

# **. Constituent Voice and the Ebola response .**

**Ground Truth front line workers' survey: analysis of data**

**Round 1 – 21.11.2014**

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## Ground Truth surveys and the Ebola epidemic in Sierra Leone

**Objective:** The aim of the Ground Truth initiative in Sierra Leone, which is supported by DFID, is to provide Ebola programme managers with a regular flow of data on the perceptions of frontline staff and the general population on a set of key perception indicators related to the response. These cover the effectiveness of the Ebola response, peoples' willingness to follow protocols intended to slow the spread of the disease, and possible gaps in programme design and implementation.

Frontline workers and the broader population are thereby able to provide systematic feedback on their perceptions of what is working and what is not. Donors, meanwhile, can monitor and adjust the results of their support based on regular feedback related specifically to key perceptions of program efficacy and impact.

**Focus:** By providing light-touch continuous feedback from frontline staff, the focus is on providing real-time evidence for iterative corrective management of the programme. Although the data relates to perceptions, it is presented in the form of metrics that implementers can track continuously. This perceptual data complements and counterpoints factual information collected through other forms of monitoring and evaluation of impact.

**Process:** The Ground Truth programme in Sierra Leone comprises 2 separate surveys.

The first covers the front line staff of a subset of the agencies working on the response. PLAN International and Save the Children are already participating and more agencies will join in the weeks ahead. These front line staff are surveyed fortnightly to tap their knowledge and experience of peoples' behaviours and their perceptions of the speed and efficacy of services provided. It is this front line staff survey that is included in this first report.

The second part of the Ground Truth programme is a weekly survey of a randomly selected cross-section of the population of Sierra Leone. The first report will be released in the coming days. The goal with this survey is to learn from a representative sample of the population about their propensity to abide by established Ebola-related protocols and, more generally, to get a sense of their unfolding understanding of the epidemic and the way they experience it.

## Data analysis for 1<sup>st</sup> round of front line workers' survey

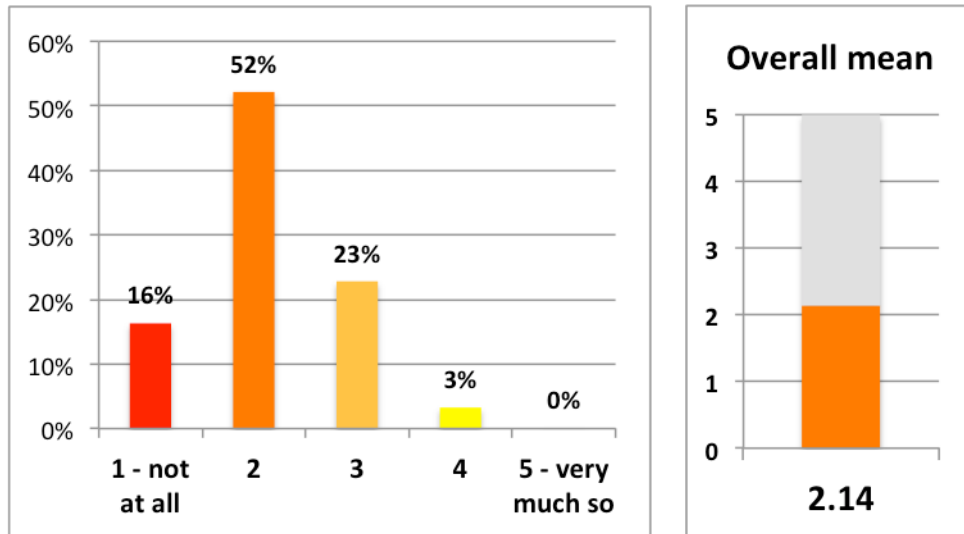
**Headline findings:** Front line workers are:

- *Quite positive* about equality of access to treatment for women, girls and men.
- *Negative* about: a.) Likelihood of people following quarantine restrictions, b.) Speed with which burial and surveillance teams are responding, c.) Their own safety and welcome in the communities they serve, d.) Availability of food and water for people in quarantine, and e.) Confidence that calls to help lines will be dealt with promptly
- *Concerned* about: a.) Effect of stigma on peoples' willingness to seek medical treatment and b.) Level of trust in the authorities to deal with the crisis.
- *On the fence* about progress in tackling the disease, with 70% of workers expressing a wait and see attitude.

