



15th April 2023

SHF Somalia
Humanitarian
Fund

Post-Distribution
Monitoring Survey Report
in Qansaxdhere district.
Project
SOM-
22/3485/RA4/FSC/NGO/23



Acknowledgement

The Post Distribution Monitoring Survey was purposed planned to be conducted in Qansaxdhere district, in order to solicit feedback from the direct/indirect beneficiaries, fodder plus UCTs that was distributed to the community residing Qansaxdhere district covering four villages, this was essential especially in ensuring that the vulnerable farmers have enough food available during the food crisis in Somalia, thus ADA would like to express our gratitude to the team, all the families that cooperated with us and village guides.



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List and Abbreviations

HH: - Household

GDP;-Gross Domestic Product

PDM: - Post Distribution Monitoring

FSNAU:-Food Security and Nutrition and Analysis Unit

FEWSNET:-Famine Early Warning System Network

M&E: Monitoring and Evaluation



Executive Summary

This report assessment summarizes the result of the post distribution monitoring (PDM) conducted in 8th-10th April 2023 by Active in Development Aid (ADA) soliciting information from direct beneficiaries/agro-pastoral communities that benefitted from the program supported by SHF in four villages in Qansaxdhere district.¹

The distribution of the fodder/or sudan plus unconditional cash transfers comprised of an entitlement; 20KGs of high quality fodder and three-consecutive months cash transfers, where each beneficiary was entitled to receive \$90 per month—This activity reached a total of 350 households.

The purpose of the PDM was to measure the appropriateness, effectiveness and impact of the fodder plus cash distribution and targeting of the distribution of households affected by the draught started in November 2022 to April 2023, a six-month project intended to support the utmost vulnerable households and to provide recommendations for future distribution response. The methodologies used include 102 household questionnaires and general observation

The key results target beneficiaries included: - -

- A total of 102 respondents were interviewed during the PDM survey, of which 68.6% were female and 31.4% were male.
- 100% of HHs received the fodder/sudan grass items
- All the targeted beneficiaries received 20Kgs (one-off) of Sudan grass items.
- 95.1% of HH understood why they were selected for the program, why they were considered to benefit from the programme
- 100% of HH felt fairly/acceptable about the selection processes.
- 70.6% of host community /chiefs played a role in determining the final list of beneficiaries.
- 100% of HH confirmed not paying to be selected for a beneficiary.
- The majority of the interviewed respondents (direct beneficiaries) reported that the distribution took more than two months (75.5%) before receiving the agricultural packages
- The duration the beneficiaries walked to the distribution site, majority of the respondents (57.8%) said 0-15 minutes.
- 84.3% of HH preferred word of mouth as means of information



- 53.9% of the HH preferred word of mouths as means of communications, followed by 46.1% mobile phones as means of communications
- 95.1% of HH took less than one hour back home
- 94.1% of HH did not have problem taking items back home.
- 84.3% of HH were aware of feedback/complains mechanisms.
- 100% of HH extremely happy/or happy with quality of the items. (61.8% extremely happy) and 38.2% were happy)

The proposed recommendation from the survey:-

- Improve the use of different communication and information channels i.e. word of mouth as 84.3 for passing information and (53.9%), as preferred means of communication to be improved.
- Reduce the waiting time in line of distribution and provide time for intended beneficiaries especially those who are not able to come for items, special and vulnerable groups, over 45.1% stated that they waited for more 1 hours to receive the items.
- Consider in future distribution the issues such as integrating nutrition and health programs as recommended by most of the respondents.
- Encourage the beneficiaries to fully utilize the complaint feedback mechanism, this will be done through undertaking campaign to create awareness of the importance of the passing positive or negative complains regarding the programs, though sizeable number of people are aware of suggestion box as a complain channels. As 84.4% said they were aware of CFRMs channels.
- Considering significant improvement in future distribution, improve distribution sites and inform the beneficiaries earlier.
- ADA needs to explore other additional requirement and needs by intended households, i.e. by carrying out rapid needs assessment to identify the priority needs for future advocating of funds.
- Intended beneficiaries recommended consideration for support on, health (medicine, nutrition, food and assistance, continuation of the food security project and increase the length/or duration of such future programs.



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1.0 Introduction and Background Information

Somalia is situated in the Horn of Africa, with the Republic of Djibouti to the northwest, the Federal Republic of Ethiopia to the west, the Republic of Kenya to the southwest and the Indian Ocean to the east. The population of Somalia is now estimated to be 12,327,528 people according to the UNFPA 2014 population figure². Around a quarter of the population are settled farmers in the fertile inter-riverine zone around Shabelle and Juba Rivers that used to be known as the ‘breadbasket of the Horn’ before the civil war. The country is vast, covering 637,657 square km with land mostly arid or semi-arid.³

The Somali central government collapsed in early January 1991, resulting in a protracted civil war characterized by fierce competition over the national as well as private resources, lawlessness and the absence of an effective national government for over two decades. Since October 2011, the Somali National Forces, with support of AMISOM, now control many areas in South Central Somalia including the key towns. The SFG is challenged by the group Al Shabab (AS) that controls a number of the regions in South Central Somalia. Since 2009, AS insurgents have banned over 30 international organizations from working in Somalia and at the time of writing, there are no major non-health international organizations operating in areas it controls in the south.⁴

After decades of civil conflict in Somalia, a federal government emerged in Banadir, founded by the provisional constitution in 2012. A “Somali Compact” was also agreed upon by members of the international community, comprising of a two-year deal that would increasingly deliver assistance through Somali institutions. Somalia’s Gross Domestic Product (GDP) was estimated at \$6.2 billion for 2016, with 5% nominal growth and a poverty rate of 51%.⁸ Somalia’s economy is highly dependent on imports, which account for more than two-thirds of the GDP while exports comprise only 14%, creating a large trade deficit mainly funded by remittances and aid.⁹ In 2016, donor funding accounted for one-third of total federal government revenue (\$55.3 million), while domestic revenue is still insufficient to enable the government to deliver public services to its citizens.

