

IDP Hosting Sites Workshop

CCCM and Integrated Response
Supporting Displaced Communities

<https://www.sheltercluster.org/response/yemen>

Day 1

CCCM Intro

Guideline for IDP Hosting Sites

Site management concept

Roles and Responsibilities

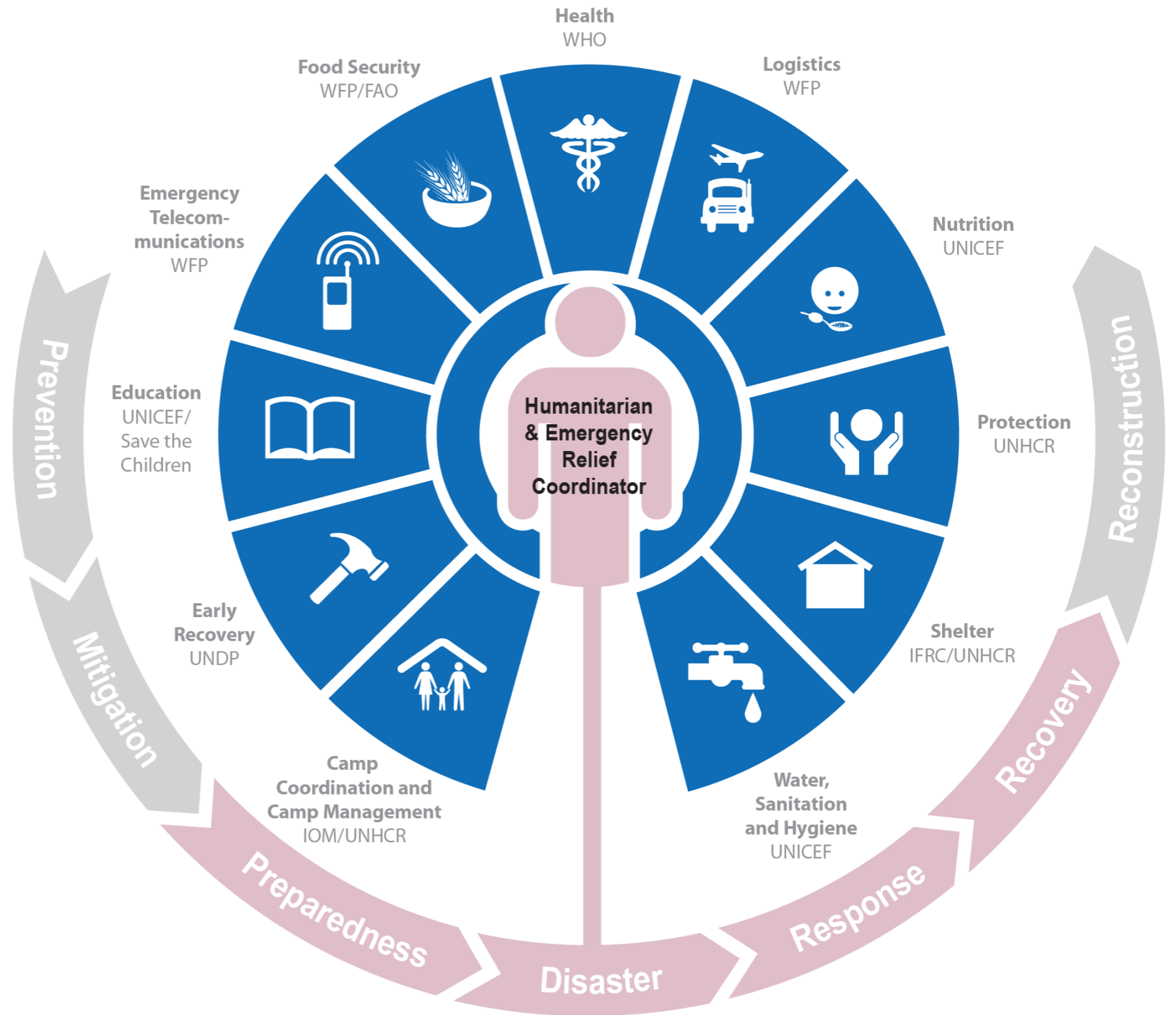
Global CCCM Cluster

Led by UNHCR in
conflict situations

Support to field
operations in both
emergency and
protracted crisis
situations



Cluster System



The Cluster's Focus

The CCCM Cluster focuses on ensuring dignified access to integrated responses to crisis affected populations.

The CCCM approach is an emulation of site-like responses in various displacement situations.

The CCCM approach of integrated responses generally focuses on:

- Integrated (multi-sectorial) up to standard aid provision mechanisms
- Site management/practical system building for a protection oriented dignified response
- Community engagement

CCCM and Integrated Responses

applied in various contexts





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www.globalccmcluster.org



<https://www.sheltercluster.org/response/yemen>

Why are we
having this
workshop?

What does this mean for Yemen?



IDP Hosting
Sites?

