



ANTICIPATORY ACTION: REPORT 2

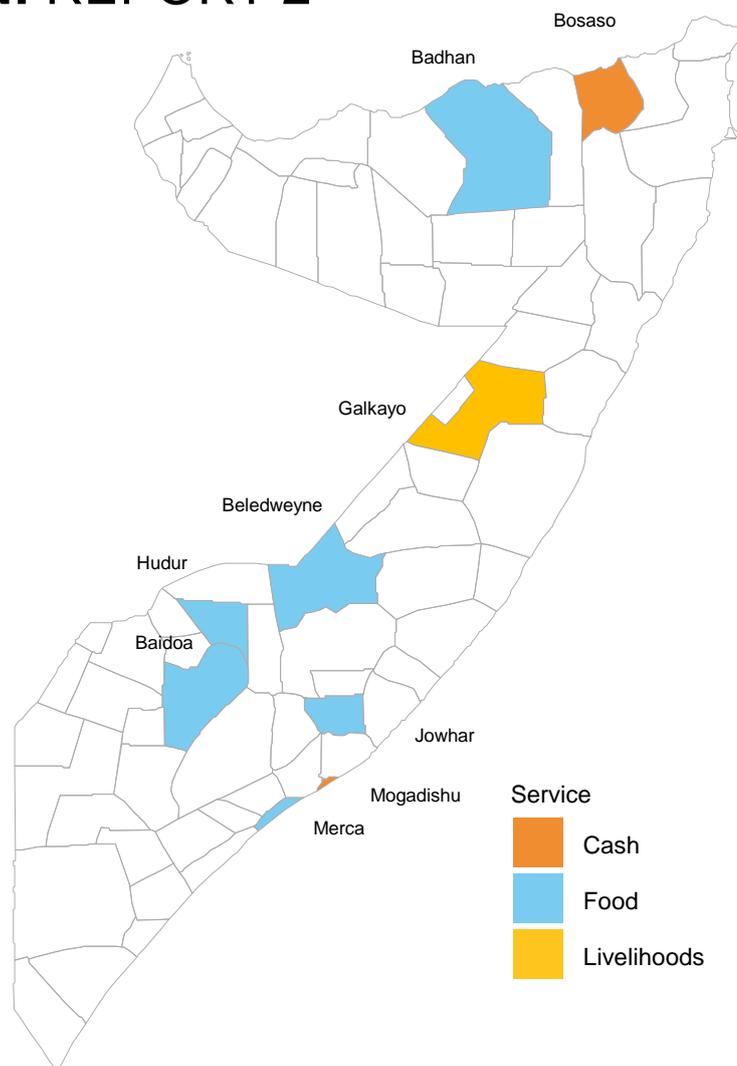
October 13th 2020 ~ Week 2

Thus far, Independent Monitors have conducted a combined total of 108 interviews (35 in Puntland; 73 in South Central), administered 259 satisfaction perception surveys (95 in Puntland; 149 in South Central; 15 in Jubaland), and facilitated 30 focus group discussions (FGDs) (5 in Puntland; 25 in South Central). In addition, data from 25 PRMN interviews in Somaliland were also taken into account for the purposes of this reporting period.

Accessibility and Exclusion

For most participants in Jubaland, Puntland, and South Central, inaccessibility happens more often than it does not. Interviews indicated that food assistance in particular appears to be most inaccessible in Baidoa, Beledweyne, Hudur, Merca, Jowhar, and Badhan (see figure on right).

Elsewhere, cash assistance is most inaccessible in Bosaso and Mogadishu, whilst livelihoods are most inaccessible for beneficiaries in Galkayo. Though not shown in the figure, support with non-food items (NFI) is also an equally prominent issue in Beledweyne and Hudur.



Overall, the most affected groups include minorities (Badhan, Beledweyne, and Hudur), elderly people (Galkayo and Hudur), young people (Bosaso), people with disabilities (Badhan, Merca, and Mogadishu), and women (Badhan and Mogadishu). IDPs have been commonly identified as being unable to access services in Galkayo too.

This week, one interviewee in Sanaag also made a point worth noting: that women are prioritised support over men, and that gendered access to services is therefore unequal. Another participant in South Central (no specific location data), highlighted a similar point: that new arrivals are prioritised support over existing IDPs, leading many to falsify their identities and/or status to access support.

