

Area-based/Mobile Working Group, Global CCCM Cluster, webinar:

MANAGEMENT AND COORDINATION OF COLLECTIVE SETTINGS THROUGH MOBILE APPROACH

Working Paper – April 2019



Agenda:

- Welcome and Introduction
- Exploring CCCM Mobile approaches
- Case studies presentations:
 - Intro
 - Afghanistan
 - Somalia
 - Iraq/Yemen
- Discussion

Wan/ Daniela

Giovanna

Annika

Anna

Kathryn

Ruxandra

Facilitator: Giovanna

Documents Download Link:

<http://www.globalccmcluster.org/tools-and-guidance/publications/management-and-coordination-collective-settings-through-mobile>

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- **Establishment of working groups after retreat 2017**
 - **Draft concept note – 2018**
 - **CCCM Retreat 2018: group discussion**
 - **Fall – Winter 2018-2019 revision concept note**
 - **Collection of case studies**
 - **Collection of tools**

CCCM Mobile Approach: Key Features

- Mobility/adaptability
- Community engagement
- Multi-sectorial focus
- Varied and tailored expertise

Menu of Activities

- Identification of displacement sites
- Management, monitoring and AAP
- Community governance and participation
- Site maintenance
- Coordination of multi-sectorial assistance and provision of service

Applying Camp Management Approaches to Kabul's Informal Settlements



Anna Hirsch-Holland, 11th April 2019

Photos by Enayatullah Azad, NRC

The Context

- At least 60,000 displaced Afghans residing in around 50 informal settlements in Kabul
- Settlements established between 1 and 20 years ago – average age 5.7 years
- Size: dozens to hundreds of dwellings – mainly mud brick and tarpaulin
- The displaced: IDPs fleeing conflict, and Afghan refugees forced to return from Iran or Pakistan
- ‘Kabul Informal Settlements’ Working Group is inactive and there is no CCCM Cluster

The Needs

- Poor shelter and sanitation facilities
- Lack of drainage
- Lack of potable water
- Threat of eviction/tenure insecurity
- Poor access to basic services – especially health and education
- Drug addiction and crime
- Disparity of assistance and services between sites
- Lack of information regarding services and rights

'Mobile Site Management' Project Objectives



COMMUNICATION WITH COMMUNITIES:

To share and
obtain information,
and receive
feedback



COMMUNITY ENGAGEMENT:

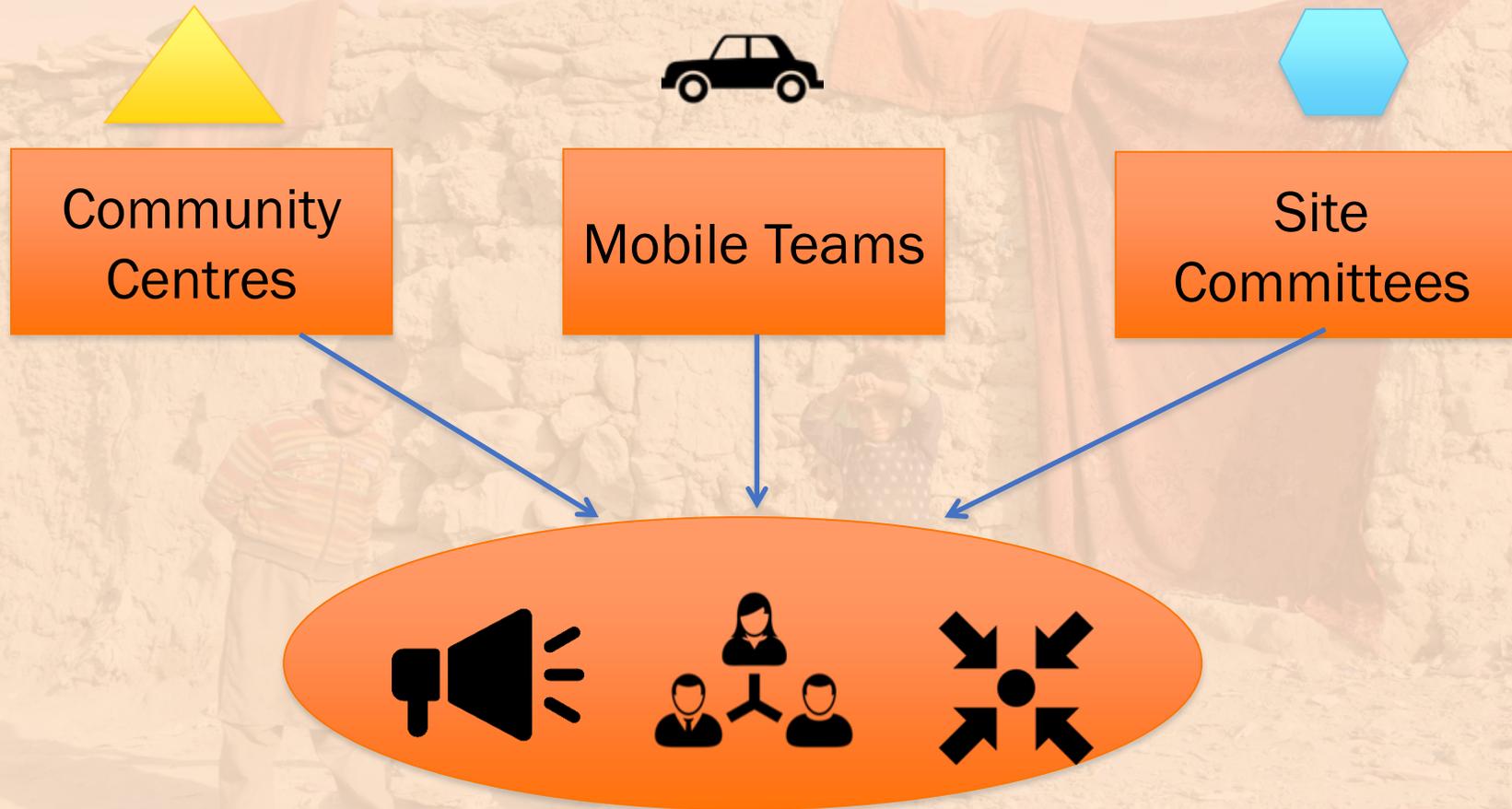
To ensure
participation of
community in
displacement
management



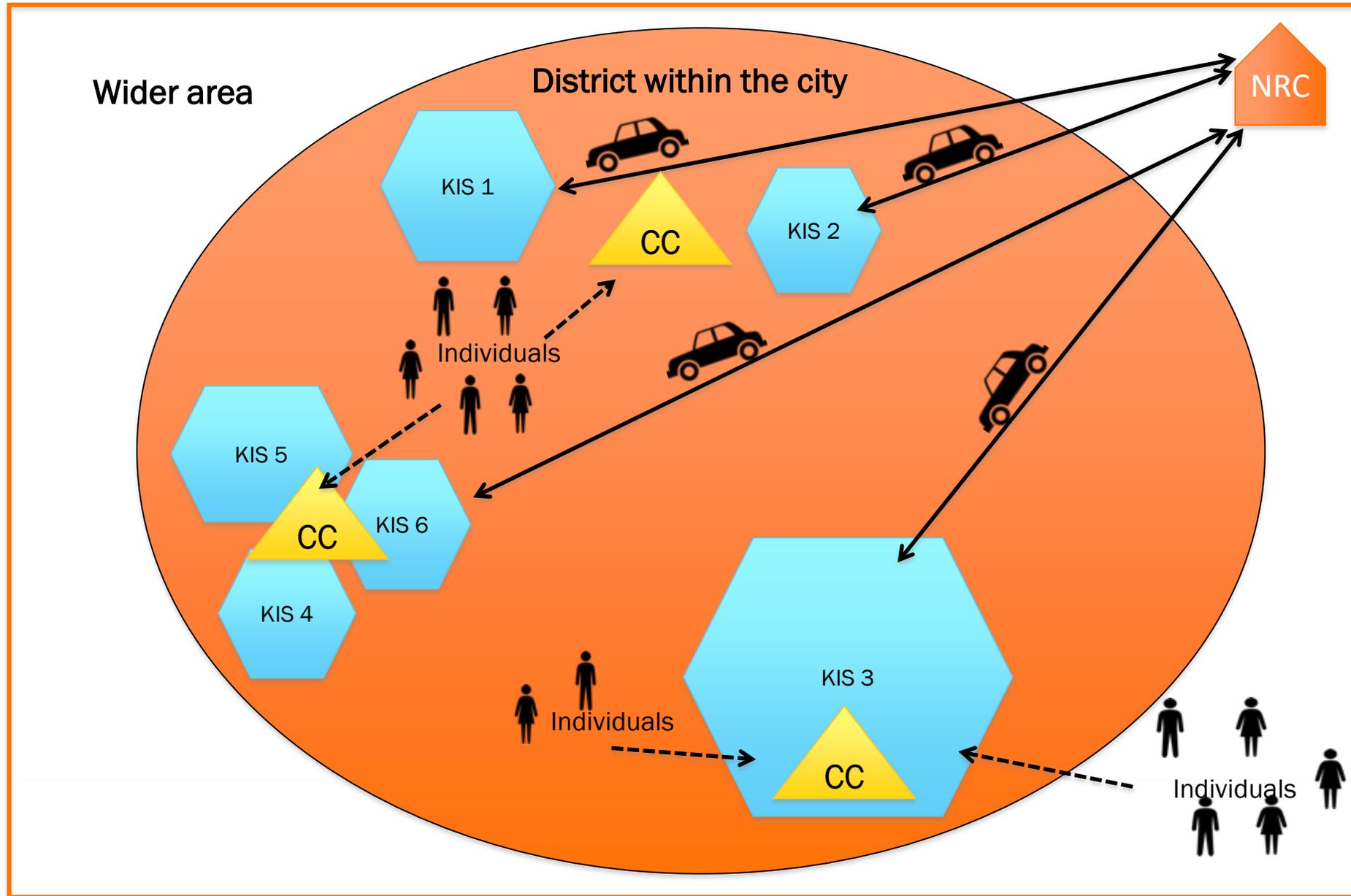
SUPPORT TO COORDINATION:

To set-up,
facilitate, and
support inclusive
coordination

The Project Components



Mobile Approach in Kabul





Profile of Mobile Teams

- Diverse backgrounds (age, education, experience, technical profile)
- Trained in community engagement, basic protection, psychological first aid, and coordination skills

Responsibilities of Mobile Teams

- Assessing needs
- Providing information sessions
- Establishing, training, and providing support/coaching to site committees
- Identifying and referring vulnerable individuals and households
- Coordinating with service providers and local authorities, and facilitating inclusive coordination meetings

Services at Community Centres

- Attendance at information and awareness sessions – by NRC and by others (e.g. health, protection agencies)
- Screening for referral to specialised services
- Vocational skills training for women (1 centre)
- Committee meetings
- Bilateral and multilateral coordination meetings

- Two thirds of surveyed site residents had attended a Community Centre
- 94% “happy” or “very happy” with their visit
- Shared their problems, received useful information, or met with others in their community

Challenges and learning

- Coordination
- Restrictions by authorities and landowners
- Managing expectations
- Referrals
- Realistic time-frame for community empowerment





CCCM Mobile Approach in Somalia

Case study from Baidoa and Puntland, Somalia

11 April 2019

 www.globalccmcluster.org

 globalsupport@ccmcluster.org

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Background

- 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
- Settlement Types: Spontaneous in urban areas
- Number of settlements: 378- Baidoa; 26- Garowe
- Project Location: South Central: Baidoa; Puntland: Garowe
- Project duration: May 2017- on going
- Number of people targeted by the project: Baidoa: 287,000 Garowe: 75,000
- Partners: IOM and ACTED

Approach

- 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

Coordination of Services

- Site verifications on a quarterly basis
- Service Mapping and Monitoring
- District level coordination meetings
- Detailed Site Assessments



Site Improvement

- Distribution of site maintenance kits
- Training of site maintenance committees on site planning
- Cash for work activities
- Safety audits to mitigate GBV risks
- Site planning / Relocations



Community Participation

- Information Centers (CRCs)
- Mobile outreach teams
- Multi Sectoral Complaint and Feedback Mechanisms
- Multi site community governance meetings
- Training of CMCs



Discussion

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Contact:

Giovanna Federici

ABA Working Group Chair

giovanna.federici@nrc.no