

Interim Report to CARE AUSTRIA

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:	<p>Total: 13, 482 households; 65,534 individuals</p> <p>Camp 13: 8,935 households; 43,662 individuals</p> <p>Camp 16: 4,547 households; 21,872 individuals</p> <p>Source: UNHCR and Government of Bangladesh, May 2022</p>
Management Site	Cox's Bazar, Bangladesh
Project Period and Overall Duration:	01 st July – 30 th June 2023
Reporting Period:	01 st July – 31 st December 2022
Date of Submission:	31 st March 2023
Total Confirmed Funding	USD 2000 000
Total Expenditures:	174,913.87 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 31st December 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 SMS training; and four 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:

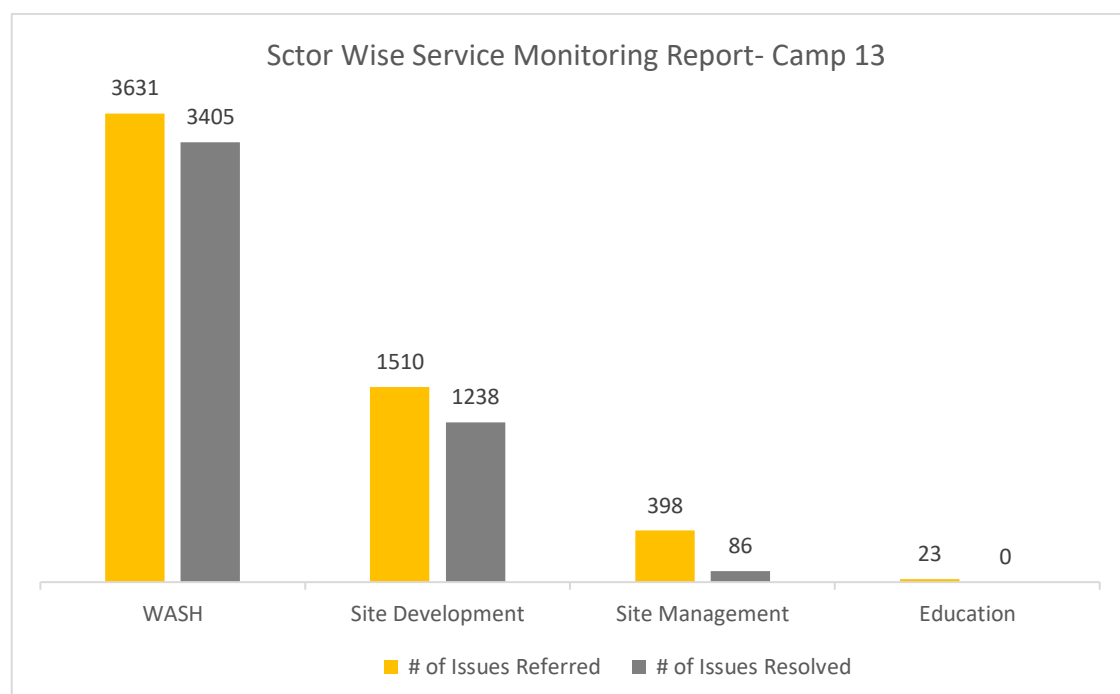
Coordination between camp stakeholders as well as Service Monitoring are strengthened to improve beneficiaries' access to services, information and coverage of needs.

During the project, a total of 91 coordination meetings were organized in CARE camps: 12 General Coordination meetings; 12 Sector Focal Points meetings; 63 Sector Coordination meetings and 4 Disaster Management Committee meetings. (**ANNEX 01_Sector FP Meetings**).

Service monitoring findings for the project duration are highlighted below for the two camps: In CARE camps, a total of **9,595 issues were identified and 7,571 were resolved**, according to **ANNEX 02_Service Monitoring**. Overall, **78.91% issues** referred to CARE from service monitoring **were resolved**.

WaSH was the sector with the highest number of issues (**6,038**), out of which **5,260 (87.11%)** were resolved. Among those, drainage cleaning, repairing bathing cubicles, nonfunctional tap stands, and tube wells were the most common issues.

