

www.ifrc.org
Saving lives,
changing minds.

Operation Update Report

Bangladesh: Population Movement Operation

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRBD018	GLIDE n° OT-2017-000003-BGD
EPoA update n° 10; Date of issue: 21 August 2020	Timeframe covered by this update: 17 January 2017 to 30 June 2020 (with highlights for January-June 2020)
Operation start date: 28 December 2016	Operation timeframe: 57 months; up to 31 December 2021 (Emergency Appeal launched on 18 March 2017)
Overall operation budget: 82,200,000	DREF amount initially allocated: Total amount advanced and replenished from DREF is CHF 1,063,858 (January 2017: CHF 273,151; Sept 2017: CHF 690,707 and June 2018: CHF 100,000)
No. of people being assisted: Approximately 200,000 displaced people and 60,000 from host communities	
Red Cross Red Crescent Movement partners currently actively involved in the BDRCS response: Movement partners are supporting the Bangladesh Red Crescent Society's (BDRCS) response through the Emergency Appeal launched by the International Federation of Red Cross and Red Crescent Societies (IFRC) or through bilateral arrangements with BDRCS, utilizing a One Window Framework approach ¹ or through the Appeal of the International Committee of the Red Cross (ICRC).	
Red Cross and Red Crescent (RCRC) Partners who have contributed to the IFRC Emergency Appeal are: American Red Cross, Australian Red Cross, Austrian Red Cross, Bahrain Red Crescent, Belgian Red Cross, British Red Cross, Canadian Red Cross, Red Cross Society of China Macau branch, Danish Red Cross, Finnish Red Cross, Hong Kong branch of the Red Cross Society of China, the Iranian Red Crescent, Italian Red Cross, Japanese Red Cross Society, Luxembourg Red Cross, Maldivian Red Crescent, Netherlands Red Cross, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Republic of Korea National Red Cross, Singapore Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization and the Turkish Red Crescent. The German Red Cross, Italian Red Cross, Iranian Red Crescent, Swiss Red Cross, Qatar Red Crescent and the United Arab Emirates Red Crescent have contributed to Bangladesh Red Crescent Society (BDRCS) activities through bilateral channels.	
Partners other than RCRC who have contributed to the IFRC Emergency Appeal: The Governments of Australia, Austria, Canada, Denmark, the Maldives, the Netherlands, New Zealand, the Philippines, Sweden, Switzerland, the United Kingdom, the United States, Uzbekistan, and private donors from Malaysia and the Maldives, have contributed financially to the operation. The Islamic Development Bank (IsDB), Swiss Agency for Development and Cooperation, and the OPEC Fund for International Development, have also contributed financially to this Appeal.	
Other partner organizations actively involved in the Population Movement Operation: The Government of Bangladesh, UN agencies, INGOs and local NGOs are involved. Specifically, the actors include WHO, WFP, UNFPA, UNHCR, UNICEF, IOM, ACF, Solidarity International (SI), Médecins Sans Frontières (MSF), Handicap International (HI), NGO Forum (NGOF), Save the Children, and local NGOs such as Codec, BRAC, MUKTI, BGS, SHED and RTMI.	

Summary of Operation Update

On 18 March 2017, IFRC launched its first Emergency Appeal (EA) to enable the delivery of assistance to people displaced from Rakhine state in Myanmar and living in Bangladesh. Since then, and following the mass displacement of August 2017, the Appeal and the Emergency Plan of Action (EPoA) have been revised six times to address the changing needs of camp and host communities, and to support the capacity of BDRCS to respond to this large-scale humanitarian

¹ The One Window Framework approach has been designed with flexibility to accommodate more partner contributions to the response through a common agreed plan and is regarded as the most acceptable, effective and efficient approach for this response.

crisis. The sixth revision to the EA and EPoA was published on 23 October 2019. It seeks an increased budget of CHF 82.2 million and a timeframe extension up to 31 December 2021, targeting 260,000 affected people (approximately 200,000 displaced people living in the camp settlements and 60,000 people from host communities). The revised Appeal focuses on:

- Ensuring the people from Rakhine and host communities continue to receive essential needs-based humanitarian assistance² comprising shelter, health, psychosocial support, water and sanitation, disaster readiness and protection services. This involves a longer-term approach towards programming which prioritises the engagement of about 3,907 community volunteers³ among both camp and host communities, and about 150 BDRCS volunteers⁴ in various interventions. These include equipping them with PASSA⁵ and PHAST⁶ knowledge and as such, an understanding of the care and maintenance of shelter and WASH facilities; enabling them to be prepared for and respond to disasters, including undertaking Early Warning Early Action (EWEA); and receiving and sharing knowledge and practices on community-based health and first aid, and psychosocial support – all of which contribute towards building resilient communities, in line with the [IFRC Resilience Framework: Bangladesh Population Movement Operation](#).
- **Social inclusion initiatives** by all sectors to address, reduce and ultimately end the systematic exclusion of individuals and groups in both camp and host communities, while ensuring that access to resources and opportunities is as equal as possible. These initiatives will be particularly focused on investing in host communities which have become the minority as a result of the influx of the people displaced from Rakhine.
- **Capacity enhancement of BDRCS** to strengthen the effectiveness of support to the affected communities
- **Coordination and cooperation** under the One Window Framework (OWF) of three response priorities (humanitarian action, preparedness and community resilience) and three enabling actions (strengthen the National Society and its branches, coordination under the OWF approach, and humanitarian diplomacy)
- **Scenario considerations for longer-term interventions** include repatriation of the displaced people to Myanmar, relocation of 100,000 to 150,000 people from camps to an island called Bhasan Char, and natural disasters or epidemics affecting camp and host communities.

Up to 30 June 2020, the EA was **56.7 per cent** funded. From the start of the operation until 30 June 2020, the following people have been reached through planned sectoral activities:

- 286,792 people (Shelter)
- 177,050 people (Livelihoods and basic needs)
- 300,000 people (Health)
- 108,243 people (Water, Sanitation and Hygiene)
- 139,607 people (Protection, Gender and Inclusion)
- 99,473 people (Disaster Risk Reduction) direct reach and 922,000 people in camps and host communities covered with DRR and preparedness messaging

The IFRC kindly encourages increased donor support to this Emergency Appeal which will enable the National Society to continue to contribute to the humanitarian needs of the targeted people.

A. SITUATION ANALYSIS

Description of the crisis

According to the joint registration exercise conducted by the Government of Bangladesh and the UNHCR, there are now 860,356 people⁷ displaced from Rakhine State in Myanmar, who are living in 34 congested camp settlements in Cox's Bazar, Bangladesh.⁸ Along with an estimated 300,000 Myanmar nationals living in surrounding areas, they share a history of displacement that dates back decades, including noteworthy movements in 1992, 2012 and again in 2016. But it was the influx of more than 740,000 people fleeing violence in Rakhine in August 2017, that remains unprecedented in its speed and scale.

² Longer-term needs have been identified through a multi-stakeholder joint assessment and consultation process (2019 & 2020 Joint Response Plans) among local and international humanitarian actors, led by the UN in coordination with the Government of Bangladesh to ensure a coordinated response to the crisis.

³ This includes 3,400 volunteers from the Cyclone Protection Programme (CPP).

⁴ This includes 4 members of the National Disaster Response Team (NDRT).

⁵ Participatory Approach for Safe Shelter Awareness (PASSA).

⁶ Participatory Hygiene and Sanitation Transformation (PHAST).

⁷ <https://reliefweb.int/report/bangladesh/rohingya-refugee-responsebangladesh-joint-government-bangladesh-unhcr-population-4> (20 June 2020)

⁸ The total registration number includes approximately 35,000 people living in the two pre-registered camps. In addition, there are an estimated 200,000-300,000 people comprising previous arrivals, living in the surrounding area.

This is fundamentally a protection – and now a protracted – crisis in which the vulnerabilities of the displaced population are bound up in experiences of violence and insecurity that are only compounding as they move into the fourth year of their displacement. Children make up almost 54 per cent of the camp population; women and girls represent almost 52 per cent, and one in three displaced families have at least one easily identifiable protection vulnerability⁹. While their registration documents¹⁰ entitle them to assistance and protection in Bangladesh, many continue to require significant humanitarian assistance for basic survival and subsistence. They face ongoing instability, health issues, poverty, and natural and climatic hazards, which demand a prolonged humanitarian response.

Impact of COVID-19 on the crisis

The COVID-19 global pandemic has exacerbated the crisis with transmissions occurring at community level in Cox's Bazar, including the camps. At the end of June 2020, the number¹¹ of confirmed cases in Cox's Bazar included 2,573 in the host community (with 34 deaths) and 50 in the camp community (with 5 deaths). As a result of government restrictions to contain the spread of COVID-19, many activities deemed as non-essential such as shelter and WASH construction activities, ongoing protection and inclusion-related training at Dignity, Access, Participation and Safety (DAPS) centres for women and men to improve their livelihood, have been halted temporarily. Nevertheless, essential activities including health and hygiene promotion, community engagement, and WASH interventions

(such as the installation of additional tap stands and distribution of hygiene kits) have continued. In addition, the long-term work of the Cyclone Preparedness Programme (CPP) supported early signalling and preparatory activities in the camps and surrounding communities ahead of Cyclone Amphan, which made landfall in Bangladesh on 20 May 2020 but with minimal impact on Cox's Bazar. This work continues, despite the challenges of COVID-19 restrictions, to ensure the safety of the community now experiencing the impacts of the monsoon.

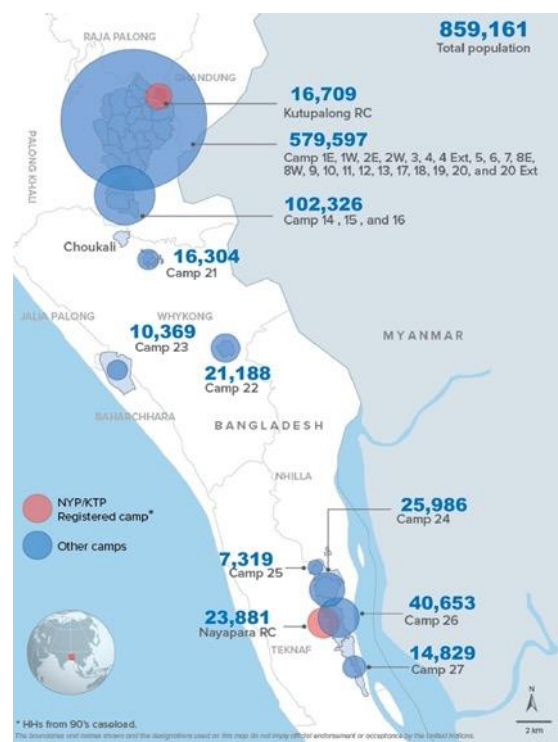
Info hubs and info desks in the camps have remained open for community members to seek information and share feedback, the latter helping to inform programming. Community mobilisers and CPP volunteers are active throughout the camps and surrounding areas. They include members of both the guest and host communities.¹²

Importantly, BDRCS and Movement partners continue to enjoy access to camp and host community areas thanks to excellent communication and coordination with the Bangladesh authorities including security forces. At the same time, given that this is fundamentally a protection crisis, the humanitarian sector, including the Red Cross Red Crescent, continues to advocate for the resumption and prioritization of protection activities in the camps, in view of the criticality of protection to a sustainable public health response.

Hygiene promotion activities have been undertaken under both the existing appeal for the Population Movement Operation, and the recently launched appeal for the COVID-19 response. In this connection, significant achievements of the COVID-19 response operation are the heightened hygiene promotions and public messaging, as well as the establishment of the two BDRCS Integrated Isolation and Treatment Centres (IITCs) with an 80-bed capacity, located in the camp settlement.

Natural hazards

Camp inhabitants live in temporary shelters, insufficiently equipped to withstand the impacts of the southwest monsoon and two cyclone seasons¹³ experienced annually in Bangladesh. Cox's Bazar is highly exposed to natural hazards and



Source: Fact sheet of the Government of Bangladesh and UNCHR, as of 15 March 2020

⁹ 2020 Joint Response Plan

¹⁰ Registration and documentation will support the protection of refugees from Rakhine in Bangladesh, while preserving their right to return in line with Strategic Objective Four of the Joint Response Plan. In June 2018, the Government of Bangladesh, with the support of UNHCR, launched a comprehensive refugee registration exercise, including the issuance of biometric identification cards, which was completed at the end of 2019. (Source: 2020 Joint Response Plan)

¹¹ WHO Bangladesh and Health Sector Cox's Bazar, COVID-19 Cox's Bazar Level Update (as of 1 July 2020):

<https://drive.google.com/file/d/1-4bEv5sPMxURE49ZOr17ODxDlwZm1Waf/view>

¹² The Cyclone Preparedness Programme (CPP) is a unique institutional arrangement for community preparedness created to mitigate the challenges of catastrophic cyclones that frequently hit the Bangladesh coast (including Cox's Bazar). It is a joint programme of the Government of Bangladesh and the Bangladesh Red Crescent Society that provides a robust preparedness and early warning system for the population of coastal districts including Cox's Bazar camp communities. In the Cox's Bazar camp settlement, the CPP early warning system was expanded in 2018 and 3,400 CPP volunteers have been trained and mobilized by BDRCS with support from the American Red Cross and IFRC.

¹³ The two cyclone seasons are from April to June, and from October to December. The monsoon occurs between June and August.

extreme weather including cyclones, torrential rain, landslides, flash floods, storm surges and extreme temperature.¹⁴ In the heavily congested areas, the options for evacuation are seriously limited – the Kutupalong-Balukhali expansion site accommodates 69 per cent of the displaced population who remain particularly exposed to these threats. Between 14 and 30 June 2020, a total of 2,560 people in the camps were displaced (within the camps) by monsoon-related incidents including winds and slope failure, while another 21,916 people in the camps were affected by the monsoon.¹⁵

Social tensions

It is the impact of the vastly increased population that has been most significant, particularly considering the scale and length of the crisis. The displaced population now reportedly outnumbers the local population of the Ukhiya and Teknaf Upazilas of Cox's Bazar by two to three times.¹⁶ While 84 per cent live in the camps, 12 per cent live in camps located adjacent to the host communities, and four per cent in dispersed sites in host communities.¹⁷

Since the influx, the host community has reportedly experienced reduced labour opportunities, diminished availability of agricultural land, increased competition for markets and jobs, inflated prices for essential goods and services, and an increase in crime and conflict.¹⁸ A commemoration event on the second anniversary of the influx (August 2019), attended by an estimated 100,000 residents in Kutupalong's Modhurchhara camp, was seen as a provocation by some who perceive the guest community to be increasingly dominant. The reaction signalled a deterioration in guest and host community relations and – despite a scale up of support to host communities – tensions remain firm. Additionally, since the onset of COVID-19, tensions have become somewhat aggravated in the form of stigmatization of people from Rakhine by the host community, some of whom also perceive the humanitarian community as helping the camp community more than the local population.

Repatriation

While the Government of Bangladesh continues to seek regional and international support to expedite the repatriation of the people from Rakhine against the background of its bilateral arrangements with the Government of Myanmar¹⁹, there has been no official repatriation to date. COVID-19 has further stalled any potential for progress. In the meantime, up to early June, as part of its isolation protocol in addressing the COVID-19 pandemic, the Bangladesh government placed some 306 displaced people on the island of Bhasan Char - comprising mainly women and children, the displaced people had been rescued from smugglers' boats discovered in Bangladesh waters.

Summary of current response

Overview of Host National Society

On 29 December 2016, the Government of Bangladesh requested the support of the BDRCS to provide humanitarian assistance to the response in Cox's Bazar. This support was agreed to by BDRCS after rapid assessments validated



¹⁴ UNDP 2019, Extreme Weather and Disaster Preparedness in the Rohingya Refugee Response: Monsoon Season 2018: Lessons Learnt.

¹⁵ [ISCG COVID-19 and Weekly Update No.18](#)

¹⁶ UNHCR Refugee Population factsheet: http://data2.unhcr.org/en/situations/myanmar_refugees

¹⁷ IOM Bangladesh Needs and Population Monitoring (NPM), Site assessment: Round 16 (21 August – 10 October 2019).

¹⁸ IFRC 2020, Community Feedback Report on Social Inclusion.

¹⁹ MoU signed on 23 November 2017 but repatriation attempts since then have not been successful.

the humanitarian needs. The Cox's Bazar Unit of BDRCS along with Red Cross Youth (RCY) volunteers, have been supporting the operation from the beginning and across all sectors of the response. The BDRCS National Headquarters (NHQ) has been supporting the operation by deploying staff and resources to help maximise the effectiveness of the operation. Additional assistance is provided by partners of the International Red Cross Red and Red Crescent (RCRC) Movement through multilateral and bilateral interventions.

The response has received the support of IFRC, ICRC and Partner National Societies working multilaterally (via IFRC) and bilaterally. BDRCS has also received support from local donors. IFRC's intervention is coordinated through the Emergency Appeal (MDRBD018) and includes contributions from a number of Partner National Societies. The infographic provides a snapshot of major **Federation-wide** services that have been provided throughout the operation up to 30 June 2020.

Detailed sector-wide response updates are available in operations updates published on the [IFRC website](#) and also on the [IFRC GO](#) platform.

Overview of the Red Cross Red Crescent Movement in country

In addition to the ICRC and IFRC, other Movement partners with continued presence in Bangladesh, are the American Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Italian Red Cross, Japanese Red Cross Society, Qatar Red Crescent, Swedish Red Cross, Swiss Red Cross and the Turkish Red Crescent Society. They focus on supporting BDRCS in longer-term programmes including shelter, water and sanitation, health, disaster risk reduction and protection. Approximately **113 national and international staff** are working for Partner National Societies (PNSs) in support of BDRCS in the Population Movement Operation (PMO).

Global response tools such as the Field Assessment Coordination Team (FACT), Regional Disaster Response Team (RDRT) and Emergency Response Unit (ERU), were initially deployed to significantly strengthen the response. The scale of the crisis necessitated a more strategic approach, which led to the Emergency Plan of Action (EPOA). This facilitated a scale up of support to BDRCS operations in alignment with in-country Partner National Societies (PNS). More recently, the need for a longer-term plan prompted the revision of the EPOA to allow for an extension of the timeframe of the operation up to 31 December 2021.

