



**GROUND TRUTH
SOLUTIONS**

HURRICANE IRMA

GROUND TRUTH SOLUTIONS SURVEY OF PEOPLE AFFECTED BY
HURRICANE IRMA

ANTIGUA AND BARBUDA

– **ROUND TWO** –

22 JANUARY 2018





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OVERVIEW

Introduction

This report analyses data collected from interviews conducted with 202 Barbudans currently displaced in neighbouring Antigua and those who have returned to Barbuda in the aftermath of Hurricane Irma. This round of interviews took place between 15 December 2017 and 6 Jan 2018, roughly three months after Hurricane Irma made landfall. As part of the [H2H Network](#)'s DFID-funded mission in the Caribbean, Ground Truth Solutions, an NGO, is providing a regular flow of feedback on community perceptions about the effectiveness of the response and their evolving needs. The surveys offer decision-makers insight into community concerns as the basis for programmatic course corrections and to manage people's expectations. This report covers the second of three rounds of surveys in Antigua and Barbuda. For reference, the results from the first round can be found on [our website](#). The raw data from rounds one and two can also be found on [HDX](#). The next round of data collection will take place in February 2018.

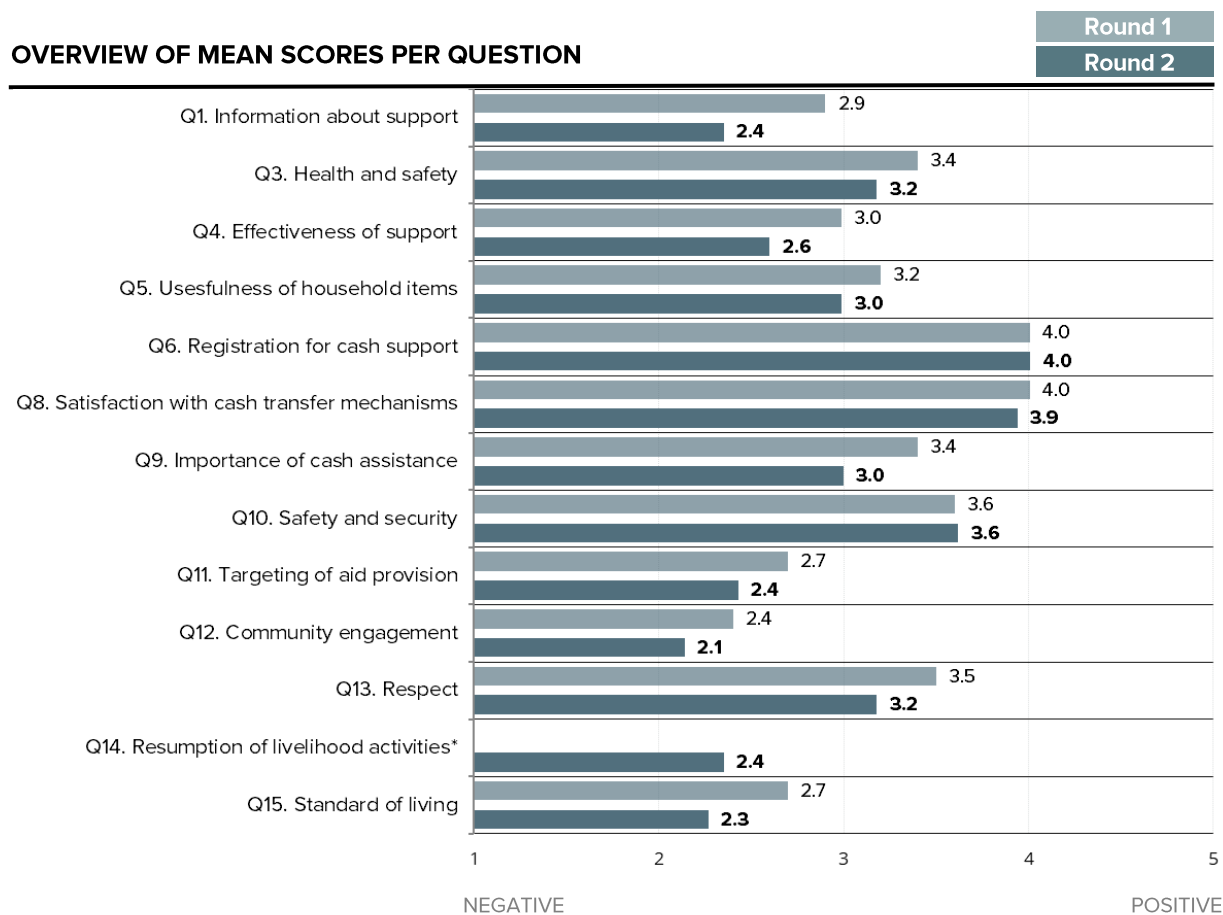
Highlights

- Overall, there has been an increase in negative scoring across most survey questions, particularly among those residing in collective shelters;
- A 20% increase in negative responses (Q15) indicates the lives of affected people have not improved since the hurricane.
- Well over half of respondents say their most important needs are not being met – food and water are most often mentioned as vital unmet needs (Q4);
- Among those currently residing in shelters, there was a noticeable increase between rounds one and two in respondents reporting a lack of respect from aid workers, from 19% to 60% respectively;
- Sixty-two percent of respondents report being unable to resume livelihoods held prior to the disasters (Q14);
- A majority of respondents continue to be dissatisfied with the extent to which community consultations have contributed to the design of support programmes (Q12);
- Phone calls and face-to-face meetings continue to be the most preferred channels for receiving information about available support (Q2);
- Most survey participants continue to think that support does not go to those who need it most (Q11);
- Respondents who feel that aid is going to those who need it most think that the lives of affected people are improving and that their most important needs are met;
- Those who report knowing how to avoid health hazards are more likely to feel safe in their current accommodation than those who do not.



Overview of mean scores

The survey includes 15 core questions about affected people's views on a range of issues related to the effectiveness of the response, the quality of relations with aid providers, and improvements in their living conditions. Closed questions use a five-point scale. Mean scores above three indicate a tendency towards positivity; mean scores below three suggest a tendency towards negativity. A more detailed analysis is provided in the question-by-question breakdown of responses.



* Q14 does not include a comparison of mean scores between rounds one and two, as the question was introduced in round two.

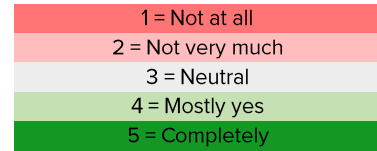


SURVEY QUESTIONS

The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not always total 100% because respondents might have been given the option to provide multiple answers. For each question, we indicate the main take-away or conclusion drawn from the data.

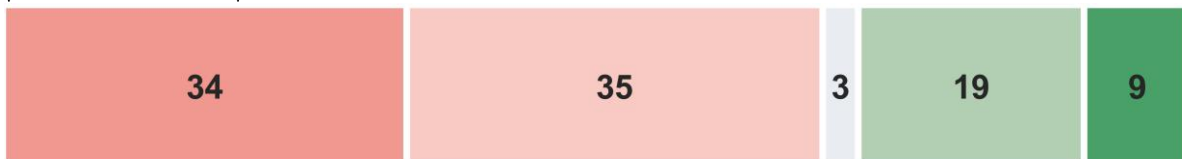
Q1. Information about support

Have you been kept informed about how to access the support available to you?



