POST RELOCATION EVALUATION

KEY FINDINGS & LIFE IN THE NEW POC

MALAKAL, PROTECTION OF CIVILIANS SITE
UPPER NILE STATE, SOUTH SUDAN
OCTOBER 2014

DRC DANISH REFUGEE COUNCIL

CONTENTS

ACRONYMS & DEFINITIONS

CCCM	Camp coordination and camp management
DRC	Danish Refugee Council
IDP	Internally displaced person/people
NFI	Non-food item
POC	Protection of Civilians
SPLA(-IO)	Sudanese Peoples Liberation Army (- In Opposition)
UNMISS	United Nations Mission in South Sudan
UNPOL	United Nations Police
WASH	Water sanitation and hygiene

'The POC' is effectively an area inside the UNMISS base designated for civilians seeking protection from conflict and violence. There is authorization to defend the base with force.

Rakuba: A light, temporary structure made primarily of hard grass mats and/or plastic sheets and poles.

Location Terminology[1]:
• Old POC: Former POC inside the UNMISS compound
• New POC: The existing POC outside Charlie gate, divided into three sectors (1-3) and 12 blocks (A-L) (the focus of this report)
• New POC Extension: The New extension is currently under development and is divided into 12 blocks

- Led and drafted by DRC's Monitoring and Evaluation Coordinator, M&E.Coord@DRC-SSudan.org
- Photograph by Jacob Zocherman, (Cover: Erecting family tents in the new POC; pg 3 DRC staff work to register people for relocation in the flooded old POC; pg 5 DRC staff survey land clearance in the New POC) www.zocherman.com

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[1] Terminology agreed in CCCM meeting minutes, dated 1 October 2014
[2] Cholera in South Sudan, Situation Report #60, 15 July 2014
[3] CCCM South SUDAN: Relocation Exercise in Malakal POC Briefing Note, August 2014
[4] The exact number of official residents in the Old and New POCs will be known following the results of the Biometric Registration process carried out in mid-late October 2014.
[5] Displacement Tracking Matrix, Round VI Report, September 2014

I. EXECUTIVE SUMMARY

Malakal in Upper Nile State, South Sudan is situated in a strategic location within the current conflict and has experienced many of the worst effects of the ongoing civil war. As of September 2014 over 18,300 persons are seeking protection inside the UNMISS Protection of Civilians (POC) site. Urged on by flooding, overcrowding and generally inhumane living conditions inside the POC, actions were undertaken to relocate approximately 12,000 internally displaced persons from their original location inside the UNMISS base to a planned extension.

The purpose of this evaluation is to assess the relocation exercise in the Malakal Protection of Civilians site led by the Danish Refugee Council as the camp management agency. Findings are shared both, in the spirit of transparency as an evaluation of DRC's work as well as to share key findings which may inform future relocation exercises in Malakal as well as other camps managed by DRC and other camp management agencies.

Household (individual) interviews were conducted with a sample size sufficient to achieve a 99% confidence level with a 10% margin of error. These were followed by focus group discussions with special interest groups (women's committee, elderly and disabled).

The primary objectives of the relocation were to alleviate suffering caused by flooding and overcrowding. On both points significant improvements have been observed. Although 50% still experience some degree of flooding in the new POC, 82% have reported that conditions with regards to flooding are better. Additionally 88% of people report that space in the new POC is better and 75% have 1-3 meters of space between their shelter and the nearest neighbor. The process was broadly perceived as fair (95%) and well organized (93%) with adequate access to good information during the relocation process (80%).

Two issues which remain priorities for IDPs and have yet to be adequately addressed. They are (1) objections to, and interpersonal conflict arising from compulsory tent sharing and (2) the outbreak of criminality and theft, especially at night perpetrated largely by young men in the new POC. Criminality, idleness and tension with youth is a complicated and nuanced issue requiring a deeper understanding than this evaluation can provide as it is arguably tangential to the subject matter addressed here. However the issue of compulsory tent sharing is addressed at length both in this report.

