



NEPAL COMMUNITY FEEDBACK REPORT

Partner Feedback



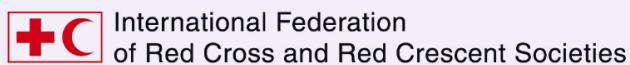


THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



This issue of the Community Feedback Report supported by:



Inter-Agency Common Feedback Project funded by:



KEY FINDINGS

In May 2016, the Inter-Agency Common Feedback Project worked with partners to collected feedback from communities (2100 respondents) across 14 earthquake affected districts on issues they required more community level evidence on. In May the CFP collected data for the United Nations Peace Fund for Nepal (UNPFN) on questions related to youth engagement in decision making. The project also worked with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) on questions related to key immediate needs after last year's earthquake, to contribute to emergency preparedness data on perceived needs and preferences of the population for emergency relief items.

The findings on youth engagement will contribute to a larger study being undertaken by UNPFN and therefore will be summarized at a high level in this report and therefore will be released separately.

When it comes to key immediate needs, 56 percent of respondents said that they did not receive the assistance they most needed within the first four weeks of last year's earthquake. No significant variation in rates of negative response were observed amongst age groups, genders, castes or ethnicities. The most significant differences in needs being met were between districts. Hard hit districts such as Rasuwa, Sindhupalchok and Dhading reporting immediate needs largely being met (71, 62 and 55 percent positive respectively), and less severely impacted districts such as Makwanpur, Ramechhap and Kavrepalanchok reported immediate needs mostly unmet (81, 73 and 73 percent negative respectively).

For those who stated their immediate needs were not met, the most needed items during the first four weeks after the earthquake were: food (72%), clean water (49%), tent (22%) and healthcare (16%). Among respondents who said that their immediate needs were addressed within the first four weeks after the earthquake, the items they cited as being most important to them included: food (82%), clean water (38%), security (18%) and tent (14%).

Finally, respondents were asked if they would have preferred to receive cash/vouchers, in kind support, or a combination of both to address those needs immediately after the earthquake. Surprisingly, given the growing global spotlight on cash assistance, the lowest proportion of respondents (19%) identified exclusively cash/vouchers as their preferred means of support to meet their immediate needs. The most desired means of support was a combination of cash/vouchers and relief materials (46%), followed by a preference for receiving relief materials only (31%).

Recommendation

- Agencies should incorporate finding on community perceptions of key immediate needs into their emergency preparedness plans, especially when considering the proportion of programming to be carried out in cash/vouchers and in kind relief materials.

PERCEPTION SURVEY METHODOLOGY

To undertake the Community Perception Surveys, 84 Community Frontline Associates (CFAs) and 12 District Coordinators across 14 affected districts were trained over three days on various aspects of the survey questionnaires and the study. In each round, a total sample size of 2100 respondents, 150 in each of the 14 earthquake affected districts, are surveyed. All data collection is completed with mobile phones using KoboToolbox.

Sampling

The study uses simple random sampling where four village development committees (VDCs) (rural sample) and one municipality (urban sample) are randomly selected from a list of VDCs and municipalities that are relatively accessible to the CFAs. District headquarters are selected as a peri-urban sample area in the district that has no municipality (such as Rasuwa). Within each VDC and municipality/district headquarter, three wards are randomly selected and in each ward, ten respondents are surveyed.

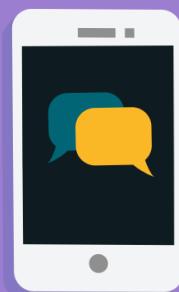
Given this sampling approach, there are some limitations that should be acknowledged. While the VDC selection is randomized, the survey does not reach inaccessible areas, particularly mountainous areas. Consequently, the perception surveys does not collect feedback from communities in these inaccessible areas; this feedback may or may not be different from that collected in the survey area. Additionally, while the sample size does provide national level representation across the 14 districts, it may only be considered indicative at the district level.

