

An aerial photograph of a densely packed informal settlement on a hillside. The houses are built on uneven terrain, with many having corrugated metal roofs. A river flows through the center of the settlement. In the foreground, two young boys are sitting on a dirt ledge, looking out over the settlement. The sky is clear and bright.

JOINT MULTI-SECTOR NEEDS ASSESSMENT (J-MSNA)

Refugee and host communities

Preliminary findings, 1 October 2020

ASSESSMENT OBJECTIVES

- Specific objectives:
 - 1) To provide a comprehensive evidence base of household-level multi-sectoral needs to inform the 2021 Joint Response Plan (JRP)
 - 2) To provide an analysis of how needs have changed in 2020 with an emphasis on the impact of the COVID-19 pandemic on multi-sectoral needs
 - 3) To contribute to a joint multi-stakeholder analysis process
- Coordinated by the Inter-Sector Coordination Group (ISCG) through the MSNA Technical Working Group (TWG) of the Information Management and Assessment Working Group (IMAWG)

Please note the findings of Joint Multi Sector Needs Assessment (MSNA) provide information and insights which are current at the time when the assessment was completed. However, in a dynamic setting, as is the case in a humanitarian response, the situation may change. Interventions and aid distribution may be increased or reduced, and this can change the context of the data collected between the MSNA and the situation at the present time.

MSNA TECHNICAL WORKING GROUP

Coordinated by:



Funded by:



Humanitarian Aid
and Civil Protection



International Organization for Migration (IOM)
Organisation internationale pour les migrations (OIM)
Organización Internacional para las Migraciones (OIM)

Technical contributions:



METHODOLOGY

DESIGN

- Indicators selected and prioritized by Sectors and tools subsequently finalized by the MSNA TWG

COVERAGE

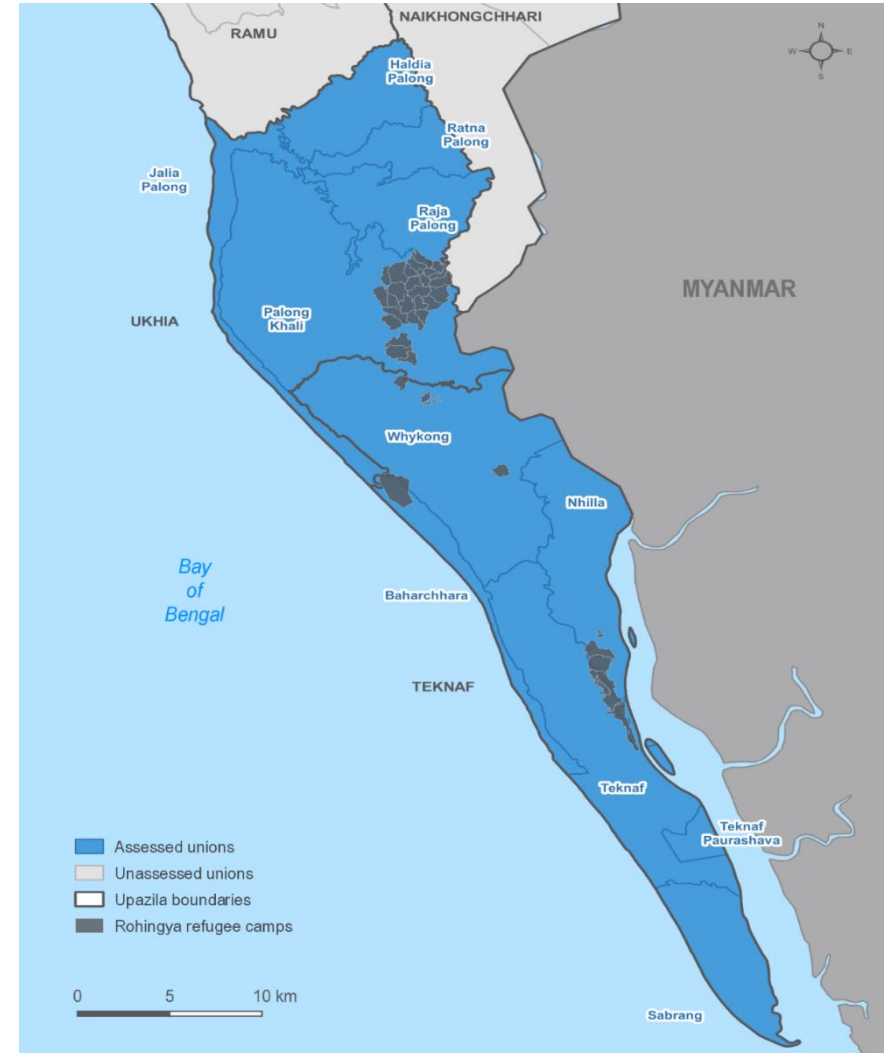
- Refugee: 836 households with roughly equal coverage of Teknaf and Ukhiya
- Host community: 911 households with roughly equal coverage of Teknaf and Ukhiya

DATA COLLECTION

- Quantitative data collection took place remotely between July 27 and August 13
- Qualitative data collection took place both remotely and in-person between August 20 and August 29
- Secondary Data Review looking at other assessments done pre- and post-COVID to provide context and validate the findings

HOUSEHOLD SURVEY SAMPLING APPROACH

- Using a simple random sampling approach stratified at the Upazila level and by gender of head of household, households sampled from:
 - Refugee: UNHCR refugee registration database
 - Host community: A sampling frame constructed from UNHCR host community survey data as well as UNHCR and IOM beneficiary databases



LIMITATIONS

- **Phone interviews:** Due to restrictions on movement, access to camps and face-to-face interviews as part of the COVID-19 preventative measures, all interviews were conducted over the phone. This resulted in several risks, some of which could be mitigated and some of which should be considered in the interpretation of results:
 - Participants may lose concentration more rapidly → **Mitigation:** Questionnaire was shortened, prioritizing most important indicators
 - Privacy cannot be ensured, potentially posing risks to the respondents → **Mitigation:** Sensitive topics were avoided in the quantitative component and instead attempted to be captured by the qualitative component
 - Phone ownership more prevalent among men → **Mitigation:** Stratification by gender of head of household to ensure adequate representation of female respondents
 - In particular for the refugee survey, unequal phone ownership may have biased the results towards better educated households
- **Respondent bias:** Certain indicators may be under-reported or over-reported due to the subjectivity and perceptions of respondents.
- **Subset indicators:** Findings that refer to a subset (of the overall population) may have a wider margin of error.
- **Timing of assessment:** When interpreting findings, it needs to be considered that data collection was: (1) conducted following months of limited service provision/access to services and livelihoods due to COVID-19 related restrictions; (2) implemented during the monsoon season; and (3) included the festival of Eid-al-Adha.
- **Host community sampling frame:** As the sampling frame did not cover the entire host community population, results can only be considered representative of the population included in the sampling frame. At the same time, however, they can serve as indicative of the entire host community population of Teknaf and Ukhiya.

| STATISTICAL ANALYSIS

To date, **basic descriptive and exploratory analysis** was conducted on the household survey dataset, including:

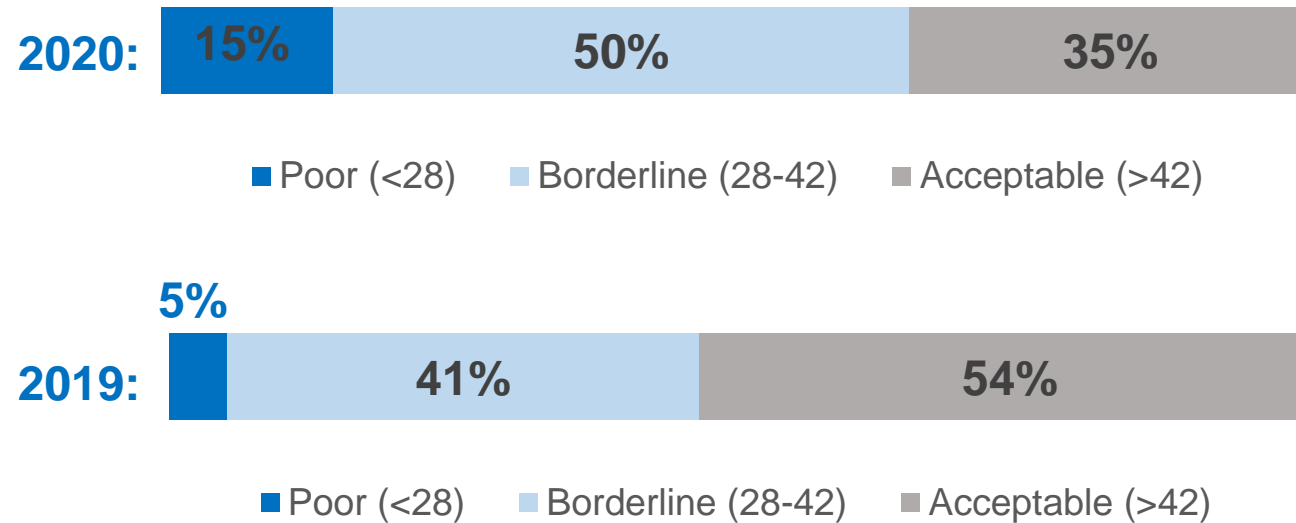
- **Weighted indicator means** – results presented in the following are representative with a 95% confidence level and 5% margin of error, unless stated otherwise
- **Basic statistical significance testing** of selected sectoral indicators against pre-identified household characteristics – only statistically significant differences are presented in the following, with p-values of <0.05 denoted as *, p-values <0.01 denoted as **, p-values <0.001 denoted as ***, and p-values <0.0001 denoted as ****
- **Difference** in indicator means of indicators comparable between the 2019 and 2020 analyses – only differences > 10 percentage points are presented in the following (no testing of statistically significant differences was conducted)



