Evaluation of the GSC 2018-22 Strategy

Shelter week

July 2022
Contents

1. Evaluation process
2. Recalling the Strategy
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EVALUATION PROCESS
Overview

- Took place between 25 November 2021 and 20 May 2022
- Independent team
  - Humanitarian & Development Consulting Pty Ltd
  - Socorro Global Humanitarian Consultants
- Evaluation framework and approach developed and agreed during inception process
Evaluation framework and approach

- Evaluation framework (criteria):
  - Relevance
  - Efficiency
  - Effectiveness and Impact

- Data collection:
  - >270 documents
  - >40 interviewees
  - Survey of global stakeholders

- Coding for qualitative and quantitative analysis

- Interim findings, consultation and review of draft report

- Some important limitations
RECALLING THE STRATEGY
Context

- Three “ages” of GSC strategic formalization
  - Mostly informal – until 2012
  - One-page strategy – 2013-17
  - More robust, current strategy – 2018-22
- Developed explicitly to be inclusive of the broad and diverse set of stakeholders represented in the cluster
- Development process was highly consultative
GSC Vision, mission, and aim

**Vision:** A World Where Everyone Feels at Home.

**Mission:** The Global Shelter Cluster collectively supports crisis affected people to live in safe, dignified and appropriate shelter and settlements.

**Aim**: Strengthened shelter and settlements Responses that build resilient communities.
10 Strategic approaches

- People-centred humanitarian response
- Localisation
- Capacity building
- Preparedness
- Prioritizing the most vulnerable
- Quality and scale
- Mainstreaming cross-cutting issues
- Recovery coordination
- Supporting self-recovery
- Area-based coordination and settlement programming
4 Strategic Areas

1. Coordination
   - Coordination contributes to a localised, predictable, effective and timely response

2. Advocacy
   - Increased recognition of shelter and settlement in humanitarian response and recovery

3. Evidence-Based Response
   - Shelter response informed by evidence, best practice and learning

4. Capacity
   - Shelter sector capacity to address ongoing and emerging challenges

Global Shelter Cluster
ShelterCluster.org
Coordinating Humanitarian Shelter
...with 15 sub-pillars

And 4 issues to mainstream:

- Protection
- Gender
- Disability
- Environment
Also...

- 12 indicators (4 outcomes)
- More than 150 outputs/actions at:
  - Global-
  - Country-
  - Agency-levels

Suffice to say the GSC strategy was broad and inclusive.
KEY FINDINGS
Overall relevance

- Wide-ranging and cutting edge for the time, almost no gaps mentioned
- Continued relevance, including through COVID
- Identity and purpose of the document a little ambiguous
  - Operational, aspirational, motivational
  - To fundraise, to guide cluster coordinators, to nudge partners
- Prioritization not readily apparent to all
- Relevance varied to different stakeholders
Resourcing

- Strategy was ambitious in scope, not necessarily aligned to resource realities
- Prioritizing resources was a challenge
- Some did point to strategy’s utility to fundraise
- Funding situation did bounce back, but strategy impact not clear in either direction
Measuring the strategy

- Monitoring framework established and implemented
<table>
<thead>
<tr>
<th>Pillar</th>
<th>Indicator</th>
<th>Type</th>
<th>Targets and baseline</th>
<th>Actual results</th>
<th>Average</th>
<th>Target Achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>2020</td>
<td>2022</td>
<td>Baseline</td>
<td>2020 (Mid)</td>
</tr>
<tr>
<td>1. Coordination</td>
<td>% of stakeholders who are satisfied with the performance of the Shelter Cluster disaggregated by country-level and global</td>
<td>Outcome</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>88%</td>
</tr>
<tr>
<td></td>
<td>Average time (hours) in which a trained and experienced coordinator is deployed to newly activated country-level clusters</td>
<td>Output</td>
<td>&lt;72 HRS</td>
<td>&lt;72 HRS</td>
<td>&lt;72 HRS</td>
<td>&lt;72 HRS</td>
</tr>
<tr>
<td></td>
<td>% of country-level clusters that undertake a cluster performance review</td>
<td>Output</td>
<td>60%</td>
<td>80%</td>
<td>15%</td>
<td>27%</td>
</tr>
<tr>
<td>2. Advocacy</td>
<td>% of the total humanitarian funding received that is allocated to the Shelter Sector, disaggregated by region and crisis type</td>
<td>Outcome</td>
<td>4.7%</td>
<td>5.7%</td>
<td>3.7%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td># of advocacy statements / positions established and regularly updated</td>
<td>Output</td>
<td>5</td>
<td>10</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>% of people assisted vs people targeted, disaggregated by region and crisis type</td>
<td>Output</td>
<td>65%</td>
<td>70%</td>
<td>57%</td>
<td>27%</td>
</tr>
<tr>
<td>3. Evidence-Based Response</td>
<td>% of cluster partners reporting that response strategies are “appropriate” based upon the existing evidence</td>
<td>Outcome</td>
<td>68%</td>
<td>75%</td>
<td>62.5%</td>
<td>74%</td>
</tr>
<tr>
<td></td>
<td>Summary of shelter lessons learned is regularly collected and disseminated</td>
<td>Output</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>% of shelter cluster coordinators and partners reporting that they have access and use evidence, learning and best practice</td>
<td>Output</td>
<td>&gt;90%</td>
<td>&gt;90%</td>
<td>&gt;90%</td>
<td>&gt;90%</td>
</tr>
<tr>
<td>4. Capacity</td>
<td>% of cluster coordination team members who feel prepared / have access to tools to address ongoing and emerging challenges</td>
<td>Outcome</td>
<td>70%</td>
<td>80%</td>
<td>57.5%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td># of people trained in key cluster coordination roles during the reporting period</td>
<td>Output</td>
<td>60</td>
<td>80</td>
<td>43</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td># of people trained in coordination trainings who are deployed in deputy / junior coordination roles to country-level clusters during the reporting period</td>
<td>Output</td>
<td>5</td>
<td>10</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>
Measuring the strategy

