



INTER AGENCY COMMON FEEDBACK REPORT

NOVEMBER 2015 FEEDBACK REPORT



THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys supported by:



Rumor tracking led and supported by:

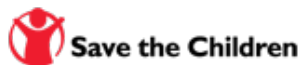
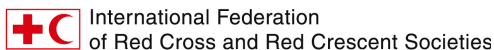


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Aawaj



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KEY FINDINGS IN NOVEMBER

In November, community perception surveys highlight a mix of continued positive perceptions on certain elements of the earthquake response and no change to other elements. Overall perceptions on the progress of the earthquake response did not see a positive change from the previous round. Issues such as the fuel crisis, delayed reconstruction and winter preparedness factor into community perceptions on main problems and overall progress.

This round marked a continued positive trend in how communities perceive the government and NGOs in the response, information needs, and fairness of aid distribution. While these improvements are positive, community responses still show the need for humanitarian agencies to continue to strengthen its outreach and dialogue with communities and address their immediate winter related concerns.

Feedback collected from 17 agencies in the field also highlight the issue of beneficiary selection and aid distribution, reconstruction and winter preparedness as a challenge. Issues, such as quality, access, eligibility and insufficient aid continue to be raised by communities. Feedback also highlights needs related to winter, such as provision of warm blankets and clothes or access to local health posts with adequate medicine stocks and equipment.

Shelter and winter related issues remain the biggest concern for communities. Community feedback, from multiple channels, raise concerns and questions related to reconstruction support. In

particular, communities are looking for answers to their concerns and questions around grant/loan support and guidance for reconstruction.

With winter in full swing for people in Nepal, communities have also clearly provided feedback on their needs for cold protecting shelter and warm blankets/clothing. The fuel crisis, which has delayed support, is a concern moving forward as communities have clearly provided feedback on unmet needs.

Key Recommendations for November:

- 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. In particular, ensure reconstruction plans and guidance is shared with communities through appropriate channels, such as radio, television and interpersonal.
- Address immediate winter concerns raised by communities, including provision of warm blankets and clothing and information on how to stay protected from cold weather.
- Agencies should coordinate in monitoring implications of fuel crisis on humanitarian support to affected communities and develop appropriate strategies and measures in minimizing this impact.

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 November 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 November, the CFP partnered with the UNFPA to conduct a targeted survey at a UNFPA support outreach event. Given the fuel crisis, logistics and planning for additional targeted surveys was a challenge.

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

household perception surveys

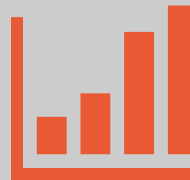
OCTOBER - DEMOGRAPHICS



districts

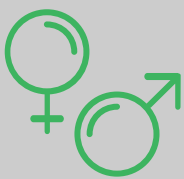
Dolakha
Gorkha
Bhaktapur
Dhading
Kavrepalanchowk
Lalitpur
Okhaldhunga

