Bangladesh has well established Disaster Risk Reduction and response protocols in place,

NGO's are part of the plan,

Community engagement and CwC has a seat at the table,

Awareness on role IEC materials play,

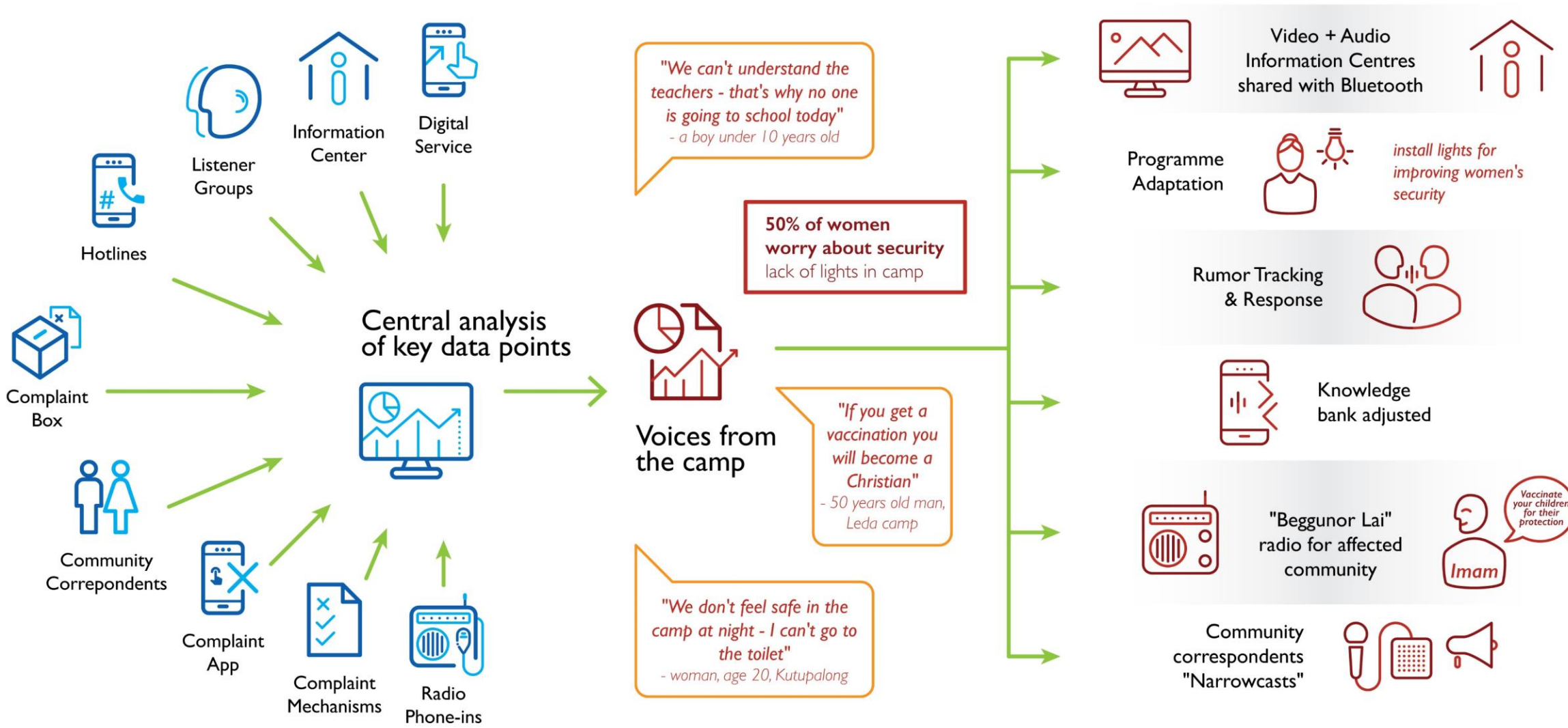For cyclones materials available as part of early warning.