Distinct from the EPOA, the ICRC has responded to the crisis through activities in protection, relief assistance and health for about 95,000 displaced people, many of whom live in border areas. The ICRC has deployed staff to support Restoring Family Links (RFL) work, as well as distributions of WASH, food and household items, and medical mobile teams.

In 2017, the IFRC categorized this crisis as a 'Red' level situation, according to the IFRC Emergency Response Framework, implying that it was critical. However, the situation is now in a protracted mode.



PNS involvement by sectors

Partner National Society	Sector					
	Shelter	Health	WASH	Food Security	PGI	DRR
American Red Cross						
British Red Cross						
Canadian Red Cross						
Danish Red Cross						
German Red Cross						
Japanese Red Cross						
Qatar Red Crescent						
Swedish Red Cross						
Swiss Red Cross						
Turkish Red Crescent						

Red Cross Red Crescent coordinated response

The Population Movement Operation (PMO) of the Red Cross and Red Crescent Movement is coordinated through a [One Window Framework](#)²⁰ which was adopted during the Movement Partnership Meeting organized on 13-15 February 2018 in Cox's Bazar. The One Window Framework provides the basis for a Federation-wide humanitarian response. In the Plan of Action, IFRC and Partner National Societies have committed to support BDRCS in providing humanitarian assistance to a total of 200,000 people from Rakhine and 60,000 people from the local Bangladesh community. The coordination of Movement partners is facilitated through regular Movement-wide coordination meetings led by BDRCS, in both Cox's Bazar and in Dhaka.

The following table summarises the **One Window Framework** which identifies three response priorities and three enabling actions:

Response Priority 1 Humanitarian Action		Response Priority 2 Preparedness for response		Response Priority 3 Community resilience approach	
RP1.1	Health	RP2.1	Contingency planning	RP3.1	Livelihoods
RP1.2	Water, sanitation & hygiene promotion (WASH)	RP2.2	Business continuity planning	RP3.2	Disaster risk reduction (DRR)
RP1.3	Protection, gender & inclusion (PGI)	RP2.3	Institutional response readiness	RP3.3	Community engagement & accountability (CEA)
RP1.4	Shelter & household items				
RP1.5	Restoring family links (RFL)				
Enabling Action 1 Strong NS and branch		Enabling Action 2 One - Window approach / Movement coordination		Enabling Action 3 Humanitarian Diplomacy	
EA1.1	NS headquarters capacity enhancement	EA2.1	One - Window Framework coordination mechanism	EA3.1	BDRCS auxiliary role and influence
EA1.2	Branch development	EA2.2	Partnership modalities	EA3.2	IFRC representation and influence
		EA2.3	Accountability and transparency	EA3.3	Evidence-based advocacy

All partners are guided by the seven principles of "shared leadership":

1. One collective agreement to go beyond individual agendas.
2. One shared research process and needs analysis.
3. One set of country-wide / multi-country-wide achievable outcomes.
4. One resource mobilization plan.
5. One implementation plan that articulates outcomes, roles and responsibilities.
6. One pooled funding and reporting management mechanism.
7. One set of consolidated results that demonstrate collective contributions.

The One Window Framework is collectively seeking CHF 114 million to fully implement this plan, including the IFRC Emergency Appeal which only has funds until December 2021. The Red Cross and Red Crescent remains committed towards supporting all affected communities in Cox's Bazar and to actively contribute towards enduring solutions that protect the most vulnerable and enable better prospects for all. IFRC will continue to build its evidence base through evaluations, surveys and case studies to inform programme improvements and to showcase a business model which can be replicated in similar response settings.

Overview of non-RCRC actors in country

The Prime Minister's Office, the Ministry of Foreign Affairs (MoFA), the Ministry of Home Affairs (MoHA) and, more prominently, the Ministry of Disaster Management and Relief (MoDMR) are at the forefront of the response. At the local level, they are represented by the Refugee Relief and Repatriation Commissioner (RRRC), who leads the coordination among humanitarian actors in Cox's Bazar. Among the authorities active in this response are the police, the Armed Forces Division (AFD), the Department of Public Health Engineering, the Directorate General of Health Services (DGHS) and the District Commissioner.

Given its close relationship as auxiliary to the Government of Bangladesh, BDRCS is a key partner in this response and engages with all of these authorities at both the national and district levels. Since the 1978 influx of people from Myanmar, the National Society's relationship with the RRRC has been steadfast. As a result of BDRCS' good standing with the government which is supported by the IFRC's legal status agreement in Bangladesh, the Red Cross and Red Crescent Movement continues to face a smoother operating environment than many of the other agencies working in this response.

Wherever possible and appropriate, the Movement also coordinates with the UN system and the wider humanitarian community in Bangladesh. The central coordination body in this response is the Inter Sector Coordination Group (ISCG), which comprises the UN and other humanitarian agencies (national/international non-governmental organizations (NGOs) and others) serving people from Rakhine in Cox's Bazar. These agencies are organized into thematic sectors

²⁰ Source : <http://media.ifrc.org/ifrc/document/red-cross-red-crescent-response-population-influx-bangladesh/>

and sub-sectors (e.g. protection, health, WASH) as well as working groups that focus on cross-cutting issues (e.g. protection, Gender in Humanitarian Action, Communicating with Communities). The ISCG Secretariat is guided by the Strategic Executive Group (SEG) in Dhaka, which is led by co-chairs from UNHCR, IOM and the UN Resident Coordinator. The SEG is intended to be an inclusive decision-making forum consisting of the heads of humanitarian organizations. The PMO is engaged with both the SEG and the ISCG (IFRC attends both the SEG and Heads of Sub-Office Group meetings) and its working groups (sector leads participate in working group meetings).

Most agencies working in this response, with the exception of Medecins Sans Frontieres (MSF) and the Red Cross and Red Crescent Movement, work under a Joint Response Plan (JRP). [The 2020 JRP](#) was issued in March, projecting a need for USD 877 million and the following specific objectives:

- Strengthen the protection of Rohingya refugee women, men, girls and boys.
- Deliver quality, life-saving assistance to populations in need.
- Foster the well-being of communities in the Ukhiya and Teknaf upazilas.
- Work towards achieving sustainable solutions in Myanmar.

At the beginning of July, the '2020 COVID-19 Response Plan' was released as an addendum to the 2020 Joint Response Plan. The Plan covers the period April to December 2020 and seeks USD 181 million to meet new requirements for preparedness and response to the COVID-19 pandemic. The Plan also highlights and prioritizes USD 389 million in unfunded critical, lifesaving activities from the 2020 Joint Response Plan released in March this year.

Needs analysis and scenario planning

Needs analysis

In Cox's Bazar, the Inter Sector Coordination Group (ISCG) supports the work of various technical groups that conduct overall and sector-wide needs assessments in the camp and host communities. The IOM Real Time Evaluation (RTE) group analyses the overall context, while the Joint Multi-Sector Needs Assessment (MSNA) group conducts surveys to identify sector specific needs. It should be noted that in reference to the COVID-19 context, the ISCG-coordinated '2020 COVID-19 Response Plan'²¹ provides for the collection of information and evidence on community perceptions, feedback and rumours in order to inform decision-making and the design of the response. For more information on similar efforts undertaken by the BDRCS in response to COVID-19, please see the Community Engagement and Accountability (CEA) section of this report.



Current situation in Camp 12. (Photo: IFRC)

Overall analysis

- The collective protection services are not currently able to meet the needs, in terms of coverage and effectiveness.
- There are evolving needs among both host and displaced communities in this protracted crisis.

²¹ '2020 COVID-19 Response Plan', April-Dec 2020 which is an addendum to the Joint Response Plan 2020

- The humanitarian response needs to evolve from a lifesaving and supply-oriented response to a people-centred one through transition, recovery and development programming with substantive participation of the affected populations. This is beginning to happen with the government's endorsement of a 'Myanmar (education) curriculum pilot', to be implemented this year.
- In complement with the humanitarian response, extensive consultations are taking place for a new District Development Plan (Bangladesh's first) to meet the long-term needs and stimulate the economic development of Cox's Bazar district to the benefit of those residing there.
- Heavy congestion in and around the camps remains a persistent challenge impacting all sectors. There is still a lack of land to decongest the area.
- There is an urgent need to build social cohesion within the humanitarian response and to adequately address the needs of guest and host communities whose needs and capacities are not the same.
- The most vulnerable including the elderly, people with disabilities, and adolescent girls etc. need to be considered on a priority basis, as these groups are still often left out of key activities and face high protection-related risks.

Sector-specific needs

Findings of the Joint Multi-Sector Needs Assessment (MSNA) published in October 2019 suggest that:

- Coverage of basic food needs is extensive, and not indicative of widespread gaps in food consumption patterns.
- Fuel needs are reportedly being met (88 per cent) and that coverage is generally widespread, while two per cent of households reportedly collected firewood from the nearby forest by themselves.
- Some 76 per cent of households reported that their opinion was always or sometimes addressed when there was aid or service. The Community Engagement and Accountability (CEA) assessment of the BDRCS indicates that most respondents felt safe with the humanitarian workers' distribution or service time.
- An outstanding gap in access to and coverage of basic goods and services still remains.
- A significant portion (32 per cent) of households informed that they did not make improvements to their shelter in the six months before data collection, despite reporting the need to do so. The lack of money is the reason indicated by 65 per cent of households among this portion of families. It was also reported that those who purchased materials for shelter improvement, did so through an exchange of goods.
- There is a need for dietary diversity among the households. Only 22 per cent of households reported that they consumed more than four food groups, while 35 per cent consumed only two food groups.
- Domestic purpose water was perceived as insufficient, with 49 per cent of households reporting that they had enough water. For personal hygiene, 67 per cent households reported that they had soap.
- It is likely that there are not enough latrines in the camps. Although only 1 per cent reported open defecation as their usual sanitation practice, every 1 out of 4 households reported visible faeces and waste within 30 metres of their houses. Latrines in the camps are mostly shared and not enough in number.
- For the host communities, the assessment findings suggest that there are similar proportions of households with such needs. This reflects the socio-economic environment that should underpin considerations of the needs of host communities.

Targeting

The main targeted communities of this operation are the people from Rakhine and affected host communities. The selection criteria at the household level for the displaced people in the camps are as follows:

1. Households with pregnant or lactating women.
2. Households with more than 8 members
3. Households with people with disabilities
4. Single parent households
5. Households with the elderly

Selection criteria for specific activities within the operation, such as cash transfers and shelter, have also been developed with a more targeted response approach. For example, in reference to host communities, the Red Cross Red Crescent (RCRC) has adopted a more holistic targeting approach to reach those vulnerable households that have been significantly affected by the displaced people from Rakhine state. This includes, for example, the target group of daily labourers with reduced income (due to increased supply of informal labour) and people who are no longer able to collect firewood due to deforestation.

The general selection criteria for **host communities** are:

1. Households without employment or a regular income source
2. Households whose livelihood options have been reduced due to the influx of displaced people from Rakhine
3. Households with low income (BDT 4,000; approximately CHF46 or less per month)
4. Households depending on daily labour

5. Female-headed households
6. Households with disabled member(s)
7. Households with a large family size (6 or more)
8. Households with poor shelter conditions
9. Households depending on farming with small areas of shared land

At the start of the Population Movement Operation (PMO) in Cox's Bazar, BDRCS registered more than 40,000 households living in camps 11, 12, 13, 14, 17, 18 and 19. As the household level registration was not providing enough information on the population targeted through the PMO, BDRCS conducted a second registration, resulting in a database of 180,000 people by the end of 2018. This BDRCS-IFRC PMO registry database currently forms the administrative backbone for the registration, selection and verification of targeted households for relief and cash distributions, shelter assistance programmes, WASH distributions and other sectoral interventions in the PMO. BDRCS data was last updated and verified in 2018, and the population is subject to continuous change.

BDRCS and IFRC have agreed to transition to a beneficiary and programme management system used by UN agencies which is called SCOPE. In this connection, IFRC has already signed an agreement with UN World Food Programme (WFP) and undergone necessary training. The agreement is for one year and renewable thereafter. This system handles the entire distribution process from the enrolment of individuals, issuance of entitlements based on criteria set by the agency, scheduling of the series of distributions, verification of individuals and their eligibility onsite using fingerprint and card reading technology, printing of receipts for disbursements, and printing of electronic distribution lists for reporting. This system also supports all WFP transfer modalities: in kind, voucher and cash, for a variety of project activities. The platform can be used in many ways, depending on the specific needs of the country and the type of delivery mechanism required. This transition will be managed according to IFRC and WFP data privacy and protection principles. However, the main benefits of this integrated data management system are efficiency, the low number of personnel required of BDRCS, reduction in fraud and duplication, and lower data management risk. The system was tested in the distribution of dignity kits in 2019.

Operation Risk Assessment

The Cox's Bazar area is historically prone to cyclones and tidal surges. To ensure a timely response to cyclones and monsoons, the PMO Cyclone Early Warning Early Action (EWEA) and Scenario-based Response Plan has been put in place for the period June 2020 to December 2021, targeting 30,000 families²². This includes the recently established Emergency Operations Centre run by National Disaster Response Team (NDRT) personnel who are supervised by a BDRCS response officer, pre-positioning of shelter and WASH kits, continuous training of NDRT personnel and the replenishment of response equipment and supplies. The plan also provides for the prepositioning of disaster preparedness stock such as shelter tie down kits, family kits and WASH kits.

The ongoing **COVID-19 pandemic** has prompted the implementation of risk mitigation measures such as:

- The introduction of a work-from-home arrangement for IFRC PMO staff – this includes the option of working from home on alternate days and coming into the office on other days based on a roster.
- The provision of office transport to IFRC local staff who normally rely on public transportation.
- The regular supply of face masks to BDRCS/IFRC staff and BDRCS volunteers.
- Continuously updating staff on latest government advisories concerning the COVID-19 situation and the related movement of people.
- Formal liaison with suppliers in connection with COVID-19 delays and securing assurances from suppliers that relevant supplies (particularly in relation to shelter and WASH materials) will be retained for IFRC and delivered when restrictions ease.
- Successfully activating the *force majeure* option with the consent of the donor (Islamic Development Bank - IsDB), in reference to the IsDB pledge towards shelter interventions under the PMO.

Other prevailing risk factors are:

- Tensions between the people living in camps and the host communities which continue. As such, IFRC prioritizes social cohesion as an approach which cuts across all interventions.
- The population density presents increased protection, security and mental and psychological health risks.
- Drug trafficking and substance abuse, trafficking of human beings, sexual and gender-based violence (SGBV) and violence against children.
- The depletion of natural resources, and deforestation in a region already prone to landslides and flooding – the deforestation has come about because of the large need of firewood by the large number of displaced people.

²² This comprises the following support: 12,000 households (shelter), 6,000 hh (WASH), 2,000 hh (psychosocial support), 7,000 hh (health), 3,000 hh (Protection, Gender & Inclusion/Community Engagement and Accountability)

B. OPERATIONAL STRATEGY

Proposed strategy

With the crisis in its fourth year now, both camp and host communities continue to be placed under much strain. National humanitarian actors including BDRCS, need a new working approach in order to tackle the evolving socio-political dynamics that has only become unpredictable and highly volatile. While there has been some progress on the governments of Bangladesh and Myanmar reaching a consensus to start the conditional returns of people from Rakhine to Myanmar, the repatriations have not yet begun.

As such, and in the context of this protracted crisis, the BDRCS is required to be equipped with additional capacities to transform response modalities from emergency interventions towards a more sustainable and community-driven solution, while functioning as the partner of choice for Movement partners. IFRC, together with the support of Partner National Societies (PNS), aims to redefine and reshape the role of BDRCS to be able to take a lead role in expanding its organizational presence and enhance its response capacity, to reach the most vulnerable in the host and guest communities through the One Window Framework in the changing humanitarian landscape. For example, several PNSs such as the British Red Cross, in consortium with the Swedish Red Cross, are supporting the WASH targets of the Plan of Action and this will be reported as an in-kind contribution to the Appeal. Following on the three Response Priorities and three Enabling Actions from the One Window Framework, the BDRCS operational strategy from 2020 to 2023 is as follows:

Bangladesh Population Movement Operation Strategy 2020-2023

Goal

To ensure equitable access to life-saving services, from response to sustainable development is achieved to alleviate human suffering and improve health, dignity and wellbeing to the people from Rakhine and host communities.

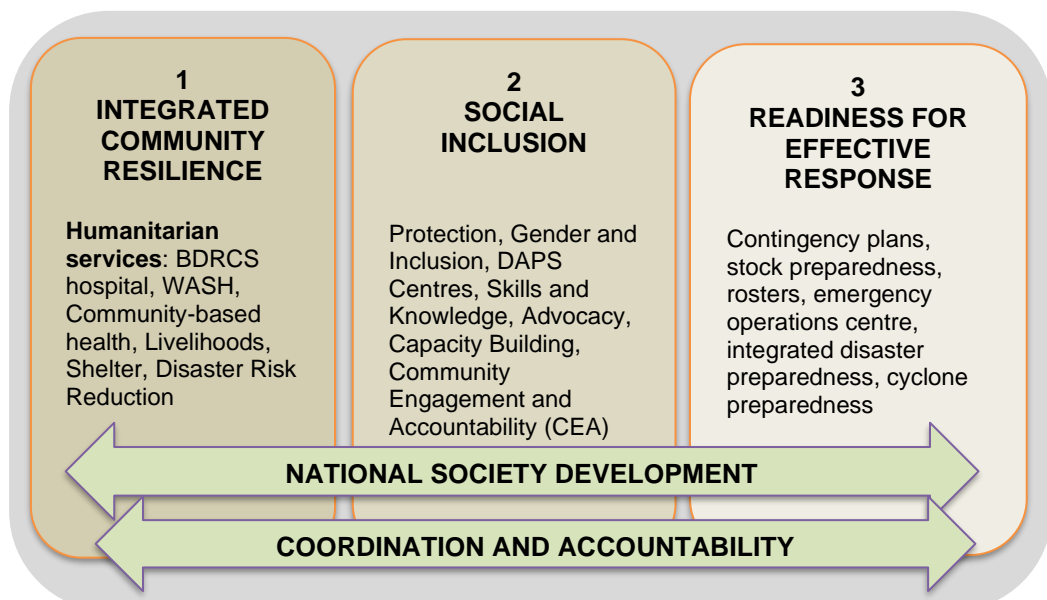
Objective

Essential long-term humanitarian needs of **200,000 people from Myanmar** are met with the provision of shelter, basic food and non-food items, WASH, medical health and psychosocial support, livelihoods, protection and DRR. **60,000 people from host communities** will also be a part of the overall target, specifically in the areas of shelter, WASH, livelihoods and other interventions.

