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Camp Management Standards

Working Group Meeting – update since Covid changed all plans – 08 July 2020

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UNHCR
The UN Refugee Agency

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Agenda

1. Welcome and introductions of those online
2. Operationalizing Technical Standards in Camps during Covid 19 : Phap report of CCCM webinar
3. HSP partner comments: Presentation by Aninia
4. Applying the Standards in Gaziantep Pilot update
5. Update on Workplan

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2 April 2020
11:00-13:00 (Geneva time)

PHAP

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Operationalizing standards:
Sphere and the COVID-19 response in camp settings

Photo: Ashley McLaughlin / IOM

Key statistics

2682 event registrations

1303 participants in the live webinar

328 in the event platform
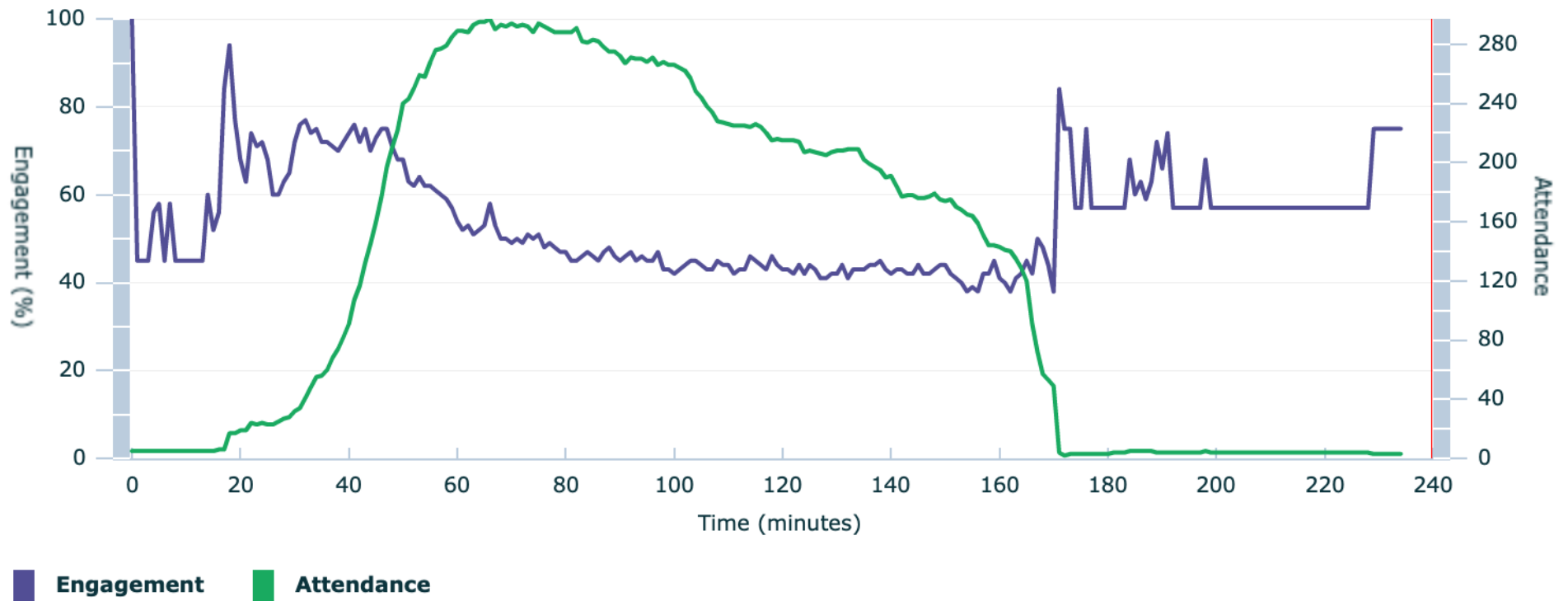
889 in the YouTube video livestream

