

# Inclusion of Persons with Disabilities in Shelter and Settlements Programming – Field Consultancy: Cox’s Bazar

**Global Shelter Cluster – Inclusion of Persons with Disabilities in Shelter  
Programming Working Group**

## Inception Report

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## Acronyms

ADWG	Age and Disability Working Group, Cox’s Bazar
CDD	Centre for Disability in development
FGDs	Focused Group Discussions
GSC	Global Shelter Cluster
HI	Humanity and Inclusion
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
IOM	International Organisation for Migration
KIIs	Key Informant Interviews
RRRC	Government of Bangladesh Refugee Relief and Repatriation Commission
SMEP	Site Management Engineering Project
SMSD	Site Management Site Development
UNHCR	United Nations High Commission for Refugees
WG	Working Group

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## 1. Introduction

### 1.1 Purpose of the Assignment

The Australian Red Cross as co-lead of the Global Shelter Cluster Inclusion of Persons with Disabilities in Shelter and Settlements Programming Working Group has contracted the consultants David Dalgado, Caroline Dewast, and Shirin Kiani to undertake a detailed investigation at field level in Cox’s Bazar on how the inclusion of persons with disabilities has been undertaken within shelter and settlements programming throughout the programme cycle. This detailed investigation of existing inclusion is the main objective of the consultancy. The analysis of the field research is intended to provide recommendations on how to improve field practices in relation to mainstreaming inclusion of persons with disabilities. In addition to gathering data the consultants are expected to build awareness, share tools and providing initial technical support to the Cox’s Bazar Shelter/NFI Sector and Site Management Site Development (SMSD) Sector in relation to this topic.

At April 2020 the Covid19 pandemic is causing significant disruption to movement, and it is agreed that the original work plan for this assignment will be delayed. This report gives suggestions on how some elements of the assignment could be undertaken remotely, and how the team could be modified to undertake some in-country activities with a national consultant or an in-country agency partner with access to the field locations. However, conducting the field visit with the current consultancy team would be recommended, should this be possible later in the year, to give the desired quality of output for this assignment.

### 1.2 Cox’s Bazar, Bangladesh Response

Cox’s Bazar is a protracted crisis refugee response that has been ongoing (in latest form) since August 2017. The consultants undertaking this assignment have been involved in the Cox’s Bazar response on an intermittent basis in 2018 and 2019. A description of the context related to this assignment is given in section 3 Context Analysis.

### 1.3 Consultancy team

For the benefit of those who have not seen the consultants proposal, the team is composed of the following individuals with David Dalgado the lead consultant:

- David Dalgado has extensive shelter and wash operational programming experience and shelter cluster coordination experience globally. David has worked for several months in 2018 in Cox’s Bazar and also been involved in a number of reviews and studies in Bangladesh.
- Caroline Dewast has been involved in the GSC Disability Inclusion WG as co-chair of the working group representing NRC from June to December 2019. Caroline has significant experience in shelter programming globally, including in Cox’s Bazar and has carried out a number of research, studies, evaluations and similar projects for the Shelter Cluster.
- Shirin Kiani has over 10 years experience of working in disability-inclusive programming, at programme management, coordinator or advisory level. With much of this work undertaken while working with Handicap International (now Humanity & Inclusion). In more recent years

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Shirin has undertaken a number of pieces of research, reviews and formulated policy and is considered a specialist on this topic.

## 2 Methodology

### 2.1 Overview

The methodology proposed in the table below has been designed specifically for the Cox’s Bazar Bangladesh response however it could be modified and contextualised for other responses.

Step	Description & remote option notes
1. Identification of key questions	Detailed in this inception report.
2. Context analysis & Literature review	It is detailed in this inception report annexes, it will be developed further with the field data gathering.
3. Identification of stakeholders	The identification of stakeholders who influence shelter and settlement programming and disability inclusion is described in this inception report, and will develop further with field data gathering.
4. Disability Inclusion Assessment with practitioners	<p>This assessment will be undertaken through Key Informant Interviews (KIIs) and some through small Focused Groups Discussions (FGDs).</p> <p>The purpose of this step is to investigate what shelter and settlement practitioners and other stakeholders see as risks for persons with disabilities, and enablers and barriers for inclusion. This step will also explore knowledge of tools and guidance, attitude, perceptions and practice.</p> <p>This could be undertaken through remote interview.</p>
5. Risk mapping; and enablers and barriers mapping exploration through people with disabilities lived experience	<p>These exercises will be undertaken through KIIs and FGDs with people with disabilities, caregivers, community leaders and camp officials. As much as possible information should be collected through direct engagement with persons with disabilities, with proxies used only as a last resort.</p> <p>Undertaking these exercises remotely may impact on the quality of the findings and outputs. A national consultant or in-country agency partner with access to the camp (when the restriction on non-critical activities is lifted) could be contracted and trained to carry out the KIIs and FGDs. They would then share results to the consultancy team working remotely. It is likely that a nationally contracted consultant would be sourced with consultation with the Cox’s Bazaar Age and Disability Working Group.</p>
6. Validation discussions /workshop	These discussions/workshops aim at discussing preliminary findings of the field data gathering and will be undertaken with persons with disabilities, caregiver, community leaders and camp officials, and shelter and settlement practitioners.

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Given normal (pre-COVID19) movement restrictions it is intended to hold the workshop in the camp to include both shelter and settlement practitioners and other Cox’s Bazar city based stakeholders where possible and involve some leaders/vocal persons with disabilities. However, prior to this with some sub-groups of persons with disabilities (who may not be able to join a workshop) one-to-one discussions will be undertaken where possible to gain feedback on preliminary findings and this feedback will be inputted into the workshop.

These discussions & workshop could potentially be undertaken remotely facilitated by a local consultant or agency (once restrictions on non-critical activities are lifted) but it would not be ideal.

