



# END-LINE SURVEY REPORT

## Cash Transfers for Rapid Livelihoods Recovery of Volcano-Displaced Families in Vanuatu

Data Collection Period: March 2019  
Report Date: April 2019



I am extremely pleased to share this report detailing the results of our multi-purpose cash grant program that provided much-needed support to displaced Ambae families and their hosts following the mandatory evacuation of Ambae in 2018. This program was the first of its kind in Vanuatu and the Pacific, and we hope that the positive impacts of the initiative will shed light on the need to transform our assistance delivery method to a means that is more flexible and dignified for those who receive it, and more supportive of our local economies and vendors. Oxfam in Vanuatu has invested heavily in improving the evidence base for cash and voucher assistance since early 2018, and I am immensely proud to see so many partners across the private sector, government, and civil society come together to support Oxfam in delivering this assistance to the people of Ambae.

We would like to extend an enormous thanks to our direct partners who supported this initiative: Department of Local Authorities, Sanma Province, Luganville Municipality, Vanuatu Red Cross Society, Vanuatu Disability Promotion and Advocacy Association, Barrett & Partners, National Bank of Vanuatu, and ANZ Bank. This program was made possible through the generous contributions of our donors, namely the Ministry of Foreign Affairs and Trade of New Zealand (MFAT) and the Margaret A. Cargill Philanthropies (USA). Many other partners lent us their much-needed support on the ground to make this operation possible, including the Monaro Dailure Council of Chiefs, NDMO, Civil Registry, and IOM. Regular feedback was also provided through stakeholders participating in the Vanuatu Cash Transfer Working Group.

I would also like to express my gratitude for the heroic effort of our Oxfam staff in making this initiative possible. Our Cash Transfer Team is composed almost entirely of Ni-Vanuatu youth, who began as volunteers supporting our work in cash transfers, and who we have seen grow into tireless workers and seasoned humanitarian responders. There is now no other team with equivalent experience in researching and implementing emergency cash transfer programs in the Pacific, and for us we believe that this speaks to the power of our youth to bolster efforts to ensure that humanitarian assistance is transformative, innovative, and truly beneficial to the people of Vanuatu and elsewhere in the region.

We hope you will enjoy reading about the results of our efforts to support the people of Ambae, and for key stakeholders that this report provides a basis for informing the longer-term strategies to continue to assist the population of Ambae in their path towards recovery.

Sincerely,



Elizabeth Faerua  
Country Director, Oxfam in Vanuatu



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Photo: Sarah Doyle/OxfamAUS

## ACRONYMS

<b>ANZ</b>	Australian New Zealand Bank	<b>NBV</b>	National Bank of Vanuatu
<b>CTP</b>	Cash Transfer Programme	<b>NGO</b>	Non-governmental Organizations
<b>CSO</b>	Civil Society Organization	<b>OiV</b>	Oxfam in Vanuatu
<b>FCS</b>	Food Consumption Score	<b>PDM</b>	Post Distribution Monitoring
<b>FGD</b>	Focus Group Discussion	<b>VDPA</b>	Vanuatu Disability Promotion and Advocacy Association
<b>mCSI</b>	Multi-sector Coping Strategies Index	<b>VRCS</b>	Vanuatu Red Cross Society
<b>MFAT</b>	Ministry of Foreign Aid and Trade	<b>WFP</b>	World Food Programme
<b>MoU</b>	Memorandum of Understanding		

# EXECUTIVE SUMMARY

This report documents and analyses the results of an end-line survey of the cash transfer programme (CTP), “Cash Transfers for Rapid Livelihoods Recovery of Volcano-displaced Families in Vanuatu” in Sanma province between October 2018 and March 2019. The programme was implemented by Oxfam in Vanuatu (OIV) with financial support from the New Zealand Ministry of Foreign Aid and Trade (MFAT) and the Margaret A. Cargil Foundation (US). The programme had an overall goal of providing short term assistance to victims of Manaro Volcano who have been displaced from their homes in Ambae.

The end-line survey was conducted March 2019 with the major objective of measuring the changes achieved as compared with the baseline survey conducted in October 2018 before the implementation of the cash transfer programming was initiated. Key areas of measurement include: program’s progress and impact based on set indicators.

The end-line survey employed quantitative data collection methodology with the same tools used for the baseline survey. It also collected qualitative data, which was not adopted during the baseline. The end-line survey was conducted in two islands of Sanma province and seven area councils. A total of 357 respondents participated in the household surveys, among whom were 63% women, 79% of whom were evacuees from Ambae and 21% were hosts. Qualitative data was collected from six groups that included men, women, elderly, disability and youth groups.

Findings from the baseline reveal that the basic need of the displaced population was food and money. 61% of the respondents had no source of income. 80% of the respondents stated they had good access to markets (i.e. were within close proximity to points of purchase). Food Consumption Score (FCS), indicated that the majority of respondents – 74% were within the acceptable range. However, the number at risk of falling into food insecurity (16.78%) or actually food insecure (8.92%) remained significant. As markets were widely available, but income is generally in deficit among these households the risk of food insecurity could be assumed to be access related.

In this connection, findings from the end-line revealed that even though basic needs of the respondents has not changed despite the cash grant disbursed, CTP cash grant has helped improve beneficiaries’ food and livelihood security. In terms of food security, data shows up to 14,7% improvement of reached beneficiaries who have left the “poor” and “borderline” in the food consumption score from the time the baseline assessment was conducted to the time the end-line assessment was conducted. In terms of livelihoods security, up to 86% of respondents were engaged in income generating activities back at their homes before their displacement. Upon their relocation, baseline data showed 61% without a means of livelihood. After receiving three rounds of cash grants, the figure has dropped to 47% showing a 14% improvement compared to baseline. Interestingly, 17% of those who did not have a means of livelihood before the displacement have used the cash grants they received to start small businesses.

Findings from the end-line also revealed that 29% of the respondents lived in urban areas around Luganville. In comparison, 44% of responded were covered in Luganville during the baseline survey which indicates that the majority of evacuees have moved to rural and peri-urban areas in Sanma province throughout the program. Additionally, the majority of people have started to live on their own property (41%), whereas only 11% of respondents lived on their own property during baseline survey. Over 65% of people stated that they would like to stay in Sanma province or remain residence in Sanma province as well as in Ambae.

Overall, the project achieved its overall goal of providing short term assistance to 2,769 families (2,165 evacuee families and up to 604 host families) who were affected by the Manaro volcano. 91% of respondents were satisfied with the cash distribution process and the cash grants they received<sup>1</sup>.

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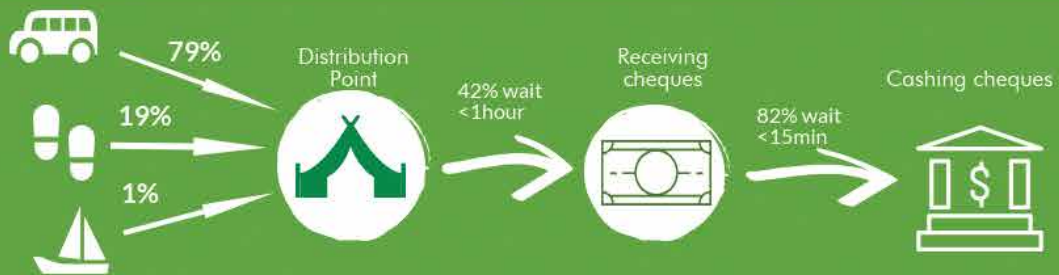
1 2nd Post Distribution Monitoring Report

# CASH TRANSFERS FOR RAPID LIVELIHOODS RECOVERY OF VOLCANO-DISPLACED FAMILIES IN VANUATU

## Post Distribution Monitoring

PDM 1: 10-16 of January 2019, Sample Size: 356  
PDM 2: 10-16 of February 2019, Sample Size: 256

