



**GROUND TRUTH
SOLUTIONS**

HURRICANE IRMA

GROUND TRUTH SOLUTIONS SURVEY OF PEOPLE AFFECTED BY
HURRICANE IRMA

ANTIGUA AND BARBUDA

– **ROUND ONE** –

29 NOVEMBER 2017



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OVERVIEW

Introduction

This report analyses data collected from interviews conducted with 249 Barbudans currently displaced in Antigua and some who have recently returned to Barbuda following Hurricane Irma. As part of the [H2H Network](#)'s DFID-funded mission in the Caribbean, Ground Truth Solutions is providing a regular flow of feedback on community perceptions of the effectiveness of the response and their evolving needs. The surveys offer decision-makers insight into community concerns as the basis for making course corrections in the recovery programme and managing people's expectations.

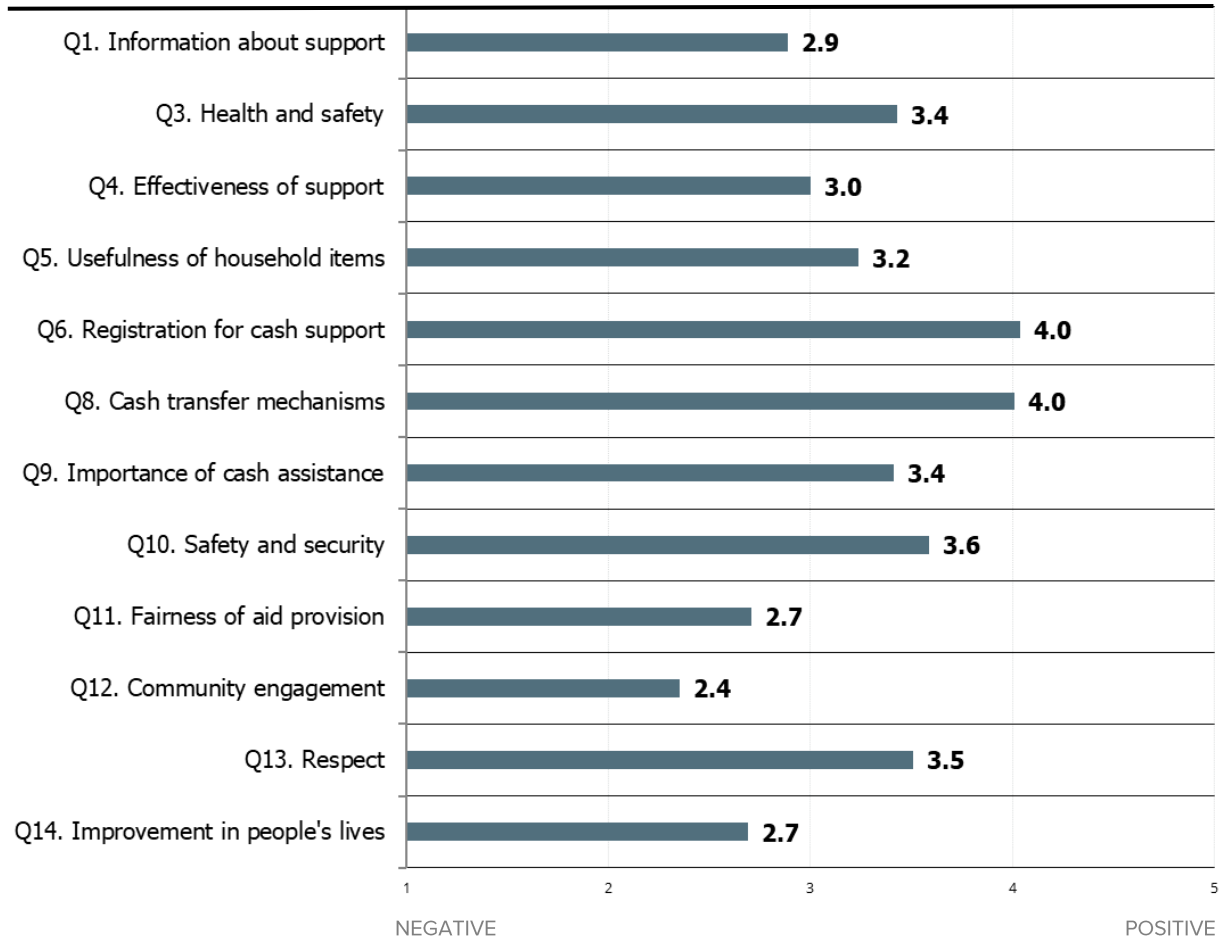
Highlights

- Most affected people do not consider that their lives are improving in the aftermath of the hurricane – at least, not yet (Q14);
- Less than half of respondents believe their most important needs are met (Q4);
- Only a third of respondents say aid goes to those who need it most (Q11);
- Most people who receive cash support are positive about its impact on their lives (Q9);
- Only half of people receiving household items reckon they contribute to improvements in their well-being (Q5);
- Respondents who feel that aid providers engage with communities are more likely to think that aid is provided to those who need it most and that life is improving.



Overview of mean scores

The survey includes 14 core questions on affected people's perceptions on a range of issues related to the effectiveness of the response, the quality of relations with aid providers and the extent to which they see their lives as improving. Closed questions use a 5-point scale, with 3 as the midpoint. Mean scores above 3 indicate a tendency towards positivity; mean scores below 3 suggest a tendency towards negativity. A more nuanced analysis is provided in the question-by-question breakdown of responses.





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 total 100% because respondents were given the option to provide multiple answers. For each question, we indicate the main take-away.