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7. Participatory workshop with practitioners This workshop will devise the enablers for disability inclusion and scope out impactful recommendations. During this workshop existing tools and guidance will be shared, highlighting available support mechanisms from the Cox’s Bazar Age and Disability WG and Global Shelter Cluster Disability Inclusion WG.

This could potentially be undertaken remotely but it would not be ideal.

At the commencement of the in-country study a presentation of the team, objectives and methodology will be given to the Shelter/NFI Sector and Site Management & Site Development Sector. Also, where it is not possible to have key humanitarian shelter and settlement agency staff to travel for joint (with people with disabilities and representatives) validation workshop it will be necessary to have a separate validation workshop in Cox’s Bazar city.

The following methods will be used throughout this consultancy:

- Secondary data review particularly looking at:
  - Various Cox’s Bazar Sectors and Working Groups, Technical Working Groups (TWG) and inter-sector guidance and assessments (including the multi-sector needs assessments for example).
  - Agency reports, such as assessments, monitoring reports, evaluations where these can be accessed
  - Disability-specific agency reports where these can be accessed.
- KIIs for humanitarian agency staff and coordination staff, officials, Persons with Disabilities, and other stakeholders.
- FGDs specifically for different people with disabilities groups, however, for some persons KIIs will still be required.
- Drawing activities with children with disabilities (and their caregivers) with sensitive questioning and facilitation may also be used.
- Workshops - for both the validation workshops and the participatory workshops. Due to access issues and some persons with disabilities not being able to easily engage in workshops it will be necessary to undertake one-on-one and small group discussions, and record (through notebook or mobile phone video for example) discussion for feeding into other workshops.

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The area of focus for this study will be programming within the Kutupalong-Balukhali mega camp considering both the UNHCR and IOM areas of responsibility. However, to a lesser extent, through KIIs with some stakeholders, disability inclusion in shelter and settlement programming in other camps in Ukhiya and Teknaf Upazilas and in the host community (where programming has been undertaken) will be explored.

## 2.2 Key Questions For Field Research

The key questions listed in the table below form the basis of the field research. The GSC Disability Inclusion Working Group Baseline Mapping<sup>1</sup> included a number of research questions which will be used for the field study. Many of these have been contextualised and incorporated into the table below. The literature review, including the initial consultations and the consultancy team’s experience have provided further questions presented below.

These questions will not be used as a questionnaire to shelter and settlement practitioners, however, during the course of the assignment the questions will be answered through the different proposed methodologies: literature review, KIIs, FGDs and the workshops. These questions will be woven into the interviews, discussions and workshops with practitioners when appropriate; depending on their role, experience in Cox Bazaar, and shelter and settlement programming activities. Responses will be cross-referenced wherever possible.

Ref.	Question
<b>Phase - Preparedness</b>	
PR1	<i>In preparedness for monsoon season, cyclone season, or COVID19 was there any specific consultation with persons with disabilities, households including persons with disabilities and their caregivers?</i>
PR2	<i>Was mapping of at risk households, who may have included persons with disabilities members, undertaken? How was this disaggregated (i.e. by disability type, gender and/or age)?</i>
PR3	<i>In preparedness (e.g. monsoon season etc.), are there any specific community initiatives to support persons with disabilities, households including persons with disabilities and their caregivers should an emergency situation arise? Did this yield any information on attitudes?</i>
<b>Phase - Assessment</b>	
A1	<i>What assessment tools/process have been used which have collected data on persons with disabilities, households including persons with disabilities and their caregivers’ shelter and settlement needs? What motivated the actor to use these tools/process?</i>
A2	<i>How and what kind of data was collected? Specifically did the assessment include data on different types of impairment (e.g. the Washington Group Questions) ?</i>
A3	<i>What vulnerability and capacity assessment tools have included gathering data with persons with disabilities, households including persons with disabilities and their caregivers on their needs, barriers in accessing services, their experiences, coping mechanisms and positive</i>

<sup>1</sup> Global Shelter Cluster (2019) Disability inclusion in shelter and settlements programming: Baseline mapping report July 2019, available from: <https://www.sheltercluster.org/working-group/inclusion-persons-disabilities-shelter-programming-working-group/documents> [accessed 27 Feb 2020]

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*deviance? Where possible intersection with age, gender, socio-economic status can be explored here. What motivated the actor to use this tool/process?*

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### **Phase - Planning**

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- PL1 *How was assessment data which may have given information on persons with disabilities, households including persons with disabilities and their caregivers, types of impairments, needs, barriers, and capacity used to inform response option analysis and planning? What was the process in linking assessment data to analysis and planning? What helped or hindered the actor to do this?*
- 
- PL2 *How are shelter and settlements staff adapting their interventions to meet the needs and rights of people with different types of disabilities, of different ages, genders, socio-economic class etc.?*
- 
- PL3 *How are shelter and settlement staff engaging persons with disabilities, households including persons with disabilities and their caregivers in decision-making processes related to agency plans? Which groups are most often (and least often) included in these processes (e.g. type of impairment, age, gender)?*
- 
- PL4 *How are staff adapting standard participatory decision-making processes in shelter and settlement programming to persons with disabilities, households including persons with disabilities and their caregivers in planning? What types and levels of participation have been most successful? Which have been the biggest barriers to meaningful participation?*

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### **Phase - Implementation**

