

Somalia

Displacement Data:

Country:	Somalia
Causes of displacement:	Drought/ conflict
Conflict date:	November 2016 - present
People displaced:	total: 2,6 million, Outside of camps: 800,000; Informal settlements: 1,8 million
Project Location:	South Central: Baidoa Puntland: Garowe
Project duration:	May 2017- on going
Number of people targeted by the project:	Informal settlements: Baidoa: 250,000 Garowe: 75,000
CCCM cluster activated:	Yes
Contact:	Kathryn Ziga, IOM, CCCM cluster co- ordinator email: KZIGA@iom.int
Acknowledgment	
IOM CCCM Project Manager	Hannah Curwen, email: hcurwen@iom.int
ACTED CCCM Technical Coordinator	Elena Valentini, e-mail: elena.valentini@acted.org

Summary highlight box:

CCCM partners in Somalia are using a [mixed approach of traditional and mobile activities](#) to respond to the 2.6 million displaced people in the country. Partners are focusing on strengthening coordination of services, improving living conditions in sites through care and maintenance and ensuring [diverse community governance systems](#) for better overall site management.

Context:

An estimated 2,6 million people are displaced in Somalia. The displaced population's coping mechanisms have been affected over successive years of drought and conflict, leaving them vulnerable to shocks and inhibiting sustainable return to places of origin. Marginalized clans and vulnerable groups are reported to be particularly affected and at risk of discrimination.

Out of the 2,6 million displaced persons, 1,8 million have settled in almost 2,000 recorded IDP sites across Somalia, the majority of which are informal settlements on private land in urban or peri-urban areas. The remaining estimated 800,000 IDPs are dispersed within host

families and rented spaces and currently accurate information is not available for this group.

There are no formal camps in Somalia and very few (around 8%) of sites are on public land. The majority of displaced people are moving from rural areas to urban centres, which usually have better security and access to basic services and humanitarian assistance. Displaced people arrive in an urban area and join existing IDP settlements on private land. Service provision is poor inside these sites, so most aid is delivered outside of the informal settlement within the city. Evictions have increased significantly, putting further stress on displaced families who can be forced to move multiple times and limiting their ability to integrate into social structures.

Although the scale of displacement is massive, previous to the activation of the CCCM cluster, there was no consolidated data on the number of sites in the country, the number of people living in sites, or the services available in these sites. Existing coordination and management mechanisms were largely informal, with most informal settlements being managed by Informal Site Managers such as community leaders or gatekeepers employed by the landowners. These mechanisms have limited accountability and little adherence to minimum standards. There were no mechanisms set up for monitoring of service provision to ensure that minimum or agreed standards are being met or that people were able to access these services. As a result of inadequate site level information and assistance monitoring, assistance did not efficiently and effectively reach the most vulnerable like women, girls, minorities, people with disabilities and the elderly, making them more vulnerable and subject of higher rates of discrimination and exclusion of service provision.

Protection risks:

Vulnerable people in the informal settlements lack access to information about their rights and available services. Displaced communities, especially new arrivals, need improved access to information to make choices about where they reside, how they can receive services, and how to plan for their futures. Minority populations are often completely left out of community consultations or governance structures and therefore have little chance of receiving aid. Stronger identification of displaced communities' needs, complaints, gaps and return intentions or concerns were needed to inform policies and assistance to be provided to these communities.

GBV risks are heightened in these informal sites: overcrowded shelters, shelters with no internal partition, lack of lightening in the shelters and in the public spaces, as well as the lack of WASH facilities and below standards facilities increase the risk of GBV. Due to the small size and private land ownership of the settlements no health facilities are within the sites and the existing health facilities are often far from the settlements, making it difficult for GBV victims to access support. GBV is a taboo and sensitive topic, causing obstacles in circulating referral pathways as agencies' focal points fear retaliation.

During focus group discussions (FGDs) in sites in Garowe district, lack of education for women was reported as the main challenge to their participation and empowerment. Less than 25% of girls and boys living in the sites attend school/ have access to education. Most schools in Somalia are private and the biggest barrier to accessing education is the high school fees.

CCCM activities:

To respond to the growing displacement in Somalia, the CCCM cluster was activated in May 2017 under the co-leadership of IOM and UNHCR. The aim of the Cluster is to improve the living conditions and protection of IDPs in sites and settlements and ensure equitable access to services and assistance of all persons in need, with a clear focus on moving toward attaining durable solutions with full participation of the displaced and host communities.

