



DEC Pakistan Floods Appeal 2022: Affected Persons Perception Survey

Final Report for Second Round Survey, Conducted in 2024

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EXECUTIVE SUMMARY

Context and Purpose

In June 2022, Pakistan was hit with extreme monsoon rainfall, leading to devastating flash flooding and landslides. Nearly 33 million people, more than 15% of Pakistan's 220 million population, were affected as the heavy rains, flooding and landslides destroyed homes, critical infrastructure, and livelihoods [UN OCHA 11 Nov 22]. In response to the escalating crisis, the Disasters Emergency Committee (DEC) launched the Pakistan Floods Appeal on 1 September 2022 in UK. Eleven Member Charities¹ responded as part of its appeal through their national and local partners across all four provinces in Pakistan. The first phase consisting largely of relief work lasted from September 2022 until July-August 2023 while the second phase focused on recovery phase and ends in August 2024. Following up on the Review conducted in early 2023 to capture learning, the DEC commissioned a second round of an Affected Persons perception survey between May to July 2024 to link with the end of the second phase of its funding. The main objectives of the Affected Populations perception study were to: i) inform DEC Member Agencies about the perceptions and priorities of affected people in the humanitarian response so that their views are heard and considered to support decision making, ii) analyse what progresses are made and what challenges remain one year after, iii) inform DEC members and their partners about the priorities and needs that haven't been fully addressed and remain important, and iv) inform national and local partners about the key areas to maintain focus on and support the best possible exit strategies for agencies who will end their interventions.

Survey Approach

The study used the four humanitarian principles of neutrality, impartiality, independence and humanity and the nine Common Humanitarian Standards (CHS) as the main pillars of its guiding analytical framework. The study consisted of a brief review of the progress reports of member agencies and key informant interviews with six of the eleven member agencies who plan to continue their flood response. At the community level, it included focus group discussions (FGDs) and a household survey conducted in three provinces-Sindh, Balochistan and Khyber-Pakhtunkhwa (KP). Both exercises utilized the instruments used in the 2023 Real-Time Review and added a few additional questions around unmet needs and exit strategies. Thirty-eight FGDs (50% with women) were held in nineteen communities. The survey was conducted with 641 household adults (49.6% women) and focused on "what and when" issues.

¹ Action Against Hunger, Age International, British Red Cross, Catholic Agency for Overseas Development. CARE, Concern, International Rescue Committee. Islamic Relief Worldwide. Oxfam, Save the Children and Tearfund.

Summary of Findings

Overall, communities were largely satisfied with the work of the agencies and more so than in the first survey, with satisfaction being higher among women along almost all dimensions. The biggest improvements were reported on issues related to adapting programming in line with community needs and building community capacities for future disasters. Only on the issue of exit strategies were 50% or more of men (only) gave negative overall responses in the second survey. Out of a total of twenty-eight comparative questions in the survey, men gave more positive responses on seventeen questions, in many cases significantly higher than in the first survey and gave less positive responses on eight questions. In almost all cases the fall from the first survey was less than 10%. Women gave more positive answers on twenty-six questions and less positive responses on only one question. The sub-dimensions on which the **positive responses increased by at least 20% in the second survey as compared to the 2023 survey** were as follows:

Figure 1: Dimensions reflecting biggest improvements over 2023 survey

Women	Men
CHS1: Adapting to changes in community needs	
CHS 3: Building community capacities for future disasters	
CHS 4: Providing information about the services of other agencies	CHS 7: Learning from community experiences
	CHS 9: efficient and ethical use of money
Cross-cutting impacts: on knowledge and capacities, livelihoods, nutrition, water access	Cross-cutting impacts: on livelihoods

Figure 2: Trends and changes for each CHS across the two surveys

CHS Commitment	Men			Women		
	2023	2024	Change	2023	2024	Change
CHS 1 - Relevant Aid	89%	96%	7%	89%	98%	9%
CHS 2 - Timely Aid	100%	94%	-6%	98%	99%	1%
CHS 3 - Resilience-building	82%	95%	13%	78%	91%	13%
CHS 4 - Participation	85%	85%	0%	86%	86%	0%
CHS 5 - Complaints Systems	89%	90%	1%	63%	89%	26%
CHS 7 - Agency Learning	65%	98%	33%	70%	84%	14%
CHS 8 - Competent Staff	100%	100%	0%	99%	99%	0%
CHS 9 - Resources Used Well	84%	95%	11%	88%	96%	9%

Comparative data is not available for CHS 6. Grey cells indicate positive responses of less than 70%, or of changes of more than 10% in either direction between 2023 and 2024.

Figure 3: Graphical representation of trends for men respondents

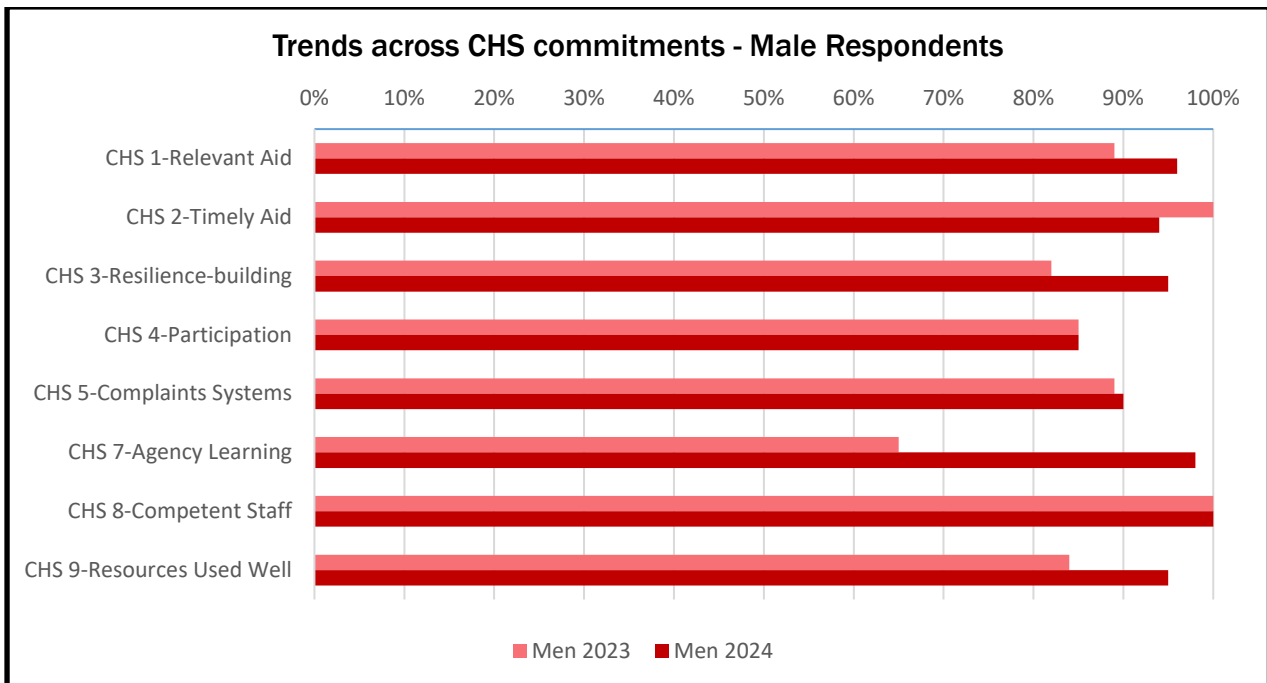
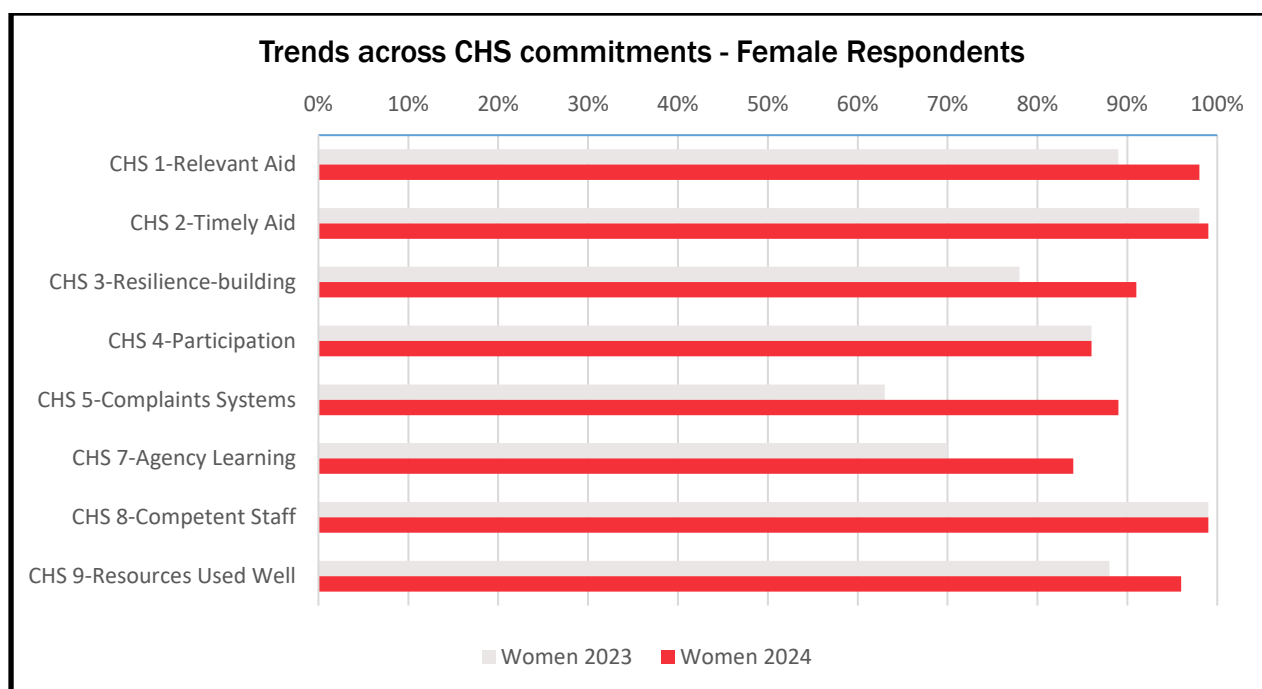