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- 11 *What shelter and settlement activities are being undertaken that are particularly focused on responding to the needs of persons with disabilities? Why were they appropriate?*
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- 12 *What changes have been made to past and current shelter and settlement activities to increase access for persons with disabilities, households including persons with disabilities and their caregivers? How did this change occur? (e.g. large distributions, small construction projects, long term development programmes, enhanced coordination among site management, shelter and WASH actors)*
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- 13 *Have additional support (materials, labour etc.) been provided to persons with disabilities, households including persons with disabilities to adapt the shelter to better meet their needs and why?*
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- 14 *How have WASH partners been consulted with to site accessible latrines close to persons with disabilities? Or to consider provision of in-house aids?*
- 
- 15 *How have persons with disabilities, households including persons with disabilities and their caregivers been consulted and prioritised in the design of the new camp extensions? How have their needs been considered, for example on movement or situation of their shelter to better access essential services?*
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- 16 *How have persons with disabilities, households including persons with disabilities and their caregivers been consulted on settlement works in the area where they live which may impact their mobility during the duration of works and after?*

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- I7 *What shelter and settlement activities are persons with disabilities, households including persons with disabilities and their caregivers actively engaged in? (as part of the implementation team)?*

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**Phase - Monitoring**

- M1 *What proportion of shelter and settlement beneficiaries are persons with disabilities, households including persons with disabilities? How is this data collected and disaggregated?*
- M2 *How are shelter and settlement agencies monitoring and reporting on disability inclusion in their programmes? What tools or resources are they using to do this?*
- M3 *How are shelter and settlements agencies monitoring their activities with persons with disabilities, households including persons with disabilities and their caregivers who may be particularly hard to include in monitoring activities?*
- M4 *How do agency staff identify and monitor protection risks faced by persons with disabilities in relation to shelter and settlement activities (e.g. PSEA, discrimination)?*
- M5 *What complaints and feedback mechanisms are in place, and how are they made accessible to persons with disabilities, households with persons with disabilities and caregivers?*

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**Phase - Evaluation**

- E1 *How are outcome evaluations related to shelter and settlement programming specifically consulted with persons with disabilities, households with persons with disabilities and caregivers? How do these reflect on the impact of programming on persons with disabilities?*
- E2 *Is there any evidence of changes and improvements as a result of evaluations in disability inclusion in other/future programmes?*
- E3 *What shelter and settlement activities have most impact on meeting the needs and supporting the coping mechanisms of persons with disabilities, households with persons with disabilities and caregivers?*

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**General – Standard Tools & Guidance**

- G1 *What disability inclusion context-specific standards, guidance and tools have been developed?*
- G2 *Which global or country specific standards, guidance and tools on disability inclusion do staff use at field level? How do they use them? What are the perceived strengths and weakness of these guidance and tools?*
- G3 *Have any existing shelter and settlement tools been adapted to have a disability lens/perspective? What? And How?*

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**General - Institutions & Representation**

- G4 *How do the Bangladesh government regulations impact on disability inclusion in the response? This could relate to:*
- *NGO Bureau, RRRC and CIC approvals restrictions/approval process impacts*
  - *Limitations related to land use*
  - *Limitations related to construction materials and permeance*
  - *policy and regulations intended to promoting disability rights for Bangladesh nationals.*

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- *host community programming,*

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G5 *What are the donors positions on disability inclusion in this context? Were there any donor requirements which were enablers or barriers to disability inclusion?*

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G6 *How are shelter and settlement leads (i.e. SNFI sector and SMSD sector) engaging with other sectors and working groups in addressing the needs of PWDs and caregivers (e.g. WaSH, SMSD, Protection, Health, Age and Disability WG amongst others)?*

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G7 *How are specific sub-groups of persons with disabilities included in discussions? (e.g. types of disability, gender, age, minority status)*

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G8 *How do the attitudes of community leaders, family members and agency staff influence disability inclusion? (Considering different impairments)*

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**General - Programming**

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G9 *What measures across the programme cycle have been the most successful in promoting disability inclusion in accessing services? What have been the biggest barriers?*

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G10 *What are the key gaps and opportunities to strengthen disability inclusion and mainstreaming in existing shelter and settlement programming?*

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G11 *How is sex, age, and disability disaggregated data collected across the programme cycle? What specific questions are used for disability disaggregated data? Is this analysed and presented? Where agencies are using the Washington Group Short Set Questions what is the experience with using these in shelter and settlement programming? How easy and how useful have they been? How do agencies train their teams on the use of them?*

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G12 *How does the modality of assistance (in-kind, voucher) impact adaption for disability inclusion? (e.g. for people with disabilities are there differences in the assistance package when given in-kind or through voucher, and is this impacted by the modality used).*

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G13 *How do shelter and settlement practitioners prioritise disability inclusion amongst other cross-cutting issues?*

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**General - Organisational set-up**

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G14 *With respect to Shelter and Settlement programming, how do organisations budget for the specific needs of persons with disabilities, households with persons with disabilities and caregivers which may require additional resources (staff, materials, time, etc)?*

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G15 *What team setups (types of staffing in terms of expertise) are required to assist shelter and settlement programming teams in delivering disability inclusive programming? (will look at differences where they exist between agencies with stronger inclusion and more limited).*

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G16 *In Cox’s Bazaar there has been a small number of disability-inclusion trainings recently (refer to literature review, one attended by shelter and settlement practitioners) and reports with recommendations on disability inclusion. What impact did these have (considering knowledge, attitude, tools and processes)? What can we learn from these interventions for the impact of this assignment?*

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G17 *What types of information do shelter, and settlement staff need on disability inclusion and mainstreaming (e.g. rights and protection issues, data disaggregation, technical adaptations,*

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*types of disabilities and related needs, caregiver related needs, participation and engagement approaches)?*

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**General - Other**

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- G18 *What types of support do shelter and settlement staff need to advance disability inclusion and mainstreaming across their programming and activities (e.g. guidance, technical advice, training, funding, human resources, organisational commitments, partnerships)?*

## 2.3 Workplan

### 2.3.1 In-country visit

Due to Covid19 pandemic disruption it is not possible to fully confirm the workplan at this stage, but it is proposed that the potential to travel to Cox’s Bazar is decided at the end of July 2020 and September 2020 is planned as the preliminary date of field work. If at the end of July 2020 it is found that field work in September is unlikely then remote KIIs can be undertaken with those groups (e.g. humanitarian agency staff) who can be interviewed remotely (refer to section 2.1).