86 in the audio only livestream

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Engagement

Engagement   **Attendance**

Recording statistics

1325 viewers and listeners of recorded event to date

166 Adobe Connect recording views

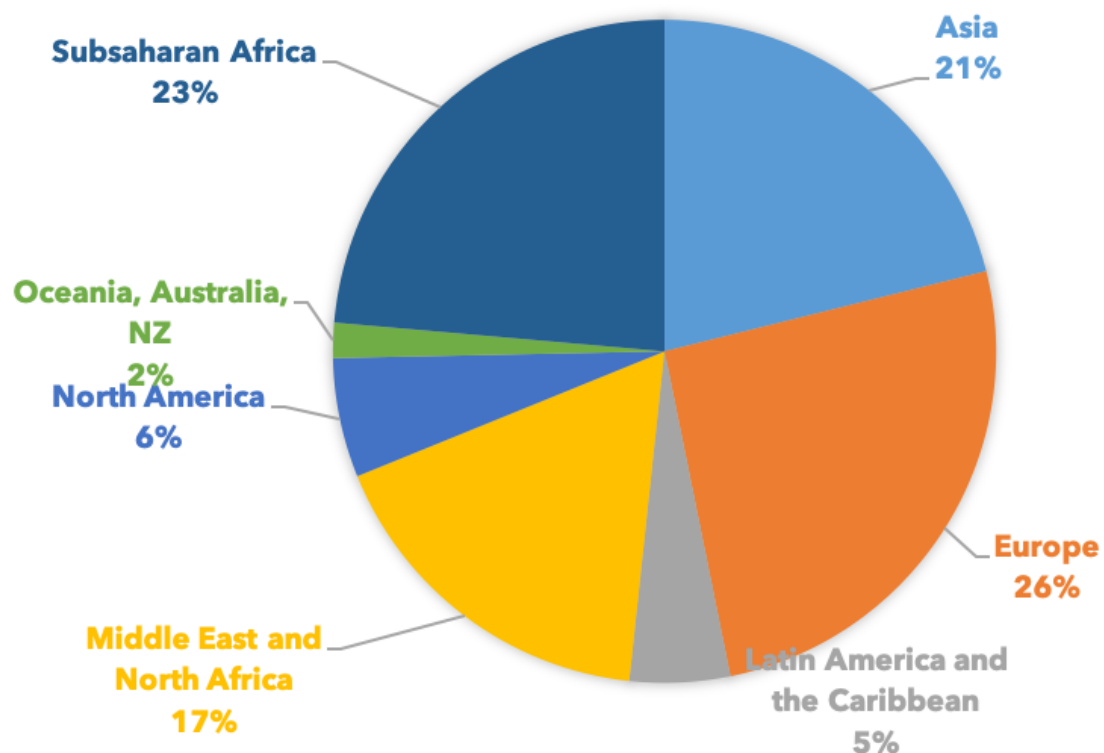**843** YouTube recording views

316 Audio podcast downloads

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Geography

REGION BASED IN

- Subsaharan Africa 23%
- Asia 21%
- Europe 26%
- Latin America and the Caribbean 5%
- Middle East and North Africa 17%
- North America 6%
- Oceania, Australia, NZ 2%