Strategic priorities

- Working across/through the resilience continuum, strengthening the auxiliary role of the National Society with the government and other partners.
- **Ensuring social inclusion, gender, disability and age are fully embedded across all activities and contexts.**
- Ensuring evidence-based sustainability and impact, increasing focus on staff and volunteer development, tailored training, capacity building and mentoring, while leading and supporting technical working groups and coordination platforms, both internal and external.
- Increasing resource mobilisation, new partnerships and shared leadership.
- Environment protection

Camp Communities and Host Communities



BDRCS aims to:

- Improve protection and inclusion mainstreaming across the response
- Ensure equitable access to services in accordance with minimum quality standards – with a focus on targeted interventions.
- Promote community resilience
- Prepare for effective response
- Contribute towards environmental rehabilitation
- Support social cohesion and inclusion within host and camp communities

Enabling actions

National Society Development (NSD) is at the centre of the response as BDRCS is the implementing partner in the country. This includes focusing on capacity strengthening through the National Society Development (NSD) plans at the national headquarters in Dhaka all the way down to the local branch level in the form of the Cox's Bazar Unit. BDRCS has a unique role in Bangladesh since it works as auxiliary to the Government of Bangladesh in humanitarian assistance, laying the foundation for a localized response with international connections and support. The partners respect this central role and the mandate of BDRCS at all times, and work to strengthen the National Society as the core of the response.

BDRCS recently developed a National Society Development plan of action that includes overall needs, with a specific focus on its Cox's Bazar Unit. Some initial support on National Society Development (NSD) components has already been initiated - this includes capacity building of staff, and contributions towards the construction of an office building in Dhaka and the Cox's Bazar Unit office. The initial support to the Cox's Bazar Unit has been extended with the BDRCS national headquarters having deployed two additional staff to the unit in order to strengthen the management capacity of the unit and expand its coordination role to ensure better support. There will be a focus on strengthening engagement with the Cox's Bazar Unit, especially when working with host communities.

Coordination and accountability: IFRC, along with BDRCS, will continue to strengthen coordination with Red Cross and Red Crescent (RCRC) partners and the Government of Bangladesh, as well as external partners both in Dhaka and Cox's Bazar. The Movement coordination and PMO steering committee meetings remain the key strategic forums for making strategic decisions. The coordination at Cox's Bazar level will remain focused on the operation, in order to maintain standards and deal with challenging issues in all sectors. IFRC has mapped all external meetings in which BDRCS or assigned partners are required to represent the RCRC in order to gather general information and have a say in decision making. The IFRC will continue to apply quality and accountability to ensure resources are rationalized according to needs and to reach the most in need, and to comply with donor requirements and commitments. It will subsequently ensure Federation-wide collective impact through effective planning, monitoring, evaluation and timely reporting. IFRC will continue collecting, analysing and sharing Federation-wide data for stronger accountability with all stakeholders. It will also continue conducting evaluations, surveys and case studies to facilitate programme improvement for evidence-based learning, and to showcase a business model which can be replicated in similar response settings.

Cross-cutting themes

The BDRCS and IFRC will continue to promote social cohesion between the displaced and host communities. In all interventions, the BDRCS and IFRC will base their actions on the Fundamental Principles of the Movement, and be guided by relevant policy and strategic documents, including the 2009 IFRC Policy on Migration, the IFRC Asia Pacific Framework on Migration and Displacement, and the IFRC Global Strategy on Migration.

Community Engagement and Accountability (CEA) is at the core of all the work which BDRCS implements. This theme cuts across all objectives and sectors, and it is always our commitment to meaningfully engage communities in the planning and roll-out of specific interventions. This includes implementing mechanisms for capturing feedback and complaints, and tailoring interventions based on ongoing engagement and feedback. This is done through inclusive, community-based and participatory approaches.

All sectoral staff and volunteers from BDRCS, IFRC and Partner National Societies consider CEA their responsibility, to ensure strong community participation and two-way communication in their sectoral programmes. BDRCS has a dedicated CEA officer and 8 CEA community mobilizers who provide technical support to all sectors, and IFRC has recruited a long-term CEA Senior Officer and a CEA Officer. This CEA team also manages several cross-cutting CEA activities, such as the BDRCS community feedback system, the radio listening sessions and BDRCS 'info hubs'. These activities help to make the PMO more accountable, more transparent and more responsive to people's continuously changing priorities and needs.

The CEA team works in close coordination with the Protection, Gender and Inclusion (PGI) and Psychosocial Support (PSS) teams to ensure complementarity, for example in the Dignity, Access, Participation and Safety (DAPS) centres, and with the PMER team, to reinforce community-based monitoring and evaluation approaches. The CEA team also works closely with the BDRCS headquarters in Dhaka to ensure that the lessons from the PMO feed into the efforts to

strengthen country-wide CEA, and vice versa. Long-term partnerships with expert organizations such as Ground Truth Solutions, BBC Media Action and Translators without Borders, also ensure that BDRCS applies innovative and culturally appropriate approaches for communication-with-communities. In addition, a detailed feedback and response mechanism has been designed to improve communication with the displaced and affected communities.

Protection, Gender and Inclusion (PGI) is a fundamental part of the humanitarian response, in that the crisis requires a protection lens to be applied to all sectors and activities. The approach acknowledges the primary role that communities play in their own protection alongside humanitarian actors. This is in recognition of the serious protection concerns (child marriage, trafficking, sexual exploitation and abuse (SEA), forced labour, sexual and gender-based violence (SGBV), mental health and psychological trauma) which require urgent and ongoing attention.

All sectoral staff and volunteers from BDRCS, IFRC and Partner National Societies (PNS) consider it their responsibility to apply a PGI lens to all activities and actions of the PMO, improve protection and inclusion mainstreaming across the response, and ensure equitable access to services which uphold dignity and safety, and ensures participation from all, in accordance with the IFRC PGI minimum standards.

Operational support services

Human resources

The BDRCS PMO team is led by a Head of Operations and Deputy Director, while the IFRC PMO sub-office is supported by the Head of Sub-Office in close coordination with the IFRC Country Office in Dhaka. Currently, IFRC has a sub-office with 41 staff²³ members (local: 34 and international: 7) in Cox's Bazar and is supporting BDRCS in the implementation of activities and coordinating with all stakeholders involved in the operation. BDRCS has approximately 213 staff members for the PMO. The staff was recruited with support from IFRC and funded through this Appeal and support from Movement partners. The table summarizes the total number of IFRC, BDRCS and PNSs staff currently engaged in the operation.

The current IFRC HR structure will support the Bangladesh Red Crescent Society (BDRCS) PMO operation until 31 December 2020 (subject to change), to continue providing essential humanitarian assistance, and to prepare and strengthen the National Society in continuing its assistance in response to this protracted crisis. In line with the localization process begun in mid-2019, the number of international personnel has reduced, while the number of BDRCS staff has increased. Depending on the current situation and funding, the number of staff members might change.

PMO monthly staff count (June 2020)

RCRC	National staff	Delegates
American Red Cross	29	1
BDRCS	213	
British Red Cross		1
Canadian Red Cross		1
Danish Red Cross	2	1
German Red Cross	17	3
IFRC	34	7
Japanese Red Cross	2	
Qatar Red Crescent	3	2
Swedish Red Cross	6	2
Swiss Red Cross	7	1
Turkish Red Crescent	24	3
Total staff	337	22

This Appeal funds the travel, accommodation and per diem costs of staff and volunteers working in the operation. It also covers the insurance of volunteers through the IFRC global volunteer accident insurance scheme.

Logistics, Procurement and Supply Chain Management

The operational procurement, logistics and supply chain (OLPSCM) unit is a strong component of the operational setup, working to always ensure programmes are well supported to deliver assistance to the people in need. The unit provides services ranging from the mobilization of household items to cover basic needs, local and international procurement of goods and services, and customs clearance of imports to warehousing of goods and specialized medical products, fleet movement for people, and the transportation of goods to final distribution centres. All logistics activities comply with the Federation logistics standards, processes and procedures.

The BDRCS team includes a logistics officer, logistics assistant, storekeeper, medical-logistics assistant and a pool of drivers. The PMO IFRC logistics team is composed of a procurement delegate, senior logistics officer, senior procurement officer, fleet officer, procurement assistant and a pool of drivers. Each team works closely with its in-country headquarters located in Dhaka, while IFRC receives additional technical guidance and support from the OLPSCM unit at the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur.

Constraints related to logistics include lengthy importation processes (especially delays in the approval of import duty exemptions), congested seaports, limited suppliers with capacity to meet operational needs, inadequate road infrastructure, an under-developed transportation network and tough weather conditions which affect camp accessibility.

The supply chain strategy includes the following:

²³ Three international staff members are currently working remotely: Humanitarian Analyst (Delegate), PGI Delegate and Accountability Coordinator.

- Pre-positioning standard household items for shelter, health and hygiene promotion.
- Procurement set-up of local framework agreements for a broad range of goods and services and ensuring adequate logistics resources are in place to respond to emerging needs.
- Ensuring adequate storage capacity which includes a regional facility in Chittagong (1,800m²), a cluster of local mobile storage units (MSUs) in Raja Palong (700 m²), an in-house medical warehouse (100 m²), a camp store (150m²) and a distribution warehouse (100 m²).
- Fleet services ensure that well maintained vehicles and well-trained drivers can handle the complexities of driving in Cox's Bazar district, ensuring the safety and security of all colleagues as per the minimum security requirements and the Fleet Manual.

The BDRCS and IFRC logistics units actively participate in the logistics cluster coordination meetings, events and training. The units continuously receive updates on road conditions, market assessments on transport, and storage capacities. Participation in the cluster is essential in ensuring an effective response which is predictable, accountable, professional and better organized.

Humanitarian Diplomacy

Engaging in humanitarian diplomacy and evidence-based advocacy is vital towards raising concerns and working towards solutions for the affected communities. This is especially fundamental, given the fluid and complex nature of this displacement crisis. It is central to the plans of the framework to continuously monitor and analyse the changing contextual environment and make strategic and operational changes as needed for the affected communities. It involves enhancing the role of BDRCS as auxiliary to government, and capacity building, that will in turn serve to better position the work of the National Society and Movement actors. A Humanitarian Analyst (delegate) joined IFRC PMO in 2019 to gather critical intelligence on the operational and policy contexts of this crisis, and to facilitate the advocacy efforts of the Red Cross and Red Crescent, including the development of positions on key humanitarian issues. Working with regional technical leads, Movement partners in Bangladesh and internationally, and external actors including the UN and Joint Response Plan²⁴ (JRP) partners, the analyst also provides inputs to inform programmatic decisions and promote collaboration for greater outreach.

Communications

The IFRC and BDRCS communications teams in Cox's Bazar, with support from offices in Dhaka and the Asia Pacific Regional Office, work on developing and promoting people-centred content to illustrate both the challenges faced by affected people, as well as the ongoing Red Cross Red Crescent response. Needs and responses are primarily highlighted through online channels available to both BDRCS and IFRC, as well as through, where appropriate, proactive engagement with the media. Primary target audiences include the general public (through social media), national, regional and international media, and National Societies. Secondary target audiences for public communication include peer organizations and donors.

Information Technology

Wi-Fi Internet connectivity is available in the IFRC Population Movement Operation (PMO) sub-office in Cox's Bazar. Staff members and volunteers in the field operation are supported with Internet data packages on their smartphones which enable them to communicate electronically with the sub-office to send reports and pictures. Various types of surveys, assessments, verification data exercises are planned with the aid of the Kobo toolkit app for mobile phones. Orientation sessions have been provided to prepare Red Cross Youth members to use their office mobile phones for electronic data collection. On-site and remote IT Telecom support are also provided.

Security

The safety and security of staff, assets and organizational reputation remain a priority for the Population Movement Operation (PMO). The IFRC PMO Security Manager and Junior Security Officer oversee PMO security, including planning, monitoring, training and response. In case of any emergency, they are the first to be reported to and respond.

The well-established daily activities of movement tracking, weather monitoring and context analysis continue. The Security Manager remains IFRC's Civil-Military liaison person, a role vital to remaining up to date with developments in the operational environment, as well as remaining on good terms with law enforcement actors. With the soon-to-be implemented 'Fencing Project' of the camps, which is being implemented by the military, this role is becoming more impactful.

Working closely with the Communications and Community Engagement and Accountability (CEA) teams internally, and with the military, camp authority and Law Enforcement Agencies (LEA) externally, the IFRC security team monitors the general camp environment, as well as emerging tensions and trends in criminality, and makes operational recommendations based on this information to ensure the safe delivery of programmes and activities.

²⁴ The Joint Response Plan is an initiative led by UNHCR and IOM with 117 partners including 61 Bangladeshi organizations, to provide a comprehensive roadmap to respond to needs and gaps, and that has been built upon evidence, lessons learned, and consultations with stakeholders at all levels. The Red Cross Red Crescent is not part of this collaborative plan but takes cognizance of it in the implementation of BDRCS' Population Movement Operation.

Planning, Monitoring, Evaluation and Reporting (PMER)

IFRC has an Accountability team that consists of an Accountability Coordinator²⁵ as the team leader, a PMER Manager and a Senior Information Management Officer, who support the preparation of various reports, plans and monitoring surveys such as post-distribution monitoring (PDM) surveys, exit surveys, assessments and verification. BDRCS is responsible for the day-to-day monitoring of the operation - primarily at the branch/unit level, supported closely by its headquarters and IFRC. In this connection, BDRCS with the support of the IFRC PMO sub-office, conducts regular information gathering on activity progress through field officers, and provides internal reporting. The Information Management Officer supports electronic data collection, storage and analysis through KoBo²⁶. The IFRC and BDRCS monitoring teams in Cox's Bazar make field visits on a needs basis. The IFRC Country Office in Dhaka and the IFRC PMER team in Kuala Lumpur, provide additional technical support to BDRCS.

Reporting on the PMO is carried out in accordance with the IFRC Emergency Appeal minimum reporting standards. Regular updates are continuously issued during the operation. A monitoring and reporting plan has been prepared in consultation with the BDRCS PMER team. Necessary tools and templates for regular data collection and reporting have been developed based on existing PMER resources. Programme activities, distribution and post-distribution monitoring (PDM) data are collected through the KoBo mobile application. In May 2019, a mid-term review (MTR) was carried out by an external team for the PMO. The recommendations and findings highlighted in the Mid-Term Review report have been taken into consideration for the latest revision to the Plan of Action for this operation. A case study commissioned by the Governing Board called 'Effective and Efficient Humanitarian Response', was also carried out in 2019. Further, the 3-year Federation Wide Report (FWR) covering 2017-2019, is targeted for publication in the second half of 2020.

Administration and Finance

The BDRCS and IFRC Population Movement Operation (PMO) teams are operating in a sub-office located in Cox's Bazar, to ensure efficient and effective operations. Operational expenses such as volunteer per diem, accommodation, transportation, communication and coordination activities are factored in. Procurement is done following IFRC standard procedures. Finance and administration support to the operation is provided by the BDRCS national headquarters and the finance and administration team in Cox's Bazar, with backing from the finance and administration team of the IFRC offices (Country Office and Cox's Bazar Sub-Office).

IFRC and BDRCS have jointly signed a number of project agreements which ensure funding support to BDRCS for the efficient running of the Population Movement Operation (PMO). Cash forecasting and financial reporting systems have been strengthened within the BDRCS finance system, and reports are ensured in accordance with the project agreements. IFRC is providing all necessary support to build the capacity of BDRCS staff through regular meetings, training and guidance. Standard operating procedures have been established as per the needs of the operation, ensuring that BDRCS observes the minimum reporting standards required by IFRC and Partner National Societies. Tally accounting software installed and operational at the BDRCS PMO Cox's Bazar office since the last quarter of 2018, enables the capture of financial data.

A number of internal and external audit reviews have been conducted by IFRC as well as BDRCS for the Population Movement Operation, with the recommendations having been integrated into or reflected within operational strategies. An orientation workshop and training on fraud and corruption have been conducted for staff of BDRCS, IFRC and Partner National Societies to enhance their knowledge and awareness of fraud and corruption prevention practices. Budget holder workshops for technical and non-technical BDRCS/IFRC staff have been conducted, as have financial management workshops for BDRCS programme staff. In addition, IFRC has seconded one finance staff member to the BDRCS PMO office in Cox's Bazar to support and coordinate an effective financial reporting system. IFRC has also supported BDRCS to set up a hub office in Ukhiya effective January 2020, with the majority of field-based staff relocated to hub office for the effective implementation of operations in the camps.

C. DETAILED OPERATIONAL PLAN



Shelter

People targeted: 200,000

People reached: 286,792

Shelter Outcome 1: Communities in disaster and crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

²⁵ The newly recruited Accountability Coordinator began work remotely in early May 2020, while her predecessor ended her mission in January this year.

²⁶ Kobo is a dedicated open source application for humanitarian organizations to collect data through a mobile application, and at the same time store the data in Cloud.

Indicators:	Target	Actual
# of people reached with safe, appropriate and adequate shelter and settlements assistance	200,000	286,792
Shelter Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households including host communities for care and maintenance		
Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance	40,000	58,071
# of households provided with longer-term shelter and settlement assistance and LPG distribution	4,000	3,000
# of households in host communities provided with shelter improvement assistance and LPG distribution	750	5,161
# of households provided with unconditional cash grant (shelter construction – completed in 2018)	8,500	7,122
Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to the affected households in the camps		
Indicators:	Target	Actual
# of people provided with technical support and guidance, appropriate to the type of support they receive	Camp: 20,000 Host: 4,000	Camp 10,583 Host 1,934

Progress towards outcomes

Highlights of January to June 2020

The impact of COVID-19 in Bangladesh, including the Cox's Bazar district, intensified towards the latter part of March. As a result of restrictions by the authorities to contain the spread of COVID-19 in the camps and host communities, the supply chain and delivery of materials have been hampered thus causing certain components of the shelter programme (construction of shelters in host communities) to have been halted temporarily, while other activities for the shelter programme have experienced a significant slowdown. Nevertheless, the January to June 2020 period has seen accomplishments which have contributed towards overall progress. Cumulatively, a total of 12,429 people was reached in camp communities, while 123 people were reached in host communities between January and June 2020. This is part of the overall number of people reached since the start of the operation, which stands at 286,792. The highlights of overall progress achieved are described below:

A) Provision of essential household items and emergency shelter and settlement assistance

To meet the immediate household basic needs of the displaced people, this Appeal supported the distribution of blankets, mosquito nets and sleeping mats since the onset of the emergency in early 2017. For emergency shelter needs, tarpaulins, ropes, and/or alternative construction materials such as bamboo, timber and sandbags were distributed. All types of shelter and household items were considered depending on specific needs based on gender, age and disabilities. All items selected were appropriate for the needs of women, men, girls, and boys, ensuring that the specific and increased needs of the most vulnerable groups were met.