The number of KIIs is outlined in 3.2 Stakeholder Mapping. This envisages a need for 20 to 25 KIIs and 4 to 6 FGDs, drawing sessions with children and their care givers as appropriate (see Annex 2), and 2 workshops. This is a significant but manageable amount of primary data gathering to undertake in 3 weeks of field visit with the staffing of the field visit proposed (one consultant for the 3 weeks and a second consultant for the final week). However, to be able to achieve this level of data gathering significant support will be needed from the Shelter/NFI sector, SMSD sector and ADWG with introductions and contact information to help setup connections with those to be interviewed. Disability specific organisations such as HI and CBM will also be asked to assist with setting up and potentially helping to facilitate some FGDs and KIIs (especially where the consultant is not of an appropriate gender to speak to certain groups).

### 2.3.2 Consultants team changes if travel restrictions (continue?)

As described, if at the end of July it is envisaged that it will not be possible for the international consultants to travel to undertake in-country field study then the consultants will look to take on a national consultant who may be able to access the camp (when non-essential travel is allowed to the camp) and undertake KIIs and FGDs in-camp and transmit this information to the international consultants.

The international consultants would still undertake all KIIs with humanitarian agency staff and any others who can be spoken to over skype or zoom or similar. The quality of the output of the assignment would be reduced because of the difficulty in undertaking the participatory workshops.

### 2.3.3 Outline programme

Annex 1 gives the outline programme options for the field research, assuming field research will commence in September and a decision can be made end of July as to the way ahead.

### 2.3.4 Final Report

As described in the consultant’s proposal and the methodology overview a validation workshop will be undertaken in-country and it is expected writing up of the final report will commence during the final week of the in-country visit and a draft delivered within 2 weeks of return. The final submission will include a report of maximum 30 pages, excluding executive summary and annexes and a presentation summarising the report findings.

### 2.3.5 Limitations of Methodology

The following limitations in the methodology are highlighted:

- Given the number of days proposed for the data gathering in-country and the number of different KIIs, FGDs, drawing sessions and workshops that need to be undertaken in the time frame allowed. The consultants envisage that they will need to focus primarily on data gathering in the Kutupalong-Balukhali Extension Megacamp rather than other smaller camps in the response. Ideally PWDs participants will come from some of the “older” (but post August 2017 influx) and some of the newly developed (and therefore better planned) extensions such as 20 Extension Camp or 4 Extension Camp, and some of the differences in barriers and enablers will be explored. However, the consultants will be dependent on the agencies helping to facilitate/identify PWDs participants for KIIs, FGDs and drawing sessions (for children).
- There are a number of other camps in Ukhia and Teknaf Upazilla, and disability inclusion enablers and barriers may be different or of a different scale in these smaller camps settings which have better access to and mix with host communities. It is expected that primary data gathered from the mega-camp is likely to give a heightened spread of enablers and barriers which will better inform the objectives of this assignment.
- The consultants will be dependent on support from the Shelter/NFI sector agencies and disability focused agencies for support with arrangements related to FGDs.
- The consultants only propose to contact staff and stakeholders working in Cox’s Bazar at the time of the field study (hence there will be an availability bias) and not those who have previously worked in the context and left. As with all humanitarian responses there can be a high staff turnover and this may also limit the quality of data gathered. Nevertheless, this is still likely to lead to findings which fulfil the objectives of this study.

There is a risk that although at the end of this consultancy there will be a detailed understanding at field level around how inclusion of persons with disabilities is currently undertaken or not within shelter and settlements programming it is not certain that the recommendations to improve inclusion will have the desired effect. However, care will be taken to give implementable and impactful recommendations through consultation with PWDs and Shelter and Settlement practitioners.

## 3 Context Analysis

### 3.1 Overview of Context and impact on this assignment

The following context analysis relevant to this assignment is from the Consultants previous work in this context over several months in 2018 and 2019.

In August 2017 approximately 700,000 people fled violence in Rakhine State, Myanmar to Bangladesh settling in Ukhia and Teknaf Upazilla along the border with Myanmar. This area was already hosting displaced refugees from Myanmar who had fled in previous years and decades. There was already existing camps at Kutupalong and at Balukhali which had been present over several decades and grew over a few months to form the Kutupalong-Balukhali Megacamp where the majority of refugees from this most recent displacement have settled. This consultancy is therefore considering disability inclusion in shelter and settlement programming in the specific context of a displacement camp (or camps). However, where host-community programming is taking place this will also be considered. From very initial discussions with the Shelter/NFI Sector team<sup>2</sup> it is understood that the majority of partners engaging with the sector are focused on the camps and have not expanded operations considerably to the host community. **This assignment will focus on the in-camp context primarily, but will also investigate disability inclusion in host community settings where sector partners are able to share information on their plans.**

The Cox’s Bazar sectors are specific to the refugee response in this Cox’s Bazar district and there is limited connection with the national-level Bangladesh Preparedness Shelter Cluster which is co-led by UNDP and Red Cross Movement (Swedish RC and IFRC). **This assignment will focus on the Cox’s Bazar relevant sectors, but will also investigate useful guidance on disability inclusion from the preparedness cluster and will investigate through key Bangladeshi staff such as those in disability organisations such as HI, CBM and CDD what resources may be relevant from Bangladesh which as a very developed NGO sector, developed over many years with a broad range of relief, recovery and developmental programming .**