(values in %, n = 201)

Trend in mean scores: 2.9 ↓ 2.4

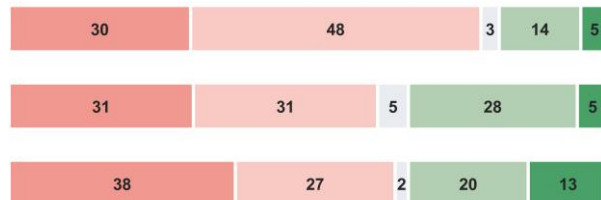


Awareness of available support is low, with over two-thirds of respondents responding negatively.

People living in collective shelters feel less informed than at the time of the previous survey.

Current living situation

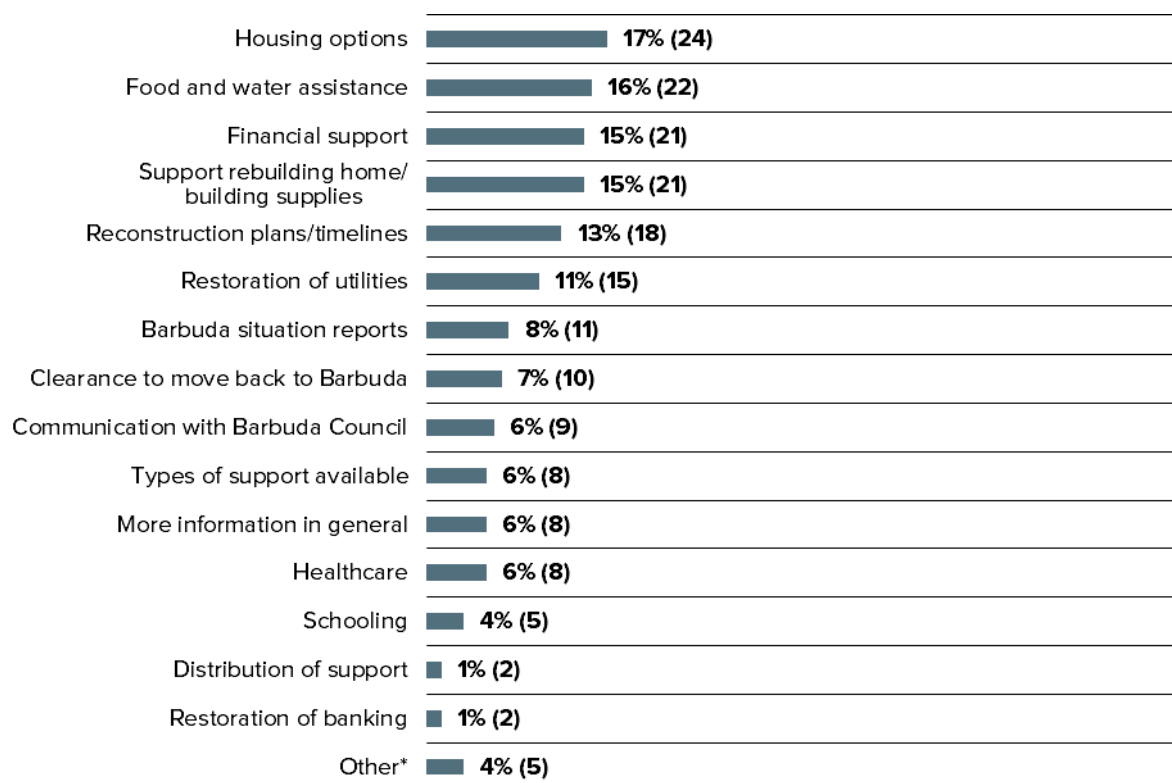
Current living situation	Mean
Collective shelter	3.0 ↓ 2.1
Host family or rented home in Antigua	2.8 ↓ 2.5
Staying in Barbuda	2.2 ↑ 2.4





Follow-up question asked to those who answered 1, 2, or 3 to Q1:

What would you like more information about improving your current situation?

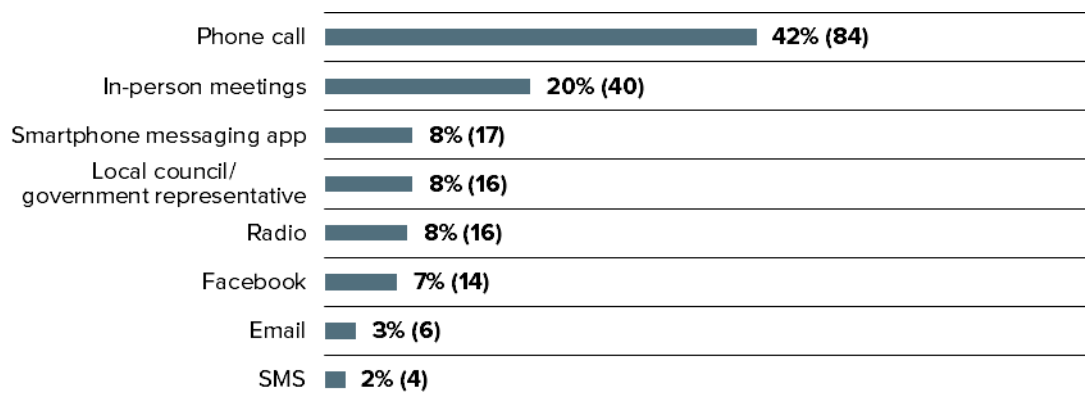


An almost equal number of respondents say they would like more information about housing options as well as help with food and water. There is a slight shift since round one when the emphasis was on knowing more about reconstruction plans and timelines and where to access support to rebuild their homes.

* "Other" includes telecommunications networks, security, clothing donations, electing new officials in Barbuda, and receiving their pension.

Q2. Information channels

What is your preferred method of receiving information about the support available to you?



As in round one, a majority of respondents would like to receive information about available support through phone calls.

Q3. Health and safety

Do you know how to avoid health risks in the aftermath of the hurricane?



(values in %, n = 169)



Trend in mean scores: 3.4 ↓ 3.2

A majority of respondents continue to report knowing how to avoid health risks although there has been a slight decrease in the mean score.

Those living in collective shelters are most uninformed, with over two-thirds of them responding negatively.

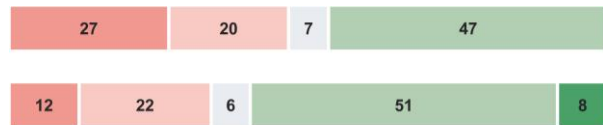
Current living situation	Mean
Collective shelter	3.5 ↓ 2.2
Host family or rented home in Antigua	3.3 ↓ 3.1
Staying in Barbuda	3.7 → 3.6





The lack of information on how to avoid health risks is higher among persons with disabilities.

Disability	Mean
Yes	2.7
No	3.2



Q4. Effectiveness of support

Are your most important needs being met?



(values in %, n = 199)

Trend in mean scores: 3.0 ↓ 2.6



Over half of respondents say their most important needs are not being met. A 19% increase in negative scores has lowered the mean score since the last round.

Scores are lowest among those currently residing in collective shelters, with 72% responding negatively.