**Sample size and location:** In the first round, data was collected by phone from 88 front line aid workers composed of 78 from PLAN International spread across the districts of Bo, Bombali, Kailahun, Kambia, Koinagudu, Moyamba, Port Loko and Western Area Urban and 9 from Save the Children working in Kailahun and Pujehun districts. We will add workers from other agencies in the coming weeks.

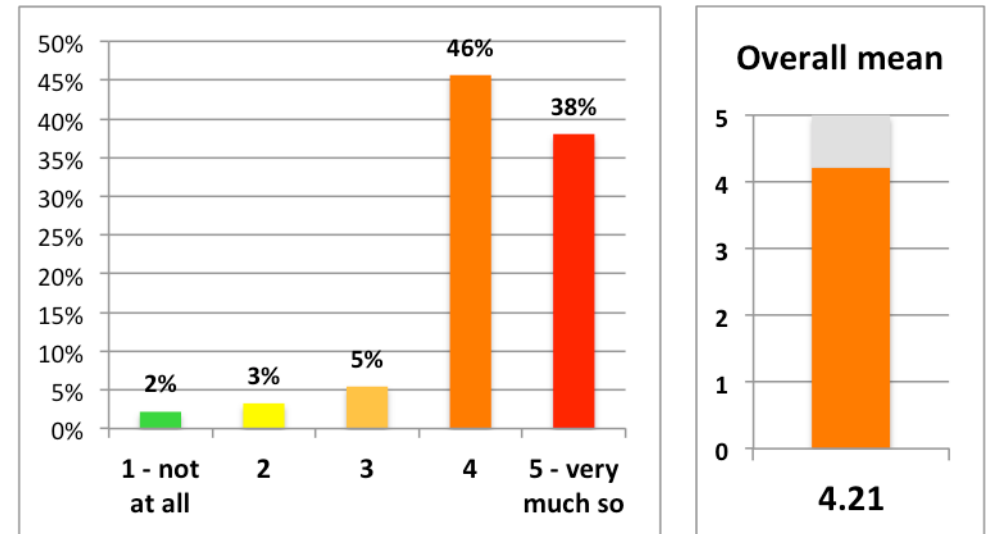
**Survey methodology and scoring:** Respondents are asked (by phone interview) to rate 11 questions on a scale from 1 to 5 where 1 is: 'not at all'; and 5 is: 'very much so'. The mean score for each question relates to the propensity of the sample to agree or disagree with the statement.

### Question 1: Do people follow official quarantines restrictions?



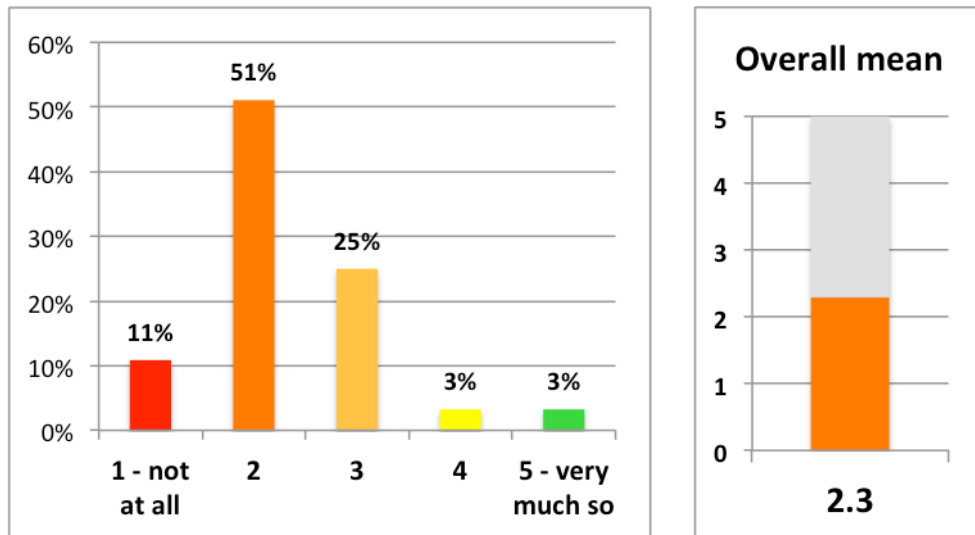
Findings: Front line workers are quite negative about the likelihood that people will follow quarantine restrictions.