Until September 2018 CCCM partners worked in 715¹ informal sites across the country, and this case study focuses on the two districts of Baidoa in South West State and Garowe in Puntland. Baidoa hosts 371 IDP sites of roughly 250,000 people², whereas Garowe hosts 24 sites of 75,000 people. Baidoa district experienced one of the highest influx of newly displaced populations in 2017 due to drought in addition to hosting one of the largest populations in protracted displacement.

Almost all IDP sites in Somalia are informal and on private land. These informal settlements are typically small, hosting on average 200-500 households and are scattered throughout urban and peri-urban areas. Gatekeepers are typically employed by the landlords to manage and oversee the activities within the sites. Consequently, service provision within the sites in Baidoa and Garowe district are minimal and most people access services, such as nutrition centres, hospitals and schools in the city centres shared with the host communities.

Due to the private ownership of the land, populations are at constant threat of evictions³. Eviction is one of the main protection concerns making timely coordination between Camp Management (stronger community links and field presence) and Housing, Land and Property (HLP) colleagues particularly important. CCCM partners work on eviction risk monitoring with HLP partners to ensure that evictions are mitigated and responded to.

Traditional camp management activities were not possible in the Somali context, so a “blended approach” of a CCCM mobile approach and Community Resource Centres with some traditional camp management methods was developed to focus on: monitoring of service provision at site and intra site level, improving community participation and self-management, and improving living conditions in sites. Through the mobile CCCM modality, all sites in the urban area (district) benefited from camp coordination activities. Typically,

¹ CCCM Cluster Dashboard, September 2018

² Baidoa CCCM Site Verification, September 2018

³ Since 2015, when the Protection Cluster Eviction Tracker started to be operated by the NRC, on average each year more than 155,000 individuals have been evicted across Somalia. In 2015, according to the tracker, approximately 130,000 individuals were evicted; approximately 162,000 individuals in 2016; and, including the estimated total affected individuals of the 29th and 30th December eviction, 190,000 individuals in 2017. Source, back-to-square- one, NRC, 2017,

<https://www.nrc.no/globalassets/pdf/reports/somalia/back-to-square-one-28post-eviction-assessment-in-somalia29.pdf>

sites with the largest population, with the worst conditions and/or service availability, as well as newly established sites were prioritised by the CCCM mobile teams.

Community Resource Centres (CRCs) were established in Baidoa and Garowe urban centres close to clusters of the small IDP sites in collaboration with the district authorities. These centres were newly built on land donated by the government. The CRCs are the base for the mobile teams to reach the dispersed sites and also provide referrals and information on services available within the city, such as schools, health facilities and nutrition centres. The CRCs also house the complaint and feedback mechanisms which receive complaints for all sectors that are then referred to the appropriate partner. CRCs additionally have a meeting hall attached that is used for community meetings, service provider meetings, or trainings. The halls can be used by all partners or community groups. Each of the CRCs was able to tailor their activities to the specific needs of the displaced people within its local area. For example, in Garowe, a focus was women's' activities.

Implementation:

The CCCM Mobile approach allowed flexibility and a bigger geographical coverage as the small mobile teams were able to cover clusters of small sites dispersed within a larger area/district and could adapt rapidly to change of context, such as influx of newly displaced people.

Each mobile team was organised flexibly, in general consisting of several members focusing on a cluster of sites, prioritising newly established sites. For 300 sites, IOM employs 75 field staff who are split between camp management and community mobilization. Activities conducted included:

- Carrying out rapid needs assessments – typically during floods or post mass eviction;
- Service monitoring and site level coordination of service delivery to monitor gaps and duplication of activities;
- Holding site/area level coordination meetings with camp management committees, local authorities and partners;
- Establishing and training site committees (camp management committees and site maintenance committees) to support site management, maintenance and communication with site population.
- Supporting community led site maintenance activities to ensure upkeep of sites, including cash-for-work activities, grants for site improvement and distribution of tools;
- Conducting safety audits in collaboration with GBV partners to identify risks in the site and related to service delivery;
- Monitoring risk of eviction (recording tenure agreements, length and status and then flagging to local authorities and HLP partners when sites are at risk of eviction);

- Creating site level information management tools such as service maps, camp/site profiles, contact lists and monitoring maps to advocate for multi-sectorial responses in sites;
- Establishing site level advertised referral pathways, IDP hotlines or complaint and feedback mechanisms;
- Conducting information campaigns circulating information on service provider activities available and collecting feedback;
- Movement Trend Tracking (monitoring of movement in and out of the sites on a permanent and semi-permanent basis);
- Establishing CRCs, community centres or information centres within the area of a cluster of sites, making available protection referrals and general information. These can be either static or mobile.