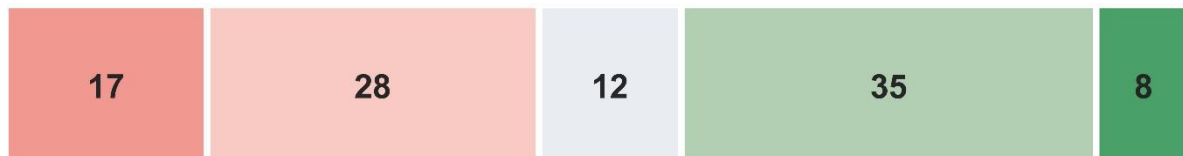
Q1. Information about support

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

1 - Not at all
2 - Not very much
3 - Neutral
4 - Mostly yes
5 - Yes, completely

(values in %, n = 246)

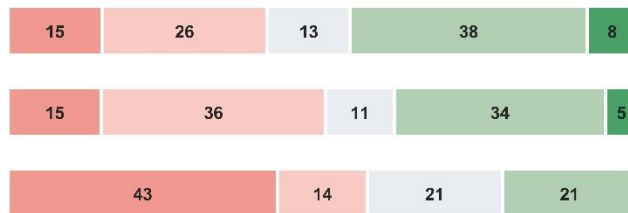
Mean: 2.9



Awareness of available support is mixed, with 45% of respondents responding negatively and 43% positively.

Respondents staying in Barbuda are the least positive, with only 21% reporting to have been kept informed about the support available to them.

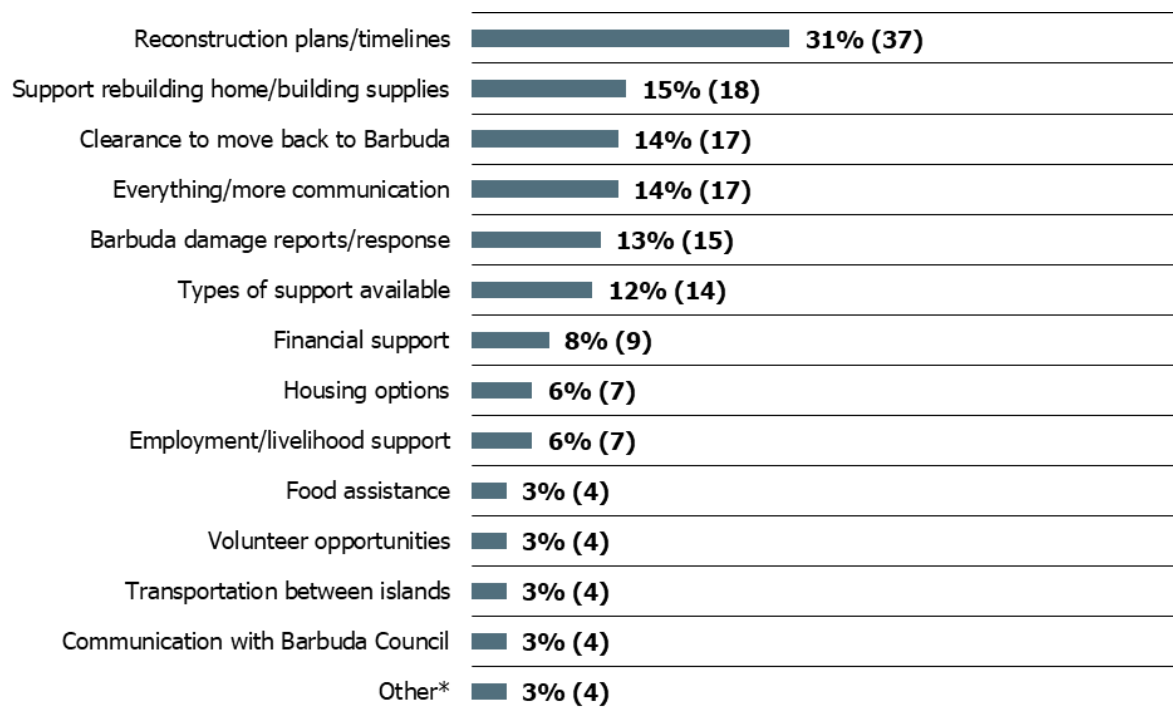
Current housing situation	Mean
Staying at a collective shelter in Antigua	3.0
Staying with a family or friend in Antigua	2.8
Staying in Barbuda	2.2





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

What would you like to have more information about to help improve your current situation?

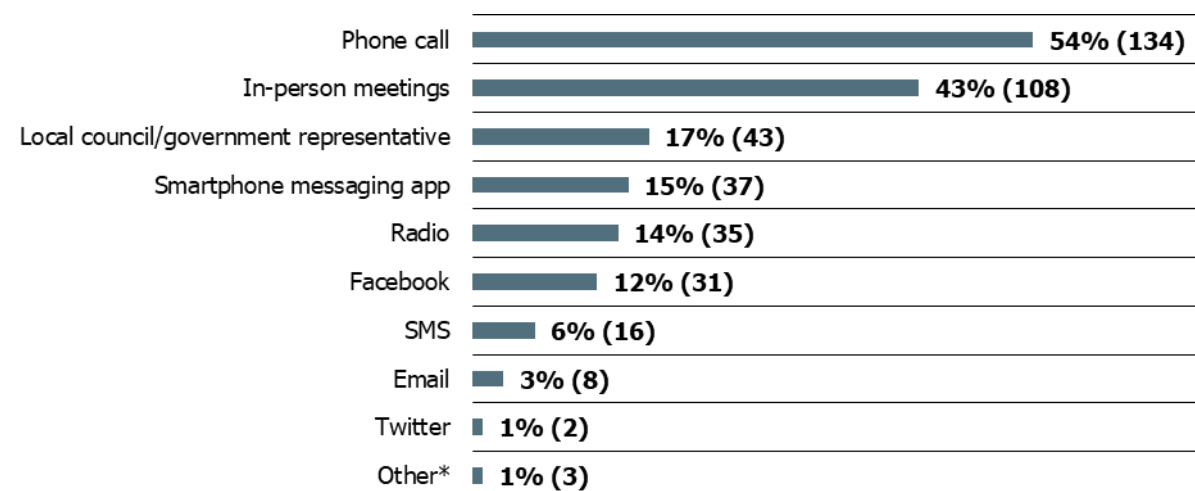


Just under a third of respondents would like to receive more information on the progress and timeline of reconstruction in Barbuda. Linked to this, 16% of respondents want information on when they will be able to return home to Barbuda and 15% want to know where they can get access to in-kind and material support to help them rebuild their houses.