Figure 4: Graphical representation of trends for women respondents



Key Conclusions

The main conclusions derived from the findings of focus group discussions and surveys, in relation to each of the 9 commitments under the Core Humanitarian Standard (as of 2023) were as follows:

CHS Commitment	Strengths	Gaps and Challenges
Commitment 1: Humanitarian Response is Appropriate and Relevant	The relevance of the assistance to the priority needs of communities was high as agencies undertook detailed assessments and consultations with communities and also adapted their work in line with changing community needs.	The amount of aid was not fully adequate according to nearly half of the men and one-third of women in the survey. Many deserving families are still without aid, e.g. shelter and water, and even those which have received aid have not received it in adequate amounts.
Commitment 2: Humanitarian Response is Effective and Timely	Unlike the relief phase (phase 1 of the DEC response), which experienced delays in some districts, the work in the rehabilitation phase was on time and done in a convenient manner, especially for vulnerable groups such as women, elderly and persons with disabilities. The quality of aid was also high and was in line with local cultures and expectations.	In 1-2 communities, people reported having to go to other villages to access some of the services, such as food aid given in large and heavy packets that were especially difficult for elderly and women to carry.

<p>Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects</p>	<p>Agencies had strong safeguarding systems to ensure that their work does not harm communities and builds the resilience of communities for future disasters.</p>	<p>There were also many areas, especially in Balochistan, where DRR work needs to be strengthened to reduce future risks for the communities.</p>
<p>Commitment 4: Humanitarian response is based on communication, participation, and feedback</p>	<p>The affected communities seemed well informed about their rights and entitlements and actively participated in the village committee/group meetings. There was a big improvement from the 2023 survey in terms of provision of information about the services of other agencies.</p>	<p>No overall conclusions relating to gaps in adopting this commitment.</p>
<p>Commitment 5: Complaints welcomed and addressed</p>	<p>Community-based complaint systems are working well and agencies are using multiple methods to help communities make complaints though few seem to have used them.</p>	<p>Complaints generally focus on inadequacy and uptake issues and very few complaints address gaps in other technical quality and standards.</p>
<p>Commitment 6: Humanitarian response is coordinated and complementary</p>	<p>In most cases, DEC Member Agencies and their partners were the only ones providing assistance to the affected communities and as such issues of duplication of aid was infrequent. DEC Member Agencies and their partner staff is investing time on coordination with other agencies, e.g., in district forums.</p>	<p>Coordination among DEC agencies on program issues is infrequent.</p>
<p>Commitment 7: Humanitarian actors continuously learn and improve</p>	<p>DEC Members Agencies and their partner staff are actively learning from community experiences during the needs assessment, planning and implementation phases of the assistance. Regular feedback sessions and meetings are conducted through the community organizations and groups to understand the local context and past community experiences and use that information to guide programming.</p>	<p>No overall conclusions relating to gaps in adopting this commitment.</p>
<p>Commitment 8: Staff are supported to do their job effectively, and are treated fairly and equitably.</p>	<p>Compared with the 2023 situation at the start of the response, DEC Member Agencies seem much better staffed now with local human resources that have been trained and equipped with adequate knowledge and skills though gender imbalance still exists. Staff interact with communities respectfully and enjoy high respect among community members.</p>	<p>No overall conclusions relating to gaps in adopting this commitment.</p>

<p>Commitment 9: Resources are managed and used responsibly for their intended purpose.</p>	<p>No evidence of misuse or wastage of resources was found and agencies were using a wide range of internal controls to ensure ethical and efficient use of resources.</p>	<p>Few DEC Member Agencies are actively involving communities in the monitoring of budgets and expenditures at community levels by giving them budget and outlays information</p>
<p>Cross-cutting Theme</p>	<p>Strengths</p>	<p>Gaps and Challenges</p>
<p>Impact & Needs</p>	<p>Impact: Among men, the biggest increases in positive responses about impact occurred on livelihoods, sanitation and knowledge on topics like hygiene. Among women the biggest increases were on knowledge, e.g., on hygiene issues and services of other agencies (over 25%), livelihoods and water. In summary, the biggest impact was in the areas of livelihoods and knowledge on issues related to community well-being</p>	<p>Unmet needs: Among both men and women, shelter, water and sanitation are the top three unmet needs while among women food security and among men livelihoods are also priority unmet needs. Solar panels for houses have also become popular. In addition, DRR work is also a critical unmet need.</p>
<p>Exit Strategies</p>	<p>Some agencies have informed communities about their plans to end its work in the community and are ensuring a smooth transition by handing over project activities to the village committees and conducting awareness sessions for communities on future health, hygiene and disaster management issues.</p>	<p>Plans to link communities with other NGOs or government agencies while exiting are not commonly in place.</p>

Recommendations

Based on these conclusions and the gaps in some areas identified above, the following recommendations are made:

Ongoing programming – recommendations for those agencies which are planning to continue working in existing districts:

- 1) Given the inadequacy of funding, undertake **active joint advocacy** with major donors to enhance their funding and with the government to channel more aid that it is receiving for community-level work.
- 2) Ensure that **women’s community organizations are set up and strengthened** in all villages and that their perspectives get equal attention to men’s perspectives.
- 3) Increase the **awareness of communities about the technical and accountability principles and standards that the agencies adhere to** and on the importance of communities raising gaps in them through the complaint mechanisms.
- 4) Increase **coordination with other DEC Member Agencies** through regular meetings and exchanges among program staff, especially on issues of joint advocacy on funding and access issues, learning and program quality standards.
- 5) Undertake **on-going internal learning activities** integrated into programming and at the end of the recovery phase and also explore the possibility of doing so in collaboration with other DEC and like-minded agencies through **joint workshops, especially on DRR, climate change and accountability issues**.
- 6) Enhance the **involvement of communities in budget monitoring and efficient use of resources** by enhancing the capacities of community organizations in this area through training and sharing community-level budgets and outlays information with them.
- 7) Given the community priorities identified in this study related to unmet needs, **develop climate-smart strategies to address shelter, water, livelihoods and DRR needs more comprehensively** in coordination with other agencies and government departments.
- 8) Undertake **DRR work with climate change work integrated** in it, given the big gaps in DRR work at community level. Social mobilization and capacity building in DRR of the communities and local IPs needs to be enhanced through donor assistance. The district administrations also need assistance in formulating DRR policies.

Exit & Transition Strategies - DEC Members planning to end their flood work soon are advised to:

- 1) Develop **comprehensive exit strategies that proactively inform communities** about their exit plans, build the capacities of community organizations to take over project activities and link them properly with other agencies and government departments.
- 2) Keep their **emergency preparedness and anticipatory action plans** up-to-date in case of future emergencies in Pakistan.

