

CAMP COORDINATION AND CAMP MANAGEMENT NORTH-EAST NIGERIA

Post-Intervention Monitoring (PIM) Report

REPORTING DURATION: JANUARY, 2021



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ACKNOWLEDGMENT

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Second, we would like to offer our sincere thanks to all CCCM and programme support unit team at Maiduguri field office who actively involved in the whole process of the PIM survey which was conducted in seven Local Government Areas (LGAs) of Borno state.

We would like also extend our appreciation to the households and people in the seven LGAs for agreeing to participate in the PIM and provide information. Finally, we offer our best regards to all enumerators who played active role in the data collection process of the PIM survey.



Introduction & Background

From the beginning of 2015, north-east Nigeria has been confronted by a protracted humanitarian emergency characterized by armed conflict, forced displacement, and grave violations of civilian human rights and dignity. Over recent years, the intensification of attacks has resulted in prolonged insecurity, exacerbating the plight of vulnerable civilian and triggering waves of forced displacement. It is estimated that more than two million individuals have been displaced and that displacement will continue to be a significant factor in 2021, with the highest number of displacements and returns taking place in Adamawa, Borno, and Yobe states (USAID, Lake Chad Basin - complex emergency, 2020).

In May 2015, IOM became co-lead with the National Emergency Management Agency (NEMA), of the Emergency Shelter, Non-Food Items, and the Camp Coordination and Camp Management (CCCM) sector working groups alongside UNHCR. Furthermore, IOM currently supports Nigeria's Government in the Displacement Management Systems (DMS)/CCCM Sector Working Group, including the Displacement Tracking Matrix (DTM). The DTM allows for tracking essential information on IDP locations and needs across the six states in the North East and has become a necessary reference for the humanitarian community. Since the beginning of the Emergency Programme, IOM has assisted over a million people in need in the north-east.

As the leading camp management player in Nigeria, IOM's interventions focus on a) camp care and management, b) community services c) camp information management, d) site improvement, e) camp coordination, f) capacity building, and g) reception management. By the end of 2020, IOM managed 102 displacement sites across Borno State, assisting approximately 547,152 individuals (123,437 households).

This report summarizes the post-intervention monitoring survey conducted from December 2020 to January 2021 in 39 camps across 7 local government areas of Borno state, namely Konduga, Gwoza, Damboa, Jere, Maiduguri M. C., Dikwa, Bama LGAs, respectively. The survey sought to measure the effectiveness and the overall satisfaction of beneficiaries in accessing camp coordination and camp management (CCCM) services provided by IOM in camps across different LGAs in Borno state. The survey also identified the needs and general protection concerns of the affected population in the surveyed areas, which were tailored into CCCM response.

The survey results were compared with the baseline survey initially conducted in the last quarter of 2019 to measure the progress in the preceding 12 months and identify areas of improvement as the CCCM interventions progressed. This would enhance the quality of programmes implemented to the affected population targeted by the response. IOM would learn from the identified grey areas based on the results and form a basis for knowledge management.

Methodology

Although the survey targeted 10,693 beneficiaries out of 364,853 IDPs across 42 camps using a simple random sampling technique, 9,681 beneficiaries across 39 camps were interviewed due to logistics and security challenges in accessing some locations. The challenges encountered does not affect the statistical significance and reliability of the findings. The sample size was calculated using a margin error of 5 percent and a confidence level of 95 percent. The table below shows the figures distributed across the seven LGAs.

S/N	LGA	Population	Sample size	samples reached
1	KONDUGA	94495	2694	2209
2	GWOZA	39649	2011	1909
3	DAMBOA	26345	1602	1534
4	JERE	74188	1296	1296
5	MAIDUGURI M.C	59416	1270	1270
6	DIKWA	32160	1446	1089
7	BAMA	38600	374	374

The questionnaire used in the surveys had protection mainstreaming questions incorporated in it. To avoid bias and exclusiveness, 24 independent data collectors were engaged between 1 December 2020 and 25 January 2021 for the data collection using the KoBoCollect tool. The data collectors carefully adhered to the simple random sampling technique rules as instructed, and strict adherence to IOM's Data Protection Principles were observed. IDPs were informed about the purpose of the survey, its voluntary nature, confidentiality, and their willingness to participate was established before the data collection.

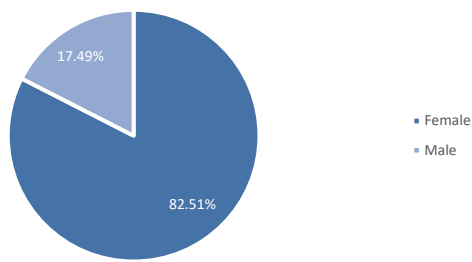
The questionnaire was semi-structured to allow respondent's views to be adequately captured. The data collectors were trained on administering questions and on the rudiments of data ethics and principles.

Key Findings

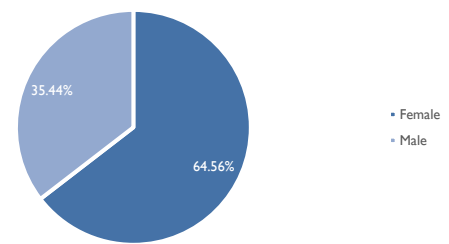
I. Household Demographics

Like the baseline survey which had 65 per cent female respondents, most of the PIM respondents were females representing 82.51 per cent of the total population, and 17.49 per cent were males. The majority of the respondents (54.75%) fell within the 30-49 years age group, 24.07 per cent within 18-29 years, 17.68 per cent within 50-64 years, while

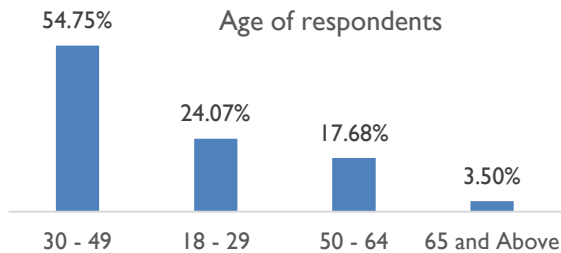
PIM: Gender of respondents



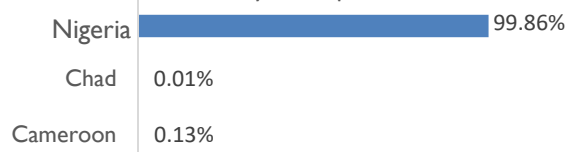
BL: Gender of respondents



Age of respondents



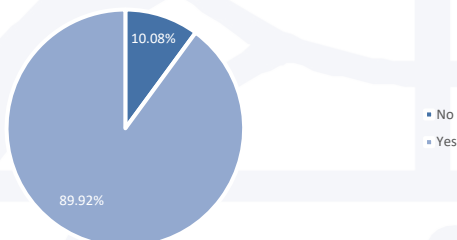
Country of respondents



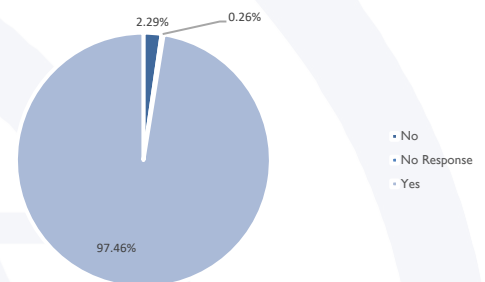
II. Community Services

The chart below depicts the level of awareness the respondents have on the services available in their respective camps. 89.92 per cent of the respondents affirmed that they receive information on services available on-site, while 10.08 per cent of the respondents said that they do not receive information on-site services. This shows a decrease in awareness level as 97.46 percent of the respondents during the baseline survey affirmed that they receive information on-services available at the site.

PIM: Receive information on available service on -site?

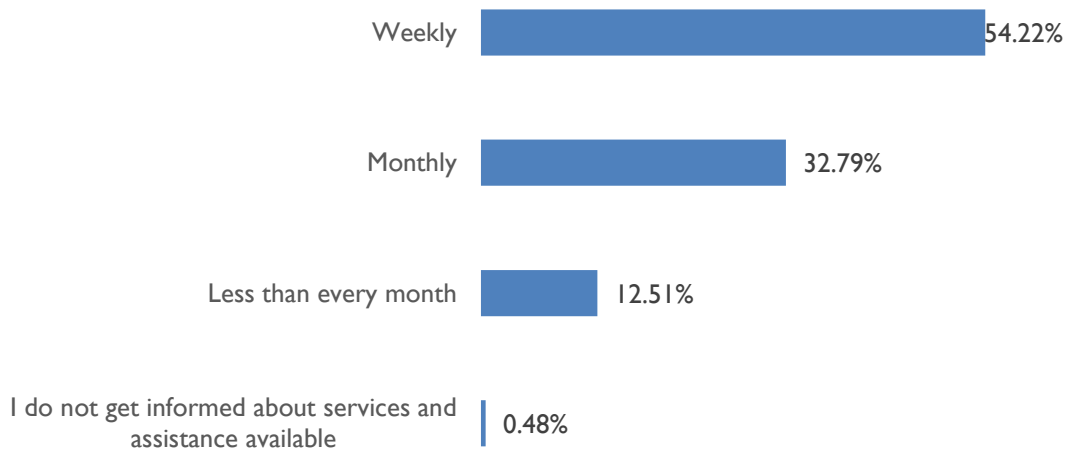


BL: Receive Information on available services on-site

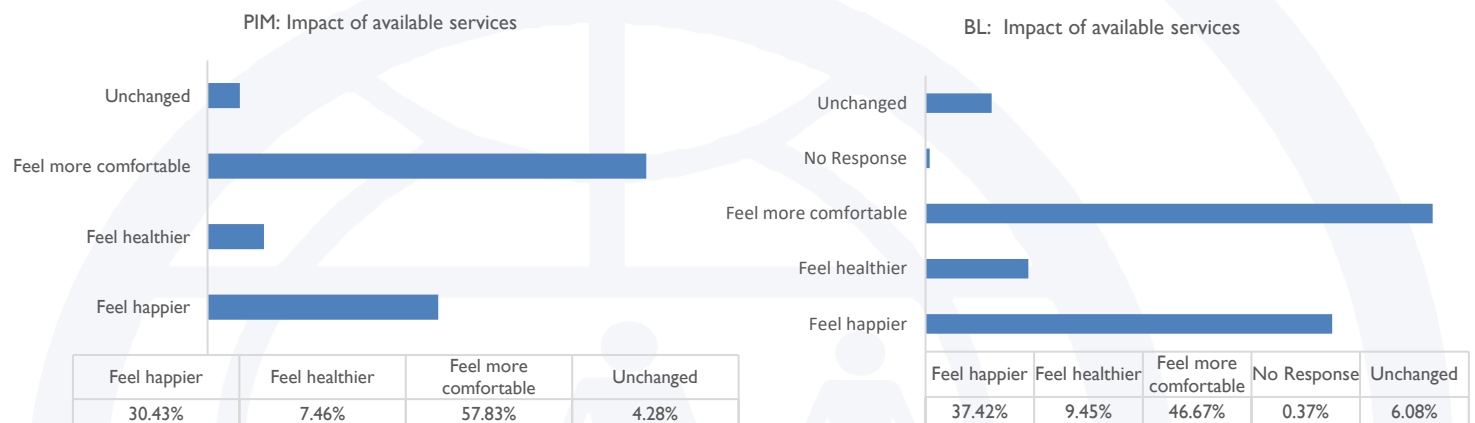


When asked about the frequency with which they receive information on services available on-site, 54.22 per cent of the respondents said they receive the information weekly, 32.79 per cent of the respondents said they receive the information on a monthly basis, 12.51 per cent said they receive the information on available services on-site at least once a month while 42 (0.48%) of the respondents said they do not get regular information about services available on-site.

