



# **INTER AGENCY COMMON FEEDBACK REPORT**

OCTOBER 2015 FEEDBACK REPORT



# THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys supported by:



Rumor tracking led and supported by:



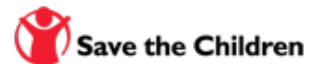
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# KEY FINDINGS IN OCTOBER

In October, community perception surveys highlight a continued improvement of how communities feel about the earthquake response. While feedback collected focuses on earthquake response, other issues, particularly the fuel crisis and reconstruction, have an impact on community perceptions and feedback.

This round marked the first time positive perceptions were greater than negative perceptions for some issues. In particular, October saw an improvement in how communities feel about:

- Information needs being met
- Overall progress in the response phase
- Satisfaction with government and NGOs in the response phase
- Fairness of relief/aid support

While these improvements are positive, community responses still show the need for humanitarian agencies to continue to strengthen its outreach and dialogue with communities.

Feedback collected from 12 agencies in the field also highlight the issue of beneficiary selection and aid distribution as a challenge. Issues, such as quality, access, and eligibility continue to be raised by communities.

Shelter and winter related issues remain the biggest concern for communities. Community feedback, from multiple channels, raise concerns and questions related to reconstruction support. While community perceptions on response efforts have improved, the issue of reconstruction support remains significant.

It is clear from community feedback that communities will rely heavily on government led support for reconstruction, particularly grants, loans and guidelines.

It will be critical for the government and humanitarian community to clearly communicate plans and guidelines for communities to allow them the opportunity to recover and rebuild as quickly as possible.

With winter beginning in Nepal, communities have also clearly provided feedback on their needs for cold protecting shelter and warm clothing.

## **Key Recommendations for October:**

- Continue to strengthen outreach and dialogue with communities to ensure communities have the information they need and are able to provide feedback to shape response efforts
- Ensure reconstruction plans are shared with communities, particularly around issues of grant and loan support and guidelines in building back better
- Continue efforts in scaling up winter response support as communities have identified a lack of readiness for this event

# LISTENING TO COMMUNITIES

**'Affected people need to be kept informed to make choices necessary to develop their own strategies to recover and rebuild'**

Engagement with and accountability to affected people is critical. People need to be kept informed about available services and aid while ensuring issues of gender quality and diversity of communities are addressed. Without access to reliable, timely, and accurate information, communities are unable to make the choices necessary to develop their own strategies to recover and rebuild after the earthquake.

It is essential that communication is a two way process. By asking and listening to people's needs, opinions, and suggestions, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

The Common Feedback Project (CFP) is structured as an inter-agency common service that builds on existing structures and partnerships. Working with partners, the CFP synthesizes and elevates community feedback received from multiple platforms. This feedback is shared with the entire humanitarian country team including all clusters and organizations, as well as civil society and other actors.

The October 2015 edition of the Community Feedback Report incorporates community feedback received from:

1. Household level perception surveys
2. Targeted perception surveys
3. Rumor tracking
4. Community feedback via partner feedback mechanisms

## Household level perception surveys

Working with Accountability Lab and Local Interventions Group, community perception surveys are carried out across 14 earthquake affected districts.

Conducted on a monthly basis, these perception surveys provide important insight, measured over time, on how communities perceive progress made in the response.

## Targeted perceptions surveys

In addition to household level perception surveys, the CFP works with partners in identifying target groups and areas to carry out perception surveys and 'drill down questions' to further identify concerns and issues arising from specific community groups.

In October, the CFP partnered with the Education, Shelter and Early Recovery clusters to ask sector-specific questions across 14 districts.

## Rumor Tracking

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Nepal project captures rumors and perceptions on the ground to eliminate information gaps between media, humanitarian agencies and communities.

## Community feedback via partner feedback mechanisms

Listening to communities occurs across organizations and platforms. The Inter Agency Common Feedback Project works with partners to collect, synthesize, and analyze feedback received across different channels from communities.

Bringing together feedback received across organizations, channels, and districts can elevate community feedback and help identify key issues being raised that require attention and action.

# COMMUNITY PERCEPTION SURVEYS

**'By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns'**

Learning from major emergencies demonstrates the critical importance of two-way communications between communities and responders. By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases their ability to be stronger and more resilient after the crisis.

Funded by DFID and supported by the Inter Agency Common Feedback Project, Accountability Lab and Local Interventions Group are working together to collect and analyze feedback from communities.

The survey aims to gather representative results on a national basis, with the qualification that they will only be representative of some of the most affected districts and VDCs. Around 100 people per district are surveyed each month, for an aggregate sample size of 1,400 people. At the district level, results can be viewed as indicative rather than representative, due to the size of the sub-sample.

Responses in this analysis are reported as percentages of the total. In some cases, responses such as 'don't know and/or 'refused' are excluded from the calculations, thus total used for these analyses may be different than total number of respondents. For the purposes of this survey, Janajati is defined as a minority ethnic group other than Tamang, Gurung, or Newar, as these groups were separated because they have large populations across affected areas.

This round of micro surveys collected data from 1400 respondents across 14 affected districts (100 surveys per district +/- 5). While surveys offer national level representation, logistical barriers make it hard to capture perceptions from people in some of the most affected areas, particularly mountainous regions. Data collection in some of these locations is therefore limited.

For each of the questions asked, citizens were asked to respond on a scale of 1 to 5, where each number shows how much the respondent agrees with the question:

*An answer of 1 means 'not at all'*

*An answer of 2 means 'not very much'*

*An answer of 3 means 'neutral'*

*An answer of 4 means 'mostly yes'*

*An answer of 5 means 'completely yes'*

For many questions, those choosing a negative or neutral response (1, 2, or 3) received follow-up questions to identify their most significant needs and challenges.

While the programme level perception surveys are being conducted by Accountability Lab and Local Interventions Group, the project aims to expand partnerships with organizations to conduct surveys at specific points of service, such as distribution points, and for targeted groups.

Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)

# household perception surveys

## OCTOBER - DEMOGRAPHICS



### districts

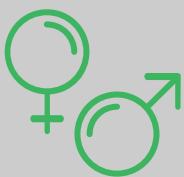
Dolakha  
Gorkha  
Bhaktapur  
Dhading  
Kavrepalanchowk  
Lalitpur  
Okhaldhunga

Ramechhap  
Rasuwa  
Sindhuli  
Kathmandu  
Makawanpur  
Nuwakot  
Sindhupalchowk



### sample size

A total of 1400 surveys  
carried out



### gender distribution



61%

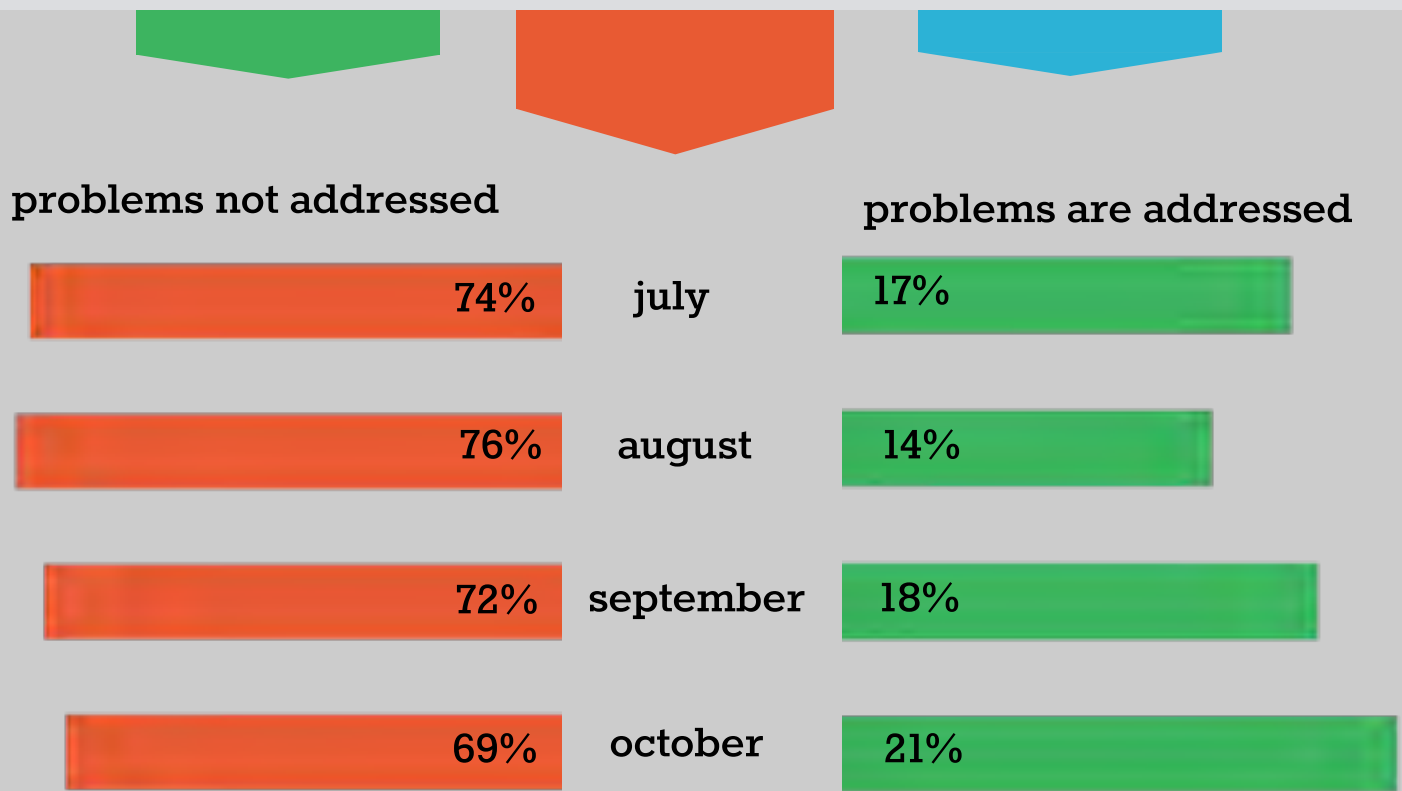


39%



## household perception surveys

### ARE YOUR MAIN PROBLEMS BEING ADDRESSED?



In October, 69 percent of respondents stated that their main needs have not been addressed while only 21 percent believe their main problems have been addressed.

While shelter and financial remain the top unmet problems for respondents, the issue of cooking gas was identified, likely due to the fuel crisis. Clothing for winter was another issue raised in this question.

