Interim Report to CARE ASUTRIA

Site Management in Camps 13, and 16

PROJECT DATA TABLE

Executing Agency:	CARE Bangladesh
Project Identification	BGD919
Grant Reference ID	N/A
Geographical Coverage:	Camps 13 and 16, Ukhiya Cox's Bazar, Bangladesh
Beneficiaries:	Total: 13, 482 households; 65,534 individuals Camp 13: 8,935 households; 43,662 individuals Camp 16: 4,547 households; 21,872 individuals Source: UNHCR and Government of Bangladesh, May 2022
Management Site	Cox's Bazar, Bangladesh
Project Period and Overall Duration:	01st July – 31st December 2022
Reporting Period:	01st July – 30th September 2022
Date of Submission:	31st October 2022
Total Confirmed Funding	USD 200 000
Total Funds Received to Date:	00
Total Expenditures:	84,987.81 USD

SUMMARY OF KEY ACHIEVEMENTS DURING THE REPORTING PERIOD

As a Site Management and Site Development (SMSD) Agency, CARE Bangladesh has committed to improving the living conditions of the affected population in Rohingya refugee camps 13 and 16 by strengthening community participation and ownership, reinforcing accountability mechanisms, reducing safety risks and enhancing coordination while ensuring access to adequate assistance and protection. This Interim Narrative Report summarizes the key activities and achievements for the period from 1st July to 30th September 2022.

CARE endeavored to maintain strong coordination between CiC, SMS and other actors, as well as Service Monitoring to improve beneficiaries' access to services, information and coverage of needs. The SMS agency continued to focus on maintaining accountability to the camps' population through the running of its Feedback, Information and Complaints desks, the strengthening of the Common Feedback Platform (CFP) and mobile CFRM sessions and Radio Listening Groups (RLG) sessions. CARE continued to engage the community: Community Committees remained mobilized, thematic meetings were organized, in parallel to awareness sessions on a daily basis; as well as meetings between service providers and community representatives. The Women's Participation Program (WPP) continued under the Community Engagement ToT, PSS Self Care refresher and some SMS training; and two new projects, in parallel with the regular Community engagement activities.

2. PROGRESS MADE TOWARDS REALIZING OUTCOMES AND OUTPUTS

Outcome 1: Site Management Support is efficiently delivered, ensuring appropriate delivery of services and protection assistance, as per humanitarian standards.

Output 1.1:
Coordination between camp stakeholders as well as Service Monitoring are strengthened to improve beneficiaries' access to services, information and coverage of needs.

During the reporting period, a total of 62 coordination meetings were organized in CARE camps: 6 General Coordination meetings; 06 Sector Focal Points meetings; 48 Sector Coordination meetings and 2 Disaster Management Committee meetings. (**ANNEX 01_Sector FP Meetings**).

Service monitoring findings for the reporting period are highlighted below for the two camps: In CARE camps, a total of **4,624 issues were identified and 3,473 were resolved**, according to **ANNEX 02_Service Monitoring**. Overall, **75.11% of issues** referred to CARE from service monitoring **were resolved.**
WaSH was the sector with the highest number of issues (2,878), out of which **2,442**(84.85%) were resolved. Among those, drainage cleaning, repairing bathing cubicles, nonfunctional tap stands, and tube wells were the most identified issues.

Camp 13: A total of **2765 issues** were identified and referred to Sector Focal Points. Subsequently**, 2218 (80.2%)** were resolved by partners.
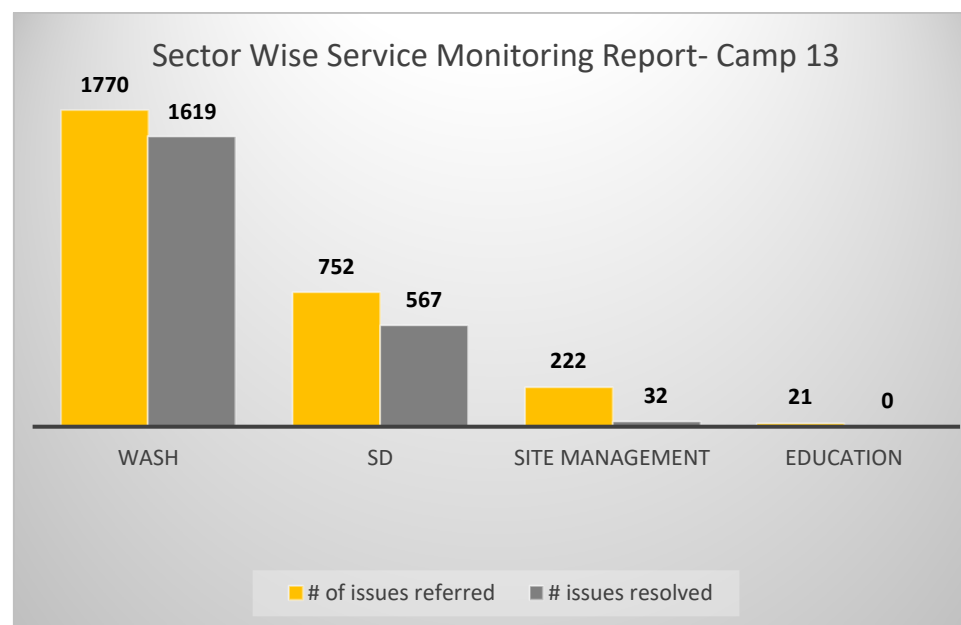
In WaSH, the most prominent issues were repair and desludging latrines, waste bean cleaning, nonfunctional Tube well and Bathing cubicles. For SD, most issues were related to drainages cleaning and slope protection for shelter, stair repairing, repairing drain, repairing roads, repairing pathways and repairing

guide wall, which were burning issues during the heavy rainfall in July-September. The needs and repair of Solar Street Lights (SSLs) were the most among the Site Management issues; however, due to lack of dedicated agencies for SSLs, most of the SSL's issues were not resolved.