### Average travel and waiting time of beneficiaries to receive cash aid

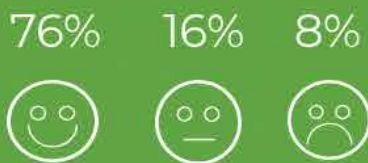


### How beneficiaries used cash



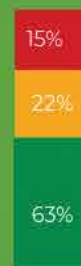
### Food Security and Livelihood

#### Average Food Security Level



Tool: Food Consumption Score

#### Average Livelihood Level



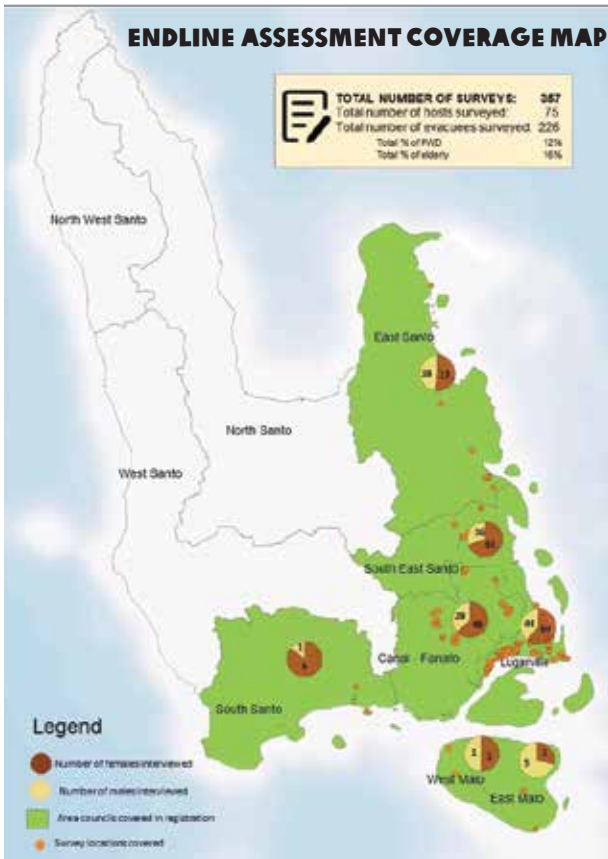
**15% High Stress**

**63% Low Stress**

Tool: Multipurpose Coping Strategy Index

### Who is spending the cash aid received?



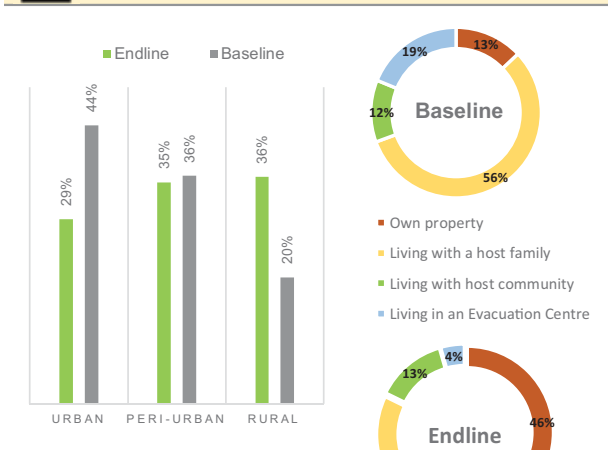


**CASH TRANSFERS FOR RAPID LIVELIHOODS RECOVERY OF VOLCANO-DISPLACED FAMILIES IN VANUATU**

**TOTAL ASSISTED: <13,000 PEOPLE**

OXFAM  
NEW ZEALAND

### LOCATION OF EVACUEES

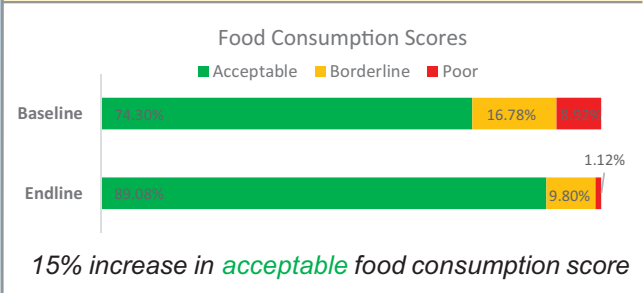


**19% fewer evacuees are living in a host family**

**33% more now live on their own land**

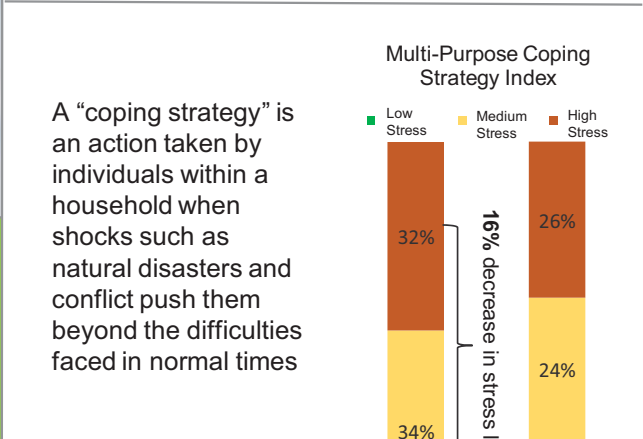
Data: Oxfam in Vanuatu, Endline Survey Assessment, March 2019  
 Date of infographic creation: 20.04.2019, Oxfam in Vanuatu

### FOOD SECURITY



### LIVELIHOODS SECURITY

**14% increase in evacuee families who engage in livelihood activities**

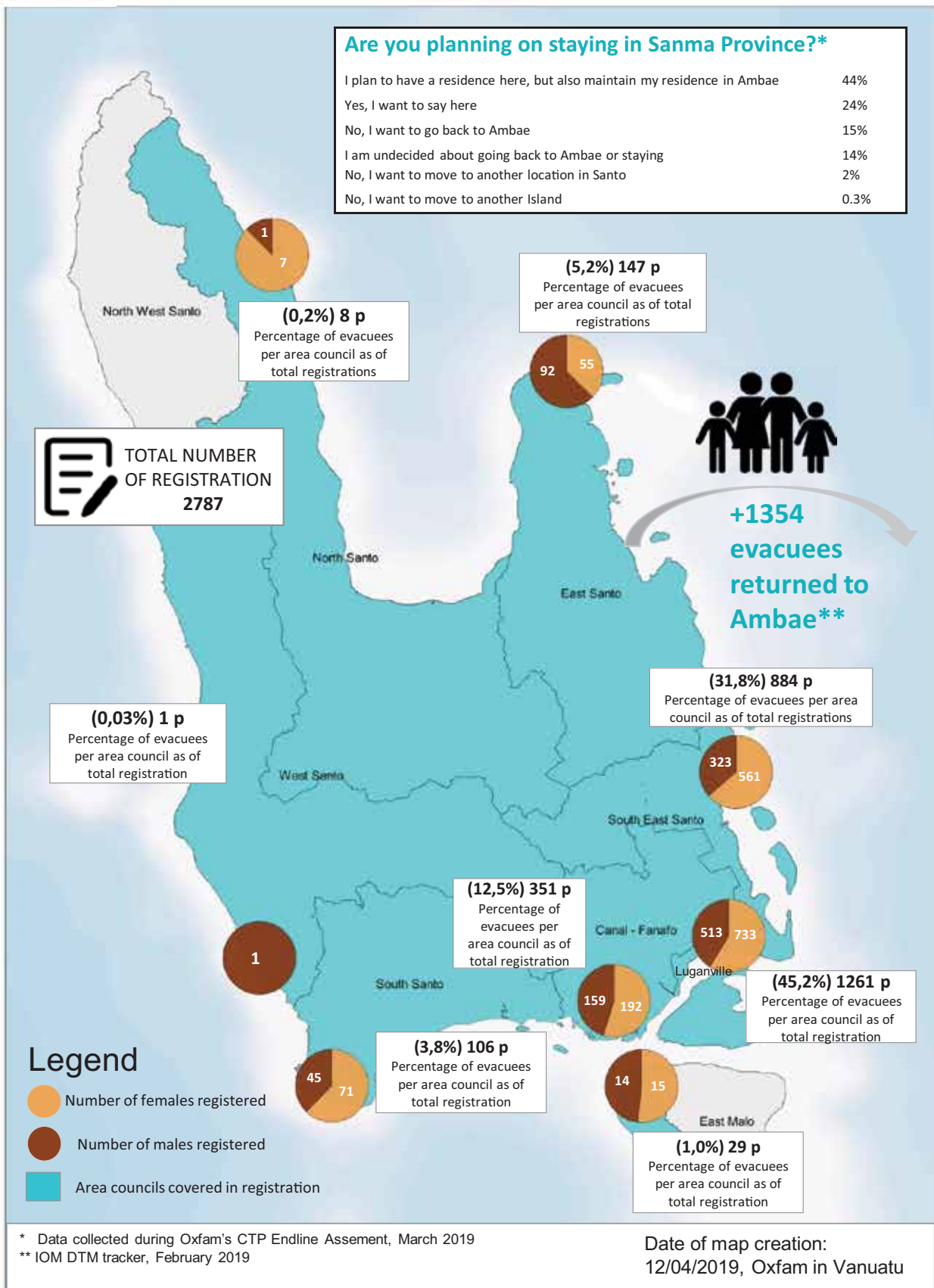


**98% evacuees reported an improvement in their ability to meet their basic needs as a result of the cash aid received**

### ACCESS TO SAVINGS



# Number of evacuees registered by Oxfam in Sanma province during CTP Ambae response



\* Data collected during Oxfam's CTP Endline Assessment, March 2019  
 \*\* IOM DTM tracker, February 2019

Date of map creation: 12/04/2019, Oxfam in Vanuatu



# INTRODUCTION

Since the last eruption of the Manaro Volcano in Ambae Island in 2018, life has not been the same for those affected. The effect of the volcano was sustained volcanic emission of ashes/gases, loss of crops, and significant ash impact at the western, southern and northern-eastern part of Ambae Island, including neighbouring islands Pentecost and Maewo. The rumbling in September 2018 led the government of Vanuatu to declare a state of emergency on the island and fully evacuate inhabitants of the island, causing dislocation from their original homes and farmlands. This dislocation is a key consequence of the volcanic eruption. Other consequences include destruction of available infrastructure and untold hardships, particularly for vulnerable persons such as the elderly, people with disabilities, and single-headed households.

