A. Context analysis and Assessment

1. Detail changes that have occurred in the nature and scale of humanitarian need since Phase 1 Plan. What did your agency do as a result? If nothing, why not? Consider needs, capacities, risks and context. [up to 500 words]

The latest Inter Sector Coordination Group (ISCG) report shows 688,000 new arrivals in Bangladesh from Myanmar since 25th August 2017. 585,000 of these are in the Kutupalong expansion site, the remainder are in smaller camps, other settlements or with the host community. Humanitarian organisations have been informed by the NGO Affairs Bureau (NGOAB) that they are now to refer to the new arrivals as Forcibly Displaced Myanmar Nationals (FDMN). Over the past 6 months, Tearfund and our partners, DEC members and other agencies have been working alongside IOM, UNHCR and the Bangladesh authorities to provide emergency assistance in the midst of a difficult operating environment. Humanitarian partners continue to build and upgrade infrastructure and services but the severe overcrowding is making it impossible to provide services to the expected standard and quality; this is a matter of ongoing concern.

To reduce public health risks, Tearfund partners have begun decommissioning and desludging non-functional latrines but there are still a large number of tube wells and latrines that need to be decommissioned, rehabilitated or relocated. The existing public health conditions are unsatisfactory due to poor sanitation facilities, poor water quality, space limitation and terrain. These conditions, combined with the increased population, have greatly increased the risk of serious public health hazards.

Almost all arrivals have experienced or witnessed violence and are in need of services to help address this trauma including Psychosocial First Aid (PFA), Psychosocial Support (PSS), counselling services, and specialised service providers to manage more complex cases, including working with survivors of sexual violence. Protection needs to be mainstreamed through all interventions to ensure safe access and reduced protection risks for women and children. Tearfund partners carried out psychosocial counselling and provided safe spaces for children and adolescents in phase 1; these activities will continue in phase 2.

The current response is damaging the environment through deforestation for wood fuel and increased stress on the aquifer from increased water abstraction. More needs to be done to reduce environmental degradation and protect the environment. In phase 2 Tearfund and partners will include activities which reduce harm to the environment.

A major risk is the coming monsoon season. This could lead to landslides and flooding which could destroy shelters, increase health risks and lead to more displacement. The Government of Bangladesh, the UN, IOM and agencies on the ground, including Tearfund, are trying to coordinate preparations for the monsoon season but there is a risk that not enough will be done to adequately mitigate this threat.

Continued and sustained scale-up is required to save lives, ensure protection of vulnerable people and preserve social cohesion. There is an urgent need for robust, quality interventions across all sectors, particularly protection, WASH, shelter, disaster risk reduction (DRR), site management, health and nutrition in FDMN locations and affected host communities. Protection-sensitive, environmentally sustainable, comprehensive responses must take into account all FDMN in the Cox’s Bazar area and nearby host communities. This is key to saving lives and mitigating tensions among FDMN and host communities.

2a. Has a comprehensive needs assessment been conducted and used to inform Phase 2 plans?  
Yes ✓  
No □

2b. If not already provided please give details of assessments conducted, methodology, dates and actors involved

The phase 2 plan has been prepared using assessment data gathered between December 2017 and February 2018 to inform the Joint Response Plan (JRP), a process led by the ISCG. The JRP is for the period March to December 2018 and gives a full description of the needs found within each sector.

12 staff members from Tearfund partner COAST Trust, with input from Tearfund, conducted an assessment among the host community from 1-18th February 2018. They undertook focus group discussions (FGD) with males, females and children and interviewed local government leaders, the business community and others as well as consulting secondary data. The report is called “Rapid Impact Analysis and Need Assessment for Host Community due to Influx of Forcibly Displaced Myanmar Nationals (FDMN) in Cox’s Bazar” and will be shared by COAST in early March 2018.

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2 A draft version of the JRP was shared with NGOs for comment. The final version has not yet been released.
### B. Inclusion

1. If there have been any changes from your Phase 1 vulnerability analysis, detail them here. [200 words]

Specific vulnerable groups identified in the phase 1 plan are being included in our programme; this covers women, men, girls and boys of all ages, and both refugee and host communities. In addition, we are also targeting people living with a disability and the elderly as these groups require additional support.

