

# Final Report: Beneficiary Satisfaction Survey

Seychelles – Floods (MDRSC002) / June 2013



## Executive Summary

In late January 2013, the islands of Mahe and La Digue in the Seychelles were hit by Tropical Depression Feleng, causing devastating damage and flooding. The Red Cross Society of Seychelles (RCSS) launched a DREF operation in early February 2014, with support from IFRC and PIROI. Key activities under the operation were distribution of basic household and hygiene items, health and hygiene promotion, removal of stagnant water and psycho-social support.

A DREF review and lessons learnt exercise was conducted in June 2013, to examine if the operation achieved its expected results and to identify key achievements, challenges and lessons learned.

A beneficiary satisfaction survey was undertaken in both Mahe and La Digue, as a component of the overall DREF review. The key objectives of this survey were to determine the level of satisfaction with the relief items and assistance provided by RCSS, and to identify lessons learned and good practices both within the overall operation, and specifically related to distribution of hygiene items and WatSan/health related non-food items (NFIs).

The surveys were conducted separately in Mahe and La Digue, with questions tailored to the assistance received. There were a set of common questions for both islands, including timeliness, satisfaction, needs, visibility, beneficiary feedback mechanisms and health/hygiene knowledge. In Mahe, additional questions focussed on hygiene items that were distributed. In La Digue, additional questions focussed on mosquito nets.

A total of 78 surveys were completed on Mahe, and 48 surveys on La Digue. This report outlines the methodology used, details the results of the survey and provides a brief analysis and recommendations for RCSS and partners to improve the appropriateness and relevance of future operations.

The results of the beneficiary satisfaction survey highlighted the linkage between assessment results and the subsequent assistance provided, with information on the beneficiaries' perception of the assistance received, timeliness and appropriateness of response as well as gaps (if any). The results will allow both RCSS and IFRC to review its response and feed back into RCSS's contingency plan, preparedness and future response actions, improving assistance to the most vulnerable communities and improve coordination with all partners involved.

### **Results - Mahe:**

91% of households surveyed reported that their property was partially damaged and 9% reported their property was totally damaged. The majority of respondents reported that their needs were household items, clothing, or shelter. A wide variety of household items were distributed, including mattresses, bed sheets, pillow and pillow cases, kitchen utensils, clothing, towels, sofa set, wardrobe, fridge, washing machine, gas cylinder and so on.

The items and support received from RCSS was highly tailored depending on the household need, as well as on the goods available for distribution. This tailored approach was appreciated by beneficiaries, and 92% of respondents thought the items/support received from the Red Cross was appropriate.

78% of respondents reported that they were asked about their needs at some stage, by either the Red Cross or the Government. Red Cross visibility was extremely high, with 99% of respondents indicating that Red Cross volunteers were wearing a uniform or visible emblem. 47% of respondents knew how to make a complaint or provide feedback about the support they received.

The number of hygiene items distributed was directly correlated to the household size, and the type of hygiene items distributed was based on identified need through consultation with each household. These are both positive 'best practices' for hygiene related distributions. All respondents (100%) who received personal hygiene items said that they were appropriate. Overall, beneficiaries found hygiene items very useful and 100% of respondents who received baby related items (diapers, baby wipes, baby lotion, and milk and bottle) reported they were very useful. Almost two thirds (60%) of respondents reported that someone from the Red Cross had talked to them about hygiene or health.

### **Results – La Digue:**

52% of respondents were affected by stagnant water around the house (or flooding), with other respondents indicating they were affected by mosquitos, septic tank breakage or loss of an animal. The greatest needs indicated following the floods was help to remove stagnant water, nothing or soil/coral fill.

96% of respondents stated that they received mosquito nets from the Red Cross. No respondents reported receiving material for repairing their house, mosquito repellent or help to pump out the water (RCSS did support removal of stagnant water, but in public areas).

98% of respondents reported that they had not been asked about their needs at any time. Two thirds (66%) of respondents thought the items/support received from the Red Cross was appropriate. In terms of satisfaction with support provided, 56% of respondents said they were satisfied with support received from the Red Cross, and 36% were somewhat satisfied. 91% of respondents indicated that Red Cross volunteers were wearing a uniform or visible emblem. 67% of respondents did not know how to make a complaint or provide feedback about the support they received.

### **Key findings and recommendations:**

1. Overall, beneficiaries in Mahe and La Digue were happy with the support received from RCSS. Red Cross visibility was very high, and overall beneficiaries reported the relief and assistance that was provided to be appropriate and timely.
2. RCSS should continue the very positive practice in future operations of distributing hygiene and WatSan related items based on household size, composition and needs (determined through direct consultation with the affected population).
3. RCSS should explore opportunities to use cash transfer programming and continue to strengthen the PMER/documentation systems, particularly for relief item distributions.
4. RCSS should place a special focus and emphasis on identifying and catering for the needs of vulnerable households within the community, for example families who have someone with a mental or physical disability, or elderly people living alone.
5. Personal mosquito repellent, eradication of breeding sites and fogging are recommended as more appropriate and effective prevention measures for dengue and chikungunya. Mosquito nets for use over beds used by adults are not recommended, given the biting times of dengue and chikungunya carrying mosquitos and due to the low acceptance of bed nets and cultural preferences for other personal protection methods in the Seychelles.
6. Most beneficiaries knew how to make a complaint or how to contact either the RCSS branch or headquarters. The beneficiary complaints and/or feedback mechanism can be strengthened for future operations, by providing clear and simple instructions to beneficiaries about which phone number or email address to contact if needed.
7. RCSS should continue to ensure that beneficiaries are consulted on their needs, and appropriate interventions developed based on this (particularly for La Digue where Government and other actors do not have as strong a presence compared to on Mahe).
8. A large number of RCSS active volunteers have full-time jobs or are full-time students, which limited volunteer mobilization to a small window of available time on working days and the weekend. This needs to be kept in consideration when designing relief and response activities, as well as any follow up, including carrying out surveys and beneficiary communication activities.

## TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	2
1. BACKGROUND.....	5
2. PURPOSE AND OBJECTIVES.....	6
3. METHODOLOGY.....	6
4. RESULTS.....	8
4.1 Mahe.....	8
4.1.1 Operation related questions.....	8
4.1.2 Hygiene related questions.....	14
4.2 La Digue.....	17
4.2.1 Operation related questions.....	17
4.2.2 Mosquito net and hygiene related questions.....	21
5. LIMITATIONS.....	25
6. CONCLUSIONS AND RECOMMENDATIONS.....	25
APPENDIX 1: BENEFICIARY SATISFACTION SURVEY FORM (MAHE).....	26
APPENDIX 2: BENEFICIARY SATISFACTION SURVEY FORM (LA DIGUE).....	30

***Report prepared by:***

Chelsea Giles-Hansen, Regional WatSan Delegate, IFRC Eastern Africa and Indian Ocean Islands

Email: [chelsea.gileshansen@ifrc.org](mailto:chelsea.gileshansen@ifrc.org)

Tiffany Loh, DREF Officer, IFRC Africa Zone

Email: [tiffany.loh@ifrc.org](mailto:tiffany.loh@ifrc.org)

## 1. Background

On 27<sup>th</sup> and 28<sup>th</sup> January 2013, the main island of the Seychelles, Mahe, was hit by Tropical Depression Feleng causing devastating damage and flooding. The island La Digue was also severely affected. Initial assessments indicated that approximately 1,000 families had been affected, with 246 families registered as having been displaced after their houses were either totally destroyed or partially damaged. Figure 1 below shows the general location and map of the Seychelles.



**Figure 1: Location and map of the Republic of Seychelles<sup>1</sup>.**

The Red Cross Society of Seychelles (RCSS) requested support from the Disaster Response Emergency Fund (DREF), which was approved on the 7<sup>th</sup> February 2013. With this DREF-funded operation, the RCSS provided basic household and hygiene items to 165 vulnerable families in Mahe who were displaced by the floods, living in temporary accommodation centres and who lost many of their personal and household belongings. The RCSS also received financial and technical support from PIROI<sup>2</sup> to support the response.

Furthermore, an overall 600 families were targeted with health education and interventions to decrease the risk for waterborne and water related diseases, particularly dengue fever and diarrhoeal diseases. In relation to water, sanitation and hygiene activities, focus was on assisting households with drainage of stagnant water, distribution of mosquito nets as well as hygiene promotion. The operation was designed to be complementary to Government of Seychelles efforts.

As part of this DREF operation, two Regional Disaster Response Team (RDRT) members were deployed to support RCSS by providing technical support for assessment and implementation of the operation. One RDRT was specialised in water and sanitation, and the other in emergency health. They were deployed on 17<sup>th</sup> February for a three week period. PIROI also provided complementary assistance with relief items and water pumps.

<sup>1</sup> Source: (L) - [i.huffpost.com/gen/276402/SEYCHELLES-MAP.jpg](http://i.huffpost.com/gen/276402/SEYCHELLES-MAP.jpg); (R) - [www.wordtravels.com/images/map/Seychelles\\_map.jpg](http://www.wordtravels.com/images/map/Seychelles_map.jpg)

<sup>2</sup> Indian Ocean Regional Intervention Platform (French Red Cross).

An operations update was issued on 23<sup>rd</sup> May 2013, in which the operation timeframe was extended up to the end of June 2013. This enabled the DREF review and lessons learnt process to be conducted from 24<sup>th</sup> – 30<sup>th</sup> June 2013 (7 day period), in both Mahe and La Digue. As part of this review process, a beneficiary satisfaction survey was conducted.

## 2. Purpose and objectives

The purpose of this overall DREF review was to examine if the operation achieved its planned goals and expected results, and to assess outputs against the plan of action. Furthermore, this review intended to identify key achievements and challenges, and provide an opportunity to capture the lessons learned surrounding the DREF operation from the involved staff and volunteers of the Red Cross Society of Seychelles (RCSS).

This review also aimed to explore and analyse the distribution of hygiene and WatSan related items in the Seychelles context, as well as to identify and capture lessons and recommendations to improve future disaster responses which incorporate hygiene related NFI (non-food item) distributions.

A beneficiary satisfaction survey was undertaken in both Mahe and La Digue, as a component of the overall DREF review.

Specifically, the key objectives of the beneficiary satisfaction survey were:

- To determine the level of satisfaction of beneficiaries with the relief items and services provided by RCSS during the operation.
- To identify lessons learned and good practices both within the overall operation, and specifically related to distribution of hygiene and WatSan related NFIs.
- To provide concrete recommendations for future operations in terms of improving appropriateness and relevance.
- To provide information and inputs to the final DREF operation report.

## 3. Methodology

The beneficiary satisfaction surveys were conducted separately in Mahe and La Digue. This was due to the differences in impact of Tropical Depression Feleng, and the differences in needs and assistance provided on each island. There were a set of common questions for both islands, including timeliness, satisfaction, need, visibility and beneficiary feedback mechanisms.

At the time the beneficiary satisfaction survey was conducted, the operation was near closure and all activities surrounding distribution of relief and support items to beneficiaries had been concluded.

The methods utilised for conducting the beneficiary satisfaction survey in both Mahe and La Digue are outlined as follows:

### a) Sampling method:

Due to the absence of any appropriate sampling frame, random sampling was utilised for selection of beneficiaries. Volunteers were allocated certain districts (to ensure that a spread of surveys were gathered from different locations) and were asked to randomly 'skip' houses as they collected the surveys.

### b) Sampling size:

A representative sample size, taking in to account the relatively small number of beneficiaries, was estimated. Table 1 below specified the level of coverage of surveys for each location (number of those surveyed compared to those who received assistance from RCSS). There were constraints due to the small/limited number of volunteers available to conduct the survey. Almost all RCSS volunteers are also

full or part-time employed, and it was not feasible to meet with them or do survey activities during normal working hours (Monday to Friday, 9am to 5pm).

**c) Format and questions:**

The beneficiary satisfaction survey form and questions were drafted by the IFRC review team, using examples from previous surveys and reviews. Given the large differences in impact the cyclone had on each island, and the difference in assistance provided to the affected population on each island, separate formats were developed for Mahe and La Digue. The questions were reviewed by RCSS staff who were directly involved with the operation, particularly the DM/Program Manager, and several sentences translated to Creole where required. The questionnaire was developed and delivered primarily in English language (widely understood and preferred to French in Seychelles).