Key Sectoral Findings

KEY FINDINGS – Refugee – Food Security

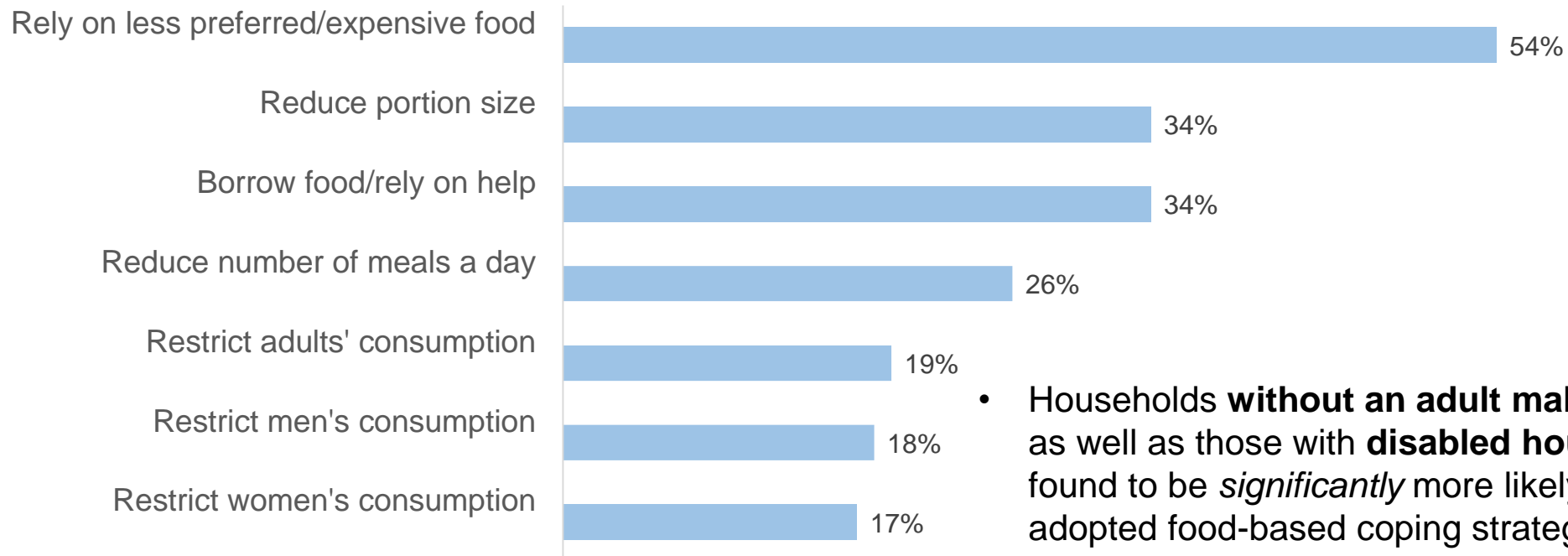
% of households by Food Consumption Score



- Notable **drop in FCS** as compared to the findings of the 2019 J-MSNA
- Households having **arrived at their shelter after February 2020** were found to be *significantly***** more likely to have a poor FCS/*significantly*** less likely to have an acceptable FCS. Further, **households without an income** were found to be *significantly**** more likely to have poor/borderline FCS/*significantly***** less likely to have an acceptable FCS.

KEY FINDINGS – Refugee – Food Security

% of households reporting having adopted food-based coping strategies⁺



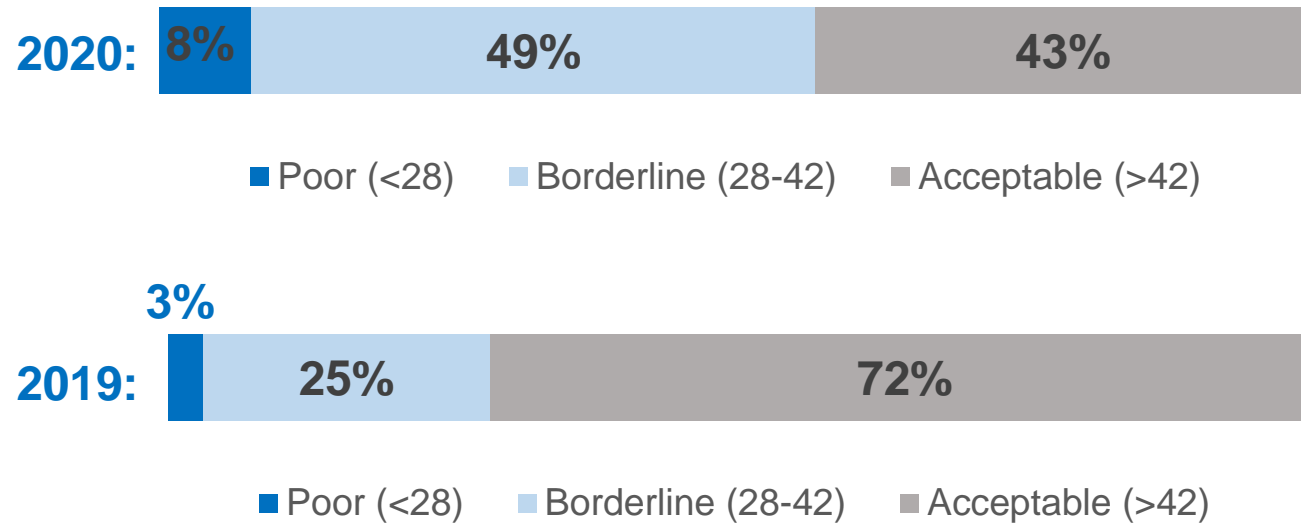
⁺respondents could select multiple options

- Households **without an adult male*/male of working age*** as well as those with **disabled household members*** were found to be *significantly* more likely to report having adopted food-based coping strategies
- Households that had **arrived at their shelter after February 2020** were found to be *significantly***** less likely to report having adopted food-based coping strategies

- **66%** of households reported **having reduced food expenditures** since the COVID-19 outbreak
- **23%** of households reported **limited access to food** as an impact of the COVID-19 outbreak

KEY FINDINGS – Host Community – Food Security

% of households by Food Consumption Score

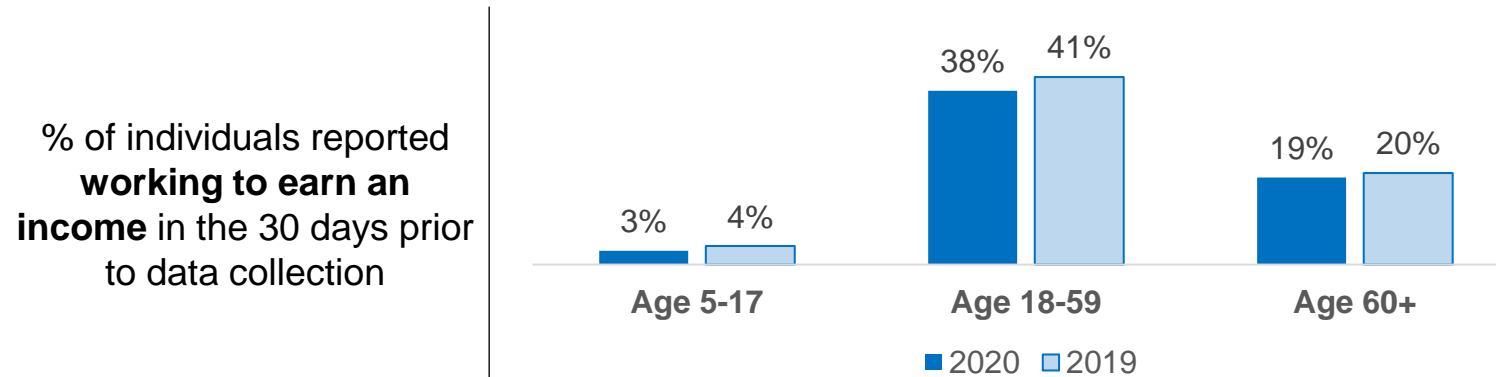


- Notable **drop in FCS** as compared to the findings of the 2019 J-MSNA

- **50%** of households reported **relying on food assistance/community support as food source** in the 7 days prior to data collection, with **households without adult males*** as well as those with **disabled household members**** having been found to be *significantly* more likely to report relying on food rations and/or friends/relatives, and those with **secondary education and above** being *significantly*** less likely
- **78%** of households reported **having reduced food expenditures** since the COVID-19 outbreak
- **66%** of households reported **limited access to food** as an impact of the COVID-19 outbreak

KEY FINDINGS – Host Community – Livelihoods

Labour market participation



- While the proportion of households with income-earners as well as the proportion of individuals earning an income remained comparable to 2019 results, **93%** of households did report **diminished income** as an impact of the COVID-19 outbreak
- **Households with adult males****** as well as those with **secondary education and above**** were found to be *significantly* more likely to report employment/own business as a source of income

KEY FINDINGS – Qualitative – Food Security & Livelihoods

Refugee

Impact of COVID-19 on needs:

- **Quantity** and **quality** of food reported to have decreased, while people's ability to **afford additional food** has been extremely **limited**
- **Support to elderly to access food distributions** reported to have stopped by few key informants

Coping mechanisms:

- **Reduced food expenditures**
- Few people reported to have gone into **debt** with neighbors
- Few people reported to be **selling assistance items** – however, a **reduction in the number of people selling food rations** generally reported

Most vulnerable households:

- **Households without an income/male family members**

Host Community

Impact of COVID-19 on needs:

- **Loss of income** led to **difficulties accessing food**
- **Food relief** was widespread across the surveyed areas but generally perceived to have been **insufficient**

Coping mechanisms:

- Reliance on **cheaper food, restricting consumption**
- **Reduced expenditures**; in some cases, borrowing money

Most vulnerable households:

- **Day laborers** – however, regaining income may be more difficult for those who were previously employed and subsequently fired
- **Families without men/relying solely on women's income**

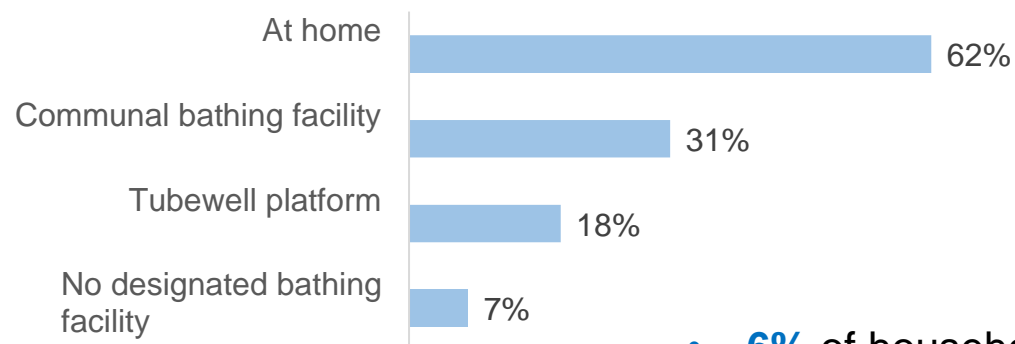
KEY FINDINGS – Refugee – Water, Sanitation & Hygiene (WASH)