*"Other" includes information on where the funds are going (more transparency), safety and security, follow-up after registration with the Red Cross, and how to prepare to move back to Barbuda.

Q2. Information channels

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



Over half of respondents would like to receive information about available support through phone calls.

*"Other" includes daily local news broadcasts, meetings, and databases.



Q3. Health and safety

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

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

(values in %, n = 244)

Mean: 3.4



While over half of respondents report knowing how to avoid health hazards, more than a quarter say they do not.

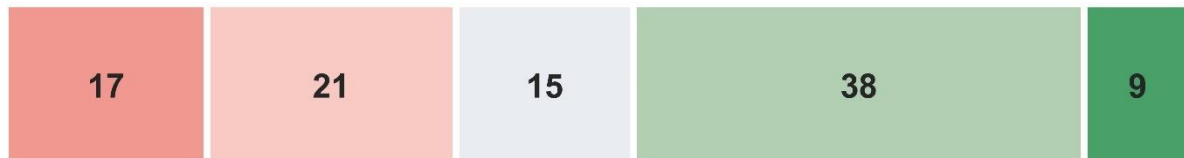
Q4. Effectiveness of support

Are your most important needs being met?

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

(values in %, n = 244)

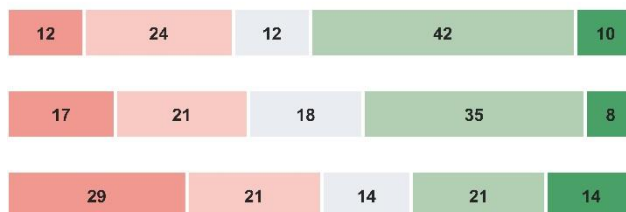
Mean: 3.0



Less than half of respondents say that support services meet their most important needs.

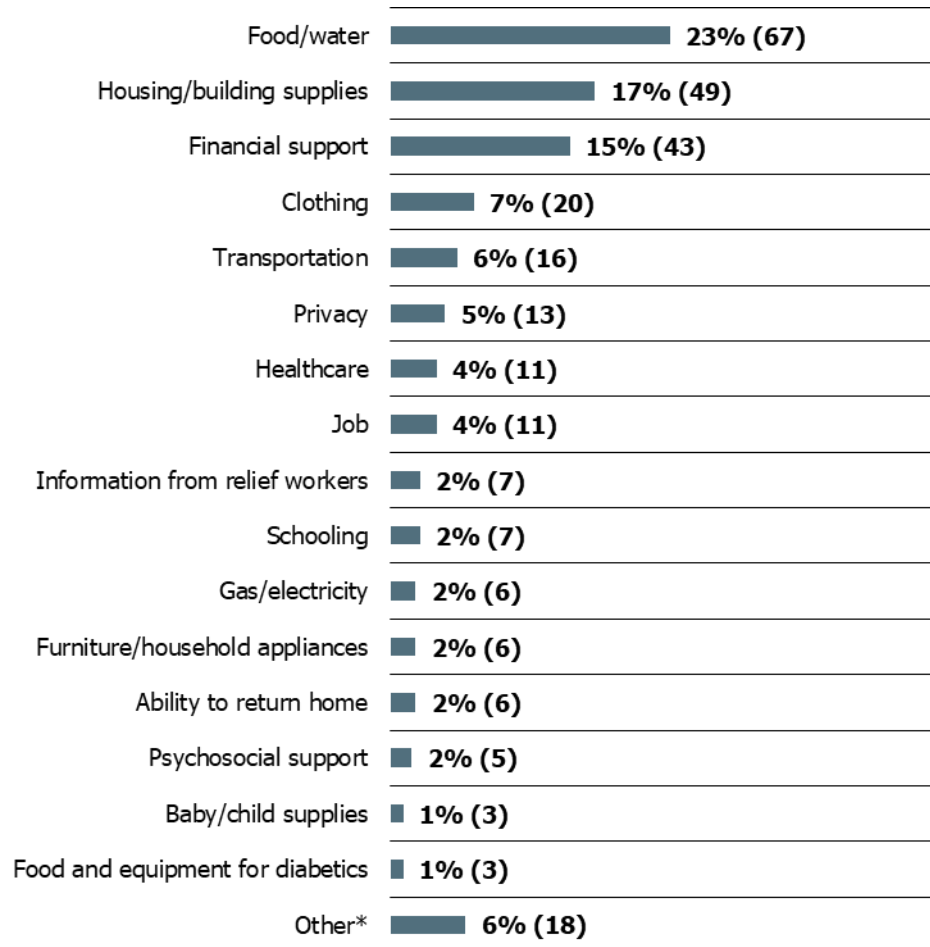
Among those who have returned to Barbuda, 50% report not having their most important needs met.

Current housing situation	Mean
Staying at a collective shelter in Antigua	3.1
Staying with a family or friend in Antigua	3.0
Staying in Barbuda	2.7





**Follow-up question asked to those whose needs are not being met:
What are your most important needs that are not adequately met?**



Food and water are the most frequently mentioned unmet needs.

*"Other" includes relocation to a more central location, activities for children, ability to get overnight visitors, garbage collection, televisions, land, personal care, hygiene materials, comfort, and time with loved ones.



Question asked to recipients of non-food items:

Q5. Usefulness of household items

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

1 = No difference
2 = Made a small difference
3 = Neutral
4 = Made a big difference
5 = Has been life-saving

(values in %, n = 176)

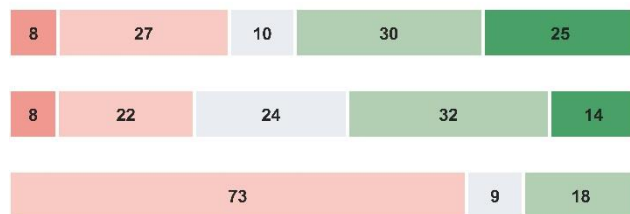
Mean: 3.2



Of the 178 recipients of non-food items involved in this survey, just under half say household items have made a difference to them.

