



# ANTICIPATORY ACTION: REPORT 4

October 20<sup>th</sup> 2020 ~ Week 4

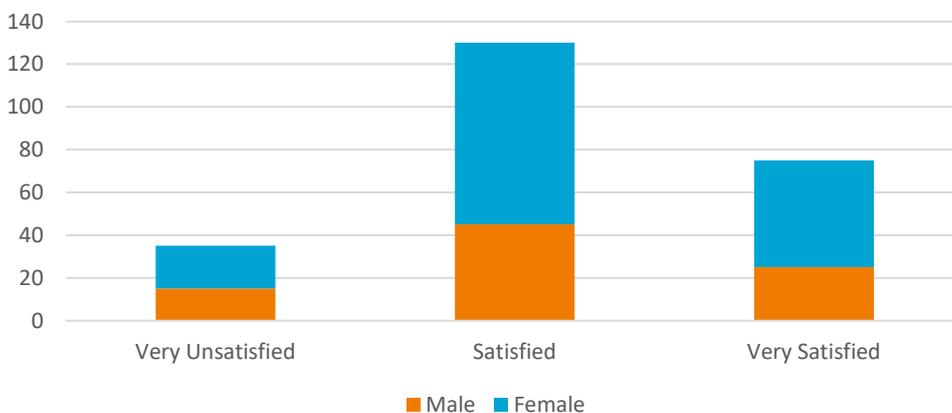
This report draws on data from a combined total of 141 interviews (5 in Jubaland; 32 in Puntland; 104 in South Central), 95 focus group discussions (FGDs) (9 in Jubaland; 35 in Puntland; 51 in South Central), and 251 satisfaction perception surveys (15 in Jubaland; 98 in Puntland; 138 in South Central). This sample has been updated and refined based on the most meaningful information provided thus far.

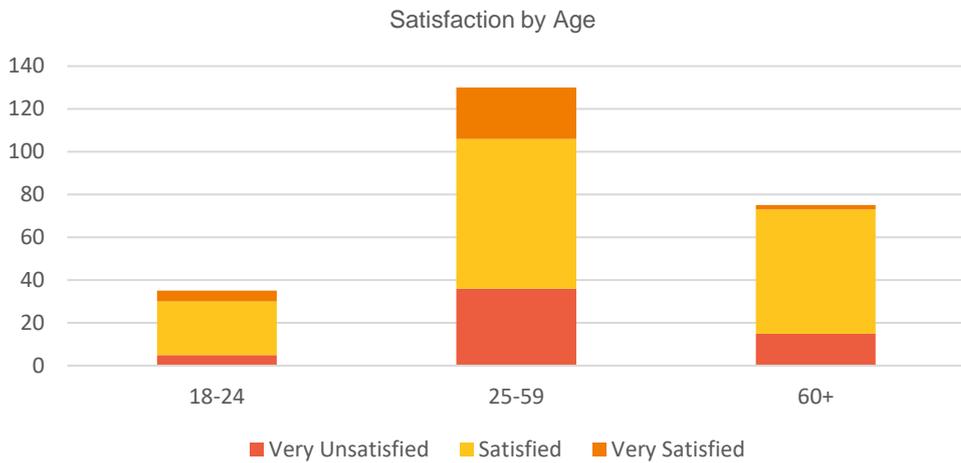
## Satisfaction Perception

The figure below provides disaggregated insight into overall satisfaction perception amongst all beneficiaries surveyed. Responses thus far also reveal trends which are particularly prominent in South Central. In Jowhar, beneficiaries indicate greatest dissatisfaction with gender-sensitive services (e.g., ante/post-natal care), child support (health and nutrition), and disability support (cash and food). Similar reports are also emerging from Mogadishu where elderly respondents (60+) are most dissatisfied with staffing and whether gender-, age-, and disability-sensitive services meet their needs.