Water sources and quantity

- The vast majority of households reported continuing to use **improved drinking water sources**
- **88%** of households reported having **enough water** to meet all domestic needs

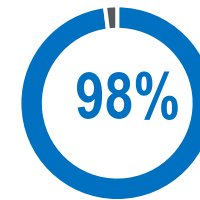
Sanitation & Hygiene

% of households reporting accessing **bathing facilities**



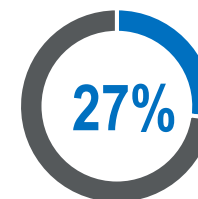
*respondents could select multiple options

- **6%** of households reported **loss or diminished access to clean water and sanitation** as an impact of the COVID-19 outbreak



of households reported having **increased handwashing practices** since the COVID-19 outbreak

16% of respondents were able to mention **three critical times to wash hands** (as defined by the Global WASH Cluster, the proportion increased to 60% when including the response-level critical times of 'after returning home' and 'when hands are dirty')



of households reported often or always finding **visible waste** in the vicinity of their house

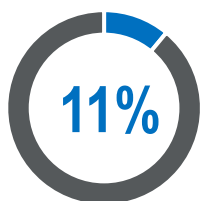
KEY FINDINGS – Host Community – WASH

Water sources and quantity

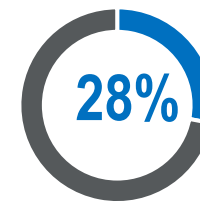
- The vast majority of households reported continuing to use **improved drinking water sources**
- **77%** of households reported having **enough water** to meet all domestic needs

Sanitation & Hygiene

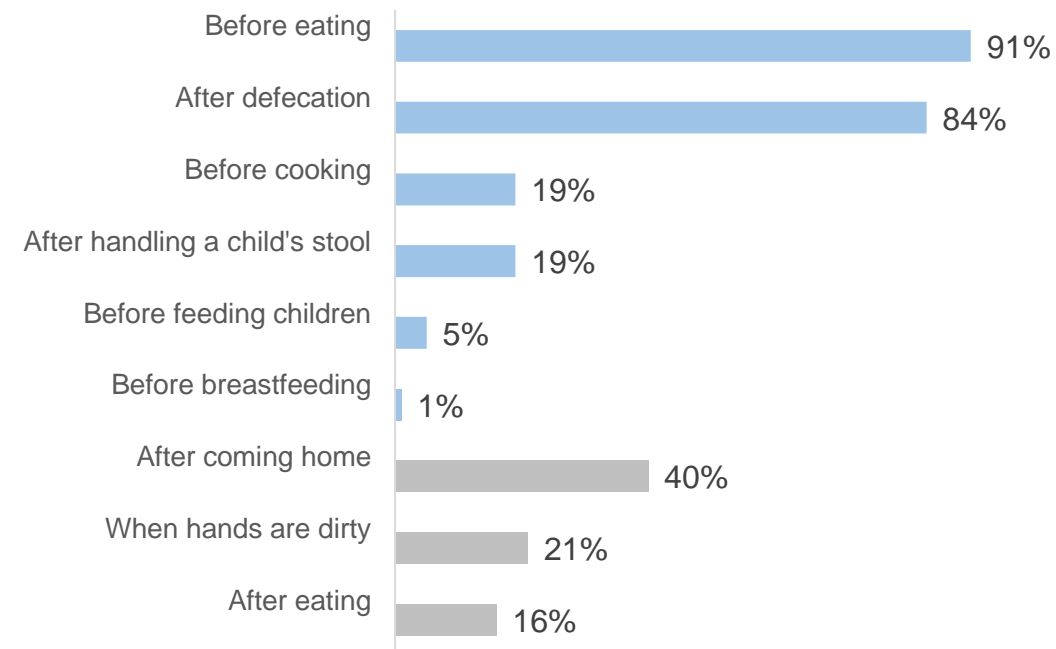
- **14%** of households reported that adult household members sometimes practiced **open defecation**



of households reported often or always finding **visible waste** in the vicinity of their house



of respondents were able to mention **three critical times to wash hands** (as defined by the Global WASH Cluster, the proportion increased to 81% when including the response-level critical times of 'after returning home' and 'when hands are dirty')



*respondents could select 3 options

- **4%** of households reported **loss or diminished access to clean water and sanitation** as an impact of the COVID-19 outbreak

KEY FINDINGS – Qualitative – WASH

Refugee

Water:

- In Teknaf, lack of water was only perceived to be an issue by few key informants, while generally people were reported to be able to meet even additional COVID-19-related water needs using **rainwater**
- In Ukhiya, **lack of clean water** commonly reported as a concern

Hygiene & Sanitation:

- **Dirty and dysfunctional latrines** as well as a **insufficient sanitation facilities** were a common concern across all surveyed camps
- **Irresponsiveness of humanitarian actors** regarding reports of dysfunctional WASH infrastructure commonly raised
- **Additional hygiene items** were received by most and **COVID-19 messaging** was perceived to have been **successful** and **sufficient** – though few key informants did report a lack of hygiene items as well as of soap and hygiene messaging

Host Community

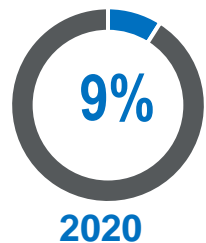
Water:

- **Lack of water** was a general concern across the surveyed areas, sometimes mentioned to have been **compounded by the refugee influx**
- In particular, in **Teknaf**, a **lack of deep tubewells** was frequently mentioned

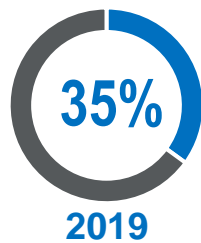
Hygiene & Sanitation:

- Almost all key informants reported **dysfunctional sanitation facilities** and an inability to repair those due to a lack of money, sometimes reported to result in **open defecation** practices
- **COVID-19 awareness-raising** campaigns generally perceived to have been **successful**
- **Hygiene items** had been received across the surveyed areas, but sometimes not in sufficient quantities and sometimes only in areas adjacent to the camps

KEY FINDINGS – Refugee – Health



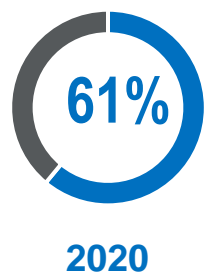
of individuals were reported as having had an illness serious enough to require **medical treatment** or to have required a **regular medical check-up**



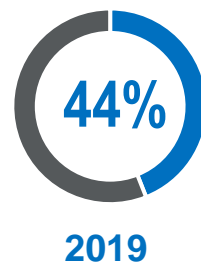
94% of individuals that were reported to have had an illness sought treatment for it

	Treatment location ⁺
NGO clinic	64%
Private clinic	26%
Pharmacy /drug shop in market	20%
Government clinic	6%

⁺respondents could select multiple options (the approximate margin of error is +/-6%)



of households reported to have received a **visit from a community health worker** in the 14 days prior to data collection



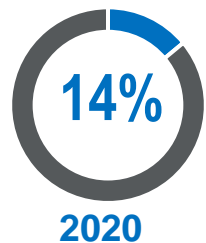
Of the households reporting the presence of an individual requiring treatment/a medical check-up or an individual that had died in the 30 days prior to data collection, % reporting employing **coping mechanisms to deal with health concerns⁺**

Coping mechanism	2020	2019
Pay for health care	41%	57%
Going into debt to pay for health expenses	35%	66%
Seeking lower quality/cheaper health care/medication	27%	12%

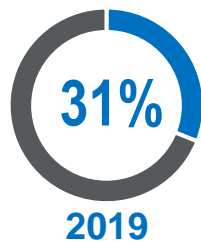
⁺the approximate margin of error is +/-7%

- **80%** of households reported having **received facemasks** from humanitarian actors
- **3%** of households reported **sickness of household members** as an impact of the COVID-19 outbreak

KEY FINDINGS – Host Community – Health



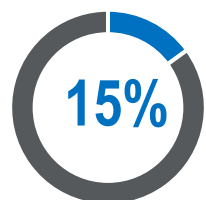
of individuals were reported as having had an illness serious enough to require **medical treatment** or to have required a **regular medical check-up**



97% of individuals that were reported to have had an illness sought treatment for it

		Treatment location ⁺
Pharmacy /drug shop in market	41%	
Private clinic	36%	
Government clinic	27%	
NGO clinic	8%	
Traditional/community healer	5%	

⁺respondents could select multiple options



of households reported having to **walk more than 1 hour** to the nearest health facility

Of the households reporting the presence of an individual requiring treatment/a medical check-up or an individual that had died in the 30 days prior to data collection, % reporting using **coping mechanisms to deal with health concerns⁺**

Coping mechanism	2020	2019
Pay for health care	83%	53%
Going into debt to pay for health expenses	34%	53%
Seeking lower quality/cheaper health care/medication	19%	15%
Seeking community support to pay for health care	16%	4%

⁺the approximate margin of error is +/-6%

- 9% of households reported having **received facemasks** from humanitarian actors
- 3% of households reported **sickness of household members** as an impact of the COVID-19 outbreak

KEY FINDINGS – Qualitative – Health

Refugee

Impact of COVID-19 on needs:

- Health centers commonly reported to **refuse the provision of treatment**
- Common **reluctance** to seek treatment at health centers due to **fear of contracting COVID-19**
- **Lack of health staff** and **treatment options**

Coping mechanisms:

- Taking **debt** to seek treatment privately
- Procuring **medicine from outside the camps**

Drivers of need pre-COVID:

- **Low quality/ineffective treatment** provided at the health centers
- **Lack of treatment/diagnostics** for different diseases

Host Community

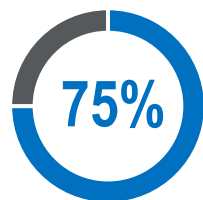
Impact of COVID-19 on needs:

- **Insufficiently staffed** health centers as a result of the lockdown mentioned as a general concern
- Loss of income, an increase in transportation costs as well as an increase in prices of medicine/treatment **diminished people's ability to seek good quality treatment**
- Additionally, **movement restrictions** and **health centers having been closed** at the start of the lockdown were mentioned by few respondents as barriers to people accessing health care
- Some respondents reported that patients would be **sent away** from the hospital without having received a proper examination

Drivers of need pre-COVID:

- By some respondents, **distance to health facilities** and **poor quality services** were mentioned as general barriers for people to seeking treatment

KEY FINDINGS – Refugee – Nutrition



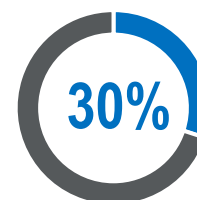
of households reported having **received Shuji packages^{**}** from food distribution centers since Eid-UI-Fitr (24 May)

^{**}Shuji is the local name for WSB⁺⁺ packages

- **70%** of households with pregnant/lactating women (PLW) reported **PLW to be enrolled in a nutrition-feeding program** (the approximate margin of error is +/-7%)
- **57%** of children 6-59 months were reported to have been **screened for malnutrition** by mother/volunteer in the 30 days prior to data collection
- **59%** of children 6-59 months were reported to be **enrolled in a nutrition-feeding program**

Households with **no formal education** were found to be *significantly*^{***} more likely to report not having enrolled at least one child in a nutrition-feeding program, while households with **primary education and above** were found to be *significantly*^{**} less likely to report so.