<https://www.sheltercluster.org/response/yemen>



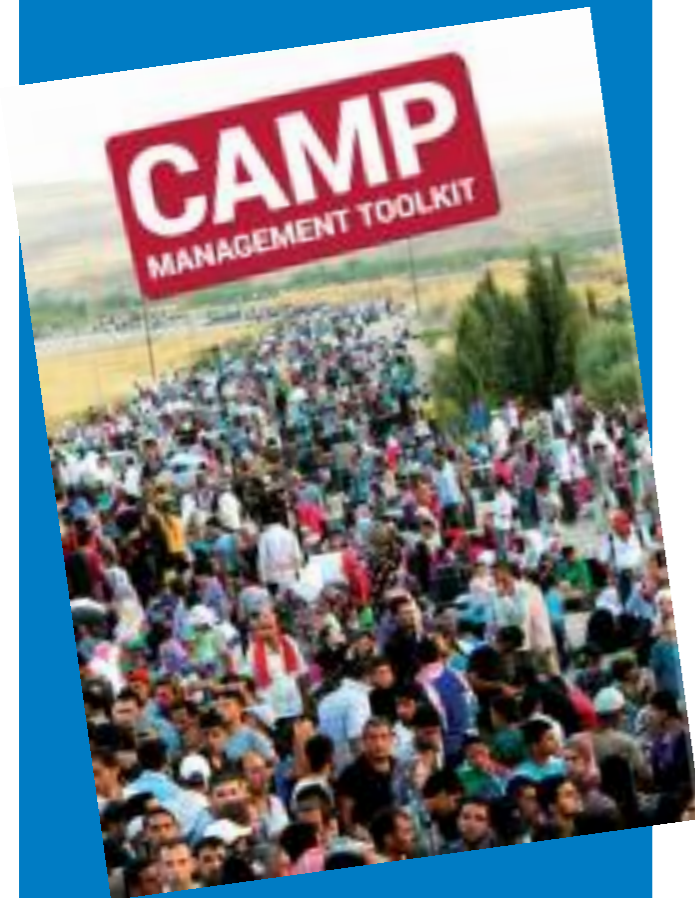
CCCM Collective Centre Guideline

Technical support includes:

- collating best practices
- developing policy
- assisting in CCCM Cluster members activity setup



CCCM Tools



CM TOOLKIT


Resources for practitioners
working with displaced communities


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SEARCH TOOL

Browse by chapter 


Search by keywords 

Additional resources 


Toolbox (0) 

Chapters


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1 What is Camp Management? 


2 Roles and responsibilities 


3 Participation and community involvement 


4 Coordination 

5 Information management 


6 Environment 


7 Camp set-up and closure 

8 Protection in a camp setting 

9 Registration and profiling 

10 Prevention and response to gender-based violence 

11 Protection of persons with specific needs 

12 Camp security and staff safety 



*Republic of Yemen
Council of Ministers
Executive Unit for IDPs*

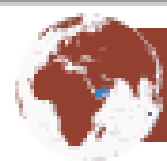
National Policy for Addressing Internal Displacement in Republic of Yemen



GUIDELINES FOR IDP Hosting Sites YEMEN



{2017}

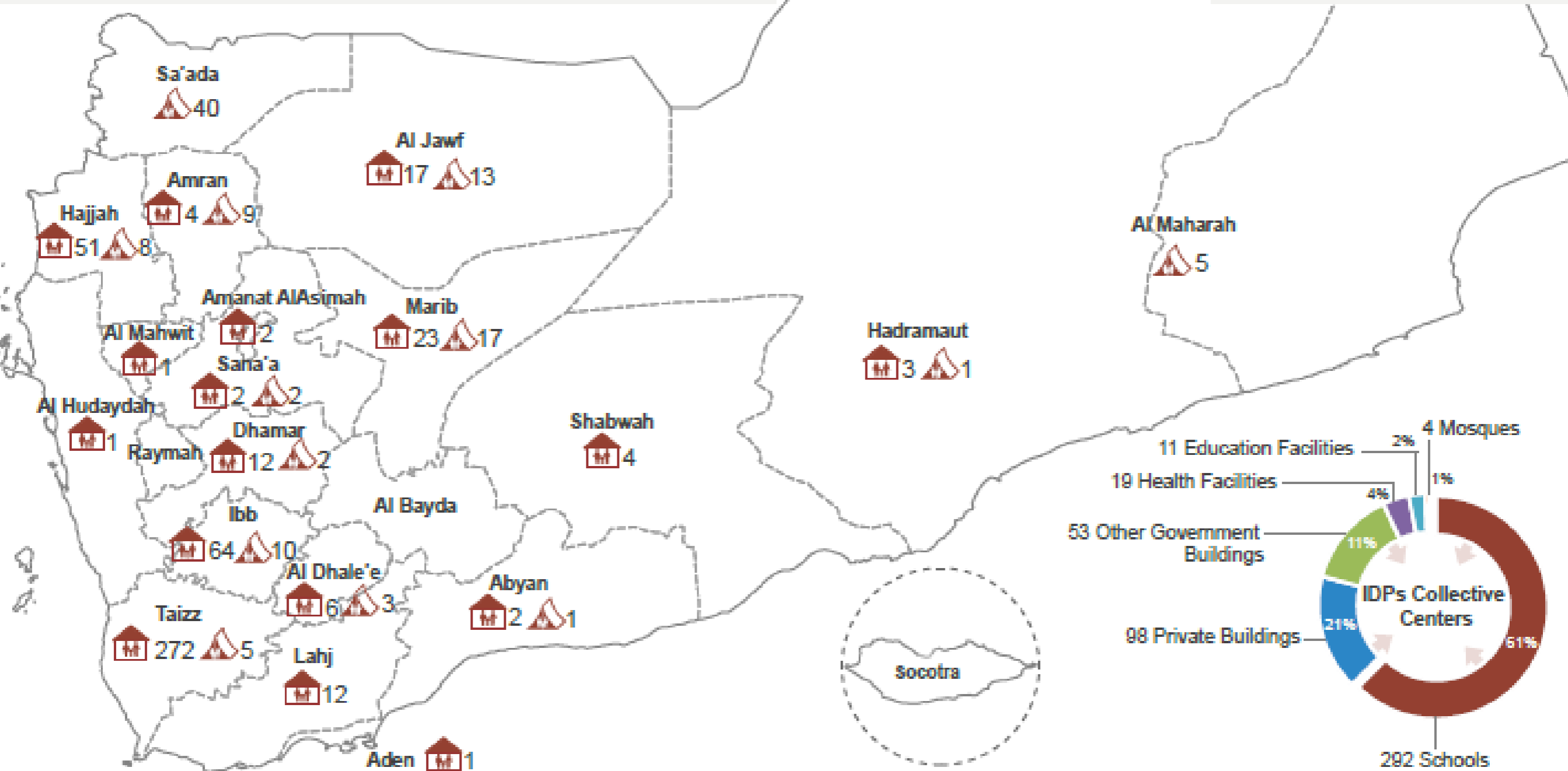


Figures at the Glance (Data collection on the other sites still ongoing)