Bangladesh is a country that is not a signatory to the 1951 refugee convention. **For this assignment the PWD regulatory framework in Bangladesh will not be focused on for investigation due Bangladesh laws and regulations unlikely to be applied or relevant to the Rohingya caseload and sector partners. To a limited extent, where there is time in this consultancy, the PWD regulatory framework will be looked at with regards to host community programming.**

Given Bangladesh is not a signatory to the refugee convention, this response does not follow a traditional refugee response model. The 34 camps in Ukihya and Teknaf have been divided into two Site Management Areas of Responsibility (AOR). In the IOM AOR, IOM undertakes direct implementation of activities across sectors (Shelter/NFI, SMSD, WASH, Protection, Health) and partners with international and national NGO implementing agencies. UNHCR does not undertake direct implementation; in the UNHCR AOR, implementing partners, including a large number of national NGOs, provide humanitarian assistance across sectors with support from UNHCR's field and protection teams. Sectors attempt to harmonize assistance and reporting across AoRs, but this remains a challenge in the response. **For this assignment it will be important that both UNHCR and**

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<sup>2</sup> Skype assignment “kick-off” call, 24 March 2020 with Cox’s Bazar Shelter/NFI Sector coordination team and GSC PWD Inclusion WG chairs.

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**IOM and partner agencies are interviewed to gather field data. It will also be important to interview more separate organisations such as Red Cross Red Crescent Movement.**

Shelter and Settlements coordination is split in Cox’s Bazar, with Shelter & NFI falling under the Shelter/NFI Sector, and Settlements falling under Site Management & Site Development (SMSD) Sector. However, for small-scale site improvements these are often addressed by Shelter/NFI Sector agencies. The SMSD Sector incorporates the functions normally undertaken by CCCM. **For this assignment it will be very important when considering disability inclusion in shelter and settlement programming to interact closely with both the Shelter & NFI sector and SMSD sector.** It is understood at April 2020 that they share an office building in Cox’s Bazar and have been consulted on the Terms of Reference related to this assignment. The Site Management Engineering Project (SMEP) which is a joint venture of IOM, UNHCR and WFP, undertakes the large infrastructure improvements in the camp. **SMEP will also need to be considered a stakeholder in disability inclusion to ensure inclusion in settlement programming is properly considered in the context (in relation to more macro level and major infrastructure) .**

Given that Bangladesh is at risk from a large number of natural disasters, particularly monsoons and cyclones, there are preparedness activities as well as ongoing protracted-crisis camp improvement and replenishment activities, due to the deterioration of bamboo, dependency on sector partners for cooking fuel etc. **Cox’s Bazar therefore offers the opportunity to consider disability inclusion across the entire programme cycle and for a variety of activities from preparedness to activities that could be considered more developmental, such as participatory resettlement and remodelling of areas of the camp.**

Since 2017 there has been multiple and overlapping coordination and governance structures, and there has been frequent reorganisation of these structures. **For this assignment as well as the humanitarian agencies it will be important to engage with local community leaders, military where possible, government coordinators such as Camp-in-Charge staff if possible, and the Government of Bangladesh Refugee Relief and Repatriation Commission (RRRC).**

### 3.2 Stakeholder Mapping

In relation to this assignment to investigate disability inclusion in shelter and settlement programming the following are important stakeholders:

- Shelter/NFI Sector Coordination Team\*
- Shelter/NFI Sector agencies – particularly the Shelter TWiG attending Shelter Staff\*
- Site Management & Site Development Coordination Team\*
- Site Management & Site Development agencies\*
- Site Maintenance and Engineering Project (SMEP) representative\*
- Age and Disability Working Group lead and key agencies\*
- Protection Working Group\*
- PSEA Network – under the ISCG
- Gender Hub\* – under the ISCG
- Gender in Humanitarian Action (GIHA) – under UN Women
- WaSH Sector Coordination Team\*
- Health Sector Coordination Team
- Communications with Communities working group\*

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- IOM and UNHCR staff who are included in the above groups but play a particular crucial role because of their division of Area of Responsibility in the camps.\*
- Red Cross Red Crescent (IFRC\*, BDRCS) – who may be included in the above groups but may not be as involved in the Inter-Agency coordination activities and structures.
- Cyclone Preparedness Programme (CPP) staff in Cox’s Bazaar who may be involved in the mega-camp CPP initiatives.
- UNICEF\* – particularly with respect to Child Protection
- Persons with disabilities\*
- Persons with disabilities caregivers and family\*
- Disabled Peoples’ Organisations, DPOs
- Disability-specific humanitarian agencies\*
- Community leaders\* & religious leaders\*
- Refugee Relief and Repatriation Commission (RRRC) and Camp-in-Charge staff\*
- Bangladesh Government Armed Forces involved in camp coordination
- Needs and Population Monitoring (NPM)<sup>3\*</sup>, UNHCR Registration staff\* and REACH\*
- Donors (such as DFID, ECHO and others)\*

\* Essential, whereas those without an asterisk are only where time allows

Each one of the groups above represents a group that may require KIIs as part of data gathering, and separately will need to be consulted or brought together in a workshop when undertaking preliminary findings validation workshop(s), and the enabler and recommendations workshop. To decrease the number of KIIs, where some stakeholders can be brought together, they will be in small group FGDs.

### 3.3 Consultations with persons with disabilities

The consultants hope to rely on the support from HI and CBM and their partner CDD, whom specifically work on disability and inclusion, to identify participants and support with the practical arrangements of finding a suitable venue within the mega-camp. Note that for some types of impairments will not allow for FGDs in which case it will be necessary to undertake KIIs.