2. Do the groups you plan to target in your response differ from Phase 1? Yes ✓ No □

<table>
<thead>
<tr>
<th>Indicate with an X all groups that you will be targeting in Phase 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refugees</td>
</tr>
<tr>
<td>IDPs</td>
</tr>
<tr>
<td>Children under 5 years</td>
</tr>
<tr>
<td>Children 5 – 17 years</td>
</tr>
<tr>
<td>Older People 60-79 years</td>
</tr>
</tbody>
</table>

3. How will you ensure inclusion of the groups and individuals listed above in your programme? Refer to resource allocations [150 words max]

- Children and young people will be directly targeted through the child friendly spaces (CFS) and adolescent friendly spaces (AFS). For activities targeting households, such as Non-Food Item (NFI) distributions or livelihood activities, COAST will ensure that those with particular vulnerabilities are included in the beneficiary selection such as those living with a disability and the elderly. Social vulnerabilities will be included, for example child-headed households, widows, female-headed households, households with infants and very large families. ISCG has recommended 5 as the standard family size although many households are larger than this as sometimes extended family members or neighbours become part of FDMN households if they are alone or have lost their own family. Some host households have become larger as they have taken in refugees. DRR awareness raising activities will target the most vulnerable as they may be at greatest risk in the event of floods or landslides.

4. Provide evidence and justification for your choice of target group/s (150 words max)

- This crisis has affected both the FDMN and the host communities who were already living in the areas where the FDMN have settled. In these situations, it is very important to include both the new arrivals and the host community in interventions otherwise the host community could start to resent the refugees and this may lead to conflict. In this case, the host community were already very poor and vulnerable. The scale of the influx has adversely affected the local population and they have seen a considerable impact on their lives and livelihoods since the FDMN arrived.

### 3. How will you ensure inclusion of the groups and individuals listed above in your programme? Refer to resource allocations

Children and young people will be directly targeted through the child friendly spaces (CFS) and adolescent friendly spaces (AFS). For activities targeting households, such as Non-Food Item (NFI) distributions or livelihood activities, COAST will ensure that those with particular vulnerabilities are included in the beneficiary selection such as those living with a disability and the elderly. Social vulnerabilities will be included, for example child-headed households, widows, female-headed households, households with infants and very large families. ISCG has recommended 5 as the standard family size although many households are larger than this as sometimes extended family members or neighbours become part of FDMN households if they are alone or have lost their own family. Some host households have become larger as they have taken in refugees. DRR awareness raising activities will target the most vulnerable as they may be at greatest risk in the event of floods or landslides.

### 4. Provide evidence and justification for your choice of target group/s (150 words max)

This crisis has affected both the FDMN and the host communities who were already living in the areas where the FDMN have settled. In these situations, it is very important to include both the new arrivals and the host community in interventions otherwise the host community could start to resent the refugees and this may lead to conflict. In this case, the host community were already very poor and vulnerable. The scale of the influx has adversely affected the local population and they have seen a considerable impact on their lives and livelihoods since the FDMN arrived.

Prices for daily necessities have risen due to increased demand, and wages for daily labourers have decreased which has caused some tension amongst vulnerable households.

### 1. Are there any substantial unmet needs that your programme cannot address? If yes, give details of how you will identify and refer these. [200 words]

The FDMN are living in shelters which are not built to withstand winds and heavy rain. It is likely that many shelters will be damaged or destroyed during the monsoon and there will be a need for new building materials to reinforce shelters or rebuild them. Some will be lost to flooding and households will have to be evacuated. The government is not allowing NGOs to undertake these activities by providing shelter materials and training in advance of the monsoon season or to be involved in building shelters. IOM has been given responsibility for this and is working hard to meet needs before the rains start but the task is enormous. Tearfund partners will coordinate with IOM and refer any households they identify as being particularly vulnerable to IOM for further assistance in this area.

All activities still require approval by the local government before they can be implemented. Protection is a huge need but it can be hard to get permission to work in this area. Partners and Tearfund staff ensure they remain up to date with latest government recommendations for project permissions and take note of which act approved, to help inform planned activities.