% of households with children aged 6-59 months/PLW reporting **key barriers** to enrolment of children/PLW into nutrition-feeding programs



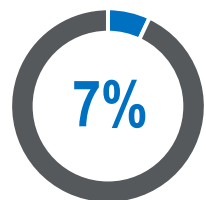
of households reported facing issues⁺

Most frequently reported issues⁺

Long waiting times at nutrition facilities	5%
Nutrition center is too far	5%
Household did not visit nutrition facility out of fear of contracting COVID-19 on the way	3%
Don't know	10%

⁺respondents could select multiple options (including "No issues")

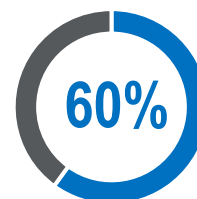
KEY FINDINGS – Host Community – Nutrition



of households reported having received **super cereal plus (WSB++)** in the 30 days prior to data collection

- **12%** of households with pregnant/lactating women (PLW) reported **PLW to be enrolled in a nutrition-feeding program** (the approximate margin of error is +/-9%)
- **30%** of children 6-59 months were reported to have been **screened for malnutrition** by mother/volunteer in the 30 days prior to data collection
- **15%** of children 6-59 months were reported to be **enrolled in a nutrition-feeding program**

% of households with children aged 6-59 months/PLW reporting **key barriers** to enrolment of children/PLW into nutrition-feeding programs



of households reported facing issues⁺

Most frequently reported issues⁺

Nutrition center is too far	10%
Child/PLW has been rejected from the nutrition center	7%
Household did not visit nutrition facility out of fear of contracting COVID-19 on the way	6%
Child was not screened, so was not referred for enrolment	6%
Don't know	16%

⁺respondents could select multiple options (including "No issues")

| KEY FINDINGS – Qualitative – Nutrition

Refugee

- Nutrition assistance generally reported to have been **available** – however, **accessing** nutrition feeding has become **more difficult** since the lockdown, with reported issues including:
 - Support more **irregular**
 - Distribution centers having moved to **new locations**
 - Longer **waiting times**
- **Identification of malnourishment** not reported to be a problem for caregivers

Host Community

- A large majority of key informants indicated that **nutrition support had not been (widely) available before the lockdown** neither, and where it was, it had often been **interrupted or stopped**
- Similarly, during the household survey, households reported that there were no such programs in their areas/they did not know where to get nutrition support or that there was a general **lack of information on nutrition services**

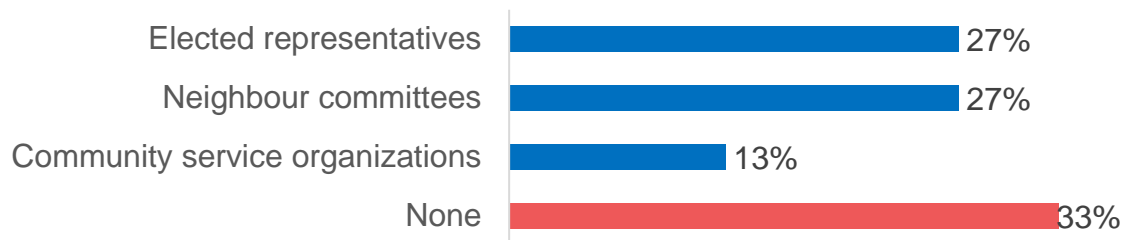
KEY FINDINGS – Refugee – Protection

Security concerns

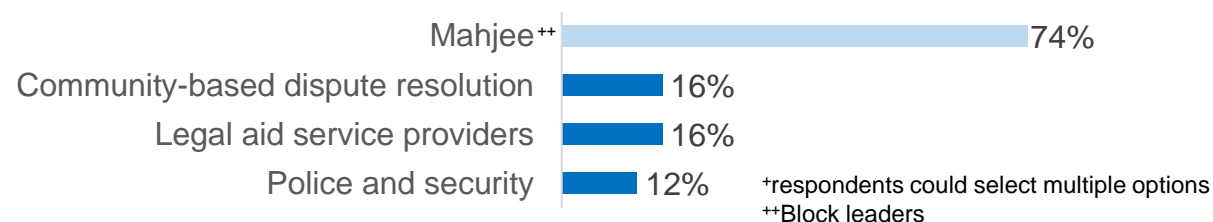
- **13%** of households reported any **security issues** of concern to them since the COVID-19 outbreak, largely **theft** (11%) *To protect respondents, this question did not include sexual and gender-based violence due to the sensitivity of reporting over the phone*

Reporting security concerns

% of households reporting the type of **community support structure** they would access when facing a challenge/problem⁺

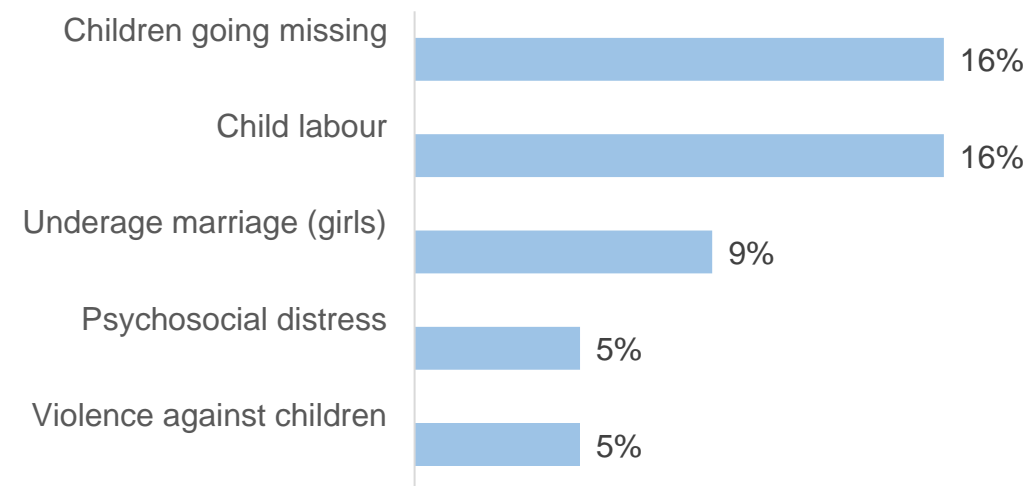


% of households reporting preferred **point-of-contact** if they needed to refer a friend who was sexually assaulted for care and support, by point of contact⁺



Child protection

% of households reporting an **increase in child protection issues** in their **community** in the 6 months prior to data collection



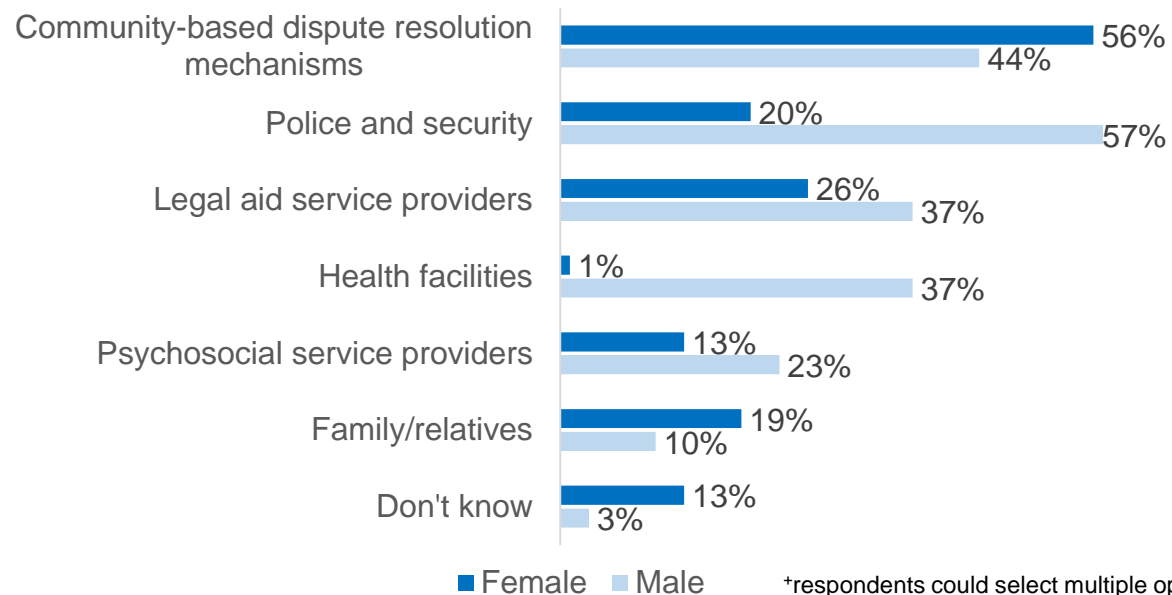
KEY FINDINGS – Host Community – Protection

Documentation

- **61%** of households reported that all adult household members had a **valid ID card**