How often do you receive information?



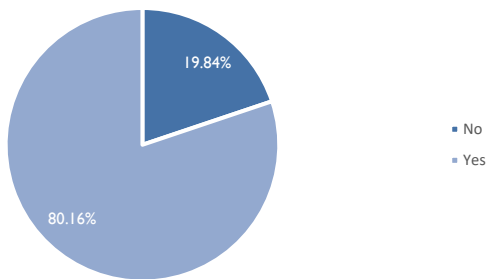
In addition, the CCCM services available on-site are reported to have made 57.83 per cent of the respondents feel more comfortable with camp life, the services made 30.43 per cent of the respondents feel happier, 7.46 per cent of the respondents feel healthier by the CCCM services available on-site while 4.28 per cent feel normal or unchanged by the impact of the available CCCM services on-site. When compared with the results from the baseline survey, the percentage of respondents who feel more comfortable with camp life as a result of the impact of the available CCCM services increased by 11.16 per cent, however, a decline of 6.99 per cent is recorded for the percentage of respondents who feel happier with the available CCCM services.



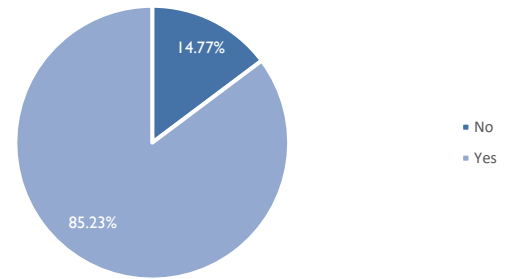
When asked about the frequency with which they receive information on services available on-site, 54.22 per cent of the respondents said they receive the information weekly, 32.79 per cent of the respondents said they receive the information on a monthly basis, 12.51 per cent said they receive the information on available services on-site at least once a month while 42 (0.48%) of the respondents said they do not get regular information about services available on-site.

On the topical issue of participation in camp activities, 80.16 per cent of the respondents affirmed that they participate in camp activities while 19.84 per cent said they do not participate in camp activities. This highlights a decline in participation by 4.84 per cent when compared to the results from the baseline survey.

PIM: Participating in camp activities



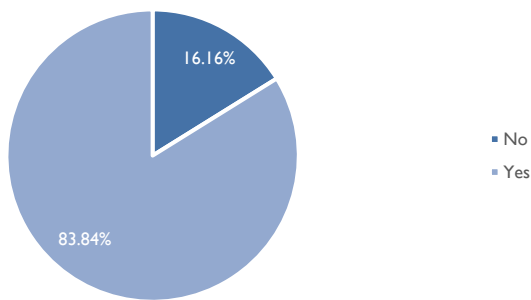
BL: Participating in camp activities?



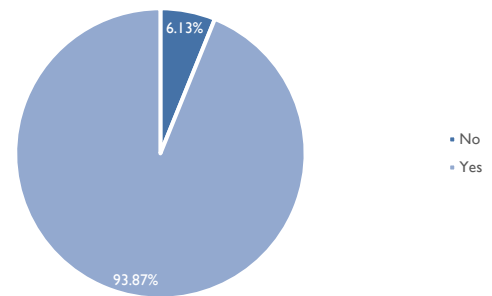
Complaint and feedback mechanism

From the analysis, most of the respondents are aware of the mechanisms for complaints and feedback in their respective sites. In general, 83.84 per cent of the total respondents said they were aware of the mechanisms for giving their complaints and feedback, while 16.16 per cent said they are not aware. However, a decline of 10.16 per cent was recorded in the awareness of CFM on-site. From the respondents who said they are aware of the mechanisms for complaints and feedback, 93.20 per cent of them said there are mechanisms available on-site for collecting their complaints and giving their feedback which shows an increase of 0.73 per cent when compared with the results from the baseline survey. 382 (4.71%) of the respondents did not have any idea whether CFMs are available on-site, while 2.09 per cent of respondents said there were no CFMs on-site. From the category of respondents who said there are complaints and feedback mechanisms available on-site, 56.62 per cent said they have used the mechanisms before to either relate their complaints or provide feedback, while 3,282 (43.38%) of the respondents said they have never used the CFMs on-site. A decline of 28.38 percent was recorded in the usage of CFM compared with the baseline survey results. This negative trend in the usage of CFM was predominately due the COVID-19 pandemic. The mechanisms that involve human conduct, like complaints desks, were suspended. This will be improved by adding a sneeze guard component to the complaint desk.

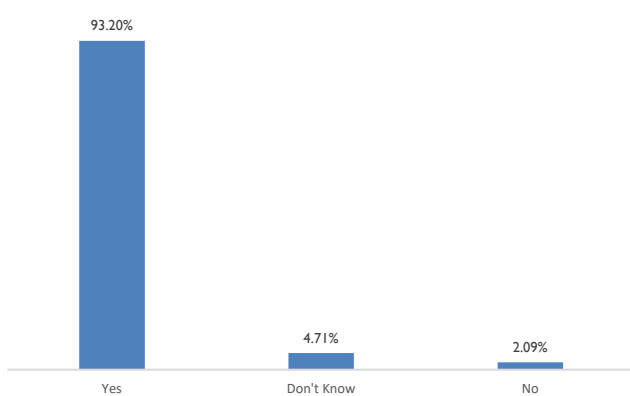
PIM: Aware of CFMs on site?



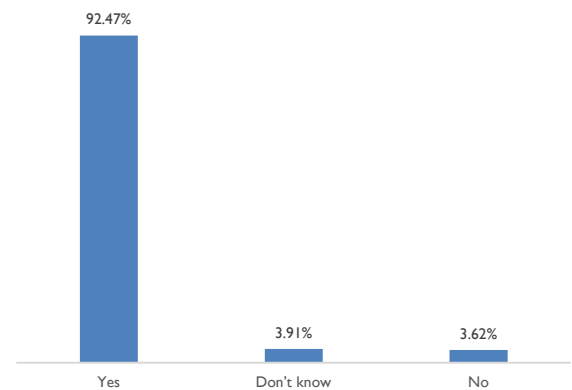
BL: Aware of CFMs on site?



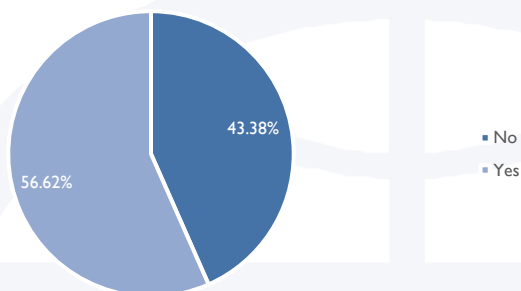
PIM: CFM Present on site?



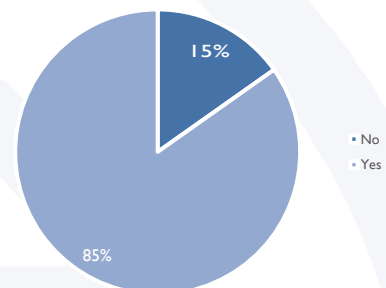
BL: CFM Present on site?



PIM: Used CFM before?

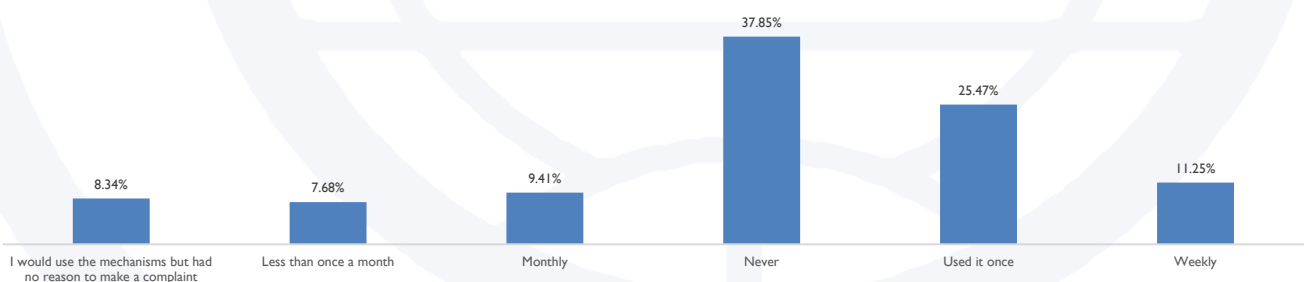


BL: Used CFM before?



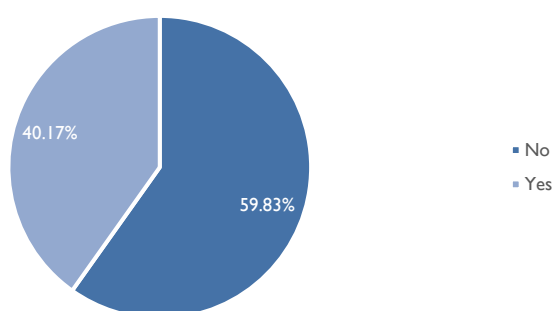
Responding to the question on how often they use the CFMs on-site, 40.98 per cent of the respondents said they have used it once, 18.10 per cent said they use it weekly, 15.14 per cent of the respondents said they use it monthly, 631 (12.36%) of them said they use it either irregularly or once monthly. In comparison, 13.42 per cent of the respondents have not had any reason to use the CFMs. The numbers would be higher safe for the COVID-19 pandemic which affected the complaints desk component of the CFM due to the human conduct required.

How often do you use CFM?

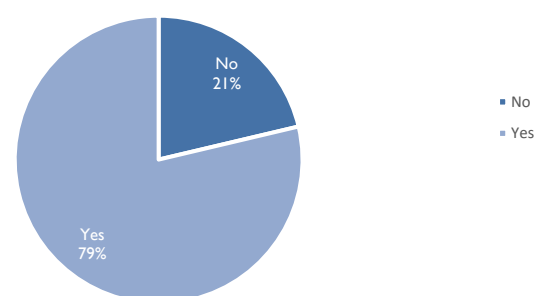


Respondents were asked if there were actions taken to address their complaints after using the available CFMs on-site. The majority of the respondents (59.83%) said no, while 40.17 per cent of the respondents affirmed that actions were taken to address their complaints. This contrasts with 79 per cent of the respondents from the baseline survey who said actions were taken to address their complaints, highlighting a 38.83 per cent decline in the level of complaints addressed. The decline recorded is primarily due to the limitations placed COVID-19 pandemic as there was limited partner presence in camps during the peak of the pandemic which made referrals difficult. Responses regarding satisfaction with the feedback and actions taken in response to the complaints, exactly 95.49 per cent of the respondents whose complaints were addressed confirmed that they were satisfied, while 137 (4.51%) said they were not satisfied. A 5.49 percent increase in satisfaction with feedback and actions taken in response to complaints was recorded, comparing results from the PIM with the baseline survey results.

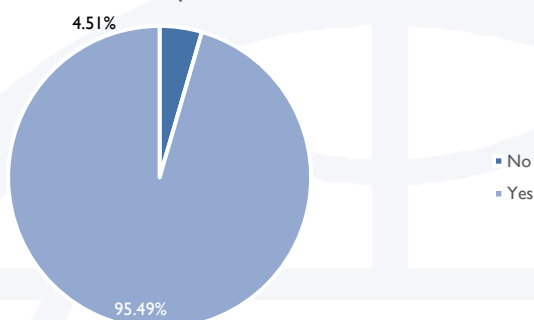
PIM: Complaints addressed?