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Geography

Legend:
- 11+
- 5–10
- 2–4
- 1
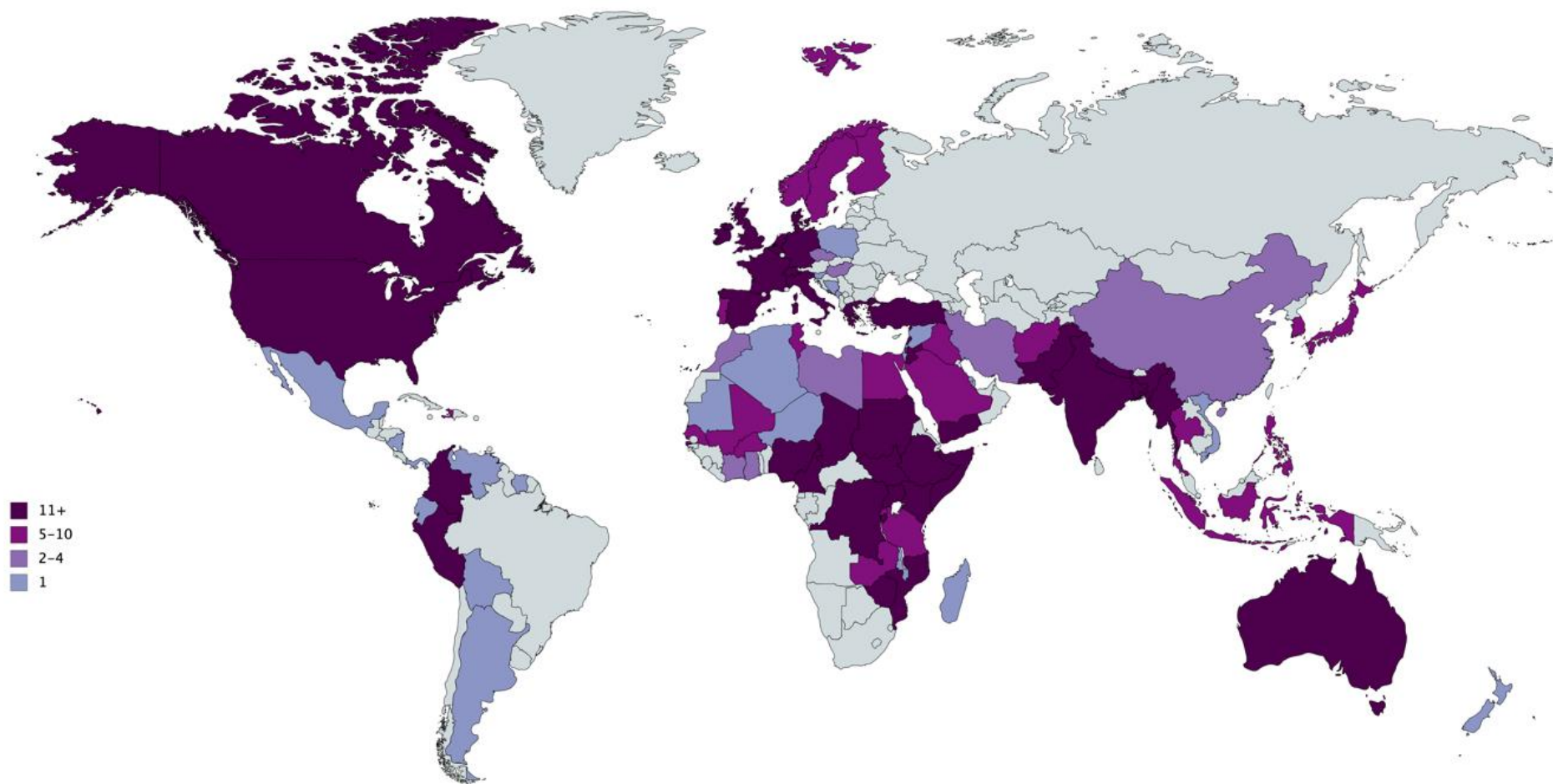
Created with mapchart.net ©

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Geography

Top 10 countries:
- BANGLADESH   158
- UNITED KINGDOM 153
- UNITED STATES   121
- PHILIPPINES   101
- SWITZERLAND   95
- KENYA   89
- IRAQ   88
- JORDAN   81
- NIGERIA   81
- UGANDA   77

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Content overview

- **Camp response overviews** – Bangladesh, Iraq (Salamiyah), South Sudan, Syria (remote)

- **Standards** (applicability of Sphere)

- **Community engagement**

- **WASH**

- **Health**

Standards in the discussion

- Focus on Sphere

- Principles in Sphere

- Technical standards

- Community engagement

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Applicability to CM Standards process

- Framing: Operationalizing principles in Sphere

- Refer to technical standards in CM Standards guidance

- Separate guidance for applying Sphere

- Influence next Sphere revision

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CM STANDARDS AG – 8 JULY 2020

FEEDBACK FROM
SPHERE CHAPTER AUTHORS AND
HSP ON CURRENT CM STANDARDS
DRAFT

Structure

Suggest consistency with other standards in language. Ex: Definition of camp – link with Sphere definition

Suggest consistency of structure, align with either Sphere or CHS, simplify structure

Diagramme and outline in the introduction

Numbering issue throughout (maybe less numbers)

Actions are 1 sentence, starting with a verb. Much text into GN
Some weak indicators
GN sub headings

Align more with CHS KA and OR where possible. Ex: ind. 1.2.2 (responsibilities/capacity/competency?) align with HSP standards as per comments

General comments

Ensure clear link with HSP foundation chapters

Strengthen inclusion (disabilities, child protection etc)

Highlight para 2 of intro and structure the standards and indicators to achieve this objective. Currently indicators support actions. Why not standards?

Technical standards: how was the choice made to include these few, why not link directly to the existing standards

Improve quality of indicators – maybe align with Sphere?

Overall content

Suggestion to link indicators to CMS objective

Introduction paragraph 2:
Camp managers enhance participation, foster accountability for the affected people, and facilitate information management updates between sectoral aid providers, and governments, while improving the protective environment

Formulate indicators to support/measure this objective

Unclear: Link to sectoral coordination (Clusters) and how these two link up (or not). → some aspects in here that CM has no control over.
There's quite a lot in here over which a camp management agency would have little or no control. There needs to be some reference to sectoral coordination, where there's at least some chance of leverage by a coordinator for agencies to delivery against the minimum standards.