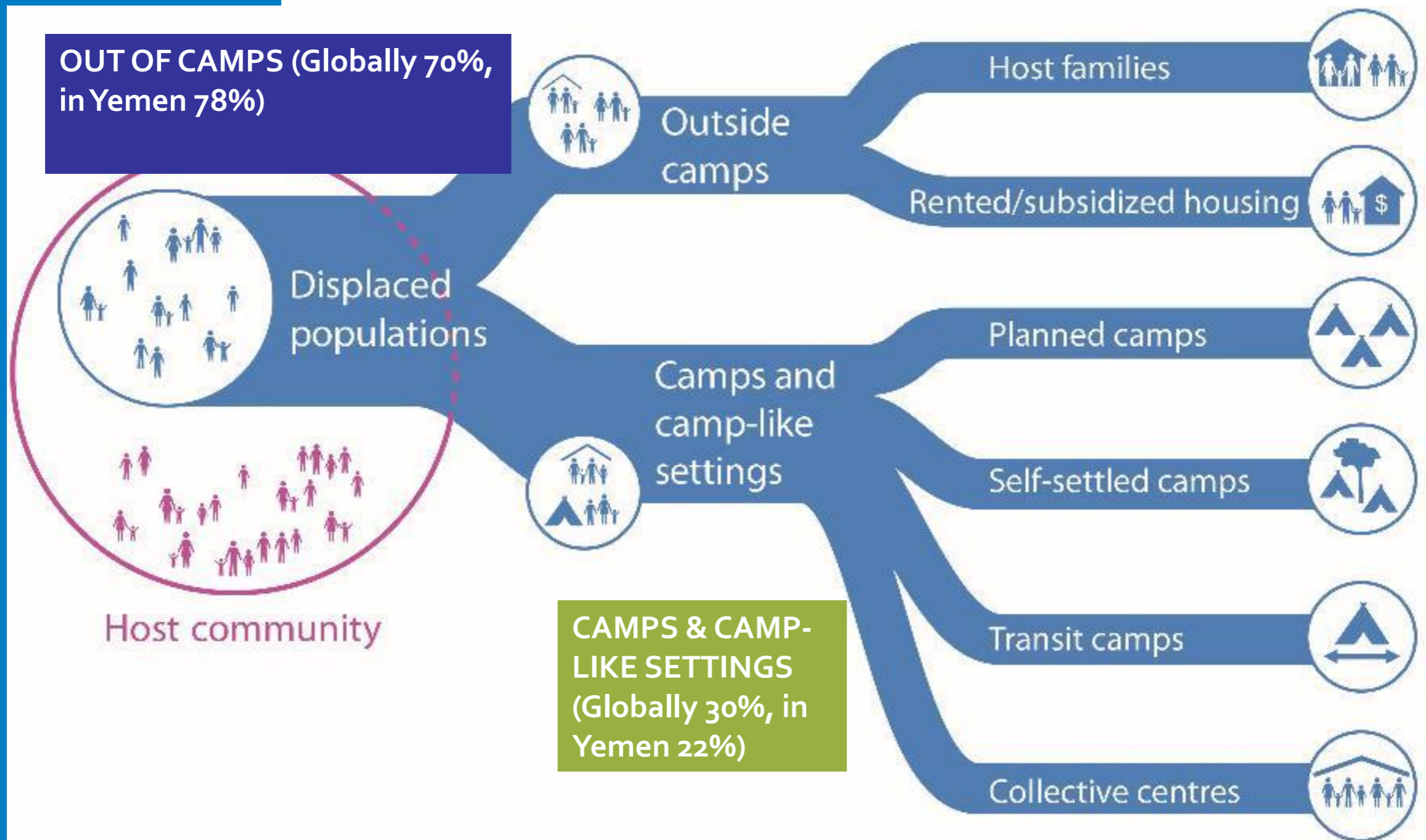
	477 Centres	5,364 Households in 336 centres	34,392 Individuals in 336 centres
	116 Settlements	13,535 Households in 75 centres	83,719 Individuals in 75 centres

Legend

- # of Collective Centers (health facilities, schools, etc.) per governorate
- # of Spontaneous Settlements per governorate



Where do displaced people in the world seek accommodation?



Different types of IDP Hosting Sites













Reflection Questions

- Did you see any **similarities/differences**?
- Could you see different **standards** of camps/collective centres?
- What **facilities** look to be available?
- What might life be like in these settlements?
- Any other observations?



As we observed:

Poor quality of protection and assistance, no use of standards, no systems of aid coordination, and no tools or orderly mechanisms at site level

Lack of agreement on common standards and policy

=> Need for Site Management through CCCM

Terminology

In Yemen, there is a no-camp policy, but what does this mean?

IDP Hosting Site refers to Collective Centres and Spontaneous Sites

Site Focal Point refers to the government assigned structure responsible for general administrative oversight in an IDP Hosting Site.

Site Coordination Support refers to the humanitarian structure that has an aid coordination function at site level and community engagement for this purpose.

Site Management refers to the joint structures formed by the Site Focal Point and Site Coordination Support.