The following table summarizes the items that have been distributed by BDRCS since the start of the operation with the support of the IFRC and Partner National Societies:

Breakdown of household items (non-food items) distributed by BDRCS

Items	Target (IFRC)	Contribution (IFRC)	Total distributed (all partners including IFRC)
Blanket (2 per family)	80,000	63,666	104,259
Baby blanket	-	-	4,550 ²⁷
Sleeping mats (2 per family)	80,000	48,071	56,534
Mosquito Nets	10,000	13,580	31,823
Kitchen sets	7,000	5,000	6,100
LPG cylinder gas with refill (camp 11)	2,000	1,444	1,444
LPG cylinder gas with refill (host community)	750	3,692	3,692

B) Distribution of Emergency Shelter and NFI (non-food items) packages for the elderly in light of COVID-19

As part of efforts to reduce the spread of COVID-19 and reduce the risk of becoming infected, elderly persons (those above 60 years of age) have been encouraged to self-isolate, and refrain from leaving their shelters. To minimise movements outside of their shelters to access humanitarian assistance, the most vulnerable of families have been supported through the provision of home-based care services including the delivery of NFI packages to their shelters. So far, a total of 1,895 elderly households (8,717 people) have been supported with emergency shelter and NFI

²⁷ In-kind donation from the Turkish Red Crescent and United Arab Emirates Red Crescent.

packages – they are located in Camp 11 (989 households or 4,569 people) and Camp 12 (906 households or 4,148 people).

Components of Emergency Shelter and NFI packages

Materials for Shelter and NFI packages for the elderly	Qty	Unit
Blanket	1	Pcs
Tarpaulin	1	Pcs
Rope 6 mm	1	Bundle
Face Mask	1	Nos
Sleeping Mat-2 Pcs	2	Pcs
Mosquito net	2	Pcs
Solar lamp-1 Pcs	1	Pcs
Sandbag -1 Pcs	1	Pcs
IEC for shelter strengthening	1	Pcs
IEC for use of face Mask	1	Pcs

C) Emergency support for shelter under monsoon response (Camp 11 and Camp 12)

In response to the monsoon, BDRCS/IFRC provided emergency shelter support to 1,710 households (7,951 people) in camps 11 and 12, between May and 23 June this year. Households which experienced partial or full damage to their shelters, received the following materials support:

Materials support	Fully damaged shelters	Partially damaged shelters
Tarpaulins	2 Pcs	2Pcs
Borak bamboo	3 Pcs	2 Pcs
Muli bamboo	60 Pcs	40 Pcs
6 mm Rope	2 bundle	1 bundle
3 mm Rope	3 bundle	1 bundle
Sleeping Mats	2 nos	1 nos

Damage category	No of households (HH) /people benefited	
	No. of HH	No. of people
Fully	325	1,496
Partially	1,385	6,455
Total	1,710	7,951



(Left) BDRCS community volunteers conduct rapid verification surveys of damaged shelters. (Right) Distribution of Emergency Shelter materials to affected households in Camp 11. (Photo: BDRCS/IFRC)

Cumulative Emergency Shelter distributions by BDRCS

Items	Target (IFRC)	Contribution (IFRC)	Total distributed (all partners including IFRC)
Emergency shelter items: Tarpaulins and ropes (1 set per family)	200,00 people (40,000 households)	280,855 people (56,171 households)	298,205 people (59,641 households)

The table above reflects the total number of households reached with emergency shelter support from the start of the operation in 2017 until June 2020. While these distributions served as emergency support during the influx in the early

stage of the operation, they were then distributed to improve the living conditions of people in the camps. At the same time, distributions have continued in response to new emergencies such as floods, heavy rains and landslides.

About 89,655 tarpaulins were distributed in the Shamlapur, Thangkali and Unchiprang areas during the relief phase, and this supported 17,971 households for the construction of emergency shelters. Additionally, 7,122 vulnerable households were supported with cash grants of BDT 2,000 per household, for the construction of emergency shelters in late 2017 and early 2018. Further shelter support was provided through transitional shelter assistance (TSA) – see the TSA section below for details.

D) Provision of medium-term shelter and settlement assistance

Phase 2 of shelter assistance included the distribution of Upgraded Shelter Kits (USK) and spreading knowledge of the Participatory Approach for Safe Shelter Awareness (PASSA) to strengthen shelters in the Balukhali 2, and Hakim para camps. In January this year, three model mid-term shelters were built in camps 11 and 12 to demonstrate the standard of shelter, that the camp people should observe.

BDRCS, with support of Movement partners, has provided shelter and household items to displaced people throughout the operation. Since March 2018, 8,347 households have been provided with Upgraded Shelter Kits in camps 11, 12 and 14, to build and reinforce their shelters, to withstand the monsoon rains. A total of 10,499 people (1 person per household) including 1,500 people in the January to June 2020 period, were trained on construction techniques for safer shelter using PASSA methodology.

A post-distribution monitoring (PDM) survey to assess the effectiveness and usage of the items was conducted in July 2019, among 681 randomly selected members of the targeted population who were reached with this support. The respondents including 31 per cent (212) who were female, indicated that 95 to 99 per cent of the materials in the kits were used to reinforce their shelters against the winds. Overall, the people were satisfied with the USK items. A complaints mechanism has also been put in place to receive feedback from people receiving the kits.

Cumulative distribution of Upgraded Shelter Kits

Items	Camp	Contribution (IFRC)	Total distributed (all BDRCS partners including IFRC)
Upgraded Shelter Kits	Camp 11, Balukhali -2	3,000	5,205
	Camp-12, Balukhali-2	600	2,912
	Camp-14, Hakimpara	-	230
Total		3,000	8,347

Note: 4,000 kits were supported by IOM

E) Construction of shelters for displaced people from Rakhine (Camp 12)

A total of 2,500 mid-term shelters (built by the communities by themselves) have been planned for construction, along with the provision of technical and financial support to communities in Camp 12, blocks A and B. To date, the sites for the construction of the shelters have been finalized in consultation with the Camp-in-Charge officer (known as CiC) and the Refugee Relief and Repatriation Commissioner (RRRC). A total of five model mid-term shelters were completed in Camp 12, Block A between Jan and June 2020. Procurement for shelter construction and supporting services have been completed. Site visits were conducted on 12 January 2020 by CiCs and assistant CiCs for camps 11 and 12, to oversee the quality of the shelters and endorse the construction of the shelters.



(Left) A completed model shelter in Camp 12, Block A (Photo: IFRC); (Right) A model shelter under construction (Photo: BDRCS/IFRC)

F) Transitional Shelter Assistance

In reference to this intervention undertaken for the benefit of both camp and host communities, BDRCS has received multilateral support from IFRC, and bilateral support (through some Movement partners such as the German Red Cross and Qatar Red Crescent). So far, IFRC has provided Transitional Shelter Assistance (TSA) to 5,385 households in Camp 11 (including 50 households from Jan to June 2020)²⁸.

Transitional Shelter Assistance (TSA) is not aimed at replacing all materials in existing shelters – instead, it is used to replace damaged materials, allowing for an incremental process towards more durable shelters. A catalogue has been completed - it includes the illustration of materials required for TSA. For shelter assistance in the host communities, consultations have been undertaken with the local government authority and a final list of households has been approved. To support the list, feedback from the host community was collected through focus group discussions and have been well documented. IFRC-supported TSA comprises the distribution of essential and flexible materials. Essential materials need to be a part of initial transitional shelter assistance to ensure the durability of shelters. The core materials include mature bamboo which is treated, footings and rope. On the other hand, flexible materials are additional materials identified by households as desired/needed for the maintenance/upgrade of their shelters. Households can select from a list of suggested materials and the catalogue.

It is essential that all households who receive transitional shelter assistance, also receive training. As such, BDRCS with the support of IFRC, has provided training prior to the provision of materials. Training includes special attention given to disaster risk reduction (DRR) features such as retention walls, drainage, bracing, tie downs and fire protection (especially for cooking areas). The upkeep and maintenance of shelters are also part of the training as these go a long way towards ensuring the durability of shelters.

G) PASSA Training for displaced people from Rakhine (Camp 12)

A second round of Participatory Approach for Safe Shelter Awareness (PASSA) training was conducted from 3 to 20 March 2020 for 1,500 people (one member from each household) in Camp 12, Blocks A and B. Training was conducted in 50 sessions with 30 participants in each group. In addition, 10 separate PASSA sessions were conducted simultaneously for 275 female participants from the 1,500 households.

In addition to the above, it should be noted that in general, Phase 2 of shelter assistance is being implemented with the application of PASSA methodology so that communities can improve the quality of their living spaces and build safer shelters. A PASSA training roll-out was held to train BDRCS national staff/volunteers, including *majhi* (community leaders), carpenters, and heads of households in both the camp and local communities. One training session was also conducted in February 2020 for Shelter partners as requested by the Shelter cluster, with a total of 30 people from 8 organizations including UNHCR and IOM, having been trained.

PASSA training			
Type of training	Location	Sessions	People reached
PASSA training session in camps for displaced communities	Camp 11	153	6,234
	Camp 12	143	5,795
PASSA training session for Host/Local Communities	Palong Khali wards 1 and 2 Ratna Palong union	65	1,934
PASSA session for carpenters and <i>majhi</i>	Camp 11 and 12	3	104
PASSA Session for Red Cross Volunteers (RCY)	-	4	88
PASSA Training for Shelter Partners	-	2	52

H) Host Community Shelter support

Households in Raja Palong Union selected based on vulnerability

Vulnerability	Male	Female	No. of shelters
Single female household	0	14	14
Elderly household	4	1	5
Low income household	8	3	11
Physically challenged	5	0	5
Total	17	18	35

From the beginning of this intervention in 2019 until June 2020, BDRCS with the support of IFRC, has supported the completion of a total of 472 shelters in host communities with the repair/reconstruction of shelters or the construction

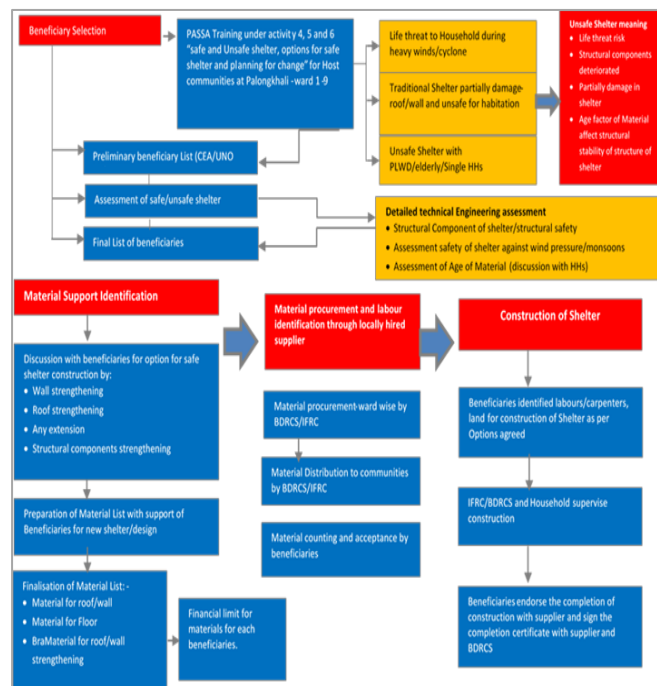
²⁸ See IFRC [Go Platform](#) - figures subject to available data.

of new shelters. This has been done through the provision of a set of materials containing CGI sheets, timber, bamboo, nails, nuts, bolts and basic construction materials. Priority has been given to vulnerable host families who lack the necessary financial or material resources to repair their unsafe shelters which are located on land which they possess or are allowed to use. These families include those headed by a female, elderly or disabled person; very large families or families with a very low income; and others who cannot build their homes alone.

The 472 completed shelters include 35 shelters (benefitting 210 people) constructed between January and June 2020 in Raja Palong union. Up to 24 March this year, 30 of these shelters were handed over to the respective households. The five remaining shelters were handed over to respective households in May, following a halt to construction due to COVID-19 related regulations which restricted access temporarily to the host community. Fortunately, following successful discussions with the authorities, construction resumed on 14 May and was completed on 17 May.

This reporting period also saw the facilitation of a number of meetings and discussions in Raja Palong Union including community consultations, awareness sessions for safe shelter construction (Participatory Approach for Safe Shelter Awareness), community consultations for programme approaches, and shelter design consultations conducted at household and community level to identify the rural typology of shelter and structural/strengthening features. BDRCS, through the Community Engagement and Accountability (CEA) team, organised ward-level community consultations on the following:

- Beneficiary selection criteria and selection process; implementation approaches of programme
- Types of vulnerability and types of land ownership
- Grievance mechanism/process for beneficiary selection
- Role of households during implementation/construction of shelters



Flowchart: Beneficiary selection process

I) PASSA Training for Cyclone Preparedness Programme (CPP) volunteers and staff

Two PASSA training sessions were organized for CPP volunteers and staff in Cox's Bazar. As a result, 34 CPP camp focal persons and volunteers and 24 BDRCS and American Red Cross staff were trained.

Challenges

- Due to **COVID-19** related regulations imposed by the authorities which only allow for essential activities to continue in the camp settlement, shelter construction activities have been kept on hold temporarily.
- The camp settlements have grown rapidly and chaotically, leading to extremely congested shelters exposed to flooding, landslides and other weather-related-hazards.
- As it has been difficult to source for quality bamboo with structural properties in the required quantities and timing during the upgrades and constructions of shelters, IFRC/BDRCS decide to use treated/mature bamboo.
- *Land ownership*: In host communities, the major challenge faced in the implementation of the shelter programme is the status of land ownership, with some households unable to produce proper ownership documents while the documents of others do not indicate ownership clearly. This has been addressed with

the support of union chairmen, while the Upazilla Nirbahi Officer (UNO) assisted by verifying land ownership documents with checks against government land documents.

- **Escalation of cost of materials:** During the implementation of the project, the cost escalated for cement, bricks, sand and bamboo due to the limited supply of these construction materials, with most organizations being involved in construction and the provision of humanitarian assistance in Cox's Bazar. To address this situation, IFRC's logistics unit facilitated the development of a framework agreement with suppliers to avoid the further escalation of prices.



(Left): A once unsafe shelter which has been upgraded, in the host community of Raja Palong Union. Such upgrades have in turn helped improve the living standard of selected households in the community (Photo: BDRCS)
 (Right) PASSA training in Raja Palong Union (Photo: IFRC)



Livelihoods and basic needs

People targeted: 145,000

People reached: 177,050

Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis-affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of targeted households that have enough food and/or cash to meet their survival threshold	29,000	35,410

Livelihoods and basic needs Output 1.1: Basic needs assistance for livelihoods security is provided to the most affected in host communities, and unconditional cash grant in camp settlements

Indicators:	Target	Actual
# of households supported with unconditional cash grants in host community	3,000	2,815
# of households supported with unconditional cash grants in camp community	6,000	10,341
# of households provided with dry food parcel (completed in 2018)	20,000	35,410

Progress towards outcomes

Cumulatively, a total of 177,050 people was reached between March 2017 and June 2020. This comprises 45,751 households in camp communities, and 2,815 households in host communities. This overall count includes 2,623 households reached in camp communities, and 2,521 households reached in host communities between January and June 2020. The highlights of progress achieved are described below:

Highlights of January to June 2020

- **Unconditional cash grants for host communities (Ukhiya):** A total of 2,521 (12,605 people) households in the Ukhiya host communities was provided with cash grants in March 2020 through a series of community consultations, assessments and a verification process.

- **Unconditional cash grants for camp people:** Out of 5,154 selected households, a total of 2,623 households (13,115 people or 51%) in camps 11, 12 and 18 was reached in March 2020, before the distributions were halted due to the safety concerns arising from the COVID-19 pandemic. Distributions to the remaining 2,531 households are expected to resume as soon as the situation improves.

Overall progress

Due to government restrictions on refugees and asylum seekers working in Bangladesh, livelihoods support for targeted displaced people is limited to the provision of unconditional cash grants (with government approval) and the distribution of supplementary food parcels in the targeted camps. People from Myanmar who came here before the influx in 2017, have been dependent on foreign aid for the last 16 years with little possibility of achieving self-reliance.

The need for income led many displaced people to sell portions of their food rations and different foods or non-food items, invested out of their leftover cash at the time of the influx, in open places nearby the camps. Many residents have become used to this trade and are not eager to see displaced people afforded more income generating possibilities for fear that this source of food from the humanitarian aid will be diminished²⁹ since the price is much lower. The distribution of food parcels under this appeal were completed in 2018 and reached approximately 35,410 households (177,050 people) in the targeted camps.