INTRODUCTION

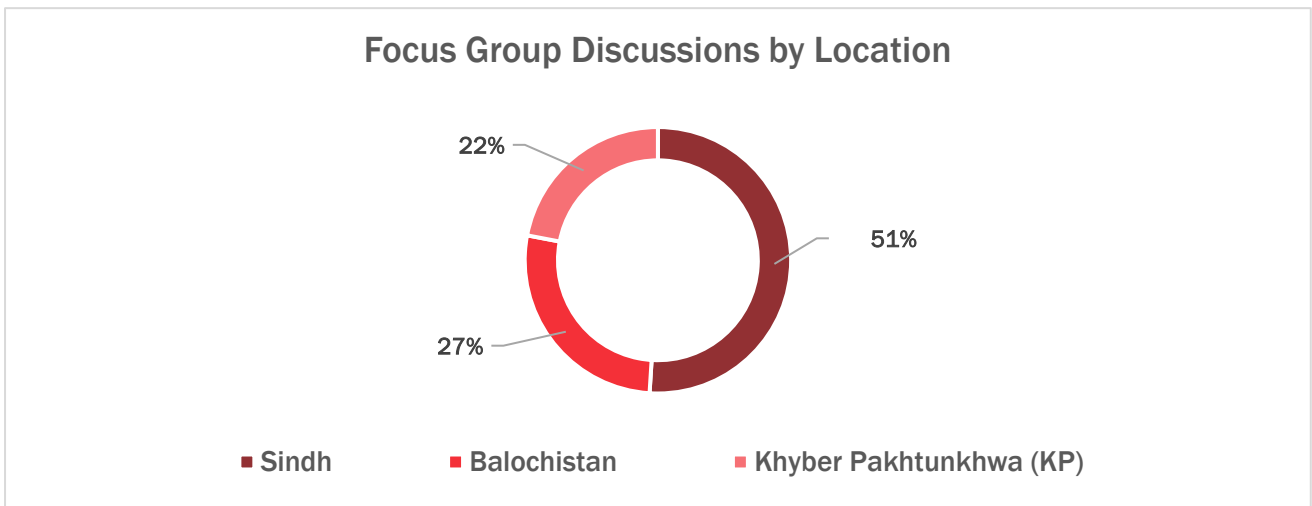
Following up on the Real-Time Review conducted by the DEC in early 2023 to capture learning from the response of its eleven member agencies responding to the Pakistan Floods 2022, the DEC commissioned a second round of an Affected Persons perception survey between May to July 2024 towards the end of the second phase of its funding. The main aims of the Affected Populations perception study were to: i) inform DEC Member Agencies about the perceptions and priorities of affected people in the humanitarian response so that their views are heard and considered to support decision making, ii) analyse what progresses are made and what challenges remain one year after, iii) inform DEC members and their partners about the priorities and needs that haven't been fully addressed and remain important, and iv) inform national and local partners about the key areas to maintain focus on and support the best possible exit strategies for agencies who will end their interventions.

SURVEY METHODOLOGY

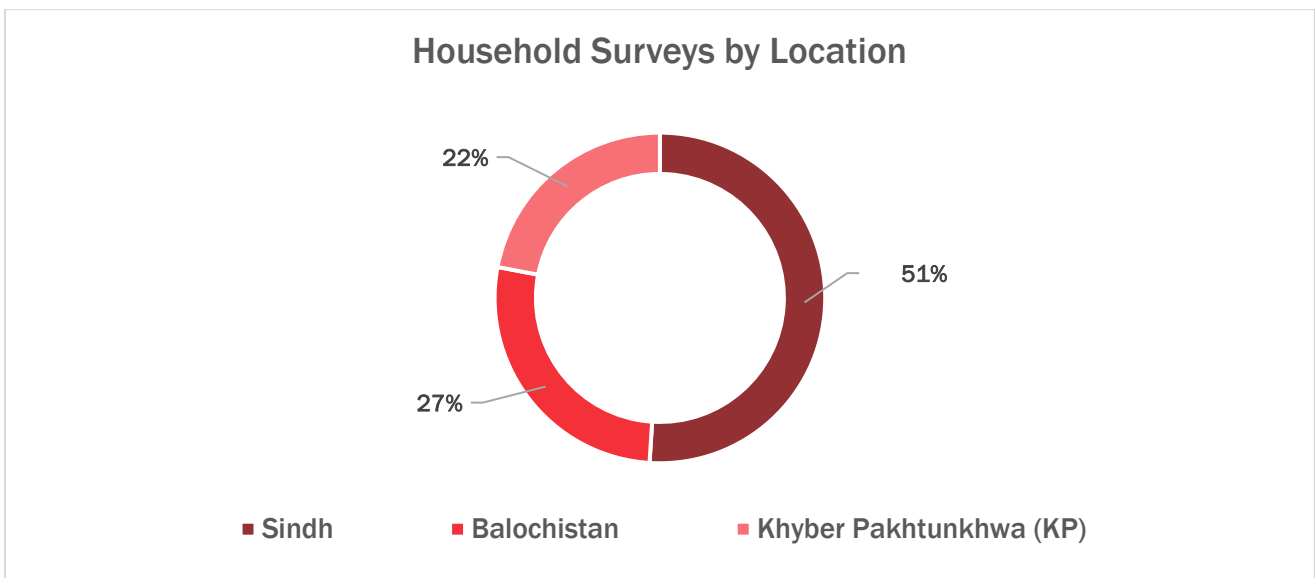
The study used the four humanitarian principles of neutrality, impartiality, independence and humanity and the nine Common Humanitarian Standards (CHS) as the main pillars of its guiding analytical framework. The study consisted of a brief review of the progress reports of member agencies and key informant interviews with six of the eleven member agencies which are planning to continue working in the floods-affected districts after the end of DEC funding. At the community level, it undertook open ended focus group discussions (FGDs) with both men and women as well as a closed-ended survey, both structured around the nine CHS commitments. The field work was conducted in three provinces-Sindh, Balochistan and Khyber-Pakhtunkhwa (KP)-based on the geographical spread of the work of member agencies during the second phase of the DEC-funded response. Both exercises utilized the instruments used in the 2023 Real-Time Review and added a few additional questions around unmet needs and exit strategies. The focus of inquiry was on the satisfaction of communities with the recovery phase which started around August 2023 for most DEC Member Agencies. Open-ended FGDs were held in communities through convenience sampling to explore the “how and why” for each review dimension and sub-dimension in the analytical framework. The survey was conducted with household adults and focused on “what and when” issues. Various social categories such as gender, phase and sector and displacement status were equitably covered in the sample, which was divided equally between men and women. The details of the community exercises were as follows:

Number of FGDs (Focus Group Discussions)	Number of Survey Interviews
Men: 19 (50%) Women: 19 (50%)	Men: 323 (50.4%) Women: 318 (49.6%)
Total FGDs: 38	Total interviews: 641 (*as against 584 survey interviews in the first round in 2023.)

The provincial breakdown of these exercises were as follows in line with the spread of the work of DEC Member Agencies. The whole process went smoothly and the survey team faced no major problems. Finding adequate number of beneficiaries in 1-2 remote villages in Balochistan was an issue which necessitated conducting the exercise in multiple villages. The period of data collection also coincided with a severe heat wave in all provinces in Pakistan. Thus, ensuring the safety of the survey team and respondents, especially women with small children and elderly, was an issue. This problem was resolved by following government protocols and finding suitable, shady places in villages in coordination with implementing agencies.



Note: this regional breakdown was the same across FGDs conducted with both men and women



Note: this regional breakdown was the same across household surveys conducted with both men and women

FINDINGS

The findings in this section are provided according to the nine CHS standards with a comparison given with the results of the first perception survey conducted last year. In general, where the positive responses for either partially or fully satisfied in the second survey are higher than in the first survey by greater than or equal to a 5% difference, the sub-dimension is color-coded as green, where they are lower by a difference of greater than or equal to 5% they are color-coded as red. In cases where the overall cumulative total of fully & partially satisfied remains the same, but there is a change of more than 5% towards or away from fully satisfied, some cells are also colour coded accordingly. Under each CHS standard following the survey results, the report provides the main findings from FGDs along with a qualitative comparison with the findings from FGDs in 2023.

CHS 1: Communities and people affected by crisis receive assistance appropriate to their needs

CHS 1		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
1. Were the services relevant to the most important needs of your family?	First	83%	17%	1%	79%	19%	1% (1%)
	Second	84%	14%	2%	70%	29%	1%
2. Did the project change its services in line with the changing needs of your family after the floods?	First	28%	19%	51% (2%)	42%	21%	35%
	Second	64%	29%	7%	64%	35%	1%
3. Were the project services adequate given the immediate needs of your family after the floods?	First	67%	32%	1%	60%	34%	6%
	Second	49%	41%	11%	66%	32%	2%
4. Has the project provided household services to the most deserving households in the community suffering most from Floods-22 crisis?	First	92%	7%	1%	80%	16%	1% (3%)
	Second	91%	9%	0%	76%	24%	0%
5. Has the project given adequate and equal attention to the needs of high-risk groups?	First	96%	4%	0%	79%	16%	1% (4%)
	Second	89%	11%	0%	74%	22%	4%

Among women, the responses in the second survey to the five questions under CHS1 (relevance and appropriateness) were all more positive than in the first survey and were overall positive too. Among men, the responses were slightly lower on the issues of focus on priority needs and adequacy but were still very positive overall. The relative fall reflects the scale of unmet needs even after nearly two years after the floods. There was a more than 30% improvement over the first survey among both men and women on the issue of DEC Member Agencies adapting their programs in line with changing community needs. The responses from FGDs provide detailed insights about the satisfaction of communities with the services.