Ramechhap
Rasuwa
Sindhuli
Kathmandu
Makawanpur
Nuwakot
Sindhupalchowk



sample size

A total of 1400 surveys
carried out



gender distribution



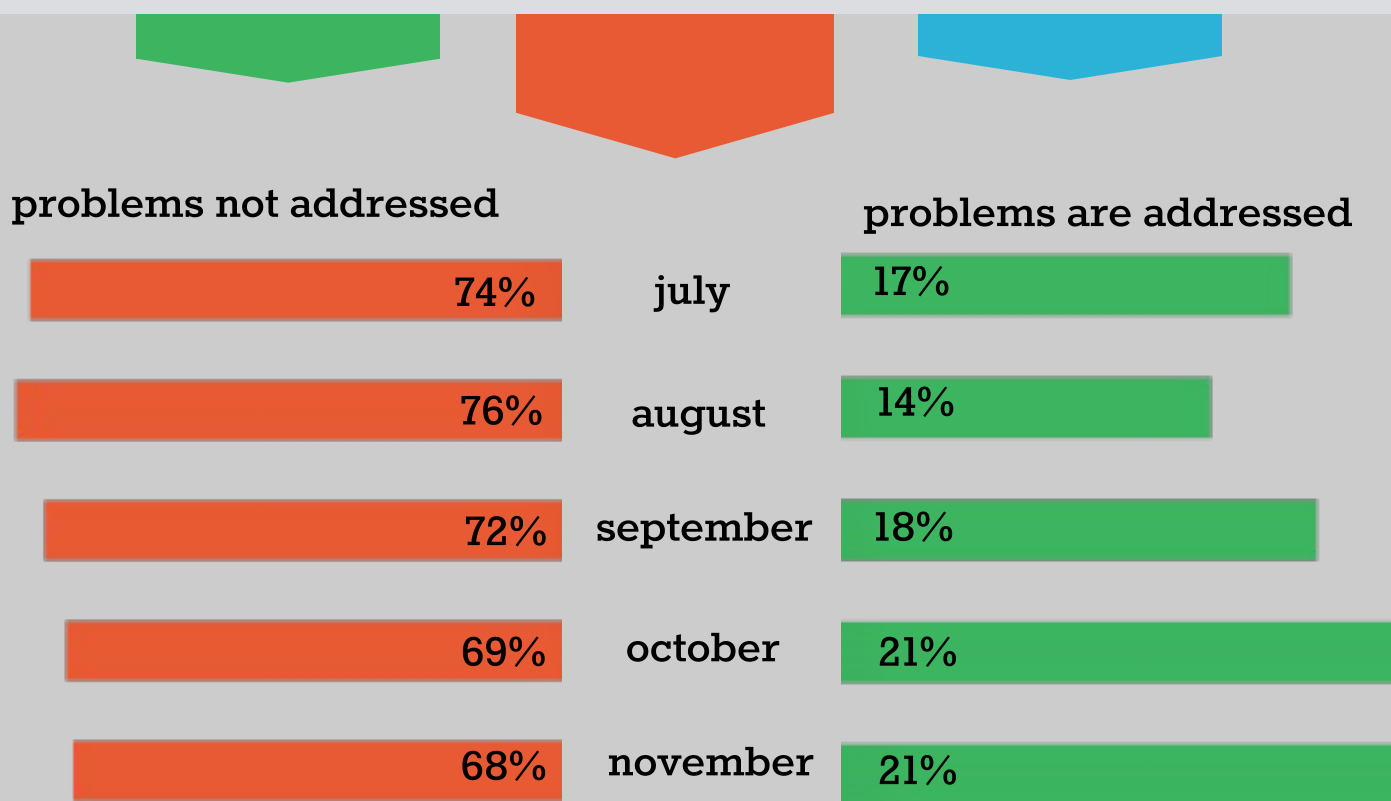
65%



35%

household perception surveys

ARE YOUR MAIN PROBLEMS BEING ADDRESSED?



In November, 68 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, other unmet problems include livelihoods, clean water, sanitation, seeds and fertilizers, and healthcare. Persons over 40 were the least positive on perceptions of problems being met.

main unmet problems



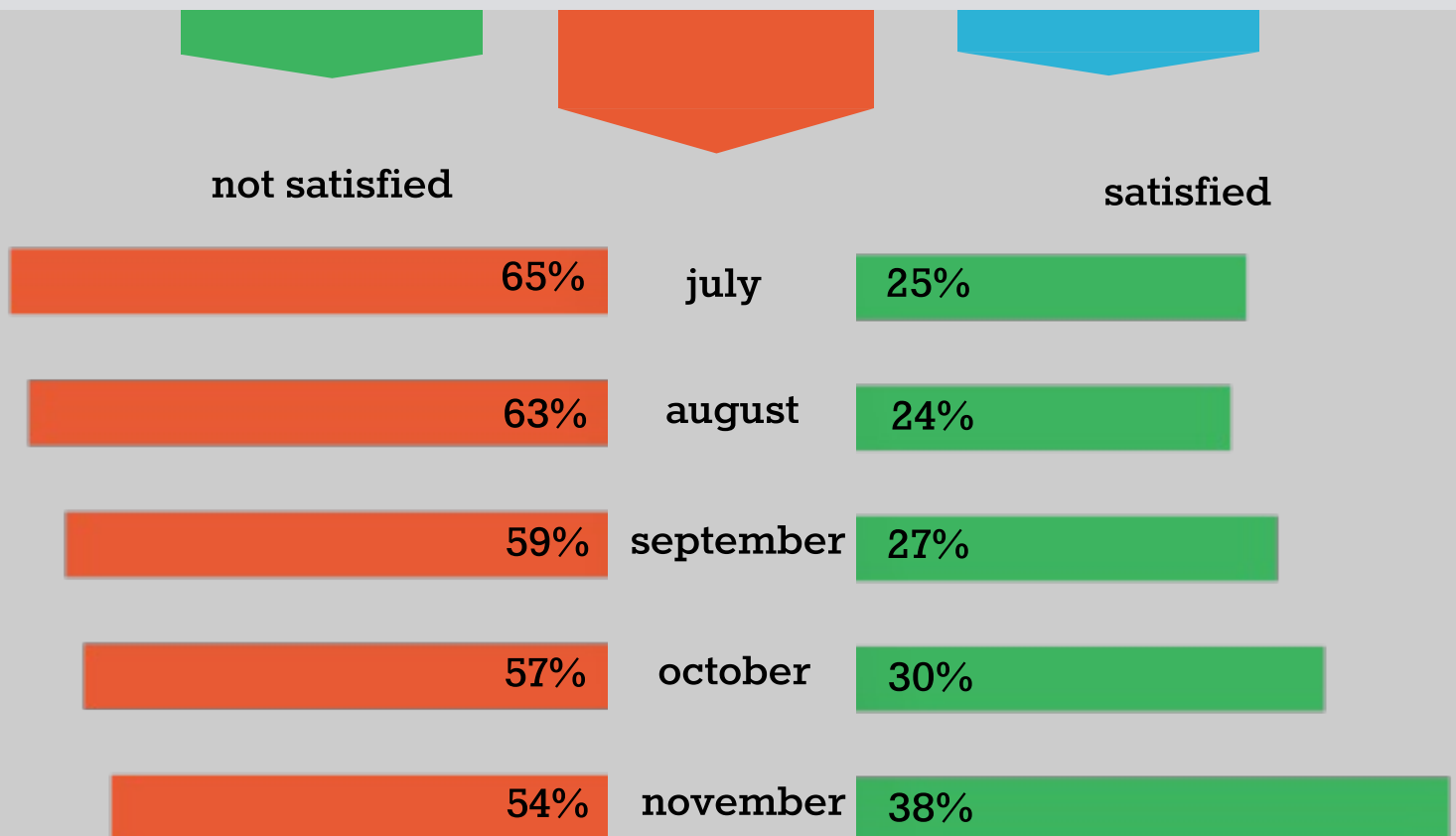
long term shelter



financial support

household perception surveys

SATISFACTION WITH GOVERNMENT IN EARTHQUAKE RESPONSE



In November, 54 percent of respondents were not satisfied with the government in relation to the earthquake response while 38 percent were satisfied. This is a positive increase from the previous month.