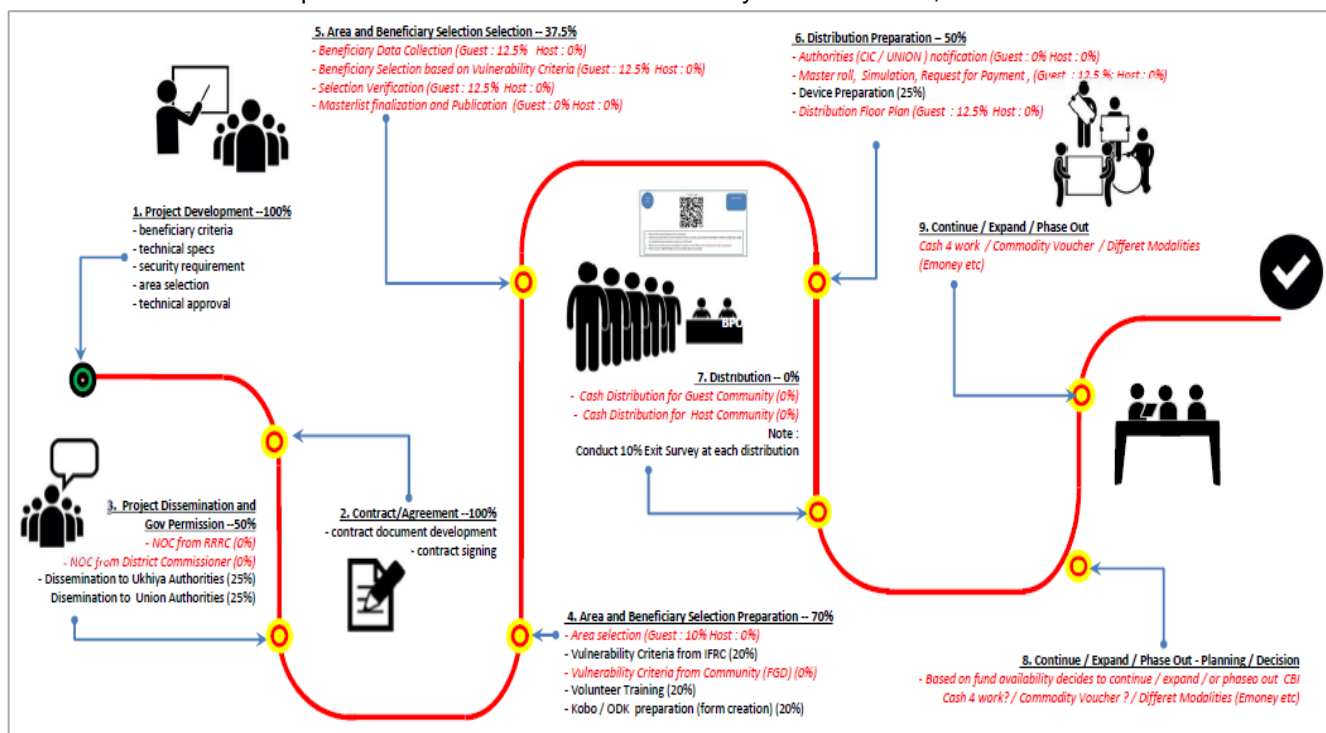


A camp beneficiary receives cash from Bangladesh Post Office staff (Photo: IFRC)

In 2019, the livelihoods plan was revised in light of the flexibility of the Government of Bangladesh to enable the distribution of unconditional cash grants of CHF 69 (BDT 5,500) to 6,000 households in Camp 13, and 3,000 families in the host communities comprising the households of students of selected 10 schools. Households in host communities have been shortlisted based on assessments and the criteria of vulnerability, while in Camp 13, all households have been registered for cash support. In this connection, distributions of cash grants during the January to June 2020 period took place in the Ukhiya host communities and in camps 11, 12 and 18 (for details, see the bullet points above under January 2020 highlights). The processes involved in the distribution of cash grants are shown in the diagram below.

Other livelihood activities to be considered:

- Expand Cash-for-Work, use it as a tool to provide income inputs rather than just being sector-based.
- Livelihoods needs, and capacity assessments should be focused on self-sufficiency or income generating activities that result in products that can be consumed locally i.e. local foods, crafts etc.



²⁹ UNHCR, May 2007, Bangladesh: Analysis of Gaps in the Protection of Rohingya Refugees.



Health

People targeted: 200,000

People reached: 300,000

Health Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	200,000	300,000

Health Output 1.1: The targeted population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Actual
# of people receiving essential health services through the BDRCS Hospital	165,000	300,000
# of people receiving primary health care services through new PHCC and MHC centres	PHCC: 25,000 MHC: 100,000	-
# of BDRCS staff and volunteers that have been trained (Target: 50)	50	509

Health Output 1.2: Community-based disease prevention and health promotion are provided to the targeted population in camp and host communities

Indicators:	Target	Actual
# of households trained on CBHFA in camp and host communities	25,000	10,400
# of Community volunteers trained on CBHFA modules	550	509
# of BDRCS RCY volunteers trained on CBHFA modules	50	50

Health Output 1.3: Psychosocial support and trainings provided to the target population and staff and volunteers³⁰

Indicators:	Target	Actual
# of people reached with psychosocial support in camp and host communities	200,000	211,043
# of staff and volunteers trained in psychosocial first aid (Target: 550)	550	693
# of psycho-educational sessions carried out in the DAPS ³¹ centres and fixed health units	3 per month	5

Health Output 1.4: Severe Acute Malnutrition is addressed in the targeted population

Indicators:	Target	Actual
# of children (6-59 months of age) screened for nutritional deficiency	2,000	18,000
# of Infant and Young Child Feeding counselling provided	30	15
# of sensitization sessions on nutrition requirements	24	150

Progress towards outcomes

Cumulatively, a total of 300,000 people was reached in both camp and host communities between March 2017 and June 2020. This includes 39,167 people reached in camp and host communities between January and June 2020. The highlights of overall progress achieved are described below:

Deployment of mobile medical teams and health global response tools

With the support of IFRC and other Red Cross Red Crescent partners, BDRCS provides different modalities of healthcare services through 11 health facilities which are currently in operation: They comprise:

- A Field Hospital
- Six health posts (called Red Cross Emergency Clinics previously)
- Four primary healthcare centres (PHCs)

³⁰ This output is rephrased, merging the descriptions in the EPoA (revision 5) with the EPoA (revision 6).

³¹ Dignity, Access, Participation and Safety (DAPS) centres

The IFRC continues to support BDRCS in providing healthcare services through its Field Hospital and by facilitating health technical coordination with Movement partners. Other RCRC partners continue to support BDRCS through the health posts and primary healthcare centres which are run on a 24-hour basis, 7 days a week (24/7). At least 450,000 patients have been treated at the health posts and primary healthcare centres (PHCs), and over 300,000 patients have been treated in the BDRCS Field Hospital which was handed over in January 2019. The hospital is a 60-bedded field hospital with surgical capacity, an outpatient department, and maternal and child healthcare services along with 20 beds with isolation care capacity.

The Red Cross Emergency Clinic (mobile) supported by the Canadian Red Cross has been handed over to BDRCS and is currently running as a health post in Camp 8W. Since 4 March 2019, another clinic in Tasnimorkhola (Camp 12) which was supported by the Iranian Red Crescent Society was handed over to BDRCS. The BDRCS is now running the clinic with the support of the Japanese Red Cross Society.



Graduation of ERU Hospital

As part of IFRC global response tools, the Emergency Response Unit (ERU) hospital was set up on 16 October 2017, initially for six months and later extended to 31 December 2018. The handover of the emergency hospital to BDRCS was completed in December 2018. BDRCS is currently responsible for the management of the hospital. A separate Memorandum of Understanding (MoU) was signed between BDRCS and IFRC to ensure IFRC's support. In this connection, a review of the need and quality of services is pending. A lessons learned workshop was held with RCRC stakeholders in this regard to capture learning from the ERU deployment, extension and handover during 2018. The learning and recommendations are given below:

- An adequate number of local and expatriate staff were often not available for unexpected reasons. If adequate technical staff like doctors and nurses could be recruited locally, the pressure to deploy huge numbers of expatriates would be reduced.
- Staff turn-over has hindered critical services like surgery. The organogram together with specific management positions, tasks, duties and responsibilities were not clear to all, leading to overlapping and confusion.
- Expatriate staff often became confused in dealing with locals or camp residents, as they had limited knowledge and experience about the cultural context. This affected their ability to understand the health status of patients with complicated and communicable diseases.
- The staff were sometimes lacking in adequate knowledge of local diseases and what to expect in terms of tools and equipment available for their work. Some ethical and cultural challenges were found in that the foreign staff had a hard time adapting and were not sufficiently briefed by the Partner National Societies before joining the mission.
- Capacity-building is an important task of the ERU and while it did exist, it was a pity that the hospital was largely run by delegates. However, in the end there were clear results in the capacity of long-term BDRCS staff.
- The psychosocial support (PSS) team of the hospital did excellent work both internally with patients and their family members but also in building trust in the community. They played an indispensable role in facilitating the acceptance of the hospital and the sense of security that the staff felt, despite staying in the camp area.
- Hospital staff are not specialists in disaster preparedness measures and other working modalities (mobile teams) - however other experts can assist, especially in the monsoon season.
- Finally, for the exit process, the human resources plan must be given thorough consideration and reviewed. Inconsistencies which occurred in communication with key partners need to be systematically improved.

Mental Health and Psychosocial Support (MHPSS)

From the beginning of the influx, BDRCS has been providing support to the affected people through the provision of Psychosocial Support (PSS) which assists them in helping reduce their sufferings and promote a sense of safety and calmness among them. In order to achieve better outcomes through the provision of PSS, the Bangladesh Red Crescent Society has implemented PSS activities in the field, in two ways:

1. Community-Based Psychosocial Support (CBPSS)
2. Community Based Health and First Aid (CBHFA)

BDRCS with the support of the Danish Red Cross provides CBPSS through community safe spaces and child friendly spaces (CFS). PSS activities were also provided in the emergency hospital and its surrounding areas including mobile clinics through CBHFA with the support of the Qatar Red Crescent, Canadian Red Cross, and the Japanese Red Cross Society. PSS is provided in one DAPS centre with bilateral support from the Danish Red Cross.

Trained BDRCS Red Cross Youth volunteers have conducted PSS activities under the supervision of PSS Community Mobilizers and PSS Officers within the camps and at the Red Cross emergency hospital.

From the start of the operation to June 2020, a total 269,662 children and adults have been reached through psychosocial support activities, while 28,619 were reached from January to June 2020. Training is being provided continuously to the BDRCS volunteers. More details are described below:



A handwashing demonstration for CBHFA outreach Community Volunteers newly deployed for the COVID-19 response (Photo: BDRCS)

Training is being provided continuously to the BDRCS volunteers. More details are described below:

- **Community-Based Psychosocial Support (CBPSS):** A total of 47,437 people were reached with Community-Based Psychosocial Support in camps and host communities with the bilateral support³² of the Danish Red Cross and the Japanese Red Cross Society.
- **Community-Based Health and First Aid (CBHFA):** During the January-June 2020 period, approximately 72,501 people received information about psychosocial support (PSS) and psychological first aid (PFA). Psychosocial support activities undertaken by the CBHFA team comprise:
 - Dignified recreation activities for children held at the BDRCS Field Hospital and health posts.
 - Group sessions held at BDRCS health posts, for male and female patients to provide them with awareness.
 - Awareness-raising and relaxation exercises conducted during group sessions at camp level.
 - Psychological First Aid (PFA) conducted at household level in all catchment areas of BDRCS health posts.
 - A total of 693 people including staff and volunteers were also trained on PSS and PFA in 2019.

Challenges

The COVID-19 outbreak in the camps impacted the patient flow at the 11 health facilities of the BDRCS. From April to May 2020, there was a 40 to 60 per cent reduction in patient flow, in these facilities. However, in June 2020, an increase in patient numbers indicated that the people in the camps had overcome the initial panic concerning COVID-19. This improvement can be attributed in part to the continuous dissemination of key messages on COVID-19 prevention by CBHFA community volunteers.



Water, sanitation and hygiene

People targeted: 105,000 people (75,000 in camps and 30,000 in host community)

People reached: 108,243 (105,977 in camps and 2,266 in host community)

WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
% of targeted population that has access to improved water system	50%	39.42%
% of targeted population that has access to functional latrine facilities	25%	5.47%
% of targeted population that has demonstrated increased (from baseline) satisfactory hygiene practices (washing hands in at least 3 critical times)	75%	100%

WASH Output 1.1: Continuous assessment and accountability of water, sanitation, and hygiene situation are carried out in targeted communities

Indicators:	Target	Actual
# of KAP surveys conducted	4	21

³² Activities include psychological first aid outreach, youth group sessions, psychosocial education and life skills sessions for adolescent girls, dignified recreational activities for children and youths, referrals and follow-up visits, CBPSS Training-of Trainers sessions.

# of water samples tested.	1,000	1,439
# of post-distribution monitoring surveys conducted	4	3
WASH Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality, is provided to targeted population		
Indicators:	Target	Actual
% of people practicing with good water collection and storage practices	75%	78%
% of the time of residual chlorine test at the water distribution point met min requirement 0.3 mg/l	90%	99.9%
% of the time targeted population have access to 7.5 L/p/d	75%	45%
# of people trained on operation and maintenance	100	10
# of institution with access to improve water system	10	0
# of people have access to emergency water supply stock during emergency/disaster ³³	40,000	91,084 ³⁴
# of existing water system improved in the host communities	30	15
WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality, is provided to targeted population.		
Indicators:	Target	Actual
% of targeted population with safe faecal sludge treatment	50%	13%
# of people who have access to solid waste disposal system	10,000	0
Volume of sludge treated (accumulation)	4 m ³ /day	3.6 m ³ /day
% of effluent met the preferred Government of Bangladesh standards (BOD, COD)	75%	0%
# of latrines constructed in institution	100	-
# of upgrading of latrines in camps	200	-
# of people have access to contingency sanitation supplies ³⁵	40,000	3,500
WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items, are provided to targeted population.		
Indicators:	Target	Actual
% of targeted people reached with hygiene messages	75%	65%
# of people received consistent hygiene kits and consumable replenishment	105,000	29,000
# of women and girls aged 11-49 received menstrual hygiene management kit	35,000	15,000
% increase in 3 aspects of personal hygiene knowledge (hand washing, latrine use and safe water handling)	20%	-
Progress towards outcomes		
<p>Cumulatively, a total of 108,243 people was reached between March 2017 and June 2020 – this comprises 105,977 people in camp communities, and 2,266 people in host communities. This overall count includes 4,003 households (18,948 people) reached in camp communities, and 420 households (2,266 people) reached in host communities between January and June 2020. Progress highlights are described below:</p> <p>Highlights from January to June 2020</p> <p>From January to June 2020, the WASH interventions in reference to the water supply component, mainly comprised the construction, installation or upgrades of boreholes, deep tube wells, solar system, tap stands/water points in camps 11 and 4 'Ext', as well as the host communities (in Ratna Palong, Ukhiya). The sanitation component comprises latrine constructions. In reference to the hygiene promotion component, the distribution of hygiene kits (full and top-up) and menstrual hygiene management (MHM) kits, as well as the promotion of key hygiene messages at household level, were the major activities implemented in camps 11, 17, 19, 13 and 18, as well as the host communities.</p> <p>Due to the COVID-19 outbreak and the impact of the monsoon among the camp and host communities, the mass movement of staff and volunteers including volunteers among the camp/host community population, has been restricted, while some activities deemed non-essential in the context of the COVID-19 situation, were halted temporarily – this includes the construction of boreholes and a school toilet block. This situation prompted a shift in focus of WASH activities towards preventing the spread of COVID-19 through critical hygiene practice sessions conducted at household level with demonstrations of handwashing with disinfectant items. In line with this, the ongoing construction of tap stands, repairs to existing water points and disinfection of water points have continued and prioritized.</p> <p><i>Human resources:</i> Based on BDRCS human resource projections undertaken in 2019, one WASH officer has been recruited and began working in March 2020.</p>		

³³ Current emergency Aquatab stock of 578,000 tablets that can make 5L/p/d for 1 week.

³⁴ The people who can access the stock, counting the camp population.

³⁵ Materials sufficient to build 70 emergency latrines for 50 people per latrine, are part of contingency stock.

Overall progress

Access to safe water

From March 2018 until June 2020, 11 production boreholes have been constructed and connected to water networks. Ten of these boreholes have enabled the supply of water for displaced people in camps 11, 12, 18 and 4 'Ext' for drinking, cleaning, bathing and household work purposes. The remaining borehole is used for the BDRCS Field Hospital. All the boreholes and water networks are targeted to provide 20 litres of water per person, per day in line with WASH sector standards. Meanwhile, the improvement of water systems in host communities has included the construction of 15 deep tube wells in the host community in Ratnapalong union, during the January to June 2020 period. The deep tube well construction which has benefited 120 households (636 people) in Ratnapalong, is an intervention introduced in host communities for the first time since the beginning of the Population Movement Operation.

Sanitation

The people in Camp 18 continue using IFRC-supported latrines with faecal sludge management in place. This involves a pilot aerobic faecal sludge treatment unit constructed and operating in Camp 18. The system was upgraded in 2019 with an anaerobic baffled reactor (ABR) to remove solids from the waste stream and to reduce the chemical oxygen demand (COD) load to the aerated tank (by anaerobic digestion). After September 2019, the aerobic treatment site was handed over to British RC-Swedish RC consortium to operate.



(Left) Solar panel installation in Camp 11. (Right) Latrine constructed in a host community (Photos: IFRC)

There are also plans to replicate the same model of faecal sludge management (FSM) system in Camp 19 which is targeted to be operational by mid-2020. A faecal sludge field laboratory has been established and is testing samples from the pilot aerobic unit, the British Red Cross lime treatment site and a total of five other systems constructed and operated by other agencies as part of a contribution to the wider WASH sector. Currently, the FSM laboratory is testing at least four samples per day from the running aerobic FSM treatment unit and providing small-scale support to other agencies for monitoring effluents and such.

Hygiene promotion

As part of WASH non-food item (NFI) distributions, 6,601 hygiene full kits and 26,661 hygiene top-up kits have been distributed among 6,601 households. A total of 13,305 MHM kits have also been distributed among the 9,452 households in camps 13, 17 and 18. Meanwhile, the procurement of 72,000 hygiene top-up kits for regular distribution is in progress³⁶.

The targeted households in camps 12 and 18, including women and adolescent girls, have become aware of personal and household hygiene, and continue to use hygiene kits and MHM kits. A total of 16,023 hygiene kits (each kit to serve a household of 5 people) have been distributed since the start of the operation. The estimated number of people who have been reached through this process is approximately 51,828. A new hygiene kit strategy was developed at the end of 2018 and approval was received from the Refugee Relief and Repatriation Commissioner (RRRC) to distribute individual hygiene parcels every two months. Based on the new hygiene kit strategy, BDRCS distributed 63,316 hygiene top-up kits among 29,000 people in Camp 18, up to December 2019. A post-distribution monitoring survey was conducted in 2019, finding that most of the respondents had utilized the items given while 92 per cent of respondents ranked the main hygiene items as items of good quality. In reference to menstrual MHM kits, these have been distributed to women and girls of menstruation age (11 to 49 years) in the entirety of Camp 13 and one third of Camp 18 (equal to approximately 15,000 people).

