

# BANGLADESH POPULATION MOVEMENT OPERATION

## FINAL EVALUATION



Conducted for the British Red Cross  
December 2019



Environmental Partnerships for Resilient Communities

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Hamayoon Sultan  
Madhurima Bhadra  
Krajai Chowdhury  
David Stone

*Cover Illustrations (clockwise from top left): A beneficiary of the Vulnerability 2 Resilience livelihood programme; Strategic and effective location of solar lighting around latrines; One of many awareness raising illustrations designed by the project; Volunteers drawn from within the displaced community played a very important and effective role in this project.*

## ACRONYMS AND ABBREVIATIONS

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BDT	Bangladesh Taka*
BRC	British Red Cross
BDRCS	Bangladesh Red Crescent Society
CDMC	Community Disaster Management Committee
CEA	Community Engagement and Accountability
CHS	Core Humanitarian Standard
CiC	Camp-in-Charge
CM	Community Mobiliser
DEC	Disasters Emergency Committee
DRR	Disaster risk reduction
ERU	Emergency Response Unit
FGD	Focus group discussion
FSM	Faecal sludge management
GBP	Pound Sterling
HH	Household
HP	Hygiene Promotion
IFRC	International Federation of the Red Cross and Red Crescent Societies
IOM	International Organisation for Migration
ISCG	Inter Sector Co-ordination Group
KII	Key informant interview
MHM	Menstrual Hygiene Management
NGO	Non-governmental organisation
NID	National Identification Document
OECD-DAC	Organisation for Economic Co-operation and Development – Development Assistance Committee
PGI	Protection, Gender and Inclusion
PMO	Population Movement Operation
PNS	Partner National Societies
RCRCM	Red Cross Red Crescent Movement
RRRC	Office of the Refugee, Relief and Repatriation Commissioner
SRC	Swedish Red Cross
UPO	Upazilla Project Officer
V2R	Vulnerability to Resilience
VfM	Value for Money
WASH	Water, Sanitation and Hygiene

\*Note: at the time of this evaluation BDT1,000 was equivalent to approximately GBP9.

## EXECUTIVE SUMMARY

This report presents the findings from an independent evaluation undertaken at the request of the British Red Cross (BRC) support to the Population Movement Operation in Cox's Bazar, Bangladesh, funded by the Disaster Emergency Committee (DEC). The purpose of the evaluation was to identify successes and shortcomings of the response taken by BRC and its Partner National Society the Bangladesh Red Crescent Society (BDRCS). The evaluation covered the period October 2017 to October 2019.

The evaluation found that this project was highly relevant and appropriate, having been designed and implemented in close co-ordination with both the host and the displaced communities, and benefiting from regular two-way feedback with volunteers and project staff recruited from within said communities. A great deal of trust was evident. There were however some learnings, as highlighted in the report.

The table below provides a consolidated score, against the nine commitments of the Core Humanitarian Standard (CHS) for the BRC/BDRCS's delivery of this DEC-funded intervention. The scoring has been made based on observations of the intervention(s) being evaluated, and is not necessarily reflective of the compliance of the BRC/BDRCS as a whole to the standard.

CHS CRITERIA	CHS SCORE
Quality Criterion 1: Humanitarian response is appropriate and relevant.	4
Quality Criterion 2: Humanitarian response is effective and timely.	3
Quality Criterion 3: Humanitarian response strengthens local capacities and avoids negative effects.	3
Quality Criterion 4: Humanitarian response is based on communication, participation and feedback.	4
Quality Criterion 5: Complaints are welcomed and addressed.	3
Quality Criterion 6: Humanitarian response is co-ordinated and complementary.	3
Quality Criterion 7: Humanitarian actors continuously learn and improve. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.	3
Quality Criterion 8: Staff are supported to do their job effectively and are treated fairly and equitably.	3
Quality Criterion 9: Resources are managed and used responsibly for their intended purpose.	3

These scores are interpreted as shown below.

RATING	SCALE
Recurrent failure	0
Non systematically and robustly implemented	1
In line with intent of CHS but not systematised	2
In line with intent of CHS and systematised	3
Exemplary implementation organisation-wide	4
Exceeds requirements	5

## SUCCESES

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### *Vulnerability 2 Resilience*

- **Activities provided through the Vulnerability 2 Resilience (V2R) initiative are considered by the evaluation team to have been completely relevant to the context and needs on the ground** – as at the time the project was designed – and supportive of priority needs, for example through support provided to jobless fishermen in Teknaf, and to elderly and vulnerable women who are unable to perform day labour.
- **This project was comprehensively and meticulously planned** with detailed livelihood preparations for the livelihoods section of the V2R project especially, based in part on previous BDRCS experience, and in addition to a commissioned market survey that identified the main sectors where beneficiaries could intervene with potentially maximum impact.
- **A thorough process was put in place to ensure transparency** in the identification of intended beneficiaries, in verification, and in initiating effective two-way communication and feedback. With the Upazilla<sup>1</sup> Chairman also being informed of progress at strategic moments, their input ensured official buy-in at all stages.
- **Innovative approaches** like the use of an algorithm to assess the feasibility of business plans was a practical innovation that not only allowed for a quick and appropriate response to beneficiaries, but also enabled for the RCRCM to be transparent to people being served as to the reasons for why their plans were considered risky and requiring amendments.

### *WASH Programme in Camp 18*

- **Complaint, feedback, and response mechanisms were effective and efficient** with beneficiaries being very happy with the response times from BRC/BDRCS, especially compared with other agencies working in Camp 18.
- **Innovative approaches** were used by the project with, for example, lighting being provided within latrines in addition to outside, and the provision of both faecal sludge management and water laboratories for testing, which allowed for easier and more timely monitoring of water quality.
- **Volunteer engagement and training** was a significant success in this project, especially in relation to so many of the volunteers being from the displaced communities. This helped to foster trust, and ensured strong two-way communication between the RCRCM and those being supported, especially in an environment where the latter are very careful about who they speak to about personal issues.
- **Meticulousness of project planning** even extended to the coding of latrines within Camp 18 to help ensure that the right facilities were repaired/cleaned, as required. An ongoing desire to meet the needs of those being served, always seeking to do better, and where people did raise issues, ensuring quick response times, all ensured strong communication between the Red Cross and those being supported.
- **Recent latrines structures are stronger than those initially provided during the emergency phase**, are appropriate to the needs of the disabled and, in most cases, ensure appropriate gender segregation. Lighting was also provided not just outside of latrines which is standard, but also within the latrines, which was an interesting innovation that created debate inside of the Red Cross family about its effectiveness and impact. A thoughtful response was provided to the need for washing facilities, a detailed response was designed and delivered in terms of water needs, and comprehensive hygiene coverage was provided – from handwashing to menstrual hygiene management, and to the desludging of latrines.

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<sup>1</sup> An administrative sub-district

## RECOMMENDATIONS

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Key and actionable recommendations – which the evaluation considers are the most important to consider, going forward – are listed here while a more comprehensive list of lessons learned and recommendations are presented later in the main report.

### *General Programme Management*

- For projects requiring detailed evaluations, soft copies of appropriately disaggregated beneficiary lists/sampling frames should be maintained so as to support the ability of evaluation teams, internal or external, to conduct representative and non-purposive sampling.

### *Vulnerability 2 Resilience*

#### *Internal Co-ordination*

- The intervention was strong in many ways, as discussed above, despite this challenge, but improved internal co-ordination would enable for even further improvements to be made on behalf of those being served.

#### *Community Disaster Management Committees*

- Placing the Community Disaster Management Committee (CDMC) or similar structures at the centre of humanitarian and development activities, so long as the membership is representative of the communities being served and empowered to take appropriate actions, should build stronger and more sustainable community structures by taking responsibility for their own development processes, in-line with identified local needs and priorities.
- The formation of such groups should be part of an overall social mobilisation strategy that would, ideally, be instituted before the delivery of hard activities begins. This would help ensure that the communities being served not only fully understand the planned activities, but also know and trust the implementation teams who would be working on their behalf, such that they would effectively become part of the community.

#### *Co-ordination of Disaster Planning*

- CDMC actions on the development of community-based disaster preparedness and prevention plans should be linked with those of associated structures in neighbouring camps. Most Camp Site Management Agencies will either have or be in the process of developing multi-hazard analyses and preparedness plans. This is vitally important in terms of addressing common disasters and in ensuring mutual livelihood protection.

#### *Build upon Existing Capacities*

- Livelihoods activities should be introduced as early as possible in a programme so that beneficiaries can continue to benefit from the presence of field staff before a project is completed. In this case, however, people are fortunate in that funding support will continue with support continuing through BDRCS in 2020.

#### *Links with Government Technical Services*

- These links should be further developed by providing advocacy training to communities to building their confidence, so that they not only know who the relevant technical officers are and where they are based, but also such that they can be confident enough to approach and advocate for their needs. The negative effect of ‘imposter syndrome’ in such situations, which can limit the effectiveness of advocacy efforts, is an important issue to tackle.

### *WASH Programme in Camp 18*

#### *Programme Co-ordination and Management*

- In similar emergency situations, the International Federation of the Red Cross and Red Crescent (IFRC) should try and ensure that SURGE members are able to remain on site for more than one month, as was the case in this instance. To the extent possible, emergency preparedness measures



should try and look beyond the immediate circumstances of a community and into medium/longer-term solutions, as was the case with faecal sludge management.

- More timely integration of some activities, especially WASH and Protection, Gender and Inclusion which had originally been planned as such, would likely have led to a greater impact in both communities.

#### ***Resolution of WASH-related Issues within Camp 18***

- The BDRCS WASH Strategy should be finalised and signed off by Senior Management so as to orientate field staff and management in this area. This would help ensure that ongoing WASH work remains of a high and consistent quality.

#### ***Camp Cleanliness/Solid Waste Management***

- With the majority of displaced communities within Camp 18 likely being Muslim, in addition to efforts to systematise cleanliness, faith-based perspectives on cleanliness should be considered, which there was evidence in one M&E report of having been considered within a specific context, as part of the overall work on solid waste management, to inculcate into those being supported the imperative to maintain a clean living environment.

#### ***Volunteer Programmes***

- In order to gain and promote the active involvement of youth within their communities, and to support the sustainability of the initiatives, consideration should be given to including adolescent girls/boys within WASH (and other) community organisations and committees.

### **CONCLUSIONS**

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- Support provided through these DEC-funded interventions was highly relevant and went a considerable way towards meeting the needs of both sets of beneficiaries, in selected communities in Teknaf, and also for households in Camp 18. The combination of “soft” and “hard” technical assistance and community mobilisation and organisation was highly effective.
- The original project design for both communities is also considered by the evaluation to have been very relevant and complementary. In Camp 18 this responded to immediate and life-threatening needs, whilst in Teknaf the emphasis was on re-building livelihoods. Although the situation changed considerably on the ground for the latter given the change in context, project staff were responsive, adaptable and remained supportive to collaborating communities.
- Better “internal” co-ordination between and within the BRC and BDRCS would likely have resulted in smoother delivery of support in both the V2R and WASH components of the programme. Reporting lines, in particular, would be something to consider in this respect – the Bangladesh Population Movement Operation being outside of the normal BDRCS structure yet being responsible for WASH-related activities, while the V2R programme falls directly under the BDRCS’ Community Development Department.
- The impact of this project seen at the time of this evaluation would have likely been far greater had all planned activities happened on time. This would also have allowed for greater time within the project for the BDRCS to provide backstop support to remedy any inevitable issues, and to maximise the potential for sustainability of the livelihood intervention.
- This, however, should not detract from the quality achieved by the combined efforts of different parts of the Red Cross, in a very challenging working environment. DEC funds were leveraged and supplemented with money from other parts of the Red Cross and Red Crescent Movement to provide a multi-sectoral intervention that aimed to meet the holistic needs of the people being supported.



## 1. INTRODUCTION

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This report relates to an independent evaluation of the British Red Cross's (BRC) response to the Bangladesh population movement, focusing mainly on funds received through support from the United Kingdom's Disasters Emergency Committee (DEC). Funds have been provided for both Phases 1 and 2 of the overall emergency response.

### 1.1 CONTEXT

The context within which this project was implemented is described in detail in the project documents, Phase 1 and Phase 2 project narrative plans, and also within the periodic project reports. The BRC focused its DEC-funded Water, Sanitation and Hygiene (WASH) activities in 24 blocks of Camp 18 of Kutupalong, including faecal sludge management (FSM), as well as reliance programming in 10 host communities in Teknaf.

### 1.2 BANGLADESH POPULATION MOVEMENT RESPONSE

From October to December 2016, a mass population movement started to take place from Rakhine State in Myanmar to Cox's Bazar, adding to an already existing caseload of displaced people from Myanmar. In response to what has been widely acknowledged as one of the most significant waves of human displacement in recent history, on 2 January 2017, the Bangladesh Red Crescent Society (BDRCS) requested support from its in-country partners to scale-up relief and response activities. After funds were allocated from IFRC's Disaster Relief Emergency fund in January 2017, and with a joint movement assessment having then taken place, an emergency appeal was launched, subsequently revised upwards given the scale of need<sup>2</sup>.

The ensuing operation focused on the following sectors: health, WASH, food security, nutrition, livelihoods; shelter (including non-food items), restoring family links, disaster risk reduction (DRR) and strengthening community resilience and National Society capacity building<sup>3</sup>.

Since 2017, overall, there have been an estimated 911,566 Rakhine refugees in Cox's Bazar, according to the latest situation report from the Inter-Sector Co-ordination Group (ISCG, July 2019). This includes 34,172 refugees from Myanmar who registered before 31 August 2017<sup>4</sup>. The ISCG also reported that two years after the crisis started, more than 1.2 million people, including the host community in the area, were still in critical need of humanitarian aid<sup>5</sup>.

As part of the DEC-funded response, for Phase 1 activities, the BRC focused on the health-related needs of the beneficiaries; in reducing the risk of water-borne diseases and sanitation-related risks; as well as for meeting the immediate household and shelter needs of the target population.

The planned outcomes of the intervention were as follows:

- a) immediate and medium-term risks to the health of affected populations are reduced;
- b) the risk of water-borne disease and sanitation-related health issues is reduced; and
- c) immediate household items and shelter needs of the target population are met.

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<sup>2</sup> Revised Emergency Appeal Bangladesh: Population Movement, 15 August 2017

<sup>3</sup> Revised Emergency Appeal Bangladesh: Population Movement, 15 August 2017

<sup>4</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/iscg\\_situation\\_report\\_july\\_2019.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/iscg_situation_report_july_2019.pdf)

<sup>5</sup> <https://reliefweb.int/report/bangladesh/iscg-situation-report-rohingya-refugee-crisis-cox-s-bazar-april-2019>

In Phase 2, resources were allocated to enhance the resilience of 10 host communities in Teknaf, to continue with further development of community engagement efforts, and to help ensure that vulnerable groups were protected from various forms of violence, including anti-trafficking. This was in addition to the continuation of efforts in Phase 1 to reduce and manage water and sanitation related risks. Planned outcomes from this phase from this phase were as follows:

- a) community resilience to disasters is enhanced;
- b) the risk of waterborne disease and sanitation related-health issues is reduced;
- c) continuous assessment, two-way communication mechanisms and analysis is used to inform the design and implementation of the operation and community engagement strategies; and
- d) vulnerable groups are protected from various forms of violence.



As the only income earner in a family of 14, through support provided through this project, this shopkeeper has been able to expand his previous small business into a much more profitable one today, having more stock and selling a much wider range of items.

## 2. METHODOLOGY

### 2.1 EVALUATION OBJECTIVES

This evaluation – please see Annex I for Terms of Reference – had four main objectives, these being to:

1. highlight successes and shortcomings of the response and the factors contributing to these, to inform programme adaptation and improvement;
2. extract lessons that can be useful in the design and implementation of similar programmes;
3. provide concrete and actionable recommendations for the remainder of the programme, and similar future responses; and

4. assess the extent to which communication with beneficiaries is done systematically and effectively, and the extent to which the response is adapted based on feedback.

## 2.2 ETHICAL PRINCIPLES AND STANDARDS

Guided by humanitarian principles<sup>6</sup>, the evaluation team endeavoured to ensure objectivity, honesty and the highest levels of ethics in its work, including compliance with the UNEG Ethical Guidelines on Evaluation (2008) to ensure that findings will be useful and usable for the BRC, BDRCS and other members of the movement, and for the DEC in particular. Particular attention was given to complying with BRC's Evaluation Quality and Standards – Feasibility, Usefulness, Ethics and Legal, Impartiality and Independence, Transparency, Accuracy, Participatory and Collaborative. These principles underpinned this evaluation to provide evidence-based information and actionable recommendations that are judged to be sufficiently valid and reliable based on the field data collected and due analysis.

## 2.3 EVALUATION TEAM

This independent evaluation was conducted by Proaction Consulting, at the request of the BRC. For this, a group of four people was constituted – Hamayoon Sultan, Krajai Chowdhury, Madhurima Bhadra and David Stone, some of who have had previous evaluation experiences with host and displaced communities around Cox's Bazar, separate DEC-related experience and prior working experience with the BDRCS. Please see Annex II for a profile of the evaluation team.

## 2.4 CHALLENGES: EVALUATION AND CONTEXT SPECIFIC

The evaluation sought to achieve a balance between DEC-related support provided for Phase I and Phase II of this programme. In practice, however, this was not always possible due to a number of reasons, as explained below:

- given the time that has passed, some people were unable to recall information on what had been provided during Phase I, primarily shelter and health assistance;
- initial lack of clarity with regards the status of some activities which had been delayed, e.g., the anticipated transition away from lime stabilisation in the WASH programme, and delayed disbursement of cash to livelihood beneficiaries; and
- lack of access to certain data on Protection, Gender and Inclusion (PGI), livelihoods and post-distribution monitoring, while recognising that some of this was potentially sensitive and had not yet been released by BRC.

A number of challenges were also reported at the field level which are taken into account in the evaluation's findings, including:

- seasonal weather conditions and difficult access to some communities in Teknaf including for example transportation of training materials;
- difficulty in recognising real national identification documents (NIDs), when this became a requirement by banks;
- the Camp 18 WASH package – borehole management and FSM being a new experience for the IFRC – with delayed start-up: the first borehole was sunk in March 2018, while activities in Teknaf started in April 2018.
- difficulties finding local suppliers who were able to meet requirements;
- initial co-ordination between the WASH Sector-Camp-in-Charge (CiC)-Focal Camp WASH Manager (BDRCS) and the International Organisation for Migration (IOM); and
- overall challenging conditions in terms of landscape, weather, friable soils and the initial sheer volume of people in a congested situation, needing urgent support.

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<sup>6</sup> Humanity, Impartiality, Independence, Neutrality

Topline challenges that emerged in both Camp 18 and host communities related mainly to Human Resources (identifying needed support staff, secondment agreements, differences in remuneration between agencies), in addition to “internal” co-ordination issues between the IFRC, BDRCS and BRC and required government consultations, in particular, at the outset of this response.

## 2.5 DATA COLLECTION METHODS AND TOOLS

Based on an extensive review of literature provided by the BRC, a detailed Inception Report (with draft survey questionnaires) was initially prepared and submitted to BRC for consideration. Feedback was subsequently incorporated into a revised document.

### Surveys and Questionnaires

Information for the evaluation was collected using both primary and secondary data collection methods which included qualitative and quantitative techniques. Participatory approaches were used to collect information from as wide a range of informants as possible, using Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs), for which guiding questionnaires were prepared (Annex V). Transect walks allowed direct observations to review certain livelihood activities in addition to quality checking of services and facilities provided within the camp. Altogether, this enabled the evaluation team, through its experience and expertise in similar situations, to triangulate findings as well as to develop its own impressions on the quality of work supported by the DEC.

A household (HH) survey (Annex VI) was designed to gather WASH-related feedback from people in Camp 18<sup>7</sup>, with questions focussing mainly on sanitation, hygiene and water, though acknowledging that water provision *per se* was not part of the DEC package. Nonetheless, given its close link with sanitation and hygiene it was thought important to include this for completeness.

Household surveys were administered through 14 BDRCS volunteers – camp-based Hygiene Promotion (HP) Volunteers – eight men and six women. All of the HPs were from the displaced community, which was an unexpected bonus for the evaluation as it simplified language issues and ease of making contact.

A one-day orientation and training session was organised in which these data enumerators were first introduced to a series of good practices for undertaking community surveys, followed by a detailed review of the survey questionnaire itself, both to discuss the terminology and agree how each question would be presented. This was followed by a practical introduction to the KoBo Collect digital platform, through which the survey was administered, and also included one-to-one practice sessions by the volunteers to help them become familiar with the technology.

### Sampling Procedure

While it was initially anticipated that a statistically representative and appropriately randomised sample could be generated for the WASH components of the project across all 34 blocks of Camp 18, in addition to the V2R programme in Teknaf, this was not possible for a number of reasons, including:

- time required for the evaluation team to access appropriately disaggregated beneficiary lists to understand and be able to randomise beneficiary sample selection;
- lack of uniformity in WASH coverage: BRC/BDRCS was not the only organisation providing WASH-related support in Camp 18 and, where it was, this was a mixture of sanitation and hygiene promotion only, water provisioning only, or all three activities in the same block;

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<sup>7</sup> A separate household survey was proposed in the Inception Report. This, however, was dropped from the programme once the actual extent of work undertaken in the three Unions became clearer.



- significantly altered circumstances in Teknaf from when the V2R project was designed – most of the displaced community that had initially settled with host communities moved into various camps once these structures started to be established; and
- delayed start-up of some planned activities which meant that the evaluation was not able to observe impacts on the ground.

As a result of the above, alternative non-probabilistic selection techniques were used involving key stakeholders, including beneficiaries.

Reality on the ground heavily influenced the choice of V2R beneficiary communities visited. Initially, and as proposed in the Inception Report, as there were only two communities in each of Whykong and Nhila unions (see Table 3), these had been prioritised. Subsequently in the field, however, it was discovered that some of the intended beneficiaries in these communities had experienced delays in receiving cash from the appointed bank<sup>8</sup>, which meant that some communities were either only receiving funds at the time of this evaluation or had not had time to actually start/develop their intended businesses. This naturally had an effect on what the evaluation was able to review. At the same time, although having previously been selected randomly as the last community to visit in Sabrang Union, Ashrayan Gucchogram was purposively prioritised as this turned out to be the community with the longest running livelihood programme. For reasons of wanting to see and learn from this, Ashrayan Gucchogram was therefore selected by the evaluation.



All HP volunteers participated in a one-day familiarisation and training on Kobo prior to starting the household survey

In Camp 18, reality was also a major factor in deciding which blocks might be visited for both the household surveys and intended FGDs/KIIs. For household surveys, blocks where the full package of WASH support was provided were prioritised, even though this meant that judgments on comparative impact between the receipt of a full package of WASH support, as compared with individual components of it, could not be made. Random interviews were subsequently conducted by the HP volunteers on a one-to one basis with beneficiaries. Group discussions were held in blocks that had received water, sanitation and hygiene support as well as some that had only received sanitation and hygiene assistance. Efforts were also made to ensure that people interviewed as part of the household survey were not then again interviewed in FGDs/KIIs.

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<sup>8</sup> One of the reasons for this was a fear of insecurity given recent tensions between the displaced and host communities. Taking due precautions, the V2R team organised for small groups of beneficiaries to go to the banks to collect cash

## 2.6 DATA COLLECTED

At the time of this evaluation, full WASH support (i.e., water, sanitation and hygiene promotion) was being provided in 15, out of a total of 34, blocks in Camp 18 (Table 1). In addition, and as part of the DEC provided assistance, BDRCS/BRC has been providing sanitation and HP support in seven other blocks. Using various sampling methods, data were collected in 14 blocks in total.

**Table 1. Sampling methods used in selected blocks**

BLOCK	FULL WATER, SANITATION AND HYGIENE SERVICES/FACILITIES PROVIDED	SANITATION AND HYGIENE SERVICES/FACILITIES PROVIDED	SAMPLING METHOD APPLIED
K	4	-	-
	5	-	HH/FGD/KII
	15	-	HH
L	1	-	HH
	2	-	HH
	3	-	-
	5	-	HH/FGD/KII
	6	-	HH
	11	-	HH
	13	-	HH
	-	14	FGD/KII
	-	16	-
	-	20	-
M	-	6	-
	10	-	-
	-	11	-
	-	12	FGD/KII
	13	-	HH/FGD/KII
	14	-	HH/FGD/KII
	15	-	HH/FGD/KII
	19	-	FGD/KII
	-	20	-

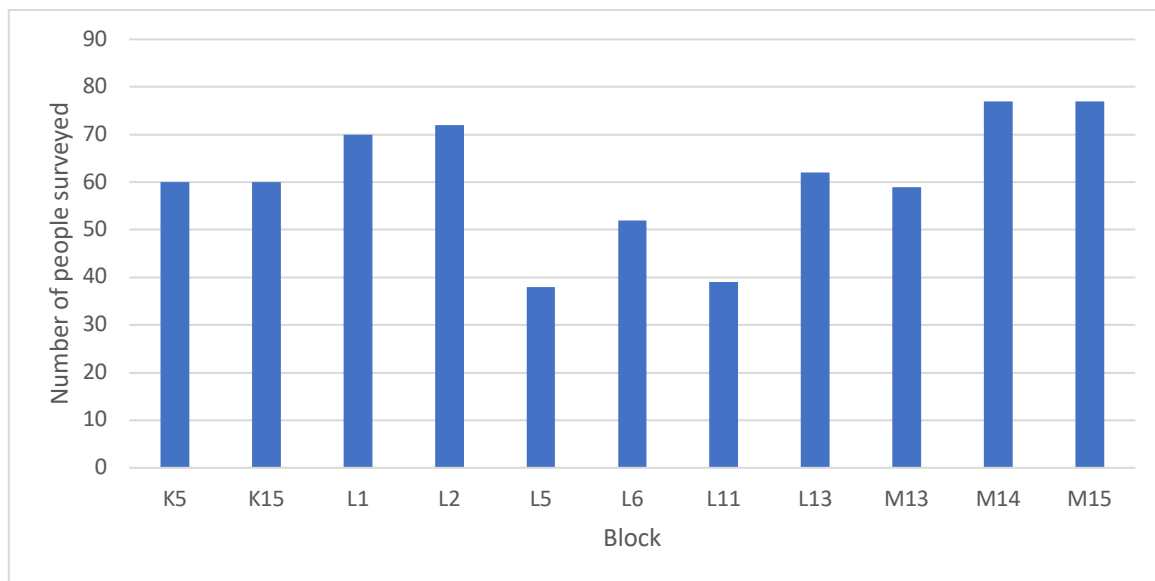
Overall, more than 900 people were consulted as part of this evaluation, the numbers for both communities being shown in Table 2.