Just under three-quarters of those who have returned to Barbuda respond negatively.

Current housing situation	Mean
Staying at a collective shelter in Antigua	3.4
Staying with a family or friend in Antigua	3.2
Staying in Barbuda	2.5



Questions asked to cash support recipients:

Q6. Registration for cash support

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

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Yes, completely

(values in %, n = 136)

Mean: 4.0

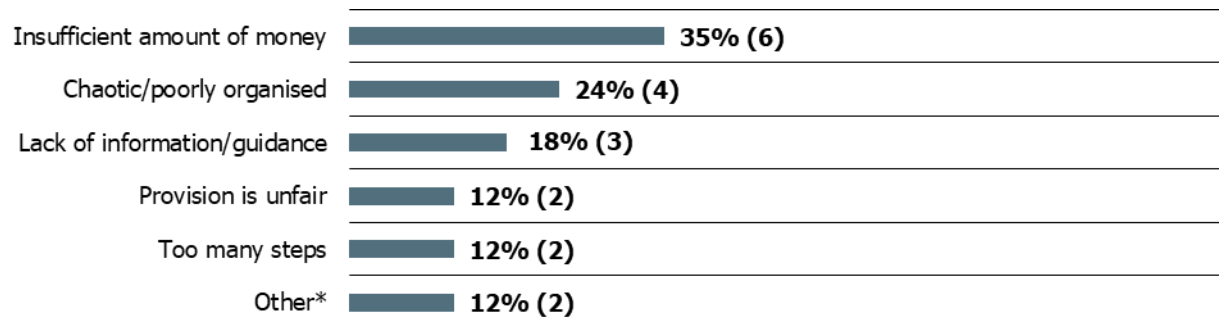


Among the 141 cash recipients involved in this survey, satisfaction with the registration process for cash support is high.



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

Why not?

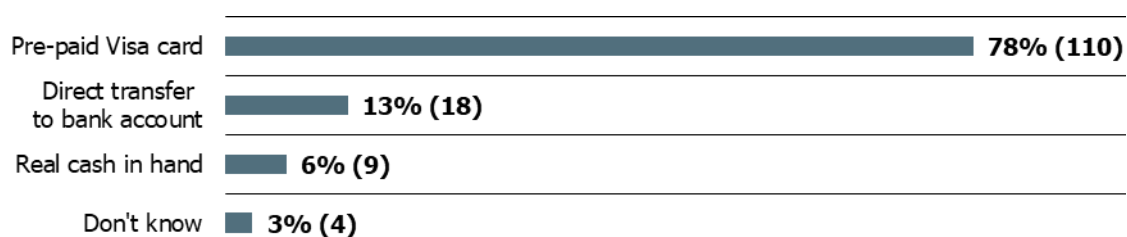


When asked to explain why they were dissatisfied with the registration process for cash support, some used this as an opportunity to report that the amount of money they are receiving is not enough. With regards to the actual registration process, a lack of information, long waiting times, too many steps, and poor organisation were also mentioned.

*"Other" includes the cash card being taken because family members are living in separate homes, having to travel to Antigua to get the cash as banks are closed in Barbuda.

Q7. Cash transfer mechanism

How did you receive the money?



A majority of respondents receive(d) their cash support through a pre-paid visa card.



Q8. Satisfaction with cash transfer mechanisms

Did you find this way of receiving cash support satisfactory?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Yes, completely

(values in %, n = 134)

Mean: 4.0



Satisfaction with cash transfer mechanisms is high, with only 12% of cash recipients responding negatively.

Follow-up question asked to those who responded 1, 2, or 3 to Q8: Why not?

Insufficient amount of money	29% (7)
Long period to access money	21% (5)
Account was closed	13% (3)
Not the right amount was received	13% (3)
Prefer cash in hand	4% (1)
Difficult processes	4% (1)

Among those who are dissatisfied with the cash transfer mechanism, several mention the time taken to access funds after registration. Others raised concerns about money transfers stopping abruptly or accounts being closed.



Q9. Importance of cash assistance

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

1 = No difference
2 = Made a small difference
3 = Neutral
4 = Made a big difference
5 = Has been life-saving
Don't want to answer

(values in %, n = 149)

Mean: 3.4



Perceptions of the importance of cash assistance are quite positive.

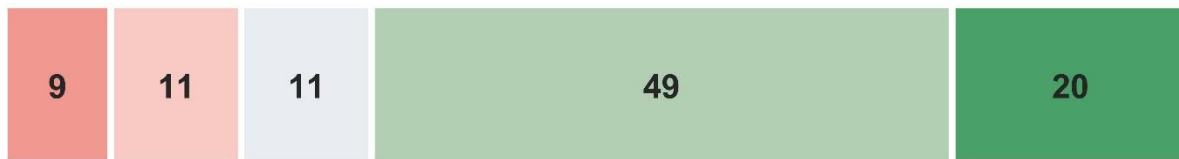
Q10. Safety and security

Do you feel safe in your accommodation?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Yes, completely

(values in %, n = 246)

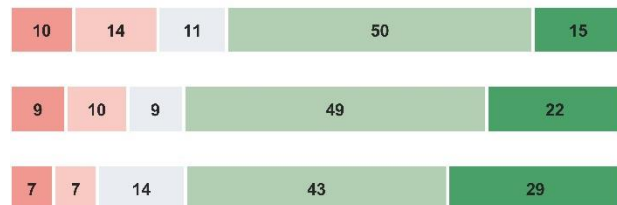
Mean: 3.6



Most respondents feel safe in their current accommodation.

Responses vary only slightly across locations and types of housing.