³⁶ Of the 72,000 hygiene top-up kits, a total of 57,000 kits are part of the Country Plan of Action (CPoA) launched in March 2020 to address the COVID-19 pandemic.

Procurement

Larger framework agreements have been developed with the aim of reducing the overall time for procurement by having set price agreements over a longer timeframe. Local procurement has also been prioritised over international procurement due to the issues related with delays in customs and obtaining tax exemption certificates – in this connection, higher quality local suppliers have been identified and are delivering within agreed timeframes.



Protection, Gender and Inclusion

People targeted: 120,500

People reached: at least 139,607

Outcome 1: Vulnerable groups are empowered and protected from abuse, violence and exploitation including trafficking

Indicators:	Target	Actual
# of gender-based violence (GBV) cases reported	100	73
% of referrals made based on protection concerns identified	100%	100%

Output 1.1: Vulnerable groups have access to (Dignity, Access, Participation and Safety) centres

Indicators:	Target	Actual
# of community members (f & m) having access to DAPS centres	120,500	121,500
# of DAPS house accessible to the target population (old indicator)	3	3
# of people that have visited the DAPS centres	3,000 in 3 centres/month	6,312 (average)

Output 1.2: The most vulnerable people receive items for protection

Indicators:	Target	Actual
# of solar lamps distributed reached people	42,000	49,850
# of relevant protection items (dignity kits) distributed	50,000	45,977

Output 1.3: PGI is mainstreamed across programmes and operations

Indicators:	Target	Actual
# of sectors that show evidence of integrating the Minimum Standard Commitments to Gender and Diversity in Emergencies (health, shelter, WASH, livelihoods, DRR)	5	5
# of mainstreaming activities across sectors (For five sectors, minimum 3 per sector)	20	2 sectors
WASH % adherence to minimum standards based on quality checklist	75%	0%
SHELTER % adherence to minimum standards based on quality checklist	75%	0%
DRR % adherence to minimum standards based on quality checklist	75%	0%
HEALTH % adherence to minimum standards based on quality checklist	75%	0%
RELIEF/CASH % adherence to minimum standards based on quality checklist	75%	0%

Output 1.4: People with disabilities are identified, medical assessments are carried out and people receive assisting devices

Indicators:	Target	Actual
% of PDM's and satisfaction surveys done using Washington questions set	100%	100%
# of assessments carried out to identify people with disabilities	3 (per year)	1
# of assisting devices provided to the people with disabilities	30 per year	6

Outcome 2: The institutional capacity of BDRCS is enhanced in terms of PGI response

Indicators:	Target	Actual
-------------	--------	--------

% of BDRCS staff and volunteers signing off the Code of Conduct, Child Protection (CP) and Protection from Sexual Exploitation and Abuse (PSEA) policies	100%	88%
Output 2.1: There is increased BDRCS knowledge on Child Protection, Sexual and Gender-based Violence (SGBV), trafficking and other PGI aspects		
Indicators:	Target	Actual
# of PGI briefings conducted to BDRCS staffs and volunteers on CP, SGBV, trafficking including on Protection reporting forms	12 per year	12
Output 2.2 BDRCS field staff and volunteers as well as community volunteers from other sectors have the capacity to identify vulnerable people in need of support across RC/RC operations (including during emergencies)		
Indicators:	Target	Actual
# of staff / Red Cross Youth (RCY) / community volunteers trained on PGI	1,000	342
% of incidents reported by field staff and volunteers	100%	100%
Progress towards outcomes		
<p>The PMO Emergency Plan of Action (EPoA) includes provisions for both direct protection programming and protection mainstreaming. Cumulatively, a total of 139,607 people³⁷ was reached in camp communities between March 2017 and June 2020. This includes 18,107 people reached in camp communities between January and June 2020. Highlights of overall progress achieved in reference to the two different provisions (direct protection programming and protection mainstreaming), are described below:</p> <p>Protection programming</p> <p>For direct protection programming, the PGI team has targeted women, men, girls and boys in Burma Para (Camp 13), Hakim Para (Camp 14), and Tanjmarkhola (Camp 19) where BDRCS is providing services through three community safe spaces known as DAPS (Dignity, Access, Participation and Safety) centres. These centres offer access to protection-based activities, psychosocial support, and community engagement programmes, operated in collaboration with PGI, Psychosocial Support (PSS), Community Engagement and Accountability (CEA), and Restoring Family Links (RFL) teams. These centres target the most vulnerable and enable their access to safe spaces that mitigate the exposure to protection risks and promote empowerment of the affected community. The protection programming is delivered in the centres with the support of 3 BDRCS Community Mobilisers, Red Cross Youth and 15 PGI community volunteers. Activities delivered from the DAPS centres during the January to June 2020 period include:</p> <p><i>1) PGI targeted activities for adults</i></p> <p>The PGI team has developed an activity schedule for adults involving 16 sessions taken from various modules in the Red Cross Red Crescent (RCRC) Movement PGI training resources. The aim of all activities is to help improve the overall safety and security of individuals living in the camps and the host communities. Through the activities, a range of protection topics are introduced to individuals using peer support circles, participatory awareness sessions and discussion modules. The topics include, but are not limited to:</p> <ul style="list-style-type: none"> • Overall safety and security in the camps and host community • Creating support mechanisms for increased protection • Identifying situations of risk and vulnerability • Child protection • Anti-trafficking • Understanding what referral pathways are, and how to access and use them <p><i>2) PGI structured activities for children</i></p> <p>The PGI team has developed an activity schedule for children involving structured play. The aim of all activities is to help develop their trust, increase their confidence, and build life skills. Informal Burmese and English learning sessions for children are also delivered through each centre.</p> <p><i>3) Skills development activities</i></p> <p>The DAPS centres are also used as a place to offer skills development activities for vulnerable groups. In 2019, a tailoring project was run with women and girls facing protection concerns, with the main goal of the project being to promote women's empowerment and safety through skills development. In 2020, further skills development activities were planned but have not yet been implemented due to the COVID-19 restrictions which came into place in mid-March and which deemed protection programming as 'non-essential' and therefore not able to be undertaken.</p> <p><i>4) Individual protection referrals</i></p> <p>PGI Community Mobilisers, Red Cross Youth (RCY) and PGI Community Volunteers, also utilise the DAPs centres</p>		

³⁷ Repeat visitors to the DAPS centres have not been included in this count.

as a point of engagement to identify vulnerable individuals and referrals to different agencies for appropriate support. All field staff and volunteers receive training on Protection from Sexual Exploitation and Abuse (PSEA), and the DAPS centres offer various mechanisms for community members to report any concerns – this includes concerns about the behaviour of humanitarian workers.

5) Functioning information hubs & COVID-19 information hubs

The DAPS centres also act as a functioning information hub i.e. a central point where men, women, girls, boys and those from specific or at-risk groups can engage and connect with one another and access information. This approach has been developed across the PGI, Psychosocial Support (PSS), Community Engagement and Accountability (CEA), and Restoring Family Links (RFL) sectors, and information includes how to access safe referrals, how to access feedback and complaints mechanisms, and how to access PSS and RFL services. The PGI team regularly puts up relevant information, education and communication (IEC) materials on the walls in the DAPS centres. From late March onwards, the DAPS centres have been utilised as COVID-19 information hubs, as protection programming has been deemed non-essential by the authorities in the context of COVID-19 restrictions.

6) Radio listening programme

This is primarily a CEA programme run through the DAPS centres - however in 2019, the PGI unit purchased its own equipment to allow it to understand specific radio listening programmes on protection-related topics. The aim of this activity is to communicate with communities on a range of different protection matters and offer a format of receiving information in a way that is accessible to those who may be illiterate. During the reporting period, radio listening programmes occurred on various protection-related topics, and also to raise awareness about COVID-19 and prevention methods including hygiene practices.

7) Outreach

It is often challenging for some members of the community (such as people with disabilities, the elderly and also women and adolescent girls) to leave their shelters and walk to a specific site within the camp. Therefore the PGI team also undertakes regular outreach with communities, using the DAPS centre as their 'hub' for this work.

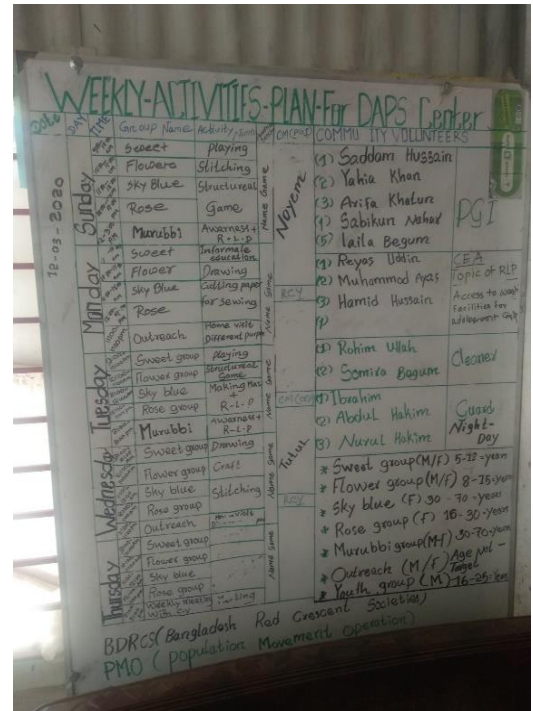
8) Distributions

As part of direct protection programming, the PGI team assesses the needs of the most vulnerable within communities in camps 13, 14 and 19 on an ongoing basis to determine what protection items they require, and then procure and distribute these items. During 2019, it was assessed and determined that women and adolescent girls were in need of hygiene kits to support good menstrual hygiene management practices. The PGI team undertook further consultation with the affected communities to determine the exact nature of the items required and created a prototype "dignity kit" containing soap, multiple pieces of fabric, long dresses, scarves, sandals, two torches (for lighting at night when going to the toilets) all stored within a bucket (to also be used for washing). The team then procured the production and assembly of 20,000 kits. Between March and June 2020, a total of 18,107 dignity kits were distributed to women and girls in camps 13, 14 and 19 and during each distribution, the recipients of the kits were provided with an orientation session by Red Cross Youth volunteers on how to utilise each item in the kit.

Protection mainstreaming

The IFRC and BDRCS PGI teams have worked on an ongoing basis to mainstream concepts of Protection, Gender and Inclusion (using the Dignity, Access, Participation and Safety framework) into all humanitarian activities undertaken by the PMO, through the various sectors, to ensure that the IFRC Minimum Standards for PGI in emergencies are upheld.

PGI In Emergencies Toolkit: From April to June, the PGI team worked to adapt and implement a number of tools



An activity schedule displayed in a DAPS centre (Photo: BDRCS/IFRC)



Dignity kit distributions were undertaken in camps 13, 14 and 19 (Photo: BDRCS)

from the PGI in Emergencies toolkit, to support mainstreaming efforts in the PMO. In particular, the PGI Minimum Standards sector scorecard was tested with PGI staff, health and WASH sectors, and initial feedback was that although the idea of a checklist (as a practical assessment tool) was well received, the actions were not presented in ways that were clearly relatable to the work of the teams and were sometimes duplicative or lacked specific explanation. Therefore, the PGI team re-designed each scorecard (and 're-branded them as "sector self-assessment checklists") based on the Health and WASH sectors approach towards thinking about their work (rather than the DAPS approach) and gathered further feedback from regional Health/WASH teams. They are now ready to be implemented with teams, beginning with a sector-specific workshop to discuss how PGI relates to their work and to introduce the checklist, and then move on to a supported field assessment and development of a PGI action plan based on the results of the self-assessment. The PGI team also created a short video explaining the purpose behind the checklist for teams in the PMO to better understand their value.


Training: In 2019, basic PGI training for programme staff and protection consultation with sector leads or focal persons were conducted, and further offerings of this training were scheduled for delivery in 2020. However, as all non-essential in-person group training was cancelled by IFRC as a COVID-19 prevention measure, the PGI team has instead been running virtual training and engagement events, through webinar formats. From March to June 2020, the PGI team held a monthly Protection webinar series, featuring topics such as gender, and sexual and gender-based violence (SGBV).

Day of observance: Another key method of mainstreaming PGI into the Population Movement Operation (PMO) is through the celebration of international days of observance. Accordingly, International Women's Day on 8 March 2020 was marked by the PGI team through the facilitation of an event with the PMO, participation in a social media campaign, and through running a day of activities with communities through the DAPS centres in camps 13, 14 and 19.

Protection-related policies: Currently, the BDRCS does not have a Protection from Sexual Exploitation and Abuse (PSEA) policy. However, an external consultant has been recruited and began work on this in June 2020.

Staffing shortages

In February and March 2020, the IFRC did not have any full time dedicated PGI staff within the PMO. The IFRC Senior PGI Officer returned from maternity leave on 1 March, and the new PGI delegate (replacing the one whose mission ended in December 2019) arrived in country on 1 March also. Recruitment of the BDRCS PGI Coordinator was completed in June 2020 and prior to that, the BDRCS Community Mobiliser took on the PGI Officer role temporarily as the previous PGI Officer's contract had not been extended. In spite of this, and the fact that the IFRC PGI delegate began working remotely due to the COVID-19 pandemic, the PGI team has functioned well together.

 <h3 style="color: red;">Disaster Risk Reduction</h3> <p>People targeted: 1,000,000 indirect beneficiaries; 200,000 direct beneficiaries People reached³⁸: 99,473 (indirectly covered³⁹: 922,000)</p>		
DRR & Resilience Outcome 1: Disaster ready communities, camp settlements and schools		
Indicators:	Target	Actual
# of households in target communities with increased knowledge on preparing, mitigating, or responding to disasters	40,000	Not known (KAP report in final stage)
# of contingency plans that include local and community inputs (old indicator)	1	1
DRR & Resilience Output 1.1: Camp Settlement communities have improved knowledge, skills and tools to prepare for, mitigate the impacts of, and respond to disasters		
Indicators:	Target	Actual
# of households reached by CRA/EVCA implementation (Target: caseload of BDRCS Camps) and benefit from a Community Risk Reduction Action Plan (RRAP)	40,000	None ⁴⁰
# of CRA/EVCA trainings provided to Humanitarian organizations	8	2

³⁸ Reference made to guidance on counting people reached.

³⁹ 922,000 people in all 34 camps and adjacent host communities covered with DRR messaging in collaboration with Communication with Communities (CwC/ISCG) agencies.

⁴⁰ The development and revision of EVCA/CRA tools started in camps and host communities in June 2020.

# of households reached by awareness sessions (=caseload of BDRCS camps)	None	14,500
# of volunteers mobilized on awareness campaign and DP activities	150	3400 ⁴¹
# of CIC and DMC and DMU teams provided with basic response equipment (Target: the target should be the number of CIC for all 34 camps, the 34 DMC, and we need to identify how many DMU we have in total as all of them should be equipped)	None	170 Units ⁴² .
DRR & Resilience Output 1.2: Host communities have improved knowledge, skills and tools to prepare for, mitigate the impacts of, and respond to disasters		
Indicators:	Target	Actual
# of Risk Reduction Action Plans (RRAP) and hazards maps elaborated and shared with the UDMC	10 RRAP	7 RRAP
# of Community Based response teams formed and remain functional for emergency services with necessary equipment	150	128
# of CPP Units trained and equipped	150	25
# of Livelihood assessment published and shared with the Cash WG	Yes	1 (the report is now finalized)
DRR & Resilience Output 1.3: Schools and learning centres are provided with knowledge and equipped to better mitigate and cope with disasters (revised)		
Indicators:	Target	Actual
# of students trained and equipped	None ⁴³	3,451
# of Schools Disaster Risk reductions plans elaborated	10	5
# of mitigation measures undertaken at school level to mitigate disaster impacts	10	5
DRR & Resilience Output 1.4: BDRCS has improved capacity in implementing DP and DRR activities and increased partnership to relevant stakeholders (revised)		
# of forged and sustained partnerships	5	15
# of joint activities organized with stakeholders	3	10 ⁴⁴
Progress towards outcomes		
<p>Cumulatively, a total of 99,473 people was reached in camp and host communities between March 2017 and June 2020. This includes 45,000 people reached in host communities between January and June 2020, while the people in all 34 camps indirectly benefited from the early warning and early action in connection with Cyclone Amphan in which made landfall on 20 May – fortunately, Cox’s Bazar escaped the brunt of the weather system. Highlights of overall progress achieved follow:</p> <p>Preparedness and resilience</p> <p>BDRCS, together with the Cyclone Preparedness Programme (CPP) of the Bangladesh Government, and with the support of the American Red Cross and IFRC, has been implementing disaster risk reduction (DRR) interventions in camps (cyclone preparedness action in all 34 camps, DRR in camps 11, 12, 13 & 19) and host communities. The interventions are being implemented in coordination and collaboration with Site Management and Site Development (SMSD) agencies, UNDP, and other national and international organizations in 2020. The DRR programme mobilized 3,400 CPP volunteers in all 34 camps and host communities.</p> <p>In the first three months of 2020, 12 training sessions were conducted, featuring different topics on CPP capacity building. A total of 354 CPP volunteers (231 males and 123 females) have increased their knowledge and skills on disaster preparedness. However, the yearly Plan of Action for 2020 was interrupted by the COVID-19 global pandemic resulting in an outbreak in Cox’s Bazar district including the camp settlement.</p> <p>The national and local government imposed restrictions on movement including mass gatherings, requiring social distancing in camp and host communities from March 2020 onwards. Thus, planned cyclone preparedness, DRR and community-level activities have been put on hold temporarily – nevertheless, the senior management of BDRCS and the American Red Cross/IFRC has ensured that volunteers and staff have been engaged in tasks that are relevant to the COVID-19 context. In this connection, the volunteers have been utilized to manage the dual threats of Cyclone Amphan and the COVID-19 situation in the camps and host communities.</p>		

⁴¹ 3,400 CPP Volunteers mobilized at different points of time in all 34 camps and host communities.

⁴² All 34 camps have been provided with equipment, while a few units will be distributed to host communities in next reporting timeframe.

⁴³ Target to be confirmed after assessments

⁴⁴ One joint activity in the camps comprised household mitigation activities, while the other two in host communities focused on DRR response plan development and strengthening local level disaster management committees.