**Table 2. Number of people consulted during this evaluation**

SITE	WOMEN	MEN
Teknaf communities	48	33
Camp 18	57	87
Individuals	5	13
Household surveys	327	339
<b>Sub-totals</b>	<b>437</b>	<b>472</b>
<b>TOTAL</b>	<b>909</b>	

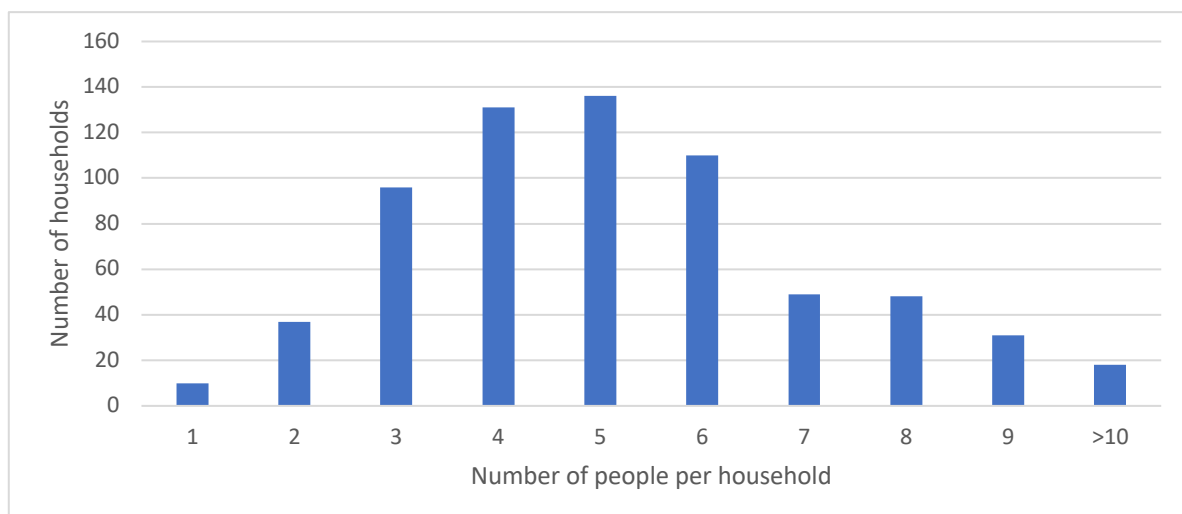
Based on a fixed questionnaire, a total of 666 people (327 women and 339 men) contributed to the HH survey, which were carried out in 11 blocks, as depicted in Figure 1. An almost equal number of female and male headed households were interviewed – 323 and 337, respectively.

**Figure 1. Number of household surveys conducted in Camp 18**



Most households had between 4-6 people living in them, the lowest being just one person and the highest (in one reported instance) being 15 people (Figure 2).

**Figure 2. Reported number of people per household**



The vast majority of people spoken with were aged between 19 and 45, as shown in Figure 3.

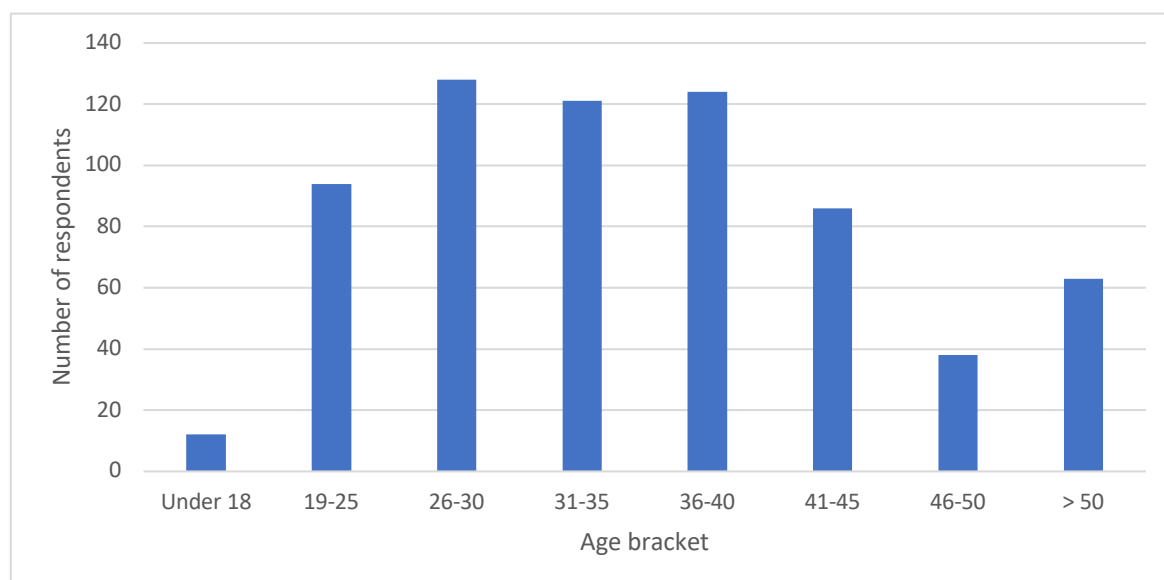
In terms of education, the majority of respondents had not received any formal education (253 people – 38% of the group sampled) though quite a few individuals stated that they were able to sign their names (273 – 41%). Just one person spoken with had graduated from college.

Almost all respondents (90%) said that they had been present in Camp 18 for more than 24 months, i.e., from the start of the main influx in 2017: just 13 people (2%) had been there for less than 12 months.



When asked if they were aware of any support received from BRC<sup>9</sup> the majority of people (92%) stated that WASH support had been provided. Some people also mentioned health (6%) and shelter (2%) support, while a few individuals mentioned protection and food assistance. Two main reasons were given to explain the relevance of this WASH support, first given that BRC/BDRCS staff/volunteers listened to people and tried to help them (51% of respondents) in addition to the organisation being well-known for their expertise in WASH (45%).

**Figure 3. Age of respondent**



## 2.7 DATA ANALYSIS

In agreement with BRC, the overarching framework used in this evaluation was the Core Humanitarian Standard (CHS), against which findings are reported. Consideration was, however, also given to some of the standard OECD-DAC evaluation criteria – Relevance, Effectiveness, Efficiency and Impact – though given that there is overlap between these and the CHS, reporting has been framed against the CHS framework. The BOND Evidence Principles<sup>10</sup>, a checklist used to assess the quality of evidence used in evaluation reports, was also used to self-assess the evaluation from beginning to end, and ensure that it met the highest standards possible within the given context.

The evaluation was quality-controlled throughout. Daily meetings, for example, were held with the data enumerators to ensure that this process ran smoothly. Daily uploads of data from Kobo also allowed the evaluation team to monitor the number of men/women being interviewed. A separate FGD was also organised with representatives from the enumerator group to get their personal feedback from this survey and the way it was managed. Upon completion of fieldwork in Camp 18, household information was cleaned, analysed and used as a core part of this report.

Informal feedback was shared with the BRC/BDRCS V2R team in Teknaf before returning to Cox's Bazar for the remainder of the programme. A debriefing was organised in Dhaka with senior management from BRC, BDRCS and Swedish Red Cross (SRC) present, and a PowerPoint presentation was also shared more widely with others. A draft evaluation report was submitted to the BRC for review and feedback, and based upon feedback from which a final report was then produced and re-submitted to the BRC.

<sup>9</sup> The term “Red Crescent” was used to represent the IFRC, BRC and BDRCS by most people.

<sup>10</sup> Voice and Inclusion, Appropriateness of Methods, Triangulation, Contribution and Transparency

### 3. PROJECT FINDINGS

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#### 3.1 EMERGENCY APPEAL FOR PEOPLE FLEEING MYANMAR

##### 3.1.1 Project Objectives

The following are the first three outcomes as part of Phase 1 (and in the case of WASH, also Phase 2) in this DEC-funded intervention to support the migrant communities in Cox's Bazar. Reported underneath each of the three objectives, split by Phase, is the BRCs reporting of the progress/variance against each of the objectives in the final report and against which the specific evaluation findings can be compared.

**A) The immediate and medium-term risks to the health of affected populations are reduced (DEC Phase 1)**

*The BRC reported that overall beneficiary reach was reported to be lower than anticipated because of the focus having shifted from mobile health teams to support for the Field Hospital. As such, the overall reach was lower but with a higher level of care, including nearly 400 surgeries within the reporting period<sup>11</sup>.*

Although the evaluation team had attempted – first through household surveys and then as part of FGDs – to evaluate both of these indicators, given the time since their delivery, beneficiaries simply could not remember them. Shelter work was occasionally attributed to the work of the IOM, while health work was attributed to the Japanese Red Cross, amongst others.

**B) Immediate household items and shelter needs of target population are met (DEC Phase 1)**

*The BRC reported that they had added this outcome (and support to the activity) since the Phase 1 three-month report, in support of the IFRC multilateral appeal and in keeping with specific feedback from beneficiaries<sup>12</sup>.*

As above, although the evaluation team had attempted to evaluate both of these indicators, beneficiaries simply could not remember them and as such, this evaluation has not been able to provide a judgment on this indicator.

The following is the planned outcome, across both Phase 1 and Phase 2 to reduce the risk of water-borne disease and sanitation-related health issues, within this DEC-funded population movement intervention in Camp 18.

**C) The risk of waterborne disease and sanitation related health issues is reduced. (DEC Phases 1 and 2)**

*The BRC reported that compared with Phase 1 plans, the WASH intervention had been far more targeted, with the result that from January 2018 work in four blocks of the camp had subsequently been extended to eight blocks. The technical challenges in developing a full chain FSM service had also required time to develop<sup>13</sup>.*

*In the 12-month report for Phase 1, this outcome was reported to be on track, with the exception of construction. Construction had reportedly proved challenging but, that said, during the reporting*

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<sup>11</sup> British Red Cross Phase 1 Final Report (BRC\_DEC\_Ph1\_Final\_EAM17), Page 3, Section C

<sup>12</sup> British Red Cross Phase 1 Final Report (BRC\_DEC\_Ph1\_Final\_EAM17), Page 3, Section C

<sup>13</sup> British Red Cross Phase 1 Final Report (BRC\_DEC\_Ph1\_Final\_EAM17), Page 3, Section C

period, the programme had reportedly been able to construct 96 new semi-permanent, gender-segregated latrines and 88 new bathrooms. In addition, 291 latrines and 65 bathrooms were reported to have been repaired with another 285 latrines and 144 bathrooms reportedly re-inforced against cyclones, although not all of these were DEC-funded.

DEC funding was reported to have mostly been allocated to the running costs of the FSM system, which reportedly continued to provide safe sanitation for beneficiaries across 23 blocks of Camp 18, reaching a capacity of treating 5m<sup>3</sup> of sludge per day, compared with 3.3m<sup>3</sup> at the end of the previous reporting period. DEC funding had also reportedly, largely, been allocated to the running costs of HP activities, with 8,391 household visits and 95 awareness raising sessions conducted in schools during the reporting period. Volunteers engaged in the WASH programme were also vaccinated against Hepatitis A and B, Typhoid and Tetanus. WASH activities in the V2R programme were to also have been implemented later in the year<sup>14</sup>.



Faecal sludge management is a considerable challenge, particularly in this context where a comprehensive process of collection, drying and safe disposal has been put in place.

This report will now provide direct findings from the evaluation with regards achievements against these indicators.

### 3.1.1.1 Water<sup>15</sup>

As an overall observation, the evaluation was most impressed by the quality of WASH-related services and facilities provided to specific blocks in Camp 18. People spoken with in these blocks were very pleased with the conditions and the service they received, which in this case has been greatly enabled through the presence of WASH Committees, HP volunteers and FSM desludging teams. Particular emphasis was given to addressing special needs, for example, for elderly or disabled people and protection. Direct observations confirmed peoples' comments to the evaluation team.

#### Access to water

All of the beneficiaries who contributed to this household survey used tap stands<sup>16</sup> as their main source of drinking water and which almost everyone believes is safe to drink. Sixty-two per cent of the sampled households were found to reside within 50m of these tap stands (Figure 4), while an additional 24% had to walk up to 100m. A small number of people reported having to travel for more than 150m to get water; all of these figures, however, are well within the Sphere standard of

<sup>14</sup> BRC\_DEC\_EAM17\_Ph2\_12m, Page 5, Section C

<sup>15</sup> Although water provisioning was not funded by the DEC, it is considered in this evaluation due to its complementarity with sanitation and hygiene and on account of it being supported in some blocks where DEC supported activities were also being applied

<sup>16</sup> A tap stand is defined in BRC's Safe Water Chain Assessment report as "Treated water supplied through a piped network powered by solar or a generator"

500m distance and the evaluation can conclude that households had easy access to safe water. All households surveyed were using BDRCS tap stands, which would have been supported by DEC funds.

**Figure 4. Distance people walk to collect water (metres)**

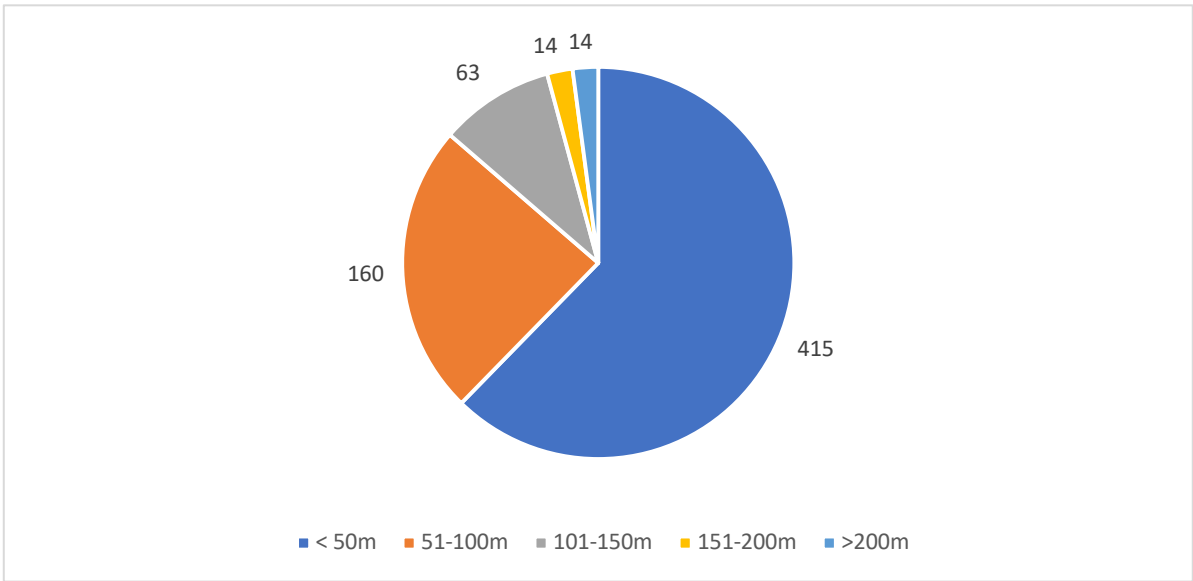
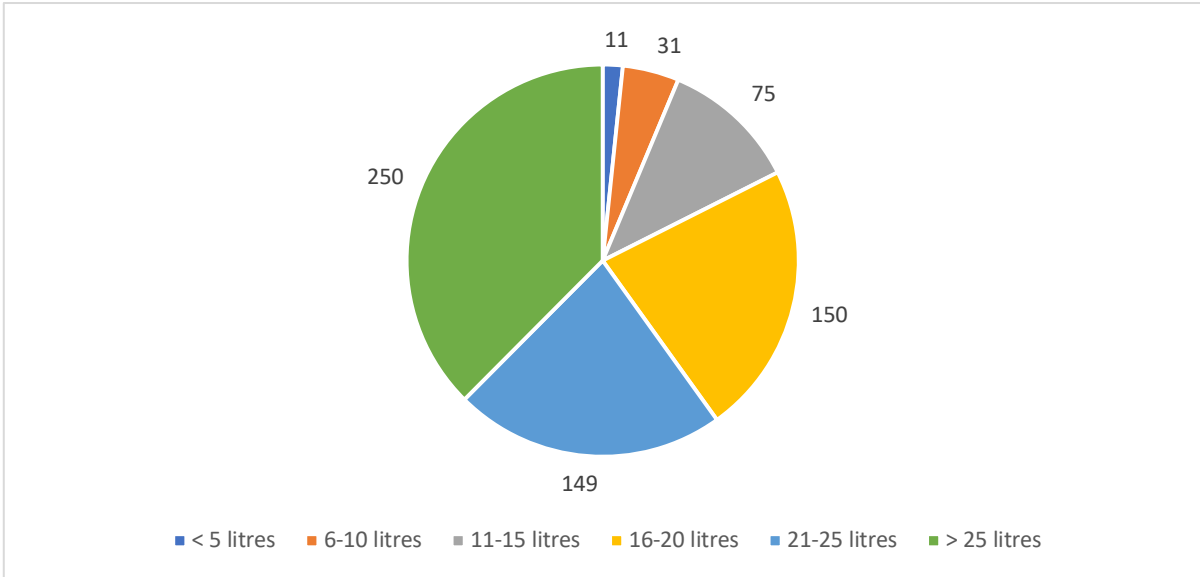


Figure 5 shows that most households are consuming more than 25 litres of water on a daily basis, based on the number of trips to tap stands and containers filled. Only 11 households reported using less than five litres per day, these being households of typically 1-2 people.

**Figure 5. Average household water consumption (litres) per day**



Most respondents (97%) confirmed that they had sufficient water to meet their daily needs, which the evaluation can conclude was definitely due to the work of BDRCS in these blocks. While 57% of the respondents stated that they did not have to queue for water, others did report having to queue, either “routinely” (29%) or “occasionally” (13%). Queuing times however are deemed to be quite reasonable, with 77% of people saying they normally queued for less than 15 minutes while another 18% reported their waiting time as under 30 minutes (which is the Sphere standard). Only one person reported having to queue for more than one hour.

### ***Safety and security***

While safety was not an issue for people getting water from their normal source, 11 people (2% of the surveyed group) reported that they did not feel safe when collecting water, whilst an additional three people were uncertain on this matter. All but 18 people reported that they use the same water source during periods of heavy rain or during a cyclone – 10 of whom used a more distant tap stand, while six reported fetching water from a pond or stream and the remainder harvesting rainwater.

### ***Water-borne diseases***

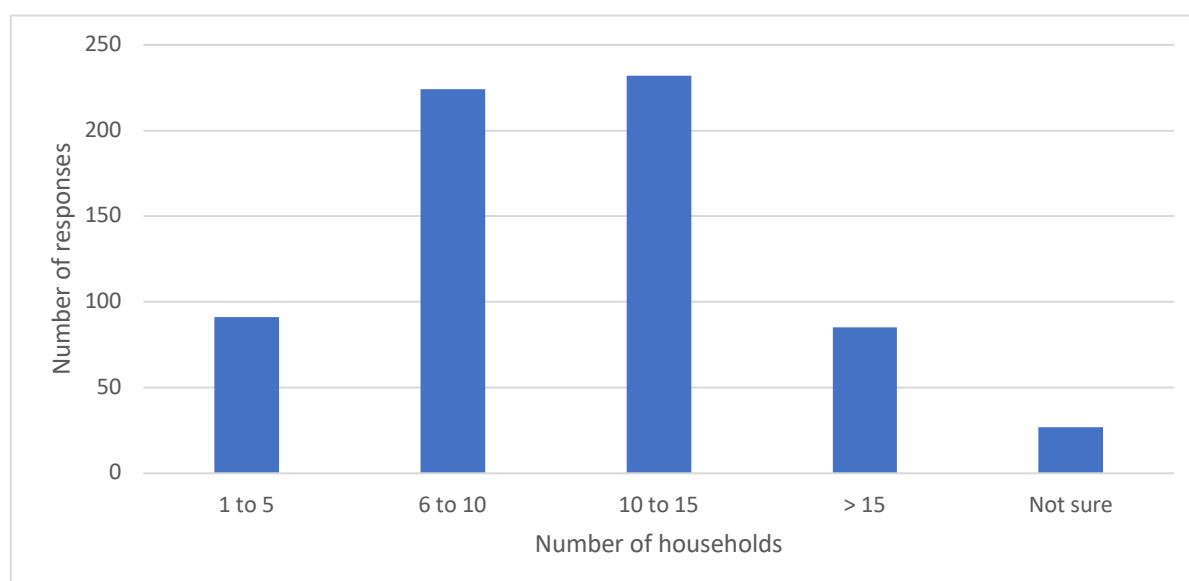
Waterborne diseases were mentioned by some people, in particular diarrhoea and dysentery. Very few incidents of either disease, however, were reported from the IOM clinic, even during the last monsoon. When asked to compare the situation regarding water in Camp 18 today with when they first came to the camp, the vast majority of people stated that there was “high improvement” (86% of respondents) or “some improvement” (14%). While this finding cannot be fully attributed to the work of BRC/BDRCS, the quick response taken to provide safe drinking water, together with other supporting hygiene activities, has almost certainly made a positive contribution towards peoples’ health and sanitary conditions in general.

## **3.1.1.2 Sanitation**

### ***Access to latrines***

Almost all households reported having access to a latrine, of which the vast majority (99%) are shared between households (Figure 6). Apart from 6% of the surveyed group of people, all others reported that these facilities were also accessible and safe during periods of bad weather such as heavy rains or cyclones.

**Figure 6. Number of households sharing a latrine**

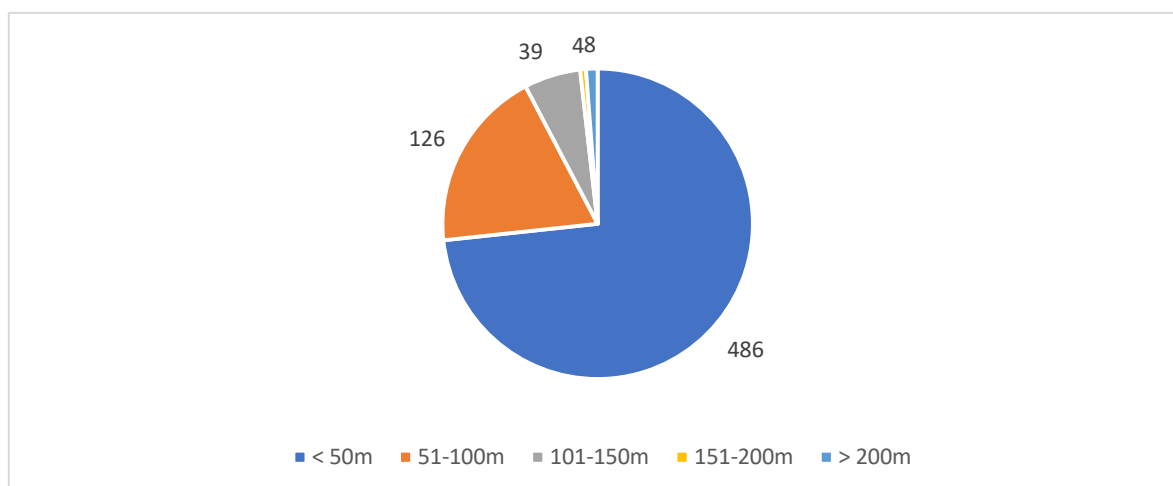


### ***Distance of latrines from people's homes***

As with water, the majority of sanitary facilities are within 50 metres of peoples’ homes (Figure 7), which is again in line with the relevant Sphere standard. Fewer than 2% of the sampled group reported having to travel for more than 150 metres to access a latrine; and most people (90%) asked acknowledged that separate facilities were available to women and men, although some did not (6%) while others were not sure (4%). Whilst the majority of respondents stated that facilities were clearly marked, some people did not acknowledge this (4%) or were uncertain about this (4%). Handwashing facilities, such as soap and water, were reported to be available at most (96%) latrines, and confirmed to be widely used as a result.



**Figure 7. Distance from household to a latrine (metres)**



### *Consideration of disabilities and vulnerabilities*

As confirmed by the evaluation during on-site visits, special attention was given to enabling access to latrines in addition to catering for disabled peoples' needs in these facilities. Ninety-one per cent of people spoken with during the household surveys felt that appropriate action had been taken to cater for such specific needs, although around 20 individuals (3% of the sample) did not.