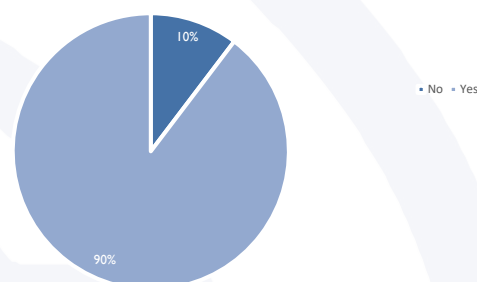
BL: Complaints addressed?



PIM: Satisfied with feedback/actions on complaints?



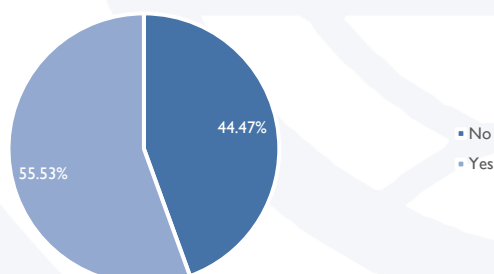
BL: Were you satisfied with the feedback/actions on complained?



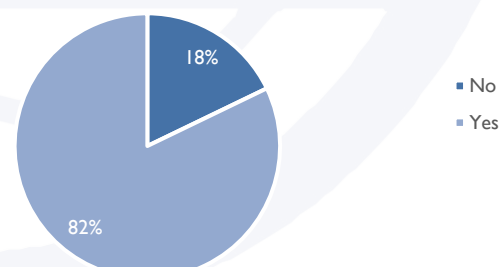
III. Coordination

More than half of the respondents (55.53%) said they have access to the site management office services while 44.47 per cent of the respondents said they do not. When compared to the results from the baseline survey, 26.47 per cent less access to services in the site management office is observed.

PIM: Access to services in management office?

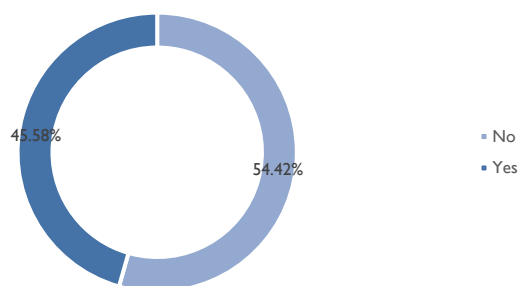


BL: Access to services in site management office?

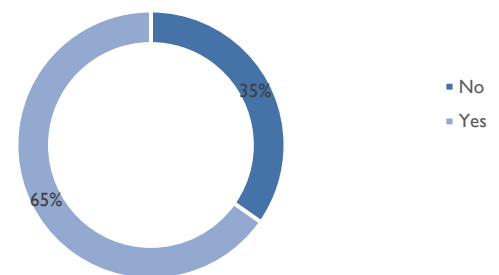


When asked if they or any member of their family participates in coordination meetings, more than half (54.42%) of the respondents said neither they nor their family members do not participate in coordination meetings, while 45.58 per cent say they do, which is 19.42 per cent less than respondents from the baseline survey who said they participate in coordination meetings. The decline recorded is mainly due to the suspension of in person coordination meetings in camps. From the respondents who attended coordination meetings, 82.65 per cent of them confirmed that persons with special needs (PSN) and other minority groups are included in meetings, 4.95 per cent of the respondents said PSN and other minority groups are not included in coordination meetings. In comparison, 12.41 per cent did not have an idea if they are included in coordination meetings or not. During the baseline survey, 86 per cent of respondents confirmed that PSN and minority groups are included in meetings which shows a 3.35 per cent decline in the level of inclusion of the concerned groups in coordination meetings.

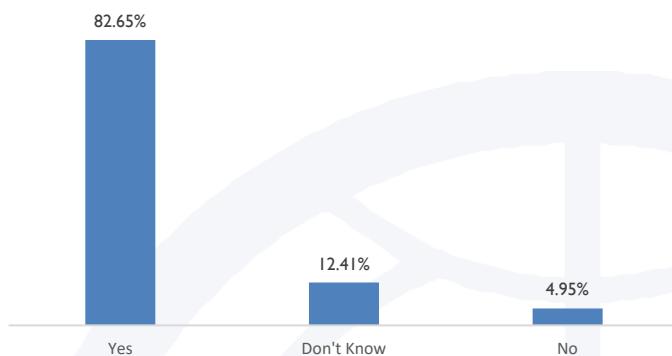
PIM: Participation in coordination meetings?



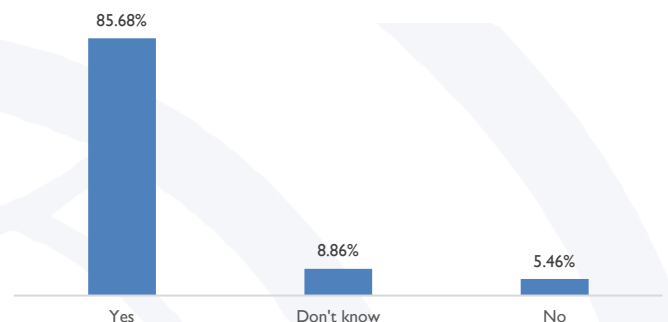
BL: Participation in coordination meetings?



PIM: Inclusion of PSN, Minority groups in meetings

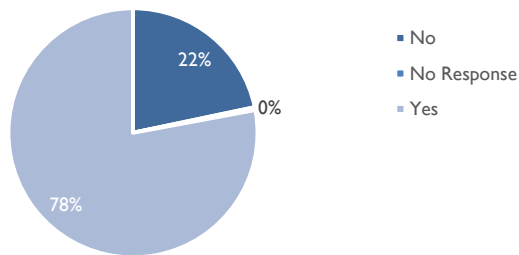


BL: Inclusion of PSN, Minority groups in meetings

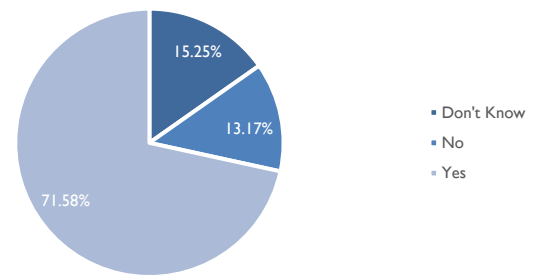


Periodic training of camp committees (community groups and sector committees) on CCCM is vital towards enhancing coordination and management in the camp. 71.58 per cent of the respondents said they are aware of CCCM training on-site showing a 6.42 per cent drop in awareness level compared with the results from the baseline survey where 78 per cent of the respondents said they are aware of CCCM trainings on-site. 13.17 per cent said they are not aware of the trainings while the remaining 15.25 per cent of the respondents did not know if CCCM trainings occurred on-site or not. The drop in the level of awareness is mostly due to the lesser number of trainings that were done in the sites because of the COVID-19 pandemic. In the previous year, more CCCM trainings were conducted.

BL: Aware of CCCM trainings on site?



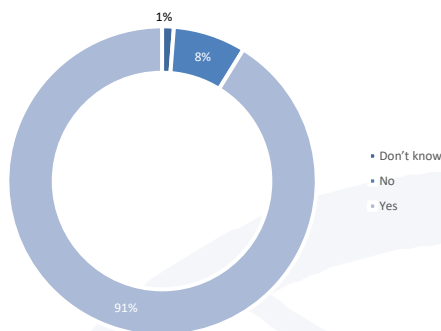
PIM: Aware of CCCM trainings on-site?



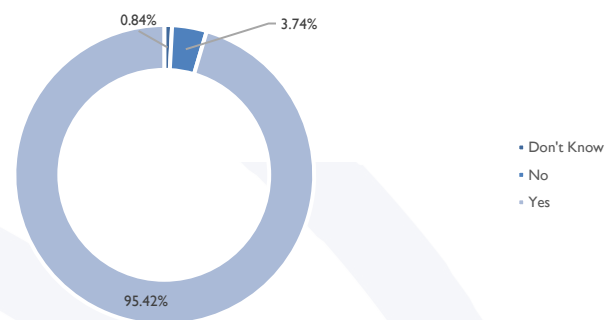
IV. Site Management

The respondents noted that site improvements, upgrades and maintenance activities implemented on-site have improved their quality of life as indicated by 95.42 per cent (9,238) of the total respondents; this is also reflected by the 4.42 per cent increase when the positive responses from the PIM are compared with the positive responses from the baseline survey. 3.74 per cent (362) said their quality of life has not improved, while 0.84 per cent (81) said they do not know if their quality of life has been improved or not.

PIM: Quality of life improved through site improvement activities?

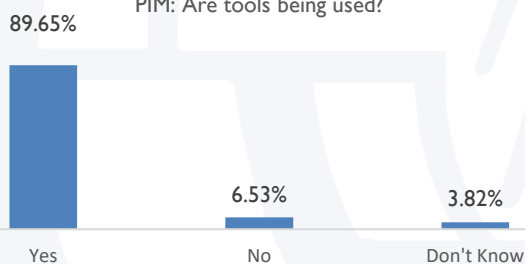


BL: Quality of life improved through site improvement activities?

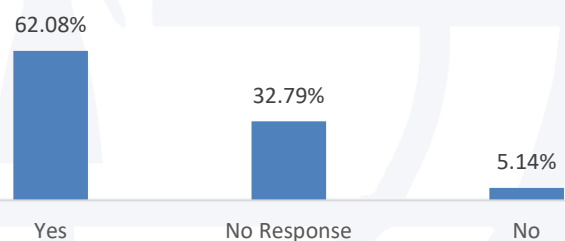


From the results, a greater percentage of the respondents (89.65%) affirmed that the community tools provided by CCCM are being used on-site; 6.53 per cent said the community tools are not being utilized, while 3.82 per cent did not know if the tools were being utilized or not. A 27.57 per cent increase is observed when the results of community tools utilization from the baseline is compared with the results from the PIM.

PIM: Are tools being used?

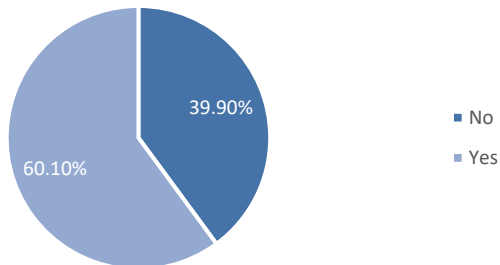


BL: Are tools being used?

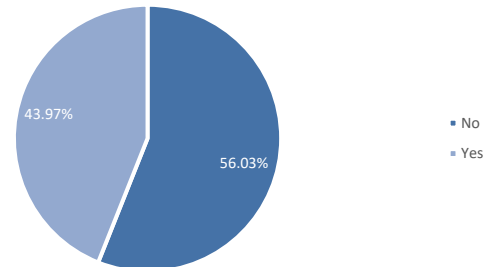


Comparing the results from the two surveys, a 16.10 per cent increase is observed in the PIM as the survey results showed that the community can contribute to site improvement and drainage activities. For the PIM, 60.10 per cent agreed that the community can contribute, while 39.90 per cent said the community could not contribute towards site improvement and drainage activities.

PIM: Can community contribute to site improvement?

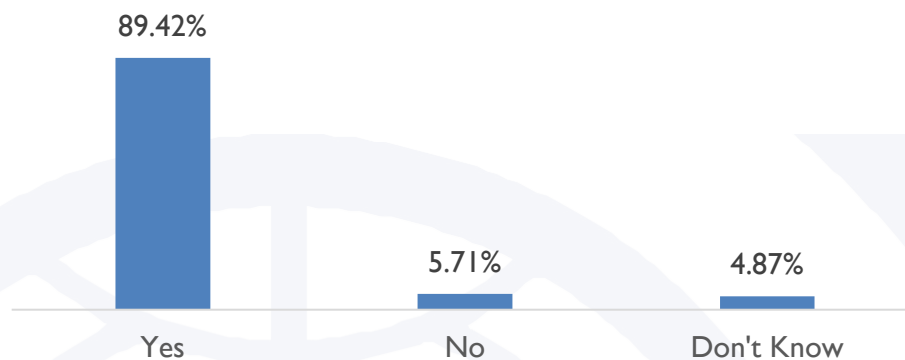


BL: Can community contribute to site improvement?