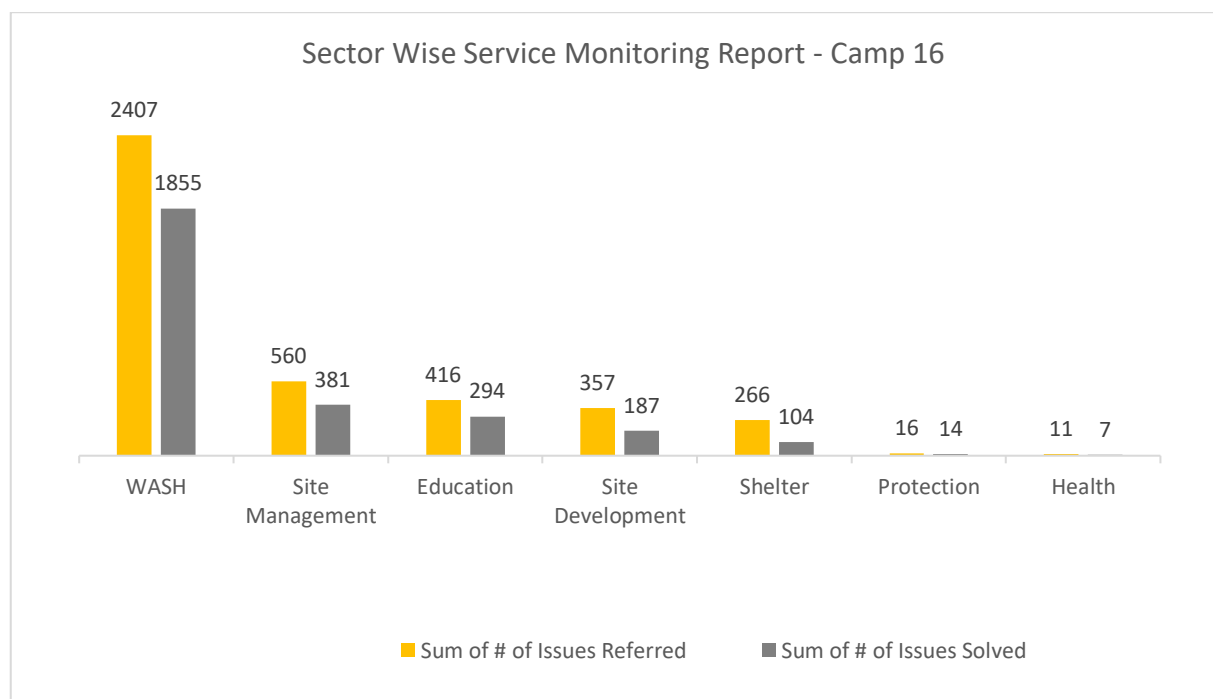
Camp 13: A total of **5,562 issues** were identified and referred to Sector Focal Points. Subsequently, **4,729 (85.02%)** were resolved by partners.



In WaSH, the most prominent issues were repair and desludging latrines, waste bin cleaning, nonfunctional tube wells and bathing cubicles. For SD, most issues were related to drainage cleaning and slope protection for shelter, stair repairing, drain repairing, road repairing, pathway repairing and guide wall

repairing, which were burning issues during the heavy rainfall in July-September 2022. The needs and repair of Solar Street Lights (SSLs) were the most common 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 **4,033 issues** were identified and referred to Sector Focal Points. Subsequently, **2,842 (70.47%)** were resolved by the end of September 2022.



Out of the identified 2,407 WaSH issues, 1,855 (77.07%) 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 560 issues, SMS resolved 281 (68.04%) issues related to CFW labor mobilization, repairing of SSL etc. Among 357 issues, SD resolved 104 (39.10%) issues related to stair construction, slope protection and maintenance of pathways. Out of 416 issues under the Education sector, mostly were regarding repairing and maintaining of Learning Centers (LCs).



The accessibility audit is a new initiative to ensure accessibility to every service and facility for all people, especially people with disabilities (PWDs) living in the camp. To ensure the authenticity of the audit, the audit team consisted of focal points from SMSD, Protection, WASH and Shelter sectors, with two persons with disabilities from the community.





The team was oriented on the accessibility assessment form designed by Age & Disability Working Group (ADWG). After the field visit, a detailed report, including challenges and recommendations, was submitted to the IOM Capacity Building team. The challenges were shared with the facility managers so that they could renovate their facility to ensure access for persons with disabilities. (see annex_10: Accessibility Audit Report)

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

Training Name	Male	Female	Total	Organizer
Basic First Aid and Disaster Preparedness Training for DMU	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
PSEA TOT for staffs	2	1	3	CARE
Training on 4W and 5W report	02	0	02	ISCG
Training on Service Monitoring	02	0	02	ISCG
Disability mainstreaming in Humanitarian action	50	48	98	CARE
Driving Training for Tuk-Tuk (three wheelers/ Fire Response Equipment) drivers	30	0	30	IOM