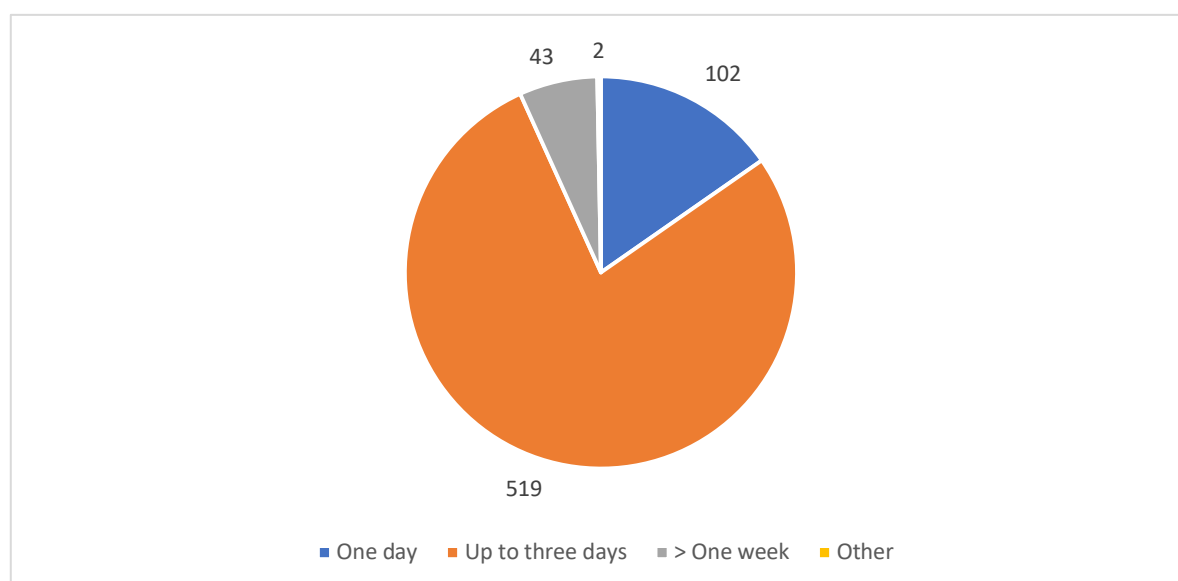


The quality of latrines and tap stands is one of the strong features of BDRCS/BRC support in this response, including the provision of special facilities for the elderly and disabled people.

### *Resolution of issues/complaints*

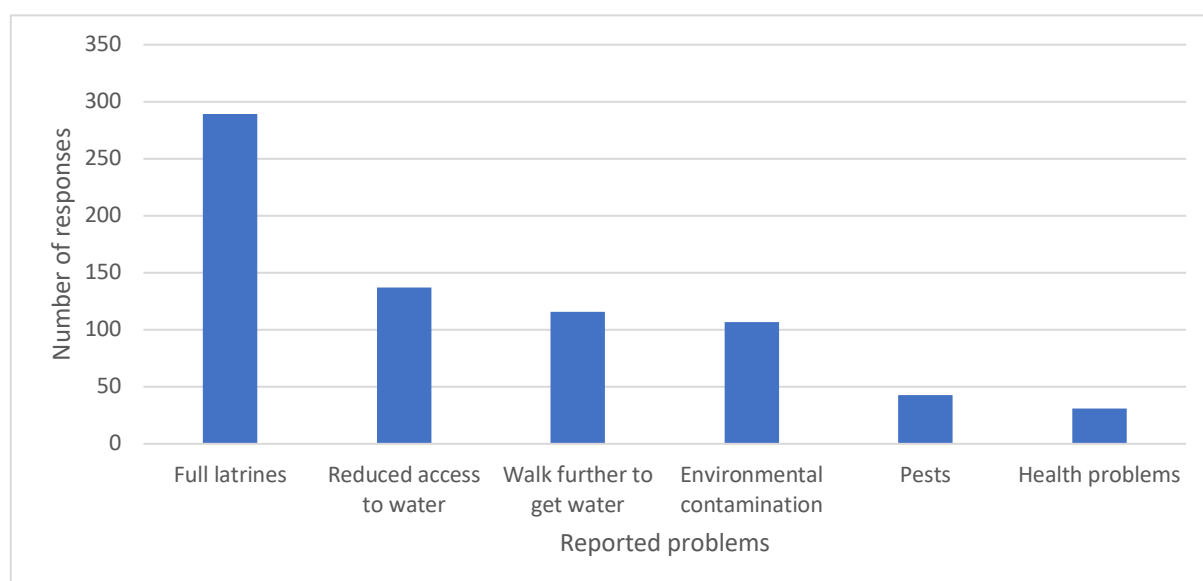
On occasions when people needed to report a problem or concern with regards the WASH facilities they normally used, BRC/BDRCS volunteers/staff were the first people spoken with in 96% of cases. Some people would also report such issues to their Block Mahji, while a few people said they went directly to the Camp Management Agency. Problems were normally resolved within three days of the incident being reported, with some (15 per cent) actually being taken care of within one day (Figure 8).

**Figure 8. Length of time normally taken to resolve a WASH-related problem**



Slightly less than half of the respondents (48 per cent) mentioned that they had had problems in the past as a result of waste not being collected in a timely manner. Overall, full latrines were the single most noted problem (46%), although when considering this with other waste-related issues, the figure increases to 90%. Other problems that people reported are shown in Figure 9.

**Figure 9. Waste- and water-related problems experienced by people**



### **WASH Training**

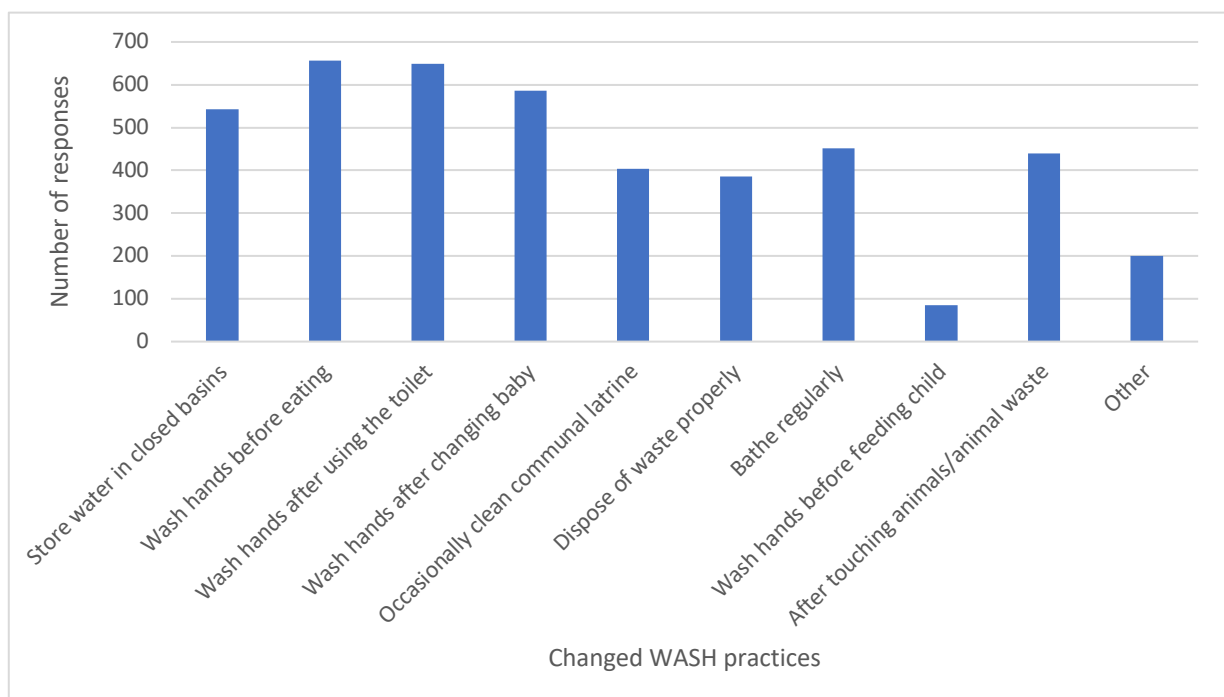
All but four people spoken with as part of the household survey said that that had received training on good WASH practices from BRC/BDRCS, with virtually everyone confirming that they now apply this learning, which is a behavioural change that the evaluation can confidently state was because of this project. Only two people mentioned washing their hands on a single occasion (either before eating or before feeding a child), while others mentioned as many as nine other practices, including storing water in closed vessels, proper waste disposal and timely washing of hands (Figure 10).





A range of WASH-related awareness raising visuals have been prepared through this response.

**Figure 10. Altered WASH practices following training and awareness raising**

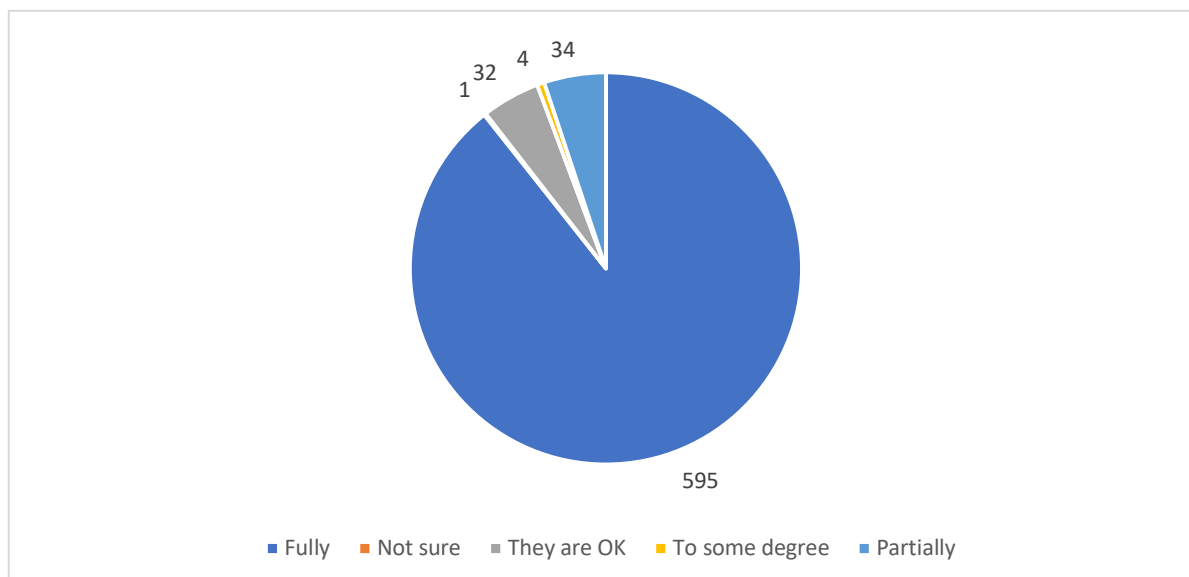


### Safety and Security

Most people spoken with said that they felt safe when using the latrines (94%), while the remainder of the group said that they felt safe (or unsafe) “sometimes.” All of the latter responses came from people living in Blocks L1 and L2, which are both blocks where BRCDS/BRC has been providing the full complement of WASH services, though it should be noted that most respondents from both of these blocks said that they felt safe – 75% and 73%, respectively. The two main reasons why people said that they only felt safe on some occasions was on account of them not being secure at night, and/or based upon the fact that their latrine was judged to be in an unsafe location. No-one, however, actually stated that they did not feel safe when using latrines.

When asked whether or not features of existing WASH facilities have helped prevent gender-based violence, the majority of people stated that they believed they did (Figure 11). Quite similar numbers to those indicated here also acknowledged that WASH community outreach materials and activities had included basic information about GBV risk reduction, where to report GBV risk and how to access care.

**Figure 11. Some GBV related aspects with WASH facilities**



Lighting is one – but not the only – important element in contributing towards improved security at WASH facilities, and this has been especially well addressed by the BRC/BDRCS. In this instance, 99% of respondents confirmed that lighting was provided at key facilities such as latrine blocks and washing areas, and that these were reported to be well maintained and working well. Separate discussions with BRC technical staff noted that at the time of this evaluation, 96% of solar lights in the camp were operating. A few instances (5 people) reported that lights might not have been placed in the “best” locations, although overall people were satisfied with their placement.

### **Improvements**

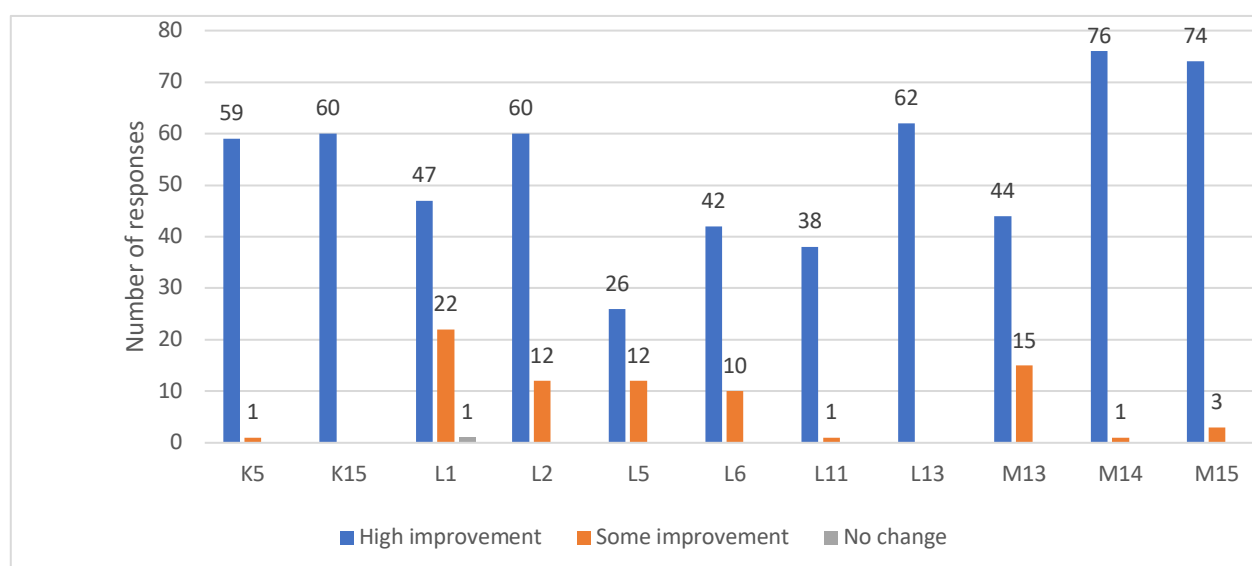
As shown above with the current situation with regards water, 88% of respondents also said that there was a “high improvement” in their household’s sanitary conditions today compared with when they first came to the camp, while the remainder said that there had been “some improvement” (Figure 12). With sanitation conditions in some blocks being visibly worse than those in which BDRCS/BRC were working, the evaluation can say that these improvements were also due to the attention given to detail, and desire to provide quality and appropriate services, by the BDRCS and BRC.

### **3.1.1.3 Hygiene**

#### **Handwashing**

Almost 80% of people surveyed stated that they wash their hands on 5-6 different occasions, mostly before cooking, before eating food, after using a latrine, before feeding children and after cleaning a child or aged person. Virtually everyone spoken with said that they use soap and water for hand washing, with just two people saying they used ash or mud to do so. Overall, the evaluation can confidently state that these improvements were due to the work of the BDRCS/BRC in these areas.

**Figure 12. Comparative perceptions of changes to sanitation conditions in selected blocks**



As part of the rations provided, people acknowledged receiving soap in each of the six months preceding this evaluation with almost everyone stating that they use it in their own household. A few people mentioned giving some soap to neighbours while one person acknowledged selling this in the market. When asked if the quantity of soap being provided was sufficient to meet their family needs, slightly more than half of the respondents (56%) said “yes it was”.

### **Bathing**

In terms of having access to a bathing space, 99% of respondents said that they had access to a safe place for washing/bathing. Three-quarters of the households have bathing facilities within 50m of their shelters, with an additional 18% having to go up to 100m to access such facilities; only nine people (1% of the group) reported having to travel more than 150m for such access. Almost everyone (96%) confirmed that there were separate facilities for men and women: interestingly in this instance, many men spoken with in FGDs stated that they preferred to wash in the open rather than inside a cubicle.

### **Satisfaction of beneficiaries**

A high level of satisfaction was noted in terms of the condition/cleanliness/safety of bathing facilities, 97% of which had been constructed by BRC/BDRCS: 18 facilities were reported to have been constructed by another organisation, while four households had created their own bathing space. Almost everyone, however, mentioned that they had been consulted with regards the location of these facilities.

### **3.1.1.4 Menstrual Hygiene Management**

#### **Improved knowledge and practice**

In terms of menstrual hygiene management (MHM), all but one female respondent said that they had knowledge of this topic and that they had received information from BRC/BDRCS on this in the previous 12 months. People who received information additionally mentioned that they had changed their attitude/behaviour in relation to MHM as a result of knowledge gained; the most common changes being improved personal hygiene (67%) and a better understanding of the health aspects of menstruation (33%).

#### **Taboo of MHM**

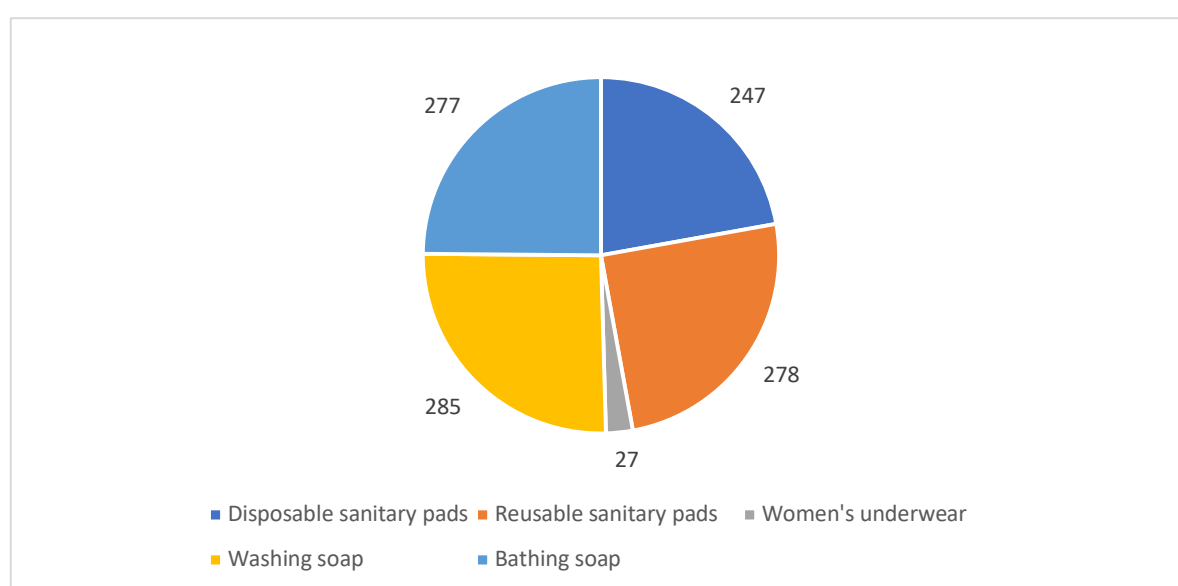
Most of the women spoken with (80%) said that menstruation issues are viewed with respect within their community, though the remainder expressed different opinions, stating that such issues were

not spoken about in public or in their household. Seven per cent of respondents mentioned that they were not allowed to leave their household during menstruation: all others, however, said that during menstruation they were treated the same way as any other day and were allowed to be active outside of their home.

### ***Access to suitable facilities and sufficient materials***

All but two of the women spoken with acknowledged that they – or other women or girls in their household – had access to suitable facilities and adequate materials at home. Eighty-seven per cent of respondents stated that they received hygiene kits as part of their rations, although the remainder said they did not (8%) or only sometimes received them (5%). People who did receive kits, even if not all of the time, confirmed that they were consulted on the materials they received; these being mainly disposable and reusable sanitary pads together with washing and bathing soap. Sixteen people, however, reported only receiving one item as part of their sanitary kit. The reported content of hygiene kits is shown in Figure 13.

**Figure 13. Items contained in hygiene kits**



Ninety-three per cent of people who received hygiene kits mentioned that what they receive is sufficient to meet their needs, though many respondents (90%) also mentioned that they would have appreciated receiving underwear as part of the kits. When it came to the disposing of sanitary materials, most women either buried them (51%), washed them for re-use (43%) or burned them (5%), as shown in Figure 14.

When asked what, if any, information they would like to have that would help them deal with MHM in a culturally and respectfully open situation, the majority of women (81%) responded with a request for awareness raising on MHM for men – husbands, fathers, brothers or others. Additional responses are shown in Figure 15.

Figure 14. Means of disposal of menstrual hygiene materials

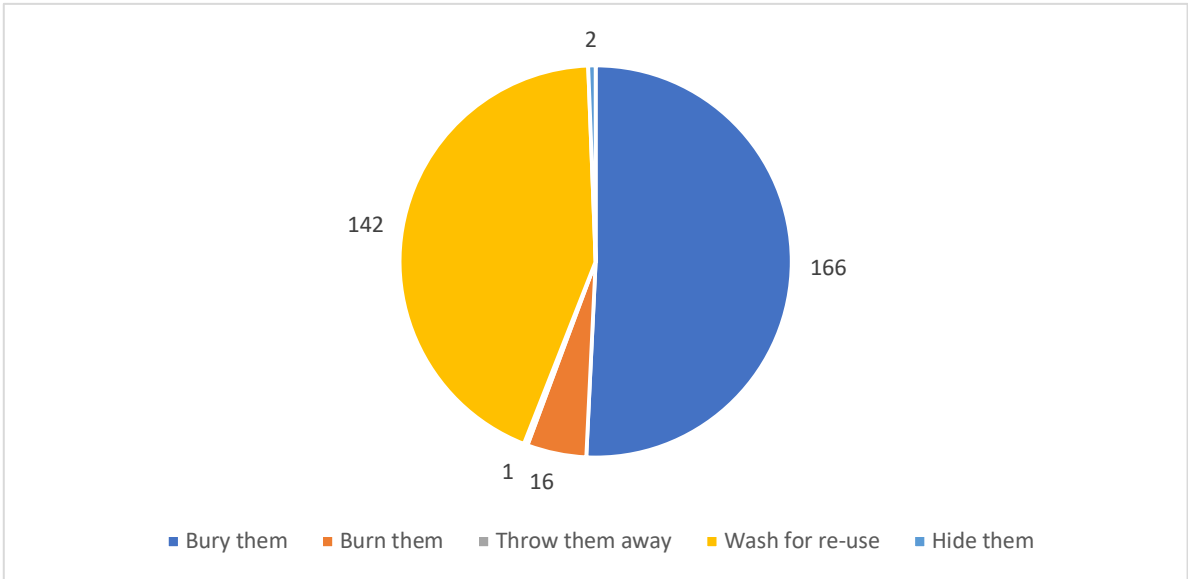
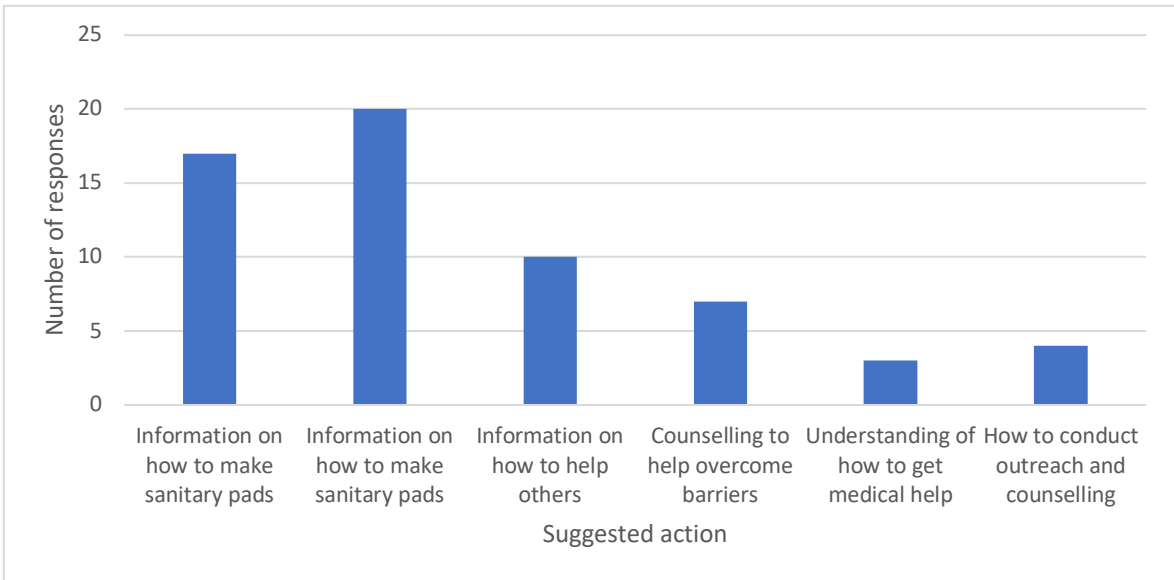


Figure 15. Suggested information requested by women in relation to MHM

[Note: for clarity, this graph excludes the single most common response – awareness raising for men.]



In summary of the above it is fair to say that the WASH-related support provided by this programme has transformed peoples’ attitudes and behaviour towards hygiene, in particular, while also ensuring access to safe and ample drinking water on a daily basis. Excellent measures have been put in place – through consultations – to address security while using key services and facilities. Complaints of any breakdown or irregularity are dealt with effectively and quickly. The presence of so many trained WASH-related volunteers from amongst the displaced communities, in the blocks, has been a significant contribution to the success claimed in this sector, particularly in comparison with blocks where BRC/BDRCS has not played an active role.

### 3.2 VULNERABILITY TO RESILIENCE

#### 3.2.1 Project Outcomes

The following were the planned outcomes for Phase 2 (except for the water-borne disease and sanitation objective which is reported above as part of Phase 1, to avoid duplication). Also reported

underneath each of the three objectives, split by Phase, is the BRC's reporting of the progress/ variance against each of the objectives in the final report.