A Holistic Approach

Roles and Responsibilities





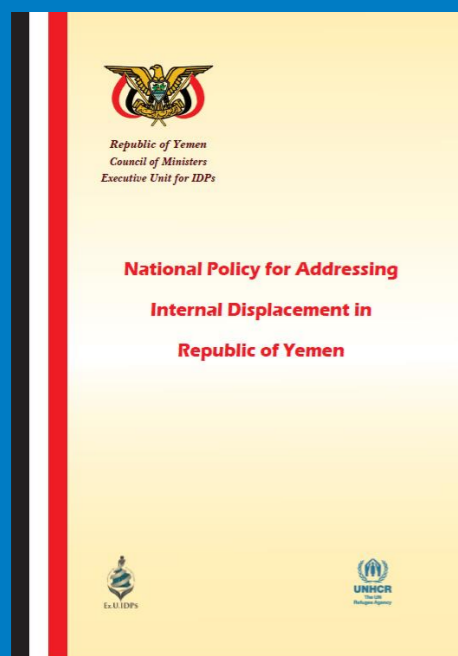




Roles and Responsibilities

- The Yemeni authorities are the primary duty bearer toward IDP hosting site residents.
- Appropriate support should be provided to enable the authorities to effectively assume their responsibilities, provide the necessary protection and look after the welfare of the displaced.
- The international humanitarian community, has a support function, monitoring and advocacy role on behalf of the IDP Hosting Site residents within the State.

Concept of Levels of Management Responsibility



IDP Hosting Site Focal Point

- Designating and opening new IDP hosting sites
- Providing security for IDP hosting sites
- Issuing documentation to the displaced and sharing of inhabitants lists
- Protecting all human rights of the displaced
- Frequently communicating with the CCCM Cluster regarding the existence of new IDP hosting sites
- IDP Hosting Site Management and Administration is allocated by the State authorities through Site Focal Points. This falls under the responsibility of the Executive Unit for IDPs (ExU)

Concept of Levels of Management Responsibility

IDP Hosting Site Coordination Support

- Ensuring that agreed standards for assistance are followed
- Referring, coordinating and monitoring services provided at site level to residents by different agencies
- Establishing and ensuring community engagement, participation and communications systems towards self-reliance
- Support to IDP Hosting Site Coordination is allocated to UN and NGO support teams and members which work to this respect both with the authorities at site level and committees formed from the inhabiting displaced community.

Concept of Levels of Management Responsibility

Shelter/CCCM Cluster (national and sub-national)

- Mapping, coordinating and following up on comprehensive integrated humanitarian responses in IDP Hosting Sites;
- Specify adequate standards in IDP Hosting Sites;
- Developing technical guidance and harmonizing management approaches and systems to be utilized in IDP Hosting Sites;
- Coordinating the collection of information regarding assistance gaps;
- Coordinating the development of community-led management systems through technical support and training

Group work - Focus on Site Management

Activity 1:

1. What are the main responsibilities of site management?
2. What are the main responsibilities of site coordination support?
3. What are the main responsibilities of the cluster?

Community engagement

<https://www.sheltercluster.org/response/yemen>

Day 2

<https://www.sheltercluster.org/response/yemen>

- Site Assistance
- Coordination and Info Flow
- Relocation and Protection mainstreaming
- Site Closure

Site Assistance

<https://www.sheltercluster.org/response/yemen>

Brainstorm

- What is coordination in practice?
- What is Information Management?
- What does it aim to achieve?

Coordination defined



It is a process of **sharing information** and **planning** together in pursuit of **shared and agreed-upon goals**. The aim of coordination is to fill gaps in needs, and to avoid duplication, and hereby ensuring protection and access to services in IDP sites

What makes Coordination effective?

<https://www.sheltercluster.org/response/yemen>

What makes Coordination effective?

- Attitudes
- Leadership
- Delegation
- Clear roles and responsibilities
- Specific & clearly communicated goals
- People
- Partnerships
- Network
- Accurate, relevant and recent data
- Sharing information effectively
- Joint planning
- Flexibility
- Holding actors accountable
- Mechanisms/tools
- Other?

At site level

- The main objective of all coordination efforts is to ensure that humanitarian services and assistance are delivered in a cohesive and effective manner and protection of IDP Hosting Site residents is secured regardless of the sector of intervention.
- At national and sub-national level, the Shelter / NFI / CCCM cluster members will meet regularly and ensure a constant communication flow led by the cluster coordination team.
- At sub-national level, the IDP Hosting Site Coordination Support teams will connect with other relevant humanitarian forums to ensure site level needs are highlighted and addressed.

Care & Maintenance Activities

In coordination:

- Regular coordination meetings by the Camp Management Agency with service providers, Camp Administration and other stakeholders
- Monitoring of technical sectors (i.e. distributions, hygiene promotion, health, education, see checklists) to identify eventual new needs and gaps

Protection & Participation:

- Identify, engage and monitor groups with special needs
- Refer specific incidents
- Work with committees and focal groups etc.
- Ensure representation and participation

What is coordination based on?

<https://www.sheltercluster.org/response/yemen>



INFORMATION MANAGEMENT

Information management is:

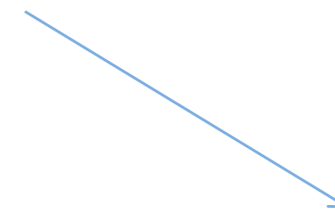
- IM is the capture, handling, storage, analysis and dissemination of data pertaining specifically to
- aid delivery and to populations of concern, including
- demographic and statistical information.
- It involves information on needs and conditions per site.
- It also involves information on sector-specific concerns related to needs, delivery and impact.