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



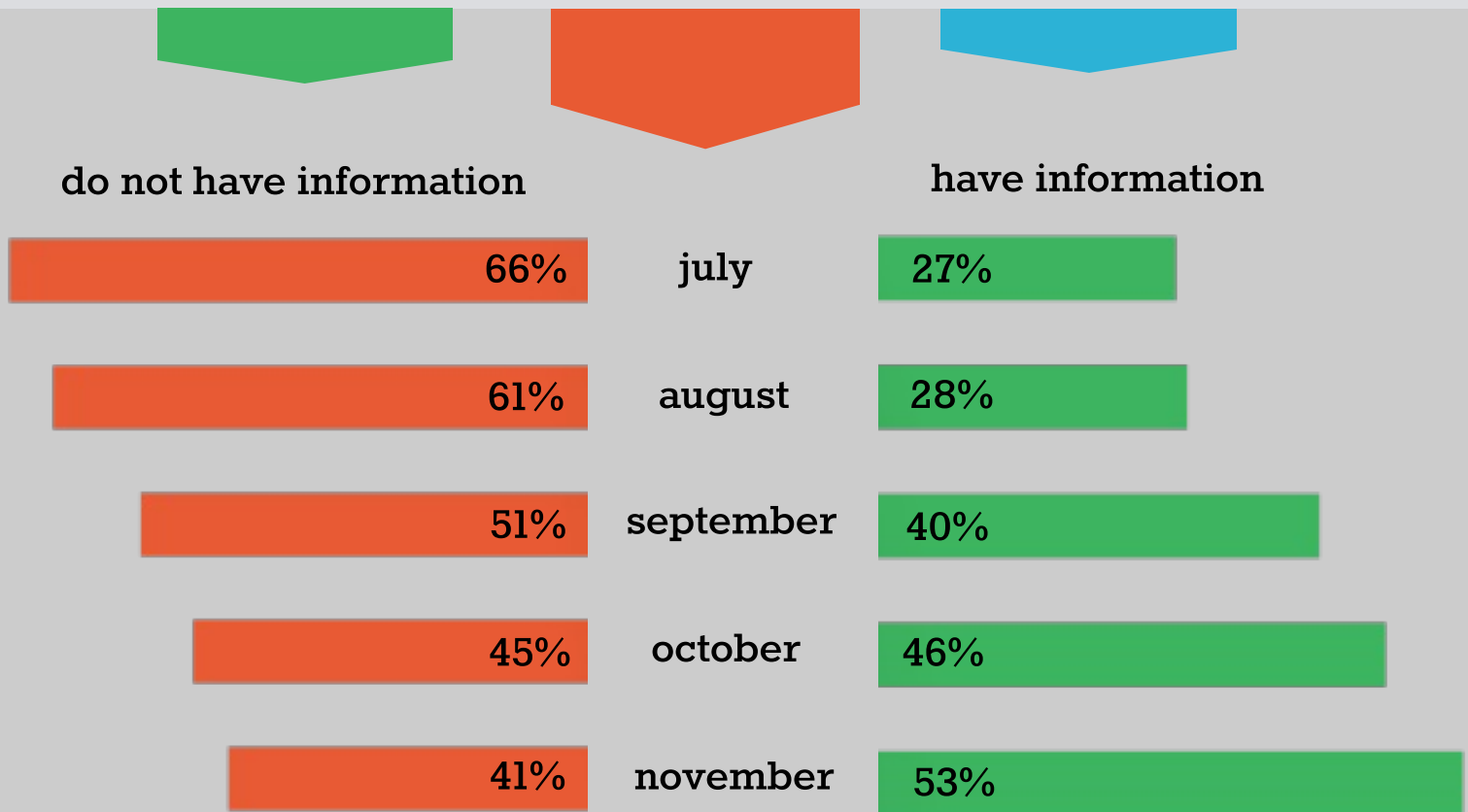
government plans unclear



reconstruction taking too long

household perception surveys

ARE INFORMATION NEEDS ON RELIEF AND SUPPORT BEING MET?



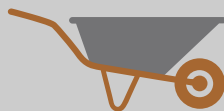
In November, 41 percent of respondents did not have the information they needed whereas 53 percent did have the information they needed. Perceptions on information needs show a positive trend though continues to highlight the need to strengthen community outreach. Persons over 40 have the least positive perceptions on information needs being met.