## **A) Community Resilience to Disasters is Enhanced**

***This outcome was reported to be on track with “community resilience activities” referring to the three-year programme that BRC has supported BDRCS with in 10 host communities.***

*The programme was reported to have commenced in the first quarter of 2019, for which the design of the first year was largely informed by a market assessment completed in February 2019. Following this, a decision was made to distribute DEC conditional cash grants in June 2019 (rather than March 2019 as previously planned), the additional time being to allow beneficiaries to develop individual business plans and to open bank accounts. This was considered as a strategic programmatic decision, rather than a delay in planned activities.*

*The additional time also was also reported to allow the programme team to develop sufficient rapport with communities, as this was a new zone of engagement for both the BDRCS and BRC. Community Disaster Management Committees (CDMCs) were established in each of the 10 communities at this stage<sup>17</sup>.*

The outcomes and outputs for this project, as originally designed in the project proposal, were as follows:

**Communities in Teknaf – including locals and dispersed guest households – live in harmony, and people have the capacity to meet their basic needs and to deal with risks, enabling them to live in safety.**

**Outcome 1: Selected communities in Teknaf have improved knowledge, ability and access to prepare for risks and live together in harmony.**

- 1.1 Community members of all backgrounds in the targeted communities are knowledgeable, healthy and can meet their basic needs.
- 1.2 Community members of all backgrounds live together in harmony and the area is socially cohesive.
- 1.3 Community members of all backgrounds have improved access to economic opportunities to reduce underlying risks and tensions
- 1.4 Community member of all backgrounds have improved access to services and functioning infrastructure.
- 1.5: Communities have improved management of their natural resources to reduce risks in the community.
- 1.6: Communities have improved connection to local government agencies and Cyclone Preparedness Programmes are increasing their safety and reducing risks.

**Outcome 2: BDRCS Unit is better prepared to respond to emerging risks and hazards.**

**Outcome 3: BDRCS Unit (and Movement) staff and volunteers have an enhanced awareness and capability to reduce risk of and improve response to human trafficking.**

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<sup>17</sup> BRC\_DEC\_EAM17\_Ph2\_12m, Page 5, Section C

**B) Continuous Assessment, Two-way Communication Mechanisms and Analysis is used to Inform the Design and Implementation of the Operation and Community Engagement Strategies (DEC Phase 2).**

*This outcome was reported in the 12-month report assessment to have been on-track, with the BRC continuing to recognise community engagement as a strength of their programming. Communities were reported to be actively engaging in all areas of the programme, including design and implementation, with the programme engaging as many as 200 community volunteers and labourers on a daily basis, depending on the activities and construction planned at the time.*

*The BRC had reportedly established WASH Committees in all blocks in Camp 18 where the WASH programme was being implemented, and who acted as a two-way communication mechanism between the community and programme team. Similarly, CDMCs had reportedly been established in the V2R Programme in Teknaf Upazila. During the reporting period, an additional 766 FGDs were reportedly conducted with beneficiaries in Camp 18 to inform the design of future activities, along with 30 FGDs during the community vulnerability assessments (CVAs) for communities in Teknaf<sup>18</sup>.*

**C) Vulnerable Groups are Protected from Various forms of Violence.**

*The 12-month report assessed this outcome to have been on track with the BRC supporting an anti-trafficking assessment which was to have been finalised in April 2019, before being shared externally in different fora. Both the training and awareness sessions (which had started by April 2019) were reported to have built upon key findings of the assessment. Training events aimed to increase staff understanding of the phenomenon and to help them identify warning signs, while at the same time enabling the community to be informed on risks and where to seek support.*

*Support was reported to have been provided in the development of these trainings, specifically, in order to:*

- *develop the assessment methodology;*
- *train research staff;*
- *supervise interviews and FGDs, feeding back on summaries and transcriptions; and*
- *support and supervise data analysis<sup>19</sup>.*

### **3.2.2 Background – Beneficiary Selection and Preparation**

After what was a comprehensive scoping study with 22 communities being sampled, the V2R initiative started in April 2018 with GBP500,000 becoming available from DEC funds for the Teknaf programme. The livelihood component of this V2R intervention was based upon a BDRCS model replicated from other regions (some of which have been in place since 2012), which demonstrates consistency within BDRCS' programme and, where relevant, transfer of learning across the Movement.

As part of the process of selecting communities with whom to work, population statistics and characteristics such as density, vulnerability, geographical conditions, context analysis and the presence of other actors were amongst the criteria initially considered. Following appropriate verification, 10 communities were then selected from within three Unions, the make-up of these communities being shown in Table 3.

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<sup>18</sup> BRC\_DEC\_EAM17\_Ph2\_12m, Page 5, Section C

<sup>19</sup> BRC\_DEC\_EAM17\_Ph2\_12m, Page 5, Section C



**Table 3. Communities selected for support with livelihood grants**

UNION	COMMUNITY	HOUSEHOLDS	MALE	FEMALE	PERSONS WITH DISABILITY
Sabrang	Camppara Jaliapara	544	1,044	1,032	41
Sabrang	Dakkhinpara	357	1,398	1,419	44
Sabrang	Majherpara	323	1,022	959	29
Sabrang	Dangorpara	301	838	836	23
Sabrang	Majherpara Dakkhin	301	697	630	26
Sabrang	Ashrayan Gucchogram	439	888	919	29
Whykong	Ulobunia Dalipara	237	1,111	1,045	19
Whykong	Roikong	428	1,269	1,366	43
Nhila	Purbo Rongikhali	522	715	749	17
Nhila	Jummapara Gazipara	340	870	868	17
TOTAL		<b>3,792</b>	<b>9,852</b>	<b>9,823</b>	<b>288</b>

Community vulnerability assessments – which focused on livelihoods, DRR, WASH and capacity development – were first undertaken to map community identified needs; and after the selection of which of communities due to receive support, each was divided into 15 micro-groups, with each of these then comprising 30-50 households. From within these groups, one representative was nominated to then become a member of the CDMC: governance of the CDMC structure itself was then agreed by these representative members, culminating in the appointment of a President, Secretary and Cashier: other representatives remained members of the CDMC which, in essence, became the decision-making body of the V2R programme. These CDMCs were to become instrumental in selecting and supporting beneficiaries of the livelihood interventions.

In a subsequent step, Community Disaster Response Teams were then organised and provided with basic awareness and training, including on how to raise alerts in the case of an emergency. These teams have the following intended functions, in collaboration with the CDMCs: disaster response, early warning, search and rescue and first aid provision.

A market assessment was undertaken to analyse trade and value chains; and from which support to the fishing sector was scored in first place, followed by agriculture, small businesses and, finally, salt production<sup>20</sup>.

Following the market assessment, beneficiary lists for livelihood support were then prepared, presented in public meetings by the CDMCs and verified therein, to ensure transparency. A parallel complaints mechanism – consisting of a dedicated hotline and Community Mobiliser (CM) – was introduced in each community. Beneficiary lists were also verified by the CDMC, and at which point the final approval of 1,200 people (Table 4) was reached.

Priority was given by the programme to beneficiaries who already had prior or existing business experience, who – it was reasoned – might be in a better position to benefit from this support. This is considered to have been an appropriate decision to help maximise the impact of these interventions. New livelihood activities require skills training and knowledge of access to markets/ resources in addition to an understanding of the concept of profit making: these would have required greater time and effort to train people with no such previous experience.

<sup>20</sup> Market-based livelihoods intervention assessment, Teknaf, Cox's Bazar, report

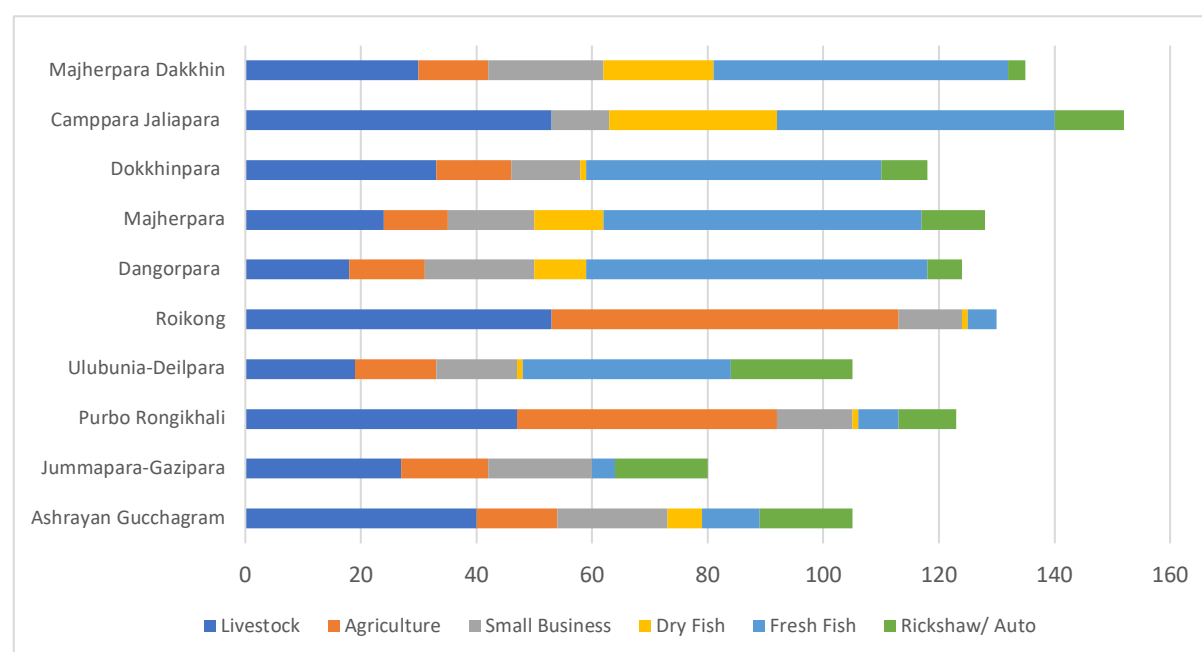
**Table 4. Number of cash grants distributed by community**

COMMUNITY	NUMBER OF BENEFICIARY HOUSEHOLDS
Camppara Jaliapara	152
Dakkhinpara	113
Majherpara	126
Dangorpara	124
Majherpara Dakkhin	135
Ashrayan Gucchogram	105
Ulobunia Dalipara	105
Roikong	134
Purbo Rongikhali	126
Jummapara Gazipara	80
TOTAL	1,200

Source: V2R Cox's Bazar Project Q3 Report, 2019

A limitation in this project and activity was that direct beneficiaries could only be Bangladesh nationals given restrictions upon the provision of cash for migrant communities. Indirectly, however, where some displaced individuals/families might still have been hosted by locals or where local male beneficiaries had taken migrant women as wives, the displaced community might have benefitted to some extent. This did, however, also complicate the distinction that the project had originally sought to make between host and migrant although, as noted above, the direct beneficiaries remained the host communities.

Once household surveys were completed and beneficiaries finalised, orientation was then provided on trade selection, based on the market assessment findings of where need was greatest, and the development of business development plans. Selected activities included small business, livestock rearing, agriculture, rickshaw pulling, fresh fish, and dried fish (Figure 16). These were appropriately diversified based on people's existing experience, as well a need to minimise the risk of market saturation by providing support to everyone in only a few activities, which could have driven prices down.

**Figure 16. Cash grant distribution: trade-specific beneficiaries**

Source: V2R Cox's Bazar Project Q3 Report, 2019

Individual business plans were then established with full consideration given to needs, availability, fund management and profit/losses. If a business plan was deemed risky or too expensive, it was revised.

In order to efficiently review these draft business plans, an algorithm was developed by BRC/BDRCS – the first occasion this had been used in a V2R intervention. Consisting of 16 questions, the Excel-spreadsheet allowed the risks of a proposed businesses to be assessed and profit margins calculated. When put into practice, some ideas and business plans were initially rejected as part of this process, when questions arose after they were considered high risk. In such cases, however, further assistance was provided to the beneficiaries to help them amend their business plans.

Financial literacy training was also provided as part of this process given that many, if not all, of the beneficiaries had no prior, practical, experience of banks and the banking system. The role of banks was thereby explained as part of this process.



Being able to purchase an electric sewing machine with her cash grant has allowed this lady to expand her tailoring business to more than 100 people. With the success she has seen she plans to purchase another sewing machine, hire some help and, eventually, be in a position to construct her own home

Following the completion of the business development plans, and considering issues such as the potential transport costs and other associated future transactions with banks, two<sup>21</sup> were selected in order to support the selected livelihood beneficiaries. Beneficiary national identity documents (NIDs) were verified by the banks and accounts set up: each recipient was required to provide BDT500 (GBP4.5) from their own sources and maintain at least this amount in their account. This, however, is not considered to have been a limiting factor for those selected to benefit from this intervention. Cheque books were issued as part of a longer-term vision which, at the time of this evaluation, was already starting to be realised by some people, showing confidence in discussing and managing financial issues directly with their banks.

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<sup>21</sup> The First Security Islami Bank (covering Whykong and Nhila communities) and the Al Arafa Islami Bank Teknaf covering Sabrang Union

Due to the bank's requirement to check NIDs – and reject them if necessary, on account of the number of false cards apparently in circulation – there were consequent delays in setting up all of the beneficiary accounts. The NID<sup>22</sup> challenge had been considered during the VCA training but this was not thought to be a major problem as, if someone didn't have a NID but their spouse or other family member did, then the household overall could still benefit. As at the end of the evaluation, all 1,200 households had successfully opened bank accounts in their name; however, not everyone had yet received their money to start their livelihood activity.

Overall, this process had a very high intensity staffing requirement, which may not have been fully appreciated at the planning stage. Facilitation of business plans is a skilled job, and experience/patience are key in this process to ensure that beneficiaries understand and are comfortable with their plans. This required full input from the V2R project team while Red Crescent Volunteers played an important supporting role in mobilising people and assisting at the cash distribution centres.

Internal BDRCS trainers, alongside government officers, provided technical training in the relevant trades: small business management, livestock, agriculture, rickshaw pulling, fresh fish and dried fish, which those receiving it considered very useful and appropriate. This training provided some beneficiaries with direct linkages to government counterpart services (e.g., livestock) which was much appreciated as trainees are now aware of who to contact with any specific issues: some had already made initial with livestock officers by the time of this evaluation. This will, however, require further work, as necessary, to ensure that beneficiaries are confident to take advantage of these new links and that appropriate support is being received.

The first cash withdrawn was in July 2019, for Ashrayan Gucchogam community. Revisions were needed to the pre-planned process however to account for unrest and tensions in nearby camps. As a result, cash was only distributed to small groups of people from the community at any one time, to avoid unnecessary attention.

Cash was withdrawn from the banks in the presence of members of the BDRCS team – staff and volunteers – who were placed there during opening hours to protect them from being exploited by financial advisors encouraging them to invest in irrelevant financial instruments.

Following cash transfer and training, beneficiaries were themselves responsible for purchasing livestock or agricultural inputs from local markets, based upon the advice provided during the technical training: there was no live provision of animals or agricultural supplies, for example.

Future consideration should perhaps be given to the fact that livestock purchase always carries an inherent risk as people invariably have to borrow additional funds to be able to purchase a high value animal like a cow. Additionally, there is a risk of illness or even death which, if the beneficiaries have no insurance, as in this case, could cause further hardship. Finally, animal fattening and rearing takes time and money before any investment begins to come to fruition, unlike running a small business, for example.

### **3.2.3 Project Management**

#### **3.2.3.1 Project Design**

The design of the project was strong, as a result of prior BDRCS experience in addition to the thoroughness and findings of the 2018 scoping exercise. The beneficiary selection process seemed quite comprehensive and there is no question of the relevance and timeliness of this livelihood intervention. The ban on fresh water fishing on the River Naf caused many local people to lose their traditional livelihoods. Some of these are now beneficiaries of this project but have to purchase fish

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<sup>22</sup> Many Bangladeshi householders don't have a NID automatically. In this case, where one was needed, the BDRCS suggested that they contact their election office to get clarity on this

from elsewhere to then sell on again in local markets. Likewise, some farmers lost sizeable portions of land due to camp establishment – up to 280 decimel (11,000m<sup>2</sup>) – in some cases, but have now received funds that will allow them to rent additional land and diversify their cropping practices. As many of the beneficiaries in the three selected unions were farmers, the emphasis given to agricultural and livestock support is considered to be extremely relevant for the host communities, including the deliberate targeting of the most vulnerable people in the respective communities.

The movement of displaced people from host communities into structured camps could not have been foreseen at the planning phase; and likewise, some of the delays experienced could not have been foreseen, for example:

- the beneficiary selection process actually requiring NID verification;
- cash grant distribution was stopped for several weeks in nine of the ten communities – due to heightened tensions between host and displaced communities; and
- challenges in getting some people up to speed on business planning.

Attention to detail and good management and co-ordination, however, allowed the project team to find effective ways of addressing and/or circumventing these issues.

### **Budget and Beneficiary Verification**

The total budget for the livelihoods component of the project was BDT35,000,000 (GBP308,000): after costs, the remainder was divided by 1,200 which produced the final figure of BDT20,000-27,000 (GBP176-237) per beneficiary, depending on the activity for which they were supported with. This is in line with other initiatives, e.g., the ECOSAT IFRC project which provides BDT30,000-35,000 (GBP263-307), while some non-governmental organisations (NGOs) reportedly provide BDT25,000-30,000 (GBP220-263) for similar initiatives.

Grants were not fixed but depended on the individual's business plan. Thus, a cow which cost BDT34,000 (GBP299) required the beneficiary to provide the extra themselves, which in some instances meant that the beneficiary needed to take out a loan. Whilst introducing an incentive for the beneficiary to make it work, this could also have presented a risk if the livelihood were to fail, and the person would still need to repay their loan. If the amount requested was too high however, the algorithm would have identified this, allowing the process to be reworked, which was a useful safety check in this instance.

Caution was taken to ensure that only one person per household received support. The project teams also carefully verified that no other household member had received money from another NGO. The process was very closely managed and checked: not just on several occasions with the CDMCs, but also with other NGOs and with the World Food Programme, if active in the community. The BDRCS remains confident that there was no duplication, with only one person from each household benefitting from this livelihood support.

### **Internal Co-ordination**

Evidence of co-ordination issues between BRC and BDRCS was reported at the start of this initiative, primarily with regards intended roles and responsibilities. Recruitment of the current project team in Teknaf was only done in February 2019, while the VCA area demarcation had already been conducted in November 2018, and which meant that team members lacked this first-hand experience. BDRCS volunteers in Teknaf were also not mobilised at that point so Red Crescent Youth had to be hired (and subsequently trained) in Cox's Bazar. The project took on board some previous staff from other V2R projects however, including the BDRCS Project Manager (who had been in the same position in the V2R Kurigram project), as well as the two BDRCS Upazilla Officers who both worked in similar positions also in the Kurigram project. As the BDRCS struggled with its internal capacity to deliver the needs of the project, two field positions were also seconded by the BRC from Dhaka to BDRCS in Cox's Bazar.



The V2R structure was designed with the intention of having senior profile staff on the ground; however, on the premise that the BDRCS' salary structure would likely not have allowed critical roles – the PGI Officer and M&E Officer – to be filled, these two positions were provided through BRC secondments to the BDRCS. Whilst at first seeming like a good idea, some issues arose on account of the two organisations offering different salary rates, while some members of the field team in Teknaf then reported directly to BDRCS and others to BRC. It was also reported that during the early stages of this project, limited support was provided to the field from Dhaka. To address this, and help ensure objectives are met, the BRC M&E Officer and Logistician now travel regularly to Cox's Bazar and Teknaf to provide additional support.

### **Beneficiary Satisfaction**

By and large, beneficiaries were happy with the support provided in this project with some, especially women goat farmers and people in businesses, being emphatic on this point. One man subsequently reported that he would – if given the chance again – choose livestock rearing instead of selling dry fish, but still acknowledged – and therefore demonstrated his understanding of the challenge – the point mentioned above that livestock rearing takes time and is a greater risk. When asked what people appreciate most from the support received – training or the cash – several people replied the former, which suggested that they were very aware of the longer-term importance of the training, versus the immediate benefit of receiving cash.

Others also reported happiness with the support received and after benefitting from good hybrid seeds. Their success is evidenced by the fact that a commercial trader now comes to their households to purchase vegetables and maize directly from them. More emphasis should, however, be given on organic production to allow farmers to cut down on their perennial financial expenditure on fertiliser and pesticides, while also reaping the environmental and health benefits from this practise.

What is also striking in communities where livelihoods have been rekindled and strengthened through this initiative, as with the Population Movement Operation in Camp 18, is the level of respect evident between the BDRCS field team and people in the communities. This was widely acknowledged during KIIs and FGDs. The presence of a Community Organiser from within the community was a great benefit in this respect, helping establish trust while always being on hand to listen to problems or concerns and at the same time offer advice. Such roles are not always filled to the same level of competency by people from outside of the communities.

### **Impact**

It is too early in the project to assess an overall impact and whether the business models are being replicated or expanded, although some people did confirm that they had explained the process they have learned to family and friends.

BDRCS has been encouraging people to save money in banks and a few people did mention that they are now starting to do this, though for most it is still too early for this to happen. Future monitoring though will show whether this practise is taken up.

Without question, DEC funding has been a valuable trigger/catalyst in this case, enabling some people to rebuild their livelihoods. It has also helped draw attention to overall needs which has been useful in attracting additional funds from, in this case, the Australian Red Cross which will continue to support this project in 2020 and potentially beyond.

The evaluation expects the vast majority of the new/current livelihoods to be sustained, with support having been provided when needed and this being completely relevant to peoples' needs. Beneficiaries have appreciated the opportunity and are working hard to make it succeed. Many people spoke to the evaluation about how they are now – on a regular basis – able to send their children to school, and can save for the first time: some of those supported are already thinking about business expansion.

### 3.3 PROTECTION, GENDER AND INCLUSION/ COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

#### 3.3.1 Anti-trafficking

Following reports of trafficking being a major protection risk – not only amongst migrants but also with host communities, some of whom were struggling to earn a livelihood - but lacked information about the forms of risk, trafficking and need, the BRC's Anti-Trafficking Advisor was tasked to conduct research on this. Individuals forced into transporting drugs is a specific problem in Teknaf, but considered an issue of criminal justice not protection, it was/is therefore prosecuted as a crime and which meant that issues leading to this were not being appropriately addressed. This work was also considered particularly important given that anti-trafficking needs were not previously mainstreamed into overall protection work, rather operating as a separate function.

Anti-trafficking was subsequently built into the V2R project to provide support in managing this significant protection risk. A discussion with the Anti-Trafficking Advisor revealed that based upon findings and assessment of need, foundations have started to be built, including within BDRCS where context specific training has been delivered for the Population Movement Operation. This included:

- a Training of Trainers delivered by BRC's anti-trafficking team, and attended by RCRCM Protection, Gender and Inclusion (PGI) Officers from the Population Movement Operation (PMO) and V2R project, as well as the Restoring Family Links delegate from the International Committee of the Red Cross;
- a two-day Level 2 training which was developed and delivered for international and national staff, conducted in English, and aimed at staff working within the PMO from IFRC, BDRCS and other Partner National Societies. This was co-delivered by BRC's anti-trafficking team, alongside the PGI officers from IFRC and BDRCS who had attended the Training of Trainers, thus giving them an opportunity to apply their own new knowledge;
- a Level 1 anti-trafficking training in Bangla that was delivered to those for whom the advanced course was more challenging. Trainees reported, which the evaluation verified, that appropriate resources and manuals were rolled out in April 2019 mostly targeting the IFRC and national societies, including BDRCS; and
- a facilitator manual which was developed to support PGI officers in training delivery and which will continue to be used for further training.

Overall, the Anti-Trafficking Advisor has been providing support to BDRCS, with the BRC also strengthening its own anti-trafficking work; including the provision of capacity building through its role as Co-Chair at the Actions for Trafficked Persons Network. Child Protection and gender-based violence were far more developed areas of work given they have been recognised as protection issues for longer, and for which referral pathways are already in place: for anti-trafficking however they were not as developed, but at the time of this evaluation, there was now co-ordination in place between IFRC and other RCRCM offices, while a referral path had been mapped out in Teknaf in relation to anti-trafficking efforts.

The BRC reported, and the evaluation agrees, that trafficking within humanitarian settings is a growing challenge that humanitarian actors often lack the requisite knowledge, tools, and strategic approaches to deal with. The BRC also reported, which the evaluation has this time not been able to verify (although has no reason to doubt either), that the afore-mentioned activities, which the BRC reported were DEC-funded, achieved the following:

- contributed towards the evidence base for trafficking in emergency settings;
- provided recommendations on how to strengthen the RCRCM's own response in Cox's Bazar, and that of the broader sector to prevent and respond to trafficking;
- provided recommendations on how to address vulnerabilities to trafficking from a policy and operational perspective;



- provided recommendations on how to include anti-trafficking in humanitarian responses; and
- contributed to the IFRC and the RCRCM considerations towards embedding anti-trafficking prevention and response into its humanitarian responses, especially in migration and displacement-related contexts, with learning from Cox's Bazar being shared with other operations (for example, in the IFRC's response to Population Movement in the Americas).

An ongoing challenge, however, is that although the BRC rightly identified that anti-trafficking work would be required in Teknaf given the prevalence of the problem therein, the work was still dependent on available funding that would enable a much more specialised intervention. Given the limitations in available funding, it was subsequently deemed possible only to build the minimum PGI components, and to mainstream anti-trafficking capacity-building, basic response and awareness amongst communities, but without building a specialised response on this occasion.

### 3.3.2 Protection, Gender and Inclusion

The BRC/BDRCS has been working to develop internal and external referral pathways, alongside connected systems. Towards this end, the PGI Officer and her team met focal points from local gender-based violence and Child Protection organisations to establish links and connections. In addition, the trafficking assessment provided detailed information on specialised anti-trafficking organisations to contact in case of suspicion of trafficking.

Internal and external pathways and actions to be taken by staff, Red Crescent Youth volunteers and Community Organisers were disseminated during the training; and internal referral pathways were also established for the V2R project, including the development of reporting forms for this process and alongside systems to ensure the confidential storage of information.

Minimum standards and foundations are however, for now, being laid; and a particular benefit of this foundational work is that it benefits, and will benefit, not just people in Bangladesh for this specific operation, but the entire Movement, including peers.