Since 1989, Oxfam has been providing needed development and humanitarian projects in Vanuatu. Working with affiliates such as Oxfam New Zealand, Oxfam USA and Oxfam Australia, it has reached over 26,000<sup>2</sup> persons across four of Vanuatu's six provinces with lifesaving, gender justice and sustainable food programmes in 2018 alone.

The cash transfer programming is one of the humanitarian projects used to offer lifesaving interventions to Ambae evacuees. This cash transfer response represents nearly 50% of Oxfam in Vanuatu's (OiV) overall reach in 2018.

Oxfam in Vanuatu has received funds (NZD \$2,200,000) from the government of New Zealand through its Ministry of Foreign Affairs and Trade (MFAT), as well as a contribution (USD \$150,000) from the U.S.-based Margaret A. Cargill Foundation to support displaced households and host communities who were affected by the mass evacuation of Ambae Island due to the eruption of the Manaro volcano. Both of these contributions supported cash transfers delivered directly to beneficiaries. The project, titled "Cash Transfers for Rapid Livelihoods Recovery of Volcano-Displaced Families in Vanuatu" provided unconditional cash grants to support these households in meeting their basic needs and getting on the path to livelihoods recovery. This intervention was possible due to Oxfam in Vanuatu's significant investment in cash transfer preparedness, including a detailed feasibility assessment in the months leading up to the response<sup>3</sup>. Evacuees who were from Ambae and were affected by the volcano were the population targeted for the cash grant, however, host families in Santo who accommodated the evacuees were also targeted and reached with the cash grant. Cash was disbursed to targeted beneficiaries monthly for three months, December 2018 to February 2019. While evacuees received 17,000VT each month for the duration, hosts families received 7,000VT also once a month for three months.

A baseline assessment was conducted in October 2018 before implementation of the project commenced as a first step of a two part survey. The purpose of the baseline was to confirm the variety of basic needs that evacuee families were having difficulty meeting and that could be addressed with a multipurpose cash grant, to ensure that markets in Sanma remained functional, diverse and well-stocked, as well as to confirm and update the locations and number of displacement sites across Sanma province. The baseline survey recorded data from households in areas of Sanma province where families displaced by the Manaro volcano have settled and where OiV sought to provide basic livelihood access and support via the CTP. The baseline data provided information on basic overview of the context, needs and living conditions of beneficiaries of the CTP.

This document presents findings from the end-line survey, which is the second step of the two part survey. End-line survey data is compared with the baseline to measure progress and impact of the CTP. It is also used to assess program achievements over the course of implementation and evaluate the overall effectiveness of the program in March 2019, after the delivery of assistance was concluded.

Both the baseline and the end-line surveys, in conjunction with process and post distribution monitoring (PDM) surveys are part of the evaluation approach.

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<sup>2</sup> OI Global Output Flat File

<sup>3</sup> *Vanuatu Cash Transfer Feasibility Assessment, February 2019*

# OBJECTIVES AND METHODOLOGY OF THE SURVEY

## Objective of the End-line

The end-line survey aims to assess the following changes in comparison with the situation of the baseline survey conducted in October 2018:

- Progress achieved by the programme in relation to the programme logframe
- Actual situation of beneficiaries of the cash transfer programming before implementation of the programme

## Methodology of the Survey

The end-line survey used a mixed-method approach to triangulate all available data sources to reach conclusions and findings.

1. Quantitative approach which used digital questionnaires for household and price observation
2. Qualitative approach which included key informant interviews with key stakeholders including government agencies, partner agencies, key program staff, community leaders and focus group discussions with beneficiaries of the project.

## Survey Population

The survey included all the beneficiary households, including: a) evacuees displaced from Ambae and residing in Sanma Province that were affected by the Manaro Volcano, b) families who are hosting these evacuees across the eight area councils of Sanma province, and c) an inclusion criteria was set for elderly and disabled persons, who were also evacuees from Ambae. During Oxfams cash transfer program, 2,769 families have received cash (approximately 13,000pp have directly benefited), among those 2,165 where evacuee families and up to 604 host families. This figure was used as the target population for the survey.

## Sample Size

Convenience sampling was used for focus group discussions determined by respondents' accessibility. Six focus group discussions were held across six locations with men groups, women groups, and elderly and disability groups.

Two methods of sampling were used to determine sample size for the household survey.

1. Stratified sampling: respondents were grouped into three stratas, evacuees, hosts, and elderly persons/persons living with disability. This was to ensure an even representation of all categories of beneficiaries.
2. Proportional sampling: sampling was allocated proportionally across all strata's based on respondents population in each strata

Sample size was calculated based on a 5% margin of error and 95% confidence level. This gave the sample size as 339. Out of this total, 226 evacuees, 75 hosts and 38 elderly/disabled persons were supposed to be surveyed. By the end of the assessment however, 357 surveys were conducted, surveyed. The increase in sample size does not have a negative impact on the calculated sample size, rather makes the data more representative. The sample size used for this survey was calculated online using [www.raosoft.com](http://www.raosoft.com).

Furthermore, the teams conducted price monitoring during baseline and end-line assessment in 6 markets and 4 stores in order to check for market signals, such as inflation of prices, price manipulation. Purposive sampling was used to identify stores and markets located in proximity to areas where evacuee communities were located.

## Data Collection Methods and Instruments

The data collection instruments were designed in order to capture necessary data to measure progress and impact based on set indicators for the project. The instruments used were the same as for the baseline survey and contained standardised data collection forms to assess household food consumption scores (FCS) and multi sector coping strategies index (mCSI), as well as questions specifically tailored to the needs of the project as per specific indicators set.

The end-line assessment contains:

- Household Survey,
- Focus group discussions
- Market price monitoring

Data was collected electronically, using mobile data collection devices (tablets) running on Survey CTO software. Survey entries were uploaded to a central database daily in order to assist with tracking progress against the target number of surveys per site.



Figure 1: Oxfam staff and VRCS Volunteers during the training for the End-line Assessment with MEAL Specialist Gloria Affiku (Oxfam in Vanuatu)

## Limitation of Survey

Attrition, due to movements of evacuee populations, caused a limitation on the survey processes in terms of data collection. Sample size was determined by strata in terms of grouping of respondents: evacuees, hosts, elderly and disability and by area councils. However, repatriation of evacuees back to their homes in Ambae affected data collection in some area councils. Data was rather collected randomly from evacuees wherever they could be found to meet the sample size requirement.