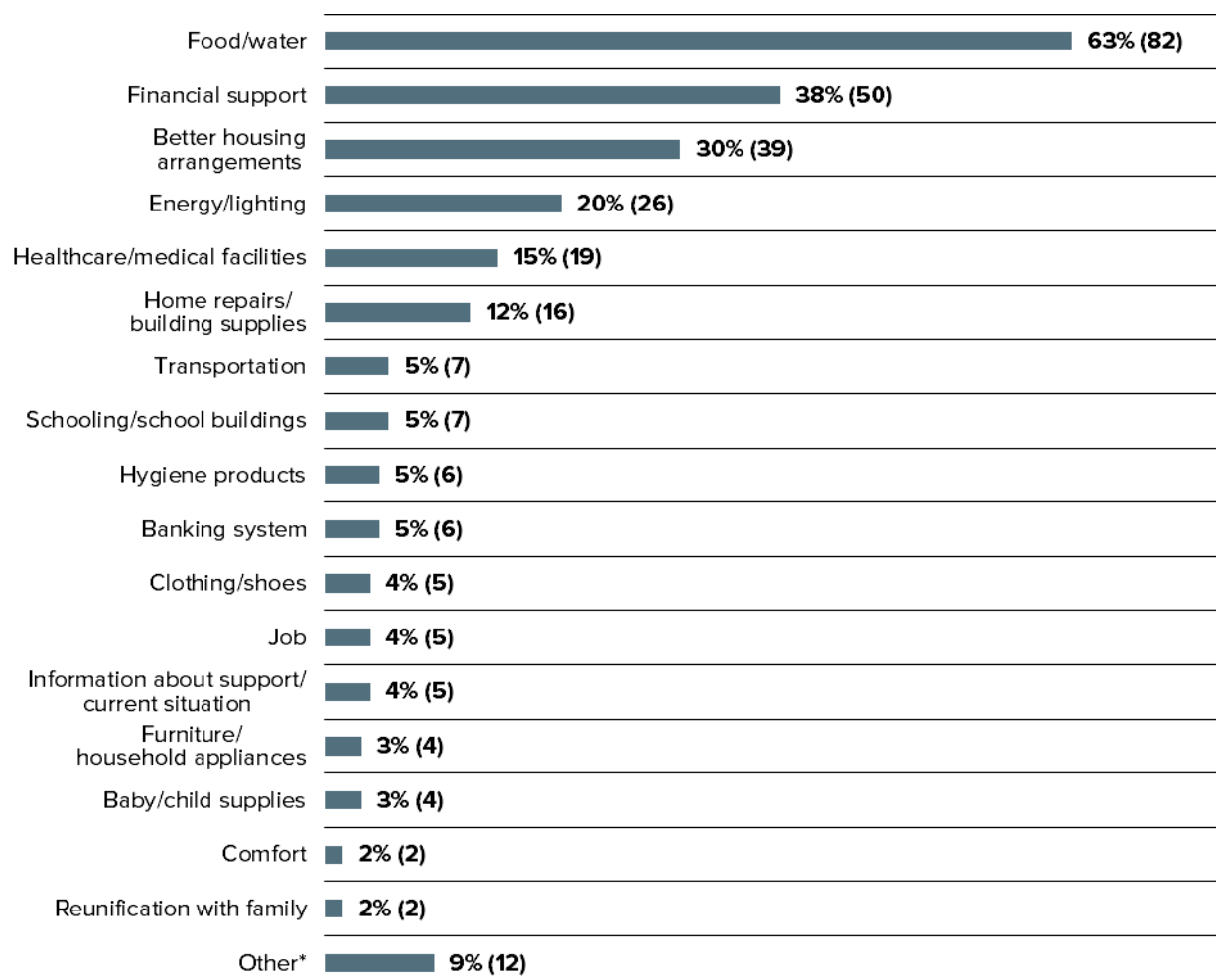
Current living situation	Mean
Collective shelter	3.1 ↓ 2.2
Host family or rented home in Antigua	3.0 ↑ 3.1
Staying in Barbuda	2.7 → 2.7





Follow-up question asked to those who answered 1, 2, or 3 to Q4:

What are your most important needs that are not adequately addressed?



Food, water, and financial support remain the most frequently mentioned unmet needs.

* "Other" includes the ability to return to Barbuda, laundry services, repairing private boats, better treatment, bathrooms, phones, presence of the Barbuda Council in Barbuda, and public infrastructure.

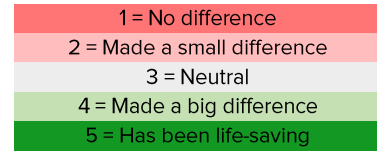


Question asked to people who get household items:

Q5. Usefulness of household items

How important is the provision of household items for your family's well-being?

(values in %, n = 128)



Trend in mean scores: 3.2 ↓ 3.0



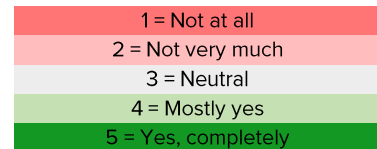
Responses are quite evenly split, with 42% responding negatively and 41% positively.

Questions asked of cash support recipients:

Q6. Registration for cash support

Were you satisfied with the process of registering for cash support?

(values in %, n = 88)



Trend in mean scores: 4.0 → 4.0



Satisfaction with the cash support registration process has remained positive. This was the highest score received across all survey questions in round two.

Follow-up question asked to those who answered 1, 2, or 3 to Q6:

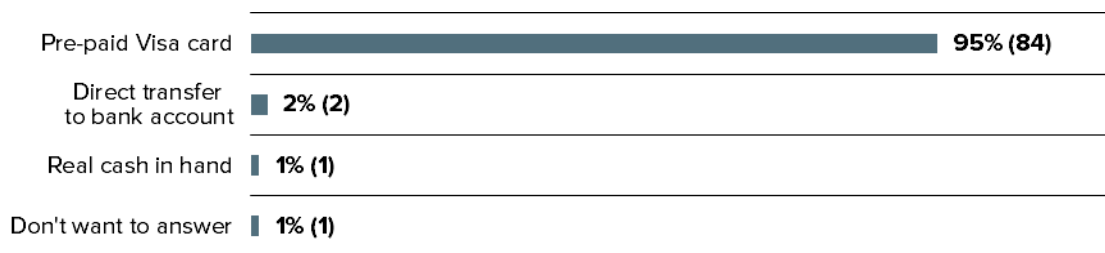
Why not?

Among those who are dissatisfied with the process of registering for cash support, frustration with the process of receiving the money (4), insufficient amounts of money (3), and a sudden cut-off of transfers (3) were cited. Two individuals say the process was unfair, while another says it was stressful.



Q7. Cash transfer mechanism

How did you receive the money?



Most cash support recipients report receiving payments through pre-paid Visa cards.

Q8. Satisfaction with cash transfer mechanisms

Did you find this way of receiving cash support satisfactory?