### main unmet problems



long term shelter

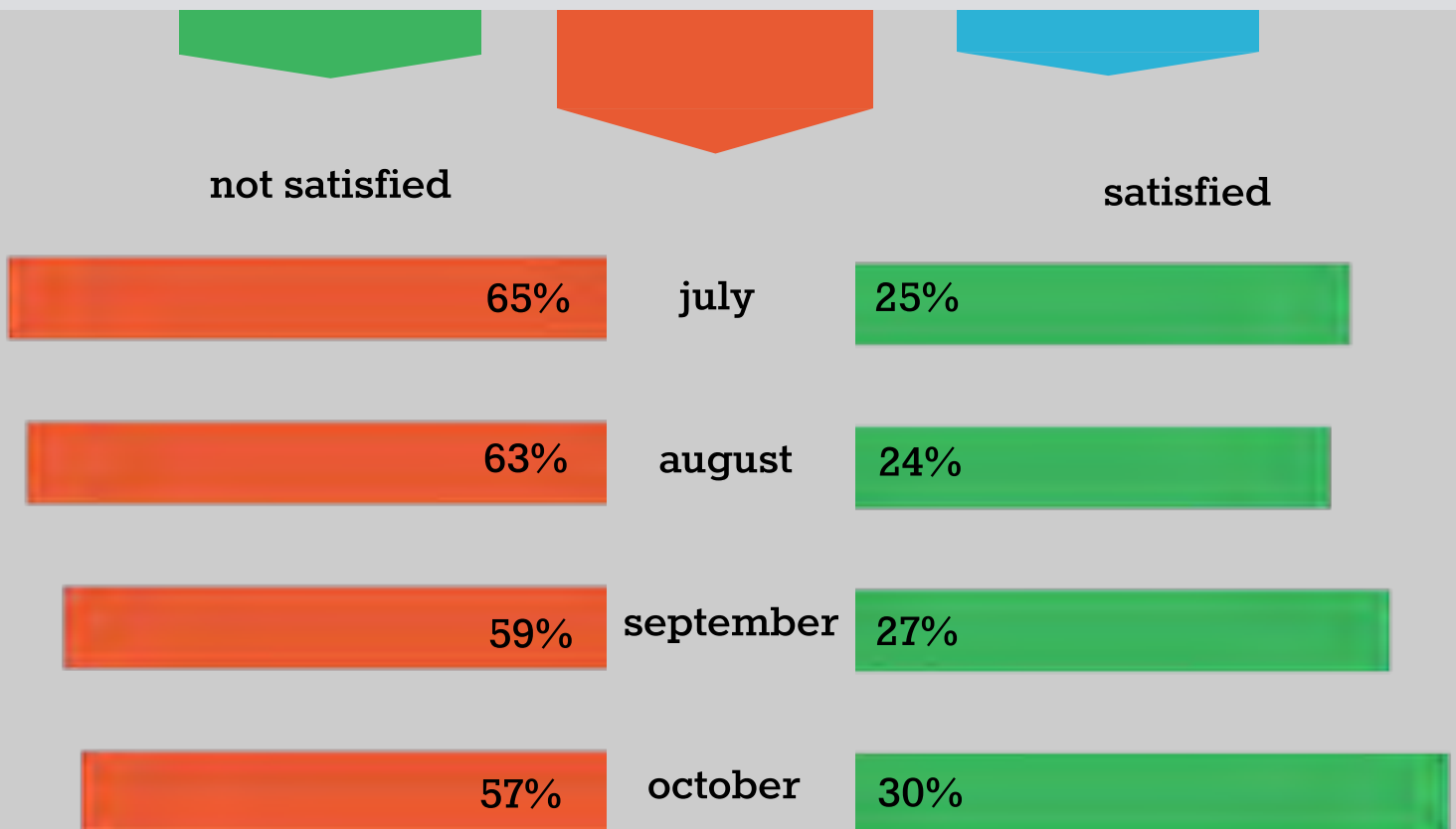


financial support



## household perception surveys

# SATISFACTION WITH GOVERNMENT IN EARTHQUAKE RESPONSE



In October, 57 percent of respondents were not satisfied with the government in relation to the earthquake response while 30 percent were satisfied. This is a slight increase from the previous month.

In this round of surveys, respondents were asked why they were not satisfied. The top reasons respondents provided for being unsatisfied with government are promises of relief support not provided, government plans unclear and reconstruction processes taking too long.