Overall it can be said that the relocation was a success and the energy and resources allocated to the exercise by DRC and other NGOs and UN agencies were energy and resources well spent.
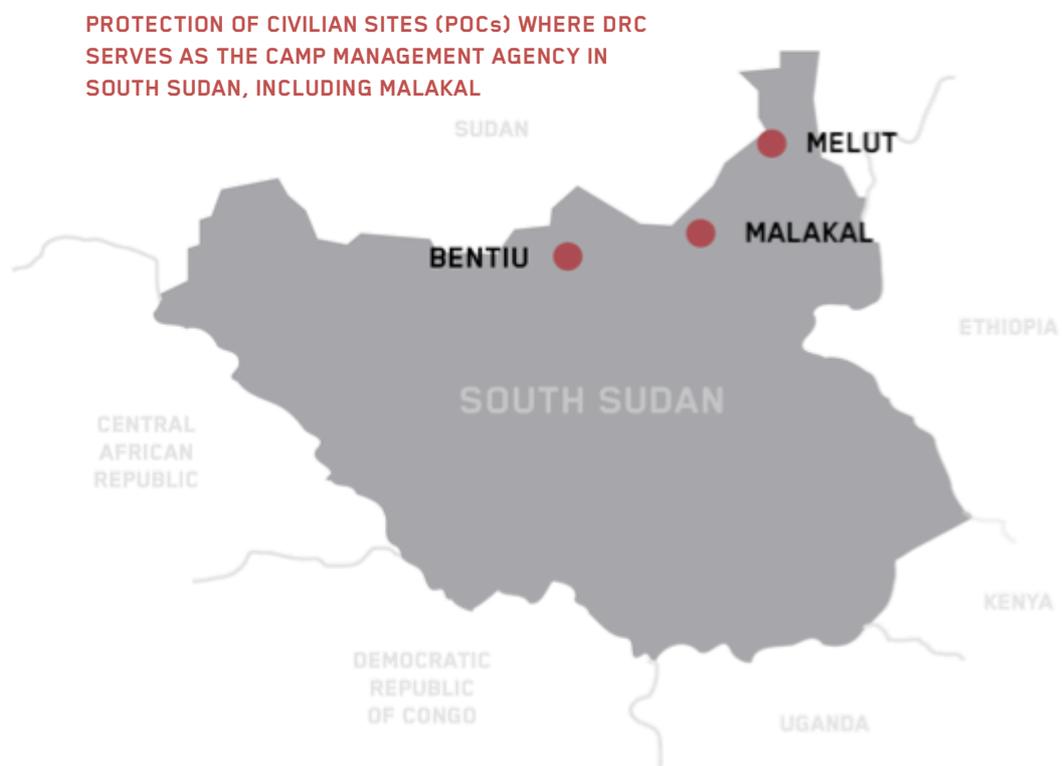
II.   BACKGROUND

Following the fighting in Upper Nile State in December 2013, approximately 8,000 IDPs took refuge in the UNMISS compound near to Malakal town. The number of IDPs rose to 23,000 in February and March, however when SPLA retreated from Malakal town approximately 6,000 IDPs moved to Nasir County, Upper Nile State, near to the border with Ethiopia.

Overcrowding and congestion have been problems in the POC, and with the arrival of the rainy season the area was also very badly affected by flooding and consequently health and sanitation issues, including 52 suspected cases of cholera by July 2014[2].

In April 2014 plans were made for an extension of the POC, which was initially intended to accommodate 10-12,000 individuals. The aims of the extension were to[3]:
   o   Decongest the POCs
   o   Mitigate the threat of endemic waterborne diseases during the rainy season resulting from flooding in unsanitary conditions
   o   Improve basic services including protection, sanitation and health access

Targeting and prioritization of IDPs for relocation was a thorny and complicated issue. It was agreed that priority areas in the old POCs would be identified by technical WASH and shelter teams, taking into consideration vulnerability to flooding, especially in the most congested areas. However there were cases of IDPs intentionally moving into the worst affected areas in order to be prioritized for relocation and similar manipulations. Once people were relocated, they instructed to deconstruct their old shelters and the area was meant to be cordoned off by orange plastic fencing. This cordoning off was

PROTECTION OF CIVILIAN SITES (POCs) WHERE DRC SERVES AS THE CAMP MANAGEMENT AGENCY IN SOUTH SUDAN, INCLUDING MALAKAL

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[2] Cholera in South Sudan, Situation Report #60, 15 July 2014
[3] CCCM South SUDAN: Relocation Exercise in Malakal POC Briefing Note, August 2014

not always effective and required greater support from agencies with the capacity for crowd control.

CCCM and protection teams worked together to ensure that information reached the broader IDP population, especially the most vulnerable groups (elderly, disabled, female headed households, youth). Profiling included social preparation meetings with the residents and the community leaders to explain the details of relocation including pairing-up with another household or individual to have a minimum of 8 persons in each tent.

Households were provided with tokens three days prior to their scheduled relocation date. Families checked in at the DRC camp management office and presented their tokens which indicated a serial number with reference to the relocation database. The families where then allocated a plot and tent number in the new POC. . They were then informed of the ground rules and assisted to their allocated tent. Relocation began on 31st May 2014 and was completed in July 2014.

The number of plots initially planned was not sufficient to meet the caseload of the most flood affected in the old POC. The decision was taken to add an additional 158 tents to sector 2 *prior* to relocation, however this was still not sufficient. Therefore the decision was taken to reconfigure sectors 1 and 2 to accommodate an additional 127 and 63 plots respectively. Sensitization and the hiring of people already residing in these blocks to assist in the reconfiguration of the blocks were aimed at mitigating tension arising from the accommodation of additional plots. The reconfiguration was completed in September 2014.

As of October 2014, the New POC consists of 1722 official plots and estimated at approximately 14600 residents[4], while an estimated 5000 remain in the 'old POC'. The New POC Extension will have a estimated capacity of 13,000 based on current space standards.

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[4] The exact number of official residents in the Old and New POCs will be known following the results of the Biometric Registration process carried out in mid-late October 2014.