**d) Volunteer training:**

In both Mahe and La Digue, volunteers were trained on the survey format and questions. First, an overview of the DREF review process was explained, including the purpose of doing the beneficiary satisfaction survey. Each question in the survey was read and explained, with the volunteers being able to clarify any terms they were unsure of or response options that were confusing for them. Generally, the questions were clear and minimal clarification was needed. All volunteers spoke a relatively high level of English (English much preferred to French in formal and informal communications).

**e) Data collection:**

Data was collected by local community-based volunteers, guided by branch and HQ staff of the RCSS. A paper-based data collection method was used.

**f) Data entry:**

Survey forms were collated, and then the web-based tool Survey Monkey (<http://www.surveymonkey.com/>) was used for data entry.

**g) Data analysis:**

Microsoft Excel was used to analyse the data and generate graphs/information.

**Table 1: Summary of beneficiary satisfaction surveys conducted.**

Location (island)	Location (districts)	Total number of surveys completed	Total number of beneficiaries for NFIs	% coverage of survey	Date survey completed	Number of volunteers utilised
Mahe	<ul style="list-style-type: none"> <li>• Anse Aux Pins</li> <li>• Au Cap</li> <li>• Cascade</li> <li>• Perseverance</li> <li>• Pointe Larue</li> </ul>	78	165 households	47 %	28 June – 06 July 2013	10 <sup>3</sup>
La Digue	<ul style="list-style-type: none"> <li>• Anse Reunion</li> <li>• L'Union</li> <li>• Roche Bois</li> </ul>	46	200 households	23 %	26 June 2013	10

<sup>3</sup> One (1) survey was completed by IFRC.

## 4. Results

The beneficiary satisfaction survey results from Mahe and La Digue were analysed separately. It is envisaged that the results will be more relevant and useful for RCSS to learn from if segregated by island (e.g. Mahe branch and La Digue branch will be able to clearly see areas of strengths and areas to improve).

### 4.1 Mahe

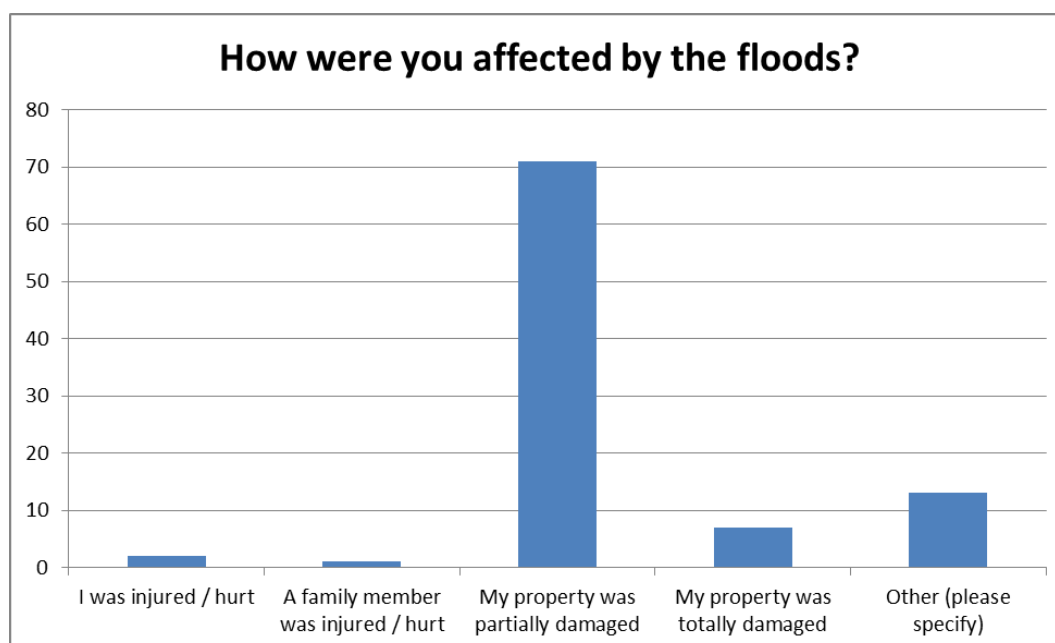
There were a total of 78 beneficiary satisfaction surveys completed in Mahe, across the five affected districts (see Table 2 below). 77% of respondents were female (60), and 23% of respondents were male (18). 8% of respondents (6 households) reported that someone in their household has a disability. The average household size was 2 – 4 people.

**Table 2: Surveys completed on Mahe, by district.**

Districts (Mahe)	Number of surveys completed
Anse Aux Pins	42
Au Cap	12
Cascade	7
Perseverance No.1	8
Pointe Larue	9
<b>Total</b>	<b>78</b>

#### 4.1.1 Operation related questions

Most respondents (71 households or 91% of total households surveyed) reported that their property was partially damaged (**Error! Reference source not found.**). Note that respondents were able to choose as many options as was appropriate for them. All of the 13 respondents who also selected 'other, gave an elaboration or further detail on how their property was damaged: mud inside the house, water flooded inside the house, house cracked, landslide/mud inside the house, hazard (at any time a big rock could fall), and lost household items. Seven respondents (9% of total households surveyed) had their property totally damaged (these respondents were from Perseverance – as the Government of Seychelles had relocated those whose houses were damaged beyond repair to another community/location on Mahe).



**Figure 2: How were you affected by the floods? (Mahe)**



On Mahe, respondents reported a variety of needs after the floods (Figure 3), including food, clothing and water. Note that respondents were able to choose as many options as was appropriate for them. 62 respondents (79% of the total households surveyed) selected ‘other’. Out of these responses, the majority (61%) described a need for household items (bed, mattresses, towels etc.). 8% specified a need for kitchen utensils, and 5% a need for hygiene items.

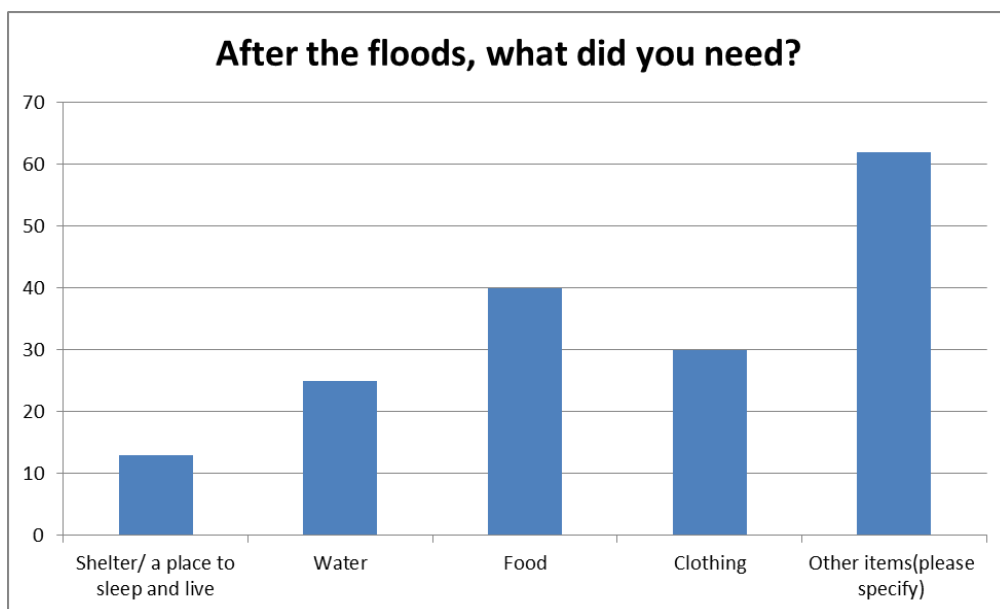


Figure 3: After the floods, what did you need? (Mahe)

In terms of support/items received (Figure 4), the most common items were mattresses, bed sheets, pillow and pillow cases, food and electrical items. 50 respondents (or 64% of the total households surveyed) selected ‘other’, and specified a wide variety of items and support, including: kitchen utensils, clothing, bed, towels, sofa set, wardrobe, fridge, washing machine, gas cycliner, financial support, dinner set/cutleries, toys, cot/infant chair, TV set. The items and support received from Red Cross Society of Seychelles was highly tailored depending on the household need (determined during household visit and assessment by RCSS volunteer), as well as on the goods available for distribution (donated by members of the wider Seychelles community).

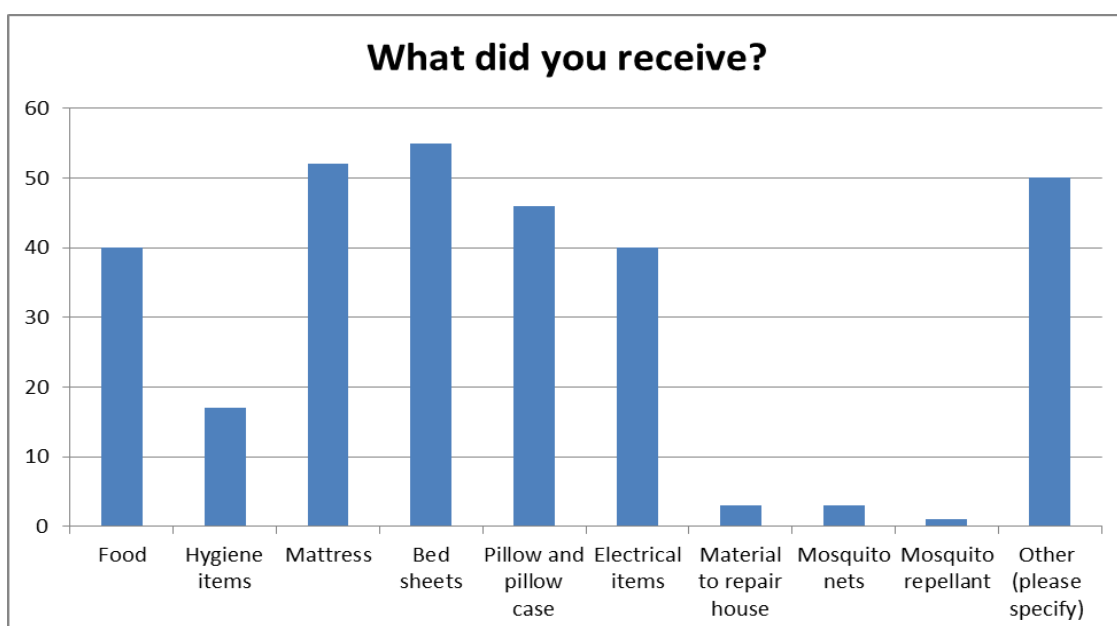


Figure 4: What did you receive? (Mahe)

When asked who gave them the items/support (**Error! Reference source not found.**), 72 respondents (or 92% of households surveyed) said that it came from the Red Cross. A significant number, 44 respondents or 56% of households surveyed, also received support from the Government. Support from the Red Cross was generally household items (bed sheets, mattresses etc.), kitchen utensils, electrical goods, hygiene items and basic needs. Support from the Government was mainly financial assistance, and food. Support from family members was generally in the form of financial assistance, food, clothing and shelter.

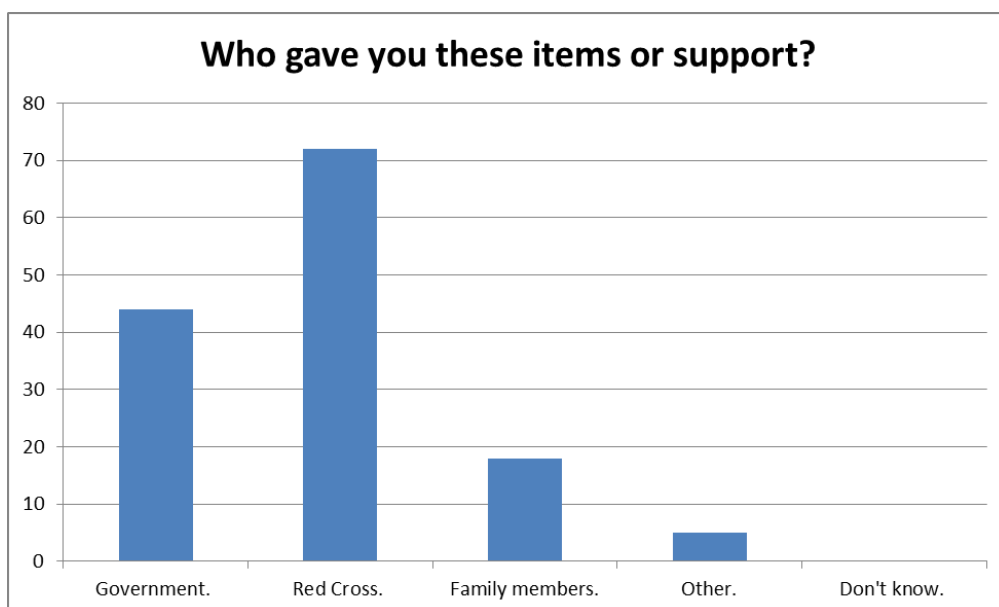


Figure 5: Who gave you these items/support? (Mahe)

There was a wide variation in the length of time that respondents reported for support to come from Red Cross. Assistance in Mahe was reported as coming mainly 3 - 5 days to 1 week after the floods (Figure 5) however almost 20% of respondents said support came 2 weeks after the floods. This wide variation is most likely due to the different items being distributed at different stages in the operation (for example, support with food was within days of the floods, and household items were distributed according got need and availability in the weeks following).