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



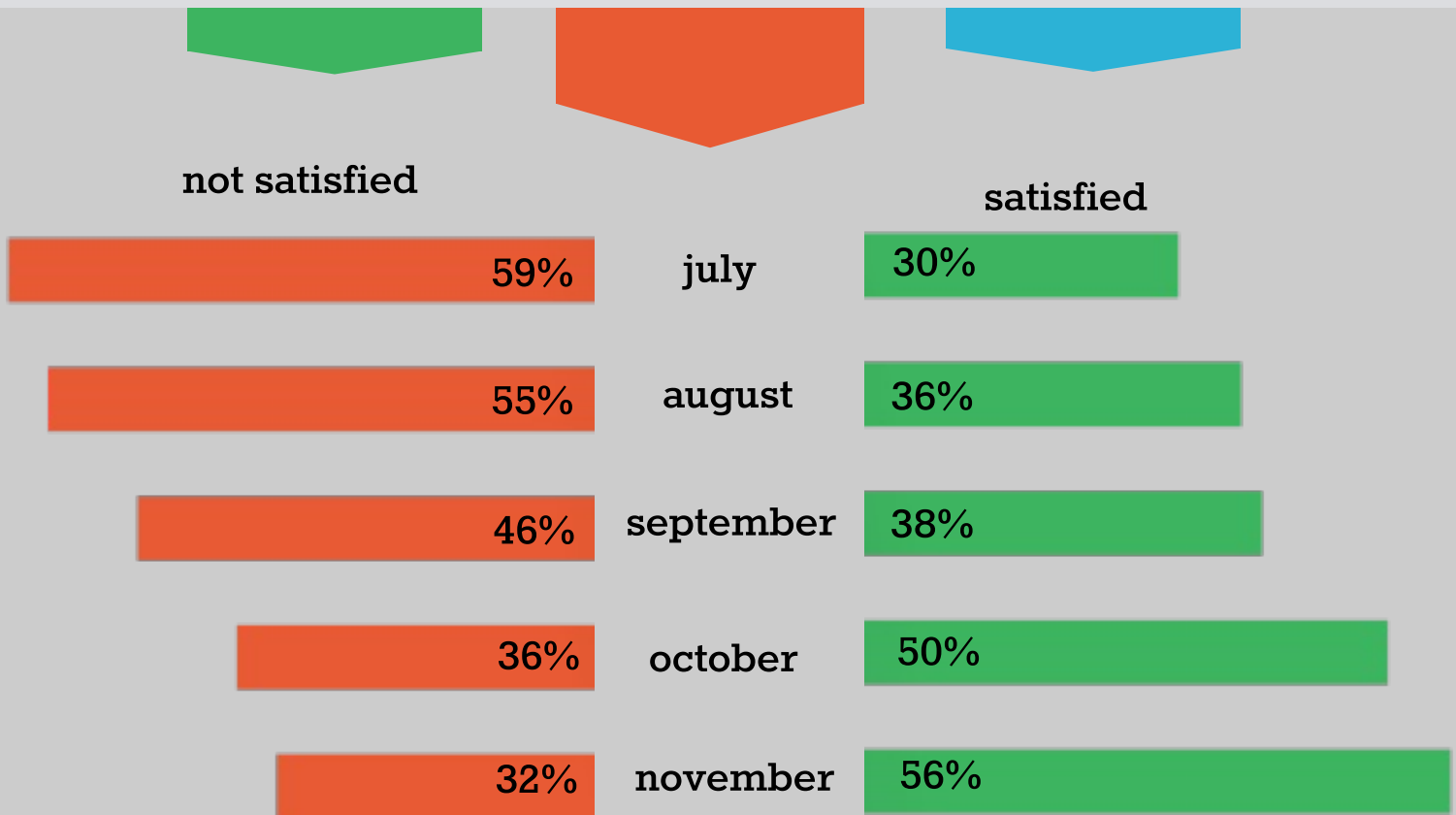
how to
register/access for
support



healthcare /
psycho-social
support

household perception surveys

SATISFACTION WITH NGOs IN EARTHQUAKE RESPONSE



In November, 32 percent of respondents were not satisfied with NGOs in response efforts whereas 56 percent of respondents were satisfied. This perception continues to demonstrate a strong positive trend.