III.   MAP OF MALAKAL PROTECTION OF CIVILIAND AND EXTENSION SITES
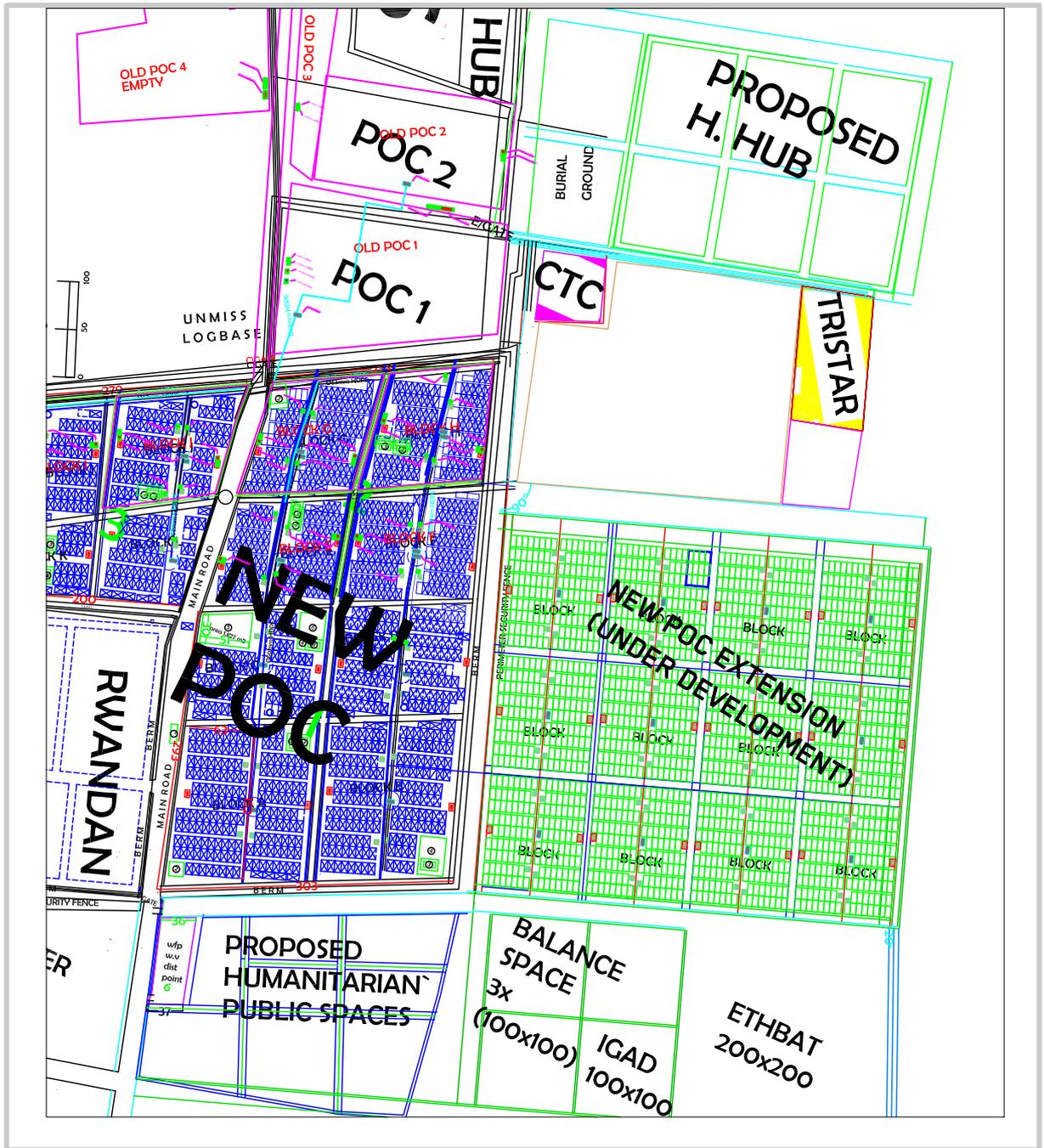
Total Population: 18,374[5] (52% female; 48% male)

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[5] Displacement Tracking Matrix, Round VI Report, September 2014

IV. METHODOLOGY

Surveys were conducted in the field between the 5th and 8th of October 2014. Data collection was conducted in the 'new POC', Sectors 1, 2, and 3.

The assessment team was comprised of 4 enumerators (two women, two men) hired as skilled casual workers for the collection of individual surveys. Focus groups discussions were led by DRC's Monitoring and Evaluation Coordinator, assisted and translated by a DRC protection officer and DRC CCCM officer. Prior to data collection enumerators were provided with a comprehensive orientation on the subject matter, survey ethics and information security.

172 individual surveys were conducted, which rendered a **confidence level of 99% with a margin of error of 10%.** Systematic sampling with a skip of 10 was used. Enumerators attempted to interview every 10th tent; if the tent did not have an adult present, enumerators were instructed to move to the 11th tent and so on until they arrived at a tent with an adult. To avoid unnecessary tension and confusion, if two households sharing a tent wanted to both give an interview, or if a neighbor wanted to participate, data collectors were instructed to employ degree of flexibility in the skip of 10 sampling, and simply take the additional interview(s) without objection before moving on.

> **DISTRIBUTION OF INDIVIDUAL INTERVIEWS**
>
> SECTOR 1: 42%
> SECTOR 2: 34%
> SECTOR 3: 21%
> MALE: 60%
> FEMALE: 40%
> SHILLUK: 70%
> DINKA: 20%
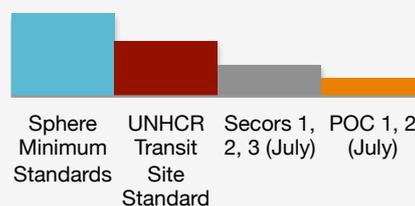> OTHER TRIBES: 10%
> AVERAGE AGE: 46.5

Focus group discussions were conducted with representatives from the women's committee, the future elderly committee and the future disability committee after initial findings from the individual surveys were available.