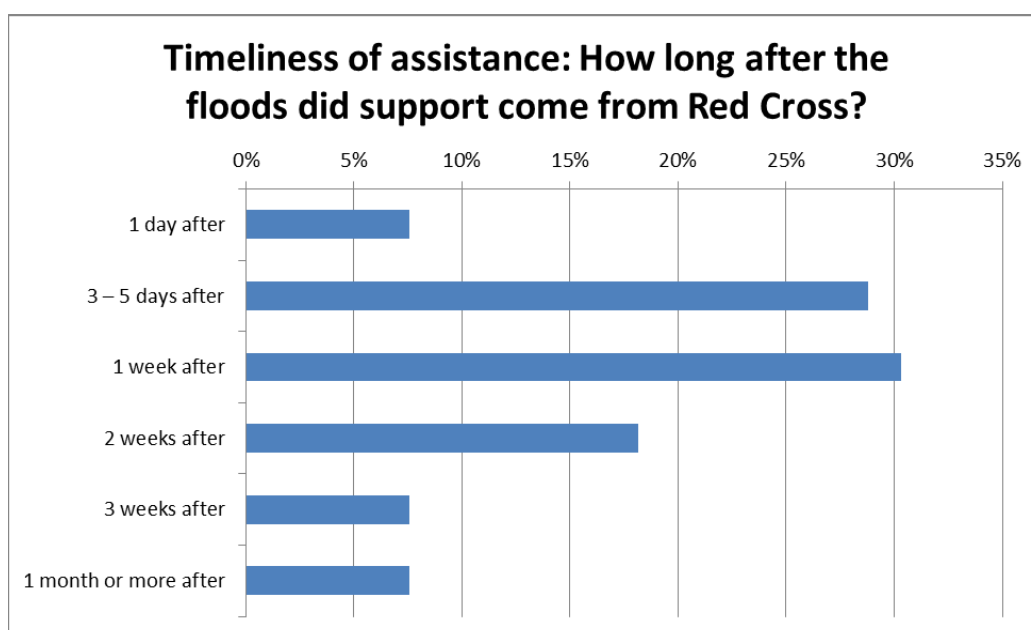


Figure 6: Timeliness of assistance: How long after the floods did support come from the Red Cross?

78% of respondents reported that they were asked about their needs at some stage (Figure 7). Red Cross (58 respondents) and Government (37 respondents) were the two most common organisations/entities who asked people about their needs (Figure 8). A number of households were also asked by their family members and by their neighbour or friend.

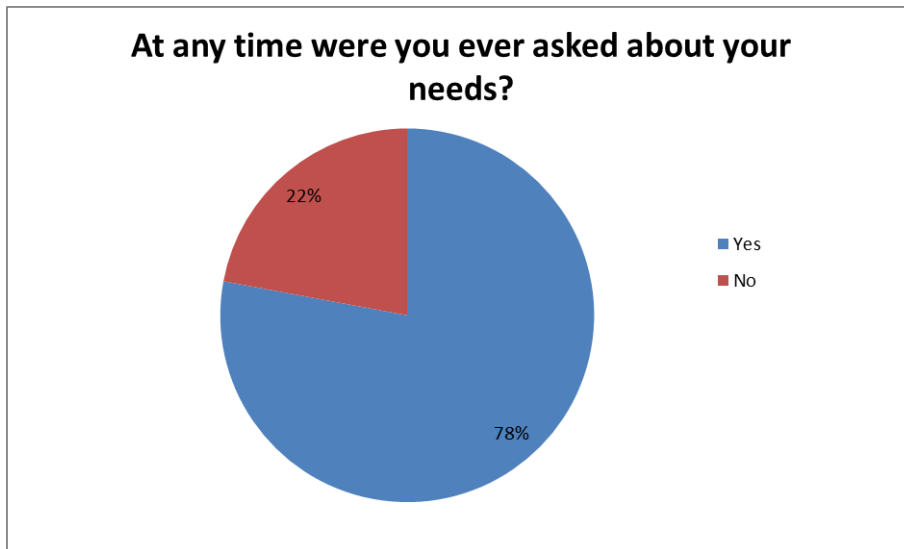


Figure 7: At any time were you ever asked about your needs?

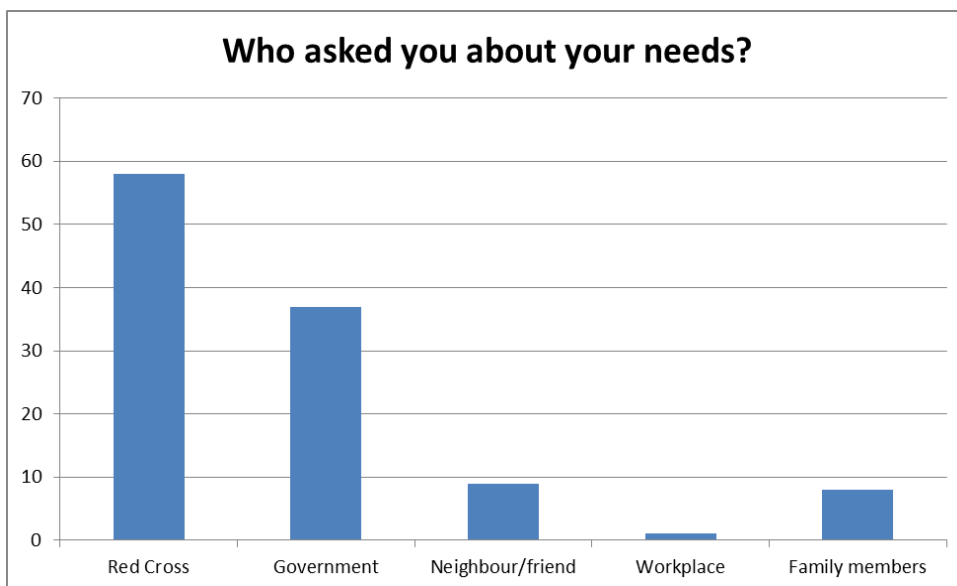


Figure 8: Who asked about your needs? (Mahe)

92% of respondents thought the items/support received from the Red Cross was appropriate (Figure 9Figure 21). Of the 8% of respondents who said items/support was somewhat or not appropriate, the reasons provided include: not the type asked for, needed more (e.g. three washing machines not working), and some did not get support.

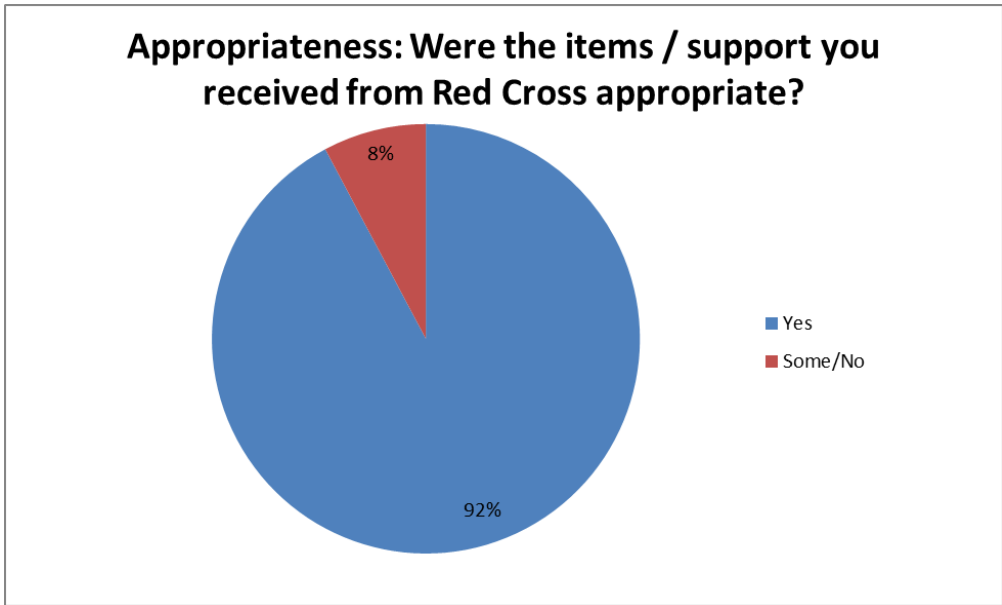


Figure 9: Appropriateness: Were the items/support you received from the Red Cross appropriate?

The majority (82%) of beneficiaries received their items through delivery to the house (Figure 10). 16% of respondents (12 households) had some items delivered to their homes and some items they collected themselves from the Red Cross office. There were no complaints or comments regarding methods for receiving the items, all respondents reported being satisfied. One respondent mentioned “it was no problem to collect the items from the Red Cross office; my cousin helped me”.

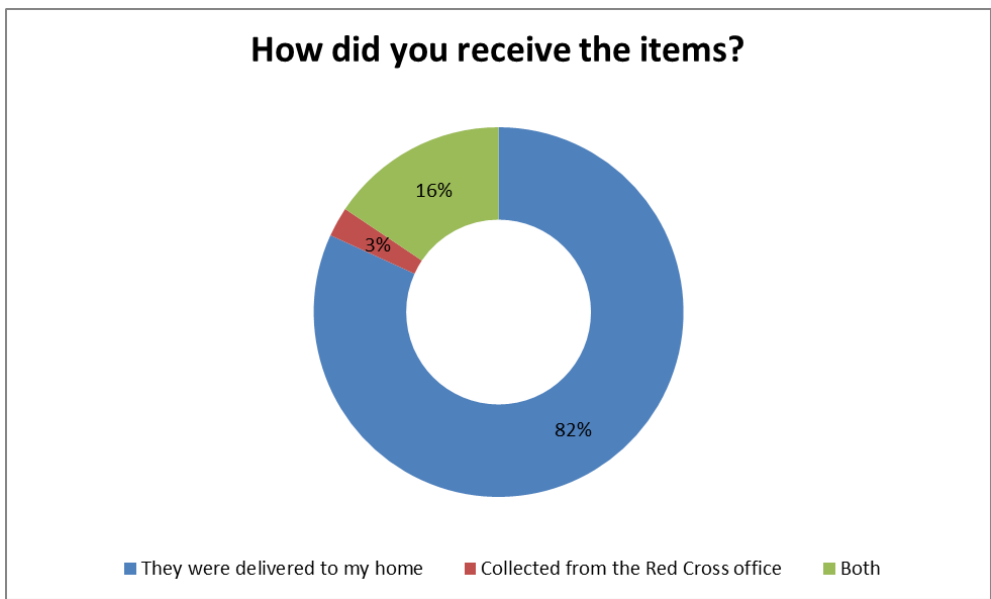
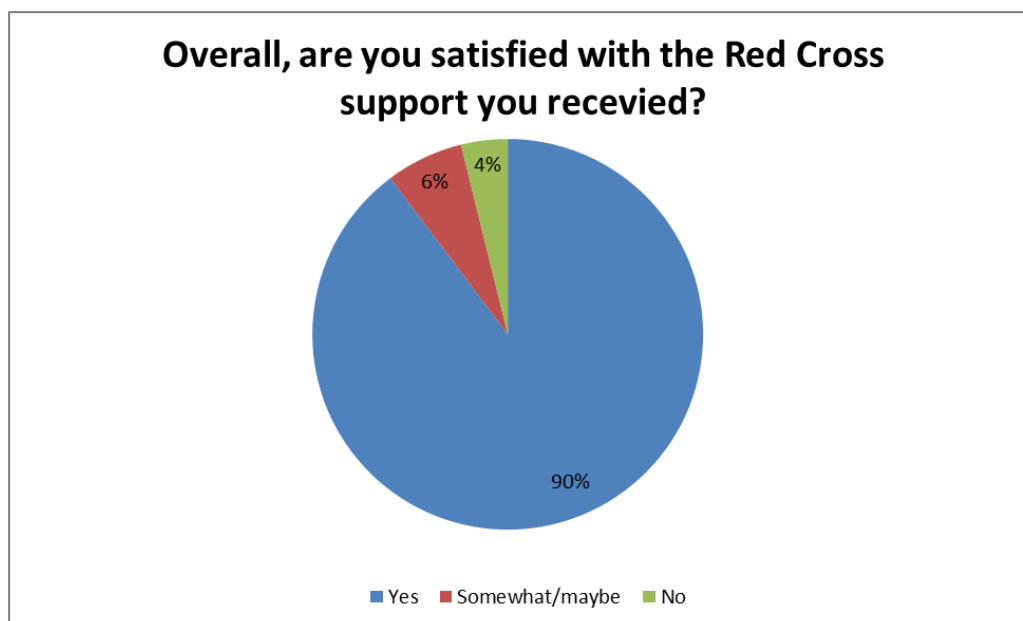


Figure 10: How did you receive the items? (Mahe)

Overall, the level of satisfaction with Red Cross support was very good (Figure 11). 90% of respondents said they were satisfied with support received from the Red Cross. 6% of respondents said they were somewhat satisfied with the support received from the Red Cross. Three respondents (4%) said they were not satisfied with the support received from Red Cross. Reasons cited include: needed diapers for a handicapped lady, needed soap and hygiene items that I did not receive, I did not get what I wanted (e.g. wardrobe, cooker, hygiene items), Red Cross came by but nothing was delivered. These comments reinforce the high level of expectation that community members have of RCSS.