As in the 2023 study FGDs, men and women across all targeted districts in Sindh, Balochistan and Khyber-Pakhtunkhwa (KP) indicated that the project services were relevant and fulfilled some of their most important needs. The project services found most relevant included provision of multipurpose cash (MPC), cash for work, food items, WASH facilities, personal hygiene and dignity kits, toilets, livelihoods support, shelter, medicine, psychosocial support, solar panels, and wheelchairs for PWDs. Women, especially those who are pregnant or breastfeeding, particularly found health services provided within villages as very relevant. Cash grants were particularly welcomed by men. The communities used the

grants to sustain their economic activities according to their skills and abilities to create their own income sources. For example, some people used the grant to open shops, while others bought rickshaws to run. The distribution of wheelchairs to persons with disabilities significantly improved their mobility and quality of life. The vocational schools for women successfully trained local community members, enabling them to generate income through their newly acquired skills. As in the 2023 FGDs, people attributed the focus on relevant needs to extensive consultation with the communities and the formation of village committees. Overall, satisfaction with relevance during FGDs was higher than in the first survey.

Community voices

Jacobabad, Sindh

“Yes we are very happy with the support provided to us by the agency. They provided agriculture items, poultry, livestock, hand pumps, kitchen gardening kit, washrooms, and Cash Assistance for some very poor families. All these support items were needed after floods and all these supports assistance are very much relevant. They consulted with us extensively and noted our suggestions and provided support accordingly.”

Jaffarabad, Balochistan

“The agency provided services that matched the needs of our community. After the flood, our village was in a very bad state. Our homes, livestock, and crops were all destroyed, and we were displaced. We didn't have the resources to meet our basic needs. But a few months after the flood, the agency came to our village and provided us with many facilities, including food, cash, seeds and cattle that helped us recover.”

As in the first survey, both men and women in most villages felt that the quantity was not sufficient given the level of needs. Communities in most villages in all provinces said that services were not enough because people had lost everything in the flood. This inadequacy meant that many needy families were not helped at all while the quantities provided to those who were helped were often not adequate, such as cash grants and food aid. In many villages, people mentioned that less than half of the needy families were assisted and others are still waiting for aid. Women in particular were concerned about the lack of adequacy of cash and food aid. KIIs with DEC Member Agencies and local partners in Sindh, Balochistan and KP indicated that the assistance barely fulfilled the most important needs of the most vulnerable affected families given the limited available funds and resources. Many DEC Member Agencies mentioned the lack of adequate funding by major donors given the scale of this flood in KIIs.

Lack of changes in programming in line with changing needs in the village had emerged as a major gap during the 2023 survey and FGDs. However, this time around, as in the survey, FGDs with men and women and KIIs with DEC Member Agencies and local partners indicate that the agencies and their partners kept regular contact with the affected communities during project implementation and tried to address their changing needs despite limited resources. For instance, provision of livelihoods support, agricultural inputs, capacity building training and solar panels were some of the interventions started to address the changing needs of the affected communities. In many cases, DEC Member Agencies that continued working in the same communities were able to adapt their programming during the second recovery phase to address many of the needs communities had pointed out in the first phase. This included the transition from providing emergency shelter to supporting the reconstruction of homes through the One Room Shelter (ORS) program; the shift from distributing food packets to implementing sustainable livelihood programs, such as agricultural support, capacity building trainings, and agriculture support; and the introduction of new initiatives, like the Solarization Program, to address emerging needs to enhance community resilience.

Community voices

Dera Ismail Khan, KP

“Yes, the agency changed its programming in line with changing needs in the village. The agency demonstrated a commitment to relevance and effectiveness by establishing a vocational school for women, empowering them with skills for income generation and promoting gender equality, and providing cash assistance to support livelihood recovery, enabling individuals to stable their economic stability. The agency ability to consider our feedback and adapted their programming to our changing needs has been impressive. Their services are now aligned with our long-term recovery and rehabilitation goals, and we appreciate their commitment to supporting our community's sustainable development.”

However, not every village received each of these services. In many villages people said that while the services they received were very helpful, other critical services were absent. FGDs with both men and women across the targeted districts indicate that the unmet priority needs include clean drinking water, shelters, solar panels, and livelihood opportunities. For example, women said that many families are still living in temporary shelters that are not suitable for long-term habitation, especially during extreme weather conditions. Furthermore, basic healthcare units are not functional in most places in all provinces, posing higher problems for women. Proper sanitation facilities are not available in houses in most of the villages. These gaps pose significant challenges to daily living and well-being, and highlight the urgent services needed to improve the quality of life for the communities. KIIs with local partners confirm that in terms of coverage, about 50-70% of the affected and deserving population across the targeted districts and provinces could not receive assistance due to limited resources. Overall, while the unaddressed needs in the first survey related to immediate needs such as temporary shelter, in this survey people were more concerned about longer-term recovery needs.

CHS 2: Communities and people affected by crisis have access to the humanitarian assistance they need at the right time

Under CHS 2, two new questions were added on timeliness and convenience. On both, the responses of men and women were largely positive, especially on the issue of convenience among men (95% fully satisfied). On the issue of quality of services, the responses of women were more positive than in the first survey but less so among men (100% vs. 94% positive), though largely positive among both overall. The responses from FGDs throw further light on community perspectives on these three sub-dimensions under CHS 2.

CHS 2		Fully	Partially	No	Fully	Partially	No
Source: HH survey	SURVEY	Men			Women		
6. Have project services been timely given the needs of your family? (NEW)	Second	71%	27%	3%	74%	24%	3%
7. Were project services provided in a convenient way for you? (NEW)	Second	95%	5%	0%	75%	25%	0%
8. Are you satisfied with the quality of services?	First	98%	2%	0%	88%	10%	2%
	Second	88%	6%	6%	79%	20%	1%

Immediately after the floods, FGDs during 2023 had shown that the project services were not always timely to meet the immediate needs of the affected families. For instance, there were significant delays in providing emergency shelter, leaving many families exposed to the elements for extended periods. Additionally, there were gaps in the supply of essential items such as food and clean water, causing further hardship. FGDs indicated that unlike the relief phase where the aid in some remote and inaccessible districts was delayed for up to 3 months, in the rehabilitation phase the services were provided more on time and there were no major delays. KIIs with DEC Member Agencies and local implementing partners indicated that the delays in relief phase were caused by several factors, such as the state of emergency, inaccessibility, and funding issues; conversely, the rehabilitation phase was carried out without delays.

“The services were provided when we needed them most and the assistance items were distributed in a very organized and smooth manner. The agency staff took extra care of all community members, particularly the women, PWDs and elderly people.”

Female FGD Participant
District Khairpur Sindh

Communities appreciated the quality of services in all sectors and felt that they were of much better quality than what they receive from government agencies. This included the quality, thoroughness and technical soundness of health services, more accurate and comprehensive agricultural extension services and better quality of education. People were also happy with the convenient ways in which services were provided close to their houses within villages. Women in particular appreciated the priority given in service provision to pregnant and lactating women and those with small children and also to elderly and sick people. Both men and women mentioned that they were given advance notice and the distributions were well organized. There were some issues mentioned with the distribution of cash in a minority of cases, including finger-printing issues with older persons. In addition, 2-3 communities mentioned that they had to go to other villages to obtain services which was especially difficult for women and elderly persons.

CHS 3: Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk

The responses from both men (92% vs. 68%) and women (88% vs. 57%) in the perception survey were much more positive than in the first survey on all three questions under CHS 3. This was especially true on the second question about building resilience for the future where the positive responses of both men and women increased by around 25%. The only exception was on the issue of harm to the family from agency services among women, which were only slightly less positive this time (99% vs 96% positive), though still highly positive overall.

CHS 3		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
9. Did this agency's work harm your family in any way?	First	3%	0%	97%	1%	0%	99%
	Second	1%	0%	98% (1%)	3%	1%	96%
10. Has the agency's work helped build the capacities of your family to deal with future emergencies?	First	31%	38%	32%	23%	34%	37% (6%)
	Second	54%	38%	8%	63%	25%	12%
11. Has the agency used local community capacities in doing its work?	First	53%	28%	20%	38%	39%	20% (3%)
	Second	72%	24%	4%	55%	33%	12%

The responses from FGDs throw further light on community perspectives on these three sub-dimensions under CHS 3. As in the 2023 survey, all men and women in FGDs indicated that the agency staff working with them or their work did not harm the community. FGD participants responded that the agency helped them and treated them with respect and dignity. In some communities, people mentioned that there was disappointment among those people who were not included in agency programs even when the DEC Member Agencies and their partners clearly communicated their selection criteria. In the relief phase, there had been some complaints, especially from Balochistan, about favoritism and the influence of local elites in aid distribution. However, there were no such complaints this time though people in a small number of villages said that the selection criteria was not fully clear to communities. Local agency and partner staff mentioned that their staff is trained and monitored to strictly follow the safeguarding policies while interacting with the communities.