In both Hudur and Merca, interviewees explained that one consequence of this inaccessibility people begging for food or money on the streets. Child labour is also a concern emerging from Merca, as is the fact that children are dropping out of school to earn household income in Hudur. Poor physical and mental health have also been identified as consequences in Hudur and in three other interviews in undisclosed locations. References were also made by several interviewees to death, starvation, and suicide in Beledweyne and Hudur.

Community members, NGOs, and local government actors, in addition to camp, community, and clan leaders, have been identified as actors primarily responsible for creating access problems in all locations.

Although the term 'community initiatives' is widely used in different locations to describe locally-led efforts to address accessibility issues, religious leadership prevails as the most common intervention in Badhan, Beledweyne, Hudur, and Merca. Regarding the help that external actors could provide to support local efforts, several interviewees in Merca identified legal support as the key means through which external actors can help beneficiaries.

Extortion and Exploitation

Interviews also revealed that bribes to access humanitarian support are common in Badhan, Hudur, Merca, Mogadishu, and various other undisclosed locations. Interviewees in Badhan (and a further two at undisclosed locations in South Central) identified health services as those most affected by extortion and exploitation. Several interviewees in South Central (1 in Hudur) also highlighted prevalent abuse in cash-based interventions, and several more suggested that food assistance is equally susceptible in Merca, Mogadishu, and elsewhere in South Central. Furthermore, NFI appears to be problematic in Merca and Mogadishu, as does shelter in South Central.

In Badhan, gender (e.g., unpaid female domestic workers), religious affiliation, and clan are strongly associated with extortion or abuse. The latter two are also problematic for beneficiaries in Merca and Mogadishu, and people with disabilities are commonly extorted or exploited in Hudur, Merca, and elsewhere in South Central.

Consequences of this abuse include community tensions and conflicts (Hudur), the need to beg for money to feed families (Merca), displacement (Mogadishu, South Central), and mental health problems (including stress, anxiety, and depression) (Mogadishu, South Central).

Responsibility for extortion or exploitation goes beyond a lack of awareness or information, with interviewees in Badhan, Hudur, Merca, and Mogadishu identifying community members as those who commonly extort or exploit beneficiaries. For interviewees in Badhan, Hudur, and elsewhere in South Central, local government officials hold responsibility; in Merca and elsewhere in South Central, this is camp or community leaders; whilst in Hudur and elsewhere in South Central, responsibility lies with NGOs.

Community initiatives were also cited by interviewees asked about extortion or exploitation in Badhan and Hudur, with more specific references (e.g., to religious leadership) mentioned elsewhere (Merca).

interview in Mogadishu stood out in particular, where it was explained that community members do not speak out about these issues because they fear the ramifications from local government actors. A suggestion made to overcome this is to build the capacity of local government officials, in addition to including beneficiaries in decision-making forums. This sentiment was shared by another participant in South Central.

Satisfaction Perception

So far, combined survey responses from Jubaland, Puntland and South Central demonstrate mixed service satisfaction ratings (see figure below).

Two-thirds of these respondents also identified opportunities to provide feedback to services. For those who indicated that this feedback was not welcomed, most were in Garowe, followed by Kismayo and Baidoa. In both Bosaso and Hudur, a perceived lack of awareness and/or information was primarily responsible for this inaccessibility; reported predominantly by females.

One overarching theme which emerged from the beneficiary satisfaction perception survey is that NGOs and UN agencies are most responsible for creating barriers to access or for exploiting beneficiaries (in agreement with some interviewee experiences). This is specifically the case for gender-, age-, and disability-specific services. According to the survey data, this is especially prominent in Galkayo, though Badhan, Garowe, and Hudur are affected too. In Mogadishu, the military and armed groups represent the greatest risk of exclusion or extortion. Elsewhere, a perceived lack of awareness and/or information is responsible; as are local authorities in Badhan, Beledweyne, Dhobley, Jowhar, and Kismayo.

- **Gender-Sensitive Services**

Satisfaction for gender-sensitive services is mixed across locations, with respondents most dissatisfied with accessibility in Jowhar and staffing in Mogadishu.