**Figure 11: Overall, are you satisfied with the Red Cross support you received? (Mahe)**

Red Cross visibility was extremely high, with 99% of respondents indicating that Red Cross volunteers were wearing a uniform or visible emblem. Only 1 respondent said they Red Cross volunteers were not wearing a visible emblem or uniform.

47% of respondents knew how to make a complaint or provide feedback about the support they received. Phone call to the Red Cross office, or writing a letter were the most common options mentioned for providing feedback or making a complaint. This means however, that approximately half (53%) of respondents did not know how to make a complaint or provide feedback about the support received.

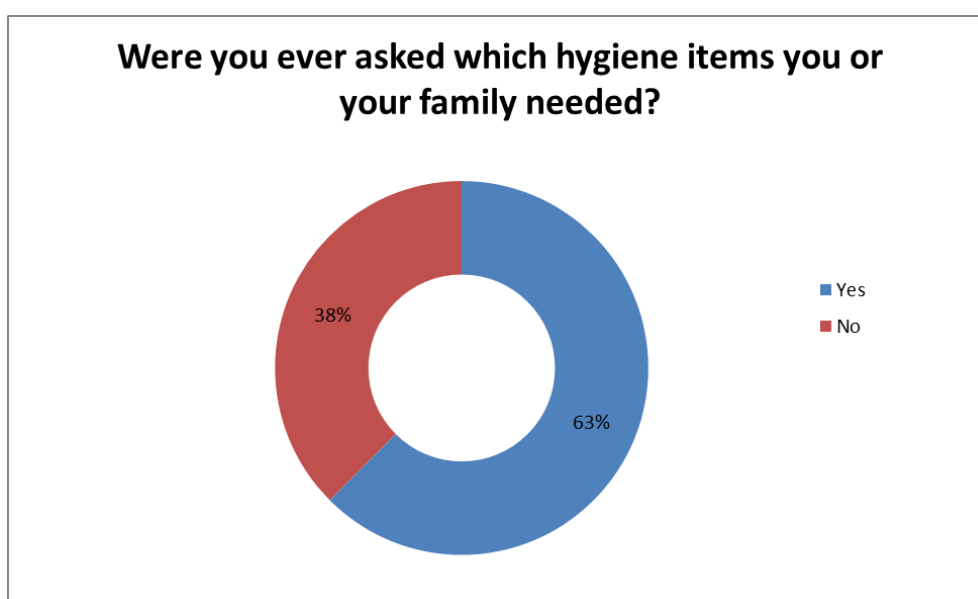
When given the opportunity to add any other comments, in general people were satisfied with the support given. Several specific comments that were recorded are:

- I am satisfied. Thanks to Seychelles Red Cross, for the good work and devotion. Keep up the good work.
- I appreciate what Red Cross are doing and what they have done and all the work that the volunteers have done - the Red Cross are always there for me and in my prayers.
- Grateful / just to say thank you / appreciated the help and support received from Red Cross.
- Because we are old, we thank each person who has helped or supported us during this tragedy.
- Good and quick response from the Red Cross Society of Seychelles.
- Red Cross was prompt to assist in a time of need.
- Red Cross helped make a difference when I was in need.
- The response of the Red Cross was very positive and fast.
- Red Cross came by 3 times. No problem with the Red Cross but have a problem with the Govt.
- Needed diapers, baby wipes, baby lotion but did not get. Already has had articles written in the newspapers. RCSS said they would help with sewage from MOH but to no avail. No mosquito net received, nor washing machine.
- Door and wardrobe needed replacement. What she needed was not received, like doors, carpet, wardrobe.
- Bed/mattress was not enough for all the people in the house. Would like to be assisted with beds and mattresses. We were not assisted with hygiene items. Was satisfied with the help. Note: the mother of the house we visited today was also a victim in the flood. She needed to be assisted with her sewage and when the rain/mud was still coming inside the house. Red Cross assisted her with a washing machine. (Note. this lady (*name removed*) is an old Red Cross member).
- Very grateful / Red Cross was really helpful.
- She has been out of employment since the disaster.

#### 4.1.2 Hygiene related questions

In Mahe, there were a total of 21 surveys completed that included the hygiene related questions. Of these 21 surveys, 76% of respondents were female. 2 respondents reported that someone in their household had a disability. Two households had infants, and two households had both infants and children under 5 years old. Three households were comprised of only adults over 60 years old (retired or elderly).

100% of respondents who received personal hygiene items said that they were appropriate. 63% of respondents said that they were asked about hygiene item needs (Figure 12). Out of those who were asked, all reported that they were asked by Red Cross. As all hygiene items were purchased and distributed by RCSS (according to their policy), it is thought that some of the respondents were not aware that other members of their family were asked about hygiene item needs, and so resulted in a lower than expected number of households reporting that they had been asked about hygiene item needs.



**Figure 12: Were you ever asked which hygiene items you or your family needed?**

The number of hygiene items was correlated to the household size, which is very positive 'best practice' for NFI distributions. Figure 13 below shows the correlation between household size and the number of bathing soap received; this relationship is the same for other hygiene items distributed such as toothbrush, toothpaste and sanitary pads (correlated to number of adult women rather than household size).

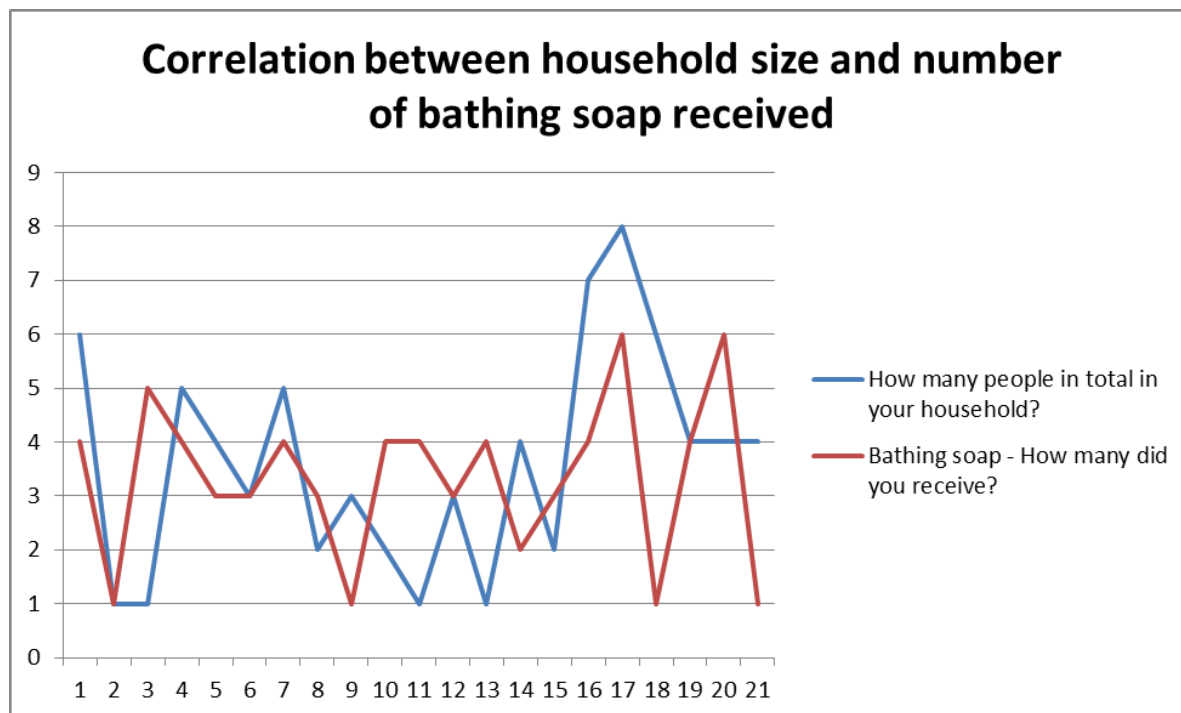


Figure 13: Correlation between household size and number of bathing soap received.

Overall, beneficiaries found hygiene items very useful (Figure 14 showing ratings for bathing soap, toothbrush, toothpaste, and sanitary napkins). 100% of beneficiaries who received baby related items (diapers, baby wipes, baby lotion, and milk and bottle) reported they were very useful. No comments or suggestions were provided by respondents for improving hygiene item selection or distribution.

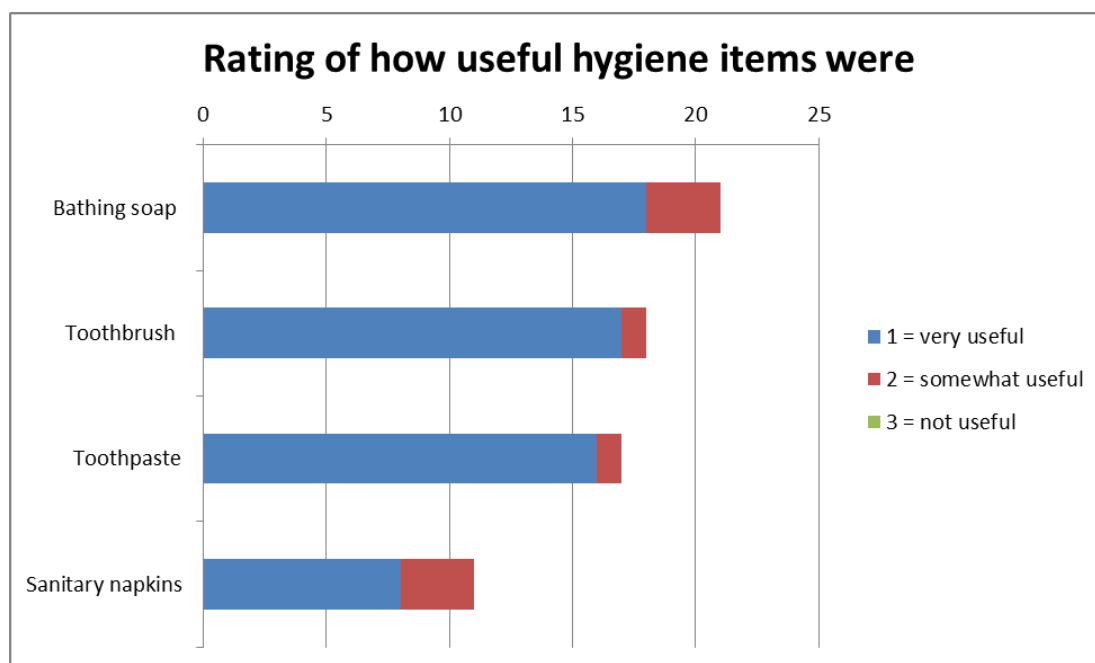


Figure 14: Usefulness - Rating of how useful hygiene items were.

81% of respondents received enough hygiene items for everyone in their household (Figure 15). This figure is lower than expected, given that distribution of hygiene items was correlated to the household size. Those who stated that they didn't receive enough hygiene items for everyone in their household, stated that they needed more pillows and bed sheets. These responses indicate that people answered this question for all household items provided by Red Cross, rather than specifically for hygiene items.