(values in %, n = 85)

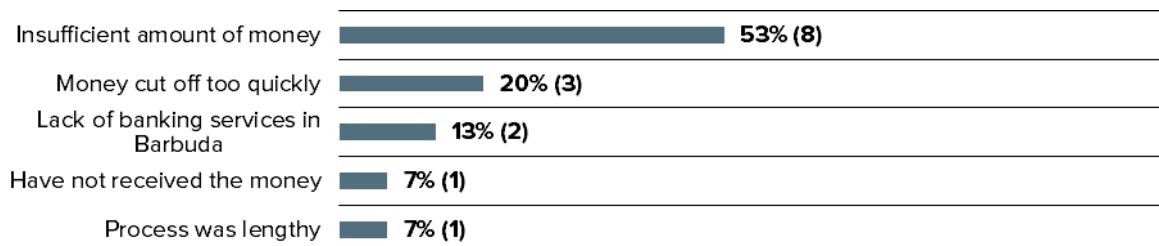
Trend in mean scores: 4.0 ↓ 3.9



Most cash support recipients participating in the survey are satisfied with their cash transfer mechanism.

Follow-up question asked to those who answered 1, 2, or 3 to Q8:

Why not?

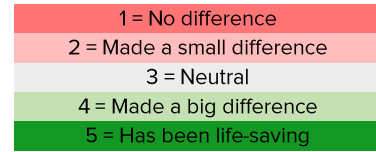


Over half of those dissatisfied with their cash transfer mechanism cite an insufficient amount of money.



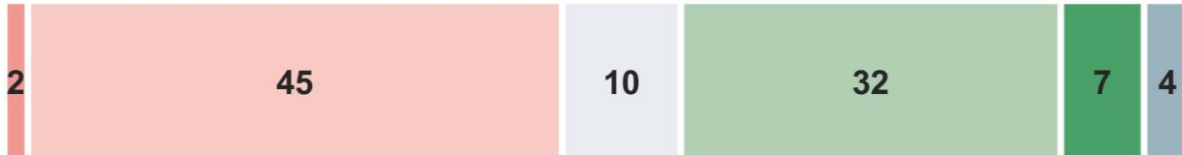
Q9. Importance of cash assistance

How important is cash assistance for your family's well-being?



(values in %, n = 91)

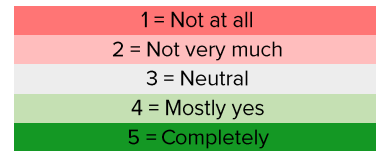
Trend in mean scores: 3.4 ↓ 3.0



Most recipients of cash support say it makes no difference or a small difference to their family's well-being.

Q10. Safety and security

Do you feel safe in your accommodation?



(values in %, n = 198)

Trend in mean scores: 3.6 → 3.6

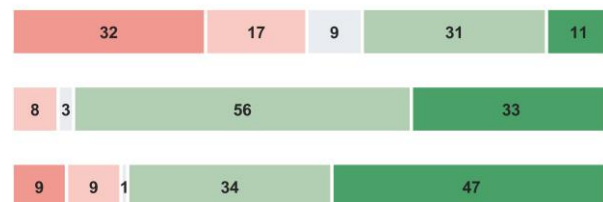


Most respondents feel safe.

Insecurity is highest among people in collective shelters.

Current living situation

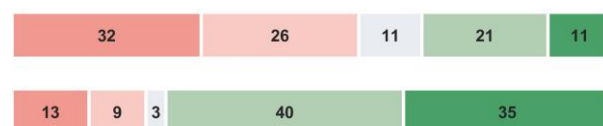
Current living situation	Mean
Collective shelter	3.4 ↓ 2.7
Host family or rented home in Antigua	3.7 ↑ 4.2
Staying in Barbuda	3.8 ↑ 4.0



A majority of respondents with a reported disability feel unsafe in their current accommodation.

Disability

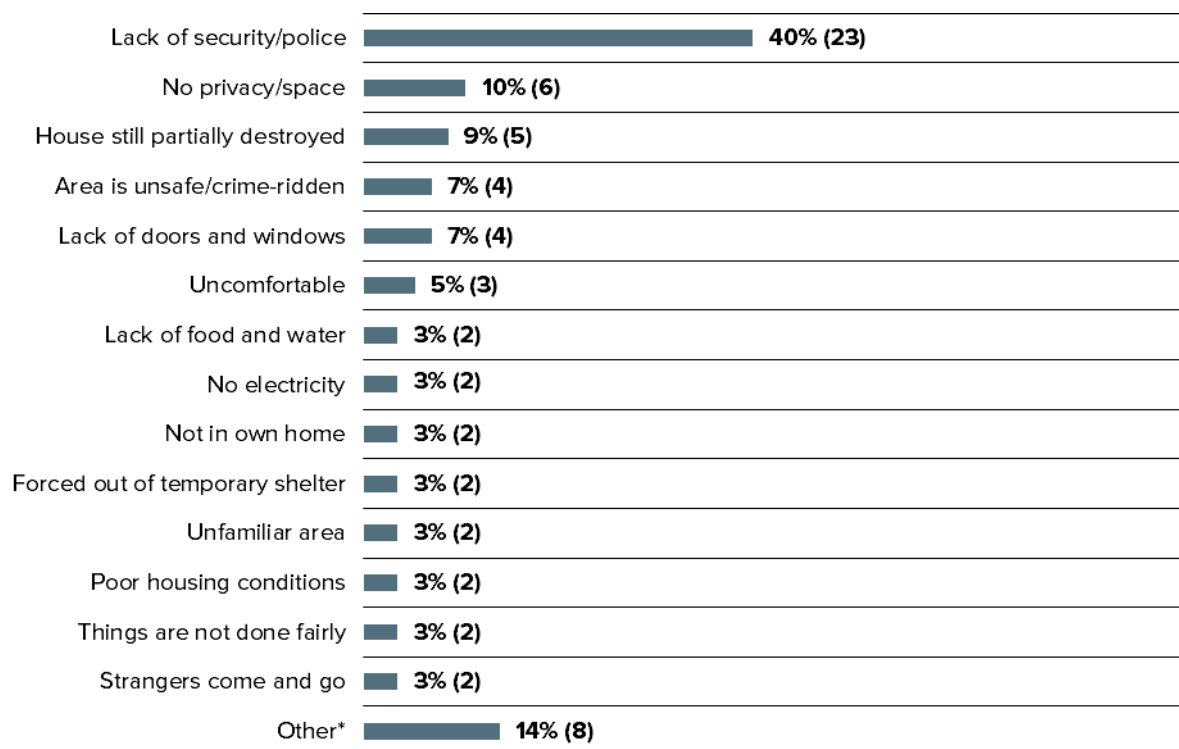
Disability	Mean
Yes	2.5
No	3.7





Follow-up question asked to those who answered 1, 2, or 3 to Q10:

Why not?



Respondents who say they feel unsafe in their current accommodation report a shortage of security and police personnel. This is a change from the previous round, during when concerns revolved around a lack of space and privacy.

* "Other" includes; cannot leave children outside to play, change in their life circumstance, needs not being met, no money, being too far from town, too much traffic, and fighting at the shelters.

Q11. Targeting of aid provision

Do you think that support is going to the people who need it most?



(values in %, n = 197)



A majority of respondents do not feel that support goes to those who need it most. This marks an increase in negative responses since round one when 44% of respondents responded negatively.



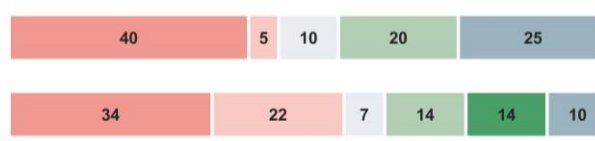
People in collective shelters see the provision of support as particularly unfair.

