



NEPAL COMMUNITY FEEDBACK REPORT

Issue: Reconstruction



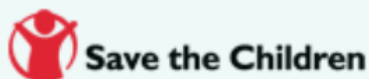
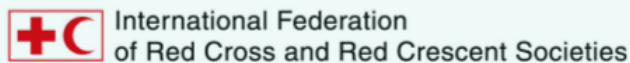


THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



This issue of the Community Feedback Report supported by:



Inter-Agency Common Feedback Project funded by:



KEY FINDINGS

In April 2016, the Inter-Agency Common Feedback Project collected feedback from communities (2100 respondents) across 14 earthquake affected districts on reconstruction related issues.

Reconstruction efforts have been slow to reach communities. A majority of respondents (82 percent) do not believe their main reconstruction needs have been addressed. Some of the main reconstruction needs identified by respondents were financial support (77 percent), access to building materials (37 percent) and technical knowledge (16 percent). As reconstruction efforts scale up, it is expected that respondents will have more positive perceptions on reconstruction related issues.

The results of the perception survey clearly demonstrate that respondents have a lack of information on when support will be received, how they can access reconstruction support and how they can rebuild using safe construction practices. Specific groups, such as women and the elderly, are more likely to be unaware of safe building practice or how to access reconstruction support. This demonstrates the need for community outreach and engagement to be targeted to ensure people have access to vital information. The use of community and social mobilizers, which are currently being trained with the National Reconstruction Authority with support from the Housing Recovery and Reconstruction Platform (HRRP), will be critical in strengthening community outreach.

The majority of respondents (96 percent) believe they will need additional support to build back safely. The most common form of additional support cited by respondents was financial (97 percent), which indicates that respondents do not believe 2 lakh will be enough to rebuild safely. Again, communities require consistent, timely and sustained engagement to ensure they can access the technical support and information to build back better.

Other issues raised by communities through partner feedback mechanisms include WASH and livelihood support. Communities have requested support from Government and partners in the construction or repairing of water supply pipelines and latrines. In addition, these communities have requested livelihood training opportunities to support income generation.

With the one-year anniversary of the Nepal earthquake passing, communities also shared their concerns and belief that another earthquake in Nepal was imminent. Communicating the science of earthquakes and concrete steps that can be taken to prepare for disaster should be undertaken by Government and agencies to address these concerns.

Recommendations

- Strengthen community outreach and engagement to:
 - 1) Ensure communities know when they will or can expect to receive reconstruction support
 - 2) Answer questions on how communities can access reconstruction support. Specifically, respondents cited a lack of clarity on the enrollment process as a barrier to getting support. Communication with communities, using multiple platforms to target different groups, is required to ensure communities understand how to enroll for reconstruction support.
 - 3) Provide information on how to rebuild their homes using safe construction practices. The focus of this information should be on low-cost methods that communities can utilize.
- Government and partners should review and consider what other forms of financial support may be required in areas to ensure build back better is adhered to. Respondents cited concerns that the 2 lakh provision may not be enough for them to rebuild safely.
- Government and partners need to ensure adequate technical support accompanies financial assistance for reconstruction. Communities will require information and knowledge on how to rebuild their homes safely. The community and social mobilizer training with the National Reconstruction Authority and HRRP is an important initiative to support this.

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.

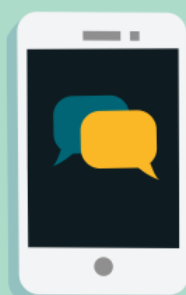
Given this sampling approach, there are some limitations that should be acknowledged. While the VDC selection is randomized, the survey does not reach inaccessible areas, particularly mountainous areas. Consequently, the perception surveys does not collect feedback from communities in these inaccessible 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.

April 2016 Survey Overview



2100

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



52%



48%

ARE MAIN RECONSTRUCTION ISSUES BEING ADDRESSED?



what are people saying?

Gorkha Bazar, Gorkha

We need to repair our house. How can we get skilled manpower?

Anantalingeshwor, Bhaktapur

I am waiting to receive cash support but have not received it yet

Hokse, Kavre

When do I get the 2 lakh support for reconstruction?



key findings in April

Across 14 earthquake affected districts and 2100 respondents, 82 percent felt their main reconstruction needs have not been addressed. As reconstruction efforts have only just started, this high negative response is expected.

Unsurprisingly, financial resources was the main need identified by respondents. As reconstruction grants are issued, it is expected this need will decline. Other main needs identified by respondents include building materials and technical knowledge.

Feedback received by partner agencies also highlights unmet reconstruction needs from communities. While support is being provided, it is clear that scaling up reconstruction efforts must be a priority for Government and agencies.