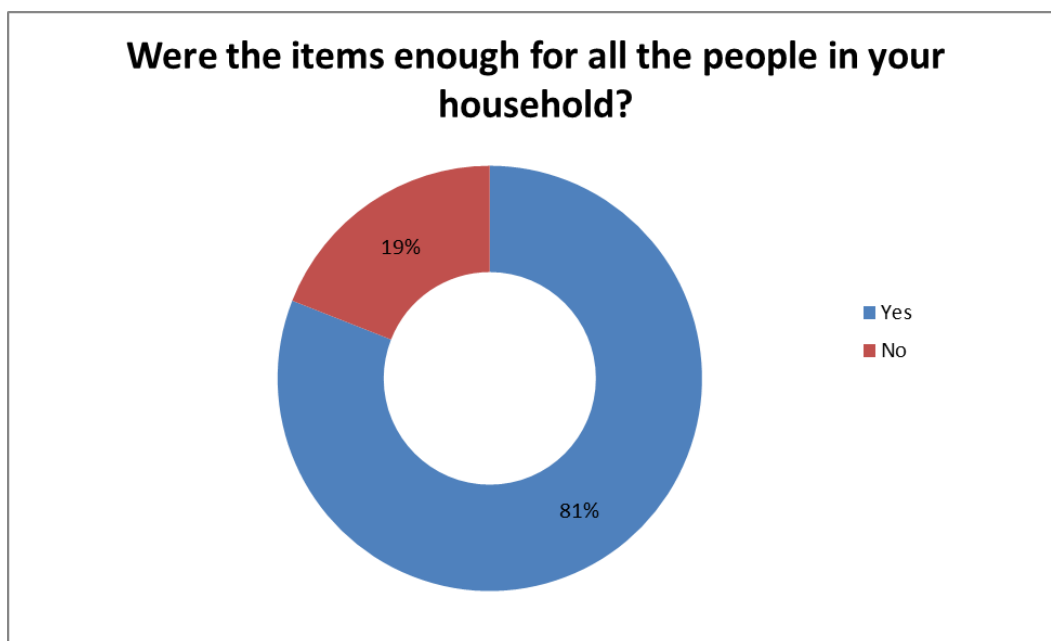


Figure 15: Were the items enough for all the people in your household?

100% of respondents did not receive hygiene items that they did not need or use, indicating a high level of appropriateness of distributed items.

Almost two thirds (60%) of respondents reported that someone from the Red Cross had talked to them about hygiene or health (Figure 16). Key messages from Red Cross volunteers that beneficiaries stated include: protect yourself from mosquitos, always wear slippers, signs of dengue fever, boil drinking water/don't use contaminated water, wear protective gear (sandals, gloves) when cleaning the area.

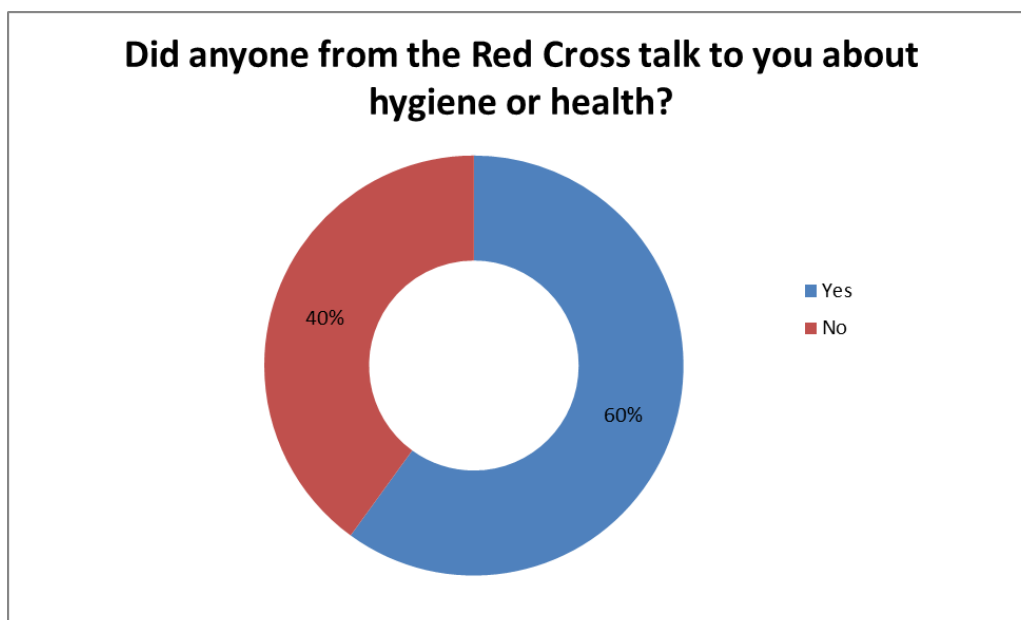


Figure 16: Did anyone from the Red Cross talk to you about hygiene or health?

Most respondents said they also heard hygiene and/or health messages via radio and TV. RCSS developed a short video around environmental hygiene and health following the floods, which was played on national TV in prime time spots (this was paid for by RCSS but at a very low rate, in collaboration with Seychelles Broadcasting Corporation).



One suggestion from a respondent for improving how the hygiene items were received was that the ‘1,000 cash voucher was very useful’, because they had to utilise their own funds to purchase bleach and other items to clean the house.

## 4.2 La Digue

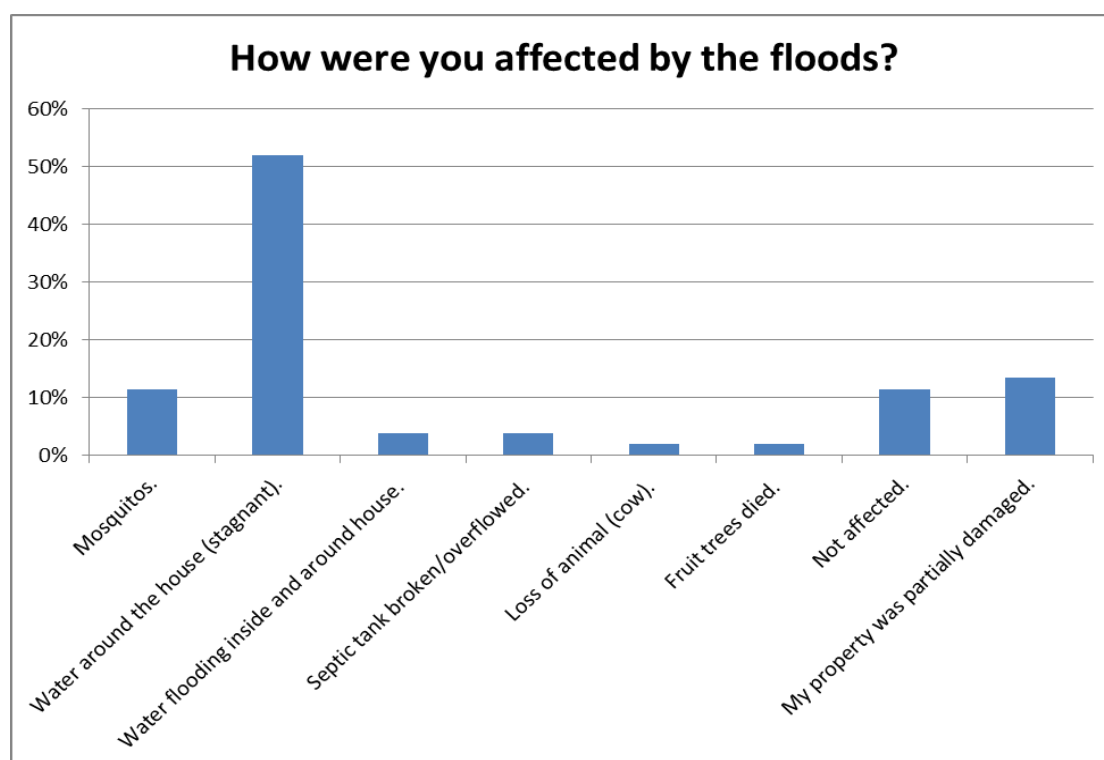
There were a total of 46 beneficiary satisfaction surveys completed in La Digue, across the three affected districts (see Table 3 below). 78% of respondents were female (36), and 22% of respondents were male (10). 7% of respondents (3 households) reported that someone in their household has a disability. The average household size was 3 – 4 people.

**Table 3: Surveys completed on La Digue, by district.**

Districts (La Digue)	Number of surveys completed
Anse Reunion	30
L'Union	12
Roche Bois	4
<b>Total</b>	<b>46</b>

### 4.2.1 Operation related questions

Out of the respondents, over half (52%) were affected by stagnant water around the house (or flooding) (see Figure 17). The question on the survey form only gave five broad responses: I was injured/hurt; A family member was injured/hurt; My property was partially damaged; My property was totally damaged; and Other (please specify). 86% of respondents selected “Other”, and their quantitative responses were clustered together to draw results shown in Figure 17.



**Figure 17: How were you affected by the floods? (La Digue)**

Over half of respondents (51%) said they needed help to get rid of stagnant water after the floods (Figure 18). Almost 30% of respondents said they did not need anything. Four respondents (9%) said they needed soil or coral fill to assist with and prevent flooding.

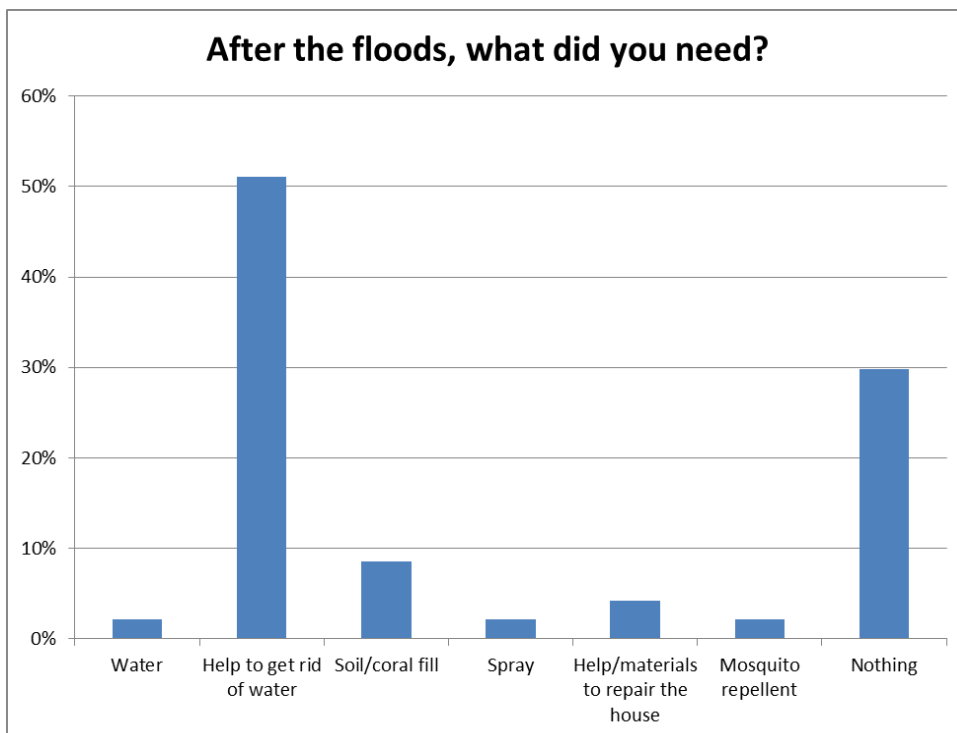


Figure 18: After the floods, what did you need? (La Digue)

In terms of support/items received (Figure 19), 96% of respondents stated that they received mosquito nets and 4% stated they received ‘other’ (when asked to specify, they had received nothing). No respondents received material for repairing their house, mosquito repellent or help to pump out the water. The Seychelles Fire Brigade and RCSS did however support public places and some households to remove stagnant water during the operation.