Current living situation	Mean
Collective shelter	2.8 ↓ 2.3
Host family or rented home in Antigua	2.7 ↓ 2.6
Staying in Barbuda	2.3 ↑ 2.5



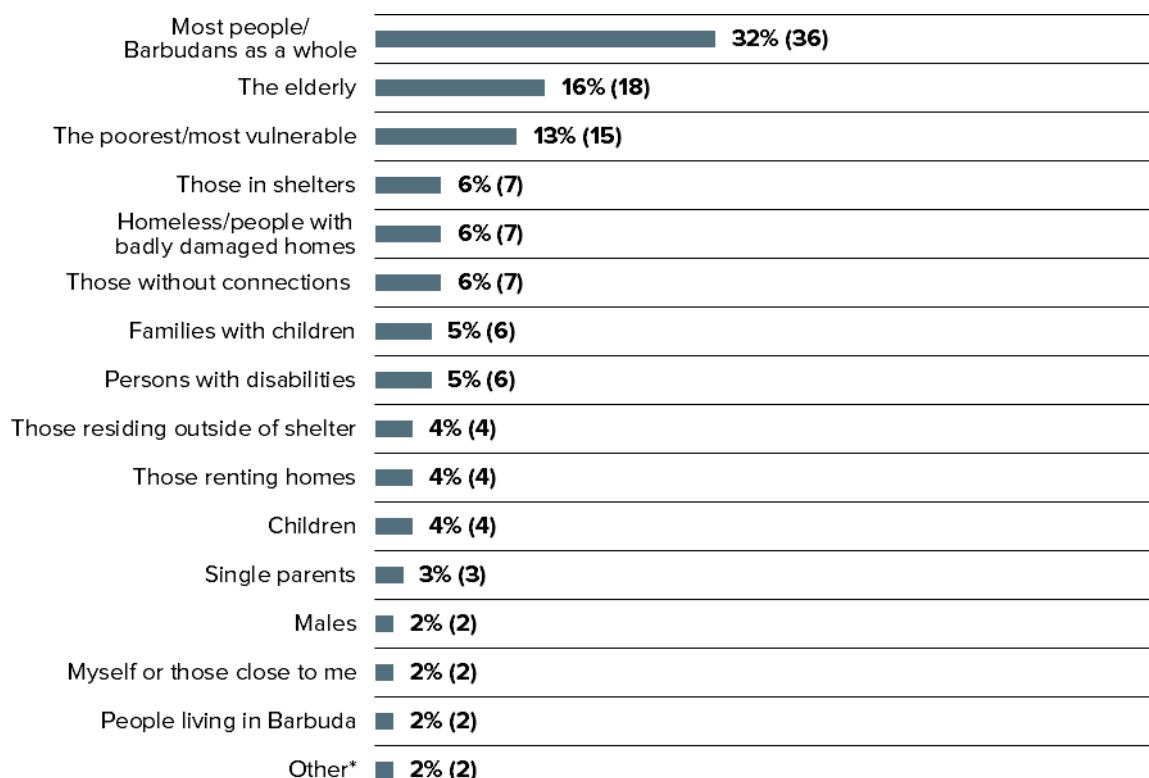
Over half of persons with disabilities say support does not go to those who need it most.

Disability	Mean
Yes	2.1
No	2.5



Follow-up question asked to those who answered 1, 2, or 3 to Q11:

Who do you think is excluded from support?



Among those who think the provision of aid is poorly targeted, 32% say most affected people or Barbudans overall are underserved. This is similar to the previous round.

* "Other" includes people living in government housing and Barbuda Council members.



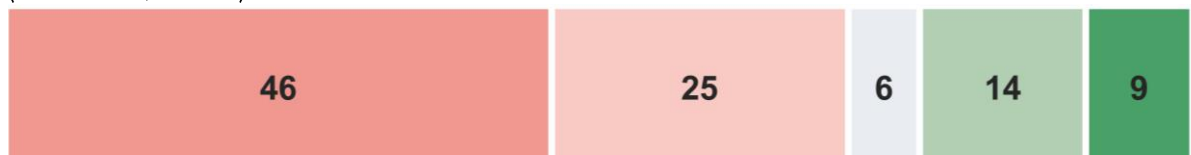
Q12. Community engagement

Are you satisfied with how you and your community have been consulted about support for people affected by the hurricane?



(values in %, n = 194)

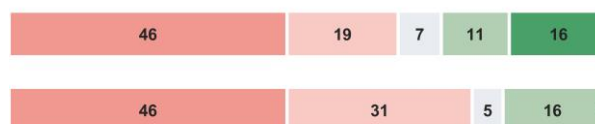
Trend in mean scores: 2.4 ↓ 2.1



Most respondents are not satisfied with the community consultations. Dissatisfaction has increased since the last round.

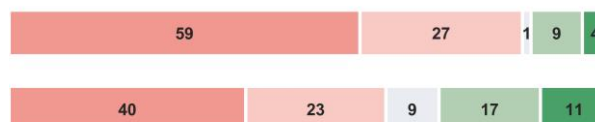
A large majority of females are not satisfied with the extent to which community consultations contributed to the design of support programmes. In addition, this round also saw a greater drop in scores among females than males.

Gender	Mean
Male	2.4 ↓ 2.3
Female	2.3 ↓ 1.9



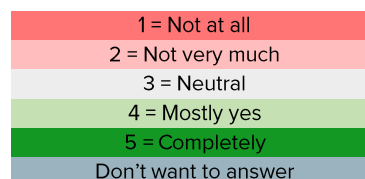
Most of those not receiving household items from aid agencies are not satisfied with the community consultations.

Recipient of household items	Mean
No	1.7
Yes	2.4



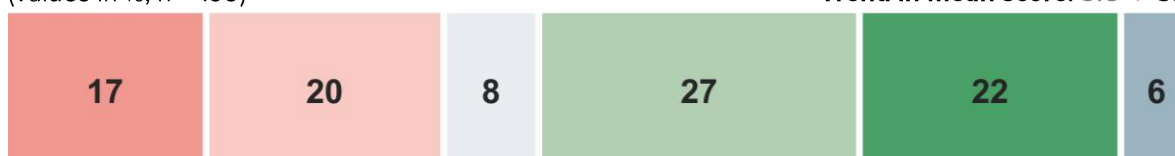
Q13. Respect

Do relief workers treat you with respect?



(values in %, n = 199)

Trend in mean score: 3.5 ↓ 3.2



Just under half of respondents believe aid workers treat affected people with respect.



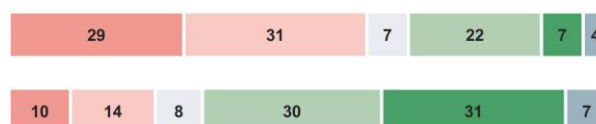
Negative scores are most prevalent among those living in collective shelters. This marks a big increase in the proportion of shelter residents responding negatively since round one, a jump from 19% to 60%.

Current living situation	Mean
Collective shelter	3.7 ↓ 2.4
Host family or rented home in Antigua	3.4 ↑ 3.6
Staying in Barbuda	3.4 ↑ 3.5



Those currently not receiving household items from aid agencies feel much more negatively about the treatment by aid staff.