The Bay region is situated in the center of southern Somalia, surrounded by Bakool in the Northwest, Gedo on the west side, Middle Juba in the south, and Lower Shabelle on the east side.

According to the FSNAU Technical Released 2023, indicates that large-scale humanitarian assistance and 2022 Deyr rainfall that performed relatively better than the past two seasons will likely avert Famine (IPC Phase 5) in Somalia during the January to June 2023 period. However, drought conditions persist,

² UNFPA 2014

³ CIA World Fact Book 2017

⁴ Failed State Index 2018



and 6.5 million people across Somalia are expected to face Crisis (IPC Phase 3) or worse acute food insecurity outcomes between April and June 2023 amid an anticipated significant scale-down of humanitarian assistance, a likely sixth season of below-average rainfall in the April to June 2023 Gu season, high food prices, and, in many areas, ongoing conflict/insecurity, on top of the lasting impacts of five consecutive seasons of below-average to poor rainfall. Among the food-insecure population, up to 223,000 people are expected to be in Catastrophe (IPC Phase 5) in the most severely drought- and conflict-affected areas across Somalia through mid-2023. Moreover, high levels of acute malnutrition persist in most parts of the country, driven by chronic health and WASH factors and exacerbated by reduced food and milk intake and disease outbreaks. Based on the results of 31 nutrition surveys conducted by the Food Security and Nutrition Analysis Unit (FSNAU) and partners between October and December 2022, the total estimated acute malnutrition burden for Somalia from January to December 2023 is approximately 1.8 million children, including 477,700 children who are likely to be severely malnourished.

ADA has/and is currently responding to the urgent needs of the Qansaxdhere community especially those residing in agro-pastoral setups, where agro-pastorals fodder is very limited, food security is deteriorating due to locust invasion, access to food is limited, water is inadequate and market price are rising at high rates. Also, ADA is ensuring that the community's combat the Covid19 pandemic by ensuring that the targeted households wash their hands before engaging any activity, and create awareness pertaining proper hand washing, as first and foremost ways to bring the virus at bay, this was effectively done through the community volunteer engagement. ADA is also planning to advocate for more funds to intensify the program and include health and nutrition.

ADA ensured to distribute 20KGs of fodder plus 3-month cash transfer valued at 90 per months per beneficiary –This activity reached a total of 350 households.

To ascertain this ADA carried out PDM survey as from 8th-10th April 2023 in four (4) villages, Qansaxdhere district. The purpose of this PDM was to;

- (i) Assess the appropriateness, effectiveness and coverage of the fodder/or sudan grass plus cash transfers distribution by ADA in February 2023 to a total of 350 farmers draught affected populations
- (ii) Make recommendation to donors /or humanitarian partners through careful analysis and evaluation of information obtained from the exercise



After completing the delivery of the fodder distribution, ADA conducted the following to review the activity: -

- a) A detailed Post Distribution Monitoring Survey and
- b) Lesson learned virtual meetings, covering the processes involved in the fodder distribution.

To measure the effectiveness and impact of the distribution on the target beneficiaries, data was gathered at the household level through the following indicators for target beneficiaries groups:-

- Household profile.
- Beneficiaries selection process and delivery mechanism
- Beneficiary feedback and response mechanism
- Usage and satisfaction rates regarding distributed items.
- Distribution management.

1.2 General background of the distribution (four villages Village/Qansaxdhere District).

The study was carried out in ten target villages in Qansaxdhere district for intended beneficiaries. The distribution of sudan grass of 20kGs and 3-months cash transfers of \$90 per month per beneficiary –This activity reached a total of 350 households. The activity was carried out in the following villages; Tiirki, BeledAmin, Mokubow and Osmacil villages in Qansaxdhere district

2.0 Methodology

Quantitative data for the post distribution monitoring (PDM) was collected through household survey. The household survey was conducted in Qansaxdhere district, where 102 beneficiaries were interviewed. This sample was drawn from the 350 people who benefited from the agro-inputs distribution in the target location. Data was collected electronically using Kobo Collect software installed on tablets.

2.1 Household Questionnaire.

The ten target villages where the agri-inputs distribution was implemented, random selection of the direct beneficiaries were done. The breakdown of the respondents in each village is shown in table 1



Table 1 Distribution of respondents per village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.Tiirka	23	22.5	22.5	22.5
	2.Osmacil	26	25.5	25.5	48.0
	3.Beled Amin	25	24.5	24.5	72.5
	4.Mokubow	28	27.5	27.5	100.0
	Total	102	100.0	100.0	

As a preparation for household instruments, between 8th-10th April 2023, PDM team conducted training with five (10) enumerators. The task of the enumerators was to identify beneficiaries of the fodder and conduct the interviews in the local language using pre-determine mobile form using Kobo platform and record answers in English, under supervision by the PDM M&E staffs. The training was held at the Qansaxdhere district on 5-6th April 2023, and the main objectives of the training was the following: -

- a) The purpose of conducting PDM and what constitute PDM
- b) Definition of agro-inputs and the process of sudan grass plus cash transfer response



- c) Background of distribution for which the team conducts PDM
- d) Explain to the enumerators the meaning of each question and other important points.
- e) Practice the digital mobile platform HH questionnaire in English and Somalia Language.
- f) Planning for interview schedule and team allocation.

During the training the PDM team emphasized that enumerators had to make sure that respondents understood that this was not a new needs assessment and therefore no distribution based on this exercise would happen.

A sample size of 102 households was randomly selected out of a population of 350 households. A confidence level of 95% and a margin error of 5% were used for the exercise. A total of 102 households were interviewed across four villages in Qansaxdhere District where the greatest proportion of the agricultural inputs assistance was provided.