## 4. CORE HUMANITARIAN STANDARD

This section provides an analysis of achievements and compliance of the given intervention(s) against the requirements of the Core Humanitarian Standard. It is acknowledged that the British Red Cross is at present verified, not certified, against the CHS, although in their International Strategy 2019-2024, it states that *"Our ambition is that all emergencies supported by the British Red Cross will adhere to the Core Humanitarian Standard on Quality and Accountability (CHS)..."*<sup>23</sup>. As mentioned previously, the scoring for this section has also been made based on an assessment of these interventions alone rather than of the BRC/BDRCS as a whole, which would require a fuller audit.

### 4.1 CHS 1: HUMANITARIAN RESPONSE IS APPROPRIATE AND RELEVANT

Overall rating	4
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*While the BDRCS/BRC (and now the SRC) are not the only organisations providing livelihood or WASH-related support for host and displaced communities, feedback through FGDs and KIIs, and supported from household survey findings, indicate that that the services provided by the RCRCM are viewed very favourably in comparison and considered extremely appropriate and relevant. All of the assessments conducted in this programme are judged by the evaluation to have been very thorough and inclusive – a possible reason as to why people are very satisfied with the support received.*

<sup>23</sup> <https://www.redcross.org.uk/-/media/documents/about-us/international/british-red-cross-international-strategy-2019-2024.pdf>, Page 8

### Community Mobilisation

A number of important considerations went into the design of the V2R initiative in Teknaf Upazilla, including an initial VCA conducted by BDRCS/BRC, known hazards, demographics and the economic situation of households, all of which contributed to the intended response. All groups, including vulnerable people such as the disabled and elderly women and men, were consulted as part of the community need assessment process, and for which specific attention was given to potential PGI needs.

One of the first activities undertaken by the BDRCS was to mobilise and encourage people to set up a CDMC. Based on its experience from a similar project elsewhere, micro-groups of 30-50 households were initially formed and given information about the potential role and function of a CDMC. Volunteers emerged from these groups, to constitute the actual membership of the CDMC, though final decisions on this were not taken without full community consultation and agreement. Today, each CDMC has a structure – with a President, Secretary, Cashier/Treasurer, as well as its general members. Though still at a nascent stage, these structures are starting to play a central role in community mobilisation and organisation: members of one group met at Roikong community, for example, told the evaluation of their recent efforts to encourage people in the path of Cyclone Bulbul to seek safety in a cyclone shelter. What is also important to note here is that these CDMCs represent the first opportunity for these beneficiaries have come together to discuss and plan some of their priority needs, in addition to how they might address these.

### Consultation and complaints

Feedback and complaints were channelled through the CDMCs as well as through CMs, Upazilla Project Officers (UPOs) and, ultimately, to BDRCS and BRC. People spoken with during FGDs were generally in agreement with decisions taken with regards beneficiary selection, though a commonly made comment was that *“it would be better if more people could have received support”*. Overall, however, it would not seem that any major problem was encountered in this respect.

Displaced communities were also regularly consulted during the initial phases of the response, and their involvement sought on an ongoing basis during implementation. All community members have been represented in the consultation process, with women’s and children’s issues also being highlighted. Some latrines, for example, were strategically located (with access in mind), designed and custom made for disabled persons, the elderly and women as a result of consultations and feedback received by BDRCS/BRC.

### Strong Engagement with Communities

A major strength of the camp-based work has been that volunteers (female and male) were recruited from within the camp itself; and who were engaged with HP, WASH Committees, Tap Stand Committees, desludging, and engaging as construction workers, for example. Being from, and living within their communities, has helped establish trust between BRC/BDRCS and others in the respective blocks. Volunteers are also perfectly positioned to understand peoples’ needs (and feed this information on to BDRCS), while their daily presence in the blocks also allows them to continuously monitor community hygiene practice and to report back to the project teams, as appropriate. While some volunteers from host communities were also recruited by BDRCS at the outset, a conscious and gradual move was always to try and engage as many people from within the displaced community, as possible.

Displaced communities within Camp 18 have been consulted on a wide range of issues, starting when the IFRC began its support. Several avenues of information collection and sharing have been used; including the Block Mahji (both women and men), in addition to members of the WASH Committee, and Hygiene Promotion Volunteers.

### Protection

Protection needs have continued to be at the forefront of BRC/BDRCS planning and response, throughout. Almost every latrine constructed by the BRC/BDRCS has appropriate lighting facilities

with a dual system having been instituted. There is an external solar light outside of each facility for surrounding space illumination (96 per cent of which were functional as at the evaluation), together with an internal light inside the latrine to provide greater lighting and therefore ease of use. This was the first time that some members of the evaluation team (who have conducted other similar evaluations in this context) observed this level of detail. Whilst some people might question the fact that so much lighting might also serve to draw attention to people using such facilities, findings from the HH survey showed that the majority of people spoken with judged these facilities to be safe.

### **Engagement with authorities**

As per FGDs, and interviews with key stakeholders in Camp 18, a community consultation meeting was conducted before BDRCS/BRC started their activities at the field level. This needs assessment/community consultation report was forwarded to the CiC office to ensure both the demand and quality of the community consultation process. The CiC duly approved/verified the quality of the work with the Site Management Agency, IOM, as well as the Office of the Refugee, Relief and Repatriation Commissioner (RRRC) in Cox's Bazar.

Consultations were also ensured with all relevant local authorities, including the UP Chairman who was regularly updated on progress by the V2R Field Team Leader. Communications were directly initiated between, for example, livestock beneficiaries and the relevant government technical department, which has allowed livelihood beneficiaries to establish directly with them in the case of their animals needing veterinary attention. Likewise, in Camp 18, regular meetings were held with the WASH Cluster Sector, IOM and the CiC.

### **Collection of disaggregated data**

Assessment and monitoring data collected by the BRC/BDRCS shows due process with regard to disaggregation by age, sex and vulnerability; and with good use been made of two-way contacts between and amongst the Block Mahji, WASH Committee members and HP Volunteers, for example. Regular monitoring support has been provided through the MEAL Programme Officers from Dhaka and Cox's Bazar.

Amongst the displaced communities, KoBo is being increasingly used for every type of assessment and monitoring, the information from which is shared within the organisation to inform ongoing programme management.

### **Inclusion**

There are many measures in place to include different demographic groups within the interventions. The response is seen as being culturally appropriate, for example, as although officially supporting specific beneficiaries as identified by the selection criteria, the project was at times implemented by more capable members in the family. The evaluation also concludes that every effort was made in Teknaf to ensure that the response was as appropriate as possible, with previous skill sets having been considered (though not limited to such), to ensure that beneficiaries could potentially achieve as much longer-term impact as possible.

Vulnerable groups were identified through the CDMCs, through other members of the community, as well as through consultations with local government. These were checked and verified on a number of occasions through household visits by volunteers and project staff to ensure that the most appropriate people were in-fact selected to receive help and support.

### **Adaptation to changing circumstances**

"Fluidity", "Complexity" and "Changing Circumstances" are the reality of the situation on the ground, both for displaced groups of people, and for host communities adjacent to camps. Some of the main changes required of this programme were in relation to the V2R initiative in Teknaf which occurred because from the time of project design to implementation, the refugee population had moved out from host communities and into camps. This effectively eliminated the intended "cohesion building" component of this phase of work, which was unfortunate in one way as it could

have been a very positive move in terms of relationship building. This evaluation concludes, however, that there was no reasonable way for the BRC/BDRCS to have identified this potential change during project design as the situation on the ground was so fluid and dynamic that the situation was changing very quickly.

Shortly after the last major influx, in August 2017, the Government of Bangladesh imposed a total fishing ban on the River Naf, which separates Rakhine State from Teknaf Upazilla. As a result, some 8,000 fishermen in Cox's Bazar lost their livelihoods<sup>24</sup>. This ban continues to be in force today and has been widely reported to have affected a great many households. The livelihood programme of the V2R initiative has helped respond to this situation by helping some fishermen to restart their income by providing start-up funds that allow them to purchase fish for resale.

Some delays were however experienced with the launch and full delivery of the livelihood support. Just prior to the evaluation taking place, unrest and protests had taken place in certain camps, some of which were close to the host communities selected for this support. In order to avoid drawing attention to groups of people going to banks to obtain the funds, the project organised for small groups of people – accompanied by some project staff – to undertake this, which proved to have been a successful ploy. The evaluation has since learned that all intended beneficiaries in each of the 10 communities have now received the promised funds. While initiated in a catalytic manner by DEC funding, this programme is set to continue in 2020 with a new funding stream.

### Expansion of activities

WASH support provided by the RCRCM has continued to expand since it struck its first borehole and started to provide FSM support in Camp 18. Initially focusing on just eight blocks (in what was at the time a much more congested emergency situation), it has gradually increased and expanded its coverage, at least part of which is a direct response to community needs and demands. Greater demands relating to WASH facilities have however come from blocks not under RCRCM (Camp 18, for example, has 34 blocks with the BRC/BDRCS working in only 24 of them).

### Adaptation depending on needs

The BDRCS and (now) Swedish Red Cross are continuing to monitor and adapt to required needs. As confirmed through FGDs, one factor that continues to hinder comprehensive WASH provision for the entire site is that some latrines and bathing facilities installed by some other agencies in Camp 18 are no longer functional, are not actively managed by the responsible agency, or alternatively are – for various reasons – unusable. Though it had tried (for example, by dismantling one unsafe latrine only to have had to “rebuild” it once the responsible agency complained), the RCRCM has – for reasons that have remained outside of its control – been unable to support the community to solve these issues in a satisfactory way, as they do not have the permission to do so from the responsible agencies, despite having the resources and commitment to do so. Feedback received since the close of field work, however, has revealed that the advocacy work that the BRC and BDRCS have made with the CiC and others has started to bear fruit, with permission now being granted to decommission and replace some of the infrastructure implemented, but abandoned, by some other actors.

Site management is provided by the IOM, with the BDRCS being the WASH Focal Point for Camp 18; but the responsible CiC, who is charged with 3 camps, is also not always present to help resolve such issues. Communications between the different actors, including the WASH Sector Cluster (headed by UNHCR, IOM and UNICEF) is therefore judged by the evaluation to require improvement, as support provided to the displaced communities has suffered as a result.

Findings from household surveys show almost total belief that the water people receive in those blocks surveyed is safe<sup>25</sup> for drinking. This, however, is not the case in some blocks: communities in

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<sup>24</sup> <https://www.thedailystar.net/country/news/livelihood-teknaf-fishermen-under-threat-1797091>

<sup>25</sup> IFRC operates both a water and FSM laboratory in Cox's Bazar

blocks M17, L20 and M20, for example, have requested the BDRCS, through its HP volunteers and supervisors, to provide new tap stands so that people are able to access clean and safe drinking water. At present only shallow tube wells exist in these blocks, as provided by other agencies; and people have complained of foul smelling and bad tasting water, which has been linked with faecal contamination, and which BDRCS has in principle agreed to this solution but for which it is awaiting official approval before proceeding.

### Systemic

With all of the above, the evaluation can confidently state that the work of BRC/BDRCS in this area was particularly strong. However, another positive aspect is in how work to ensure the appropriateness and relevance of work carried out by the BRC and other members of the Movement is also systemic, that with appropriate systems, procedures, and guidelines in place and easily accessible to colleagues, the success of the work does not necessarily depend on the presence of one, or a group of people, rather that these systems can support the continuity of the work as new staff arrive.

Guidelines developed in December 2017, for example, relating to cash distribution within V2R-type programming, include a section on how to conduct a needs assessment, and another document supporting CDMC operational work, were both confirmed. Continuous assessments relating to the WASH and sanitation infrastructure implemented ensures ongoing appropriateness, whilst verified disability assessments have also ensured that infrastructure was, and remains, appropriate for individual and named community members.

## 4.2 CHS 2: HUMANITARIAN RESPONSE IS EFFECTIVE AND TIMELY

Overall rating	3
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*The overall humanitarian response taken in this programme is judged to have been extremely timely and highly effective. Focusing on a set of discrete and distinct activities – WASH and livelihoods – likely contributed to the overall effectiveness seen. The programme is also commended for its attention to detail, relevance and quality of the interventions provided and peoples' constant desire to try and achieve more and do better.*

### Identification of Constraints and Risks

Programme staff have been very vigilant and active in identifying potential risks as well as in finding solutions where needed. Within the camp context, some changes have been made to sanitation and the FSM approach based on identified community needs, to improve efficiency help create a safe and better work environment for the FSM team.

An example of this is with how the original system of manually extracting the sludge from latrines has now been phased out, and replaced with the use of pumps. This, however, required additional awareness raising with the community, to request people to not throw other waste materials into the latrines, as these were blocking the pumps and causing the desludging teams to have to resort to manual cleaning. All workers are provided with adequate safety materials (boots, overalls, gloves, proper masks), with clothes being washed on a regular basis. Overall this process has been very well managed: part of the treatment process will be replaced and upgraded early 2020 based on the experience IFRC has had in the past nine months on a new system, with continued use of some of the existing infrastructure.

Over the past year, BRC/BDRCS have also started to replace its initial latrine structures provided as an emergency measure with stronger, treated, wooden frames and wrap around panels. Today, its latrines are solid, well-ventilated, clearly marked and provided with lighting installations, and prior

to which the siting of these installations, and other service facilities, was finalised through consultations with block residents to ensure effectiveness.

Based on a recent assessment, a number of changes recently occurred in terms of water provision (though this was not funded by DEC, but illustrates BDRCS' response), based on a combination of community feedback as well as findings from an assessment of the sector. Among the changes made were:

- altered timing schedule when water is available at tap stands, which was seen as important for women and adolescent girls in terms of convenience and protection;
- increased flow of water to tap stands following modifications to the pressure system (which has also reduced queuing times); and
- improved quality of water at the household level, through awareness raising practices of vessel cleanliness and storage.

At the time of the evaluation, BDRCS was also in the process of preparing to install a fifth water collection and distribution facility in Camp 18, which will further increase ease of access for beneficiaries.

In Teknaf, the meticulous series of assessments and repeated verification of beneficiaries have helped minimise risks during the planning and early implementation phases. Despite experiencing some delays, the situation has been constantly monitored by field staff and plans adapted accordingly. As this initiative has additional funding confirmed for 2020, this project's beneficiaries will continue to receive support from BDRCS, as and when needed.

### Addressing Capacity Needs

Perhaps the most significant challenge faced with regards implementation of this set of activities has been recruitment challenges, particularly within the BDRCS. In Teknaf, additional staff needed to be recruited for the V2R programme: some were hired directly through BRC and then seconded to BDRCS. While proving effective in the long run, this did present some challenges; for example, some people were recruited from elsewhere in Bangladesh so were not familiar with the context in Cox's Bazar (in addition to language issues), whilst salary differences were also an issue at times given differences between BRC and BDRCS rates of employment.

Within Camp 18, one might also question whether sufficient consideration was given at the outset to the scale and complexity of the unfolding emergency and the response needed. That is not, however, intended to overshadow the effectiveness, relevance, timeliness and impact-to-date of its work, which has been totally appropriate and effectively set the scene for what has since taken place. Setting up the FSM facility and operating system, for example, was key even though this was the first time IFRC had undertaken such an initiative. The fact that some of the original infrastructure (drying beds) is still in use today – and which will continue to be used when the current pilot programme takes over early 2020 – is testament to its quality.

So too is the case for its work on borehole management, and provision of safe water for some of the displaced communities in Camp 18. Supplementary actions taken by the IFRC included the establishment of separate FSM and water laboratories in Cox's Bazar, which meant that samples no longer needed to be sent to Chittagong for analysis, as well as the installation of two monitoring systems for groundwater levels in camps 15 and 18 – so far, the only organisation to have done so.

While institutional links between the IFRC, BDRCS and the Emergency Response Unit (ERU) were reportedly good from the outset, greater efficiency and effectiveness would probably have been achieved if the deployment period for people on the ERU had been longer. Planning was seemingly most affected as, often without handover, incoming experts would opt to work in a different way to that which had been previously planned. This created difficulties for local staff, in particular, in addition to slowing down progress.



### ***Changes required to improve timeliness and effectiveness***

With full acknowledgement of the scale of humanitarian needs, the urgency of the response situation, the lack of any comprehensive preparedness plan in Bangladesh, and a rapidly evolving and constantly shifting series of circumstances, the IFRC initiated response filled an important void. Subsequent inclusion and co-ordination with the BDRCS, BRC and now SRC appears to have improved over time, and there are also effective and ongoing links with the WASH Sector in addition to local authorities.

People from within the RCRCM operations that engaged with this response acknowledge that the initial assessment of the situation and probable needs was underestimated. There have since, however, been admirable efforts to address gaps, mostly in terms of HR capacity to appropriately support programmes funded by the BRC and other parts of the RCRCM. The BDRCS now, with support from the BRC, for the first time has its own distinct WASH strategy which reportedly includes capacity requirements. This has not yet been signed off by senior management but once this happens, should be an important tool for future planning and delivery of support to the displaced communities in Camp 18 and elsewhere.

One final area where had more timely and complementary actions been possible the results on the ground would likely have been greater, is in relation to WASH, because whilst the combination of sanitation and hygiene support enabled through DEC was significant, it has certainly been enhanced in certain blocks by the addition of quality water provision.

Communities in Teknaf also indicated that they would have appreciated having received additional support on WASH, health, safe drinking water and water logging alongside the V2R programme, although as the BRC/BDRCS rightly point out, V2R is a long-term programme and not expected to bring instant temporary relief to communities. It is designed to engage people to plan their own development. It also has an important capacity building component which ensures that the community continues with the development agenda even after the project is phased out. If it had been possible for all responses to be carried out simultaneously, and by maintaining PGI cross cutting issues as a priority, the response could have been more effective. Whilst perhaps being a step too far with the current project's capacity – acknowledging potential risks of trying to do too much in a short timeframe – the issue is included here for potential consideration in future BDRCS interventions within these, and other communities.

### ***Early Warning and Contingency Planning***

Though much remains to be accomplished, the V2R programme has already made a positive start in helping people become more aware of what actions they – individually or collectively – might take in terms of disaster preparedness. An FGD with members of the Nhila Union CDMC revealed that its members played an active role in warning their community after news of Cyclone Bulbul broke on television – just prior to this evaluation taking place. Community members were advised to move to the cyclone shelter for safety, taking care to ensure that vulnerable people were included and that people carried some dry food with them. This was the first time such preventive action had been taken in this community.

Some awareness raising messages in Camp 18 have been timed to coincide with the season (cyclone and heavy rain awareness) in addition to peoples' needs. In terms of hygiene promotion, for example, BDRCS/BRC undertook considerable research to identify what women from displaced communities considered to be appropriate cotton cloth-based materials for use during menstruation, similar to what they had previously used in Myanmar. Sourcing this material was, reportedly, a major challenge, but which they successfully managed to achieve despite the challenge and which was a testament to their determination.

### 4.3 CHS 3: HUMANITARIAN RESPONSE STRENGTHENS LOCAL CAPACITIES AND AVOIDS NEGATIVE EFFECTS

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Overall rating	3
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*The V2R intervention in Teknaf Upazilla signalled an important time for rebuilding damaged livelihoods and building local resilience to hazards, both essential components of strengthening community development processes, especially in situations like this which have been impacted by the scale of the humanitarian operation. Knowledge learned through awareness raising, training and capacity building will remain with these communities – as well as those in Camp 18 – which will endure well into the future.*

#### Strengthening Local Capacities

This programme's focus has been on building knowledge and capacities, which it has done in a very effective manner. Within the camp context, teams of community-based volunteers have been trained on specific activities for specific purposes – information dissemination, awareness raising, training and reporting, to name some. Follow up refresher trainings are also planned in some instances, e.g. with regards solid waste management.

An example of what the evaluation considered good practice was in regard to the CM and volunteers in Teknaf, whereby the beneficiaries reported that they liked the fact that their CM was capacitated enough, i.e. being sufficiently community-led, to immediately support them if they had any questions, for example, regarding balancing their books, without having to constantly refer back to the BDRCS.

In regard to the aforementioned VCA Guidance this too is a strong, and sustainable way of systematising the work of conducted on behalf of beneficiaries, and is described in the document as follows: *“With VCA, local people and communities become the focus – not only as recipients of funding, but ideally as active participants in the development initiative. When applied to disaster preparedness, such methods can encourage participation, so that the people become more completely involved in the identification of risks and in the design of programmes and actions to prepare for disasters”*<sup>26</sup>.

The recruitment of women, often a challenge in traditional societies, has also been supported and enabled through the relationship of the team with the relevant block Mahjis.

#### Risks, hazards and vulnerabilities

Risk avoidance and risk management planning is expected to start within host communities in the near future; and as part of which opportunities should be found to inform, influence and link such plans in with similar work taking place in adjacent camps, enabling communities (through BDRCS) and camp Site Management Agencies to develop a comprehensive preparedness plan for the wider area can be developed. Landslides and floods know no boundaries and so there should be an emphasis upon joint preparedness, protection and environmental protection/management.

#### Consultation with communities and authorities

As mentioned elsewhere in this report, considerable measures have been taken throughout to allow for individual and community contributions to the programme being implemented, and which is reflected in the overall satisfaction people express with the work of BDRCS/BRC. Responses have been closely aligned with peoples' needs. They have also considered and reflected international standards such as Sphere in addition to others agreed by the WASH sector, for example.

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<sup>26</sup> <https://www.ifrc.org/Global/Publications/disasters/vca/how-to-do-vca-en.pdf>, page 16

### **Promoting and enabling participation**

Particular attention was given during these interventions to ensuring that all marginalised and vulnerable groups – including women, widows, disabled people, the elderly, and children and adolescents – had been identified and provided with specific support, where needed. In an FGD with a group of widows from block M13 however, it was evident however that there was room for improvement in relation to accessing some services compared with the situation in some other blocks.

Members of the displaced communities have strongly patriarchal thought and practice, with women hardly speaking about violence against them. Both women and men in these communities believe that men have the rights to physically abuse women and girls. Widows are also neglected within communities for having access to services from service providers because of cultural barriers & patriarchal thoughts. Female-headed households are amongst the most vulnerable within these communities; and as Rome was not built in a day, so is it not easy to change all of these social and cultural attitudes very quickly.

So, whilst block M13 consists of female-headed headed families, including a female Majhi, the evaluation team discovered that these women are not financially as strong as those from other blocks, and thus unable to properly maintain their shelters which were also weaker compared to those in other blocks. This shelter issue can be flagged during sectoral monthly meeting at the CiC's office. Even if BDRCS is not in a position to directly intervene and help given that it is not their direct responsibility, it should consider advocating for technical assistance and improvement in the living conditions of this group of vulnerable people via its ongoing activities in this respect. At the same time, HP Volunteers should also ensure that people such as these are always informed if a service is likely to be delayed, so that they might be able to make alternative arrangements, if required.

### **Detection and mitigation of negative effects**

Through its design, the programme has put in place a good and seemingly effective series of checks and balances that have contributed to reducing the possible negative effects from happening. Active CDMCs – which will be further re-inforced in the future through planned Community Disaster Response Teams and Woman Squads – in addition to WASH Committees, Tap Stand Committees and HP volunteers, all contribute towards picking up any negative effects. This is in addition to the ongoing monitoring work of the BDRCS, which at the time of this evaluation consisted of two monitoring staff travelling from Dhaka to Cox's Bazar every week to provide monitoring support to local offices, and which had previously been missing. Internal referral pathways have also been instituted to identify and deal with specific protection-related issues and cases, including Protection from Sexual Exploitation and Abuse.

### **Negative effects resulting from the programme**

While the evaluation found no direct negative effects related with the overall RCRCM programme, there are however some negative – and detracting – effects resulting from similar project implementation by other actors in some blocks in Camp 18. This is visibly obvious from site visits which revealed fallen doors on some latrines, dangerous latrine infrastructure, broken handpumps, and overflowing latrines. Not all of the former WASH service providers have maintained an active presence in the camp, and as a result of which more people are asking BDRCS to intervene and help them. Without the approval of the CiC, however, it cannot do so, and which means that these problems often remain unresolved until approval is granted.

The BRC also admitted that internal safeguarding procedures within BDRCS were initially not strong enough to detect negative effects, but that the internal referral mechanism for the V2R programme was specifically put in place to identify, and deal adequately with, any issues and cases that may arise.

#### 4.4 CHS 4: HUMANITARIAN RESPONSE IS BASED UPON COMMUNICATION, PARTICIPATION, AND FEEDBACK

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Overall rating	4
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*Simple, yet effective, communication channels have been put in place that allow beneficiaries in both Camp 18 as well as Teknaf communities to engage with and contribute to ongoing dialogues as well as register a complaint or concern should they wish to. The deliberate selection of people from within both communities to act as volunteers was an important consideration that has contributed significantly to this success.*

##### **Appropriateness of engagement strategy to context**

The community has been actively engaged throughout the responses, including in relation to PGI and anti-trafficking work. The BDRCS staff work closely with the community; with staff representation being visible at the community level and amongst the CDMCs. At each step of the project, BDRCS staff have communicated with the CDMCs and have held regular meetings prior to implementation of each activity to ensure relevance and effectiveness. The CDMCs also reported during interviews to have been consulted during each step, being especially active during the beneficiary selection processes to ensure their appropriateness. A mechanism is also in place for immediate feedback and action to be provided to the BDRCS country office, via a hotline which can be reached at all hours.

##### **Crisis-affected people guiding programming**

An example of the CDMC's active involvement was provided by the CDMC in Roikong, which reported that during the beneficiary selection process in their community, the BDRCS had shared the preliminary beneficiary list with them, wherein they checked each name and made their own observations, and helped to identify more vulnerable households who had been missed in the preliminary selection process.

Another example of the feedback mechanism also came from Roikong, where one of the female beneficiaries reported to have identified an issue and contacted the PGI focal person from BDRCS via the hotline. Though the details of the feedback were confidential and were not divulged, the beneficiary shared that her concerns were handled within 48 hours and that she was very happy with the support provided to her.