- **Age-Appropriate Services**

One emerging trend from the surveys thus far indicates that young people (especially young boys aged 7-12) are not accessing child-specific services (e.g., education) in Garowe, Jowhar, and Mogadishu.

In addition to services tailored to young people, 102 respondents (71 female) reported accessing elderly-support services. Eight of these respondents (no location data) were unsatisfied with the support they receive; specifically with how it meets their needs.

- **Disability-Support Services**

The survey data also suggests that females with disabilities struggle to access disability-support services, particularly young girls in Mogadishu and elderly women in Galkayo.



Credit: Muhktar Nuur / NRC

Community Inclusion and Participation

Regarding community inclusion and participation, FGD participants in Dhusamareb discussed some positive insights that may be worth investigating further. Specifically, participants here consider themselves as 'stakeholders' whose opinions are prioritised in community engagement meetings. Similar sentiments were shared in another FGD in Puntland.

The prevailing view elsewhere, however, is that beneficiaries are not involved in humanitarian decision-making. Rather, decisions are made on their behalf by camp leaders or, in one instance in South Central, by humanitarian actors away from the sites (e.g., hotels, restaurants inaccessible to IDPs). This lack of involvement ultimately leads to delayed and inappropriate aid (e.g., in Garowe, where food distribution has been restricted to maize and oats while most beneficiaries eat rice and pasta).

Similar views were expressed regarding involvement in programme design; with one group in Puntland praising a community-driven approach adopted by NRC in shelter construction, and another in South Central (Hudur) indicating that their views are often accounted for in programme design. However, the majority of groups agreed that beneficiaries are not involved in programme design.

Humanitarian support is instead designed on their behalf by community leaders or external actors. One group in Hudur indicated that beneficiary involvement is limited to the reception of aid which is assumed to meet their needs.

FGD participants in both Puntland and South Central spoke somewhat positively when asked if they were consulted during implementation or offered opportunities to provide feedback. Having said that, participants from one group in South Central explained how people with disabilities or poor literacy skills are often excluded from these consultations. Another participant from the same group reaffirmed this phenomenon when she said that she was often invited to provide feedback specifically because she was educated and literate.

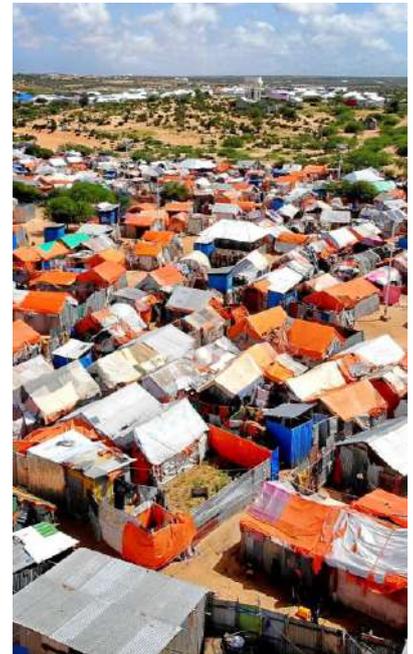
Do No Harm

Despite limited specific location data, there were comments from participants in a number of different groups who said that no services fell short of DNH (including two separate groups in Merca). However, food distribution programmes in Hudur and one other undisclosed location in South Central are said to fall short of the principle (e.g., where sexual exploitation occurs).

In Hudur, rape victims who report these crimes are often susceptible to further abuse and exclusion as a result of poor practice (specifically regarding confidentiality). In addition, food assistance programmes exacerbate community tensions and conflicts, and toilets are too far away from the camps (leaving women and other vulnerable groups open to attack, particularly at night). The latter problem is not unique to Hudur, having also been mentioned by two groups in Galkayo. In addition, health facilities in Garowe were said to have been too far away, leaving these people vulnerable to security threats.

Evictions

PRMN data in Somaliland highlighted concerns for private renters in Burao and state-authorised occupancies in Hargeisa who appear to be at the greatest risk of evictions. This data will continue to be monitored throughout this project to identify any further trends.



Credit: Mukhtar Nuur / NRC

Overall Satisfaction by Age, Gender and Disability in South Central