Community voices, KP

“Yes, we are satisfied that the agency's work and staff did not harm the community. In fact, their efforts have been highly beneficial and have contributed significantly to the community's recovery and resilience. The agency's staff were respectful and sensitive to the community's needs and concerns, professional and competent in their work and empowering and supportive, promoting community ownership and participation. The agency's work has been a positive and valuable contribution to the community's recovery and development, and we appreciate their commitment to responsible and ethical practice:

On the issue of using and building of local capacities to deal with future disasters, in the 2023 FGDs in Sindh most women and men had felt that the DEC Member Agencies did not invest enough time and money on these issues as that was the relief phase. The responses in FGDs this time were much more positive. Both men and women indicated that their capacities to deal with future disasters had improved through training, guidance and interaction with the agency staff. For instance, women in Sindh said that they received very useful training on livestock management, health, hygiene, and business, behavior change, women rights, and child rearing which will help them in future disasters too. Women in KP recalled receiving awareness sessions on disaster prevention, emergency preparedness, and basic safety measures while women in Jaffarabad, Balochistan said that their capacities were built to cope with emergencies through formation of Village Response Teams (VRT) and Mother Support Groups, and they also received Mental Health and Psychosocial Support (MHPSS). Similarly, men across the districts in Sindh, Balochistan, and KP had received training in the management of livestock, rescue, DRR, health and hygiene, and climate change. However, men in some villages in Balochistan did not receive any training to build their capacity to tackle future emergencies. One community in Balochistan said, *“The agency did not train or build our capacity regarding future emergencies. We have no idea about evacuation or managing the future emergencies like floods and we have to manage the situation from our previous learning”*.

Women's voices, Jaffarabad, Balochistan

“The agency effectively utilized our local community capacities and resources in its work. They collaborated with women from the village and Mother Support Groups (MSG) to conduct mapping and screening of the village. This approach ensured that local knowledge and expertise were used, leading to more accurate and culturally appropriate interventions. Additionally, awareness sessions were conducted by the agency, but it was the responsibility of us community members to spread this information to other women. This method not only ensured wider dissemination of important health information but also fostered a sense of community ownership and involvement among us in the ongoing health initiatives. By leveraging the skills and resources of the local community, the agency was able to enhance the effectiveness and sustainability of its programs.”

Men and women across the sample districts said that DEC Member Agencies made use of local capacities wherever possible through cash for work, volunteer work, conducting needs assessments for identification of vulnerable households, mapping and screening of villages, strengthening and making use of community organizations, collaboration with Mother Support Groups (MSG) to determine nutritional needs of mothers and children, understanding local dynamics and culture, and use of local materials such as construction blocks and bricks. In general, communities mentioned more use of local resources than in the first survey.

CHS 4: Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them

CHS 4 (%)		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
12. Did the project consult all sections of the community before starting the project?	First	83%	15%	1% (1%)	69%	17%	11% (3%)
	Second	80%	2%	17% (1%)	75%	24%	1%
13. Did the project consult all sections of the community during implementation?	First	84%	15%	0% (1%)	69%	15%	13% (3%)
	Second	81%	2%	17%	73%	26%	1%
14. Was your family given adequate information about the project activities?	First	54%	23%	22% (1%)	34%	57%	8% (1%)
	Second	88%	12%	0%	76%	24%	0%
15. Has the agency told you about your rights to the services of other agencies?	First	32%	37%	30% (1%)	19%	24%	53% (4%)
	Second	46%	27%	27%	52%	35%	13%

On the questions related to community participation and access to information under CHS4, women gave more positive responses on all four questions compared to the first survey. There was a 40% improvement on the issue of receiving information about the services of other agencies among women. Among men, dissatisfaction increased by more than 15% each on the two questions about consultation. This was because needs assessments for the recovery phase were less structured and more informal. However, satisfaction among men increased by more than 20% on access to information. FGD responses provide more insights into these issues.

Women's voices, DI Khan, KP

“The agency formed separate committees for men and women before starting project work in our village. CO members were selected with the consultation of our local community. They provided regular consultations to project staff at every level. Before starting any activity, the local community was taken into confidence through the committee. We are satisfied with the agency's consultative process and community empowerment. These committees as played a vital role in project implementation; However, there were some gaps in their approach like limited representation of marginalized groups, such as persons with disabilities, insufficient implementation of community feedback and suggestions and limited scope for community members to influence project design and strategy. Despite these gaps, overall, we are satisfied with the agency's process and community empowerment efforts.”

In 2023, many communities had said in FGDs that they did not fully understand the targeting and beneficiary selection criteria, the full spectrum of services being provided and project length and phase-out plans. FGD participants had fewer issues this time with information sharing by DEC Member Agencies. Both men and women across the sampled districts of the three provinces said that the concerned agency staff consulted with both men and women in the villages to ascertain their needs. The eligibility criteria to receive assistance was explained to the community members. Meetings were conducted to identify most needy and vulnerable people such as PWDs, widows, older people, and pregnant women and with minority groups such as Christians and Hindus. For assistance during needs assessment the DEC Member Agencies' staff formed men and women-specific village committees where none existed and strengthened/revived the already existing ones. The village committees along with the agency staff conducted door-to-door surveys to ascertain the needs. There were complaints about exclusion of women in two isolated villages in Balochistan.

A majority of both men and women across the sampled districts said that the concerned agency staff informed them about their rights and entitlements from other agencies, such as other NGOs, government departments, NADRA, and hospitals. However, women in DIK, KP said that *“the agency did not have a formal initiative to inform our community about our entitlements from other agencies, which limited our access to additional rights and services. We relied on personal connections to gather information, which often proved inadequate.”*. Similarly, men in some villages in Sindh, KP and Balochistan also complained that the DEC Member Agencies did not share information about the other organizations and government agencies working for the support of flood affected families.

Where such information was provided, it empowered the community to access additional rights and services and promoted awareness and knowledge among community members. However, some communities felt that information sharing could be more continuous and regular, more detailed information could be provided to address specific community needs and follow-up support could be offered to ensure successful access to entitlements. By having a coordination system where dec member agencies are aware of the work and eligibility criteria of other agencies and bridging the information gap, the dec member agency can help the community tap into additional resources, enhancing their recovery and resilience. Continuous and more detailed information sharing would further strengthen this approach.

CHS 5: Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints

Under CHS 5 related to complaint mechanisms, women's responses were better than under the first survey on both questions by more than 25% each. However, there was a fall of 1% against the first survey on the issue of ease of making complaints among men though full satisfaction also increased by 5% and the fall was mainly in partial satisfaction. FGD responses throw further light on community perceptions about complaint mechanisms.

CHS 5		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
16. Did the project give adequate opportunities to make complaints to project staff in case of problems in implementation?	First	73%	16%	11%	44%	22%	24% (10%)
	Second	86%	4%	10%	61%	28%	11%
17. Were the methods for making complaints easy to use?	First	80%	10%	1% (10%)	47%	13%	7% (33%)
	Second	85%	4%	10% (1%)	61%	28%	10% (1%)

FGDs during 2023 had highlighted the need for improvements in terms of use of multiple channels of complaints, providing complaint instructions in local languages, summarizing, and analyzing complaints and ensuring adequate use and access for the most marginalized sections of the community like illiterate persons, women, older persons, and persons with disability. FGD responses were more positive during this study. All men and women participants said that the DEC Member Agencies placed complaint boxes in the villages and distributed cards with mobile/WhatsApp numbers to report/file complaints and seek help/support. A majority of participants reported that they did not have any complaints to file and instead discussed their complaints and issues face to face with partner staff during their field visits though KIIs with partners show that such feedback was not always documented properly. Some suggestions given to improve such systems included:

- Conduct awareness sessions, specifically for women, to educate them on how to raise complaints
- Ensure complaint mechanisms are user-friendly and widely publicized
- Use technology such as WhatsApp to make complaints
- Provide clear guidelines on the complaint process and response timelines
- Establish a feedback mechanism to acknowledge and address complaints promptly