### Question 2: Does fear of stigmatisation make people reluctant to report cases?



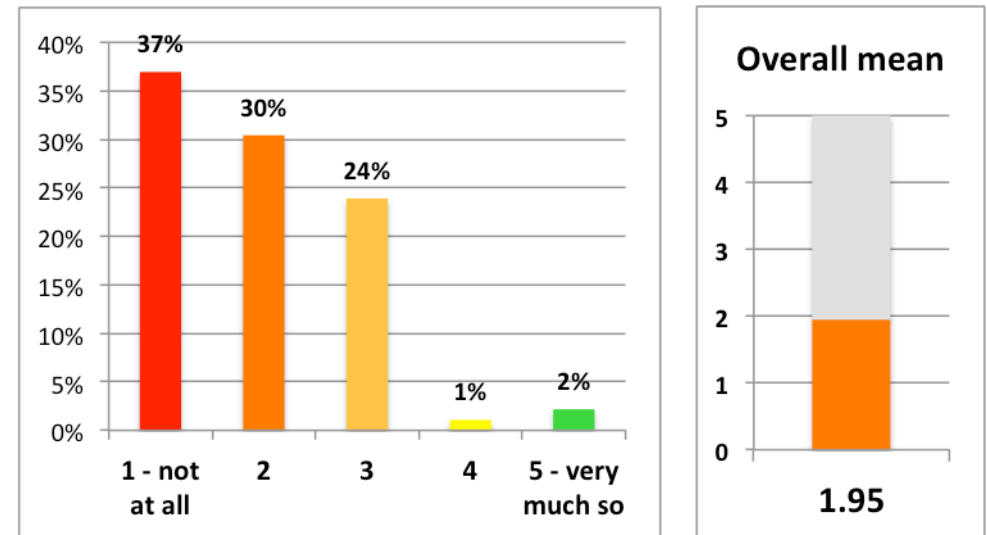
Findings: Workers consider that fear of stigmatization strongly discourages people from reporting Ebola cases.

**Question 3: In your experience do people in quarantine have enough food and water?**



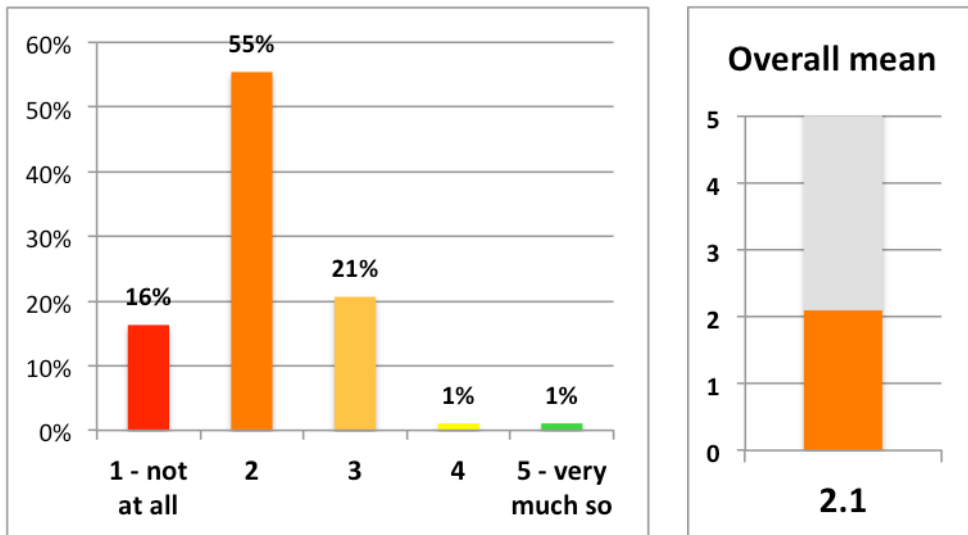
Findings: A plurality says that people in quarantine don't have enough to eat or drink.