V. KEY FINDINGS: LIFE IN THE NEW POC

SPACE & SHELTER MATERIALS

One of the primary objectives for the relocation was to alleviate congestion and overcrowding in the old POCs. This has been somewhat successful although as a result of compulsory tent sharing and the reconfiguration there is room for improvement. 88% of respondents claimed that space in the new POC was better while only 12% claimed that it was the same or worse. That said, 93% claimed that, although space is better, overcrowding is still a problem in the new POC. As of July [6] (prior to the

SQUARE METERS PER PERSON

Sphere Minimum Standards | UNHCR Transit Site Standard | Secors 1, 2, 3 (July) | POC 1, 2 (July)

reconfiguration of Sectors 1 and 3) the average population density in sectors 1, 2 and 3 was 17m^2 per person, which falls well short of Sphere Minimum Standards of 45m^2, as well as falling short of the UNHCR Transit Site Standard of 30 m^2 per person (the target for the POC). That said, it is an improvement on the remaining 'old POC' (POC 1 and 2) at 10m^2.[7]

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[6] CCCM Crisis Response- IDP Registration (Malakal PoC, 8-11 July 2014)
[7] CITATION

95% of households report that the quality of the shelter/tent has improved with the relocation. The estimated lifespan of the tents distributed is a minimum of 12 months. Although the heat and rain of South Sudan are very harsh conditions and there were reports that some of the tents had already begun to leak, and many households explained that they needed additional plastic sheets to prevent leaking and flooding.

Each household was allocated a tent in the new POC and was given permission to build a small rakuba for cooking. The majority (89%) have abided by this ground rule and do not cook inside the tent, opting to cook outside or in a rakuba.[8] Focus groups, especially with the elderly and disabled, shared that the construction of rakubas however, has become excessive given the limited amount of space available. They used the example that if you are elderly and have poor eye sight, you may leave your tent to use the latrines only to find that someone has built a large structure all the way

COOKING SPACE

- Inside rakuba
- Outside near tent
- Inside tent

into the path so that you have to go a long way around. One elderly gentleman remarked, *'who have you built this new POC for? The IDPs or the traders? Because the traders have put up their stalls everywhere blocking paths and using up the space.'*
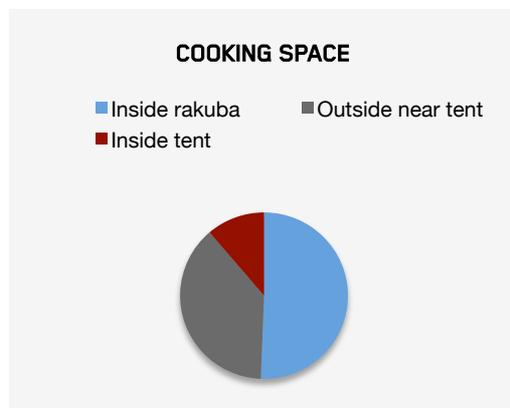
The issue of traders was raised several times in focus groups, generally in a negative light both as an unfair use of too much space as well as being a factor in social disturbances, playing loud music next to family tents and attracting youth 'with bad reputations.'

As part of the community contribution, households were expected to dig a drainage dith around their plot both to serve as flood prevention but also, importantly, to demarcate the plots. As can be seen below, only 4% were observed to have such a measure in place at the time of interviews.

FLOODING

Another primary objective of the relocation was to provide relief to IDPs experiencing the worst effects of flooding. Flooding began in the camp in May and continues to impact PoC residents at the time of writing this report, in particular in POCs 1 and 2 which have not been relocated. Although 82% reported flood conditions in the new POC have improved, the same number also reported that flooding is still a problem in the new POC, flooding inside the shelter/tent was observed in 50% of the households interviewed.[9] That said, simple observation would indicate that the degree to which flooding is experienced in the new POC has been dramatically reduced by the relocation.

The vast majority, 92%, protected their homes against flooding with sandbags, although some discussions indicated that there was a shortage of sand. Again, very few households interviewed were observed with a ditch dug around the perimeter as initially intended.

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[8] Data collectors were encouraged to answer 5.1-5.5 (see Annex 1) <u>through observation</u> as well as conversation with subjects.
[9] It is worth noting that household data collection occurred on 5-6 October 2014, and heavy rains were experienced all day on 4 October 2014 and for 1-2 hours on 5 October 2014.

SECURITY AND CRIMINALITY

Security, although largely perceived to be better in the new POC, showed the least improvement between the new and old sites, with 20% reporting that security has remained the same or deteriorated in the new POC. This is largely due to the criminality that has gripped the camp at night as opposed to vulnerability to the broader armed conflict. Although people viewed the relocation very positively, criminality was one of two negative aspects of life in the new POC that were raised repeatedly in both individual and focus group discussions. The emergence of gangs (sometimes referred to as "teams") in the POC and idleness of primarily young men have become a great cause for concern and reports of young men slashing tents and stealing all possessions have become common.