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Satisfaction by Gender





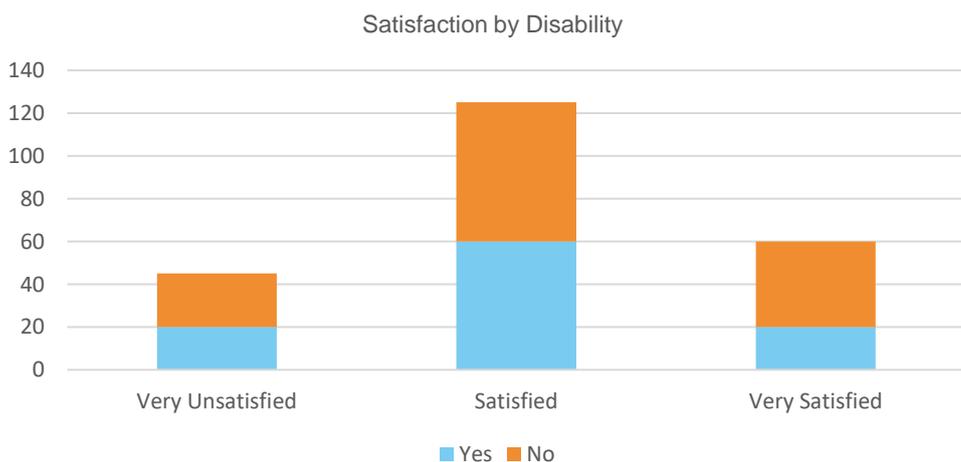
Portrait of IDP woman. Photo: Ingrid Prestetun / NRC

### Accessibility and Exclusion

Survey responses also indicate widespread inaccessibility in the last four weeks. Indeed, elderly respondents in Jowhar and Mogadishu report the greatest challenges in accessing a range of services; as do young adults aged 18-24 in Badhan, Hudur, and Garowe.

Three-quarters of interviewees also reported that they had experienced or observed exclusion in the last four weeks. In addition to the trends emerging from Merca in the last reporting period, interviewees in Afmadow unanimously highlighted inaccessibility as a persistent problem that happens fairly often. Here, the most affected services include shelter, livelihoods, and water and sanitation. Interviewees in Afmadow also explained that elderly people are frequently excluded; as are individuals from minority clans and women. In Badhan and Mogadishu, two interviewees instead raise concerns that women are prioritised over men.

This exclusion ultimately leads to a number of protection concerns, including the need to beg for food or money (reported by interviewees in Afmadow, Dhusamareb, Hudur, Merca, and Mogadishu), intra-communal conflict/tensions (in Afmadow, Badhan, Beledweyn, Dhusamareb, Jowhar, and Hudur), and child labour (in Afmadow, Badhan, Baidoa, Jowhar Hudur, Merca, and Mogadishu).



Satisfaction by Education

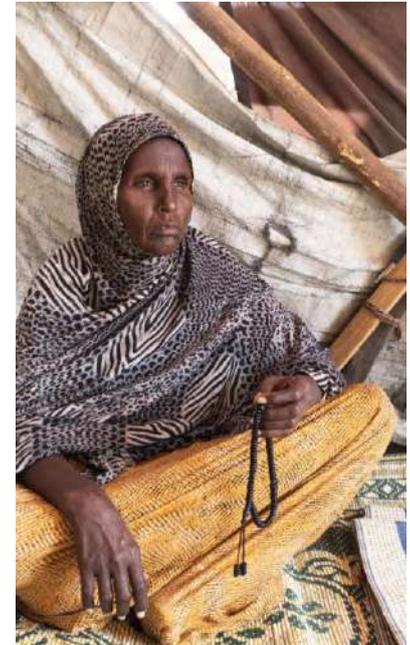
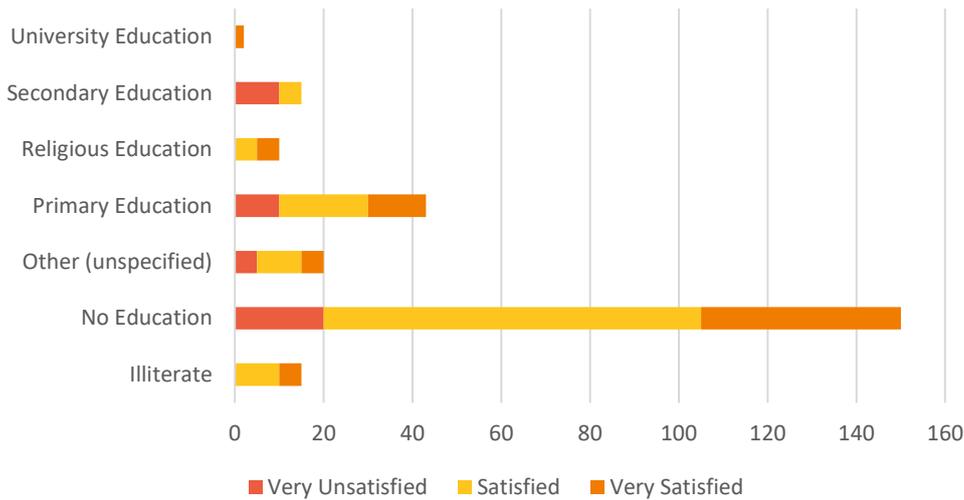