Recipient of household items	Mean
No	2.4
Yes	3.6

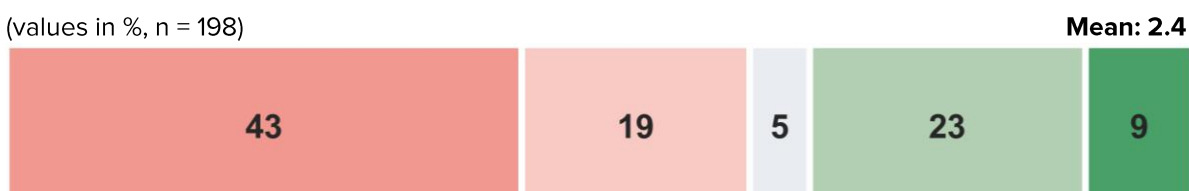


Q14. Resumption of livelihood activities

Have you been able to maintain or resume your income source or livelihood that you had prior to the hurricane?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely

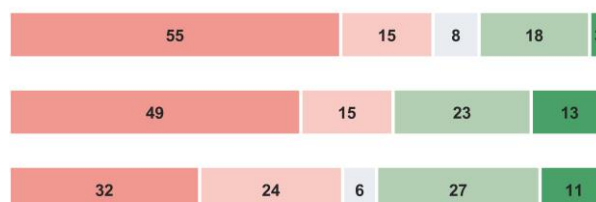
(values in %, n = 198)



Almost four months after Hurricane Irma, 62% of respondents report not being able to maintain or resume income-generating work or livelihood activities.

Positive scores are most prevalent among those who have returned to Barbuda.

Current living situation	Mean
Collective shelter	2.0
Host family or rented home in Antigua	2.4
Staying in Barbuda	2.6





Q15. Standard of living

Overall, is life improving for those affected by the hurricane?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely

(values in %, n = 190)

Trend in mean scores: 2.7 ↓ 2.3



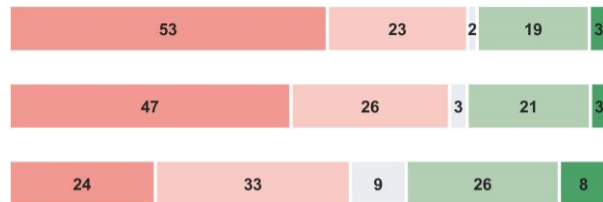
Since round one, there is a 20% increase in people responding negatively.

Among Barbudans still displaced in Antigua, perceptions have grown more negative over time. Those who have returned to Barbuda are slightly more positive.

Current living situation

Mean

Collective shelter	2.9 ↓ 2.0
Host family or rented home in Antigua	2.7 ↓ 2.1
Staying in Barbuda	1.9 ↑ 2.6

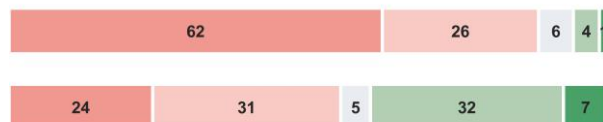


People who receive household items are quite negative.

Recipient of household items

Mean

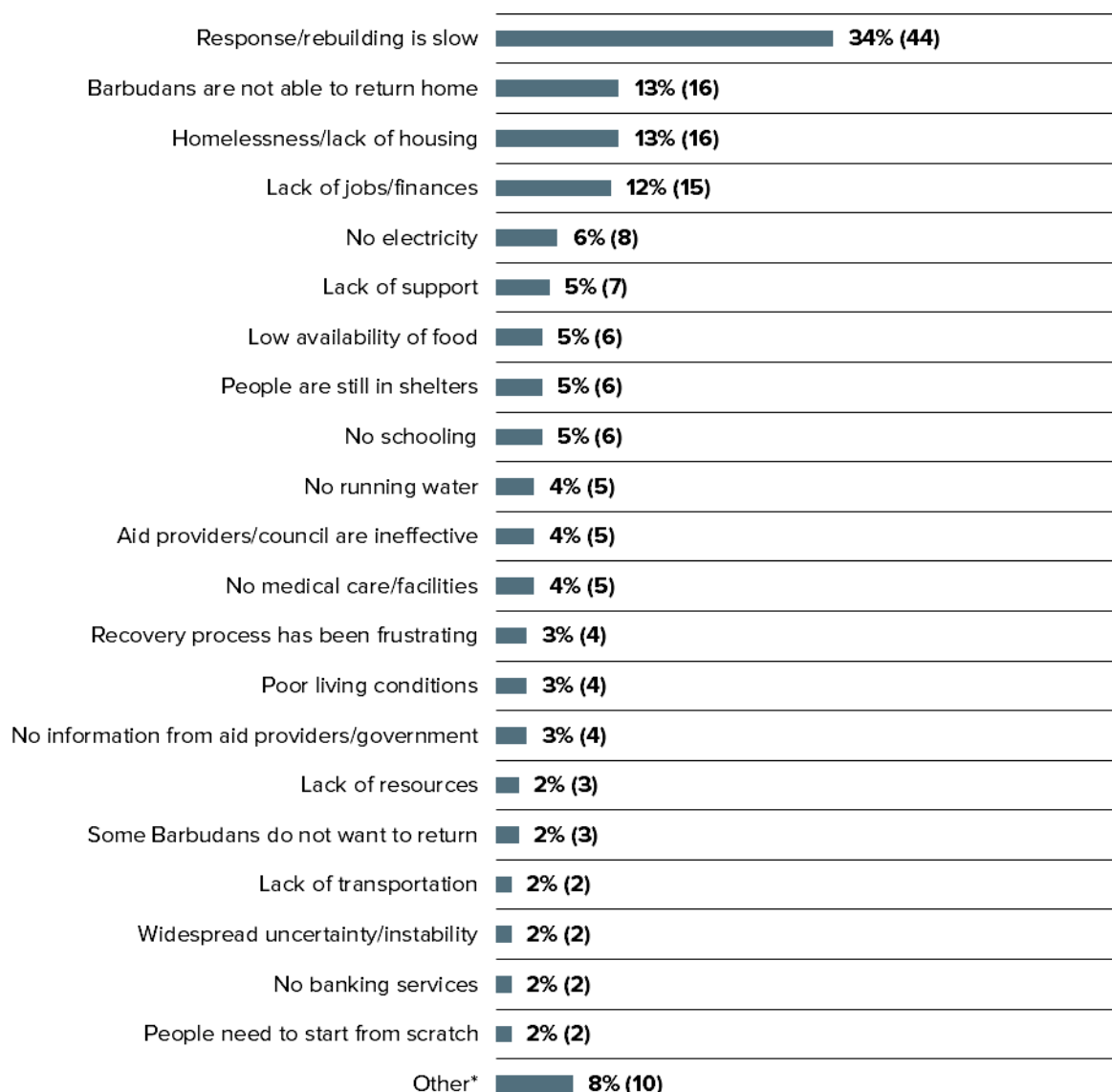
No	1.6
Yes	2.7





Follow-up question asked to those who answered 1, 2, or 3 to Q15:

Why not?