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

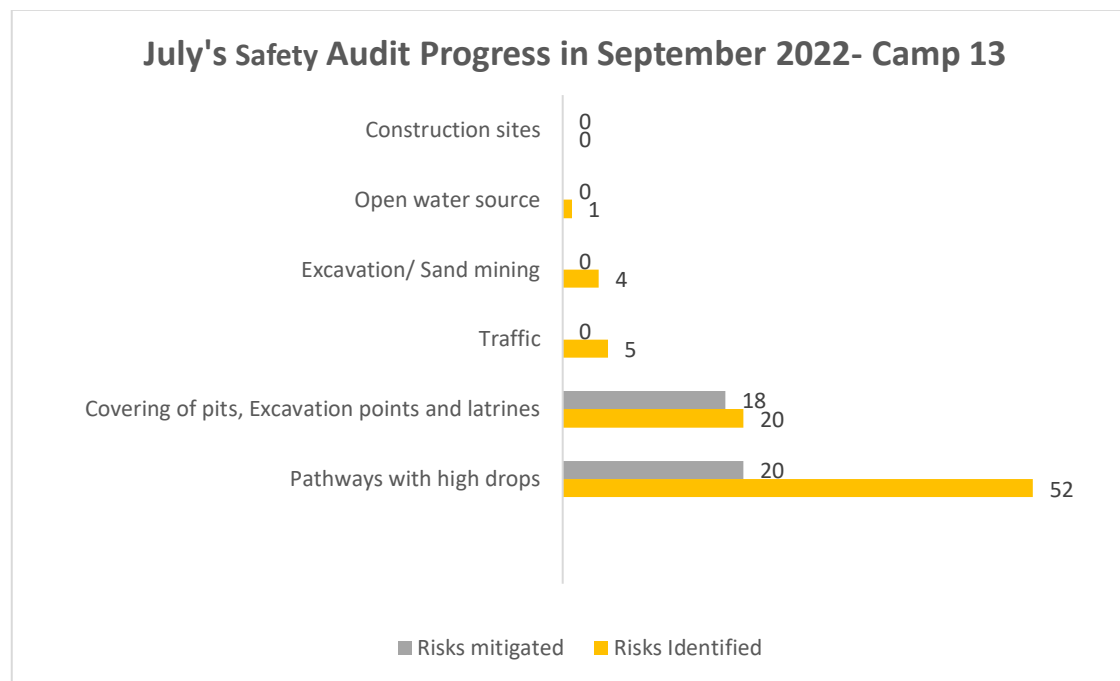
All **Disaster Management Unit (DMU)** volunteers are mobilized according to their work plan and DMU guidelines by the SMS Operations Teams. During the reporting period, they were particularly engaged in messaging on Monsoon and Cyclone preparedness, shelter tie-down support, and door-to-door COVID-19 messaging. 50 DMUs received **Basic First Aid and Disaster Preparedness Training** by BDRCS/ AMRC. A batch of 100 DMUs participated in the First Aid Refresher training by SMS and CPP. 20 DMUs received Basic First Aid Refresher by AMRC in camp 13 and 100 DMUs received firefighting training from MOAS/HELVETAS in camp 16. Two cyclone preparation drills were conducted in CARE camps in November 2022 with the support of the Bangladesh Red Crescent Society (BDRCS). DMUs also engaged extensively with the preparation of Cyclone Sitrang in October 2022.



DMUs also supported the community in extinguishing several fire incidents in the camp as well as with providing first aid support.

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 2022 and sharing meetings were conducted in August 2022. New audits are scheduled in October for camps 13 and 16.

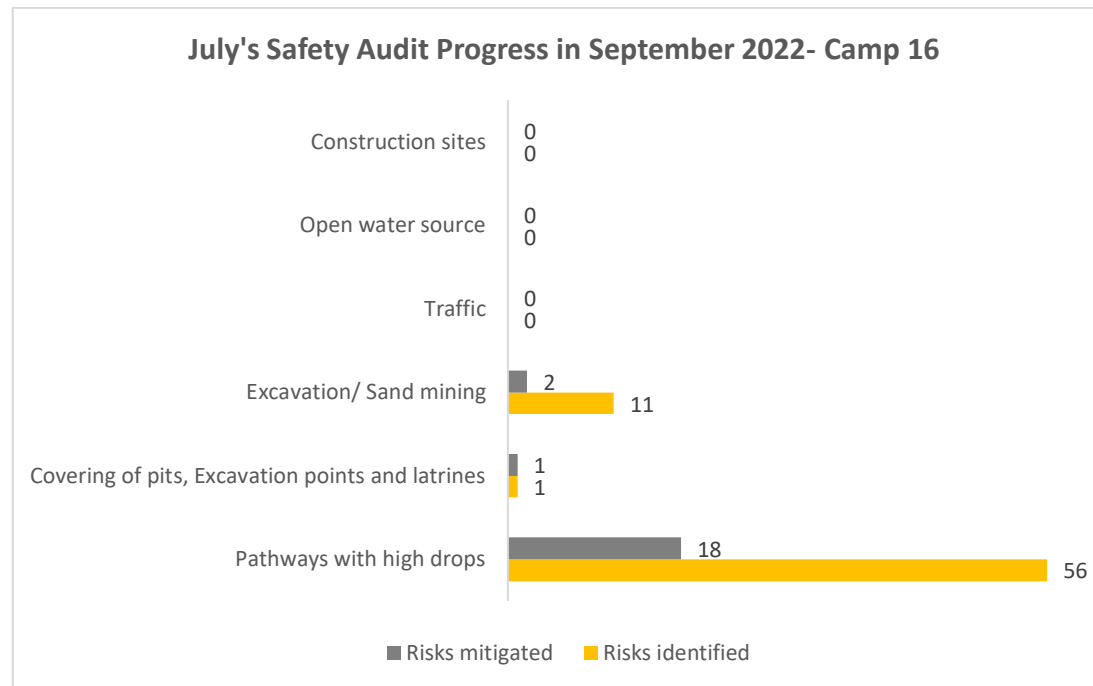
Camp 13: An audit was conducted in July 2022 with the support of Child Protection and other relevant actors. A total of 82 risks were identified, including 26 unresolved risks from the previous audit, which were added to the new safety audit, out of which 38 risks were resolved by September 2022.