Selection of households and respondents

On arrival in the ward of the selected VDC/municipality/district headquarter, the CFAs identify an entry point such as a school, temple or chautara to initiate the individual interview process. A spin the pen approach is used to form a basis to initiate the interview process from the identified entry point. The first house in the direction of the pen is surveyed and from the first surveyed house, a skipping pattern of two houses is followed where possible until ten surveys are completed in each ward. Temporary shelters and make-shift houses are also considered part of the regular household sample.

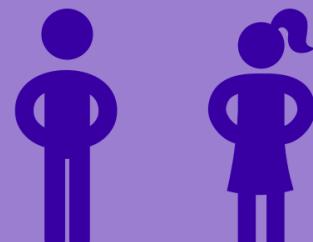
Once in the household, the CFA interviews an individual age 15 and above from the pool of all eligible respondents present in the home at the time of the survey. The enumerators select respondents from different age groups and genders at each home, to ensure the sample is demographically diverse and reflects the population from the survey area.

May 2016 Survey Overview



2100

surveys completed using
KoboToolbox across 14
earthquake affected
districts in April 2016



51%

49%

NEEDS MET IMMEDIATELY AFTER THE EARTHQUAKE



key findings in April

Across 14 earthquake affected districts and 2100 respondents, 56 percent believe they did not receive the assistance they needed most after the earthquake.

Items identified by respondents focused on food, clean water and shelter. Grains were cited as a main need by respondents, highlighting the impact the earthquake had on agriculture and livelihoods. Respondents identified over 20 different items they needed immediately after the earthquake, demonstrating the wide-ranging disruptive impacts a major disaster can have.

There are significant differences between caste/ethnicity and districts that should be further explored.

Significant findings

90% of Sherpa respondents did not feel they received the assistance they needed most after the earthquake

63% of Gurung respondents did not feel they received the assistance they needed most after the earthquake

60% of Magar respondents did not feel they received the assistance they needed most after the earthquake

51% of Tamang respondents did not feel they received the assistance they needed most after the earthquake

Of those who received needed assistance: most important items received



82% believe food was one of the most important items

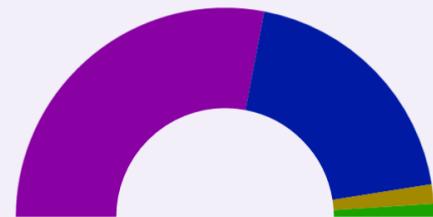


38% believe clean water was one of the most important items



18% believe security was one of the most important items

Within the first four weeks after last year's earthquake, did you receive the assistance you needed most?



■ No (56%) ■ Yes (39%) ■ Neutral (3%)
■ Don't Know (2%)

Of those who did not receive needed assistance: items most needed



72% cited food as an item that would have been most useful immediately after earthquake



49% cited clean water as an item that would have been most useful immediately after earthquake



22% cited tents as an item that would have been most useful immediately after earthquake



16% cited healthcare would have been most useful immediately after earthquake

District Highlights

81% of Makwanpur respondents did not feel they received the assistance they needed most after the earthquake

73% of Kavre respondents did not feel they received the assistance they needed most after the earthquake

28% of Rasuwa respondents did not feel they received the assistance they needed most after the earthquake

CASH OR RELIEF ITEM PREFERENCES IMMEDIATELY AFTER THE EARTHQUAKE



key findings in April

Across 14 earthquake affected districts and 2100 respondents, 19 percent believed immediate response should have been cash only. Most respondents (46%) prefer a combination of cash and relief items in the response. This result is surprising given the prioritization of cash distributions in global level discussions on humanitarian response . Further investigation is required to understand the rationale behind these preferences.

Interestingly, major urban areas (the Kathmandu Valley) were least likely to prefer a cash only approach to relief. This may reflect a perception on purchasing power of cash versus relief items. However, differences between districts needs to be further analyzed.

Males were also more likely to prefer only cash in the relief phase which may reflect financial decision making in the household.

While agencies continue to explore cash approaches to relief and recovery, it will remain important to consult with communities to understand their needs and preferences as this may vary in different contexts.