Information for the community not about the community,
Cultural and linguistically appropriate,
Rohingya is not a written language,
Immediate information needs,
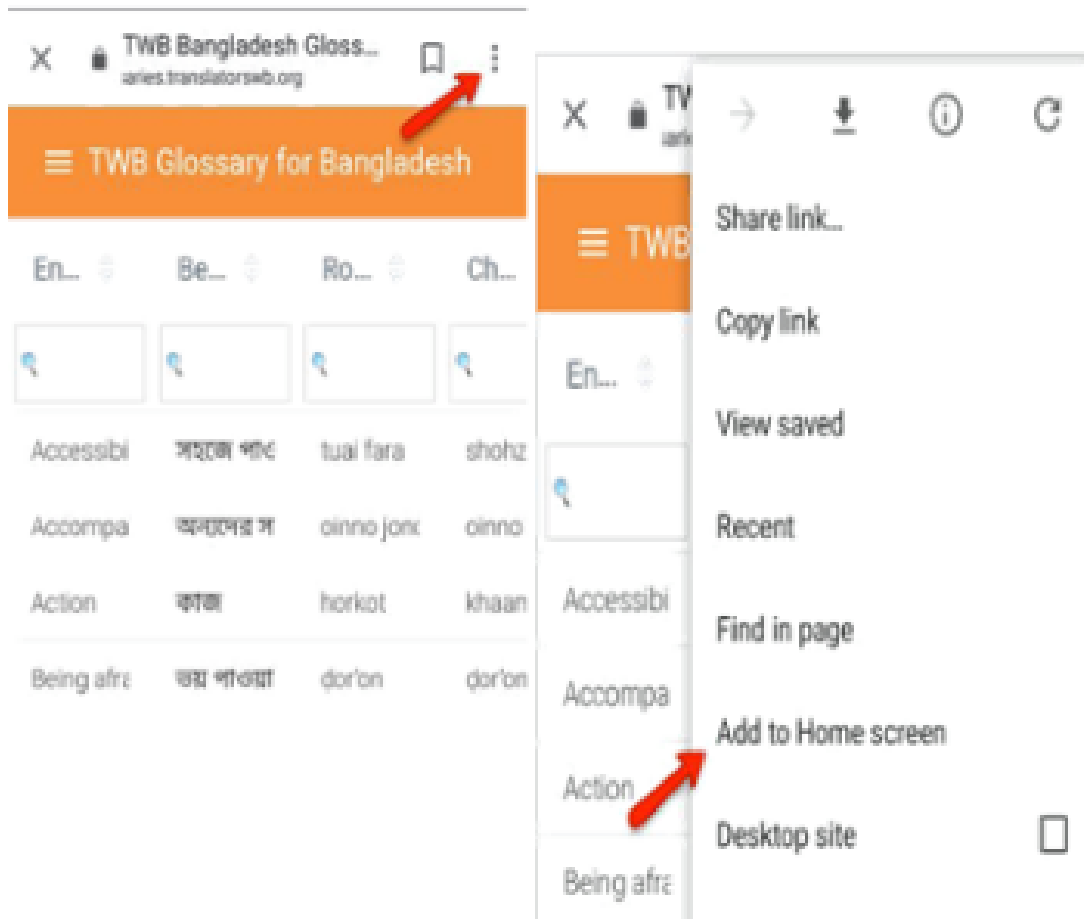Training and support to humanitarian responders.
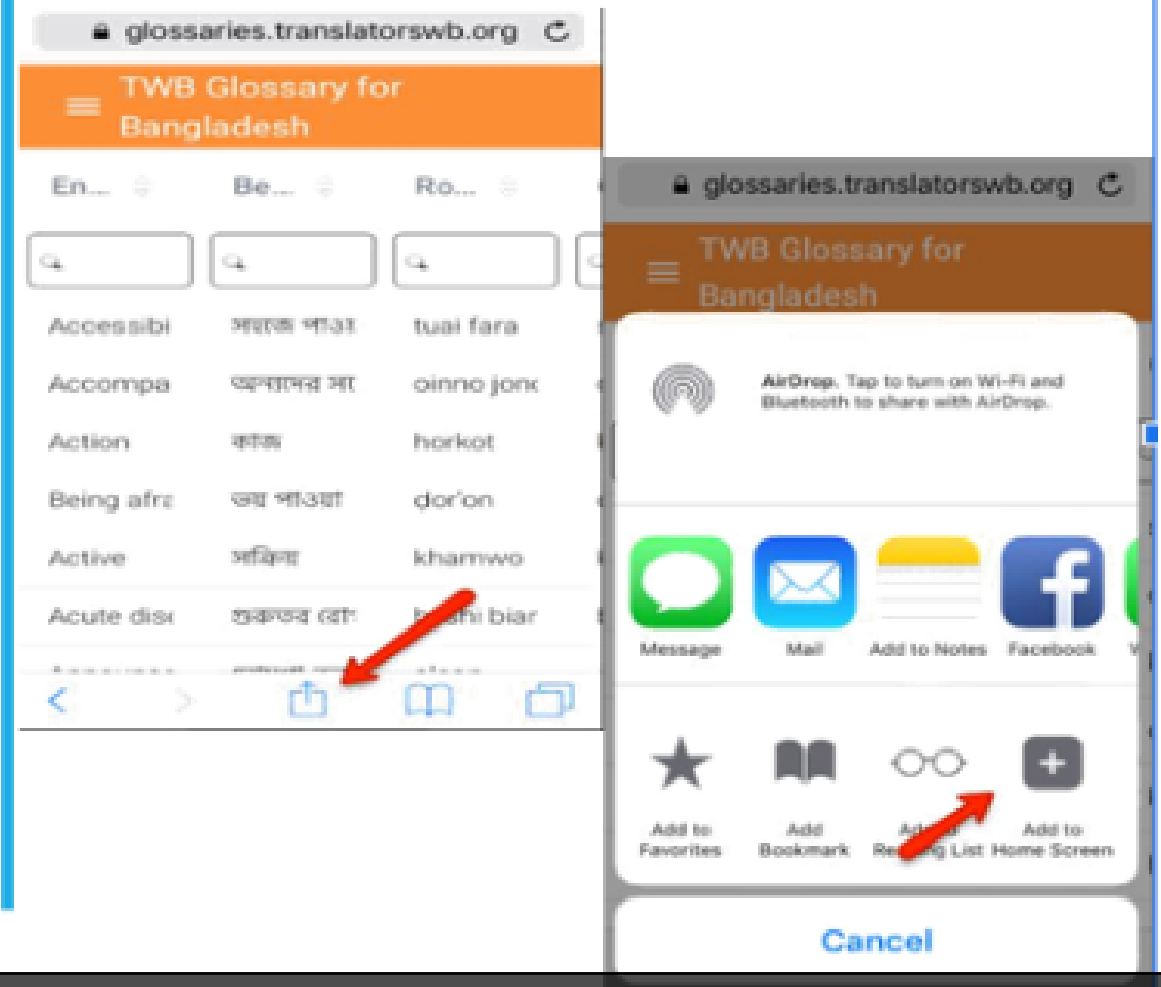
Common Service for Engagement and Accountability