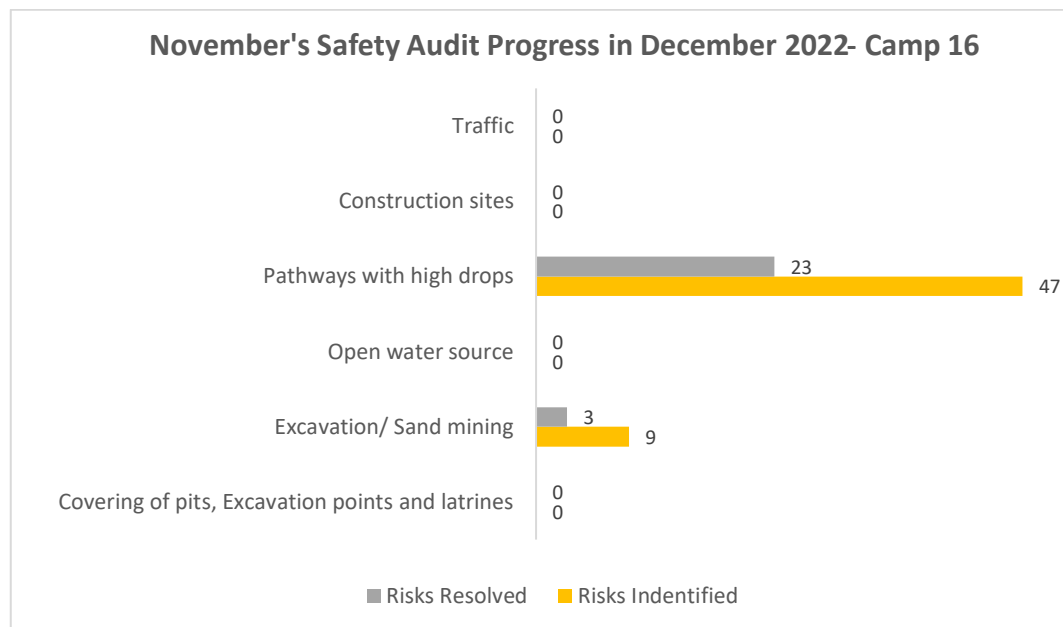
Out of the 85 risks identified in the November audit, a total of 27 risks were mitigated during the reporting period. To share progress on the safety audit, SMS conducted one safety audit progress sharing meeting and presented the status of Safety Audits.



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 2022, 21 risks were mitigated by the WaSH and SD actors.



The latest safety audit was conducted in November 2022 with the support of Child Protection, GBV and other relevant sectors. A total of 56 risks were identified of which 26 risks have been mitigated during the reporting period.



Output 1.3:

The SMSD agency ensures that the Minimum Standards for Camp Management are in place

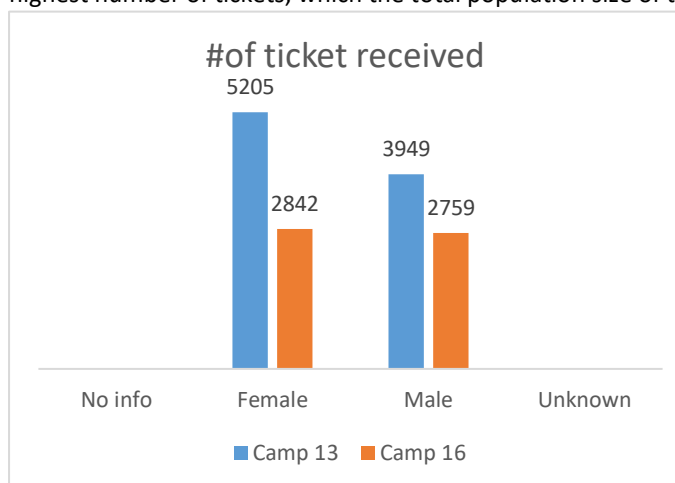
During this reporting period, the Minimum Standards for Camp Management, adapted to the Rohingya Refugees' response and context were yet to be finalized at the SMSD sector level before they could be rolled out and implemented in the camps.

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

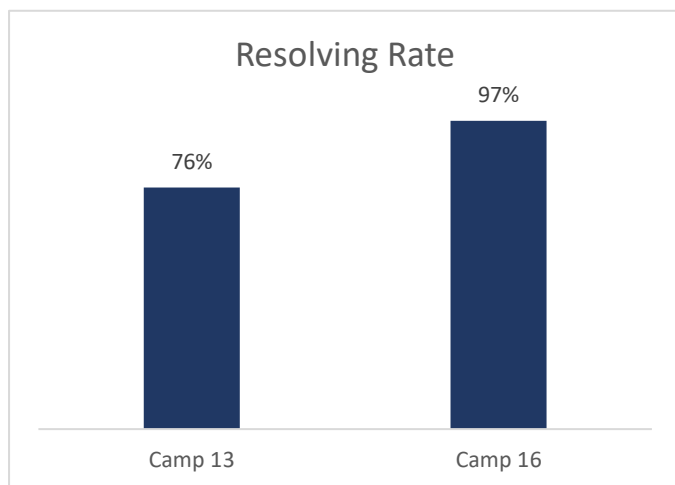
Output 2.1:

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

CARE operates 13 FICs: eight in camp 13 and five in camp 16. CARE has also established mobile CFRM sessions to reach out to the most remote areas of the camps and vulnerable individuals and to make the CFRM equally accessible for all ages, genders, and persons with disability groups. All camps have one FIC per block and one at the camp office or CiC office level. According to the CARE CFP tracker, **14,755 tickets (C13: 9,154, C16: 5,601) were received** in the reporting period. Camp 13 recorded the highest number of tickets, which the total population size of this camp can explain.