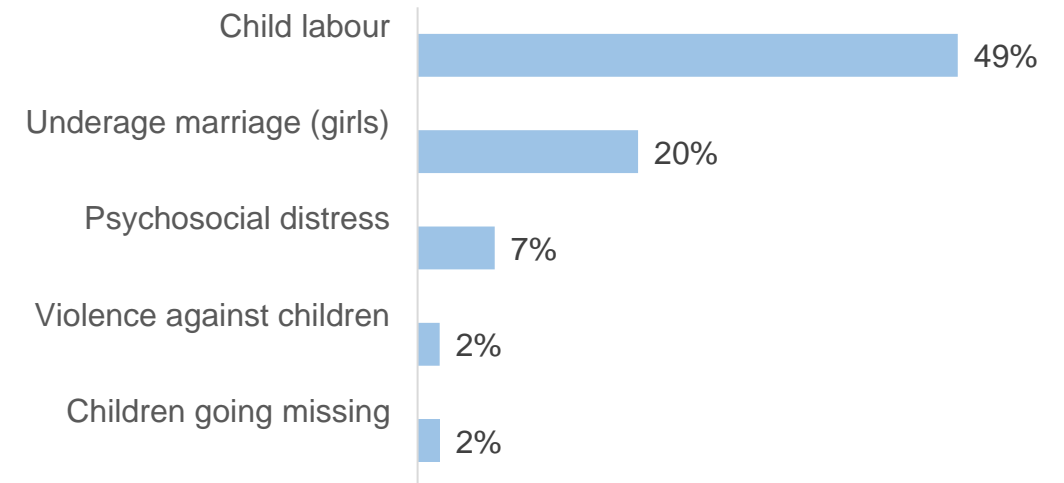
Reporting security concerns

% of households reporting preferred **point-of-contact** if they needed to **refer a friend who was sexually assaulted** for care and support, by point of contact*



Child protection

% of households reporting an **increase in child protection issues** in their **community** in the 6 months prior to data collection



KEY FINDINGS – Qualitative – Protection

Refugee

First points-of-contact and issues of concern:

- In Ukhiya, key informants reported an **increase in robbery** since the lockdown, sometimes indicating the **absence of night guards** as a possible reason
- One key informant in Teknaf reported that households reported security issues to **local government authorities (NRC)**, while also seeking registration support from them
- One key informant in Ukhiya reported **not to be aware at all of where to report security concerns/issues**

Vulnerable groups:

- **Households without men** were mentioned to be more at risk
- One respondent reported instances of **child marriage**, and **children going missing** during the lockdown
- During the quantitative survey, **protection-related concerns** were raised related to: robbery, kidnapping, child marriage, sexual harassment, rent payments, threats by local people/armed groups, mahjee demanding money/using violence against those reporting problems
- During the household survey, few respondents reported difficulties receiving distributions due to having moved camps and **not being able to update their address**

Host Community

First points-of-contact and issues of concern:

- There was consensus among key informants that the first point-of-contact for any issue would be **Union parishads**, which are generally well accessible to all households
- Most common issues, for which support is being sought, are **land disputes** and **robbery/theft**

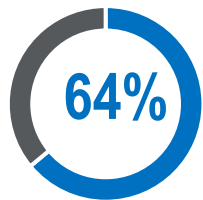
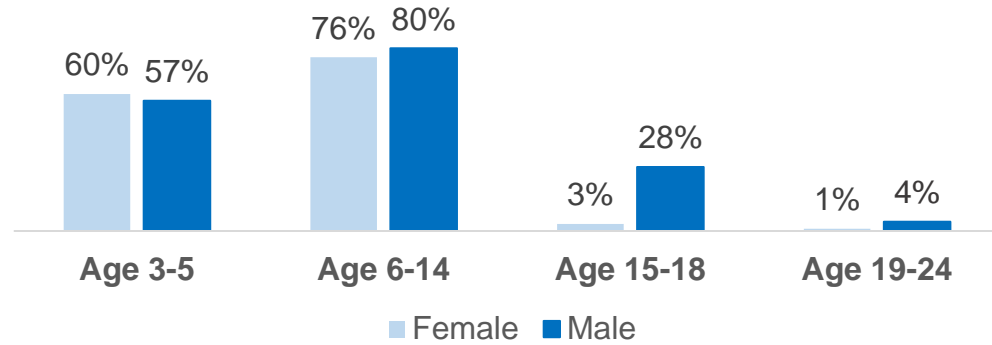
Generally, the lockdown was not perceived to have impacted on the sense of safety and security across the surveyed areas

Vulnerable groups:

- Few respondents mentioned **women** to be generally **more vulnerable** due to financial dependency on husbands and in addition **less likely to receive justice** as a result of corruption
- During the quantitative survey, protection-related concerns were raised related to:
 - **Single female-headed households** not being able to meet their basic needs due to a lack of income compounded by interruptions in cash relief
 - Fear of **violent groups**, e.g. when using bathrooms at night
 - Lack of livelihoods support for **disabled people**

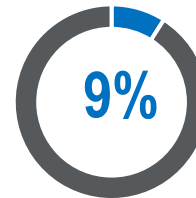
KEY FINDINGS – Refugee – Education

% of individuals reported to have **attended a temporary learning center (TLC)** run by an NGO or the Government for at least 4 days a week in the 30 days before TLCs closed due to the COVID-19 outbreak



of households with children that attended TLCs before the COVID-19 outbreak reported **having spoken to a teacher** since learning centers closed

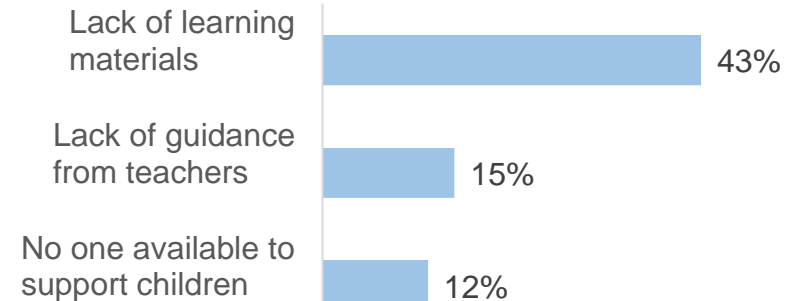
of individuals that attended any form of learning before the COVID-19 outbreak who **will not be sent back**



Households with a **high dependency ratio** were found to be *significantly* more likely to report at least one child not studying remotely* as well as planning not to send back to learning spaces at least one child.* Further, households **without an income*** and those with **no formal education***** were found to be *significantly* more likely to report at least one child not studying remotely.

- **86%** of individuals that attended any form of learning before the COVID-19 outbreak were reported to have continued **learning remotely**

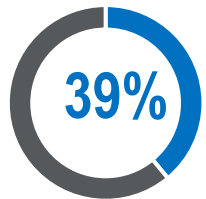
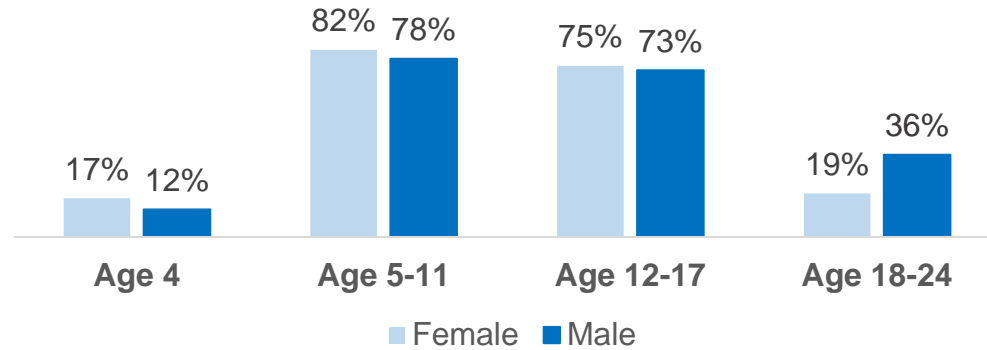
↳ Main challenges reported



- **27%** of households reported a **loss or diminished access to education** as an impact of the COVID-19 outbreak

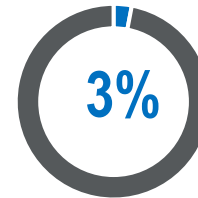
KEY FINDINGS – Host Community – Education

% of individuals reported to have **attended any type of formal learning** for at least 4 days a week in the 30 days before schools closed due to the COVID-19 outbreak



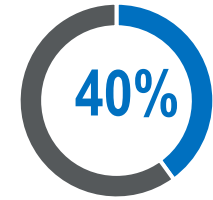
of households with children that attended formal learning before the COVID-19 outbreak reported **having spoken to a teacher** since schools closed

of individuals that attended any form of learning before the COVID-19 outbreak who **will not be sent back**



- **27%** of households reported a **loss or diminished access to education** as an impact of the COVID-19 outbreak

Households with **primary education or less** were found to be *significantly*** less likely to report planning not to send children back to school, while those with **some secondary education** were found to be *significantly*** more likely.



of individuals aged 4-24 were reported not to have attended any formal learning before the COVID-19 outbreak

Households with a **high dependency ratio**** and those with **primary education or less****** were found to be *significantly* more likely to report out-of-school children. Households with **secondary education and above** were found to be *significantly***** less likely to report out-of-school children.

KEY FINDINGS – Qualitative – Education

Refugee

Impact of the lockdown on education a general concern – aside the **loss of education**, key informants also mentioned **less regular daily routines** as a risk to children's wellbeing

Main barriers to studying effectively remotely:

- **Inability** of other household members **to support children**
- **Lack of money** to pay for private tuition
- **Support on remote education** generally reported to have been **limited** across the surveyed camps
- Children needed to **help in household**

Most at risk:

- According to one key informant, **girls are more likely to study effectively at home** than boys – however, another key informant reported girls to be **less likely to be sent back to school**
- **Children over the age of 10** reported to be less likely to be sent back due to a lack of appropriate learning opportunities

Challenges expected once schools reopen:

- **Fear of COVID-19** will prevent children from going/being sent back
- Lack of **concentration**

Host Community

There was consensus that the **disruption of education poses a great concern** - aside the **loss of education**, key informants also frequently mentioned **less regular daily routines** as a risk to children's wellbeing

Main barriers to studying remotely:

- In particular among poor families, inability of parents to support due to a **lack of education** and **lack of money to pay for private tutor**

Most at risk of not going back to school:

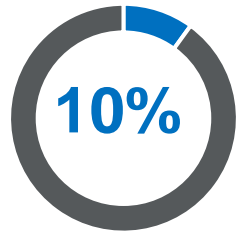
- Individuals **old enough to earn an income**, in particular from **poor families** and in particular **boys**
 - Girls on the other hand may already be helping in the household and instances of child marriage were mentioned

Challenges expected once schools reopen:

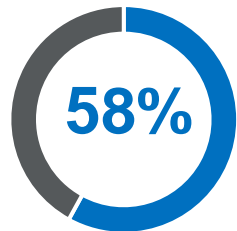
- Lack of teachers
- Lack of concentration
- Children needed to support the families

KEY FINDINGS – Refugee – Shelter, Non-food Items & Site Management

Households reporting **paying money or goods** as rent in the 6 months prior to data collection