In terms of protection issues in Camp 18, most people know the existing system to register a complaint. The community first tries to solve problems at the block level with the help of the Majhi, but if this fails then they proceed to the CiC.

##### **Equitable opportunities for all communities to participate**

The BDRCS and camp communities enjoy strong relations, as mentioned earlier, due to the HP volunteers and supervisors being from amongst the displaced communities. There is therefore a symbiotic relationship between them with each relying on the other, and working together. With the displaced communities also preferring not to disclose their issues to outsiders, that the volunteers are from amongst them provides a valuable avenue to maintain both mutual trust, and also an ongoing link into the community and through which learning can be taken, and relevant action then taken.

Prior to forming any committee, the male and female members of each block are involved in the consultation process. The HP volunteers inform people of a suitable time at which to conduct meetings, avoiding key times like when people may be out working, or collecting supplies from distribution points. The process was reported to be open and highly consultative by all involved.

### Systematisation of communication, participation and feedback

Given the close relationships that the BRC/BDRCS enjoys with the communities and around whom the engagement strategies are formed, including the WASH programme which is based upon communication, participation and feedback with communities through empowered programme volunteers, the work under this commitment has been well systematised. As such, it is not dependent upon individual BDRCS/BRC staff, rather the volunteers themselves fulfil many of the requirements in regard to programming monitoring. The BRC have also reported that these monitoring activities by the volunteers, which also includes oversight of WASH facilities, have started to bear fruit as after the evaluation team finished its work in the field, the BDRCS has been successful in advocating with the CiC towards the decommissioning of unsafe latrines, and their replacement with new ones.

## 4.5 CHS 5: COMPLAINTS ARE WELCOME AND ADDRESSED

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Overall rating	3
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*Due attention has been given in both communities to the provision of appropriate formal and non-formal complaint mechanisms. Most commonly, the first approach is made to a designated member of the community – the CM or HP Volunteer in host communities and Camp 18, respectively – with most issues seemingly being resolved at these levels. Additional systems are, however, in place if needed, as described below.*

### Relevance of complaints system to context

Several complaints mechanisms are in place in both communities and, from discussions with different individuals in both situations, people seemed to be quite conversant with them. At the host community level, the CM and/or UPO is normally the first person to be approached if someone wished to register a complaint or who might simply seek clarification on something. Most queries/concerns are reportedly resolved at this stage.

In Camp 18, most people are aware of existing mechanisms for complaints and response. For matters relating to WASH exclusively – for example a full latrine or problem with water points – people would automatically first contact someone from the block-based volunteer programme. Through them, problems were then reported back to and registered by BDRCS. People might also visit the BDRCS compound to also discuss an issue with staff. If necessary, in the case that the complaint did not relate to BDRCS facilities, the issue was forwarded to the other relevant organisation and/or to the CiC.

An IFRC/BDRCS Community Engagement and Accountability (CEA) team actively and independently collects feedback from community volunteers, alongside regular feedback related to regular and ongoing work. The evaluation has confirmed a checklist that requires, amongst other things, that a CEA focal point be in place within a given sector and be appropriately trained. A detailed guideline for BDRCS' feedback system, that initially splits feedback received into sensitive, non-sensitive, feedback/complaints relating to the PMO, then addresses feedback/complaints relating to other actors, before finally providing separate procedures for each to be dealt with, was also confirmed. In line with training that the team was required to undertake prior to commencing this work, the guidance also details the responsibilities of the person receiving the complaint, which includes listening attentively, seeking to resolve formally if possible, a referral process, communicating next steps, and other requirements.

The evaluation also confirmed a separate complaints and disclosures process designed specifically for the V2R project, approved in November 2019. This confirms that everyone under the scope of the BDRCS Child Protection Policy has a responsibility to report cases of child and adult abuse, and that non-reporting is in itself a breach of the Code of Conduct. The guidance is clear on what to

report, how to report and how a report is to be managed. A BRC staff member did, however, suggest that this child protection policy might need to be revised, which the organisation should look into.

Whilst policies and procedures can often be instituted, effective implementation is also important. In regard to implementation of the complaints process, feedback received is collected and shared with various teams for action. The evaluation has confirmed a feedback log developed through engagement with the Mahjis, through monthly feedback meetings, which capture all issues raised and requiring attention. Feedback received from communities was previously collected and recorded on pieces of paper which the evaluation confirmed, but which is now logged on KoBo which, as discussed elsewhere, has been rolled out amongst volunteer teams to aid in their work.

In addition to this, and as confirmed through other channels, the BDRCS/BRC also proactively go to the IOM information centres to collect WASH-related feedback. Any WASH issues related to other partners are shared with Camp Management and the CiC through the WASH Focal, an example of which is where the BRC/BDRCS received numerous complaints about WASH infrastructure developed by other actors, for which they advocated with the CiC. As a result, permission has started to be received to decommission and replace non-functioning infrastructure.

### **Cases of Sexual Exploitation and Abuse**

The Protection Cluster within camps operates a system for such complaints: each camp has a protection focal point, and someone responsible for GBV/Protection issues. They are intended to be the first people to be contacted in the camps for Protection-related complaints, however migrant communities often utilise their own system which involves complaining to the Mahji, followed by the CiC if this does not resolve any issues.

Sensitive issues in Camp 18 are handled through BDRCS/IFRC teams to whom such issues are forwarded for investigation. One example of this was when an Officer was accused of verbal harassment, details of which for obvious reasons cannot be shared, an investigation was carried out and a report duly prepared. The BRC also reported that since the completion of field work for this evaluation, a meeting was held with the Japanese Red Cross towards the creation of a specific feedback channel for female community volunteers, given that in the absence of female officers in the team, they wished to ensure that any sensitive issues would be handled appropriately.

Within the BDRCS, cases of sexual exploitation are handled by the PGI officer who has guidelines for referral of such cases, who co-ordinates on behalf of the person filing the complaint, and who then refers them to the afore-mentioned specialist focal points within the camps so that they can be further supported. Other opportunities for people to register a complaint exist through the CDMC or via a dedicated hotline provided by the BDRCS: one of these is the national BDRCS hotline while the second is to the PGI Officer in Teknaf. Sensitive cases are recorded and responded to within 72 hours while less-sensitive ones are responded to within seven days. There was however no evidence found during the evaluation of such issues having arisen, or requiring to be addressed.

### **Safety and confidentiality in complaints**

For more serious matters, people in KIIs and FGDs explained that if they have a specific personal concern or one that affects the well-being of a family members, that they would, by preference, first approach the appoint block Mahji to consult with them. In this way, the community first tries to settle disputes or problems in their own way, within and amongst their family and neighbours. This system is common with most other camps and though widely mentioned in discussions, is not without its challenges, particularly for women and for people that might be dealing with sensitive issues. This system, which is nothing to do with the IFRC, also prompted concerns given that protection concerns received directly by the CiC remain in an open complaints book that is accessible to anyone, which was a clear risk. On discovering this, however, the Protection Cluster provided support to the CiC in order to remedy the issue.



People do, however, understand how to register complaints through the CiC and/or the IOM-managed Feedback and Information Centre, and which would be the normal pathway for concerns with regards protection and security. This Centre – as well as the IOM managed clinic – is visited on a weekly basis by one of the BDRCS camp supervisors, and who checks whether there have been any issues relating to WASH (including waterborne illness) that they should be aware of. There had reportedly been many cases of complaints solved by the CiC in the other camps, but in Camp 18, no such issues were reported to the evaluation team.

#### 4.6 CHS 6: HUMANITARIAN RESPONSES ARE CO-ORDINATED AND COMPLEMENTARY

Overall rating	3
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*Considerable efforts were taken throughout to ensure that responses taken were based on earlier communication with the respective communities as well as with other members of the RCRCM involved in this response. Local authorities were kept well informed of developments concerning the V2R initiative in Teknaf while BDRCS/BRC staff and volunteers ensured good information flow within the considered blocks of Camp 18, in addition to key players such as the CiC, IOM, WASH Sector and others.*

##### Building on core competencies – Playing to core strengths

Twenty-two communities were originally identified in Teknaf Upazilla for possible inclusion in the V2R component of DEC support. Based on a series of criteria; including population statistics, vulnerability, geographical location, context analysis, community history and more, ten were finally agreed to, covering three unions – Whykong, Nhila, and Sabrang. As described earlier, the selection of actual beneficiaries was made through the CDMC, with BDRCS/BRC verifying the eventual selection. Through this process, the project has successfully reached its intended number of beneficiaries, with 1,200 people having now been supported with cash grants – many of whom have already re-established successful businesses.

Some complaints were registered in FGDs/KIIs on account of some people in need not receiving support, though this is inevitable unless a programme is able to ensure blanket coverage. In this instance the evaluation found the overall process of selecting the beneficiaries to have been highly transparent and it is satisfied that there was nothing else the programme could have done in this regard. The amount provided (BDT27,000 = GBP240) was also in keeping with similar BDRCS V2R programmes. It is also worth noting though that by providing dedicated hands-on business planning to some individuals, which focused on a few priority value chains, those benefiting are more likely to succeed and be in a position to help others than if generic training had been given to a wider group.

##### Learning from other agencies

In the case of livelihood support and disaster preparedness and planning, BDRCS has considerable knowledge of designing and tailoring activities to specific needs in host communities and were able to draw extensively on this in the current situation. This, however, did not rule out new or possibly innovative measures/approaches also being considered. Prior to conducting cash distribution for the current project, for example, the BRC Project Manager in Teknaf witnessed a cash distribution being carried out by another agency. Discussing his observations with other members of the team, a revised approach was then adopted in the current programme whereby someone from BRC/BDRCS was always present at both the cash distribution point and at the bank when beneficiaries withdrew funds, rather than only at a cash distribution point as originally planned. The reason for this was that when beneficiaries withdrew their money at the bank, representatives of the bank were encouraging project beneficiaries to invest in other financial instruments which could have diminished the intended purpose of the money. Having staff and volunteers at the bank too, neutralised this threat.

Overall rating	3
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*For the V2R initiative, the BDRCS was able to draw on almost a decade of similar experience from other parts of the country, though modifying this and adding new innovations as appropriate for the given context in Teknaf. Likewise, in undertaking FSM for the first time, external learning was applied while some internal provisions also being made, including the design and use of an incinerator for dried sludge. In terms of learning, strong emphasis was given to listening to beneficiaries, including the use of feedback forms from Mahjis and Imams. Working with people in two very different situations offers important learning opportunities for the Movement in general.*

### Learning from similar responses

Staff reported observing similar activities from other organisations conducting work prior to them, as well as having learned from others and implemented good practices in their own implementations. The aforementioned example of learning having been taken from a peer agency's cash distribution project prior to implementing their own, is a strong example of how there was a willingness and desire to learn, improve, and to provide the best service

In Roikong, a beneficiary had reached out with a complaint with the response mechanism then being followed. Confidentiality dictates that the details of the case cannot be reported; however, when asked if the beneficiary who made the complaint felt her needs were addressed and if she was happy with the result, she said she was very happy with the way the complaint was handled and the result.

### Transparently sharing learning with affected people

Business Development Plans in Teknaf were assessed using a 16-step algorithm designed to help intended beneficiaries, and BDRCS staff, realise whether their business interest was viable. This helped people to calculate profit margins, analyse the viability of the business, understand fixed assets and working capital requirements, as well as potential risks associated with the businesses. Thus, the algorithm provided a business plan with risk mitigation measures for the respective businesses and for the behaviour of the beneficiary. It also provided the basis for systematic discussions of business ideas with the beneficiaries and helped to translate these into business plans.

Through this diligent process, if an unrealistic or financially risky business plan was being proposed, the algorithm would flag this up as not viable, which was an additional useful check. If questions arose concerning business plans, these were immediately explained to beneficiaries, with further support being supported to help them redo their BDP. Beneficiaries spoken with were happy mostly happy with their chosen plan, the only regret a few had being that they had not opted for livestock rearing instead.

### MEAL Systems and guidelines

The IFRC overall has strong MEAL guidance documents and training available to anyone within the Movement and outside; however, the evaluation was also able to confirm local M&E Guidelines specific to the BDRCS' context. These are in development as at the evaluation, as are a Project Programme Planning guide, and also a draft VCA guideline (in Bangla). The evaluation confirmed feedback collection forms in place, and detailed feedback guidance as reported above. Feedback systems were confirmed as being implemented, and which was partly evidenced through a documented Mahji/Imam feedback spreadsheet. The evaluation is therefore satisfied that M&E systems are appropriately systematised such that they are not reliant on individuals to be sustained, subject to individuals with a strong background in M&E having been recruited.



Solid waste management needs to be addressed in much of the camp. This should be a condition for WASH programmes in general

### MEAL supporting changes in programme design and implementation

Regular monitoring and evaluation efforts are evident as part of the implementation of activities, especially for the V2R intervention; and the evaluation has confirmed monthly ‘Sitrep’ reports through which the progress of the project has been monitored and reported. In addition to aforementioned examples of how BDRCS/BRC learn from ongoing MEAL work, the Safe Water Chain Assessment conducted in March 2019 informed changes in the programme, including the times at which drinking water would be available at tap stands in line with the needs of women and girls who are predominantly responsible for collecting water. An increased investment in water storage at boreholes was also made to better meet demand.

The overall systems and procedures that the BRC/BDRCS, and the Movement as a whole have in place to track progress for ongoing projects, and to support programme MEAL activities, are considered by the evaluation to be strong, including in the use of volunteers from within the community to collect and report programme learning. However the extent to which the learning from M&E reporting, once filed, was being actioned in a documented and systematic way such that were individuals working on this intervention to leave and be replaced, that the systems would effectively take over such that the operation would continue to learn and improve from M&E work, could not immediately be confirmed by the evaluation.

## 4.8 CHS 8: STAFF IS SUPPORTED TO DO THEIR JOBS EFFECTIVELY AND ARE TREATED FAIRLY AND EQUITABLY

Overall rating	3
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*With the possible exception of some camp-based volunteers (who do not currently receive any form of incentive for their work), BDRCS and BRC staff spoken with are generally pleased with the support they receive. On the job training is highly appreciated, particularly on new and previously unfamiliar topics such as PGI in addition to Kobo technology. Close monitoring of training uptake has helped people to apply their new learning in the way this was intended.*

### Competencies of staff to address the programme

Staff have received training to implement the response programme and are also supported remotely, or in person, by technical experts in the required fields. For example, the Community

Organisers have received PGI training and orientations on the livelihoods financial and technical trainings. The PGI Officer has also completed online trainings on protection, gender and inclusion available for the BRC staffs; and has been further supported by the PGI delegate from the Swedish Red Cross with PGI Foundation training, and a Training of Trainers on Anti- trafficking. The PGI Officer is now in place and who although the evaluation considered not to have had a previous background in Protection such that she was considered to have been trained up, the BRC however feels that she did have a background in Protection and in which her capacity has been strengthened. Either way, the evaluation felt that the PGI Officer is excellent at her job and the mentoring and trainings she has undergone through the BRC/DEC funding have turned her into a strong asset for the organisation.

Based on field observations, however, whilst there was individual level learning evident at organisational level with each staff receiving appropriate trainings for their roles and responsibilities, as well as improving their skills through refresher trainings, the evaluation could not confirm any systemic way in which staff could learn from other organisations. All staff spoken to did however confirm that they were mandated to attend specific training courses, as was the evaluation team itself prior to commencing this mission, and as such, they are aware of code of conduct which the evaluation considered to be followed well.

The evaluation can therefore conclude that staff are supported to do their job effectively, and are treated fairly and equitably; however, the volunteers within the WASH committees were feeling underappreciated and under-incentivised. During the focus group discussions, they mentioned that they did not receive even minimal incentive/remuneration. They also reported that due to being members of the WASH committees they were not allowed to take part in other work.

The WASH committee volunteers also reported that they do not receive sufficient cleaning materials and equipment to carry out their jobs. This might not actually be true and might instead simply be an issue of demotivation due to expectations not being met, but it would still require action as the WASH Committees would be essential in the goal of achieving sustainability of the interventions.

#### 4.9 CHS 9: RESOURCES ARE MANAGED AND USED RESPONSIBLY FOR THEIR INTENDED PURPOSE

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Overall rating	3
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*The relatively narrow focus of this response – livelihoods and WASH – has been a strength of this project's design such that it had a strong focus. The active involvement of so many volunteers from both communities has also been an underlying factor in the overall success of this initiative, at the same time building those individuals' capacity and expertise.*

##### Does the intervention display value for money?

The overall opinion of the evaluation is that both the V2R and WASH-related components of this programme represent good Value for Money (VfM). The initial provision of water distribution kits by the IFRC was followed in March 2018 with the installation of its first borehole in Camp 18, and which provided safe drinking water to a sizeable number of people at the time. Maintenance of the borehole has ensured that it continues to function today. Likewise, some of the original infrastructure provided at the FSM site will continue to be used when a new treatment plant/system starts full scale work next year. Much of this has also been enabled due to the IFRC initially securing a decent plot of land which, at the time, was on the edge of the then makeshift settlement; and which has provided it with ample space for the FSM system (collection points, washing/cleaning areas, drying beds, incineration shed) in addition to several training centres and storage facilities.

##### Social Impact

Drawing on people from within both communities – displaced within Camp 18 and host communities in Teknaf - has been a very effective and efficient strategy by BDRCS/BRC. Community mobilisers and UPOs in Teknaf are constantly on hand to answer queries to collect and try to resolve any complaints, in addition to practically supporting livelihood beneficiaries manage their businesses. This, in addition to the ongoing mentoring being provided to CDMCs by the project team and CM/UPO, has been a strength in this project's design; and which represents a good investment for the community as a whole, including for the UPOs and CMs themselves given the training and experience they have received.

In a similar way, the involvement of so many volunteers from within the displaced community has also been a strategic win. Many volunteers speak proudly of their roles and have received various different forms of training, and as a result of which some – even those benefiting from the Kobo training provided during this evaluation – will certainly benefit from other opportunities outside of these direct interventions. For others, who might have had no formal education, learning even basic English has instilled in them a sense of pride and self-esteem, and is helping them feel that they too are making a positive contribution towards improving the well-being and welfare of their families and communities.

With a stipend having been provided to day labourers working on the programme, there were also resulting benefits caused by an injection of extra cash into the local economy as well as improved lifestyles of the people who benefited, especially in relation to the wider range of food that they reported being able to purchase as a result.

Some female beneficiaries in Teknaf reported that their husbands had now started making a profit from their auto rickshaw business, and that they were now using this revenue to invest in poultry which they can now sell for meat and eggs. Other selected examples are:

- a former grocer who combined a little knowledge he had acquired from other business people with training he received from BDRCS now runs a successful poultry business, clearing on average BDT8,000 (GBP71) profit each month;
- one female beneficiary purchased six goats with the money she received (though after contributing an additional BDT11,000): two offspring have already been delivered and two other goats are pregnant;
- another lady who operates a small business has seen her monthly profit almost double, from a “conservative” BDT8,000 to BDT15,000 (GBP133) today. In addition to not having to borrow money to sometimes pay two regular employees, she has now hired an additional worker;
- a man who was selected given his low income and family situation – previously working as a day labourer for BDT200 (less than GBP2) – now operates as a rickshaw driver and earns an average daily profit of BDT500 (GBP4.5). Although he had to borrow some funds to purchase the rickshaw – being advised by BDRCS to get a good quality one – at the time of the evaluation he was just weeks away from clearing this account;
- a beneficiary who had just received her cheque in September 2019 had purchased a cow, which required her to borrow an additional BDT8,000 (GBP71), the total purchase price being BDT35,000 (GBP310). Although she has to provide food and other items for the animal, when she sells the cow, she expects to get receive at least BDT80,000 (GBP709) with which she is already planning to purchase additional livestock.

Although these livelihood initiatives are still in early stages, examples already demonstrate that peoples' situations have started to improve as a result of this support. Evidence points to increased financial benefits; but almost every beneficiary spoken with in Teknaf also mentioned that now their family was able to send their children to school on a regular basis. Transformational change must



also be noted in the form of people coming together – for the first time – as a CDMC to consider community needs and start to plan for common communal activities.

In addition, apart from peoples' appreciation of financial income, when asked what they had appreciated most about the BDRCS support, several people spoken with said that the business training itself stood out for them – being able to keep modest financial records and to understand profits and losses was something they had never considered in the same way as they now do. What was also very satisfying to note was increasing solidarity within communities, with some beneficiaries already starting to share their new-found knowledge with others who had not been as fortunate at themselves.

Helping to ensure some degree of equity in this response, the inclusion of host communities in this programme has been a very important consideration in terms of sharing some resources and providing strategic assistance to people who have been inadvertently affected by the arrival of the displaced communities. Farmers spoken with as part of this evaluation had, in some cases, lost as much as 280 decimals (approximately 11,000m<sup>2</sup>) of productive agricultural land, which has now been subsumed into a camp. In addition to losing their crops at the time, they had also lost their basic source of livelihood. Likewise, fishermen from Whykong have been negatively impacted by the ban on fishing in the River Naf. Support provided by BDRCS has provided a much needed – and highly appreciated – boost which is now positively helping some of these people rebuild their livelihoods.

## 5. LESSONS AND RECOMMENDATIONS

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### *General Programme Management*

#### *Lack of a sampling frames to support evaluation sampling*

The lack of an appropriately disaggregated sampling frame available to the evaluation team before the evaluation, limited the team's ability to conduct a statistically-representative sample for both the WASH and V2R initiatives.

- **Recommendation:** For projects requiring detailed evaluations, sampling frames should be maintained so as to support the ability of evaluation teams, internal or external, to conduct representative and non-purposive sampling.

### *Vulnerability 2 Resilience*

#### *Internal Co-ordination*

A shortcoming in this intervention, in relation to co-ordination between BRC and BDRCS in both Teknaf and Camp 18, was an issue, with DEC activities not fully implemented as originally planned. BDRCS is considered not to have been in an initial position to take on the workloads in both Teknaf and Camp 18, to meet deliverables as anticipated. Although the need was great and the RCRCM must be commended for their commitment to supporting the neediest people – which in many ways they achieved to a high standard – the evaluation considers that risks and challenges should have been better considered at the outset with appropriate plans then put in place to mitigate against these risks.

- **Recommendation:** The intervention was strong in many ways, as discussed above, despite this challenge, but improved internal co-ordination would enable for even further improvements to be made on behalf of those being served.

#### *Community Disaster Management Committees*

The CDMC, being a representative of the community, is a highly suitable platform for informing beneficiary selection and verification, especially for vulnerable individuals and households, to ensure that the most suitable people are selected to receive support in any given intervention.

- **Recommendation:** Placing the CDMC or similar structures at the centre of humanitarian and development activities, so long as the membership is representative of the communities being



served and empowered to take appropriate actions, should build stronger and more sustainable community structures by taking responsibility for their own development processes, in-line with identified local needs and priorities.

Formation of CDMCs, like the provision of other 'soft' activities including business management training, should not be rushed, as there is a risk of creating a structure that is either not representative of, or simply not able to serve, its community as effectively as possible.

- **Recommendation:** The formation of such groups should be part of an overall social mobilisation strategy that would, ideally, be instituted before the delivery of hard activities begins. This would help ensure that the communities being served not only fully understand the planned activities, but also know and trust the implementation teams who would be working on their behalf, such that they would effectively become part of the community.

### *Co-ordination of Disaster Planning*

While it had not yet started at the time of this evaluation, it is envisaged that each CDMC will start to develop their own community disaster preparedness plans in the near future. Rather than seeing these as individual and very localised efforts, CDMCs should be guided to take a broader approach to this action.

- **Recommendation:** CDMC actions on the development of community-based disaster preparedness and prevention plans should be linked with those of associated structures in neighbouring camps. Most Camp Site Management Agencies will either have or be in the process of developing multi-hazard analyses and preparedness plans. This is vitally important in terms of addressing common disasters and in ensuring mutual livelihood protection.

### *Build upon Existing Capacities*

Building upon, and strengthening peoples' previous/existing livelihood strategies, is an effective and efficient approach towards livelihood sustainability in the current context, where opportunities to diversify sources of income are not necessarily possible.

- **Recommendation:** Beneficiaries who choose to purchase livestock as part of livelihoods interventions should be supported from the start to fully appreciate, and to make an informed decision, based upon the fact that they may be taking a higher risk than some others, despite the potential financial benefits being greater.
- **Recommendation:** Supporting only one household, whilst beneficial, misses opportunities for the multiplication of the benefits beyond the immediate direct beneficiaries. Recipients of small livestock should be encouraged to share at least one offspring per litter with another non-beneficiary, as appropriate, especially for goats, with the potential benefits of the direct support being multiplied to others within the same community.
- **Recommendation:** Livelihoods activities should be introduced as early as possible in a programme so that beneficiaries can continue to benefit from the presence of field staff before a project is completed. In this case, however, people are fortunate in that funding support will continue with support continuing through BDRCS in 2020.

### *Links with Government Technical Services*

Linking agriculture and livestock beneficiaries with government technical services has enabled contacts to be made between the two parties, with possibilities to now strengthen those links and build the confidence of those being served.

- **Recommendation:** These links should be further developed by providing advocacy training to communities to building their confidence, so that they not only know who the relevant technical officers are and where they are based, but also such that they can be confident enough to approach and advocate for their needs. The negative effect of 'imposter syndrome' in such situations, which can limit the effectiveness of advocacy efforts, is an important issue to tackle.
- **Recommendation:** Government departments should be encouraged to distribute more diversified seeds, particularly of fast maturing and high yielding varieties that are suited for local conditions (e.g., soil salinity), in addition to any requisite training needs. This is important in order to help communities to diversify from traditional farming systems.

### *Learning from Peers*

That a BRC staff member picked up learning about money withdrawal from banks, and implemented it within the V2R project, was a highly commendable act, and showed how the project was open to learning. This also protected beneficiaries from the risk of being exploited financially.