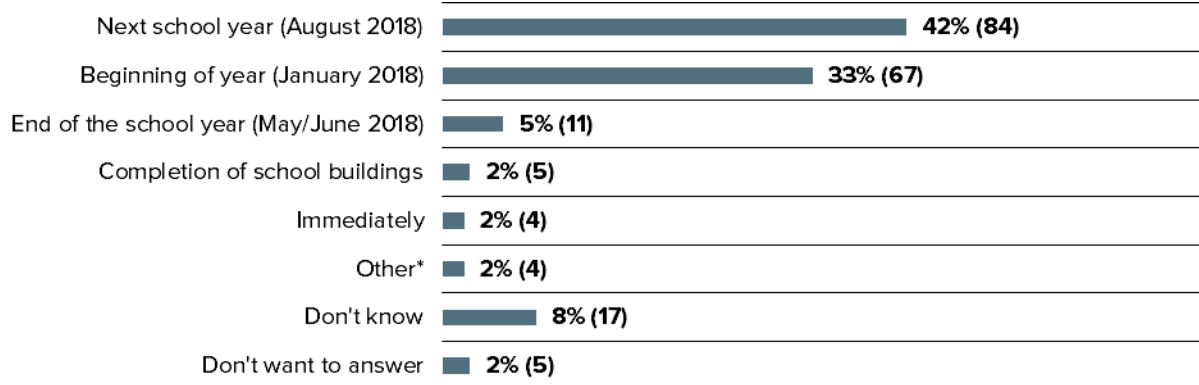
As in the previous round, slow moving relief and recovery activities and the inability of many to return home to Barbuda are the top two cited reasons for little or no improvement in their lives.

* “Other” includes communications networks being down, people are making complaints, bad treatment, culture shock, people are being removed from shelters, politics, senior citizens are not being given priority, Barbudans are not united, and still living at the stadium.



Q16. Resumption of schooling

In your view, when is the best time to resume schooling in Barbuda?



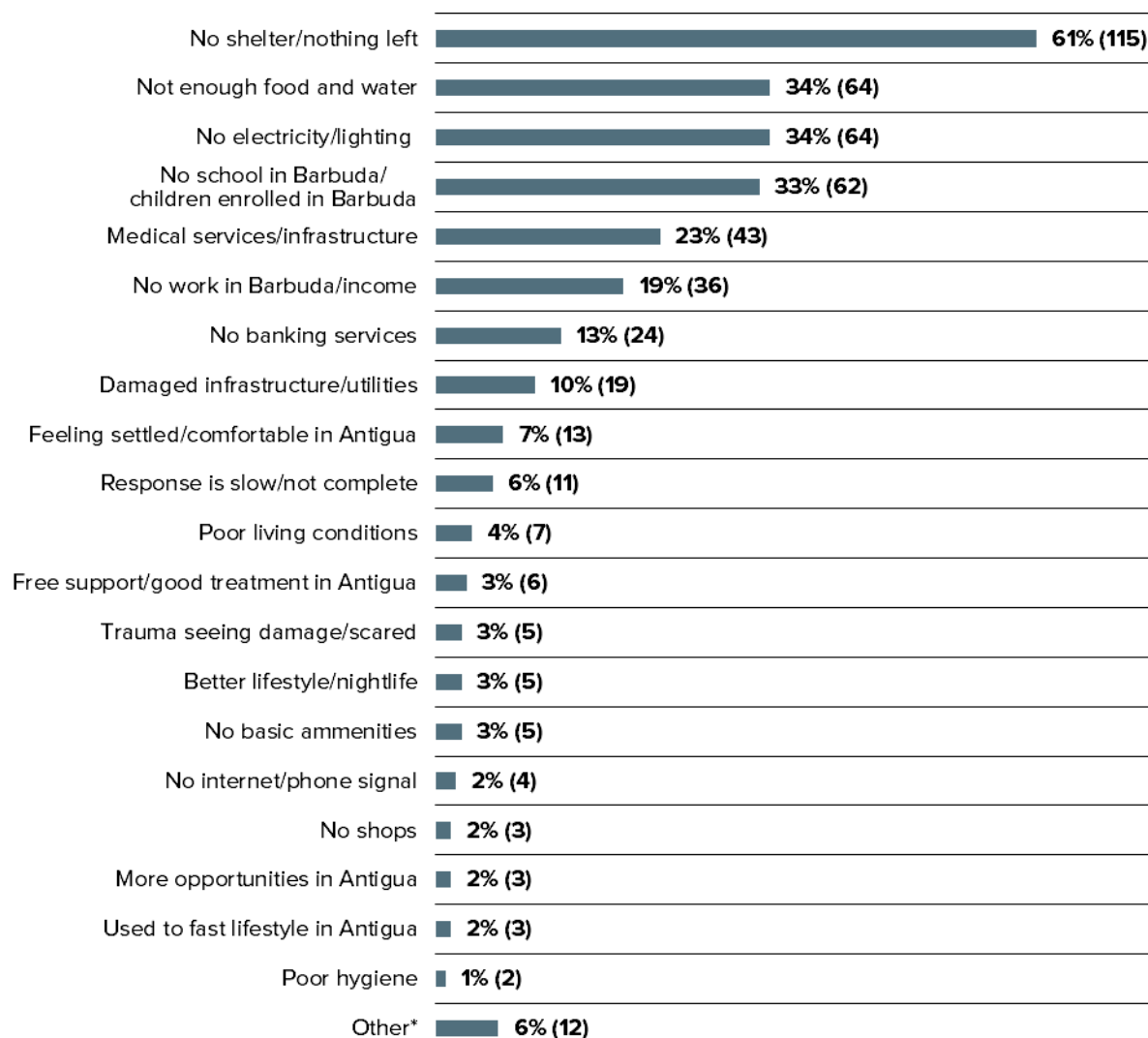
Forty-two percent of survey participants say it would be best to resume schooling in Barbuda at the start of the next academic year (August 2018), while 33% would have liked school to resume at the beginning of January 2018.

* "Other" includes when homes have been rebuilt and March/April 2018.



Q17. Reasons for remaining in Antigua

What do you think are the top three reasons some people are not moving back to Barbuda?



A lack of shelter and the loss of personal belongings continue to be the most frequently cited reasons for not wanting to move back to Barbuda. An almost equal number point to a lack of food and clean water, electricity and lighting, and schooling as reasons for people choosing to remain in Antigua.

* "Other" includes laziness, lack of airport, cheaper supplies in Antigua, no police station, politics, lack of caring for Barbuda, lack of housing for the elderly, no fire station, wanting a fresh start, and wanting a different environment.



RECOMMENDATIONS AND NEXT STEPS

Data collectors report that Barbudans are experiencing survey fatigue—a condition characterized by being asked lots of questions by different people without discernible follow-up action. Several refused to participate and overall there seems to be a decreasing level of trust in aid agencies and the government. These negative feelings may be linked also to evictions from shelters and reports of government actors withholding supplies.

These points highlight the importance of not only feeding the results back to survey participants and the larger affected population, but the need for agencies to inform affected communities about how services are being adapted to take their feedback into account. It would also be important to direct them to information resources to fill gaps in people’s knowledge of what kind of support is available. Findings from the survey and observations about survey fatigue should be used as an opportunity to brainstorm strategies within the aid community and with affected communities. It is also important to circulate the main findings among responders and partner agencies. Ground Truth Solutions will be communicating the findings back to affected communities through SMS, email, and social media. Organisations should also be prepared to act on requests for information provision through low-tech mechanisms such as face-to-face meetings and phone calls, which respondents reported as their preferable communication channels in Q2 of this survey. We suggest you use your proximity to the affected communities to engage in discussions around the findings to add more depth to the feedback, improve your organisation’s situational awareness, and bridge information gaps. These “sense-making” dialogues should focus on themes where the data suggests that further attention or action may be necessary.