In focus groups, people were asked about the underlying cause of the criminality, if it was out of necessity and hunger or if it was idleness, stress and anger. Without exception all explained that theft was not borne of necessity. Most cited idleness and a lack of supervision, whether it was because they were unaccompanied, or that their parents were not present and they were staying with distant relatives who could not discipline or control the young men to the same degree that parents might. Some cited that many such young men were raised in Khartoum where gang culture is more prevalent and having recently returned they found South Sudanese cuisine and lifestyle distasteful, further compounded by life in the POC and preferred to have cash to go out and buy the food and drinks they preferred, and so sell stolen goods to enable this preferred lifestyle.

Some shared the opinion that these youth were the same who were looting in Malakal town with impunity, and now that there is little to pillage in town they have brought the same bad behavior back into the camp, also with impunity. Detention is not viewed as a deterrent. Many shared some version of the comment, *'criminals think detention is like a kind of holiday because the UN respects their human rights and give them three good meals and a clean dry place to sleep. If they were beaten and locked in a hot box with no food then they would not steal twice.'* The international actors including the UN, the various battalions and NGOs are viewed as having a light touch with regards to law enforcement and as such, largely impotent with regards to solving this issue.

When asked what potential solutions might address the manifestation of the problem as well as the underlying cause of the criminality, typical humanitarian solutions were met with a lukewarm response. A culture of impunity is pervasive in the camp and goes hand in hand with the breakdown of the government and legal systems nationally. People volunteered ideas that the humanitarian community will have little or no appetite for, including severe punishments (which would doubtless violate basic human rights), isolation of young men and boys in segregated blocks, enforced curfew/lockdown starting at approximately 22.00hrs, and to a lesser extent, banishment. More typical humanitarian solutions such as better lighting, schooling/vocational training for children over the age of 12 and child friendly spaces and sports arenas were thought to somewhat address the issue. Where there was the most overlap between community identified solutions and more typical NGO activities was in the need for employment and livelihoods opportunities. Further attention should be given to understand what meaningful livelihood options are viable for all, but especially for young men.

Additionally, the prevalence of pangas/machetes and alcohol play key roles in criminality and should regularly be brought under control through sweeps and/or through more rigorous screening at the gate.
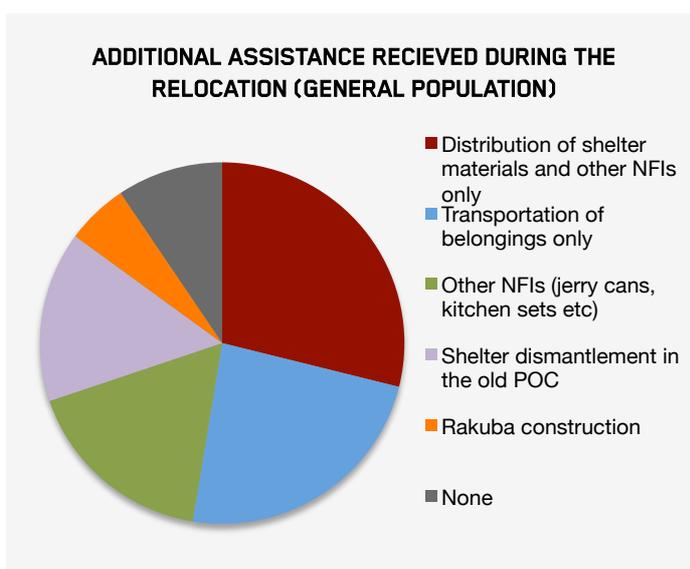
ACCESS TO BASIC SERVICES

Health and WASH partners (MSF, IMC, IOM, Solidarites, World Vision) may be commended. 98% report that access to health services has improved and 91% report access to latrines has improved in the new POC and many households added in the 'additional comments' that they were happy with the availability and quality of water in the new POC, as well as access to primary schools. Additionally, food distributions appear to be occurring regularly which has been acknowledged by residents and contributes significantly to reduced tensions.

VI.   KEY FINDINGS: PROTECTION DURING RELOCATION AND IN THE NEW POC

ASSISTANCE FOR VULERABLE HOUSEHOLDS DURING RELOCATION

77% of households reporting to have a member with a physical or mental disability reported receiving at least one, or multiple forms of additional assistance during the relocation process including transportation of materials, dismantlement of shelters in the old POC, and distribution of shelter and NFI materials in the new POC. Given the 10% margin of error this is more or less on par with the average of the general population, 82% of whom reported receiving some form of additional assistance with the relocation. 81% ranked the assistance they received as 'good'.

ADDITIONAL ASSISTANCE RECIEVED DURING THE RELOCATION (GENERAL POPULATION)

- Distribution of shelter materials and other NFIs only
- Transportation of belongings only
- Other NFIs (jerry cans, kitchen sets etc)
- Shelter dismantlement in the old POC
- Rakuba construction
- None

DRC also allocated plots near latrines and road to people with mobility issues and ensured that female-headed households weren't given isolated plots. DRC also advocated with the WASH cluster for latrines to be accessible for people with disabilities and mobility limitations. The elderly and disable groups were asked if there was resistance from others in the community to providing persons with special needs plots nearer to roads and latrines, or if that was perceived as unfair by the general population. The group said that it was explained why those decisions were taken and for the most part there were no objections to allocating the most accessible plots to people with physical limitations. When asked in the focus group discussions if people had regular contact with DRC's protection staff they reported that DRC's staff were well known to them and make frequent visits to vulnerable households and people with special needs. Overall the assistance provided for families with additional needs seems to have been successful.