## reasons for dissatisfaction



promised relief but never  
received



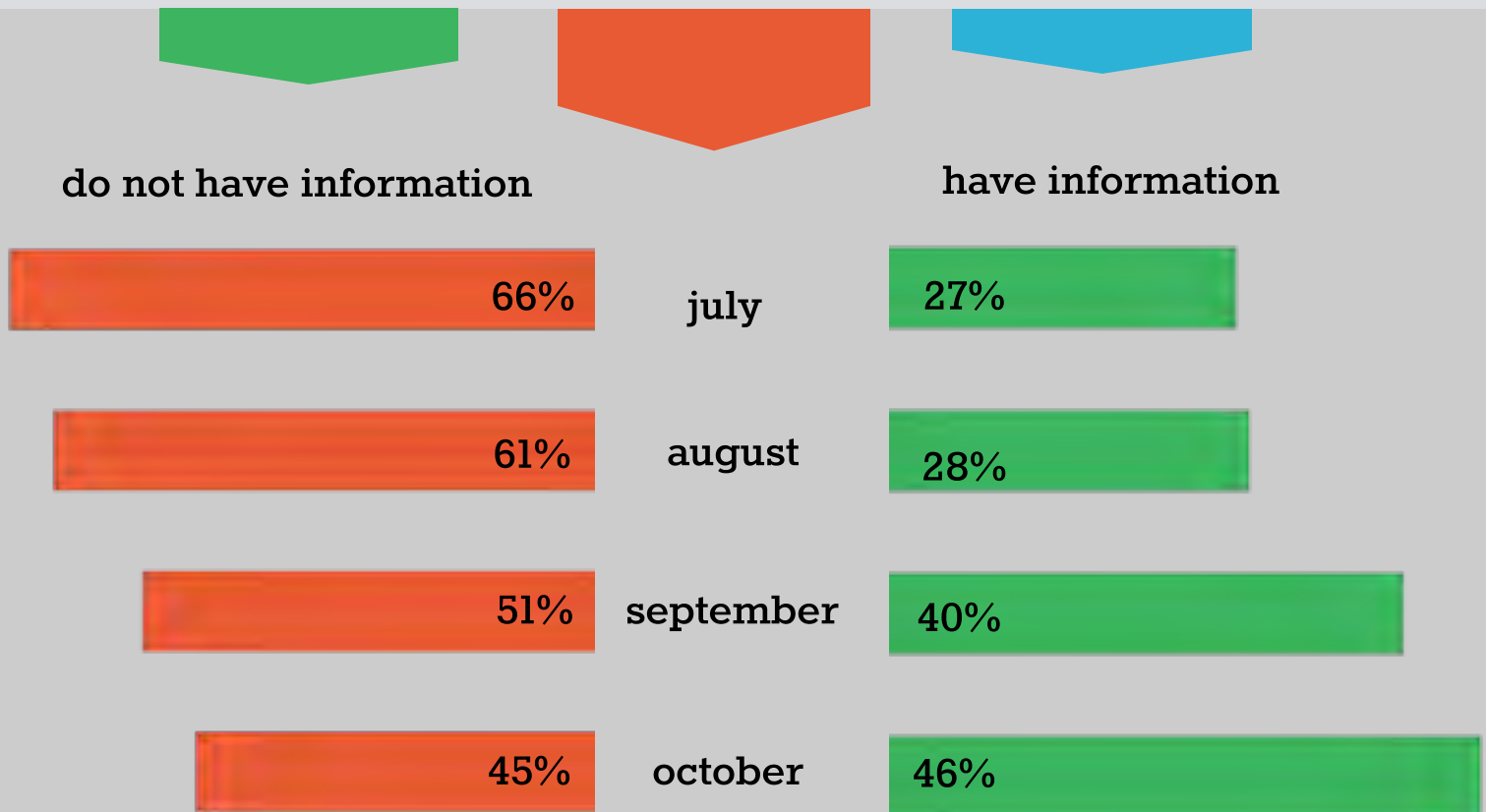
government plans  
unclear



reconstruction taking too  
long

## household perception surveys

# ARE INFORMATION NEEDS ON RELIEF AND SUPPORT BEING MET?



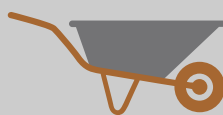
In October, 45 percent of respondents did not have the information they needed whereas 46 percent did have the information they needed. This is the first issue where respondents had more positive perceptions than negative.

The top information needs for respondents continues to be news on government decisions and how to access shelter materials and register for relief support.

## main information needs



news on government  
decisions



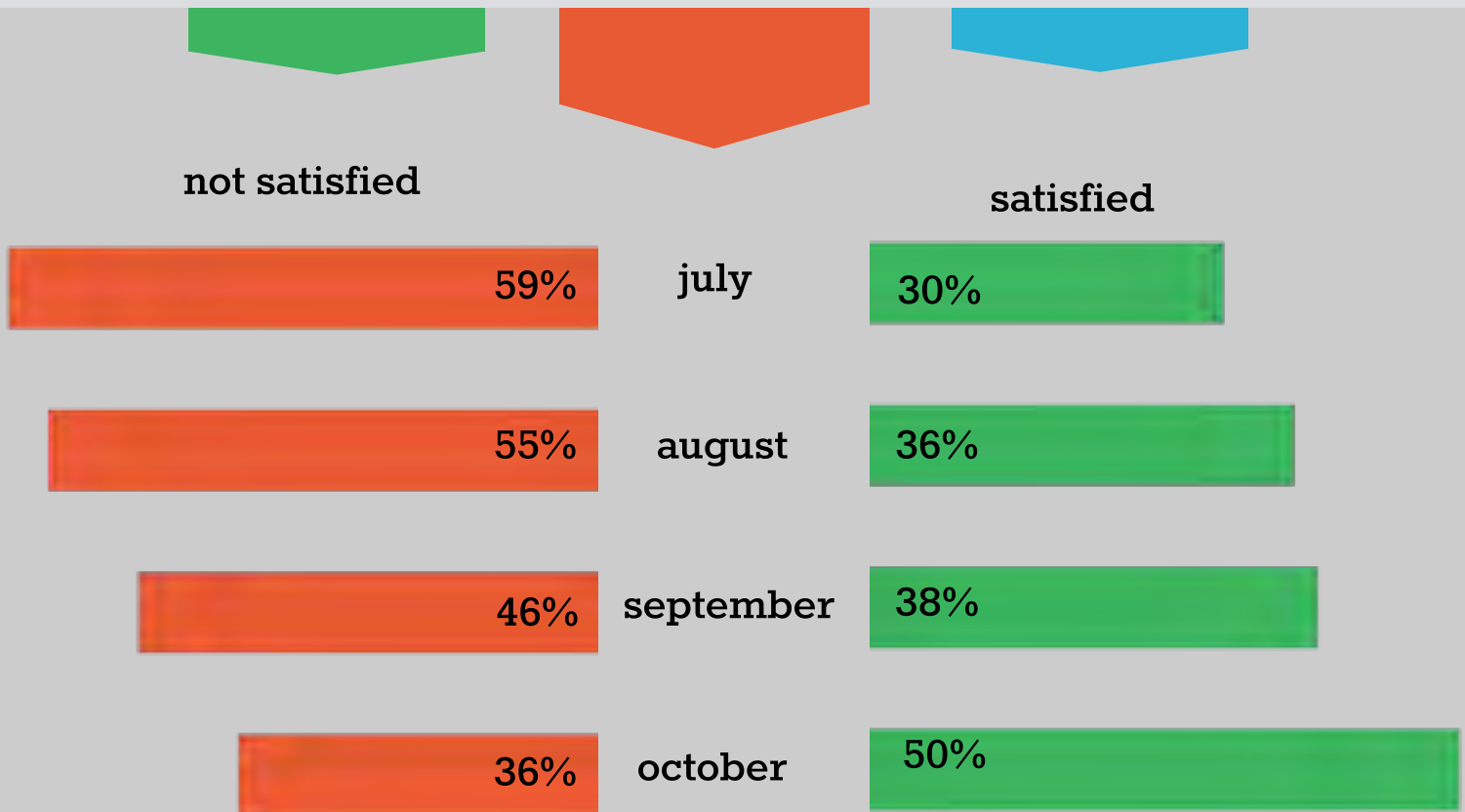
how to get shelter  
materials



how to  
register/access for  
support

## household perception surveys

# SATISFACTION WITH NGOs IN EARTHQUAKE RESPONSE



In October, 36 percent of respondents were not satisfied with NGOs in response efforts whereas 50 percent of respondents were satisfied. This marks the second issue (after information needs) where respondents are more positive than negative.

Reasons for dissatisfaction include unclear plans from NGOs, promised relief that was not provided and reconstruction taking too long.