### 2. How will your response ensure safe and dignified programming for different groups? [150 words max]

All activities will be implemented in a way that ensures the safety of those beneficiaries taking part. Staff and volunteers will be trained in humanitarian principles so they have a good understanding of the rights of the beneficiaries and are clear about the behavior expected of them when working with vulnerable people. Both COAST and Tearfund have a code of conduct for staff and volunteers which is mandatory. In the child friendly spaces (CFS) and adolescent friendly spaces (AFS), facilitators will be trained to know how to work with young people and what is

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3 Consider the following: vulnerable groups control over resources; inequality and /or discrimination; access to assistance; effects of the crisis; capacities for coping with, responding to, recovering from and preparing for crises; and specific needs.
appropriate to ensure their safety. During distributions, staff and volunteers will treat beneficiaries with dignity and respect.

C. Programme Plan for DEC funds

1. Programme Title (12 words max. This will align with the Letter of Agreement)
   Emergency Response and DRR for FDMN and host communities in Cox’s Bazar

2. List your Outcomes below. These must be the same as the Outcomes in DEC Phase 2 - Output Table
   Add rows as necessary

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Timeline: when do you expect each of these to be achieved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6 month</td>
</tr>
<tr>
<td>a) Improved psychosocial support for FDMN and host population</td>
<td></td>
</tr>
<tr>
<td>b) Improved NFI support to FDMN and host population</td>
<td></td>
</tr>
<tr>
<td>c) Improved standard of WASH facilities for FDMN population</td>
<td></td>
</tr>
<tr>
<td>d) DRR and preparedness amongst FDMN and host population</td>
<td></td>
</tr>
<tr>
<td>e) Improved livelihood opportunities for host community</td>
<td></td>
</tr>
<tr>
<td>f) Improved understanding of humanitarian good practice amongst partner staff / volunteers</td>
<td></td>
</tr>
</tbody>
</table>

3. Programme description: linking to the outputs, please describe the programme. Explain how it will achieve its outcomes, how it will be implemented (e.g. who will deliver the programmes and how). Please explain how this programme fits within or complements your broader programme strategy or existing programmes and how it builds on Phase 1. [400 words max]

Protection
In phase 1 COAST constructed 6 CFS and 6 AFS and installed solar lights near them. These spaces will continue to be used in phase 2 to support children and young people. COAST trained 6 psychosocial counsellors who provided group and individual sessions for those suffering with trauma. The group sessions were not so effective due to a level of stigma attached to attending. For phase 2 COAST will provide more individual sessions. COAST is setting up community based child protection committees which will help improve referral of vulnerable children. The committees will be trained on child rights, risk and service mapping.

NFI
In phase 1 COAST distributed fuel efficient stoves, umbrellas/raincoats, mosquito nets and mats. In phase 2 COAST will distribute rice husk alternative fuel and further NFIs such as wet weather gear, clothes and blankets for the monsoon season.

WASH
COAST will establish 2 de-sludging units to empty full latrines. They have cleaning teams to maintain latrines established by the CFS and AFS. COAST will maintain 5 tube wells they installed in phase 1 and other tube wells close to the CSF and AFS to ensure good supplies of water. COAST will provide hygiene promotion for parents of those attending the safe spaces. Tearfund is supporting a study to look at the aquifer beneath Cox’s Bazar area and the impact of increased abstraction on the long term security of the water supply.

DRR
Activities to reduce the potential impact of the monsoon on the camps are urgently needed. COAST will work with Majhis to construct 4 drains in vulnerable areas and train them in slope management. Buildings used as cyclone shelters will be strengthened and a section of road constructed to give good access to one cyclone shelter. Trees will be planted within the camps to help stabilise slopes. Awareness raising activities will be carried out with communities to prepare for the monsoon season and disaster and environmental risks.

Livelihoods
COAST will work with the host community to improve access to income generating activities. HH will receive business management training and technical training through local providers. The host community has been made more vulnerable by the influx of FDMN, working with them will help to prevent tensions arising in line with government
Capacity building
Tearfund will focus on detailed input on good practice in humanitarian programming as well as child protection, livelihoods and environmental sustainability.

4. How will you ensure that your activities are delivered in a timely manner? Outline any major challenges you foresee in implementing your programme and how you plan to mitigate these. Consider operational context, other internal and external factors. [200 words]

The situation is dynamic and the phase 2 plan is based on current assessments and conditions. It is expected that these will develop and change in the coming months, especially with the impact of the monsoon season. Initial activities will be monitored during the first 6 months, with an expectation that the plan and budget will be reviewed when the first report is due 6 months into phase 2.