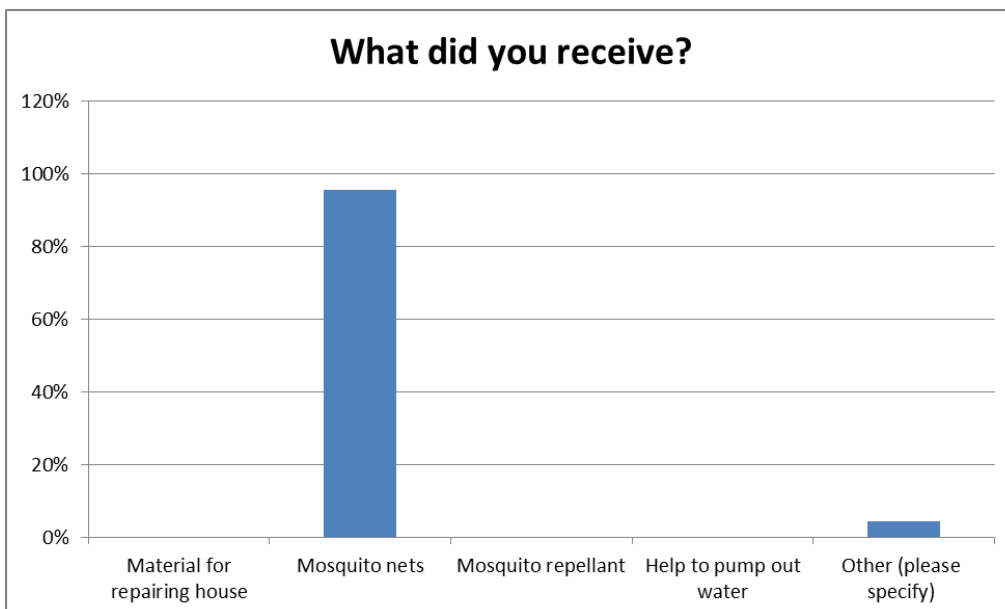
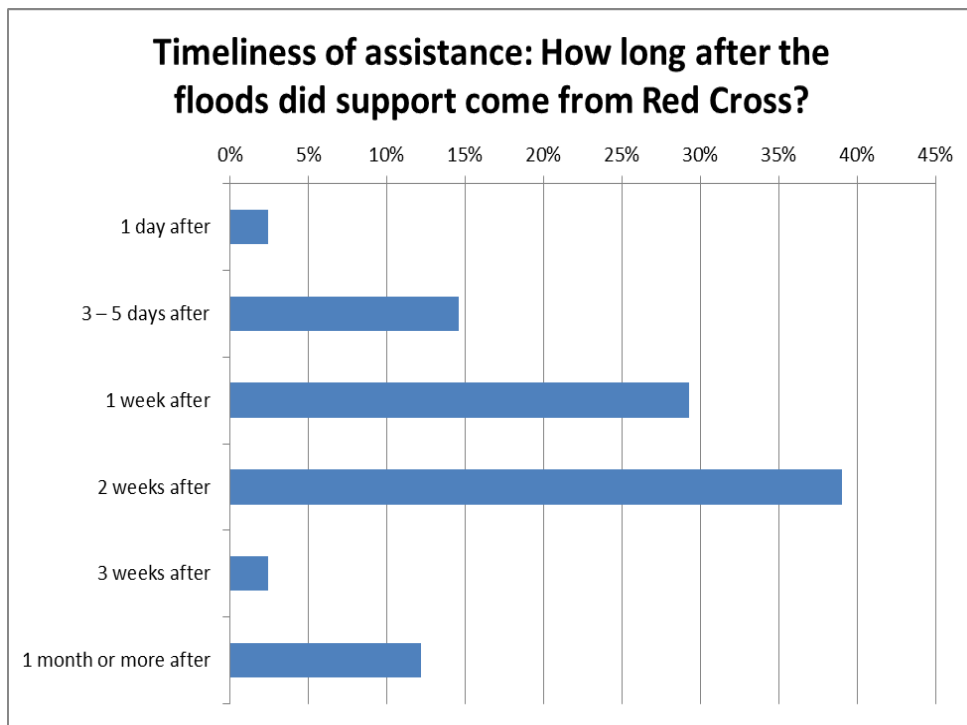


Figure 19: What did you receive? (La Digue)

When asked who gave them the items/support, 96% (43 respondents) said it was the Red Cross. 2% (1 respondent) said they received the items from family members, and 2% (1 respondent) did not know where the support had come from.

98% of respondents reported that they had not been asked about their needs at any time. The 1 respondent who reported being asked, was asked by the Red Cross.

There was a wide variation in the length of time that respondents reported for support to come from Red Cross. Assistance in La Digue was reported as coming mainly 1 – 2 weeks after the floods (Figure 20), however 15% of respondents said support came 3 – 5 days after the floods and 12% of respondents said support came after 1 month or more. This wide variation could be due to respondent error (cannot accurately remember almost five months after the event), or due to question bias (if some respondents thought “support” meant a RCSS volunteer visiting their house and others thought it meant when actual items were delivered to their house).



**Figure 20: Timeliness of assistance - How long after the floods did support come from the Red Cross?**

Two thirds (66%) of respondents thought the items/support received from the Red Cross was appropriate (Figure 21). Of the 34% of respondents who said items/support was somewhat or not appropriate, the reasons provided include: various issues around the mosquito nets (size, type, shape, not required, already had one, allergic), there were still lots of mosquitos around, and our needs of getting rid of stagnant water was not met.

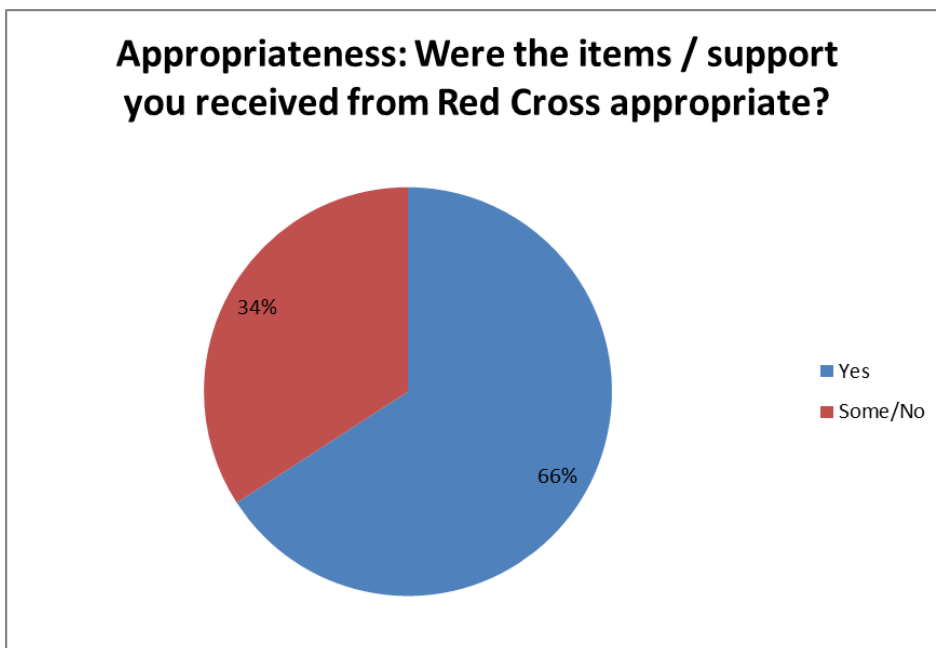


Figure 21: Appropriateness - Were the items/support you received from Red Cross appropriate?

All respondents (100%) received their items through directly delivery to their homes.

Overall, the level of satisfaction with Red Cross support was good (Figure 22). 56% of respondents said they were satisfied with support received from the Red Cross, and 36% said they were somewhat satisfied with the support received from the Red Cross. Four respondents (9%) said they were not satisfied with the support received from Red Cross. Reasons cited include “Do more things such as educating people about safety procedures” and “I don't really know what it involves”.

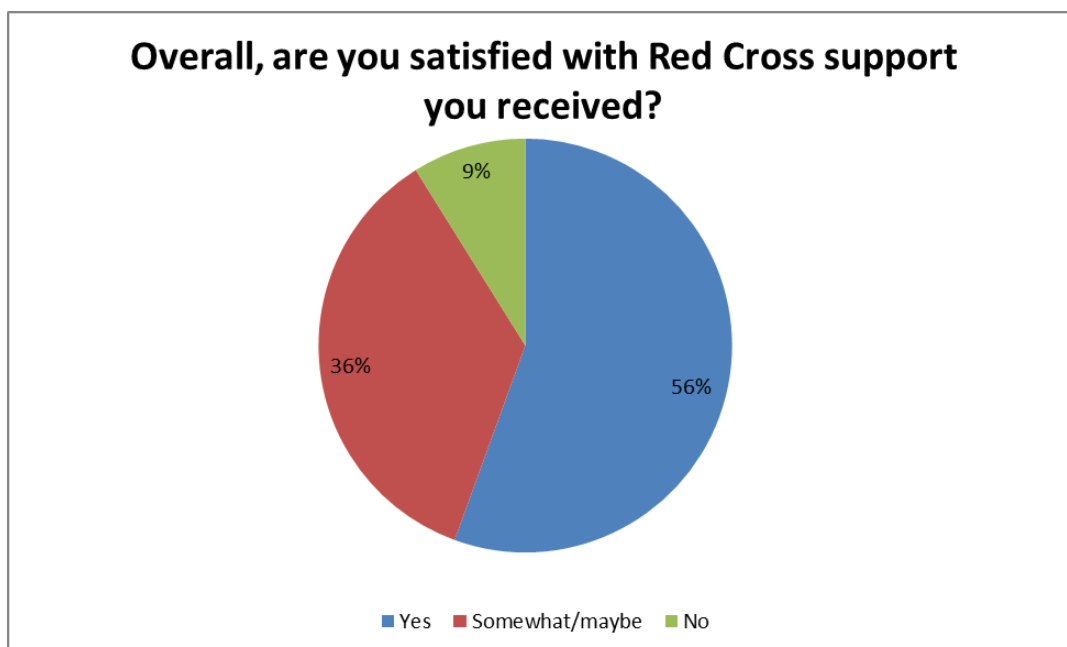


Figure 22: Overall, are you satisfied with Red Cross support you received?

Red Cross visibility was very high, with 91% of respondents indicating that Red Cross volunteers were wearing a uniform or visible emblem. 4% of respondents (2 people) did not know if Red Cross volunteers were wearing a visible emblem or uniform.

67% of respondents did not know how to make a complaint or provide feedback about the support they received. Out of the 33% who did know how to make a complaint or provide feedback, they identified visiting the Red Cross office, telling the Red Cross branch chairperson or volunteer, or calling headquarters as options.

When given the opportunity to add any other comments, in general people were satisfied with the support given. Several of the community members in La Digue made specific comments which were recorded:

- It will be a good idea if an emblem is placed at La Passe with phone number and information for visibility. Red Cross should be more proactive with the youth concerning their sexual behaviour and alcohol consumption.
- When you distribute items like mosquito nets, give instructions on how to use it to prevent misunderstandings. Thank you.
- Red Cross are doing good work. Needed/should give repellent and spray.
- Could have provided further help such as soil for landscaping.
- Red Cross did a good job sharing the mosquito nets. However some damage were to be catered for such as the septic tanks.
- Red Cross is trying their best to help in the community.
- Red Cross office is always closed. The office should be opened at times and have a person working there.
- The mosquito net was really helpful it prevent us from mosquitos.
- Go around and give advice about risk management. Red Cross group is dormant!
- Next time a flood occurs, give necessary items and help needed like in Mahe.
- Assistance should be quicker.
- On La Digue only the Red Cross gave mosquito nets, no other group or individual (even the Gov. Admin) didn't visit and give help to get rid of the flood water.

#### **4.2.2 Mosquito net and hygiene related questions**

Out of those surveyed, 96% (44 households) received mosquito nets. Only 4% did not receive mosquito nets; this is thought to be representative of the overall beneficiary population (vast majority of beneficiaries in La Digue received mosquito nets).

The number of mosquito nets each household received was correlated to the number of people in the household (Figure 23). This is very positive and represents 'best practice' when distributing NFIs.

