied and just 1% very unsatisfied about shelter cluster coordination services.

When disaggregated by respondents' region of origin, findings differ very little from the figures above. However in Asia, 74% of respondents stated they were satisfied with cluster coordination services, which is higher than the global average. Most of the respondents who reported to be very satisfied by the coordination services are located at "global" level (Europe and US). In general, respondents from



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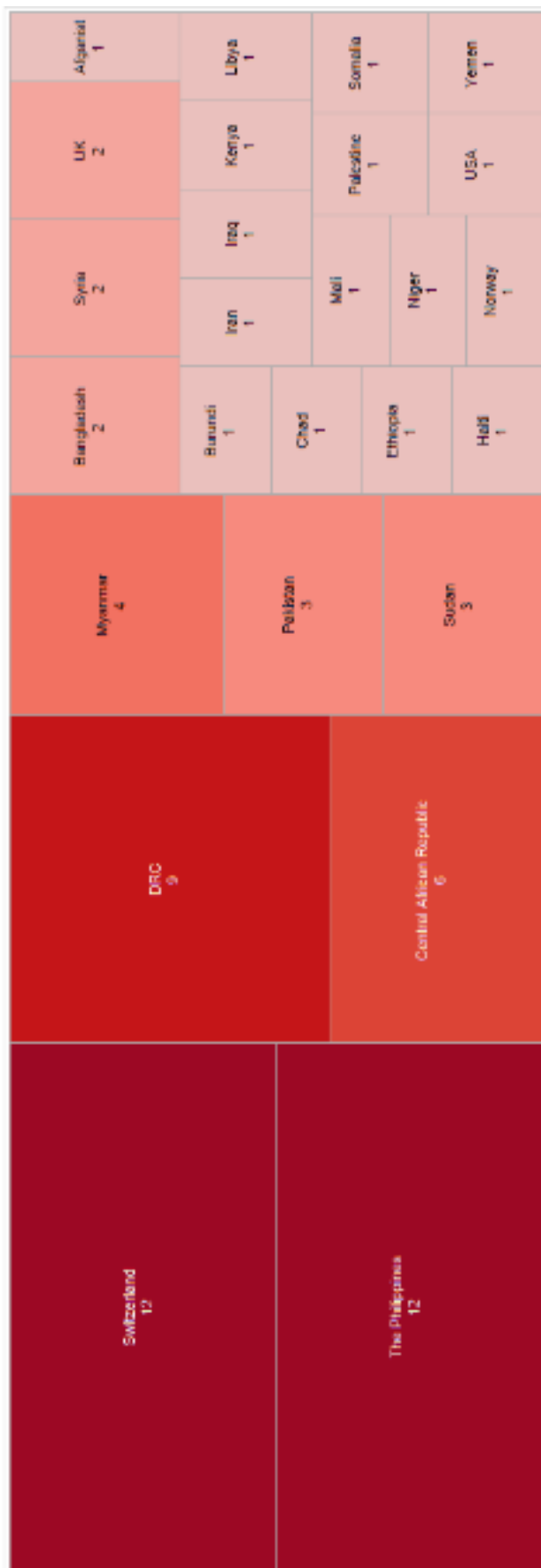
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Profile of survey participants

By Country of duty station



By role in the organization

By Region of duty station	By type of the organization	By role in the organization
Africa	UN Agency	Shelter Cluster Coordinator
Asia	International NGO	Shelter Specialist
Global	Red Cross Red Crescent Movement	Management or Programme Role
MENA	Red Cross and Red Crescent movement	SC Coordination Team Member
Latin American & Caralbes	National NGO	Information Manager
	Other	Independent Consultant
	Donor	other



What is your level of satisfaction with the coordination services provided by the Global Shelter Cluster?





Priorities

Responses to the Shelter Cluster Survey suggest that the cluster should focus on addressing issues as a priority: recovery, 21%; rapid mechanisms for the needs assessment and NFI distribution, 20%; and preparedness, 20%. An additional 16% of reported issues are related to the lack of government counterparts for cluster activities. Lack of knowledge about shelter standards and solutions was also listed as an issue of concern by some respondents.

Country-Level Support

Approximately 57% of respondents offered a suggestion as to enhance country-level support to shelter cluster activities. Of these, many suggested the need for a “clearly identified support mechanism.” Respondents stated that support should include more general information with clearly defined outcomes on process, methods, means and standards. Respondents suggested that support should clearly prioritize different emergencies, with a focus on the field level and attention to field-level realities. It was also stated that support mechanisms would be particularly helpful when there is no information management capacity in country. Respondents also mentioned a need to strengthen coordination in regards to the environment, non-food items and recovery issues. To do this, it was suggested that capacity building opportunities, a surge capacity roster or in-kind funding opportunities could help to strengthen planning, mobilization and the equitable distribution of resources. Several respondents listed technology as an important tool for coordinating a shelter support mechanism.