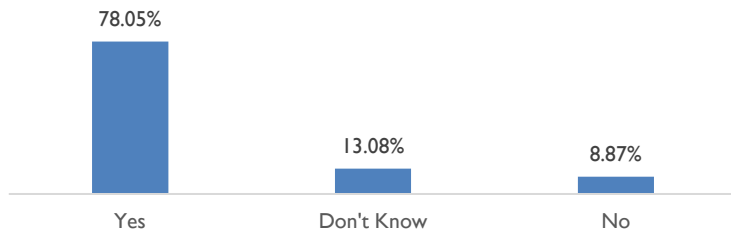
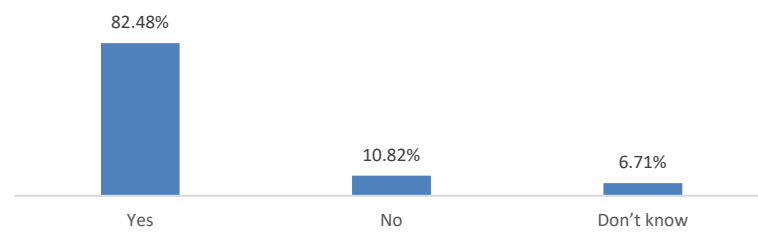


The survey showed that there is need for more site improvement interventions in the majority of the camps under survey, with 89.42 per cent agreeing, 5.71 per cent of the respondents said there was no need. In comparison, 4.87 per cent did not know if there was a need for site improvement interventions. The majority of the respondents who said there is a need for site improvement intervention opted to construct local community drainages and install solar lights.

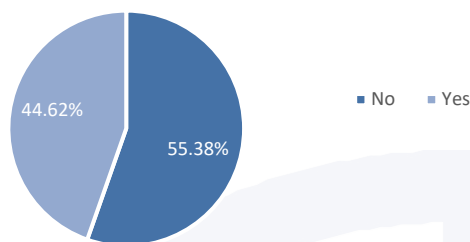
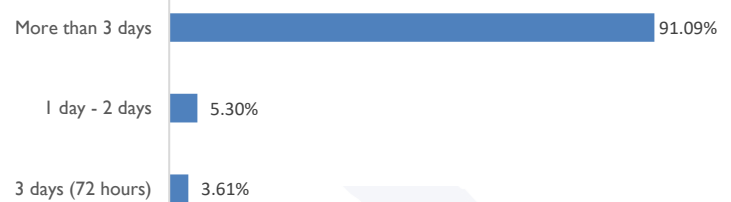
Need for site improvement on-site?



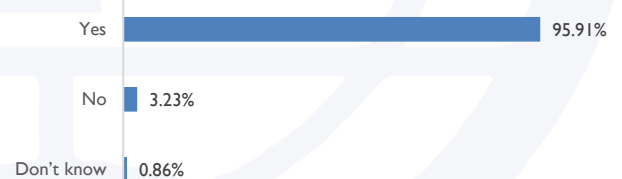
The survey showed that 78.05 per cent of the respondents affirmed that the site maintenance committee has enough tools to facilitate their activities, while 8.87 per cent of the respondents suggested that the site maintenance committee need tools, and 13.08 per cent of the respondents did not know if the site maintenance committee have operational tools or not. However, the two surveys, when compared, show that there is a 1.95 per cent reduction in the percentage of site maintenance committees without tools to facilitate their operation on-site.

PIM: Site maintenance committee have tools?**BL: Site maintenance committee have tools?****V. Reception Centre Management**

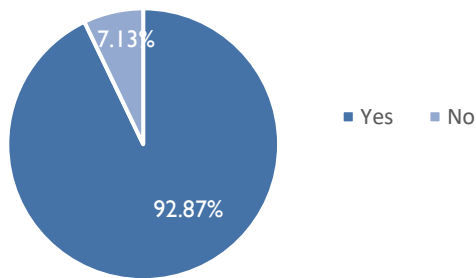
From the results, more than half of the respondents (55.38%) said they stayed in the reception centre before they (were) relocated to camps, while 44.62 per cent said they have never stayed in the reception centre. 91.09 per cent of respondents who once stayed in the reception centre confirmed that they lived in the reception centre for more than three days after arrival, 5.30 per cent said they stayed in the reception centre between one to two days, while 156 (3.61%) of the respondents said they stayed in the reception centre for about 72 hours before they were relocated to camps.

Stayed in the reception centre?**Stayed in the reception centre?**

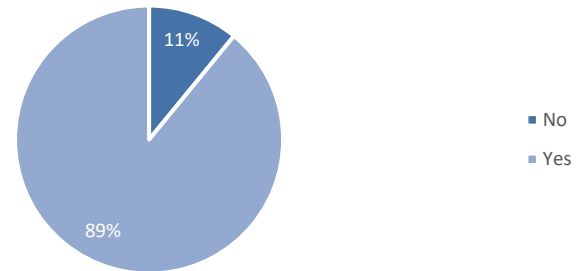
Additional information from the respondents who stayed in the reception centre shows that 95.65 per cent of them were duly informed about the services available to them in the reception centre, though with a decrease of 0.26 per cent when compared with the results from the baseline survey. 2.85 per cent of the respondents said they were not informed, while 1.50 per cent could not say if they were informed or not. Relatedly, 92.87 per cent of the respondents who stayed in the reception centre said they were aware of where to visit in the reception centre to lodge complaints which highlights a 3.87 per cent increase in awareness level when compared to the results from the baseline. In contrast, 308 respondents (7.13%) said they were not aware of where to lodge their complaints in the reception centre.

PIM: Received information on services in reception centre?**BL: Received information on services in reception centre?**

PIM: Know where to lodge complaints in RC



BL: Know where to lodge complaints in RC?

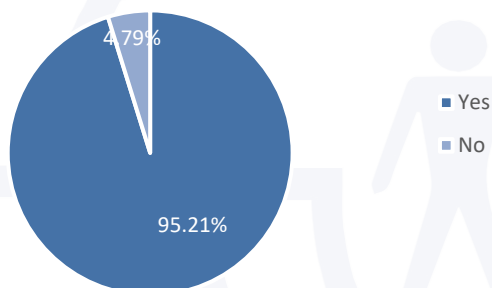


As it relates to living in the reception centre, 4,113 (95.21%) of respondents who stayed in the reception centre said they were allocated temporary shelters while they were there. However, 207 (4.79%) of the respondents said they were not allocated temporary shelters. A 1.21 percent increase in response rate in the allocation of shelters to new arrivals in the reception centre is observed when the baseline survey results are compared with the PIM results.

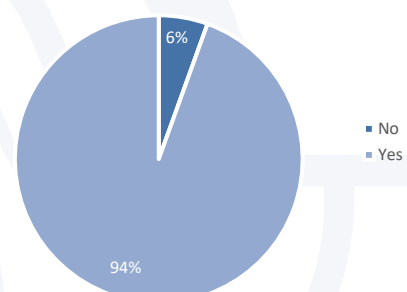
When the 4,113 respondents were asked if they were satisfied with the allocation's timeliness, 3,022 (73.47%) of them affirmed that they were satisfied. In contrast, 1,091 (26.53%) said they were not satisfied with the timeliness of the temporary shelters' allocation. However, there was a 6.53 per cent decline in the level of satisfaction concerning the timeliness in shelter allocation when the surveys' results were compared. The majority of the respondents who were not satisfied with the timeliness of the shelter allocation were recorded in Pulka and Bama LGAs. This is due to the congestion and unavailability of shelters for new arrivals in the respective locations.

Relatedly, 69.95 per cent of the respondents said they faced challenges living in a transit shade or communal shelter citing insecurity or congestion as the challenge(s) encountered. However, 30.05 per cent of the respondents said they did not face challenges due to living in transit shade/communal shelter. The challenges faced by new arrivals living in transit shade or communal shelters declined by 3.05 per cent when the results from both surveys were compared.

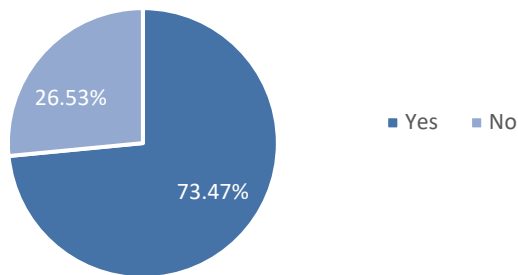
PIM: Allocated temporary shelter in RC?



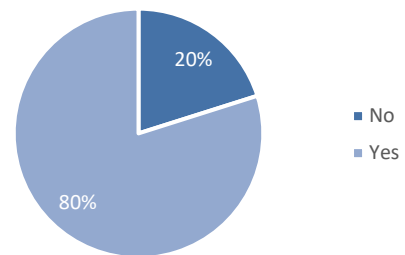
BL: Allocated temporary shelter in RC?



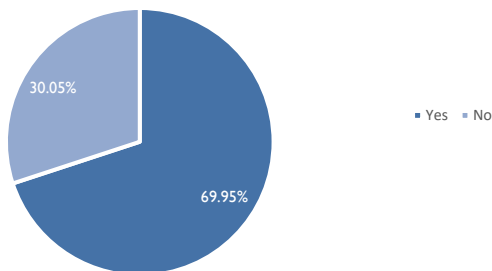
PIM: Satisfied with timeline allocation?



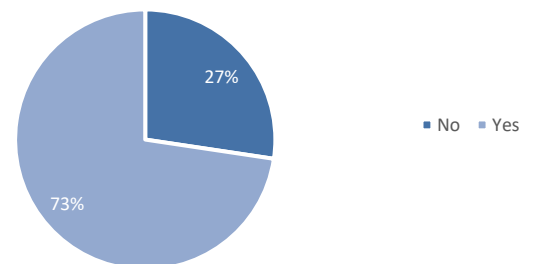
BL: Satisfied with timeline allocation?



PIM: Any challenges faced by living in a transit shade/communal shelter?



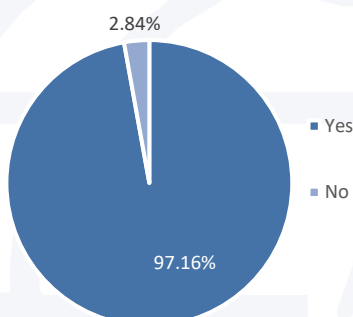
BL: Any challenges faced by living in a transit shade/communal shelter?



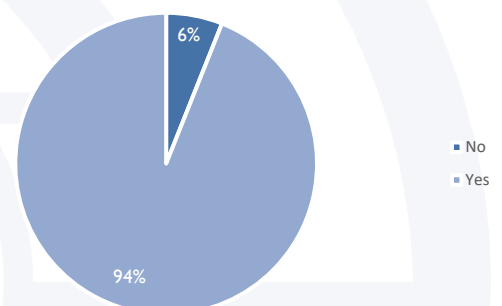
VI. Shelter

The sense of ownership increased by 3.16 per cent when the results from the baseline was compared against the results from the PIM. During the PIM, when asked if they felt a sense of ownership of their shelters, 97.16 per cent of the total respondents under the survey affirmed that they felt a sense of ownership of their shelters while 2.84 per cent did not feel a sense of ownership of their shelters.