## reasons for dissatisfaction



promised relief but  
never received



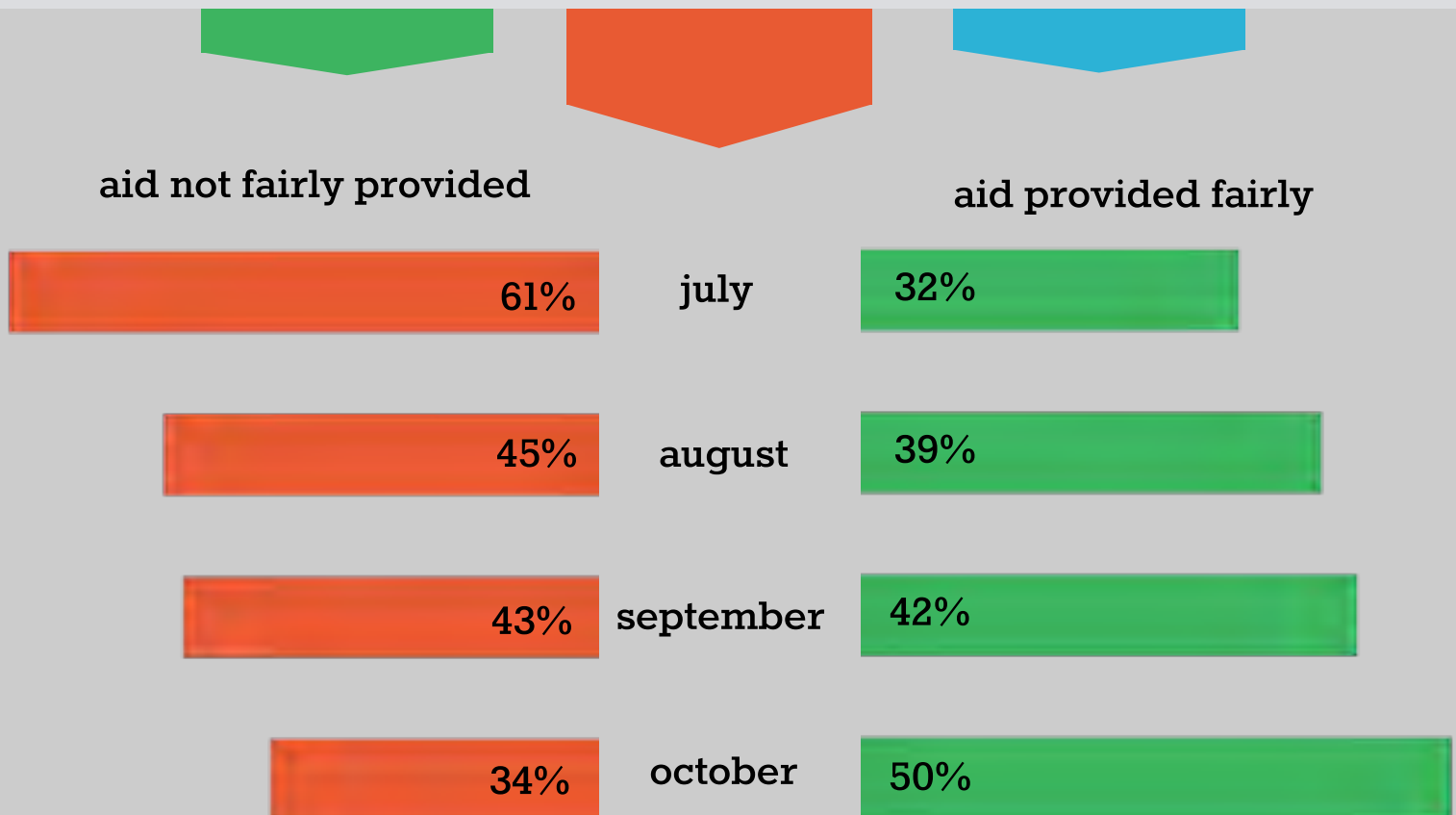
NGO plans  
unclear



reconstruction taking  
too long

## household perception surveys

### DO YOU FEEL AID IS PROVIDED FAIRLY?



In October, 34 percent of respondents did not feel aid was provided fairly while 50 percent did feel aid was fairly provided. This is an improvement from previous rounds and marks the third issue where respondents were more positive than negative.

Respondents who perceive aid as unfairly provided believe aid was provided on first come first serve basis or was based on networks (political parties and caste system).

### reason why aid not fairly provided



based on first come,  
first serve

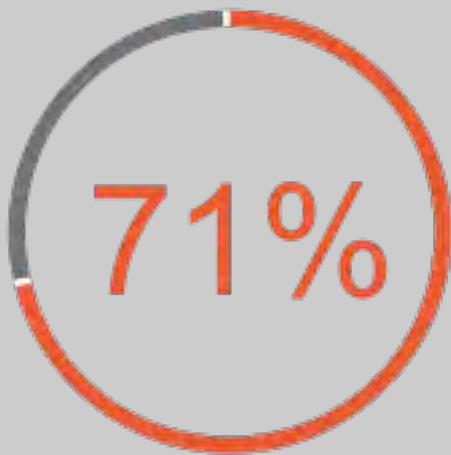


based on networks (political  
parties, caste system)

household perception surveys

## ARE YOU PREPARED FOR WINTER?

not prepared



prepared



In October, a new question was asked. In previous rounds, respondents were asked on preparedness for monsoon and disasters. In this round, respondents were asked about their feeling of preparedness for winter. A total of 71 percent of respondents do not feel prepared for winter with only 24 percent of respondents feeling prepared.

The main needs for respondents to prepare for winter include shelter to protect against cold and warm clothing.

### main needs for winter preparedness



shelter that protects against  
cold



warm clothing

## household perception surveys

# PROBLEMS RELATED TO CHILDREN IN POST EARTHQUAKE PERIOD



have problems



do not have problems



In October, a new question was asked to gain insight on perceptions related to child safety and needs post-earthquake. A total of 59 percent of respondents stated they do have problems related to children in their household.