## Oxfam Vanuatu Logical Framework

Outcome	Indicators	Target	Baseline	End-line	Variance
<b>OUTCOME 1: TARGETED HOUSEHOLDS HAVE IMPROVED FOOD AND LIVELIHOODS SECURITY</b>	% of HHs with improved food consumption and dietary diversity	25% increase (overall)	<b>Acceptable</b> 74.3% <b>Borderline</b> 16.7% <b>Poor</b> 8.9%	<b>Acceptable</b> 89.0% <b>Borderline</b> 6.9% <b>Poor</b> 1.1%	<b>Acceptable</b> +14.7% <b>Borderline</b> -6.9% <b>Poor</b> -7.8%
	% of HHs with reduced negative livelihood coping strategies	30% decrease	34% at low level stress medium and high level of stress	50% at medium and high level of stress	-16%
	% of households with improved access to livelihood activities	30% decrease	61% no income source	46.5% no income source	-14.5%
	% of HHs who report an improvement in their ability to meet basic needs	70% increase	56% where able to meet basic needs	98% where able to meet basic needs	+42%
<b>OUTCOME 2: DISPLACED HOUSEHOLDS HAVE INCREASED ACCESS TO FINANCIAL SERVICES</b>	% increase in number of persons with bank accounts	15% increase	38 % have bank accounts	44.5% have bank accounts	+6%
	# of banks used for cash disbursements*	2	0	2	+100%
<b>OUTPUT 1: UNCONDITIONAL CASH GRANTS DELIVERED VIA CHEQUE TO 6,500 DISPLACED AND AT LEAST 500 HOST HOUSEHOLDS</b>	# of HHs reached with cash grants delivered via cheques *	2000	0	2769	+138.45%
<b>OUTPUT 2: OPERATIONAL DELIVERY CAPACITY AND ACCOUNTABILITY</b>	# of trainings conducted for staff on the CTP programme and accountability *	3	0	5	+66%
	# of national staff and partners recruited and trained on cash transfer operations *	23	0	25	+109%
	% of beneficiaries reporting hassle free access to cash out of cheques and partners *	70%	0	98%	+ 28%

# RESULTS FROM FINDINGS

## General Findings

### DEMOGRAPHICS

45% of the respondents are middle age (between 31 to 59 years) and 16% are elderly (above 60 years). 63% of the respondents are female, 37% are male, and 12% of the respondents have a disability. The demographic profile of registration data and end-line responded groups were statistically similar. Among the evacuee's, 33% live with a host family which is a slight decrease from the baseline results where 48% stayed with host families. 96% of the evacuees confirmed having a very good or good relationship with their hosts. In this case, the average family size appears to be 4.9 or less, which is slightly lower than the national average.

72% of the respondents have a valid means of identification and out of that figure, among those the majority (88%) has a national ID card. End-line data show a 2% increase in availability of identification in comparison to baseline data.

### LOCATION

Data was collected across eight area councils. Results indicated that evacuees have moved during September 2018 and March 2019 and settled in rural and peri-urban areas (71%). During baseline survey, most people interviewed were located in urban areas (44%). The baseline survey was conducted shortly after the evacuees from Ambae arrived at the wharf in Luganville, the end-line results indicated that only 29% remain in the Urban Centre around Luganville.

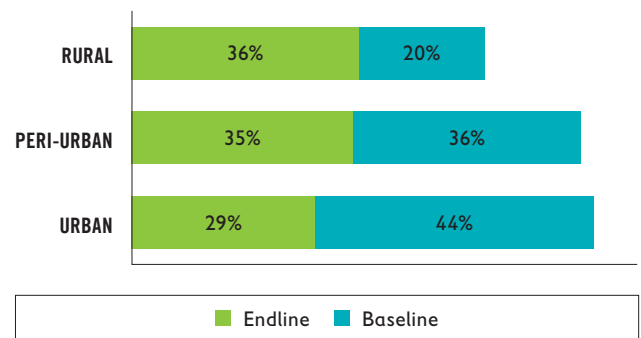
Urban communities in this context refers to locations in Sanma province, namely "town" or Luganville, with high population density, diverse set of livelihood and income generating activities, financial services, shops and markets. It is also characterised by administrative structures like government presence. Peri urban here refers to close proximity to urban areas, locations are just on the outskirts of the cities and are mainly characterised by a mix of rural and urban characteristics. Rural communities here have relatively low to no administrative presence, livelihoods are predominantly centred on agricultural production and there is access to a town market. It is at least 2 hours away from urban areas.

When asked whether evacuees would like to stay in the same location permanently or move to another location, the majority (44%) stated, that they want to have residence in Sanma province but also retain residence in Ambae and 24% stated that they want to stay in Sanma permanently. When asked, where most evacuee families are staying, findings show a great increase of evacuees staying on their own property, 41% of respondents have stated to stay on their own property during end-line survey whereas only 11% stayed on their own property during baseline surveys. Further, only 4% of respondents are staying in evacuation centers, whereas 16% were staying in evacuation centers during the baseline survey. This is a positive sign for longer-term recovery and resilience, as it indicates a more secure and longer-term living situation (shelter and access to land) than previously. Although it is not possible to establish a direct causal link between these improvements and the support provided by the cash transfer programme, it is consistent with spending patterns across the 3 months of assistance (with increased % spending on building materials) as well as qualitative feedback from beneficiaries and communities gleaned from regular post distribution monitoring and focus group discussions.

Overall, survey results indicated that a large group of evacuees settled more permanently in Sanma province in rural and peri-urban areas and built their own houses.

Age	Registration	End-line
<18 YEARS	0%	1%
18-30 YEARS	26%	20%
31-40 YEARS	22%	23%
41-50 YEARS	20%	22%
51-60 YEARS	15%	18%
>60 YEARS	17%	16%

### GEOGRAPHICAL SPREAD OF EVACUEE AND HOST FAMILIES



## LOCATIONS WHERE EVACUEE FAMILIES ARE STAYING

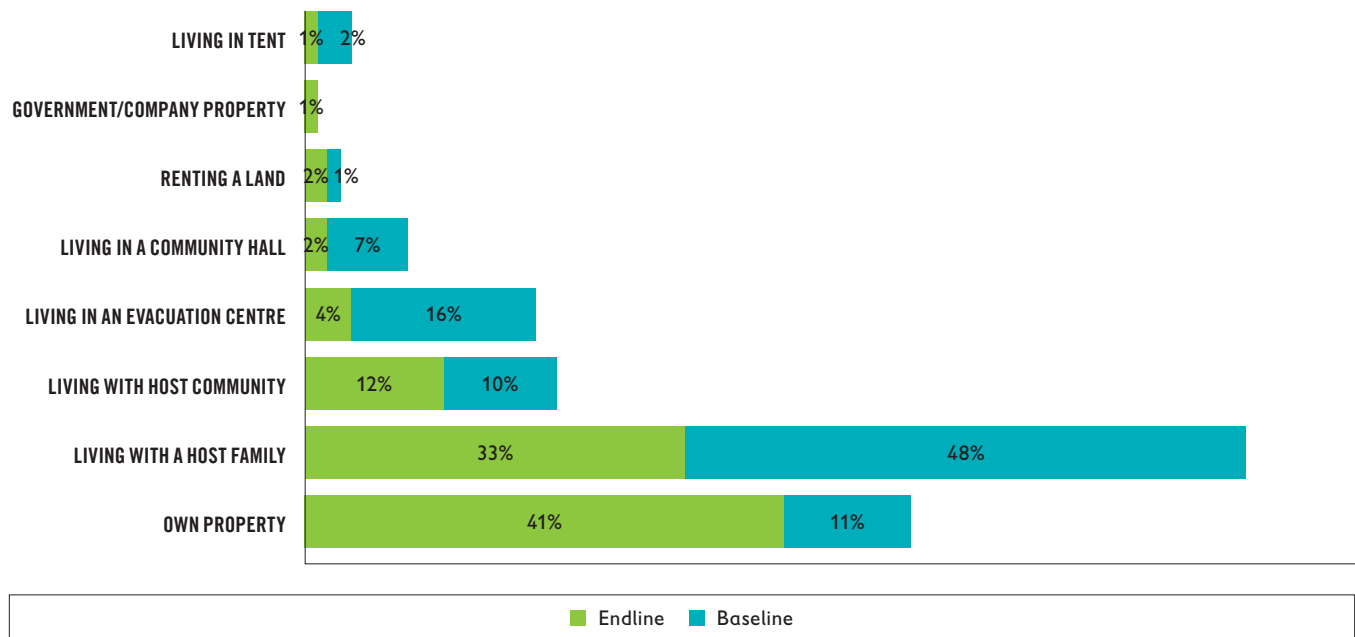


Figure 2: Bhai Centre, Luganville, Vanuatu: Ambae evacuee, Fiona, standing outside a house at the 'camp' (Sarah Doyle/OxfamAUS)



Figure 3: Luganville, Vanuatu: Ambae evacuee and widow, Olive, at the NBV distribution site (Sarah Doyle/OxfamAUS)

