



BANGLADESH
FOOD SECURITY SECTOR
Strengthening Humanitarian Response

FOOD SECURITY SECTOR MEETING

DATE **Tuesday, 17 October 2017**
TIME **04.30pm – 6:00pm**
VENUE **IOM meeting room, Cox's Bazar, Bangladesh**

AGENDA

1. Introductions
2. What worked well from Round 3
3. What did not work well and ideas on how to improve.
4. AOB

SUMMARY OF ACTION POINTS

- **Food Security Sector will pass on positives to WFP and look to have these maintained and possibly enhanced where possible.**
- **Food Security Sector will pass on feedback to WFP and discuss what can be possible in Round 4 to improve some of these.**
- **A need to try and improve WASH facilities, Damien to discuss with UNICEF to see what may be possible here.**
- **Request for Medical teams to be on the day of food distributions. Damien to discuss with IOM/WHO**
- **Facilities for breast feeding corner and creche would be helpful. FSS team to discuss with WFP-CP on what plans are underway in this area.**

DISCUSSION

Damien opened the meeting and asked everyone to do a short introduction, name and organisation. Following this, the Agenda for the meeting was presented to all.

What works well

- Female Rohingya volunteers talking to women in the line for food and giving information.
- Priority given to pregnant women and young mothers with children under 5.
- One or two distribution locations were more organised with host community, this helped them understand better the process of how it all worked.
- No need for contingency as it was clear about the number of HH to receive food.
- Crowd control was managed very well at small distribution plans and keeping people informed. People telling stories and jokes using megaphones to keep it positive.

- Staff would check people waiting in line to see if they had the correct paper work and attending on the right day. If not, they were told when to come back. This helped ensure that people were not disappointed when getting to top of queue and it also helped the smooth movement of the process.
 - WFP partners giving information to local community before the event.
 - The teams on the ground were improving; therefore, the speed of the distribution increases
 - The distributions started on time (for most of the cases)
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- Army helping with support and doing regular follow ups to check if they can provide any assistance.
 - Local community acceptance of the refugee community.
 - Strong level of trust by the Rohingya refugee community in the UN and NGO workers
 - WFP Letter and FD7 process helped ensure smooth transfer of food trucks with the Army and District Administration.
 - People moved in one direction at the distribution points, well organised lines
 - WFP Logistical teams offered support to others to deliver supplies such as cover for shelters from the rain and sun for people who were in a queue.
 - Regular updates from the FSS team and good feedback from partners on daily workload.
 - Daily update to the GoB (DC, RRRC, DRRO, NGO-AB, MoDMR, etc.)
 - The preparatory meetings paid off! Three preparatory meetings were organised prior to the distribution.
- **Food Security Sector will pass on positives to WFP and look to have these maintained and possibly enhanced where possible.**

What did not work well

Issue	Ideas for solution
At some centres the queues were very long	<p>Colour system for the morning, and a different colour for the afternoon, and have flags to see when people should come.</p> <p>Same colour system for each day.</p> <p>CP give a set number of tokens in the morning and then give tokens in the afternoon.</p> <p>This colour system can be tried for a few sites, as pilot.</p> <p>Two main queues and two desks. Double the staff so things would move faster.</p> <p>Count number of people joining the queue and once the number is reached stop people from joining the queue.</p>

	<p>Reduce the number of people coming to food distribution points that are not as well organised. This helps ensure people are not waiting from morning until 4pm to get goods.</p> <p>Improve Communication with Communities with key messages, for example:</p> <ul style="list-style-type: none"> • There is enough food for everybody <p>1,000 to 1,3000 HH maximum per day/distribution site</p> <p>Help desk which can be used also as a complaint response mechanism</p>
<p>Queue shelters were very warm and stuffy.</p> <p>There was not enough shade for people</p>	<p>Increase the height of the shelters for better air flow and more room to stand up.</p> <p>Co-operating Partner (CP) and WFP Logistic team could look to provide more cover.</p>
<p>Too many tokens given out. This resulted in some people with a token not getting food package.</p>	<p>CP to better count tokens handed out to match supplied on the day.</p> <p>CP bring extra 5% to have extra capacity.</p>
<p>Master list of Rohingya Refugee not yet complete by WFP in soft copy format.</p>	<p>Possible for partners to use WFP list on the day, add their stamp to the top of each page to prove for audit purpose they were there.</p> <p>If WFP includes the content of the food package and name of partner at the top of the form, Then they just need one master roll.</p>
<p>Truck delivery problems.</p>	<p>Work with Army and WFP Logistical team to see what may be possible here to improve road access to the sites.</p>
<p>Unclear if people with disabilities, elderly or others had no access to food due to inability to make it to the distribution centres.</p>	<p>Work with local leaders (Majhee) in settlements to help find out who was missed.</p> <p>Have porters available to help bring food for people unable to carry it themselves.</p> <p>Mini satellite distribution sites for pocket of vulnerable groups</p>
<p>Exclusion error</p>	<p>The Post Distribution Monitoring should determine the exclusion error</p>
<p>2 partners at the same time (Moinerghona)</p>	<p>Provide a timing for each partner (one morning, one afternoon)</p>

	But this situation should not repeat
Accountability	<ul style="list-style-type: none"> • Provide information on the entitlement (items and weight) • Help desk • On site monitoring
cash payment to Rohingyas	<ul style="list-style-type: none"> • Shall be called Community Assistance • Low visibility on this issue

- **Food Security Sector will pass on feedback to WFP and discuss what can be possible in Round 4 to improve some of these.**

AOB

- It was suggested to try and see if possible to get more women involved as porters as feedback to date is that is it all men.
 - There is a struggle to find good distribution points which also have good access for trucks. Logistics sector are working on options here, exploring what may be possible. As population continues to grow, new points become more important, especially for vulnerable groups who many not be able to walk long distance for food.
 - Try to help ensure join logos are visible at sites. Work with local WFP Field co-ordinator to set this up on arrival.
- **A need to try and improve WASH facilities, Damien to discuss with UNICEF to see what may be possible here.**
 - **Request for Medical teams to be on the day of food distributions. Damien to discuss with IOM/WHO**
 - **Facilities for breast feeding corner and creche would be helpful. Discuss with WFP-CP on what plans are underway in this area.**