In early periods, CFP tickets were usually predominantly lodged by men. Patriarchy, limited mobility of women, or other duties such as childcare and household tasks are explanatory factors. Nevertheless, it's been a while since CARE came out of this trend and reached a significant number of females through CFP services. As a result of some planned gender and disability inclusion interventions, CFP is now more accessible for project participants, regardless of age, sex, ethnicity, disability, vulnerability, etc. Of all 14,755 (Female: 8,047, Male: 6,708) who lodged tickets, **women lodged a substantial amount of somewhat 55% of tickets**, and men reported approximately 45% of total tickets during this period (**ANNEX 04_CFP Monthly Camp Reports**). The teams continued encouraging and supporting both women and girls to visit FIC desks, giving them priority when they came in simultaneously. The CFP referral mechanism was explained to them thoroughly, timely feedback was provided, and they were encouraged to submit their tickets spontaneously. 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.

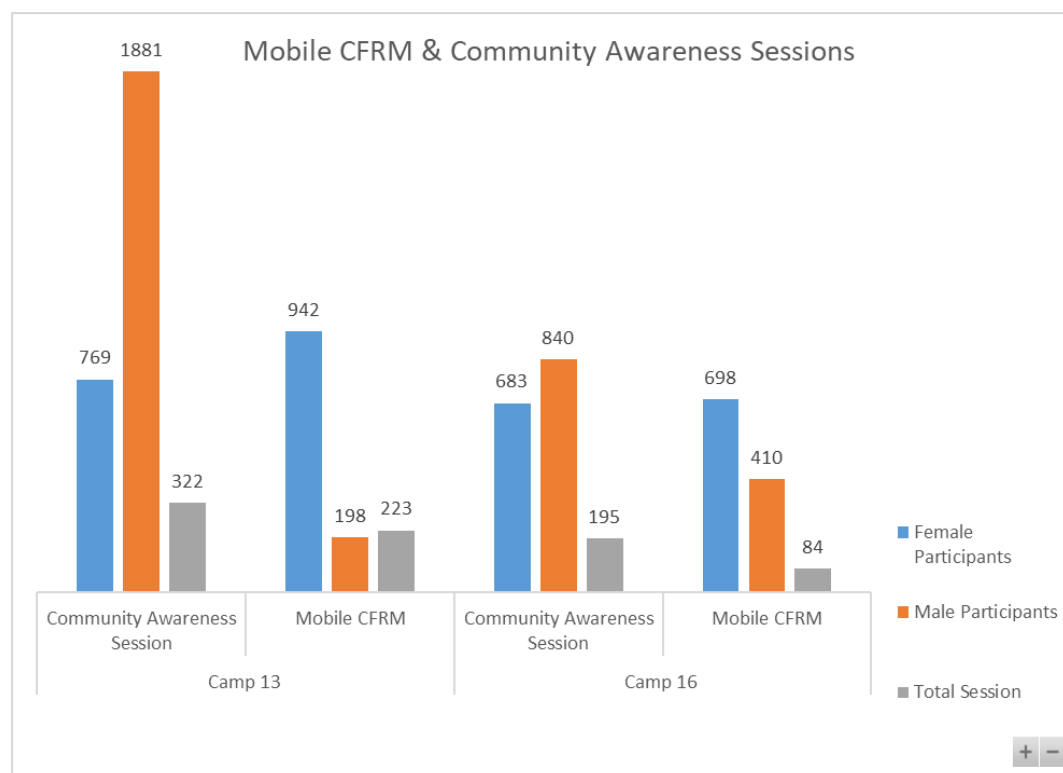


During the reporting period, CARE replied to almost 3,995 tickets (C13: 2434, C16: 1561) in both camps. According to the CARE CFP tracker, 3,347 (C13: 1,839, C16: 1,508) tickets were resolved during the reporting period, representing 84% overall. The highest resolving rate is reported in camp 16, at 97%. On the other hand, approximately 76% of total tickets were resolved in camp 13.