The main concerns raised by respondents were winter preparedness (clothing and housing), school safety and healthcare.

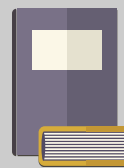
## main problems for children



shelter that protects  
against cold



warm clothing



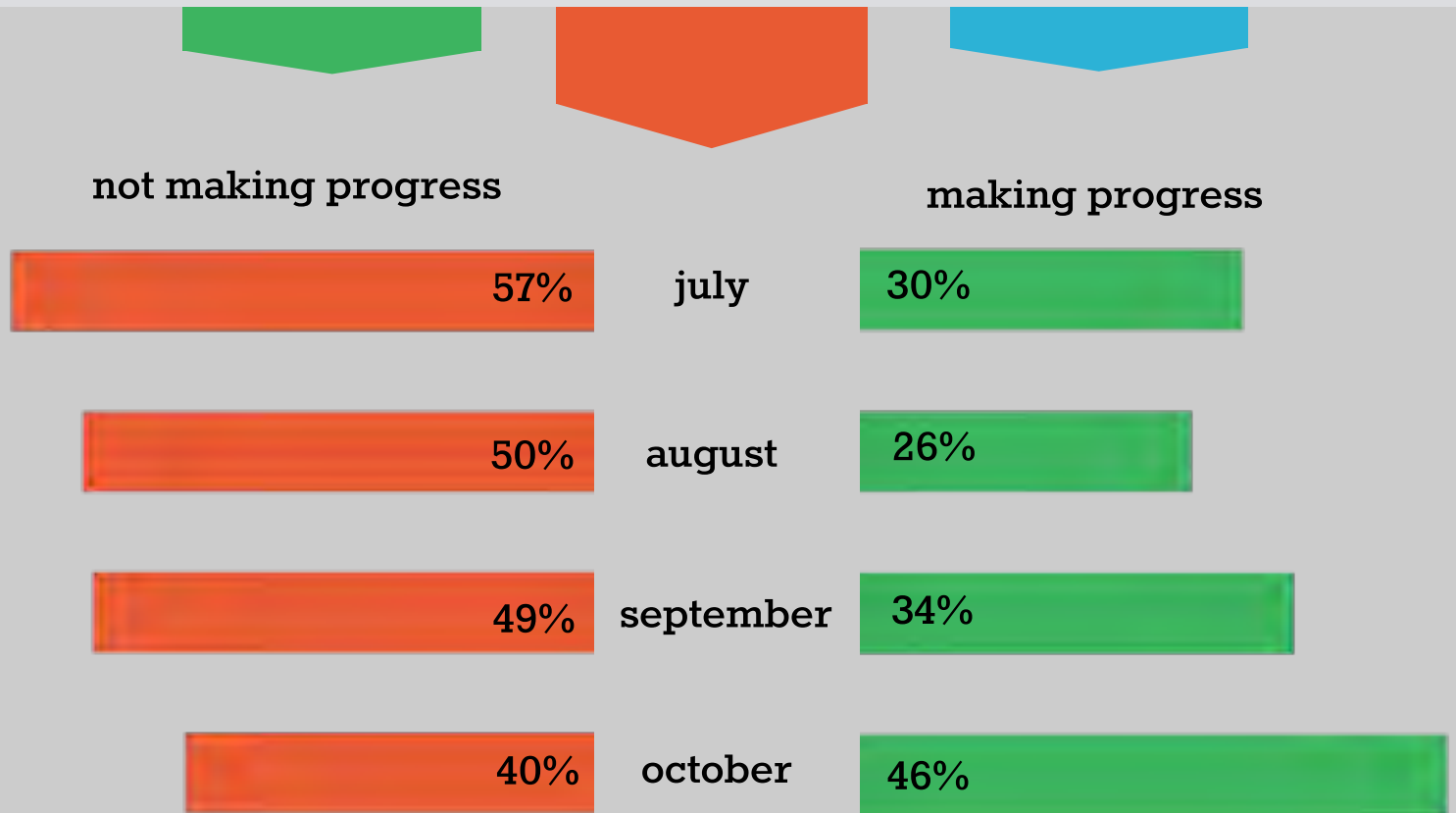
school safety  
(structural)