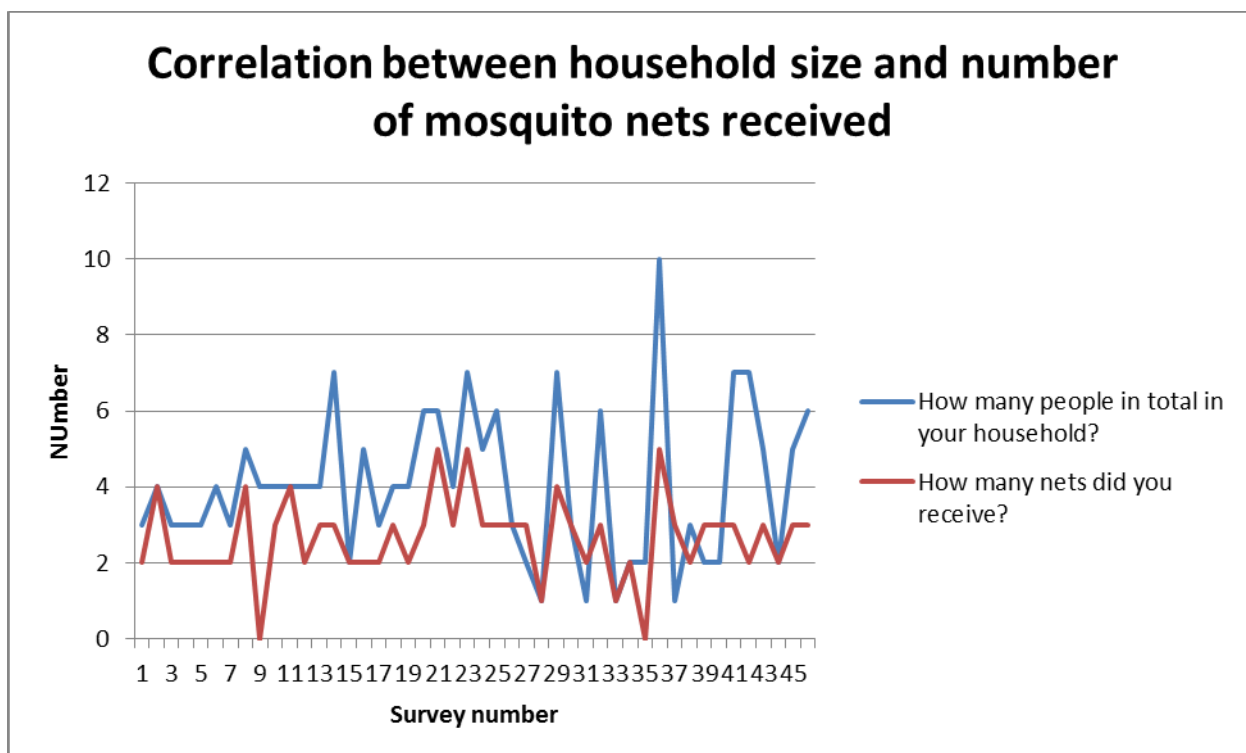


Figure 23: Correlation between household size and number of mosquito nets received.

Almost two thirds (63%) of respondents who received mosquito nets did not use them (Figure 24). Respondents were asked why they didn’t use them, and what did they not like about the nets. Various reasons were given, including:

- Size/style/shape of nets; too small for bed, square shape, hard to put up on ceiling.
- People had allergic reactions/health problem with nets (due to impregnated insecticide).
- Used alternatives - mosquito repellent, coils and mat-insecticides.
- Don’t know how to use it/don’t know proper use/ we did not get any instructions how to use them.
- Did not want to/ I did not see the point in using them.

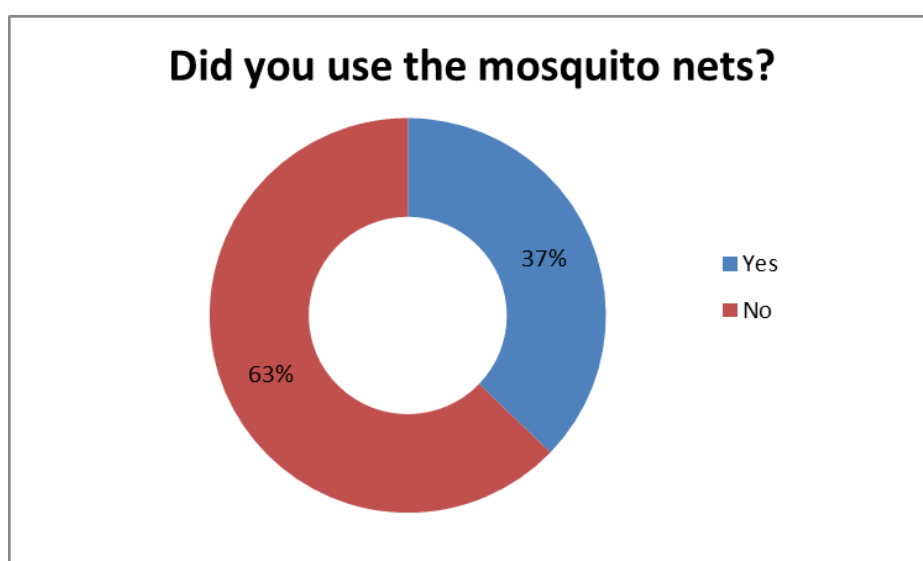
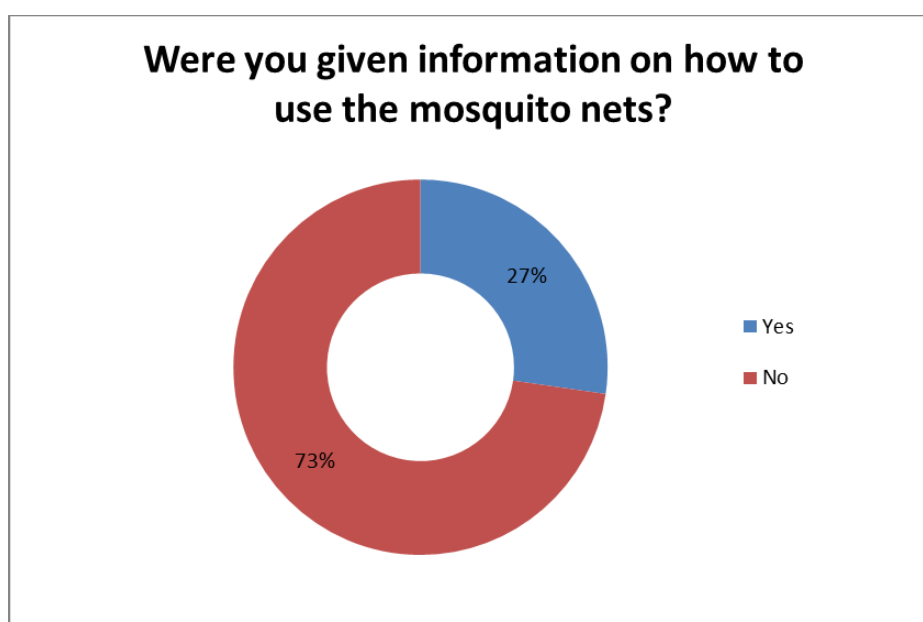


Figure 24: Did you use the mosquito nets?

Out of the 37% of respondents who reported that they have used the mosquito nets, only 14% reported that they are still using them (three to four months later). This means that over three quarters of those who began using the mosquito nets, were no longer using them several months later. However, due to poor questionnaire

design only seven respondents completed this question. Hence, results are unlikely to be strongly representative. Through other channels (discussions with RCSS branch volunteers and with households affected), further information about this was gathered. In general, the households that used the mosquito nets initially slowly stopped using them either due to difficulties (e.g. size, shape), news that other community members were getting irritations/rashes from the insecticide in the nets, or because as the stagnant water was removed the number of mosquitos declined until it was back at normal levels (baseline; before the flood occurred).

Almost three quarters of respondents (73%) reported that no information was given on how to use the mosquito nets when they were distributed (Figure 25). Instructions given were inside the mosquito net packet (from the manufacturer).



**Figure 25: Were you given information on how to use the mosquito nets?**

In general, hygiene and disease related knowledge was very good. 80% of respondents reported knowing how to protect themselves and their family from dengue fever (Figure 26). If respondents answered 'yes', they were asked to specify how they can protect themselves and their family from dengue fever. Common answers were: avoid being bitten by mosquitos, keep a clean environment and eliminate breeding grounds and stagnant water, cut the grass, use mosquito coils spray insecticide.

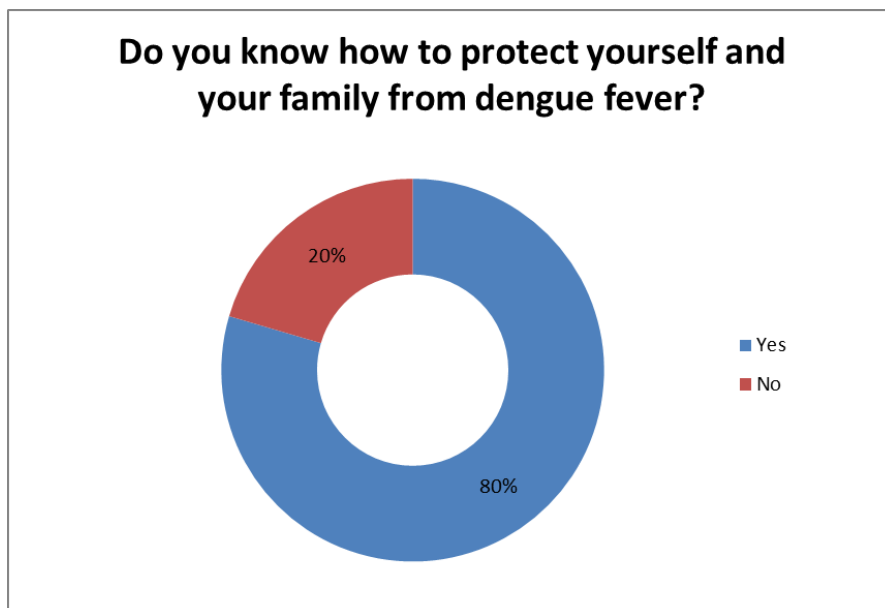


Figure 26: Do you know how to protect yourself and your family from dengue fever?

84% of respondents reported knowing how to protect themselves and their family from diarrhoea (Figure 27). If respondents answered 'yes', they were asked to specify how they can protect themselves and their family from diarrhoea. Common answers were: boil water, keep good hygiene, wash hands regularly, wash fruits and veges before eating, wear shoes/protect your feet when you go outside.

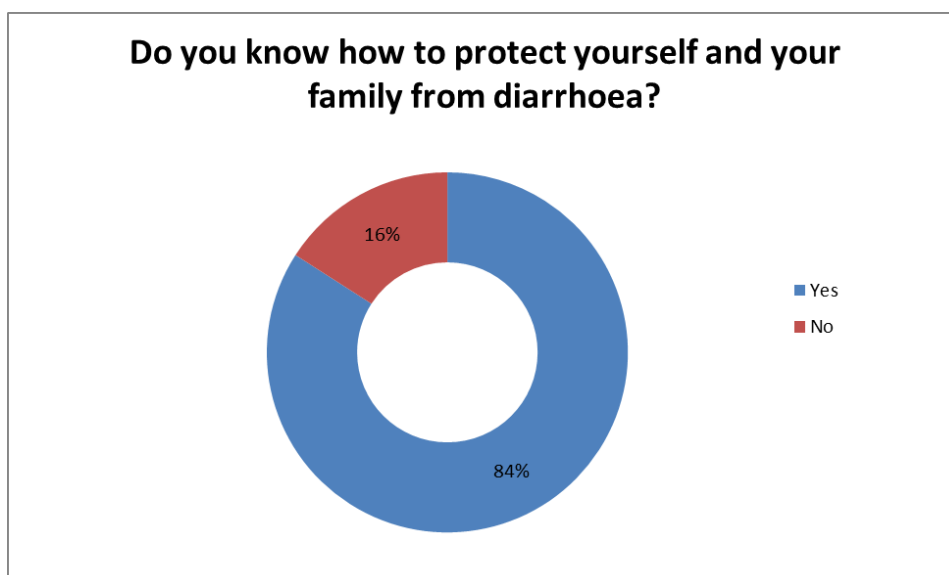


Figure 27: Do you know how to protect yourself and your family from diarrhoea?



## 5. Limitations

There are several potential limitations of the survey data, however none are regarded as large enough to affect results and deem them irrelevant or incorrect. Potential limitation of the survey data include:

- Length of time (four and a half months) since floods, may mean that respondents could have difficulty in accurately remembering the timeframe of assistance, if volunteers wore an emblem, or other details of the support provided by Red Cross.
- Relatively small sample size (may mean that results are not strongly representative – however the total population size of RCSS beneficiaries is very small).
- Bias from volunteers when randomly selecting which households to include in survey.