FEEDBACK ANALYSIS

DOWNLOAD FOR ANDROID DEVICE

DOWLOAD FOR APPLE DEVICE

glossaries.translatorswb.org/bangladesh/

Brick-made roads are prone to damage and need regular repair

Find out more on page 2

There is a need for proper staircases in many, particularly hilly, areas

Find out more on page 3

There are concerns about retention walls, improper drainage systems and lack of lights at night

Find out more on page 3

Women are more likely to be concerned about retention walls/slope protection than men

Source: Community feedback collected in camps 1E, 1W, 2E, 2W, 3, 4, 4Extension, 5, 6, 7, 8E, 8W, 11, 12, 13, 14, 15, 16, 20, 25, 26, Kutupalong RC and Noyapara RC between March to August 2020 by Care Bangladesh, DRC, Save the Children International, Solidarity International and UNHCR (Base-24207, Men-59%, Women-41%). Even though data is collected from all those camps, site-related concerns are only from 13, 14, 16, 8W, 11, 12, 8E (in descending order). To understand Rohingya communities' site-related concerns in more depth, BBC Media Action conducted telephone interviews with 9 Rohingya community people from camps 13 and 14, of whom 5 were men and 4 were women.
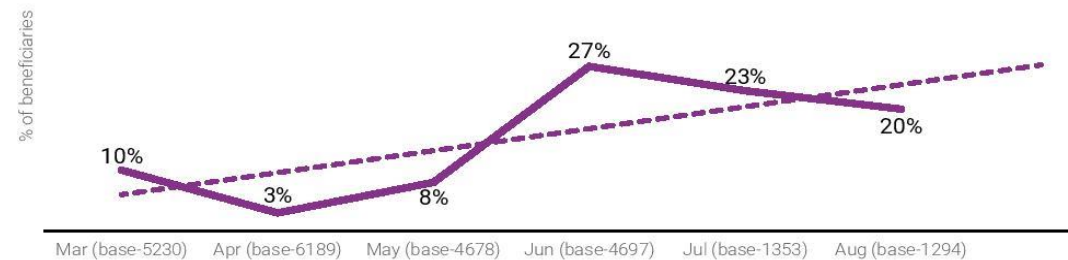
Between March and August 2020, 12% of all the community feedback collected referred to concerns about site-related issues. Feedback included worries about bridges, stairways and pathways, sewerage and drainage systems, retaining walls and slope protection, soil erosion and landslides, as well as lighting in the camps. Over the last few months, many people have highlighted these problems, and this reached a peak in June 2020 where 27% of feedback was related to site concerns. The data indicates an increasing trend, and it is expected that communities will face more of these types of problems in the upcoming months.

The analysis of the community feedback data and communities' site-related concerns suggests that around 36% of people have raised concerns about slope protection or retention walls. In July, which is also the month a monsoon affected Bangladesh, the rate of reported feedback related to retention walls and slope protection reached a peak. People feared shelters would be damaged and some requested additional sandbags and bamboo to further protect their shelters from landslides and soil erosion.

Site related concerns among men and women, month wise

% of beneficiaries

10% | 3% | 8% | 27% | 23% | 20%

Mar (base-5230)   Apr (base-6189)   May (base-4678)   Jun (base-4697)   Jul (base-1353)   Aug (base-1294)

Case Study CXB: Soiyi Hota - correct information through short audio programm

BBC Media Action

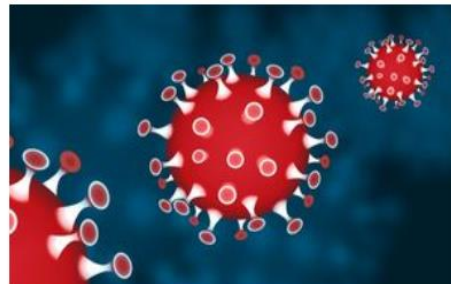**Guide** Haas Mo'shoara (Top Tips)

BBC Media Action

Guide CXB multimedia: Joint registration

BBC Media Action

Guide Aa'rar Bahadur - Showcasing Rohingya role models

BBC Media Action

Guide Rohingya and host community: Covid-19 - communication tools

Risk Communication Technical

Guide CXB multimedia: Explaining the cyclone warning signals

BBC Media Action

Information Hubs and Nutrition Centers

Listening Groups

Common Feedback Platform Dashboard

COMMON FEEDBACK PLATFORM

Monthly Sector Report

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a community feedback and referral mechanism within the Cox's Bazar response overseen jointly by IOM, DRC, and UNHCR with other organizations working as partners who have adopted and implemented the platform. NPM supports the CFP with information management and analysis capacity. The CFP is based on established standards for the collection and referral of community feedback within the Communication with Communities Working Group. Community feedback is collected on Kobo Collect by enumerators in the field and "tickets" with unique tracking numbers are generated. This information is then referred through Site Management and Protection actors to relevant Camp Sector Focal Points. The affected population then receives a relevant reply to their ticket either immediately or after their issue has been resolved. Information from this system is shared between partners on a monthly basis to generate information outputs for sectors and camp actors. The CFP is currently in various stages of implementation and use across the camps and is a continuously changing set of operational practices that are moving towards greater harmonization between actors & camps as well as greater efficiency.