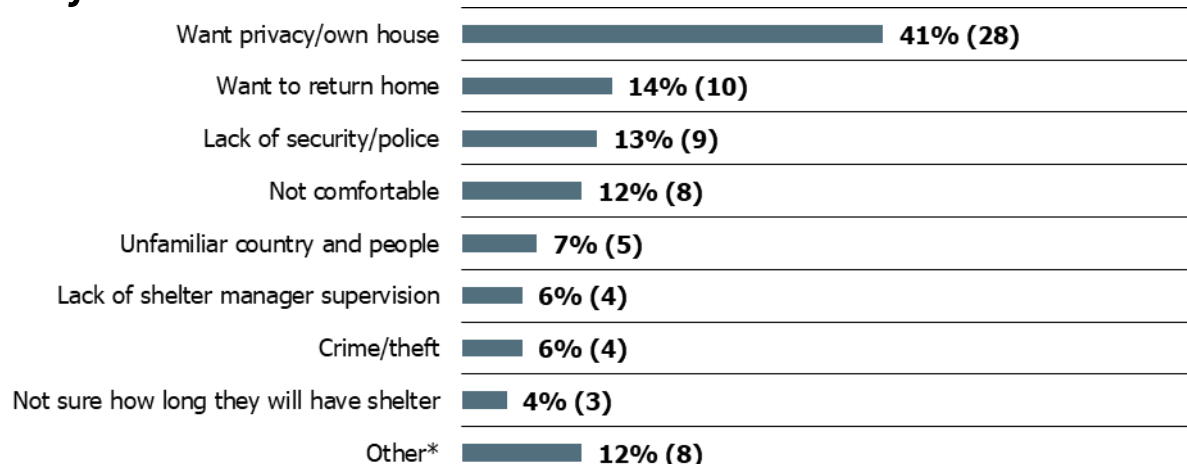
Current housing situation	Mean
Staying at a collective shelter in Antigua	3.4
Staying with a family or friend in Antigua	3.7
Staying in Barbuda	3.8





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

Why not?



Many of those who do not feel secure in their current housing say there are too many people living within one space, leading to a lack of privacy. Some respondents say they are not able to lock doors and windows at night and that there is a lack of security guards and police officers.

*"Other" includes extended period away from home, general feeling of unsafety, arguments and fights in the shelter, mold growing on the walls causing sickness, lack of emergency exits, lack of electrical lighting, overstaying their welcome at host family homes.

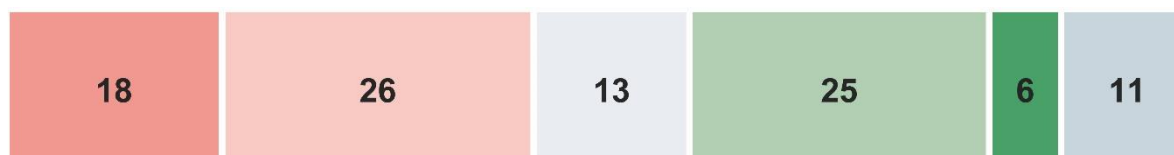
Q11. Fairness of aid provision

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



(values in %, n = 244)

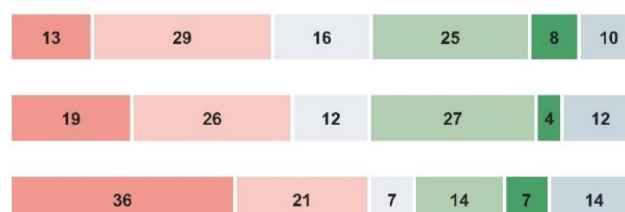
Mean: 2.7



Responses are distributed across the scale, but only 31% say that support goes to those most in need.

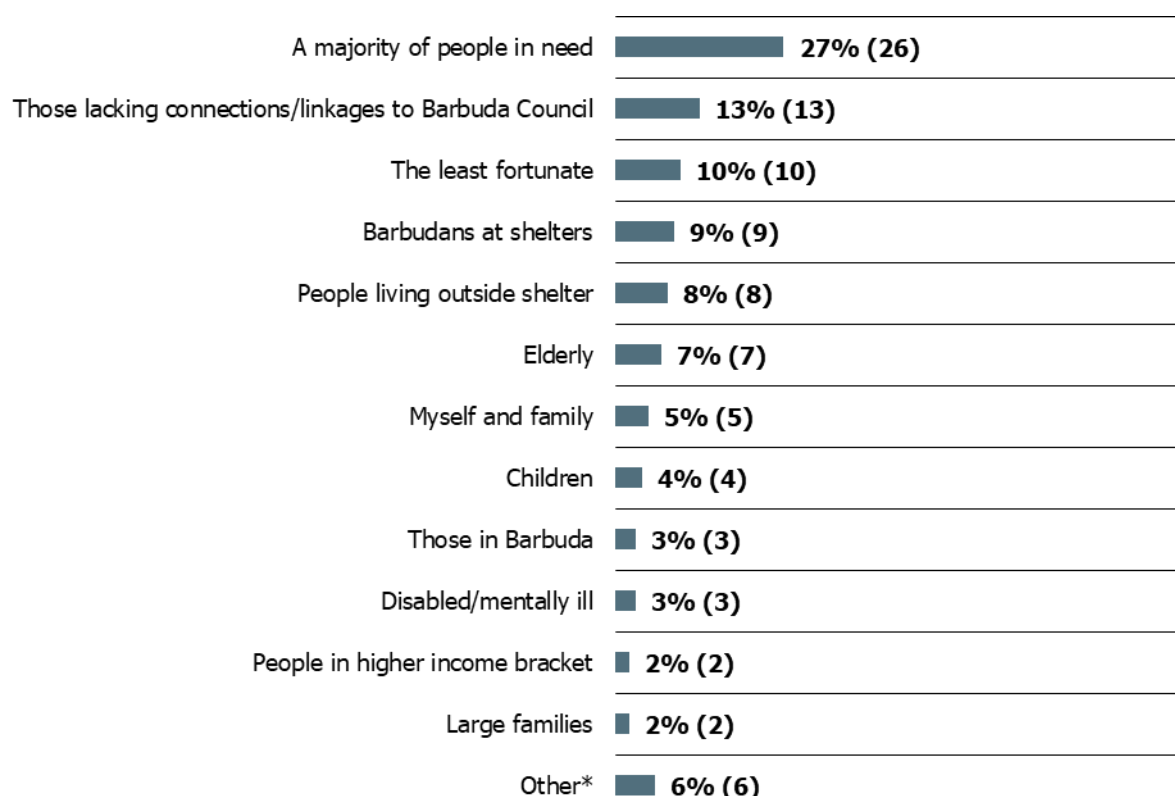
Over half of respondents currently staying in Barbuda think support does not reach those most in need.