## Outcome 1: Targeted Households have Improved Food and Livelihood Security

Outcome	Indicators	Target	Baseline	End-line
<b>OUTCOME 1: TARGETED HOUSEHOLDS HAVE IMPROVED FOOD AND LIVELIHOODS SECURITY</b>	% of HHs with improved food consumption and dietary diversity	25% increase (overall)	<b>Acceptable</b> 74.3% <b>Borderline</b> 16.7% <b>Poor</b> 8.9%	<b>Acceptable</b> 89.0% <b>Borderline</b> 6.9% <b>Poor</b> 1.1%
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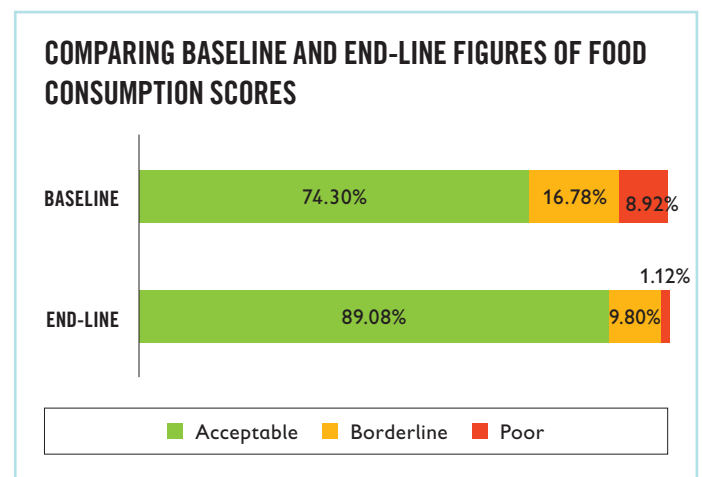
From the table above, the outcome focused on improving food and livelihood security of the beneficiaries of the programme. For food security, the programme adopted a standardised way of measuring food consumption of the beneficiaries. The food consumption tool developed by the World Food Programme was used<sup>4</sup>. In measuring the livelihood coping strategies of the beneficiaries, the programme adopted a conceptualised multi-sector coping strategy index tool developed by Oxfam Afghanistan called Measuring Household Stress<sup>5</sup>. Overall, end-line data shows that the programme has achieved its logical framework targets for improved food consumption and dietary diversity. Though end-line survey data shows improvement, the programme did not meet its target of coping strategies. Reasons may be connected to the short term nature of the implementation period, which was three months.

Lessons learned globally from human displacement situations as well as natural disasters in Vanuatu and the Pacific region indicate that the recovery process typically takes six to nine months. Over a more extended period of time, affected households are typically able to establish longer-term, positive coping strategies, such as stable livelihoods activities, access to more permanent living conditions as well as public services such as health and education. Especially in the case of evacuee households who need to entirely rebuild their livelihoods, it is also common for this recovery process to take more time. In future cash transfer responses to natural disasters and population displacement in Vanuatu, a longer-term assistance period should be considered, perhaps with an incremental scaling down of cash benefits, or targeting of cash assistance to more vulnerable groups over time.

### FOOD CONSUMPTION SCORE

The food consumption score (FCS), tool developed by the World Food Programme (WFP) is commonly used as a proxy indicator for access to food.<sup>6</sup> The FCS aggregates household level data on the diversity and frequency of food groups consumed over the previous seven day, which is then weighted according to the relative nutritional value of the consumed food groups. For instance, food groups containing nutritionally dense foods such as animal products are given greater weight than those containing less nutritionally dense foods, such as tubers. Based on this score, a household's food consumption can be further classified into one of the three categories: poor, borderline, or acceptable.

The end-line survey data for the FCS shows that the percentage beneficiaries who have improved food security is 14.7%. The above chart shows a significant decrease in the proportion of respondents who left the poor and borderline categorization after receiving three rounds of cash transfer. It was calculated by summing up percentage for borderline and poor at end-line and dividing it by the sum total of borderline and poor at baseline.



<sup>4</sup> WFP VAM Technical Guidance Sheet for Food Consumption Score

<sup>5</sup> Measuring Household Stress, Oxfam Afghanistan

<sup>6</sup> Access to food is just one of the pillars of food security. Other pillars include food availability and food utilization



## MULTI-SECTOR COPING STRATEGIES INDEX

A “coping strategy” is an action taken by individuals within a household when shocks such as natural disasters and conflict push them beyond the difficulties faced in normal times. Oftentimes, as these shocks become more severe, “negative coping strategies”, are employed. The more these strategies are used, the more they have a negative impact on households over time. These can involve sale of household assets, or risky behaviours associated with accessing income, food or work.

The coping strategies index (CSI) consists of a set of indicators to ascertain the coping strategies that households might adopt to cope with stressful situations. CSIs can be used to better understand the overall situation of household stress (and consequently, livelihoods stress) by measuring the frequency and severity of coping strategies. This coping strategies index has been expanded to measure responses to stress across several sectors and programming, hence the concept of multipurpose coping strategies (mCSI).

The mCSI constitutes indicators from different sectors, such as food security, protection, WASH and shelter, and reflects the overall stress level being faced by the household through a frequency and severity scoring based on the mitigation strategies adopted by the household in the last seven days.

mCSI scores across all displaced and host households was grouped into quartiles:

### Quartile 1 = lowest mCSI score

- Represents households having the lowest stress levels and therefore employing the fewest negative coping strategies. mCSI scores at 34% at baseline grew to 50% at end-line (16% increase)

### Quartile 2 = medium mCSI score

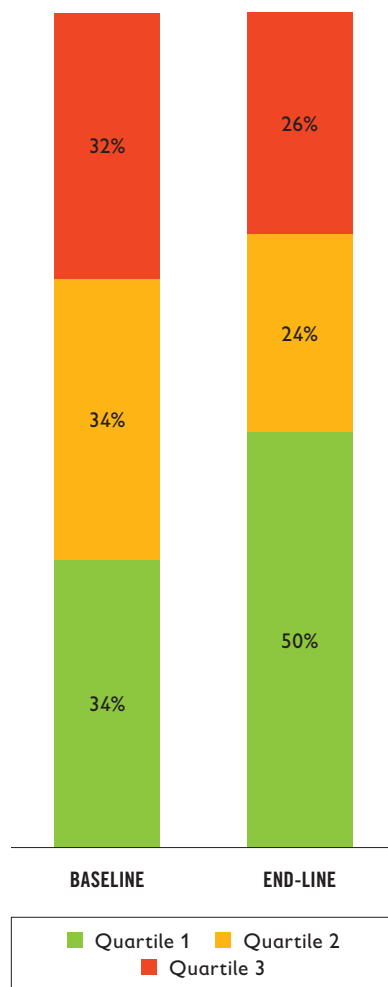
- Represents households experiencing medium levels of stress, employing some coping strategies to meet needs. mCSI scores at 34% at baseline dropped to 24% at end-line (10% improvement).

### Quartile 3 = highest mCSI score

- Represents households showing the highest stress levels. These households are using many negative coping strategies to meet basic needs. Scores are 32% at baseline and dropped to 26% at end-line (6% improvement).

Overall, end-line data shows a decrease in households with highest stress levels and employing negative coping strategies, and a corresponding increase in those with the lowest stress levels. The cash grant provided by Oxfam is evidenced to have played a critical role in mitigating these negative coping strategies and reducing overall livelihoods stress.

## MULTI-PURPOSE COPING STRATEGY INDEX



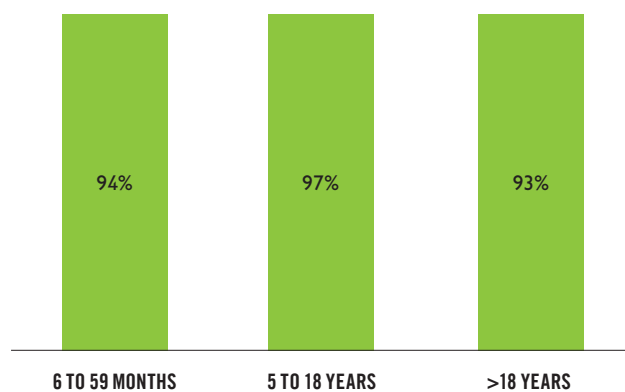
## NUMBER OF MEALS CONSUMED

Quantitative data collected for the end-line in relation to number of meals consumed daily shows that household members across different age groups are able to eat at least three meals every day. This data is corroborated with the food consumption which shows both baseline and end-line figures for acceptable food score on the high side.

End-line data shows almost the same data as baseline since over 90% of responses across all age groups also consumed meals three times daily.

Though affected by a crises, data shows that food insecurity did not seem to have a major impact for the beneficiaries of the project. Before implementation, evacuees had received one round of food aid (rice and canned tuna) from the National Disaster Management Office (NDMO). When OiV started giving

## PERCENTAGE OF RESPONDENTS WHO EAT MEALS UP TO THREE TIMES A DAY DISAGGREGATED BY AGE GROUPS



out cash grants, it broadened beneficiary's power of choice to buy more food or ingredients, such as fresh fruits and vegetables, to make their food more nutritious.