All projects require an FD7 (Foreign Donation) approval before activities can begin and this will be one of the biggest challenges to implementation. The process continues to be confusing and can last for months and there is a risk that some activities may become delayed. A single FD7 will not be granted for the full 18 months. Organisations must divide their activities into shorter periods and get each one approved separately. Tearfund and COAST have taken this into consideration and will submit applications for activities lasting 3 months. COAST’s current FD7 expired 14th February and they have applied for an extension to 31st March. They will also apply for a new approval for 1st April to 30th June. Tearfund’s FD6 is granted for 5 years with the first 12 months approved.

D. Accountability to affected people

1. Outline how you will address major challenges or obstacles to accountability to people and communities experienced in Phase 1 to improve accountability in Phase 2. [300 words max]

During phase 1, when implementing activities such as NFI distributions and the establishment of CFS and AFS, it was quite hard to encourage participation amongst the FDMN and host communities. However, now COAST and Tearfund have established much better relationships with the beneficiaries and in the later stages of phase 1 they were becoming more engaged. Staff and volunteers will continue to visit communities frequently to build good relationships and encourage beneficiary participation as well as to seek their ongoing feedback about how the project is going and what could be done differently. COAST will also invest more time at the start of the project to share information with communities about plans and activities and invite them to ask questions. During the design of the phase 2 plan, FDMN and host communities were consulted and their opinions are reflected in the phase 2 plan. Community members will continue to shape and design the specifics of the project delivery, particularly around targeting and inclusion.

There can sometimes be language difficulties between staff and beneficiaries but COAST has been working in this area for many years and employs a lot of staff and volunteers who are from the local area and who know the local languages and have some familiarity with the languages of the FDMNs. Where needed, translators can be employed from the FDMN community to help with the interpretation.

2. Detail any changes from Phase 1 regarding how you share information, including budget and response plans with affected people and communities especially vulnerable and marginalised groups and how you will know it has been understood. [150 words max]

As mentioned above, COAST will also invest time at the start of the project to share information with communities about plans and activities and invite them to ask questions and contribute. Experience has shown that this is best done through holding meetings in a community where information can be shared. Sharing information verbally can often be very helpful, in addition to giving out printed information or putting information on notice boards, because in these communities levels of literacy may be low. There are also many different languages being spoken so a notice board might not be readily understood by many who see it unless information appears in several languages. Information about plans and budgets can also be followed up during household visits to give more clarity or to share plans with those who may be housebound or unable to attend the meetings.

3. Outline any changes to your Phase 1 feedback and complaints mechanisms and how you will ensure it is understood, accessible and used by people and communities you are working with. [200 words max]

COAST will invite all guardians to the safe spaces and brief them on the budget, the learning games and materials that will be used with the children and explain how the complaints response mechanism works. COAST will describe the identity of DEC, Tearfund and COAST.

For the host community, COAST will organise inception meetings at three unions and brief communities on the budget, activities, types of assistance and identity of DEC, Tearfund and COAST. COAST will ensure signboards and
banners are written in Burmese and English in the camps and in Bangla and English, along with a complaint mobile number for the host community. COAST will explain how the feedback mechanism works and ensure people understand feedback can be given by phone but also verbally to a COAST or Tearfund staff member.

No significant will be made to the complaints mechanism but COAST will do more promotion through improved orientation for beneficiaries. Each month COAST will receive feedback from beneficiaries on activities and levels of satisfaction. COAST will maintain a feedback log book for keeping track of the feedback and the agreed response and follow up. They will feedback to community members on progress with the issues they have raised.

4. How will you continue to ensure appropriate behaviour of staff, volunteers (including of partners, where applicable) towards the affected people (e.g. adherence to the Red Cross Code of Conduct)? [100 words max]

COAST and Tearfund have a mandatory code of conduct for staff and volunteers. All staff are trained and are clear about what behaviour is unacceptable. They are trained in RCCC, CHS and Tearfund’s Quality Standards, which describe how beneficiaries should be treated. Tearfund and COAST have robust systems to deal with safeguarding allegations and staff and volunteers are briefed on how to report incidents. Any examples of unacceptable behaviour will be dealt with using disciplinary procedures. Follow up training on child protection and quality standards is planned for phase 2, to build on training already conducted in phase 1.