Are main reconstruction issues being addressed?



Not addressed (82%) Addressed (14%)
Neutral (2%) Don't Know (2%)

Top reconstruction needs



77% identified financial resources as one of the top two main needs



37% identified building materials as one of the top two main needs



16% identified technical knowledge as one of the top two main needs

83%

of respondents expect to receive reconstruction support to address their identified main needs. Certain groups, such as Sherpa and Rai, those with no earthquake victim ID cards and younger respondents (aged 15-24) are less likely to expect to receive support.

DO YOU KNOW HOW TO GET RECONSTRUCTION SUPPORT?



what are people saying?

Tasarpu, Dhading

To receive cash support, I have heard that we have to go to district headquarters

Thecho, Lalitpur

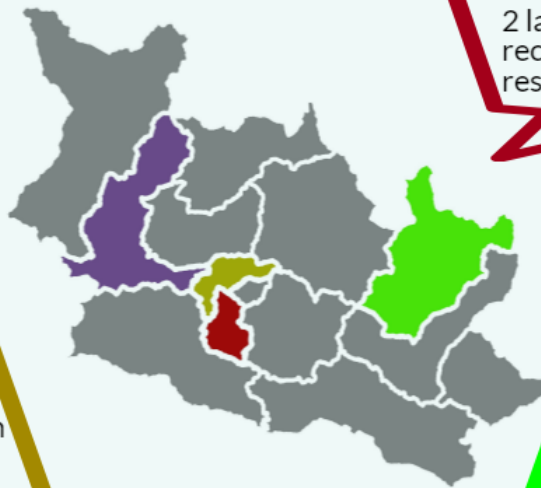
2 lakh is not sufficient for reconstruction of earthquake resistant building

Sundarijal, Kathmandu

There is a lack of information on what support will be given for partially damaged homes

Bhimeshwor, Dolakha

When will we receive the cash support for reconstruction?



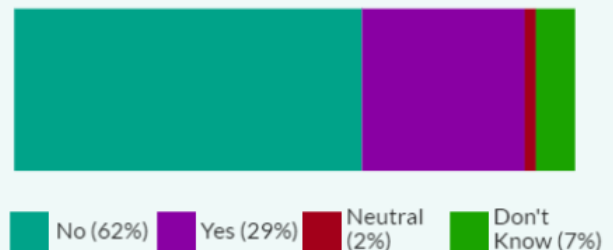
key findings in April

Across 14 districts and 2100 respondents, 62 percent did not know how to access support for reconstruction. There are clear differences in this perception by persons with disabilities, age, and gender, which highlights the need for more targeted and sustained community engagement.

The main information needs identified by all respondents were related to enrollment (where, when and how), knowledge on building practices, and when support would arrive.

Respondents in Dolakha, a pilot district for reconstruction support, were more likely to require information on enrollment. This suggests that while they may be aware of the pilot program, they are not receiving the information needed to take action.

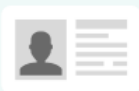
Do you know how to get reconstruction support?



Significant findings

- 77% households with persons with disabilities responded they do not know how to get reconstruction support
- 71% households with single women/widows responded they do not know how to get reconstruction support
- 68% people aged 55+ responded they do not know how to get reconstruction support

Main Information Needs



57% require information on enrollment (when, where, how)



36% want information on how to build safely and with 2 lakh



34% want information on when support will be provided

IS THERE ANYTHING PREVENTING YOU FROM GETTING RECONSTRUCTION SUPPORT?



what are people saying?

Ramche, Rasuwa

When will the government start distributing cash?

Susma Chhemawati, Dolakha

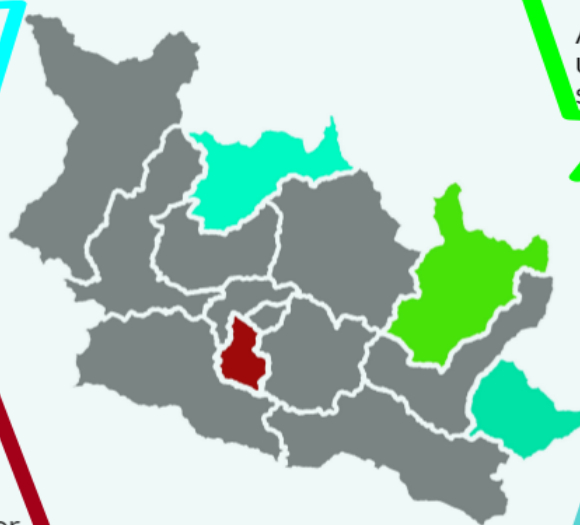
As the bank is inaccessible for us, it is possible to get the cash support in our VDC?