Current housing situation	Mean
Staying at a collective shelter in Antigua	2.8
Staying with a family or friend in Antigua	2.7
Staying in Barbuda	2.3





Follow-up question asked to those who responded 1, 2, or 3 to Q11: Who do you think is excluded from support?



A quarter of respondents who see support as ineffective in reaching the most vulnerable think that the needs of the majority of affected people have not been met. Some respondents think that support is distributed based on who you know and your social standing, with six respondents specifically saying that connections to members of the Barbuda Council offer advantages and preferential treatment.

*"Other" includes non-Barbudan nationals, the unemployed, people whose homes were completely destroyed, people whose homes were only partially damaged, people studying in Barbuda temporarily, the uninformed.

Q12. Community engagement

Are you satisfied with how you and your community were consulted in the design of interventions to support people affected by the hurricane?



(values in %, n = 239)

Mean: 2.4

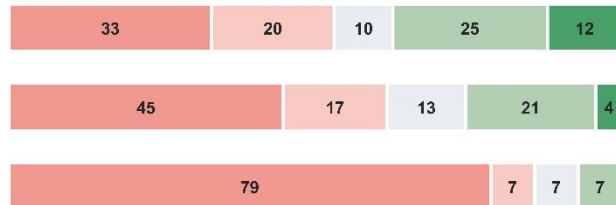


A majority of respondents are not satisfied with the extent to which community consultations contributed to the design of support programmes.



The satisfaction with the level of community involvement appears to be lowest among respondents who are currently staying in Barbuda, with 86% responding negatively.

Current housing situation	Mean
Staying at a collective shelter in Antigua	2.6
Staying with a family or friend in Antigua	2.2
Staying in Barbuda	1.4



Q13. Respect

Do relief workers treat you with respect?

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

(values in %)

Mean: 3.5



Most respondents feel that relief workers treat affected people with respect.

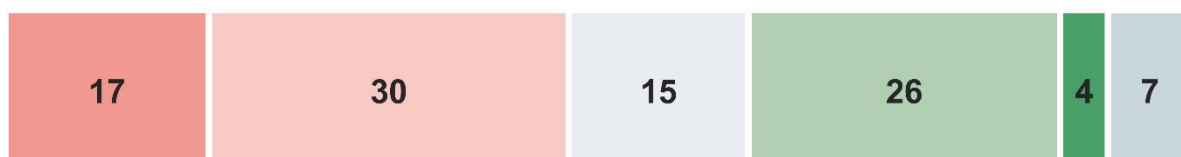
Q14. Improvements in people's lives

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

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Yes, completely
Don't know

(values in %, n = 246)

Mean: 2.7



A minority of respondents feel that life for people affected by the hurricane is improving.



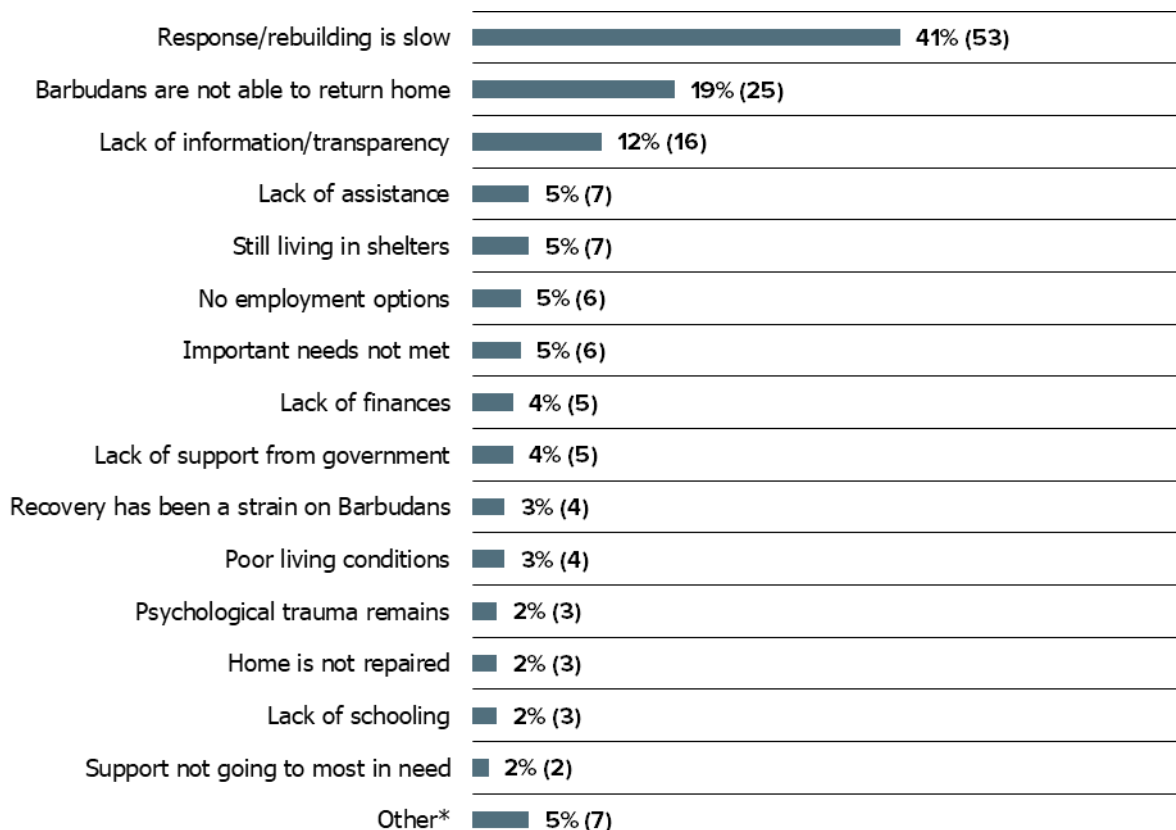
For a majority of those who have returned to Barbuda, life does not feel like it is improving.