healthcare

## household perception surveys

# IS POST EARTHQUAKE RELIEF EFFORT MAKING PROGRESS?



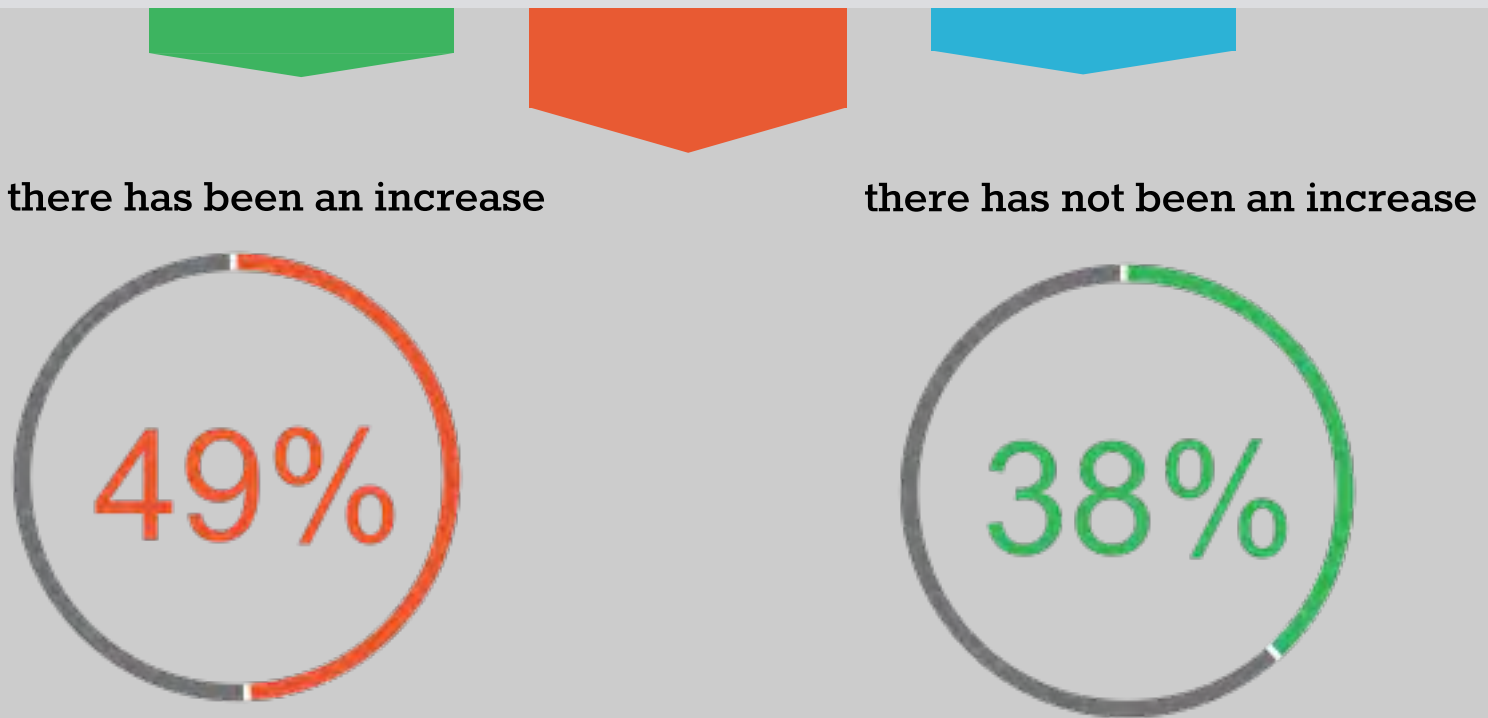
In October, 40 percent of respondents did not believe the earthquake relief has made any progress whereas 46 percent of respondents did see progress. This is an improvement over previous rounds and marks the fourth issue in this survey where respondents were more positive than negative. It should be noted that this issue relates to response and relief and may not take into account perceptions on reconstruction progress.

While the improvement in perceptions is positive, concerns around winter preparedness and reconstruction remain.



## household perception surveys

### INCREASE IN TENSION OR RISK OF VIOLENCE OR HARASSMENT SINCE THE EARTHQUAKE



In October, a new question was asked to women to gain insight on perceptions related to tensions and the risk of violence or harassment since the earthquake. A total of 49 percent of women believe there has been an increase in tensions or the risk of violence or harassment.

The main sources of this include community members, local government and strangers.

### sources of tension, violence or harassment



community members  
local government  
strangers

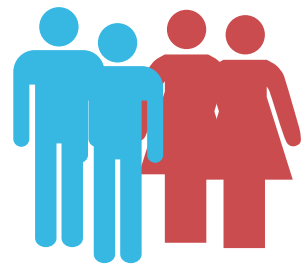
# TARGETED PERCEPTION SURVEYS

In September the Common Feedback Project partnered with the Education, Shelter and Early Recovery clusters to ask sector specific questions across 14 earthquake affected districts. Due to the fuel crisis, the targeted survey was combined with the regular household level perception surveys.

The targeted perception surveys aimed to gather feedback and insight on the following issues:

- perceptions of school safety for children in the household
- perceptions on how communities plan or expect to rebuild, repair or retrofit damaged homes
- perceptions from households on broader community recovery needs

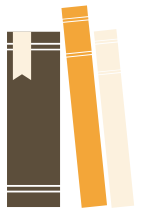
The Common Feedback Project aims to expand partnerships with organizations to conduct perception surveys for target locations or groups. Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)



# TARGETED PERCEPTION SURVEYS

In October, the Common Feedback Project worked with the Education, Early Recovery and Shelter clusters to gain insight on community perceptions on specific themes. A total of 1400 surveys across 14 districts were carried out

do you feel that children in your family are in a safe place while attending school?



47 percent of respondents do not believe the children in their family are in a safe place while attending school



do you need to rebuild, repair or retrofit your home because of damage caused by earthquakes?

84 percent of respondents need to rebuild, repair or retrofit their home due to damages caused by earthquakes



where do you plan to get resources or funds to rebuild, repair or retrofit?



60%

60 percent of respondents plan on receiving a government grant to rebuild, repair or retrofit their home

24%

24 percent of respondents plan on receiving a government loan to rebuild, repair or retrofit their home



what factors do you base your decision to rebuild, repair or retrofit?

24 percent of respondents will base their decision to rebuild, repair or retrofit their home on their confidence in government support

24%

14 percent of respondents will base their decision to rebuild, repair or retrofit their home on building guidelines released by the government

14%



do you feel your community has recovered from the earthquake?

69 percent of respondents do not believe their community has recovered



what are the main needs for your community to recovery?



Repair/rebuild community infrastructure



Reconstruction advice/training and livelihoods training



Reduce risk of future disasters (Disaster Risk Reduction)

# RUMOR TRACKING

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Project captures rumors and perceptions on the ground to eliminate information gaps between the media, humanitarian agencies and local people.

By providing local media and outreach workers with facts, Open Mic aims to create a better understanding of the needs of the earthquake affected communities and to debunk rumors before they can do harm.

Rumor tracking bulletins are issued every week to allow quick action from media and humanitarian agencies. Organizations and individuals interested in receiving weekly rumor tracking updates should contact Indu Nepal at [indu@internews.org](mailto:indu@internews.org) or Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)

In October 2015, the following rumors, concerns and questions were raised and tracked in affected communities:

- Concerns and questions around reconstruction plans and accessing support and guidelines to rebuild
- Rumors and questions around livelihood and livestock support
- Concerns around fertilizers and water for irrigation
- Concerns between aid provided and needs of communities

The collection of rumors, concerns and

questions is only one element of the Open Mic Project. In addition, partnerships are being strengthened with media and humanitarian organizations to address these concerns raised by communities. For example, Oxfam is supporting Radio Sindhu in broadcasting information related to rumor tracking. Radio Gorkha has also begun broadcasting weekly programs using rumor tracking information to reach communities. Additional partnerships are encouraged to ensure communities receive factual and timely information.