Godawari, Lalitpur

Do people who don't have land ownership certificate also get financial support for reconstruction?

Harkapur, Okhaldhunga

Due to the extreme geographical condition, I am unable to reach any kind of government support



key findings in April

Across 14 districts and 2100 respondents, 24 percent believe they face barriers in accessing reconstruction support. While it is positive this figure is low, previous questions highlight the lack of information people have about reconstruction. It is possible that people have not faced barriers to reconstruction support because they have not attempted to access that support yet.

Of respondents who did face barriers, information related to enrollment and schedules of reconstruction support was highlighted as barriers. In addition, access to additional finances was cited by respondents as a barrier for reconstruction.

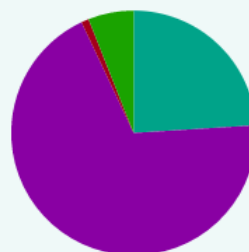
Gurung respondents in one specific VDC (Manbu, Gorkha) cited inaccessibility of banks as the main barrier to receiving support

Significant findings

- 46%** of Gurung respondents believe they face barriers to reconstruction support
- 45%** of Sherpa respondents believe they face barriers to reconstruction support
- 40%** of earthquake B-class ID card holders believe they face barriers versus 22% of earthquake A-class ID card holders*

*Following the earthquake, the Government issued earthquake victim ID cards to families whose houses suffered damages. A class cardholders had completely damaged homes and B class cardholders had partially damaged homes

Is there anything preventing you from getting reconstruction support?



■ Yes (24%) ■ No (69%) ■ Neutral (1%)
■ Don't Know (6%)

Main barriers to getting support



74% of respondents cited information has a barrier to accessing support. This includes where, when and how to enroll or access reconstruction support



38% of respondents stated their main barrier is accessing additional finances for reconstruction

OVERALL, IS THE POST-EARTHQUAKE RECONSTRUCTION PROCESS MAKING PROGRESS?



what are people saying?

Salyantar, Dhading

A lot of data collection work was done but reconstruction has not started



Ramechhap N.P., Ramechhap

Is it possible to construct my house anywhere I want with the government cash grant?

Rangadip, Okhaldhunga

Will I be able to reconstruct my house with delayed cash support before the monsoon?



key findings in April

Across 14 districts and 2100 respondents, 75 percent did not feel there has been progress in the reconstruction process. This result is expected given the limited reconstruction efforts til date. As reconstruction work scales up, it is expected perceptions in this question will trend positively.

There are significant differences at district level. Nuwakot, Bhaktapur, Kavre and Sindhuli all had an above 90 percent negative response rate. Further investigation should be done in more positive districts to better understand why these differences exist and possible good practice that can be applied.

District highlights

96% of Nuwakot respondents did not feel there has been progress

91% of Bhaktapur and Kavre respondents did not feel there has been progress

39% of Rasuwa respondents felt there has been progress

Is the reconstruction process making progress?



■ Not making progress (75%)
■ Making progress (18%) ■ Neutral (2%)
■ Don't Know (5%)

Main barriers to progress



89% of respondents believe the lack of decisions and unclear plans and guidances are some of the top main barriers to reconstruction progress



35% of respondents believe delays in fund disbursement is one of the top two main barrier to reconstruction progress

ARE YOU AWARE OF SAFER BUILDING PRACTICES?



what are people saying?



Nibuatar, Makwanpur

I have already reconstructed my house with a personal loan. Will I get government cash or not?

Irkhu, Sindhupalchowk

How do we get information in constructing safer buildings?

Bhatauli, Ramechhap

Do we need to follow government building code or its it up to us to construct the way we want?



key findings in April

Across 14 districts and 2100 respondents, 51 percent were not aware of safer building practice. Within this, women and elderly were more likely to not be aware of building safely again highlighting the need for more targeted communications and outreach with these groups to provide vital information.

Of those who were aware of safer building practice, 21 percent received information from the radio with 19 percent learning from a community member.

The lack of awareness on safer building practice demonstrates the need for sustained community engagement and technical support to ensure people are able to build back better.

Where did those who are aware get their information on safer building practice?



Radio
(21%)



Community
Member
(19%)



TV
(14%)



VDC Office
(10%)

Are you aware of safer building practices?



Not aware (51%) Aware (44%)
Neutral (1%) Don't know (4%)

Significant findings

85% of Sherpa respondents were not aware of safer building practice. This is highest among caste/ethnic groups

58% of respondents aged 55+ were not aware of safer building practice. This is highest among age groups

56% of female respondents were not aware of safer building practice versus 45% of male respondents

DO YOU REQUIRE ANY SUPPORT ON TOP OF SUPPORT YOU RECEIVED OR EXPECTED TO REBUILD USING SAFER BUILDING PRACTICE?

what are people saying?