Camp 16: A total of **1,859 issues** were identified and referred to Sector Focal Points. Subsequently**, 1,255** (**67.5%**) were resolved by the end of September 2022.
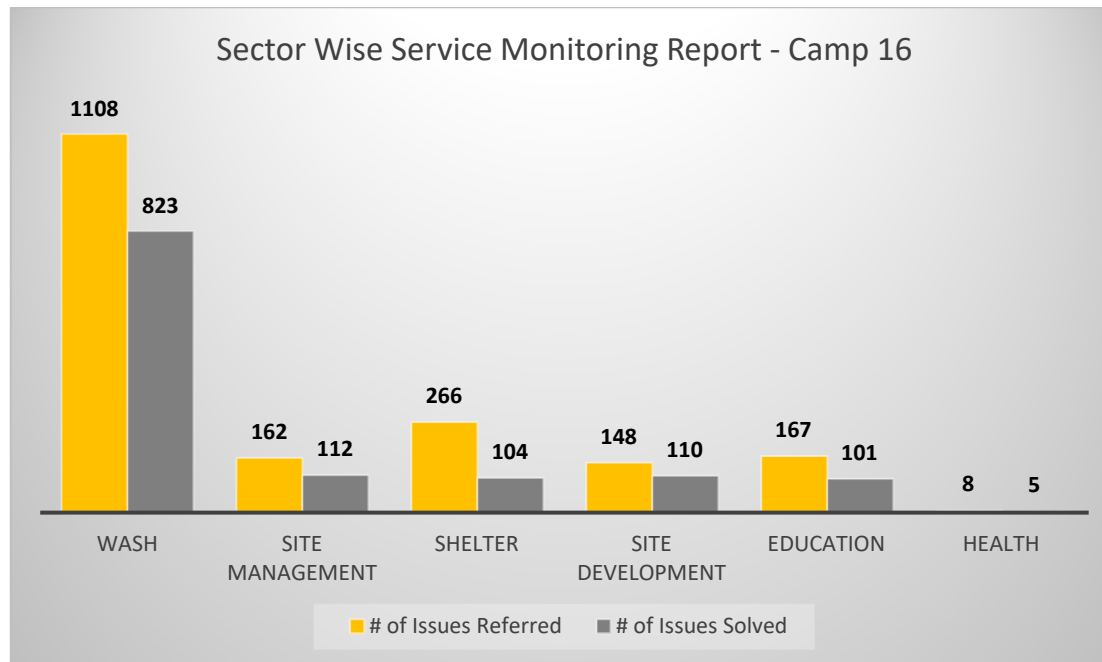
Out of identified 1108 WaSH issues, 823 (74.28%) of the issues were resolved by the WaSH partners. The remaining unsolved issues were related to the repair and dislodging of latrines and bathing cubicles. Out of 266 issues, the Shelter partner resolved 104 (39.1%) issues related to damage and worn tarpaulin and bamboo. Among 148 issues, SD resolved 110 (74.32%) issues related to stair construction, slope protection and maintenance of pathways. Out of 167 issues under the Education sector, mostly related to repairing and maintaining Learning Centers (LCs).

Capacity-building of the teams is a continuous focus of CARE. Several trainings and orientations were organized during the period. The details of orientations and training sessions attended by the teams are summarized below:

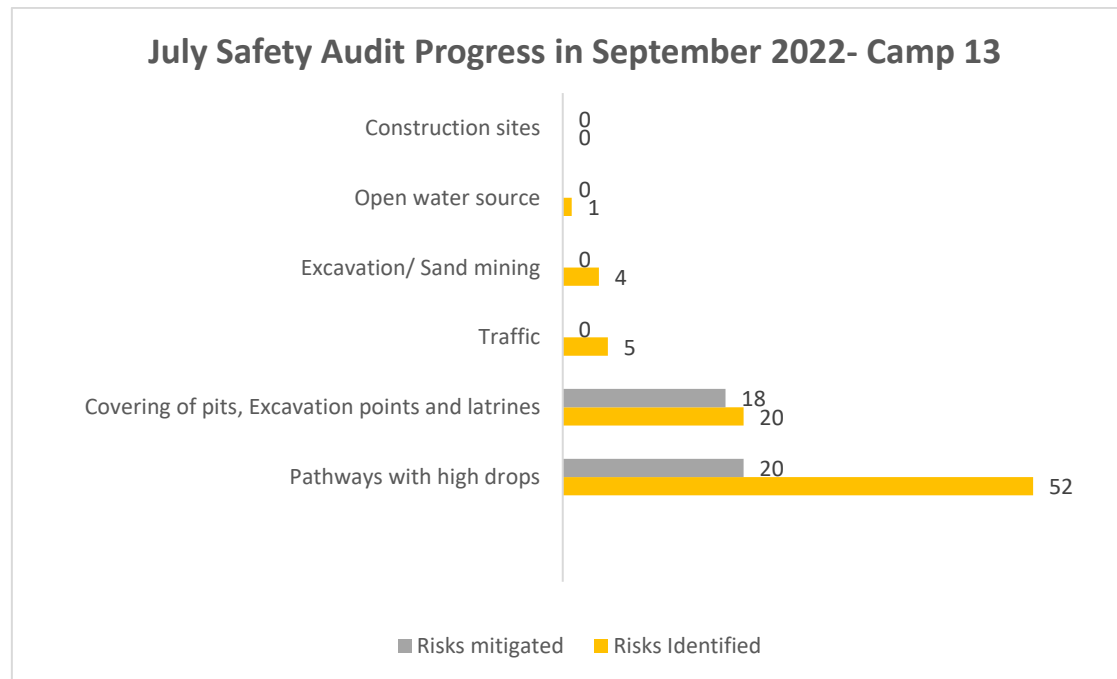| Training Name	Male	Female	Total	Organizer
Basic First Aid and Disaster Preparedness Training	32	18	50	ARC
Daily Incident Reporting Tool V03 Refresher Training	03	01	04	SMSD Sector
First Aid	24	12	36	CARE SMSD /CPP
Disability Inclusion tools	01	01	02	IOM
Disability Inclusion Training for WPP member	00	30	30	CARE/ IOM
CFP Refresher Training	00	02	02	IOM
TOT on Community engagement	00	02	02	IOM
PSEA Orientation	01	01	02	IOM
PSS Self Care Refresher Training for WPP member	00	44	44	CARE SMS
WPP_CCCM Basic training	00	100	100	CARE SMS
Community engagement TOT for WPP leaders	00	22	22	CARE SMS
Community engagement rollout	00	44	44	CARE SMS
Fire Response System	22	26	48	MOAS/HELEVETAS

Output 1.2:

The community is ready to respond to disaster and participates in ensuring that the camp is run smoothly and safely for its inhabitants
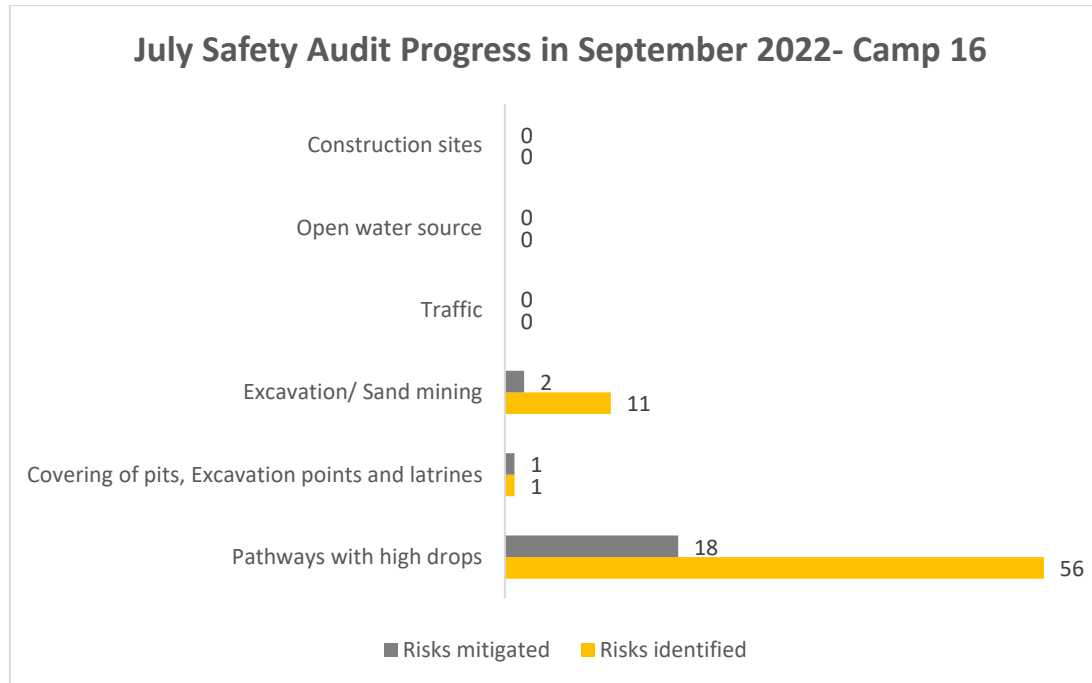
All DMU volunteers are mobilized according to their work plan and DMU guidelines by the SMS Operations Teams. During the reporting period, they were particularly engaged in messaging on Monsoon and Cyclone preparedness, Shelter tie-down support, and door-to-door COVID-19 messaging. 50 DMUs received **Basic First Aid and Disaster Preparedness Training** by BDRCS/ AMRC. A batch of 12 DMUs has participated in the training of First Aid Refresher by SMS and CPP.