**Question 4: Do people trust the authorities enough to do what they are told to prevent Ebola?**



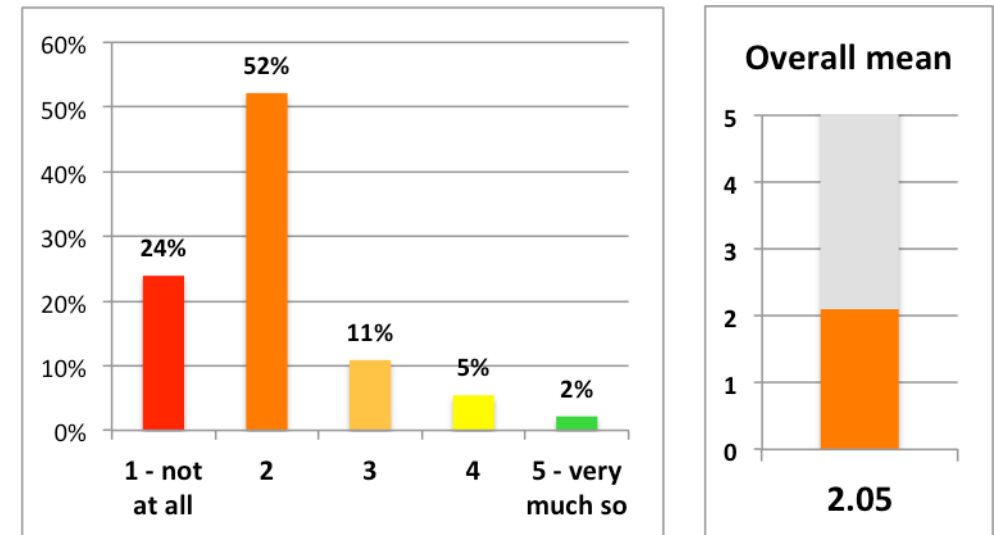
Findings: High percentages at the negative end of the spectrum suggest that trust in the authorities is low.

**Question 5: Are the burial teams responding to calls quickly?**



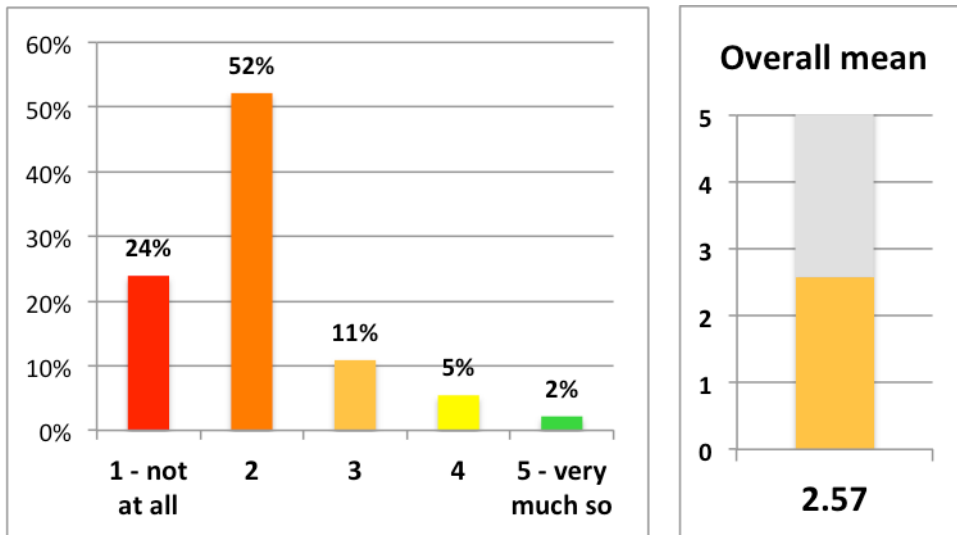
Findings: Burial teams are seen as slow to respond.