PROTECTION IMPACT OF COMPULSORY TENT SHARING

While the relocation has been viewed as overwhelmingly positive, one, significant negative impact was created. Multiple households sharing a single tent has caused significant distress in the new POC and 34% reported that it has precipitated

interpersonal conflict and protection concerns. The survey found that 57%[10] reported sharing a tent with more than one family, while the average number of people residing in a tent is 8.5 persons. The women's focus group discussion was focused on how families are able to resolve conflicts themselves in their own way, and, despite adverse circumstances they would be able to assemble some degree of normality. They discussed how sharing tents brought all interpersonal conflicts into the public and sometimes necessitated outside intervention. Somewhat surprisingly they also were very open about how sharing tents made adult intimacy difficult, joking, *'how will we make more babies if our neighbor is just there.'* Somewhat tongue in cheek they also suggested that they suspected couples of fabricating explosive arguments in order to drive others out of the tent and create some temporary privacy.

In focus group discussions, in particular with elderly and disabled, they discussed how there are many instances where someone with a physical disability is often ostracized and even forced out of the tent to fend for themselves. They shared a number of examples including:

- *There was a disabled woman sharing a tent with another family. She had a problem with her leg, and the family put her to the side and abused her and told her she was useless because of her leg. Finally she was left with only living in the veranda. The only solution is to not share tents and have more rakubas.*
- *There was a single deaf woman who was refusing to share the tent and said she would have the entire tent to herself. She is not of sound mind and to this day is causing such problems that she is trying to kick the other 7 out from the family tent.[11]*

When interpersonal conflicts arise as a result of shared tents, 100% of IDPs who report the conflict, report it first to community leaders. For the most part (93%) they report that the community leaders are helpful in resolving the issue. Focus groups were pressed to provide insight on if, when community leaders resolve conflicts, their mediation was fair or in anyway biased against women, girls, minorities, disabled etc. All comfortably responded that their mediation was fair saying, *'if the husband is wrong they tell to the husband he is wrong and to stop causing problems.'* To a much lesser extent conflict was also reported to UNPOL (12%) and Warrior Guard services (21%).[12]

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[10] This is likely underreported; if multiple households sharing a tent were related by blood, many reported that as '1' family/household.

[11] This specific case is familiar to the DRC protection team who explained that the family who the deaf woman was meant to share with traded without the consent of the deaf woman, and finding that she would share with a family she did not originally agree to share with, has become and remained distraught.

[12] 'Humanitarian Agencies' was provided as an option , although no one selected this option. This is inconsistent with the fact that DRC routinely responds to such cases through camp management and protection mechanisms. It is possible that something was lost in translation.

VII.   KEY FINDINGS: PERCEPTIONS OF THE PROCESS

95% THOUGHT THE RELOCATION PROCESS WAS **FAIR**
93% THOUGHT THE RELOCATION PROCESS WAS **WELL ORGANIZED**
89% THOUGHT THE RELOCATION PROCESS WAS **TIMELY**
99% ARE **HAPPIER** IN THE NEW SITE

93% THINK **OVERCROWDING** IS STILL A PROBLEM
83% THINK **FLOODING** IS STILL A PROBLEM
17% THOUGHT **CORRUPTION** WAS COMMON

WILLINGNESS

The relocation was roundly viewed as a positive move for the residents and humanitarians alike. Only 1.6% reported that they had been forced to relocate by neighbors. Nonetheless, in these few instances, all reported that that their overall impression of the new POC was that it was 'better' and that they were 'happier' than in the old POC. Of the 98.4% of households who relocated voluntarily 72% cited multiple motivating factors, however when disaggregated[13], a lack of space and

What was your motivation for relocating?

- Lack of space
- Lack of services
- My shelter was flooded
- I didn't feel safe

flooding are found to be the primary factors (75% combined), followed by a lack of services and a feeling of being unsafe.
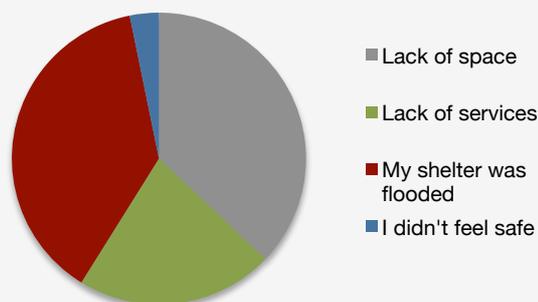
CORRUPTION

Households were posed an intentionally simple yes/no question, "was corruption common," which is open to a variety of interpretations. The question was aimed more at the perception of corruption and fairness, rather than at cataloging allegations. If data collectors were asked specifically to elaborate, they were instructed to provide the examples of selling tokens and nepotism. The subject was considered very sensitive to handle and to push the subject with data collectors who, while trained, were relatively unknown to DRC had potential to do harm. Therefore there is no other statistically valid insight behind the 17% of people who said *'yes corruption was common.'* That said, it seems reasonable to assume there were instances of token selling and whistle blowing measures and Code of Conduct reporting measures should always be in place.

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[13] Data collectors were instructed to encourage households to select one factor as the most important factor behind wanting to relocate, however if the subject was not able to identify a single factor the data collector was instructed to mark two. Surveys where only one factor was prioritized were weighted as twice that of surveys were multiple answers were selected.