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

reasons for dissatisfaction



promised relief
but never
received



NGO plans
unclear



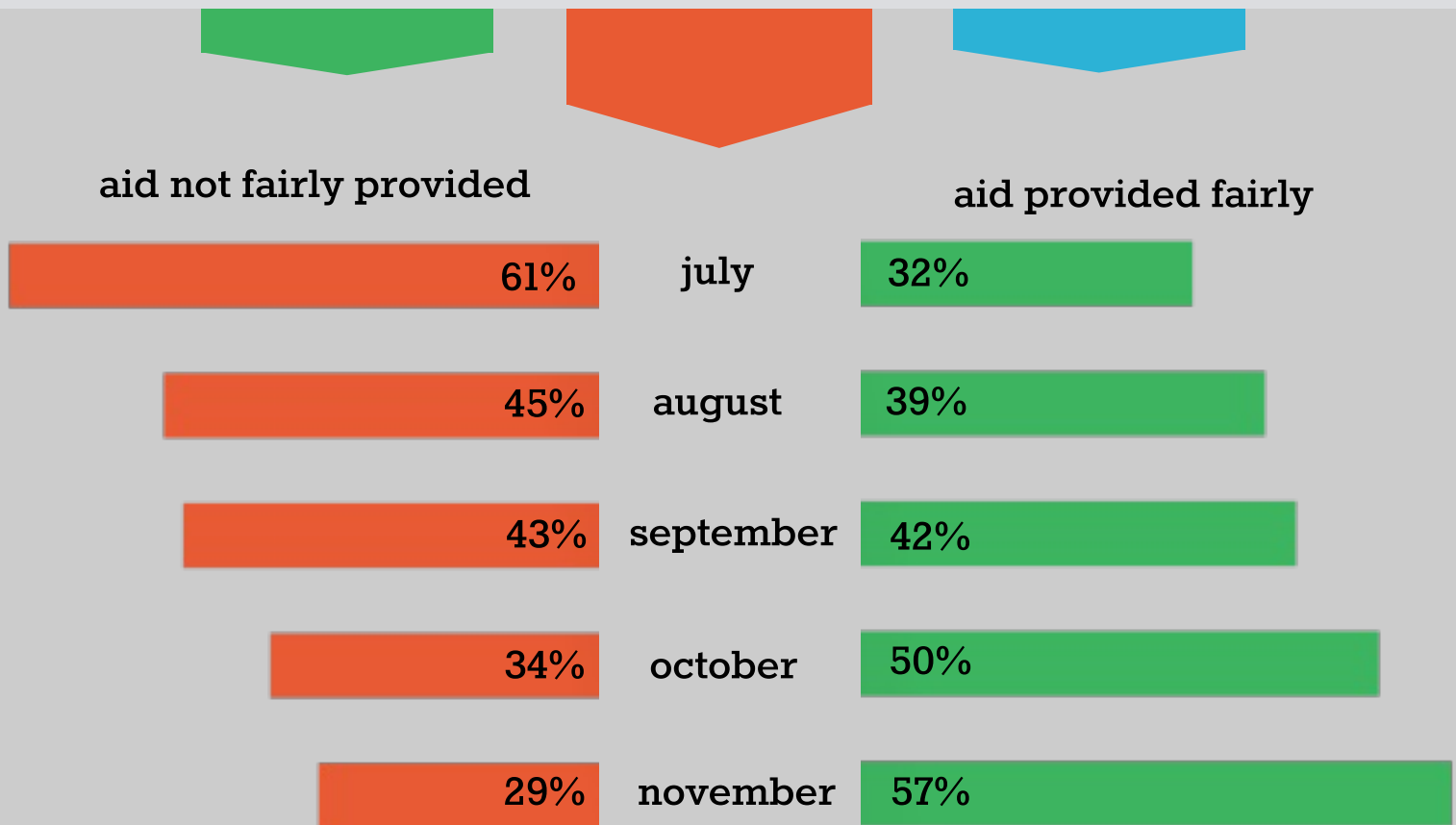
reconstruction taking
too long



do not trust
NGOs

household perception surveys

DO YOU FEEL AID IS PROVIDED FAIRLY?



In November, 29 percent of respondents did not feel aid was provided fairly while 57 percent did feel aid was fairly provided. This is an improvement from previous rounds.

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) or distance from the main road.

reason why aid not fairly provided



based on first come,
first serve



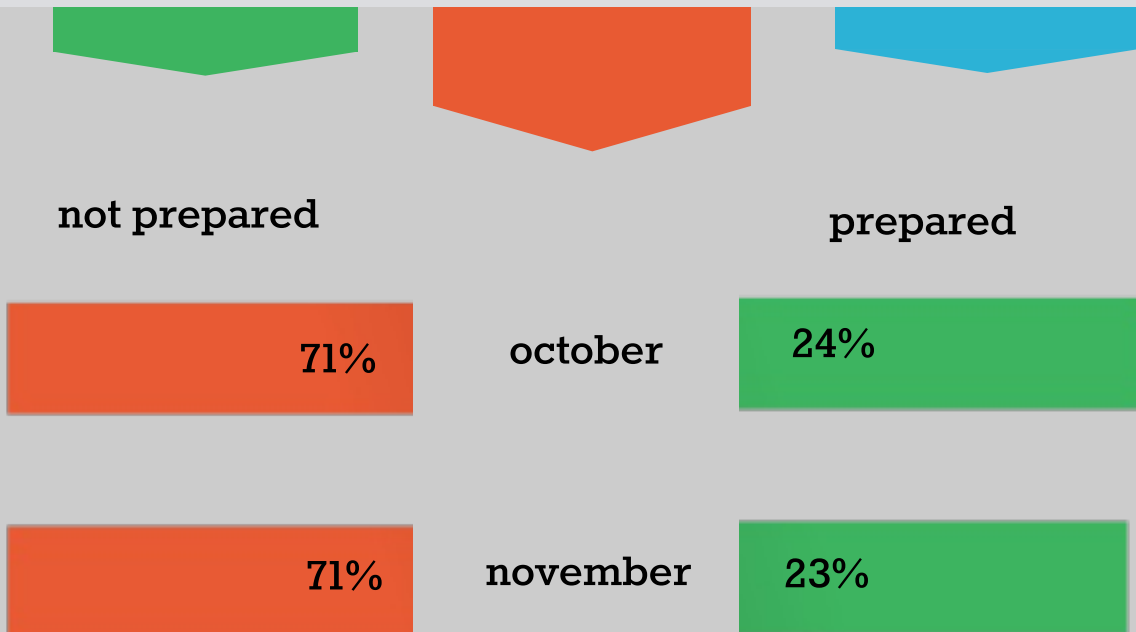
based on networks
(political parties, caste
system)



based on distance
from main road

household perception surveys

ARE YOU PREPARED FOR WINTER?