Households reporting **not having enough light**



Shelter structure and maintenance

Households **not having made improvements** to their shelter in the 6 months prior to data collection **despite reporting issues**

28%

Of households having made improvements, households reporting having **purchased materials** in order to make improvements in the 6 months prior to data collection

28%

Cooking fuel used in 30 days prior to data collection⁺

88% of households reported exclusively using LPG

% of households reporting firewood use

10%

Purchased

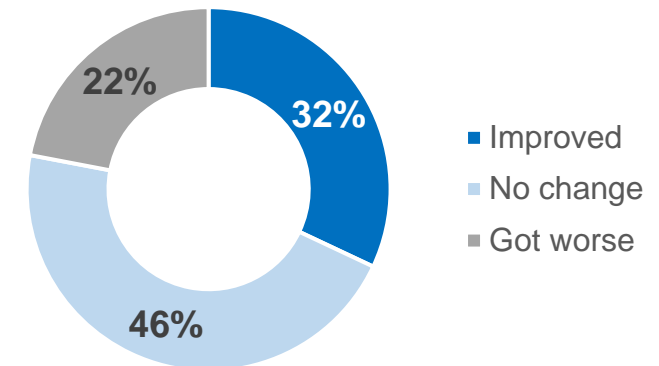
2%

Self-collected

⁺respondents could select multiple options

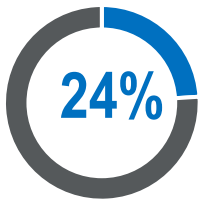
Large households were found to be *significantly* less likely to report using exclusively LPG as fuel source^{**}

% of households reporting **changes in camp infrastructure** since the COVID-19 outbreak



KEY FINDINGS – Host Community – Shelter, Non-food Items

Shelter structure and maintenance



of households reported **not having made improvements** to their house in the 6 months prior to data collection **despite reporting issues**

Cooking fuel used in 30 days prior to data collection⁺

26%
of households reported exclusively using LPG

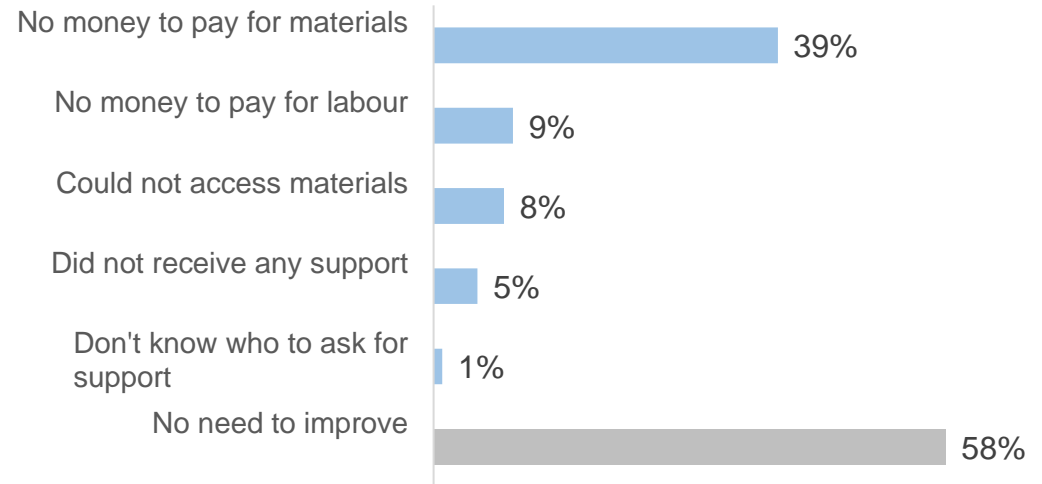
% of households reporting firewood use



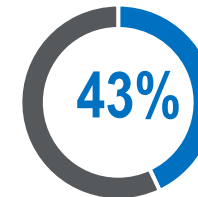
⁺respondents could select multiple options

As compared to 2019 J-MSNA results, the proportion of households **using exclusively LPG** increased from 15% in 2019 to 26% in 2020, while the proportion of households using purchased firewood decreased from 63% to 45%.

Of households not having made improvements, % reporting reasons for not making improvements⁺



⁺respondents could select multiple options



of households reported facing **mobility challenges** inside and/or outside their shelter

Households with adult males were found to be *significantly*^{*} more likely to report mobility challenges.

KEY FINDINGS – Qualitative – Shelter, NFI, Site Management

Refugee

Shelter issues:

- **Lack of sufficient shelter assistance** to make repairs was a common concern
- Some shelter reported to have been **completely destroyed** (collapsed/flooded) – in particular, shelter located on **hillside** and in **low-lying areas** reported to be at risk
- Households **lack money** to repair shelter themselves – some save on food or borrow to afford shelter repairs
- Additional problems during lockdown: lack of space to maintain social distancing; impossibility to go outside to collect shelter materials, deteriorating quality of materials, long waiting times at distribution centers

NFI issues:

- Most commonly issues with **lights, cooking and sleeping items** reported
- LPG support reported to have been less regular since lockdown

Land disputes/rent:

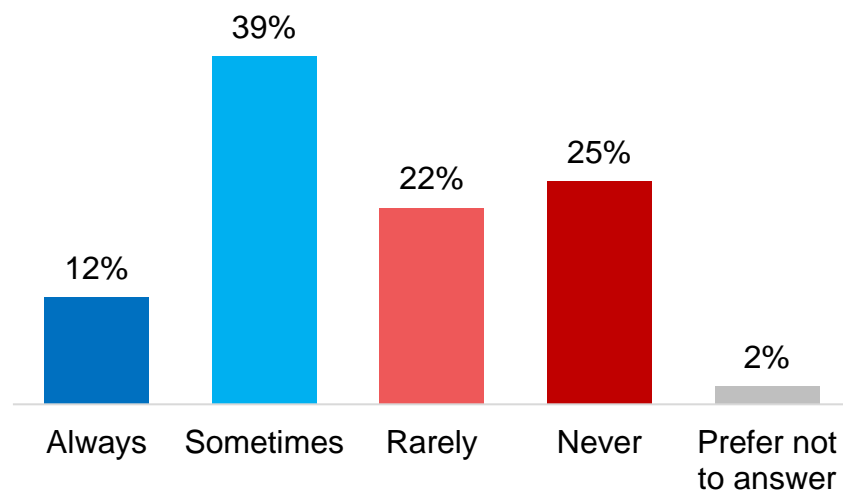
- Land disputes not a common issue but **rent payments** in Teknaf and in Ukhiya close to villages reported

Host Community

- There was consensus that the lockdown had not impacted on shelter conditions but on households' **ability to make repairs**
 - **Shelter support** in the surveyed areas is **limited** and due to a loss of income (and potentially an increase in prices of shelter materials) **less households could afford to implement repairs**
- Key informants commonly reported **borrowing money** as a means to meet NFI needs

KEY FINDINGS – Refugee – Communication with Communities (CWC)

% of households reporting having been **consulted** about needs, preferences and delivery of humanitarian assistance



Households **not speaking English and/or Bangla** were found to be *significantly*^{***} more likely to report rarely or never feeling consulted.

% of households reporting having received **clear awareness information**, by topic

	COVID-19		Cyclones
Precautionary measures	99%	98%	Cyclone preparation
Points of contact	95%	93%	Sources of information
Symptoms/vulnerable groups	94%	91%	Early warning

Results were found to differ *significantly* by **date of arrival at shelter**^{**} as well as **highest level of education**^{*} in the household.

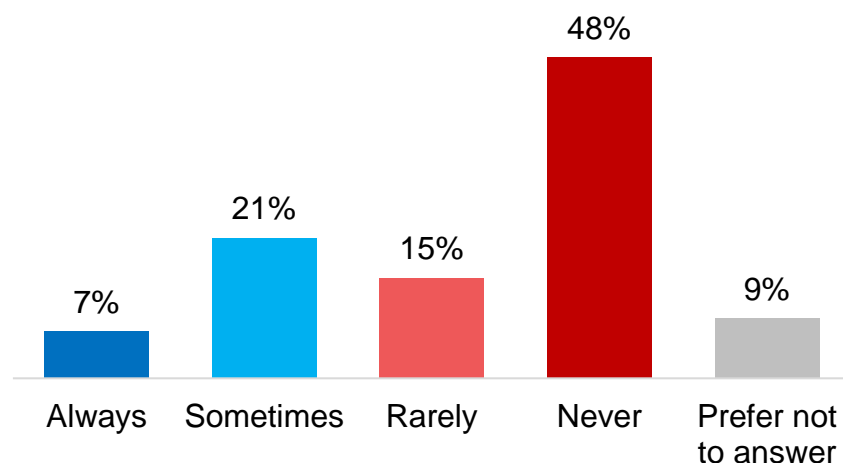
% of households reporting having received **enough information about humanitarian assistance** since the COVID-19 outbreak

Drinking water	86%	Shelter	55%
Sanitation	85%	Nutrition services	49%
Protection	84%	Remote education	42%
Food assistance	78%	Non-food items	23%
Health services	72%	Livelihoods	18%
Site management	69%		

Results were found to differ *significantly*^{****} by **date of arrival at shelter**

KEY FINDINGS – Host Community – CWC

% of households reporting having been **consulted** about needs, preferences and delivery of humanitarian assistance



Households with **primary education or less** were found to be *significantly*** more likely to report having received enough information, while households with **secondary education and above** were found to be *significantly***** more likely to report not having received enough information.

% of households reporting having received **clear awareness information**, by topic

	COVID-19		Cyclones
Precautionary measures	97%	76%	Cyclone preparation
Points of contact	86%	45%	Sources of information
Symptoms/vulnerable groups	82%	44%	Early warning

Households with adult males* and those with **secondary education and above***** were found to be *significantly* more likely to report having received clear awareness information.