Image of IDP woman. Photo: Ingrid Prestetun / NRC

### Accessibility and Exclusion

*Who is responsible for this exclusion?* Interviewees and survey respondents in Afmadow, Badhan, Beledweyne, Jowhar, Hudur, and Mogadishu assign responsibility to NGO staff for this exclusion. In Afmadow, Badhan, Baidoa, Beledweyn, Dhusamareb, Jowhar, Hudur, and Mogadishu, interviewees believe that local government or local authorities are responsible; survey respondents in these locations (plus in Dhobley and Galkayo) agree with this sentiment. Further than this, interviewees in Badhan, Baidoa, Beledweyn, Jowhar, Hudur, Merca, and Mogadishu perceive camp or community leaders as most responsible for this exclusion.

More positively, one-fifth of interviewees indicated that they had no problems accessing services in the last four weeks. This is notable for beneficiaries in Badhan, Beledweyn, Bosaso, and Merca; with all respondents in Bosaso referring to their 'good' camp leader and the existence of a justice committee to prevent exclusionary practices. This may therefore be a suitable case study to investigate further.

Interviews in Afmadow, Badhan, Beledweyn, Dhusamareb, Hudur, and Merca also reveal that religious leaders play a key role in addressing these exclusion issues. They provide support by, for example, listening to the grievances of affected groups or individuals, delivering sermons to raise awareness of human rights and culturally appropriate actions, and (more generally) solving problems locally. Having said that, others indicated that they have no voice (in Dhusamareb and Mogadishu), or fear the ramifications of speaking out against current practices (in Hudur, Merca, and Mogadishu).

Three key themes emerge from the suggestions made to increase the effectiveness of protection work: first, through training and capacity-building aimed both at community members/beneficiaries and at other stakeholders, including camp or community leaders and local government officials. This is true for interviews in Afmadow, Baidoa, Beledweyn, Dhusamareb, Hudur, and Mogadishu. Second is the need for legal support to prosecute perpetrators of exclusion (particularly in Merca and Mogadishu). Third, interviewees in Afmadow, Badhan, Beledweyn, Merca, and Mogadishu point to the importance of strengthening relationships between both agencies and beneficiaries (including through consultations and other efforts to empower beneficiaries), and between agencies, beneficiaries, and the government. These themes are also seen in locally-led efforts to address extortion or exploitation.

## Extortion and Exploitation

A concerning trend is emerging from the data we have collected about beneficiaries' experience or knowledge of extortion or exploitation. Across 10 locations<sup>1</sup>, interviewees cited bribes, sexual favours, and child labour as the most common types of abuse that they encounter – particularly when accessing food and cash assistance.

In Afmadow, interviewees identified NGO staff, camp leaders, and local government officials as the perpetrators of this abuse. In Jowhar, NGO staff were also identified, and participants described how government officials or camp leaders often force young women or girls into marriage to gain access to support. In Dhusamareb, local government actors have also asked camp leaders to withhold up to 40 per cent of aid. Elsewhere, beneficiaries are forced to pay up to half of the total value to receive aid from distributing agents, and are told if they don't pay this time, they don't get next time. People in employment also experience extortion/exploitation too: various interviewees report that hospitality, domestic, or casual work (e.g., car wash) are frequently under- or irregularly-paid or sexually harassed/abused.

Gender was commonly identified by interviewees as a particular characteristic of people who are extorted/exploited. Survey responses shed further light on this issue, including 59 female respondents (11 locations) who are not accessing gender-sensitive services because of NGOs, local authorities, and/or community members. It is unclear whether 'community members' here includes camp or community leaders, but there does appear to be a trend emerging here.

Community elders are, however, perceived as responsible by 21 survey respondents with disabilities from Beledweyn, Galkayo, Garowe<sup>2</sup> and Mogadishu; where they prevent people with disabilities from accessing speciality services.