Overall people were satisfied with the flow of information about the relocation process. 80% ranked the availability of information as 'good', 11% fair and 9% poor. Of the two largest single sources of information, 84% who got their information directly from DRC staff rated the level of information they received as 'good', while 68% who primarily received information from community leaders ranked their level of information as 'good', below average.

How did you get infromation about the relocation?

- Multiple sources
- DRC staff
- Community Leaders
- Loud speakers
- Other POC residents
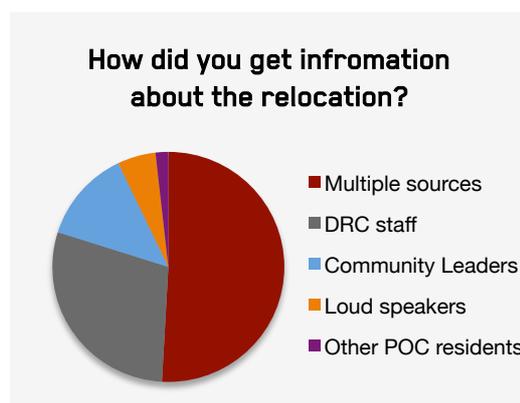
VIII.   CONCLUSIONS

The conflict in South Sudan has brought extraordinary suffering to the civilian population and stretched UN and humanitarian agencies to the limit. Anticipating and responding to increased pressure inside POCs and IDP camps will be evermore critical, as the number of people on the move is expected to increase, from 1.4 million to up to 2.7 million by the end of 2015. When it was clear that IDPs, already traumatized by war were further traumatized by the inhumane living conditions inside the Malakal POC, it speaks to all those involved who took the necessary steps to alleviate suffering with the extension and relocation. The overall result is that the planning and relocation, while imperfect, were practically and ethically the right thing to do in the case of Malakal POC.

This evaluation has brought to light both the strengths and weaknesses of the relocation process and life in the new POC. The strengths include:
- **Mobilization of community leaders** was highly effective. Community members were able to turn to the community leaders for high quality information during the relocation process and turn to them today for mediation in resolving disputes. Future relocations should harness the capacity of the community leadership structures whenever possible as intermediaries, allies and support during the process.[14]
- Additional assistance and special plot allocations for **persons with special needs and the highly vulnerable** is effective and accepted by the general population, in part due to sensation on the subject. This includes ensuring that female headed households are not in dark, isolated areas and ensuring that people with physical limitations are near to communal facilities and access roads.
- **Carefully planned, fit for purpose sites** are capable of improving the quality of life for those already traumatized by displacement and conflict. Residents were grateful for the availability of schools, health care, clean drinking water points, latrines, and places of worship. They were also significantly less flood-effected in the new site with improved drainage, and felt reasonable safe and secure inside the new POC. All factors are a result of careful planning.

Weaknesses include:

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[14] Obviously, this is contingent on the coherency and good standing the community leadership with the humanitarian community and general POC population. In some cases it may not be advisable to further empower or legitimize such social structures by making them allies in the relocation effort. Fortunately this was not the case in Malakal and their allegiance was critical to the success of the relocation exercise.

- **Compulsory tent sharing** is not simply inconvenient or unpleasant for IDPs. In fact it creates a significant protection risk and is not sustainable. As a durable solution for the displaced, in particular those seeking protection inside the POCs, is unlikely to be reached in the coming months or year, **compulsory sharing should never be considered as a viable option during relocations** or planning for new sites. Furthermore a solution should be found for those sharing tents in the Malakal POC currently. It is unlikely that partitions will solve this problem and may cause damage to the tents, which already have a limited lifespan.
- **The built environment** should take into consideration the need to occupy the time of youth in a meaningful way including planning for spaces to occupy youth such as sports arenas, performance spaces and spaces for vocational training.
- **Demarcation of plots** and enforcement through dismantlement of structures built into common spaces and pathways is necessary. This may also be alleviated through the zoning of spaces for traders or even market places for residents to conduct business including the operation of generators and speakers.
- **Targeting of populations for relocation and cordoning off of space** after relocation is highly challenging, subject to manipulation and requires close coordination with all actors including those with the capacity and mandate to assist with crowd control and forcible eviction in the event of resettlement into 'closed sites.'

Overall, the relocation can be considered a success and the investment in planning, funding, time and manpower was an investment well spent. Lessons learnt from the relocation in Malakal will hopefully serve to improve the process in future such exercises, as living conditions and growing displacement will pressure the international community to act.

FURTHER ASSESSMENTS

Further analyses recommended to be carried out by DRC as a camp management and protection organization should seek to understand (1) movement between Wau Shilluk, Malakal town and the POC, potentially looking forward through the lens of durable solutions and the intentions of IDPs as well as the viability of service provision outside of the POC (2) the underlying causes and impact of criminality in the POC, and how youth may be engaged in constructive activities including education and employment (3) livelihoods strategies of POC residents and the degree to which livelihoods activities and skill sets can contribute stability in the short term and successful return and reintegration in the long term and (4) how humanitarian accountability and feedback mechanisms can be strengthened in the POC.