- **Recommendation:** Directly linking beneficiaries with banking institutions was a strategic, and potentially beneficial choice, enabling and encouraging them to start their independent banking and saving activities. It should, however, be a condition of banks working on projects that they do not allow their own commercial interests to dictate decisions to encourage beneficiaries to open extra bank accounts, and thus jeopardise the success of humanitarian and development interventions.
- **Recommendation:** The BDRCS took a strong decision, informed by learning from a similar intervention, to place staff at banks during opening hours whilst those benefiting withdrew their money from their accounts. In a similar manner the needs and interests of the beneficiaries, informed by learning as well as risks identified, must always be given primacy.

### **Protection, Gender & Inclusion/Anti-trafficking**

Although much introductory work has been carried out within the V2R project, as discussed in the report, to build capacity in relation to anti-trafficking and Protection overall, funding and resource has limited what could be achieved, including through the development of specialist interventions.

- **Recommendation:** The BRC themselves suggested that *BDRCS ‘needs to strengthen its safeguarding/protection policies and procedures, to ensure a prompt and dignified response in line with protection minimum standards, the responsibility for which at present falls upon the shoulders of project teams.’*
- **Recommendation:** There is a need overall to strengthen the anti-trafficking response in Cox’s Bazar and Teknaf, but which is dependent upon the availability of funding to do so.

## **WASH Programme in Camp 18**

### **Programme Co-ordination and Management**

A few instances were reported where – both at the time and in hindsight – better planning and staffing would have been advisable, for example, in ensuring that there was good execution and hand over between emergency team members, timely and appropriate buy in and handover to Partner National Societies as well as co-ordination with other key actors, including the Camp in Charge and WASH Sector, in this case.

- **Recommendation:** In similar emergency situations, IFRC should try and ensure that SURGE members are able to remain on site for more than one month, as was the case in this instance. To the extent possible, emergency preparedness measures should try and look beyond the immediate circumstances of a community and into medium/longer-term solutions, as was the case with faecal sludge management.
- **Recommendation:** More timely integration of some activities, especially WASH and Protection, Gender and Inclusion which had originally been planned as such, would likely have led to a greater impact in both communities.
- **Recommendation:** Hygiene promotion should be taken to the next level to include issues such as drug abuse, home care options for menstrual hygiene management and child trafficking, which have already been identified as being in line with public health support. Hygiene promoters should be given visual training/awareness materials on menstrual hygiene management as practical tools to have to show people during training.

### **Resolution of WASH-related Issues within Camp 18**

Beyond the scale of BDRCS’ WASH-related work in Camp 18, some blocks are being provided with less than optimal services and facilities, for example, drinking water from shallow wells and unsafe and unhygienic latrines and washing areas. In the end, however, people in these blocks are suffering.

- **Recommendation:** The evaluation accepts that it is not always possible for the BRC/BDRCS to resolve these issues themselves, however the BDRCS (and now Swedish Red Cross) should continue to provide advocacy, as they have been and with which some success has recently become evident, with the Camp in Charge for the ongoing management of all WASH facilities in Camp 18.
- **Recommendation:** The need to remove and replace unsafe and inadequate WASH infrastructure should be addressed in the monthly sectoral co-ordination meeting where the Camp in Charge and WASH Sector are also present, with the Site Management Agency also needing to be informed about these issues.

- **Recommendation:** The BDRCS WASH Strategy should be finalised and signed off by Senior Management so as to orientate field staff and management in this area. This would help ensure that ongoing WASH work remains of a high and consistent quality.

### **Camp Cleanliness/Solid Waste Management**

While cleanliness around BDRCS/BRC-supported WASH facilities was in general good – though some run-off drainage improvements could be made – parts of the camp were not clean, with considerable amounts of waste paper and plastic being disposed of at random. The evaluation acknowledges that the Swedish Red Cross was just about to start a solid waste management pilot project at the time of this evaluation.

- **Recommendation:** With the majority of displaced communities within Camp 18 likely being Muslim, in addition to efforts to systematise cleanliness, faith-based perspectives on cleanliness should be considered, which there was evidence in one M&E report of having been considered within a specific context, as part of the overall work on solid waste management, to inculcate into those being supported the imperative to maintain a clean living environment.

### **Volunteer Programmes**

The evaluation was struck by the degree of volunteer engagement in this programme and its seeming effectiveness overall in the camp context. Some volunteers spoken with did however express a desire for additional training and responsibility whilst others, such as members of WASH Committees, felt underappreciated, and which presents a potential risk to the ongoing success and future sustainability of these interventions.

- **Recommendation:** Volunteers, where relevant, should be provided with some form of incentive, even if not monetary, such as a visibility jacket. This is seen as necessary in order to maintain their goodwill by volunteering in support of WASH-related interventions.
- **Recommendation:** BDRCS/BRC/Swedish Red Cross should consider introducing a rotation system for WASH Committee members, so that not only more people in the community share the workload, but also to promote shared ownership.
- **Recommendation:** In order to gain and promote the active involvement of youth within their communities, and to support the sustainability of the initiatives, consideration should be given to including adolescent girls/boys within WASH (and other) community organisations and committees.
- **Recommendation:** Hygiene Promotion volunteers should be provided with first aid kits and training, given that health service providers reportedly leave the camp as early as 1400 some days and are not present at weekends, leaving communities without appropriate avenues to receive even first-aid. This solution would enable for relatively minor cases to be treated immediately.

## BANGLADESH POPULATION MOVEMENT OPERATION FINAL EVALUATION

### SUMMARY

**Purpose:** An independent evaluation of the British Red Cross (BRC) support to the Population Movement Operation in Cox's Bazar, Bangladesh, funded by Disaster Emergency Committee (DEC). The purpose of the evaluation is to identify successes and shortcomings of BRC's response, determining their contribution to change and the sustainability of the activities they have implemented. The evaluation will extract key lessons and recommendations that can be incorporated into the remainder of this and future responses.

The evaluation will cover the duration of the operation as funded by the DEC – October 2017 to the present (Phase 1 and 2).

**Commissioner:** Gen De Jesus, Bangladesh Country Manager, British Red Cross

**Evaluation Manager:** Jack Frith-Powell, Programme Manager, British Red Cross

**Timeframe:** August - October 2019.

**Location:** Cox's Bazar, Bangladesh.

### BACKGROUND

Since the 25 August 2017, violence in Rakhine State in Myanmar has caused a large scale displacement of more than 720,000 people across the border into the Cox's Bazar district of Bangladesh. The influx is part of a longer history of exodus from Rakhine into Bangladesh, with over 900,000 people now sheltering in Bangladesh<sup>27</sup>, including the those displaced prior to August 2017.

Whilst the rate of displacement has slowed considerably, with approximately 17,000 new arrivals reported in 2018, the displacement has created a critical and complex humanitarian emergency, and a year later, the displaced people from Rakhine now face additional threats. They live in congested sites that are ill-equipped to handle the monsoon rains and cyclone seasons – with alarmingly limited options for evacuation. The largest camp is the Kutupalong expansion site in Ukhia, hosting more than 610,000 displaced people. A further 15,000 live within host communities, the majority in Sadar and Ramu in Cox's Bazar and in Teknaf. About 55 per cent of displaced people from Rakhine state are under 18, and over 30 per cent of households are classified as vulnerable due to disabilities, single parents, separated children, or older people. Women and girls account for 52 per cent of those displaced, who continue to rely heavily on aid for securing their basic needs. Additionally, growing tension between those displaced from Rakhine and the host community has been reported<sup>28</sup>.

Monsoon rains affected more than 51,500 people between in 2018, with families living in high-risk zones and those displaced are being relocated to reduce camp congestion. More than 25,919 people were relocated during the 2018 monsoon season due to the risk of landslides, poor infrastructure and new arrivals<sup>29</sup>.

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<sup>27</sup> UNHCR. 31 January 2019. Found at: <https://reliefweb.int/sites/reliefweb.int/files/resources/67800.pdf>

<sup>28</sup> ACAPS Update 25 September 2018. Found at: <https://www.acaps.org/country/bangladesh/crisis-analysis>

<sup>29</sup> IFRC Emergency Plan of Action Operation Update 24 October 2018. Found at: [file:///C:/Users/040025535/Downloads/MDRBD018eu7%20\(2\).pdf](file:///C:/Users/040025535/Downloads/MDRBD018eu7%20(2).pdf)

The ISCG 2019 Joint Response Plan (JRP) released in February 2019<sup>30</sup>, of which IFRC are not a contributor, identified the overall response priorities that include to prepare for the second cyclone season; sustain life-saving assistance, improve quality and rationalize services; mainstream protection and gender; protect the environment and promote social cohesion.

### **Red Cross Movement**

The Bangladesh Red Crescent Society (BDRCS), has been assisting the people displaced from Rakhine since the initial displacement in the 1990's. Since September 2017, BDRCS has been supported by the International Federation of the Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross and Red Crescent Societies (ICRC) and 15 Partner National Societies (PNS), in responding to the population influx. The response is utilizing a One-Window Approach<sup>31</sup>, via the IFRC Emergency Appeal. The Emergency Appeal, first launched in March 2017, was revised upwards for the fifth time on 1 May 2019, with a total budget of 51 million CHF<sup>32</sup>. To date, the IFRC continue to categorize the situation as 'Red' level crisis, according to their Emergency Response Framework, making it an organization-wide priority for the IFRC Secretariat at all levels.

The emergency appeal operation currently aims to meet the immediate and mid-term humanitarian needs of 260,000 people affected by this crisis including host communities through shelter and relief; health; water, sanitation and hygiene (WASH); livelihoods and protection support. This includes timely and effective emergency relief alongside medium and longer-term interventions to support the safety, dignity and resilience of the displaced people from Rakhine State and host communities.

The IFRC operation remains flexible to accommodate the fluidity of the situation. It includes immediate assistance as well as medium and longer-term measures to build community safety, dignity and resilience with both the displaced population and the host communities. It also includes contingency planning and resilience measures for the possible impacts of cyclone seasons and the outbreak of disease, such as cholera.

### **British Red Cross**

BRC has supported the IFRC and partner national society, Bangladesh Red Crescent Society (BDRCS) in responding to the population movement in Bangladesh under the IFRC Emergency Appeal since June 2017, before significantly scaling up their support in September 2017.

The majority of BRC's DEC funding has been used to reduce the risk of waterborne diseases and sanitation related-health issues, through the provision of WASH activities in Camp 18 of Kutapulong Expansion Site. Initially implemented through the form of a Mass Sanitation Module (MSM) Emergency Response Unit (ERU), this has now transitioned into a long-term WASH programme, centred around three core components; Faecal Sludge Management (FSM), Hygiene Promotion and Sanitation Engineering. These activities will continue until the end of December 2019, and possibly beyond, supported by DEC funding until the end of September 2019.

Additionally, since October 2017, DEC funding has supported the humanitarian response in Cox's Bazar as part of the One-Window Approach, aiming to achieve the following outcomes:

- Community resilience to disasters is enhanced.

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<sup>30</sup> ISCG JRP, February 2019. Found at:

[http://reporting.unhcr.org/sites/default/files/2019%20JRP%20for%20Rohingya%20Humanitarian%20Crisis%20%28February%202019%29.comp\\_.pdf#\\_ga=2.251895306.221316619.1550267367-1154611560.1545415555](http://reporting.unhcr.org/sites/default/files/2019%20JRP%20for%20Rohingya%20Humanitarian%20Crisis%20%28February%202019%29.comp_.pdf#_ga=2.251895306.221316619.1550267367-1154611560.1545415555)

<sup>31</sup> One-Window Approach has been designed with flexibility to accommodate more partners' contributions to the response through a common agreed plan and is regarded as the most acceptable, effective and efficient approach for this response. The One-Window Approach therefore refers to any contribution to the humanitarian response by any Red Cross Movement partner, including ICRC.

<sup>32</sup> IFRC Bangladesh Population Movement Operation Revised Emergency Appeal 1 May 2019. Found at: <https://www.ifrc.org/en/publications-and-reports/appeals/>

- Continuous assessment, two-way communication mechanisms and analysis is used to inform the design and implementation of the operation and community engagement strategies.
- Vulnerable groups are protected from various forms of violence.
- The immediate and medium-term risks to the health of affected populations are reduced.
- Immediate household items and shelter needs of target population are met.

## RATIONALE OF THE EVALUATION

The evaluation will allow BRC to extract lessons learned from the implementation of DEC funded components of its response to the crisis in Cox's Bazar. The evaluation will outline shortcomings in the response, areas for improvement, successes and recommendations for future responses.

Learning from the evaluation will inform improvements in the response, which will continue past the end of the DEC Phase 2 (September 2019), as well as in similar responses elsewhere. The key audience is therefore BRC in the UK and in Bangladesh, as well as movement partners including the IFRC and other partner National Societies. The evaluation contributes to BRC and DEC's internal accountability and will be published both on ALNAP and BRCs websites (providing sensitive information is removed or anonymised).

The evaluation will compliment studies that BRC has already commissioned for the Bangladesh Population Movement Operation, including a review of the BRC deployment of an MSM ERU to Bangladesh, and a feasibility study into resilience programming in a camp context.

## OBJECTIVES OF THE EVALUATION

The objectives of this independent evaluation are to:

1. Highlight successes and shortcomings of the response and the factors contributing to these, to inform programme adaptation and improvement.
2. Extract lessons that can be useful in the design and implementation of similar programmes.
3. Provide concrete and actionable recommendations for the remainder of the programme, and similar future responses.
4. Assess the extent to which communication with beneficiaries is done systematically and effectively, and the extent to which the project is adapted based on feedback.

## EVALUATION FOCUS

### Relevance and Appropriateness

Areas for consideration include:

- Have the activities implemented been relevant to the need of the target population? What could have been done differently to increase project relevance to need?
- To what extent were the activities implemented timely in relation to need, and how have they been adapted to the characteristics and evolution of the context? (if not, what were the factors that hindered a timely response?)
- How effective have the mechanisms for feedback, communications and complaints been?
- To what extent has the engagement strategy, including communication, participation and feedback loops, been relevant, appropriate and used?
- To what extent have communities participated in the planning, design and implementation of activities?
- Have activities been appropriate and proportional to BRC and BDRC' capacity, experience and mandate?
- To what extent has BRC support to the IFRC Emergency Appeal been proportionate to their capacity, experience and mandate?

### Effectiveness

Areas for consideration include:

- To what extent has the response achieved its intended outcomes?



- Have all outputs contributed to intended outcomes under the 'One Window Framework'?
- How were the roles played by BRC Headquarters and BRC Bangladesh effective in the response and transition into longer-term programmes?
- To what extent has the programme applied learning from previous responses in similar context?

### **Sustainability**

Areas for consideration include:

- To what extent have long-term and inter-connected problems been taken into account when carrying out short-term activities?
- To what extent can programme outcomes be sustained in communities without Red Cross support?
- Have BRC's activities strengthened BDRCS' capacity to respond to similar responses in the future?

### **Impact**

Areas for consideration include:

- What would the situation have been in the targeted areas if the intervention had not taken place?
- Have BRC's activities had any unforeseen positive and/or negative effects (including economic, environmental, political and social)?
- To what extent have BRC's activities had a positive impact and ensured safety of the most vulnerable people (including women, children and young people, people with disabilities and the elderly)?

### **Coordination**

Areas for consideration include:

- To what extent coordination with other stakeholders took place? What were the reasons for participating/not participating in coordination and what could have been the impact?
- What were the factors that restricted/supported coordination of activities?

## **APPROACH AND METHODOLOGY**

The consultants will lead on the development of the research proposal, including a detailed methodology, although it is foreseen that this evaluation will use a mixed methods approach. Whilst a clear evaluation of the programmes achievements against its intended outcomes and outputs is required, the methodology should also be focused on drawing out learning that can be applied during the remainder of implementation and in other future responses.

It is expected that the methodology will include a detailed literature review, secondary data analysis and primary data collection. The methodology must be of a high standard, meet agreed ethical and data protection standards, and include BRC in co-publication with acknowledgment of the role played by BDRCS and IFRC in direct implementation.

Applicants are requested to submit a technical approach paper detailing their proposed methodology and the factors they would consider when approaching the work. The detailed methodology can be finalised with the evaluation review team during an inception phase.

## **ROLES AND RESPONSIBILITIES**

BRC, BDRCS and IFRC are key stakeholders in this evaluation, and will be active participants in recruitment, inception, implementation and follow up. The evaluation review team will be made up of the BRC Programme Manager, BRC PMEAL Advisers and BDRCS PMEAL Officer. BRC will support the consultancy team with the logistics for data collection.

An evaluation review team will have the following responsibilities:

- Review of applications and recruitment of the consultancy team
- Reviewing and approving the deliverables:
  - An inception report, including a detailed methodology
  - A copy of the data collected
  - Final evaluation report
  - Presentation of findings and recommendations
- Finalising a management response

## BUDGET

An indicative budget for this evaluation for a consultancy team is £20,000. This includes all costs related to the field visit (consultant daily rates, travel, subsistence, accommodation or costs incurred in organising focus groups etc.). **A detailed budget will be finalised as part of contract negotiations, in line with BRC guidelines for engaging consultants.**

## EVALUATION DELIVERABLES

The expected deliverables will adhere to the BRC Evaluation Quality and Standards (Annex. 1) are as follows:

- An inception report, presenting:
  - A detailed methodology based on this ToR and initial briefings/desk review, including a full rationale for the choice of methods and how they will be used to evaluate different elements of the response, planned timeframe, list of stakeholders to be consulted, sampling approach, protocols for data collection and analysis, ethical procedures to be followed and proposed travel and logistical arrangements for the team.
  - Initial findings based on review of programme documentation, existing data, prior evaluations/reviews and secondary data.
  - An outline of key knowledge gaps not covered by this ToR and any suggested additions/alterations to the proposed evaluation questions and overall ToR.
- One electronic copy of qualitative and quantitative data collected.
- Draft and final versions of the evaluation report/outputs. The evaluation report should:
  - Include an Executive Summary, brief response background, outline of the methodology used and acknowledge its limitations, findings and recommendations by evaluation criteria used and questions.
  - Ensure analysis is backed up with relevant data and validated with reference to the data source.
  - Ensure recommendations made are specific and include relevant details for how they might be implemented.
- A presentation for dissemination of findings and recommendations which can be used by BRC or BDRCS in learning events and conferences.

## SCHEDULE

The consultancy would start in August 2019. A field visit would be undertaken soon after, with a view to finalising the final report no later than the end of September 2019.

## CONSULTANT TEAM SPECIFICATION

Applications from both teams or individuals will be considered. BRC and/or BDRCS team members will join the evaluation team to support quality and execution of the evaluation, and to ensure alignment to BRC/BDRCS learning priorities. Roles and responsibilities should be further defined by the consultant, BRC and BDRCS in collaboration and could include support for data collection, however the evaluation consultant will have the ultimate responsibility to write the report. The consultant(s) should meet the following criteria:

- Significant experience of conducting evaluations, reviews and/or learning initiatives, including methodology design, data collection and analysis.
- At least three examples of evaluating multi-million GBP projects.
- Considerable technical knowledge and experience in humanitarian relief, particularly evaluating WASH programmes in a camp setting.
- Demonstrable skills in producing high quality, accessible reports/outputs.
- Strong coordination and facilitation skills, including proven ability to design and facilitate workshops, cross-cultural processes and sensitivity to key issues in this context.
- Demonstrable understanding of context of the population movement in Bangladesh.
- Previous experience with the Red Cross Red Crescent Movement.
- Capable of working and travelling within Bangladesh.
- Fluency in written and spoken English.

## APPLICATION PROCEDURE

BRC will select applications from consultancy firms or teams. Given the scope of the evaluation we will not consider applications from individual consultants.

Approaches that incorporate creative methodologies to draw out and document learning are welcomed.

Interested parties should submit their applications to Anella Vokes, [avokes@redcross.org.uk](mailto:avokes@redcross.org.uk) before 9am on Monday 5 August 2019. Interviews will be conducted week commencing 12 August 2019.

Applications *must* include all of the following:

1. Curricula Vitae (CV) for all proposed team members
2. Cover letter outlining how the consultants meets the person specification, confirming of availability in the timeframe indicated, and contact details for two professional references
3. Proposal not exceeding six pages, outlining a proposed approach and methodology with time plan and budget, and an outline of the roles and responsibilities of each member of the consultancy team
4. An indicative budget
5. A sample of a similar piece of work previously conducted.
6. Contact details of two professional referees.

For any enquiries regarding this call for consultants, please contact Ben Chadwick, [bchadwick@redcross.org.uk](mailto:bchadwick@redcross.org.uk).

## ANNEX 1. BRC EVALUATION QUALITY AND STANDARDS

Evaluations must adhere to a number of standards. Whereas evaluation criteria guide what is evaluated, the standards guide how an evaluation should be planned, managed, conducted, and utilised; and therefore represents the first benchmark against which the quality of evaluations is measured. Evaluation quality of final reports will also be assessed by BRC using the BOND evidence principles and checklist.

Evaluation and research must be:

1. **Feasible.** Evaluations and research must be planned and managed in a practical, realistic and cost-effective manner. Evaluations must be planned at service or project design, considering the objectives and type of evaluation required, and integrated into service or project delivery. Their scope and design must be commensurate with the expected benefits of conducting the work as well as the available resources.
2. **Useful and used.** Evaluations and research must be useful and used. This requires that they:
  - Are conducted at the appropriate time, ensuring that reports are delivered in a timely manner so that evaluation and research findings can inform decision-making.
  - Serve the specific information needs of intended users; these must be identified during the planning stage and addressed throughout the project. Methods must be fit for purpose in generating the required information.
  - Are followed up appropriately. Findings should feed into decision-making, thus requiring, in some cases, that a management response and/or an action plan are prepared and required to implement recommendations.
3. **Ethical and legal.** Evaluators and researchers must respect and take account of differences in culture, local behaviour and norms, religious beliefs and practices, sexual orientation, gender roles, disability, age, ethnicity and any other social difference. Evaluations and research projects must be conducted in an ethical and legal manner, with particular regard for minimising the risks, harms and burdens and maximising the welfare of those involved in and affected by the work. All evaluation and research must use full informed consent which conforms to our Data Protection Policy found [here](#).

Additional guidance on understanding consent in evaluation and research can be found on the Evaluation Team Site [here](#).

4. **Impartial and independent.** Impartiality implies freedom from political influence, cultural bias, and organisational pressure. All evaluations and research should be impartial regardless of whether they are conducted by people internal or external to the organisation. All evaluations and research should provide a comprehensive and unbiased balanced assessment that takes into account the views of all stakeholders. Independence is a principle which refers to the absence of any conflicts of interest or external influence capable of altering the findings of the work. This principle may be extended to include the use of external evaluators and researchers. Where possible conflicts of interest are identified, these must be addressed openly and honestly in a manner consistent with our Conflicts of Interest Policy and related procedure.
5. **Transparent.** Evaluations and research should be designed, conducted, and disseminated in an open and transparent manner. The evaluator or researcher should be clearly identifiable on any report, and where external should be assigned following a transparent recruitment process aligned to our Procurement and Purchasing Policy. Any methodological limitations should be acknowledged and their effect on the evaluation described. All methodological tools used in evaluations and research should be included in report appendices.

6. **Accurate.** Evaluations and research must be technically accurate, providing sufficient information about the data collection, analysis, and interpretation methods so that its legitimacy and credibility can be determined. As such any sampling framework used must be clearly described and limitations in the reliability of data acknowledged.
7. **Participatory.** Stakeholders should not only be consulted, but meaningfully involved in the evaluation and research processes when feasible and appropriate. Their participation increases the legitimacy and utility of the findings, as well as overall cooperation, support and ownership of the evaluation or research.
8. **Collaborative.** We must collaborate with our partners to ensure the legitimacy and usefulness of evaluation or research. We are committed to offering full cooperation to all partners with whom evaluations and research are undertaken.

## ANNEX II    TEAM PROFILE

**Hamayoon Sultan** is an economist and political scientist by training, with almost 15 years of experience in international development. He is experienced in conducting rigorous evaluations of complex humanitarian and development projects, as well as of commissioning and managing independent external evaluations, for projects funded by DfID, the DEC, WFP, ECHO and others. Hamayoon acted as Team Leader for this evaluation.

**Madhurima Bhadra** is a Senior Public Health Practitioner and former Director of the AMDA Primary Health Care Project for Bhutanese Refugees in Nepal. She has almost 15 years' experience in project management, evaluations, knowledge management, policy research and advocacy in both development and humanitarian contexts.

**Krajai Chowdhury** has almost 17 years' experience in project design and management, climate resilience, gender justice, women's empowerment through entrepreneurship and agro-business. She has worked with internally displaced people and refugees, covering conflict- and disaster-related situations.

**David Stone** has worked with refugees, internally displaced people and rural communities that are vulnerable to climate change and conflict in more than 40 countries. His expertise ranges from contingency planning to project/programme design, environmental assessments and evaluations. David is the Director of Proaction Consulting.