In November, 71 percent of respondents do not feel prepared for winter with only 23 percent of respondents feeling prepared. There is no improvement and a slight decrease in positive perceptions on winter preparedness.

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

main needs for winter preparedness



shelter that protects against cold



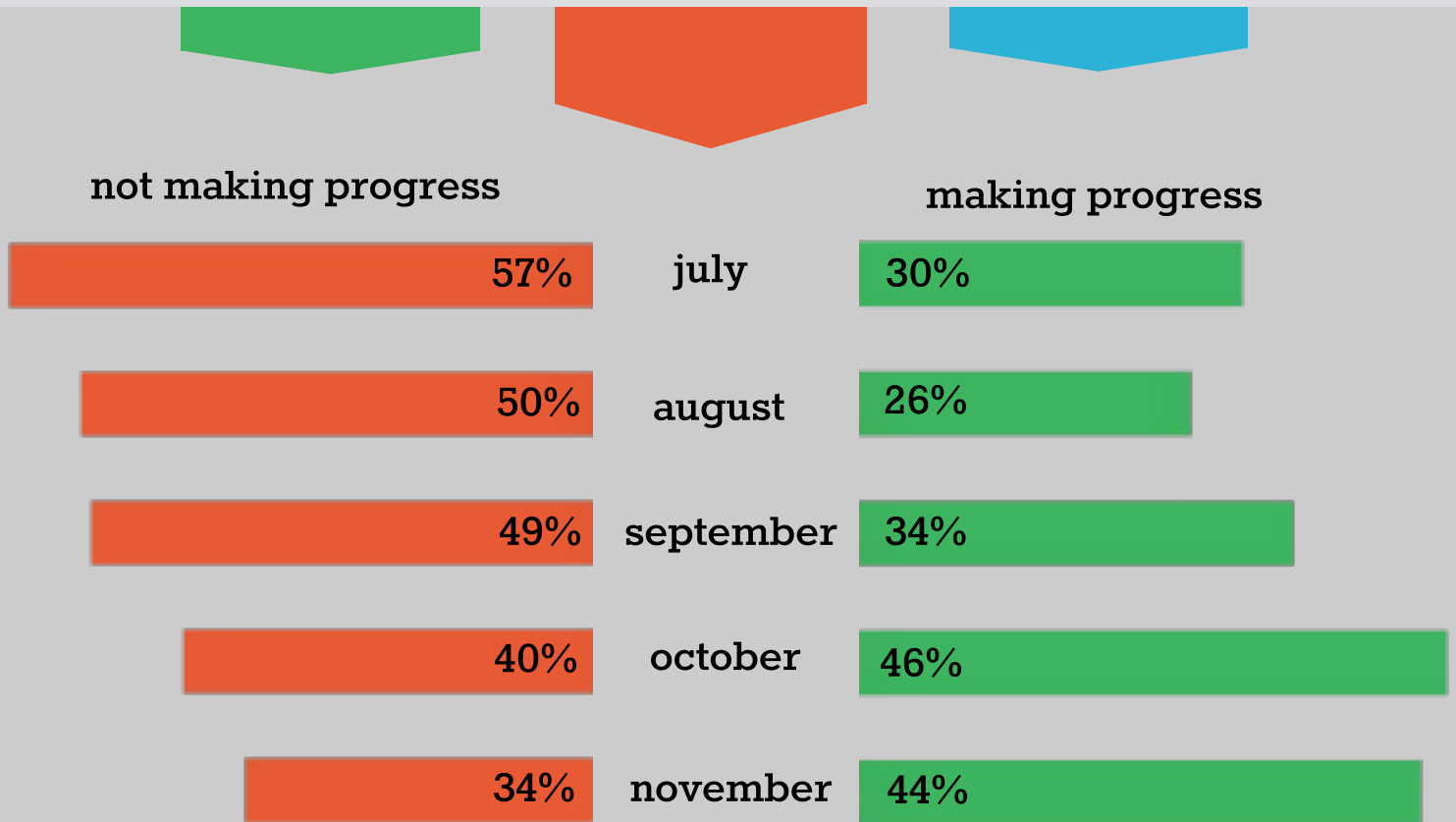
warm blankets and clothing



fuel

household perception surveys

IS POST EARTHQUAKE RELIEF EFFORT MAKING PROGRESS?