Displacement tracking:

Due to the massive scale of displacement, the cluster decided to focus on tracking displacements only to IDP sites. Before the activation of the cluster, there was no official data on IDP sites or populations. IDP sites are informal and partners often found push back from the government when they delivered services in these informal sites. In addition, there are often fake IDP sites created to attract aid. Therefore, it was necessary for CCCM partners to work closely with local authorities and partners to verify sites so that they could then receive humanitarian services. To gather a baseline of information that could be regularly updated, the cluster developed a two-pronged strategy:

In districts with CCCM coordination structures: Camp management partners conduct quarterly site verifications to understand how many sites exist in the district and the populations of the sites. These verifications are organised by district government in collaboration with the CCCM cluster partner mobile teams. The mobile teams are partnered with volunteers from NGO and UN agencies. The initial verifications focused on location and population, however throughout the year, questions on multisector service availability have been added. The final site list is validated by the government. The multi-agency effort strengthens buy-in from partners and ownership for the government.

In districts without CCCM coordination mechanisms: The CCCM Cluster developed the Detailed Site Assessment (DSA). The purpose is to provide multisector information on access/ availability to basic services in displacement sites to ascertain gaps in service provision and monitor services being provided to ensure minimum standards are being met. This data is collected twice a year. As there is no camp management partner in the areas where the DSA is conducted, this tool is more comprehensive so that partners can analyse the data on their own to help them design their interventions. The questionnaire is administered by a trained enumerator to a key informant. Two key informants are interviewed for each site: one camp leader and one women's representative. The assessment uses a grid search pattern to ensure that all sites within the district are visited.

GBV activities:

In Garowe, CCCM partners work with the GBV AoR to conduct site safety audits using Safety Audit tools developed for Somalia with support of the GBV integration guidelines team⁴. In addition to the tool, Focus Group Discussions were conducted in the sites to discuss GBV risks affecting women and girls and obstacles to participation and empowerment. Workshops were conducted with GBV partners to discuss ways to improve GBV referral pathways in the informal settlements. This initiative is now being replicated in Baidoa.

Impacts of the project:

The project has a positive impact on the lives of the affected population: although services provided at the site level still present many gaps, through improved coordination and community participation CCCM Mobile teams were able to channel complaints to the competent service providers and concretely use the data collected through the monthly service monitoring tool to improve lives of the displaced communities. IDPs sites that had previously been excluded from service provision due to poor targeting or marginalisation of minority populations finally received attention through site monitoring and access to feedback mechanisms. There was a notable improvement in WASH services in Baidoa after the WASH cluster received information from CCCM on water provision. The WASH cluster was able to use the data to mobilise resources and coordinate an improved response. Through site planning trainings, camp clean up days and distributions of sanitation tools, communities have been able to re-plan the space available within the sites more effectively to make them safer and cleaner. For instance, footpaths have been added and waste disposal has improved, achieving more and better quality shared outdoor space for families.

Achievements:

The Mobile approach allowed flexibility through its small mobile teams covering a large geographical area of the dispersed smaller sites reaching a greater number of displaced people. This has been important in the Somalia context, since the scale of displacement is very large and additionally since the cluster was new and slow to attract funding. As most sites are in urban areas, there are constant evictions and new sites established. The Mobile approach facilitated the possibility to adapt rapidly to change of context, for example, prioritising newly established sites after an influx of displaced people.

As the drought crisis in Somalia subsides and the displacement becomes protracted, the Mobile approach allows for more community level self-management of the sites and minimises the risk of creating dependency. Many of the households have been displaced for years and have developed their own coping strategies. A facilitating approach taken by the mobile teams allowed them to fit in already existing governance structures at the site level, building their governance capacity without hindering the coping mechanisms and structures that the communities have been developing for years.

⁴ In June 2018

Eviction from the privately-owned land has been one of the main protection risks faced by the IDP communities. After negotiations with the district government and CCCM cluster the Baidoa department of planning allocated land within the district for evicted IDP households to temporarily settle without rental payments. The site will have minimal service provision such as plot demarcations, WASH facilities and access to shelter assistance. This is one of the first examples in Somalia where public land was allocated for displaced populations to temporarily reside until the crisis has subsided and they can make decisions about their next steps. The site will still be served by mobile teams, much like those sites on private land, but residents will have greater tenure security and are not subject to paying rent (often a part of their humanitarian assistance (cash/ NFIs).