PIM: Feel a sense of ownership of their shelters

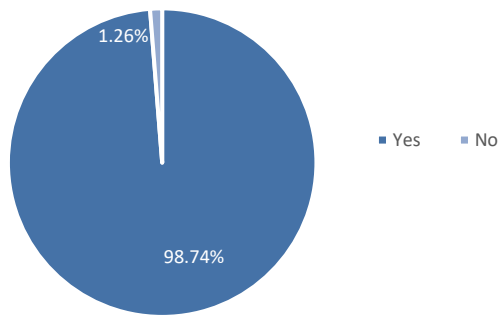


BL: Feel a sense of ownership of their shelters

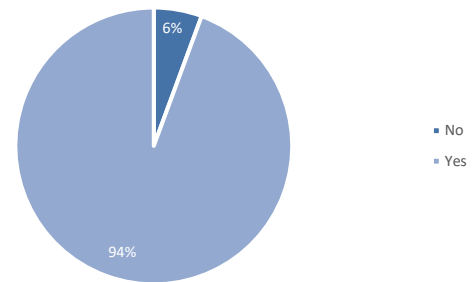


For the level of privacy from living in the shelter, 98.74 percent of the respondents agree that the shelters allow privacy, while 1.26 per cent of the respondents disagree. Similarly, 97.78 per cent of the respondents felt the shelter is safe, while 2.22 per cent of the respondents said the shelter does not feel safe, most of them cited worn out shelter material as the reason they felt the shelter is unsafe. The PIM results show an increase in privacy and safety in shelters by 4.74 per cent and 8.78 per cent, respectively.

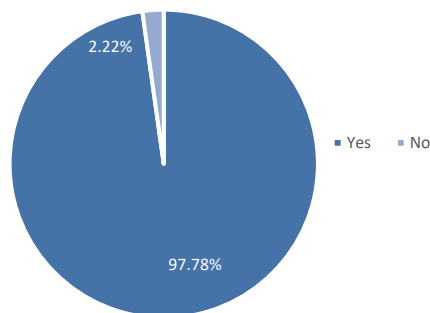
PIM: Does shelter allow for privacy



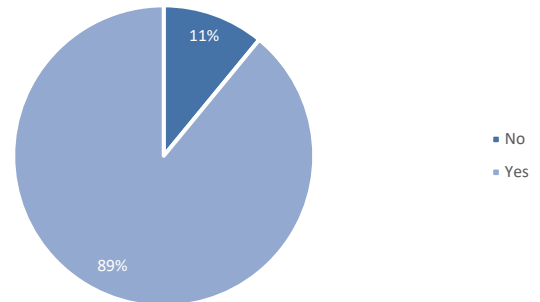
BL: Does shelter allow for privacy



PIM: Do the shelter feel safe?

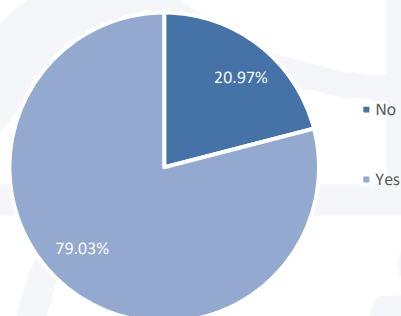


BL: Do the shelter feel safe?

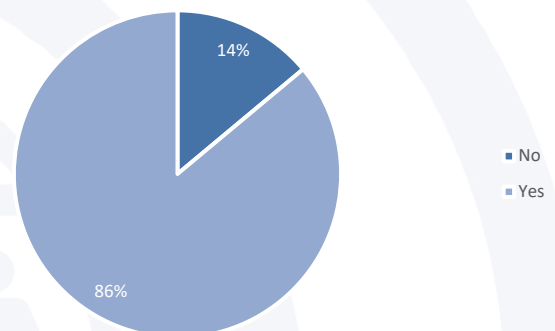


When asked if they have the capacity to maintain the shelters, 79.03 per cent of the respondents said they have the capacity. In comparison, 20.97 per cent said they do not have the capacity, thereby highlighting an increase of 6.97 per cent of respondents who are not able to maintain their shelters.

PIM: Have capacity to maintain shelters?

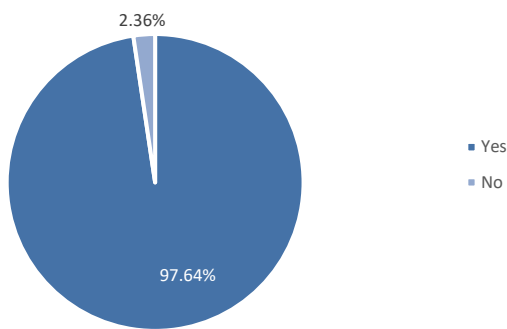


BL: Have capacity to maintain shelters?

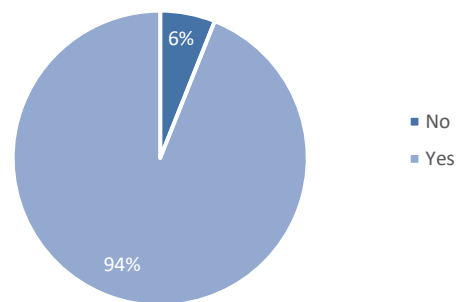


A more significant percentage was satisfied with the shelter allocation and general shelter solution, with 2.36 per cent of the respondents who were not satisfied with the allocation process and 14.98 per cent of the respondents who were not satisfied with the general shelter solution. However, when the results from the baseline survey were compared against the PIM results, a general increase was recorded for both satisfaction in the shelter allocation process and the shelter solutions provided.

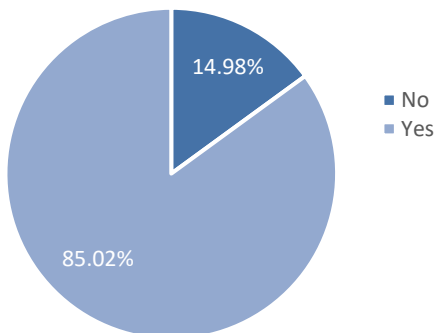
PIM: Satisfied with shelter allocation process?



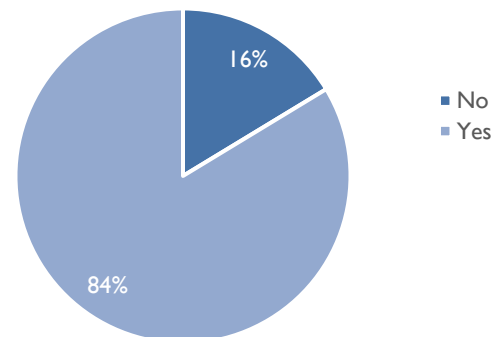
BL: Satisfied with shelter allocation process?



PIM: Satisfied with shelter solutions?



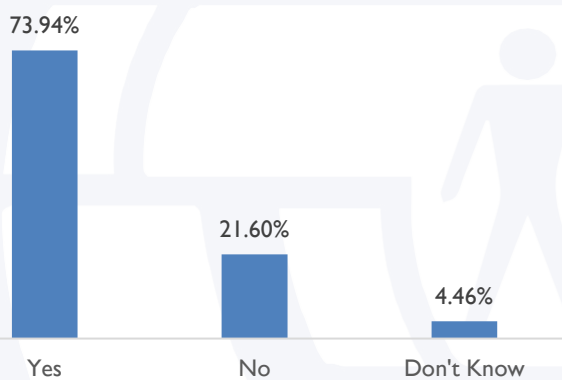
BL: Satisfied with shelter solutions?



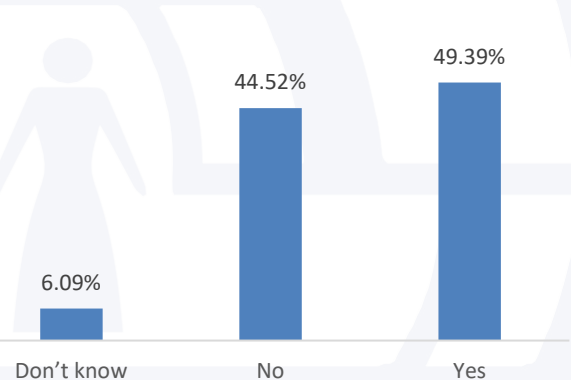
VII. Settlements

For the total respondents under the survey, 73.94 per cent said they were living in areas prone to flooding, 21.60 per cent said they were not living in flood-prone areas, while 4.46 per cent were unsure if they were living in areas prone to flood or not. Comparing the respondents' responses under both surveys, 24.55 per cent more families live in flood-prone areas.

PIM: Families living on flood-prone areas?

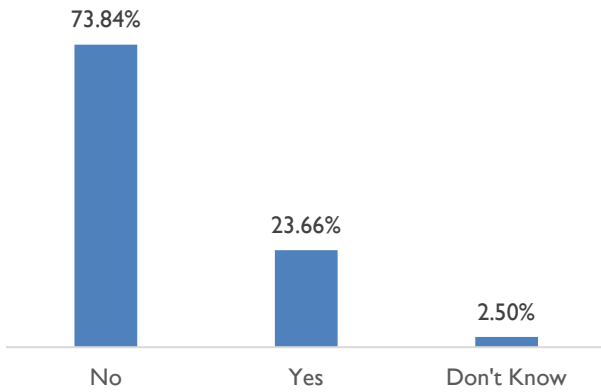


BL: Families living on flood-prone areas?

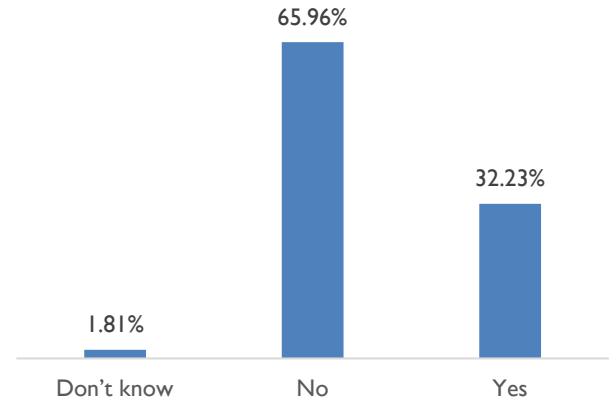


On congestion, 73.84 per cent of the respondents believe that their respective camps are not congested, 23.66 per cent said their camps are congested, while 2.50 per cent of the respondents did not know if their respective camps were congested. With a 7.88 per cent increase when both surveys are compared, more respondents feel their camps are congested.

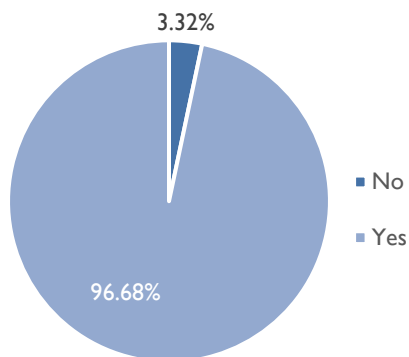
PIM: Do you feel camp is congested?



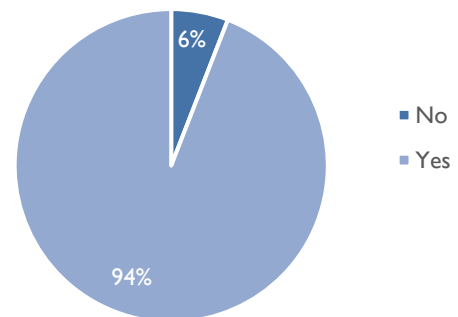
BL: Do you feel camp is congested?



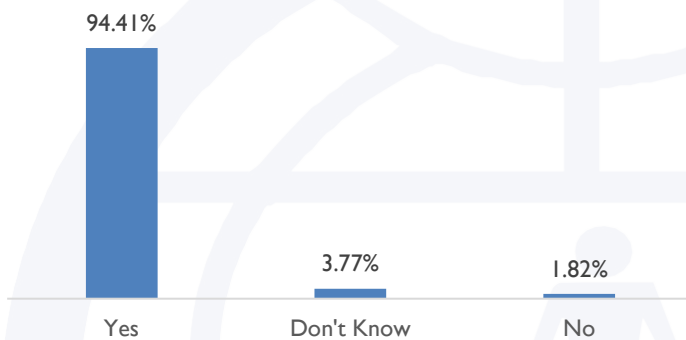
PIM: Is it easy to move around the camp?