CARE SMS teams also organize **Safety Audits** jointly with Child Protection on a quarterly basis (**ANNEX 03_Safety Audits**). One new Safety Audit was conducted in Camps 13 and 16 in July Sharing meetings were conducted in August. New audits are scheduled in October, respectively, for C13 and C16.

Camp 13: A new audit was conducted in July 2022 with the support of Child Protection and other relevant actors. A total of 82 risks were identified, including 26 unresolved risks from the previous audit, which were added to the new safety audit, out of which 38 risks were resolved by September.

July Safety Audit Progress in September 2022- Camp 13

Category	Risks mitigated	Risks Identified
Construction sites	0	0
Open water source	0	1
Excavation/ Sand mining	0	4
Traffic	0	5
Covering of pits, Excavation points and latrines	18	20
Pathways with high drops	20	52

■ Risks mitigated   ■ Risks Identified

Camp 16: A new audit was conducted in July 2022 with the support of Child Protection, during which a total of 68 risks were identified. By the end of September, 21 risks were mitigated by the WaSH and SD actors.

July Safety Audit Progress in September 2022- Camp 16

Category	Risks mitigated	Risks identified
Construction sites	0	0
Open water source	0	0
Traffic	0	0
Excavation/ Sand mining	2	11
Covering of pits, Excavation points and latrines	1	1
Pathways with high drops	18	56

■ Risks mitigated ■ Risks identified

Output 1.3:

**The SMSD agency ensures that the Minimum Standards for Camp Management are in place**
During this reporting period, the Minimum Standards for Camp Management, adapted to the Rohingya Refugees' response and context were yet to be finalized at the SMSD Sector level before they could be rolled out and implemented in the camps.

Outcome 2: The SMS agency ensures that the affected population is informed, aware and participates in the life of the camp; while reinforcing humanitarian actors' accountability

Output 2.1:

Communication and accountability to the affected populations are promoted, facilitated, and strengthened.

CARE operates 13 FICs: 8 in Camp 13, and 5 in Camp 16. CARE has also established mobile CFRM sessions to reach out to the most remote areas of the camps as well as vulnerable individuals. All camps have one FIC per block and one at the camp office level or the CiC Office level. According to the Common Feedback Platform (CFP) camp directory, **7306 tickets (C13: 4367, C16: 2939) were received** in the reporting period. Camp 13 recorded the highest number of tickets, which can be explained by the total population size of this camp.

Gender of ticket provider (n=7306)
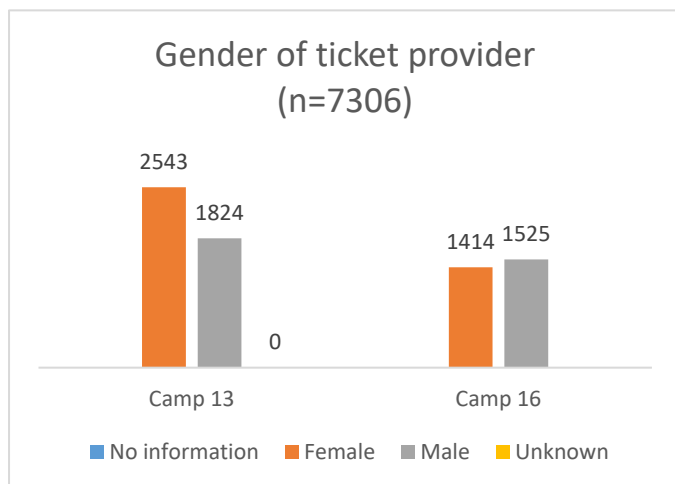
CFP tickets are usually predominantly lodged by men. Patriarchy, limited mobility of women, or other duties such as childcare and household tasks are explanatory factors. Nevertheless, CARE was able to come out of this trend and able to reach a significant number of females through CFP services in this reporting period. Out of all 7306 (Female: 3957, Male: 3349) received tickets, **women lodged nearly 54% of tickets,** and men reported approximately 46% of total tickets during this period (**ANNEX 04_CFP Monthly Camp Reports)**. The teams continued their efforts in encouraging and supporting both women and girls to visit FIC desks and gave them priority when they came in simultaneously than men. The CFP referral mechanism was explained to them thoroughly, feedback was provided timely, and they were encouraged to submit their tickets spontaneously on their own. Though children may need a guardian to report any issues to the CFP, no other community people need any kind of support from Majhis, or guardians.

Resolving Rate

|	Camp 13	Camp 16
	76%	98%
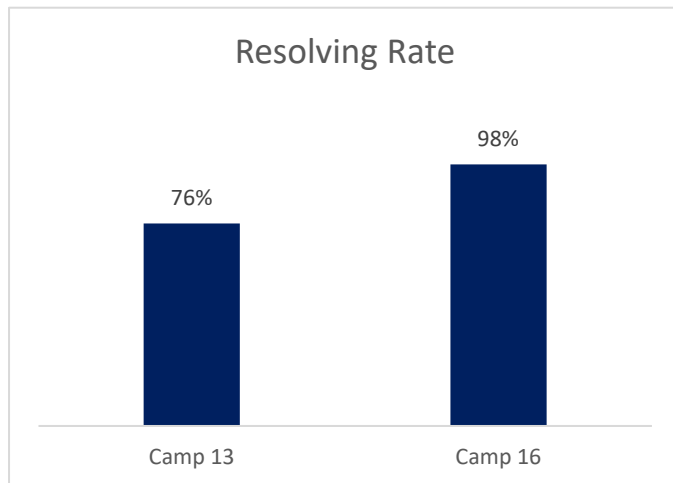
During the reporting period, CARE provided replies to almost 1544 tickets (C13: 1081, C16: 463) in both camps. According to the CFP directory, 1277 (C13: 822, C16: 455) tickets were resolved During the reporting period, representing 83% overall. The highest resolving rate is reported in Camp 16, about 98%. On the other hand, approximately 76% of total tickets were resolved in Camp 13.