**Information
management
is:**

Site level information



**Analyse
the information**

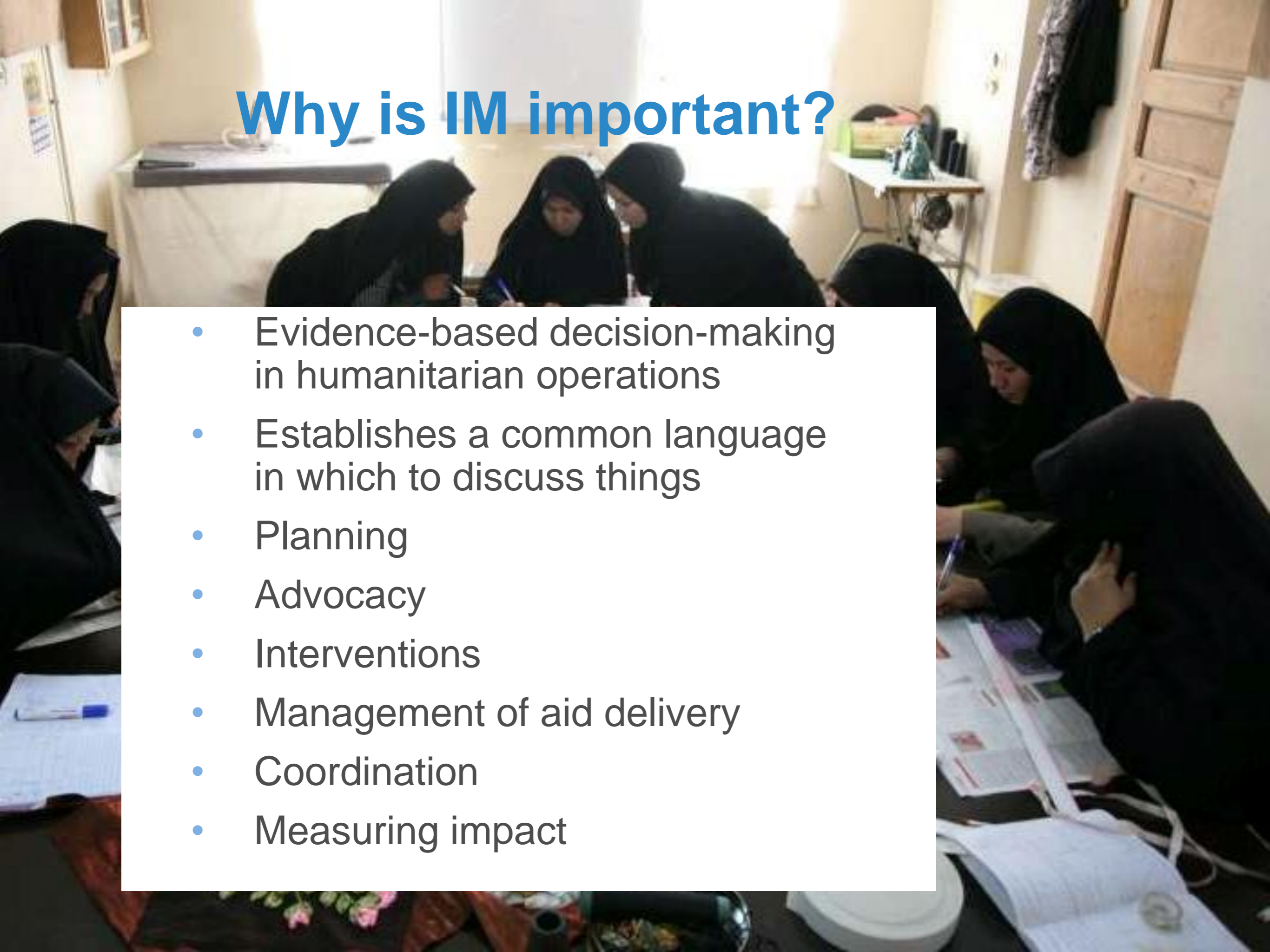


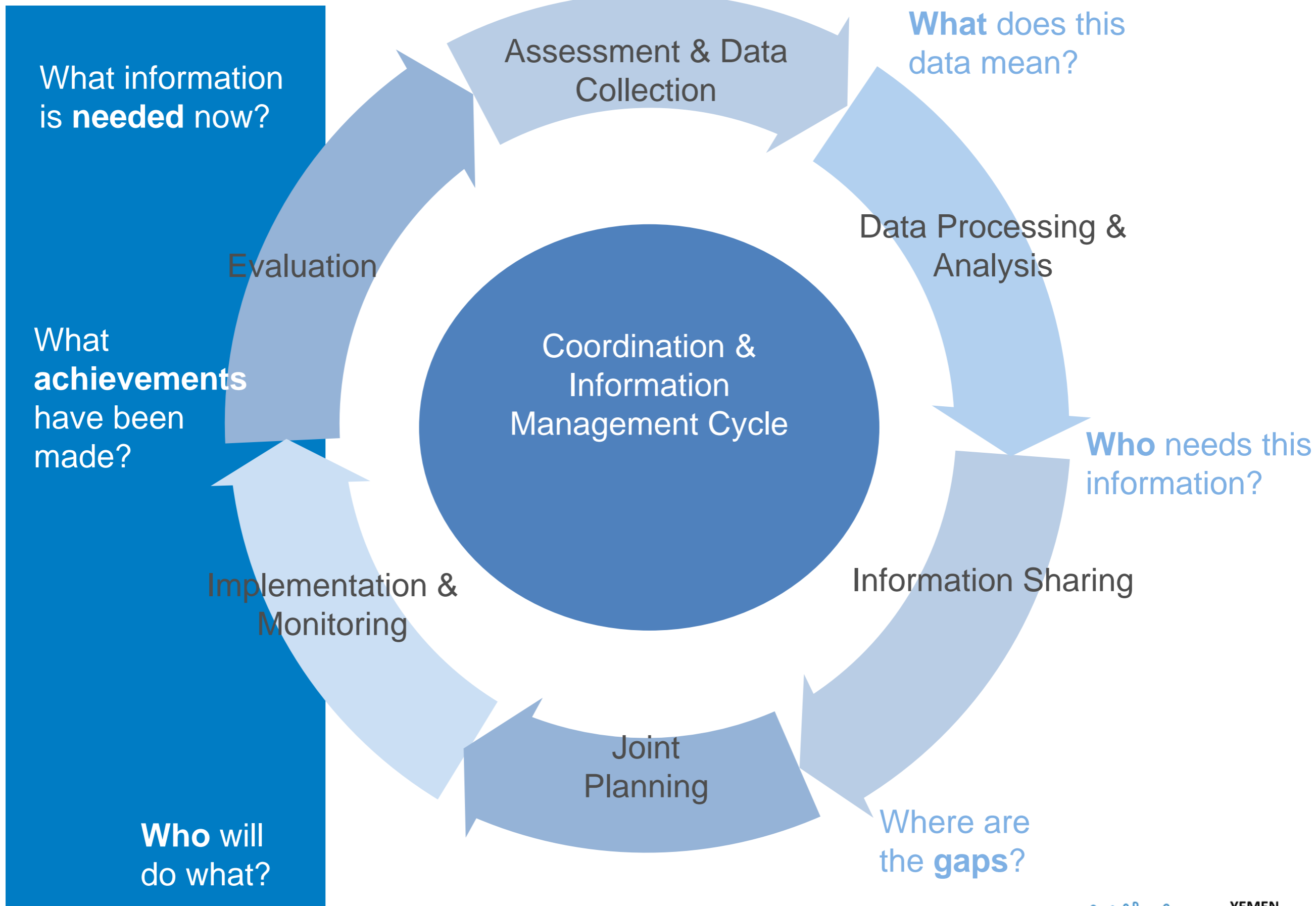
Share!

