


FIELD & SITE MANAGEMENT OBJECTIVES

- 1 Coordinate and monitor field activities comprehensively addressing them or reaching out to sector responsible
- 2 Monitor field activities and comprehensively address them or reach out to sector responsible
- 3 Continued implementation of the **Capacity Sharing Initiative (CSI)** and remote management tool
- 4 Provide an efficient and effective delivery of **CRIs, LPGs**, and other distributions to the persons of concern
- 5 Prepare and respond to any emergency need caused by weather related events and other emergency situations such as **COVID-19**
- 6 Promote **community representation** structures for refugee camp and block committees

PROGRESS (JANUARY - JUNE 2020)

The outbreak of widespread violence and conflict in Rakhine state in Myanmar from 25th August 2017 uprooted and displaced thousands of the Rohingya refugees causing them to flee in to neighbouring Bangladesh. In response to the massive humanitarian need of the refugee influx, UNHCR Site Management support spread across the refugee camps in Ukhia and Teknaf sub-districts of Cox's bazar.

UNHCR SM directly supported camp administration through support to the Refugee Relief and Repatriation Commissioner (RRRC) and to government camp administrators Camp in Charge (CiCs) and Assistant Camp in Charge (ACiCs) in the 34 refugee camps. The successful construction and completion of 32 CiC offices in the camps, provision of logistical and transport support, provision of stationaries and office furniture strengthened CiC presence in the camps and positively impacted on the coordination of activities and services for refugees.

UNHCR Field and Site Management Unit (FSMU) is responsible for management of 16 refugee camps through three (03) site management partners. FSMU and partners ensure coordination of services and protection mainstreaming is enhanced in the camps. Periodic (monthly, bi-weekly, ad-hoc) coordination meetings are conducted in liaison with CiCs and respective service providers in the camps in addition to camp inter-sector meetings.

In partnership with Site Management agencies, UNHCR ensures care and maintenance of the camp including repair and maintenance of average infrastructure works like access roads, protection walls, foot bridges, small drainages among others. Additional routine and regular service monitoring and facility mapping across the sector including WASH, Shelter etc are conducted through SM staff and volunteers. Regular monitoring ensures quality check of services, identifying gaps and ensuring maintenance of standards to serve the refugee with equity and dignity.

Site Management Partners erected several information boards at specific points in the camps. This enhances information dissemination to the camp residents through posting of important messages e.g. camp populations, service providers, focal persons, referral pathways etc. An elaborate **complaint response and feedback mechanism (CRFM)** was put in place where camp residents can share their complaints through various information desks among other channels with Site Management agencies ensuring they address or refer the raised issues and close the feedback loop within a diligent time frame. Development of systematic tools by the information management unit within the site management particularly geo-maps, service monitoring, 4Ws, camp contact lists and focal points enhanced the information framework in the camps.

In an effort to enhance community participation, community engagement and ensure community views are heard, UNHCR site management and community-based protection worked with the RRRC and CiCs in the camps to set up community representation structures. As such four camps (Kutupanlong Registered Camp, Nayapara Registered Camp, Camp 4 Ext. and Camp 26) have camp committees and block committees selected by the community members themselves through a community representation process. The camp and block committees have a total of **150 leaders made up of 50 – 50** gender representation.

Capacity building trainings in site management are conducted regularly. Some **61 ToTs** were trained in Camp Coordination Camp Management (CCCM), some **178 CiCs** and **CM staff** were trained on basic CCCM and **61 CiCs**. In addition, site management partners cascaded the CCCM trainings targeting service providers in the camp reaching **718** different partner staff. The trainings targeted camp management actors including CiCs, assistant CiCs camp management staff. The trainings have strengthened knowledge in CCCM, service provision in accordance with international humanitarian standards as well as protection mainstreaming. As a result, the coordination mechanisms in the camps have been strengthened to ensure effective delivery of services to the refugees in the camps. In addition, camp management actors cascaded the CCCM trainings targeting service actors in the camp.