## ANNEX III FIELD ITINERARY

DATE	EVENT
9 November	<ul style="list-style-type: none"> <li>• International travel Nepal to Dhaka</li> </ul>
10 November	<ul style="list-style-type: none"> <li>• International travel London to Dhaka</li> <li>• Preliminary team meeting, Dhaka</li> <li>• Preliminary briefing BRC Dhaka</li> </ul>
11 November	<ul style="list-style-type: none"> <li>• Security briefing, Dhaka</li> <li>• Project briefings – BRC, BDRCS</li> <li>• Domestic flight to Cox's Bazar</li> <li>• Security briefing, Cox, Bazar</li> <li>• Fieldwork logistics planning</li> </ul>
12 November	<ul style="list-style-type: none"> <li>• Travel to Teknaf</li> <li>• Briefing with BDRCS/BRC field staff</li> <li>• Field visit Asrayan Guschgram community, Sabrang Union</li> </ul>
13 November	<ul style="list-style-type: none"> <li>• Fieldwork Whykong Union</li> </ul>
14 November	<ul style="list-style-type: none"> <li>• Fieldwork, Nhila and Whykong unions</li> </ul>
15 November	<ul style="list-style-type: none"> <li>• Data analysis and report compilation, Cox' Bazar</li> </ul>
16 November	<ul style="list-style-type: none"> <li>• Domestic travel Dhaka to Cox's Bazar (Krajai Chowdhury)</li> <li>• Data analysis and report compilation, Cox' Bazar</li> <li>• Preparation for household survey (Kobo) and fieldwork</li> </ul>
17 November	<ul style="list-style-type: none"> <li>• Data enumerator orientation and Kobo training, Camp 18</li> <li>• Site visits/FGDs/KIIs – BRC-BDRCS field staff and beneficiaries</li> </ul>
18 November	<ul style="list-style-type: none"> <li>• Household surveys/FGDs/KIIs Camp 18</li> </ul>
19 November	<ul style="list-style-type: none"> <li>• Household surveys/FGDs/KIIs Camp 18</li> </ul>
20 November	<ul style="list-style-type: none"> <li>• Household surveys/FGDs/KIIs Camp 18</li> </ul>
21 November	<ul style="list-style-type: none"> <li>• Household surveys/FGDs/KIIs Camp 18</li> <li>• BRD/BDRCS KIIs</li> <li>• International travel Cox's Bazar to Nepal (M Bhadra)</li> </ul>
22 November	<ul style="list-style-type: none"> <li>• Data analysis and report writing</li> <li>• BRC Staff KII</li> </ul>
23 November	<ul style="list-style-type: none"> <li>• Domestic travel Cox's Bazar to Dhaka</li> <li>• Preparation for debriefing</li> </ul>
24 November	<ul style="list-style-type: none"> <li>• Debriefing BRC/BDRCS/SRC, Dhaka</li> </ul>
25 November	<ul style="list-style-type: none"> <li>• International travel to London</li> </ul>

## ANNEX IV PEOPLE MET AS PART OF THIS EVALUATION

PERSON/GROUP	WOMEN	MEN
<b>TEKNAF</b>		
Ashrayan Gucchogram Community, Sabrang Union (FGD)	7	7
Ashrayan Gucchogram Community, Sabrang Union (KII/HH visits)	3	4
Community beneficiaries (FGD)	8	-
UP Chairman (KII)	1	1
Ulubunia Dalipara Community (FGD)	10	
Ulubunia Dalipara Community (KIIs)	1	4
CDMC, Nhila Union (FGD)	3	2
Community beneficiaries (KIIs)	3	-
Community (FGD)	10	12
CDMC, Roikong Community (FGD)	2	3
<b>Sub-total</b>	<b>48</b>	<b>33</b>
<b>CAMP 18</b>		
Camp 18 Supervisors	-	3
Block M 19	1	4
Block L 5	-	5
Block L 14	-	7
Block M 14	-	8
Block M 12	-	9
WASH Sector	-	1
BRC WASH Delegate	-	1
FGD (construction workers)	-	12
IFRC WASH Delegate	-	1
BRC/SRC WASH Manager	-	1
BRC FSM Delegate	1	-
WASH Committees (Blocks L 5 and L 14)	7	11
Widows (Block M 13 – FGDs)	12	-
Block M 14 and M 15 (FGD)	14	-
Hygiene Promoters (FGDs)	13	20
Tap Stand Committees (Block L 12 and M 19)	-	3
Block M 12 (FGD/KIIs)	9	1
<b>Sub-total</b>	<b>57</b>	<b>87</b>
<b>INDIVIDUALS (BRC/SRC/BDRCS/OTHER)</b>		
Gen de Jesus, BRC Country Manager	1	-
Kaustubh Dinkar Kukde, BRC Programme Delegate	-	1
Mohammad Kamrul Hasan BRC PMEAL Manager & CEA Focal	-	1
M. A. Halim, Director, Community Development Department, BDRCS	-	1
Jack Frith-Powell, SRC WASH Delegate	-	1
Ben Chadwick, BRC Programme Officer	-	1
Thomas Viger, Country Representative Swedish Red Cross	-	1
Arifur Rahman, Manager, Security and Logistics, IFRC, Bangladesh	-	1

Ben Webster, Head of Emergencies, BRC London	-	1
Alex Carle, Director of Programmes and Partnerships, BRC London	1	-
Valeria Ragni, Anti-trafficking Adviser, BRC London	1	-
Tamar Gabay, PMEAL Co-ordinator, BRC London	1	-
Mohammed Harun Ur Rashid, Field Co-ordinator, Teknaf	-	1
Ms Farjana Yeasmin, Protection, Gender and Inclusion Officer, Teknaf	1	-
Arfin Imtiaz, PMEAL Officer, Teknaf	-	1
Ayub Ali, Project Officer, Teknaf	-	1
Abanindra Chandra Karmakar, Technical Officer Livelihoods and DRR, Teknaf	-	1
Noor Ahamed Anwary, UP Chairman	-	1
<b>Sub-total</b>	<b>5</b>	<b>13</b>
<b>TOTAL</b>	<b>110</b>	<b>137</b>

## SUMMARY

SITE	WOMEN	MEN
Teknaf communities	48	33
Camp 18	57	87
Individuals	5	13
Household surveys	327	339
<b>Sub-totals</b>	<b>437</b>	<b>472</b>
<b>TOTAL</b>	<b>909</b>	

## **ANNEX V     GUIDING QUESTIONS FOR FOCUS GROUP DISCUSSIONS AND KEY INFORMANT INTERVIEWS**

- 1) The immediate and medium-term risks to the health of affected populations are reduced (DEC Phase 1)**
  - a. Have the health care facilities changed in any way since you first came here (e.g. are the better, the same or worse, today?) Please give details.
  - b. Is the overall health in the camps now better than when you arrived? Do you think this is because of the work of the Red Cross/Crescent or due to other factors?
  - c. How would you rate the quality of the health services provided? (Very good, Good, Satisfactory, Needs improvement)
  - d. If you consider that they could have been better, please give details of how?
- 2) Immediate household item and shelter needs of target population are met (DEC Phase 1)**
  - a. Were you consulted about the shelter items or on your needs before these were provided?
  - b. Was/were your shelter(s) situated in a safe location?
  - c. Are the items provided appropriate to your needs? If not, why not?
  - d. If you have a problem with your shelter who do you report this to?
  - e. Have you noticed any improvements to your shelters, or other facilities/services provided in the camps, as a result of the work of the Red Cross/Crescent? Please give details.
  - f. If you think that improvements could have been made, please give details of how?
  - g. Do you know about the work of BRC/BDRCS? If yes, how would you rate their support provided to you (Very good, Good, Satisfactory, Needs improvement)?
- 3) The risk of waterborne disease and sanitation related-health issues is reduced. (DEC Phases 1 and 2)**
  - a. Have you benefited from hygiene promotion activities within the camp? Who were these provided by? What did you learn from these hygiene activities? Do you practise these activities today?
  - b. Are you able to access enough water each day of your family needs?
  - c. Have you or a member of your household suffered from a water/sanitation related infection in the past 3 months? Has the rate at which you get ill from water-borne illnesses, changed since you have been here?
  - d. Are you satisfied with the condition and cleanliness of latrines and washing areas in your block?
  - e. Do you feel safe using latrines and/or washing facilities? Discuss in terms of lighting, locks on doors and segregation/markings on doors.
  - f. Were you consulted about the location of these facilities – latrines, water points, washing facilities? If “Yes” were your considerations taken into account?
  - g. Are you aware of a waste management system in the camps? If yes, please describe. Does it work and does it help to keep the camp relatively hygienic?
  - h. If there is a problem with the latrines (e.g. desludging) or bathing places do you know whom to contact to inform about it?
- 4) Continuous assessment, two-way communication mechanisms and analysis is used to inform the design and implementation of the operation and community engagement strategies. (DEC Phase 2)**
  - a. Are you aware of any WASH committees in your camp/block?
  - b. How were they set up? Were you consulted on this?
  - c. What changes have these WASH committees made?
  - d. What kind of support does the WASH committee provide to the community?
  - e. Are there women members in the WASH committee? How many?
  - f. What complaint/feedback mechanisms are you familiar with? Which one(s) have you used and what is your opinion of this?

- g. Are you able to understand the process? Do you have any feedback or suggestions on this?
- h. Have you made any complaints in the past 12 months? If so to who and what was the response/follow-up? Were you satisfied with this?

**FOR WOMEN ONLY AND IN FEMALE ONLY GROUPS:**

- a) What support have you received from BRC/BRCDS in terms of managing menstrual hygiene? (for example do you receive menstrual cloth, disposable sanitary napkins, underwear, soap...)
- b) Was this appropriate and has it helped you? Please describe.
- c) How important is menstrual hygiene for you? Do you face any challenges to maintain hygiene? If yes, describe?
- d) Over the past 12 months have you regularly received hygiene kits from BRC/BRCDS?
- e) How do you dispose of or manage the menstrual products? Have you been given orientation on menstrual hygiene? Especially adolescent girls. If yes, what have you been taught/ what information did you receive.
- f) Has the support provided to you considered the specific needs of women, children, and the elderly, including for their safety, especially when using latrines?
- g) Do the latrines have equipment for disposal of sanitary products? Is there soap available?

## ANNEX VI HOUSEHOLD SURVEY – DISPLACED PEOPLE, CAMP 18

1. BACKGROUND INFORMATION		
	Enumerator name	
	Do you consent to answering some questions in relation to support provided by the BRC/BDRCS in this camp?	Yes = 1; No = 2 (end interview)
1	Name of Camp	Camp 18
2	Block Number	<b>Text Field</b>
3	Gender of respondent	Female = 1; Male = 2
4	Your position in this household?	Female head of household = 1; Male head of household = 2; Other = 3
5	Number of people in your household	<b>Text Field</b>
6	Age of the respondent	Under 18 = 1; 19-25 = 2; 26-30 = 3; 31-35 = 4; 36-40 = 5; 41-45 = 6; 46-50 = 7; >50 = 8
7	Education level of the respondent	No formal education = 1; No formal education but can sign = 2; Below Grade 8 = 3; SSC or equivalent = 4; HSC or equivalent = 5; Graduate or higher = 6
8	How long have you lived/stayed in your present location?	< 12 months = 1; 12-24 months = 2; > 24 months = 3
2. KNOWLEDGE OF BRC/BDRCS		
9	Are you aware of the work that BRC/BDRCS is doing in this camp?	Yes = 1; No = 2; Not sure = 3 [If “No” or “Not Sure” close the interview and thank the person for his/her time]
10	If “Yes” what support have you received?	Health = 1; WASH = 2; Protection = 3; Food = 4; Livelihoods = 5; Shelter = 6; Non-food items = 7; DRR = 8 Other (Please Specify) = 99
11	Of the support you have just identified, which single activity has been the most relevant and important to you?	Health = 1; WASH = 2; Protection = 3; Food = 4; Livelihoods = 5; Shelter = 6; Non-food items = 7; DRR = 8; Other (Please Specify) = 99
12	Why is this?	No other agency is providing this support = 1; BRC/BDRCS are well known for its expertise in this activity = 2; It responds most to my/household needs = 3; BRC/BDRCS staff/volunteers listen to us and try to help us = 4; Not sure = 5; Other (Please Specify) = 99

WATER		
13	What is the <u>main</u> source of drinking water for your household?	Tube well = 1; Harvested rain water = 2; Pond = 3; Stream/River = 4; Other (Please Specify) = 99
14	How far do you have to go to collect water for household use?	< 50m = 1; 51-100m = 2; 101-150m = 3; 151-200m = 4; >200m = 5
15	Do you believe that the water you get for drinking is safe?	Yes = 1; No = 2; Not sure = 3
16	On average, how many litres of water does your household use each day?	< 5 litres = 1; 6-10 litres = 2; 11-15 litres = 3; 16-20 litres = 4; 21-25 litres = 5; > 25 litres = 6



17	Does your household have sufficient water on a daily basis to meet your needs?	Yes = 1; No = 2; Not sure = 3
18	Do you have to queue to get water?	Yes = 1; No = 2; Sometimes = 3
19	On average, how long do you spend queueing to get water each day?	< 15 minutes = 1; 15-30 minutes = 2; 30-45 minutes = 3; 45-60 minutes = 4; > 60 minutes = 5
20	Do you or other household members feel safe going to collect water from this point?	Yes = 1; No = 2; Not sure
21	During heavy rainfall or a cyclone, do you use the same source or a different source?	The same = 1; Different = 2
22	If "Different" from what source do you collect water during disasters?	More distant tube well = 1; Pond/ River = 2; Rain water = 3; Water tank = 4; Other (Please Specify) = 99
23	Have you experienced any problems when using this source of water during flooding, heavy rainfall, a cyclone or as a result of a landslide?	Yes = 1; No = 2
24	If "Yes" what was the main problem?	Health = 1; Security = 2; Other (Please Specify) = 99
25	Has any member of your household suffered from any the following diseases in the past 2 months? <b>Multiple Choice</b>	Diarrhoea = 1; Dysentery = 2; Other (Please Specify) = 99
26	How would you compare your household's situation today with regards access to water, compared with when you first came here?	High improvement = 1; Some improvement = 2; No change = 3; Not as good as it was before = 4; Much worse off today = 5
<b>SANITATION</b>		
27	Does your household have access to a latrine?	Yes = 1; No = 2
28	Do you share this facility with other households?	Yes = 1; No = 2
29	If "Yes" with how many households, approximately?	1-5 = 1; 6-10 = 2; 11-15 = 3; >15 = 4; Not sure = 5
30	How far (metres) is the latrine from your home?	< 50m = 1; 51-100m = 2; 101-150m = 3; 151-200m = 4; >200m = 5
31	Are separate facilities available for women and men?	Yes = 1; No = 2; Not sure = 3
32	Are the facilities for women and men clearly marked?	Yes = 1; No = 2; Not sure = 3
33	Are latrines provided with handwashing facilities such as soap and water?	Yes = 1; No = 2; Not sure = 3
34	Are the facilities appropriate for people with disabilities?	Yes = 1; No = 2; Not sure = 3
35	Do you feel personally safe when you use this facility?	Always = 1; Sometimes = 2; No = 3
36	If "Sometimes" or "No", why is this?	Not secure at night = 1; Latrine is in an unsafe place = 2; There are no locks on the door = 3; No separate toilets for men and women = 4; No lighting = 5; Other (Please Specify) = 99
37	Is this facility accessible and safe to use during periods of bad weather such as heavy rainfall or cyclones?	Yes = 1; No = 2

38	Do you or other members of your household help maintain and clean the latrine facility?	Yes = 1; No = 2
39	If “No”, then how do household members cope?	Defecate in the open = 1; Other (Please Specify) = 99
40	How would you compare your household’s sanitary conditions today, compared with when you first came here?	High Improvement = 1; Some improvement = 2; No change = 3; Not as good as it was before = 4; Much worse off today = 5
41	If you have a problem/concern with WASH facilities, for example full latrines, who do you report this to?	Camp Management = 1; Mahji = 2; BRC/BDRCS = 3; To another agency = 4; Don’t report it = 5; Other (Please specify) = 99
42	From past experience, how long has it taken for the problem to be rectified?	One day = 1; Up to three days = 2; Up to a week = 3; Longer than a week = 4; Other (Please Specify) = 99
43	Have you/family ever experienced any problems as a result of waste not being collected in a timely manner?	Yes = 1; No = 2 (Skip to Q45)
44	If “Yes” what was/were the problems? <b>Multiple Choice</b>	Full latrines = 1; Reduced access to water = 2; Had to walk further to collect water = 3; Environmental contamination = 4; Pests (such as rats) = 5; Health problems = 6; Other (Please Specify) = 99
<b>3. WASH – WATER, SANITATION AND HYGIENE</b>		
45	Did you/household members receive training on good Water, Sanitation and Hygiene practices from BRC/BDRCS?	Yes = 1; No = 2
46	Do members of your household apply better Water, Sanitation and Hygiene practices today as a result of this training?	Yes = 1; No = 2
47	If “Yes”, what has been the <u>main</u> change you practice?  <b>Multiple choice</b>	Store water in closed basins = 1; Wash hands before eating = 2; Wash hands after using the toilet = 3; Wash hands after changing baby/looking after elderly people = 4; Occasionally clean the communal latrine = 5; Dispose of waste properly = 6; Bathe regularly = 7; Wash hands before feeding child/baby = 8; After touching animals/animal waste = 9; Other (Please Specify) = 99
48	If “No” why not?	Can’t afford it = 1; Didn’t understand it = 2; Not relevant to my needs = 3; Other (Please Specify) = 99
49	Do features of existing WASH facilities help prevent gender-based violence, e.g. sex-segregated toilets, adequate lighting and privacy?	Yes fully = 1; Yes partially = 2; They are OK = 3; To some degree = 4; Not at all = 5; Not sure = 6
50	Did WASH community outreach materials and activities include basic information about GBV risk reduction, where to report GBV risk, and how to access care?	Yes fully = 1; Yes partially = 2; They are OK = 3; To some degree = 4; Not at all = 5; Not sure = 6
51	Is lighting provided at key facilities such as latrine blocks or washing areas?	Yes = 1; No = 2
52	If “Yes” is this well maintained – i.e. does it work all of the time?	Well maintained and working well = 1; Not working properly = 2; Has not worked in the past month = 3

53	If “Yes” are lights placed in the best possible positions?	Yes = 1; No = 2; Not sure = 3
<b>3.3 HYGIENE</b>		
54	When do you wash hands?  <b>Multiple choice</b>	Before cooking = 1; Before eating food = 2; After using a latrine = 3; Before feeding children = 4; After cleaning child/aged person = 5; After touching animals/animal waste = 6; Rarely or never = 7; Other (Please Specify) = 99
55	How do you wash hands?	With Soap and water = 1; With ash/mud = 2; With water only = 3; Other (Please Specify) = 99
56	In each of the last 6 months have you received washing soap as part of the rations distributed by BRC/BDRCS	Yes = 1; No = 2
57	What do you do with this soap?	Use it all in the household = 1; Give some to neighbours = 2; Sell it on the market = 3; Other (Please Specify) = 99
58	Is the quantity of soap received sufficient for your family needs?	Yes = 1; No = 2
59	Do you have access to a safe place for washing/bathing yourself?	Yes = 1; No = 2
60	If “Yes” how far is this from your household?	< 50m = 1; 51-100m = 2; 101-150m = 3; 151-200m = 4; >200m = 5
61	Are there separate washing/bathing areas for women and men at this facility?	Yes = 1; No = 2
62	Are you satisfied with the condition/cleanliness/safety of these facilities?	Yes = 1; No = 2
63	Who constructed this washing facility?	BRC/BRCDs = 1; Other agency = 2; Myself/family = 3; Not sure = 4
64	Were you consulted on the location of this facility?	Yes = 1; No = 2
<b>3.4 MENSTRUAL HYGIENE MANAGEMENT (FOR WOMEN ONLY)</b>		
65	Do you have knowledge about MHM?	Yes = 1; No = 2
66	Have you received any information on this in the past 12 months	Yes = 1; No = 2
67	If “Yes” has this led to a change in your practice with regards MHM?	Yes = 1; No = 2
68	What did you appreciate most from this learning?	About personal hygiene issues = 1; About understanding the health aspects of menstruation = 2; Not sure or would prefer not to answer = 3
69	Do you think that menstruation issues are viewed with respect within your community, or are they not spoken about?	Viewed with respect in the community = 1; Not spoken about in public = 2; Not spoken about in the household = 3; Not sure or would prefer not to answer = 4
70	Do you (and other women/girls in your household) have access to suitable facilities and adequate materials (segregated toilets, water, soap and disposal facilities) at schools and at home?	Yes = 1; No = 2
71	Do you receive Hygiene Kits as part of your rations or from external organisations?	Yes = 1; No = 2; Sometimes = 3
72	Were you consulted on the content of these hygiene kits?	Yes = 1; No = 2; Don’t know = 3

73	What was included in the hygiene kits provided to you? <b>Multiple Choice</b>	Disposable sanitary pads =1; Reusable sanitary pads = 2; Women's underwear = 3; Washing soap = 4; Bathing soap =5
74	Was there anything missing from the kits that you had requested?	Yes = 1; No = 2; Don't know = 3
75	What did you think was missing?	text
76	Are these kits sufficient to meet your needs?	Yes = 1; No = 2
77	How do you dispose of menstrual hygiene materials?	Bury them = 1; Burn them = 2; Throw them away in the open air = 3; Wash them for re-use = 4; Hide them away so no one sees them = 5; Throw them in bushes = 6, Other (Please Specify) = 99
78	During menstruation, does your family respect your choice to engage or not in active work?	There is no difference from any other days = 1; Yes, I can be active outside of the household and my family helps me if I do not feel well = 2; No, I cannot leave the household = 3; Not certain = 4
79	What, if any, information would you like to have that could help you deal with MHM in a culturally and respectfully open situation?	Awareness provided to men (my husband/father/brother/father-in-law) to understand MHM = 1; More information on how to make/maintain sanitary pads = 2; More information on safe and hygienic disposal practices = 3; More information on how I can reach out to help other women/girls = 4; Counselling to help overcome cultural barriers, especially embarrassment = 5; Understanding of how and where I can reach out for medical help = 6; Understanding how to conduct outreach and counselling to spread information on MHM = 7; Other = 99

## ANNEX VII CHECKLIST FOR ASSESSING THE QUALITY OF EVIDENCE AGAINST THE BOND EVIDENCE PRINCIPLES

Principle	Criteria	1	2	3	4	Comments/ evidence	Score	Quality
<b>1) Voice &amp; Inclusion:</b> We present beneficiaries views on the effects of the intervention, and identify who has been affected and how.	1a. Are the perspectives of beneficiaries included in the evidence?				x	One to one interviews, and focus groups, were conducted with beneficiaries with the help of a translator to collect primary quantitative and qualitative data. At the end of the evaluation, a separate FGD was also held with BDRCS/BRC volunteers as part of the triangulation process, and to test initial findings/assumptions made.	4	
	1b. Are the perspectives of the most excluded and marginalised groups included in the evidence				x	The beneficiaries interviewed were amongst the most vulnerable, their views are included in the report, and the initial findings were also verified via a separate FGD with BRC/BDRCS volunteers from the communities, prior to the end of the fieldwork.	4	
	1c. Are findings disaggregated according to sex, disability, and other social differences?			x		Findings are disaggregated, however although the views of the disabled are reported, their overall representation as part of the whole is not clear within the methodology.	3	
	1d. Did beneficiaries play an active role in designing the data gathering and analysis process?			x		BDRCS volunteers, who are representatives of and from within the communities being served, were active in collecting the data in their roles as enumerators for the evaluation. Their views were also sought by the evaluation as part of validating the data prior to the end of the mission, as part of focus group discussion.	3	
	Total score for voice and inclusion						14	

<b>2) Appropriateness:</b> We use methods that are justifiable given the nature of the intervention and purpose of the assessment.	2a. Are the data collection methods relevant to the purpose of the inquiry and do they generate reliable data?				x	Although the original plan to conduct a statistically-representative study could not be implemented given on-the ground challenges, evaluation data was collected either by the evaluation team itself based upon its own methodology, or by enumerators after their having received a full-day's training from the evaluation team.	4	
	2b. Is the size and composition of the sample in proportion to the conclusions sought by the enquiry?				x	The sample size, although selected purposively, was large and is representative of the people being evaluated.	4	
	2c. Does the team have the skills to deliver high quality data collection and analysis?				x	The team consisted of a mix of skills; including WASH experience, gender, livelihoods, evaluation methodologies, and CHS.	4	
	2d. Are the data analysed in a systemic way that leads to convincing conclusions?				x		4	
	Total score for appropriateness						16	
<b>3) Triangulation:</b> We make conclusions about the interventions effects by using a mix of methods, data sources, and perspectives.	3a. Are different data collection methodologies used and different types of data collected?			x			3	
	3b. Are the perspectives of different stakeholders compared and analysed in establishing if and how change has occurred?				x		4	
	3c. Are conflicting findings and divergent perspectives presented and explained in the analysis and conclusions?			x			3	



	3d. Are the findings and conclusions shared with and validated by a range of key stakeholders (e.g. beneficiaries, partners, peers, etc)?				x	The findings were verified initially through meetings at CXB and Dhaka level with both BDRCS and BRC, as well as through a separate FGD with community volunteers/representatives who had also been actively involved in data collection.	4	
	Total score for triangulation						14	
<b>4. Contribution:</b> We can show how change happened and explain how we contributed to it.	4a. Is a point of comparison used to show that change has happened (e.g. baseline, counterfactual, comparison with a similar group)?		x			The BDRC's reporting in Phase and Phase 2 is used as a point of comparison. Baseline data wasn't available in many cases however and in some cases, e.g. in relation to health and shelter, the beneficiaries were not able to recall the work so as to allow the evaluation to make an appropriate comparison.	2	
	4b. Is the explanation of how the intervention contributes to change explored?			x			3	
	4c. Are alternative factors (e.g. contribution of other actors) explored to explain the observed result alongside our interventions contribution?		x			A contribution analysis/validity analysis was originally included in the Inception Report, which would have supported efforts to assess overall contribution from alternative actors, but limitations on the ground did not allow this to be implemented as originally envisaged.	2	
	4d. Are unintended and unexpected changes (positive or negative) identified and explained?			x			3	
	Total score for contribution						10	
<b>5. Transparency:</b> We are open about the data sources and	5a. Is the size and composition of the group from which data is being collected explained and justified?				x		4	

methods used, the results achieved, and the strengths and limitations of the evidence.	5b. Are the methods used to collect and analyse data and any limitations of the quality of the data and collection methodology explained and justified?				x		4	
	5c. Is it clear who has collected and analysed the data, and is any bias they may have explained and justified?				x		4	
	5d. Is there a clear and logical link between the conclusions presented and the data collected?				x		4	
	Total score for transparency						16	