View all Rumor Tracking reports here:  
<http://www.quakehelpdesk.org/openmic.php>

Listen to a sample radio program in Dolakha using the rumor tracking for content production:

<http://kalinchokfm.com/audios/managePodcast/7e21f7aa36aa13a311f18d22f3ec668e.mp3>



# COMMUNITY FEEDBACK VIA PARTNER MECHANISMS

As part of the response and recovery efforts, humanitarian partners have been collecting feedback from the communities they serve. Working with these partners, the Inter Agency Common Feedback Project (CFP) has collected, collated and analyzed feedback received from multiple platforms to identify key themes and issues being raised by communities.

Each month, the CFP requests organizations complete a Common Feedback Form. The aim of this process is to capture and collate feedback received by implementing agencies.

By collecting feedback across channels, the CFP can elevate feedback from communities to all humanitarian partners to support adaptive programming in ensuring concerns and issues of communities are being addressed.

For the October 2015 report, the following feedback mechanisms were used to collect feedback:

- Feedback Desk
- Community Meetings
- Volunteer Monitoring Visit
- Toll free Number
- Suggestion Box
- Email
- Focus Group Discussions
- Radio Stations

It should be noted that the fuel crisis has added challenges in collecting feedback from communities through some of the above channels.

Photo Credit: Plan Nepal







## DISTRICTS FEEDBACK COLLECTED

Bhaktapur	Lalitpur
Dhading	Okhaldunga
Dolakha	Rasuwa
Gorkha	Sindhuli
Kathmandu	Sindhupalchowk
Kavrepalanchowk	



## FREQUENCY

approximately

**750**

PEOPLE RAISED THIS ISSUE

## ? ISSUE - AID DISTRIBUTION / BENEFICIARY SELECTION

Communities have expressed concerns related to beneficiary selection and aid distribution. Issues related to this include insufficient aid, hard to reach distribution points, low quality aid, and unfair beneficiary selection. Communities request increased aid in the form of financial support, construction materials, home inspections, etc.



## ACTIONS TAKEN

In some areas, consultations were held at VDC level along with door to door beneficiary verification and selection. Volunteers have also been mobilized to speed up distributions



## ACTIONS REQUIRED

Strengthened outreach with communities to explain targeted approaches in beneficiary selection. In addition, coordination and training required among stakeholders to ensure fair aid distribution as well as monitoring of aid material quality



## DISTRICTS FEEDBACK COLLECTED

Dolakha

Sindhupalchowk



## FREQUENCY

approximately

**215**

PEOPLE RAISED THIS ISSUE



## ISSUE - WASH SUPPORT

Communities have reported difficulties in accessing clean drinking water, toilet and proper sanitation. These communities have requested support in constructing and managing water supply pipelines and toilets



## ACTIONS TAKEN

Some organizations are supporting beneficiaries in construction of latrines and management of clean drinking water supply pipelines



## ACTIONS REQUIRED

There is a need for monitoring and follow-up to ensure WASH support to communities is adequate



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur	Lalitpur
Dolakha	Sindhuli
Gorkha	Sindhupalchowk
Kathmandu	



## FREQUENCY

approximately

**180**

PEOPLE RAISED THIS ISSUE



## ISSUE - INFORMATION REGARDING WINTER

Communities have requested information and support on issues related to winter preparedness such as winter kit distributions.



## ACTIONS TAKEN

Organizations have launched awareness raising campaigns through various channels on several topics including aid distribution work, winter/safety preparedness, etc.



## ACTIONS REQUIRED

Continue awareness raising activities and identify specific actions related to community concerns that can be addressed by partners



## VOICES FROM THE COMMUNITY

"Winter season is coming soon, so it would be difficult for us to live in tents so I am expecting help in building temporary house"



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur	Lalitpur
Gorkha	Sindhuli
Kathmandu	Sindhupalchowk



## FREQUENCY

approximately

**120**

PEOPLE RAISED THIS ISSUE

## ? ISSUE - LIVELIHOOD SUPPORT

Communities have requested livelihood support for income generation. This includes requests for vocational and skills training



## ACTIONS TAKEN

Some organizations supporting with cash support programmes, including cash for work



## ACTIONS REQUIRED

Increase livelihood support programmes for affected communities



## DISTRICTS FEEDBACK COLLECTED

Makawanpur

Sindhupalchowk



## FREQUENCY

approximately

**110**

PEOPLE RAISED THIS ISSUE

## ? ISSUE - SAFE SCHOOLS

Communities have requested support in the construction of temporary learning shelters due to damaged buildings that prevent children from going to school. Communities have also requested support in provision of education materials and capacity building of teachers



## ACTIONS TAKEN

Some organizations supported by constructing TLCs in different VDCs. Trainings and school supplies are also being provided



## ACTIONS REQUIRED

With government, planning is required to transition from TLCs to permanent learning centres. In addition, increased distribution of educational materials is needed

# KEY INFORMATION MATERIALS

The feedback received across mechanisms highlights the need for government and humanitarian partners to strengthen its communications with communities.

The Communicating with Communities (CwC) Working Group has been working with humanitarian partners and media to ensure key information reaches affected communities. This includes collecting key messages and materials for communications.

Organizations are encouraged to work with the CwC and share relevant materials that can be used to reach affected communities.

Photo Credit: Plan Nepal



Link to DropBox folder for common materials:

<https://www.dropbox.com/sh/s1h9zisnpziowk0/AAC4wElMwPKQQ73ZtzlVetExa?dl=0>.



*Any comments on this issue of the Common Feedback Report are welcome. Please contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)*