



ANTICIPATORY ACTION: REPORT 1

October 6th 2020 ~ Week 1

In the first week of data collection for this project, Independent Monitors conducted 74 interviews (23 in Puntland; 51 in South Central), administered 82 satisfaction perception surveys (33 in Puntland; 49 in South Central), and facilitated 18 focus group discussions (FGDS) (7 in Puntland; 11 in South Central).

Key limitations of the analysis at this stage is the small sample size thus far. The findings outlined below reflect this, however, and the data will be disaggregated by specific location in future reports.

Accessibility and Exclusion

More than half of all interviewees (50% in Puntland, 75% in South Central) had knowledge of or had experienced barriers in accessing services over the last four weeks. The primary issues of concern for these participants include age, gender, minority status, and disability. More specifically, respondents highlighted unequal access experienced by elderly people and young girls, and described the consequences (e.g., child malnutrition) of this inaccessibility for female-headed households. Minority groups and internally displaced persons (IDPs) also face challenges when trying to access shelter and livelihoods support – the consequence of this being that they are putting themselves in danger to be able to work. It was also indicated that people with disabilities have trouble accessing services (food assistance, in particular), which can lead to problems (e.g., children going to work if their parents are unable to). These findings will be monitored to explore these trends in greater detail over the coming weeks.

There is also a common perception amongst interviewees in both Puntland and South Central that local government officials or community members themselves are most responsible for creating barriers to accessing services. Having said that, many more community members have established locally-led initiatives which aim to address such issues; including local fundraising efforts, meeting with affected individuals, and liaising with community leaders or elders. In addition, religious leadership plays a prominent support role for beneficiaries who lack access to appropriate services.

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Out-with the communities themselves, NGOs and UN agencies have also implemented feedback mechanisms. Having said that, each of these activities has had limited success and requires further attention.

Some interviewees suggested that involving beneficiaries in programme design and implementation would be helpful, as would capacity-building and training workshops, and support to enforce accountability (e.g., through legal and prosecutorial action).

Extortion and Exploitation

Many interviewees in both Puntland and South Central also reported that they had knowledge or experience of extortion or exploitation in the last four weeks. In Puntland, the perception seems to be that this is very rare, whilst it is considered to be very common in South Central. The services most commonly affected by this abuse include shelter and food distribution in Puntland, and food and cash-based assistance in South Central.

Another point of agreement falls on the perception that women, particularly female-headed households, are most susceptible to this extortion or exploitation. Young people (particularly orphans and teenage girls), elderly people, and minority groups are also vulnerable. Furthermore, key indicators of the emotional impact that this has on beneficiaries is evident in reports of anxiety, stress, and depression.

There are mixed opinions regarding who is responsible for this extortion and exploitation: In Puntland, interviewees most commonly identified community members, while in South Central, perceived responsibility is divided between community members, local government officials, NGOs, and camp leaders. A high number of interviewees in South Central also agreed that a lack of awareness and information is responsible for this poor practice.

Having said that, there is evidence of community initiatives, including the involvement of religious leaders, already in place to address some of these issues. For the most part, however, the perception is that nothing is being done. Some participants suggested that creating more effective communication channels between community members and project implementers was important – particularly in decision-making forums. Legal and prosecutorial action was also favoured by several participants, as were awareness-raising (including media engagement) and capacity-building exercises.

Satisfaction Perception

The figure [here](#) represents the percentage of combined 'satisfactory' survey responses from Puntland and South Central. Nine of 11 respondents who were overall 'very unsatisfied' were surveyed in Merca, plus another one each in Jowhar and Mogadishu. It is hoped that in the coming weeks, cross-regional analysis will help to identify patterns and particular areas of concern with respect to this dissatisfaction.

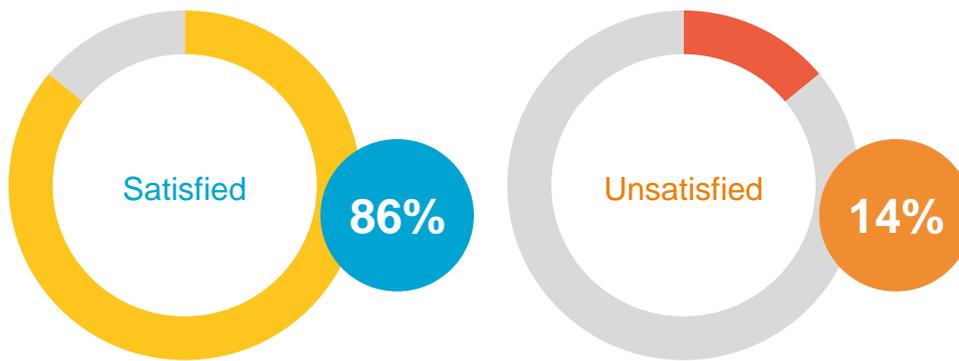
One interesting point worth noting for disaggregated Puntland data ([here](#)) is that no respondents indicated overall dissatisfaction. Another point worth noting from disaggregated data in South Central ([here](#)) is that dissatisfaction was most prominent in female respondents.

A comparison of the data from surveys administered demonstrates that feedback is largely welcomed where there is an opportunity to provide it. Further than this, however, three main protection concerns emerged across both regions: most notably, vulnerability by age, gender, and disability.