% of households reporting having received **enough information about humanitarian assistance** since the COVID-19 outbreak+

Food assistance	54%	Water	12%
Sanitation	24%	Protection	7%
Health services	19%	Nutrition	6%
Non-food items	19%	Remote education	2%
Livelihoods	14%		

*the denominator for this indicator at the response level is all households having received humanitarian assistance (n = 217) (the approximate margin of error is +/-7%)

KEY FINDINGS – Qualitative – CWC

Refugee

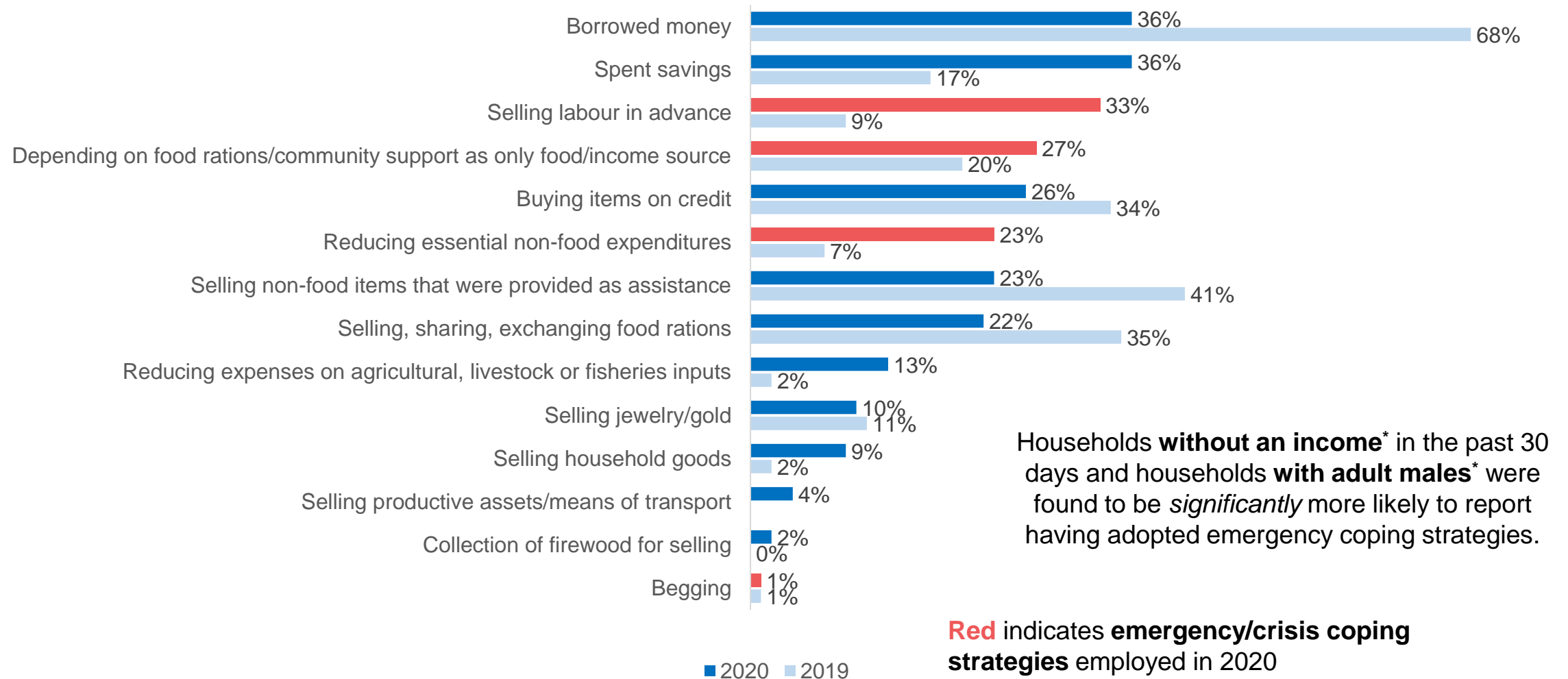
- **Language** as a barrier to understanding information when it is not delivered in Rohingya
- **Poor mobile connection** prevents people from receiving information as well as reporting problems
- Complaint mechanisms that require a **written form** to be submitted to the Camp-in-Charge (CIC) prevent **illiterate households** from filing such complaints
 - A **dedicated number** for people to use to communicate their problems perceived as an appropriate option for people to report issues and receive information
- **Preferred means of information-sharing:** via site management volunteers/Rohingya-speaking volunteers, NGO staff, community leaders, imams, mahjees, women leaders, block committee, mosque miking and/or banners

Host Community

- Generally, there was consensus that households were **not facing any significant challenges receiving information and/or providing feedback**; however, it was mentioned that
 - People **not owning mobile phones** might not receive information
 - People **not being allowed to gather** complicates information-sharing
 - **Elderly** may face more problems receiving/understanding information and providing feedback
- One respondent mentioned **bribery** and **nepotism** related to the feedback process, while during the quantitative household survey, similarly a bias during distributions was mentioned
- **Preferred means of information-sharing:** *Uthan boithok* perceived to be very effective by key informants; otherwise information-sharing via ward members, elderly respected citizens, village police, and/or guards suggested

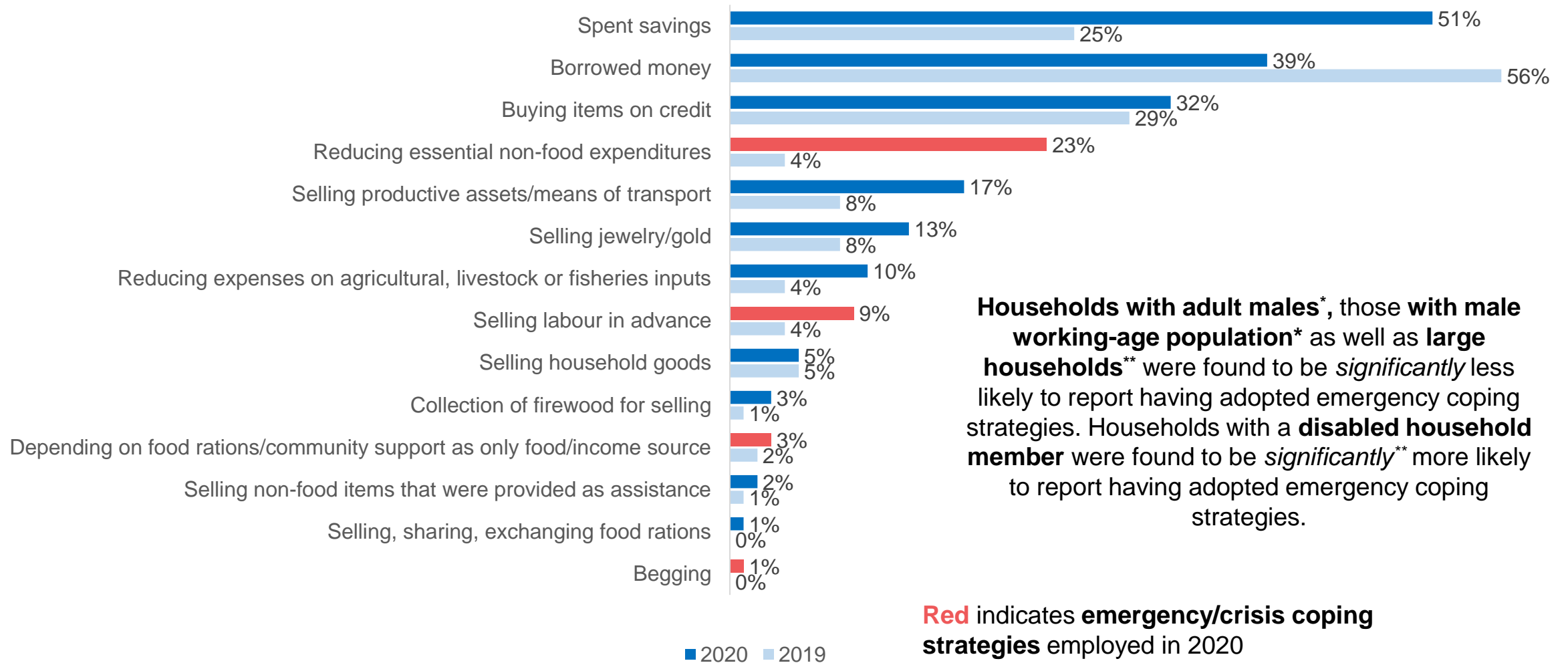
KEY FINDINGS – Refugee – Coping

98% of households reported engaging in **coping mechanisms due to a lack of money to meet basic needs** during the 30 days prior to data collection



KEY FINDINGS – Host Community – Coping

99% of households reported engaging in **coping mechanisms due to a lack of money to meet basic needs** during the 30 days prior to data collection



Households with adult males*, those **with male working-age population*** as well as **large households**** were found to be *significantly* less likely to report having adopted emergency coping strategies. Households with a **disabled household member** were found to be *significantly*** more likely to report having adopted emergency coping strategies.

KEY FINDINGS – Refugee – Priority needs & Accountability to Affected Populations

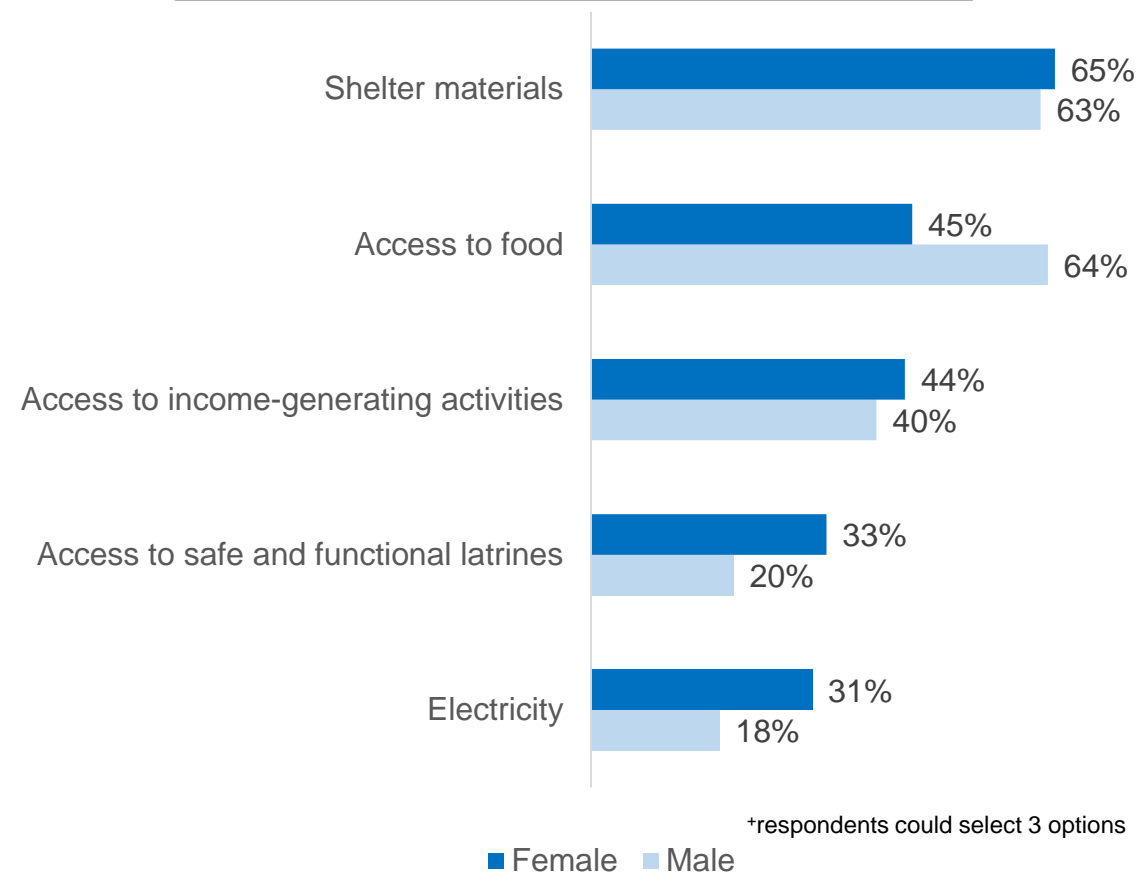
% of households reporting assistance/services that **did not go well**

