

# Nigeria | Hard-to-Reach (H2R) Service Access Assessment

## Focus Group Discussion Tool

20 August 2022

### PREPARATIONS

#### The focus group

- ✓ One focus group discussion per **group of people who have information on the same hard to reach area.**
- ✓ Separate groups by gender and age.
- ✓ Each group with 6 to 8 participants, as is possible

#### COVID-19 preventative measures

- ✓ The facilitator makes sure everyone sanitizes their hands
- ✓ The facilitator ensures all participants wear disposable face mask (cover the mouth and nose)
- ✓ Seating arrangements should be such that it maintains social distancing (6ft/2m distance as much as possible)
- ✓ The facilitator ensures meeting venue is well ventilated

#### Risks to try and avoid (especially likely in a larger group)

- ✓ Speaking time will be restricted and dominant people will speak most
- ✓ The facilitator will have to play more of a controlling role
- ✓ Some members of the group will become frustrated if they cannot speak
- ✓ Participants will start talking to one other rather than to the group as a whole
- ✓ The group may stop focusing and start talking about something else

#### What do you need?

- ✓ One, sometimes two, **note-takers**
- ✓ A common language
- ✓ A **quiet and private** place where the group will not be overheard or interrupted
- ✓ A working **recorder**
- ✓ **Water and snacks**
- ✓ To sit in a circle and be comfortable in a spacious room allowing social distance
- ✓ Face mask and hand sanitizer

#### Roles and roll-out

- ✓ The facilitator makes sure everyone has a chance to speak and that the discussion stays focused
- ✓ The note-taker writes notes
- ✓ The facilitator checks that the written record has captured the main points (continuously)
- ✓ At the end of the session, the facilitator gives a brief summing up of what has been said in case someone has something to add

### INSTRUCTIONS TO FACILITATORS

1. **Questions to participants:** the questions below should be read and communicated to the participants. If there are some specific vocabulary which may be unclear, do not hesitate to provide a definition for the purpose of the exercise.
2. **Probing questions:** Probes and clarifying questions are an important part of interviewing and have two main purposes: 1) to help clarify what an interview respondent has said and 2) To help get more detailed information on topics of interest. Probes allow the interview respondent to provide more than just a one-

sentence answer to the questions to the questions you ask. **Do not read the probes in *italics* to participants.** Use or adapt them if necessary.

#### INTRODUCTORY NOTE [2 minutes]

Welcome and thank you for volunteering to take part in this focus group discussion about **how you came to be displaced, how life has changed for you since you arrived here, and what the situation is like in the area you came from.**

I work for REACH, a research-focused initiative of the NGOs ACTED and IMPACT. We are conducting an **assessment of Nigerian persons in the Northeast to understand the needs of those who are currently in areas that are inaccessible to humanitarian aid.**

Please note that **this meeting does not have any impact on whether you or your family receives assistance.** These discussions are only meant to better understand the needs of the community who is in the area you recently fled. Please understand that **REACH does not directly deliver aid.** We provide information to organizations that may or may not decide to act.

The **information collected here will be provided to humanitarian actors and related government agencies** so they can understand the intentions of IDPs like you across the state, and plan more effective humanitarian interventions.

This meeting does not have any direct impact on whether you or your family receives assistance. **There is no benefit to participating and no drawback, your information is only used to help the humanitarian community identify people in need.**

The discussion will take about two hours

#### ANONIMITY, CONFIDENTIALITY AND RIGHT NOT TO PARTICIPATE

I would like to assure you that **the discussion will be anonymous.** We will not share with anyone who participated in this group and who did not. We will only report what you say but will not include names of anyone or the settlements which you came from.

I and the other focus group participants would appreciate it if you would refrain from discussing the comments of other group members outside the focus group. **If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so;** however please try to answer and be as involved as possible.

The discussion should take about two hours.

➔ **Do you consent to participate? (Moderator gets consent from each participant)**

#### GROUND RULES [2 minutes]

1. The most important rule is that only **ONE person speaks at a time.** There may be a temptation to jump in when someone is talking but please wait until they have finished.
2. There are **no right or wrong answers.**
3. You do not have to speak in any particular order.
4. When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you.
5. You do not have to agree with the views of other people in the group.
6. Does anyone have any questions? (*Answer questions*)
7. Ok, let's start!

## Nigeria | H2R Service Access: Focus Group Discussion

<b>Facilitator</b>		<b>Date</b>	
<b>Assist/Translator</b>		<b>Location</b>	
<b>Start Time</b>		<b>End time</b>	
<b>Group Code</b>		<b>Sex of Group</b>	
<b>KI with disability (hearing, blind, movement etc.)</b> <b>Yes</b> <input type="checkbox"/>  <b>No</b> <input type="checkbox"/>		<b>Number of KI(s) with disability</b>	

[illegible]

## Demographics:

The following questions are about the population remaining in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- Of those who remain in the [HARD TO REACH] settlement, why are they remaining?
- What population groups are mostly remaining in the settlement? (*examples: gender, age, social status, livelihood, religion, disabilities, others?*)

## Priority needs:

The following questions are about the needs of the population remaining in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- Among those who are still in the [HARD TO REACH] settlement, what are the top three priority needs for most people now?
  - How would you rank these needs?
  - Why are these the highest priority?