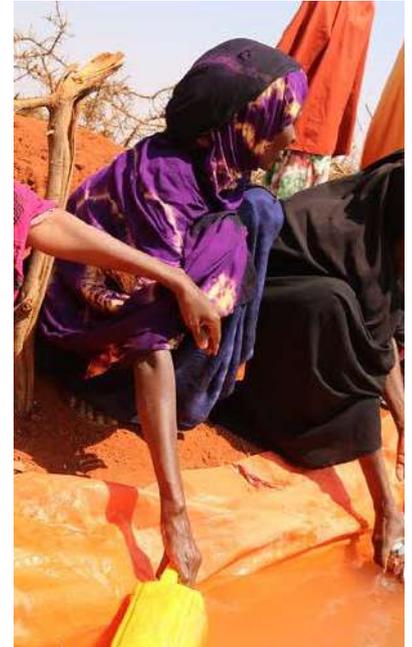
## Community Inclusion and Participation

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.

### Decision-making

A number of interviewees emphasised that they are not involved in decision-making, which ultimately leads to exclusion from services. Participants in one-third of all FGD groups also report that beneficiaries are not involved in decision-making: specifically in Hudur, Galkayo, Merca, Beledweyn, Bosaso, Jowhar, Dhusamareb, and Garowe. Of these groups, almost half (15) reported that decisions are made on their behalf by camp or community leaders, with a further eight groups in Hudur and Merca indicating that decisions are made in places that are hard to reach for IDPs (e.g., hotels, restaurants, or other venues out-with the settlement).

A further 11 groups cited that their involvement is limited to needs assessments which are conducted prior to programme design or implementation; most prominently in Galkayo but also in Jowhar, Mogadishu, and Garowe. People with disabilities in particular are excluded from decision-making forums in Beledweyn, Hudur, and Merca. In Jowhar, however, one female participant with a disability spoke positively about her involvement in humanitarian decision-making (e.g., for health, education, or sanitation facilities), and may therefore be a case study worth further investigation.



Women fetching water in Dollow.  
Photo: Nashon Tado/NRC

1. Afmadow, Badhan, Beledweyn, Dhusamareb, Jowhar, Hudur, Merca, and Mogadishu.
2. All interviewees from Garowe also blame the military

Although some participants did indeed indicate that they do not feel compelled to be involved as long as they receive the support they need, this lack of involvement has led to delayed or inappropriate aid for many participants. In terms of anticipatory response, it should therefore be considered paramount to encompass a more inclusive approach to decision-making processes.

- **Programme design**

Two-thirds of FGD groups reported that beneficiaries are not involved in programme design, including those who highlighted that decisions were made by camp or community leaders, or by external actors and away from the site. Further than this, however, participants in 12 groups had never encountered the concept of programme design before. Some interesting comments related to this emerged in Hudur and Jowhar, where participants feel that they are not involved in programme design because they are unable to read or write. Having said that, other participants in Jowhar did speak of their involvement in design meetings; as did some participants in Hudur and Bosaso.

- **Consultations and opportunities for feedback**

There are mixed views prevailing both between and within groups regarding their involvement in consultations or invitation to provide feedback, with no location-specific trends emerging as yet. Almost half (45%) of all FGD groups reported that they did not have opportunities to provide feedback or engage in consultations during programme implementation. This includes 17 groups who agreed that camp or community leaders provide feedback on their behalf. Participants also identified three key barriers to these opportunities: namely, disability, clan-affiliation, and literacy/education level.

More positively, one-third of groups discussed their experience with community meetings, consultations, and other opportunities to provide feedback (e.g., through surveys, assessments, and evaluations). Participants in Galkayo referred to the phone number that they can call should they wish to make a complaint; though several of these individuals also emphasised that this was the *only* means through which they could provide feedback. This perhaps indicates the need to identify other means that may be more appropriate.

## Do No Harm

The primary protection concerns which have arisen through FGDs include unequal, inappropriate, or insufficient distribution of aid. For example, groups in Beledweyne, Bosaso, and Jowhar cited unequal distribution of resources. Groups in Jowhar specifically placed responsibility for this on gatekeepers and local authorities.

The same two groups also highlighted the inappropriate means through which aid is distributed (e.g., large crowds gather and beneficiaries are frequently injured as a result). Likewise, aid is distributed too far away from the site for participants in Baidoa, leaving children vulnerable at home for extended periods of time; as are education and water facilities in Beledweyn; and latrines for women in Jowhar and Hudur (who actively choose not to use them during the night due to the expected dangers). In Merca, cash-based assistance has also led to marital disruption and an increased use of Khat.

Insufficient distribution of aid is also common. In Badhan and Galkayo, for example, groups reported that depleted resources for livelihoods projects leads to conflict and displacement. In Baidoa, shelter without doors leaves beneficiaries vulnerable to rape, and toilets provide no privacy or separation from the opposite gender.