Sanosiruwari, Sindhupalchowk

It is not possible to reconstruct my house with 2 lakh.

Tasarpu, Dhading

Do single women receive additional support for the reconstruction process?

Majuwa, Sindhuli

I am worried about what kind of building code I am supposed to follow after getting reconstruction grant.



key findings in April

Across 14 districts and 2100 respondents, 96 percent believe they need additional support (on top of what has already been received or what they expect to receive) to rebuild safely. As reconstruction efforts have only started, this high negative response rate is expected.

Access to finance (on top of 2 lakh) was the top need identified from respondents. This clearly highlights a perception among respondents that 2 lakh support is not enough to rebuild safely. This indicates the need for technical support and community engagement to support build back better.

Do you require any support on top of what was received or expected to build safely?



■ Yes (96%) ■ No (3%) ■ Don't know (1%)

Main support needed to rebuild safely



Finances
(97%)



Technical
Support
(39%)



Materials
(40%)



Labor
(12%)

Is this support available in your community?



■ Yes (19%) ■ No (76%) ■ Neutral (1%)
■ Don't know (4%)

DO YOU NEED TO DEMOLISH YOUR HOME?



what are people saying?



Sundarijal, Kathmandu

Will the government assist in the demolition of my house?

Thecho, Lalitpur

I cannot demolish my house and start reconstruction as the building assessment by an engineer has not been done yet

Sankhu, Kavre

Will I get cash support to build a new house without demolishing the old one?



key findings in April

Across 14 districts and 2100 respondents, 51 percent believe they need to demolish their home. The main reason demolition has not occurred is a lack of resources and waiting for assessments to be completed.

Respondents in districts that had received support in demolition (such as Dolakha and Sindhupalchowk) are more likely to have had their home demolished. This indicates relative success of demolition programs in these areas comparative to districts that have not received the same level of support in demolition (such as Okhaldhunga).

District highlights

76% of respondents in Sindhupalchowk do not need or have had their homes demolished

75% of respondents in Dolakha do not need or have had their homes demolished

76% of respondents in Okhaldhunga believe they need to have their homes demolished

Do you need to demolish your home?



Yes (50%) No (48%) Don't know (2%)

Reasons demolition has not occurred



46% of those who have not demolished their homes cannot afford it



20% of those who have not demolished their homes are waiting for assessments to be completed

OTHER ISSUES RAISED: WASH



what are people saying?

Khiji Phalate, Nuwakot

We do not have proper access to drinking water these days

Sangachowk, Sindhupalchowk

There is a shortage of water here for reconstruction and household purposes

Ramechhap N.P., Ramechhap

We want the government to find other sources of water supply

Majuwa, Sindhuli

Due to drying up of water sources, there is a scarcity of drinking water



key findings in April

Communities have provided feedback to partner agencies regarding access to clean water. This issue was also raised in the perception surveys.

Beneficiaries have stated problems in accessing clean drinking water and using latrines. These communities have requested support in the construction of water supply pipelines along with water reservoir. They have also asked for support in the construction of latrines that will be accessible to people.

Government and agencies have provided support in constructing and repairing pipelines. In some areas, a feasibility study for WASH is being conducted to determine what support can be provided.

Additional support is required in constructing and repairing water pipelines and water tanks and in constructing accessible latrines.



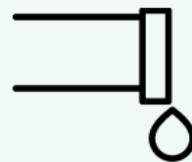
137

people raised this issue with partner agencies

Key Needs Identified:



Access to clean water and latrines



Construct or repair water pipelines

OTHER ISSUES RAISED: LIVELIHOODS



what are people saying?



Gorkha Bazar, Gorkha

We need to repair our house. How can we get skilled manpower?

Samundratar, Nuwakot

Does the government give compensation for livestock that died from the earthquake?



key findings in April

Communities have requested livelihood support programs for income generation opportunities. This includes capacity building and skills training initiatives related to agriculture such as irrigation techniques, production of high yield seeds, off-season farming and masonry.

Government and agencies have worked to support earthquake affected communities with livelihood programs. This includes training and support related to poultry farming and agricultural seed diversity.

However, additional support is required to strengthen income generation opportunities for communities. Any livelihood programming should be developed in consultation with the communities to ensure they can provide feedback and insight on the type of training they need.