In the case of NDMO food distributions, one should be careful to note that the fact of providing food rations is not necessarily an indicator of food insecurity per se, and it should not be assumed that a supply driven response was reflective of such. Efforts by Oxfam to source any related food security assessment data linked to NDMO food ration distribution was unsuccessful. Nonetheless, it is recognised that the distribution of a rice/tinned goods ration to affected families is a standard NDMO "first response" action in Vanuatu following the onset of a natural disaster. In this case, food distributions were not continued after December 2018, whereas cash assistance continued through the end of February 2019.

Overall, there are no gaps in eating meals that would have negatively impacted on food intake of the beneficiaries as the standard rate of eating food per day is 3 times: breakfast, lunch, and dinner.

### ACCESS TO LIVELIHOOD ACTIVITIES

Evidence from data collected during the end-line survey revealed that number of people who do not have a source of income at baseline has dropped from 61.5% at baseline to 47.6% at end-line. This shows a 14% improvement in the people who engage in livelihood activities. 85% of the evacuees interviewed had a source of livelihood back in their homes in Ambae before the displacement, however, most income generating activities had to stop since their relocation, showing the high percentage of people without income generating activities at baseline. 52% of the respondents are engaged in activities that bring in income to their families livelihood as at the time of end-line survey. Interestingly, 17% of evacuees who had no source of income back home before the volcano have now started small businesses with the cash aid they received from OiV CTP. Overall, 28.5% of the respondents reported starting a business with the cash aid they received from OiV. Businesses range from gardening to livestock farming, market mama and small businesses.

#### Business Started with Cash Grant

Business Activity	Percentage
SMALL BUSINESS	60.40%
GARDENING	17.82%
MARKET MAMA	16.83%
LIVESTOCK FARMING	2.97%
SALARY WORK	0.99%
OTHER	0.99%
<b>GRAND TOTAL</b>	<b>100.00%</b>

Even though the programme recorded success with people accessing livelihood activities with the grants they received, the programme was a multi-purpose cash grant, and thus did not seek to lay any emphasis on what people could use their money for.

Data collected from PDM conducted shows that most people (between 31-33%) used their money to buy food for their families. To them, food was either more urgent and primary, or a larger household expenditure. Responses recorded from the group discussions showed that the immediate need for most households was food, rather than economic livelihood. This appears contradictory given finding that critical food insecurity was not a prevalent issue. However, when one compares this expenditure pattern with Vanuatu's national statistics on household spending (HIES 2010) it is evident that across both rural and urban areas in Vanuatu, across virtually all income categories, the majority of household income (56% nationally), is spent on food<sup>7</sup>. In this regard, evacuees and host families are no exception to the rule.

See below responses but various participants of focus group discussions:

*"To me, the money given by Oxfam is very useful because with the money, I can buy food and other household items to support my family. It is also appropriate because it came right in time when we needed it because like the other participants has said, we had no income in Santo."*

*"The money given by New Zealand via Oxfam has more effect. When it rains in the church compound, the Cooking place was wet which makes it hard to cook our food but some families bought Stove gas which was more effective in terms of cooking during rainy days."*

*"During our living here in Santo, we had no money. Our main help came from NDMO and sometimes we were tired of eating rice but we cannot eat other type of food because that is the only option we have. The money given by New Zealand via Oxfam has more effect .My family uses the money to buy for other food such as local food in the market. The money is also used for transportation to buy food and other household items needed by my family."*

7 pp. 29- 30, Ch.2 "Income and Expenditure", Vanuatu Household Income and Expenditure Survey (HIES), Vanuatu National Statistics Office, December 2012. Accessed at: [https://mjcs.gov.vu/images/research\\_database/2010\\_HIES\\_REPORT.pdf](https://mjcs.gov.vu/images/research_database/2010_HIES_REPORT.pdf)



Figure 4: Luganville, Vanuatu: Madlen and her son after cashing her cheque at the NBV distribution site. (Sarah Doyle/Oxfam. AUS)

### HOUSEHOLDS ABILITY TO MEET BASIC NEEDS

98% of interviewed respondents reported an improvement in their ability to meet their basic needs as a result of the cash aid they received from the programme. Already analysed data from previous post distribution monitoring reports showed that beneficiaries used the cash grants they received on a variety of household items as shown on the chart below. An average of 32% of respondents across two PDMs conducted reported they bought food with the cash grants they received. Data gathered during the FGDs shows that before the cash grants NDMO supported them with raw food (rice) and canned food (fish). But with the money they received, they were able to buy local ingredients to prepare nutritious food for their families. This also explains the reduction in the “poor” and “borderline” food groups of the food consumption scores of beneficiary households. Data also showed that beneficiaries spent money buying building materials to be used to rehabilitate their homes back in Ambae. A beneficiary said during a FGD, “The CTP has enable me to buy some housing materials for my thatched house. I really thank Oxfam for the Help because without cash transfer, I would not able to buy the housing materials.”

### ACCESS TO MARKETS AND PRICE MONITORING

75% of the respondents interviewed had access to markets. This shows a 5% drop in the baseline value, which can be explained by the movement of people from the urban areas to the peri-urban and rural areas. More markets and stores are located in the urban areas than in the rural and peri-urban areas.

There are also markets and stores in the rural and peri-urban areas, but not at the scale of the urban area. The market size may be said to be sufficient to cater for the needs of the population since the population size in the rural areas has increased over the course of the program and the population of displaced people in urban areas has therefor decreased.

Price monitoring conducted at baseline and at end-line did not show significant difference in the prices of goods over the period of the cash disbursement. This indicates that markets remained robust and that there was no inflationary impact on prices as a result of the programme. This may be due to the nature of the economy of Samna province, which is one of Vanuatu’s larges, and the comparatively small influx of cash in relation to the economy and population as a whole.

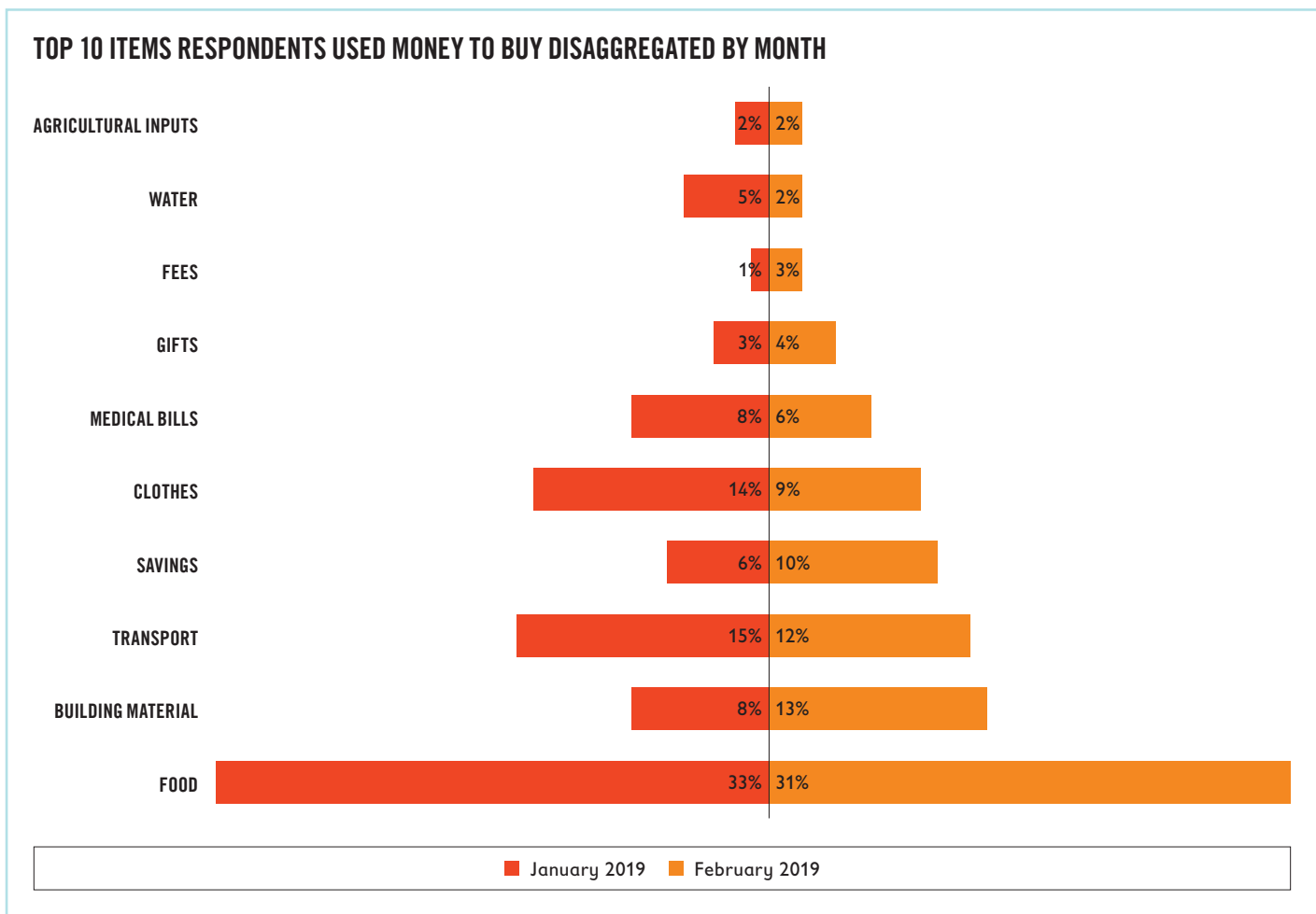




Figure 5: Luganville, Vanuatu: Beneficiaries waiting outside ANZ to enter to cash their cheques (Sarah Doyle/OxfamAUS)