Commitments 1 and 2

Commitment 1, standard 1:
is it about quality site management or access to services?

Commitment 2: clarification questions, stronger focus on inclusion

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Commitment 3

I would expect to see something here on how this works in cluster or sectorised environments. As a WASH actor, I don't want to be spending any more time than necessary in meetings. As a WASH Coordinator I would expect that this level of coordination would help me resolve issues that span across more than just WASH, but I would not expect to have to justify specific WASH actions here.

Standard 3.1:
KA 3.1: seems to be all about meetings, not coordination. Similar comment in the GN

Indicator 3.2: updating site level needs: *this is cluster task. How does this fit together? Duplication?*
"updates are provided to camp manager on meeting minimum standards"... comment: What minimum standards? Are we expecting camp managers to be able to determine that minimum standards have been met across all sectors?

Commitment 3 cont.

Standard 3.2: data sharing with populations

The intent of this standard is not clear. Is it information sharing with population: suggest to move it up the list of standards, since it's an important part of coordination.

Is it about data protection (as suggested in GN)?

Specific content: Commitment 4 – KA 4.1

A lot of content and clarification comments. Generally not clear what the 3 KA cover and how. Some suggestions to re-phrase, re-structure.

KI 4.1: split into things under CM control and outside CM control

Basic infrastructure/facilities:
Why has this standard chosen to refer only to sex-segregated toilets, religious facilities, privacy at health facilities and burial practices. It might be better just to link to the Sphere standards directly, as there's a lot more to basic WASH infrastructure than sex-segregated toilets

Facility maintenance: *As a WASH officer, it could be perfectly possible for me to read this and be delighted that camp management are going to take on my obligation to maintain facilities...Re-phrase? In Sphere, we were explicit in outlining this obligation*

GN has many important comments. Please consider all

Specific content: Commitment 5

Standard 5.1:

Include environmental considerations, livelihoods and employment

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What's next

- Diagram illustrating the commitments and standards to give an overview
- Clarification in terminology (standards vs. commitments)
- Quality of indicators
- Guidance notes reflection on different typologies of temporary shelter in use (urban environments, transit sites, spontaneous sites)
- CM 1 access vs. coverage vs. quality
- CM 3 + coordination
- CM 4 + physical layout / element of time

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piloting Camp Management Standards in Remote Management

Veronica Costarelli

NWS cross-border operations

IOM Gaziantep

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Outline:

1- Phase 1: Assessment

2- Phase 2: Collecting Data and Monitoring reports

3- Phase 3: Capacity building

4- Phase 4: Strategy and Cluster partnership

5- Main Findings

6- Key considerations for CM standards

7- Questions

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Background

- Deployed to support IOM CCCM team in Gaziantep
- IOM CCCM is operating inside NWS through 3 implementing partners (IPs) in 2 receptions area and 3 camps
- Additional 9 IDPs camps have been under construction- and should be ready by August (25,000 beneficiaries)
- IOM CCCM IPS have a multi sectorial projects (Shelter, NFIs, CM, Food)
- IOM CCCM is part of CCCM Cluster SAG and it is one of larger agencies with camp management technical skills operating in the sector
- Pilot project on the application of CM Standards in remote management has been done in collaboration with the CCCM Cluster in GZP.

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Phase 1: Assessment

- Briefing with IOM partners, IOM CCCM team, other IOM Units
- Became familiar with Cluster strategy and tools
- Reviewed IOM projects proposals and monitoring plan and tools
- Studied Operational context analysis
- Analysed Satisfactory survey
- Surveyed Organizational capacity, including IOM and IPs
- Identified gaps- needs (is this based on a resume of above or related to context?

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Phase 2: collecting data and monitoring

- Based on CM standards, a CM monitoring checklist was developed to capture information on tools, guidance and SoPs available in reception sites and in planned camps;
- Checklist pinpointed areas of gaps and overlapping activities
- Improved (my) Comprehension of challenges faced by the IOM IPs and their technical knowledge of CM

Activity	Implementation status		Priority	Outstanding perfomance	Operationally not possible	Support required
	YES	NOT				
Site Management Agency						
Site Management staff available on site.						
SM staff have been trained on humanitarina principles and basic CM role and responsabilities						
Code of conduct and TOR are agreed and signed						
Site management agency personnel includes women and minority groups						
Site management staff has undergone PSEA and confidentiality training						
1.2 Administration and Security						
Standards operating procedures for access in and out of the site are in place.						
Code of conduct for site population is in place and shared with the community						
Rule and regulations for local authorities are in place - if possible						
Has been established an Incidents reporting mechanism?						