Respondents were chosen through purposive stratified random sampling. The survey targeted people who were provided with assistance for the interviews. All the 4 (four) villages provided with assistance in Qansaxdhere district were represented in the sample selection process. Selection of interviewees at village level was done randomly. The settlement patterns in the villages and accessibility realities did not all systematic sampling.

2.2 Data Analysis and Presentation.

The data was downloaded from Kobo server to Microsoft Excel then exported to SPSS version 26. The data was cleaned, recoded and transformed to have quality dataset for the analysis, presentation and organization. The data was analysed using descriptive statistics, which included frequency, average, variance, standard deviation, range and cross tabulation. The data was further analysed and aggregated into a category of treatment which means the direct beneficiaries.

2.3 Challenges

- The weather was not favorable due to couching sun during the entire PDM exercise thus the team had to bear with the high temperatures.
- Far distances between one villages to another was also another challenge, thus made the survey period longer as anticipated.
- Long questionnaire also made the respondent and respondent tedious



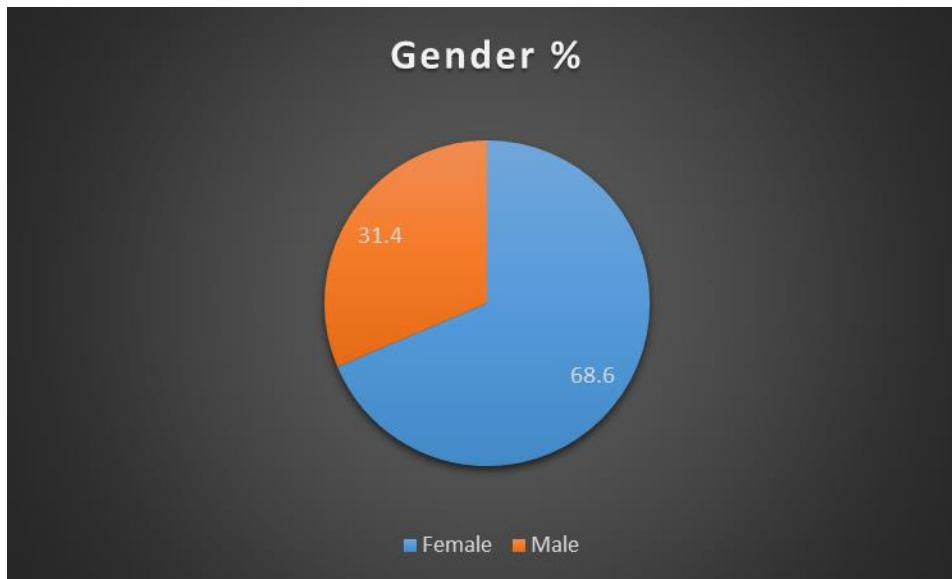
3.0 Findings and analysis.

The analysis and presentation of the results mainly focused on intended beneficiaries referred as treatment group while the findings also showed the findings of the unintended households referred as control group.

3.1 Household Demographic characteristics

More female household members participated compared to male members during the survey, as such 68.6% were female and 31.4% were male, with an average household size of 8.

Figure 1 Respondent's profile



In the figure above, a total of 102 respondents were interviewed during the PDM survey, of which 68.6% were female and 31.4% were male.

Table 2 Distribution of Sudan grass plus cash transfers received by beneficiaries*⁵

⁵ Multiple questions



(N=102)	N	%
Sudan grass (20Kgs)	102	100%
UCTs for 3months value of \$90 per month	102	100%

The survey showed 100% of the households interviewed received the their entitlements including fodder/or sudan grass packaged 20Kgs plus cash transfers of \$90 per month for 3-months per beneficiary. With a sample size of 102 households, the beneficiaries have fully received their entitlements as shown in the charts above.

Table 3 Percentage of surveyed households by family size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	8	7.8	7.8	8.8
	5	14	13.7	13.7	22.5
	6	15	14.7	14.7	37.3
	7	17	16.7	16.7	53.9
	8	10	9.8	9.8	63.7
	9	11	10.8	10.8	74.5



10	8	7.8	7.8	82.4
11	7	6.9	6.9	89.2
12	3	2.9	2.9	92.2
13	2	2.0	2.0	94.1
14	3	2.9	2.9	97.1
15	2	2.0	2.0	99.0
43	1	1.0	1.0	100.0
Total	102	100.0	100.0	

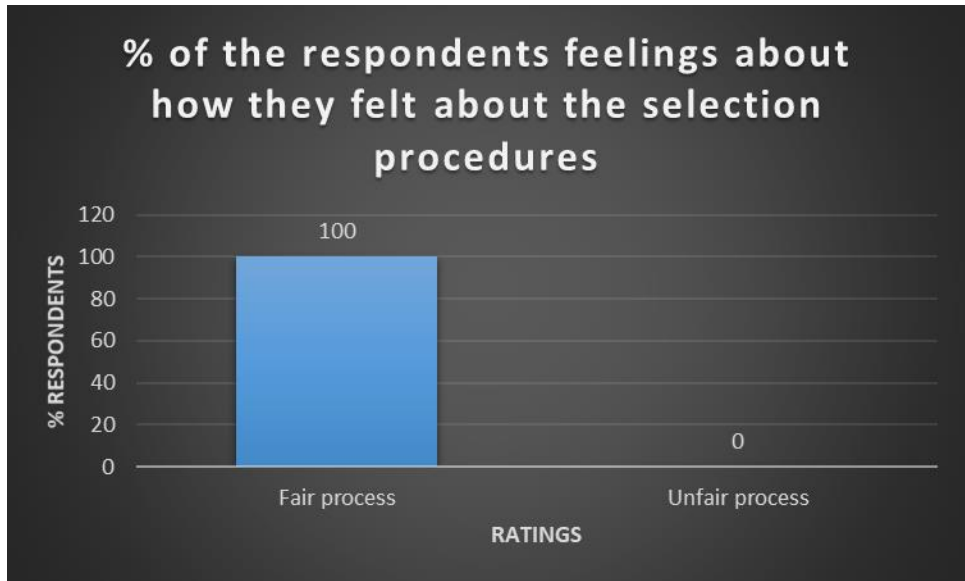
The table above shows the 102 households family size information, where the data was disaggregated by adult, children and disability. The average family size of the respondents in whole was around 8.1 (8 persons) illustrated table 3 above.