The CPP camp volunteers with the support of host community volunteers and in coordination with site management and site development (SMSD) agencies, were mobilized to disseminate cyclone early warning messages in camps. In May 2020, Cox's Bazar experienced a 'Signal 9' alert (representing 'Great Danger') which required three flags to be hoisted, even though the district was not in the direct path of Cyclone Amphan which was heading towards the south-west coastal region of Bangladesh. The CPP/BDRCS, along with the Communication with Communities (CwC) working group of the Inter Sector Coordination Group (ISCG), the site management, and Refugees, Relief and Repatriation Commissioner's (RRRC) office, conducted the cyclone preparedness awareness messaging mostly through the public announcement communication medium; mikes at mosques, megaphones, and by using movable vehicles with mikes.



CPP camp volunteers hoisted alert flags in the camp settlement.
(Photo: BDRCS)

The CPP in coordination with the CwC working group revised the cyclone preparedness messages and communications strategy in view of the concurrent COVID-19 situation. A total of 1,562, 1,468 and 2,594 CPP camp volunteers were deployed to hoist flags in all 34 camps. Prior to the mobilization of the CPP camp volunteers, BDRCS Unit volunteers and staff who work at community level, BDRCS distributed 33,000 face masks, 6,600 soaps and 3,400 hand sanitizers to them as a personal safety measure.

In reference to addressing the threat of COVID-19 in the host community, BDRCS with support from the American Red Cross/IFRC conducted awareness-raising on COVID-19 by using loudspeakers (mike) in six unions within the Ukhiya sub-district, benefiting a total of 45,000 people.

Cyclone EWEA Response Plan

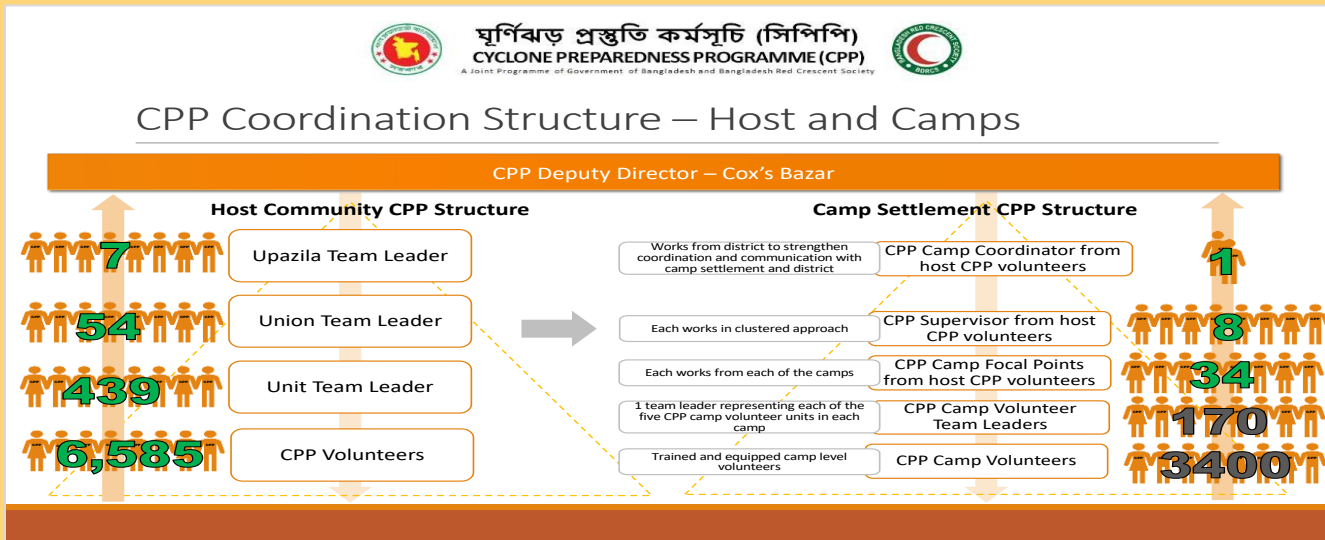
The PMO Cyclone Early Warning Early Action (EWEA) and Scenario-based Response Plan has been put in place for the June 2020 to December 2021 period, targeting 30,000 families. This includes the recently established Emergency Operations Centre run by NDRT personnel who are supervised by a BDRCS response officer. The plan also provides for the prepositioning of disaster preparedness stock such as shelter tie down kits, family kits and WASH kits.

The activities described above follow those undertaken in 2019, when the CPP and BDRCS along with the Communication with Communities (CwC) working group, Site Management Support (SMS) agencies and the office of the Refugee Relief and Repatriation Commissioner (RRRC), organized a cyclone preparedness campaign during which time 912,000 people living in camps were jointly reached with lifesaving messages. This cyclone preparedness messaging was done in line with the 'CPP Field Discussion Guide for Cyclone Early Warning and Preparedness' which was a joint initiative of more than 25 humanitarian stakeholders including the Red Cross and Red Crescent (RCRC), ISCG, UNHCR, UNICEF and IOM. As a result, trained volunteers were able to hoist signal flags in all 34 camps in preparation for cyclones Fani and Bulbul in 2019. In order to facilitate these multi-hazard preparedness actions further, BDRCS had extended its support by hiring 34 CPP camp focal persons, 8 supervisors and a coordinator for camp CPP activities.

As for awareness-raising on multiple hazards and small-scale mitigation action in schools, the DRR team could not conduct relevant activities as all educational institutions were closed until June 2020. Nevertheless, in June, the DRR team resumed the risk assessment process at educational institutions to address the risks associated with potential natural and man-made hazards through consultations with school management committees and teachers (discussions with students could not take place). These activities are part of the ongoing activities undertaken by BDRCS as part of this operation, in 10 educational institutions and 10 host communities. The key actions are information sharing/orientation on DRR, climate change adaptation (CCA), and road safety with school students, teachers and residents in the community.

BDRCS has been well placed in the wider humanitarian arena in Cox's Bazar. This has happened due to continuous engagement of the Red Cross Red Crescent (RCRC) in external platforms, and the initiation and undertaking of joint actions like the Cyclone Preparedness Campaign mentioned above. These engagements have included RCRC participation in several stakeholder meetings since 2018, and a joint RCRC, UNDP and ISCG hosting of a stakeholders meeting in 2019 on cyclone and monsoon preparedness and response. BDRCS is also involved in the capacity building of staff of the RRRC office on DRR and Communication with Communities (CwC) in collaboration with UNHCR, IOM and the RRRC office.

The [Cyclone Preparedness Programme \(CPP\)](#) is a unique institutional arrangement for community preparedness, created to mitigate the challenges of catastrophic cyclones that frequently hit the Bangladesh coast, including Cox's Bazar. This is a joint programme of the Government of Bangladesh and the BDRCS that provides a robust early warning system for the coastal population of 13 districts, including the host and camp communities in Cox's Bazar district. The CPP has enabled the reduction in the death toll from cyclones since its establishment in the 1970s through its early warning and early action efforts including the evacuation of millions as done for Cyclone Amphan in May 2020. The national cyclone early warning system was expanded into the Cox's Bazar camp settlement in 2018 under the direction of the Ministry of Disaster Management and Relief (MoDMR) and the Refugee Relief and Repatriation Commissioner (RRRC), with 3,400 CPP volunteers been trained and mobilized covering all 34 camps by CPP and BDRCS together with support from the American Red Cross and IFRC in close coordination with ISCG, UNHCR, IOM and site management partners.



Since 2018, the national DRR mechanisms have been extended to camp settlements via the CPP, enabling:

- A macro-level disaster preparedness system to be set up in camp settlements in Cox's Bazar since 2018 by extending Bangladesh national cyclone early warning system (CPP) into the settlements
- Camp residents to be organized, prepared, equipped, recognized as CPP volunteers and responsible for early warning dissemination and to trigger early action for close to 900,000 camp settlement residents
- Camp residents to be trained as Community First Responders to support their own camp settlement communities and assist in managing internal displacement issues with site management sector partners
- A macro-level disaster management structure to be set up in camp settlements through government-led camp administration and ISCG coordination system with Disaster Management Committees and Disaster Management Units
- Collective action through a multi-agency approach to address key disaster risks in the camps including camp

Strengthen National Society

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that the National Society has the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Indicators:	Target	Actual
BDRCS has a self – development plan in follow up to OCAC	Yes	Yes
Cox's Bazar unit has a self – development plan in follow up to BOCA	Yes	-

Output S1.1.4: The National Society has effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of insured volunteers engaged in the operation	200	300

Output S1.1.6: The National Society has the necessary corporate infrastructure and systems in place

Indicators:	Target	Actual
# of national level training conducted for staff and volunteers of BDRCS	10	-

Progress towards outcomes

IFRC and partners continue to support BDRCS in providing effective support to the affected communities (both displaced and host communities) through the One Window Framework. A strong National Society and branches encompass a key enabling action.

BDRCS has developed a National Society Development (NSD) plan of action based on the society's Organizational Capacity Assessment and Certification (OCAC) priorities. Hence, some of its planned activities are associated with long-term strategic shifts, especially in terms of enhancing accountability and useful systems development, and human resource and leadership development in the organization. Accordingly, in 2019, meetings were held with the BDRCS senior management and the BDRCS NSD focal person to discuss the modality of implementation and processes. These meetings included a coordination meeting held on 11 November 2019 and chaired by the Deputy Secretary-General - it was attended by 11 heads of department/directors who discussed the implementation of the NSD plan of action. Some work has already begun around the development of supporting policies and systems. Specific progress was made in reference to the following activities:

- Three BDRCS PMER staff attended a workshop on 'Data Literacy' in Malaysia from 18-21 November 2019. The workshop was organized and hosted by the IFRC Asia Pacific Regional Office and supported by the Netherlands Red Cross and American Red Cross. The key objectives of the workshop focused on strengthening the capacities of National Societies in data literacy, data collection, data management, and analysis, and drawing on their shared experiences and knowledge in using data/information during emergency operations and development projects. BDRCS finished developing a Central Data and Information Management System (CDIMS) during the last quarter of 2019.
- BDRCS is planning the development of a Resource Mobilization Policy and Strategy.
- BDRCS has developed a terms of reference (ToR) for a consultant to support the development of its Prevention of Sexual Exploitation and Abuse (PSEA) policy. The consultant began work in June 2020.
- The upgrade of the BDRCS finance system has begun, with a consultant selected in January 2020.
- The following activities were undertaken in February 2020:
 - A two-day orientation for new and existing governing board members of the BDRCS Cox's Bazar District Unit held on 10-11 February 2020. IFRC and Partner National Societies were in attendance, along with representatives of the office of the Refugee Relief and Repatriation Commissioner (RRRC).
 - A workshop for all 68 youth 'chiefs', focusing on the skills and capacities of youths and volunteers, using information technologies and social media.
 - A training session for 30 fleet drivers on road safety, behavioural change and first aid. Traffic Police also attended.

The Cox's Bazar Unit of BDRCS along with the Red Cross Youth (RCY) volunteers have been the backbone of the operation since the beginning and have been supporting the response across all sectors with a pool of at least 270 BDRCS RCY volunteers who are active in the Cox's Bazar Unit. To date, RCY volunteers have received training on topics such as epidemic control for volunteers (ECV), hygiene promotion, and combined training on Protection, Gender and Inclusion (PGI), Psychosocial Support (PSS) and Restoring Family Links (RFL), to increase their capacity. The local unit in Cox's Bazar forms part of the host community and will need longer-term support to cope and provide the necessary assistance which this operation requires and in case any other disaster affects the camp and host communities. A branch development and a dedicated finance person with the support of IFRC, has been in place to build the capacity of the Cox's Bazar Unit, in line with an integrated plan of action that has been developed. A Branch Development Working Group is in place, formed by Partner National Society members, the BDRCS Unit and IFRC staff at Cox's Bazar level. BDRCS is well connected with local authorities and partners due to its special position as stated in a presidential decree. BDRCS is also partner to UN agencies and other local partners in this operation. The National Society is well placed within different forums and at various levels, to be connected with communities and stakeholders.

International Disaster Response

Outcome S2.1: Effective and coordinated international disaster response is ensured

Indicators:

% of targeted population expressing that they have access to information about the RCRC programmes/response

Target

60%

Actual

60%

% of targeted population expressing that they feel as if the RCRC listens and responds to their feedback.	60%	60% ⁴⁵
% of targeted population expressing satisfaction with the humanitarian assistance received from the RCRC.	80%	90% ⁴⁶
Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
# of NS surge capacity deployed for the operation	As necessary	10 ⁴⁷
# of people deployed using global response tools	As necessary	221
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities		
Indicators:	Target	Actual
% of registration/distribution sessions with information desks	50%	80%
# of BDRCS staff and volunteers/community volunteers trained on CEA approaches	30	121 (f-54, m-67)
# of radio listening sessions facilitated per month	30	24
System/protocols in place to collect, analyse and verify information/feedback received from communities	Yes (1)	Yes (1) ⁴⁸
60% of feedback and complaints responded/acted upon	60%	30%
Regular perceptions surveys conducted	Yes (61)	Yes (67) ⁴⁹
Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability		
Indicators:	Target	Actual
Quality logistics services are provided in a timely manner	Yes	Yes
Output S2.1.5: Integrated services are provided to National Societies working internationally		
Indicators:	Target	Actual
# of PNS supported through integrated services	11	11
Output S2.1.6: The coordinating role of the IFRC within the international humanitarian system is enhanced		
Indicators:	Target	Actual
# of sectors (RCRC) participating in coordination meetings with the ISCG ⁵⁰	10	6
# of sectors (RCRC) conducting regular coordination meetings	10	5
Progress towards outcomes		
<p>From the beginning of the Population Movement Operation (PMO), Community Engagement and Accountability (CEA) has been streamlined across all sectors to ensure effective communication with communities. As a cross-cutting sector, the CEA team works closely with all sectoral teams on a regular basis. Before starting any new intervention, the CEA team makes sure consultation with communities has taken place, and reflections on ongoing BDRCS activities and support for camp and host communities are gathered. The team also closely coordinates with the Protection, Gender and Inclusion (PGI) and Psychosocial Support (PSS) teams.</p> <p>COVID-19 response In February 2020, CEA-related COVID-19 response activities have been incorporated into PMO scenario planning and the CEA team started coordinating with other sectors. In this connection, from early March 2020, the CEA team started sharing hygiene promotion information among the camp communities, in collaboration with WASH volunteers as part of Risk Communication and Community Engagement (RCCE) initiatives. Other related activities included:</p>		

⁴⁵ This data is based on the recent independent perception survey conducted by Ground Truth Solutions, and 30 focus group discussions and community consultation. The respondents are randomly selected displaced persons across all camps who provided their opinion about all humanitarian actors. These respondents also include people who were not targeted by RC/RC interventions.

⁴⁶ BDRCS, with support from IFRC, has been conducting regular exit surveys and satisfaction surveys for health clinics and after distributions. This percentage represents the average from those different sectoral surveys.

⁴⁷ The current number of in-country Partner National Societies (PNS).

⁴⁸ There is one overall feedback system, with one BDRCS Feedback Guideline for the PMO as the main protocol. BDRCS has established a large number of different feedback channels, such as help desks and community consultations, which are all included in the overall feedback system.

⁴⁹ The data encompasses the number of people reached through perception surveys and consultations. It includes all focus group discussions and satisfaction surveys conducted by the CEA team in 2018 and 2019.

⁵⁰ Inter Sector Coordination Group (ISCG)

- *Orientation on COVID-19 for community volunteers and community mobilizers:* 8 CEA community mobilizers and 20 community volunteers became oriented on RCCE and COVID-19 feedback collection. They were also made aware of stigmatization, rumour tracking, myth busters and such. Other sector volunteers (health, PGI and PSS) became aware of RCCE as they participated in CEA orientation sessions.
- *Info Desks and Info Hubs:* Two 'info hubs' located in camps 11 and 18, as well as three 'info desks' located in three BDRCS community centres (DAPS centres) in camps 13, 14 and 19, enable community members to make enquiries on COVID-19 and to provide their feedback on the situation. A feedback dashboard for COVID-19 has been established to reflect feedback received from the community: *Covid-19 Feedback Dashboard*
- *Information collection and sharing:* This has included the following:
 - Door-to-Door visits.
 - Use of loudspeakers or hand mikes in marketplaces and other gathering places.
 - Audio messages.
 - Messaging through religious leaders (*Imam*) in mosques and playing of audio messages through mosque mikes.
 - Production and dissemination of information, education and communication (IEC) materials.

Apart from the COVID-19 response, other key CEA achievements to date include:

- Inclusion of basic CEA induction sessions during most sectoral training for BDRCS staff and volunteers.
- Working closely with WASH to select beneficiaries in host communities and mobilizing a community-based local government body for WASH services in 2020.
- Facilitated a partnership agreement with Translation Without Borders (TWB) for the translation and multimedia production of BDRCS and IFRC works; and the facilitation of a partnership with Artolution, an organization that supported the WASH and PSS teams in the development of contextually appropriate information materials.
- Development of recorded Rohingya language audio files that the BDRCS relief team can use during distributions, with content that was co-created by community members.
- Standard inclusion of CEA-related questions in all post-distribution monitoring and exit surveys.
- Radio listening programme in camps, on various issues.
- Community consultation for mitigating the protection threat towards women in camp communities, during the implementation of BDRCS activities.
- Regular stakeholder meeting at camp level known as *Majhi-Imam*⁵¹ meetings.
- A perception survey was conducted among the host community in November 2019, while three bulletins were produced in February 2020. The purpose of these bulletins was to share the camp people's concerns and perceptions regarding the services or relief they received, with the programme sectors and stakeholders.

To collect feedback and complaints from the community, BDRCS and IFRC as well as all Partner National Societies continue to use a variety of channels of communication. In the camps, there are contextual challenges related to illiteracy, in that 73 per cent of the displaced population is illiterate, with limited access to technology – as such, adopted approaches place a strong emphasis on audio-visual communication and feedback collection. At present, the most important feedback channels are:

- 'Info hubs' and 'info desks'
- Regular focus group discussions in guest communities as well as host communities, with specific attention to hear from women, men, persons with disabilities, children, the elderly and people from marginalized groups.
- Monthly feedback-sharing meetings with community representatives (*Majhi* and *Imam*) in all camps where BDRCS has significant interventions.
- Thematic discussions conducted after daily radio listening group sessions – feedback received during the discussions is registered. The sessions are held across seven different camps and community centres to discuss ongoing concerns and to raise awareness. Rohingya audio files used during the sessions are produced and disseminated each week by Radio Naf, a local radio station, with support from BBC Media



A Community Engagement and Accountability (CEA) team conducts a COVID-19 information sharing session (Photo: IFRC)

⁵¹ 'Majhi' is an intricate system of camp leaders among the people from Rakhine, while 'Imam' refers to Muslim religious leaders of the camp people.