Do you see the interdependency of
coordination and information management?
Explain

Why is IM important?

- Evidence-based decision-making in humanitarian operations
- Establishes a common language in which to discuss things
- Planning
- Advocacy
- Interventions
- Management of aid delivery
- Coordination
- Measuring impact





Assessments and site info?

Population details

Name and location of the site

Total number of camp residents

Age

Sex

Size of Household

Place of origin

Specific needs of

Children

Women

Older persons
Persons with health conditions

Persons with disabilities

Persons missing national ID

Service gaps

Water, sanitation & hygiene

Shelter & Non-Food Items

Food

Health

Education

Livelihood

Protection

Provision of services

Information collected about distributed items and services delivery

Quantity

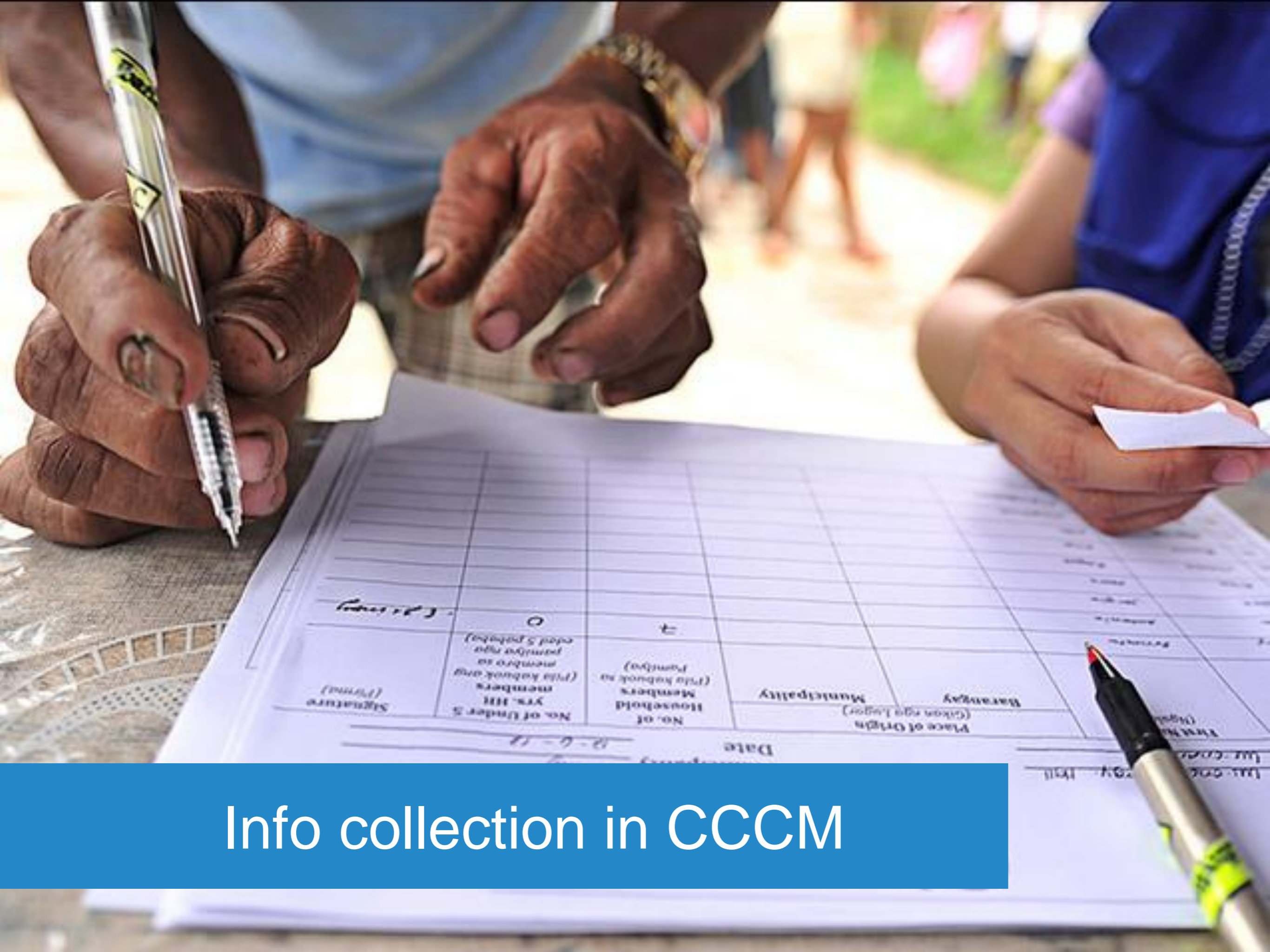
Type

To whom

From who

**Site
Management
responsibilities
in Coordination
and IM:**

- On-site *coordination* of services
- Service *monitoring* and *advocacy*
- *Information management* (IM)



Info collection in CCCC





We need to know...

- How many people displaced?
- Where are they?
- Who are they?
- What are their needs?

How
many?
Where?
Who?