Since 2019, FSMU embarked on capacity sharing initiative targeting the RRRC staff. The capacity sharing initiative is UNHCR led multi-sector training programme aimed at capacity building RRRC staff in site management and humanitarian action. The CSI is coordinated through the SMSD (Site Management and Site Development) sector in collaboration with IoM. At least **180 RRRC** support staff including guards and drivers were trained on core trainings which included; Code of Conduct, humanitarian & protection principles, and PSEA. **73 RRRC/CiC** site management staff were trained on full CCCM module. At the beginning of 2020 **152 SM partner staff** were trained across the 34 camps in site management. Despite the COVID-19 FSMU organized virtual customized CCCM modules orientation trainings for 18 Action Aid Staff as a newly selected UNHCR Site Management Partner.

Since COVID-19 pandemic, government issued restrictions for camp access cutting site management camp presence by **80%**. FSMU led the design and development of the Remote SMS Monitoring System that is now used across the camps. The system ensured continuity of camp monitoring, reporting and trend analysis despite limited humanitarian staff access. The system relies on information collected directly by the refugees hence empowering refugees to directly identify and relay service gaps and concerns in a structured, trackable manner.

Camp management partners developed elaborate and comprehensive plans in preparation for monsoon and cyclone seasons. The plans mapped out flood prone and land slide risk areas. Putting in place mitigation measures and creating awareness to communities on key messaging on precautionary measures in case of disasters. SuVs (Safety Unit Volunteer) and CPP (Cyclone Preparedness Programme) volunteers were trained on search and rescue and first aid as first responders in the community in case of disasters. In addition, The SuVs were trained on firefighting skills, creating a capacity response of some **850 volunteers** at the community level. **1,020 (60/camp)** fire stands with water filled and sand filled buckets were installed and **200 (5/camp)**, **25 kg** fire extinguishers were supplied across the 34 camps as part of fire prevention plan.

FSMU (Field Site Management Unit) facilitates implementation of a multi-functional team approach, whereby different units within UNHCR work in a coordinated manner to achieve common goals, reduce overlapping and increase efficiency in providing protection and services to the refugees. The team has divided UNHCR managed camps into seven catchments, with each of the catchment led by a FSMU staff. MFTs meetings with UNHCR sector focal points are being held monthly and have taken regular and systematized structured approach. The MFTs have evolved to having statistical analysis of action points responded to at the field level and pending actions recorded on a monthly basis. The MFTs enable UNHCR camp focal points work in a coordinated manner and speaking in one voice with camp authorities in advocating for refugees and responding to service gaps in the camps.

Distributions; FSMU is responsible for distribution of NFIs and LPG to the refugees. By applying biometric data through the Global Distribution Tool (GDT), UNHCR managed to distribute items to the refugees in a reliable, accountable and efficient manner. Waiting times for refugees at the distribution points have been significantly reduced compared to last year. Regular NFI distribution include; Female Hygiene Kits, laundry and bathing soap, WASH hygiene kits, solar lamps, tarpaulins etc

Following successful implementation of a participatory budget project through community participation that was piloted in 2019, FSMU is advancing the same in 2020 targeting all camps. The initiative allows refugees to identify, select and implement projects that will address small scale infrastructure needs in their respective blocks in their camps.