In addition to the FICs, CARE arranges daily **Mobile CFRM sessions** to reach out to the most remote and isolated areas of the camps and the most vulnerable people (including EVI, PwD). During the reporting period, a total of 171 Mobile CFRM sessions were conducted with 1034 (M: 318, F: 716) individuals, including **226 PWDs**. On average, **Mobile CFRM reached 69.63% of women**.

CARE SMS Teams conducted broader **community engagement sessions** to disseminate information, raise awareness and maintain good relationships with the affected population. A total of **178 sessions were held and 1,465 individuals were reached (M: 994; F: 471), including 271 PWDs during this reporting period**. The sessions targeted different community groups and were an opportunity for people to interact with each other as well as the SMS agency; fostering social relations. Raising awareness on Monsoon Preparedness; Fire Safety & LPG; Cash for Work profiling; Dengue, Skin Diseases and Waste management were top topics of the sessions.
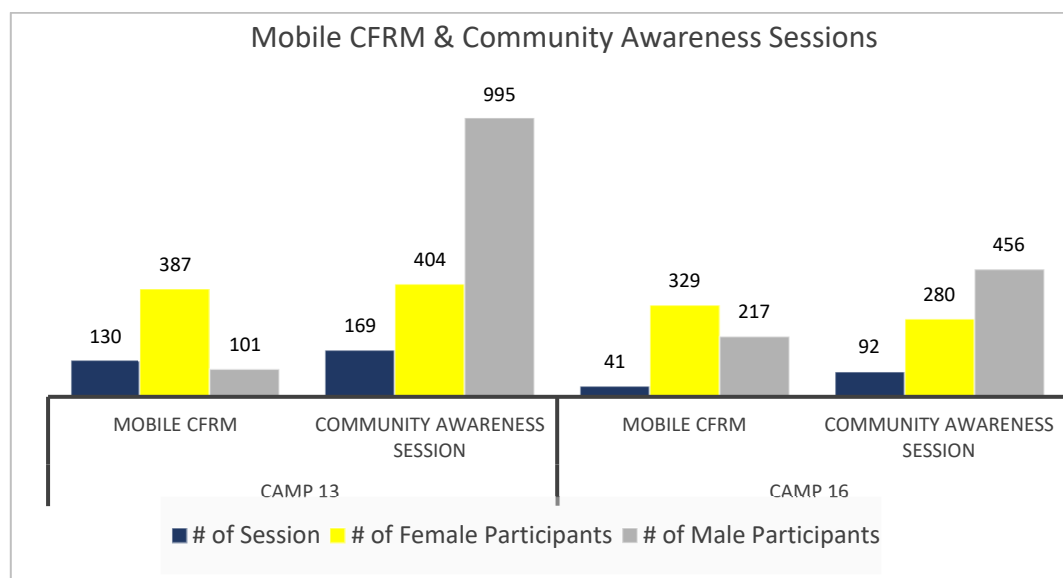
Another means of communication with communities has been the promotion of **Radio Listening Groups (RLG) sessions** using resources available from *Shongjog*; *BBC Media Action*, *Voice of Palong* and *Voice of America*; some of the topics covered included: Cyclone Preparedness, CFRM, Scabies; *Arar Hal Hobor*, *Aarar Kissa and Soyi Hota* series. During the reporting period, a total of **105 RLG sessions** took place in CARE camps for **1050 participants** (530 males, 520 females) Including **51 PWDs**.

Radio Listening Group Session (RLG)
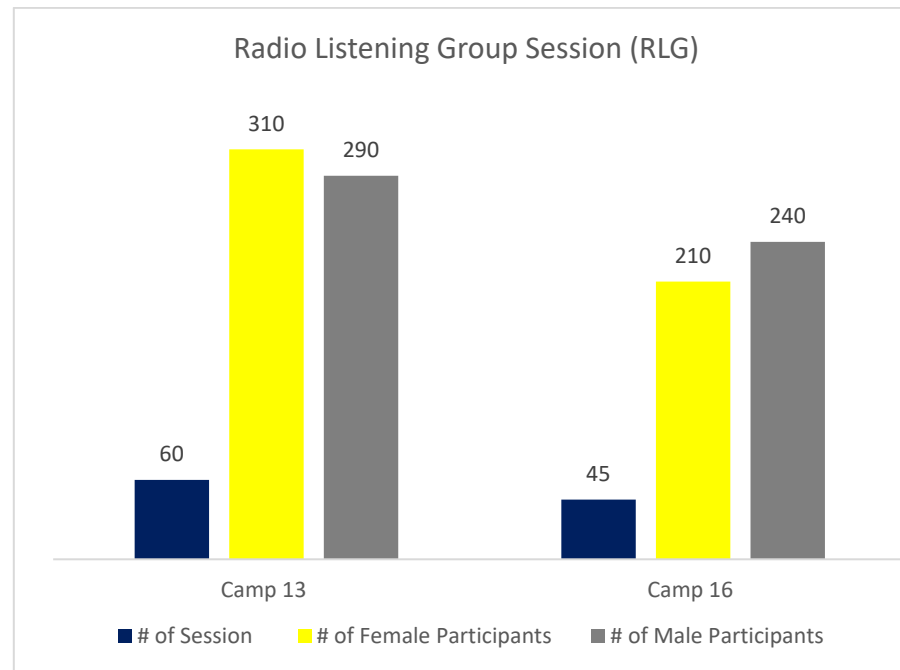
Overall, participants' feedback was positive: Women were most interested in listening to CFRM, Vaccination for pregnant women, Dengue and Scabies. During the RLG sessions, men were interested in listening to the podcast on repatriation, the Covid-19 new variant and consequences after taking the vaccine, TSA-2 assistance and UNHCR registration processes.