Population data:

- Population listing
- Population statistics
- Rapid population estimation methods
- Site profiling

What are the needs?

- Needs assessments
- Who is doing what where?
- Sitrep





Key IM tools in CCCM



Listing

A technique of recording basic info of every household or every family member of a displaced population in a particular area/site

Rapid Population Estimation Methods

- Dwelling count
- Head count
- Name lists
- Counting at mountain passes, bridges
- Pre-displacement data
- Local authorities
- Host community figures

Note: population estimations are limited in their accuracy and should be replaced by figures from a more reliable population info system when possible.



Yemen: Shelter/CCCM/NFI Cluster 3Ws (Who Does What Where) for March 2016

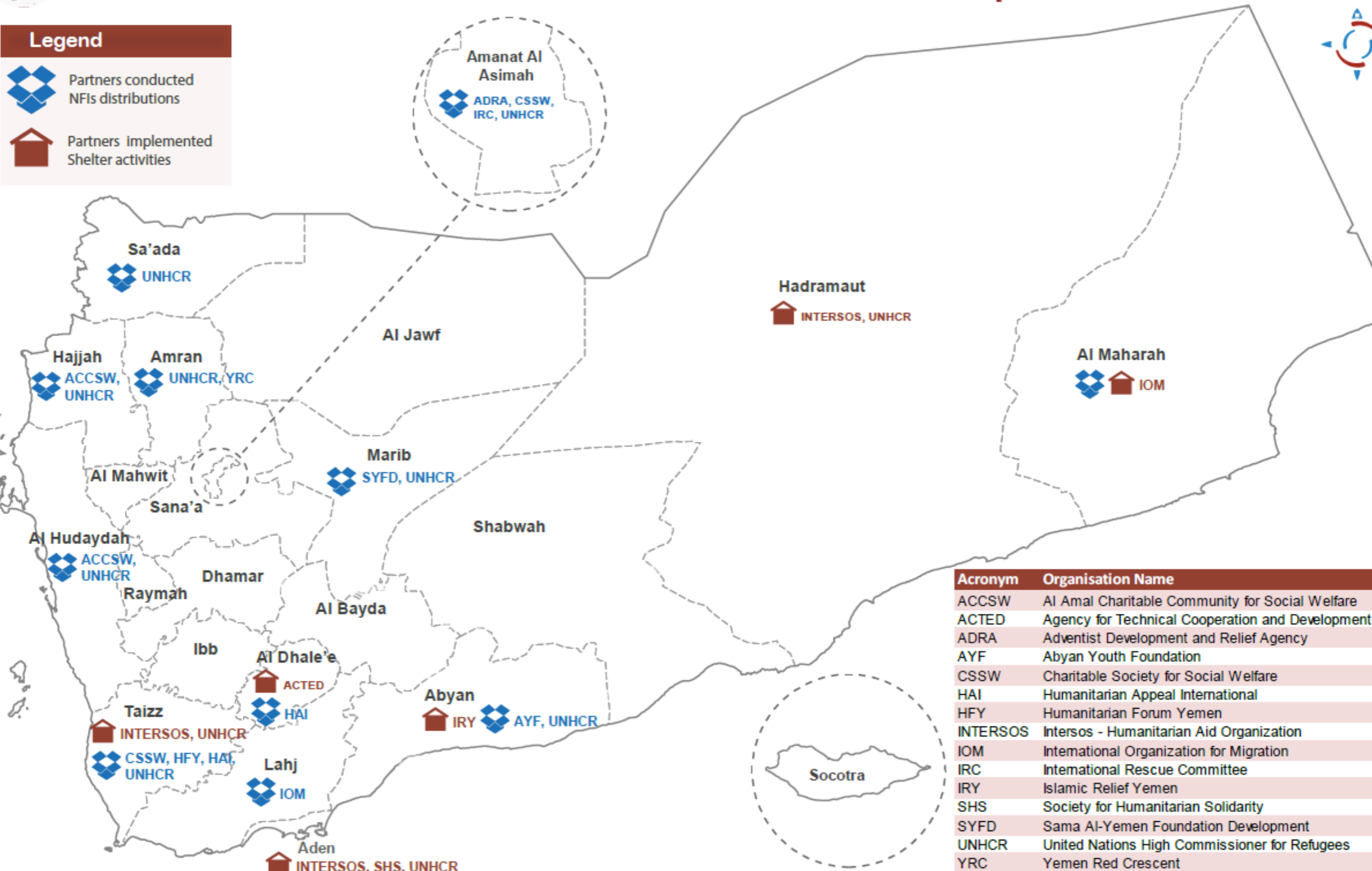


Shelter Cluster Yemen
ShelterCluster.org
Coordinating Humanitarian Shelter



Legend

- Partners conducted NFIs distributions
- Partners implemented Shelter activities



Acronym	Organisation Name
ACCSW	Al Amal Charitable Community for Social Welfare
ACTED	Agency for Technical Cooperation and Development
ADRA	Adventist Development and Relief Agency
AYF	Abyan Youth Foundation
CSSW	Charitable Society for Social Welfare
HAI	Humanitarian Appeal International
HFY	Humanitarian Forum Yemen
INTERSOS	Intersos - Humanitarian Aid Organization
IOM	International Organization for Migration
IRC	International Rescue Committee
IRY	Islamic Relief Yemen
SHS	Society for Humanitarian Solidarity
SYFD	Sama Al-Yemen Foundation Development
UNHCR	United Nations High Commissioner for Refugees
YRC	Yemen Red Crescent

Emergency Needs Assessment

Do not start a needs assessment process with a design of a data collection form!