Current housing situation	Mean
Staying at a collective shelter in Antigua	2.9
Staying with a family or friend in Antigua	2.7
Staying in Barbuda	1.9



Follow-up question asked to those who responded 1, 2, or 3 to Q14:

Why not?



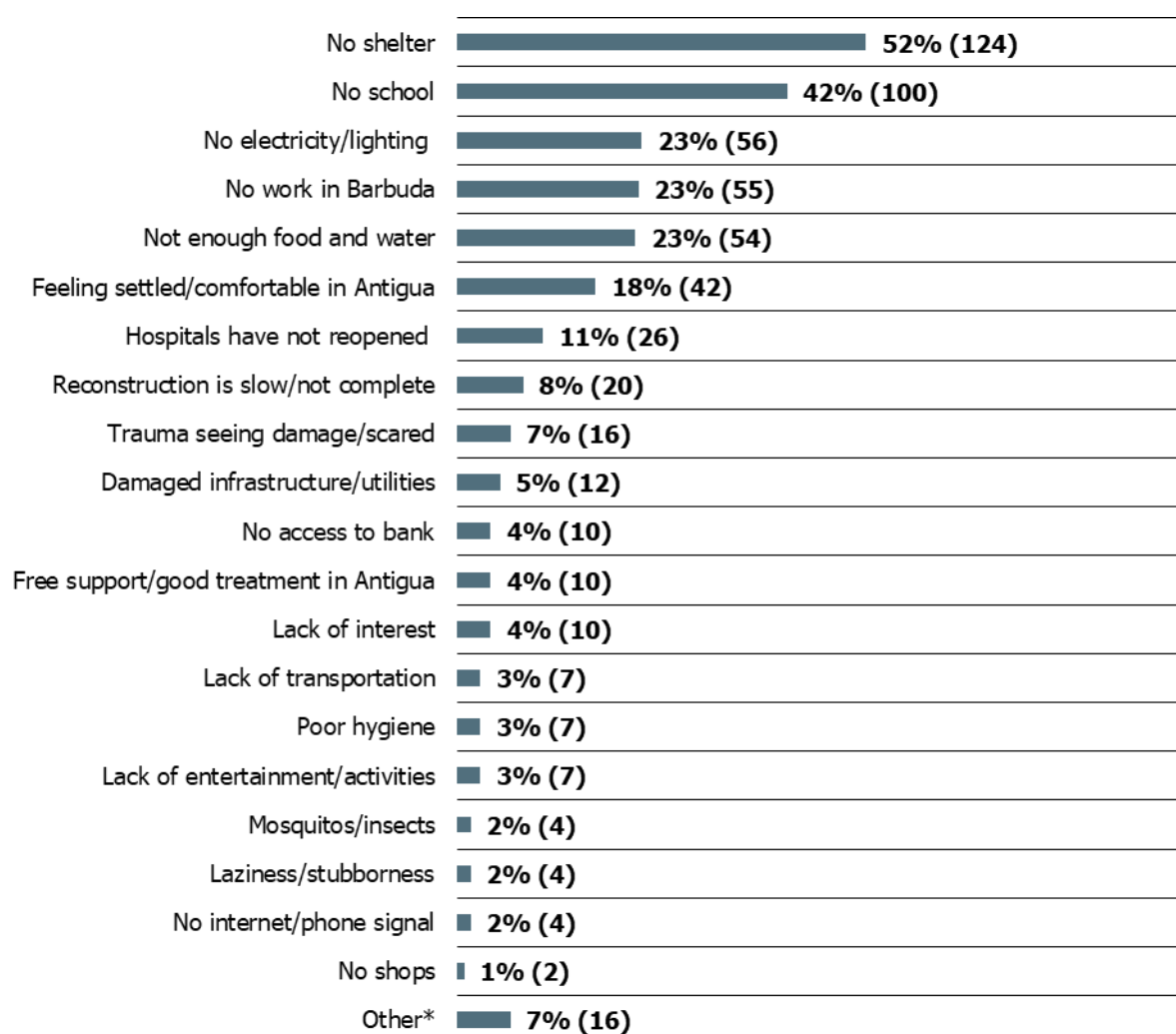
Many respondents see the response and reconstruction in Barbuda as too slow. Some respondents call for more transparency on the current conditions on Barbuda. They also point to the need for timelines of reconstruction and recovery, and information about what exactly the local government and the Barbuda Council are doing with funds received. Without this information it is hard for many to know when they can return home.

*"Other" includes more being done for those that did not experience much damage, things are expensive in Antigua, needing connections to receive support, poor treatment of affected people, discomfort, and a lack of unity.



Q15. Reasons for remaining in Antigua

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



Over half of the respondents say that the lack of suitable shelter in Barbuda is a clear reason as to why most Barbudans remain in Antigua, while many others cite the ability of send their kids to school in Antigua as a pull factor.

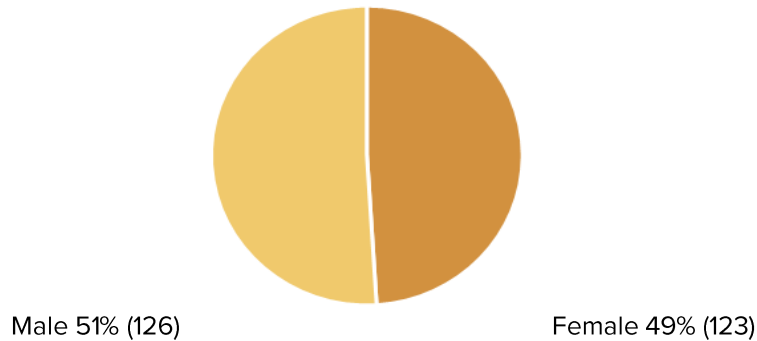
*"Other" includes a lack of furniture, being "fed up" with the Barbuda Council, uncertainty of what is going on in Barbuda, lack of tents, told they can stay until after the elections, no church, no airport, diseases, nothing to look forward to in Barbuda, no nature, and no council building.