## Outcome 2: displaced households have increased access to financial service

Outcome	Indicators	Target	Baseline	End-line
OUTCOME 2: DISPLACED HOUSEHOLDS HAVE INCREASED ACCESS TO FINANCIAL SERVICES	% increase in number of persons with bank accounts	15% increase	38 % have bank accounts	44.5% have bank accounts
	# of banks used for cash disbursements*	2	0	2

The CTP initially planned to encourage savings and improved access to formal financial services (banks) by beneficiaries, as this is a key objective of Vanuatu's National Financial Inclusion Strategy. It was intended that aside from supporting improved or increased livelihoods, beneficiaries would also learn to use these services to deposit and save cash, hence the use of banks as modalities for disbursing payments.

OiV signed a memorandum of understanding (MoU) with two banks, Australian New Zealand bank (ANZ) and National bank of Vanuatu (NBV) to support the CTP. Both banks facilitated the cash disbursement processes. Beneficiaries gathered at 2 designated distribution points to receive their cheques every month for the three months of the disbursement. One point was set for beneficiaries who were earmarked to receive their checks from NBV and the other point for ANZ. After receiving their cheques, the beneficiaries went over to the banks to cash their cheques. While NBV set up an encashment centre at the cheque distribution point assigned to them, cheque distribution point for ANZ was set up adjacent to the bank, about 2 minutes' walk between the bank and the distribution point.

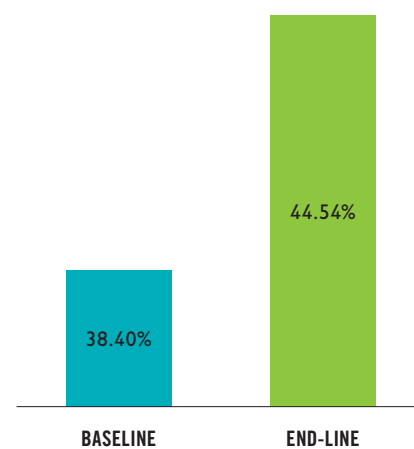
Aside from facilitating cash transfer processes, ANZ Bank carried out five financial literacy campaigns in selected communities to create beneficiaries awareness on the importance of savings and how to effectively use the cash they have received. The proportion of people who operate a bank account is 44.5%. Though the number of persons who opened new bank accounts increased by 6%, the project did not achieve its target (15%) of increasing the number of people with bank accounts. In September 2018, OiV launched a tender process for bank that would open bank accounts for targeted beneficiaries of the projects. That way, direct bank transfer would have been used as the methodology for accessing cash by the beneficiaries. However, the tender process failed. The banks confirmed that they lacked the capacity to rapidly open bank accounts for over 2000 beneficiaries in Santo, within the project timeframe, hence the option of using cheques instead. Nonetheless, even the use of cheques as a form of payment provided some exposure to beneficiaries unfamiliar with the formal banking system. A beneficiary during the focus group discussion confirmed that "I was able to use a cheque for the first time because of the cash grant and now I know how to use a cheque".

Overall, throughout the months of implementation, there was no challenge beneficiaries to accessing banking services especially as it related to accessing their cash. An average of 82.7% of respondents from the two PDMs carried out confirmed that they spent less than 15 minutes waiting to cash their cheques.

### ACCESS TO SAVINGS

End-line data also shows that 49% of respondents have access to savings. During baseline, 36% of beneficiaries had access to savings. More than half (18%) of the respondents during the end-line are able to save between 3,001 and 5,000 vatu every month. Interestingly, data shows a higher number who are able to save, versus the number of people who operate a bank account (44%). It therefore suggests that beneficiaries may have alternative ways of saving their money than using a bank – such as community savings groups or cooperatives. This programme did not explore this alternative/s, but it could be used as a learning for future programmes on livelihoods.

### COMPARING PERCENTAGE OF RESPONDENTS WITH BANK ACCOUNTS AT BASELINE AND END-LINE



Savings per month	Percentage
1 TO 500 VATU	14.29%
501 TO 1000 VATU	20.00%
1001 TO 3000 VATU	22.86%
3001 TO 5000 VATU	18.29%
5001 TO 10 000 VATU	17.71%
> 10 000 VATU	6.86%
<b>GRAND TOTAL</b>	<b>100.00%</b>



Figure 6: Luganville, Vanuatu: Simeon Alan Tarinako, 65, and his wife Roseline, 58, plan on using their new sewing machine to earn income which will help them rebuild their lives back on Ambae (Glen Pakoa/Oxfam in Vanuatu)

## Output 2: operational delivery capacity and accountability

Outcome	Indicators	Target	Baseline	End-line
OUTPUT 2: OPERATIONAL DELIVERY CAPACITY AND ACCOUNTABILITY	# of trainings conducted for staff on the CTP programme and accountability *	3	0	5
	# of national staff and partners recruited and trained on cash transfer operations *	23	0	25
	% of beneficiaries reporting hassle free access to cash out of cheques and partners *	70%	0	98%

Data for the above indicators were not captured at baseline, mainly because they are outputs that were reached during implementation of the project.

Two trainings were earmarked for OiV staff and volunteers working on the CTP programme, one on CTP programming and another on accountability. While this target was achieved, two additional trainings were conducted. One on data quality and another on data collection. This was to improve the knowledge and skills of the staff on activities they were engaged in, particularly in on-site and post distribution monitoring.

Internally, the CTP recruited 11 national staff on the programme – a finance officer in the Port Vila office, and a Field Team leader, an Administrative Officer, a Logistics Officer, an Office Assistant and six Field Monitors in the Santo office. An additional 12 staff were added by the partners involved in the programme. VRCS provided 10 volunteers and VDPA provided 2 staff. Furthermore, 2 international staff from Oxfam's Global Humanitarian Team Roster were also recruited to support the programme. The CTP Operations Coordinator, and the MEAL specialist. An information and data management support specialist was also contracted as a consultant to support the programme. It should be noted that the country office, prior to the response, had already invested in recruiting and building CTP staff capacities as part of a broader, multi-year preparedness programme. This included a Cash Transfer Programme Coordinator, 2 Data Analysis Interns, as well the incumbent Pacific Cash and Livelihoods Lead. These staff were instrumental in planning, resourcing and scaling the response programme.

Data collected from the PDM shows that 95% of respondents confirmed free access in terms of processes to cashing out their cheques.

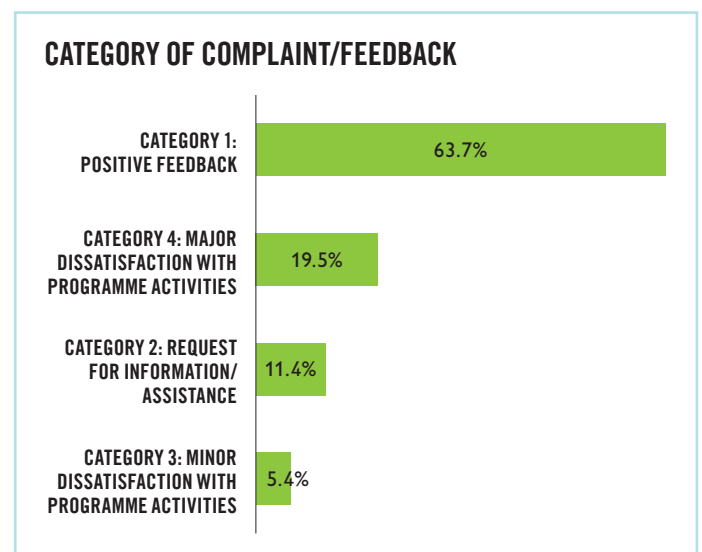
In addition, to enhance the effectiveness of the project, a complaint and response mechanism was set up during the programme to gather and attend to feedbacks and complaints from beneficiaries. This was done to strengthen the programme in terms of its accountability to its beneficiaries

The complaints and feedback mechanism (CRM) is a core component of Oxfam accountability structure. This evaluation showed that feedback mechanism was one of the strengths employed in the CTP. Complaints desk were used during provision of services at the community to harvest complaints and feedback on implementation. Other ways of obtaining feedback used in the project included using phone lines, coming straight to the office to make complaints and the use of suggestion boxes.