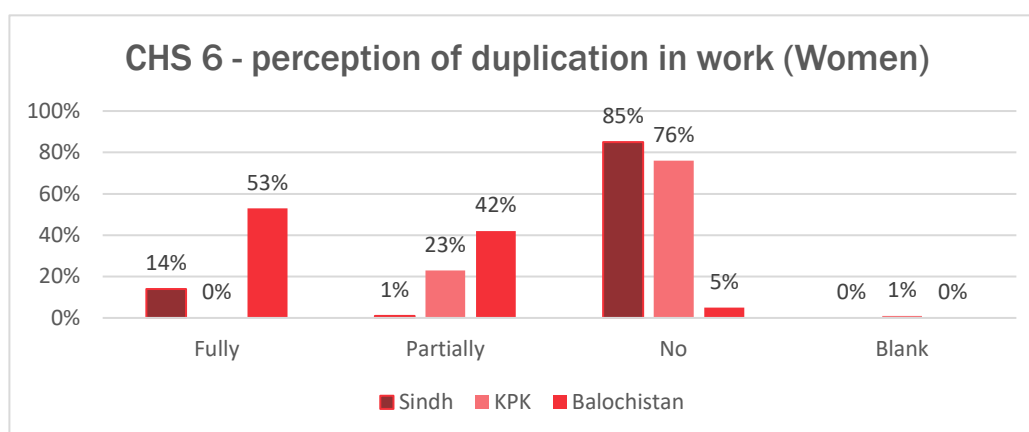
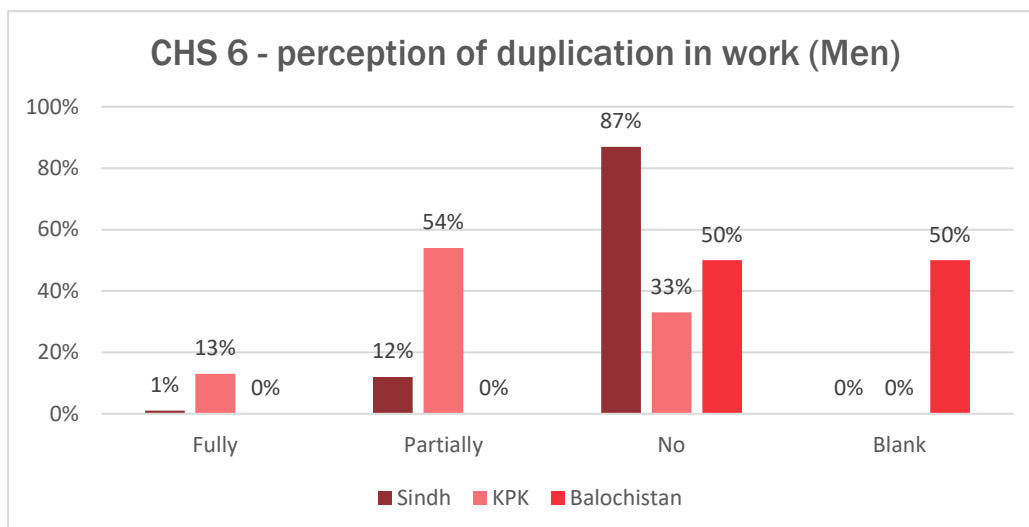
KIIs indicate that sessions were conducted with the stakeholders explaining the complaint mechanism and most of the complaints received were related to ID card mismatches and issues and requests for more assistance, which were outside the mandate of concerned DEC Member Agencies. For such complaints the respective DEC Member Agencies referred the complainants to the relevant agencies, NGOs, government departments, NADRA, and hospitals.

Community voices, Sindh

Village 1: The agency has installed complaint boxes in village and have shared their cell numbers and email addresses so that we can call or send email in case of any complaint. We can also share anything about the quality, attitude of the agency team, missing quantity and ignored poor families for any support. We have also complained for less quantity of services like support in business development and other things because our need were more than they provided because everyone is affected in floods. Our homes had been damaged, crops were destroyed and livestock died; so, everyone was asking for support. There was no such system for complaining for anything missing and happening unnecessary in a village. They have not been shared any number and method to follow to reach them for any complaints and grievance. It was better if we could call on a given number.

CHS 6: Communities and people affected by crisis receive coordinated, complementary assistance

On the issue of duplication of work among different DEC Member Agencies, the majority of men in KP (67%) and women (90%) in Balochistan in the survey felt that there was some duplication among agencies.



However, this is the only aspect of this study where FGDs discussions did not closely match survey findings. In communities where the DEC Member Agencies were the only ones which provided services to the communities, as common in the recovery phase, the issues of duplication did not arise much. In Sindh and Balochistan, both men and women indicated that only one agency was working in their respective village; while in KP several agencies provided assistance in a particular village. Men in district DIK said that *“multiple agencies distributed food packets, resulting in some households receiving multiple packages while others received none.”*; they complained that although *“some agencies provided medical assistance and other shelters the distribution of assistance was not fair because everyone did not receive shelter assistance.”* In other cases where multiple agencies were present, their sectors of work were different. KIIs with local IPs indicate that the agencies coordinated with each other during the planning stage of interventions to prevent duplication, ensure efficient use of limited resources, and maximize coverage of the sectoral needs in a particular village through joint meetings and updates.

Women’s voices, Balochistan

After the flood, apart from this agency, no other organization initiated any projects in our area, possibly because it is a hard-to-reach area. This lack of multiple agencies working together meant there was no need for coordination between different organizations. However, it also meant that we were solely reliant on one agency for all post-flood recovery services. This highlights the importance of having multiple agencies involved in disaster response, especially in hard-to-reach areas, to ensure a comprehensive and coordinated effort.

CHS 7: Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection

CHS 7		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
18. Did the agency seek to learn from your community experiences with floods and the local area in providing services to you?	First	36%	29%	35%	22%	48%	19% (1%)
	Second	66%	32%	2%	47%	38%	14% (2%)

Men’s voices, KP

Yes, the agency sought to learn from our community experiences with floods and the local area by formation a community Organization (CO) at our village level. CO members provided guidance to the agency staff. They conducted need based assessment, engaging with local community elders and members to ensure their services were contextually appropriate and effective. For example, according to the local culture, it is difficult for a female house hold to go out of house frequently. After the formation of the local CO (committee), the access of agency staff to the deserving community and highly vulnerable persons became possible. Due to the proper consultations with committee members deserving beneficiaries benefited from the project.

Responses on the issue of DEC Member Agencies learning from community experiences were much more positive in this round compared to the first survey. Among men, positive responses increased by around 30%, while among women full satisfaction increased by around 25%. As in the 2023 FGDs, majority of both men and women in FGDs said that the concerned agency staff communicated and learned from their experiences during the needs assessment, planning and implementation phases of the assistance. Regular feedback sessions and meetings were conducted through the community organizations and groups to understand and incorporate communities’ recommendations for better service delivery. For examples, medical camps were set up in locations identified by the community as convenient, DEC Member Agencies adapted their vocational training programs to address the community's specific livelihood needs and incorporated local knowledge and expertise in the water source construction efforts. Community members too shared their experiences and challenges during floods readily, which informed the agency's service delivery, e.g., local community provided guidance on culture and community dynamics and local political dynamics. This community-centered approach enabled the agency to better understand the community's needs and challenges. However, such field-level learning must be documented and retained in DEC Member Agencies in a more structured manner.

CHS 8: Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers

CHS 8		Fully	Partially	No/Blank	Fully	Partially	No/Blank
Source: HH survey	SURVEY	Men			Women		
19. Was the project staff knowledgeable and competent?	First	97%	3%	0%	93%	6%	0% (1%)
	Second	99%	1%	0%	76%	23%	0% (1%)
20. Was the project staff deal with you politely in delivering services?	First	97%	2%	0% (1%)	94%	5%	0% (1%)
	Second	100%	0%	0%	86%	14%	0%

Community voices

Women in KP:

Yes, the project staff was knowledgeable and competent in their respective areas of expertise, which enabled them to effectively deliver services to the community. Specifically, Vocational school trainers possessed excellent subject matter knowledge and provided high-quality instruction; Health staff showed expertise in their field, providing appropriate medical care and advice; Project management staff shows strong organizational and coordination skills. Moreover, the staff engaged with the community in a respectful and supportive environment.

Women in Balochistan

Yes, the project team showed competence and professionalism in their work, providing guidance and support to the community with efficiency and expertise. For example, they effectively managed various aspects of the project, showcasing their knowledge and competency in diverse fields. The project staff engaged respectfully with the community, listening to their concerns, and addressing them with empathy and understanding.

Community positive responses about the quality of staff were about as high as in the first survey. All men and women in FGDs across the districts and provinces said that the concerned agency/IP staff was knowledgeable and competent and treated them respectfully and professionally. They said that due to the expertise and knowledge of the agency staff they have been educated to improve their lives and living. KIs with agency/IP staff indicate that the DEC Member Agencies/IP staff is well trained and instructed on the importance of Core Humanitarian Standards while interacting with the communities. The DEC Member Agencies strictly monitor implementation of their policies on safeguarding in the communities. The key staff issues in the 2023 study were lack of adequate local staff in isolated districts which made it necessary for DEC Member Agencies to bring in staff from other districts. This issue seemed less salient this time due to more time available in the recovery phase to recruit and train local staff.

CHS 9: Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically

The responses from men and women on ethical and efficient use of resources were slightly more positive than in 2023, except for a slight fall among men on misuse of funds, although even so 90% of men said that they did not see any misuse of funds. As in 2023, all men and women in FGDs said that they did not notice any misuse or waste of resources by the agency staff. They said that local resources were made use of where available, for instance, local labor and materials were involved in the construction work. Some communities said that they did not know much about budgets and resource use but would appreciate the opportunity to learn more about these issues and be involved in budget monitoring locally. Kils with agency and partner staff indicated that they follow and monitor standard procurement policies to prevent waste and misuse of funds and resources.

CHS 9		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
21. Did the agency use the project resources and money in an efficient way to save money?	First	64%	8%	25% (3%)	63%	18%	8% (11%)
	Second	95%	4%	1%	69%	26%	1% (4%)
22. Did you notice any misuse of resources by agency?	First	2%	1%	95% (2%)	5%	0%	94% (1%)
	Second	10%	0%	90%	1%	3%	97%

Community voices

Women in KP: Our area and community are socially and economically deprived education ratio is extremely low. We don't have such information regarding the organization/Project resources and money but as far as we observed the agency used project resources and money efficiently, and we did not notice any misuse of resources. The agency activities were transparent.