Since COVID-19		Before COVID-19	
Shelter materials	33%	17%	Shelter materials
Remote learning	30%	16%	Nutrition
Food assistance	28%	15%	Livelihood skills training
Site management	27%	12%	Psychosocial support
Nutrition	25%	11%	Site management

% of households reporting assistance/services that **went well**

Since COVID-19		Before COVID-19	
Disaster preparedness	98%	94%	Disaster preparedness
Cyclone response	97%	93%	Food assistance
COVID-19 precautionary measures	96%	91%	Fuel assistance
Organisation of distributions	89%	90%	Sanitation
SGBV services	89%	90%	Child protection/SGBV case management

% of households reporting **priority needs**⁺



- As compared to 2019, in particular access to **shelter materials** and **income-generating activities** were mentioned more frequently

KEY FINDINGS – Host Community – Priority needs & Accountability to Affected Populations

% of households reporting assistance/services that **did not go well**⁺

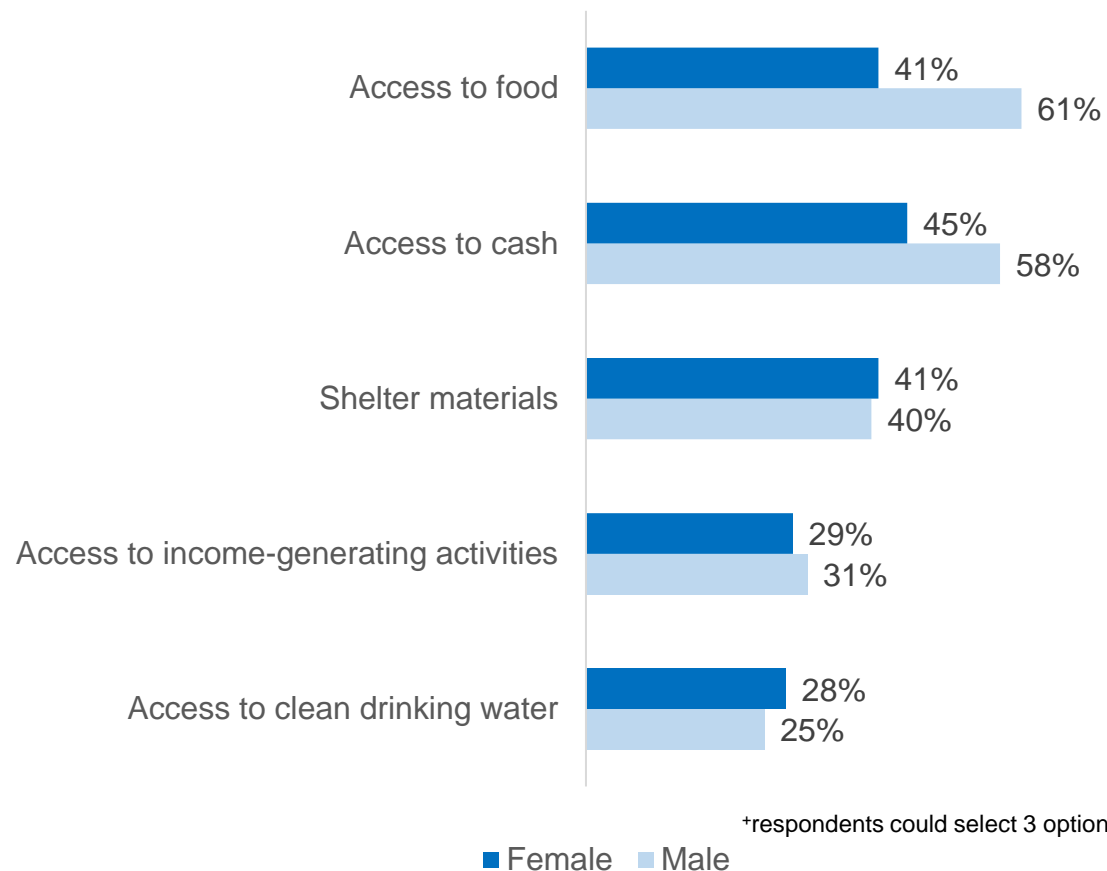
Since COVID-19		Before COVID-19	
Organisation of distributions	33%	31%	Housing materials
Nutrition	32%	28%	Nutrition
Communication on lockdown/impact on aid	32%	28%	Livelihood skills training
Housing materials	32%	26%	Organisation of distributions
SGBV services	29%	26%	Fuel assistance

% of households reporting assistance/services that **went well**⁺

Since COVID-19		Before COVID-19	
Cyclone response	54%	36%	Disaster preparedness
Information received on COVID-19 prevention	41%	32%	Sanitation
Fuel assistance	31%	32%	Fuel assistance
Sanitation	31%	30%	Health services
Legal assistance	25%	27%	Legal assistance

⁺the denominator for this indicator at the response level is all households having received humanitarian assistance (n = 217) (the approximate margin of error is +/-7%)

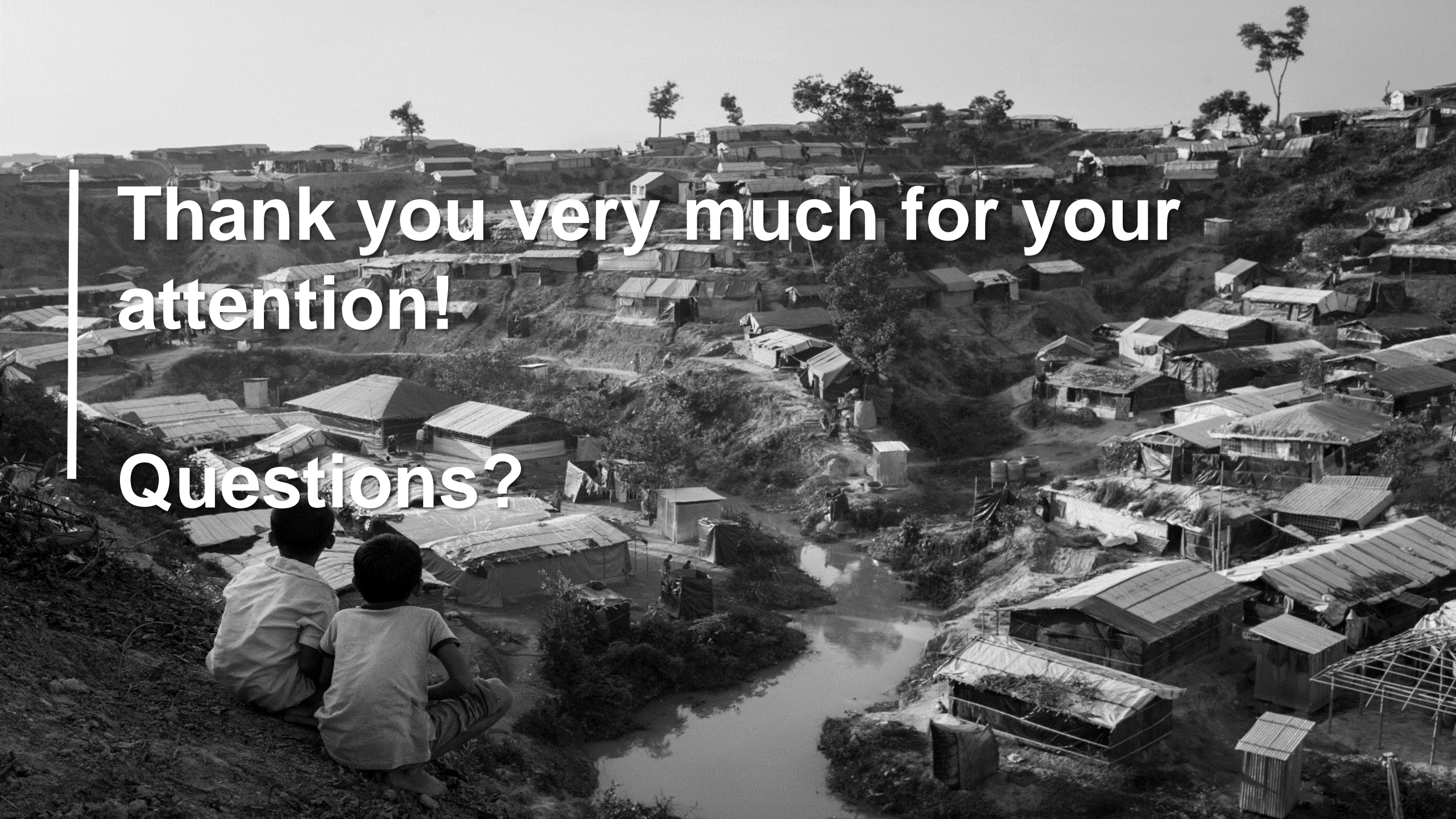
% of households reporting **priority needs**⁺



- As compared to 2019, in particular **access to food** as well as **access to income-generating activities (cash)** were mentioned more frequently

| NEXT STEPS

- MSNA findings have been or will be presented to Sector Coordinators, NGO Platform, Heads of Sub-Offices Group (HoSOG) and IMAWG
- Factsheets to be released in the coming weeks
 - Quantitative analysis (overall and by Upazila for both communities)
 - Sector Secondary Data Reviews and report on household vulnerabilities (ACAPS)
- Reports to be released by the end of the year
 - One report per community



Thank you very much for your
attention!

Questions?