Output 2.2:

Community participation structures are reinforced, ensuring that all categories of the population –including the most vulnerable- are empowered, expand their sense of ownership and are part of the decision-making processes of the camp.

CARE engages the community through various Community Engagement initiatives; ensuring the meaningful representation of all categories of the population; including the most vulnerable. During the reporting period, **70 community engagement meetings with the camps' groups/committees** were held, with 970 participants (531 males, 439 females), including 22 meetings with WPP women members covering all 145 members. The agenda of the meetings included:

Monsoon Preparedness, Updates on community engagement activities, Women-Led projects and challenges were at the top of the agenda for WPP committee meetings. Four Majhi meetings were held with 160 Male participants.

CARE aims at involving the community in the decision-making processes of the camps' life: In this sense,24 **meetings between community representatives and humanitarian stakeholders** were held with 259 participants (M: 162, F: 97, in order to ensure better accountability of service providers to the community and provide feedback. Top priorities discussed included: TSA-2 assistance; self-relocation, CFW mobilization, keeping the camp clean, and water crisis. Among some of the action points, it was agreed that joint initiatives would be taken to avoid wasting water and increase the water distribution time, sensitizing the community to avoid self-relocations.
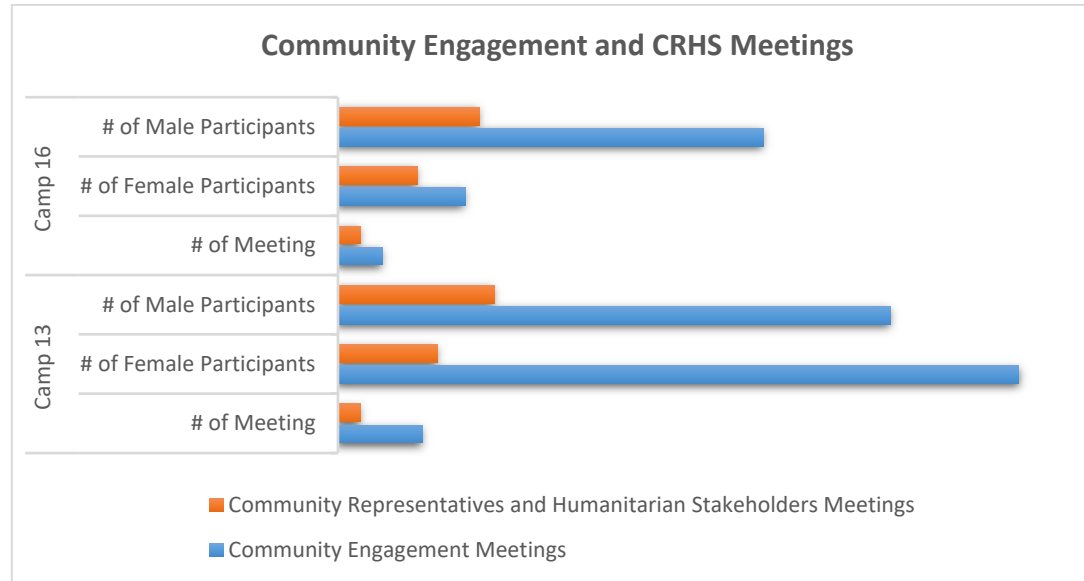
During the reporting period, CARE increased the engagement of WPP members with community engagement activities and increased meetings with WPP women members to reach all 145 members every month. Refresher on PSS Self Care, Inclusive Disaster Risk Management, CCCM Basic training, and

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Community engagement TOT for 22 women leaders and rollout to all 145 were organized in camps 13 and 16. Some feedbacks from the participants during the trainings were but not limited to: earlier women worked for their community in their own way. Through the training, they know how to support the community in a structural way; it would be good to have pictorial and video content for the training.

During the reporting period, two WPP projects were implemented in Care camps. In **Camp 13**, the Women group member came up with the idea that they would enhance their inherent skill and use the skills in income generating activities. Women group members camp with the idea of a snack-making project and selling the snacks in camps. They will sell the snacks in camps and support their families with the profit while reinvesting the capital to buy raw materials. The project was designed considering the availability of raw materials in camps. In **Camp 16**, women committee members implemented fishing net and cradler-making projects identified by themselves. SMS supported them by organizing skill development training facilitated by skilled women from the community.