Men in Balochistan: Yes, as per our knowledge the organization used resources very efficiently without any wastage as they purchased and distributed good quality materials and honestly distributed cash among the needy families. At community level no misuse of resources been observed and we are satisfied with the hard work and honesty of the team.

Overall Outcomes

Overall Questions		Fully	Partially	No (Blank)	Fully	Partially	No (Blank)
Source: HH survey	SURVEY	Men			Women		
23. Has the project helped improve the socio-economic status of your family after the floods?	First	27%	70%	2% (1%)	33%	55%	8% (4%)
	Second	64%	33%	3%	69%	25%	6%
24. Has the project helped improve the capacities and knowledge of your family for future?	First	34%	48%	16% (2%)	29%	34%	33% (4%)
	Second	61%	31%	8%	53%	41%	6%
25. Has the project helped improve the livelihoods status of your family after the floods?	First	23%	25%	51% (1%)	23%	19%	57% (1%)
	Second	45%	39%	15% (1%)	52%	32%	15% (1%)
26. Has the project helped improve the health and hygiene status of your family after the floods?	First	62%	25%	12%	48%	37%	14%
	Second	42%	47%	10% (1%)	64%	36%	0%
27. Has the project helped improve the nutritional status of your family after the floods?	First	36%	35%	28% (1%)	30%	27%	40% (3%)
	Second	47%	28%	24% (1%)	48%	47%	4% (1%)
28. Has the project helped improve the access of your family to water after the floods?	First	32%	28%	39% (1%)	29%	11%	55% (5%)
	Second	35%	22%	43%	35%	35%	31%
29. Has the project helped improve the access of your family to sanitation services after the floods?	First	41%	33%	26%	31%	32%	37%
	Second	50%	41%	9%	39%	37%	24%
30. Has the project helped improve the safety and security of your family?	First	48%	41%	10% (1%)	33%	26%	40% (1%)
	Second	41%	50%	9%	41%	46%	13%

Community perceptions about the impact of DEC Member Agencies' work showed visible increases in the second survey over the first survey, except for a minor fall among men on access to water. Among men, the biggest increases occurred on livelihoods (over 30%), sanitation (around 15%) and family knowledge (around 8%). Among women the biggest increases were on knowledge (over 25%), livelihoods (over 30%), nutrition (over 30%) and water (over 20%).

Most of the men and women in FGDs across the districts in Sindh, Balochistan and KP said that their socio-economic conditions had been stabilized due to the services provided by the DEC Member Agencies after the floods. Women participants in Sindh said that they had recovered from the damages of flood and rehabilitated their livelihoods with the help of agricultural inputs, cash assistance and skills training programs. Some participants in Sindh said that the project had limited funds and scope which did not address their socio-economic needs and despite our requests our economic needs were not addressed. "We were provided cash grants, which enabled us to purchase essential items but it did not help improve our livelihoods". Women in district Nowshera, KP said that the project had positively impacted their health, livelihoods and social cohesion. They explained that the project enabled mobility for disabled persons through wheelchair distribution,

"I am a daily wager and was facing severe economic conditions after the flood destroyed my house and livestock. The project provided vocational training on motorcycle repair. Now I have established my own business and earn PKR 1,000 to 1,200 daily. doing their own businesses.

Male FGD participant
Jacobabad, Sindh

restoring their independence and dignity; and provided income generation opportunities for women through vocational training, empowering them to support their families and rebuild their lives. “We have formed new relationships through the community organization and strengthened our social support systems. Our community is grateful for the agency's support, which has enabled us to improve our well-being. We look forward to continued support and progress in the future”.

Men in Nowshera, KP said that the project has assisted the especially with the provision of goats and small cash grants. These resources have had a significant impact on our daily earnings. For example, individuals who once struggled to earn 700-800 rupees daily are now earning a substantial 1,200-1,300 rupees daily. Women in Balochistan indicated that the project played a significant role in improving their livelihoods and economic conditions after the floods. A widow shared her experience, stating that the agricultural seeds given to her were of very high quality and resulted in a great harvest. She was able to store half of the grain produce for her household consumption and sold the other half to pay off her debts. The project provided buffaloes to many vulnerable families in the village, which are providing sustenance; and the cash grants helped support the socio-economic condition of many widows as they invested the cash grants in small businesses. An elderly, poor and widowed woman with a son with intellectual disabilities used the cash grant to open a small shop in her home and earns enough to buy groceries and run her household independently. Similarly, another elderly and indigent woman with a disabled husband said that after receiving support, comprising of cattle and kitchen gardening material, she has been running her household by selling milk and vegetables.

“The cash grant I received changed my life. With the money, I bought a sewing machine and materials to start my own business. Now I have become self-employed and generate income to support my family.”

Woman FGD Participant
District Nowshera, Khyber-Pakhtunkhwa

UNMET NEEDS

Despite the significant improvements in socio-economic status reflected in the last question, communities still have many unmet needs. Among both men and women, shelter (69% and 57%), water (47% and 53%) and sanitation (41% and 49% were mentioned as being among their top three needs while among women food security (38%) and among men livelihoods (20%) are also seen as a priority unmet needs. Solar panels for houses have also become popular in villages and an important felt need.

31. What are three most important family needs that are still not adequately met?	Men				Women			
	1st	2nd	3rd	Total	1st	2nd	3rd	Total
SECTORS								
Shelter	42%	17%	10%	69%	38%	14%	5%	57%
Food security	0%	2%	3%	5%	5%	14%	19%	38%
Water	25%	15%	7%	47%	34%	13%	6%	53%
Sanitation	7%	23%	11%	41%	9%	23%	17%	49%
health and hygiene	2%	3%	6%	11%	3%	11%	12%	26%
Nutrition	0%	2%	2%	4%	1%	1%	4%	6%
Safety and security	0%	8%	22%	30%	0%	1%	1%	2%
Other (Please Specify)	24%	30%	38%	92%	10%	23%	37%	70%
Livelihood	4%	10%	10%	24%	1%	2%	2%	5%
Solar Panel	7%	5%	8%	20%	2%	3%	6%	11%
Other Needs	13%	15%	21%	49%	7%	18%	28%	53%

The total column reflects the percentage of persons who named an area among their top three needs

Women's voices in Balochistan

Women in Jaffarabad, Balochistan: Three important needs that have not yet been fulfilled: 1. Shelter: Many families still lack adequate shelter, particularly those whose homes were destroyed or severely damaged by the floods. These families are forced to live in temporary shelters or makeshift tents, exposing them to harsh weather conditions and increasing their vulnerability to health risks.

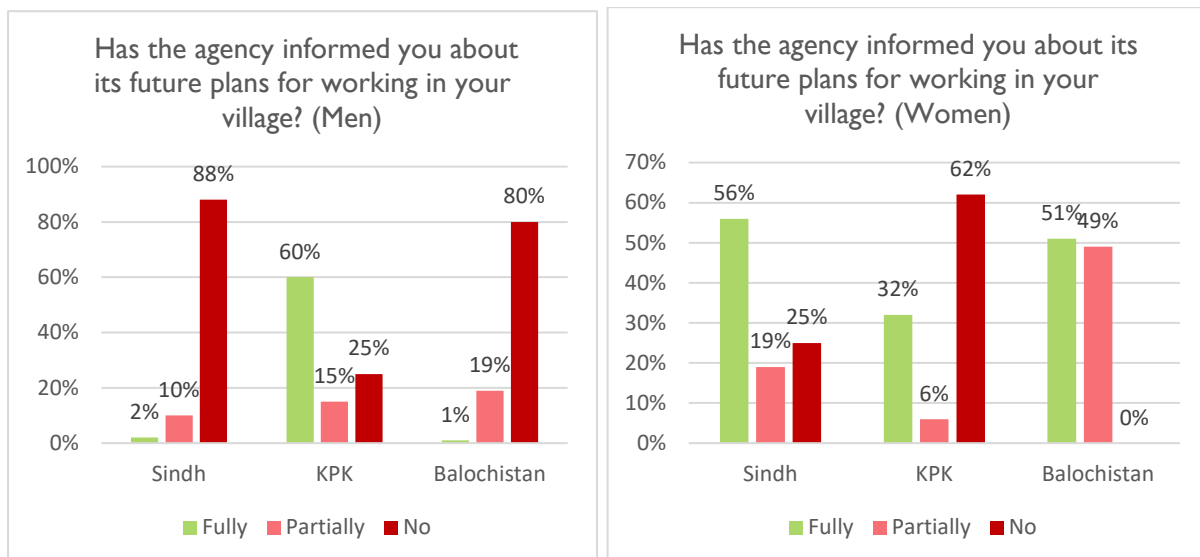
2. Paved Roads and Bridges: The lack of well-maintained roads and bridges continues to hinder transportation and access to essential services in our community. During the rainy season, impassable roads isolate certain areas, making it difficult for residents to reach clinics, markets, and schools.

3. Education Facilities: The education sector in our community faces significant challenges, particularly regarding the availability and functionality of schools. Many children, both boys and girls, are deprived of access to quality education due to the lack of functional schools in the area.