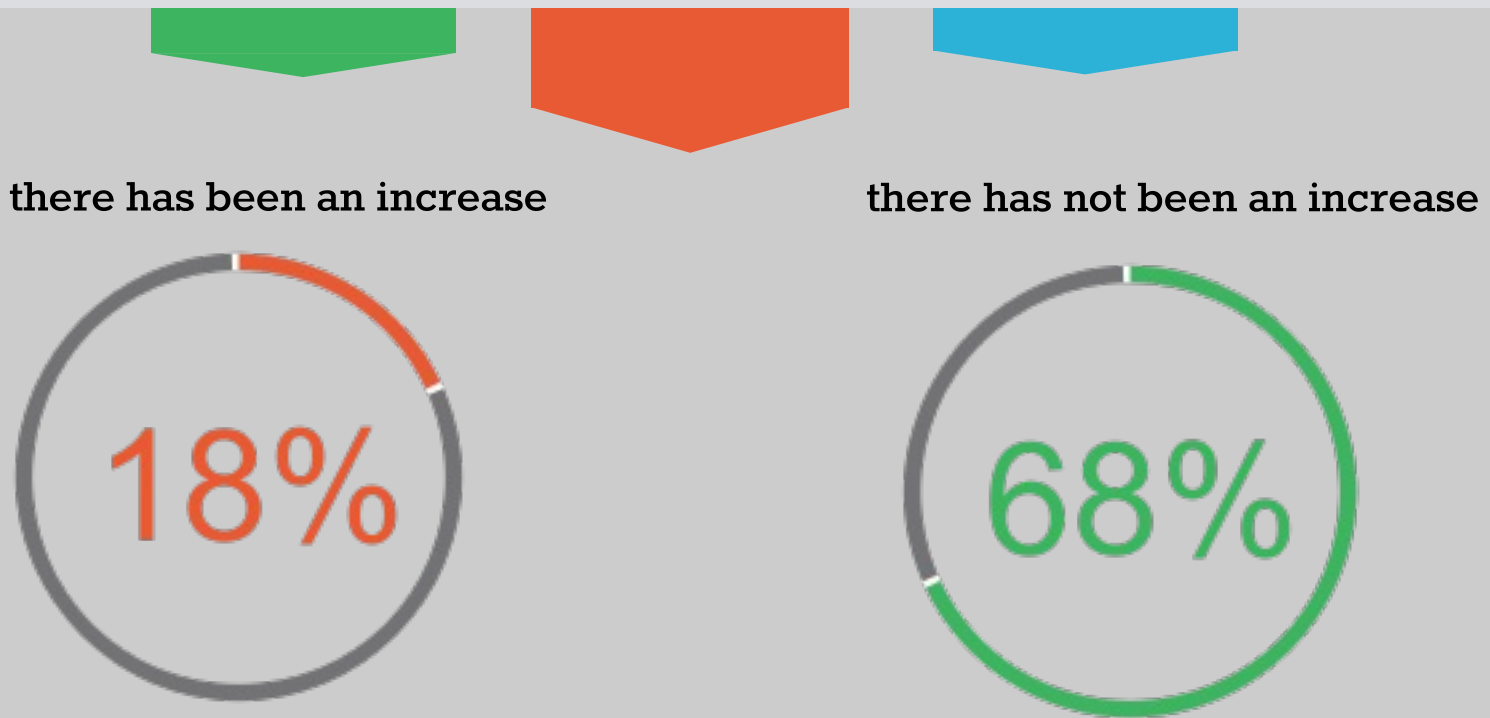
In November, 34 percent of respondents did not believe the earthquake relief has made any progress whereas 44 percent of respondents did see progress. While this round saw reduced negative perceptions, there was also a slight decrease in positive perceptions. This may indicate some indifference to this issue as priorities lay elsewhere.

It should be noted that this issue relates to response and relief and may not take into account perceptions on reconstruction progress.

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

household perception surveys

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



In November, a total of 18 percent of women believe there has been an increase in tensions or the risk of violence or harassment. This is markedly different from 48 percent of women who believed there was an increase in the October round. This difference requires further investigation, but the understanding of tension or violence among enumerators and respondents may be a factor influencing the results.

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

sources of tension, violence or harassment



strangers
community members
family members

TARGETED PERCEPTION SURVEYS

The fuel crisis continues to hamper the Common Feedback Project's (CFP) ability to carry out extensive targeted surveys. In November, the CFP partnered with UNFPA to conduct targeted surveys at a UNFPA supported outreach program in Lalitpur.

A total of 38 female adolescents were surveyed during a street drama performance to gather their perceptions on access to information on staying safe and access to sexual and reproductive health services. Overall, perceptions in this targeted survey were significantly positive. Full results of this targeted survey can be found at:

<http://my.visme.co/projects/unfpa-dec-2015-survey-af6fb4>

In the next round of perceptions surveys, the CFP will partner with People in Need to gather insight and perceptions from the most northern VDCs of Gorkha.

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

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 or Giovanni Congi at

giovanni.congi@one.un.org

In November 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.
- Questions on female participation in earthquake resilient building training.
- Questions around seeds and fertilizer distribution.
- Rumors around foreign job opportunities.

- Rumors around international support for reconstruction.
- Concerns on staying safe for winter.

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 voluntarily 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>

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 November 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
- Local Journalists

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



DISTRICTS FEEDBACK COLLECTED

Dhading

Dolakha

Gorkha

Nuwakot

Sindhupalchowk



FREQUENCY

approximately

850

PEOPLE RAISED THIS ISSUE

? ISSUE - INSUFFICIENT AID DISTRIBUTION

Communities have made complaints regarding insufficient aid distributions, particularly cash aid, CGI sheets, construction materials, winter items (warm clothes, blankets, etc.). Vulnerable groups within communities, such as Dalits, have raised concerns about a lack of access to aid.



ACTIONS TAKEN

In some areas, agencies have increased aid distributions, particularly CGI sheets and winter items.



ACTIONS REQUIRED

Strengthened coordination amongst government and agencies to identify and target vulnerable communities, particularly in relation to vulnerability during winter.