Other recommendations included having a defined surge and non-surge capacity for staff; support from regional think tank shelter specialists in the form of short-term advisors, or additional remote support for L3 disasters. In addition, cluster members could be supported by additional human resources in general, including enhanced engagement with country

coordination and the local government. In addition, several respondents mentioned the need to minimize staff turnover within the shelter cluster and particularly to ensure continuity between shelter cluster coordinators.

Effectiveness

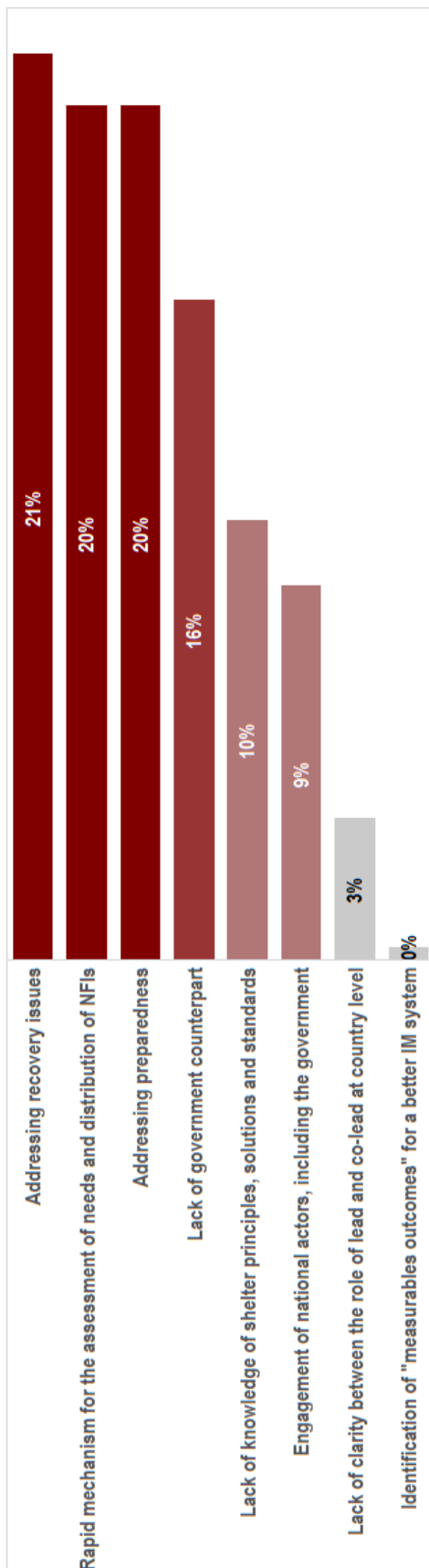
A total of 47% of respondents had suggestions regarding how shelter clusters could improve effectiveness. Most of these comments centered on improving relationships, and improving the coordination of information sharing. It was suggested that the relationship with both lead agencies and CCCM focal points. However, some respondents stated that at times there was too much lead agency bias, and all members should receive equal consideration. The role of regional focal points should be strengthened as well.

At the field level, there should be a regular exchange of strategies, with the strong inclusion of local organizations. It was suggested that the global level should more strongly support the country clusters with stronger government participation. The Shelter Cluster should also strengthen its relationship with inter-cluster coordination mechanisms. Stronger communication between the field and headquarters is needed, and particularly between cluster coordinators, in order to create a community of practice.

One suggested way forward was the quarterly exchange of meeting minutes from the Global SAG coordination meeting with country level clusters. Several respondents stated a greater need for feedback, updates, improved vision, and overview. Furthermore, sharing tools and lessons learned would increase effectiveness. This could take the form of key performance indicators or guidelines at the country level. These tools should be created with an emphasis on shared responsibility. Respondents also thought there was a need for greater coordination of fundraising efforts within the cluster, as well as financial support at the country level.



What are the 3 main issues that you would like the GSC to prioritize to support shelter clusters at country-level?



	Africa	Asia	LAC	MENA	Global
Addressing recovery issues	19%	23%	21%	25%	16%
Rapid mechanism for the assessment of needs and distribution of NFIs	22%	19%	29%	14%	28%
Addressing preparedness	19%	17%	21%	26%	14%
Lack of government counterpart	18%	13%	14%	18%	9%
Lack of knowledge of shelter principles, solutions and standards	7%	13%	14%	11%	9%
Engagement of national actors, including the government	10%	9%	0%	2%	21%
Identification of "measurables outcomes" for a better IM system	0%	1%	0%	0%	0%
Lack of clarity between the role of lead and co-lead at country level	4%	4%	0%	3%	2%