A number of limitations:

- Scope for better capturing key aspects of GSC performance
- Reporting explanations and timeframes (started late mid-2020)
- Linkages to existing systems – notably CCPM
  - Despite push and provision of tools, CCPM not well taken-up or capitalized upon
- Tracking and consolidated financial data for the GSC
- Streamlining fund tracking for the sector
Strategic Area 1: Coordination

- Support for country-level clusters by the GSC was positive overall, with some variability
  - Drop-in support during and also *after COVID crisis*
- Appreciation for *broad and extensive* range of guidance and other materials
  - Not always well-geared towards the field (language, practical, etc.)
  - Sometimes a lack of common understanding of key concepts
- Some gaps in guidance – e.g. non-cluster activation, co-chairing with govt. etc.
- Key agendas remain unrealized: e.g. localization, ABA, recovery
Strategic Area 2: Advocacy

- GSC is well-regarded and highly visible, including within CLAs
  - Cash successes
- Strategy helped guide advocacy work at country-level
- GFP offered a significant boost
- Efforts to improve donor engagement but without clear improvement
  - Donor Consultation Group is a missed opportunity
- Funding drives prioritization more than the other way around
- Complexity and number of GSC “priorities” in strategy diluted potential for advocacy
Strategic Area 3: Evidence-Based Response

- Highlight as one of four pillars was generally appreciated
- In some cases, evidence clearly being generated, stored, and used
  - Shelter Projects, Annual meetings clear bright spots
  - Other impressive knowledge bases – e.g. on IEC materials
- Major limitations in accessibility due to poor knowledge management systems overall, website in particular
- Some regression (e.g. in evaluation), gaps (e.g. NFIs, vulnerability classification)
- GFP taking a strategic and sensible approach – positive outlook, pending reliable funding
Strategic Area 4: Capacity

- A lot of effort to enhance localized capacity with clear success stories and limitations
  - COVID
  - HLP
  - CASH

- IM remains a difficult area to address
  - Skill sets not so clearly defined – profiles often don’t match needs
  - Need to break out of specialized roles to more general capacity

- Core capacity in other languages a clear gap

- Future analysis needs an update
Cross-cutting: protection, environment, gender, and disability

- Strategic mentions, but doesn’t really prioritise these areas
- Strong work by WGs, individual country-clusters
- Impact of new GFP in environment still to be felt
- Some frustration around funding can affect mainstreaming, perception of the centrality of these issues
Big Picture

- The strategy was the right one for the time, in that it was incremental step toward formalization, inclusiveness helped build buy-in, and over-ambition kind of an appropriate problem
- It remains broad and relevant enough to encompass GSC work
- Lack of clear purpose, priorities, and identity were issues that compounded against funding constraints
- Many aspects of the strategy remain unachieved
- Picture unclear regarding delivery of effective coordination on the ground, despite some improvements in monitoring
Main Recommendations

- Instead of full revision of the strategy, opt for a light touch review

- Prioritise delivery of key implementation gaps

- In parallel, work to align with other clusters in two key ways
  - Common strategic focus on the “core business” of global clusters and supporting country-level on their core functions
  - Align approaches to strategies, including timing, to facilitate better inter-linkages

- For next strategy, adopt a “strategic framework” approach with a range of better targeted tools to support implementation