Ideally, when field work can recommence after the Covid19 pandemic disruption has dissipated as many of the following FGDs or KIIs will be setup as possible in the time allowed for field visit:

- 1) Leaders & Vocal persons with disabilities with any type of impairment
- 2) Adults with visual and physical & mobility impairments
- 3) Adults with hearing impairments and their caregivers (where appropriate) – may be solely through KIIs given that FGDs may be difficult, especially if different communication methods are required.
- 4) Adults with mental health impairments and their caregivers (where appropriate) – it is recognised that it can be hard to identify and interview these adults and it is thought likely KIIs will be needed here and connections (with consent) made through agencies providing psycho-social support/mental health support will be required.
- 5) Adults with intellectual impairments – it is thought likely KIIs will be required here.
- 6) Children with visual impairments and their caregivers– could potentially be undertaken with KIIs with caregiver and potentially children.

<sup>3</sup> Fulfills a similar function to IOMs Displacement Tracking Matrix in other countries/contexts.  
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- 7) Children with physical & mobility impairments and their caregivers – could potentially be undertaken through group drawing/sensitive questioning with children and KIIs with caregivers.
- 8) Children with hearing impairments and their caregivers – could potentially be undertaken through group drawing/sensitive questioning with children and KIIs with caregiver.
- 9) Children with intellectual disabilities and their caregivers – likely through KIIs with caregiver and individual drawing activities with children with some sensitive questioning.

KIIs with both women and men separately for some of these sub-groups will be undertaken wherever possible to better understand the impact of gender. Where FGDs are used with adults and older children, separate FGDs would need to be undertaken with men and boys, and women and girls and therefore it is anticipated that overall at least 4 FGDs and 8-12 KIIs would be required with different PWD groups. However, the consultants will be dependent on Shelter/NFI Sector, SMSD Sector and Age and Disability Working Group partners for support with arranging KIIs and FGDs.

Both David Dalgado and Caroline Dewast have experience of undertaking assessments with children and would ensure the caregiver is present at all times and standard humanitarian good practice when working with children is followed throughout.

The purpose of these FGDs would be to explore enablers and barriers to disability inclusion with PWDs and their caregivers themselves. Risk mapping will also be explored where possible. This is also an opportunity to gather shareable testimonials from PWDs to use in discussion with Shelter and Settlement agency staff and other stakeholders who can influence disability inclusion when exploring attitudes and also recommended enablers for programming.

With respect to comparing inclusion for people with disability vs those without, in general an understanding of this will be found through comparisons between PWD sub-groups but there will also be comparisons related to other marginalised groups such as women and girls through discussions with the Gender Hub and Gender in Humanitarian Action for example. There will also be comparative information gained from discussion with care-givers on their own inclusion vs the inclusion of the person with disability they care for. There is a limit to what can be undertaken in 3 weeks of field study with the resources allowed and the consultants do not intend to undertake KIIs and FGDs with non-PWD camp-based groups.

See Annex 2 on key questions for persons with disabilities.

## 4 Initial Literature Review Relevant to this Assignment

### 4.1 Introduction

The initial literature review is presented in Annex 3 (in a separate report). The focus has been on Cox’s Bazar response specific documents since the PWD Inclusion Working Group has previously undertaken a baseline mapping which has included a literature review of global level documents. The consultants are grateful for the support of the Steering Group, Shelter/NFI Sector, Site Management Site Development Sector, and Age and Disability Working Group in making available relevant documents to this assignment.

### 4.2 Literature review findings

From the literature review and context analysis so far the following preliminary findings are given:

- Important for this assignment to not only focus on mobility impairments and physical barriers, but also to consider different types of impairment and their impact and how shelter and settlement programming can impact inclusion.
- Important to focus on the spectrum of inclusion from consultation, participation in planning, involvement in activities, monitoring and engagement on corrective actions, to access to services and needs of persons with disabilities being met.
- Given focus of most recent Joint Response Plan on host community programming, there will be a need to discuss host community programming and disability inclusion within this with shelter and settlement practitioners.
- Disability-disaggregated data related to the Shelter/NFI and SMSD sectors activities are not currently available, although it is explicitly called for in the Joint Response Plan for 2020 from all sectors. However, the purpose of disability-disaggregated data needs to be discussed with disability inclusion stakeholders given the nature of activities undertaken by shelter and settlement agencies, to determine how much additional effort and how useful disability-disaggregated data can be. For example, the UNHCR registration may support understanding which households have one or more person with a disability, but the Shelter/NFI sector may not have the resources to adapt and target assistance. Equally knowing how many of these households have benefited in some way from an activity may tell you very little about the impact of the activity and whether it met a person with disabilities needs. For settlement interventions there are similar considerations.
- The Shelter/NFI Sector Households with Special Shelter Needs Document is highly relevant to this assignment, and there is a need to understand how this has been rolled out and operationalised once it is fully launched.
- Although the SMSD strategy has very limited mention of disability it does mention the Communication with Communities working group and this will be a key stakeholder in disability inclusion to be engaged with in this assignment.
- Existing documents already give information on disability inclusion in Cox’s Bazar and how shelter and settlement programming are impacting on PWDs. These documents should also be considered in the findings of this assignment.
- There has been a number of studies recently (such as Humanity & Inclusion (2019) Inclusive Access to Services For Persons With Disabilities: Barriers and Facilitators Assessment Report: Jadimura Camp Teknaf January 2019) and some trainings on disability inclusion in Cox’s Bazar in 2019 (for more details see the Literature review Annex) and it will be important to

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meet practitioners where possible who are familiar with the past initiatives or have participated in trainings. This will allow reflection on the impact of those initiatives which will help to inform the recommendations to promote inclusion that will come from this assignment.