**Question 6: Do you feel safe and accepted by people in the communities where you are working?**



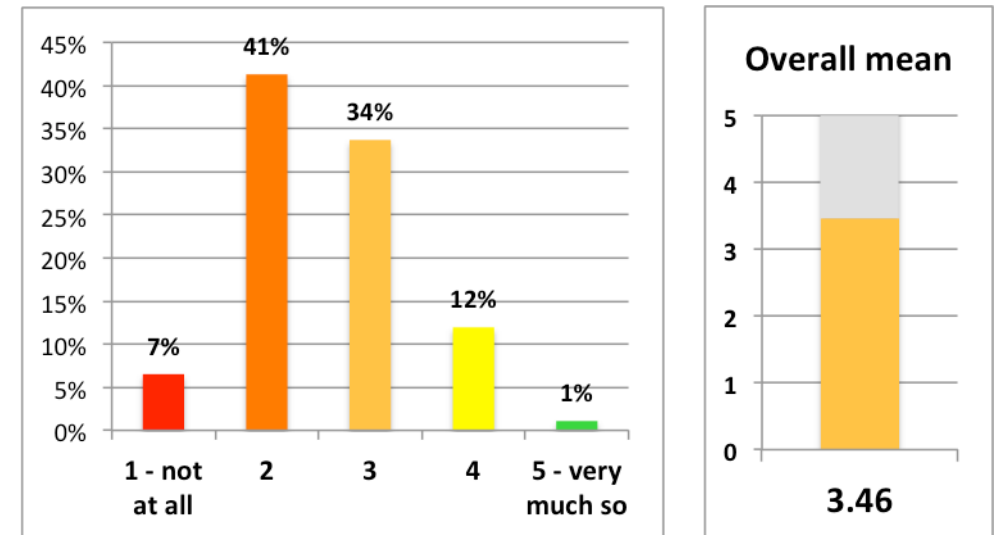
Findings: Workers do not feel particularly safe or welcome.

**Question 7: Do people have access to health care if they get sick from non- Ebola diseases?**



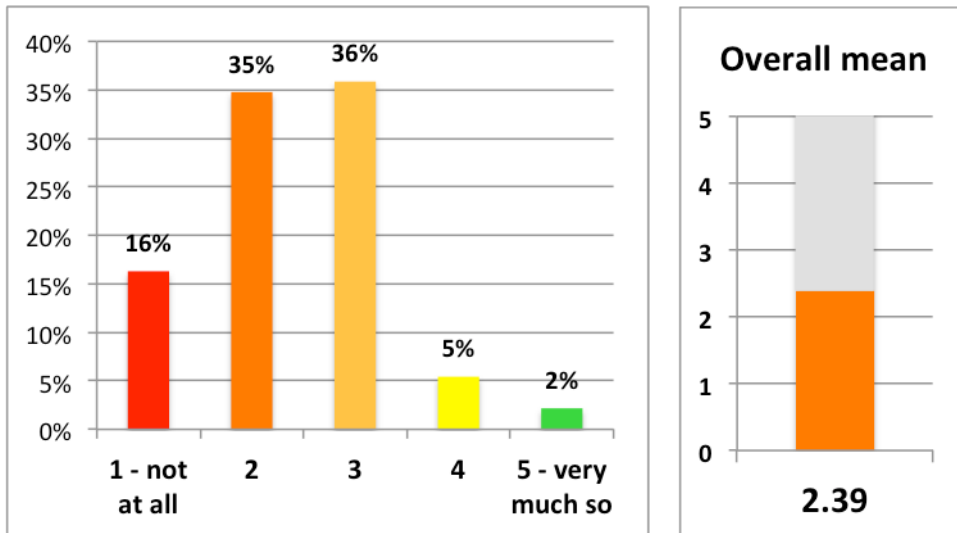
Findings: People who get sick from non-Ebola illnesses are seen as having some, but limited access to health care.