3.2 Beneficiary Selection Process

The PDM survey assessed the beneficiary selection process with justification why the beneficiaries were selected to receive the agricultural inputs. Out of those interviewed 102 of the treatment group/direct beneficiaries, a greater proportions (95.1% of them (or 97 respondents) purported to report they were aware and understand why they were considered to benefit from the programme.

However, regarding reasons why the households were selected, those who understand the selection reported mainly presence of malnourished children, hard economic times, being female headed households with many siblings, draught affected person, a vulnerable farmer considered by selection member due to being vulnerable to be supported, being agro-pastorals and being household with elders persons. All of the respondent s (100%) felt that selection process was fair and acceptable with all the households, figure below.

Figure 2 Percentage of households reported their feeling about selection process



Further, the survey sought to understand the roles of the camp/host communities in the selection process. Majority of the respondents (53.9%) saying the host community and the chiefs made the selection process together, and with 16.7% of the respondents reported it was significant and the community played great role of selection and screening of the finally beneficiary to be considered the distribution This means that 70.6% of the respondents have said that the decisions on the selection process was participatory and was undertaken in manner that is fair and acceptable. Thus, this confirmed that the selection process was participatory and created ownership from the community to ensure accountability. In assessing the integrity of the process, none of the household confirmed that they didn't have to pay anyone any a fee, gift and/or tips to be considered and selected for the distribution.

Table 4 the roles of host communities in final list of beneficiaries.

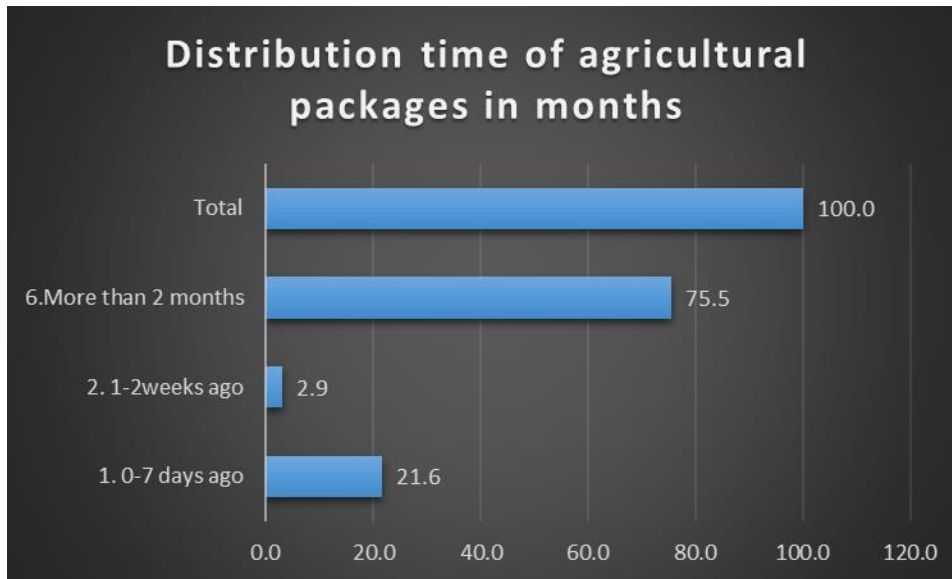
Role of the host community in selection of final beneficiaries (N=102)	%
Significant. Host Community selected and screened the beneficiary list	16.7
Some. We worked with the host committee in selection of beneficiaries.	29.4



Some. The host committees and Chief were the ones involved in the selection;	53.9
None. the decision was made by the host committee without input from the community	0.0
I don't know	0.0
Others	0.0
Total	100

3.3 Distribution Process and Delivery Mechanism

Figure 3 Percentage respondents reporting when the distribution took place

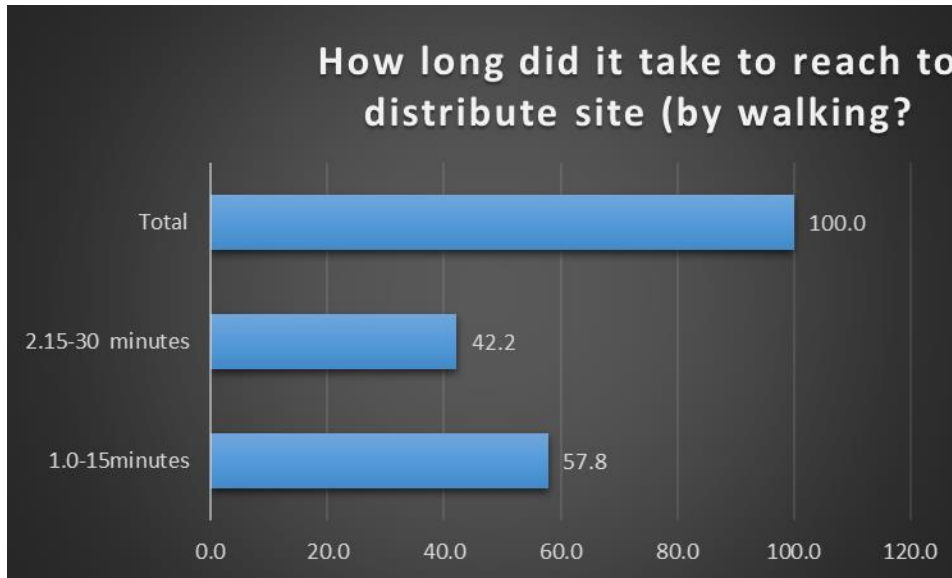


The majority of the interviewed respondents (direct beneficiaries) reported that the distribution took more than 2 months –(75.5%) before receiving the agricultural package of sudan grass. The slight variance in confirming when exactly the activity place was influenced by the “recall rates”.