## 6. Conclusions and recommendations

- Overall, beneficiaries in Mahe and La Digue were happy with the support received from RCSS. The beneficiary satisfaction survey was a very positive opportunity to re-visit beneficiaries, to continue dialogue with them and to be accountable in terms of gathering feedback directly from beneficiaries on their experiences.
- A very positive success of the operation was that hygiene and WatSan related items (including mosquito nets) were distributed based on direct discussion with beneficiaries about their needs, and that the amount distributed was directly related to household size. For example, in a household of four people, four toothbrush/toothpaste was given and sanitary items for women of reproductive age if needed; baby hygiene items were provided for households with infants. RCSS should continue this positive practice in future operations and activities.
- RCSS should explore opportunities to use cash transfer programming (conditional or un-conditional, voucher based), as well as continue to strengthen the PMER systems and improve documentation of relief item distributions (how many HH have received which item, for example).
- RCSS should place a special focus and emphasis on identifying and catering for the needs of vulnerable households within the community, for example families who have someone with a mental or physical disability, or elderly people living alone. One man reported that he needed adult nappies for his disabled brother, but couldn't afford them after his house and section was flooded and electrical goods were damaged during the flood).
- RCSS should continue to ensure that beneficiaries are consulted on their needs, and appropriate interventions developed based on this (particularly for La Digue where Government and other actors do not have as strong a presence compared to on Mahe).
- Mosquito nets were distributed by RCSS at the request of MoH. However, Seychellois people do not commonly use mosquito nets; additionally there has never been a confirmed malaria case in the Seychelles. Dengue fever (which was the main concern in Seychelles) carrying mosquitos bite in the daytime (hence bed nets for beds where adults sleep are not seen as a very effective prevention measure – for infants and children who sleep during the day it is recommended). Given this context and cultural aspects, personal mosquito repellent (people already use this in Seychelles) and eradication of breeding sites (commonly old tires, flower pots, plastic containers and rubbish) are recommended as more appropriate and effective prevention measures than distribution of mosquito nets in the Seychelles. This should be combined with strong health promotion and clear instructions on the proper and safe use of repellents and other chemicals.
- Pre-positioning mosquito nets in Mahe are not recommended because; a) they are not appropriate for Seychelles context and other methods are more effective for prevention of dengue fever/chikungunya, and b) there are major logistical challenges to get relief items from Seychelles to the other Indian Ocean Islands (infrequent and expensive flights, and cargo ships).
- Red Cross visibility was very good, and most beneficiaries knew how to make a complaint or how to contact either the RCSS branch or headquarters. The beneficiary complaints and/or feedback mechanism can be strengthened for future operations, by providing clear and simple instructions to beneficiaries about which phone number or email address to contact if need be.

## Appendix 1: Beneficiary Satisfaction Survey Form (Mahe)

**Red Cross Society of Seychelles – Mahe**  
**Beneficiary Satisfaction Survey, DREF response 2013**

Date:

Volunteer Name:

*My name is ... and I am a volunteer with the Red Cross Society of Seychelles. We would like to ask you a few questions about the support you received from Red Cross Society of Seychelles earlier this year after the floods.*

*This will help us to improve our services and support in case there is another flood or disaster. Your answers will be confidential and will not affect you receiving any other support from the Red Cross in the future.*

*The survey should take about 15 minutes. Are you happy to be part of this survey?*

**1. District name**

\_\_\_\_\_

**2. Gender of respondent**

Male       Female

**3. How many people in total in your household?**

\_\_\_\_\_

**4. How many people in each age group are in your household?**

**Male                      Female**

	Male	Female
Infants 0 – 11 months old		
Children 1 - 5 years old		
Children 6 – 17 years old		
Adults 18 – 59 years old		
Adults 60 years or over		

**5. Does anyone in your household have a disability?**

No       Yes. If you feel comfortable could you tell us more?

\_\_\_\_\_

*Ask them to think back to the time of when the floods struck.*

**6. How were you affected by the floods? (tick as many as appropriate)**

I was injured / hurt       A family member was injured / hurt       My property was partially damaged       My property was totally damaged

Other (please specify): \_\_\_\_\_

**7. After the floods, what did you need? (tick as many as appropriate)**

Shelter/ a place to sleep and live       Water       Food       Clothing

Other items(please specify): \_\_\_\_\_

**8. What did you receive? (tick as many as appropriate)**

<input type="checkbox"/> Food	<input type="checkbox"/> Hygiene items	<input type="checkbox"/> Mattress	<input type="checkbox"/> Bed sheets
<input type="checkbox"/> Pillow and pillow case	<input type="checkbox"/> Electrical items	<input type="checkbox"/> Material to repair house	<input type="checkbox"/> Mosquito nets
<input type="checkbox"/> Mosquito repellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (please specify): _____			

**9. Who gave you these items?**

<input type="checkbox"/>	Government. Please specify which items: _____
<input type="checkbox"/>	Red Cross. Please specify which items: _____
<input type="checkbox"/>	Family members: Please specify which items: _____
<input type="checkbox"/>	Other. Please specify who and which items: _____
<input type="checkbox"/>	Don't know

**10. If support came from the Red Cross, how long after the flood did you receive it?**

<input type="checkbox"/> 1 day after	<input type="checkbox"/> 2 days after	<input type="checkbox"/> 3 – 5 days after	<input type="checkbox"/> 1 week after
<input type="checkbox"/> 2 weeks after	<input type="checkbox"/> 3 weeks after	<input type="checkbox"/> 1 month or more after	
<input type="checkbox"/> Other (please specify): _____			

**11. At any time were you ever asked about your needs?**

<input type="checkbox"/> No	<input type="checkbox"/> Yes			
If Yes, who asked you?		<input type="checkbox"/> Red Cross	<input type="checkbox"/> Government	<input type="checkbox"/> Neighbour/friend
		<input type="checkbox"/> Other (please specify): _____		

**12. Were the items you received appropriate?**

<input type="checkbox"/> Yes	<input type="checkbox"/> Some/No. Please tell us why? _____
------------------------------	---

**13. How did you receive the items?**

<input type="checkbox"/> They were delivered to my home	<input type="checkbox"/> Collected from the Red Cross office	<input type="checkbox"/> Both
<input type="checkbox"/> Other (please specify): _____	<input type="checkbox"/> Do you have any suggestions? _____	

**14. Did you receive any personal hygiene items (e.g. soap, toothbrush, baby items)?**

No. Skip to Question 22 below.  Yes. Go to Question 15 below.

**15. Were you ever asked which hygiene items you or your family needed?**

Yes  No

If Yes, who asked you? \_\_\_\_\_

**16. We would like to know how useful you found the hygiene items that you received. Please rate the items below:**

1 = very useful/tre itil      2 = somewhat useful/pa ti mal      3 = not useful/pa ti bon  
 0 or line = did not receive / pa ti ganney

	<i>Item</i>	<i>How many did you received?</i>	<i>Rank/score</i>	<i>Do you have any comments or suggestions?</i>
A	Bathing soap			
B	Washing soap (bar)			
C	Washing soap (powder)			
D	Comfort fabric softener			
E	Toothbrush			
F	Toothpaste			
G	Sanitary napkins			
H	Diapers			
I	Baby wipes			
J	Baby lotion			
K	Milk and bottle			
L	Other:			

**16. Were the items enough for all the people in your household?**

Yes  No. What item did you need more of? \_\_\_\_\_

**17. Were there any important personal hygiene items missing (that you needed but didn't get)?**

No  Yes. What other items did you need? \_\_\_\_\_

**18. Were there any hygiene items that you didn't use or need?**

No  Yes. Which ones? \_\_\_\_\_

**19. Did anyone from the Red Cross talk to you about hygiene/health or what they hygiene items were for?**

No  Yes. What did they \_\_\_\_\_

say? \_\_\_\_\_

**20. Did you hear about the importance of hygiene any other way?**

Radio  TV  Other (please specify): \_\_\_\_\_

**21. Do you have any suggestions for improving how you received the hygiene items?**

---

**22. Overall, are you satisfied with the Red Cross support you received?**

Yes  Somewhat/maybe  No. how can we improve? \_\_\_\_\_

**23. Were the Red Cross volunteers wearing a uniform or visible emblem?**

No  Yes  Don't know

**24. Do you know how to make a complaint or provide feedback about the support you received?**

No  Yes. Can you tell us how? \_\_\_\_\_

**25. Do you have any comments or anything you would like to mention?**

---

---

---

---

*Thank you so much for your time! Your answers will help to make Red Cross assistance better for everybody! 😊*

## Appendix 2: Beneficiary Satisfaction Survey Form (La Digue)

**Red Cross Society of Seychelles – La Digue**  
**Beneficiary Satisfaction Survey, DREF response 2013**

Date:

Volunteer Name:

*My name is ... and I am a volunteer with the Red Cross Society of Seychelles. We would like to ask you a few questions about the support you received from Red Cross Society of Seychelles earlier this year after the floods.*

*This will help us to improve our services and support in case there is another flood or disaster. Your answers will be confidential and will not affect you receiving any other support from the Red Cross in the future.*

*The survey should take about 15 minutes. Are you happy to be part of this survey?*

**1. District name**

\_\_\_\_\_

**2. Gender of respondent**

Male       Female

**3. How many people in total in your household?**

\_\_\_\_\_

**4. How many people in each age group are in your household?**

**Male                      Female**

	Male	Female
Infants 0 – 11 months old		
Children 1 - 5 years old		
Children 6 – 17 years old		
Adults 18 – 59 years old		
Adults 60 years or over		

**5. Does anyone in your household have a disability?**

No       Yes. If you feel comfortable could you tell us more?

\_\_\_\_\_

*Ask them to think back to the time of when the floods struck.*

**6. How were you affected by the floods? (tick as many as appropriate)**

I was injured / hurt       A family member was injured / hurt       My property was partially damaged       My property was totally damaged

Other (please specify): \_\_\_\_\_

**7. After the floods, what did you need? (tick as many as appropriate)**

Shelter/ a place to sleep and live       Water       Food       Help to get rid of water

Other items(please specify): \_\_\_\_\_

**8. What did you receive? (tick as many as appropriate)**

Material for repairing house       Mosquito nets       Mosquito repellent       Help to pump out water

Other (please specify): \_\_\_\_\_

**9. Who gave you these items or support?**

Government. Please specify which items: \_\_\_\_\_

Red Cross. Please specify which items: \_\_\_\_\_

Family members: Please specify which items: \_\_\_\_\_

Other. Please specify who and which items: \_\_\_\_\_

Don't know

**10. If support came from the Red Cross, how long after the flood did you receive it?**

1 day after       2 days after       3 – 5 days after       1 week after

2 weeks after       3 weeks after       1 month or more after

Other (please specify): \_\_\_\_\_

**11. At any time were you ever asked about your needs?**

No       Yes

If Yes, who asked you?       Red Cross       Government       Neighbour/friend

Other (please specify): \_\_\_\_\_

**12. Were the items / support you received appropriate?**

Yes       Some/No. Please tell us why? \_\_\_\_\_

**13. How did you receive the items?**

They were delivered to my home       Collected from the Red Cross office       Both

Other (please specify): \_\_\_\_\_

Do you have any suggestions? \_\_\_\_\_

**14. Did you receive mosquito nets?**

No. Skip to Question 20 below.       Yes. Go to Question 15 below.

**15. How many nets did you receive?**

\_\_\_\_\_

**16. Did you use the mosquito nets?**

No.  Yes.

Why not? \_\_\_\_\_ Did you have any problems using it? \_\_\_\_\_  
What didn't you like about them? \_\_\_\_\_ Are you still using them? \_\_\_\_\_

**17. Were you given information on how to use the mosquito nets?**

No  Yes  
If Yes, was the information clear?  Yes  No  
 Other (please specify): \_\_\_\_\_

**18. Do you know how to protect yourself and your family from dengue fever?**

No  Yes. Can you tell us how? \_\_\_\_\_

**19. Do you know how to protect yourself and your children from water-borne diseases like diarrhea?**

No  Yes. Can you tell us how? \_\_\_\_\_

**20. Overall, are you satisfied with the Red Cross support you received?**

Yes  Somewhat/maybe  No. how can we improve? \_\_\_\_\_

**21. Were the Red Cross volunteers wearing a uniform or visible emblem?**

No  Yes  Don't know

**22. Do you know how to make a complaint or provide feedback about the support you received?**

No  Yes. Can you tell us how? \_\_\_\_\_

**23. Do you have any comments or anything you would like to mention?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Thank you so much for your time! Your answers will help to make Red Cross assistance better for everybody! 😊*