Action. The topics are chosen based on weekly community consultations and the changing humanitarian context - for example, a sudden disease outbreak or a heightened cyclone risk.

- Feedback boxes at BDRCS distribution sites and community centres (DAPS Centres, Primary Healthcare Centres and health posts).
- Outreach activities by sectoral volunteers, such as the daily home visits of PSS and PGI teams, as well as by the CEA community mobilizers.
- Exit surveys conducted with people who have just received Red Cross services - for example, a client at one of the health clinics or someone who was targeted by a Red Cross distribution.
- Independent perception surveys with guest communities across all camps, conducted by Ground Truth Solutions in July 2018, October 2018 and February 2019.

All feedback received is registered in the BDRCS feedback database which enables the National Society to conduct a systematic analysis of the feedback; refer it to the relevant sector(s) for potential programmatic changes, and use it for evidence-based advocacy towards other stakeholders, such as camp management bodies. To ensure that BDRCS gets back to communities with a relevant response towards the community feedback received, the CEA team works closely with all sectors.

Effective response preparedness and National Society surge capacity

In the early stages of the operation, BDRCS National Disaster Response Team (NDRT) members from all over the country were deployed, along with Red Cross Youth (RCY) volunteers and community volunteers. Global surge personnel was also deployed for the operation to provide support in administration, community engagement and accountability, communications, coordination, finance, health, human resources, logistics, migration, operations, cash, PGI, PMER, security, shelter and WASH. Global tools mobilized for this operation included Head of Emergency Operations, FACT members, RDRT members, ERUs, Danish Red Cross extension of camp accommodation team, and SIMS remote support.

IFRC has a sub-office with local and international staff in Cox's Bazar and is supporting BDRCS in the implementation of activities and coordination with stakeholders. Local staff are recruited by BDRCS with support from IFRC and are funded through this appeal or with the support of other Movement partners.

Supply chain and fleet services

The IFRC logistics, procurement and supply chain management unit within the PMO continues to provide integral services, in close coordination with BDRCS and Partner National Societies. These services are focused on procurement of a broad category of goods and services, warehouse operations and storage for general goods and cold chain for medical drugs; fleet and transport management including movement of people and trucking for goods from storage to distribution; import-export services focusing on facilitating duty exemptions for imported goods and customs clearance at ports of entry; and providing technical guidance to various teams on logistics, procurement and supply chain management. The unit's support is delivered in close coordination and consultation with the Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department in Kuala Lumpur. Recent achievements or developments include:

- *Procurement:* The department has rolled out an assertive local framework agreement (LFA) strategy as a mechanism to provide faster and more cost-effective goods and services. This has led to the signing of a significant number of agreements which have brought about cost efficiency and improvements in the delivery of goods and services. These developments are also benefiting Partner National Societies.
- *Fleet and Transport:* Duty exemptions have been received for 12 vehicles leased by the global fleet unit and imported to Bangladesh.
- *Warehousing operations:* Although in totality the cluster of warehouses operated in support of the PMO is enough, the mobile storage units (MSUs) located near the settlement camps are limited and often utilized to capacity as procurement deliveries increase by the day. As such, the situation is monitored closely, and programme teams are continuously encouraged to distribute materials to allow for optimization of space for incoming stock.
- *Mobilization:* The last revised appeal of 21 October 2019, presented additional needs for various programmes, part of which have been included in the updated mobilization table. Details on the mobilization table can be accessed on DMIS.

Integrated services

The 10 Partner National Societies in Cox's Bazar are supported with IFRC's integrated services and support including office space, security and human resources, as well as administrative needs such as visas and camp permits for visitors.

Outcome S2.2: The complementarity and strengths of the Movement are enhanced

Indicators:	Target	Actual
<i>Published One Window Framework and Plan of Action</i>	Yes	Yes
Output S2.2.1: In the context of large-scale emergencies, the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination		
Indicators:	Target	Actual
<i># of RCRC coordination meetings</i>	As necessary	at least 40
Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided		
Indicators:	Target	Actual
<i>Shared services are available to all Movement partners</i>	Yes	Yes
Progress towards outcomes		
<p>A Partnership Meeting was organized in Cox's Bazar from 13 to 15 February 2018. As a result, the One Window Framework (OWF) was formalized and was shared as the working modality for all Partner National Societies. In December 2019, a Partnership Meeting was held on the One Window Framework (OWF) Plan of Action for 2020 to 2021, where a task force comprising of 5 members led by BDRCS was formed to make a Terms of Reference for the OWF. The OWF Plan of Action was revised and it is currently being updated to reflect the Red Cross Red Crescent Movement's plans for the longer term. Additionally, coordination meetings including weekly operation meetings, are held with all Movement partners.</p>		

Influence others as leading strategic partner		
Outcome S3.1: The IFRC secretariat, together with the National Society, use their unique position to influence decisions at local, national and international levels that affect the most vulnerable		
Indicators:	Target	Actual
<i>Regular coordination with key government stakeholders and within the humanitarian system</i>	Yes	Yes
Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues		
Indicators:	Target	Actual
<i>Involvement within the humanitarian system on advocacy for the crisis</i>	Yes	Yes
Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming		
Indicators:	Target	Actual
<i># of assessments/evaluations carried out</i>	2 (mid-term & final evaluation)	1
Progress towards outcomes		
<p>A steady flow of timely and accurate public information focusing on humanitarian needs and the response to such needs, has been produced to ensure visibility, facilitate resource mobilization, and enhance collaboration with partners and stakeholders. In late 2019, for example, thematic packages of communications materials highlighted the impact of under-funded sectors in the appeal. VIP and donor visits were supported with communications. Up-to-date media materials including key messages, and audio-visual materials are regularly shared with National Societies globally through the IFRC communications channels.</p> <p>IFRC communications also assists with the management of reputational risk through the training of staff and volunteers, ensuring informed consent is obtained, undertaking media monitoring, and preparing reactive lines when necessary. The IFRC communications team ensures that BDRCS staff and volunteers are well accepted and recognised by beneficiaries and the wider community – as such, caps, t-shirts and vests with the Red Cross logo have been provided to volunteers to ensure a high level of visibility.</p> <p>The Mid-Term Review carried out in May 2019 was done by a team of consultants and Red Cross staff not working in this operation. The review identified lessons for improving IFRC's role as an enabler in leading a Federation-wide joint planning process, coordinating sectoral planning, addressing cross cutting themes and strengthening the National Society's response capacity. The review findings and recommendations have helped the PMO team and its partners to make immediate necessary adjustments to programming and operational strategies as the response evolves, in order to meet the needs of the displaced and host communities better. To improve quality assurance and</p>		

accountability, the review has provided clear recommendations to support formulating medium- and longer-term vision and strategy including transition and sustainability strategies beyond 2019, and to document the lessons learned so that they can be used to replicate good practices in a similar kind of protracted crisis.

A case study was carried out in 2019, commissioned by the IFRC Governing Board, called 'Effective and Efficient Humanitarian Response' with the purpose of providing a study from which the board's Advisory Group for Effective and Efficient Humanitarian Response would be able to determine the practical information and data required to provide guidance and advice to the Governing Board on the effectiveness of Federation-wide emergency responses. This was also aimed at improving the quality and impact of these operations. Useful observations and recommendations were provided not only for IFRC at country-level but also IFRC Geneva and the Asia Pacific Regional Office (APRO).

Federation Wide Reporting (FWR) is in place, featuring programmatic and financial data on BDRCS, IFRC and Partner National Society involvement in the PMO. A [2-year Federation Wide Report \(FWR\)](#) covering 2017-2018 has been completed, while the 3-year Federation-Wide Report for the 2017-2019 period is being prepared.

Outcome S3.1: The IFRC secretariat, together with the National Society, use their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Indicators:	Target	Actual
# of PNS continuing programming on a longer term	9	10

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Actual
A resource mobilization plan is drafted, shared and updated	1	0

Progress towards outcomes

Partners who contributed to the IFRC Emergency Appeal are: American Red Cross, Australian Red Cross, Austrian Red Cross, Bahrain Red Crescent, Belgian Red Cross, British Red Cross, Canadian Red Cross, Red Cross Society of China Macau branch, Danish Red Cross, Finnish Red Cross, Hong Kong branch of the Red Cross Society of China, German Red Cross, IFRC at the UN Inc, the Iranian Red Crescent, Italian Red Cross, Japanese Red Cross Society, Luxembourg Red Cross, Maldivian Red Crescent, Netherlands Red Cross, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Republic of Korea National Red Cross, Singapore Red Cross Society, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization and the Turkish Red Crescent. The German Red Cross, Italian Red Cross, Iranian Red Crescent, Swiss Red Cross, Qatar Red Crescent and the United Arab Emirates Red Crescent have contributed to BDRCS activities through bilateral channels. IFRC has been actively coordinating with donors and drafting proposals to fill the funding gap in some of the sectors within the EPoA for the Population Movement Operation – the EPoA was revised on 21 Oct 2019.

Effective, credible and accountable IFRC

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

Indicators:	Target	Actual
Annual audit conducted	Yes	Yes

Output S4.1.2: IFRC staff shows good level of engagement and performance

Indicators:	Target	Actual
Regular monitoring of staff performance	Yes	Yes

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring the effective use of assets; timely quality financial reporting is provided to stakeholders

Indicators:	Target	Actual
Regular monitoring of budget and expenditure meetings	Yes	Yes

Output S4.1.4: Staff security is prioritized in all IFRC activities

Indicators:	Target	Actual
Regular monitoring of safety and security of staff members	Yes	Yes

Progress towards outcomes

BDRCS and IFRC work together to safeguard an efficient operation. Operational expenses such as volunteer per diem, accommodation, transport, communication and coordination activities are factored in. Procurement is done following IFRC standard procedures. Finance and administration support is provided to the operation and staff. Weekly meetings are held between finance and sector leads to monitor pledges, expenditure and balances to ensure the funds are spent on time, and in compliance with all donor requirements.

The PMO IFRC Security Team is now a well-established and effective hub for operational security, contingency and incident response, and civil-military liaison. In the enduringly sensitive context, identifying, assessing and addressing security and safety concerns remains a priority. The operational security approach continues to be focused on community acceptance and understanding.

Field movements and communications for this complex operation are overseen by the Security Communications team. Apart from monitoring movements around the operational area and providing initial incident response, the team is responsible for the maintenance of contingency contact administration. Continuous dialogue with external agencies is maintained in order to best inform actions and advisories. Relationships with authorities are also a vital element of the security team's work – as such, the Senior Security Officer acts as a civil-military liaison, holding and developing clear and appropriate relationships with the military and other key authority structures. Regular situational analyses along with news and open-source monitoring, severe weather monitoring and regular security alerts are provided in order to facilitate safe operational activities. Strong contingency plans have been developed for a fast and efficient response to critical incidents or any deterioration in the security context. These continue to be reviewed, tested and updated by the IFRC Security Team along with the PMO management.

D. BUDGET

The appeal budget is CHF 82.2 million. As of the date of the publication of this report, the [appeal coverage](#) is 66 per cent. The expenditure as of 30 June 2020 closing is CHF 28,458,021. Please refer to the attached financial report for more details. (Click [here](#))

Reference documents

Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

For further information specifically related to this operation please contact:

In the Bangladesh Red Crescent Society

- Firoz Salahuddin, secretary general, phone: +88 01811458500; email: secretarygeneral@bdracs.org
- Md. Mijanur Rahman, director, disaster response; phone: +88 018 11 45822; email: mdmijanur.rahman@bdracs.org
- Syed Ali Nasim Khaliluzzaman, head of operation, Cox's Bazar; phone: +880 181 966 7768, email: Nasim.kzaman@bdracs.org
- Md. Habib Ahmed, deputy director, Cox's Bazar; phone: +88 01819502284; email: habib.ahmed@bdracs.org

In the IFRC Bangladesh country office

- Azmat Ulla, head of country office; phone: +880-171-152-1615; email: azmat.ulla@ifrc.org
- Sanjeev Kafley, head of sub-office, Cox's Bazar; phone: +880 179 458 1877; email: sanjeev.kafley@ifrc.org

In the IFRC Asia Pacific Regional Office, Kuala Lumpur

- Mohammed Omer Mukhier, deputy regional director; email: mohammedomer.mukhier@ifrc.org
- Necephor Mghendi, head of disaster and crises unit; email: necephor.mghendi@ifrc.org
- Vinod Muniandy, operations coordinator; email: opscoord.southasia@ifrc.org
- Siokkun Jang, logistics manager; email: siokkun.jang@ifrc.org
- Antony Balmain, communications manager; email: antony.balmain@ifrc.org

For IFRC Resource Mobilization and Pledges support

- **In IFRC Asia Pacific Regional Office:** Alice Ho, partnerships in emergencies coordinator ; email: PartnershipsEA.AP@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC Asia Pacific Regional Office:** Liew Siew Hui, PMER manager; email: siewhui.liew@ifrc.org

In IFRC Geneva

- Tiffany Loh, senior officer, operations coordination; email: tiffany.loh@ifrc.org
- Nelson Castano, manager, operations coordination; email: nelson.castano@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and peace.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2020/6	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 21 Aug 2020

All figures are in Swiss Francs (CHF)

MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	11,700,000
AOF2 - Shelter	19,700,000
AOF3 - Livelihoods and basic needs	3,700,000
AOF4 - Health	14,600,000
AOF5 - Water, sanitation and hygiene	15,300,000
AOF6 - Protection, Gender & Inclusion	6,000,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	2,700,000
SFI2 - Effective international disaster management	8,500,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	82,200,000
Donor Response* as per 21 Aug 2020	46,084,563
Appeal Coverage	56.06%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	457,528	522,041	-64,513
AOF2 - Shelter	9,986,896	6,262,278	3,724,618
AOF3 - Livelihoods and basic needs	1,694,182	1,048,523	645,659
AOF4 - Health	6,267,058	2,109,573	4,157,485
AOF5 - Water, sanitation and hygiene	6,874,976	4,242,337	2,632,639
AOF6 - Protection, Gender & Inclusion	2,479,829	1,876,496	603,333
AOF7 - Migration	7,049,117	5,724,304	1,324,813
SFI1 - Strengthen National Societies	9,146,910	4,297,168	4,849,742
SFI2 - Effective international disaster management	1,374,509	1,374,509	0
SFI3 - Influence others as leading strategic partners	11,679	11,679	0
SFI4 - Ensure a strong IFRC	903,176	989,113	-85,937
Grand Total	46,245,860	28,458,021	17,787,839

III. Operating Movement & Closing Balance per 2020/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	32,953,120
Expenditure	-28,458,021
Closing Balance	4,495,099
Deferred Income	13,229,008
Funds Available	17,724,107

IV. DREF Loan

* not included in Donor Response	Loan :	1,063,858	Reimbursed :	1,063,858	Outstanding :	0
----------------------------------	--------	-----------	--------------	-----------	----------------------	----------

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2020/6	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 21 Aug 2020

All figures are in Swiss Francs (CHF)

MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	179,521	77,691	0		257,212		
Australian Red Cross	686,382		312,435		998,817		
Australian Red Cross (from Australian Government*)	1,194,930				1,194,930		
Australian Red Cross (from Swedish Red Cross*)	24,644				24,644		
Austrian Red Cross (from Austrian Government*)	399,617				399,617		
Bahrain Red Crescent Society	88,672				88,672		
British Red Cross	1,975,609	235,324	154,847		2,365,780		
British Red Cross (from British Government*)	2,565,312				2,565,312		
British Red Cross (from DEC (Disasters Emergency Cc	269,459				269,459		
China Red Cross, Hong Kong branch	169,712	131,521			301,232		
China Red Cross, Macau Branch	250				250		
Danish Red Cross (from Danish Government*)	147,500				147,500		
Finnish Red Cross (from Finnish Government*)	120,678				120,678		
German Red Cross	23,908				23,908		
IFRC at the UN Inc	977				977		
Irish Red Cross Society	16,304				16,304		
Islamic Development Bank IsDB	563,093				563,093	7,556,501	
Italian Red Cross	117,332				117,332		
Japanese Red Cross Society	118,343				118,343		
Malaysia - Private Donors	276,153				276,153		
Maldives Government (from Maldives Private Donors*)	1,095,470				1,095,470		
Maldivian Red Crescent (from Maldives Private Donors	491,095				491,095		
New Zealand Government	525,525				525,525		
New Zealand Red Cross	33,064				33,064		
Norwegian Red Cross	60,116		14,465		74,581		
On Line donations	375				375		
OPEC Fund For International Development-OFID	498,906				498,906		
Other	784				784		
Red Crescent Society of the Islamic Republic of Iran	63,380				63,380		
Red Cross of Monaco	16,280				16,280		
Republic of Korea Government	1,040,231				1,040,231		
Services Fees				48,368	48,368		
Shell	121,183				121,183		
Singapore Red Cross Society	29,613				29,613		
Spanish Government	115,803				115,803		
Swedish Red Cross	865,528		31,086		896,615		
Swedish Red Cross (from Swedish Government*)	1,730,924				1,730,924		
Swiss Government	525,000				525,000		
Swiss Red Cross	521,873		30,874		552,747		
Taiwan Red Cross Organisation	29,038				29,038		
The Canadian Red Cross Society	201,183	210,382	9,929		421,494		
The Canadian Red Cross Society (from Canadian Gov	587,103				587,103		
The Netherlands Red Cross	628,111				628,111		
The Netherlands Red Cross (from Netherlands Govern	3,773,439				3,773,439		
The Republic of Korea National Red Cross	102,033	32,615			134,648		
The Republic of the Philippines	150,530				150,530		
Turkish Red Crescent Society	496,993				496,993		

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2020/6	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 21 Aug 2020

All figures are in Swiss Francs (CHF)

MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
United States Government - PRM	9,026,557				9,026,557	5,672,506
United States - Private Donors	95				95	
Write off & provisions				-5,047	-5,047	
Total Contributions and Other Income	31,668,630	687,533	553,636	43,321	32,953,120	13,229,008
Total Income and Deferred Income					32,953,120	13,229,008