Regarding the duration the beneficiaries walked to the distribution site, majority of the respondents (57.8%) said that they walked 0 –15 minutes, and 15 – 30 minutes while walking to distribution sites with 42.2% as shown in the figure 5.



Figure 4 Duration taken to reach distribution site through walking by interviewees



Accountability to affected population.

During this PDM exercise, the beneficiaries were asked how they received their information regarding the agricultural distribution. Majority of the respondents (i.e. 74.5%) of the population was informed of the distribution from word of mouth (selection committee), 15.7% of the respondents reported that they received information through mobile phones while 9.8% of them said that they receive the information through word of mouth (Imam, family and friends).

This demonstrated that most of the respondents preferred and have trust word of mouth and social media. The survey further stated that 100% of the respondents mentioned that the communication was clearer and sufficient while the most preferred means of communications were 48.0% which is word of mouth, and by mobile phone (46.1%)

Figure 5 respondents reporting means of information

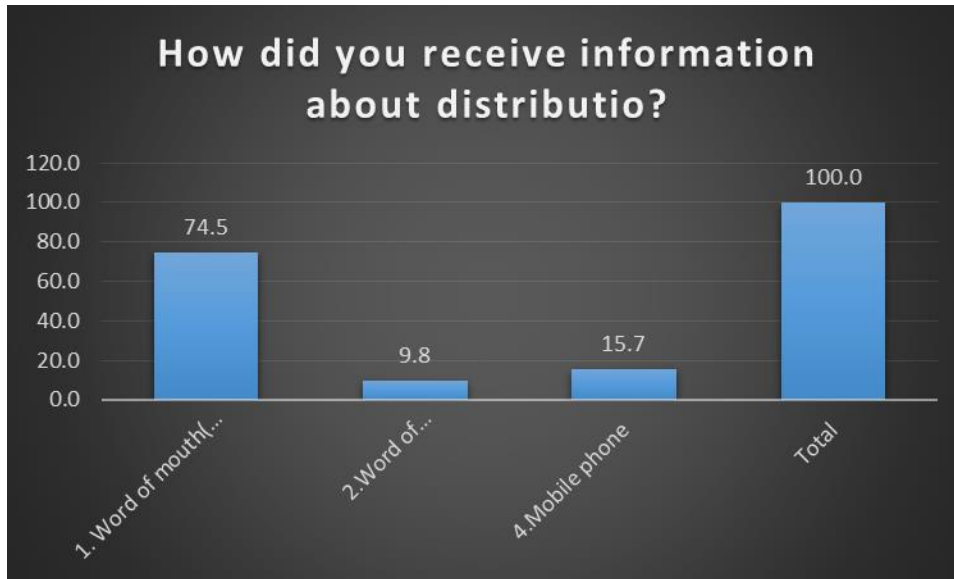


Figure 6 respondents reporting means of communications

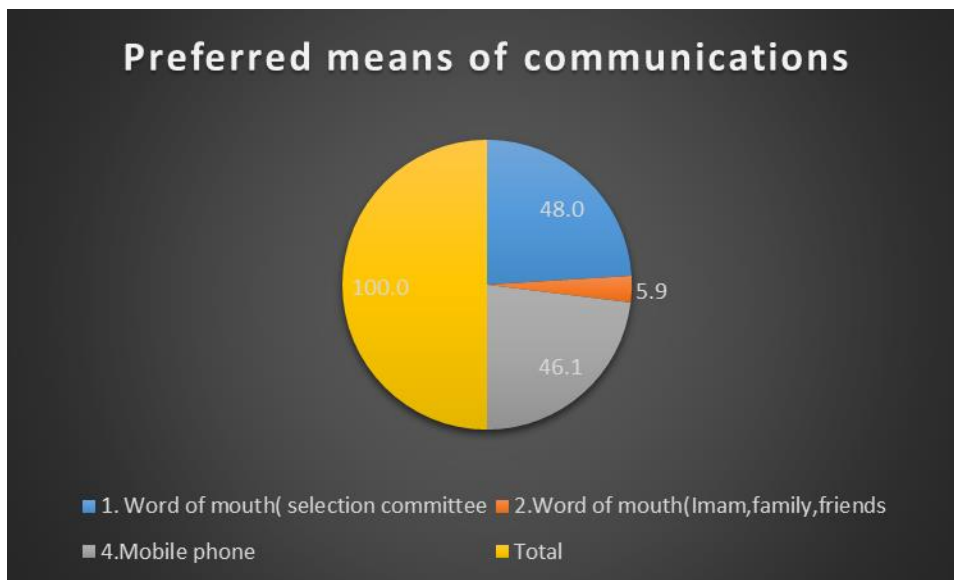




Table 5 % of respondents report how the received information about the distribution/group*

		Percent	Valid Percent	Cumulative Percent
Valid	1. Word of mouth(selection committee	74.5	74.5	74.5
	2.Word of mouth(Imam,family,friends	9.8	9.8	84.3
	4.Mobile phone	15.7	15.7	100.0
	Total	100.0	100.0	