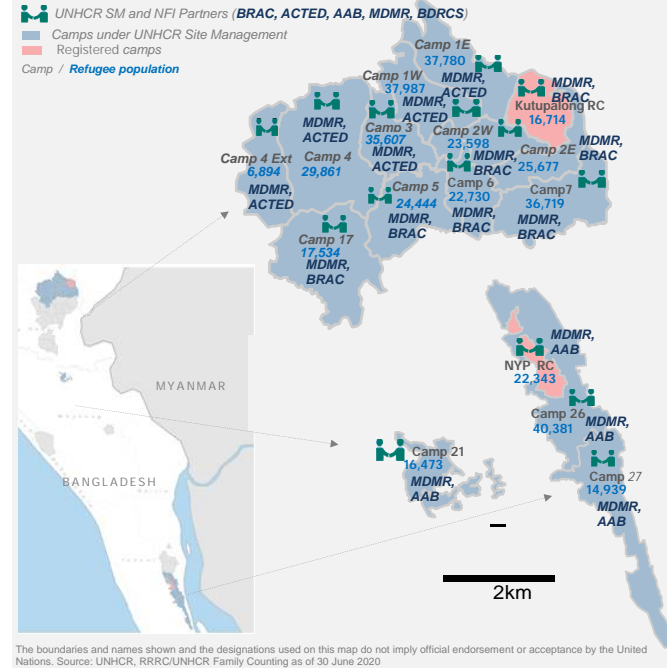
WAY FORWARD

- ✓ **Rollout of “pop-up shop**; as alternative model of distribution, whereby third-party suppliers or vendor would utilize UNHCR distribution infrastructure to place all distribution items where refugees can receive items based on what they need. The immediate envisaged advantage of such a system is giving refugees a choice to collect items based on their needs
- ✓ **Progressive implementation of the Remote SMS Monitoring System**; the phased approach of the implementation of the remote management system by FSMU will continue. The current phase of community volunteers, SM partners staff and final submission of block level monitored issues and incidences being uploaded in to the kobo tool and final output of graphical dashboard with trends and analysis has had positive outlook. FSMU is working on integrating referral and feedback through services providers of the identified issues through traffic light on identified issues, either solved, in progress or pending. The third and final phase aims at ultimate community centered system, integrating community volunteers with camp leaders in using the system, automating the system to get information directly from the community through android mobile phones.
- ✓ **MFTs**; the MFT which were rolled out in 2019 have become standardized and systematized across UNHCR camps, regular coordination meetings among inter-units camp focals have increased harmonized and collaborative approach coordination of activities in camps. FSMU aims to build upon the first phase to integrate partner participation in the MFTs and authorities in the second and third phase respectively.
- ✓ **Participatory budgeting**; Building on pilots of participatory budgeting, implementation of projects identified and selected by community themselves has had endorsement from CiCs across camps. The FSMU will continue to target material and technical resources and enhance community participation and engagement for the community empowering the community to respond to their own needs through their own identified projects in the blocks and camp at large. The project will continue drawing lessons from the community for continuous learning and improvement and adapt the projects as per community.

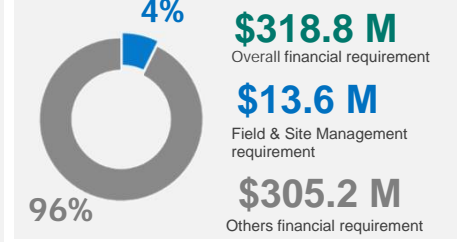
KEY FIGURES (Cumulative from January 2020)