Phase 3: Capacity building

- Development of a capacity building materials
- Finalization of the pilot blended CCCM training for remote management for IOM IPs field staff
- Finalization of the Arabic material and deliverability modality
- Development of a set of tools based on CM standards, including ToRs, SoPs, guidance, for IOM IPs.
- Harmonization of activities across newly and old camps/ RCs
- Technical support to IP management
- Inclusion of community participation activities

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Phase 4: Strategy and Cluster partnership

- Support IOM CCCM team in integrating the CM standards into existing programs

- Present the findings of CM standards assessment and capacity building plan of IOM IPs, including lessons learned and best practices, to the CCCM Cluster.

- Support the CCCM Cluster in reviewing its current strategy.

- Support the cluster in developing key indicators to monitor the applicability of standards

- Develop cases studies on challenges and best practise in remote management to share and present with the Global CCCM cluster

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Main Findings in NWS Cross-Border Operations

- Challenges in implementing soft component of Camp Management.

- Camps vs reception sites

- Current difficultly to attribute/measure where the CM Standards are being met because they are not harmonized and aligned activities at RC and camp level.

- Operational reality is still very much life saving emergency response.

- Gaps in implementing community participation activities, especially for women, children and elderly.

- Huge need of standardizing CM activities and operating procedure in order to be able to monitor IPs performance and accountability.

- Very difficult to develop a long term vision, including environmental sustainability and exit strategy.

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Key considerations:

➢**Reception sites:** it is important to develop CM standards for the management of reception site

➢**Accountability:** CRM is very hard to apply in remote management. For example, when the same agency implementing CM is in charge of providing other services, it is questionable the information we receive about complaints and follow up. Nevertheless, the number of protection cases reported - GBV, PSEA-, are low.

- Reception sites the needs of people are not captured to then re-adapt programmes to meet their needs, therefore IDPs lose trust in sharing their feedback.

➢**Governance** : monitoring that a governance structure is in place and that IDPs are contributing to decision-making of the camp-life is one of the most difficult area to monitor and evaluate from support agency and Cluster in remote management .

- **Engagement with local authorities:** understanding the relationship between national NGOs and local authorities is very challenging. Especially for issues like land agreement and HLP.

2020! Push to the finish

Hire an editor

AUGUST	SEPTEMBER	OCTOBER	NOVEMBER
Incorporate comments from HSP partners	**River Valley Technology contract**	HSP application	Video Release Local promotion
Quick turn around validation			
Index to CM Toolkit, Sphere and other technical guidance	PHAP Event	**Video Production**	Retreat presentation
	Speakers		
Diagram	Final Edit and proofread	**Collaboration with other WG (Capacity Development)**	App and Printing version available
Tool Collection / Monitoring Framework	Case Study		

Any questions?
Thank you!

Thank you
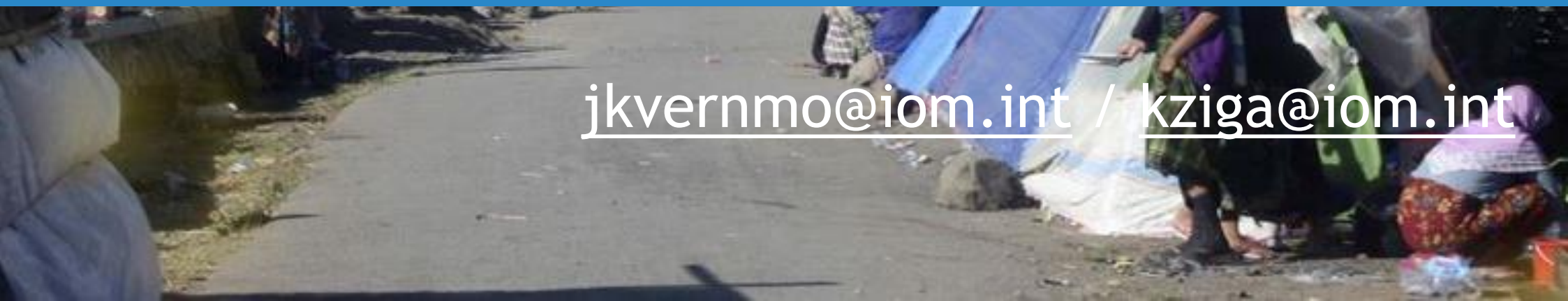
jkvernmo@iom.int / kziga@iom.int