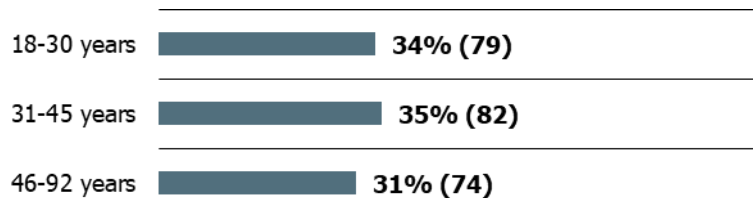
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 249 respondents. Each graph includes percentages, as well as the frequency in parentheses.

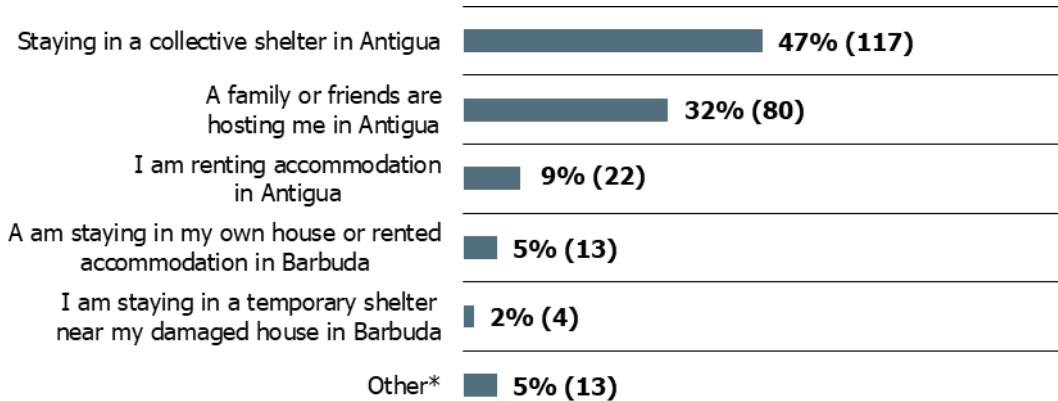
Gender



Age



Current housing situation



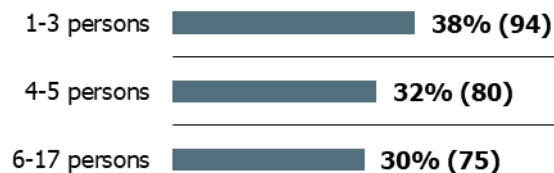
* "Other" includes government housing/apartments (6), an apartment (2), own home in Antigua (1), Nurses Association Building (1), Red Cross (1), with family in Barbuda (1), housing through work associates (1).



Location of interview



Household size prior to Hurricane Irma



Types of support received



RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by humanitarian actors and government agencies in Antigua and Barbuda:

- a) **Dialogue.** Discuss the main findings with your own staff, partners, and affected communities to verify and deepen the analysis. These “sense-making” dialogues should focus on themes where the data suggests that further attention or action may be necessary.
- b) **Advocacy.** Consider sharing this report with other aid agencies and institutions working with affected communities in Antigua and Barbuda to see how, together, the humanitarian and development community can address concerns and bridge gaps.
- c) **Closing the loop.** Encourage field staff to close the feedback loop by informing affected communities of how services are being adapted to take their feedback into account.

Jon Horler, a Senior Programme Officer at Ground Truth Solutions, is available in Antigua and Barbuda to discuss the findings with humanitarian actors and government agencies.



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 the survey questions in close collaboration with key response actors on the ground, including H2H partners, the National Office of Disaster Services, UNDP, Antigua and Barbuda Red Cross, IOM and the UK Department for International Development team. The goal is to gather feedback from clients and track how perceptions evolve over time. Most closed questions use a 1-5 Likert scale 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 249 Barbudans, most of whom are still currently displaced in Antigua. 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.

Sampling methodology

Some 70% of the surveys were conducted in National Office of Disaster Services (NODS) shelters, while the remaining interviews were conducted in areas around Antigua and Barbuda outside of shelters (see below). To identify locations outside of the shelters, enumerators used a snowball sampling strategy. When and wherever possible enumerators tried to alternate between male and female respondents.

	Antigua	Barbuda
Within shelters	<ul style="list-style-type: none"> • Sir Vivian Richards Stadium • Yorks Community Centre • Golden Grove Primary • Princess Margaret School 	<ul style="list-style-type: none"> • Barbuda Community Centre
Outside shelters	<ul style="list-style-type: none"> • Ebenezer • Jennings Village • Jolly Harbour Area • Cassada Gardens • Golden Grove • Yorks • Lower Gambles • Scotts Hill • Fort Road • Freetown Village • Anchorage Inn • Barrymore Hotel • Gilbert Seventh Day Church • Port of St. Johns 	<ul style="list-style-type: none"> • Port of Barbuda

Data disaggregation

Data is disaggregated by age, gender, household size and the current housing situation of the respondent. 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.



Language of the survey

This survey was conducted in English.

Data collection

Data was collected through face-to-face one-on-one interviews between 4 and 17 November 2017 by independent data collection companies based in the Caribbean, Dichter & Neira and DMR. A Ground Truth Solutions field-based consultant, Jon Horler, was responsible for assisting in the design of the sampling strategy and overseeing the data collection on the ground.

For more information about Ground Truth Solutions surveys in Antigua and Barbuda, please contact Jon Horler (Senior Programme Officer - jon@groundtruthsolutions.org) or Andrew Hassan (Programme Analyst – andrew@groundtruthsolutions.org).