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people raised this issue with partner agencies

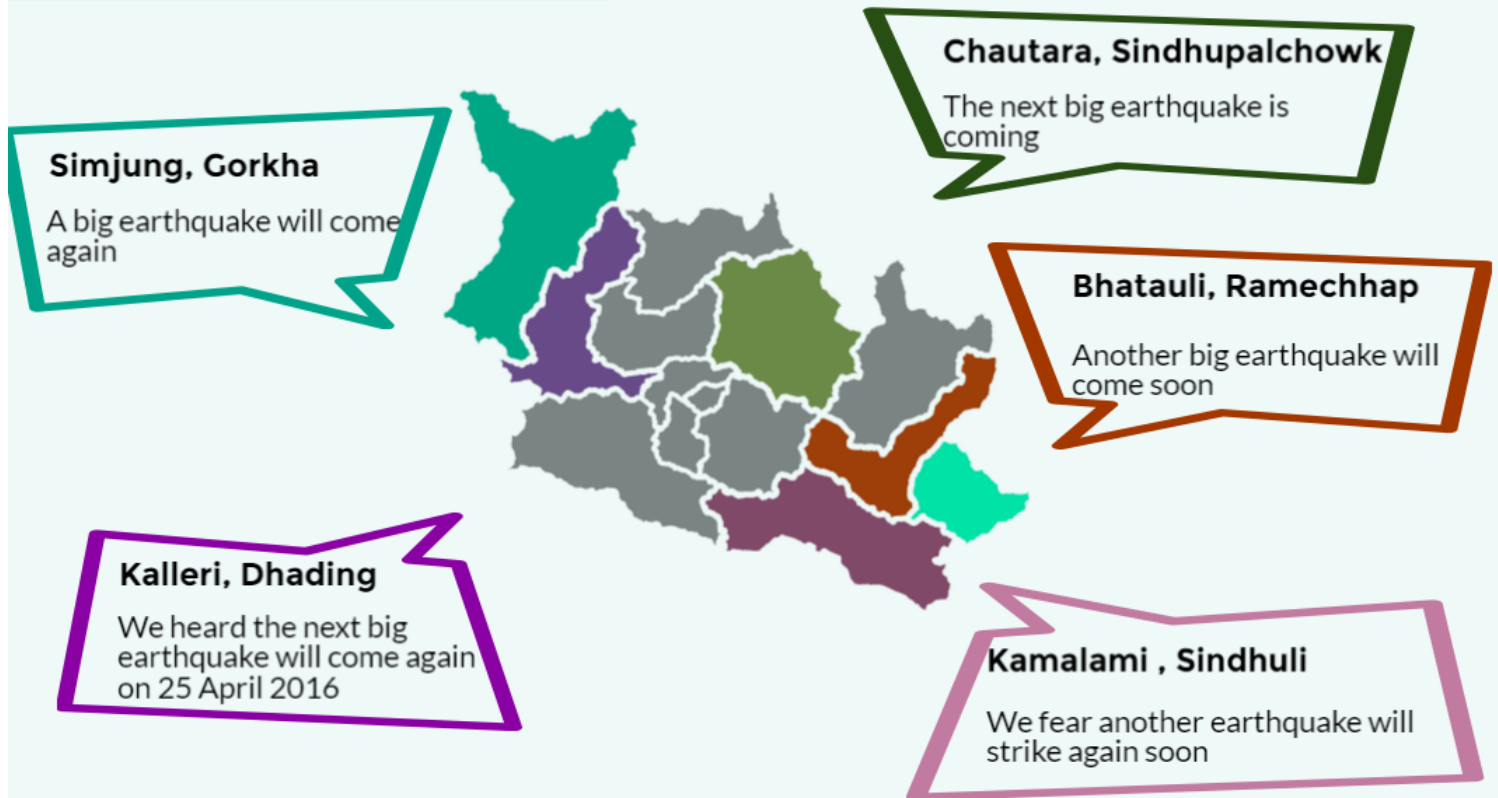
Key Needs Identified:



Agricultural livelihood training

OTHER ISSUES RAISED: EARTHQUAKE RUMORS

what are people saying?



Across districts and communities surveyed for the perception survey, respondents raised their belief and concern that a big earthquake in Nepal was imminent. The one year anniversary of the Nepal earthquake is likely fueling these fears.

Given this concern about an upcoming earthquake, it is important for Government, UN, I/NGOs and media partners to continue to communicate with communities on both the science of earthquakes and concrete steps that can be taken to prepare for such disasters.

Online platforms, such as www.beprepared.nrrc.org.np provide materials and information to support community outreach on risk reduction and preparedness issues.

ACCESS ALL DATA AND REPORTS AT

www.cfp.org.np