Progress Achieved Compared with the Indicators in the Results Matrix

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during reporting period
Objective: To improve the living conditions of the affected population in Rohingya refugee camps 13 and 16 by strengthening community participation and ownership, reinforcing accountability mechanisms, reducing safety risks and enhancing coordination, while ensuring access to adequate assistance and protection.					
Outcome 1: Site Management Support is efficiently delivered, ensuring appropriate delivery of services and protection assistance, as per humanitarian standards	% of CiC staff and camp actors reporting satisfaction in camp-level coordination as a result of Site Management Support provided	June 2022 Survey	Phase 1: 80% Phase 2: 80% **Total: 80%**	a. Questionnaire b. Survey Results	**97% (ANNEX: 06_Partner Satisfaction Survey)**
A.1.1.1. Facilitate communication and relationship between service providers and the CiC, including but not limited to the organization and co-chairing of general coordination meetings. A.1.1.2. Support the Sectors' Focal Points in the organization of regular coordination meetings at camp level to ensure efficient information sharing; especially on challenges, priority needs and gaps according to their Sectors' Standards but also on complaints and feedback received through the CFP or issues recorded during Service Monitoring A.1.1.3 Regularly assess and monitor services provision and humanitarian standards inside the camps; and refer findings to the Sectors' Focal Points A.1.1.4. Update and test the Emergency Response and Preparedness Plan (EPRP) in collaboration with Disaster Management Committee (DMC) members including the CiC and relevant camp stakeholders following the SMSD Sector guidelines.					

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during reporting period
Output 1.2: **The community is ready to respond to disaster and participates in ensuring that the camp is run smoothly and safely for its inhabitants**	# of monthly Disaster Management Unit emergency preparedness and response-related activities undertaken # of camp Safety Audit assessments for Child Protection and GBV (in coordination with SMSD and Protection sectors) conducted	A minimum of 6 activities undertaken in each camp, on a monthly basis The safety audit is conducted on a quarterly basis, in each camp	Phase 1: 12 (6/camp minimum) Phase 2: 12 (6/camp minimum) **Total: 12** Phase 1: 2 Phase 2: 2 **Total: 4**	a. Activity attendance sheets b. Reporting of monthly activities through Activity reporting form c. Photographs a. Assessment results b. Referral emails/communications c. Follow-up assessment of referrals	**Total: 12** **Total: 2**
A.1.2.1 Support the Disaster Management Unit (DMU) Volunteers to respond to local incidents through regular mobilization and training provided by the SMS agency and external partners A.1.2.2 Engage DMU volunteers in DRR-related activities; following a monthly plan A.1.2.3 Organize community awareness campaigns related to DRR and risk awareness, using CwC/SM sector guidelines A.1.2.4 Conduct Camp Safety Audits in coordination with the Child Protection sub-sector and other Sector Focal Points; share, refer and follow-up on results and mitigation measures				
Output 1.3: The SMSD agency ensures that the Minimum Standards for Camp Management are in place	# of camps with minimum standards for camp management reached		Phase 1: 2 Phase 2: 2 **Total: 2**	a. Revised SMSD Sector Service Monitoring	**Total: N/A**
**Activities that lead to Output 1.3:** A.1.3.1 Roll-out and implement in each camp the Minimum Standards for Camp Management as adapted for the Rohingya Refugee camps context, in close coordination with IOM AoR and the SMSD Sector				
Outcome 2: **The SMS agency ensures that the affected population is informed, aware and participates to the life of the camp; while reinforcing humanitarian actors' accountability**	% People satisfied with safety, adequacy, inclusiveness, and accountability of humanitarian assistance and/or protection services provided by CARE and partners.	TBD	TBD	Annual Outcome assessment/ mid-term survey report	N/A – this indicator will be measured at the end of the total project, as part of the endline evaluation.

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during reporting period
Output 2.1: (Communication with Communities & AAP) Communication and accountability to the affected populations is promoted, facilitated and strengthened.	# of Feedback & Information Centers per camp block	a. Construction/ Upgrading completion reports b. Photos	Phase 1: 13 Phase 2: 13 **Total: 13**	a. Construction/Upgrading completion reports b. Photos	**Total: 8**
	% of tickets collected from women & girls and handled through the Common Feedback Platform	a. CFP Reports	Phase 1: 45% Phase 2: 45% **Total: 45%**	a. CFP Reports	**Total: 54%**
	# of men, women, boys and girls reached with awareness activities	a. IOM/ CwC Weekly Report b. Photos	Phase 1: 350 persons reached / month; 1050 for 3 months Phase 2: 350 persons reached / month; 1050 for 3 months **Total: 350 persons reached / month; 2100**	a. IOM/ CwC Weekly Report b. Photos	**Total: 1050**
	# of community engagement sessions per block held to exchange information and improve relationships with affected population	a. IOM/ CwC Weekly Report b. Photos	Phase 1: 88 sessions/month; 264 for 3 months Phase 2: 88 sessions/month; 264 for 3 months **Total: 528**	a. IOM/ CwC Weekly Report b. Photos	**Total: 261** Due to the CE-CWC team's extensive involvement in the WPP training in September, 3 sessions were not scheduled.