END

X.   ANNEX 1: INDIVIDUAL QUESTIONNAIRE

1: Identifiers			
1.1: Gender		☐Male	☐Female
1.2: Age (#)			
1.3: Head of household?		☐Yes	☐No
1.4: Relocated?		☐Yes	☐No
1.5: From which POC?	☐1 ☐2 ☐3 ☐4 ☐5		
1.6: Nationality	☐S. Sudan ☐Sudan ☐Ethiopia ☐Eritrea ☐Uganda ☐Kenya ☐Other_____		
1.7: Tribe	☐Dinka ☐Shilluk ☐Nuer ☐Mabanese ☐Murley ☐Anyuak ☐Other_____		

Serial Number	
Sector & Block	
Enumerator	
Date	

2: Household Information:	
2.1: Status	☐Registered ☐New arrival ☐Lost card
2.2: Household Size (#)	
2.3: Single headed HH?	☐No ☐Male ☐Female
2.4: Person with disabilities in the household?	☐No ☐Yes, Mental ☐Yes, Physical

3: Reasons for relocation	
3.1: Did you relocate voluntarily or were you forced?	
☐Forced *(see below)*	☐Voluntarily *(see below)*
3.2: If forced, who forced you?	3.3: If Voluntarily, what was the main reason you decided to relocate?
☐UNMISS ☐Comm. leaders ☐Neighbor ☐Other:_____	☐Lack of space in old site ☐Lack of services in old site ☐My shelter was flooded ☐I did not feel safe ☐Other: _____

4: Information	
4.1: How did you get information about the relocation?	☐DRC staff ☐Loud speakers in camp ☐UNMISS Staff ☐Comm. Leaders ☐Other POC residents ☐Other
4.2: If you had questions, whom did you ask?	☐DRC Staff ☐UNMISS Staff ☐Community Leaders ☐Other POC residents ☐Other
4.3: How would you rate the level of info. you received?	☐Good ☐Fair ☐Poor

5: Shelter	
5.1: Type of shelter	☐Tent ☐Rakuba ☐Both
5.2: Currently Flooded?	☐Yes ☐No
5.3: Flood mitigation measures	
☐Sandbags ☐Ditch ☐Plastic Sheet ☐Other	
5.4: Distance from neighboring shelters	
☐less than 1m ☐1-3m ☐more than 3m	
5.5: Cooking space	
☐Inside tent ☐Inside Rakuba ☐Outside near tent ☐Other	
5.6: # of households sharing shelter	
5.7: # of persons living in shelter	

6: New site compared to old site			
6.1: Space	☐Better	☐Same	☐Worse
6.2: Flooding	☐Better	☐Same	☐Worse
6.3: Security	☐Better	☐Same	☐Worse
6.4: Lighting	☐Better	☐Same	☐Worse
6.5: Access to latrines	☐Better	☐Same	☐Worse
6.6: Access to health	☐Better	☐Same	☐Worse
6.7: Quality of shelter	☐Better	☐Same	☐Worse
6.8: Overall	☐Better	☐Same	☐Worse

7: Protection and Assistance			
7.1 Did you receive any assistance in the relocation?			
☐Transport of materials			
☐Distribution of Shelter material			
☐Other NFIs (jerry can, bucket, kitchen set etc)			
☐Shelter dismantlement in old site			
☐Shelter construction in new site			
☐None			
7.2 Rate the level of assistance you received	☐Good	☐Fair	☐Poor
7.3 Has sharing a shelter caused any conflict or security concern?	☐Yes	☐No *(skip to 8)*	
7.4 If yes, have you reported it to anyone?			
☐No *(skip to 8)*			
☐Community leaders			
☐UNPOL staff			
☐Warriors Security			
☐Humanitarian Agencies			
☐Other: _____			
7.5 Have they helped you to resolve the issue?	☐Yes	☐No	

8: Overall impression of the relocation		
8.1: Was the process fair?	☐Yes	☐No
8.2: Was the process well organized?	☐Yes	☐No
8.3: Was the process timely?	☐Yes	☐No
8.4: Was corruption common?	☐Yes	☐No
8.5: Is overcrowding still a problem?	☐Yes	☐No
8.6: Is flooding still a problem?	☐Yes	☐No
8.7: Are you happier in the new site?	☐Yes	☐No

9: Other observations (if any)

XI.   ANNEX 2: FOCUS GROUP DISCUSSION FORMAT

Group type:		Facilitator:	
Number of members:		Assistant/Translation:	
Location:	Malakal	Date:	

PROTECTION ASSISTANCE: During the relocation process there was an effort to ensure that vulnerable households, and persons with special needs received additional assistance and were placed where it was easier to access roads, toilets etc. In your opinion was this successful? Did PSN and vulnerable households get visits from DRC's protection team? Was DRC's protection team present during the relocation process? Was their presence helpful? Did the process seem fair?

SHARED TENTS: Please share with us your thoughts and experiences of sharing tents. To what extend were people able to chose who they shared with? What is the cause of conflict in shared tents? Are community leaders able to mediate conflict in a away that's fair and respected by the people? What can the humanitarian community do to address problems arising from shared tents?

POSITIVE CHANGES: What are the most positive changes you see in the relocation?

REMAINING PROBLEMS: What problems remain, or what new problems were created in the new POC? Do you have any ideas about how these problems could be addressed?

CRIMINALITY: Many people have reported that criminality is a big problem in the new POC and that thieves come by night. What is the profile of the thieves (age, gender, from where)? What do you think are the major factors in the thievery? What can the humanitarian community do to reduce the thievery? What can the UN do to reduce the thievery?

COMMENTS: Other thoughts, recommendations or observations.