## Information Services and Service Provision:

The following questions are about information and services.

- What kind of information are you getting now from the [HARD TO REACH] settlement if any?
  - How are you getting this information?
  - Do you trust this information? If not, why not?
  - If no information received, why?

## Food Security and Livelihoods

The following questions are about the food security and livelihood conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- In the month before you left, what was the most usual source of food for MOST people in [HARD TO REACH] settlement?
  - Has the most usual source of food changed in the last 3 months?
  - If so, why did it change? What was the main source of food before?
- In the month before you left, was there sufficient access to food in the [HARD TO REACH] area?
  - If not, why not?
  - If not, in the month before you left, what did people do when there was not enough food? (*DO NOT SUGGEST ANY SPECIFIC COPING STRATEGIES. Ask probing questions relating to each of the coping strategies they mention*)
    - Is this something people would normally do before the conflict?
    - How often did people use these coping strategies?
    - If not sufficient food, what were the consequences or effects for people not having sufficient food?
  - Did people change their coping strategy at any giving time?
    - Why do people change their coping strategies (NOTE; this question is asking about exhaustion/insufficient coping strategy that made people change)
- In the month before you left, was access to food the same for all population groups? (e.g. children, women, men?) *Hint: this question is asking about those with more access to getting food*
  - If not, what were the differences between the groups and why?
- In the month before you left, was there a functioning market in the area?
  - If there was one, was the market different than it was before the conflict? How?
  - If there was not one, why not?

- In the month before you left, what types of livelihoods activities were people in [HARD TO REACH AREA] performing?
  - What barriers, if any, exist to them performing these livelihood activities?
  - Were people performing other livelihood activities before the conflict? If so, which ones? Why has it changed?
- *If they mentioned people farming:*
  - Have farming practices changed since before the Banditry or Kidnapping? If so, how? Why?
  - How was the most recent harvest compared to the harvest last year? If it was better or worse than last year, why was it different?

## PROTECTION

The following questions are about the protection and security conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- In the month before you left, did most people feel safe most of the time in the [HARD TO REACH] settlement?
  - If so, why?
  - If not, why not?
- In the month before you left, what were the protection concerns that effected the most people in the [HARD TO REACH] settlement?
  - How did the protection concerns vary by gender, age, or for other groups of the population (*examples of other groups: wealth, religion, tribe, disability status, IDPs, returnees*)?
  - Did the protection concerns change in the three months before you left the [HARD TO REACH] area? If so, why?

This question is about your **personal** experience currently:

- Are you currently separated from close relatives (inner family, like parents, siblings, spouse, children or people whom you used to live with before displacement) who are still in [HARD TO REACH AREA]?
  - If yes, what caused the separation?
  - If yes, are you currently in contact with those from whom you are separated? What method do you use to stay in contact? How frequently are you in contact?

## Health

The following questions are about the health conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- In the month before you left were people sick in the settlement?
  - If yes, what were the symptoms people had? (DO NOT mention these symptoms but it could be: fever, diarrhoea, chest pain, bleeding, trouble breathing etc.)
- What did people do when anyone was sick in the settlement?
  - where did people seek care? Who provided care

In the month before you left If people had access to healthcare, did most people consider the quality of healthcare acceptable?

- If there was some access, what kinds of staff were available and what services did they offer?
- If no access, why not?
- If no access, how did people cope with the lack of services? How did these coping strategies vary by gender, age, or other characteristics?

## WASH

The following questions are about the water, sanitation, and hygiene conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- In the month before you left, was there clean/safe drinking water in the [HARD TO REACH] settlement?
  - If no, why was there not a clean/safe water source?
  - Did the main water source change over time before you left?
  - If so, why? What source(s) were MOST people using before?
- In the month before you left, to what extent did people use latrines regularly in [HARD TO REACH] settlement?
  - Why or why not?
- In the month before you left, were people in [HARD TO REACH] settlement using soap?
  - If so, how did they get the soap?
  - If the use of soap has changed since before the conflict, why has it changed?

## Education

The following questions are about the education conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- In the month before you left, what kind of, if any, education services (formal or informal) were available in the [HARD TO REACH] settlement?
  - If no, what were the main barriers to accessing education? Explain why for each barrier.
  - Was attendance different for boys and girls? If so, why?

## Shelter

The following questions are about the shelter conditions in the [HARD TO REACH] settlement. Remember all of these questions are asking about conditions in the [HARD TO REACH] settlement, NOT about where you are living now.

- What is the main shelter type used in the community. Does it vary by population groups (IDPs, returnees, or other groups) within the [HARD TO REACH] area?
  - If so, how did it vary? Why?
- In the month before you left, was anyone sleeping in the open, without a shelter in the [HARD TO REACH] area?
  - If yes, why?
  - What groups of people were without shelter? (*examples: host community, IDPs, returnees, women, men, children, elderly, etc.*)
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