## 5 Conclusion

It is hoped that the field work can still be undertaken with the international consultants travelling to the field later this year, in September or October, since this is a field study and only so much can be undertaken remotely. Although a national consultant can be brought into the team to support with in-camp collection of data in the event that the international consultants cannot travel, it will be very difficult to undertake the workshops with stakeholders to explore impactful enablers and opportunities for disability inclusion without being in Cox’s Bazar. This would impact on the quality of the assignment output.

The team is grateful to the Steering Group, Shelter/NFI Sector coordination team, Site Management Site Development Sector coordination team, and Age and Disability Working Group members in supporting the inception phase of this assignment and making themselves available for calls and sharing relevant documents which have greatly assisted in the completion of this inception report.

## Annex 1: Outline Workplan for Data Gathering

At Nov 2020 it is now hoped that the in-country visit will occur Feb 2021 – COVID-19 restrictions permitting

If in-country visit possible (determined end of July):

	July	August				September				October			
Week	0	1	2	3	4	5	6	7	8	9	10	11	12
Determine if In-country Visit Possible													
Visa application													
Preparatory Work (arranging field visit)													
<b>In-country visit</b>													
KII & FGDs													
Preliminary analysis													
Validation workshop													
Enablers, Recommendations & Tools Workshop													
<b>Final Report</b>													
Drafting report													
Submission of draft & draft presentation													
Finalisation of report (post comments)													
Submission of final report & presentation													

If in-country visit not possible (determined end of July):

	July	August				September				October			
Week	0	1	2	3	4	5	6	7	8	9	10	11	12
Determine if In-country Visit Possible													
Arranging local consultant & training													
Remote KIIs with agency staff													
Arranging in-camp activities													
Local consultant in-camp KII & FGDs													
Preliminary analysis													
Validation presentation													
Enablers, Recommendations & Tools Workshop													
<b>Final Report</b>													
Drafting report													
Submission of draft & draft presentation													
Finalisation of report (post comments)													
Submission of final report & presentation													

## Annex 2: Persons with Disabilities - KIIs, FGDs and Drawing Sessions

### Introduction

This research with persons with disabilities aims to understand the main barriers and enablers to inclusion in shelter and settlement programming by speaking to those directly affected. In particular, this information hopes to inform shelter and settlement practitioners to explore opportunities and gaps to increase the inclusion of persons with disabilities. This could include more inclusive consultation, participation, access to services, and/or interventions (e.g. part of site improvement works teams). As part of this it will be important to understand the experiences of different disability sub-groups, such as their risks, coping mechanisms and capacities.

### KII & FGD Questions for different person with disability sub-groups

Introduction will include explanation of assignment objectives, and also explanation of the focus on shelter and settlement programming, with examples of types of activities included. Informed consent will explicitly be asked for by all participants. Care will be taken to not raise expectations of assistance, and allow persons with disabilities to answer the questions. Briefing of any translator and discussion of questions will happen in advance of KII & FGD to agree understanding on difficult terms (such as “settlements” for example) and to train in not leading the participants and focusing on the person with disability rather than caregiver (as appropriate).

Ref	Question
<b>Activities and services of importance</b>	
1	<p>Agencies working on shelter and settlement undertake a range of activities including:</p> <ul style="list-style-type: none"> <li>▪ distributions of shelter materials</li> <li>▪ provision of household items such as solar lamps</li> <li>▪ maintenance of steps, ramps and bridges</li> <li>▪ grading of slopes and slope stabilisation; amongst other activities.</li> </ul> <p>Thinking about shelter and settlements specifically what activities do you most value or have most impact on your life?</p>
2	Are there any activities or services related to shelter and settlements that you feel you cannot access/use?
3	What do you do or how do you solve the problem you face? (as appropriate)
<b>Unmet needs</b>	
4	Which of your shelter/housing needs are not being met currently? E.g. space, accessing your shelter, privacy?
5	What household items do you feel you are currently missing which are important to daily life and daily activities?

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- 6 Thinking outside of the home, the settlement or camp or block where you live, what causes you problems in terms of paths, bridges, steps, slopes, distance to facilities (such as latrines or bathrooms or health facilities or education facilities), lighting?

[For women and girls specifically] – do you feel safe in moving around your neighbourhood and what would improve it’s safety?

- 7 Among issues raised what would be the most important issue raised that would help you to access your shelter, live within your shelter, and move around your camp and block safely?

[If few issues have been raised interviewer to probe Shelter, Settlement and Household Item issues that could arise for the person/group. ]

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### Capacity

- 8 How could this issue be solved by you or others?

- 9 Humanitarian agencies may seek your views and contributions to assist with activities? In terms of your shelter or the infrastructure in the neighbourhood, how do you think you could best contribute to the improvements of your home? Or your neighbourhood?

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### Participation & Consultation

- 10 How do you or your household currently receive information on shelter and infrastructure activities ? How would you like to receive the information in a way that is more beneficial or accessible to you?

- 11 When humanitarian agencies are undertaking surveys to plan material distributions for shelter or infrastructure activities have they ever spoken to you or your household to ask your views on what is required?

Also with regards to preparedness for events such as monsoon or cyclone season how have you been consulted?

- 12 Do you feel this is different because of your impairment to how others are treated? [If they feel the consultation is adapted to their needs followup with, how is the consultation adapted?]

- 13 If community leaders are consulted/informed of agencies plans for shelter or infrastructure, how are you consulted on these activities by community leaders? Do you raise your needs with local leaders?

- 14 How is the consultation different to others because of your impairment?

- 15 Who is the main decision maker in the family and how do they make decision about the family’s housing needs?

- 16 How are you directly involved with any activities? For example, working in site development or site improvement labour teams? Or collecting materials from distributions. [Followup] - How would you like to be directly involved with activities?