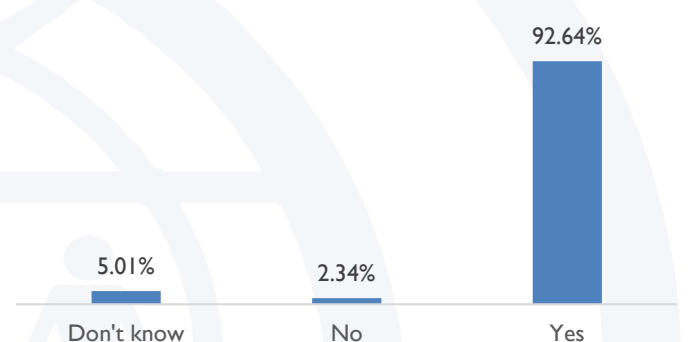
BL: Is it easy to move around the camp?



PIM: Is it easy for PSN to move around the camp?

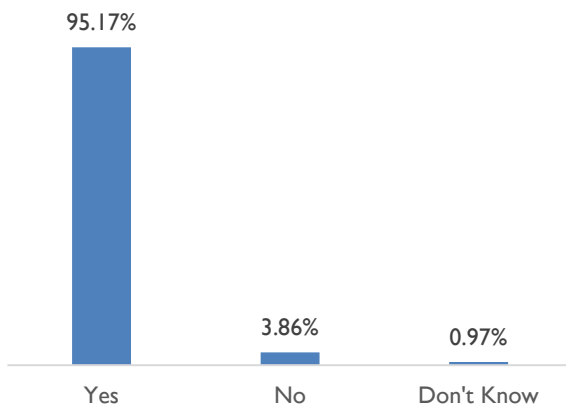


BL: Is it easy for PSN to move around the camp?

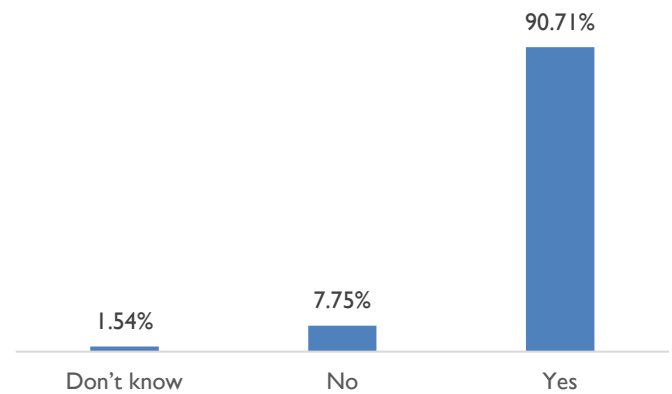


With an increase of 4.46 percent, most of the respondents are satisfied with the camp's security when both surveys are compared. From the PIM results, 95.17 per cent of the respondents said they feel safe and secured in the camp, 3.86 per cent said they do not feel safe and secure while 0.97 per cent of the respondents do not know if they feel safe and secured in the camp or not.

PIM: Feel safe and secure in the camp?

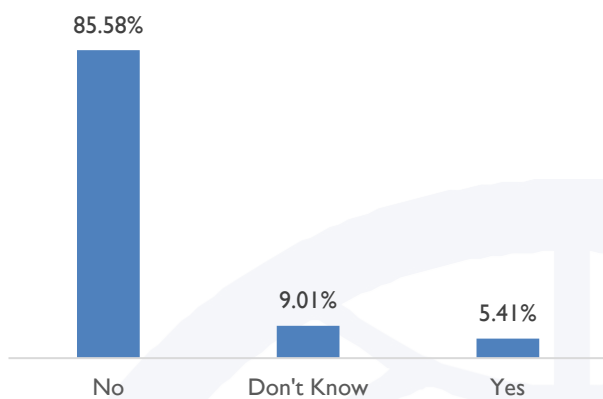


BL: Feel safe and secure in the camp?

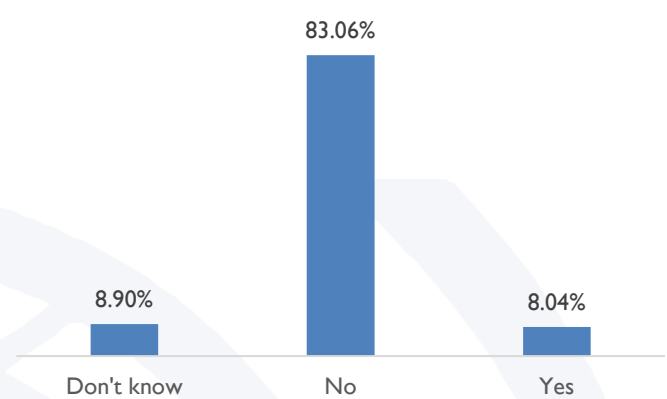


When asked if the camp residents feel there are unsafe areas in the camp, 85.58 per cent said there are no unsafe areas, 9.01 per cent did not know if there are unsafe areas in the camp are while 524 (5.41%) of the respondents feel there are unsafe areas in the camp citing farmlands and the outskirts of the camp as examples. The PIM results show that 2.52 per cent more respondents, when compared against corresponding results from the baseline survey, believe there are no unsafe areas on-site.

PIM: Any unsafe areas on-site?

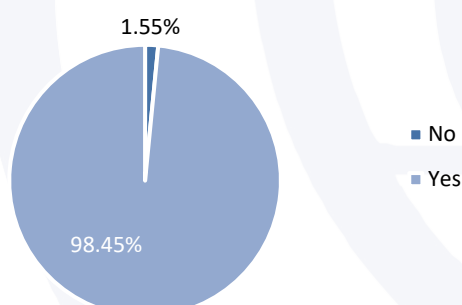


BL: Any unsafe areas on-site?

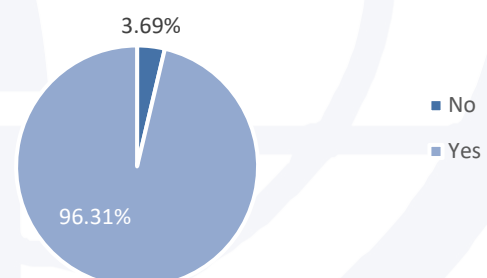


As confirmed by 98.45 percent of the respondents, most of the camp residents feel a sense of belonging with their neighbours. However, 1.55 per cent of the respondents disagree with that. With an increase by 2.14 per cent, more respondents, as seen from the PIM results, feel a sense of belonging with their neighbours which is one of the components that enhances peaceful co-existence on-site.

PIM: Feel a sense of belonging with your neighbours?



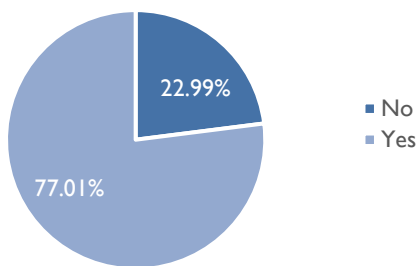
BL: Feel a sense of belonging with your neighbours?



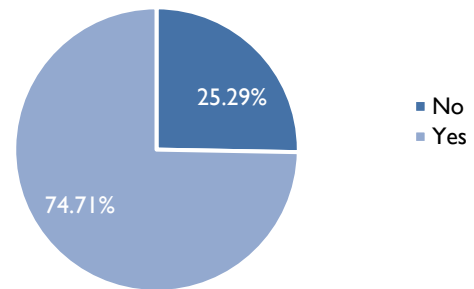
The survey checked if there was enough space in and around the camp for family activities, farming, and animal grazing. 77.01 per cent of the respondents said there is enough space for family activities around their shelter;

however, 22.99 per cent of the respondents said there is no enough space for family activities around their shelters. Relatedly, 62 per cent of the respondents said there is no enough space in and around the camp to support farming and animal grazing, 35.25 per cent said there is sufficient space for farming and animal grazing. In comparison, 2.75 per cent of the respondents did not know if there is enough space for farming or animal grazing. Given that the percentage result of respondents from the baseline survey is lesser by 2.3 per cent as compared to the results from the PIM, it is observed that there are more available spaces around shelters for family activities. However, there is an 8.64 per cent decline in space available on-site for grazing and other farming activities.

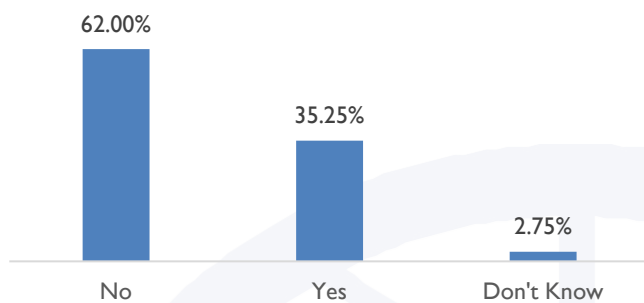
PIM: Enough space for family activities around shelter?



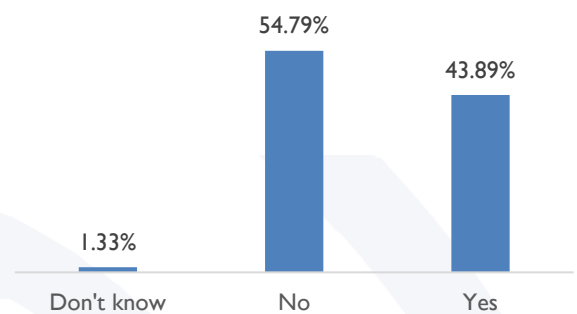
BL: Enough space for family activities around shelter?



PIM: Enough space for farming or animal grazing in or around the camp?



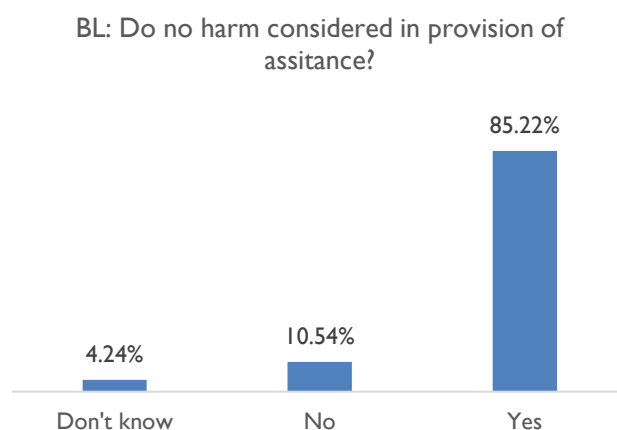
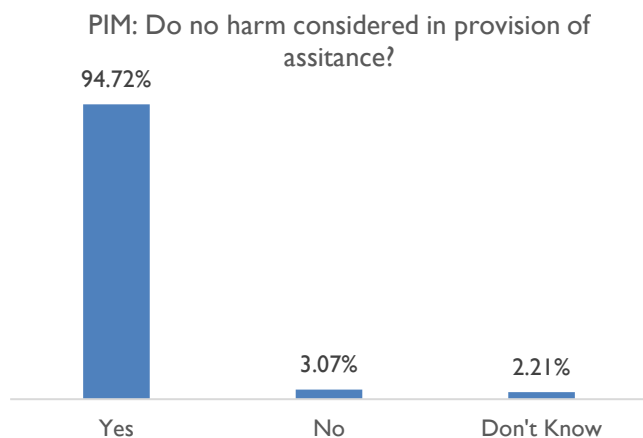
BL: Enough space for farming or animal grazing in or around the camp?