- i. The majority of participants were satisfied (18 participants; 4 female) with child support services, but it is worth noting that there were some 'very unsatisfactory' responses too. Overall, respondents in both regions were most satisfied with staffing, followed by accessibility and by their needs being met. Having said that, of those interviewed who had children eligible to access these services, their reasons for not accessing include being *unable* to access. There were both girls and boys of all ages identified in both regions who were not accessing services, so this is something that should be monitored closely as the project continues. Respondents indicated that NGOs and UN agencies may be at fault for this.

Elderly people in both Puntland and South Central reported overall satisfaction with how the services meet their needs, followed by how accessible they are. Any barriers that do exist are perceived to be caused by a lack of awareness or information, followed by community members, local authorities, the military, and NGOs.

Percentage of responses in Puntland and South Central Combined



An image of an old man named Yusuf in Qardho, Puntland.
Credit: Muhktar Nuur / NRC

- ii. Most females surveyed reported that they were satisfied with the gender-sensitive services they do use, though there were 'very unsatisfactory' responses too. At this early stage of ongoing analysis, a lack of awareness or information appears to be most commonly responsible for any issues with these services. Community members themselves are perceived to create barriers to accessing gender-specific support, followed by NGOs and local authorities.
- iii. For people with disabilities in both regions, satisfaction was greatest for staffing, followed by accessibility. Meeting the needs of beneficiaries does, however, appear to be one key challenge for disability support services. In addition, several young people (including children under 6) identified through interviewee households may be eligible for support through these services but are not yet accessing them. The reasons for not using these services include the actions and behaviour of community members, NGOs and the UN, followed by a lack of awareness or information.

Community Inclusion and Participation

Data collected from FGDs in both Puntland and South Central highlighted divided opinions and experience when it comes to community inclusion and participation. For example, some participants felt that they were involved in programme design while others said they did not feel included at all. The latter results predominantly in unmet needs or key interventions being missed.

FGD participants also discussed the role that inequality plays in preventing certain groups (e.g., women, girls, and people with disabilities) from being involved in decision-making. In Puntland, participants also explained that decisions are made on their behalf by camp or community leaders, while in South Central, decisions tend to be made by aid agencies and Government officials.

FGD participants also reported a lack of consultation during implementation; nor do they feel that they are given opportunities to provide feedback. This is despite discussions in Puntland which demonstrated their understanding of the importance of community involvement (particularly the involvement of women). Instead, as described by participants in South Central, it leaves beneficiaries feeling as though they are left with no choice but to accept misappropriate or insufficient support.

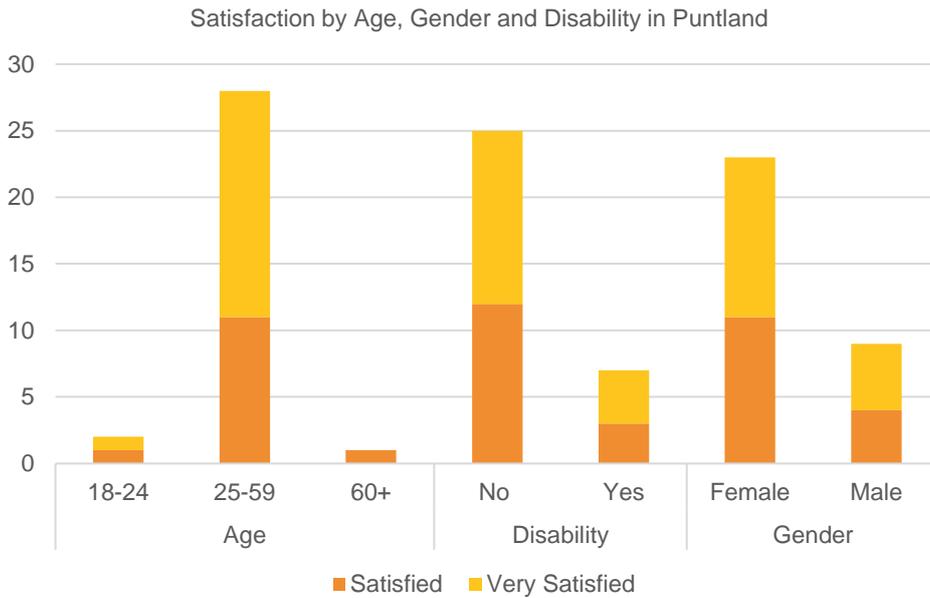
Do No Harm

The FGDs presented another opportunity to develop a common understanding of the Do No Harm (DNH) principle. It is hoped that the data collected in the coming weeks can help to build this understanding. Having said that, information was gathered this week which highlighted some areas which may benefit from further monitoring. In both Puntland and South Central, for example, intra-communal conflicts are a common unintended consequence of food distribution or cash-based interventions – particularly, as one group highlighted, when supplier organisations run out of resources. Other concerns raised include toilets being too far away in Puntland (particularly in sites where rape is a prominent protection concern) and logistical problems in South Central which leave people queuing outside in the hot sun.



Ardoon in Jowle 2 IDP camp in Puntland. Photo: Mukhtar Nuur / NRC

Disaggregated Satisfaction in Puntland



Disaggregated Satisfaction in South Central