"It is very cold under CGI roof and we do not have warm clothes for winter season"



DISTRICTS FEEDBACK COLLECTED

Dhading

Nuwakot

Dolakha

Sindhupalchowk

Gorkha



FREQUENCY

approximately

450

PEOPLE RAISED THIS ISSUE

? ISSUE - FAIRNESS AND DELAYS IN BENEFICIARY SELECTION

Communities/beneficiaries have raised concerns over the selection process of beneficiaries, citing missing names, political influence, poor management of ID cards, and lack of fairness for persons with disabilities.



ACTIONS TAKEN

Investigation Committee has been formed to facilitate consultations with government and communities in order to address issues of fairness in distribution or beneficiary selection.



ACTIONS REQUIRED

There is a need to strengthen monitoring of beneficiary selection and aid distributions. In addition, coordination among government and agencies to address fairness related issues from different vulnerable groups is required.



"I broke my legs during the earthquake and have not received support in getting a recommendation letter or disability card (from the government)"



DISTRICTS FEEDBACK COLLECTED

Gorkha

Sindhupalchowk



FREQUENCY

approximately

460

PEOPLE RAISED THIS ISSUE



ISSUE - LONG TERM SHELTER & LATRINES

Concerns have been raised on the delays in reconstruction efforts and the lack of reconstruction guidance (building codes). As a result, communities have begun construction of homes and latrines without guidance.



ACTIONS TAKEN

In some VDCs, agencies have begun to support construction of latrines and water supply pipelines as well as providing technical guidance for reconstruction.



ACTIONS REQUIRED

Government and agencies must scale up support to reconstruct critical infrastructure such as water supply pipelines and latrines. It is also critical for reconstruction guidance to be shared with communities as quickly as possible.



DISTRICTS FEEDBACK COLLECTED

Dhading

Dolakha

Gorkha

Nuwakot

Sindhupalchowk



FREQUENCY

approximately

335

PEOPLE RAISED THIS ISSUE

? ISSUE - LACK OF INFORMATION

Communities have highlighted lack of information on aid distribution plans (location and schedule), reconstruction plans, disaster preparedness, beneficiary selection criteria, and winter preparedness.



ACTIONS TAKEN

Agencies have supported radio programmes, street dramas, community meetings, focus group discussions to strengthen CwC efforts.



ACTIONS REQUIRED

Government and agencies should scale up community outreach using multiple channels to reach people with information they need.



"I have not received any relief support. What are the kinds of support or activities that agencies conduct for persons with disabilities?"



DISTRICTS FEEDBACK COLLECTED

Dolakha



FREQUENCY

approximately

140

PEOPLE RAISED THIS ISSUE

? ISSUE - SOCIAL AND GENDER BASED VIOLENCE

Communities (in short term shelters) reported cases of social violence and gender based violence.



ACTIONS TAKEN

In response to these reported incidents, cases were filed in court and psycho-social counselling was provided.



ACTIONS REQUIRED

Government must implement and enforce laws on reported cases. Communities should also be provided with necessary information and contacts to report cases.



DISTRICTS FEEDBACK COLLECTED

Rasuwa

Sindhupalchowk



FREQUENCY

approximately

100

PEOPLE RAISED THIS ISSUE

? ISSUE - FUNCTIONING HEALTH POSTS

Communities raised concerns related to the limited capacity of local health posts, particularly the lack of medicine, medical equipment and personnel to manage health related concerns. Pregnant women have been forced to travel to Kathmandu due to lack of medicine and capacity at local health posts. As winter continues, people have also shared that their health, especially of children and elderly, is deteriorating.



ACTIONS TAKEN

Government and agencies are coordinating efforts to support and supplement capacity of health post to address health concerns of communities



ACTIONS REQUIRED

There is a need to strengthen capacity (equipment and personnel) of health posts damaged by the earthquake. In addition, resolution of the fuel crisis would support efforts in ensuring medicines are available.



DISTRICTS FEEDBACK COLLECTED

Dolakha

Sindhuli



FREQUENCY

approximately

80

PEOPLE RAISED THIS ISSUE

? ISSUE - FUNCTIONING AND SAFE SCHOOLS

Communities have requested support in construction of schools, particularly from government and agencies who have already made commitments to reconstruct schools. Lack of safe facilities has resulted in children not going to school and engaging in domestic labor.



ACTIONS TAKEN

Government and agencies are supporting construction of Temporary Learning Centers. Agencies have also provided orientations on child rights and protection.



ACTIONS REQUIRED

There is a need for local government to implement strict guidance for child rights to ensure children can safely go to school and not resort to domestic labor.



DISTRICTS FEEDBACK COLLECTED

Dolakha

Gorkha

Sindhupalchowk



FREQUENCY

approximately

40

PEOPLE RAISED THIS ISSUE

? ISSUE - LIVELIHOODS

Communities have requested livelihood support, particularly job assistance and capacity building. In addition, farmers have raised concerns on quality of land (due to cracks from earthquake) and seeds for cultivating high yields.



ACTIONS TAKEN

Government carried out an investigation related to farmer concerns and reimbursed farmers with alternative crops (with NGO support).



ACTIONS REQUIRED

There is a need for scale up of early recovery based activities to support sustained income generation and capacity building.

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.



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