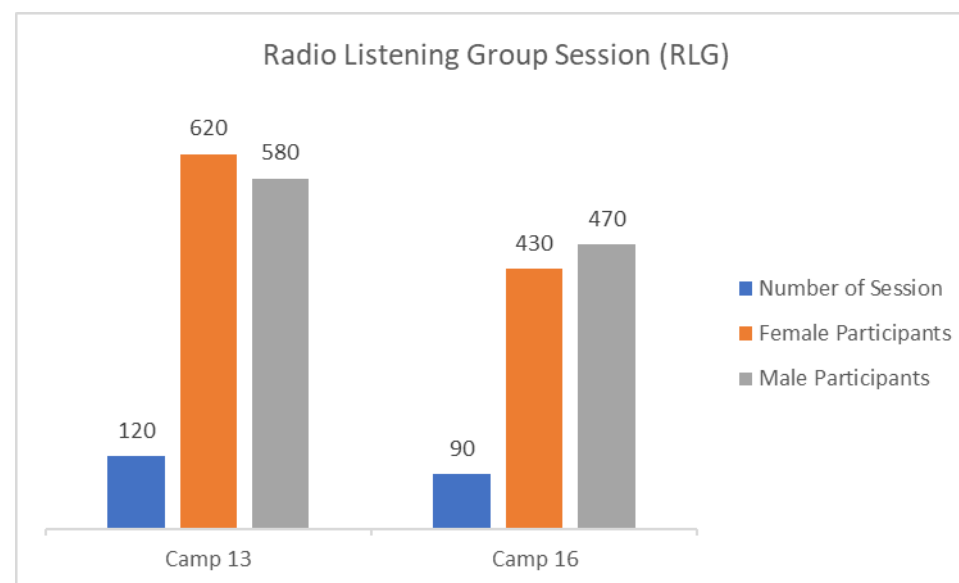
In addition to the FICs, CARE arranges daily **Mobile CFRM sessions** to reach out to the most remote and isolated areas of the camps and the most vulnerable people (including EVI, PwD). During the project, a total of **307** Mobile CFRM sessions were conducted with **2,248 (M: 608, F: 1,640)** individuals, including **760 Persons with Disabilities**. On average, **Mobile CFRM reached 72.95% 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 **517 sessions were held and 4,173 individuals were reached (M: 2,721; F: 1,452), including 471 Person with Disabilities during the project 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; cyclone preparedness; fire safety and LPG; cash for work profiling; waste management, key messages on dengue, diphtheria, scabies and conjunctivitis were top topics of the sessions.

Dengue and scabies prevention messages enlightened the participants, which helped reduce community concerns and superstitions. Community people learned about diphtheria clearly and ensured the vaccination of their children. Participants admired the video sessions for better clarification of the topics.



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 **210 RLG sessions** took place in CARE camps for **2,100 participants** (1,050 males, 1,050 females) Including **163 persons with disabilities** .



Overall, participants' feedback were positive: Overall, participants' feedback was positive. Women were most interested in hearing about CFRM, child trafficking, fire safety and cyclone preparedness, complementary feeding, early marriage and scabies. The participants appreciated the radio sessions, which helped them realize the importance of mental health. They also benefitted from the messages on the registration process, vaccination, and post-delivery health issues. Different rumors about dengue were spread across the community. People were getting wrong information from different sources and were misled about how to prevent dengue. Participants shared that they encountered rumors after getting information through RLG sessions. The participants expressed interest in learning about topics pictorially to understand the core knowledge more efficiently.

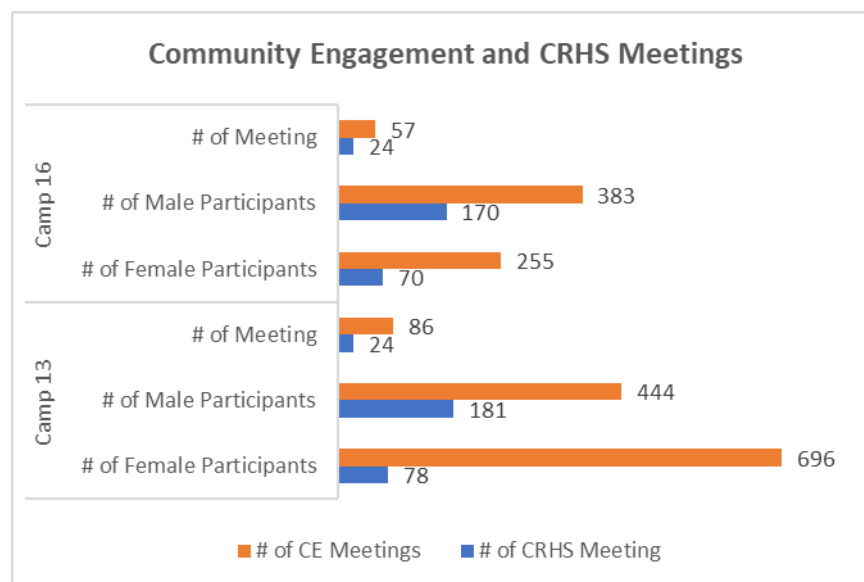
Output 2.2:

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, **143 community engagement meetings with the camps' groups/committees** were held, with 1,778 participants (827 males, 951 females), including **44 meetings** with the Women's Participation Project's (WPP) women members covering all 144

members. The agenda of the meetings included: monsoon preparedness, updates on community engagement activities, women-led projects and challenges were the agenda for WPP committee meetings. Eight Majhi (Community leaders) meetings were held with 320 male participants.