E. Community resilience and local capacity

1a. Will your agency be working through partners and/or sister agencies not included in Phase 1 of your response? (please ensure reference to partners and their role in section C3 above)

1b. If ‘yes’ have you worked with them before?

1c. If you have not worked with the partner in Phase 1 of this response, what capacity assessment and due diligence has been carried out on this partner? (Include dates.) [250 words max]

N/A

2. How do you plan to utilise and strengthen local capacities? Complete as applicable

<table>
<thead>
<tr>
<th>Identified capacities</th>
<th>Strengthen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government departments</td>
<td>Activation of Union Disaster Management Committee</td>
</tr>
<tr>
<td>a) National NGOs</td>
<td></td>
</tr>
<tr>
<td>c) Local NGOs</td>
<td>COAST is a locally registered NGO and holds strong relationships and networks within the Cox’s Bazar area and effectively engages and mobilises communities. Tearfund has worked with this partner since 15 September 2017 and has known them to have capacity in setting up beneficiary selection, conducting assessments, distributions and to be capable of providing project and financial reporting.</td>
</tr>
<tr>
<td>d) Faith-based organisations</td>
<td></td>
</tr>
<tr>
<td>e) Community groups</td>
<td>Community members within the community based child protection committees will play a vital role. They are best placed to identify vulnerable members of the community and can use this knowledge to refer them to the appropriate pathways for assistance.</td>
</tr>
<tr>
<td>f) Private enterprise</td>
<td></td>
</tr>
<tr>
<td>g) Sister agencies/affiliates</td>
<td></td>
</tr>
</tbody>
</table>
DEC Phase 2 – Plan [Tearfund] [Bangladesh]

(h) Other (please describe)

DEC members are working in the area and Tearfund will take steps to coordinate with them concerning the funding of common local partners i.e. COAST.

3. How does your response build on local capacities and work towards improving the resilience of communities and people affected by crisis, including host communities? Refer to existing community hazard and risk assessments and preparedness plans if relevant. [150 words max]

Due to being displaced from their homes and unable to earn an income, the FDMNs are very reliant upon humanitarian partners. The government of Bangladesh does not allow FDMNs to work or to have a business so they are unable to generate their own income. Activities like distributions and the provision of services provide very little opportunity to build local capacities and improve resilience in communities. In the CFS and AFS, FDMNs are being involved as facilitators to help with the running of the clubs and are receiving payment for this. They are the best people to help with the clubs because of their knowledge of the language and culture of their people. There is also scope to involve local people with DRR activities; there will be casual labour opportunities for some FDMNs in the excavation of ponds for water storage and the construction of drains and roads. Communities will also be trained on how to prepare for disasters so they know what to do and where to go if they need to evacuate. Host communities will also be involved in helping FDMNs prepare for disasters by sharing some of their experience from the Union Disaster Management Committees.

F. Technical Standards

1. Based on your assessment of the context, needs and your planned activities, what challenges do you foresee to meeting technical and good practice standards? Please consider Red Cross Code of Conduct, CHS, The Sphere Humanitarian Charter and Minimum Standards in Humanitarian Response, and ADCAPs where relevant [100 words per issue max]

<table>
<thead>
<tr>
<th>CHALLENGE</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of effective coordination between the ISCG and the Government</td>
<td>COAST will ensure that at the camp level there is good coordination in all activities and good communication with relevant authorities.</td>
</tr>
<tr>
<td>The Government’s approach towards preparing for the rainy season, particularly not allowing organisations to work on shelter except IOM.</td>
<td>COAST will continue to press the government to allow more work to be done in preparation before the rainy season begins and later if there are high shelter needs.</td>
</tr>
<tr>
<td>There is uncertainty over the current water levels in the aquifer beneath Ukhia and Teknaf upazilas and there is risk of over abstraction due to the huge increase in demand. Providing adequate levels of safe drinking water could become a challenge.</td>
<td>We are supporting a water study into aquifer levels in Ukhia and Teknaf to help inform future WASH work in the area and ensure the aquifer is protected.</td>
</tr>
<tr>
<td>Difficulties gaining Government approval for protection related activities.</td>
<td>COAST and Tearfund staff pay close attention to the latest Government recommendations for NGO activities. Planned activities are tailored to meet these recommendations to help improve the chances of receiving approval for them.</td>
</tr>
</tbody>
</table>

G. Coordination

1. During Phase 2, how will you be ensuring coordination at an operational level with the broader humanitarian community including other DEC agencies and/ or sector groups? [150 words max]

COAST will attend the relevant sector coordination meetings to ensure activities are in line with the latest sector recommendations. COAST will work closely with the local authorities, the camp management authorities and the army to ensure smooth implementation of planned activities. COAST will organise a meeting with other NGOs, especially DEC members working close to COAST’s project areas, and share with them COAST’s resource, activities, to promote coordination and avoid duplication. COAST will invite other organisations to share their plans, activities and learning in the meeting.