Overall, men and women across the districts and provinces said in FGDs that clean drinking water, shelter and assistance in generating a source of income were as their most important unmet needs. The drinking water needs could be met through solar powered tube wells; the shelter needs could be met through small loans/grants; and the livelihoods needs can be met through agricultural inputs, cash grants, and vocational trainings and equipment. Similarly, another common and unmet need across the provinces is provision of solar panels in the absence of severe power shortages especially all over rural Pakistan. *"We need solar panels and batteries during this hot summer to protect our children and elderly people from the heat."*, explains a woman participant in Sindh.

EXIT STRATEGIES

On the issue of being informed by DEC Member Agencies about their future work plans in the village, men in Sindh (88%) and Balochistan (80%) and women in KP (62%) were largely unaware on this count, reflecting the need for DEC Member Agencies to more proactively inform people about their exit strategies.



During FGDs, some communities mentioned that the agency has informed them about its plan to end its work in the community and is taking steps to ensure a smooth transition by handing over project activities to the village committees and conducting awareness sessions for communities on future health, hygiene and disaster management issues. However, plans to link communities with other NGOs or government agencies were not mentioned in any of the communities.

CONCLUSIONS

Overall, communities were satisfied with the work of the DEC Member Agencies along all CHS commitments and more so than in 2023. Satisfaction was higher among women. Only on the issue of exit strategies among men only did large percentages of respondents (more than 50%) give negative overall responses in the second survey. On only two more issues among men only were positive responses less than 75% (information about services of other agencies and increased access to water). Out of a total of twenty-eight comparative questions, men gave more positive responses on seventeen questions compared with the first survey, in many cases significantly higher than in the first survey, and gave less positive responses on eight questions, in almost all cases the fall from the first survey being minor at less than 10%. Women gave more positive answers on twenty-six questions and less positive responses on only one question. The sub-dimensions on which the positive responses increased by at least 20% in the second survey over the 2023 survey were as follows:

Dimensions with biggest improvements from 2023 to 2024

Women	Men
CHS1: Adapting to changes in community needs	
CHS 3: Building community capacities for future disasters	
CHS 4: Providing information about the services of other agencies	CHS 7: Learning from community experiences
	CHS 9: efficient and ethical use of money
Impact on livelihoods	
Impact on nutrition	
Impact on water access	
Impact on knowledge and capacities	

Trends and changes for each CHS across the two surveys

	Men			Women		
	2023	2024	Change	2023	2024	Change
CHS 1-Relevant Aid	89%	96%	7%	89%	98%	9%
CHS 2-Timely Aid	100%	94%	-6%	98%	99%	1%
CHS 3-Resilience-building	82%	95%	13%	78%	91%	13%
CHS 4-Participation	85%	85%	0%	86%	86%	0%
CHS 5-Complaints Systems	89%	90%	1%	63%	89%	26%
CHS 7-Agency Learning	65%	98%	33%	70%	84%	14%
CHS 8-Competent Staff	100%	100%	0%	99%	99%	0%
CHS 9-Resources Used Well	84%	95%	11%	88%	96%	9%

Comparative data is not available for CHS 6.

Color coding: In terms of absolute levels in 2023 and 2024, dark green reflects total satisfaction (full or partial) of 75% or above; medium green between 50% and 74% and red below 50%.

The qualitative conclusions for each CHS and other issues and the gaps therein, if any, are given below:

CHS 1

The relevance of the assistance to the priority needs of communities was high as DEC Member Agencies undertook detailed assessments and consultations with communities and also adapted their work in line with changing community needs. The project services found most relevant included provision of multipurpose cash (MPC), cash for work, food items, WASH facilities, personal hygiene and dignity kits, toilets, livelihoods support, shelter, medicine, psychosocial support, solar panels, and wheelchairs for PWDs. **However, the amount of aid was inadequate which meant that many deserving families are still without aid and even those which have received aid have not received it in adequate amounts.**

CHS 2

Unlike the relief phase which was delayed in some districts for up to 3 months, the DEC Member Agencies in the rehabilitation phase provided assistance on time and in convenient manner, especially for vulnerable groups such as women, elderly and persons with disabilities. The quality of aid was also high and was in line with local cultures and expectations. This included the quality health facilities, comprehensive agricultural extension services and better quality education.

CHS 3

DEC Member Agencies had strong safeguarding systems to ensure that their work does not harm communities and builds the resilience of communities for future disasters. **There was disappointment among people excluded in agency programs even when the DEC Member Agencies clearly communicated their selection criteria. There were also some areas where DRR work needs to be strengthened to reduce risks for the communities, e.g., by strengthening the DRR capacities of communities and linking them to government early warning and preparedness systems.**

CHS 4

More than in the relief phase, the affected communities seemed well informed about their rights and entitlements and actively participated in the village committee/group meetings organized for developing consensus and decision making. There was a marked improvement from the 2023 survey in terms of provision of information about the services of other agencies.

CHS 5

Community-based complaint systems are working well and DEC Member Agencies are using multiple methods to help communities make complaints. Most of the affected communities were aware about the complaint mechanisms though few seem to have used them. **Complaints generally focus on inadequacy and coverage issues and few complaints address gaps in technical quality and standards.**

CHS 6

In most cases, DEC partners were the only ones providing assistance to the affected communities and as such issues of duplication of aid were infrequent. Agency staff seemed well aware of the importance of coordination and were investing sufficient time on coordination with other agencies **though coordination among DEC Member Agencies on program issues, such as assessments and referrals, is weak.**

CHS 7

Agency staff are actively learning from community experiences during the needs assessment, planning and implementation phases of the assistance. Regular feedback sessions and meetings are conducted through the community organizations and groups to understand the local context and past community experiences and use that information to guide programming.

CHS 8

Compared with the 2023 situation at the start of the response, DEC Member Agencies seem much better staffed now with local human resources that have been trained and equipped with adequate knowledge and skills. Staff interact with communities respectfully and contextually and enjoy high respect among community members.

CHS 9

No evidence of misuse or wastage of resources was found and DEC Member Agencies were using a wide range of internal controls to ensure ethical and efficient use of resources. **However, few DEC Member Agencies are actively involving communities in the monitoring of budgets at community levels.**

Impact

The impact of DEC Member Agencies' work is much more visible in the second survey compared with the first survey. Among men, the biggest increases in positive responses about impact occurred on livelihoods, sanitation and family knowledge. Among women the biggest increases were on knowledge (over 25%), livelihoods and water.

Unmet needs

Despite these significant improvements, communities still have many unmet needs. Among both men and women, shelter, water and sanitation are the top three felt needs while among women food security and among men livelihoods are also priority unmet needs. Solar panels have also become popular in villages and an important felt need. In addition, DRR work is also a critical need.

Exit strategies

Some DEC Member Agencies have informed communities about their plans to end its work in the community and are ensuring a smooth transition by handing over project activities to the village committees and conducting awareness sessions for communities on future health, hygiene and disaster management issues. However, plans to link communities with other NGOs or government agencies are not commonly in place.

RECOMMENDATIONS

Based on these conclusions and the gaps in some areas identified above, the following recommendations are made to DEC Member Agencies which are planning to continue work in existing districts:

- 1) Given the issues identified regarding the inadequacy of aid, undertake active joint advocacy with major donors to enhance their funding and with the government to channel more aid it is receiving for community-level work.
- 2) Ensure that women's community organizations are set up and strengthened in all villages and ensure that their perspectives get equal attention to men's perspectives.
- 3) Given the low use of compliant mechanisms in many cases, increase the awareness of communities about the technical and accountability principles and standards that the DEC Member Agencies adhere to and the importance of communities raising gaps in them through the complaint mechanisms.
- 4) Increase coordination with other DEC Member Agencies through regular meetings and exchanges among program staff, especially on issues of joint advocacy on funding and access issues, learning and program quality standards.
- 5) Undertake on-going internal learning activities integrated into programming and at the end of the recovery phase and also explore the possibility of doing so in collaboration with other DEC and like-minded agencies through joint workshops, especially on DRR, climate change and accountability issues.
- 6) Enhance the involvement of communities in budget monitoring and efficient use of resources by enhancing the capacities of community organizations in this area through training and sharing community-level budgets and outlays information with them.
- 7) Given the community priorities identified in this study related to unmet needs, develop climate-smart strategies to address shelter, water, livelihoods and DRR needs more comprehensively in coordination with other agencies and government departments.
- 8) Undertake DRR work with climate change work integrated in it, given the big gaps in DRR work at community level. Social mobilization and capacity building in DRR of the communities and local IPs needs to be enhanced through donor assistance. The district administrations also need assistance in formulating DRR policies.

DEC Member Agencies planning to end their flood work soon are advised to:

- 1) Develop comprehensive exit strategies that proactively inform communities about their exit plans, build the capacities of community organizations to take over project activities and link them properly with other agencies (for example Sindh and Balochistan Rural Support Networks) and government departments.
- 2) Keep their emergency preparedness and anticipatory action plans up-to-date in case of future emergencies in Pakistan.