Table 6 Percentage of respondents reported means of communication/group*

		Percent	Valid Percent	Cumulative Percent
Valid	1. Word of mouth(selection committee	48.0	48.0	48.0
	2.Word of mouth(Imam,family,friends	5.9	5.9	53.9
	4.Mobile phone	46.1	46.1	100.0
	Total	100.0	100.0	



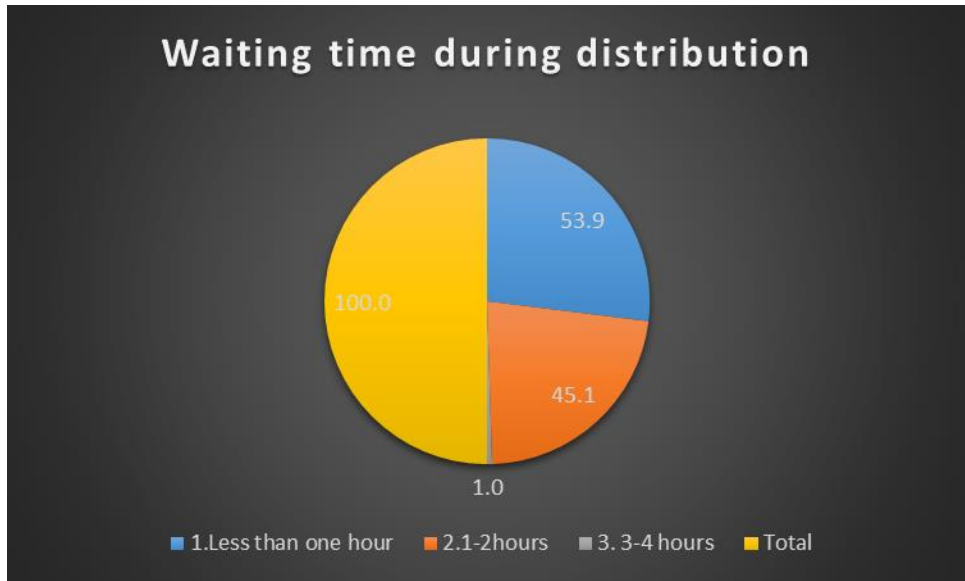
Security and risk

From the PDM survey, when asked about the risk and any safety issued associated with distribution, a higher numbers of the overall respondents reported yes completely (75.5%) they were felt safe at venue of the distribution. Some 24.5% mentioed some how they were fare table 7. The issues of waiting at the distribution line, 53.9% of the respondents stated they waited less than 1 hour (figure 8) in the line receive the agricultural package.

Table 7 Percentage of respondents reporting how they felt safe at the venue for the distribution by group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.Yes, completely	77	75.5	75.5	75.5
	2.Somewhat	25	24.5	24.5	100.0
	Total	102	100.0	100.0	

Figure 7 % of respondents reporting waiting time in the line for distribution



Implementation of distribution exercise.

The PDM survey revealed that most of the respondents, 63.7% reported that the distribution exercise was well organized (completely). Additionally, 95.1% spent less than one hour to get from distribution point and back home (table 8) and 94.1% were able to carry items back to their homes. While 5.9% who were not able to carry items stated they got free from family, friends and relatives/ and AD’s staffs as shown in table 9.

Table 8 Time taken from distribution point back home

Duration (hrs)	(%)
Less than 1 hr	95.1
1 – 2 hrs	4.9
2 – 3 hrs	0
5 and above hrs	0.0
Don’t know	0.0
Don’t wish to answer	0.0



Table 9: Percentage of respondents assisted to carry items back home.

4.83 If you were not able to carry items back to your home. What have you done?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1. Got free support from family, friends and relatives	9	8.8	8.8	8.8
	2. Got support from NGO	93	91.2	91.2	100.0
	Total	102	100.0	100.0	

Table 10: % of respondents reported distribution was well organized.

4.85 Was distribution well organized?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1. Yes, completely	65	63.7	63.7	63.7
	2. Somewhat	37	36.3	36.3	100.0
	Total	102	100.0	100.0	

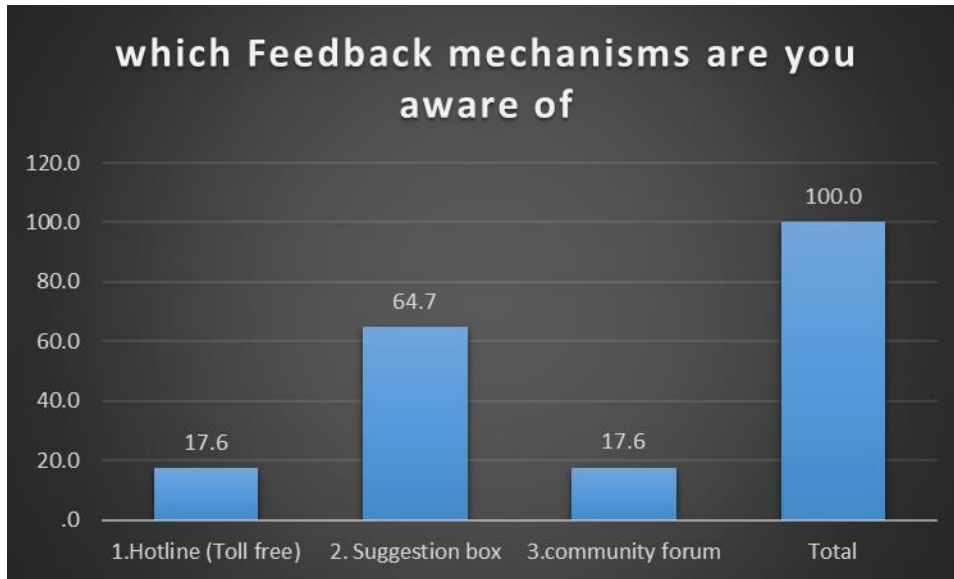
Feedback and Response Mechanism

A complaint mechanism allows recipients to confidentially report corruption or abuse of power (especially regarding sexual exploitation), and to seek redress. Both feedback and complaint mechanisms help build a culture of transparency and accountability, and improve program quality. The feedback and complaint mechanism awareness was assessed through the household interviews. For



treatment group, 84.4% of the households reported being aware of a mechanism to report/complain about issues to distribution. When the respondents were asked about which complain channels they are aware of, majority of the respondents (64.7%) said suggestion box, with 17.6% of them saying hotlines and community forum with 17.6%.