2. How is your programme complementary to the capacities and programmes of other humanitarian organisations and national and location authorities? [300 words max]

COAST attends the NGO coordination meetings in Cox’s Bazar and ensures the 4 Ws report is submitted monthly so...
others can see what activities COAST is doing. Tearfund and COAST attend sector coordination meetings, such as protection, WASH and shelter. COAST’s project will complement and support the work of the Union Parishad and National Government in working for the host community, especially around DRR where COAST will reactivate Union Disaster Management Committees to help communities prepare for the monsoon and help FDMNs also to prepare. COAST will complement other agency’s activities in the areas of protection, DRR and WASH. For example, COAST’s team will ensure water points within their working area are functional, most of which have been installed by other agencies some of which do not have a plan for maintaining them. The army has a plan to construct roads and drainage in the camps to prepare for the rainy season. COAST will coordinate with them to ensure the activities complement each other.

3. Have you identified gaps or challenges in coordination? If so what plans have you to help fill or overcome them? [300 words max]

COAST encountered challenges in coordination when looking for sites for CFS and AFS. Many sites had been ‘booked’ by other NGOs and it was very hard to find suitable locations. Also when looking for locations to install tube wells, COAST found many places where there were wells but they were not functioning as organisations were not maintaining them. These issues were resolved through discussions with the Camp in Charge. One challenge seemed to be easy access to camp wide data on what support was planned in which areas and where the gaps were. The ISCG/UN has a system for tracking this but it did not seem to always match what the camp authorities had which led to confusion at times.

H. Monitoring, evaluation and learning

1. Please list any key programme assessments, reviews or learning activities are planned for Phase 2? Insert rows if required [100 words per Review Activity]

<table>
<thead>
<tr>
<th>Type of Activity</th>
<th>Date of planned activity</th>
<th>Which stakeholders will be involved?</th>
<th>Give brief details of planned scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fortnightly COAST project staff meeting to review financial and program progress</td>
<td>2 meetings per month (total of 36 meetings in 18 months)</td>
<td>COAST project staff members and key focal points</td>
<td>Project finance and monitoring officers will feedback on progress made in the last 15 days - achievements, analysis of the situation, and actions required to meet targets.</td>
</tr>
<tr>
<td>Beneficiary satisfaction survey</td>
<td>Regular basis</td>
<td>COAST M&amp;E officer and project staff member responsible for M&amp;E</td>
<td>A prescribed format will be developed and the project staff member responsible for M&amp;E will fill in this template following direct observation and consultation with project direct beneficiaries.</td>
</tr>
<tr>
<td>DEC external evaluation</td>
<td>To be confirmed</td>
<td>Partners, beneficiaries, local authorities, other humanitarian actors</td>
<td>To look at the effectiveness and impact of the intervention and look for ways to learn and improve how activities are being undertaken.</td>
</tr>
</tbody>
</table>

2. How will your agency share learning amongst peers and other stakeholders involved in the response, including DEC agencies, implementing partners and people affected by crisis? [200 words max]

COAST will share learning externally through their website, through periodic reports, leaflets or case studies for sharing with peer agencies, DEC and other stakeholders. COAST will also share learning with beneficiaries through monthly meetings with Union Parishad and representatives from amongst the beneficiaries such as the Majhis. They will also participate in regular sector meetings to share learning from the camps, and will organise courtyard meetings with FDMN beneficiaries. Tearfund will share learning in country amongst networks and peer agencies and globally through the wider organisation.

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4 Real time evaluation: internal/external; Review/Evaluation: internal/external; Other: specify
5 Stakeholders should include at minimum people and communities, their representatives of the communities; local government officials, etc.
DEC Phase 2 – Plan [Tearfund] [Bangladesh]

COAST will organise a sharing meeting with other NGOs, especially with DEC members working close to COAST’s project areas, and share with them COAST’s resource, activities, and planning with the hope of finding some synergy, avoiding duplication and ensuring coordination. COAST will invite other organisations to share their plans, activities and learning in the meeting.