Challenges:

Due to the scale of displacement and the quantity of sites, it was challenging to guarantee individuality of each site. Instead, sites had to be grouped into geographical clusters of sites to analyse data, conduct meetings, or deal with feedback. It was challenging to retain balance between providing assistance to all the dispersed settlements and at the same time retain the capacity to respond to the specific needs of each community.

The lack of constant presence in the site, meant that partners often fail to coordinate through CCCM mechanisms. CCCM partners had to put a lot more energy into coordination from a service coordination perspective as compared to in a site or camp where partners are present all together on the ground.

Furthermore, as much as the 'light touch' of a mobile approach can reduce dependency, it also compromises heavily on service quality. Services are not monitored in the same way as in sites with permanent access and presence. CCCM is only able to be successful in this approach if both the community and the service providers are committed and buy in. This means that a lot of effort has to be focused into capacity building and training of both beneficiaries and partners (agencies and local authorities) so there is clarity on CCCM's responsibilities.

Lessons learned:

The Mobile approach should go hand in hand with constant presence on the ground through community committee members: building relationship and trust is key to ensure a coordinated and effective approach between the Mobile team and the community. This is especially true in the context where the gatekeepers were frequently suspicious of any community engagement activities within the sites they were employed to manage by the landowners. The Mobile team had to keep a good balanced relationship - a facilitating role - between the gatekeepers, the community, government and other service providers in order to build trust and transparent decision-making processes. In some instances, community members called CCCM team members late at night to report events in the sites and seek for support, demonstrating the trust relationship established between CCCM

teams as the primary support and contact point advocating for issues concerning the sites and the life in the sites.

Coordination at the site level is crucial in Somalia: in a context where often projects are implemented for short period of time and lack continuity or exit strategy, where security conditions often allow only a limited presence in the field and community engagement is either poor or superficial (i.e. stops at beneficiary selection), coordination at the site level and reliable information management supports fact based advocacy and improved widespread service delivery.

Timeline:

Project start date:		
	<i>Date</i>	<i>Event</i>
Project milestone 1:	May 20, 2017	CCCM Cluster is activated in Somalia
Project milestone 2:	July 2017	<ul style="list-style-type: none"> -IOM mobile teams start CCCM activities in Baidoa. This includes site monitoring of services and communication with communities (CwC) activities. -First site verification is conducted in July to understand how many sites are in Baidoa, the population of the sites and the GPS coordinates. -Movement trend tracking is started to track flows of populations in and out of sites as well as to alert partners such as nutrition to where the new arrivals have settled so they can be targeted. -CCCM Cluster trains 30 partners and government authorities on CCCM core principles to ensure smooth coordination and buy in to the project. -8 Community Resource Centres are constructed in Baidoa.
Project milestone 3:		
	January 2018	CCCM: Training on Camp Coordination and Camp Management for local authorities, informal settlement gatekeepers and communities and stakeholders in Garowe.
	April 2018	National Sub-Cluster Activation in Garowe.

	April 2018	Mobile team begin Service Delivery Monitoring: first circulation of the dataset with partners in Garowe
	April 2018	Camp Management Committees revived/established within all informal settlements (24) in Garowe
	June 2018	Community Resource Centres built and established in clustered locations of informal settlements within Baidoa district.
Project Milestone 4:	July 2018	Local authorities donate public land in Baidoa for temporary settlements for displaced populations for the first time after the CCCM Cluster initiated negotiations with the district authority.
	August 2018	A Public Site task force is created to coordinate and plan relocations of sites to public land. The task force is made up of clusters, government authorities, NGOs and UN agencies.
Project completion:	On-going	

The documents and tools here displayed and accessible for download are made publicly available by the Global CCCM Cluster with the intent to serve as reference and learning material, guiding the development and adaptation of new documents and tools as appropriate. They represent the opinions of the organizations and individuals that created and submitted them, reflecting realities of specific country responses relevant to CCCM and shall be understood within this specific context. The Global CCCM Cluster does not assume any liability or responsibility for the accuracy, completeness or usefulness of any information, product or process disclosed in these examples, unless expressly stated otherwise.