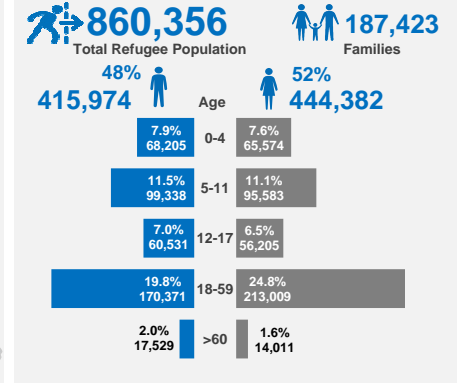
GEOGRAPHIC SITUATION & PARTNERS



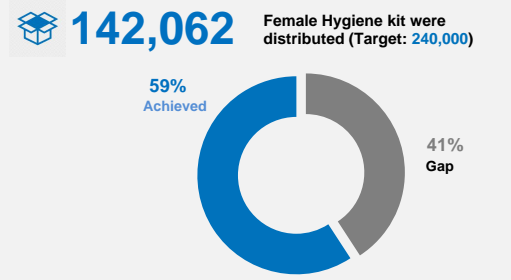
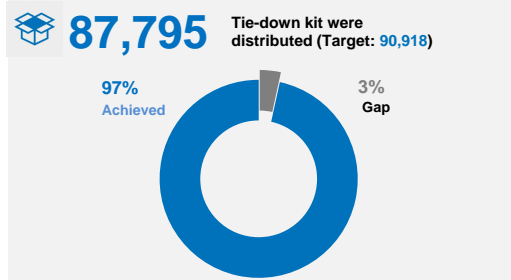
FINANCIAL REQUIREMENT



POPULATION DATA



DISTRIBUTION STATUS 2020



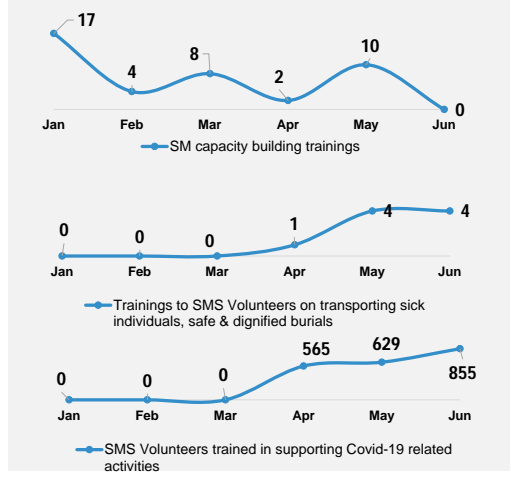
ACHIEVEMENTS (MAY & JUNE)

- 44** camp-level coordination meeting with CiCs
- 1,900** remote submission to Remote Management System
- 838** problems identified related to service monitoring
- 85%** CFM desk functioning
- 339** incident assessment report submitted including affected households and damaged infrastructure number
- 138,302** refill distributed to refugees
- 59,283** HH received bath soap and laundry soap

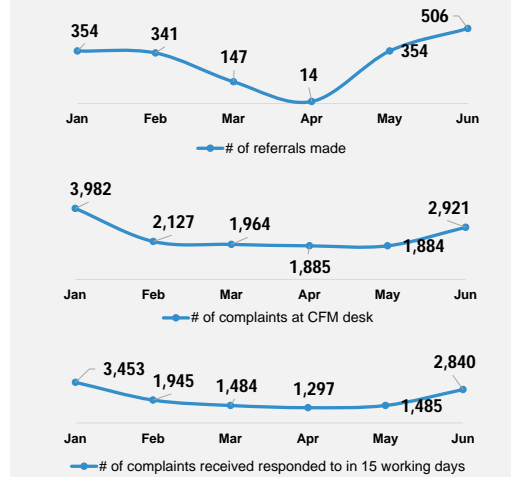
PROGRESS AGAINST 2020 TARGETS



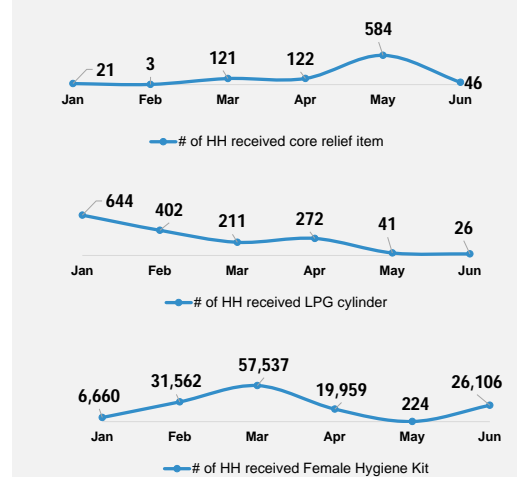
Training Trends



Referral Trends



Distribution Trends



THANK YOU
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