**Question 8: Do women and girls have the same access to medical treatment as men?**



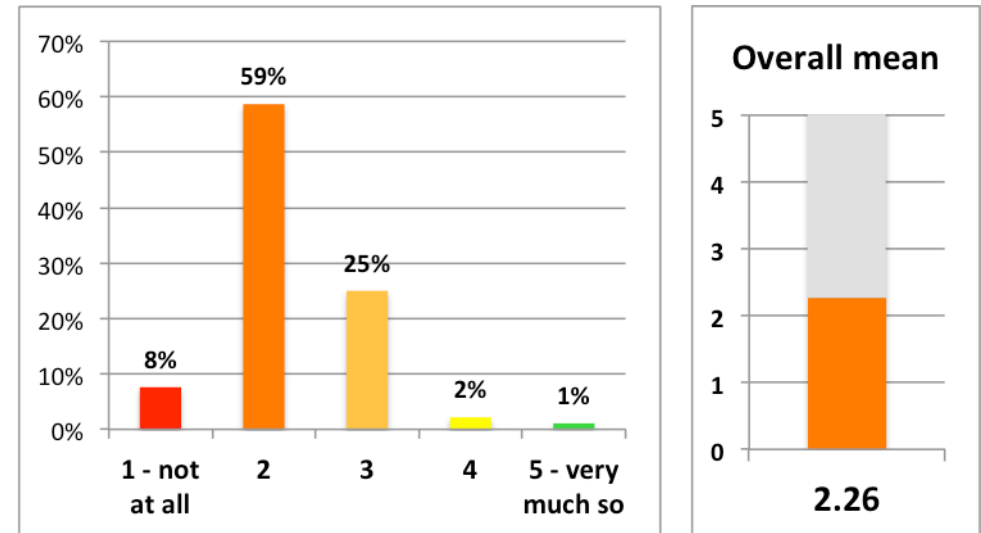
Findings: Workers are quite positive about equality of access to treatment for women, girls and men.

**Question 9: Are the surveillance teams responding to calls quickly?**



Findings: Surveillance teams are seen to be responding slowly – although less slowly than the burial teams.

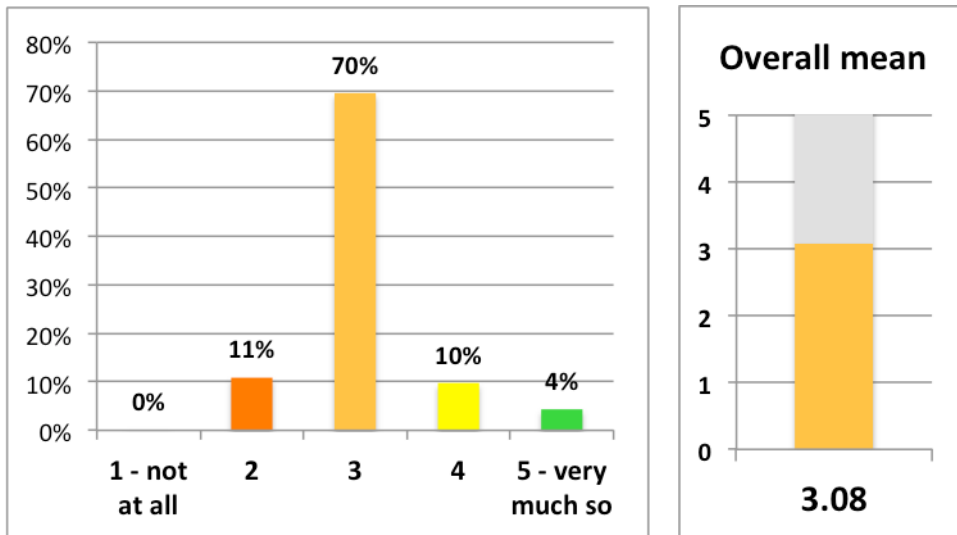
**Question 10: Are people confident that if they call help lines, such as 117, their problems will be dealt with promptly?**



Findings: Workers are hesitantly negative as to whether people believe calls to help lines will be handled promptly.



**Question 11: Overall, is the Ebola response making progress against the spread of the disease?**



Findings: Workers are non-committal about progress in tackling the disease, with 70% expressing a wait-and-see attitude.