Figure 8 % of households reporting knowing feedback response mechanism



Future improvement in distribution

Respondents’ opinions were also assessed regarding what should be done in future distribution exercise. Among the top three suggestions, respondents recommended that future distributions as stated in the table below

Table 11 Recommendation for improving in future distribution*

N/B (Multiple selection questions)

Recommendations	%
Change distribution site	59.8
Change time of distribution	21.6
Make distribution safe	13.7
Smaller group for distribution	1.0
Improve site	86.3
Inform earlier	65.7
Others	0.0
Don’t wish to say	0.0



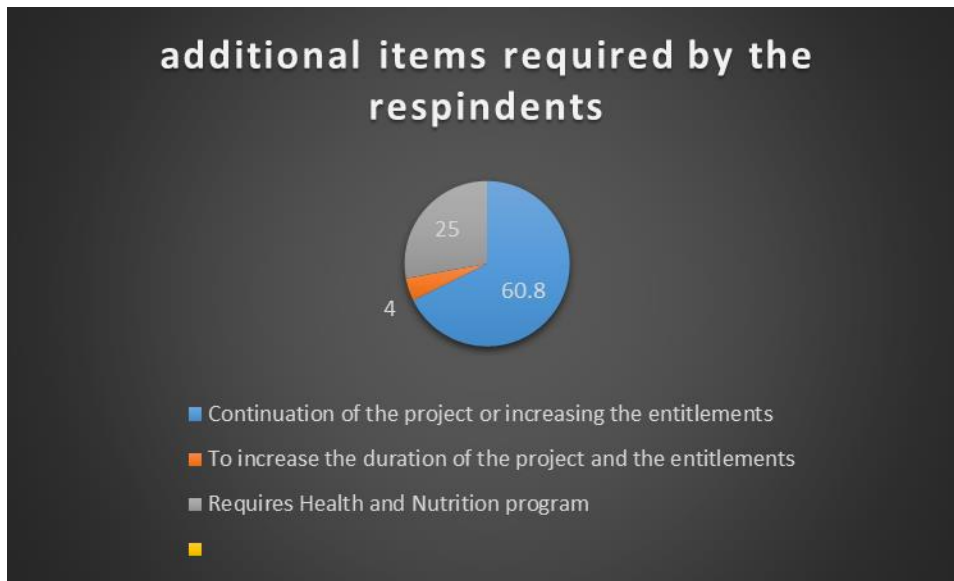
3.4 Agri-cultural packages Usage and Satisfaction

Table 12 Agri-package distributed to household*

(N=102	N	%
Sudan grass)	102	100%
UCTs for 3-months valued at \$90 each month	102	100%

The survey reported about 59.8% stated that the items and quantity provided were sufficient for livestock. As indicated in table 12. Below is a graphical representation of the items mostly needed by the interviewees for future programming's as depicted in the Figure 10.

Figure 9 Additional items required by household*.



The PDM survey, showed that the top among the list of most preferred items by respondents, continuation and expansion of agricultural program with higher scale 60.8% , followed by 25% that required other interventions such as health and nutrition, citing that there are limited interventions and 4% mentioned that duration of FSL programs should be higher periods of implementations. Figure 10.

Figure 10 Use of items received by households

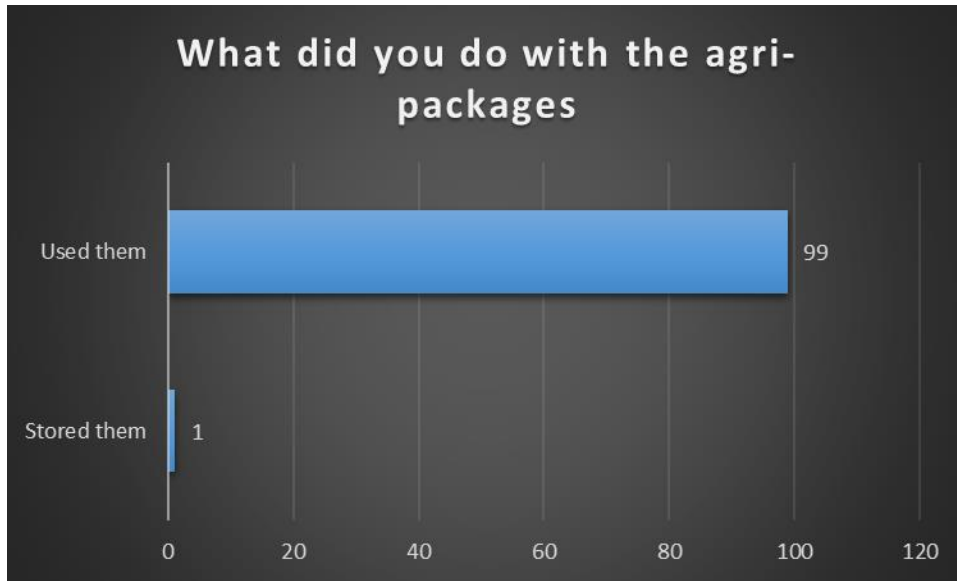
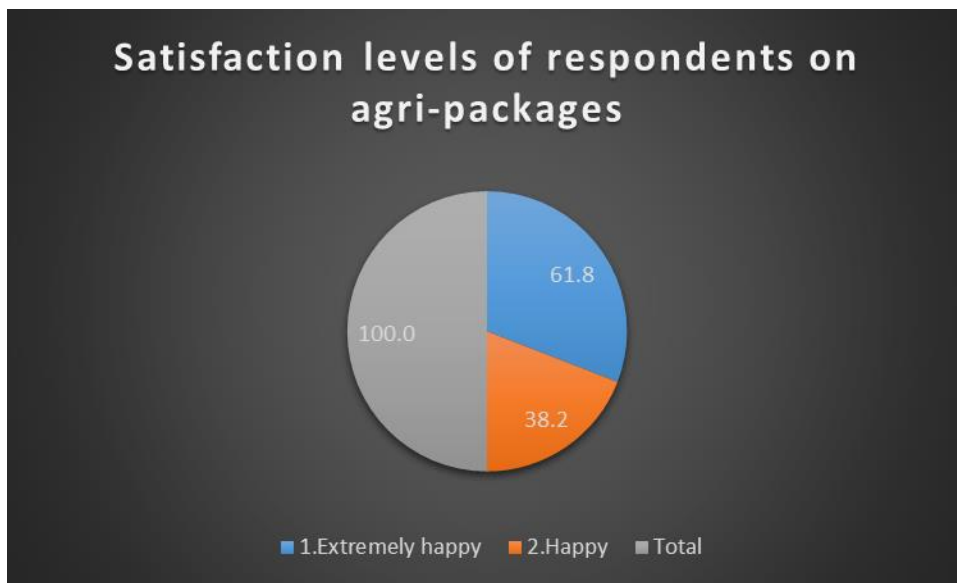


