Progress/ Knowledge Evaluation Survey

Capacity Sharing Initiative (CSI)
Rohingya Refugee Response - Bangladesh

Global CCCM Cluster - Webinar

30 November 2021

Capacity Sharing Initiative (CSI) Evaluation Report, Summary Findings: Feb 2021

Background

- To support training of newly recruited CiC staff and to strengthen existing personnel, the UNHCR and IOM developed a Capacity Sharing Initiative (CSI) in 2019 under the coordination of the Site Management & Site Development Sector (SMSD Sector).

- The Office of the Refugee Relief and Repatriation Commissioner (RRRC) contributed to and approved the final CSI project and strategy documents. The CSI has a dedicated working group made of up key SM NGO (DRC, CARE, Action Aid Bangladesh, BRAC & ACTED).

- Objective: to 'share' the collective expertise of Site Management Support agencies with the Camp in Charge (CIC), the Assistant CiCs, and their growing teams of staff. The CSI aims to provide a comprehensive package of training to the CICs and their staff throughout the project period, including core SM training and facilitating training developed by the different sectors within the ISCG.

Achievements 2019/20

Achievements/Outputs in 2019 - 2020

- **Induction Training; 1 day (6 hours) x 7 training rounds = #180 CiC Support Staff & guards**

- **Two-month SMS structured "Observational" Shadowing = #73 CIC Support Staff**

- **4 days Site Management training plus 1 field activity day (25 hours)**

- **Sector/WG training material developed and translated into Bangla**

- **Sector/WG trainings delivered; 13 days (65 hours) x 3 rounds = #73 CiC Support Staff**
  - SMS (5 day), Protection, CBP, CwC, Gender Mainstreaming, Natural Hazard and DRR

- **SM Sector Training of Trainers (ToT) training delivered; 4 days (24 hours) = #24 national staff**

- **Procurement and Distribution of CSI/CiC Support Staff Material and Visibility**

- **SM 3-day training targeting humanitarian staff, 18 hours of instruction x 6 rounds = #152 staff**

- **SM and Community Representation Half-Day training to refugees x 2 rounds = 49 refugees**

CSI Phase II; From November

o **Re-launch the CSI process –CSI WG ToR / members updated (**2 persons/SM partner, one focal and one backup, ToRs includes evaluation, Guidebook etc**)**

o **Meeting with ARRRC + 7 CiCs & ACiCs on CSI Phase (**Admin module, review modules, f.p of RRRC in CSIWG, CSI Survey, SMSD orientation session with CiCs/ACiCs, modular training**)**

o **CSI Evaluation survey (**Evaluation questionnaire, translations**)**

o **Engagement with CiCs/ACiCs at camp level on the CSI Phase II**

o **Follow up of pending trainings + Reviews**

o **Planning for the modular trainings targeting site management and CiC support staff in camps (2021)**

Purpose of the Survey

After nearly two years of collaboration with RRRC in capacity sharing trainings and shadowing process, the Capacity Sharing Initiative aimed **to conduct a survey on knowledge and understanding acquired through the CSI modular training**.

The survey aimed to **assess the impact of the trainings and to collect lessons learned that would inform planning the next phase/s of CSI**. The survey was an opportunity to assess the integration of CiCs and CiC Support Staff in the wider coordination structure within the response and to highlight further areas that the CSI WG should assess for the next phase of the CSI strategy.

The survey also aimed at drawing respondents' views on the CSI progress and further explore existing opportunities (if any) for SMS with regard to discussions on the nationalization agenda.

CSI Evaluation Survey; Objective/Aim

- Assess the knowledge and understanding acquired through CSI

- Assess the impact of the trainings amongst CiC staff

- Draw some lessons learned that will inform planning the next phase of CSI

- Assess the integration of CiCs & their Support Staff in the wider coordination structure