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- 17 Do humanitarian agency staff communicate with you or your household while activities are ongoing (e.g. shelter material distribution) to check that what they are doing is useful to you or not, or whether construction works are causing problems or not? What information is made available to you when activities are planned or ongoing about what is happening?
- 
- 18 After activities, do agencies communicate with you or your household to ask if they have impacted on your life or those in your household? Are you aware of how you can give feedback or raise complaints?

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**Adaption**

- 19 Are there any activities undertaken (e.g. household item distributions) which are adapted to be more useful to you and your family because of your needs?
- 
- 20 How did they determine the adaption needed for your household?

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**Mainstreaming**

- 21 Are access paths, stairs and bridges made in a way that you can use them?
- 
- 22 For anyone living in the new extension camps, are the housing plots, neighbourhood and facilities set out in such a way that everyone including yourself can use and access them? Why did this happen? Where you or your family consulted? If not what would you like to change?

Impairment specific questions, asked in addition to the above:

Ref	Questions
<b>Functional domain difficulty - Seeing</b>	
See1	For those partially sighted: Within your shelter do you have the ability to adequately light your shelter in day and at night?
See2	Within your shelter what improvements could be made to help you navigate and undertake day-to-day activities? Why has it not been possible to make these changes? [in advance train interviewees in tactile cues in environment person may use (rope/land markings), but not to lead person too hard during questioning.]
See3	Outside of your shelter what barriers do you face in accessing facilities or services?
See4	Outside of your shelter in your neighbourhood what improvements could be made to help you navigate and undertake day-to-day activities?
See5	There are some signs that communicate information visually regarding directions or the functions of buildings, how do you receive this information? How would you like to receive this information and what information is most important to you?
<b>Functional domain difficulty - Hearing</b>	
Hear 1	Within your shelter what improvements could be made to help you undertake day-to-day activities?

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Hear 2	Outside of your shelter, in your neighbourhood what improvements could be made to help you undertake day-to-day activities? This includes navigating the terrain.
Hear 3	How do you communicate your needs with local leaders or engage in exchanging information on needs with others?
Hear 4	How does noise impact on your ability to communicate? Could you live somewhere less noisy [if it impacts]?
<b>Functional domain difficulty - Walking</b>	
Walk 1	Within your shelter what are the biggest challenges you face with carrying out-day-to-day activities? how do you change how you do things to undertake these activities? [facilitator may ask specifically about toileting needs, getting up and down when going to sleep]
Walk 1	Outside of your shelter what are the biggest challenges you face with carrying out-day-to-day activities? how do you adjust?
Walk 1	What services are most important to you? What problems related to reaching services do you find in accessing these services? What services are difficult to access?
<b>Functional domain difficulty - Cognition</b>	
Cognition 1	Do you have difficulty finding your way around the camp or services? Do you have difficulty finding your way back to where you live? How can this be made easier for you?
<b>Neurodiversity</b>	
Other 1	Specifically, for those who may have neurodiversity such as autism (children or adult), are they impacted by the level of noise in the place that they live? What would make it easier for the person with disability to live day-to-day?
Other 2	[For noisy location and those with sensory sensitivity – asked to the caregiver] Do you find yourself worried that your family member/child may run outside the shelter due to noise levels and get lost?
<b>Communication</b>	
Communicate 1	How are you involved in shelter and housing activities that may affect you? (e.g. shelter material distributions, discussions of relocation, preparedness for monsoons or cyclones?)

There are a large number of questions here, but it is expected many will be skipped as information is volunteered through discussion earlier in the discussions. Also not all questions will be asked with all KIIS and FGDs, but through the discussions some information on all questions will be found.

### Caregiver

Wherever possible the points of views of the caregiver or family will be understood and recorded in relation to the above questions but care will be taken to get the views of persons with disabilities

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directly and the caregiver will be asked to give the views of the person with disabilities first, with a separate discussion with the caregiver. The attitudes and perceptions of caregivers and families of people with disabilities will be explored in these discussions. In addition to some of the above questions the following specific question will be asked to caregivers:

Caregiver specific	Caregiver 1	As a caregiver your actions may help to enable a person you are caring for to access support and services. Thinking about yourself what would improve your day-to-day life?
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**Younger Children - drawing sessions**

A limited number of sessions (1 or 2) will be had with children with disabilities, and it is likely that this will be undertaken in a small group or one-to-one with the child and their caregiver. Paper and colouring pencils will be brought (and left with the children at the end of the session), where it is possible to engage the child, the child will be sensitively spoken to first (with the caregiver in room) and then the main discussion may happen with the caregiver while the child is drawing. Where possible the child will be asked to draw:

1. something they like about their shelter. Through limited and sensitive discussion they will also be asked about what they do not like about their shelter and what can be changed to improve it.
2. something they experience good or bad when outside of the home related to the physical environment (the path, steps, bridges, slopes, nature). Through limited and sensitive discussion they will be asked about what they do not like about their environment and what can be changed to improve it.

During the drawing sessions the child will be asked to explain drawings, and then afterwards the views of the caregiver/family will be explored using similar questions to those asked to persons with disabilities explained in this annex.

If any children (and their caregivers) are to be spoken to who have difficulties seeing the Consultants may prepare a sound library in advance, to prompt discussion around certain areas of the camps (e.g. busy roads, or water point - handpumps for example). In this instance the child may be asked to tell a story about their journey accessing a facility.

## Annex 3: Literature Review

Contained in a separate report

## Annex 4: Literature Review Bibliography

Note that this is the list of documents reviewed at inception phase only, and the focus of the review has been on Cox’s Bazar response documents, given that the global level documents have been explored as part of the literature review included in the Global Shelter Cluster (2019) Disability inclusion in shelter and settlements programming: Baseline mapping report July 2019.

List of documents reviewed:

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Site Management Site Development Sector (2019) **SMSD Sector Strategy**, Version 05 January 2019, provided by correspondence with Kerry McBroom, Sector Coordinator

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