Significant findings

14% of Chhetri respondents prefer cash only in the immediate response.

15% of Tamang respondents prefer cash only in the immediate response.

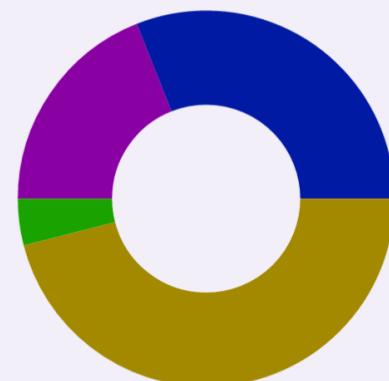
26% of Gurung and Magar respondents prefer cash only in the immediate response.

Gender Differences

17% of female respondents prefer cash only in the immediate response.

21% of male respondents prefer cash only in the immediate response.

During the first four weeks after the earthquake, would you have preferred cash or vouchers instead of the above items?



■ Cash Only (19%) ■ Relief Item Only (31%) ■ Both (46%)
■ Don't Know (4%)

District Highlights

4% of Kathmandu respondents prefer cash only in the immediate earthquake response

11% of Lalitpur and Bhaktapur respondents prefer cash only in the immediate earthquake response

28% of Ramechhap respondents prefer cash only in the immediate earthquake response

29% of Nuwakot respondents prefer cash only in the immediate earthquake response

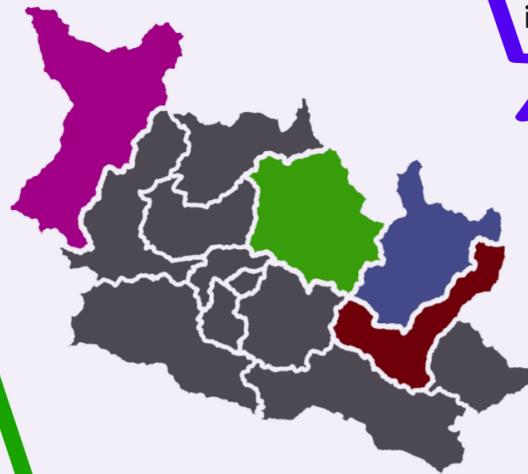
AGENCY FEEDBACK MECHANISMS: RECONSTRUCTION



what are people saying?

Deurali, Gorkha

It would be better if government would build houses rather than distributing cash support



Laduk, Dolakha

Reconstruction process is very slow. NGOs will help in reconstructing houses, is it true?

Kalika, Sindhupalchok

I have heard government will construct big housing for multiple people to stay together

Gelu, Ramechhap

Because of government delay in reconstruction I have started construction of my house on my own, so will I still get cash support or not?

As to be expected at this early stage of the recovery process, reconstruction questions and concerns are prevalent through all information channels, including agency feedback mechanisms and reports from volunteers meeting with communities, among others. Even when conducting perception surveys on different themes, reconstruction questions are raised by respondents through the one open ended question.

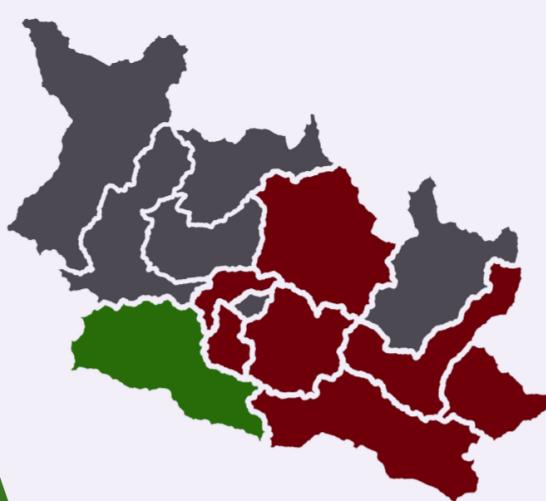
Most questions and concerns centre on when the cash distribution for reconstruction will happen, what the process will be and what documents are needed. Increasingly prevalent are questions about government loans at low interest rates. However, through agency feedback mechanisms, some communities have also begun to make requests for temporary shelters and/or CGI sheets, to help make it through the coming monsoon.