- CSI progress and existing capacities achieved

CSI Evaluation Method & SM support

METHOD

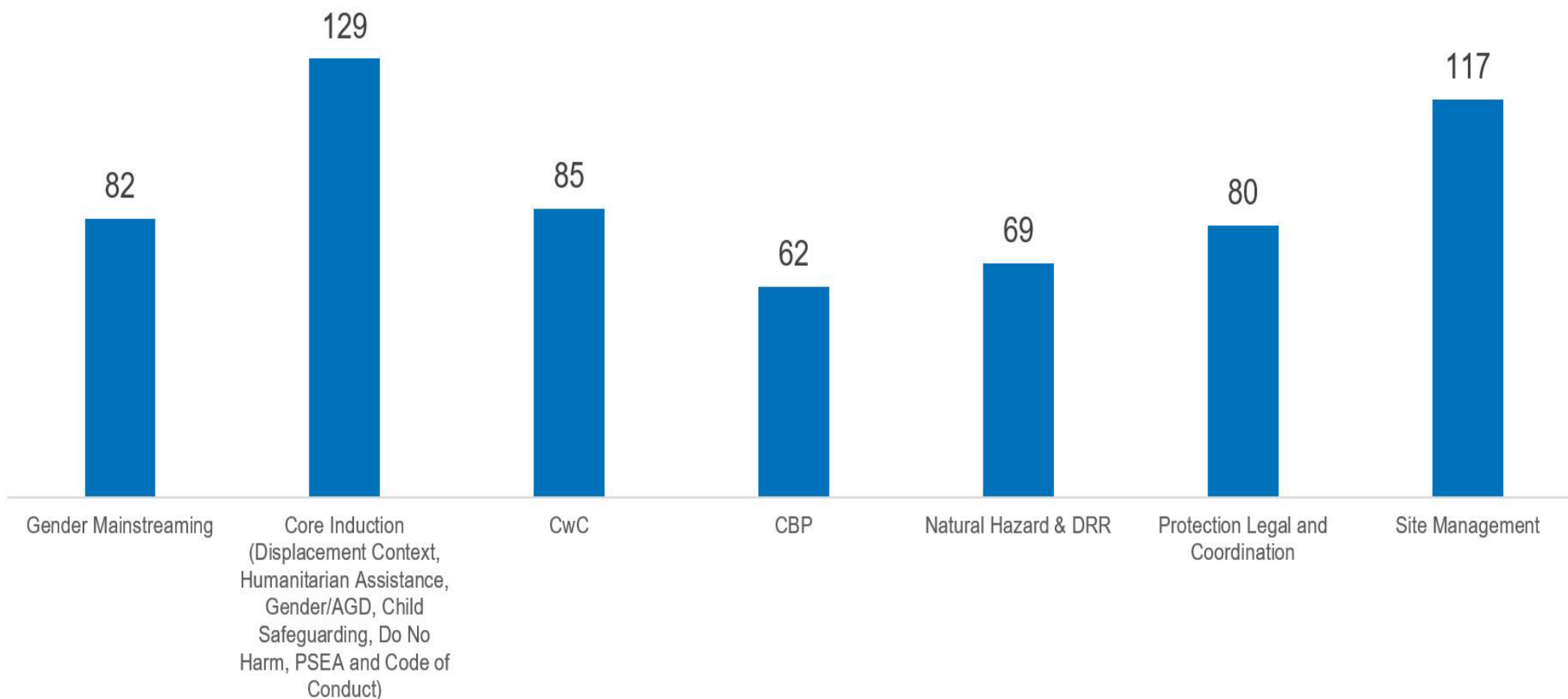- **Online survey**
- **Paper form**
- **KII**