For more information about this initiative please contact Daniel Coyle (dcoyle@iom.int) or Takashi Mori (mori@unhcr.org).

Monthly Update

In May, further plans for expansion were greatly hampered by the nationwide lockdown. Despite this, coordination and preparation work between operation agencies continued by improving data processing and IM output capabilities.
Movement restrictions resulted in access challenges for operating agencies and the affected population to register complaints and feedback.
Only Sectors with a significant amount of tickets have a dedicated page of analysis.

This year...

76,718 tickets received across 20 camps

33,241 tickets referred by 6 agencies

63% of replies were reported as resolved

21,680 replies given

IOM UN MIGRATION · UNHCR The UN Refugee Agency · DRC DANISH REFUGEE COUNCIL
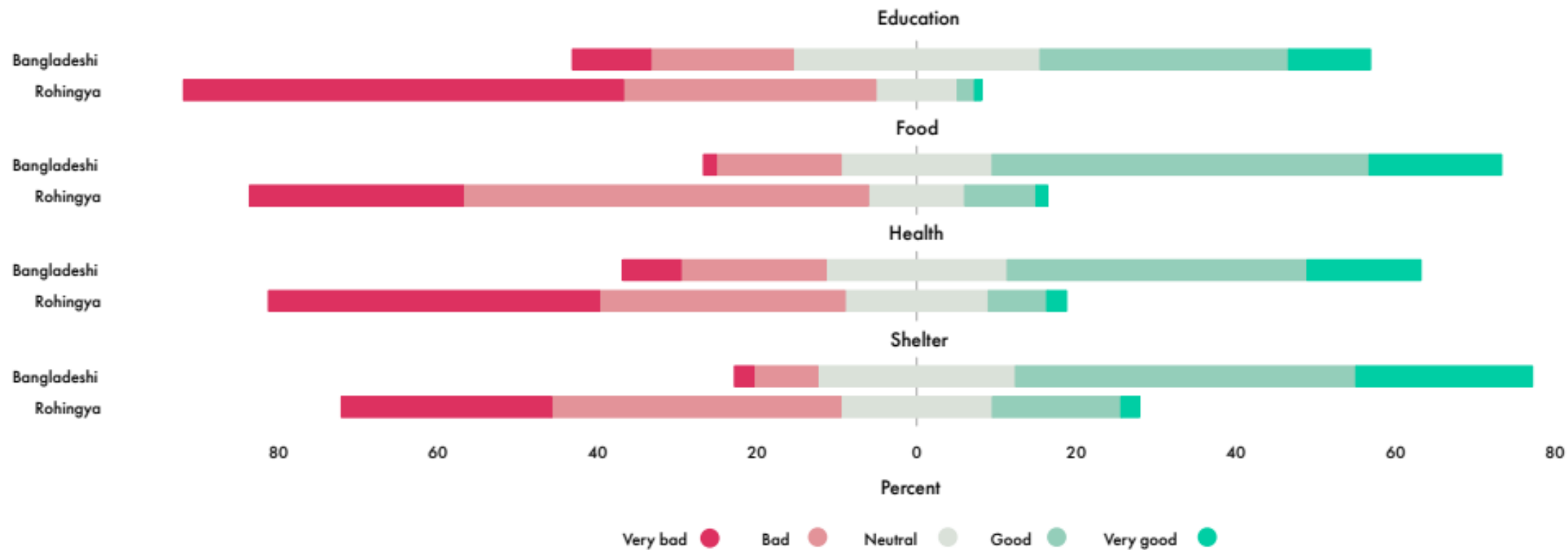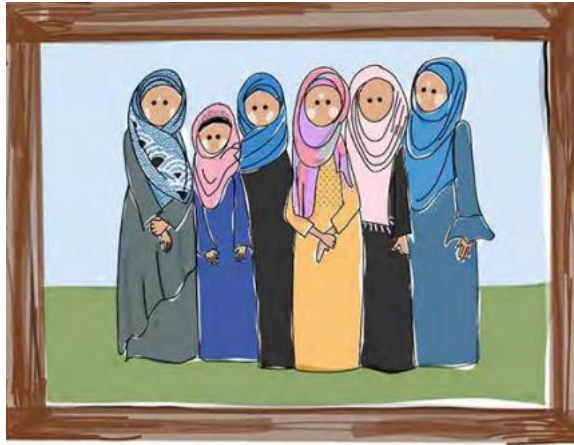
care · actionaid · brac · tai TAI Social Foundation · NPM THE UN MIGRATION AGENCY