Protection Mainstreaming

I. Would you consider that humanitarian assistance is delivered in a way that may not expose those receiving assistance to risks or threats?

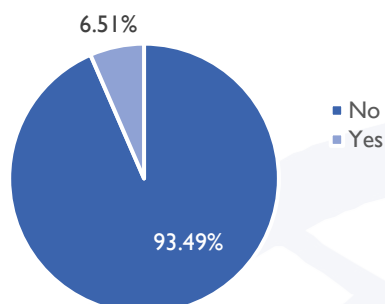
The PIM survey revealed that 94.72 per cent of the respondents agreed that assistance is delivered in a way that does not lead to further harm, 297 (3.07%) of the respondents reported that the way humanitarian assistance is delivered exposes them to risk and threats while 2.21 per cent did not know if the way assistance is delivered exposes them to further harm. With a 9.5 per cent increase, against the result from the baseline survey, the results show that humanitarian assistance has been delivered in an improved manner devoid of further harm.



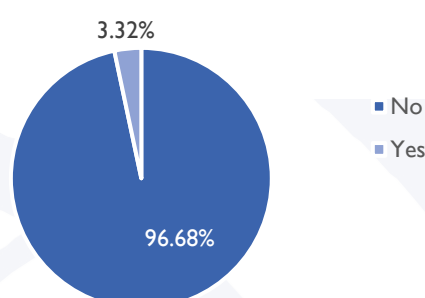
II. Are there concerns/risks experienced as a result of delivering humanitarian assistance?

Only a few respondents think that some level of concerns/risks are experienced due to the delivery of humanitarian assistance. As such, 631 (6.51%) of the respondents said there are concerns/risks experienced due to the delivery of assistance, citing in consideration of large family size, loss of cards, and a limited quantity of assistance provided as the major reasons. However, 93.49 per cent of the respondents said there were no concerns/risks experienced as a result of the delivery of assistance. Comparing both surveys, from the baseline survey results, there was 3.19 per cent more concerns/risk experienced as a result of service delivery.

PIM: Concerns/Risk experienced because of assistance delivery?



BL: Concerns/risks experienced because of assistance delivery?

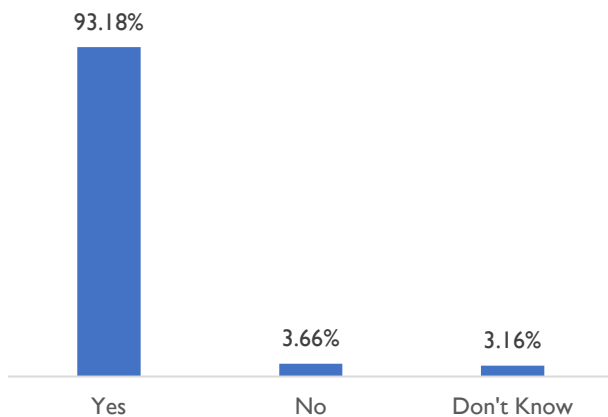


III. Assistance delivery

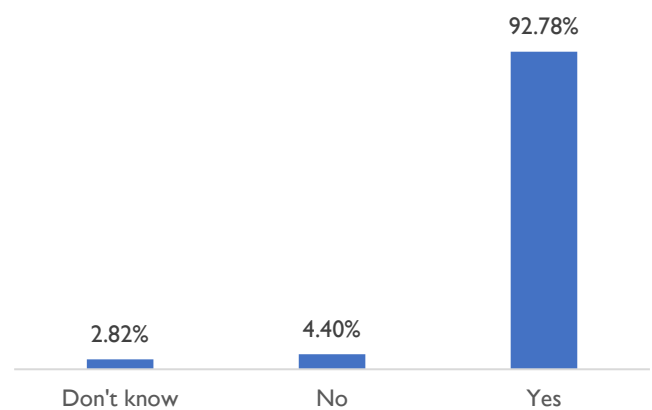
About 93 per cent of the respondents considered that humanitarian assistance is delivered according to the needs of community members and that services are accessible to all groups. However, 354 (3.66%) of the respondents disagreed that, while 3.16 per cent did not know if humanitarian assistance is delivered according to the needs of community members and services are accessible to all groups. With a 0.4 percent increase compared to the results from the baseline survey, assistance accessible to all is believed to be delivered according to needs.

Similarly, a large number of the total respondents (9,408) said that humanitarian assistance is provided for those in need in a safe manner and is easy to reach for all groups while the few who disagreed cited the women, the elderly and those without registration as the major categories of those who mainly have no access to assistance. They suggested door-to-door distribution of assistance, which should be made available in large quantities. With a 0.82 per cent decline when both surveys are compared, assistance must be provided for all groups in need in a safe and easy accessible manner.

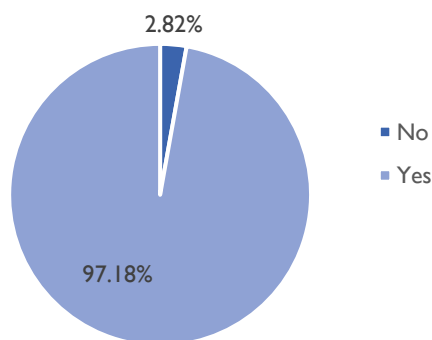
PIM: Is assistance delivered according to needs and accessible to all?



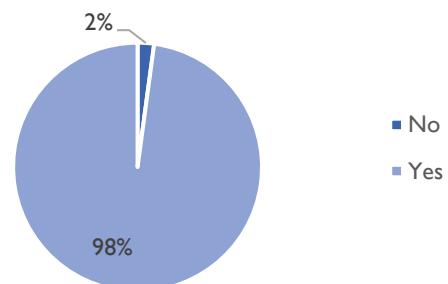
BL: Is assistance delivered according to needs and accessible to all?



PIM: Is assistance provided for those in need in a safe and easy to reach for all groups?



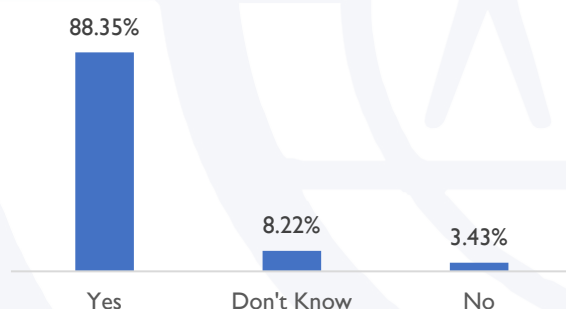
BL: Is assistance provided for those in need in a safe and easy to reach for all groups?



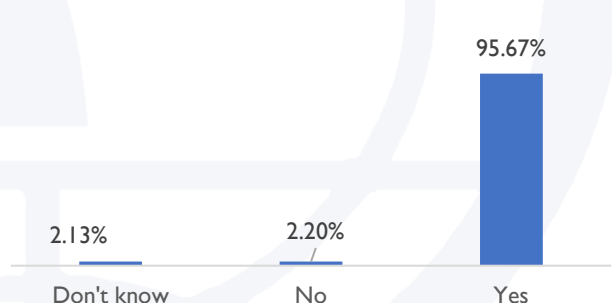
IV. Would you consider that humanitarian assistance integrates information sharing and provide feedback to the affected population?

From the survey result, the majority of the respondents (88.35%) agreed that humanitarian assistance integrates information sharing and provides feedback to the community. In comparison, 332 (3.43%) of the respondents disagreed, and 8.22 per cent did not know if the assistance integrates information sharing and provides feedback to the community. A 7.32 per cent decline between both surveys shows a need for humanitarian agencies to improve on information sharing and provision of feedback to the affected population.

PIM: Information sharing and feedback to the affected population integrated in assistance?

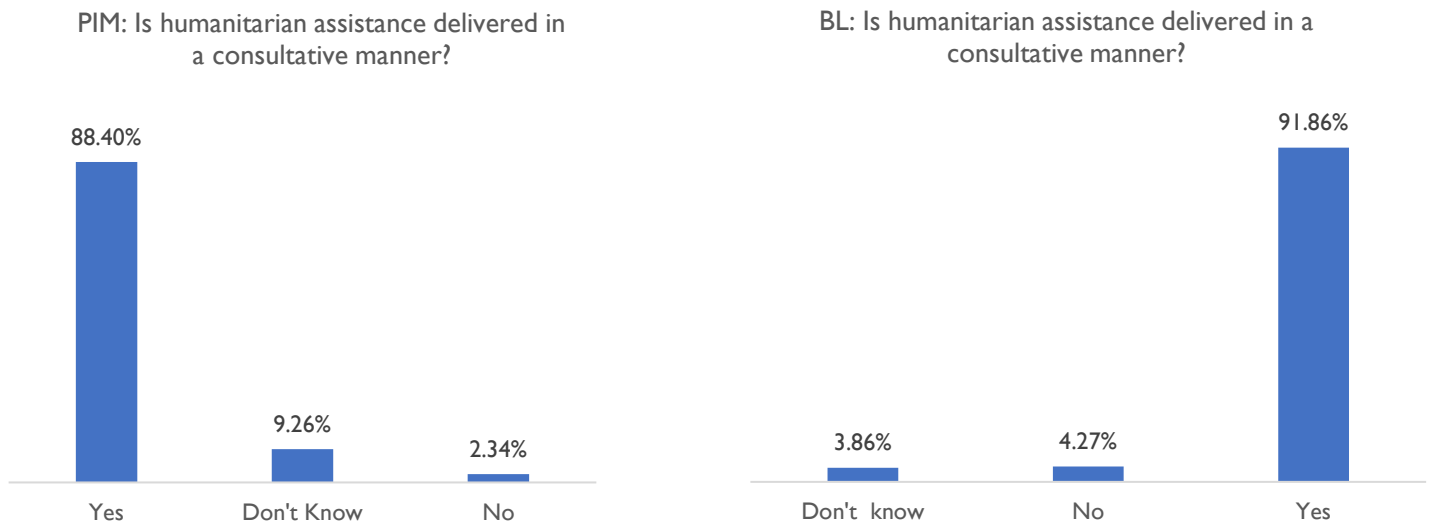


BL: Information sharing and feedback to the affected population integrated in assistance?



V. Would you consider that humanitarian assistance is delivered in a way that allows engagement and consultations for women, men, girls, and boys?

The chart below shows that a more significant percentage of the respondents agreed that assistance is delivered to allow engagement and consultations with community groups with only 2.34 percent disagreeing. 9.26 per cent of the respondents did not know if assistance was delivered in a way that allows for engagement and consultations or not. On a larger scale, compared to the results from the baseline survey, a decline of 3.46 per cent highlights the need for improved consultation with the community prior, during, and maybe after the delivery of assistance.



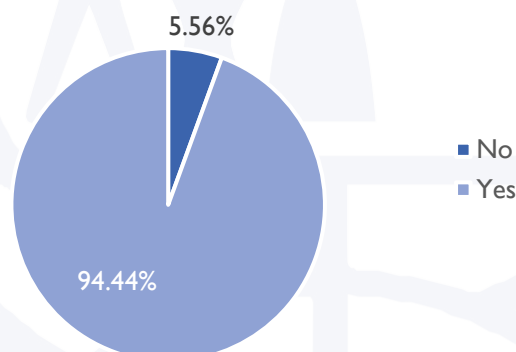
COVID-19

The COVID-19 components were non-existent in the baseline survey as the pandemic had not been recorded in the country when the survey was carried out.

I. Are you aware of the Coronavirus disease (COVID-19) outbreak?

When asked if they were aware of COVID-19, 94.44 per cent affirmed, while 538 (5.56%) of the respondents said they were not aware. The negative responses here is mostly due to dissent bias as all the camp residents are targeted in daily COVID-19 sensitization and awareness sessions in the camps.