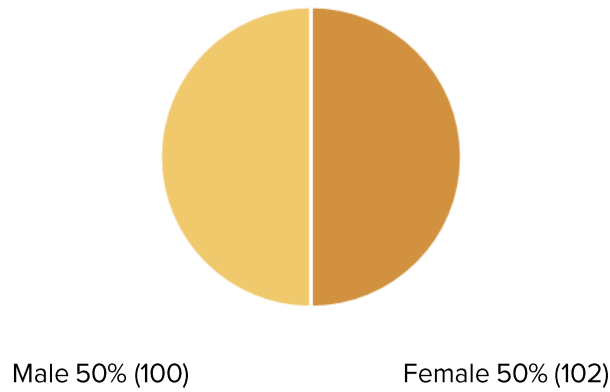
Jon Horler, Senior Programme Officer for Ground Truth Solutions, is available in Antigua and Barbuda from 22 to 25 January 2018 and in the region until 31 January to discuss findings with humanitarian actors and government agencies.



DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 202 respondents. Each graph includes percentages as well as the frequency in parentheses.

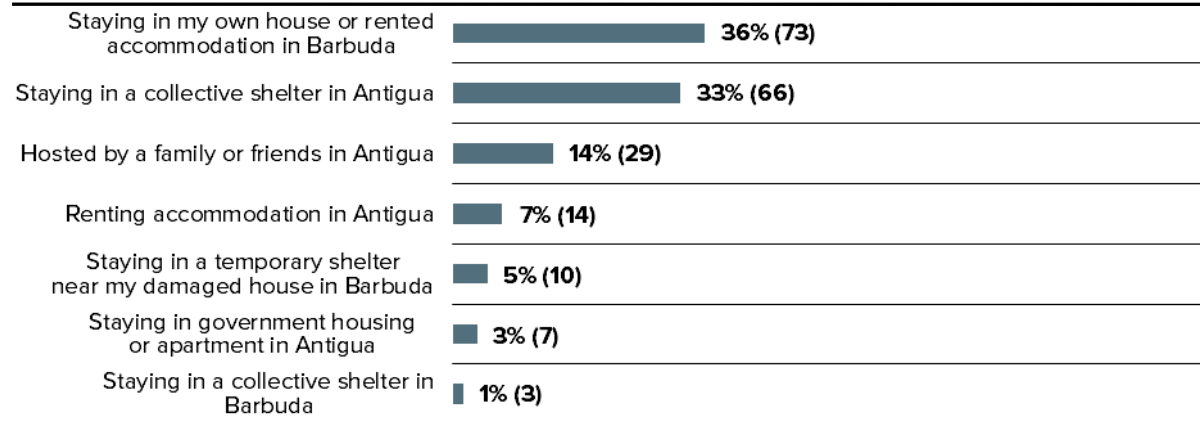
Gender



Age



Current housing situation

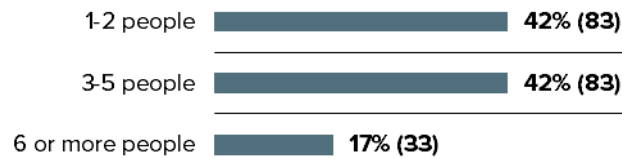


Location of interview





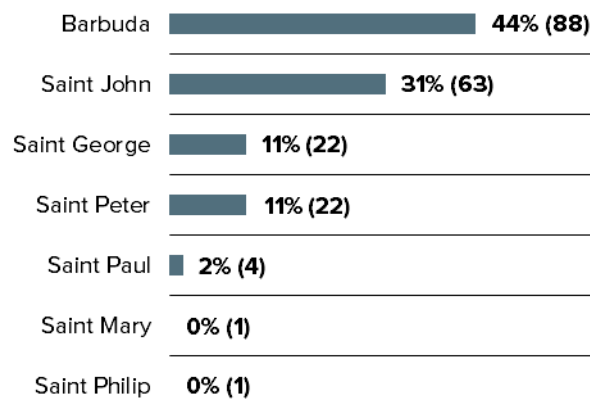
Household size after the hurricane



Types of support received



Parish or dependency of current residence or shelter



Disability



NOTES ON METHODOLOGY

Background

As part of the [H2H Network](#), Ground Truth Solutions provides humanitarian actors and government agencies in the Caribbean with the means to systematically listen, react, and respond to the views of people affected by Hurricanes Irma and Maria. Through a series of light-touch surveys conducted with affected communities in Antigua and Barbuda and Dominica, the goal is to help decision-makers to better understand community concerns, manage expectations, and make adjustments to the hurricane response.

Survey development

Ground Truth Solutions developed survey questions for the first round of data collection in close collaboration with key humanitarian actors on the ground. The survey questions of this current round continued to be shaped by the information needs of humanitarian and government agencies, but were adjusted in accordance with some of the key findings from round one. Given that the goal is to gather feedback from clients and track how perceptions evolve over time, most questions remained the same between rounds. Most closed questions use a Likert scale from 1 to 5 to quantify answers. Several questions are followed by an open-ended question to understand why the respondent gave a particular answer. Ground Truth Solutions' perceptual surveys complement regular programme monitoring and evaluation.

Sample size

Interviews were conducted with 202 Barbudans. A breakdown of the number of interviews that took place in Antigua and Barbuda and the current housing situation of respondents can be found in the demographics section. Since data was collected during the holiday period when many Barbudans were in a state of transition (with some shelters being closed) we were unable to reach our target of 240 interviews. This should be considered when making comparisons in responses between rounds one and two.

Sampling methodology

The survey was conducted face-to-face and recorded using handheld phones following the CAPI method. Only individuals 18 years of age or older were interviewed. Each enumerator aimed to ensure an even number of males and females were surveyed.

Data disaggregation

Data is disaggregated by gender, age quantile, current living situation, parish or dependency of current household, disability, recipient of household items, and current size of household. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories. To see the complete breakdown of responses, please request the output file by sending an email to Andrew Hassan at: (andrew@groundtruthsolutions.org).

To identify groups of persons with disabilities within the sample, a staff member at [Handicap International](#) was consulted and participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?
- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicates having a lot of difficulty or inability to do one or more of the above activities, they are considered a person with a disability.



Language of the survey

This survey was conducted in English.

Data collection

Data was collected in face-to-face, one-on-one interviews between 15 December 2017 and 6 January 2018 by Dichter & Neira and DMR, independent data-collection companies based in the Caribbean. Jon Horler, Senior Programme Officer for Ground Truth Solutions, was responsible for assisting in the design of the survey tools and sampling strategy.

For more information about Ground Truth Solutions surveys in Dominica, please contact Jon Horler (Senior Programme Officer for Hurricanes Irma and Maria – jon@groundtruthsolutions.org) or Andrew Hassan (Programme Analyst – andrew@groundtruthsolutions.org).