### Complaints were categorized into six groups:

- 1) Positive feedback
- 2) Request for information/assistance
- 3) Minor dissatisfaction with programme activities
- 4) Major dissatisfaction with programme activities,
- 5) Breach of Oxfam code of conduct and
- 6) Allegations of abuse/sexual exploitation of beneficiaries.

369 feedbacks/complaints were received throughout the programme, anchored by the MEAL team. The unit collated feedbacks and complaints, and referred them to appropriate units for handling. 96% of the complaints/feedback received were received at the distribution points where a complaint desk was set up mainly to document and refer issues. 3% of complaints came from people who came directly to the office to make their complaints and the remaining 1% was through phone calls. Positive feedback was the highest received (63.69%) throughout the programme.





For people who had major dissatisfaction with activities, their complaints mostly revolved round omission of their names from the beneficiaries list after they had been registered. Such issues were treated using the master list to verify that their names were originally on the list.

Aside from positive feedback that did not require feedback, almost all complaints were resolved within a turnaround time of one day. 5% of the complaints raised were not treated, such complaints fell under category 2, which was request for assistance. Complainants either did not meet the eligibility criteria or came late after the registration had been concluded.

The MEAL team regularly collated complaints and channelled them to the programs staff responsible. Evidence showed that most complaints were responded to promptly since daily operational decision making resided in the field, close to the complainants.

## OTHER CROSS CUTTING ISSUES

### Priority Needs of Respondents

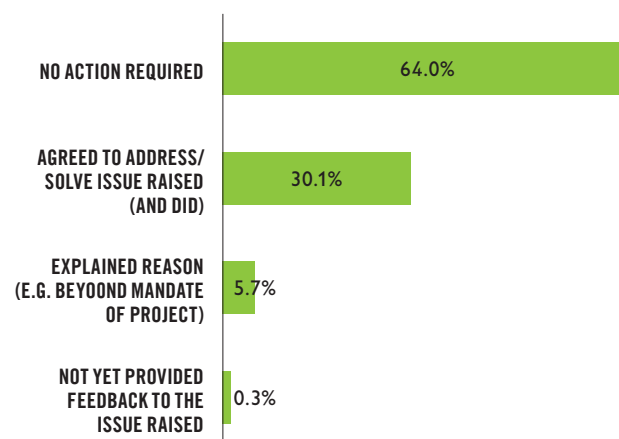
When asked about their current needs, most of the respondents that were interviewed mentioned money (25%). This shows that though money was disbursed and helpful, it may not be enough to cater for the needs of most of the respondents. Other three top priority needs from the table may be considered as housing (23.8%), water (19.3%), and food (15.9%). For others, respondents mentioned school fees, land and water tanks as their top needs. Most of the priority needs have increased at the baseline compared to the end-line. At baseline, the focus was more on food and medical services. the evacuees had just been displaced and were getting sick as a result of the exposure they had to indecent shelter and stress compounded by the displaced. By end-line, the need for money had increased. Most evacuees are more focused on buying building materials to rehabilitate their homes back in Ambae, hence the increase also in shelter/housing

End-line data revealed that 10% of the respondents know of someone that has mis-used the cash given by OiV. Among those 10% the majority (52%) knows off someone who has used the money for kava and the rest for alcohol and cigarettes.

### Protection and Gender Issues

Data collected for the end-line shows that 80% of respondents are living tension free, however, 20% of the reported having tension in their homes. Out of this figure, 81% categorised the level of tension as low while 19% categorised the level of tension as medium. A major cause of tension in the home is financial issues (32%) which seems to be a continuous issue from the baseline (33%) as shown on the table, followed by jealousy (30%), which has increased since the baseline (16%). It is not clear from the data how jealousy was defined by respondents and whether it was a general issue related to humanitarian assistance received (i.e. intra-household or inter-household, relationship-related or due to other reasons). When evacuees were asked about their relationship with their host families/communities, 66% of them reported that the relationship between them and their host is very good, 30% said their relation was good, 2% said their relationship was just ok and 2% said their relationship was not very good.

## RESPONSE DETAILS



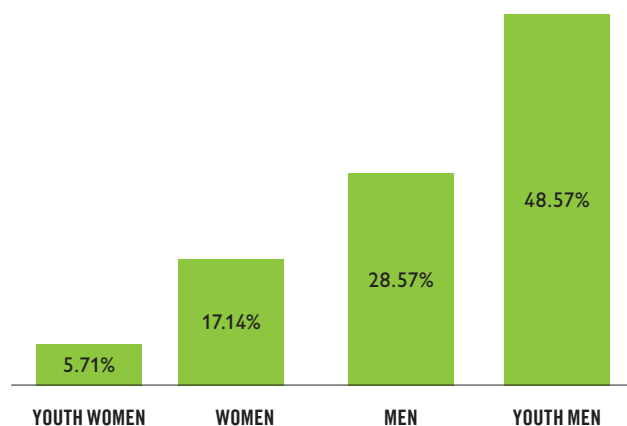
Priority Needs at End of Project	Baseline	End-line
MONEY	19.94%	25.49%
SHELTER/HOUSING	7.67%	23.81%
WATER	8.09%	19.33%
FOOD	14.76%	15.97%
OTHER	0%	7.56%
HOUSEHOLD ITEMS	3.69%	5.04%
MEDICAL SERVICES	13.48%	1.12%
CLOTHING	9.51%	0.84%
SPECIALISED FOOD FOR CHILDREN UNDER 5	0.43%	0.28%
SEEDS AND/OR TOOLS FOR PLANTING	0.50%	0.28%
LIVESTOCK	0.07%	0.28%

Causes of Tension	Baseline	End-line
FINANCIAL PROBLEM	33%	32%
MANAGEMENT OR RELIEF SUPPLIES	17%	10%
LACK OF WORK	14.29%	11%
LACK OF FOOD AND WATER	11.56%	13%
JEALOUSY	16%	30%
LAND DISPUTE	0.68%	4%
NO PRIVACY	13%	1%

Regarding violence, end-line data shows relatively low reports on physical violence (9.8%) and sexual violence (1.4%) in areas where families are living. Out of those who reported incidences of physical violence, youth men (49%) were perceived to be the more exposed to physical violence generally. End-line reports shows a drop of 11% in physical violence from the baseline and a reduction of 2% for sexual violence. Although minimal, broader data from Vanuatu suggests that these incidences do occur and may be under reported or not reported at all.

There is a general feeling of safety (81.23%) as indicated by end-line data collected. This figure is an improvement on the baseline figure (76%).

### RESPONDENTS EXPOSURE TO PHYSICAL VIOLENCE



Luganille, Vanuatu: VRCS volunteer supporting the second cheque distribution. Photo: Sarah Doyle/OxfamAUS

# GENERAL CONCLUSIONS

The cash transfer programme achieved its overall objective of improving food and livelihood security for the families affected by the Monaro Volcano in Ambae. 2,769 families benefitted from the multipurpose cash grant. 17,000 vatu was given to evacuee families and 7,000 vatu was given to host families each month for three months.

Compared with the baseline survey report, the end-line survey report showed great improvement across key indicators and the achievement of results indicated in the logical framework of the programme in terms of target reached and progress of the CTP response.

The programme was successfully implemented as the focus was in bringing temporary relief to beneficiaries. 99.16% of the respondents interviewed during the household surveys confirmed that they were satisfied with the cash grant they received. Data from focus group discussions corroborated the confirmation from household survey. The participants expressed delight and satisfaction with the programme.

Among other things, two key things that meant success to the beneficiaries was their ability to spend their in buying the type of food they wanted and their ability to purchase building materials to rehabilitate their homes back in Ambae. The government has lifted the state of emergency on Ambae and as at the time of data collection for the end-line, up to 1,000 evacuees had already returned back to their homes in Ambae.



Luganville, Vanuatu: Sanma Provincial Headquarter. Photo: Sarah Doyle/OxfamAUS