**I. Monitoring, evaluation and learning: unintended impacts**

1. What mechanisms will you use to monitor and respond to unintended impacts that come about through your programming? Consider people’s safety, access and dignity, sexual exploitation and abuse, cultural, gender, social and political relationships, livelihoods, the local economy and the local environment. [300 words max]

COAST, with Tearfund, will develop a prescribed monitoring format which will be completed by monitoring staff from COAST on a regular basis at the project level and the organisation level. The format will include observation of the project outputs and what impact the work is having. It will also involve the monitoring of the staff to see that they are implementing activities as planned and are working well with local communities. There will also be a monthly review of the feedback and complaints system. Issues raised will be reviewed and feedback provided to beneficiaries regarding what action will be taken. By using these systems as well as the safeguarding policy and staff code of conduct, any unintended impact such as those listed will be flagged by staff within COAST who can then take steps to address it. COAST will brief Tearfund monthly on the feedback and complaints being raised and the follow up actions taken to address beneficiary concerns. Senior staff from COAST will also visit periodically and will monitor the behaviour of the local team and identify any unintended negative impacts. Tearfund staff will also be visiting the project locations frequently with COAST staff and will be able to speak to beneficiaries to ask if any of these issues are arising.

2. Update the Risk Register if risks or controls have changed from Phase 1 Plan, detailing internal and external risks to your response.

**J. Recommendations for DEC**

1. What else could the DEC Secretariat do to facilitate learning and improvement in DEC-funded activities and support more effective, timely and relevant programming?

COAST feel it would be useful if DEC could visit the programme periodically to consult directly with beneficiaries and relevant stakeholders to hear their feedback about the DEC member projects.

**K. Innovation (Please note, only complete this section if relevant; there is no expectation that all programmes should include new ways of working.)**

1. Are there any aspects of your programme that you consider innovative? [150 words max]

   - Yes ✓
   - No □

For DRR activities COAST will use local knowledge of slope management to reduce risks of landslides and provide training for 100 Majhis from the camps on these methods. In these training sessions the Majhis will be oriented on hill slope management to help channel excess rainwater to drains and canals and thus reduce the risk of landslides. They will be shown how to analyse slope areas and identify ones which are at risk of landslides, and how to stabilise these slopes using tools provided in the training sessions to reduce risk.

COAST are also utilising host community knowledge about using reservoirs to conserve surface water for use during the dry season, and are building a reservoir as part of phase 2. These methods will be shared at sector meetings to help inform other agencies.

2. If yes, in what way? Please give a brief description of the innovation and why you consider it an innovation. [150 words max]

   - Rohingya people in Myanmar live in the planes but in Bangladesh they are now living in hilly areas. They may not have adequate knowledge about slope management and water storage but the host community in Cox’s Bazar have that knowledge. The innovation is to encourage the host community to train FDMNs in these techniques to reduce the risk of landslides and to preserve water. Already the ground water level is lowering and some shallow tube wells are no longer functioning.

3. What is the intended impact of the innovation and how will you measure its success? [150 words max]

   - As well as reducing the landslide risk and conserving water, the initiative will help to create good relationships between

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DEC Phase 2 – Narrative Plan
Jan 2018
the FDMNs and the host community which will be evidenced in both groups working together well.

4. What risks to success have you identified and how will you mitigate against them? [150 words max]

The host communities may not be willing to share their knowledge with the FDMNs but COAST staff will help them to see the benefit of helping the FDMNs.

