

**Management Response**

Evaluation Title:	Strengthening national capacities for sustainable housing and urban development in countries with economies in transition (UN Development Account, 9th tranche, project code 1415AC ¹)		
Period of Review:	March 2014 to December 2017		
Date of Evaluation Report:	29 January 2018		
Approved by:	Chief, Programme Management Unit	Date 22/5/18	Signature
Cleared by:	OiC FLH Division Andrey Vasilyev	11/05/18	
Prepared by:	Manager of the evaluation Gulnara Roll, Head. HLM	11/05/18	

Recommendation 1

HLMU should follow the best practice of administering to the beneficiaries on-the spot online (or paper-based where unavoidable) surveys as the standard operational procedure for all workshops and seminars. Such surveys should always include requests for qualitative comments and proposals by participants. The summaries of returns and their analytics should be stored online and become part of the records of the project implementation to be used for lessons learning purpose. The staff of HLMU should be trained in using Google Forms and Survey Monkey.

Management Response:

The recommendation is fully accepted.

Follow up actions and responsibilities:

One day workshop is planned to be organised during July-August 2018 with a trainer. The responsible staff member is Gulnara Roll.

Recommendation 2

The project performance monitoring reporting through the Project Monitoring Tool (PMT) should be made more comprehensive and contemporaneous to its implementation.

Management Response:

The recommendation is not accepted. HLMU is a user which, like other project managers completes information according to the template and requirements established. The PMT was developed as an interim tool to provide updates to member States. Further enhancement of the PMT will not be made pending the deployment of new UMOJA modules in 2018. The HLMU will continue to update the PMT with the information required.

¹ <http://www.un.org/esa/devaccount/projects/2014/1415AC.html>

Follow up actions and responsibilities:

Not applicable

Recommendation 3

The HLMU should when resources are available strategize shifting the emphasis in its capacity-development activities towards e-learning and taking advantage of best practices in online training.

Management Response:

The recommendation is fully accepted. The HLMU has mapped available resources and tools to offer e-learning. This includes online thematic lectures in English and Russian languages on relevant topics saved on Youtube and available through web.

HLMU has discussed establishment of regional portal using innovative e-learning approaches with the SDGU which is currently considering establishment of such a portal for the UNECE region. This initiative would require additional funds, which. The viability of this option will be determined by 31 December 2018.

As an interim measure HLMU identified SDGHelpdesk webportal, developed by UNESCAP as a useful platform for its e-learning materials <https://sdghelpdesk.unescap.org/>. HLMU will provide online trainings and e-learning through SDGHelpdesk webportal and UNECE website, where some of the e-learning materials are provided <http://www.unece.org/housing-and-land-management/training-materials.html>. Several teleconferences were organised with UN ESCAP and OICT, it was agreed UNECE will provide its training materials (publications, online lectures) on its own website and will share a link with ESCAP who will add the links to the portal.

Follow up actions and responsibilities

Task of strategizing completed in March-April 2018. The work on setting up e-learning materials on SDG Helpdesk will be conducted in August-December 2018 by Gulnara Roll.

Recommendation 4

The HLMU webpage with online information on best practices should be created and desirably complemented with an online forum facility for experts. This is subject to availability of resources. It should be linked to the UN-Habitat Best Practices Database, Best Practices Unit and Global Urban Lectures webpages.

Management Response:

The recommendation is fully accepted. The UNECE webpage, <http://www.unece.org/housing-and-land-management/training-materials.html>, has been created. The UN-Habitat materials are available through this webpage. As explained above, further SDG helpdesk portal will be used as the platform.

Follow up actions and responsibilities:

The HLMU will prepare at least two training programmes online at its website and will disseminate them through the global portal developed by UN ESCAP at <https://sdghelpdesk.unescap.org/> and its own website. This will be done by end of 2018 and spring 2019. This will be completed by Gulnara Roll, Head, Housing and Land Management Unit.