TARGET - CSI

- CiCs/ACiCs
- CiC SM/Support staff
- UN/INGOs

SMS SUPPORT

- **Administering questionnaire to CiCs/ACiCs, CiC staff**
- **Organize session/venue to administer form**
- **Monitoring session (30 Min) (not CiC)**
- **Collecting form and uploading in Kobo (English)**
- **Submitting final filled forms to focal in AoRs**
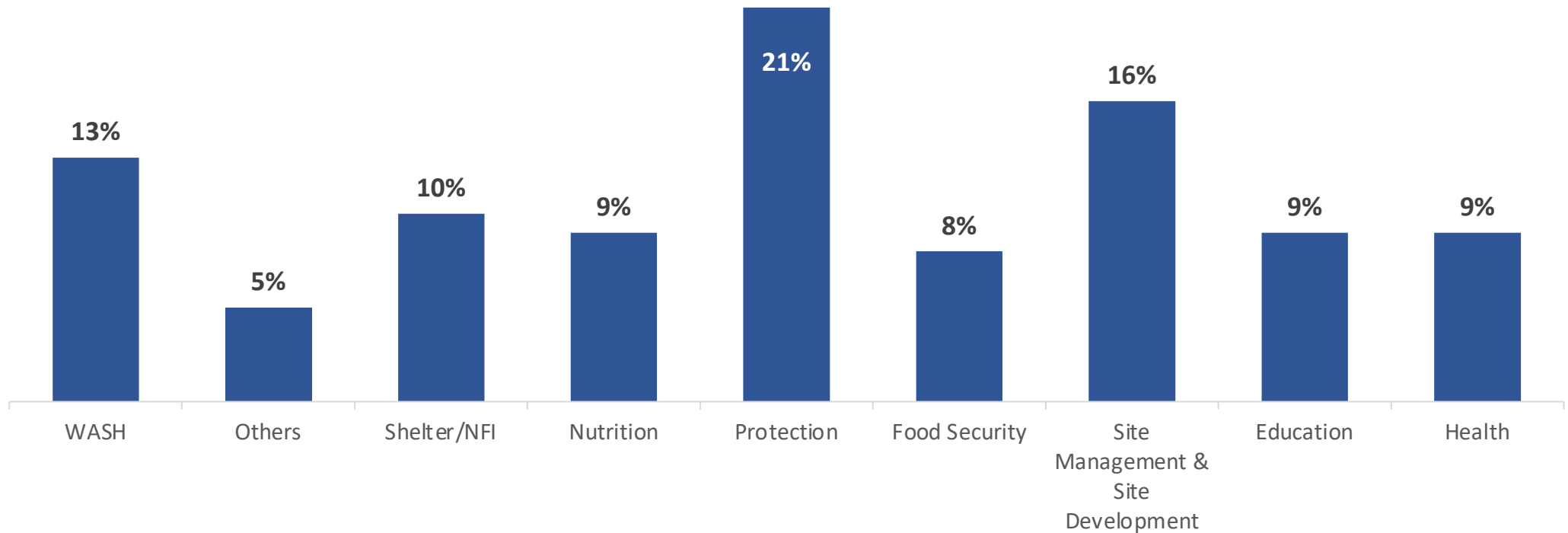- **For CiC support staff – target (M/F), basic questions**

Summarized Evaluation Findings…

- 173 Submissions received out of which 110 were from CiC/ACiC/CiC staff (10%f)

- 7 trainings evaluated per i)usefulness, ii) relevance, iii) facilitators skills iv) time

- 100% of respondents agreed or strongly agreed that SM training & CwC is useful, 97% CBP, 99% gender and 98% Natural Hazard & DRR

- 57% could define the term refugee as per the refugee convention

- 66% agreed and 24% strongly agreed that CSI impacted their work (90%)

- 79% said that they often (33%) or always (46%) engage refugees in decision making process in the camps

- 88% said that they often (28%) or always (60%) apply referral pathways in camp

- Other training needs; WASH, Shelter, IT, "AutoCad" site planning, leadership, disability mainstreaming, engineering related skills etc
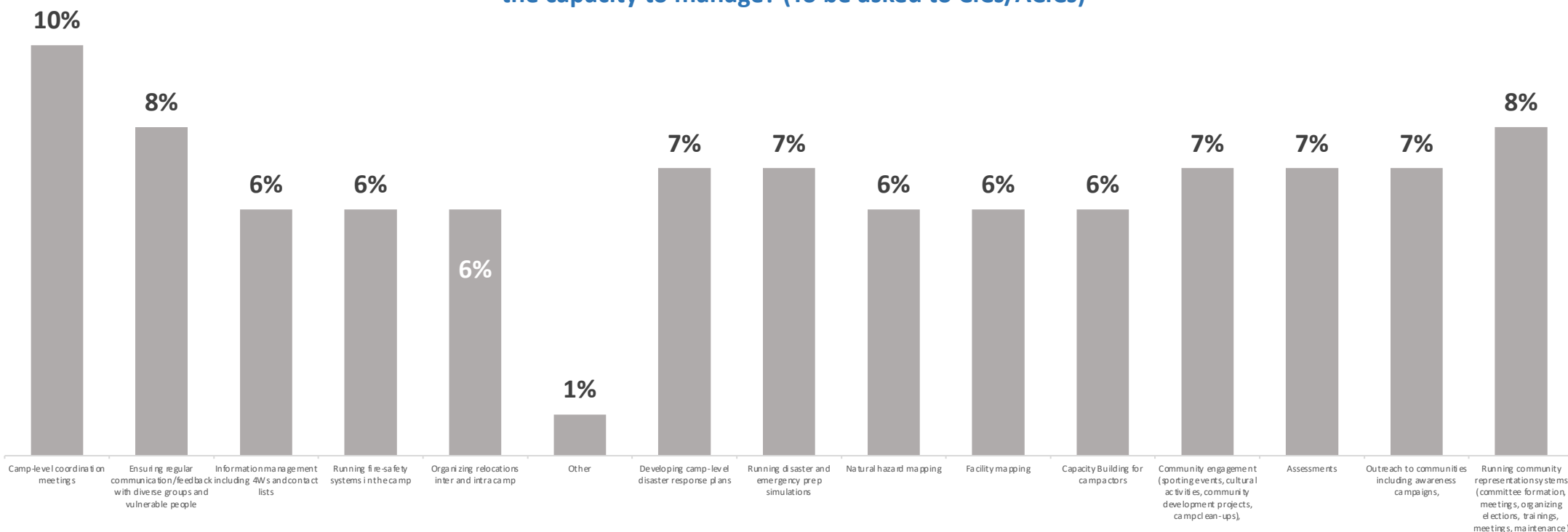
Better understanding at the camp level, with regards to sectors