Agencies have begun distribution of these CGI sheets for temporary shelter to targeted beneficiaries, and wish to complete a proper assessment to understand how many people have not yet received temporary shelter support. They also recommend ensuring clear messages are shared with communities on reconstruction plans so they can understand what they are entitled to, when they can expect to receive that support, and who the process will be.

AGENCY FEEDBACK MECHANISMS: WASH



what are people saying?



**Harnamadi,
Makwanpur**
Our water sources have
dried up

**Multiple
Communities**
We are facing scarcity of
water

Water related issues began to be raised by communities within weeks of the April 2015 earthquake, and have continued to be a significant concern for many communities whose water sources have dried up. The Common Feedback Project sees these concerns growing among communities on a monthly basis. Through agency feedback mechanisms as well, people have made requests for supplies to help construct water supply pipelines and water reservoirs to alleviate their struggles. They have also made requests for technical support on the construction of latrines destroyed in the earthquake.

In collaboration with government, some organisations have initiated support to these communities in the construction and repair of both water supply schemes and latrines. However, agencies have also flagged that further action is required, including proper assessments and follow up on construction of water supply systems in affected communities.

Given the complexities surrounding water related issues over the past year, including severe water scarcity across many areas, the Common Feedback Project will be exploring water related issues at greater length in a coming report.

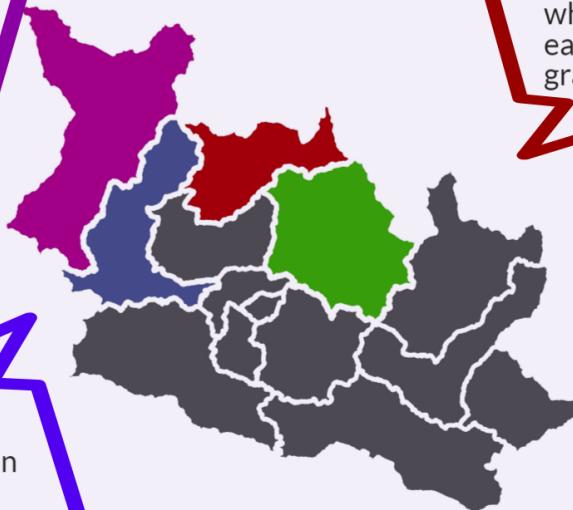
AGENCY FEEDBACK MECHANISMS: BENEFICIARY SELECTION



what are people saying?

Bungkot, Gorkha

My house has severe cracks. It is not safe to stay in. Earlier it was A grade, later it was categorized as B grade. Will I not receive cash support?



Syafru, Rasuwa

The earthquake victims who missed the grants earlier, will they get the grants as well now?

Chhatre Deurali, Dhading

My name is not listed in eligibility list, where should I complain for further investigation on this?

Pangretar, Sindhupalchok

My children are living separately now, I don't have any identification card, what do I need to do to get grant?

Concerns over being passed over on beneficiary lists are also prevalent. This applies to the government housing reconstruction grant list, as well as other beneficiary lists of NGOs working in a wide range of areas. The issues also come up through agency feedback mechanisms, as well as open ended questions. People often feel that they have been missed for distribution of some type of support, when they believe they are eligible.

On a specific level, these cases should be investigated when brought to the attention of the relevant authority. Agencies who have received these complaints have engaged in community consultations to identify and verify names left out of their lists. These agencies also recommend carrying out proper beneficiary verification and monitoring before each activity, to avoid both duplication and exclusion.

However, there can also be more broad issues at play here. Sometimes people feel they have unjustly been skipped for distribution because they do not understand eligibility criteria or agency targeting decisions. Often, ensuring that these criteria are understood, not only by beneficiaries, but also by non-beneficiaries can help communities understand what they can expect to receive, and when, which in turn helps them in their household decision making.

ACCESS ALL DATA AND REPORTS AT

www.cfp.org.np