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during reporting period
Activities that lead to Output 2.1: A.2.1.1 Maintain 13 Feedback and Information Centres (8 in Camp 13, and 5 in Camp 16): one in each camp's blocks as well as one help desk per SMS office A.2.1.2 Strengthen complaint, feedback and referral mechanisms in collaboration with Sector Focal points and relevant camp actors across the camps; notably using the Common Feedback Platform (CFP), jointly with SMS CFRM Focal Points and CARE MEAL teams. A.2.1.3 Conduct mobile CFRM sessions on a weekly basis; reaching out to vulnerable categories of the population including women and those living in the most remote camp areas. A.2.1.4 Lead awareness activities and solicit feedback from participants in harmony with IOM CwC, Shonjog and the CwC Working Group contents A.2.1.5 Promote trustful communication and information-sharing between the SMS agency and the community with the organization of community engagement sessions					
Output 2.2: ***(Community Engagement)*** **Community participation structures are reinforced, ensuring that all categories of the population – including the most vulnerable- are empowered, expand their sense of ownership and are part of the decision-marking processes of the camp.**	# of organized Community Groups formed or supported per camp # of meetings conducted with the organized Community Groups including women, community leaders, youth and persons with disabilities # of women-led projects identified and implemented as part of the WPP	7 Community Engagement Committee Meetings (Central level) / camp / month = 14 meetings total a month WPP block meetings: 7 meetings / month in C13; 4 meetings/month in C14 = 11 meetings / month total	Phase 1: 8/camp, 16 Phase 2: 8/camp, 16 **Total: 8 per camp, 16** Phase 1: 75 Phase 2: 75 **Total: 150** Phase 1: 2 Phase 2: 2 **Total: 4**	a Signed ToR & CoC for groups b. photo of group activities c. FGD reports/minutes of Community Groups	**Total: 8** **Total: 76** **Total: 2**
Activities that lead to Output 2.2: A.2.2.1 Regularly engage and strengthen the established Community Committees and groups. A.2.2.2 Carry out training curriculum to women committee members as part of the Women's Participation Project (WPP) in both camps, with the support of IOM A.2.2.3 Regularly conduct block level community engagement meetings with the Community Groups; pending RRRC approval of the community representation guidelines and implementation plan A.2.2.4 Hold meetings between community groups' representatives and humanitarian stakeholders to discuss issues, needs and gaps inside the camps A.2.2.5 Support the implementation of women-led projects in line with the WPP- following IOM Standard Operating Procedures and CARE Guidelines					

3. CHALLENGES ENCOUNTERED, AND ACTIONS TAKEN

Challenges	Progress and way-forward
ALL CAMPS	
▪ UNHCR invites people for registration through phone calls, Majhis and community volunteers and SMS is not informed about the appointment. Majhis are taking advantage and taking money from the beneficiaries.	▪ SMS informed the issue to the UNHCR protection focal and IOM CwC team. However, the issue remains the same.
CAMP 13	
▪ Camp in Charge (CiC) restricted the movement outside the camps for the Refugee community. However, the community must travel to camp 12, the UNHCR registration point, to do the registration with UNHCR. UNHCR does not provide any tokens or documents, but they inform the community via phone of the appointment for registration. People are facing difficulties in APBN check post due to lack of documentation and the restriction on movement.	▪ SMS briefed the CIC on the issue and the UNCHR registration process. The issue was also informed to the protection focal. No solution has come yet.
▪ The APBN routinely conducts raids at night in the camp and detains random people without providing them with a reason. The people were released later by giving money. People in the community are afraid of potential raids by APBN.	▪ SMS has raised the concern with the protection focal and referred all the complaints and concerns to the protection focal.
▪ DPHE water tap stands are becoming nonfunctional day by day. People are not getting sufficient water from the tap stands. Community people have been complaining about this issue through CFRM and raining concerns in the different meetings. However, there is no person responsible from DPHE to refer to the complaints.	▪ SMS has been trying to coordinate with DPHE. However, there is no responsible person from DPHE to refer. SMS has assessed the DPHE water network and submitted it to the CiC. The issue was raised in IOM KBE meeting and SMSD sector meetings several times.
CAMP 16	
▪ The issues in the host community are getting worse every day. People from the host community have taken over empty shelters, raised the rent for the ones where refugees are staying and paying rent, stopped SD activities, and demanded to have them used as CFW labor. Additionally, they connect water network pipelines to their shelter and sell the water to refugees.	▪ To resolve the problems, SMS frequently met with the CIC and representatives of the host community. The problems are still the same. WaSH has been informing people not to use unauthorized pipeline connections or occupy water points.

4. CONCLUSIONS

In July 2022, CARE Bangladesh's Site Management Team started a new phase of the SMSD project. Camp 13 and 16 implemented their activities according to the defined work plan in order to support and improve the living conditions of the Rohingya refugee population.

Notably, the two SMSD teams emphasized monsoon and cyclone preparedness and disability inclusion activities.

In the coming months, SM will focus on fire safety, disability inclusion, cyclone preparedness and response efforts. The community people will remain at the heart of the teams' efforts.