L. Give full versions of any acronyms used in this or the Output table

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFS</td>
<td>Adolescent friendly space</td>
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<tr>
<td>CFS</td>
<td>Child friendly space</td>
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<tr>
<td>CHS</td>
<td>Core Humanitarian Standard</td>
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<tr>
<td>COAST</td>
<td>Coastal Association for Social Transformation</td>
</tr>
<tr>
<td>DEC</td>
<td>Disasters Emergency Committee</td>
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<tr>
<td>DRR</td>
<td>Disaster Risk Reduction</td>
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<tr>
<td>FD</td>
<td>Foreign donation</td>
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<tr>
<td>FDMN</td>
<td>Forcibly displaced Myanmar nationals</td>
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<tr>
<td>FGD</td>
<td>Focus group discussions</td>
</tr>
<tr>
<td>IOM</td>
<td>International Organisation for Migration</td>
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<tr>
<td>ISCG</td>
<td>Inter sector coordination group</td>
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<tr>
<td>JRP</td>
<td>Joint Response Plan</td>
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<tr>
<td>NFI</td>
<td>Non-food items</td>
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<tr>
<td>NGO</td>
<td>Non-governmental organisation</td>
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<td>NGOAB</td>
<td>Non-governmental organisation affairs bureau</td>
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<tr>
<td>PFA</td>
<td>Psychosocial first aid</td>
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<tr>
<td>PSS</td>
<td>Psychosocial support</td>
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<tr>
<td>RCCC</td>
<td>Red Cross Code of Conduct</td>
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<td>UN</td>
<td>United Nations</td>
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<tr>
<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
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</table>

Please respond to the following questions by COB on Friday 16th March 2018

**Section** | **Issue**
---|---
D. Accountability. | Please clarify how the complaints response mechanism works.

**Agency Response**

The current feedback mechanism involves two methods of giving feedback. One via a hotline for stakeholders to call, and the other through verbal feedback given to COAST or Tearfund staff members, either in one to one conversations such as household visits, or during courtyard meetings. So far, feedback has been given to the beneficiary immediately at the time they have raised an issue and it has been resolved straight away. No serious complaints have been made so far but if more complicated issues are raised there will be a need to take action and feedback COAST’s response to the beneficiary. COAST has been recording feedback but would benefit from additional support on improving the system for how complaints and feedback are logged and addressed. Tearfund plans to conduct training on this in phase 2 and to provide ongoing support. Tearfund staff members are working with COAST staff to develop a central database in which to record all feedback and complaints and how they have been resolved.

The use of a hotline as a feedback mechanism has severe limitations because most FDMN do not own mobile phones. For work with the host community however this may be more useful. There are plans to use a variety of different methods in future. Other agencies have found during assessments that most FDMN prefer providing feedback or complaints face-to-face or in group meetings as many cannot write the language and there are sometimes cultural barriers. This has been taken into account when planning feedback mechanisms for phase 2. Alternative
methods which will be used in Phase 2 include setting up help-desks for beneficiaries to provide feedback verbally, especially during distributions, and also arranging regular community meetings in which community members can provide feedback and raise any complaints about the projects. COAST is considering the use of complaints boxes but there are concerns that this method may be less suited to the context due to the language and literacy challenges. COAST will continue to seek the views of the FDMN and host community on how they wish to give feedback and design the feedback mechanisms accordingly.

### D. Accountability.

How are you ensuring that the appropriate (operational) senior staff have an understanding of the refugee context, refugee rights, protection challenges, and UNHCR’s role in Bangladesh, as well as the recent relevant developments in global policy?

#### Agency Response

Tearfund and partner staff members have attended a three day training session conducted by IOM on site management. This training covered the UNHCR handbook[^6] and there was a focus on the role of a humanitarian organisation in a refugee context. COAST staff members who attended this training were able to share learning from the training more widely with other team members afterwards. Tearfund is recommending that all staff members working on this response attend this training in future.

Tearfund and partner staff members are also involved in the protection sector in Cox’s Bazar and through this they receive regular email updates providing information on the latest developments in the refugee situation. These often point to additional sources of information, meetings or training where they can find out more about the refugee context. These email updates include useful information about protection and refugee rights in particular, and are received by all organisations who are members of this sector group.

Tearfund staff members in Bangladesh have previous experience working with UN, INGOs and Government sectors which has given them a good understanding of the refugee context, refugee rights, protection challenges, and UNHCR’s role in Bangladesh, as well as related recent developments in global policies.

### H. MEL.

Thank you for including the DEC evaluation. It needs to be commissioned two months before then end of programme. Please ensure that you notify Katy Bobin well in advance of when you expect to share the draft ToR and draft report with DEC so that she can block time out to review.

#### Agency Response

Thank you for the reminder – we are provisionally planning to conduct the external evaluation in February 2019 but will confirm this nearer the time.

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[^6]: ‘Convention and Protocol Relating to the Status of Refugees’ covering the 1951 and 1967 resolutions. Published by UNHCR.