CARE aims at involving the community in the decision-making processes of the camps' life: In this sense, **48 meetings between community representatives and humanitarian stakeholders** were held with **499 participants (M: 351, F: 148)**, in order to ensure better accountability of service providers to the community and to provide feedback. Top priorities discussed included: 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 increasing the water distribution time, and sensitizing the community to avoid self-relocations.



Long-awaited training on Cooking Stove Repair took place in October 2022 by Prottashi/IOM. 45 youths from camp 13 and 30 youths from camp 16 participated in the training. The community requested such training for a long time in different community engagement forums as there is no authorized



service center in camps to repair the damaged/ malfunctioning cooking stoves. After the training, the participants can repair stoves in the camp. SMS introduced trained youths to the IOM LPG team, community groups, and leaders.

The Women's Participation Project (WPP): The Women's Participation Project (WPP) is IOM's global initiative, implemented by CARE SMS team in camps 13 and 16. 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. In addition, CARE organized WPP- Men engagement meetings with the male family members of WPP members to remove obstacles and barriers from their families. The meetings were supported by the CARE protection team. Key discussion points included but were not limited to the contribution of WPP to women's empowerment and how it benefits the community. Key WPP activities, women-led projects, challenges faced by women, way forward, and support needed from the male members. The meeting participants found it very useful as now they have a clear idea about the Women's Participation Project.

Refreshers on Women Leadership for 100 women from camp 13, PSEA for 144 women and disability Inclusion training for camps 13 and 16 were organized during the reporting period. Inclusive Disaster Risk Management, CCCM basic training, and community engagement TOT for 22 women leaders and rollout to all 145 were organized in camps 13 and 16. Women shared that PSEA knowledge will help them protect themselves and other women in their community. The women from camp 13 shared that they are happy to have the Women Leadership refresher as they are now known women leaders in the community and the training helped them to recall their roles and responsibilities as women leaders.

Besides, 14 WPP Men engagement meetings were held with 144 participants . Agenda of the meetings included: Ongoing WPP activities, WLP, future planning within the WLP project, how WPP benefits the entire community. Challenges faced by WPP members and mitigation, Support required from the male members of WPP members, Proposed future activities/training from the community.

During the project , two WPP projects were initiated in CARE camps.

In **Camp 13**, the Women group members came up with the idea that they would enhance their inherent skill and use the skills in income-generating activities. Women group members came up with the idea of a snack-making and handicraft project and selling the snacks in the camps. They also aim to sell handcrafted products in camps and at fairs in camps and Cox's Bazar with the support of SMS. 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 came up with the idea of Nakshi Katha (embroidered materials) and snack-making projects identified by themselves. They also aim the same as camp 13 WPP members sell the products in camp and at fair and will support their family with the profit while reinvesting the capital to buy raw materials to continue the project in the long run. The projects will be implemented by early December 2023.

During the project, 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 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: 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 project, four WPP projects were implemented in Care camps. In **camp 13**, the women group members came up with the idea that they would enhance their inherent skill and use the skills in income generating activities. Women group members came with the idea of two snack-making projects 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 December 2022, women members from WPP organized a community led fair and exhibition with the support of CARE SMS team in camp 16 where they exhibited and sold their hand made products and snacks from the women lead project. The partners such as World Vision, Brac, Save the Children and BRDCS also took part and exhibited products from their community led initiatives.





In camp 16, women committee members implemented a fishing net and cradler-making project identified by themselves. SMS supported them by organizing skill development training facilitated by skilled women from the community. The second project implemented by the women was Nakshi Katha and snack-making. They also aimed the same for camp 13 WPP members to sell the products in camp and in fairs and will support their family with the profit while reinvesting the capital to buy raw materials to continue the project in the long run. The projects was implemented by December 2022 and WPP members took part in the fair organized. (**ANNEX 05_WPP project concept notes**).

Progress Achieved Compared with the Indicators in the Results Matrix

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during the project
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	93% (ANNEX: 06_Partner Satisfaction Survey)
Output 1.1: (Coordination and Service Monitoring) Coordination between camp stakeholders as well as Service Monitoring are strengthened to improve beneficiaries' access to services,	# of monthly camp-focal inter-sectoral meetings chaired/co-chaired # of camps with an updated multi-hazard emergency preparedness and response plan updated and tested in conjunction with Sector Focal Points	1 monthly camp-focal intersectoral meeting per camp, per month	Phase 1: 6 (2/month) Phase 2: 6 (2/month) Total: 12 Phase 1: 2 Phase 2: 2	a. Attendance sheet b. Meeting minutes (copy IOM AoR Coordinator when sending the minutes) c. Attendance tracker Multi Hazard Response Plans shared for feedback	Total: 12 Total: 4

