**Summary Action Points:**

* Improve district coordination by having a local permanent established NGO focal point; including funding for this position
* Procure in large quantities for cost effectiveness; use UN/IOM/IFRC procurement processes while negotiating VAT exemption
* Raise awareness of the Sahana reporting network (WFP/ NDRSC)
* Expand DTM and increase camp coordination training
* More inclusive PDNA and recovery phase planning (UN/ DMC)
* Inform the private sector of humanitarian values and coordination (APAD)
* Use minimum protection standards for tents
* Standardize PDM across sectors
* NFI/ shelter repair kits: in-kind is preferred in the first two weeks when markets are not functioning, thereafter use cash where possible; ensure flexibility in particular regarding the number of CGI sheets required
* Develop an approach for transitional shelter flood affected households
* PDM to include JEN shelter response
* Coordinate with the Development Partners secretariat to raise funding for DRR and preparedness

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| **Coordination** | **Lessons learned from 2016** |  | **Lessons learned in 2017** |
| **Cooperation with authorities** | Coordination can improve by positioning (NGO) focal points in GA/DMC offices | NBRO framework analyzed and in use; insurance scheme | Raise awareness of the Sahana program and its usages with responding agencies Need to involve all relevant authorities in all response phases |
| **Intersectoral and inter-agency** | Unfamiliarity of the context, Urban and Landslide disasterInvolvement of key ministries together with INGOs in coordinationInconsistency in coordinating district level coordination (Kegalle was done better than other Urban areas)  | Sectoral working groups have improved coordination, including through information management and sharingInclusion of both international and national partners in working groups/ clustersDistrict and Divisional coordination went well | Use local established organization as district coordination focal pointWomen’s safety in camps remained an issue (WASH)Need for coordination regarding livelihoods, to increase resilienceLack of Integrated response planning or discussions: welfare, recovery and rehabilitationLack of coordination of WASH needs by NWS&DB/Other relevant ministries  |
| **Private sector and CSOs** |   | The establishment of APAD has improved communication | CSOs were ineffective, CBOs overwhelmed and members affected themselvesTeach the private sector on humanitarian standards and coordination |
| **Beneficiary Selection** | Squatters without land claim often left out of response: advocacy needed 2016 PDNA captured FHHs as the most affected group | Some activities also target those living in a rented house | Ensure coordination with authorities: do not change without DS/GN approvalInclude women’s priorities: they often prioritize kitchens and WASHNeed to explain communities what they are entitled toDirectly affected vs Indirectly affected – to be considered in initial response phase – need for data for preparedness phase |
| **Support Services** | Joint procurement to reduce price to increase coverageUse government entities during the procurement planning (Suppliers details, contractors details, etc.) | Joint procurement initiated; supplier mapping available and agreements were planned in advanceUsing the services of Water Board’s chemist in supplier selectionUsing the contractors selected through disaster planning divisions | Agree on minimal documentation to lessen the burden of the government staff supporting the responses.Regionalizing the suppliers mapping (Divisional, Districts) based on the disaster probability.Standardize PDMIncrease camp coordination and DTM responseMore inclusive PDNA, recovery planning processNegotiate VAT exemption for humanitarian agencies |

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| **Activities** | **Lessons learned from 2016** | **Actions improved in 2017** | **Lessons learned in 2017** |
| **Emergency response** |   | Sector strategy developed | Some tents were inappropriate; difficulty replacing these with available stockMinimum (protection) standards tentsRental subsidy is only for three months: unclear what happens next with families; requests for boats – set up rescue/ response teamsUse pre-positioned stockDevelop shelter approach for flood-affected HH |
| **Shelter repair** |    |   | Scarcity of labor can be mitigated by involving beneficiaries, up to their ability to contributeScarcity of materials can be mitigated by cooperation with private sectorDetermine contents shelter kit based on the needs for the number of CGI sheets required |
| **NFI** | Standardize NFI and other relief items – PDNA 2016 | Standardized kit useful in budgeting and allocating fundsImproved focus on women’s need and standardization of the kit content to suit. | Ensure same contents/ value kits in different distribution roundsContents based on minimum standards,In-kind preferred in the first two weeks, then use cash |
| **Transitional / permanent shelter** | Delays in land allocation: need for transitional shelter/ official model  | Lack of space for construction resolved by creative building techniques | Consider the terrain; resilient landscape - technical consultation with authoritiesUse temporary, re-usable materials |
| **WASH/ Well cleaning** | Lack of guidelines for well cleaning Activities only focus on well cleaning but not around household water safety plans   | Holistic response covering WASH to designated IDP locations (Camps, Temporary Locations) were found effective.Most of the agencies have engaged in household water treatment techniques/measures beyond cleaning, etc.Standardized steps for cleaning well. Guidelines circulated with all actors involved in action.Standardization of HK and DK – for INGOs | Need final check/ approval by health department before reportingPasting visibility sinages on the cleaned well of the recommended steps and processes adopted.- these to be pasted in local languagesCapacity building of NWS&DB and MOH/PHIs on response preparedness, technical standards (Sphere, etc)Improper excreta disposal practices and improper toiler locations.Lack of equipment and skill set to monitor to water quality during the emergency water trucking. – Checking, residual chlorine, PH value, Presence of bacteria, etc. |
| **Cash** | Consider providing more assistance as cash grants |   | Coordinate to determine standard package; women as main recipients |
| **DRR** | Need more awareness training | IEC material to increase resilience use both languages Use of social media for emergency updates | Inclusion of DRR linkages through responses. Inconsistency in agencies (INGO/NGO) planning DRR sensitized actions. Lack of planning knowledge. (because this is new phase in response) Need to raise donor funding for DRR |