Aid services ratings by sector

Female Rohingya Research Team

Male Rohingya Research Team

RESEARCH METHODOLOGY

RESEARCH IDEA

Complement existing quantitative research with qualitative data giving voice to the preferences, suggestions & feedback of the Rohingya refugees about the response.

① RESEARCH DESIGN

Collaboration between IOM CwC & ACAPS

- Purposive sample
- Focus group discussions inclusive of —
  * Age
  * Gender
  * Disability
  * HH Composition
  * Location
- Key Informant Interviews

② QUESTIONNAIRE DEVELOPMENT & TRAINING

* Open ended, semi-structured, interviews.
* Piloted with Rohingya Researchers.
* Multi-sector, multi-stakeholder review process.
* Experts on research with persons with disabilitie & children engaged.

③ DATA COLLECTION

- Rohingya Research Team
  * 6 Female researchers
  * 11 Male researchers
  * 1 Female & 2 male Bangladeshi CWC researchers
- 17th August — 23rd October 2020

FGDs			KII
FEMALE	MALE	HIJRA	
67	126	1	18

④ TRANSLATION

All discussions :
- Recorded
- Transcribed (Rohingya Research Team)
- Verified (IOM CWC Team)
- Independent check

⑤ DATA ANALYSIS

- Analysis framework designed around research questions
- (DEDUCTIVE) & (INDUCTIVE) methods

Coding planned before data is collected.

Tags created during data coding process.

- Analysis led by ACAPS.

⑥ DATA VALIDATION, REVIEW & FINDINGS PREPARING the REPORT

Findings shared with —
* Rohingya Research Team
* Review committee of humanitarians working in the Rohingya refugee response

What do you think they are saying about us?

⑦ DISSEMINATION

- The entire report is made available online.
- Presentations to humanitarian community.
- Shared with Rohingya community in an effort to close the feedback loop.
- Audio report of research process.

THE GOAL

Where possible, the response adjusts in line with Rohingya expressions, concerns, and recommendations, and through this wellbeing in the camps improves.

GIVING BIRTH AND CARING FOR NEWBORNS IN THE ROHINGYA CAMPS

NEW AND EXPECTANT MOTHERS, THEIR FAMILIES AND TRADITIONAL BIRTH ATTENDANTS NEED MORE INFORMATION AND TRAINING

ROHINGYA WOMEN'S PREGNANCY EXPERIENCES AND PERSPECTIVES

FAMILY MEMBERS, VOLUNTEERS AND TRADITIONAL BIRTH ATTENDANTS PLAY A KEY ROLE IN SUPPORTING WOMEN DURING PREGNANCIES

Research from BBC Media Action and Translators Without Borders found:

- Rohingya prefer local (quack) health providers,

- Rohingya have concerns at treatment at health facilities,

- Pregnant women frequently use untrained birth attendants,

- Have trouble communicating with health providers due to language issues

Maternal health care in the Host and Rohingya communities

an exploration of attitudes, beliefs and practices

Understanding health-seeking behaviour of the Rohingya community

Communication with Communities (CwC) Working Group
Cox's Bazar, Bangladesh

Action Plan 2022

Thank you and any questions.