"Under which sectors do you feel you require a better understanding of?"

- WASH — 13%
- Others — 5%
- Shelter/NFI — 10%
- Nutrition — 9%
- Protection — 21%
- Food Security — 8%
- Site Management & Site Development — 16%
- Education — 9%
- Health — 9%

CSI PROGRESS; CiC/ACiCs views on areas of acquired knowledge from CSI

Following CSI training and/or experience working alongside SMS teams, what SMS activities do you currently have the capacity to manage? (To be asked to CiCs/ACiCs)

Category	%
Camp-level coordination meetings	10%
Ensuring regular communication/feedback with diverse groups and vulnerable people	8%
Information management including 4Ws and contact lists	6%
Running fire-safety systems in the camp	6%
Organizing relocations inter and intra camp	6%
Other	1%
Developing camp-level disaster response plans	7%
Running disaster and emergency prep simulations	7%
Natural hazard mapping	6%
Facility mapping	6%
Capacity Building for camp actors	6%
Community engagement (sporting events, cultural activities, community development projects, camp clean-ups),	7%
Assessments	7%
Outreach to communities including awareness campaigns,	7%
Running community representation systems (committee formation, meetings, organizing elections, trainings, meetings, maintenance)	8%

Challenges in implementation of humanitarian principles & standards …

- Presence of many actors in the same sector in a single camp at times hampers coordination and proper service monitoring

- Refugee-Host community in some camps which at times led to protection concerns for PoC

- Unreliable mobile network in some parts limiting emergency response

- Inadequate land to maintain planning standards, congestion in camps

- Women participation exacerbated largely by cultural/religious beliefs

- Some camp administrators tend to be strongly opinionated, at times aggressive to actors, questioning humanitarian principles and routinely issue directives to partners in the camps that might be inconsistent to humanitarian principles

- COVID-19 pandemic which paused trainings and led to limited camp access

- High staff turnover, both NGO and government leading to loss of operation's experience and much invested knowledge

What worked well, excerpts from KII …

The collaboration is very important for all agencies involved, especially with the influx in 2017, for improvement of Site Management in having a joint collaboration with the government.

It is one of the joint initiatives that is a success story of IOM/UNHCR collaboration in this response. It's also a "rallying call" of bringing all the CiCs together which has had a positive impact. It has had knowledge impact and to some extent impacted skills on CiC staff on SM work and humanitarian response.

It provided participants from different sectors an opportunity to meet and interact which enabled build working relations with CiCs/ACiCs in camps. This approach of mixing both government and non-government actors should be encouraged. Adult learning approach in CSI especially on SM module should be best practice.

It would be important to target APBN with similar trainings or other agency staff.

The knowledge was crucial and beneficial in site management as well as general protection issues which enabled the staff in getting to know how to offer humanitarian services to refugees in camps

Suggested Recommendations drawn from the respondents & KIIs …

- **Trainings;**

  ❖Time, Method, Inter-sector training calendar, Rights & Obligations, CiCs orientation

- Coordination; Sector roles clarification including volunteers

- Improving understanding of information requests at camp level between both NGOs and government authorities

- Clarifying accountability measures that exist amongst stakeholders - documented

- Community representation; cautious optimism, difference of perspectives between humanitarian respondents and government

- Further follow up with bridging contextualized training to the operations realities