Recognize overall responsibility of **National Authorities**

Coordinated Approach:
inter and intra cluster

Situation and emergency phase dependent

Brake

<https://www.sheltercluster.org/response/yemen>

Relocation Procedures

No relocations should be forced

Process:

- Planning
- Sensitization
- Committees – IDP and Host Community
- Registration
- Movement
- Welcome/Integration
- Follow-up

Activities before relocation

Document existing services and service providers on the location the IDPs are currently living in (use CCCM technical assessment form)

Assess and map the existence of any IDP representatives or / and IDP community structures (committees, etc.) and power structures

Make sure dignified alternative shelter solutions are available and local authorities / private owners have endorsed them - preferably in writing

Make sure that the alternative locations do not isolate IDPs

Assess the alternative solution for safety and availability of services

In the new location, strive to match or enhance the level of service delivery that the IDP have in the current location. Coordinate with relevant partners, with support of the Shelter / NFI / CCCM Cluster Coordination team, to ensure adequate service delivery in the new location

Organize information sessions to inform IDPs of available and endorsed alternative locations

If IDP or host population is already living in the alternative accommodation, organize consultation sessions prior the relocation in order to assess and ensure acceptance of new IDPs. Be mindful of customs (living space is only shared with extended family, women and girls need private space, etc.)

Constitute the list of IDPs willing to benefit from alternative shelter solution(s). Identify the most vulnerable IDPs (e.g. unaccompanied elderly, unaccompanied pregnant women, unaccompanied physically / mentally challenged persons, unaccompanied or separated children, child / woman headed households, etc.)

Constitute the list of IDPs who have alternative solutions on their own accord

Constitute the list of IDPs who do not wish to be relocated and state the reasons if known

Establish movement plan (date / time of movement, modalities of transportation especially for the most vulnerable, reception at alternative accommodation, etc.) to the new location in consultation with the concerned IDPs

Foresee special assistance for transportation for vulnerable persons

Organize a visit by IDPs to the alternative locations if needed and give information on available services



Activities during relocation

Ensure that there is a neutral and impartial grievance redress mechanism in place so complaints of IDPs or host community can be addressed

After relocation

If the previous accommodation was a school premises, CCCM cluster partner to request a letter from local education office certifying that voluntary relocation of IDPs has been completed and share the list of vacated schools or class rooms with the Subnational Education Cluster.

In case the alternative solution is a IDP Hosting Site, submit De-confliction request through the Shelter / NFI / CCCM Cluster's Coordination team. De-confliction request, through the Cluster, can only be submitted once IDP are actually living in the IDP Hosting Site.

Perform regular CCCM monitoring on the new and old location if IDPs are still present



Protection mainstreaming

- Allocating sufficient space for the IDP Hosting Site population prevents overcrowding at the centers. Applying minimum living standards (i.e. Sphere standards) is often insufficient, especially when displacement occurs over an extended period.
- Public areas must be illuminated. Areas that cannot be illuminated or are not in use should be sealed off.
- Suitable forms of self-governance and clear structures of participation should be established as soon as possible after the arrival of IDP Hosting Site residents, as participation seems to decrease internal protection risks. Self-governance and participation structures should take all IDP Hosting Site residents into account, including vulnerable and marginalized people. A timely and formal link to existing authorities and state officials increases the positive impact.
- Training and awareness-raising on protection issues for IDP Hosting Site representatives, IDP Hosting Site residents, and authorities are valuable instruments for prevention and also for the intake of protection issues by the IDP Hosting Site Focal point or Shelter / NFI / CCCM Cluster.
- Setting up IDP Hosting Sites among host populations who have a generally positive attitude toward the displaced is an asset for protection work, although it may not guarantee the absence of tensions. Early, open and direct dialogue with the host community frequently reduces potential protection risks for IDP Hosting Site residents

Protection mainstreaming

PARTICIPATION & EMPOWERMENT

- Ensure that women, men, girls and boys are fully involved in decisions relating to their situation, such as the development of site policy, management, and site closure.
- Establish appropriate and sustainable mechanisms for meaningful dialogue with different age, gender, diverse groups of beneficiaries. To incorporate the views of persons with specific needs in decision-making processes, designate focal points within the site management structures and beneficiaries committees.
- Ensure that local authorities and host communities are informed, consulted and included in decisions on site location and planning in order to reduce tensions between host communities and displaced populations.
- Involve all categories of affected persons (such as children, persons with disabilities and elderly) in assessments in order to collect accurate information about their specific needs.
- Provide appropriate support to national/local authorities and stakeholders, including capacity building, and encourage government ownership of the protection and assistance strategy for IDP Hosting Sites and settlements sites.

Issues to Consider

Have all IDPs been informed of their post-closure options and have access to the durable solution of their choice?

Have the roles and responsibilities in relation to the closure (i.e. for the focal point and support teams, implementing organizations, authorities, etc.) been clearly articulated and understood by all parties involved?

Has the focal point and support teams clearly announced the closure date to both residents and the cluster coordination team?

Have the focal point and support teams/implementing organizations established a means of transport for residents and has this been clearly communicated?

If relevant, have the focal point and support teams/implementing organizations arranged for the distribution of kits of assistance and have residents been informed about what they will receive and when?

If relevant, have all of the IDPs been provided with the administrative support that they require (travel documents, identity documents, etc.)?

Have all the assets of the site been allocated/returned to the service providers or handed over to the relevant authorities?

Have WASH facilities been decommissioned properly and latrine and garbage pits emptied?

Have all the IDPs' possessions been removed from the IDP Hosting Site and has it been cleaned?

Has a report on the IDP Hosting Site's closure and the final outcomes been shared with relevant stakeholders, including the authorities?

Site Closure

IDP Hosting Site closure may result from the end of an emergency situation, which allows IDP Hosting Site residents to return to their homes and benefit from early recovery efforts

In other situations, IDP Hosting Site closure may come about due to the eviction of residents, or durable solutions such as the local integration of residents into the host community.

Activity:

The site management team (site focal points and site coordination support) usually contain of 3-6 staff members with different responsibilities.

1. Please identify responsibilities for each staff member, and allocated tasks within an IDP Hosting Site.
2. Which activities would YOU do in your work? Describe and explain.



Thank you!

<https://www.sheltercluster.org/response/yemen>