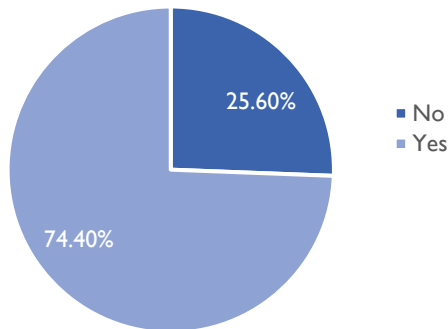
Aware of Coronavirus disease (COVID-19) outbreak?



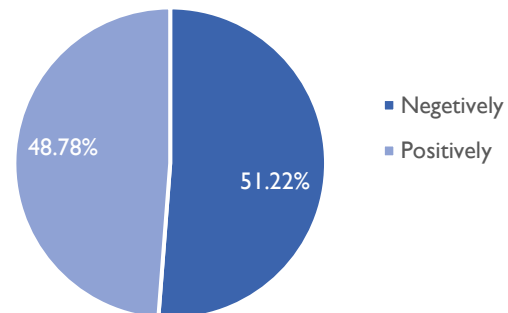
II. Impact of COVID-19

COVID-19 has impacted the stay of 74.40 per cent of the respondents in the camp, while COVID-19 did not impact 25.60 per cent of the respondents' stay in the camp. The respondents whose stay in the camp has been impacted, more than half, 51.22 per cent, said their stay was negatively impacted, while 48.78 per cent of the respondents said their stay was positively impacted.

Has COVID-19 impacted your stay on camp?



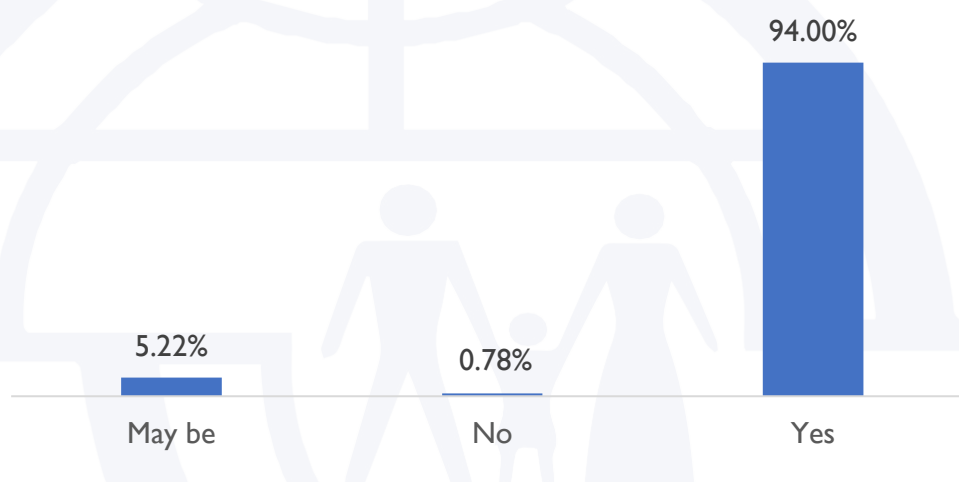
How has COVID-19 impacted your stay on camp?



III. Do you think IOM is doing enough to control the Coronavirus disease (COVID-19) outbreak?

Ninety-four per cent of the respondents reported that IOM is doing enough to control the COVID-19 outbreak, 5.22 per cent of the respondents are unsure if IOM is doing enough. In comparison, 0.78 per cent of them are convinced that IOM is not doing enough to control the COVID-19 outbreak. They have not received any assistance (like personal protective equipment) from IOM.

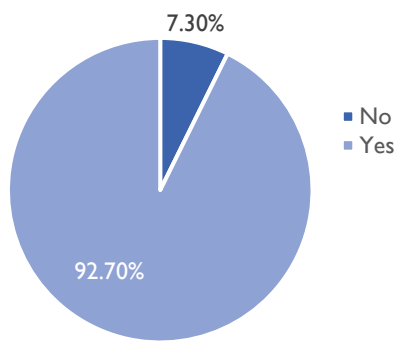
Is IOM doing enough to control COVID-19 outbreak?



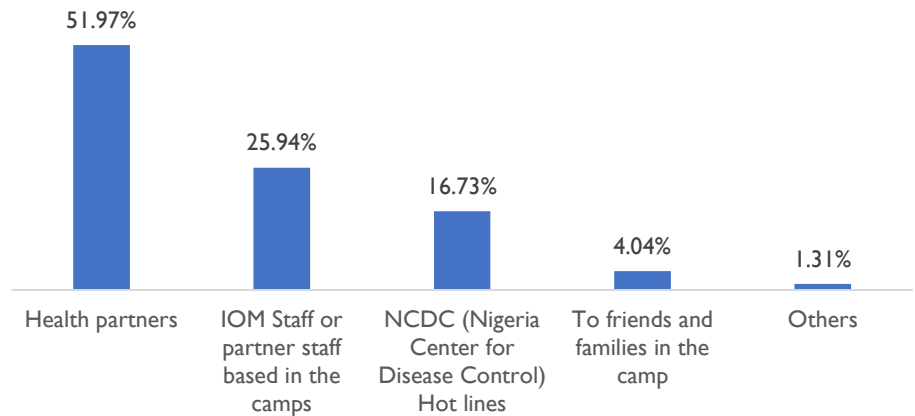
IV. COVID-19 reporting channels

When asked if they know any channel on camp to report suspected cases, 92.70 per cent of the respondents said they were aware while 7.30 per cent said they are unaware. The majority of the respondents who were aware of the reporting channel gave Health partners, constituting 51.97 per cent as the most popular channel followed by IOM staff, 25.94 per cent then NCDC with 16.73 per cent and 4.04 per cent said reporting to families and friends in the camp is their most known reporting channel.

Know any channel to report any suspected case with symptoms?



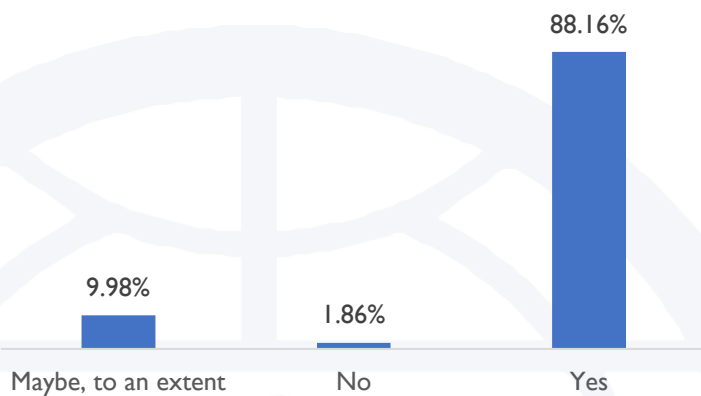
Main reporting channel



V. Do your doubts get clarified, and questions get answered about the Coronavirus disease (COVID-19) outbreak?

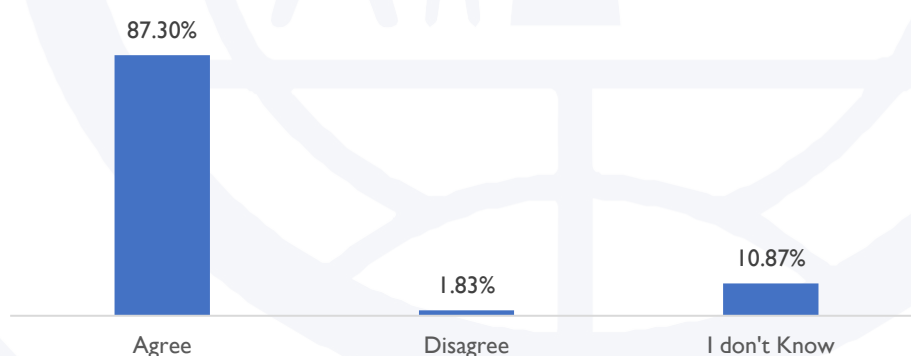
About 88 per cent of the respondents said their doubts and questions about COVID-19 are cleared and answered, respectively. 9.98 per cent of the respondents said their doubts and questions about COVID-19 are cleared and answered to an extent, while 1.86 per cent of them said their doubts and questions about COVID-19 are neither cleared nor answered.

Are your doubts clarified and questions answered about COVID-19?



When the respondents were asked if they agree that COVID-19 will be curtailed, 87.30 per cent of the respondents agreed, 1.83 per cent disagreed, while 10.87 per cent of the respondents could not agree or disagree.

Do you agree that COVID-19 will finally be successfully controlled?



Challenges

Logistics and security constituted the two major challenges experienced throughout the survey period. Data collectors could not access some locations or faced delayed access due to security threats or volatility in those locations. Due to the logistics and security challenge, the same number of sampled population from the baseline survey were not met for the PIM. Similarly, the survey was negatively impacted by the Coronavirus disease outbreak, as it was not categorized as a COVID-19 life-saving response hence it was not prioritized for the required field travels.

Needs

The survey reveals that many of the respondents require enhanced sensitization and awareness on general services/activities available/ongoing in the camps with guidance on how to access/partake in them.

Improved community engagement in decision-making processes and in the provision of services and assistance e.g. site improvement activities.

There is need to improve CFM in the sites following the challenges encountered during the first wave of the COVID-19 epidemic which greatly restricted operation of CFM.

Rapid assistance provision to new arrivals living in reception centres to avoid exposure to further harm.

In the same vein, during distributions or in-kind assistance, the elderly and PSN should be specially considered to avoid exposing them to further harm

Generally, concerns were raised regarding high amount of open complaints that tend not to be addressed and with no feedback.

Conclusion

In general, there is a need for improved awareness by camp managers on the available services by humanitarian agencies in the respective sites and the need to engage the community in decision making processes and during the provision of assistance.

From the findings of the summary of the result of the following KPIs indicators measured are :

1. Percentage of surveyed beneficiaries reporting that the site improvements activities have improved their quality of life: 95.42%
2. Percentage of surveyed beneficiaries (disaggregated by sex) reporting that humanitarian assistance is delivered in way that may not expose those receiving assistance to risks or threats: F 78.35%; M 16.37%
3. Percentage of surveyed beneficiaries (disaggregated by age) reporting that humanitarian assistance is delivered in way that may not expose those receiving assistance to risks or threats: 18-29, 22.81%; 30-49, 52.15%; 50-64, 16.66%; 65 above, 3.10%
4. Percentage of surveyed beneficiaries (disaggregated by sex) reporting that humanitarian assistance is delivered according to the needs of community members and services are accessible to all groups: F 77.03%; M 16.16
5. Percentage of surveyed beneficiaries (disaggregated by age) reporting that humanitarian assistance is delivered according to the needs of community members and services are accessible to all groups: 18-29, 22.53%; 30-49, 51.35%; 50-64, 16.29%; 65 above, 3.02%

6. Percentage of surveyed beneficiaries (disaggregated by sex) reporting that CCCM services have improved their quality of life (self-defined comfort, health, safety, and happiness): F 79.27%, M 16.46%
7. Percentage of surveyed beneficiaries (disaggregated by age) reporting that CCCM services have improved their quality of life (self-defined comfort, health, safety, and happiness): 18-29, 23.21%; 30-49, 52.60%; 50-64, 16.66%; 65 above, 3.25%



ANNEX I: Photos



Camp community representatives being trained on CCCM leadership | NYSC camp, MMC



Drainage construction via Cash-for-Work | Bakasi camp, MMC

ANNEX 2: Questionnaire



CCCM_PIM
Questionnaire_261120

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