Figure 11 Households happy with the quality of the items





Quality and Satisfaction Level

According to the survey, 61.8% respondents expressed extremely happy and with the remaining saying happy, regarding their satisfaction with variety of agri-packages that they received. (Figure 11). 99% of the respondents used the items and 1% of the respondents stored the items but eventually utilised the items.

Households general recommendation for future distribution

When the households were asked to indicate some of desired recommendations, they mentioned as summarized. Some of the recommendations were also confirmed by additional items required as illustrated in figure 10 above.

Table 13 General recommendation for future distribution

Beneficiary recommendations
<ul style="list-style-type: none"> • Support and continuation of the program • Support for health and nutrition • Appreciated the program • Other thematic programmatic supports such WASH, nutrition and health to help the vulnerable communities • Increase the duration of the projects • Increase the entitlements per HHs especially for bigger families



4.0 Conclusion

The post-distribution monitoring survey revealed the level of effectiveness, relevance and impact that the agricultural Packages had for the community in Qansaxdhere district, the project supported by SHF began on Nov 2022 through April 2023 (a six-month project) intended to support the draught affected populations in Qansaxdhere district covering four target villages namely; Tiirki, BeledAmin, Mokubow and Osmacil villages in Qansaxdhere district.

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The distribution of the fodder/or sudan plus unconditional cash transfers comprised of an entitlement; 20KGs of high quality fodder and three-consecutive months cash transfers, where each beneficiary was entitled to receive \$90 per month—This activity reached a total of 350 households.

The purpose of the PDM was to measures the appropriateness, effectiveness and impact of the fodder plus cash distribution and targeting of the distribution of households affected by the draught started in November 2022 to April 2023, a six-month project intended to support the utmost vulnerable households and to provide recommendations for future distribution response. The methodologies used include 102 household questionnaires and general observation

The key results target beneficiaries included: - -



- A total of 102 respondents were interviewed during the PDM survey, of which 68.6% were female and 31.4% were male.
- 100% of HHs received the fodder/sudan grass items
- All the targeted beneficiaries received 20Kgs (one-off) of Sudan grass items.
- 95.1% of HH understood why they were selected for the program, why they were considered to benefit from the programme
- 100% of HH felt fairly/acceptable about the selection processes.
- 70.6% of host community /chiefs played a role in determining the final list of beneficiaries.
- 100% of HH confirmed not paying to be selected for a beneficiary.
- The majority of the interviewed respondents (direct beneficiaries) reported that the distribution took more than two months (75.5%) before receiving the agricultural packages.
- The duration the beneficiaries walked to the distribution site, majority of the respondents (57.8%) said 0-15 minutes.
- 84.3% of HH preferred word of mouth as means of information
- 53.9% of the HH preferred word of mouths as means of communications, followed by 46.1% mobile phones as means of communications
- 95.1% of HH took less than one hour back home
- 94.1% of HH did not have problem taking items back home.
- 84.3% of HH were aware of feedback/complains mechanisms.
- 100% of HH extremely happy/or happy with quality of the items. (61.8% extremely happy) and 38.2% were happy)



5.0 Recommendation

- Improve the use of different communication and information channels i.e. word of mouth as 84.3 for passing information and (53.9%), as preferred means of communication to be improved.
- Reduce the waiting time in line of distribution and provide time for intended beneficiaries especially those who are not able to come for items, special and vulnerable groups, over 45.1% stated that they waited for more 1 hours to receive the items.
- Consider in future distribution the issues such as integrating nutrition and health programs as recommended by most of the respondents.
- Encourage the beneficiaries to fully utilize the complaint feedback mechanism, this will be done through undertaking campaign to create awareness of the importance of the passing positive or negative complains regarding the programs, though sizeable number of people are aware of suggestion box as a complain channels. As 84.4% said they were aware of CFRMs channels.
- Considering significant improvement in future distribution, improve distribution sites and inform the beneficiaries earlier.
- ADA needs to explore other additional requirement and needs by intended households, i.e. by carrying out rapid needs assessment to identify the priority needs for future advocating of funds.
- Intended beneficiaries recommended consideration for support on, health (medicine, nutrition, food and assistance, continuation of the food security project and increase the length/or duration of such future programs.



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Annex







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