	<i>Indicators</i>	<i>Baseline</i>	<i>Target</i>	<i>Data Source and Collection Method</i>	<i>Progress made during the project</i>
information and coverage of needs.			Total: 4	with IOM Area Management	
<p>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.</p> <p>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</p> <p>A.1.1.3 Regularly assess and monitor services provision and humanitarian standards inside the camps; and refer findings to the Sectors' Focal Points</p> <p>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.</p>					
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	<p># of monthly Disaster Management Unit emergency preparedness and response-related activities undertaken</p> <p># of camp Safety Audit assessments for Child Protection and GBV (in coordination with SMSD and Protection sectors) conducted</p>	<p>A minimum of 6 activities undertaken in each camp, on a monthly basis</p> <p>The safety audit is conducted on a quarterly basis, in each camp</p>	<p>Phase 1: 12 (6/camp minimum)</p> <p>Phase 2: 12 (6/camp minimum)</p> <p>Total: 12</p> <p>Phase 1: 2</p> <p>Phase 2: 2</p> <p>Total: 4</p>	<p>a. Activity attendance sheets</p> <p>b. Reporting of monthly activities through Activity reporting form</p> <p>c. Photographs</p> <p>a. Assessment results</p> <p>b. Referral emails/communications</p> <p>c. Follow-up assessment of referrals</p>	<p>Total: 12</p> <p>Total: 4</p>
<p>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</p> <p>A.1.2.2 Engage DMU volunteers in DRR-related activities; following a monthly plan</p> <p>A.1.2.3 Organize community awareness campaigns related to DRR and risk awareness, using CwC/SM sector guidelines</p> <p>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</p>					

	<i>Indicators</i>	<i>Baseline</i>	<i>Target</i>	<i>Data Source and Collection Method</i>	<i>Progress made during the project</i>
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	The SMSD Sector Service Monitoring is revised to integrate the minimum standards adapted for the Rohingya refugee camps. SMS teams are orientated accordingly on the revised SMSD Sector Service Monitoring and the minimum standards for camp management in the Rohingya refugee camps
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.	Endline Survey- June 2022	83%	Annual Outcome assessment/ mid-term survey report	85%
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 % of tickets collected from women & girls and handled through the Common Feedback Platform	a. Construction/ Upgrading completion reports b. Photos a. CFP Reports	Phase 1: 13 Phase 2: 13 Total: 13 Phase 1: 45% Phase 2: 45% Total: 45%	a. Construction/Upgrading completion reports b. Photos a. CFP Reports	Total: 8 Total: 55% (see ANNEX_04 CFRM reports)

	<i>Indicators</i>	<i>Baseline</i>	<i>Target</i>	<i>Data Source and Collection Method</i>	<i>Progress made during the project</i>
	# of men, women, boys and girls reached with awareness activities # of community engagement sessions per block held to exchange information and improve relationships with affected population	a. IOM/ CwC Weekly Report b. Photos 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 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 a. IOM/ CwC Weekly Report b. Photos	Total: 2100 Total: 517 Due to the CE-CWC team's extensive involvement in the WPP training in September-October, 11 sessions were not scheduled.

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.

	Indicators	Baseline	Target	Data Source and Collection Method	Progress made during the project
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	7 Community Engagement Committee Meetings (Central level) / camp / month = 14	Phase 1: 8/camp, 16 Phase 2: 8/camp, 16 Total: 8 per camp, 16	a Signed ToR & CoC for groups b. photo of group activities c. FGD reports/minutes of Community Groups	Total: 8
	# of meetings conducted with the organized Community Groups including women, community leaders, youth and persons with disabilities	meetings total a month WPP block meetings: 7 meetings / month in C13; 4 meetings/month in C14 = 11 meetings / month total	Total: 150		Total: 143
	# of women-led projects identified and implemented as part of the WPP		Phase 1: 75 Phase 2: 75 Total: 150		Total: 4
			Phase 1: 2 Phase 2: 2 Total: 4		
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	
<ul style="list-style-type: none"> 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. Repairing or replacing Street Solar Light is a common issue in camp due to not having designated partners for SSLs. Protection partners also raised the issue in different forums. 	<ul style="list-style-type: none"> SMS informed the issue to the UNHCR protection focal and IOM CwC team. However, the issue remains the same. The issue was raised in the camp coordination meetings and to IOM SD. However, IOM has repaired/replaced the SSLs installed by them. The SSLs installed by LGED and UNCHR infinity is not maintained, resulting in several nonfunctional SSLs in camps
CAMP 13	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> The Armed Police Battalion (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. 	<ul style="list-style-type: none"> SMS has raised the concern with the protection focal and referred all the complaints and concerns to the protection focal.
<ul style="list-style-type: none"> 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 raising concerns in the different meetings. However, there is no person responsible from DPHE to refer to the complaints. 	<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 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 be engaged as CFW labor. Additionally, they connect water network pipelines to their shelter and sell the water to refugees. 	<ul style="list-style-type: none"> 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.

5. EXPENDITURES AND RESOURCE UTILIZATION

Please see the attached Financial Report.

6. ANNEXES

ANNEX 01	Sector FP Meetings
ANNEX 02	Service Monitoring
ANNEX 03	Safety Audit
ANNEX 04	CFRM Report
ANNEX 05	WPP Projects
ANNEX 06	Satisfaction Survey Report
ANNEX 07	MEAL Plan
ANNEX 08	MEAL Monitoring Reports
ANNEX 09	Site Development Bi Weekly Meeting
ANNEX 10	Accessibility Audit